P2PLiveCam App Remote Connectivity Workaround Instructions

Workaround concept: Using a web browser (instead of an app) to connect to the camera(s) over the internet, then using the web browser to access the live viewing and playback functions remotely.

This method involves using the router's Public IP address and configuring the router's port forwarding features to access the camera remotely.

If you are not familiar with a router's Public IP address, the best way to describe it would be that it is the internet equivalent of a phone number for your router.

For this workaround you will "dial" your router's Public IP address number by entering it into a web browser in order to connect to the cameras remotely. After typing that number and entering your password you will be prompted to enter a user name and password, then the camera(s) live video feed(s), recorded files, and menu controls will show up in that web browser.

There are 2 different types of Public IP Addresses that can be assigned to your router (by your internet service provider) that are referred to as either "Static" or "Dynamic".

Routers using Static Public IP addresses do not ever change their number. Since the number doesn't change you would always be able to use the same IP address number to connect to the cameras remotely.

Routers using Dynamic Public IP addresses may randomly change their number at any time. Whenever the Dynamic Public IP address number changes you would lose the ability to view the cameras remotely until you were able to be at the camera location to manually check what the router's new Public IP address number has been changed to.

Most internet service providers assign the router with Dynamic Public IP address numbers by default and will charge extra fees for Static Public IP address numbers.

Instead of paying your internet service provider for a Static Public IP address for the router the more common solution is to subscribe to a 3rd party "Dynamic DNS Service". When a 3rd party Dynamic DNS Service is used you will not need to worry about the router's public IP address number changing because this type of service continually reports and updates the current IP address of the router. The end result will allow you to still access the camera remotely even when the router's Dynamic Public IP address number changes.

Below are 2 of the well known 3rd party Dynamic DNS Services. You can also search Google for "Dynamic DNS Service" to find many others.

Oracle DNS (DynDNS) – www.dyndns.org (paid service only)

DynuDNS – www.dynu.com (free service option)

In most cases the 3rd party's Dynamic DNS Service information for your subscribed account is simply entered into the router's "Dynamic DNS Service" menu to make the service functional. In other cases Dynamic DNS software is installed on a PC on that local network. You will need to follow the instructions for whichever 3rd party service used.

This guide will instruct you how to connect using a web browser on a phone, tablet, or PC instead of using P2PLiveCam. In order to setup your cameras using this method you will need:

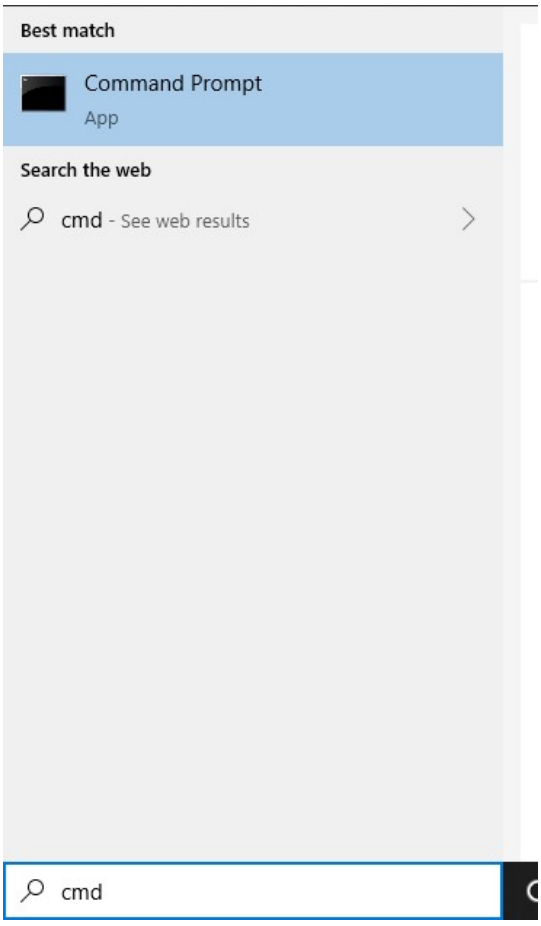
- A camera that uses the P2PLiveCam app that is connected to your local WiFi network
- A Windows PC that is also connected to the same local network
- Administrative access to the router

