



DVR Setup Document

Step 1: Get the answers to the following questions from the customer. These answers are required to proceed to Step 2, with no exceptions.

A.) Are you the homeowner or the installer?
(If they say both we do not provide free support, they must be an actual installer/dealer installing this for a customer)

B.) Router Brand:
Router Part Number:
Router Username:
Router Password:

C.) Modem Brand:
Modem Part Number:
Modem Username:
Modem Password:

D.) WAN IP: (Have customer go to www.ipchicken.com for this number)

E.) DVR Username (if default, it is admin)
DVR Password (if default, it is 123456)

F.) Ask the customer if they have a Static or Dynamic IP address

Step 2: Verify the customer has the right equipment to set up the DVR

A.) Verify the customer has a monitor plugged into the DVR

B.) Verify the customer has a CAT5 cable plugged into the DVR from the router or switch

C.) Advise the customer that a mouse plugged into the DVR will make the setup easier

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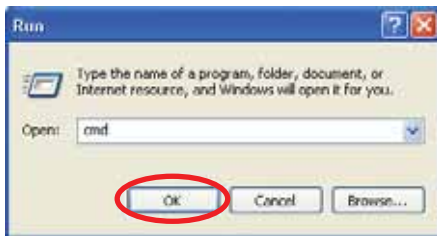
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Step 2: Describe the following steps to the customer:

A.) Click the 'Run' icon on your computer.



B.) Type in 'cmd' and press enter on your keyboard, or press ok.



C.) Type in 'ipconfig /all' into the Dos prompt that appears. Press enter.

D.) Write down your computer's IP address.

For example, this computer's IP address is 192.168.1.74.

This is for reference only. Do not put this IP address into the DVR.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\jjesson>ipconfig /all

Windows IP Configuration

Host Name . . . . . : jjesson
Primary Dns Suffix . . . . . : internal.channelvision.com
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : internal.channelvision.com
                                internal.channelvision.com
                                channelvision.com

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  : internal.channelvision.com
    Description . . . . . : Broadcom NetXtreme 57xx Gigabit Controller
    Physical Address. . . . . : 
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . : Yes
    IP Address. . . . . : 192.168.1.74
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
    DHCP Server . . . . . : 192.168.1.9
    DNS Servers . . . . . : 192.168.1.9
                          192.168.1.5
    Primary WINS Server . . . . . : 192.168.1.9
    Lease Obtained. . . . . : Tuesday, September 07, 2010 9:32:05 AM
    Lease Expires . . . . . : Wednesday, September 15, 2010 9:32:05 AM
```



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D.) Copy/write down the following information from the Dos prompt:

- 1.) Default Gateway (Example 192.168.1.1)
- 2.) DNS Server (if 2 servers, use the first one, for example 192.168.1.9)
- 3.) Subnet Mask (Example 255.255.255.0)

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\jjesson>ipconfig /all

Windows IP Configuration

Host Name . . . . . : jjesson
Primary Dns Suffix . . . . . : internal.channelvision.com
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : internal.channelvision.com
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Ethernet adapter Local Area Connection:

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    Description . . . . . : Broadcom NetXtreme 57xx Gigabit Controller
    Physical Address. . . . . : 
    Dhcp Enabled . . . . . : Yes
    Autoconfiguration Enabled . . . . . : Yes
    IP Address. . . . . : 192.168.1.74
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
    DHCP Server . . . . . : 192.168.1.9
    DNS Servers . . . . . : 192.168.1.9
                          192.168.1.5
    Primary WINS Server . . . . . : 192.168.1.9
    Lease Obtained. . . . . : Tuesday, September 07, 2010 9:32:05 AM
    Lease Expires . . . . . : Wednesday, September 15, 2010 9:32:05 AM
```

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Step 3:

- 1.) Connect the monitor to the DVR.
- 2.) Connect the DVR to the switch/router.
- 3.) Connect a mouse to the USB port on the back of the DVR (optional).
- 4.) Power on the DVR.
- 5.) Right click the mouse button or, if not using the mouse, press the menu button on the remote, or the front panel.
- 6.) Place your cursor over the icon that looks like a gear. Note: more icons will appear.
- 7.) Click the icon that looks like a page. If using the remote, navigate to the icon, and push enter.



