

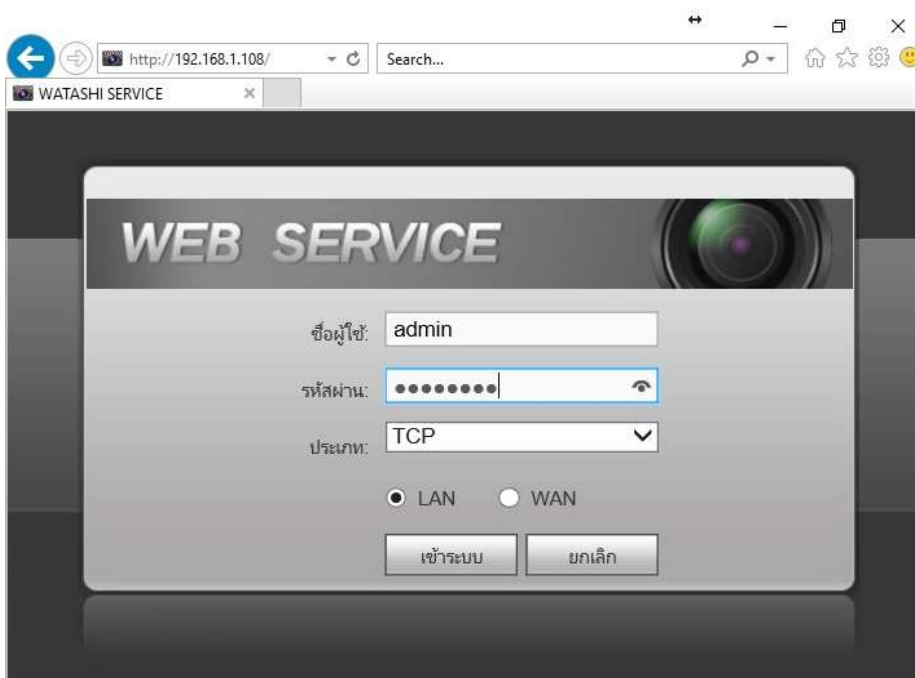
How to fix Problem when configure RAISECOM ISCOM HT803G-UA to use True DDNS with CCTV

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



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



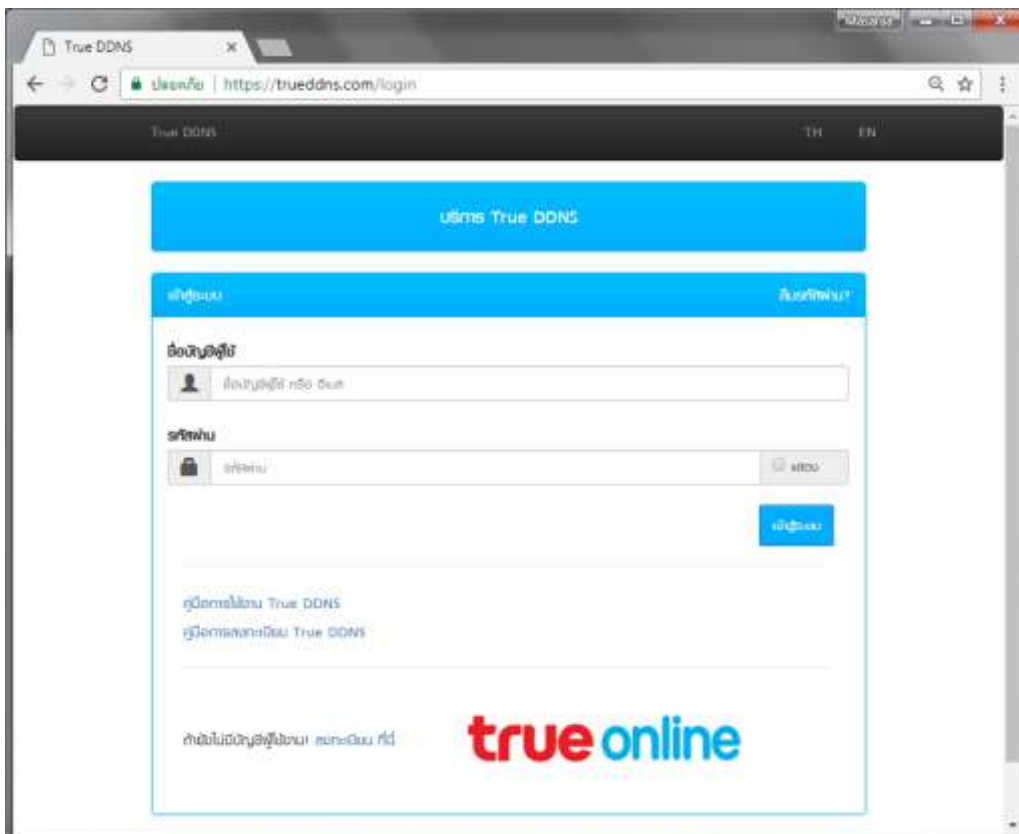
1.3. Check Port, go to Setting > Network > Connection, mostly used Ports :

