



Using TZO.COM™ Dynamic DNS and a Netgear™ FR114P router for Remote Viewing with your Dedicated Micros™ DV-IP Series DVR

This document explains how to best setup a DEDICATED MICROS™ DVR using a Dynamic or Static IP connection and TZO.COM Dynamic DNS. This setup is based on a Netgear 4 port wired router model FR114P. In this document, you will learn how to:

- Login and setup the Netgear FR114P Router with the TZO Dynamic DNS service
- Configure the Netgear router to add services and open the ports needed for remote viewing and administration of your DEDICATED MICROS™ DV-IP DVR (Port 80)
- Configure the IP address, gateway and DNS of the DVR so it works with the Netgear router.
- Connect to your DEDICATED MICROS™ DV-IP DVR from any Windows based PC on the same network
- Connect to your DEDICATED MICROS™ DV-IP DVR from any REMOTE PC over the Internet
- Troubleshooting your DVR if you are having trouble connecting

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BEFORE YOU BEGIN SETUP THE ROUTER AND DVR ACCORDING TO THE MANUAL

Initial Netgear router setup:

You should SETUP THE NETGEAR ROUTER for your Internet Connection according to the ISP and Netgear Manual. Make sure you can browse the Internet and use the Internet normally before you continue. * If you use PPPoE DSL, make sure you set the IDLE TIMEOUT to 0 (Zero) under the Basic Settings during configuration of the Netgear router.

Initial DVR Recording and Camera setup:

You should now setup the DVR for your preferences using the Manual/Guide that came with your DVR. You do not need to setup the IP address on the DVR at this point, we cover that below to ensure the IP is in the desired format for this document. If the DVR is already setup, continue below for details on setting the IP address properly on the DVR.

Setting up the TZO Dynamic DNS

SIGNING UP AND ENABLING THE ROUTER WITH TZO DYNAMIC DNS:

A) Make sure you are signed up with a trial account, or have paid for a TZO subscription (Standard or Premier service) **If you do not have a TZO Key and Domain Name selected, sign up for a free 30 day trial domain at <http://Signup.tzo.com> as shown below.

B) Enter your choice for a domain name (each location/DVR must be unique) and enter the email address you wish to use. Click the CREATE MY FREE TRIAL DOMAIN NAME button and TZO will send your TZO Domain Name and TZO key to the email address you used.

The screenshot shows a web browser window titled "TZO.com Portal Page - Microsoft Internet Explorer". The address bar shows "http://signup.tzo.com". The page content includes the "TZO.com Partners" logo and the heading "OEMs page at TZO.COM". Below this, it says "Try TZO for free." and provides instructions: "Please choose a domain name for your free trial below." and "Your trial domain name: YOURDVR .tzo.com". It also asks for an email address: "Your Email Address: Email@YourISP.com". A button at the bottom says "Create my free trial domain name".

C) Once you have the TZO Key, Domain name and Email address used written down or available from your email, log into your router by going to <http://192.168.0.1> and using your username and password to log into the router. (default username and pw is admin/password)

D) Under the ADVANCED section, select **DYNAMIC DNS** from the left hand menu. As shown in the screenshot below, enable the TZO Dynamic DNS service, and then input the Domain Name, TZO Key/Password and Email Address/Username into the router DDNS setup. Click Save Settings or Apply. You now have setup the TZO DDNS properly.

This domain name is good for 30 days for testing. After 30 days the TZO Dynamic DNS will expire. You can purchase the TZO standard Dynamic DNS service for this domain name at <http://www.tzo.com/order.html> before it expires. When ordering, use the email address you used when signing up.

Dynamic DNS

Use a dynamic DNS service

None

DynDNS.org [Click here for information](#)

TZO.com [Click here for free trial](#)

ngDDNS [Click here to register](#)

TZO

Host and Domain Name
example: yourname.mynetgear.net

User Email Address

User Key

NETGEAR PORT FORWARDING AND OTHER ROUTER CONFIGURATION:

***IMPORTANT NOTE before you start on PORT FORWARDING and Port Blocking:**

* If DSL is being used for a broadband connection to your DVR, check with your ISP to make sure that your DSL modem is in "bridge mode" to assure that there is no NAT server running on the DSL modem itself. If this is the case, you will have extreme difficulty in port forwarding and getting the DVR to work. You can call your ISP and ask if your DSL modem can be configured for Bridge mode and allow your router to authenticate with the DSL signon routine instead of the DSL Modem.

** Keep in mind that the ISP could be blocking port 80, so if you can login and see the DVR from the INSIDE using your web browser, but not from the outside, it could be 2 things: Your ISP blocks port 80, or your port 80 is not forwarded to the DVR properly. Check with your ISP if you are sure the ports are configured properly. If your ISP does indeed block port 80, you can do the following:

- Some DVR's do not have the ability to change from port 80 to another port, and if this is the case you can forward port 81 on the outside to port 80 on the inside to the IP of 192.168.0.200 - this is typically called "Inbound port translation". Keep in mind that only certain routers have this capability. The Netgear FR114P does NOT have this option. Most D-Link and Linksys routers can do this.

Step 1) When using port forwarding with the Netgear routers, there are 2 steps to the port forwarding. First step is to log in to the router. Log into the router by going to <http://192.168.0.1> and using your username and password to log into the router. (default username and pw is admin/password)

Step 2) Once you log into the router, under the **SECURITY** section in the left hand menu, select **SERVICES**. Since the router already has the HTTP (Port 80) Service added in, we are done here if you want to use the DVR for remote viewing only. If you wish to have audio, and other functions such as archiving, Pan and Tilt control, etc, you need to add more services for the ports listed below:

Additional ports used by the DV-IP for other functions:

- Port 21 TCP** - (FTP) - used for manual/auto archiving video & audio to a remote server or PC
- Port 23 TCP** - (Telnet) - Used for Remote terminal application engineering function to be carried out
- Port 1025 UDP** - Telemetry Control - Used for PTZ commands passed from the PC to the DV-IP
- Port 2074 UDP** - Audio Port - Outgoing and incoming audio is passed over this link
- Port 2075 UDP** - Audio Port - This port provides the control for audio outgoing and incoming
- Port 5201 TCP** - Engineering Debug

Step 3) Now that you are in the services menu, you can add a custom service for each port listed above, or continue onto step 4. If you wish to add the other ports as shown above, Click **ADD CUSTOM SERVICE** and you can add in each custom service.

Step 4) Now the **RULES** must be set to allow the ports to be forwarded to the IP of the DVR at 192.168.0.200. Under the **SECURITY** section, Click the **RULES** link.

Step 5) Once you are in the **RULES** menu, Click the **ADD** button under the **INBOUND** rules section

Step 6) Once you click the **ADD** button to add a **INBOUND RULE**, select the **HTTP port 80** from the service list as shown below. Action should be set to **ALLOW ALWAYS**, and the **SEND TO LAN SERVER** should be set to **192.168.0.200** and **WAN USERS** should be set to **ANY**. You can enable the **LOG** to **ALWAYS** or **NEVER**. Then click the **APPLY** button to add that rule for port 80. If you selected to add the additional ports listed above, you must **ALLOW** these ports as you did with port 80.