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8.) You will be asked for a password. The default administrator password is 123456.



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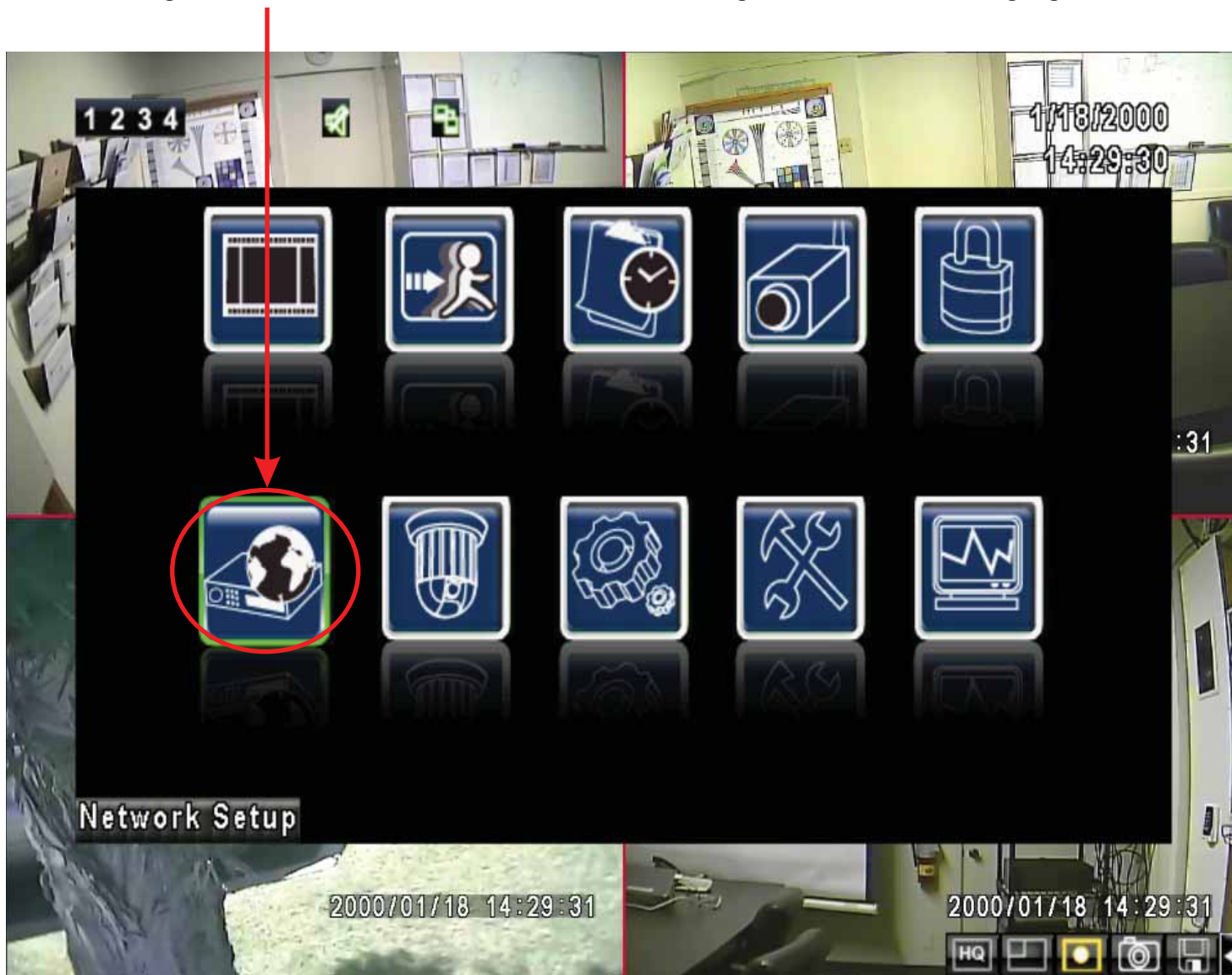


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Your screen should now look like the one shown below.

