

# **User Manual**

For TENVIS Now Series Cameras

## Catalogue

Basic Setup	4
Hardware Installation	4
For Windows	4
Search the camera	4
For Internet Explorer	5
Set up IP address automatically	8
Set up IP address manually	10
For MAC OS X	13
Search the camera	13
For Other Non-IE Web Browsers	14
Set up IP address automatically	14
Camera Settings	15
System	15
About	15
System User	16
Network	17
IP Config	17
UPnp	17
Wi-Fi	18
DDNS	18
Alarm Setting	19
Alarm Setting	19
Email Setting	19
FTP Setting	22
Multi-Camera	24
Multi-Camera	24
Advanced	25
NTP Setting	25
Firmware Update	26
Recording Path	26
Other Setting	27
Wireless Settings	28
Attached List	28
Port Forwarding of Common Routers	28
For 2wireRouter	29
For Actiontec Routers	31
For Apple Airport Extreme or Time Capsule	32
For BT BTHomeHub Routers	34
For D-link Routers	36
For FRITZ!! Routers	37
ForHuawei Routers	37
For Linksys W Series Routers	38

For Movistar Routers	39
For Netgear Routers 1	39
For Netgear Routers 2	42
For Netgear Routers 3	44
For O2/ Thomson routers	45
For Sky/Sagmen Routers	46
For Speedport Routers 1	48
For Speedport (Deutsch) Routers 2	49
For TP-Link Routers 1	52
For TP-Link / Binatone Routers	53
For Virgin Routers 1	54
For Virgin Routers 2	55
For Webtell Routers	56
For Zyxel Routers	59

Notice: Certain functions mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

## **Basic Setup**

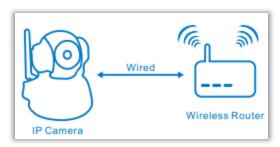
This section will focus on connecting your IP camera, software installation and basic network configuration. Other settings and operation will be explained in later chapters.



For your security, please update the camera's default password once you finish the following procedure and you can turn to camera settings for reference.

## **Hardware Installation**

Open the package. Connect the camera to your router by a network cable and plug it in with the provided AC adapter.



## **For Windows**

#### Search the camera

1. Install TENVIS Search Tool.exe in CD.



- 2. Run **TENVIS Search Tool** from desktop.
- 3. Click Search. Double click the camera searched in the list to open the camera in web browser.



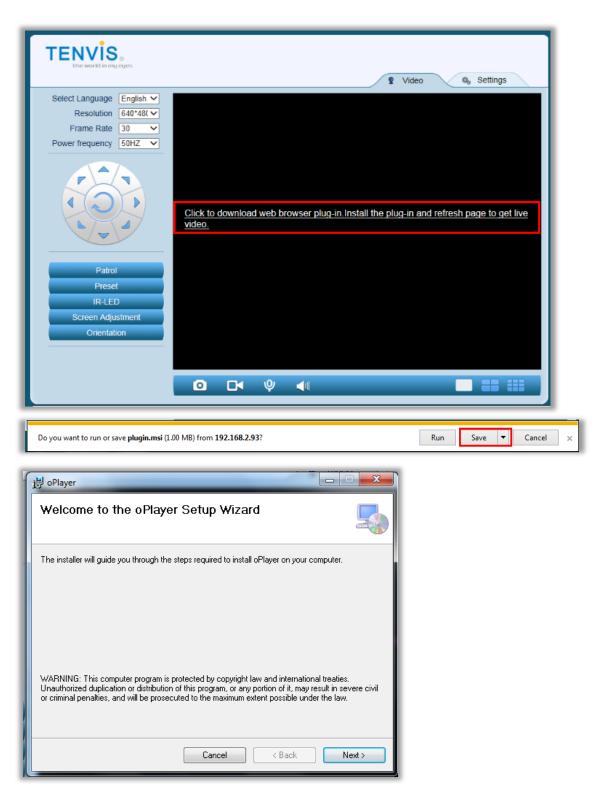
## **For Internet Explorer**

After inputting the camera's LAN or Internet access URL in IE browser, the camera's username and password will be required. The default username and password are admin.





1. Select **Click to download web browser plug-in and refresh page to get live video** to download the IE plug-in and follow the procedure to install.



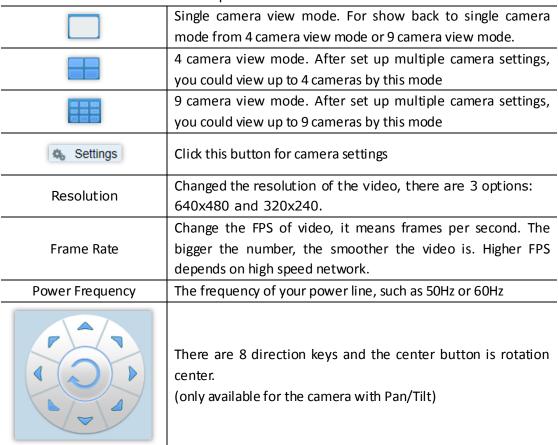
2. Click **Allow** to allow the web browser plug-in running in IE.



4. Then you will see the live video and control panel



## Instructions of the buttons of main panel



Patrol	The horizontal cruise will pan automatically (only available for the camera with Pan/Tilt)
Preset  1 2 3 4 5 6 7 8  Set Call	Set and go preset position; this camera supports 8 preset positions. What is a preset position? See tips below. (only available for the camera with Pan/Tilt)
IR-LED	Turn off the IR-LED or turn on it automatically when it is night
Orientation  Normal	Invert the video horizontally or vertically
Screen Adjustment	Adjust the brightness and of the video
- III	Receive audio from the camera
	(only available for the camera with 2-way audio)
Ψ	Send audio to the camera (only available for the camera with 2-way audio)
0	Take snapshot with the camera
	Record video to PC, you can change the path in the settings menu



## What are preset positions?

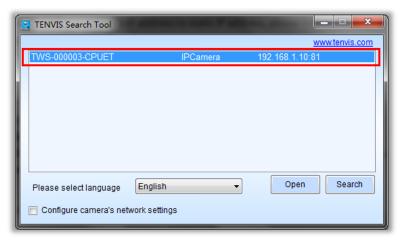
Preset positions are IP camera's memorized P/T positions. Once you set a preset position, you do not need to pan the camera to your preferred position. You simply press the preset button that corresponds to the preset you want to see and the camera will move to that position automatically.

## Set up IP address automatically

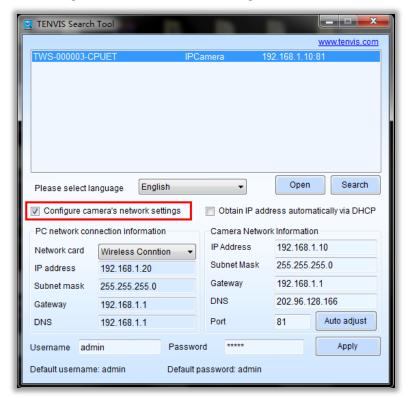
If you want to set the camera's IP address to static IP address, please follow the steps below to set up IP address manually.



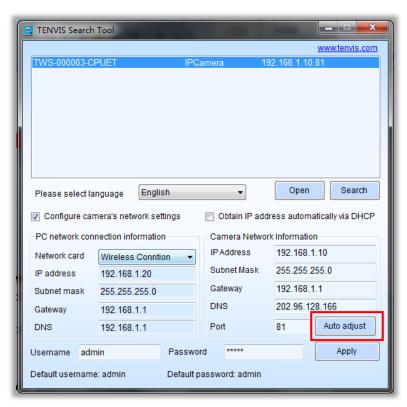
- 1. Run **TENVIS Search Tool** from desktop.
- 2. Click Search. Select the camera searched in LAN.



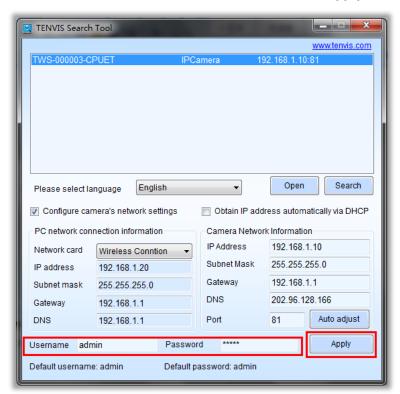
3. Click Configure camera's network settings.



