



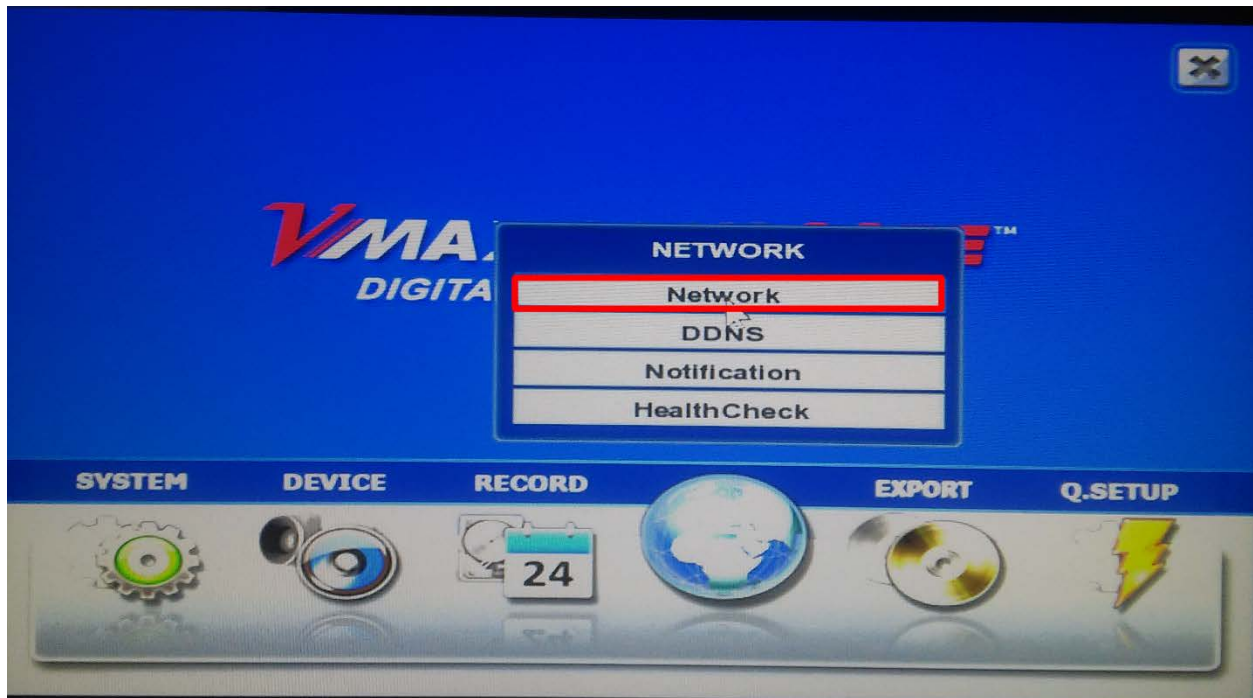
Troubleshooting Guide

NETWORK SETUP FOR THE VMAX™ SYSTEMS

This guide offers basic step-by-step instructions to set up your Digital Watchdog® DVR to be viewed anywhere!

Step 1.

Go to NETWORK > Network on the Setup menu.



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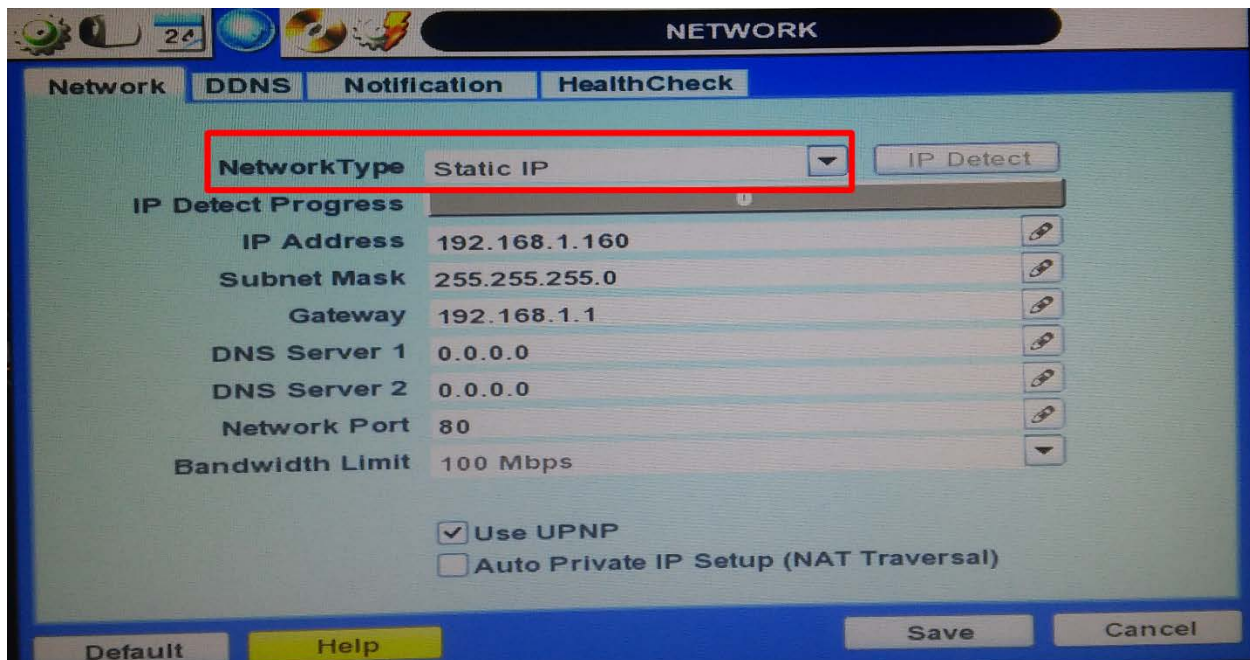


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Step 2.

