

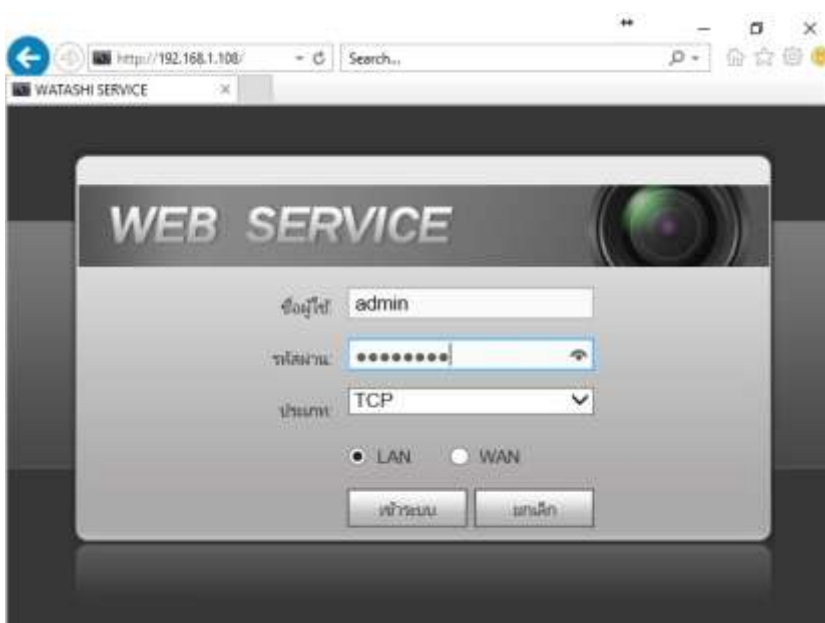
How to fix problem when set up GCOM GN2000 to use TrueDDNS with CCTV

1. Check IP Address and Port of CCTV to set Port forwarding at Router

1.1. Check the setting at DVR that's used to record data from all cameras in house (ex. Watashi CCTV)

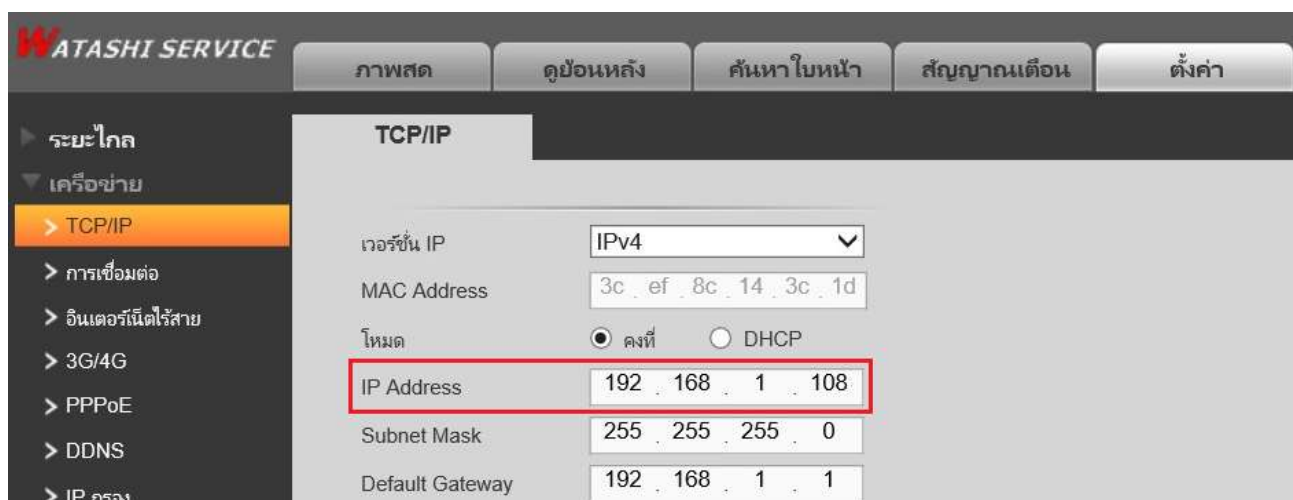
- Type IP Address of DVR at Browser, Ex. 192.168.1.108 then press Enter
- Enter Username and password of DVR then press Log in