4. Click Auto adjust, then the application will get the correct IP address to the camera.



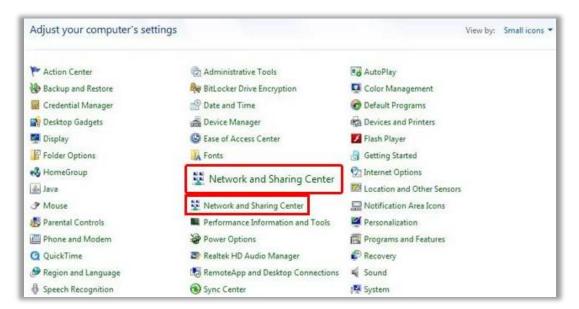
5. Enter the camera's Username and Password and click Apply.



## Set up IP address manually.

- 1. Click on **Start**, and then click on **Control Panel**.
- 2. Click Network and Sharing Center. The above is in Small icons view. If your screen looks

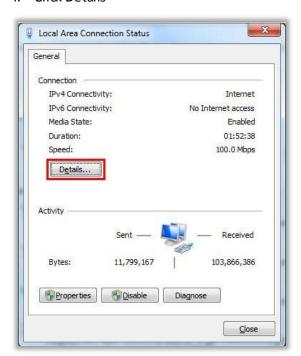
different, change by selecting **Small icons** from the View by **drop-down** menu in the top right hand corner.



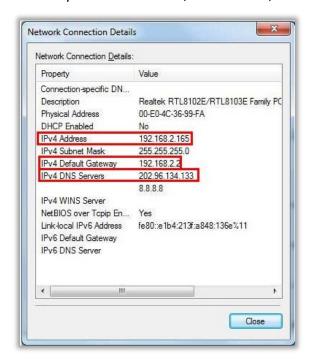
3. Find the connection connected to Internet and dick the link.



4. Click Details



5. Find your PC's IP address, Subnet Mask, Gateway and DNS.



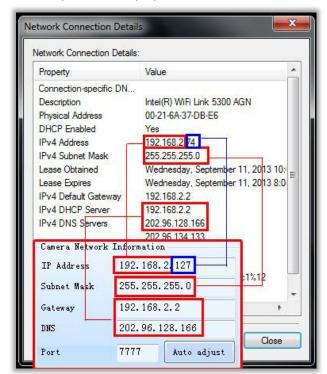
Here are the details in the snapshot:

IP: 192.168.2.165

Subnet Mask: 255.255.255.0

Gateway: 192.168.2.2

6. Set up IP manually by the details above.



Copy the first 3 parts of IP address to camera's IP and left the 4<sup>th</sup> part with its own. Copy Subnet Mask and Gateway to IP camera's Sub Mask and Gateway.

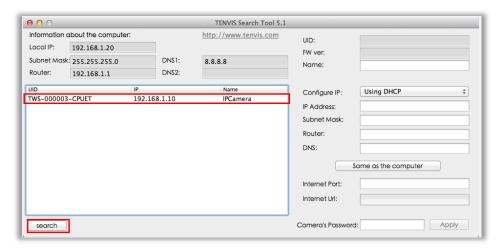
## For MAC OS X

## Search the camera

- 1. Run **H264 Search Tool.dmg** for Mac in CD
- 2. Drag TENVIS Camera Search Tool into Applications to install the search tool in MAC.



3. Click Search. Double click the camera searched in the list to open the camera in web browser..



## For Other Non-IE Web Browsers



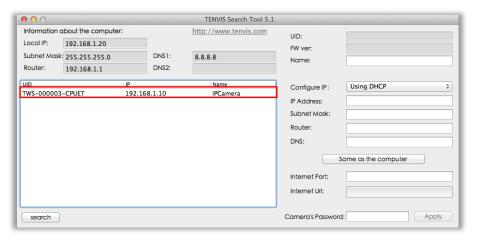
Here are the details of the difference of the functions.

	IE	Non-IE web browser
Multiple Cameras Mode	٧	×
2-way audio	٧	×
Record to PC	٧	×
Time Stamp	٧	×

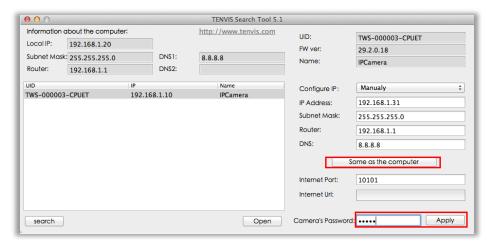
## Set up IP address automatically



- 1. Run TENVIS Search Tool
- 2. Click Search. Select the camera searched in LAN.



3. Click **Same as the computer** to set the camera's IP address correctly according to the computer's settings. Enter camera's password or admin and click **Apply**.



## **Camera Settings**

Click this Settings Button Settings for camera Settings.

Notice: Certain functions mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

## **System**

#### **About**

Basic Device Information & Customer Service Information.

Alias	IPCamera IPCamera
Device Firmware Version	29.2.0.18
Device Web UI Version	1.1.1.0
P2P Serial Number	TWS-000003-CPUET
UPnP Status	No Action
LAN MAC Address	00:1B:49:19:3E:02
Wi-Fi MAC Address	00:1B:49:19:3E:03
Wi-Fi Status	Set up Wi-Fi here
Select Language	English ▼
Customer Service	
Service Time	9:00-18:00, Beijing Time(UTC+8), Monday - Friday
Telephone #	0086-0755-89732479
E-mail	support@tenvis.com

Alias	Camera's name
Device SN	Camera's serial number
Device firmware Version	Camera's software version
Device Web UI Version	Camera's web interface version
UPnP Status	Camera's UPnP status
LAN MAC Address	LAN MAC address
Wi-Fi MAC Address	Wi-Fi MAC address
Wi-Fi Status	Wi-Fi Status
Customer Service	Consulting with TENVIS customer service if you have any
	question about TENVIS IP camera.



Customer Service information will be updated on the official website.

## **System User**

Adding and updating user accounts

	Username:	Password:
Administrator	admin	
Operator		
Guest		
	Camera will auto-reboot at	fter saving settings

Defined user contains three different user levels.

Different access is granted to different user levels as specified in the following sheet.

 Live	Record	Snapsh	Video	Sound	Talkback	PT	Settings
Video	riccord	ots	adjustment	Sound	Tarkback	operation	Settings

Admin	٧	٧	٧	٧	٧	٧	٧	٧
Operator	٧	٧	٧	٧	٧	٧	٧	×
Guest	٧	٧	٧	×	٧	٧	×	×

## **Network**

## **IP Config**

The Camera's Basic Network Settings

Obtain IP address from DHCP server			
IP Address	192.168.2.93		
Subnet Mask	255.255.255.0		
Gateway	192.168.2.2		
DNS Server1	8.8.8.8		
DNS Server2	192.168.2.2		
Web Port	81		
	Camera will auto-reboot after saving settings		

Obtain IP	Enable or disable obtaining IP address from DHCP server automatically. If
address from	it is enabled, IP address and other items cannot be changed manually.
DHCP server	
IP Address	Camera's local network IP address, which is used to view the camera in
	the same local area network.
	Specify a unique IP address for your network camera.
Net Mask	Specify the mask for the subnet the network camera is located on
Default Gateway	Specify the IP address of the default gateway (router) used for connecting
	devices attached to different networks and network segments
DNS Server1/2	DNS (Domain Name Service) provides the translation of host names to IP
	addresses of your network
Web Port	Camera's communications port which is set to send video and audio data

## **UPnp**

Do port forwarding manually by UPnP	

Universal Plug and Play (UPnP) is an architecture for peer-to-peer network connectivity and it will connect to the IP camera from Internet more seamlessly



As UPnP is also easily affected by router or firewall, sometimes it may show failed status. If

this happens, please forward the camera's port on your router manually. Whether UPnP succeeds or not, it will not affect the camera's remote access.