Section 1: Gathering Your Network Information

1) Finding your router's "Local" IP address. The easiest way to do this is with the command prompt, on modern Windows 10 PC's,

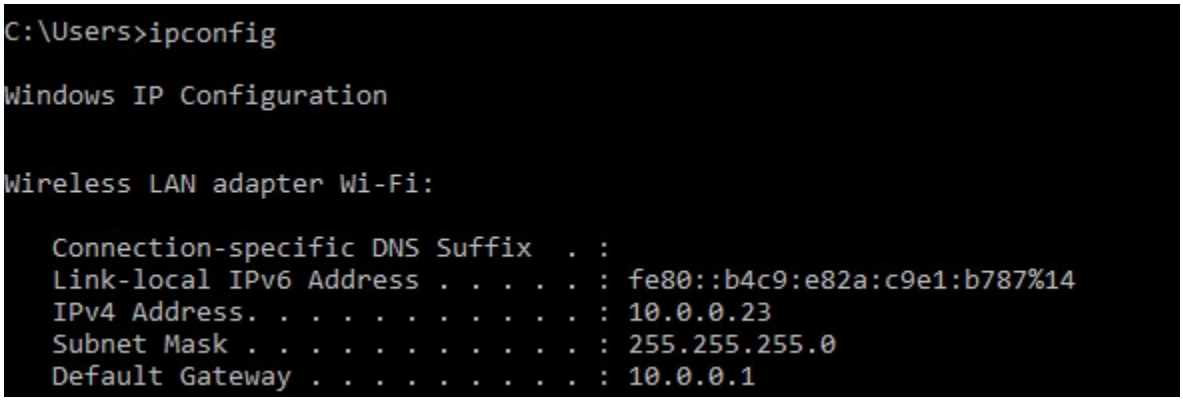
2) Press the "Windows" key on the keyboard then when the programs list appears just start typing the letters "cmd" OR the word "command".

3) You should see a box like the picture below with the list of matches pop up. When you see the "Command Prompt" App with the black box icon, click on it to launch the program.



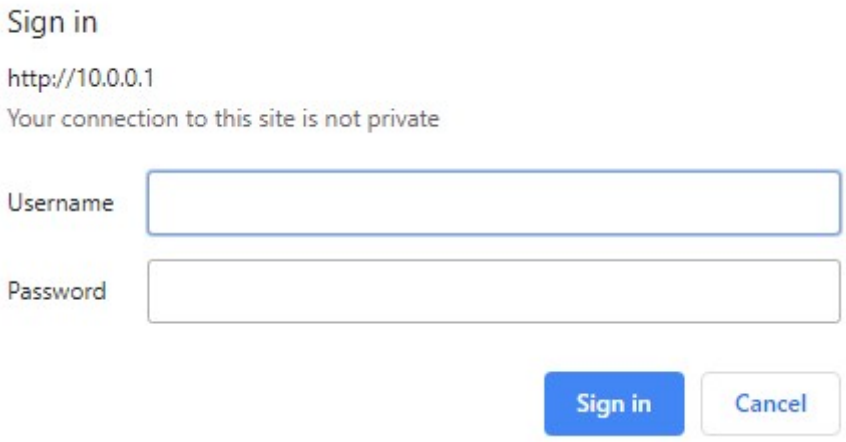
4) After launching the "Command Prompt" app program a window with a black background and a cursor will appear.

5) At the command prompt type the word “ipconfig” (without quotes) then press enter.



6) After typing “ipconfig” and pressing enter one or more groups of information will appear. Find the “Default Gateway” in the list. This number is also the “Local IP Address” for the router that your computer is connected to. In the above image it is the number 10.0.0.1 (other common examples are 192.168.1.1 or 192.168.0.1). Write down the Default Gateway number and Subnet Mask number for later use.

7) Type the router’s “Local IP Address” (the Default Gateway from the previous step) into a web browser starting with http:// right before the number (example http://10.0.0.1). Press enter and the following screen will appear



8) Type your router’s username and password into each field then log into the router. If you do not know it then the default user name and password is normally be located on a sticker on the back or bottom of your router. If it is not there you should refer to the router’s instructions or contact your internet service provider.

