

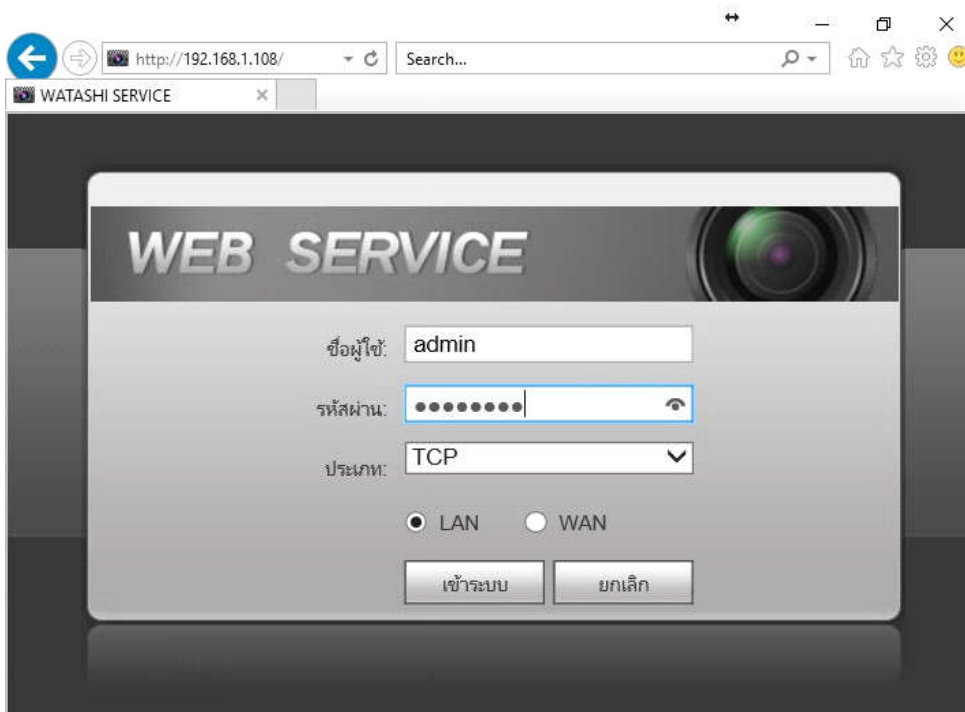
## How to solve Problem Cisco EPC3825 to use TrueDDNS with IP Camera

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

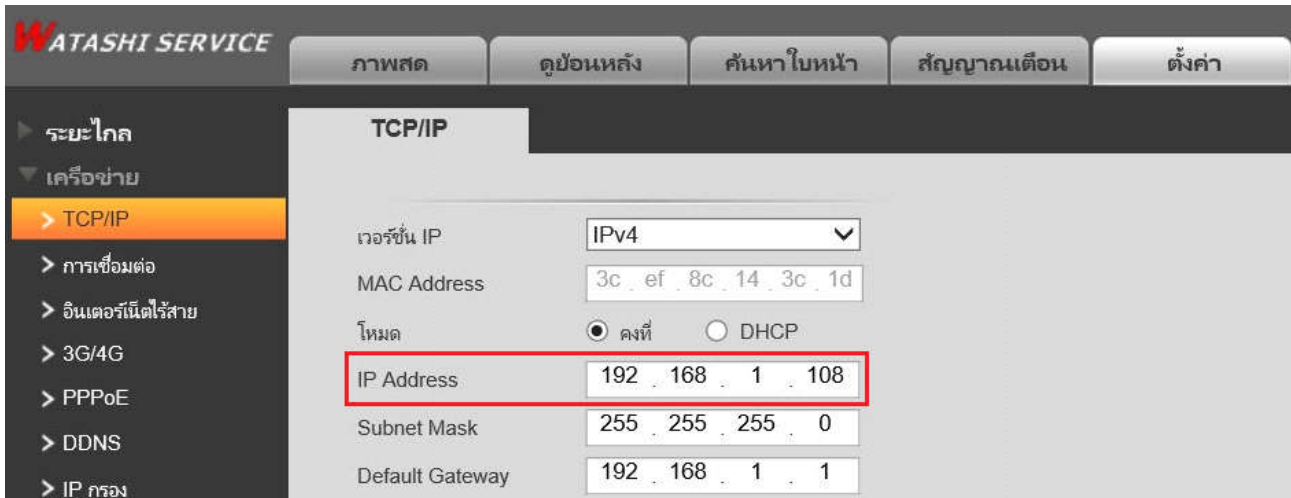
1.1. Check the setting at DVR that's the center to record data from all cameras in house (ex. Watashi IP Camera)