**** in case don't know IP Address, Username and password of DVR, ask the technician who installs DVR**



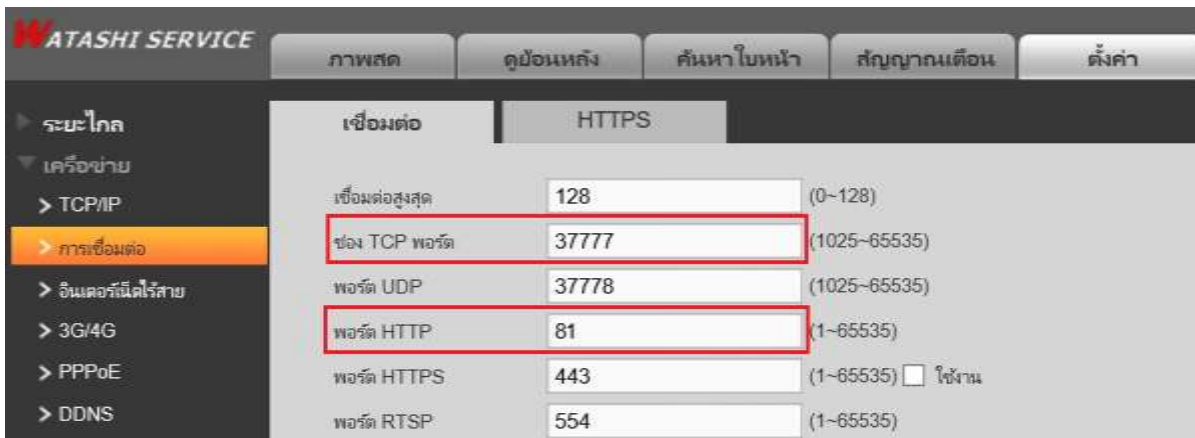
1.1. Check IP Address, go to Setting > Network > TCP/IP > IP Address of DVR :

192.168.1.108



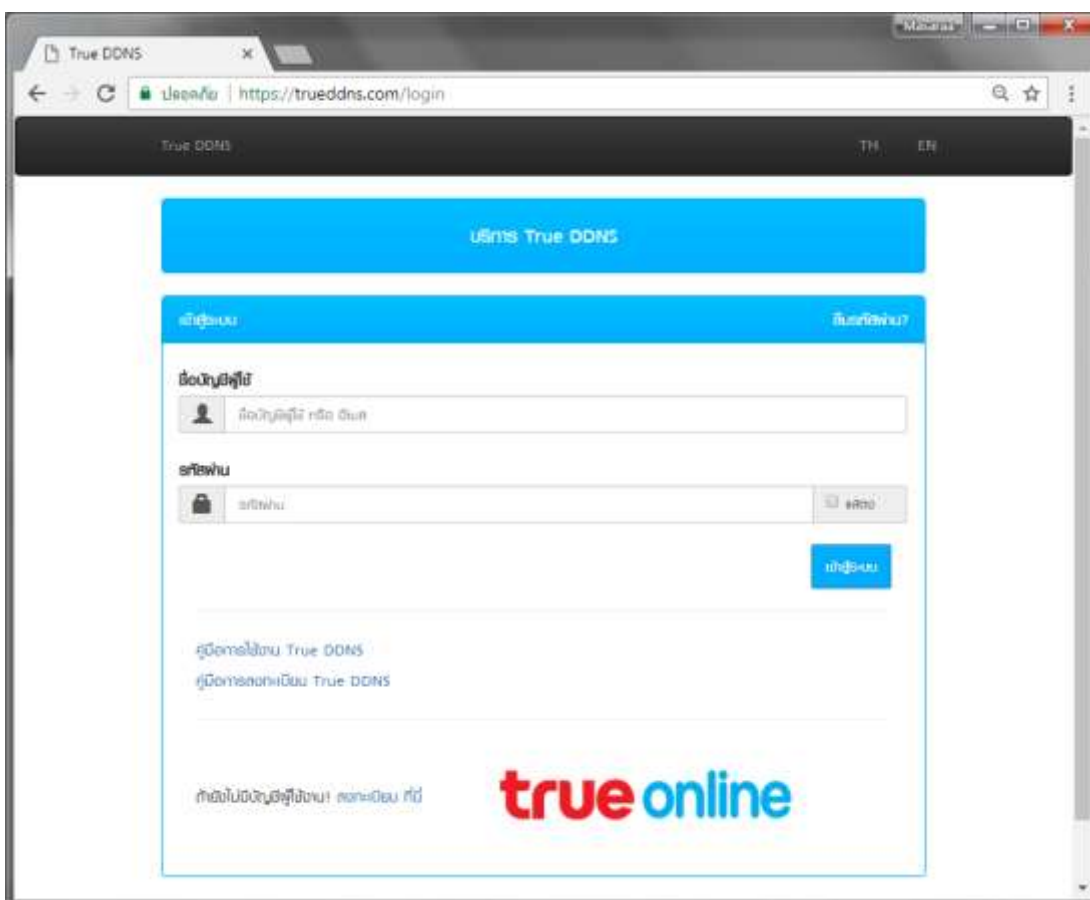
1.2. Check Port, go to Setting > Network > Connection, mostly used Port :

- TCP Port : **37777** (Port to view camera via Application on Smart Phone)
- HTTP Port : **81** (Port to view camera via Web Browser)