9.) Click the icon that looks like a DVR and a globe.

If not using a mouse, use the down arrow on the remote to navigate until the button is highlighted.



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10.) Make sure LAN is selected at top.

11.) Assign an IP address to the DVR by using the first 3 sets of numbers of your default gateway.

Use exactly the same 3 sets of numbers as your default gateway that you wrote down.

For Example: If the default gateway is 192.168.1.1

Then the DVR IP Address will start with 192.168.1._

Note: Last set of numbers are called the host number, not entered yet.

For the host number, be sure to assign a different number than your computer's host number

(2-250) Complete the DVR IP address by entering a host number (last digits).

Complete the DVR IP address by entering a host number (last digits).

For Example If the computer's IP 192.168.1. . Then, I will use 192.168.1 for my DVR

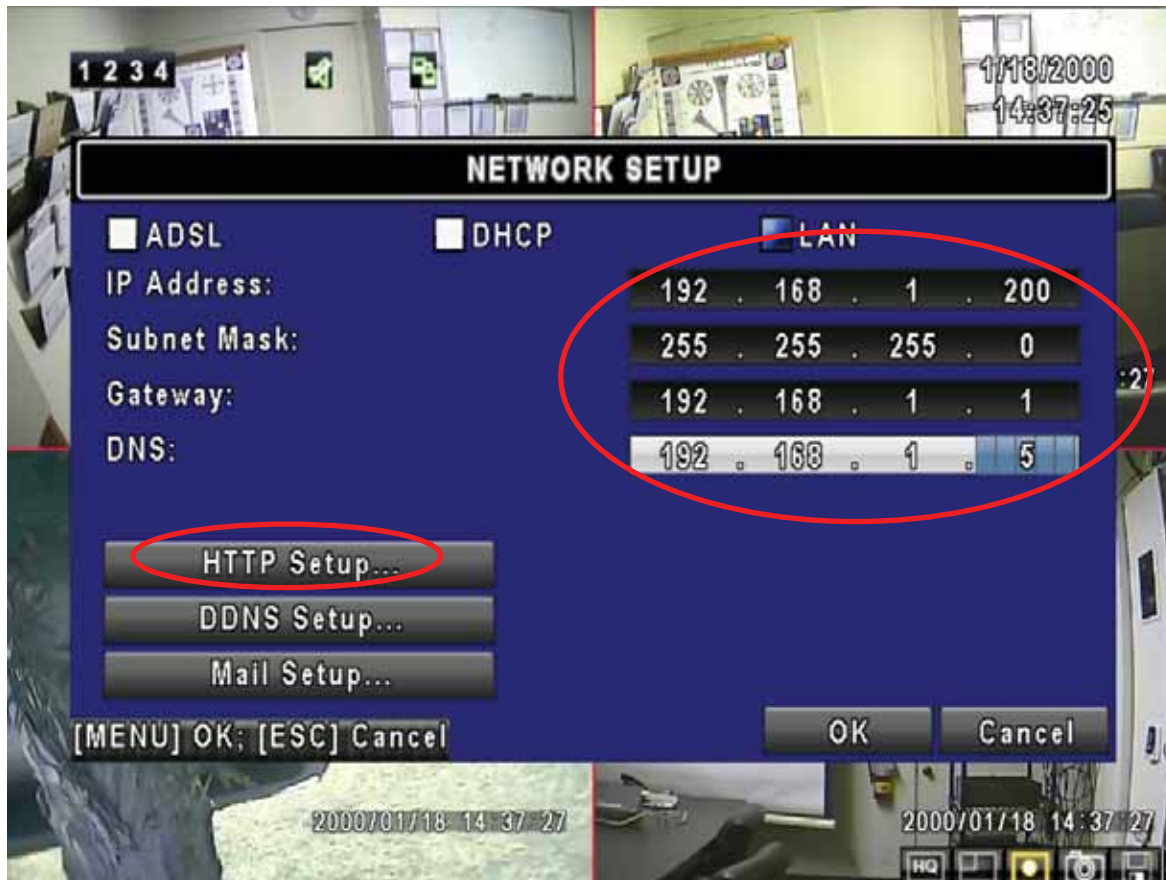
12.) Enter the information you wrote down from Step 6 into the DVR network page.