Inbound Services

Service: HTTP(TCP:80)

Action: ALLOW always

Send to LAN Server: 192 . 168 . 0 . 200

WAN Users: Any

start: 0 . 0 . 0 . 0

finish: 0 . 0 . 0 . 0

Log: Never

Back Apply Cancel

Step 7) Check your **INBOUND SERVICES** look similar to the screenshot shown below. You should have HTTP forwarded to the IP of the DVR at 192.168.0.200
 If it looks similar, you have completed the port forwarding step and can now logout of the Netgear (closing your browser or clicking the LOGOUT link in the Netgear menu)

<div style="text-align: right;"> <input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Move"/> <input type="button" value="Delete"/> </div>							
Inbound Services							
	#	Enable	Service Name	Action	LAN Server IP address	WAN Users	Log
<input type="radio"/>	3	<input checked="" type="checkbox"/>	HTTP	ALLOW always	192.168.0.200	Any	Match
	Default	Yes	Any	BLOCK always	--	Any	Match
<div style="text-align: right;"> <input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Move"/> <input type="button" value="Delete"/> </div>							

Step 8) (Optional) – Enabling Remote Administration in the router can be a smart idea if you want to remotely administer the router to open ports, change port forwarding, configure the TZO Dynamic DNS and more. If you do not enable remote administration, you will have to login to the router locally.

***IMPORTANT:** If you enable remote management, be sure to set a different password other than the default password used in this document. You can also change the remote management port to a custom port you select. Avoid port 80 since this is used by the DVR.

Under the **ADVANCED** section, **click on the REMOTE MANAGEMENT** link, and then setup the REMOTE MANAGEMENT features as shown in the screenshot below. For additional security, you can also restrict the specific IP address

Remote Management

Turn Remote Management On

Allow remote access by:

Everyone (Ensure password is assigned!)

IP address range :

From

. . .

To

. . .

Only this PC:

. . .

Port Number:

IP Address to connect to this device:

CONNECTING THE DVR TO THE ROUTER AND ASSIGNING THE IP ADDRESS

This setup below is based on an Out-Of-The-Box setup of a DV-IP Model DVR on a DHCP Network. If your DVR already has an IP address, it is suggested you change the IP to a static LAN IP as shown below. Consult your DVR manual for setup details if your DVR is already setup.

Once the DVR is powered up and the cameras are setup, you should then connect the DVR to the router using a standard RJ-45 ETHERNET cable. Once you connect the DVR to the router, you need to enter the menu of the DVR by following the exact steps below:

- 1)** On the Dedicated Micros™ DV-IP series DVR, the setup is completely browser based. This means you plug in the DVR to the network by connecting the DVR to the router with an RJ-45 Ethernet cable and powering it up. You then connect a Laptop or PC to the router and follow the steps below:
- 2)** Since the DVR is IP based, we need to discover the IP address of the DVR on the network. You should log into your router and view the DHCP details to see what IP address the DVR has. Log into your router by going to <http://192.168.0.1> and using your username and password to log into the router. (default username is admin and password is password)
- 3)** Once you are logged into the router, click the ATTACHED DEVICES link under the Maintenance menu. Once you click the ATTACHED DEVICES link, you will see the screenshot shown below:

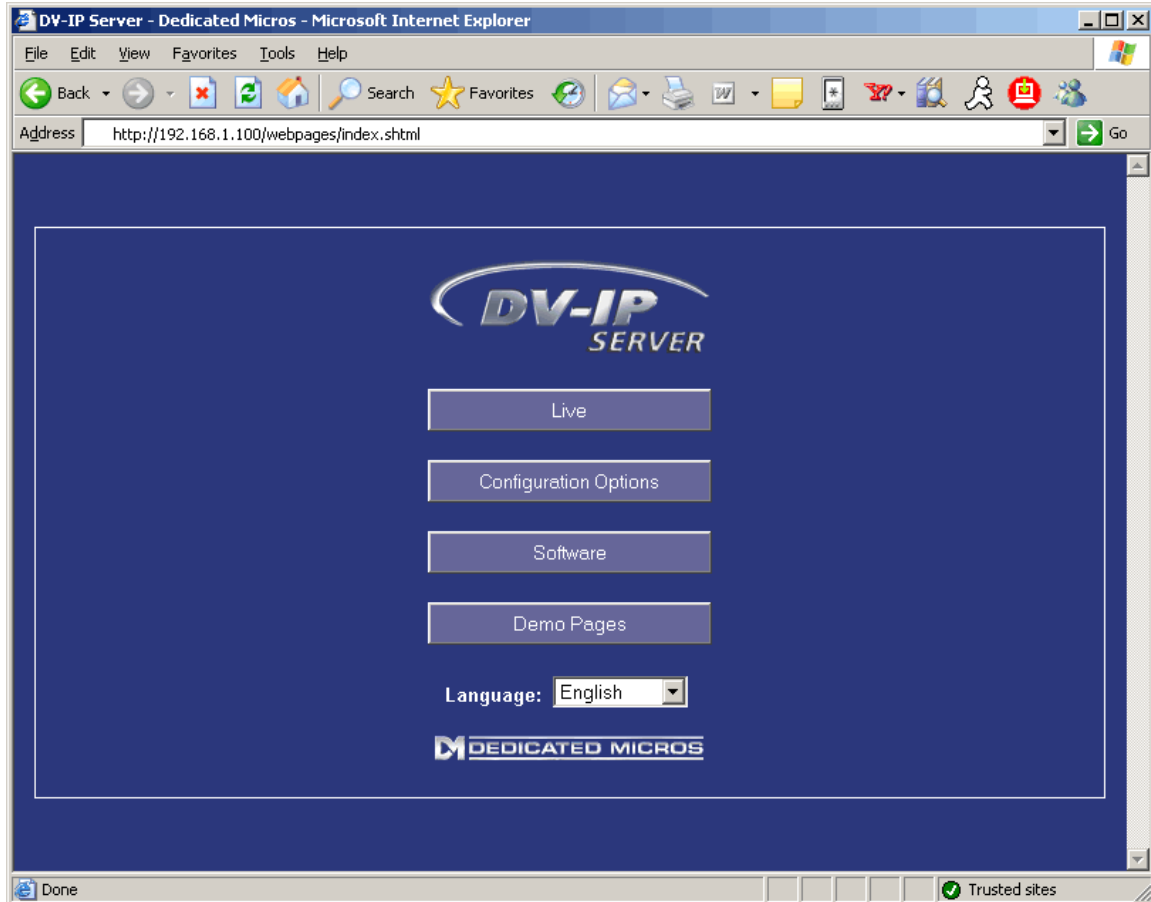
#	Device Name	IP Address	MAC Address
1	A2X045113305	192.168.0.2	00-D0-D9-03-E8-B8
2			
3			
4			
5			

Netbios Detect Enable

Apply Refresh

This screen shown above is the ATTACHED DEVICES IP list. The DVR can usually be located within the Attached devices list. The host name will usually be the serial number of the DVR, in this case A2X045113305, and the DVR is up and running at the IP address of 192.168.0.2