Change the Network Type from “Static” to “Dynamic.”



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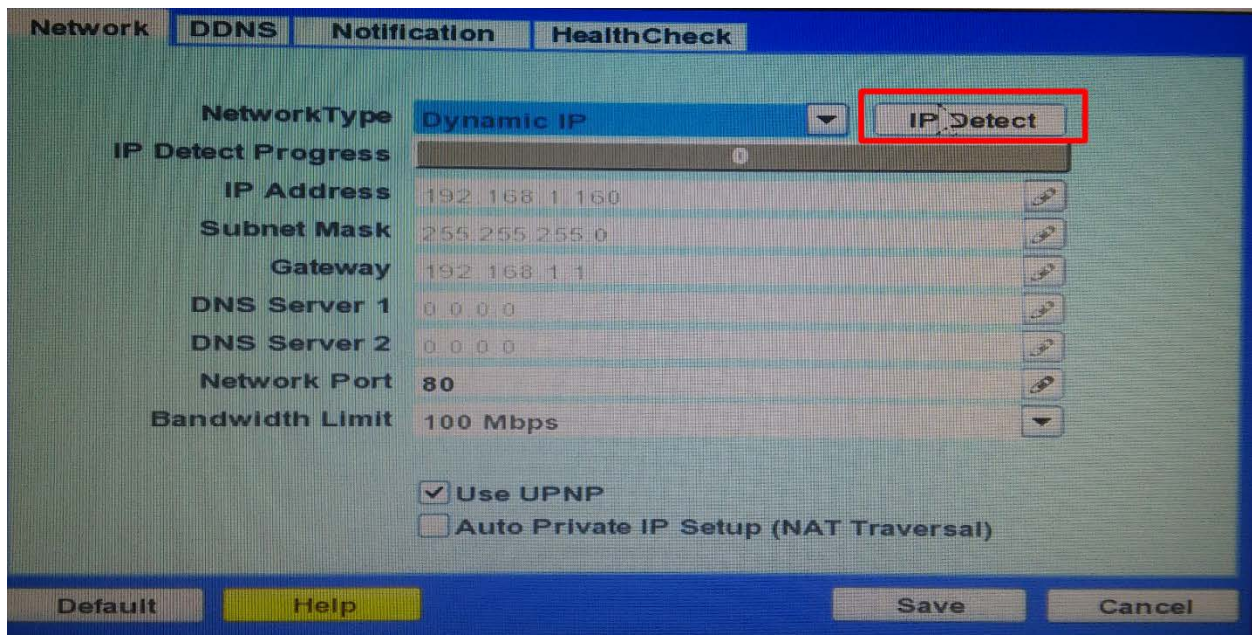


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Step 3.

Press the “IP Detect” button and wait for the DVR to find a new IP Address.



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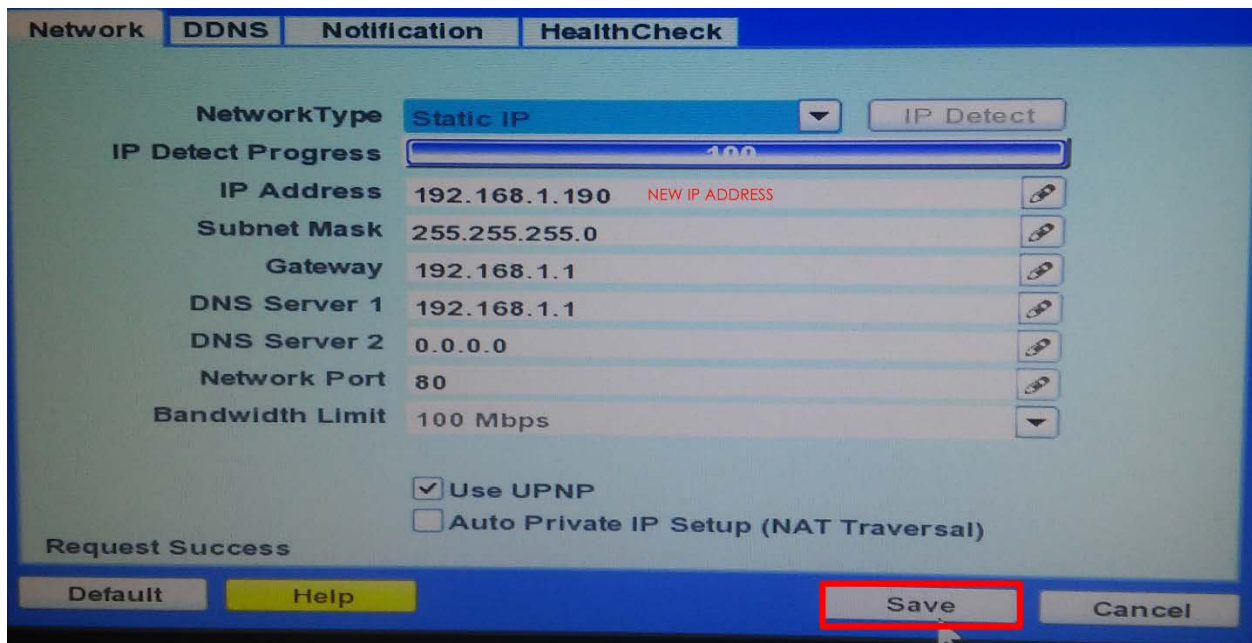