A.) Subnet Mask

B.) (Default) Gateway

C.) DNS (Server)

13.) After entering the information Click HTTP Setup.



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14.) Assign a port to the DVR. Channel Vision recommends using port 5400.
(You will need to forward to this port in your router.)

15.) Check 'Enable HTTP Server',

No.	Quality	FPS
☒	Highest	15
☒ 1	Highest	15
☒ 2	Highest	15
☒ 3	Highest	15
☒ 4	Highest	15

Dual Stream: 60/60

Auto

[MENU] OK; [ESC] Cancel

OK Cancel

16.) Click OK, your screen will go back to "Network Setup" screen click OK again. You can right click mouse or hit the escape key if your not using a mouse. DONE!

Follow steps 22,23,24 and 25 to view DVR from your local network.

17.) Open <http://192.168.1.200:5400> in Internet Explorer

[http://\(Your DVR IP\):\(port you assigned\)](http://(Your DVR IP):(port you assigned))

18.) You will be asked for the user the name and password.

Username: - Password: (default if not changed)

19.) Select enter.

20.) Choose 'Yes' when prompted to install ActiveX control.

If you don't get a prompt, it is due to a security feature in Internet Explorer.

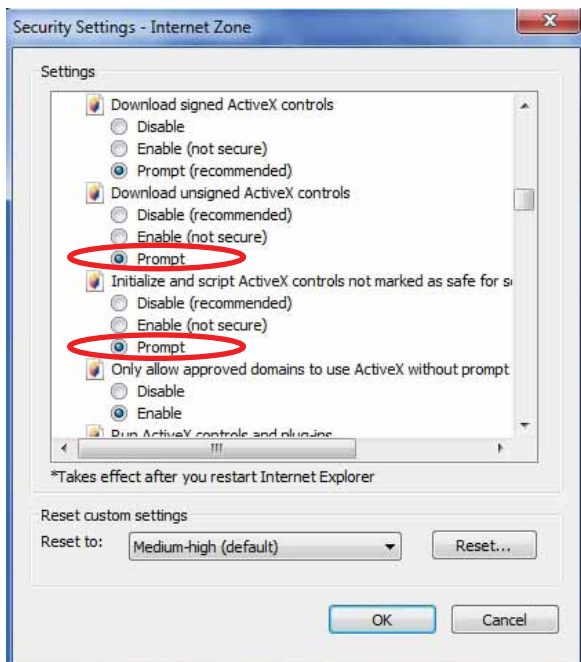
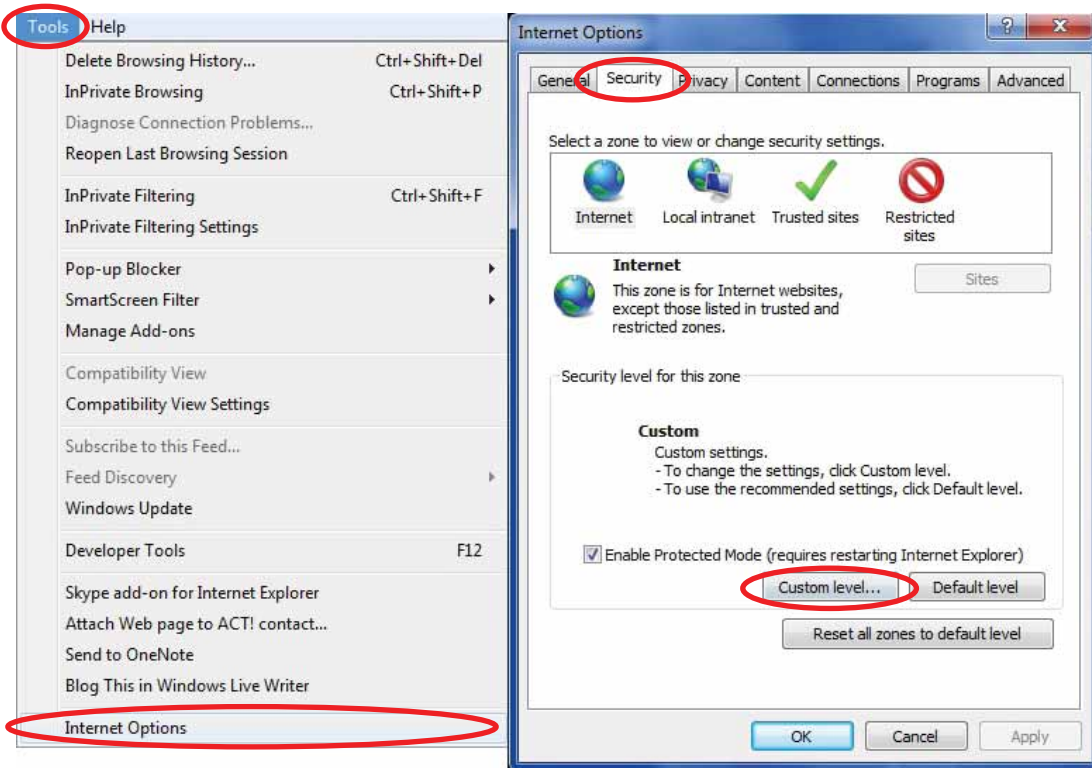
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- 21.) The first time you connect to the DVR through Internet Explorer, it will ask you to install the ActiveX control on your computer. Internet Explorer 6,7,8, or 9 must be used with this ActiveX control. However, IE 6 is very old, and will not always work. If the ActiveX control does not load, please go to “Tools” “Internet Options”, then “Security” then “Custom Level” Every area that mentions ActiveX should be “Prompt” unless it is already set to enable or disable.