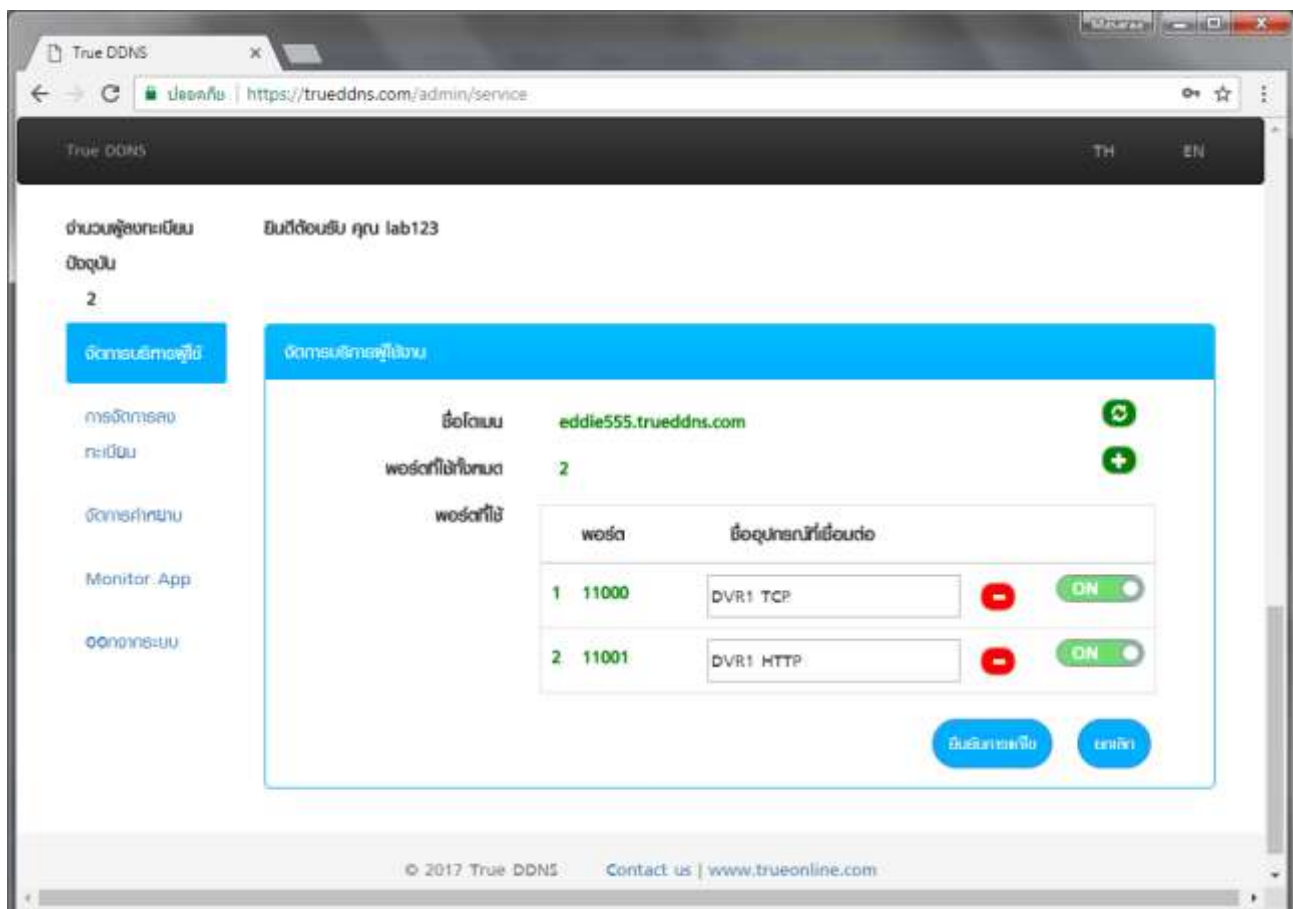
2. Type <https://trueddns.com/login> at Browser then press Enter

2.1. Login by using registered Username and password then press Log in



2.2 Select Service Management

- Pairing Port to align with DVR
- Port 11000 : set TCP name to be the same as TCP Port of DVR, click turn ON behind button
- Port 11001 : set HTTP name to be the same as HTTP Port of DVR, click turn ON behind button
- When finished, press Confirm