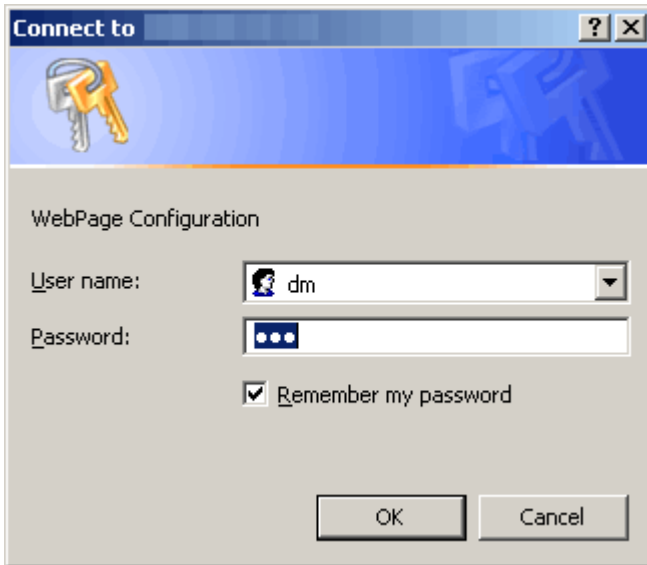
This means that in order to configure the DVR and setup the IP address properly, we need to go to the IP of 192.168.0.2 in our browser. Your DV-IP DVR's IP address may be completely different. Use the method above to determine the IP address of your DVR, and then access the DVR by typing that IP address in your browser. Once you do this properly, you will see the DV-IP DVR main screen as shown below:



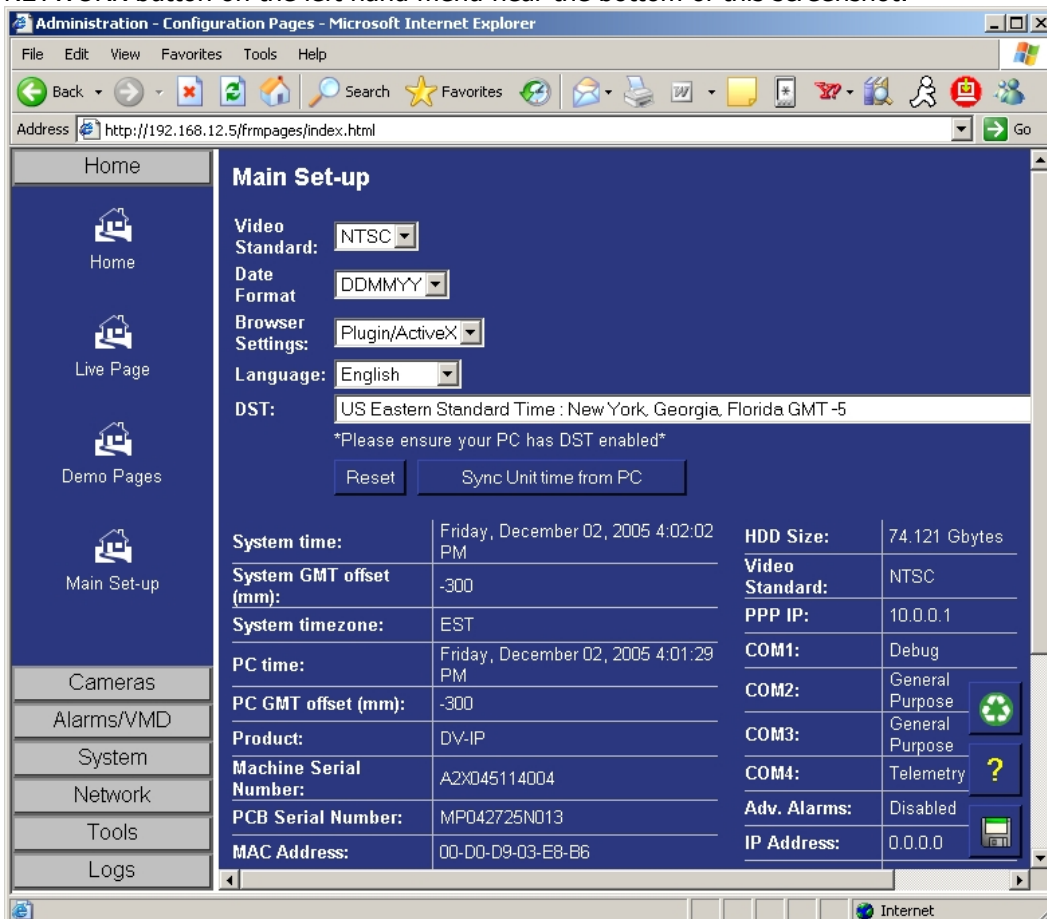
If you cannot see your DVR in the list of DHCP devices, hit refresh or reload in your browser, and double check that the DVR is connected properly to the Router. You can also "search" for the IP by starting at 192.168.0.2 and incrementally searching the each IP until the screen above shows up. In most cases, the IP will show up in the DHCP list as shown in step 3 above.

4) In order to set the IP address of the DVR to a STATIC LAN IP, we need to go into the CONFIGURATION OPTIONS of the DVR. On the screen shown above, click the CONFIGURATION OPTIONS Button.

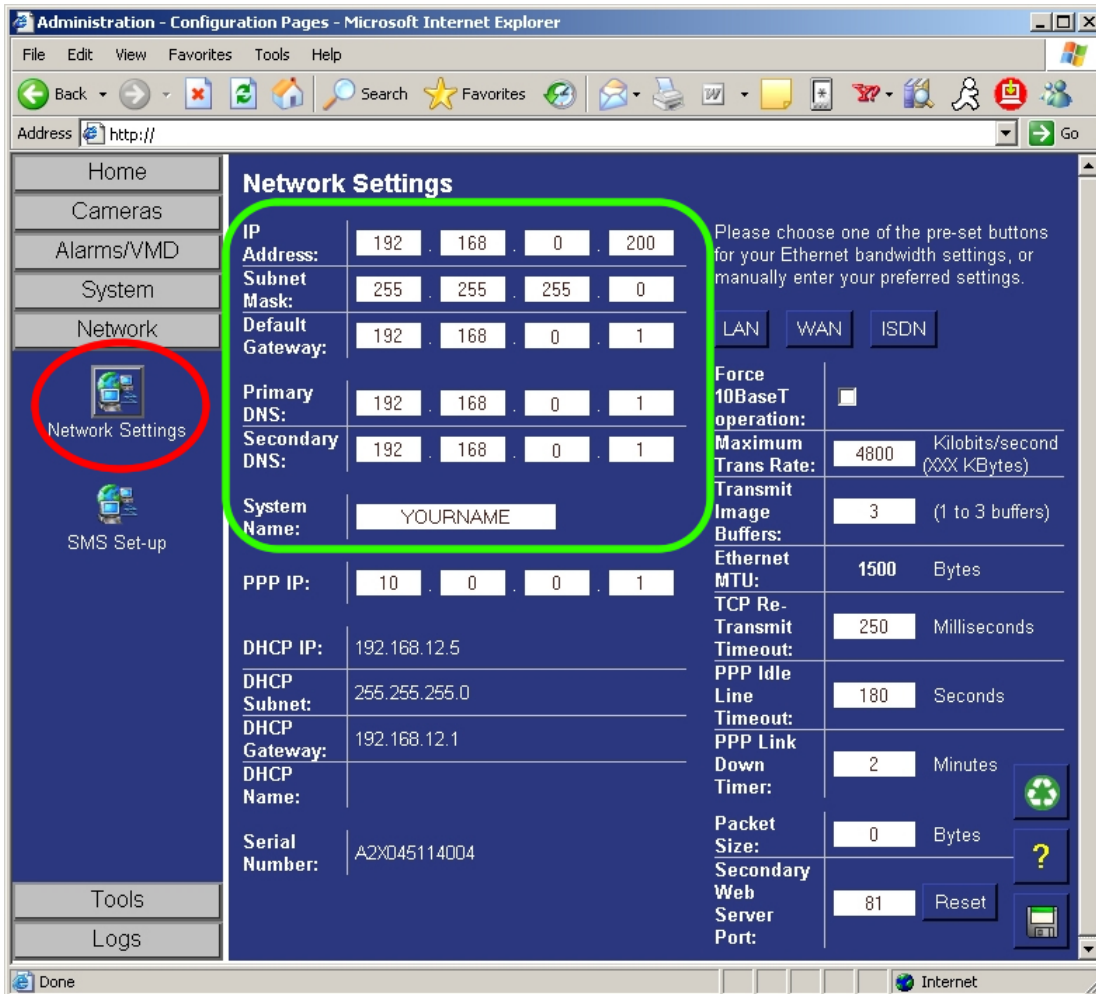
5) You will then be prompted for a username and password as shown below. The default username is dm and the password is web. Enter in the username and password and click OK to continue.