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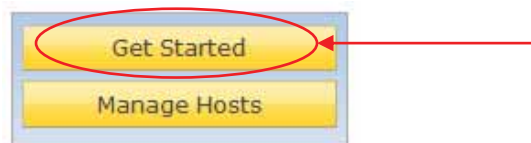
DDNS Setup

Step 4: Go to the following web address: www.dyndns.com.

1.) Scroll down, and click the “Free Dynamic DNS” option.



2.) Click the “Get Started” Icon.



IMPORTANT NOTE: YOU WILL NEED TO CREATE A FREE ACCOUNT WITH DYNDNS.ORG

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3.) Under “Hostname” chose a name for the DVR. Make sure to chose the dyndns.org option

4.) “For Service Type” select “Host With IP Address”.

The screenshot shows the DDNS Setup form with the following fields and options:

- Hostname:** A text box containing "customerdvname" followed by a dropdown menu set to "dyndns.org".
- Wildcard Status:** A label "Disabled" followed by a link "[Want Wildcard support?]"
- Service Type:** Three radio button options:
 - ☒ Host with IP address [?]
 - ☐ WebHop Redirect [?]
 - ☐ Offline Hostname [?]
- IP Address:** A text box with a red oval around it containing the text "Use auto detected IP address 88.888.32.212." A red arrow points from this text to step 5.
- Mail Routing:** A checkbox labeled "Yes, let me configure Email routing. [?]" which is currently unchecked.
- Add To Cart:** A button with a red oval around it and a red arrow pointing from it to step 6.

5.) Click “Use auto detected IP Address”
(Same number can be found at www.ipchicken.com)

6.) Click “Add To Cart”

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DDNS Setup

7.) Click Next.

Shopping Cart

Your cart contains **free services only**. You will not be asked for credit card information.

Dynamic DNS Hosts

customerdvname.dyndns.org

-

remove

\$0.00

Please enter coupons in the box below and click "Add Coupon".

Add Coupon

Sub-Total:

\$0.00

Order Total:

\$0.00

Next >>

8.) Click "Activate Services"

Free Services Checkout

Once you have confirmed the contents of your cart your services will be instantly activated.