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Step 4.

After the new IP Address is detected, set the Type back to “Static” and save your settings.



Your DVR is now set up on the local network!

You can now use this new local IP Address to connect to your DVR on our mobile phone application or computer software while you remain on the same network as the DVR!

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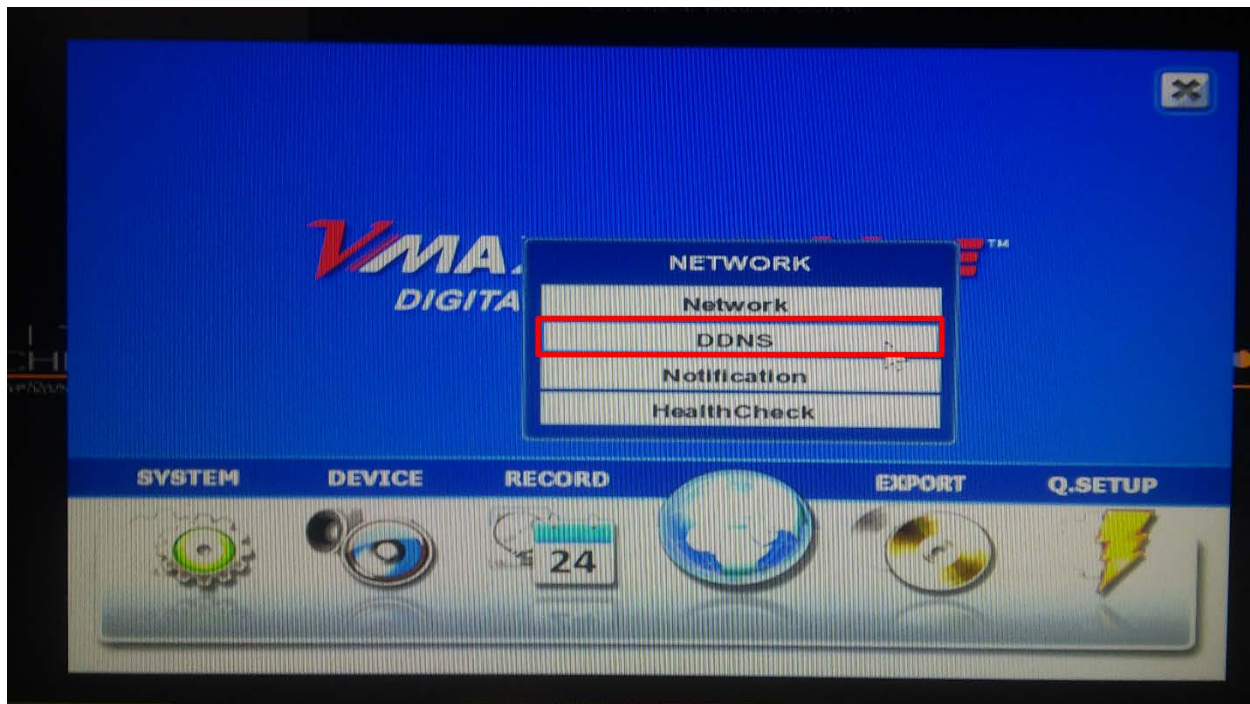
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Setting Up a DDNS

Step 5.

Select NETWORK > Network > DDNS on the Setup menu.