Section 2: Finding the Camera's Current Local IP Address

The goal of this next step is to find out each cameras current Local IP address. There are two ways to do this:

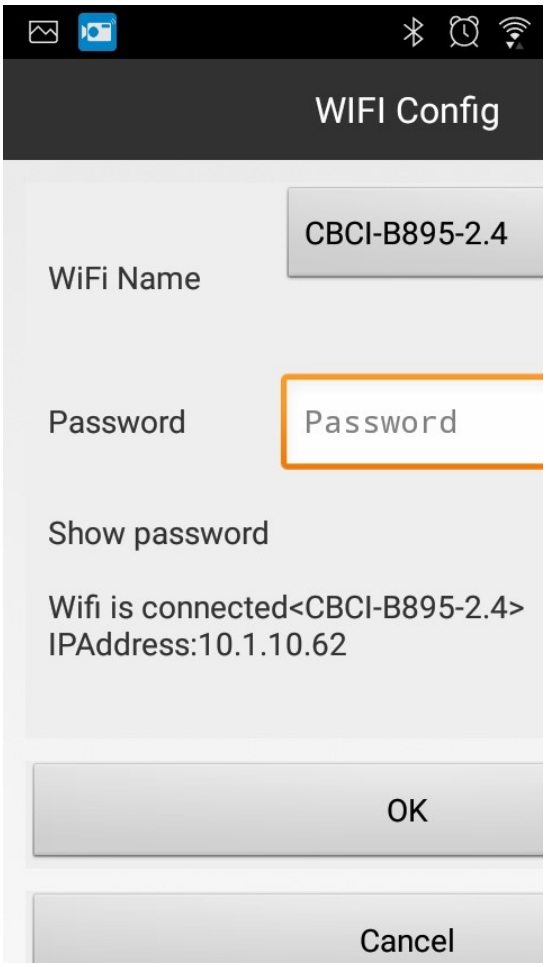
1. Method #1: Finding the camera's Local IP address using an Android smartphone or tablet:

    a) Connect an Android phone or tablet to the same local network as the camera (at the camera's location)

    b) Launch the P2PLiveCam app and locate the camera in the camera list, then tap the gear/settings icon for that camera, then tap Device Settings, then tap WiFi Config.

    c) The WiFi Config menu screen will show which network the camera is configured to, and the camera's local IP address like in the picture below.

    d) Write down the camera's Local IP address from that screen. In the example below the camera's Local IP address is 10.1.10.62



2. Method #2: Finding the camera's Local IP address in the router's menu/settings.

   a. Each router is different, but somewhere in the menu there will be a menu option with a screen that shows a list of connected devices. Look for a menu option for "Attached Devices", "Connected Devices", "LAN", or "DHCP Clients" (or menu options with similar names). See example below:

   b. When you locate the menu screen that lists of all the devices connected to the router find the camera(s) in the list and write down each camera's IP address.

      Cameras of this type should be identified in the list with device names similar to "Cam", "Camera", "IPCamera", or they will appear as the camera name you entered into the app before.

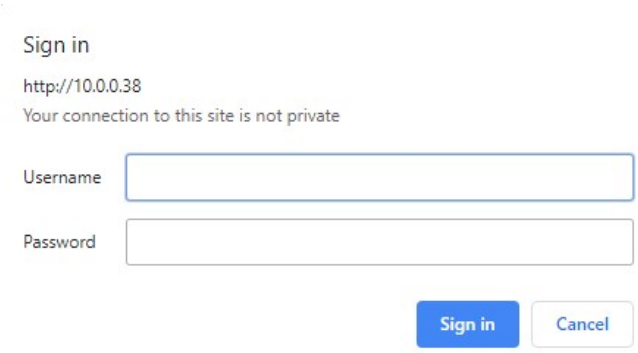
      If the device name is not displayed then try using the matching IP addresses belonging to any of the listed "MAC addresses" that begin with the letters "FC".

Section 3: Programming Camera Information

1) Once you have identified each camera's current Local IP address (from the previous step) enter one of those numbers into a web browser starting with http:// right before the number (example http://XXX.XXX.XXX.XXX) then press Enter.

   IMPORTANT: Internet Explorer web browser with the plugins installed is the strongly recommended for best performance when viewing the cameras live using this workaround method. Other web browsers will still work without the plugins but with much slower performance when viewing the live video.