- 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 you don't know IP Address, Username and password of DVR, ask the technician who installed DVR

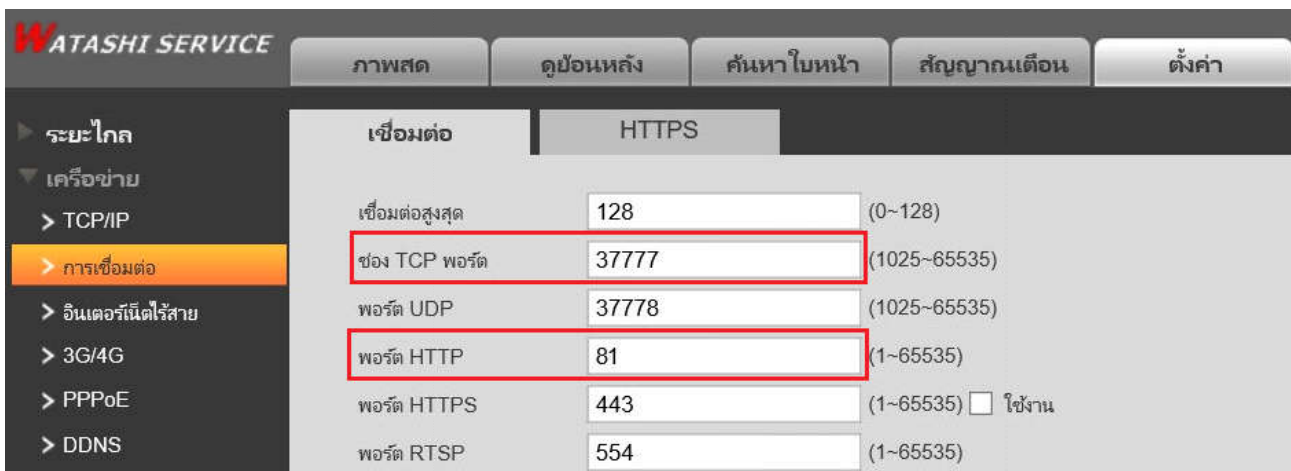


1.2. Check IP Address, go to Setting > Network > TCP/IP: IP Address of DVR : 192.168.1.108



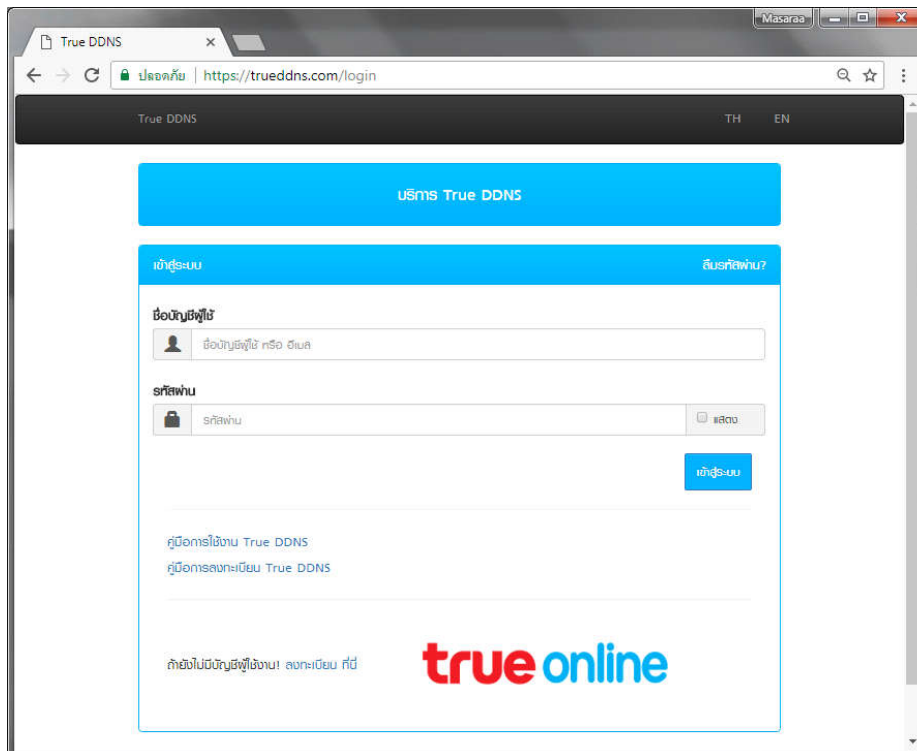
1.1. Check Port, go to Setting > Network > Connection : mostly used Ports:

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



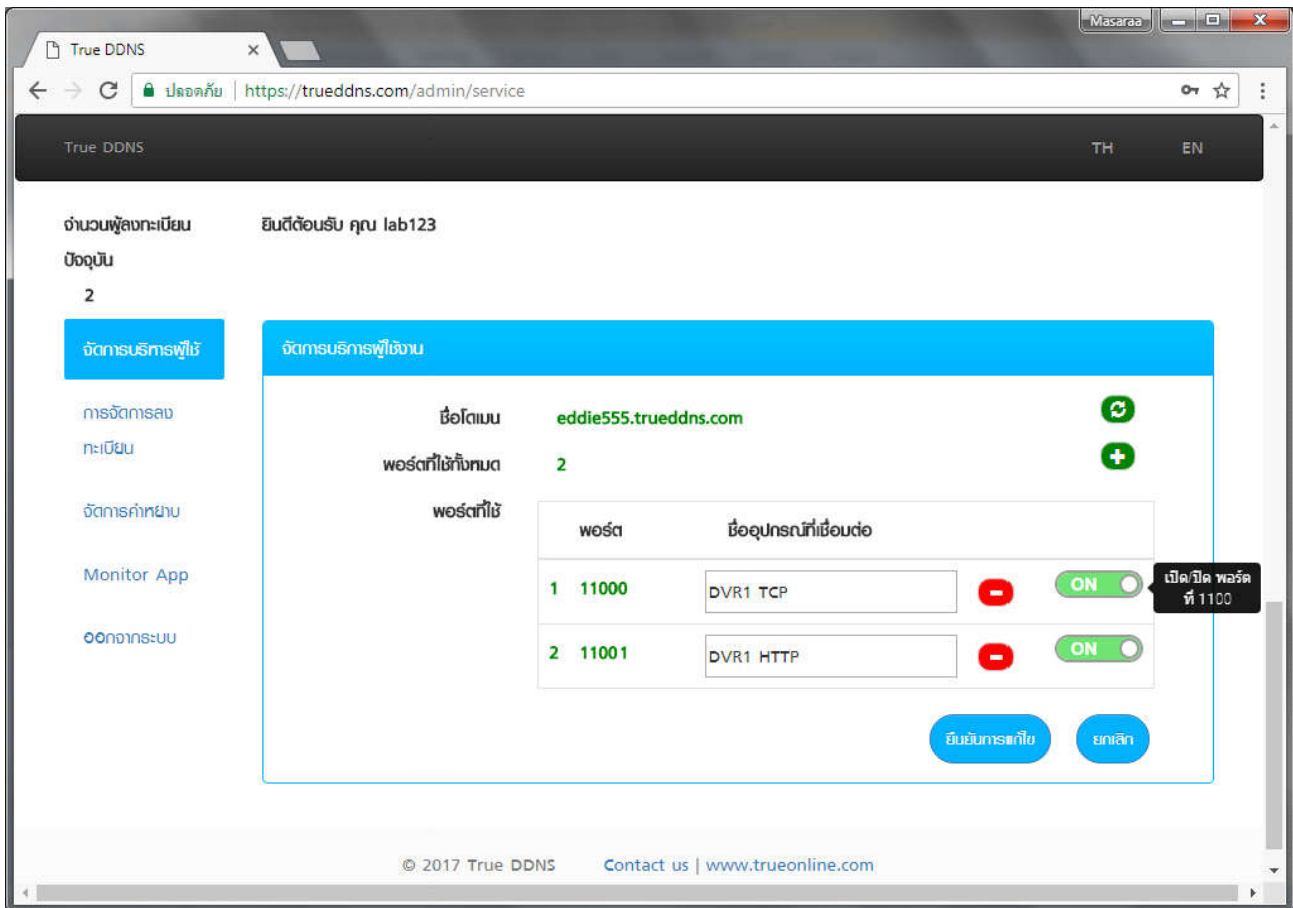
## 2. Set up TrueDDNS

- 2.1. Type <https://trueddns.com/login> at Browser then press Enter > Login by using registered Username and password then press Log in