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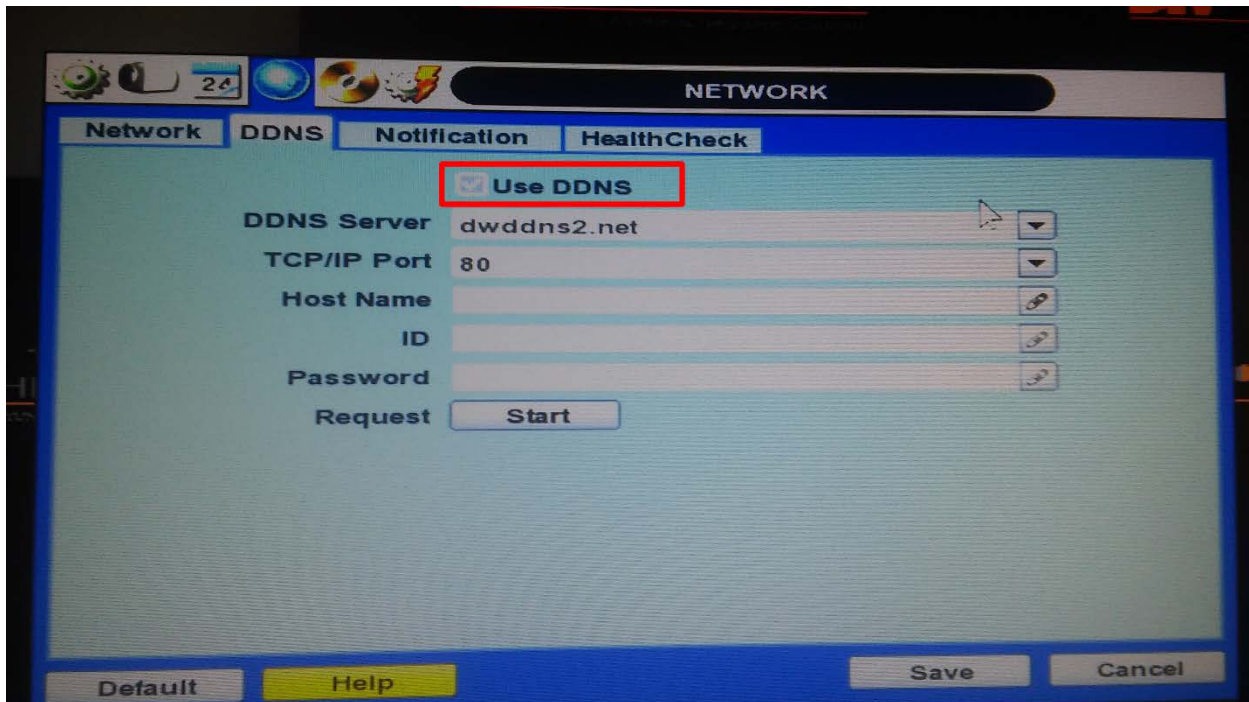


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Step 6.

Checkmark "Use DDNS" so the page can be edited.



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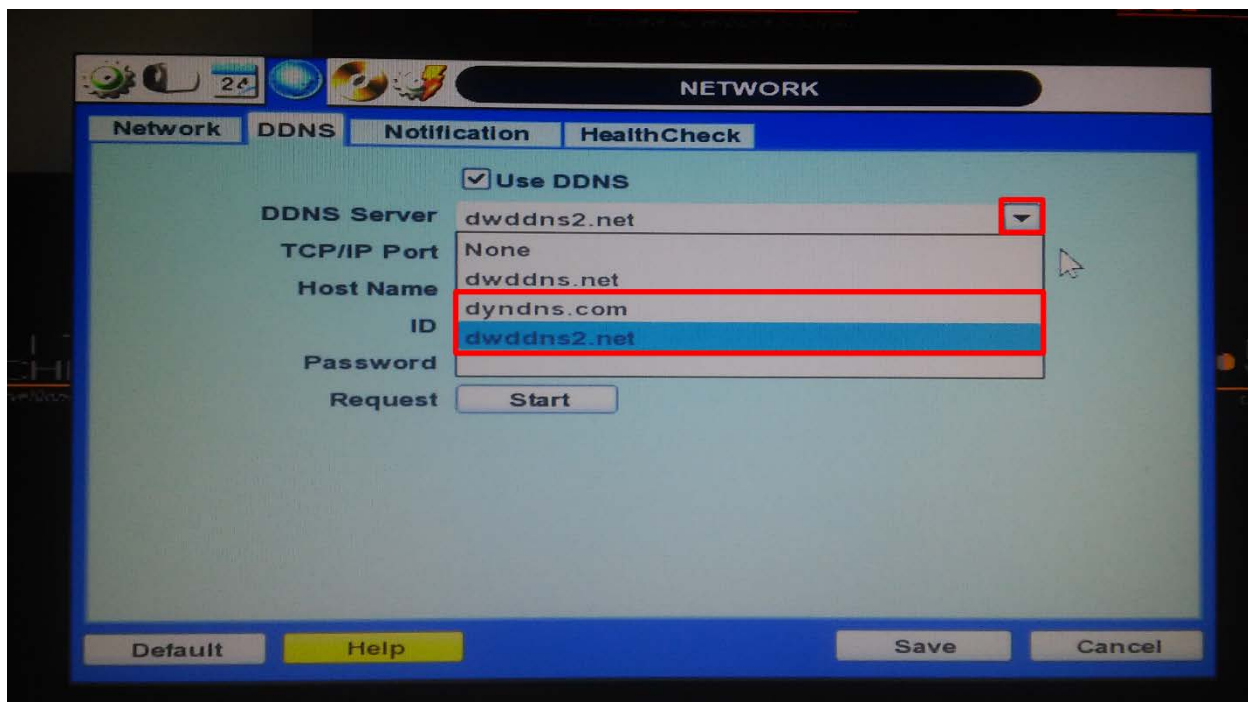
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Step 7.

Select either “dwddns.net” or “dwddns2.net” as your DDNS server. These are free DDNS servers that we provide for your convenience.