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



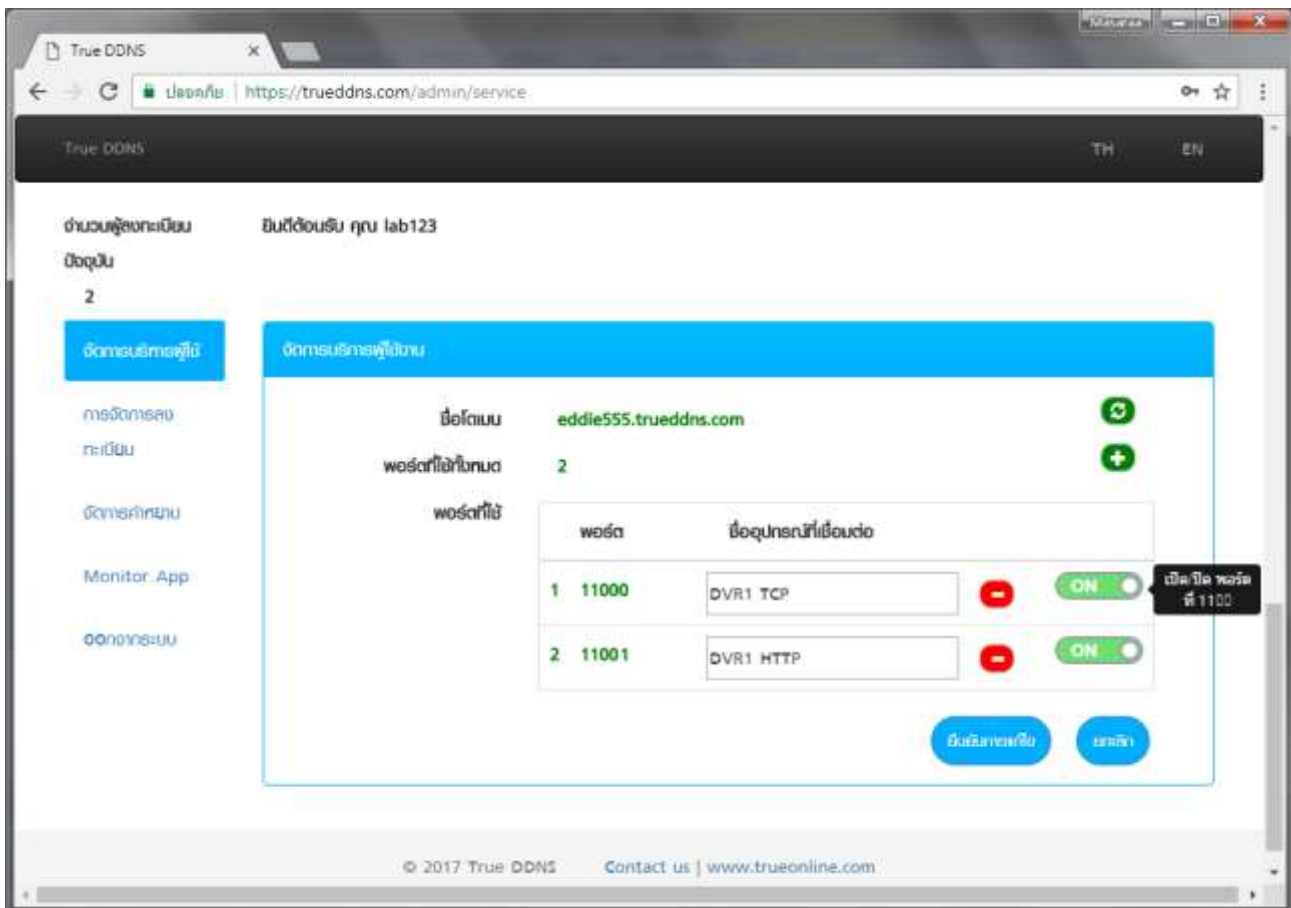
2. Set up TrueDDNS

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



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



3. Input Port numbers received from TrueDDNS to replace old Port numbers of DVR and then press **Save**

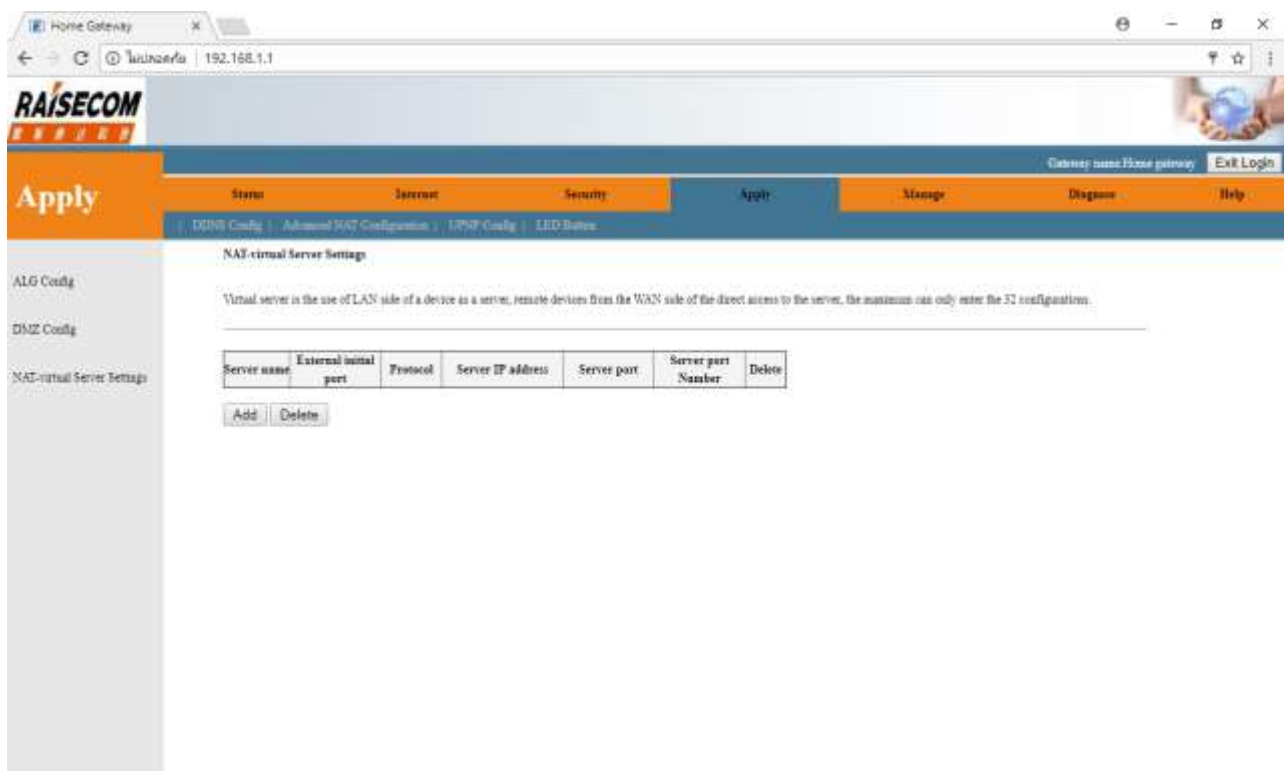


4. Set up Port Forwarding at Router

4.1. Type 192.168.1.1> Username = admin , Password = password



4.2. Go to **Apply > Advanced NAT Configuration > choose NAT-Visual Server Settings > Add**



4.3. Set up as follows:

- Select Custom Server
- A custom virtual server name : enter name to forward e.g. CCTV
- External initial port: enter Port from TrueDDNS e.g.11000 and 11001
- Protocol: TCP/UDP
- Server IP Address: enter IP Address of device to forward e.g. 192.168.1.108
- Server Port: enter Port to forward e.g. 11000 and 11001
- Press **Save/Apply**

The screenshot shows the RAISECOM web interface for configuring virtual servers. The main content area includes a table with the following data:

External initial port	Protocol	Server IP address	Server port	Server port Number
11000	TCP/UDP	192.168.1.108	11000	1
11001	TCP/UDP	192.168.1.108	11001	1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1
	TCP			1

Below the table is a **Save/Apply** button.

4.4. After Apply, there'll be information shown in a table

The screenshot shows the RAISECOM Home Gateway web interface. The browser address bar shows '192.168.1.1'. The page title is 'Apply'. The navigation menu includes 'Status', 'Internet', 'Security', 'Apply', 'Manage', 'Diagnose', and 'Help'. The left sidebar has 'ALG Config', 'DMZ Config', and 'NAI-virtual Server Settings'. The main content area is titled 'NAI-virtual Server Settings' and contains a table with the following data:

Server name	External initial port	Protocol	Server IP address	Server port	Server port Number	Delete
oovr	11000	TCP/UDP	192.168.1.108	11000	1	<input type="checkbox"/>
oovr	11001	TCP/UDP	192.168.1.108	11001	1	<input type="checkbox"/>

Below the table are 'Add' and 'Delete' buttons.