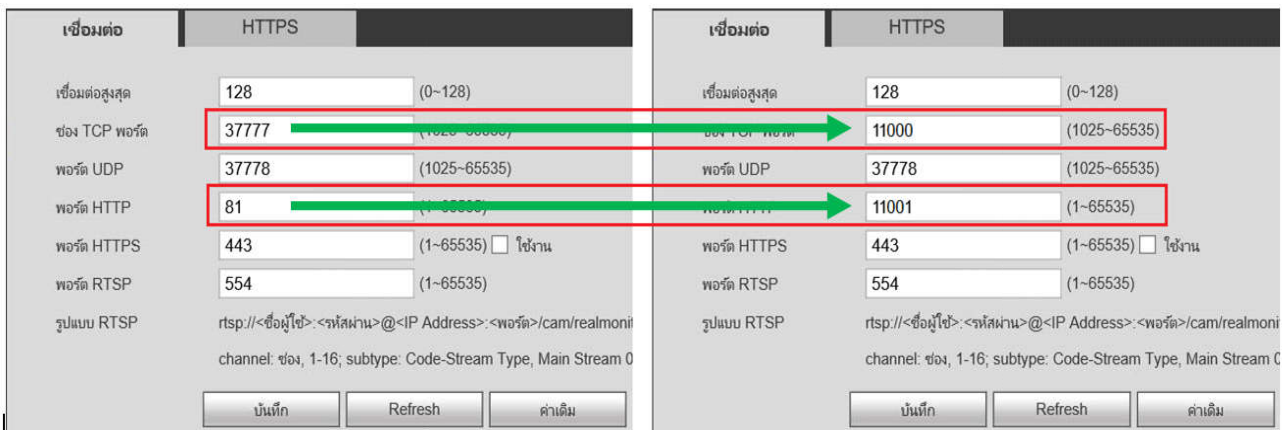


## 2.2. Select Management

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

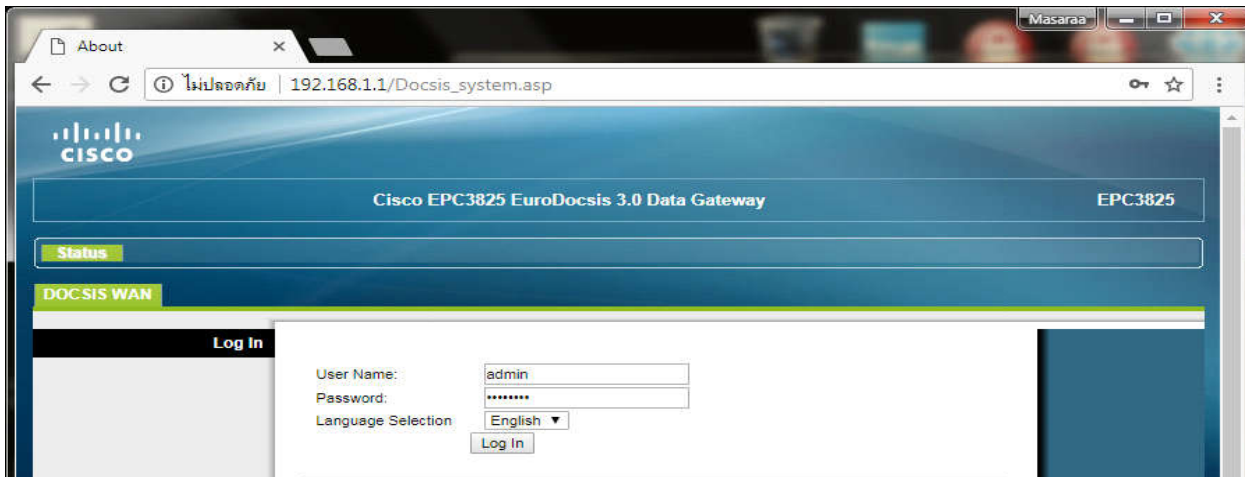


3. Use Port number received from TrueDDNS to enter in replace of old Port number of DVR then press Save



## 4. Port Forwarding setting at Router

- 4.1. Type 192.168.1.1 > Username = admin > Password = password > press Log In



- 4.2. Go to Applications & Gaming > Port Range Forwarding > set up Port as follows:

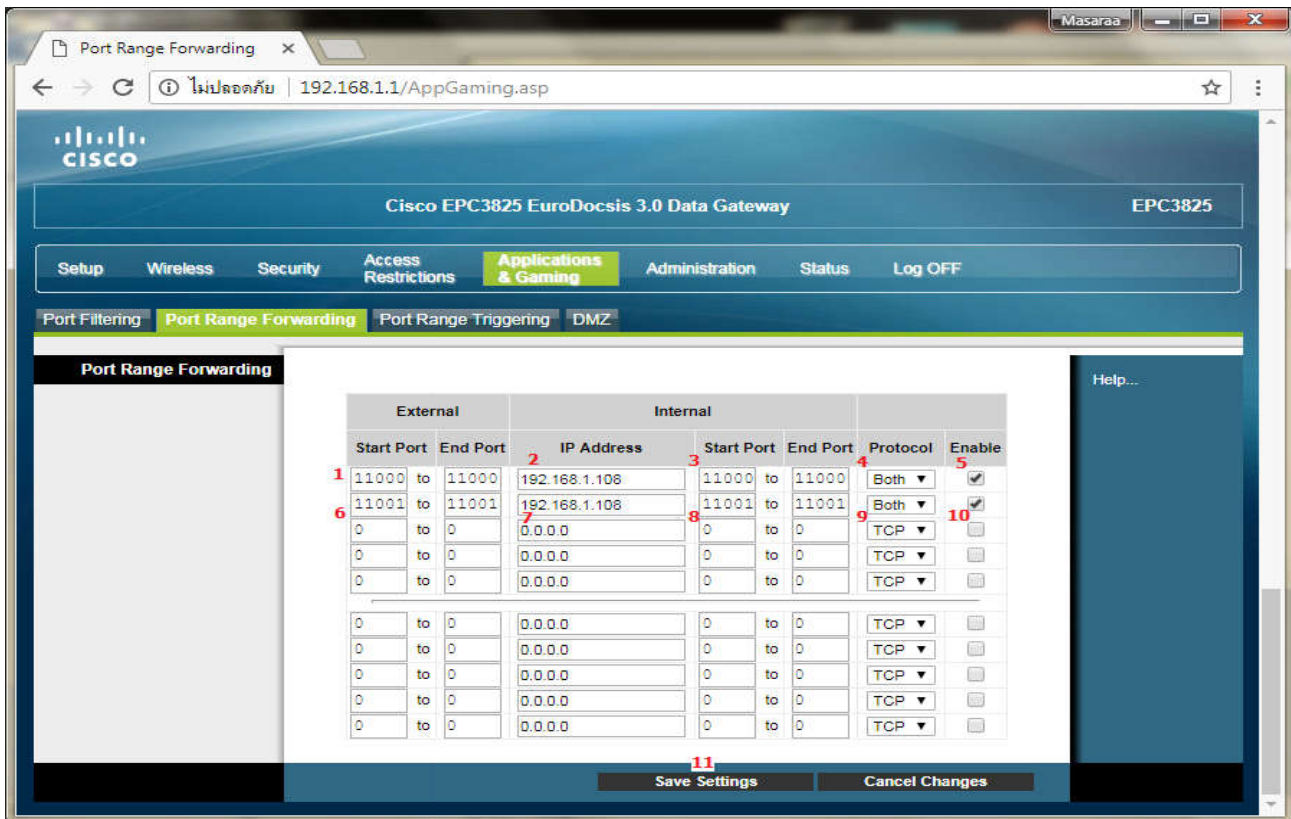
### 4.2.1. TCP Port

- External : Start Port/End Port : 11000
- Internal : IP Address : 192.168.1.108
- Internal : Start Port/End Port : 11000
- Protocol : enter TCP or UDP, if you're not sure, choose Both
- Enable : click a check