6) Once you get into the DVR you will see the main screen as shown below. We need to Click on the NETWORK button on the left hand menu near the bottom of this screenshot:



7) Once you click the NETWORK button, you must then click the NETWORK SETTINGS icon on the left hand menu as shown circled in red. Once you do this, you will see the IP address settings as shown in the screenshot below:



8) You should now change the IP address of the DVR. The IP address settings are shown circled in green as shown above: Change your IP address settings on your DVR. Use the settings shown in the screenshot or in the list below: The important settings are the following:

IP ADDRESS: 192.168.0.200
Subnet: 255.255.255.0
Gateway: 192.168.0.1
Primary DNS: 192.168.0.1
Secondary DNS: 192.168.0.1

9) Once you have set the DVR to the IP settings above, you need to save the settings and then restart the DVR. Click the SAVE SETTINGS – the diskette icon in the bottom right hand corner of the screen. Once you save the settings, you need to restart the DVR. In order to Restart, click the TOOLS button on the left hand menu, and then select the RESTART icon. Click YES to restart the DVR with your new IP settings. There will be a few second pause and your DVR will reboot. Once the DVR is back up and running, You can now start the testing to make sure everything works.

CONNECTING TO YOUR DEDICATED MICROS™ DV-IP AND VIEWING LIVE AND RECORDED VIDEO - (INTERNAL VIEWING ON THE SAME NETWORK)

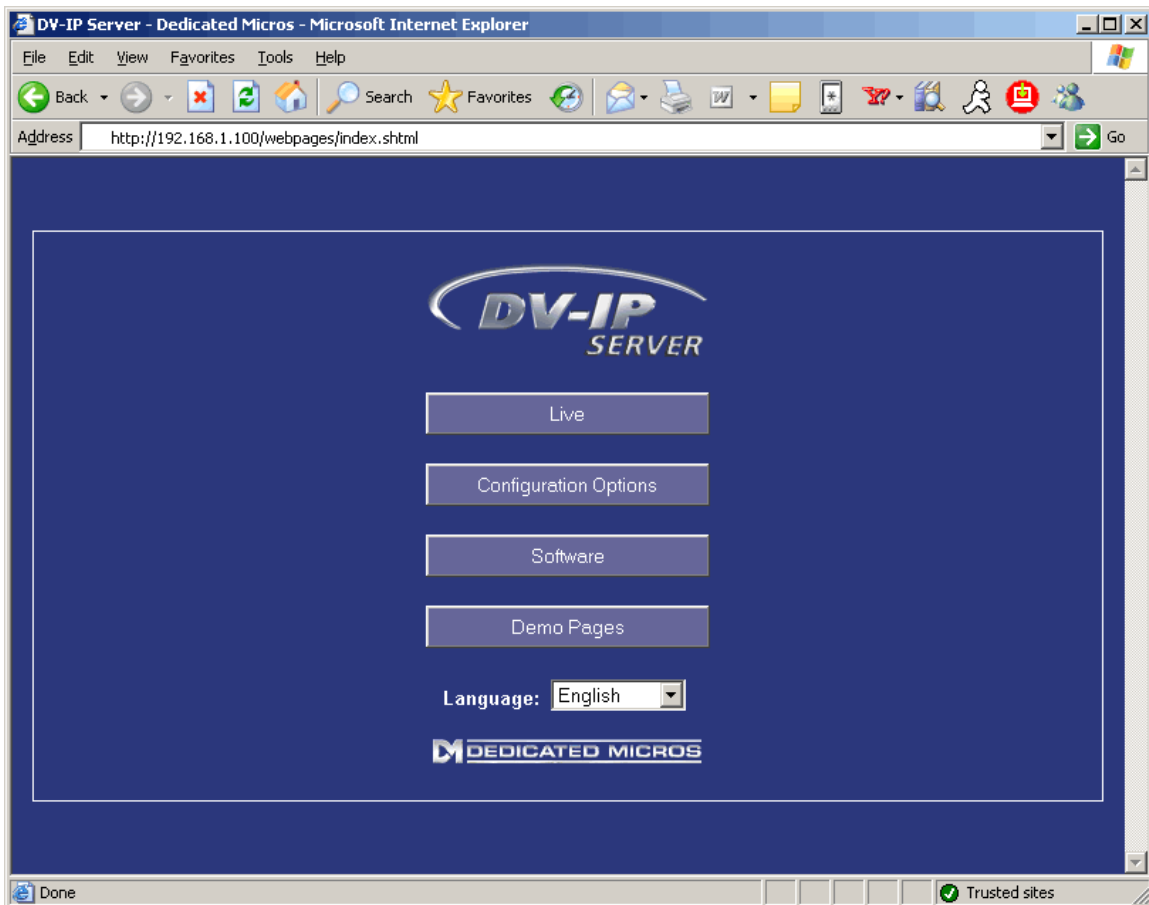
Before you attempt to test the configuration from a remote location, you should perform some tests internally (on the same network where the DVR is located) and attempt to connect to the DVR using your web browser (Internet Explorer). The DV-IP can be viewed using other browsers by using JAVA instead of ActiveX. See your DVR manual for information on using a browser other than Internet Explorer.