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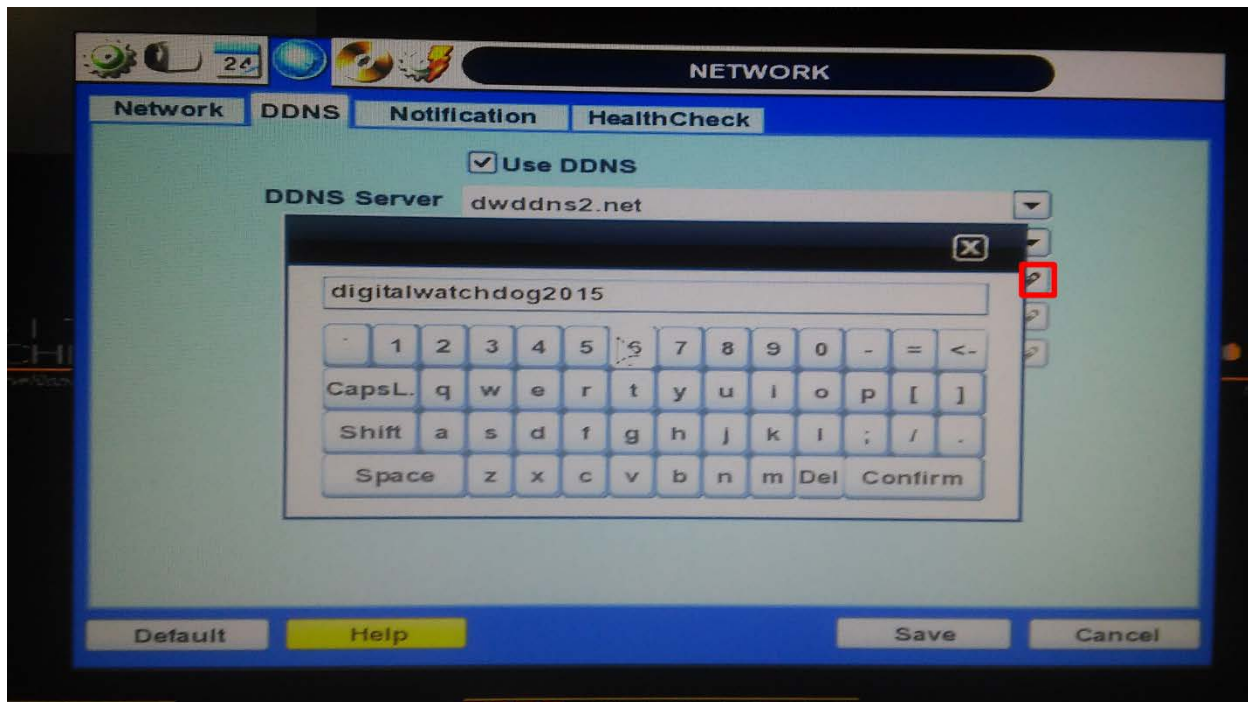


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Step 8.

Press the pencil icon next to “Host Name” and enter the name you would like your DVR to have. **The DDNS will accept alphanumeric characters only. No spaces or special characters.** After you create your name, press “Confirm.”



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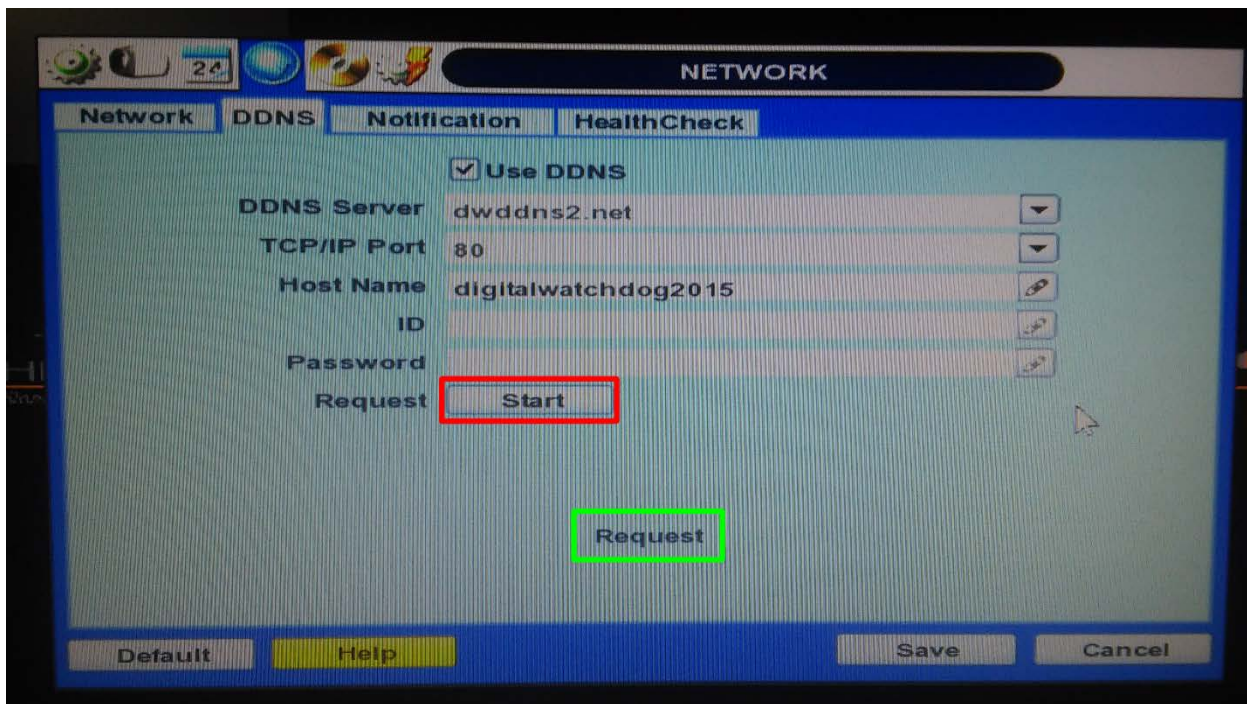
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Step 9.