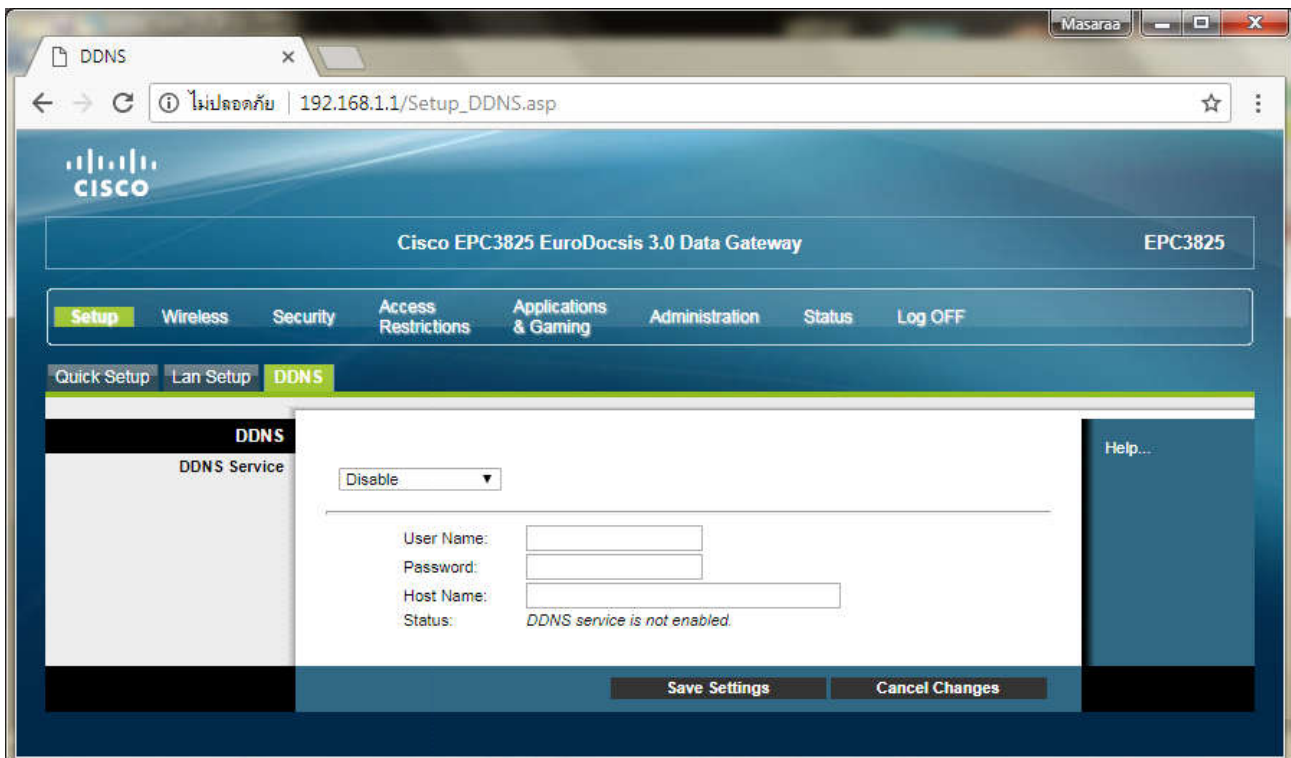
### 4.2.2. HTTP Port

- External : Start Port/End Port : 11001
- Internal : IP Address : 192.168.1.108
- Internal : Start Port/End Port : 11001
- Protocol : enter TCP or UDP, if you're not sure, choose Both
- Enable : click a check