## Wi-Fi

## Configuring WI-FI connection

Connection Status	TP-Tenvis
SSID	ChinaNet-eYSd TP-Tenvis TENVIS-2.4
Wi-Fi Password	******
	Camera will auto-reboot after saving settings

Connection Status	Check and change wireless network status
SSID	All the nearby wireless signals visible to the camera
Wi-Fi Password	The password or key of wireless network

For Set-up procedure please refer to Wireless Setup

## **DDNS**

Configuring the camera's DDNS for remote view



Built-in DDNS	TENVIS IP Camera has been set with free default built-in DDNS. You can
Configuration	enable or disable it. If the DDNS status is "successful", you can view the
	camera from Internet after you forward the camera's port through your
	router.
Third-party DDNS	TENVIS camera supports third-party DDNS providers.
Configuration	



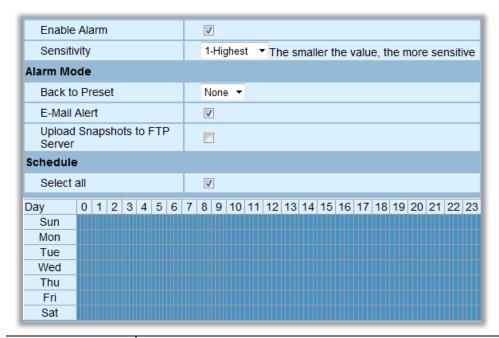
#### 1. What is DDNS?

DDNS (Dynamic DNS) is a service that maps Internet domain names to IP addresses. Thus we

do not need to know the changing IP address in order to view the camera through the relevant DDNS server.

## **Alarm Setting**

## **Alarm Setting**



Enable Alarm	Enable or disable the motion detection alarm
Sensitivity	The sensitivity of the motion detection alarm.
Email Alert	Sending alarm pictures to the specified email when the camera detects
	the movements
Upload Snapshots	Sending alarm pictures to FTP server set in advance when the camera
to FTP Server	detects movement.
Back to Preset	Moves camera to a preset position once the camera detects moving
	objects (this is only available for Pan/Tilt IP camera).
Upload Interval	Upload interval for uploading snapshots to FTP server
(Seconds)	
Schedule	Specified motion detection period with 15 minutes a unit and one
	week per cycle.
Select all	Select all the time in schedule.



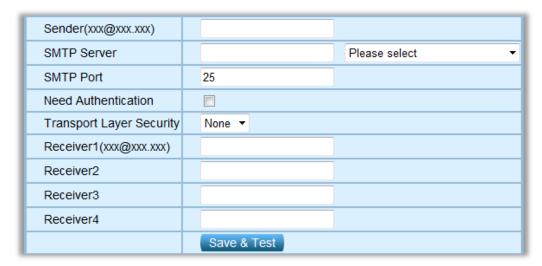
#### Notice:

1. If no schedule has been set, the camera will not alarm anytime.

## **Email Setting**

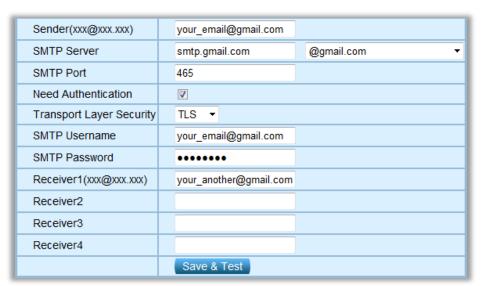
Once the motion detection alarm is enabled, camera will send snapshots to the specified

email when it detects the moving objects.



Sender(xxx@xxx.xxx)	Email address for sending the alarm email	
Receiver1(xxx@xxx.xxx)	1st email address for receiving the alarm email	
Receiver 2	2nd email address for receiving the alarm email	
Receiver 3	3rd email address for receiving the alarm email	
Receiver 4	4th email address for receiving the alarm email	
SMTP Server	Sending emails provider 's SMTP server address	
SMTP Port	Service port of SMTP server	
Transport Layer Security	Encryption protocol of SMTP Server	
Need Authentication	Need to authenticate sender's right	
SMTP Username	Sender email's login username	
SMTP Password	Sender email's login password	

## **E-mail Alarm Configuration**



**Sender** is your own email address. Since common email providers have a better service experience and the built-in email provider SMTP servers are easier to set up, you are strongly advised to use Gmail, Yahoo and other common email services as the sender email.

**Receiver** is the email to accept the email alerts and we suggest that you make it a different email from the sender email.

**SMTP Server:** The SMTP (short for Simple Mail Transfer Protocol) works like a post assistant, handling the sending of emails from the camera to an email server. SMTP Server receives outgoing mail messages from users to the mail recipients they are intended for.

If your sender email provider is a public server, you can search the IP address of the email provider's SMTP server or DDNS from Google.

If your sender email provider is a private one, you can consult with the email provider's customer service.

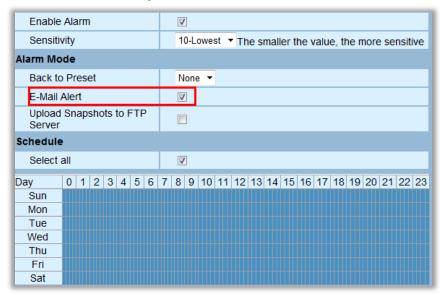
**SMTP Port:** Service port of SMTP server which you can get with the above procedure Transport Layer Security: Encryption protocol of SMTP Server and you can also get it from the above procedure

**SMTP Username:** The account you use to login to the SMTP server which is also the sender email address

**SMTP Password:** The password you use to login to the SMTP server which is also the sender email password



Go back to alarm settings and enable E-Mail Alert to finfish the whole e-mail alert settings.





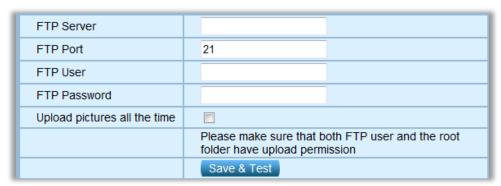
- 1. Please try again if it shows "Can not connect to SMTP server!"
- 2. Please check the basic network settings of the camera if it failed the test.
- 3. There might be some delay for motion detection alarm since it is related to the network condition and the service quality of the sender email's provider. Thus it is beyond the control of IP camera.
- 4. If you still can not receive any email alert after getting the test email, please check your spam box and add your sender email address in the trust list of the recipient email once your find it in spam.



The email alert is sent via sender email's provider server which is an SMTP server. Once the camera signs in to the SMTP server, the email alert will be delivered to the recipient email after getting SMTP server's authentication. Therefore, the sender email, recipient email and the SMTP server are all required.

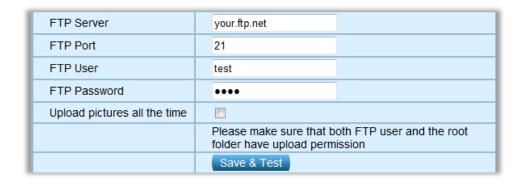
## **FTP Setting**

FTP, short for File Transfer Protocol, is used to transfer files between computers on a network. You can upload camera's alarm snapshots to your FTP storage. Thus, there is no need to keep the computer on when the motion detection alarm is triggered.



FTP Server	FTP server's address
FTP Port (default 21)	FTP server's port
FTP User	FTP server's username
FTP Password	FTP server's password
Upload pictures all	Upload snapshots to FTp server all the time, no matter whether you
the time	have enabled motion detection alarm

#### **FTP Alarm Configuration**



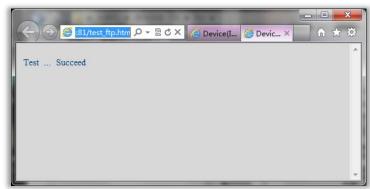
**FTP Server:** FTP server's IP address and DNS which could be required from FTP server provider.

FTP Port: Communication port of FTP server and the default port is 21.

