

## I'm InTouch Special Installation Guide (For DSL/Cable environment with a D-Link router)

### Model:DI-711

Note: Different models may vary slightly in the screen layout but they are generally the same. This document is based on the screen layout of the model DI-711.

### Summary:

The following is a brief summary of what you will need to do to prepare your PC and your D-Link router to be ready for I'm InTouch installation.

1. Make sure your D-Link router is working properly.
2. Configure your D-Link router to reserve a range for fixed Internal IP addresses.
3. Configure your D-Link router to forward all incoming HTTP and HTTPS requests to the PC that has I'm InTouch installed on it.
4. Assign a fixed internal IP address to the PC on which you wish to install I'm InTouch.
5. Install I'm InTouch.

### Detailed step by step instruction:

#### Step 1:

Under normal circumstances, we assume your D-Link router is working properly. To determine if it is working properly, the simplest test is to see if your Internet browser on your PC can access any standard Internet web sites (e.g. <http://www.yahoo.com>). When this is fine, proceed to step 2. Otherwise, you will need to contact your dealer, IT consultant, or system administrator to properly setup your router first before you can proceed.

#### Step 2

If your PC were the only PC on your local area network or home network, please skip this step and proceed straight to step 3. Otherwise, now you will need to assign a fix internal IP address for your PC. *We assume this PC will be the one you wish to install I'm InTouch to make it remote access ready.* To assign a fix internal IP address, you will need to configure the network protocol property. Follow the procedure below for each different Windows environment as they all vary a bit:

***Remark: It will not hurt to still follow Step 2 and Step 3 as normal even though your PC is the only PC on your local area network or home network. This is because you will need to come back to this anyway after you have added more PCs to your local area network or home network so that your PC will no longer be the only PC there.***

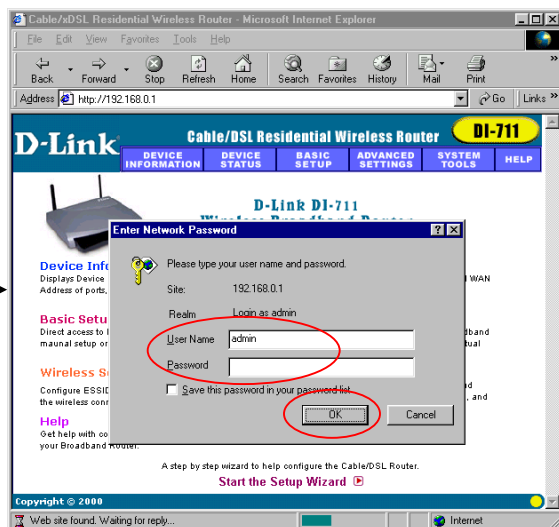
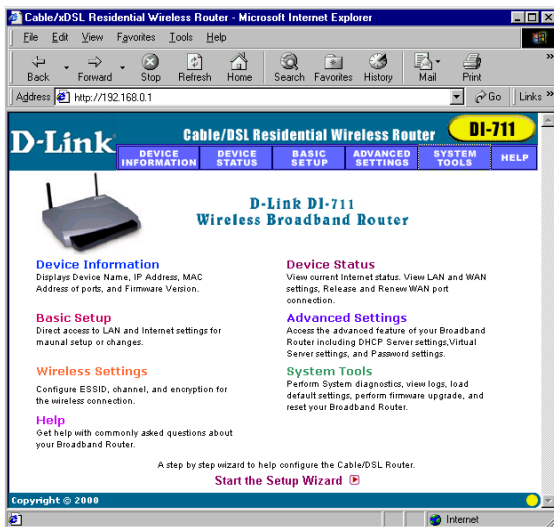
Step 1: Make sure your D-Link router is working properly

To determine if your D-link router is working properly, test it by opening your Internet browser on your PC and accessing an external Internet web sites (e.g. <http://www.01com.com>). If this is working, proceed to step 2, otherwise contact your dealer, support person or system administrator to set up your router properly before you proceed.