USING INTERNET EXPLORER BROWSER TO CONNECT:

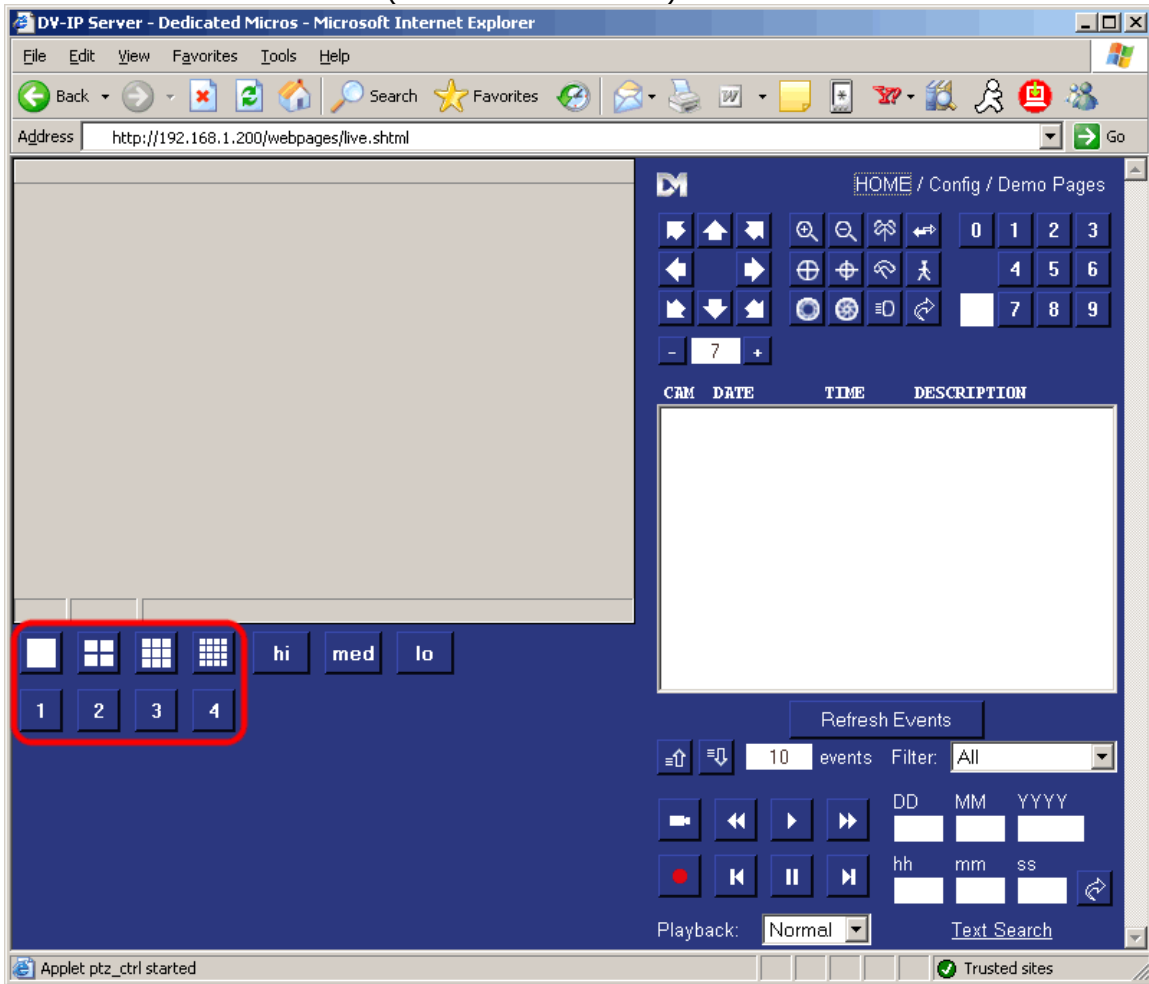
Using version 5.5 and above, you can connect to the DVR by going to the INTERNAL IP address of the DVR. Using a browser allows you to connect to the DVR on a PC that has Internet Explorer or most other browsers.

Follow the steps below to connect with Internet Explorer:

Step 1) Run the Internet Explorer browser and type in <http://192.168.0.200> and hit the Enter button on your keyboard or the GO button in Internet Explorer. *DO NOT USE the TZO Domain name when connecting internally, in most cases the domain name WILL NOT WORK from the internal network. Once you have tested the INTERNAL IP with success, you can then try the domain name from a remote location. If the DVR is setup properly and connected to the Router using an IP of 192.168.0.200 you will see a dialog box as shown below. Click the LIVE button at the top.

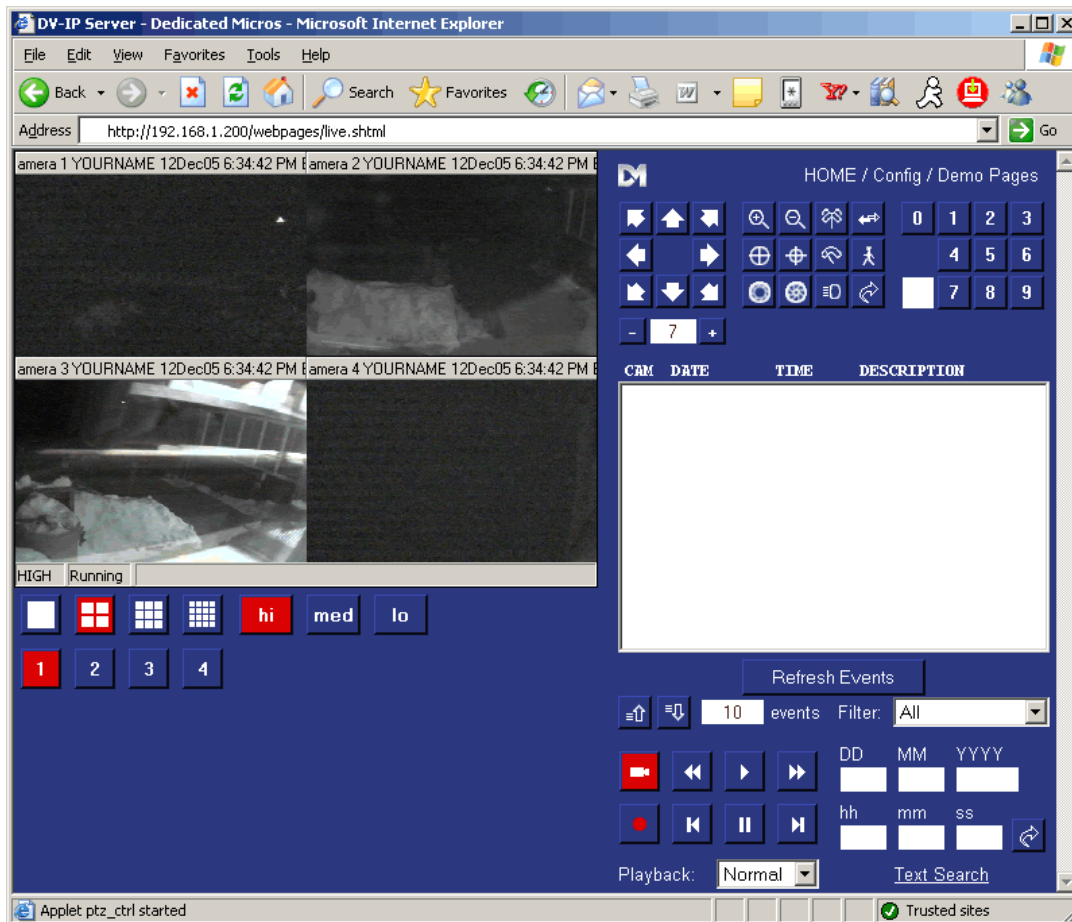


Step 2) Once you see the screen as shown above and you have clicked on the LIVE button, you will see a screen similar to the one below. When you first connect, you will not see your cameras. You must click one of the Camera buttons (as shown circled in red) to see a live camera view.