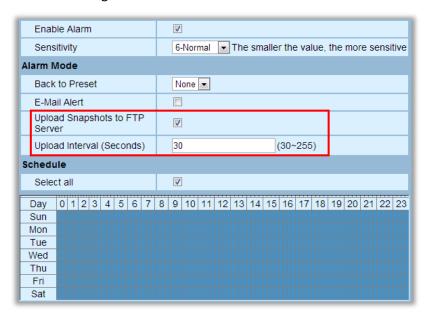
**FTP User:** Username for you to sign in FTP server which could be required from FTP server provider.

**FTP Password:** Password for you to login FTP server which could be required from FTP server provider.

Then click Save and Test. Once it says "Succeed" that means the camera has set FTP settings successfully.



Go back to alarm settings and enable **Upload Snapshots to FTP Server** to finfish the whole FTP alert settings.

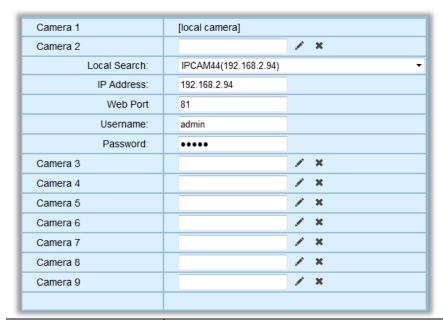




- 1. Please check the basic network settings of the camera if failed in test.
- 2. FTP server is offered by FTP provider. TENVIS does not provide FTP service. Web Hosting usually supports FTP.
- 3. Please make sure the camera is authorized to upload alarm pictures. For detailed information, please consult with the FTP server provider.

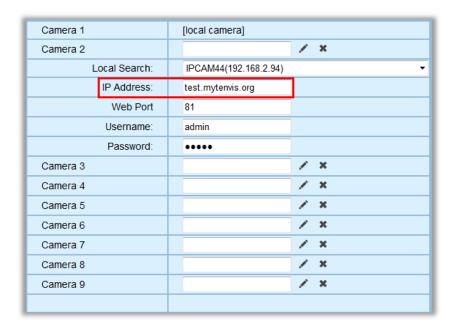
## Multi-Camera

#### Multi-Camera



Local Search	All MJPEG IP camera in your local network	
IP Address: Port	Camera's IP address or you can fill in DDNS instead.	
Port	Camera's port	
Username	Camera's username	
Password	Camera's password	

If you want to view multiple cameras from Internet by DDNS, you could add the camera with DDNS.





This configuration is only available for IE browser.

## **Advanced**

## **NTP Setting**

Camera's time setting



Current Time	Camera's time and you can click Sync With PC to match it to your	
	computer's time	
Time Zone	Time zone of the place that the camera is located	
Obtain time setting	The camera could get current time from NTP server	
from NTP server		
NTP Server	Time server of the network which is connected with the camera	



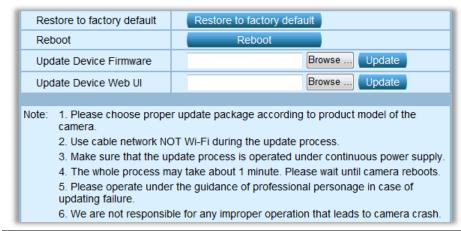
1. Since the camera has no built in battery, the time saved in its memory may be lost when the camera reboots and reset to default.

## 2. What is NTP server?

NTP server is a server computer that reads the actual time from a reference clock and distributes this information to its clients using network. Your camera will get the exact time through an NTP sever by offering the time zone of its location.

## **Firmware Update**

Update the device to the latest firmware version which can be found on our official website.



Restore to factory	Restore the camera's settings to factory default
default	
Reboot	Reboot the camera
Update Device	Update camera's firmware
Firmware	
Update Device Web	Update camera's web interface
UI	

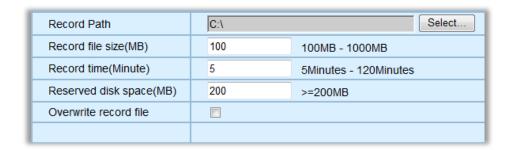


#### Notice:

- 1. Please choose the appropriate firmware package based on your camera model.
- 2. Please ensure the camera is hard wired to your router via a ethernet cable.
- 3. Firmware updating... Please do not disconnect power supply or network connection while updating!
- 4. The entire update process takes about 1 minute. The camera will reboot once update complete
- 5. Please conduct firmware upgrade under professional guidance.

## **Recording Path**

Recording is only available for IE browser.



Recording Path	Camera's destination folder to record to	
Record file size(MB)	The size of record file.	
Record time(Minute)	The time limit of record file	
Reserved disk	Reserved disk space	
space(MB)		
Overwrite record file	Whether the camera overwrite record file if there is no free disk	
	space	



#### Notice:

If it does not work, please run IE as administrator. Right click IE browser and pick Run as Administrator

## **Other Setting**



On Screen Display	Show camera's information on video
Power indicator LED	Control camera's front green LED
Pan/Tilt speed	Set up camera's Pan/Tilt speed
Cruise Laps	Set up laps for patrol
Enable Preset Position	Enable or disable preset position function
Go preset position on	Enable or disable go preset position on booting
booting	



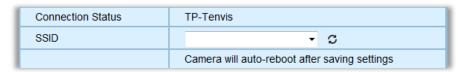
## What are preset positions?

Preset positions are IP camera's memorized P/T positions. Once you set a preset position, you do not need to pan the camera to your preferred position. You simply press the preset

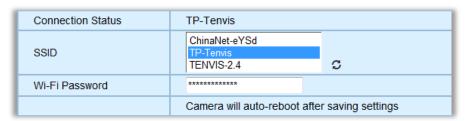
button that corresponds to the preset you want to see and the camera will move to that position automatically.

## **Wireless Settings**

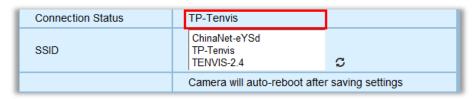
1. Go to Wi-Fi setting page.



2. Click Rescan in Wireless Network and pick your preferred WI-FI SSID. Fill in the wireless network password. Click Save and wait for camera reboot.



3. After reboot, if Connection Status shows the SSID that means the camera has connected to the wireless network successfully.





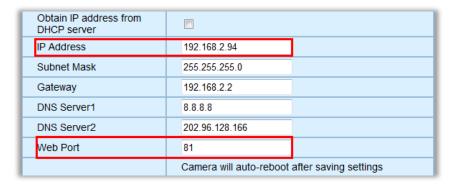
For security concern, please set your Wi-Fi network as WEP encryption or OPEN.

## **Attached List**

## **Port Forwarding of Common Routers**

Before you set up port forwarding manually, please check 2 things before you do it.

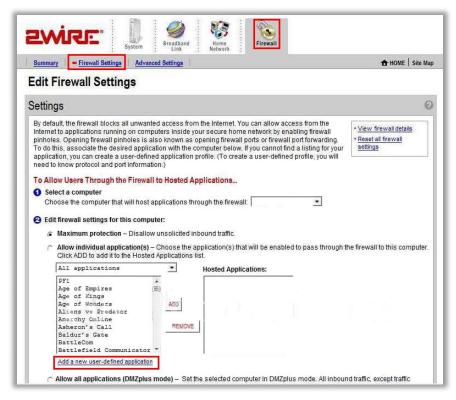
- 1. Make sure you know the router's brand, access URL, username and password. If you do not know them, please get help from the provider of the router, such as your ISP.
- 2. Find your camera's IP address and port. You can find them in your network configuration.



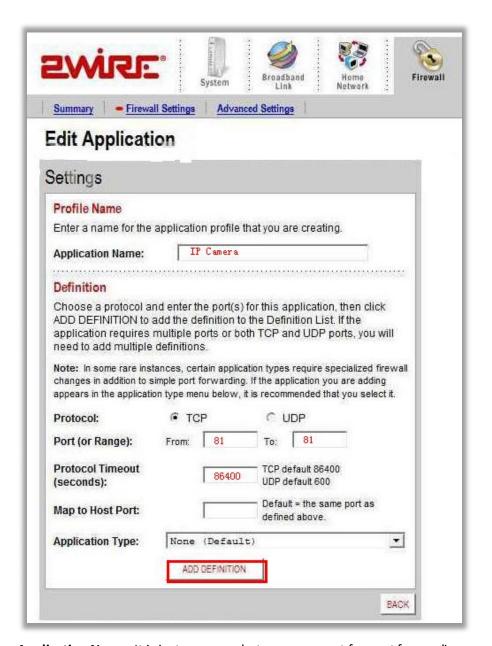
The IP and port of the camera is very important for port forwarding.