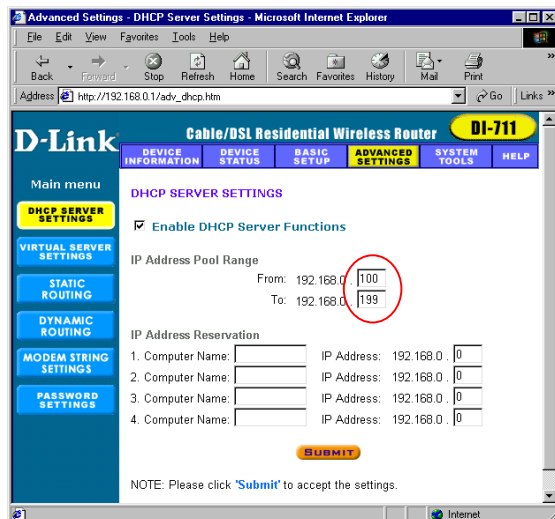
Step 2 : Configure your D-Link router to reserve a range for fixed Internal IP addresses.

Reboot the computer if necessary and make sure that it is connected on the network thereafter. Open a browser on the desktop and enter the IP address "http://192.168.0.1" in the Address field and press "Enter". The following Password screen should appear.

Click "Advanced Settings". The D-Link router requires a "User Name" and "Password" in order to access the Configuration. (By default User Name is "admin" and Password is blank. If you have changed your user name and/or password, please use your new settings.) Press OK.



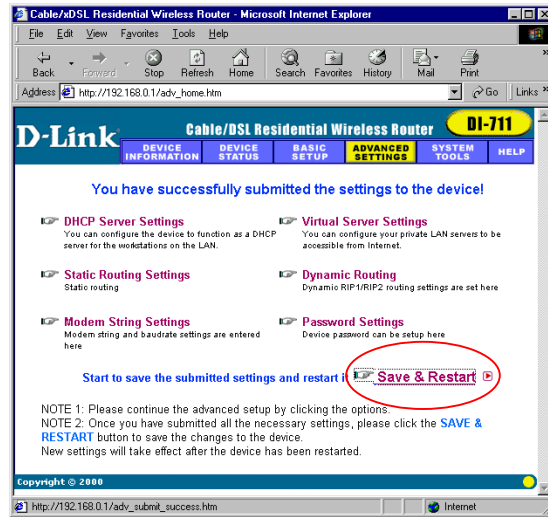
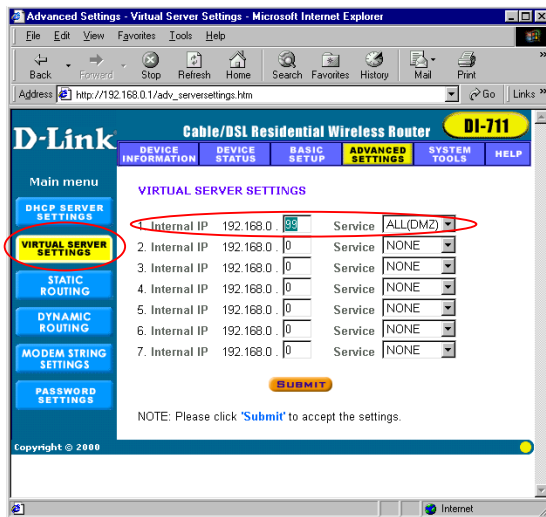
The following "Advanced Settings" screen will appear. Select an IP Address Pool Range 100 and 199. The purpose is to make sure it is higher than 99 (which is the fixed IP address of your PC).



### Step 3: Configure your D-Link router to forward all incoming requests to the PC

Now click "Virtual Server Settings". If your PC were the only PC on your local area network or home network, we would assume that you have followed the instruction in Step 2 to jump directly to Step 3. If this is the case, simply enter "100" for the first line. Otherwise enter "99" for the first line → Now select "All" or "All(DMZ)" as the Services and then click "Submit"

Finally click "Save & Restart" to exit. You might need to wait 30 seconds for your router to complete the saving of your new changes.