* If you do not see this screenshot, or cannot get your camera's to work, your Internet Explorer browser may have tight security controls and the Web Viewer can't start. See the DVR manual for more details on installing the ActiveX control and changing the settings in your Internet Explorer browser to allow Web Viewer to work with your browser. See <http://www.dedicatedmicrosus.com/files/DVIPFAQs.htm> under TROUBLESHOOTING for steps on allowing the Dedicated Micros™ ActiveX component to be installed on your browser.

Step 3) When you click on a camera button, you will then see your camera(s) as shown in the screenshot below:



Step 4) You are now connected and can view live or recorded video! You can view live or recorded video, change cameras, select individual cameras, and play rewind and fastforward your recorded video. For complete details on using the DVR with the Web Viewer software see the manuals provided with your DVR.

* If you get the error or cannot connect to the DVR and see either live or recorded video, check the IP, DVR IP and Port settings and status of the DVR and try again. Consult the DVR manual for more troubleshooting procedures

CONNECTING TO YOUR DEDICATED MICROS™ DV-IP DVR AND VIEWING LIVE AND RECORDED VIDEO - (REMOTE VIEWING OVER THE INTERNET)

The DV-IP can be viewed using other browsers by using JAVA instead of ActiveX. See your DVR manual for information on using a browser other than Internet Explorer.

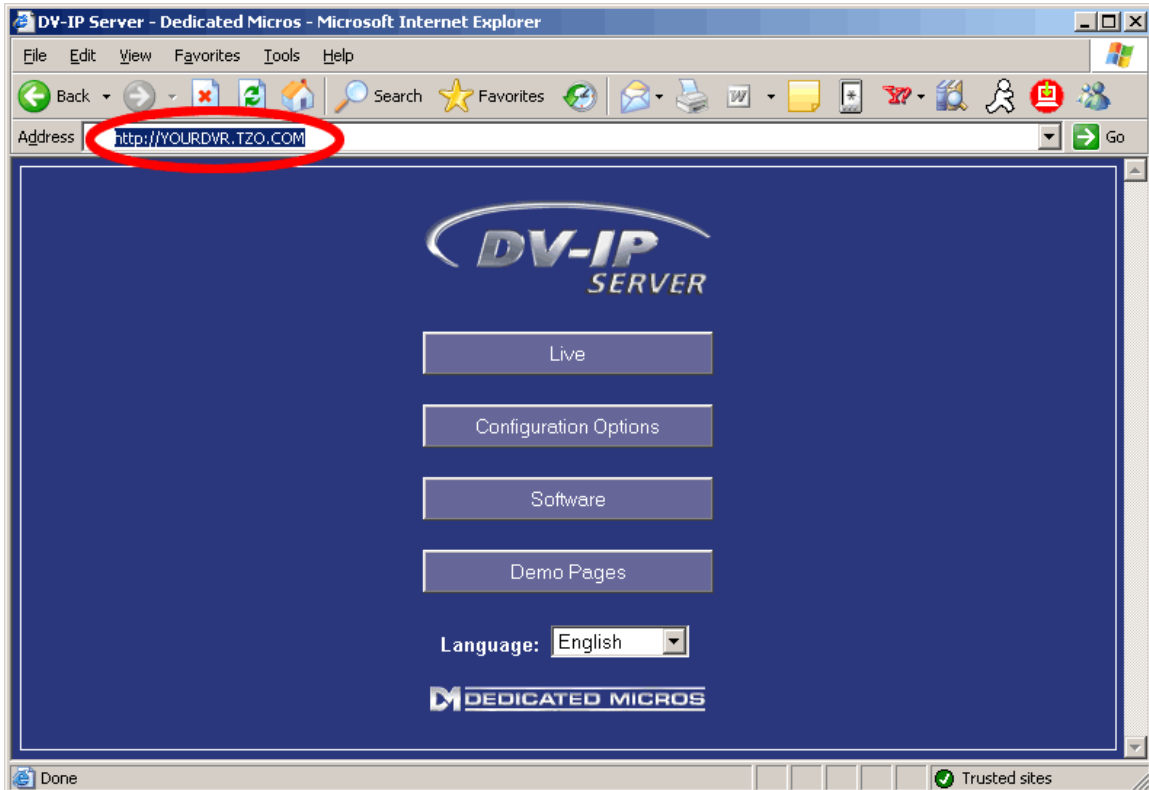
USING INTERNET EXPLORER BROWSER TO CONNECT:

Using version 5.5 and above, you can connect to the DVR by going to the TZO DOMAIN NAME of the DVR. Using a browser allows you to connect to the DVR on a PC that has Internet Explorer or most other browsers.

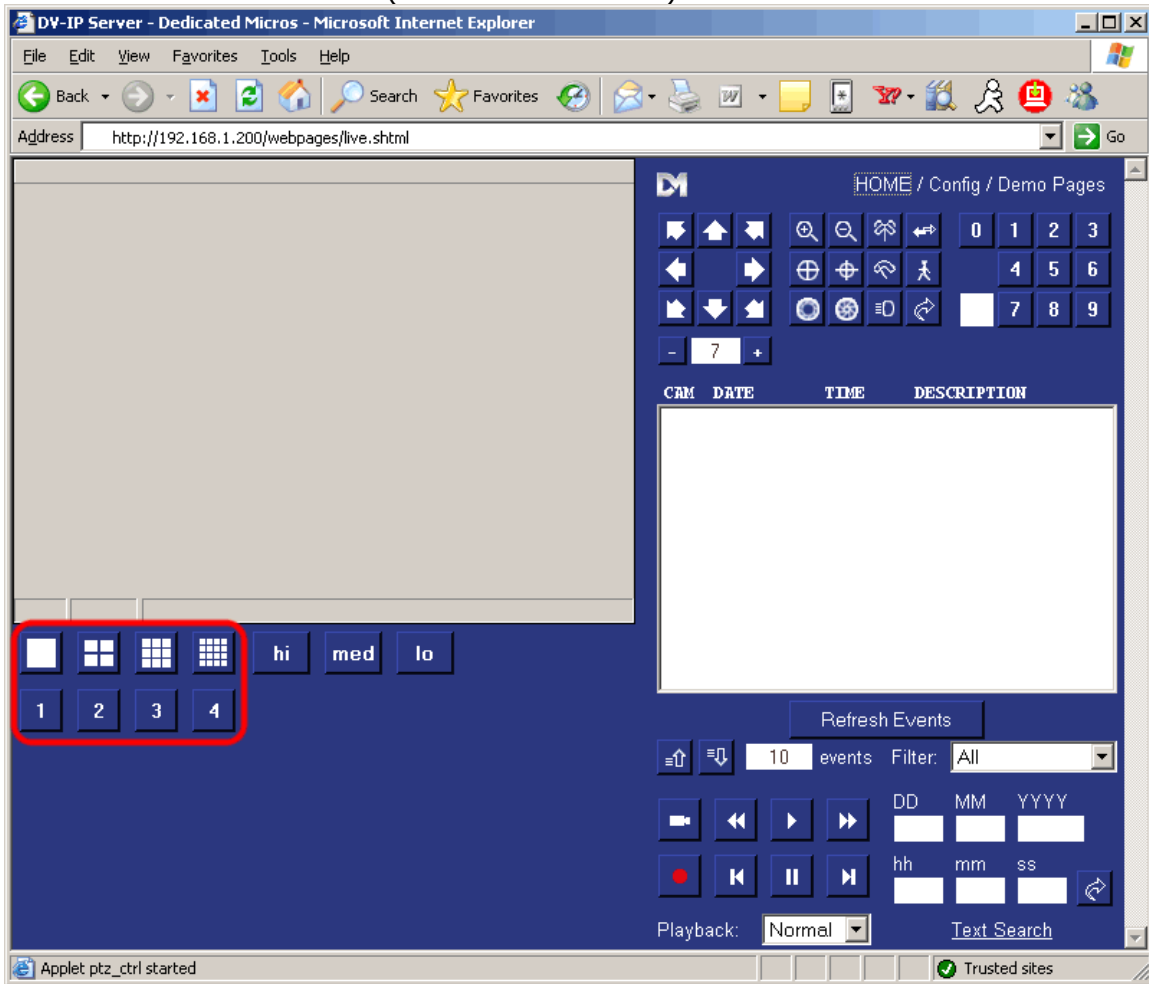
Follow the steps below to connect with Internet Explorer:

Step 1) Run the Internet Explorer browser and type in your TZO DOMAIN NAME (ie. YourDVRName.TZO.COM) and hit the Enter button on your keyboard or the GO button in Internet Explorer.

For Example: <http://YourDVRName.TZO.COM> (Example Shown Circled in Red below©
Click the LIVE button at the top of the image as shown below:

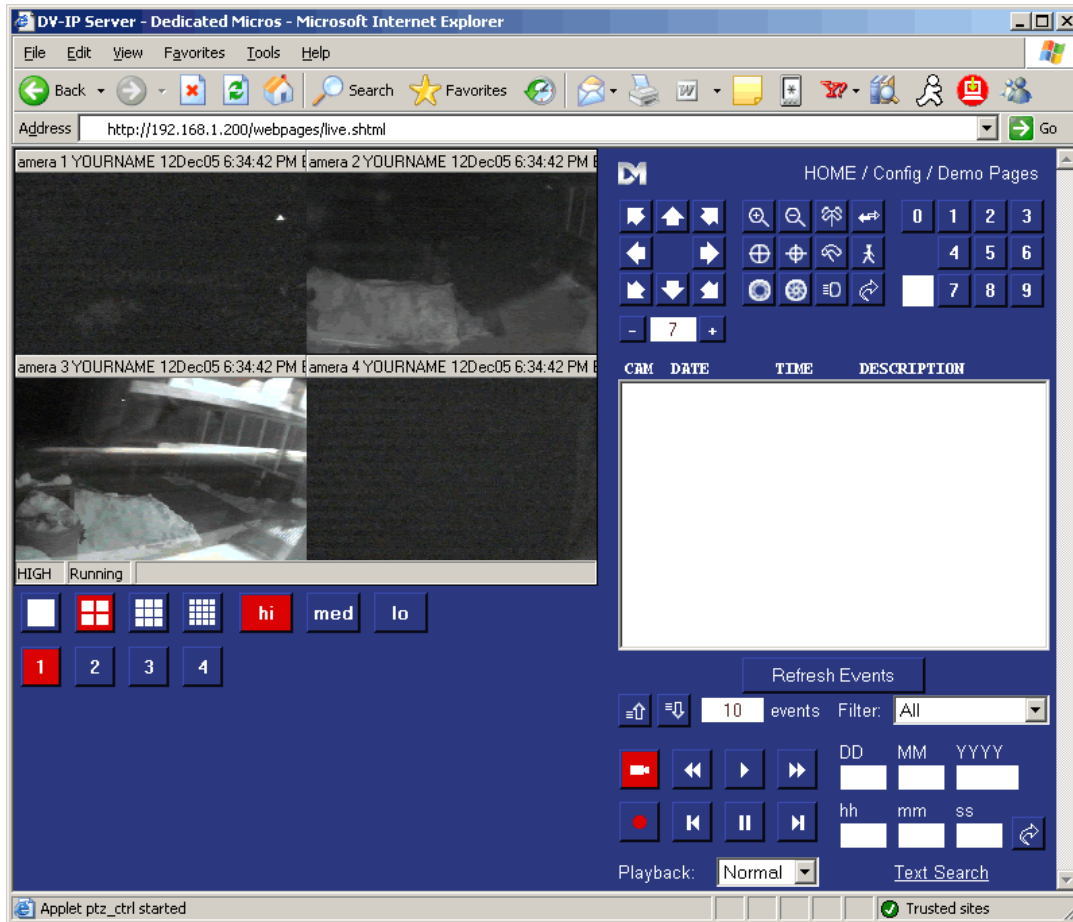


Step 2) Once you see the screen as shown above and you have clicked on the LIVE button, you will see a screen similar to the one below. When you first connect, you will not see your cameras. You must click one of the Camera buttons (as shown circled in red) to see a live camera view.



* If you do not see this screenshot, or cannot get your camera's to work, your Internet Explorer browser may have tight security controls and the Web Viewer can't start. See the DVR manual for more details on installing the ActiveX control and changing the settings in your Internet Explorer browser to allow Web Viewer to work with your browser. See <http://www.dedicatedmicrosus.com/files/DVIPFAQs.htm> under TROUBLESHOOTING for steps on allowing the Dedicated Micros™ ActiveX component to be installed on your browser.

Step 3) When you click on a camera button, you will then see your camera(s) as shown in the screenshot below:



Step 4) You are now connected and can view live or recorded video! You can view live or recorded video, change cameras, select individual cameras, and play rewind and fastforward your recorded video. For complete details on using the DVR with the Web Viewer software see the manuals provided with your DVR.

* If you get the error or cannot connect to the DVR and see either live or recorded video, check the IP, DVR IP and Port settings and status of the DVR and try again. Consult the DVR manual for more troubleshooting procedures

TROUBLESHOOTING YOUR DVR - INTERNAL AND REMOTE CONNECTIONS

* If you get the error UNABLE TO CONNECT cannot connect to the DVR and see either live or recorded video, check that the TZO DOMAIN NAME is typed correctly. Review the below steps if you still can't connect?

STEP 1)

If you have having trouble connecting to the DVR, Contact an individual at the same location where the DVR is located and have them check that the DVR is powered ON and that they can connect to the DVR using the INTERNAL IP ADDRESS. Then have them use a browser and go to a few websites externally to make sure the Internet connection is up. If that works, that means the DVR is up and running fine on the internal network, so there could be a few things that could be causing the problem as explained below:

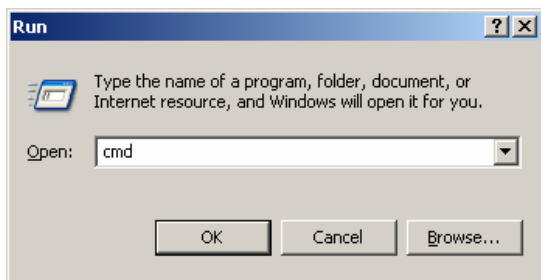
A) ISP has recently blocked port 80 – this means the Web Viewer will not work. Try Network Viewer since that uses a different port.