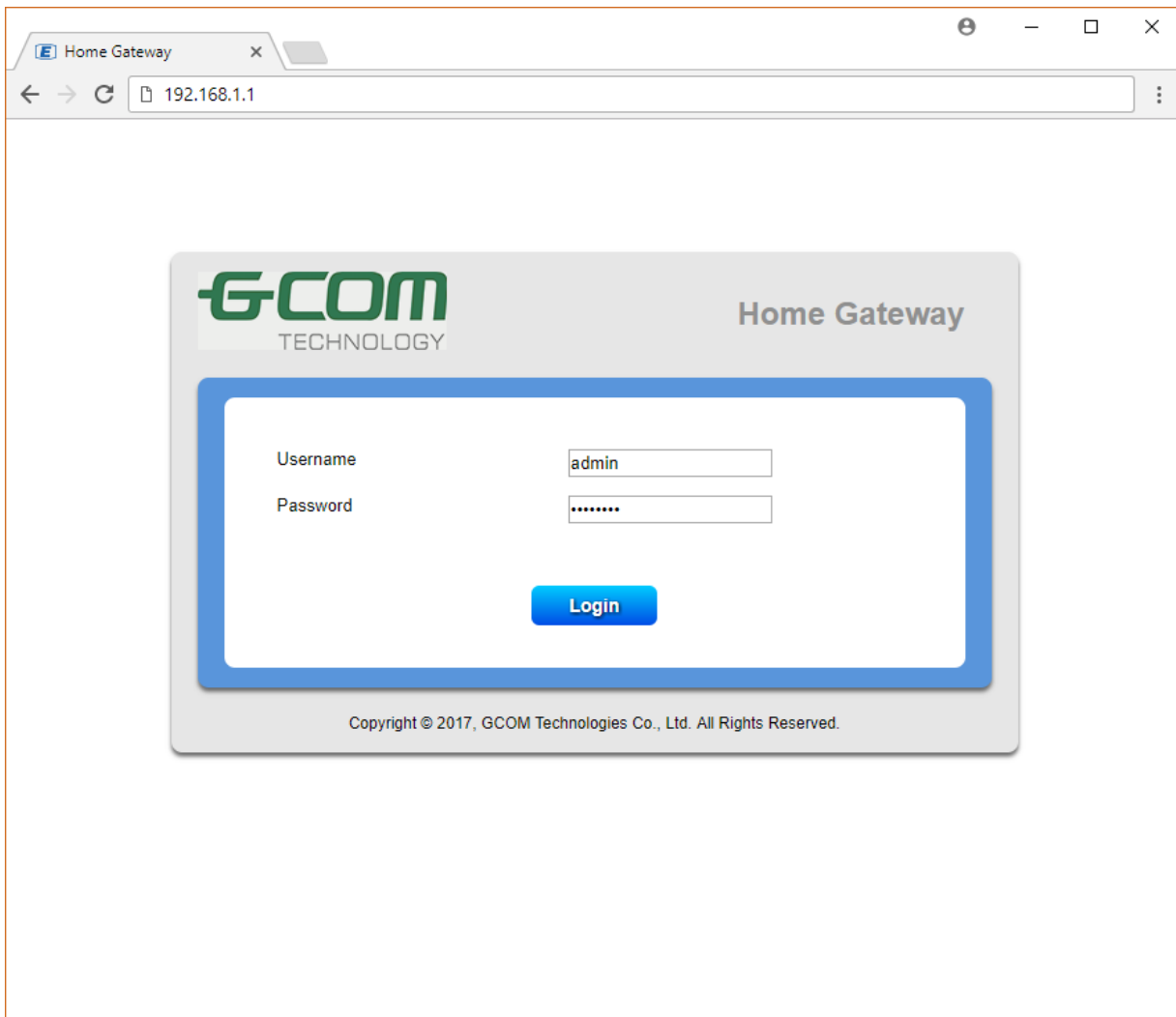


- Input Port numbers from TrueDDNS to replace old Port numbers of DVR and then press Save



- Set up Port Forwarding at Router

4.1 Type **192.168.1.1** > Username = **admin** > Password = **password**



4.2 Security Setup > Security > Port Forwarding

Home Gateway Logout

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Gateway Status Advanced Setup **Security Setup** Utilities