5. Close DDNS setting at Router

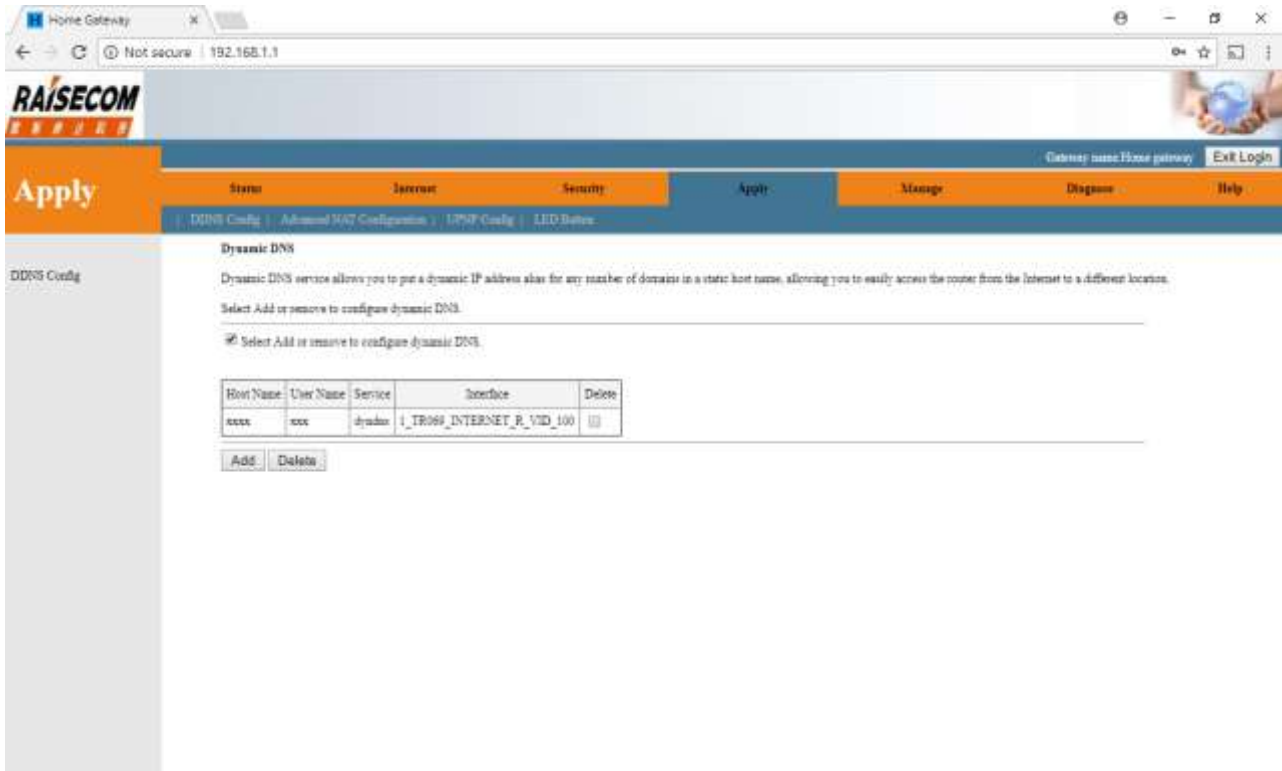
5.1. Go to Apply > DDNS Config

The screenshot shows the RAISECOM Home Gateway web interface. The browser address bar shows '192.168.1.1'. The page title is 'Apply'. The navigation menu includes 'Status', 'Internet', 'Security', 'Apply', 