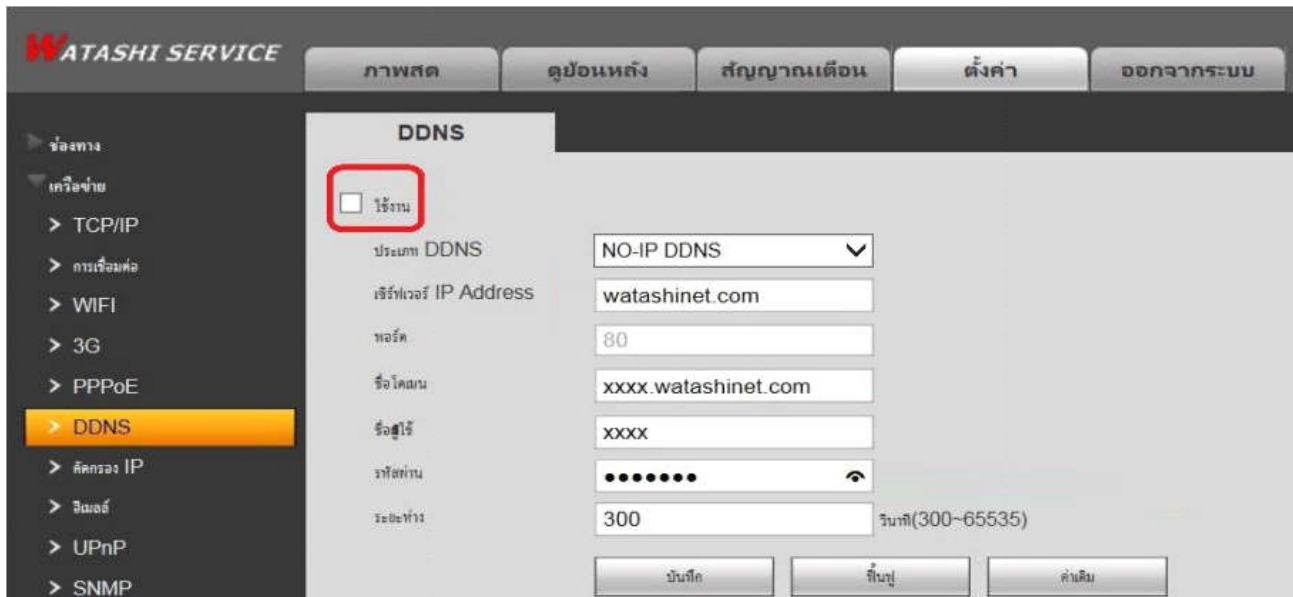
### 4.2.3. When finished, press Save Settings



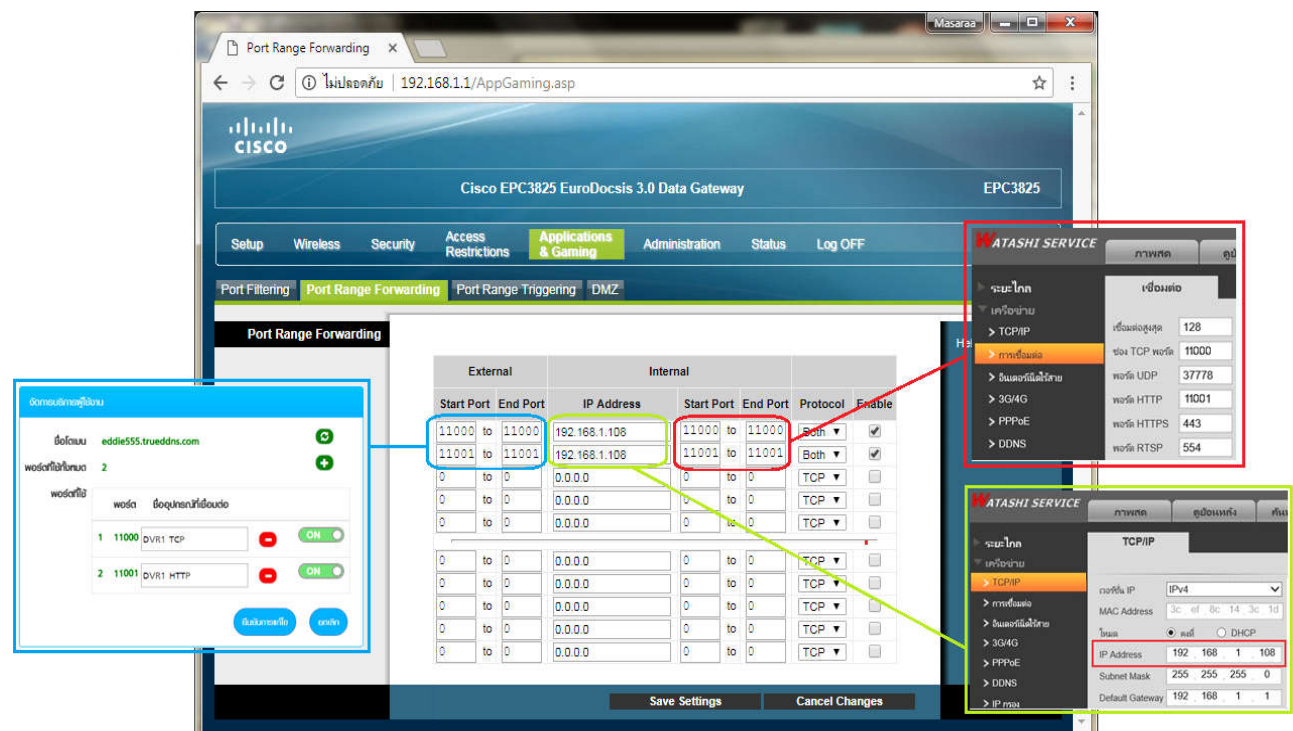
### 5. Disable DDNS setting at Router : go to Setup > DDNS > DDNS Service > Disable > Save Settings



