DIAGNOSING CONNECTIVITY ISSUES

A TUTORIAL V1.00

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Before printing this document consider alternative methods like viewing it on a computer or tablet.

Thank you on behalf of mother nature.

Revision history

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Introduction

You bought our IP camera app and are experiencing connectivity, dynamic DNS or related problems.

Getting the camera to work

Configure your camera __in small steps__ and validate that it's configured correctly after each of those steps:

1. First ensure that the camera works in your local network by accessing the camera's web interface **from a computer in the same network**. Use the internal IP address and port to access the camera's web interface.

2. Second, ensure that the camera can be accessed from your iDevice by using the Safari browser, with the iDevice connected (over WiFi) t**o the same router** as your camera.

3. On your iDevice (with the iDevice connected (over WiFi) to the same router as your camera) start the app and set it up **with the IP address and port number you used before**.

At this point you can see that the camera works and the app works. If even the web interface of the camera doesn't seem to work, please consult the manual supplied with the camera or contact the manufacturer.

Setting up access from outside your network

Now let's set it up for access from outside the network.

1. Set up port forwarding by following the tutorial on

http://www.conveniencefactory.com/documents/Setting up port forwarding for IP network cameras.pdf

1.1 Only use the **public IP address** and **public port** to access the camera. First try to access the camera from a browser on a computer outside the network.

1.2. When that works, try to access it from the Safari browser on your iDevice

1.3 Then start the app and configure it using the public IP address and public port.

Important: don't use a portnumber below 1024 (except 80)

2. If port forwarding works try to access the camera from the **fully qualified hostname** (provided by your internet service provider, or look it up by entering your public IP address on a web service like **http://ping.eu/nslookup/**

2.1 Again, first use a browser on a computer outside the network

2.2 Then use the Safari browser on your device

2.3 Then use the app with the same settings

3. If you want to use a **dynamic DNS service** (for example DynDNS) follow the steps provided by your Dynamic DNS provider. Then:

3.1 And again, first test using a browser on a computer outside the network

3.2 Then use the Safari browser on your device

3.3 Then use the app with the same settings

Important: URL redirection does not work, some DynDNS services seem to use that. To check if URL redirection is active try to open the video stream directly from a browser on a computer outside your network. You'll need to do some research here, because the videostream URL can differ between camera models.

Examples:

• http://username:password@ipaddress:port/videostream.cgi
• http://username:password@ipaddress:port/tmpfs/snap.jpg

For a full list, check:

http://api.conveniencefactory.com/AllSupportedCameras.php

If you cannot find the URL please contact the manufacturer of the camera).

When opening the video stream directly from a browser fails, it is possible that URL forwarding is used. Check the FAQ.

Still have problems?

If you still have problems, please check the FAQ (Frequently Asked Questions) and forum.

If all else fails

Some problems like the video stream not appearing suddenly or the controls not appearing, can only be solved by following the following these steps:

1. Reset the camera to factory defaults from the web interface (not from the hardware button)

2. Remove the app and reinstall it from the App Store (your are not being charged twice)