#### For 2wireRouter

- 1. Open a web browser like Internet Explorer, Chrome, Firefox & etc. Enter the internal IP address of your router in the address bar of your browser. The default URL is http://192.168.1.1
- 2. Click the Firewall Settings button, and then click Add a new user-defined application



Add a new user-defined application.



Application Name: It is just a name whatever you want for port forwarding,

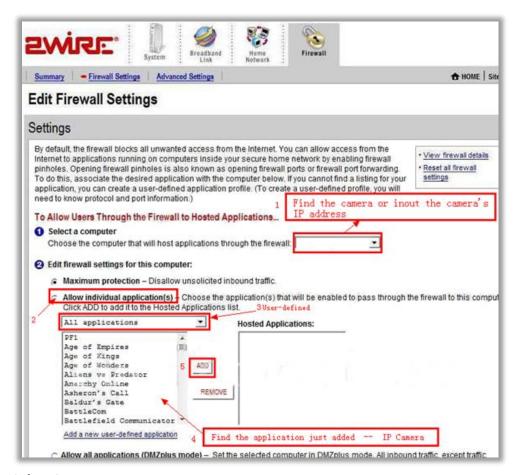
Protocol: TCP

Port for range: port of the camera

Protocol timeout: 86400

Click Add.

4. Sign the application for the IP Camera



#### **Select Computer**

Select the IP camera in the list. You could choose the IP address or input the camera's IP address; it depends on the router's model.

Select allow individual application

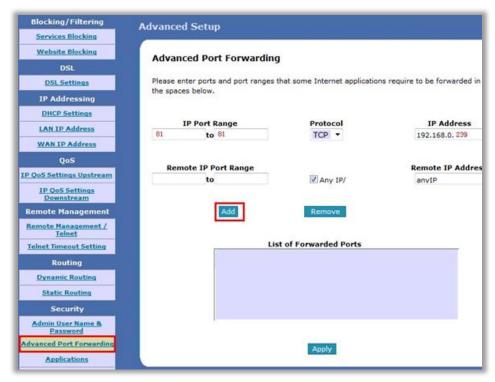
Select User-defined

Find your application you just added.

Click Add

#### **For Actiontec Routers**

- 1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser. For theses routers, in general, it is http://192.168.0.1
- 2. Click Advanced Port Forwarding



IP Port Range: The camera's port.

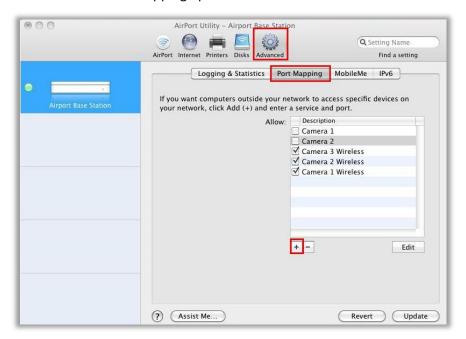
Protocol: TCP

IP Address: The camera's IP address.

Click Apply

## For Apple Airport Extreme or Time Capsule

- 1. Go to your finder and type in Airport in the search bar and find your Airport Utility program.
- 2. Find the Advanced Tab at the top and select it
- 3. Choose the Port Mapping option.



#### Add a service for IP camera.

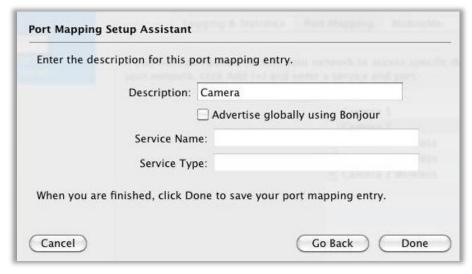
hoose a service from the pop ddress and ports that you war		ic and the private I
Service:	Choose a service	•
Public UDP Port(s):	81	
Public TCP Port(s):	81	
Private IP Address:	192, 168, 1, 239	
Private UDP Port(s):	81	
Private TCP Port(s):	81	

Service: Choose a service

**Public UDP Ports:** the camera's port **Public TCP ports:** the camera's port

**Private IP Address:** the camera's IP address

**Private UDP ports:** the camera's port **Private TCP ports:** the camera's port





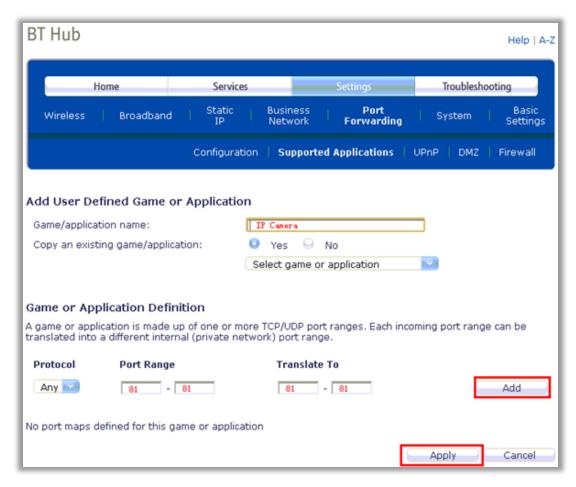
Be sure to click on the Update button after making these changes to upload them to your Airport.

#### For BT BTHomeHub Routers

- 1. Open a web browser like Internet Explorer, Chrome, Firefox & etc. Enter the internal IP address of your router in the address bar of your browser. For BT routers, in general, it is http://192.168.1.254
- 2. Click Advanced Settings and Continue to Advanced Settings



3. Click Supported Applications and Add new game or application



Game/Application name: It is just a name whatever you want for port forwarding,

Protocol: Any or TCP

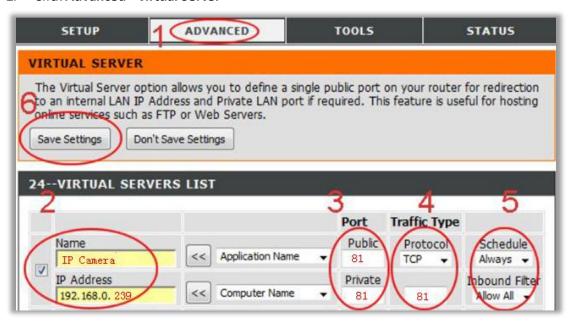
Port Range: The port of the camera

4. Click Configuration; Select the application you just added in Game or Application List. Select User Defended IP Address in the **Device** List. Enter the camera's IP address into **Device IP Address**.



#### For D-link Routers

- 1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser. For D-link routers, in general, it is http://192.168.0.1
- 2. Click Advanced Virtual Server



Name: It is just a name whatever you want for port forwarding,

**Public**: the camera's port **Private**: the camera's port

**Protocol**: TCP **Schedule**: Always

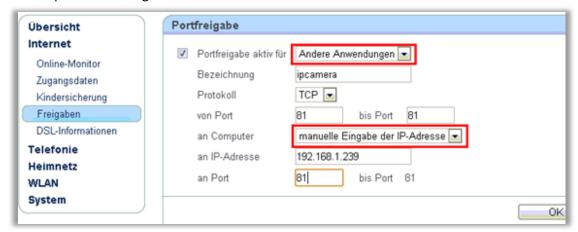
Inbound Filter: Allow All Click Save Settings

#### For FRITZ!! Routers

- 1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser to login your camera. By default the IP address should be set to http://192.168.178.1
- 2. Click the Internet link and then click Portfreigabe. In the portfreigabe, click Neue Portfreigabe.



3. Do port forwarding



Select Andere Anwendungen from the Portfreigabe aktiv fur drop down box.