Management

- Password
- GPON Password (SLID)
- GPON Password (LOID)
- Remote Web

Security

- IPv4 Firewall
- IPv6 Firewall
- MAC Filtering
- Website Filtering

Port Forwarding

- Port Trigger
- DMZ Hosting
- UPnP

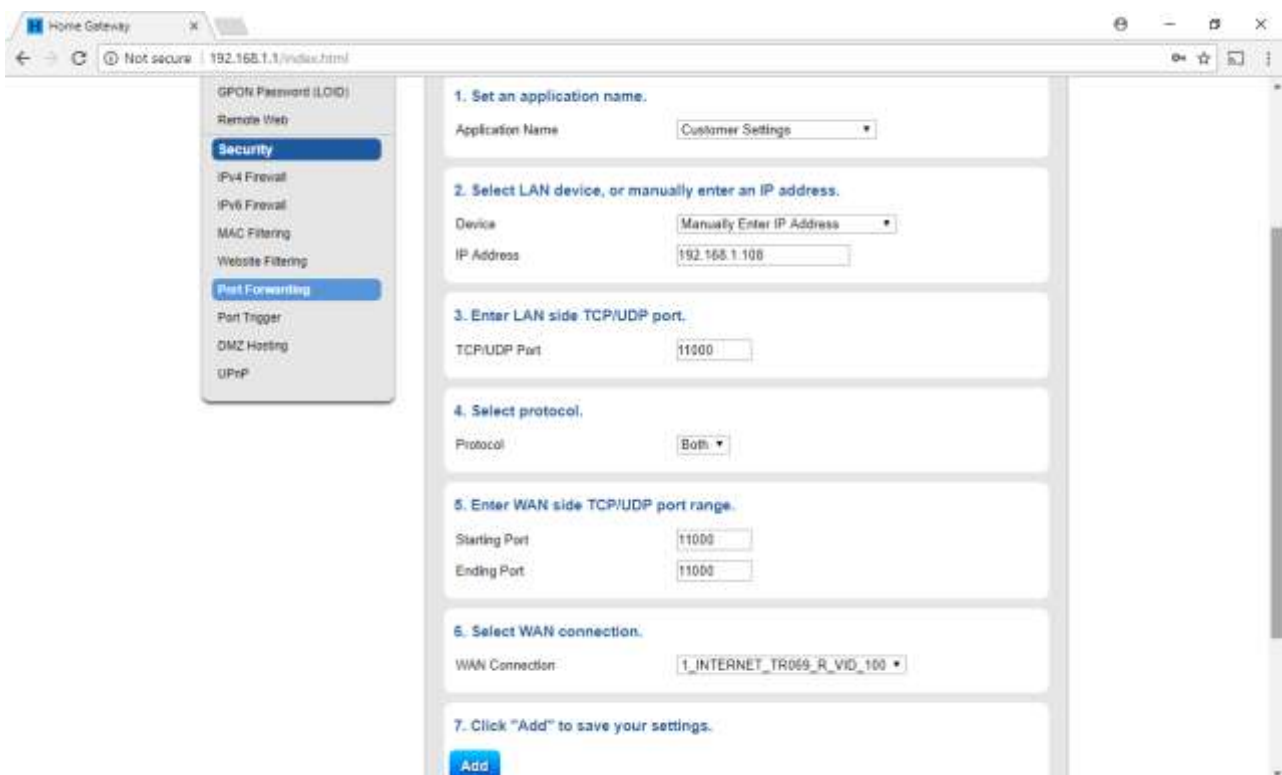
Port Forwarding

Port forwarding function forwards WAN applications to LAN devices. Multiple port forwarding rules are supported.

- Set an application name.**
Application Name:
- Select LAN device, or manually enter an IP address.**
Device:
IP Address:
- Enter LAN side TCP/UDP port.**
TCP/UDP Port:
- Select protocol.**
Protocol:
- Enter WAN side TCP/UDP port range.**

4.3 Set up as follows:

- Application Name: choose Customer Settings
- Device: choose device or enter IP Address Ex. IP Address 192.168.1.108
- TCP/UDP Port: enter Port number to forward Ex.11000
- Protocol: choose Both
- Starting Port and Ending Port: enter Port received from True DDNS Ex.11000
- WAN Connection: choose 1_INTERNET_TR069_INTERNET_R_VID_100
- Press **Add**



The screenshot shows a web browser window titled "Home Gateway" with the address bar displaying "192.168.1.1/index.html". A sidebar menu on the left includes "GPON Password (LOID)", "Remote Web", "Security", "IPv4 Firewall", "IPv6 Firewall", "MAC Filtering", "Website Filtering", "Port Forwarding", "Port Trigger", "DMZ Hosting", and "UPnP". The "Port Forwarding" section is active, displaying a configuration form with the following steps and fields:

- 1. Set an application name.**
Application Name:
- 2. Select LAN device, or manually enter an IP address.**
Device:
IP Address:
- 3. Enter LAN side TCP/UDP port.**
TCP/UDP Port:
- 4. Select protocol.**
Protocol:
- 5. Enter WAN side TCP/UDP port range.**
Starting Port:
Ending Port:
- 6. Select WAN connection.**
WAN Connection:
- 7. Click "Add" to save your settings.**

4.4 Information will be shown in below table

UPnP

4. Select protocol.

Protocol:

5. Enter WAN side TCP/UDP port range.

Starting Port:

Ending Port:

6. Select WAN connection.

WAN Connection:

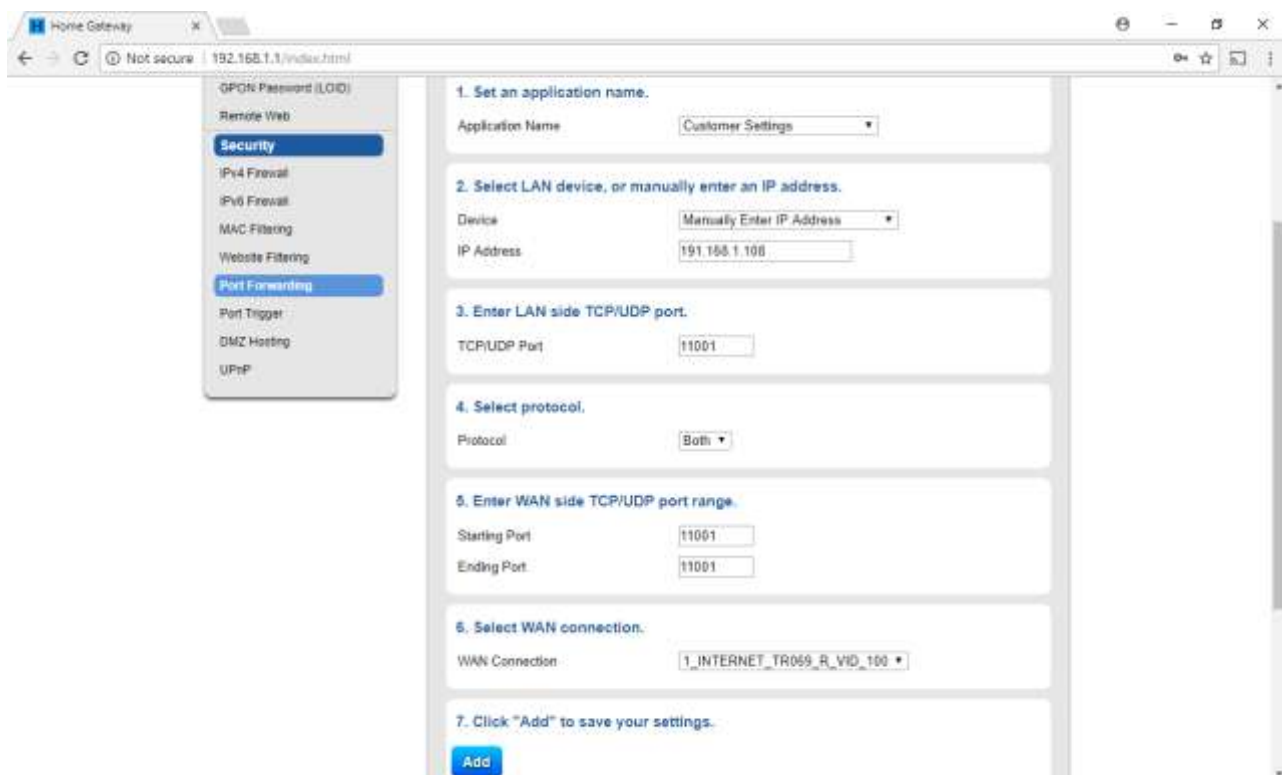
7. Click "Add" to save your settings.

Port Forwarding List					
Application Name	LAN IP	Protocol	LAN Port	WAN Port Range	Edit
Customer Settings	192.168.1.108	Both	3777 7	11000	<input type="button" value="Edit"/> <input type="button" value="Remove"/>

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4.5 Set up HTTP Port

- Application Name: choose Customer Settings
- Device: choose device or enter IP Address Ex. IP Address 192.168.1.108
- TCP/UDP Port enter Port number to forward Ex. 11001
- Protocol: choose Both
- Starting Port and Ending Port: enter Port received from True DDNS Ex.11001
- WAN Connection: choose 1_INTERNET_TR069_INTERNET_R_VID_100
- Press Add