Service	Period	Price
Dynamic DNS Hosts		
customerdvname.dyndns.org	-	\$0.00
Sub-Total:		\$0.00

Activate Services >>

9.) Copy "customerdvname.dyndns.org"

Please note: Your DVR web address WILL be different than "customer name".

You must choose your own name for the DVR.

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DDNS Setup

10.) Now, add the DDNS information into the DVR. When on the network page of the DVR, click or select the “DDNS” button.

DDNS SETUP	
☒ Enable DDNS	
DDNS Server:	dyndns.org
Host Name:	customername.dyndns.org
User Name:	channelvision
Password:	••••••••••••••••
[MENU] OK; [ESC] Cancel	
OK Cancel	



Port Forwarding

Many routers have the ability to port forward your DVR, allowing access to the DVR from anywhere in the world. Below are some basic examples of port forwarding. The **example** below is of a SMC router. This must be completed to view on any device outside of your home or office network.

Forward your router to forward a port (such as port 5400) to the internal IP address of the DVR.

Using the SMC router interface, click Advanced Setup.

Click NAT and the Virtual Server page should appear as shown below.
(Other routers should have a similar interface)

Port Forwarding SMC Router

Enter the address of the DVR		Designate a port (should be the same port you set on the DVR)		Check box to enable forwarding	
ID	IP Address	Port/s	Data Type	Enable	
1	192.168.2.206	5400	TCP	☒	
2	192.168.2.		TCP	☐	
3	192.168.2.		TCP	☐	

Choose TCP from the drop down box
(Transmission Control Protocol)

Note: the address shown above is just an example.

To activate the changes, scroll to the bottom of the page and click "Apply" and then "Restart".

1. Click
RESTART

2. Click
APPLY



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Port Forwarding

Below are several points of reference regarding port forwarding.

1.) [Http://en.wikipedia.org/wiki/Port_forward](http://en.wikipedia.org/wiki/Port_forward)

The wikipedia page explains what port forwarding is, how it is used and what its applications are.

***This website is not affiliated with Channel Vision.**

2.) [Http://screenshots.portforward.com/](http://screenshots.portforward.com/)

This website contains picture by picture walkthroughs on how to port forward most routers on the market.

***This website is not affiliated with Channel Vision.**

Port Forwarding LG Routers

In the example below, there is a DVR running on port 8002 on the LAN.

- 1.) Add the IP information, including the desired port into the port forwarding tab of "advanced" in the router
- 2.) Check "Enable Port Forwarding".

☒ **Enable Port Forwarding**

Description :	DVR
Local IP :	192.168.2.64
Protocol :	Both ▾
Local Port :	8002
Public Port :	8002

Add

Reset

3.) Click 'Add'.

4.) Click "Select".

Current Port Forwarding Table :

NO.	Description	Local IP	Local Port	Type	Public Port	Select
1	DVR	192.168.2.64	8002	BOTH	8002	☐

Delete Selected

Delete All

Reset

Apply

Cancel

5.) Select "Apply" to enable your new port forwarding rule

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Common Issues

Over the course of setting up hundreds of DVR's, we have found some routers to be problem routers. Some are companies, some are just general things to look out for. Below are a list of things to note.

- 1.) **2Wire** modem/router combinations do not work the normal way with this DVR. You cannot set up the DVR on "LAN" and must select "DHCP" in the DVR's network menu. Once you do this, there is a good chance that the DVR will show up in the **2Wire** router, allowing you to port forward the DVR. If you give the DVR a LAN address, the **2Wire** router will not detect it, and you cannot port forward it.
- 2.) Port forwarding does not work in all routers. Sometimes, a router flat out doesn't have the ability to do port forwarding. This is very rare. However, they do exist.
- 3.) Port forwarding may not work in a router because it is defective. It is always possible, though very rare, that the router the customer has is defective when it comes to port forwarding
- 4.) Lets say you already port forwarded the router, and DVR should be working outside of the network. Inside of the network, the DVR works, however, the DVR does not work externally. There are many reasons this could happen, but here are the 2 most common causes of something like that:
 - A.) The DVR network page is not set up properly. For example, maybe they are missing the DNS server, or the subnet mask is wrong. It will still connect internally usually, but not externally.
 - B.) The customer unknowingly has 2 routers. No matter what you do, you cannot have 2 routers in a network if you wish to view the DVR outside of the network. The only exception to this is if one router is completely disabled, being used only as a wireless access point