Bezeichnung: A name, whatever you want

Protokoll: TCP

von Port: The camera's port
bis Port:The camera's port

an Computer: manuelle Eingabe der IP-Adresse

an IP-Adresse: The camera's IP address

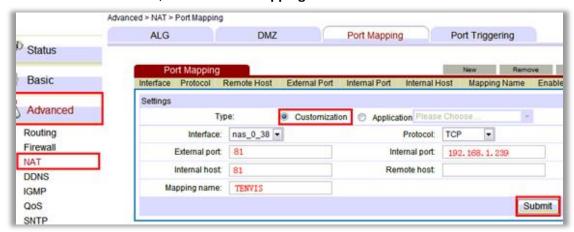
an Port: The camera's port

#### **ForHuawei Routers**

1. Enter the internal IP address of your router in the address bar of web browser. For these

### routers, in general, it is http://192.168.1.1

### 2. Click Advanced - NAT, and click Port Mapping



Name: Whatever you want, it is just a name, e.g. TENVIS IP Camera

**Public**: the camera's http port, e.g. 81 **Private**: the camera's http port, e.g. 81

Protocol: TCP Schedule: Always

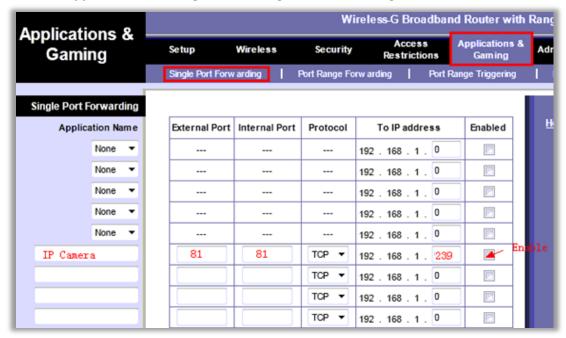
Inbound Filter: Allow All

Click Save Settings

## For Linksys W Series Routers

1. Enter the internal IP address of your router in the address bar of web browser. For these Series routers, in general, it is http://192.168.1.1

2. Click Application & Gaming and click Single Port Forwarding



Application Game: It is just a name whatever you want for port forwarding,

External Port: the camera's port

Internal Port: the camera's port

Protocol: TCP

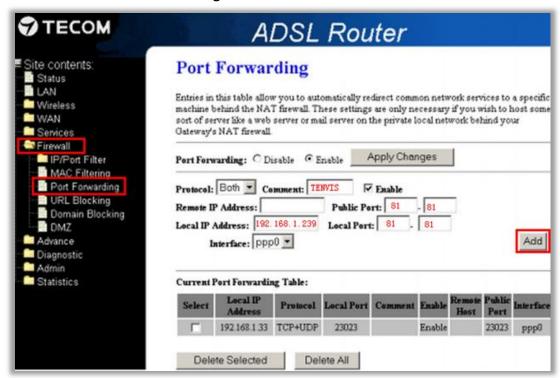
To IP address: the camera's IP address

Enabled: Enable

#### **For Movistar Routers**

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.1

2. Click Firewall - Port Forwarding



**Comment**: It is just a name whatever you want for port forwarding,

**Public Port**: the camera's port **Local Port**: the camera's port **Remote IP Address**: N/A

Local IP Address: the camera's IP address

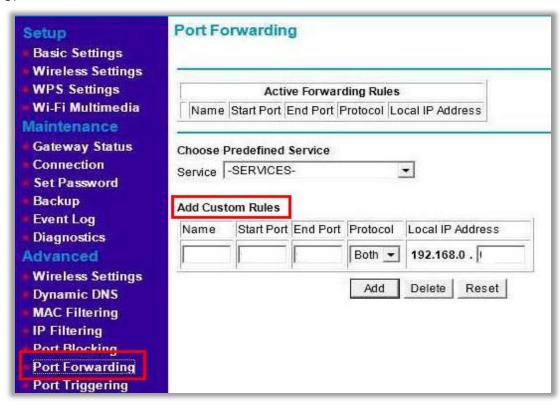
Click Add

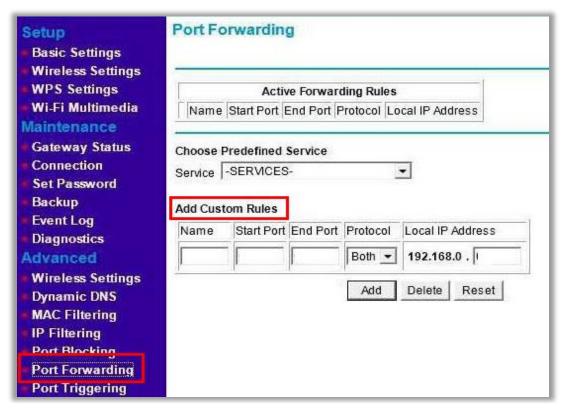
### For Netgear Routers 1

- 1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.254
- 2. Click **Port Forwarding/Port Triggering** or **Port Forwarding**. Select **Port Forwarding** and select **Add Custom Service**



Or

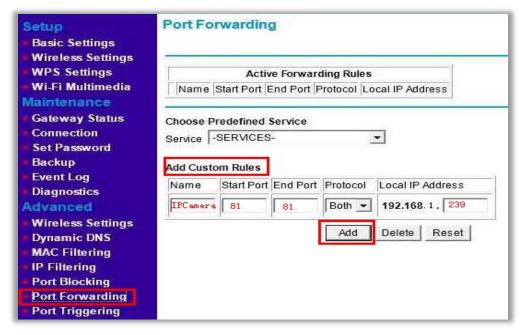




3. Do port forwarding



Or

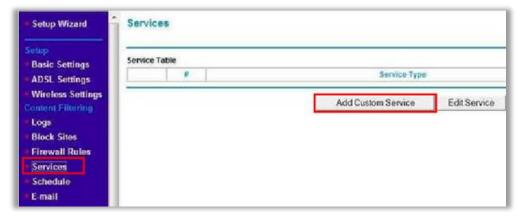


Service Name: It is just a name whatever you want for port forwarding,

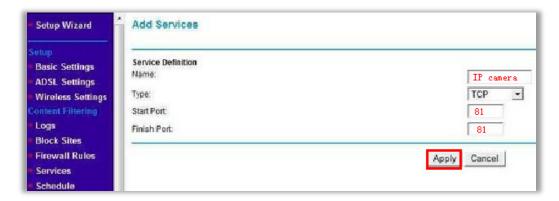
Starting Port: port of the camera Ending Port: port of the camera Service IP Address: IP of the camera

## For Netgear Routers 2

- 1. Enter the internal IP address of your router in the address bar of your browser. For these routers, in general, it is http://192.168.1.254
- 2. Click the Services link and Click Add Custom Service button.



3. Add an IP camera service



Name: Whatever you want

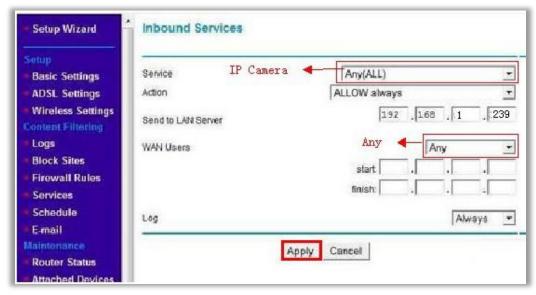
Type: TCP

**Start Port**: The camera's port **End Port**: The camera's port

4. Click the Firewall Rules link; and then click the Inbound Services Add button.



5. Add the user-defined IP Service in **Inbound Services**.



Service: Select the service you added in Service settings

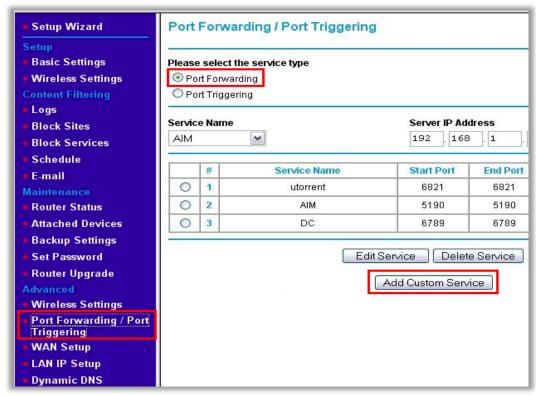
Action: Allow always

Send to LAN Server: The IP of the IP Camera

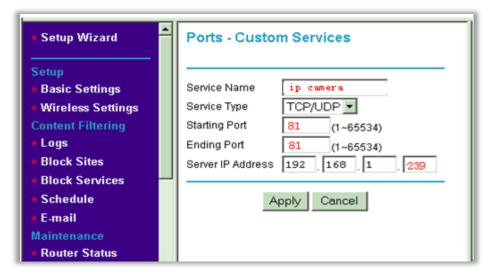
Wan User: Any Log: Always or None

## For Netgear Routers 3

- 1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.254
- 2. Click the **Port Forwarding / Port Triggering** link and Click **Add Custom Service** button.