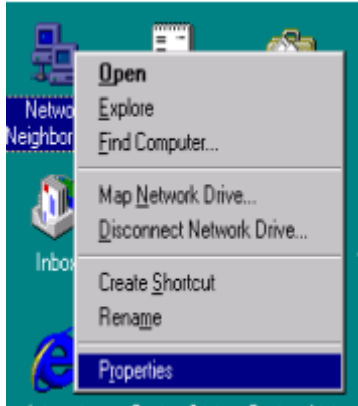
#### Remark:

In model DI-711, D-Link presets the port number for different services (e.g. Port 80 for HTTP). This means it does not allow you to set I'm InTouch to use at a specific port such as Port 3000. D-Link has fixed this problem in their newer model such as DI-713. This means if you have model DI-711 or older, you will not be able to select a specific port number for I'm InTouch to talk to the Internet. In other words, if your ISP blocked Port 80 data to your PC, you will have to select "All(DMZ)" to open all the ports to your PC.

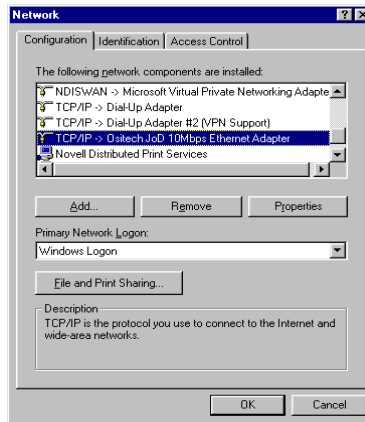
Step 4: Assign a fixed internal IP address to the PC on which you wish to install I'm InTouch

This section describes the procedure for **Windows 98** and **Windows ME**. For other operating systems refer to the appropriate section.

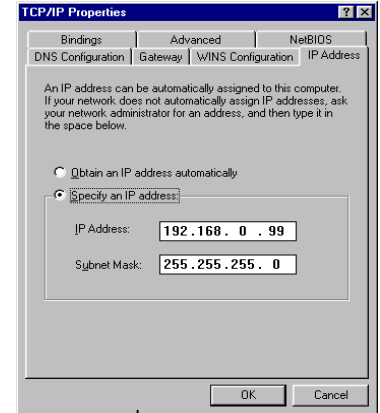
From the Windows desktop, right-click on the "Network Neighborhood" icon → Select "Properties".



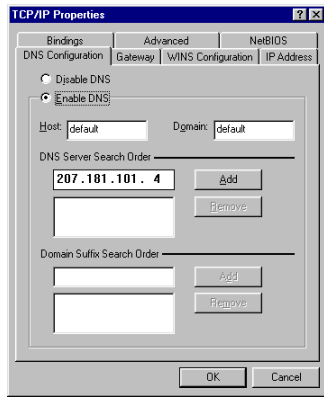
Select the "TCP/IP → Lan card". Then click "Properties".



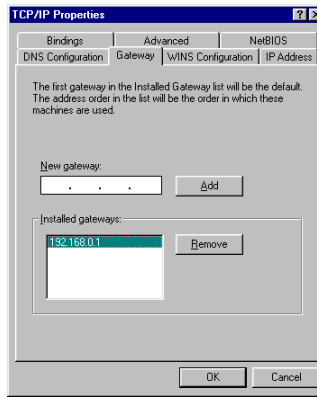
Choose the "Specify an IP address" option and enter the fixed IP address 192.168.0.99, Subnet mask of 255.255.255.0 and Default Gateway of 192.168.0.1 as shown below. Click on the "Apply" button



Click "Enable DNS" and enter "default" for both "Host" and "Domain" → enter the first DNS number noted in step 2 for "DNS Server Search Order" and click "Add".



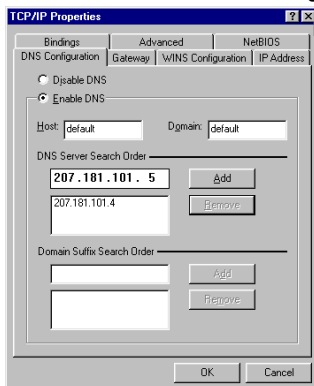
Now choose the "DNS Configuration" tab.