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Examples Of Connecting: Windows

Below are some common instructions, as well as examples of connecting on mobile devices and computers, both internally and externally.

I've used port 5400 as the port on my DVR, so all examples will reflect that choice.

1.) Windows: There are 2 addresses you can access via Windows.

A.) Internal (LAN) Address will usually look something like this: **http://192.168.1.215:5400**

Other examples of an LAN IP address: **http://172.16.1.215:5400**, **http://192.168.2.215:5400**, **http://192.168.0.215:5400**

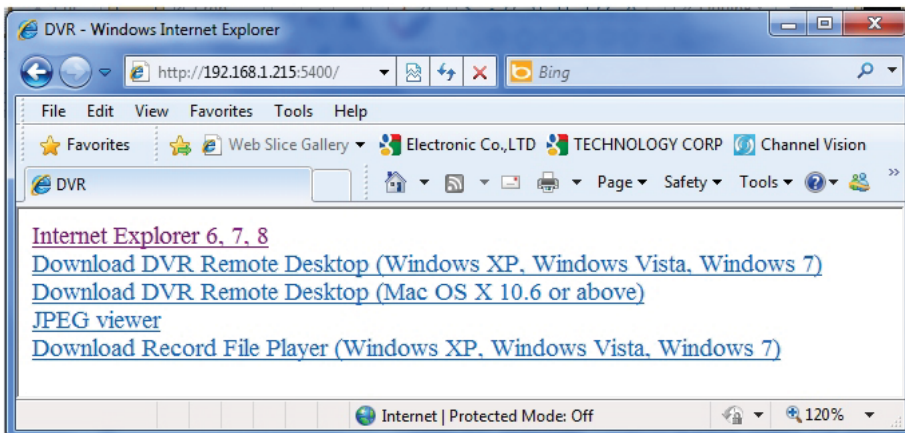
B.) External (WAN) Address will usually look something like this: **http://64.183.35.213:5400**

Other examples of an LAN IP address: **http://172.16.1.215:5400**, **http://99.22.45.71:5400**

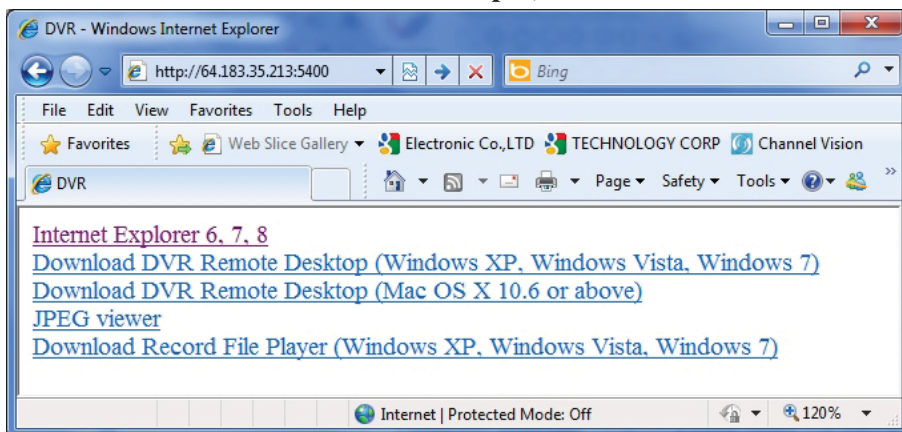
http://78.90.34.222:5400. To get your WAN address, go to **www.ipchicken.com**

NOTE: A external address will never begin with http://192.168.x.x

Internal Example, Windows



External Example, Windows



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