Press the request “Start” button on the page to register your DDNS.



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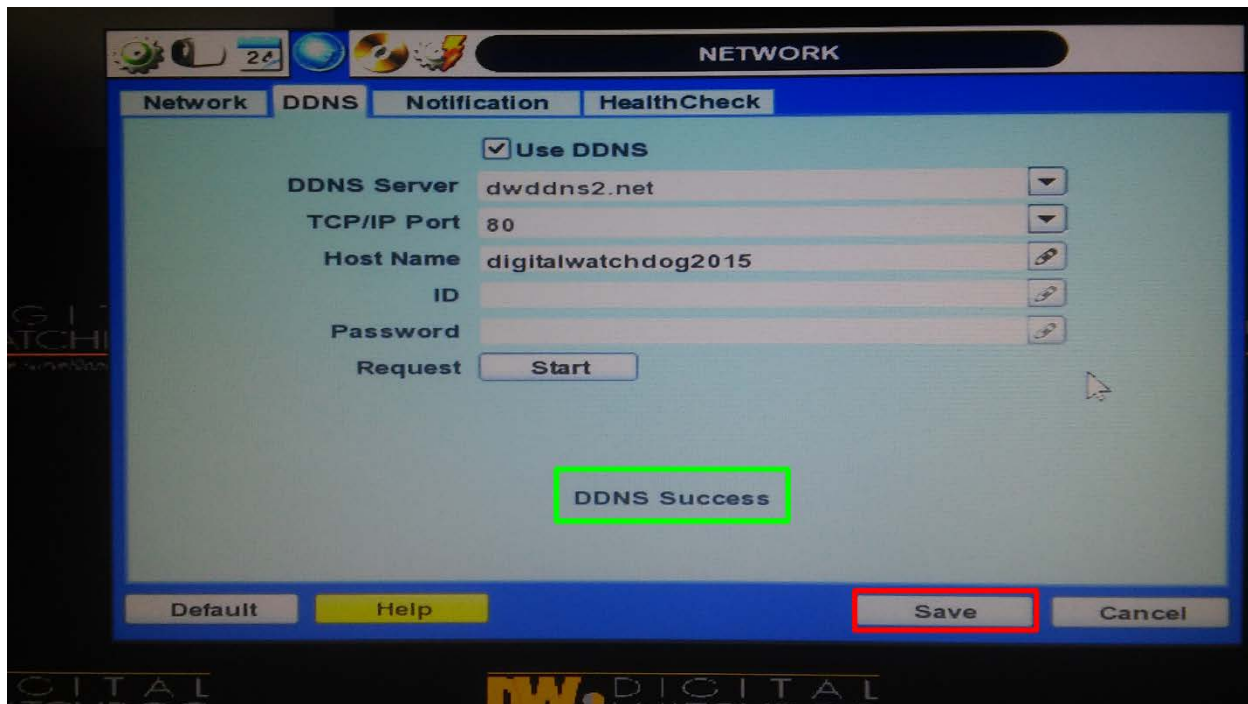
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Step 10.

If the request returns “DDNS Success,” save. Congratulations! Your DDNS address is now registered! It will be found as “(hostname).(ddnsserver)”.

(Example: digitalwatchdog2015.dwdns2.net)



You have now created your remote address!

This address will allow you to connect on your mobile phone application or computer software from a remote location.

For this address to work, you now need to allow Port Forwarding on your router.

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Setting Up Port Forwarding

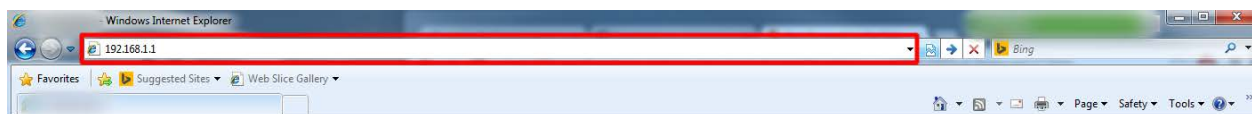
Step 11.

To set up Port Forwarding, you will need to access your router's user interface on a computer. This can usually be found by entering the gateway found under the network page on the DVR. In our example, we're using "192.168.1.1"



Step 12.