3. Add a customer service for the camera



Name: It is just a name, whatever you want for port forwarding,

Type: TCP

**Start Port**: The camera's port **End Port**: The camera's port

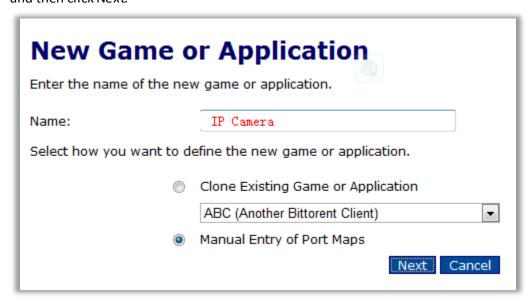
Server IP Address: The camera's IP address

## For O2/ Thomson routers

- 1. Open http://192.168.1.254 in a web browser. If you are prompted for a login, the username is "Administrator" and the password is the serial number of your router (printed on its underside, excluding the bit in brackets).
- 2. Click Toolbox > Game & Application Sharing > Create a new game or application.



3. Enter the name of your application, e.g. IP Camera, click "Manual Entry of Port Maps", and then click Next.



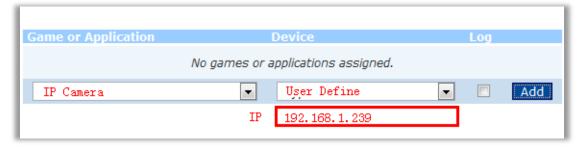
4. Select the protocol of your application from the drop down list under Protocol option. Enter port number of your camera in the two text boxes under Port Range option, and then click Add. Repeat this step for all the ports you need to forward.



5. Click Assign a game or application to a local network device.



6. Select your newly created application in "Game or Application", e.g. "IP Camera" select your device in Device or select User Define and input the camera's IP address, e.g. "192.168.1.239", then click Add.



## For Sky/Sagmen Routers

- 1. Enter the internal IP address of your router in the address bar of web browser. For Sky/Sagmen routers, in general, it is http://192.168.0.1
- 2. Click SECURITY SERVICE, and click ADD CUSTOM SERVICE



3. Add a Custom Service

SETUP SECURITY MAINTENANCE ADVANCED  LOGS   BLOCK SITES   FIREWALL RULES   SERVICES   SCHEDULE    BROADBAND SETUP  SERVICES - ADD CUSTOM SERVICE - PORT FORWARDING		
	APPLY	

Name: It is just a name whatever you want for port forwarding,

**Start Port**: the camera's port **Finish Port**: the camera's port1

**Type**: TCP Click **APPLY** 

4. Click SECURITY - FIREWALL RULES - INBOUND SERVICE, add the service to the camera

SETUP SECURITY MAINTENANCE ADVANCED  LOGS   BLOCK SITES   FIREWALL RULES   SERVICES   SCHEDULE    BROADBAND SETUP		
FIREWALL RULES - INBOUND SERVICES		
Service	TENVIS (81:81)	
Action	ALLOW always	
Send to LAN Server:	192 . 168 . 0 . 239	
WAN Users	Any	
Start:	0 .0 .0 .0	
Finish:	0.0.0.0	
Log	Never 💌	
	¥ APPLY ¥	

**Service:** Select the service you just added.

**Action:** ALLOW always

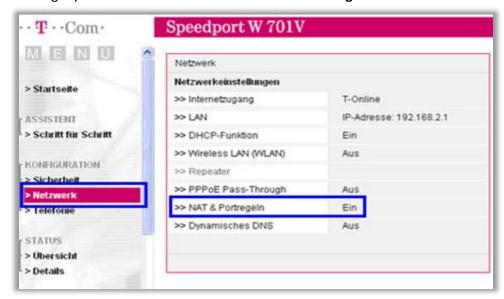
**Send to LAN Server:** The camera's IP address

WAN Users: Any

Log: Never

# For Speedport Routers 1

1. Login your router. Click Netzwerk and NAT & Portregeln.



2. Click Neue Regel anlegen



3. Set port forwarding.



 $\textbf{Bezeichnung:} \, \textbf{A} \, \, \textbf{name for port forwarding} \, \,$ 

IP-Adresse: The camera's IP address

Protokoll: TCP

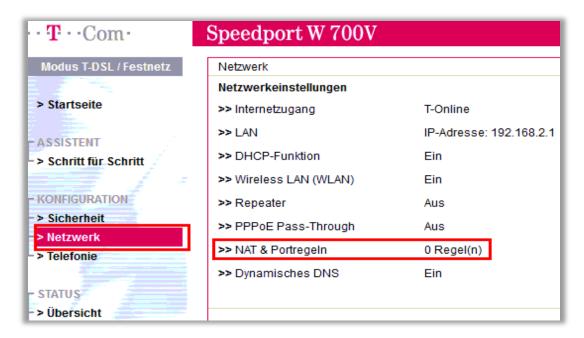
**Ports:** The camera's port **Ports:** The camera's port

4. Then the camera has been forwarded to Internet.

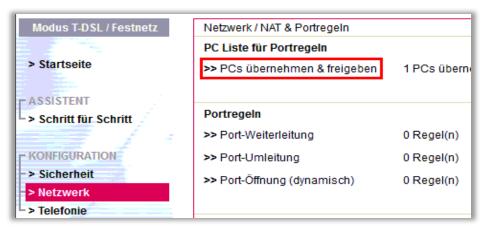


## For Speedport (Deutsch) Routers 2

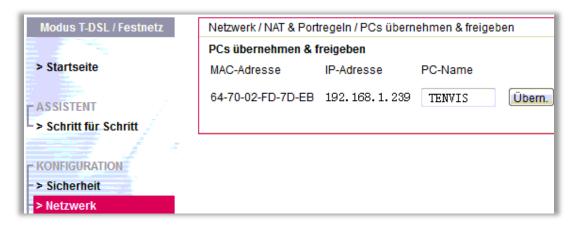
- 1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.1
- 2. Click Netzwert Nat & Portregeln, and click ADD CUSTOM SERVICE



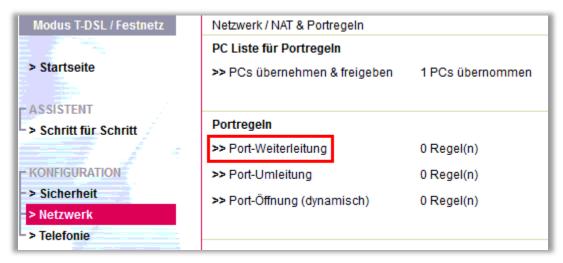
3. Click PCs ubernehmen & freigeben



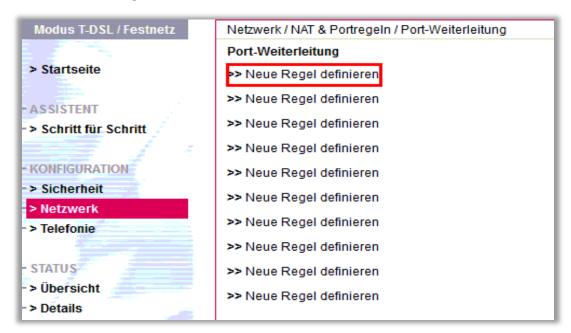
4. Find your IP camera here and Add PC-Name to the camera