'Manage', 'Diagnose', and 'Help'. The left sidebar has 'DDNS Config'. The main content area is titled 'Dynamic DNS' and contains a table with the following data:

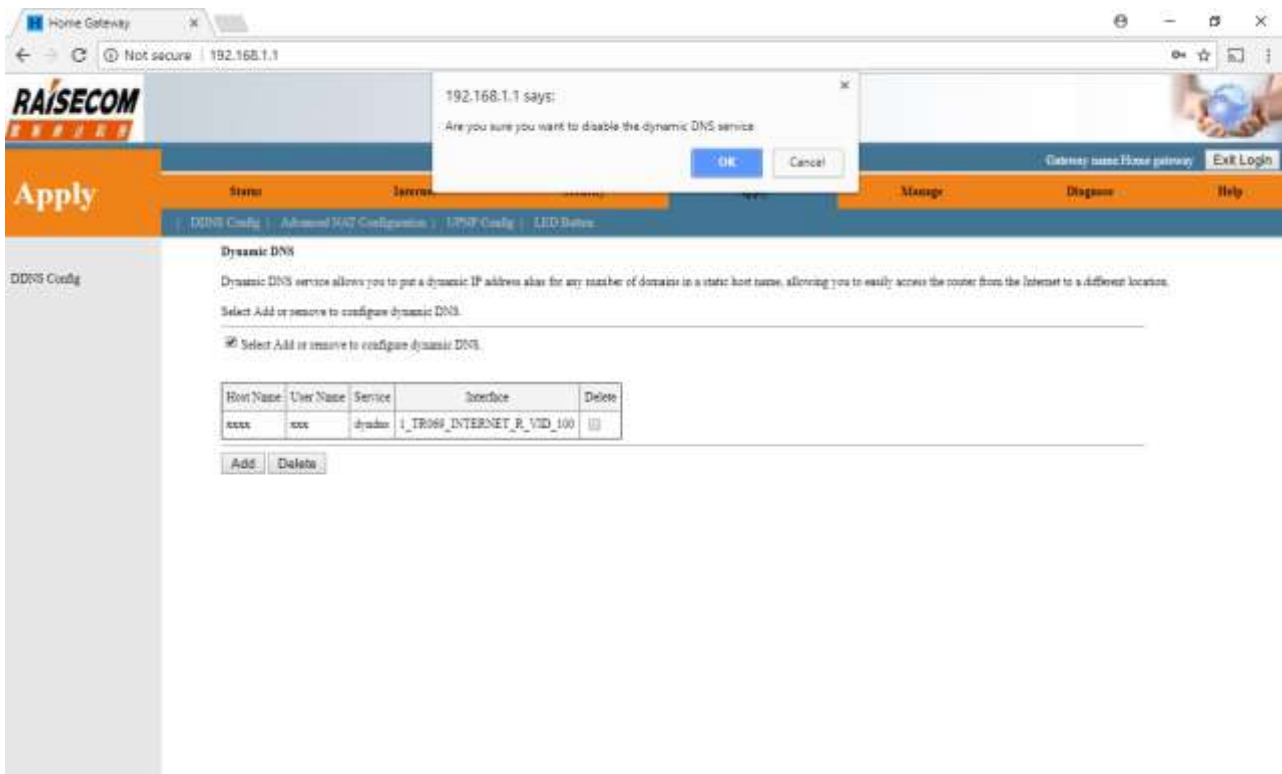
Host Name	User Name	Service	Interface	Delete
oovr	oovr	dynamic	↓_TR069_INTERNET_P_VID_100	<input type="checkbox"/>