6. Disable DDNS setting DVR : go to Setting > DDNS > Remove a check mark > press Save

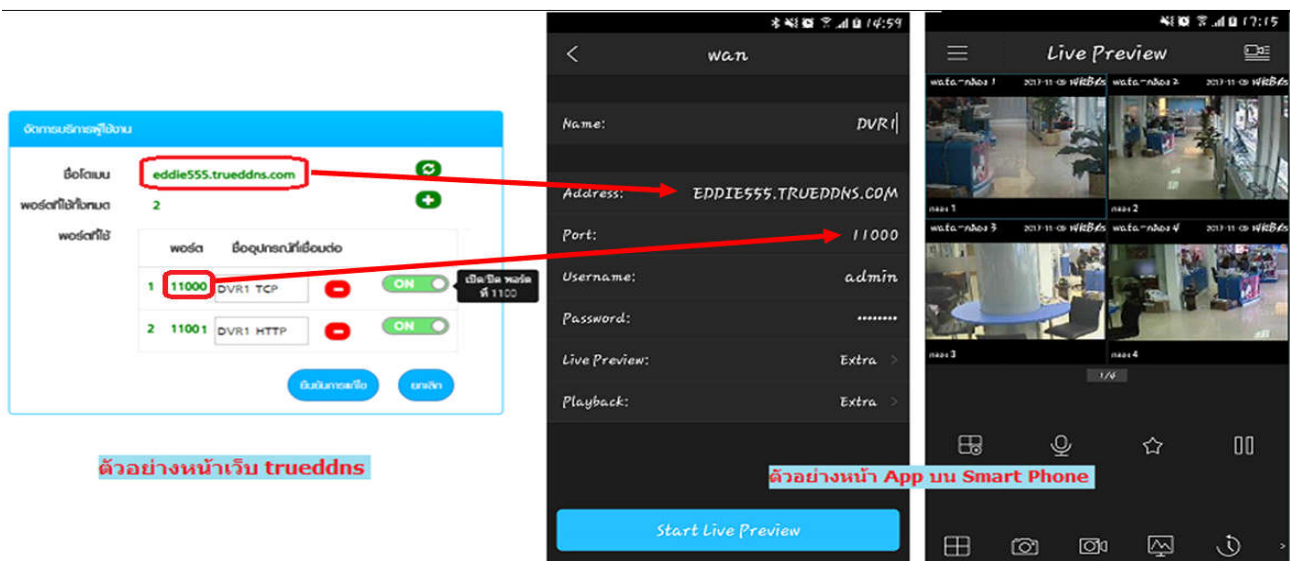


7. Overall settings



## 8. Test the usage through Mobile Internet or Internet that is different from at home

8.1. Test IP Camera App on Smart Phone by using Domain name and Port number from True DDNS, if the setting is correct, you'll see pictures from camera





8.2. Test the usage via Web : enter Domain name followed by Port number from TrueDDNS Ex. eddie555.trueddns.com :11001 , If the setting is correct, you can access web page of IP Camera