B) The TZO DOMAIN NAME may not be synched up with the IP address of the cable or DSL modem See below steps for troubleshooting TZO:

C) The router could be having problems with the port forwarding. Check the port settings and try rebooting the router

To Check the TZO Dynamic DNS is working:

Check the IP that TZO is pointing to. You can verify the IP address that TZO is showing in our DNS by PINGING the domain name. Start a DOS prompt session by clicking the START button, selecting RUN, and then enter CMD (as shown below) and click OK:



At the Dos Prompt type:

PING YOURDVR.TZO.COM

(* use the domain name of your DVR – in our example shown below we use YOURDVR.TZO.COM)

-----PING EXAMPLE-----

C:\Documents and Settings\User>ping YourDVR.tzo.com
Pinging mydvr.tzo.com [123.123.123.123] with 32 bytes of data:

Reply from 123.123.123.123: bytes=32 time=3ms TTL=64
Reply from 123.123.123.123: bytes=32 time=1ms TTL=64
Reply from 123.123.123.123: bytes=32 time=1ms TTL=64
Reply from 123.123.123.123: bytes=32 time=1ms TTL=64

Ping statistics for 123.123.123.123:

Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
Minimum = 1ms, Maximum = 3ms, Average = 1ms
-----END PING EXAMPLE-----

Write this IP address down and continue with the steps below. If you get UNKNOWN HOST, you may not be using the right domain name, may have spelled it wrong, or your TZO Dynamic DNS subscription may have expired. To check the expiration, use your TZO Key to log into the TZO CONTROL PANEL at <https://controlpanel.tzo.com>

Once you log in, you can see the EXPIRATION DATE in the main window. If it's expired, you can reorder the TZO service at the TZO website (<http://www.tzo.com>) or by calling Toll Free at 877-433-6865 or outside the US and Canada at 978-433-6865

3) Verify the WAN IP address of the router. This WAN IP will be the IP address that your cable or DSL modem uses to communicate with the rest of the Internet. To do this, log into the router and check the STATUS page. Write this WAN IP address down. _____

4) From any PC on the same internal network as the DVR, launch a browser and go to <http://www.mywanIP.com> - Write down the IP address shown – this is your External IP that your cable/DSL modem hands to the router. In this example, we will use 123.123.123.123 as our IP

The PING of the domain name should match step 3 and 4 above. This means that TZO is working and pointing at the right IP address, and it could be one of the other issues above. If it does NOT match up, try rebooting the router. Check again.

Step 1)

The First thing to check is to make sure the DVR works on the inside of the network using the Internal LAN IP address of 192.168.0.200 or 192.168.1.200 depending on the router setup you are using. Use your Internet Explorer browser or viewing application provided with your DVR to connect using the above internal LAN IP address. If you cannot connect, review the setup using the connection guide. Make sure you have set the static IP above on the DVR. Check the Gateway and Network mask to match the connection guide depending on your network setup.

* If you are using Internet Explorer to test the connection and you cannot connect, try using the viewing application that came with the DVR for your tests internally. In some cases, Internet Explorer (IE) may have tight security controls and may not allow you to install the ActiveX component required to view with Internet Explorer. Consult the viewing your DVR remotely section, or your DVR manual for more details on using Internet Explorer to view your DVR. If you continue to have trouble with Internet Explorer, contact your system administrator or your DVR company. Keep in mind you cannot use any other browser other than IE

Success? Did you connect to the DVR from the inside of the network? If yes, continue to step 2
If not, re-review the setup, make sure everything is powered up and ready, repeat step 1 until you connect

Step 2)

Once you connect from the INSIDE of the network, you need to attempt to connect externally after you verify that the port forwarding is correct in the router (if you are using a router). You should also check that you can get to websites such as yahoo.com, cnn.com and other websites to assure your Internet connection where the DVR is location is up and working properly.

A) First verify the WAN IP address of the router, this will be the IP address you will use for your tests externally. Once you can connect using the IP, we will then test that TZO DDNS will work.

B) From any PC on the same internal network as the DVR, launch a browser and go to <http://www.mywanIP.com>

C) Write down the IP address shown – this is your External IP that your cable/DSL modem hands to the router. In this example, we will use 123.123.123.123 as our IP

D) Make sure the TZO DDNS has been installed on either a PC at that location or in the router. Note the domain name that you used. In this example, we use YourDVR.tzo.com

E) Leave that location as soon as possible so you can test the current IP. You can also call a co-worker or friend at a different location that can use Internet Explorer or the DVR viewer application. Using a different ISP if possible, connect to the Internet and attempt to connect to the DVR using the WAN IP address written down in step C.

Success? If yes, try to connect with the Domain name you noted in step D above. Success? If not, try to PING the domain name as shown below in Step 4.

Step 3)

Start a DOS prompt session, at the prompt type:

A) PING YourDVRName.TZO.COM

(* where domain name is the domain name of your DVR – in our example shown below we use YOURDVRName.TZO.COM)

```
C:\Documents and Settings\Eric>ping YourDVRName.tzo.com
Pinging YourDVRName.tzo.com [123.123.123.123] with 32 bytes of data:
```

```
Reply from 123.123.123.123: bytes=32 time=3ms TTL=64
Reply from 123.123.123.123: bytes=32 time=1ms TTL=64
Reply from 123.123.123.123: bytes=32 time=1ms TTL=64
Reply from 123.123.123.123: bytes=32 time=1ms TTL=64
```

```
Ping statistics for 123.123.123.123:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 3ms, Average = 1ms
```

If the above IP matches the WAN IP address that you wrote down in step 2C, this means TZO DDNS is pointing at the right address and the DDNS isn't the problem. You should be able to connect just fine. If not, contact your DVR company and make sure your DVR viewing application contains DNS resolution. If your IP address in the Ping matches your WAN IP you recently wrote down in 2C, and yet your DVR viewing application cannot connect with the domain name but it CAN CONNECT with the IP, this means your DVR application may not have DNS resolution. You will have to use the IP address to connect by doing a PING, verifying the IP and then using the IP returned from the Ping to connect

If you see "0.0.0.0", "Destination specified is invalid" or "Ping request could not find host" from the PING results:

If you are Running TZO software: This above means the TZO software is not running, has been shut down or not installed/setup yet

If you are using TZO in a router: This above means your router has not properly updated the TZO

DDNS, check the DDNS settings in the router and try rebooting the router.

If you see a different IP address than you wrote down in Step C above?

If you are Running TZO software: This above means the TZO software is not running, has been shut down or not installed/setup yet, or may have been set wrong. Check the TZO software and make sure the SIGNON options in TZO is set to DEFAULT MODE

If you are Using TZO in a router: This above means your router has not properly updated the TZO DDNS, check the DDNS settings in the router and try rebooting the router. Double check that the router matches EXACTLY as shown in our router suggestion table Try upgrading the firmware, rebooting the router. Also check DSL Timeout and set the timeout to "0" if you are using DSL. If you have "connect on demand" try disabling that

**If you see a LAN IP address come back from the ping?
If your IP shows up as 192.168.X.X, 172.X.X.X or 10.X.X.X?**

If you are Running TZO software: This above means the TZO software is may have been set wrong. Check the TZO software and make sure the SIGNON options in TZO is set to DEFAULT MODE

If you are Using TZO in a router: This above means your router has not properly updated the TZO DDNS. If you are using DSL, most likely your DSL setup is causing this issue. Contact your ISP about your DSL modem and ask them if the DSL modem is acting as a NAT server. If your DSL modem is acting as a NAT firewall, ask the ISP to put the DSL modem in Bridge mode and have them assist you in using the router to login and authenticate to the DSL instead of using the DSL modem to do this.

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