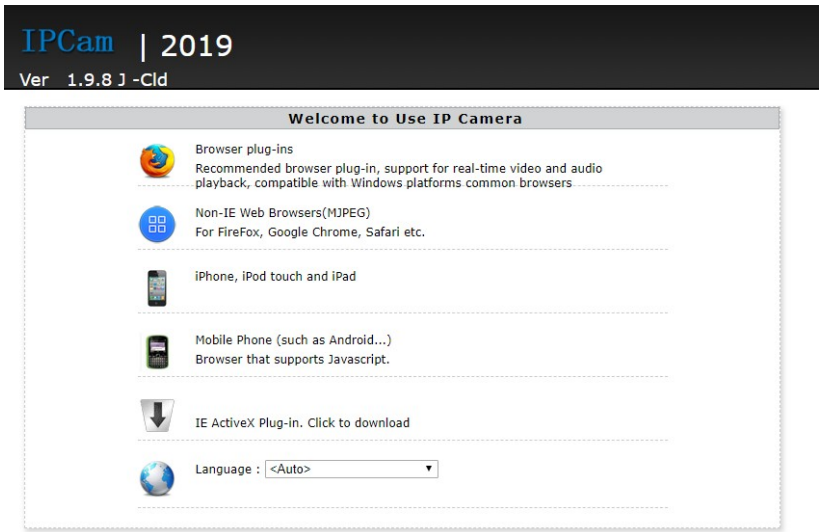
2) After entering the camera's Local IP address and pressing enter you should be prompted with this type of sign-in screen:



   When these cameras are accessed for the first time using this IP address method the default username is "admin" (without quotes), and the password field should be left blank.

   IMPORTANT: After logging in for the first time the password should be changed.

   Once you are signed in successfully you will see this IPCam main page:



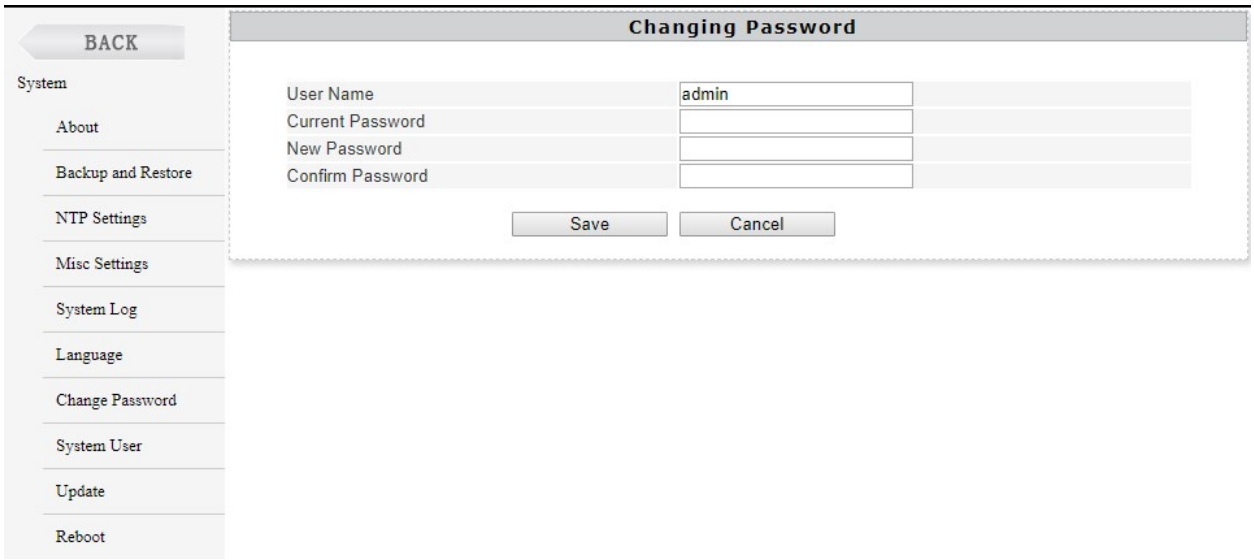
3) If you are using Internet Explorer choose the first option “Browser Plugins”. ONLY choose the first option if you are using Internet Explorer!

   If you are using any other web browser then choose the second option “Non-IE Web Browsers (MJPEG)” instead.