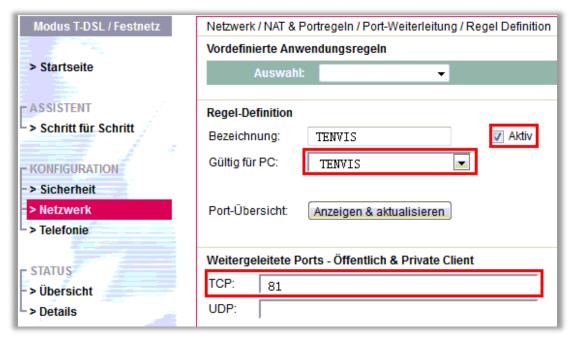
5. Click **SECURITY** - **FIREWALLRULES**, add the service to the camera



# 6. Select Neue Regel definieren



7. Set port forwarding



Bezeichnung: It is just a name whatever you want for port forwarding

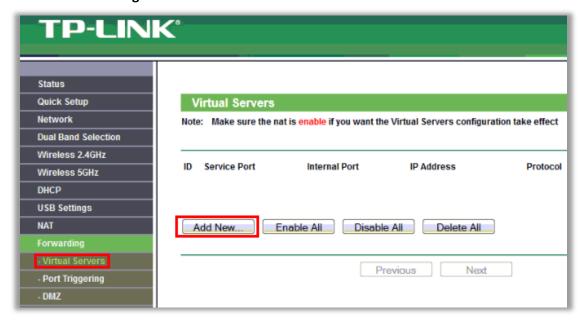
Gultig fur PC: Select the camera you just added

**TCP:** The camera's port

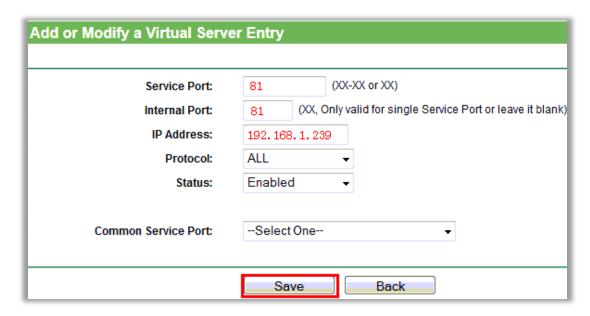
#### For TP-Link Routers 1

1. Enter the internal IP address of your router in the address bar of your browser. For TP-link routers, in general, it is http://192.168.1.1

2. Click Forwarding - Virtual Servers



3. Set port forwarding

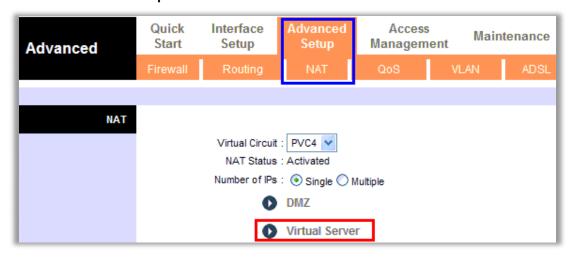


**Service Port**: the camera's port **Internal Port**: the camera's port **IP Address**: the camera's IP address

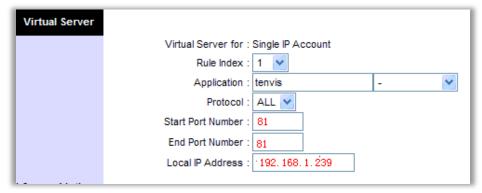
**Protocol:** ALL or TCP **Status:** Enabled Click **Save** 

## For TP-Link / Binatone Routers

- 1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser. For these routers, in general, it is http://192.168.1.1
- 2. Click Advanced Setup Virtual Servers



3. Set port forwarding



Application: A name for port forwarding, e.g. TENVIS

Protocol: ALL or TCP

**Start Port Number**: the camera's http port, e.g. 81 **End Port Number**: the camera's http port, e.g. 81

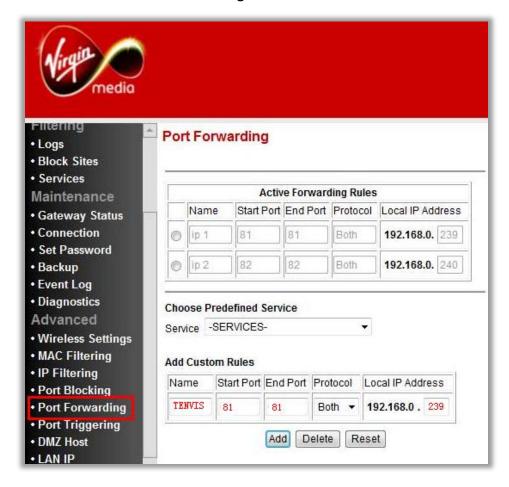
Local IP Address: the camera's IP address, e.g. 192.168.1.239

Click Save

# For Virgin Routers 1

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.0.1 or http://192.168.0.254

2. Click Advanced - Port Forwarding



Name: A name whatever you want for port forwarding

**Start Port**: the camera's port **End Port**: the camera's port

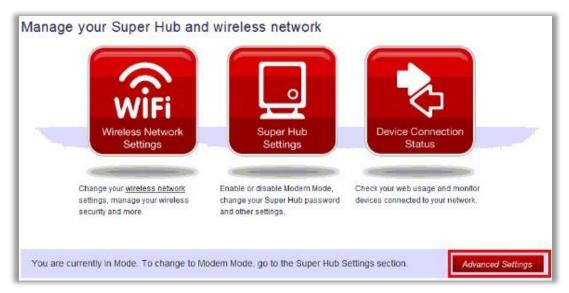
**Local IP Address**: the camera's IP address

Click Add

# For Virgin Routers 2

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.0.1

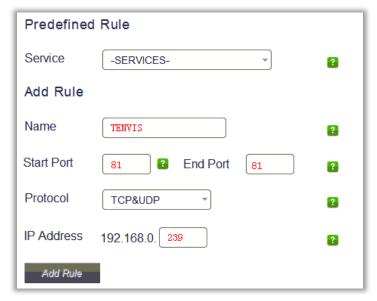
# 2. Click Advanced Settings



### 3. Select Port Forwarding



### 4. Set Port Forwarding



Name: A name whatever you want for port forwarding

**Start Port**: the camera's port **End Port**: the camera's port

Protocol: TCP

IP Address: the camera's IP address

Click Add Rule

#### **For Webtell Routers**

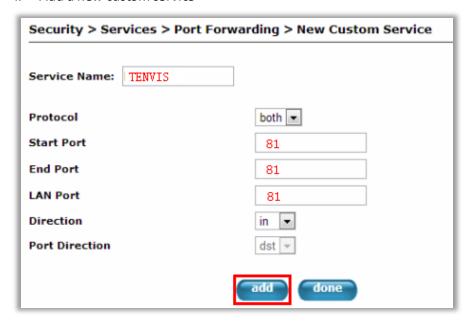
- 1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.200.1
- 2. Click Security Service Port Forwarding



3. Click new custom service



4. Add a new custom service



**Service Name:** A name whatever you want for port forwarding Select the service you just added.

5. And click static NAT



6. Enter the IP address of the camera, click **Enable**.

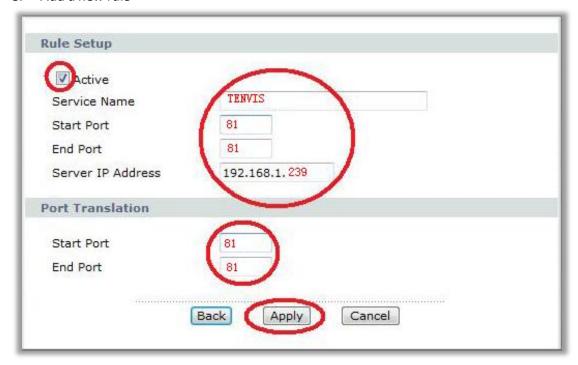


## **For Zyxel Routers**

- 1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.254
- 2. Click Network NAT, and click Port Forwarding



3. Add a new rule



Service Name: It is just a name whatever you want for port forwarding

**Start Port:** the camera's port **End Port:** the camera's port

IP Address: The camera's IP address

Click Apply