Go to a computer on the same network. Type the gateway into the address bar of any web browser (Internet Explorer, Chrome, Safari, etc.) And press "Enter."



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Step 13.

This should display a prompt asking for your router's log in information. This information is found most commonly on the actual routing device. (Note: This is **not** your Wi-Fi information.)

A screenshot of a login dialog box from a router's web interface. The dialog has a grey background and a key icon on the left. The text reads: "Please type your user name and password." Below this, there are fields for "Site:" (192.168.1.1), "Realm:" (RT314), "User Name:" (admin), and "Password:" (masked with asterisks). There is a checkbox for "Save this password in your password list" which is currently unchecked. At the bottom right, there are "OK" and "Cancel" buttons. A faint "PortForward.com" watermark is visible at the bottom of the dialog.

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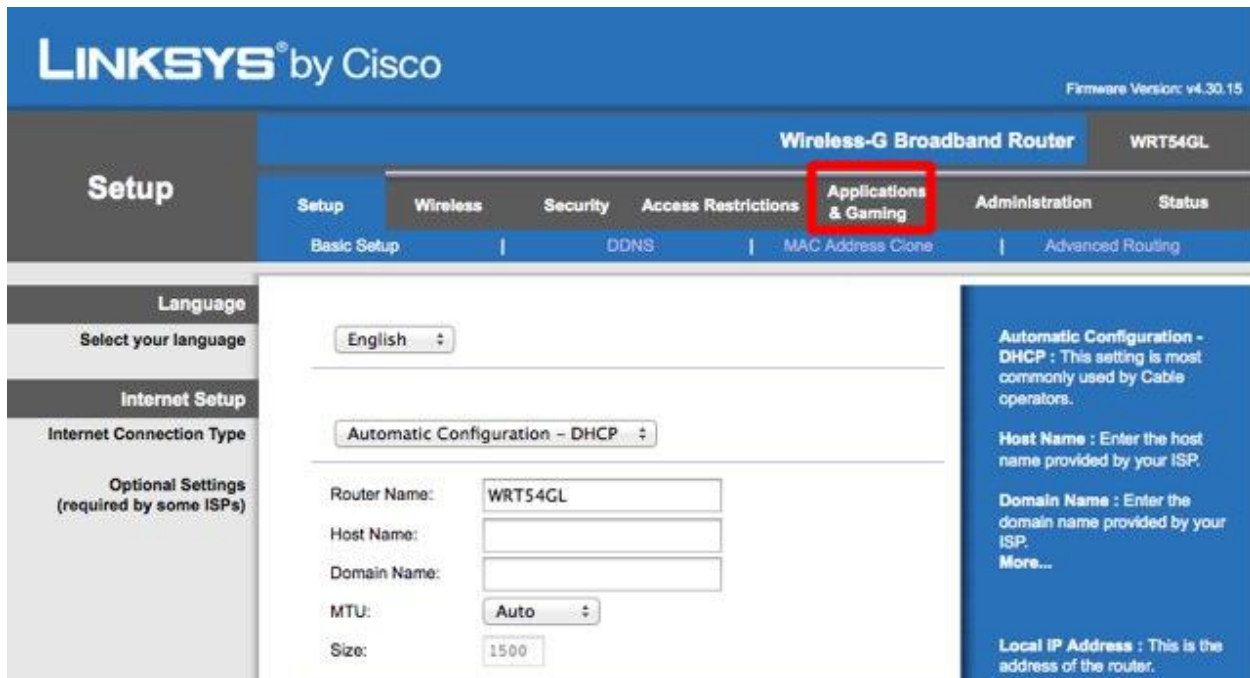
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Step 14.

Depending on the router, the next step can be found in different places. In this case, we want to select “Applications and Gaming.” (Also known as Pinholes, Port Forwarding, Single Port, etc.)



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Step 15.

Fill in the requested information. The port number should be the same number you have under the DVR's network page. In our example, we are using 80. The address used is the DVR's IP Address that we received from the IP Detect. Ours is 192.168.1.190. Make sure the rule you've created is enabled. Save the setting.

The screenshot shows the Linksys WRT54G router's "Port Range Forwarding" configuration page. The "Applications & Gaming" menu is selected, and the "Port Range Forward" sub-menu is active. A table lists various applications with their respective port ranges, protocols, and IP addresses. The "DVR" entry is highlighted with a red box, showing a port range of 80 to 80, protocol of Both, and IP address of 192.168.1.190. The "Enable" checkbox for this entry is also checked and highlighted with a red box. At the bottom of the page, the "Save Settings" button is highlighted with a red box.