   IMPORTANT: Internet Explorer with plugins is strongly recommended. If you are using any other web browser it will have much slower video performance.

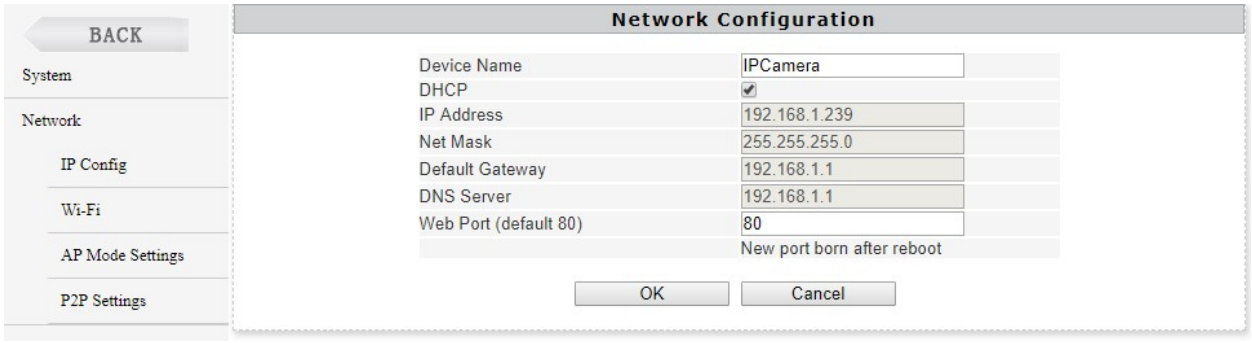
4) After selecting one of those options you will see a menu on the next screen like the one below. Click the “Gear/Settings” icon in the lower-right hand corner:

5) After you see the camera’s settings menu, click “System” on the left-hand side, then choose “Change Password”. It is very important to change this default password before allowing the camera access on the internet by IP address:



Leave the field for “Current Password” blank, and enter your new password next to “New Password” and “Confirm Password”. After clicking “Save”, you will be prompted to log in again, log in with your new password.

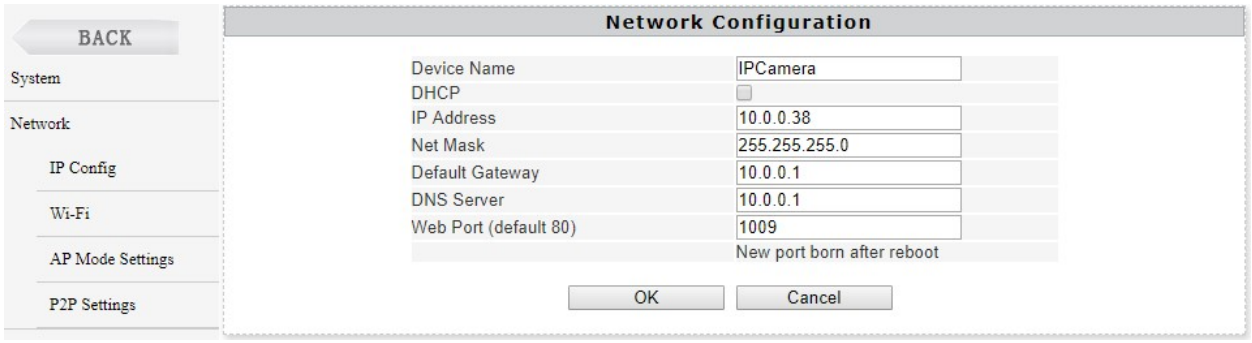
6) Once you are logged back in, click the “Network” option on the left, then “IP Config” which will display a screen like the one pictured below:



3. When you see this screen, disable DHCP by unchecking the check box. Then you will manually enter your network information:

a) IP Address: enter this camera’s Local IP address. (from Section 2). This is also the same number just typed into the browser to access this camera.
b) Net Mask: enter the Subnet Mask of your router (from Section 1, Step 6)
c) Default Gateway: enter the Default Gateway of your router (from Section 1, Step 6)
d) DNS Server: enter the same number as the Default Gateway of your router
e) Web Port (default 80): enter “1009” for the first camera (other ports may be used however 1009 is recommended). If you are configuring additional cameras use different ports for each camera (example port 1009 for Cam1, port 1010 for Cam2, port 1011 for Cam3, etc.)