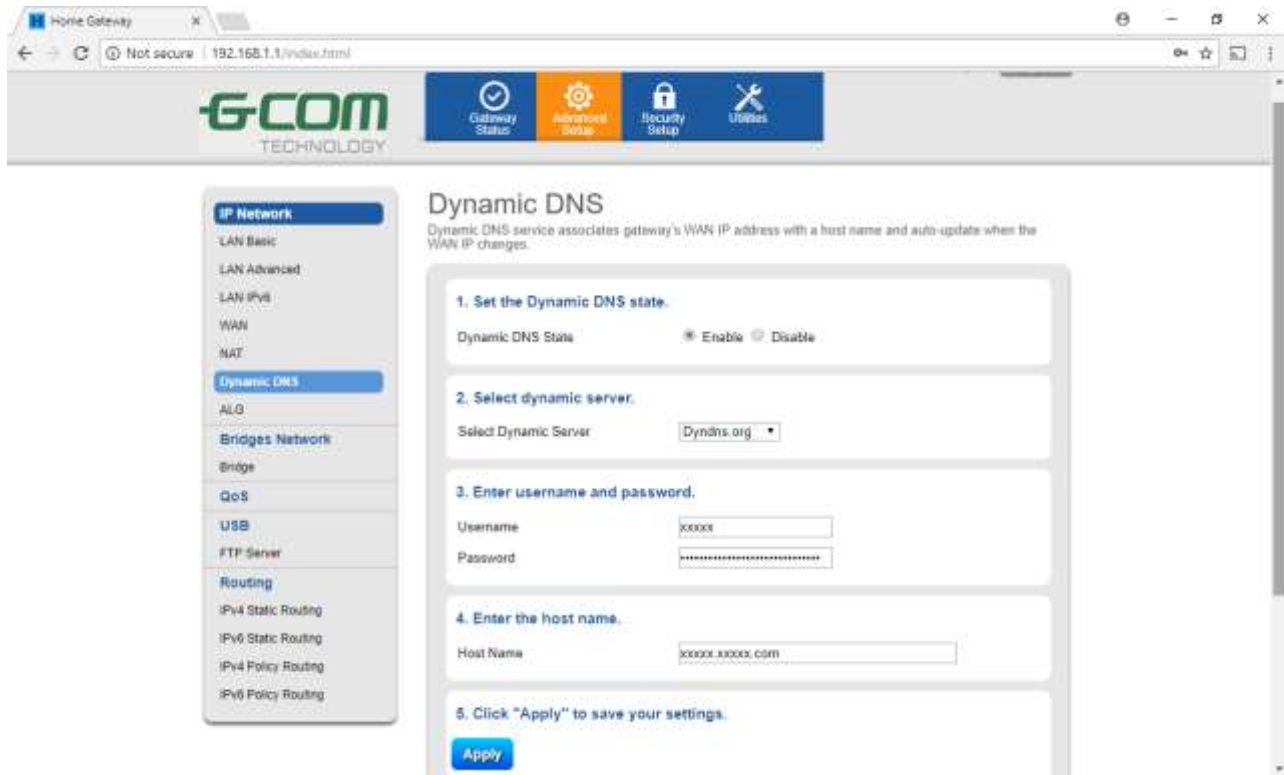


The screenshot shows the Home Gateway web interface for configuring port forwarding. The browser address bar shows '192.168.1.1/index.html'. A left-hand navigation menu includes options like 'Security', 'Port Forwarding', and 'UPnP'. The main content area is titled 'Port Forwarding' and contains the following configuration steps:

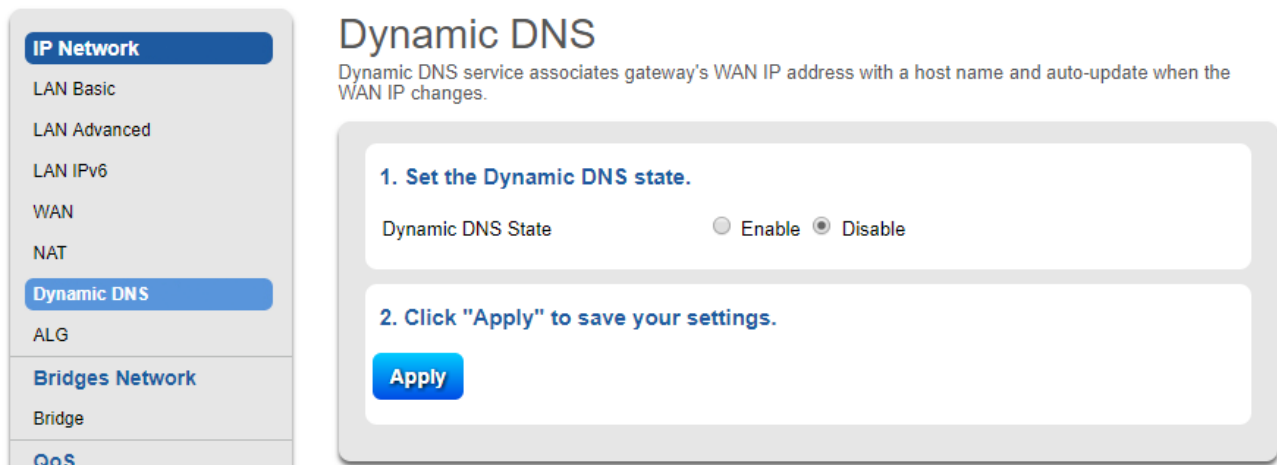
- 1. Set an application name.**
Application Name: Customer Settings
- 2. Select LAN device, or manually enter an IP address.**
Device: Manually Enter IP Address
IP Address: 192.168.1.108
- 3. Enter LAN side TCP/UDP port.**
TCP/UDP Port: 11001
- 4. Select protocol.**
Protocol: Both
- 5. Enter WAN side TCP/UDP port range.**
Starting Port: 11001
Ending Port: 11001
- 6. Select WAN connection.**
WAN Connection: 1_INTERNET_TR069_R_VID_100
- 7. Click "Add" to save your settings.**
Add