Below the table are 'Add' and 'Delete' buttons.

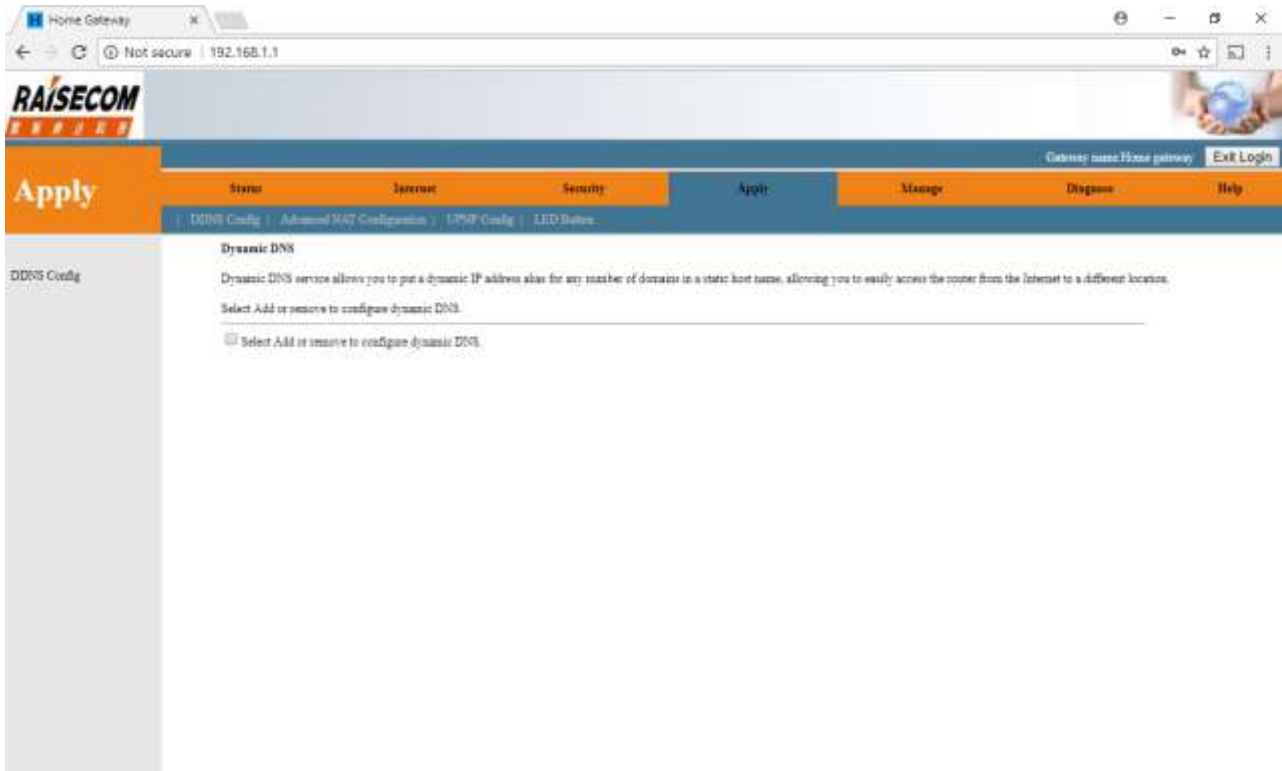
5.2. Remove a check mark at **Select Add** or remove to configure dynamic DNS



5.3. A Popup appears, press **OK**



5.4. Information will disappear



6. Close DDNS setting at DVR

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



7. Overall settings

The screenshot displays the RAISECOM Home Gateway web interface. The main content area is titled "NAT-virtual Server Settings" and includes a table of virtual server configurations. Three pop-up windows are overlaid on the main interface, showing detailed settings for specific services.

