

TROUBLESHOOTING

What can I do if I cannot see the video remotely and everything looks working fine ?

First at all to see the video remotely you must be connected to the internet. If you don't have internet you can connect thru a local area network (LAN) for example in your office and see the video from one computer to another in the same lan.

When you try a remote connection to see the video, you may need that the PC where the DVRHomeOne is installed can be access thru the TCP/IP default port that is the 24578.

There are some type of software that are to protect your computer against not authorize access. For example the Windows XP /SP2 have little software module named "Firewall" with this purpose. When you install the DVRHomeOne for the first time it will ask if you want to **UNBLOCK** that software and you answer yes allow the DVRHomeOne to be access thru the default port, no matter of you want to change that port later, you can do it thru the **OPTIONS** window inside the DVRHomeOne.

Maybe you can have some other Firewall protection software that ask you either if you want to "**UNBLOCK**" and you may answer "**yes**" and check the little box that said "remember this" or something similar.

Assuming that you have internet access and you have set-up well the firewall function and still you cannot connect remotely . Then the most common issue is that you access the internet thru a router. To have an internet connection you must have a number named IP number, this number plus the port number will identified you as a unique internet user around world, Is like your residential address. The main function of a router is to protect you computer from a direct exposure to the internet and to share one internet connection with many computer over a LAN. The router acts as an intermediary between the incoming and outgoing data packets and the internet. Then when you are connected to the Internet thru a Router you will have two IP addresses the private one and the public, the public is the one assigned for the internet connection and the private number is the one that identified your computer inside the router network. In this kind of configuration the DVRHomeOne Server will work with the private IP address automatically assigned by the router plus the default port (24578). This is the main problem because you cannot have a remote direct incoming access with a private IP address. If you need to see the video from a computer that is outside the Router private network, then you will need the Public IP from the router plus the port number configured in the DVRHomeOne. Then you must set-up the router to re-direct the incoming connection to the PC that have the private IP address where is installed the DVRHomeOne Server.

How the router know which machine have the DVRHomeOne? You must set that up in the router. To set it up you have to read the User Manual because each manufacturer may have different setting options.

DVRHomeOne allow you to create a user name and a password that let you have the remote connection without knowing your public IP address. You must click on **USER**

MANAGEMENT and at the bottom after you fill all the blank spaces you must check the box named “ **connect with a server with dynamic IP**” and the click add. Then when you try to make a remote connection you must leave the spaces where you have to type the IP number with 0 (ceros), the click connect and type your username and password. This option is possible if you have a router or not, anyway you must set I up before use.

“THANKS FOR USING DVRHOME ONE”