5. Close DDNS setting at Router

5.1 Advanced Setup > IP Network > Dynamic DNS



5.2 Select Disable > Apply

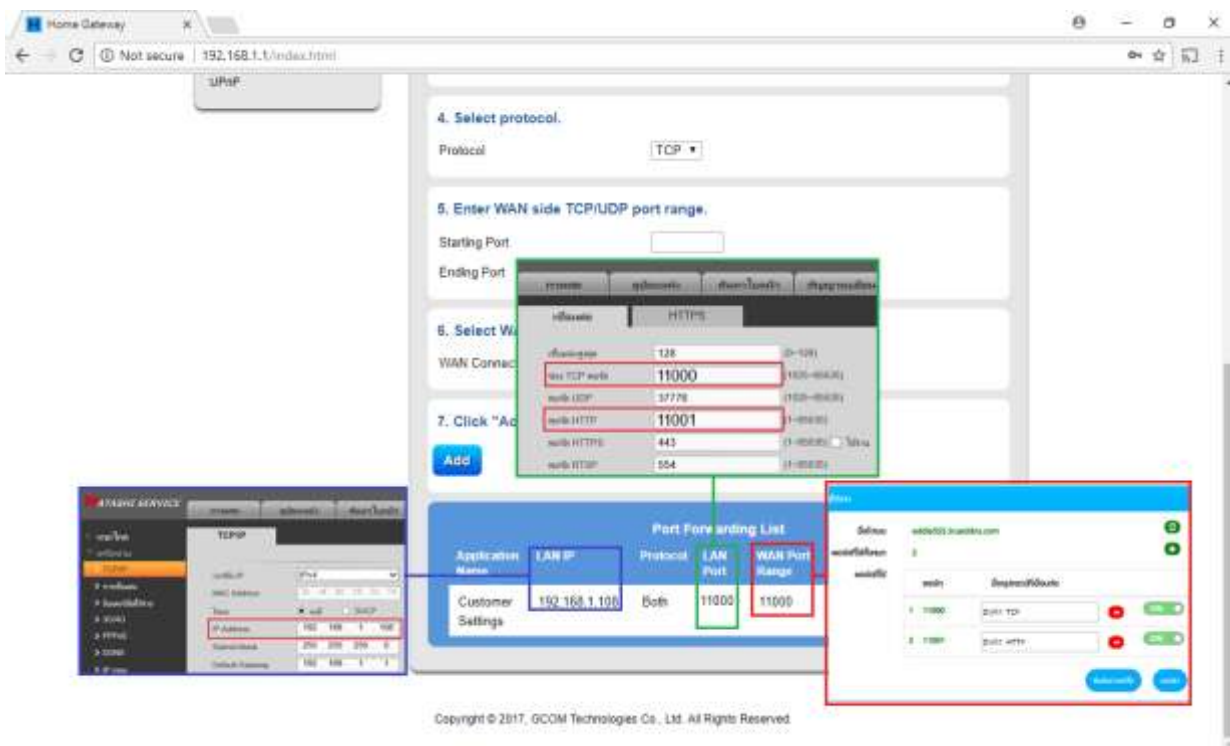


6. Close DDNS setting at DVR

- Go to Setting > DDNS
- Remove a check mark
- Press Save

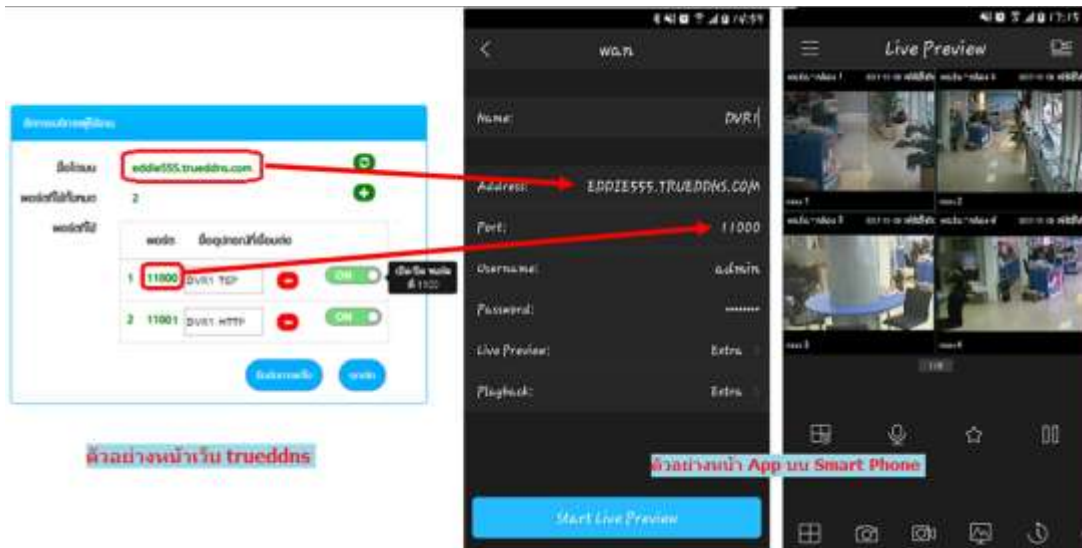


7. Overall settings



8. Test using via Mobile Internet or Internet that is different from at home

- Test CCTV App on Smart Phone: enter Domain name and Port numbers from TrueDDNS , if the setting is correct, you'll see pictures from camera



- Test the usage via Web: enter Domain name : Port number from TrueDDNS Ex. eddie555.trueddns.com:11001 , if the setting is correct, you can access CCTV Web page