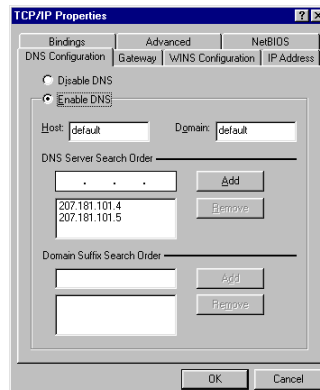
Choose the "Gateway" tab → enter "192.168.0.1" for "New gateway" and click "Add"



Repeat the same by entering the 2<sup>nd</sup> DNS number noted in step 2 for "DNS Server Search Order" and click "Add" again.



Now click "OK". Please have your windows CD ready if Windows ask you to insert the CD). When Windows asks you to restart, proceed to restart.

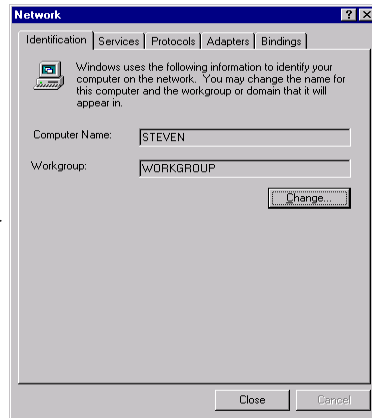


This section describes the procedure for **Windows NT 4.0**

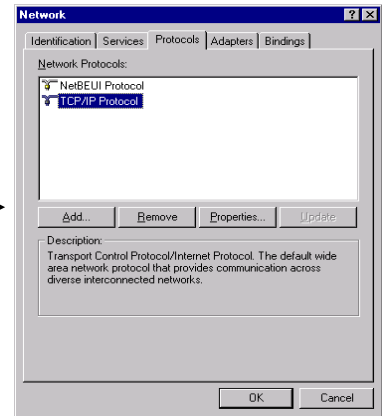
From the Windows desktop, right-click on the 'Network Neighborhood' icon and select 'Properties'.



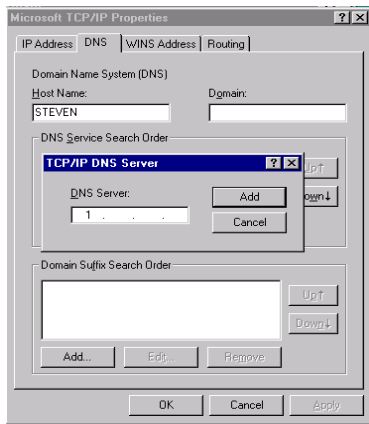
Click on the "Protocols" tab.



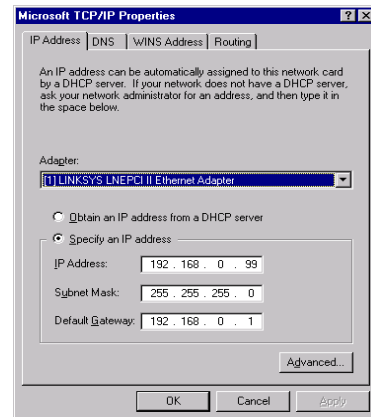
Select the "TCP/IP Protocol" and click on the 'Properties' button.



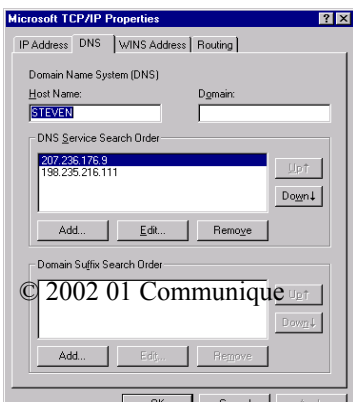
Now choose the "DNS" tab and click on the "Add..." button in the DNS Service Search Order table.



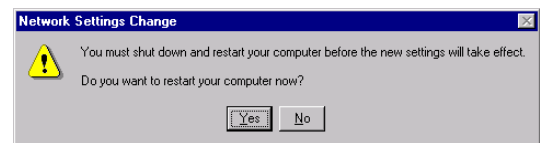
Choose the "Specify an IP address" option and enter the fixed IP address 192.168.0.99, Subnet mask of 255.255.255.0 and Default Gateway of 192.168.0.1 as shown below. Click on the "Apply" button.