f) After completing the steps above the screen should look like this (but with your own numbers instead)

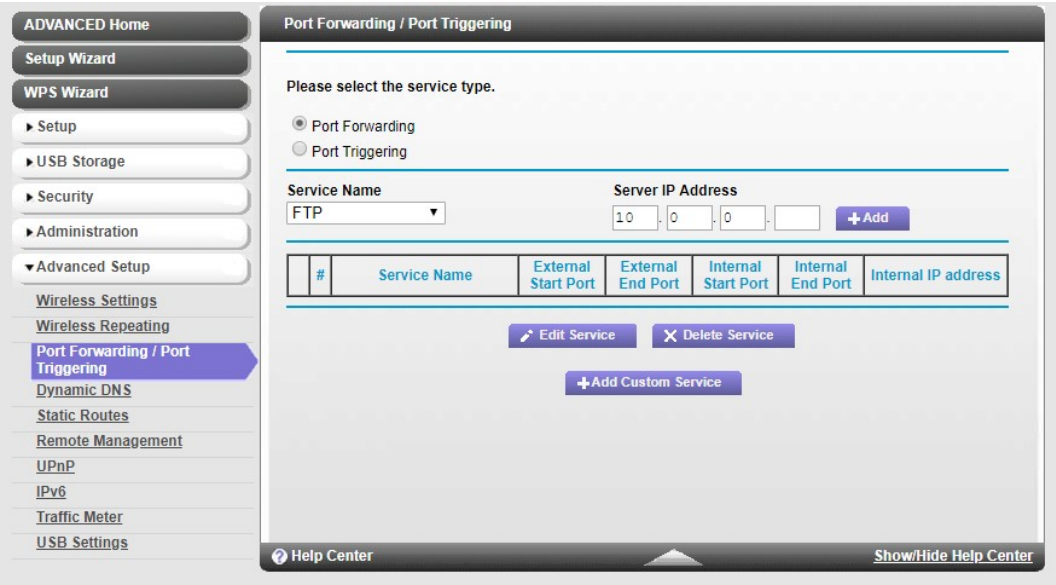


Press OK when completed.

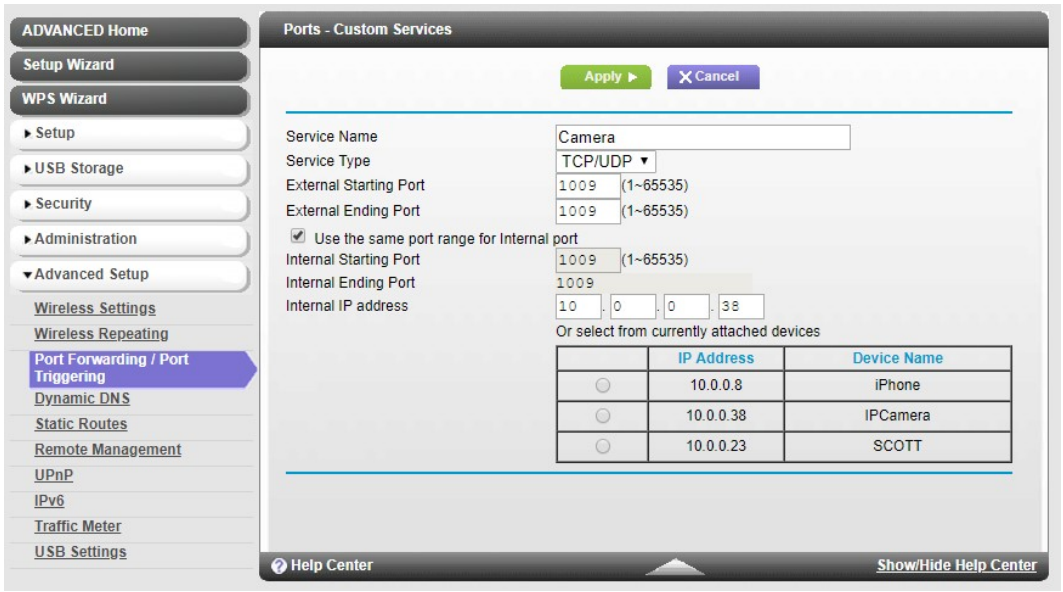
Section 4: Configuring the Router/Modem

1) Log into your router and configure the Port Forwarding settings to point to each camera's Local IP Address. If you are not sure where these settings are located and how they are configured then we would recommend checking the website http://www.portforward.com to learn how port forwarding is configured for your router.