Port Range					
Application	Start	End	Protocol	IP Address	Enable
DVR	80	to 80	Both	192.168.1.190	<input checked="" type="checkbox"/>
ooma	123	to 123	UDP	192.168.1.104	<input checked="" type="checkbox"/>
ooma	514	to 514	UDP	192.168.1.104	<input checked="" type="checkbox"/>
ooma	1194	to 1194	UDP	192.168.1.104	<input checked="" type="checkbox"/>
ooma	3386	to 3386	UDP	192.168.1.104	<input checked="" type="checkbox"/>
ooma	3480	to 3480	UDP	192.168.1.104	<input checked="" type="checkbox"/>
ooma	10000	to 20000	UDP	192.168.1.104	<input checked="" type="checkbox"/>
ooma	110	to 110	TCP	192.168.1.10	<input checked="" type="checkbox"/>
ooma	443	to 443	TCP	192.168.1.104	<input checked="" type="checkbox"/>
	0	to 0	Both	192.168.1.0	<input type="checkbox"/>

Port Range Forwarding: Certain applications may require to open specific ports in order for it to function correctly. Examples of these applications include servers and certain online games. When a request for a certain port comes in from the Internet, the router will route the data to the computer you specify. Due to security concerns, you may want to limit port forwarding to only those ports you are using, and uncheck the **Enable** checkbox after you are finished. [More...](#)

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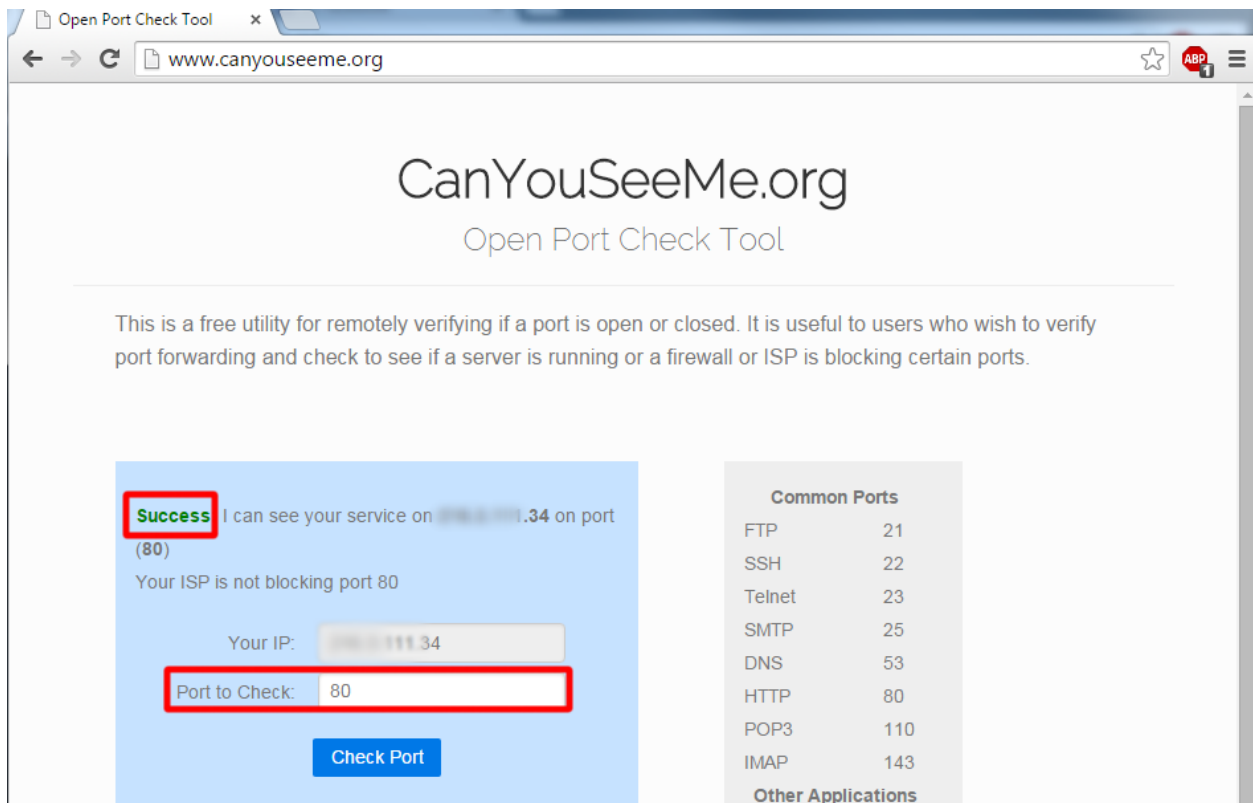


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Step 16.

Double check your work at <http://canyouseeme.org>. If you test your port number and it comes back successful, you are done!



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Additional Notes

- Your DVR's local IP Address will only work when you are on the same network. This means your phone or computer is connected to the same Internet.
- Your DDNS that you created generally only works when you are off the same network as the DVR.
- Some routers and Internet service providers do not allow the use of port 80. If this is the case, simply change the port number on the network page to something else and forward that port instead.
- If the DDNS address fails to register, try a different name or another DDNS server.
- The DDNS name you create will be going to a server. This means that the name you want to use may be taken. It is recommended to make your DDNS name unique to avoid any issues with registration. Refrain from host names like "DVR," "digitalwatchdog," "myhome" or anything else that might be commonly used. A common creation method is a favorite food and special year (ex. Papaya1978). This will reduce the likelihood of someone else having the same name that you would like to use.

This is a basic guideline. Not every router will look like this one, nor will they all have Port Forwarding enabled the same way. If you still have issues getting your ports forwarded, your Internet service provider has the means to do this for you.

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