Enter the first DNS value noted in step 2 and click "Add". Repeat for the second DNS value. Click on the 'OK' button.

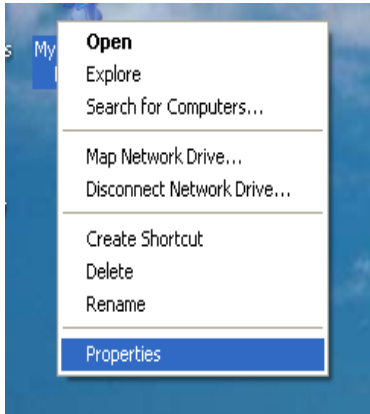


When this dialog appears, click "Yes" and reboot.

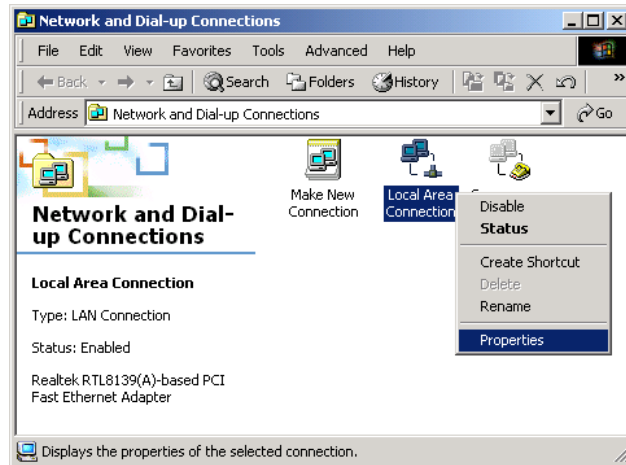


This section describes the procedure for **Windows 2000**

From the Windows desktop right-click on the "My Network Places" icon → Choose "Properties"

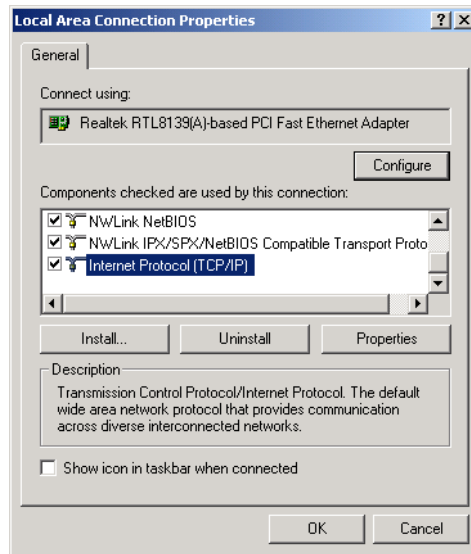
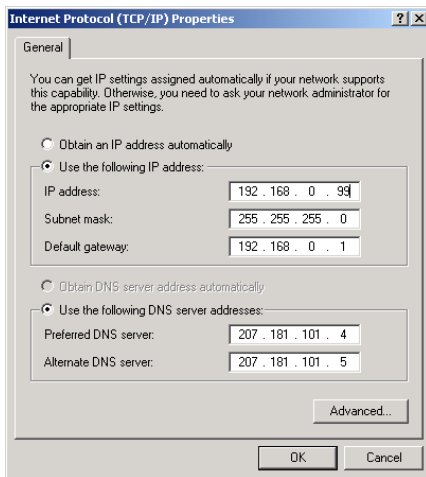


Right-click on the "Local Area Connection" connection → Choose "Properties" again.



Set the IP address to "192.168.0.99", the Subnet mask to "255.255.255.0", and the Default gateway to "192.168.0.1" → Set the Preferred DNS server to the 1<sup>st</sup> DNS address noted in step 2 and the Alternate DNS server to the 2<sup>nd</sup> DNS address noted in step 2 → Click OK. (Please have your Win2000 CD ready if Windows requires you to insert the CD). When Windows asks you to restart, proceed to restart.