Server name	External local port	Protocol	Server IP address	Server port	Server port Number	Delete
octr	11000	TCP/UDP	192.168.1.108	37777	1	<input type="checkbox"/>
octr	11001	TCP/UDP	192.168.1.108	81	1	<input type="checkbox"/>

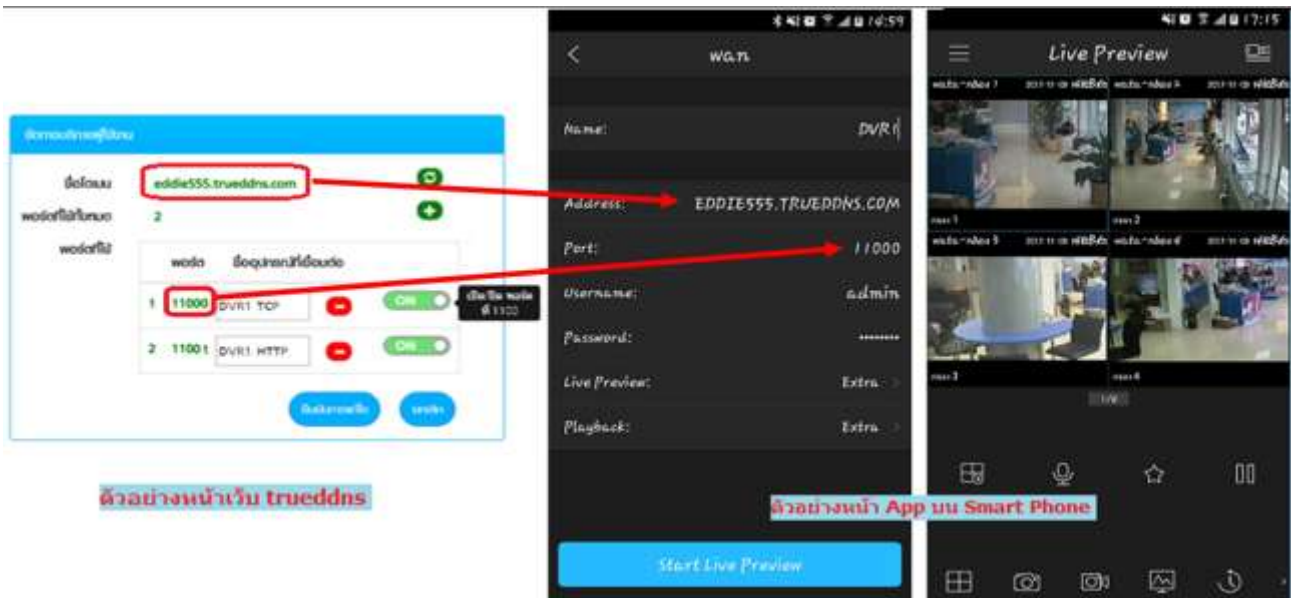
Virtual server is the use of LAN side of a device as a server, remote devices from the WAN side of the direct access to the server, the customer can only enter the 32 configurations.

The three pop-up windows show the following configurations:

- Virtual Server Configuration 1:** Service name: octr, External local port: 11000, Protocol: TCP/UDP, Server IP address: 192.168.1.108, Server port: 37777, Server port Number: 1.
- Virtual Server Configuration 2:** Service name: octr, External local port: 11001, Protocol: TCP/UDP, Server IP address: 192.168.1.108, Server port: 81, Server port Number: 1.
- Virtual Server Configuration 3:** Service name: octr, External local port: 11000, Protocol: TCP/UDP, Server IP address: 192.168.1.108, Server port: 37777, Server port Number: 1.

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

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



8.2. 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