Example Router Port Forwarding Menu Screen:



In this example, we will select "Add Custom Service"

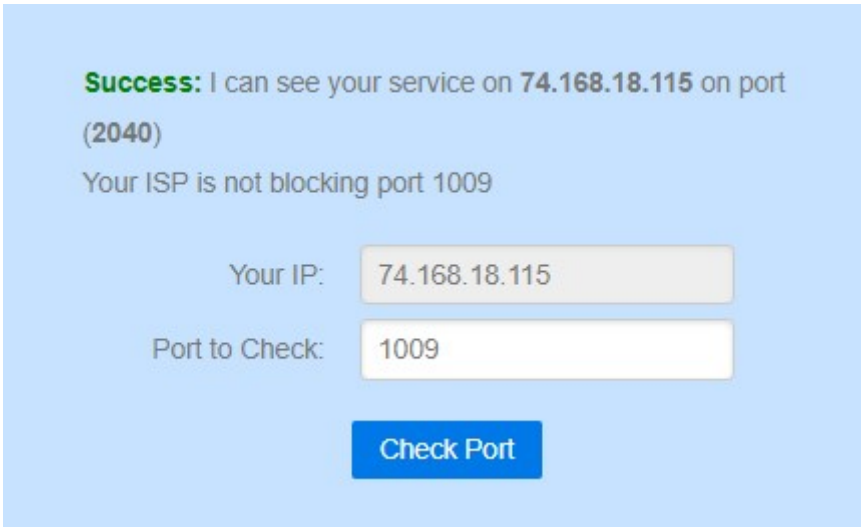


2) Enter a name for the service and select “TCP/UDP” for service type.

3) The External Starting and Ending port are both set to 1009 (or the Web Port you chose for the camera previously), and the Internal IP address should be the Local IP address of the camera.

4) Click Save or Apply.

5) To ensure that these settings were done correctly, and to find your router’s current Public IP address, we recommend the website www.canyouseeme.org. On that website enter the port number 1009 (or the port you chose for the camera previously), and click “Check Port”. If the Success message is displayed, you have successfully completed the above steps. If an error is displayed, check the IP address and port numbers entered previously, and try again.



6) Once you are successful, follow the instruction in the next section to view the camera remotely.

Section 5: View/Playback Cameras Remotely

1) Using a smart phone, tablet or PC, enter the IP address and port number displayed on CanYouSeeMe.org in the format like the example below (or enter the DDNS web address name from the 3rd party service you have configured)

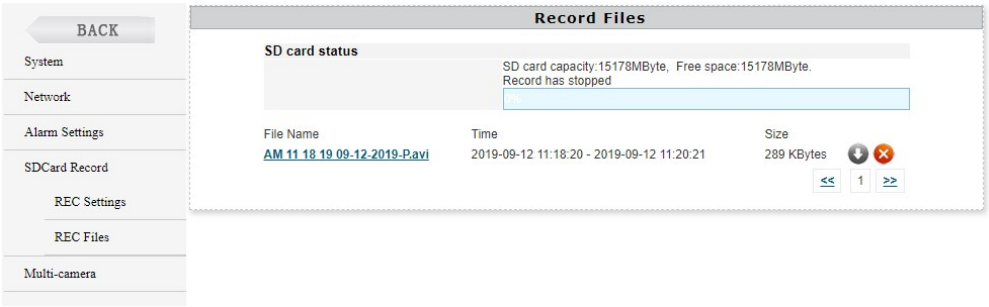
   http://IP Address:port number

   Example: http://74.168.18.115:1009
   (make sure you use your router's current Public IP address - not this example address)

2) Log in using the username "admin" and the camera password set previously, select your appropriate web browser. If everything was configured correctly you will see live video from the camera.

3) Video that has been recorded to the camera's Micro SD card can be downloaded and viewed by going to the camera's settings menu:

4) Click "SDCard Record", then click "REC Files":



Click the Download button ( ) to download a video file to play it back,

or click the Delete button ( ) to delete a file.