Select the "Internet Protocol (TCP/IP)" item and click the "Properties" button

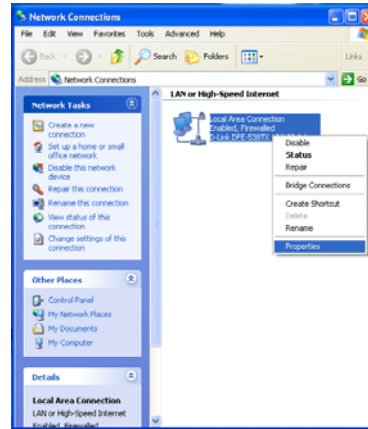


This section describes the procedure for **Windows XP**

From the Windows desktop right-click on the "My Network Places" icon → Choose "Properties"

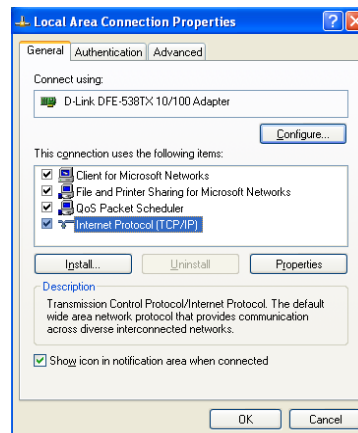
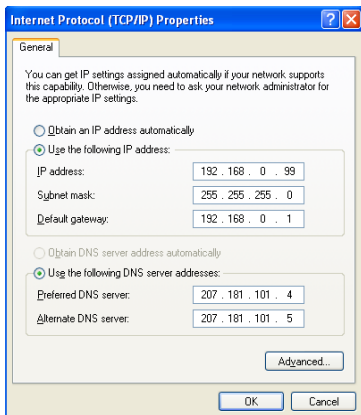


Right-click on the "Local Area Connection" connection → Choose "Properties" again.



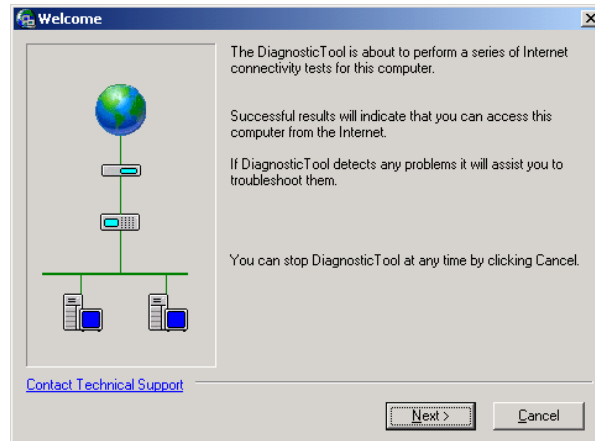
Set the IP address to "192.168.0.99", the Subnet mask to "255.255.255.0", and the Default gateway to "192.168.0.1" → Set the Preferred DNS server to the 1<sup>st</sup> DNS value noted in step 2 and the Alternate DNS server to the second DNS value noted in step 2 → Click OK. *(Please have your Win2000 CD ready if Windows ask you to insert the CD).* When Windows asks you to restart, proceed to restart.

Select the "Internet Protocol (TCP/IP)" item and click the 'Properties' button

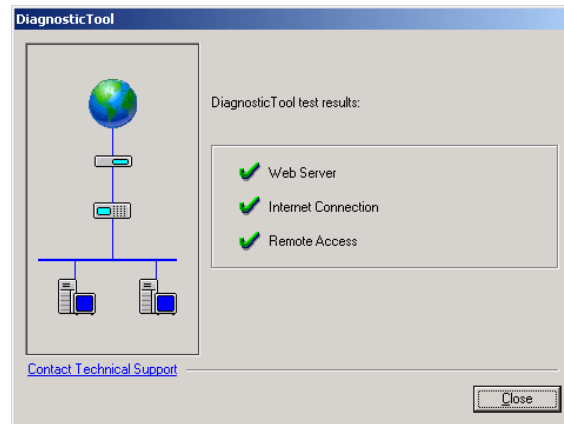


### Step 5 : Install I'm InTouch

Install I'm InTouch by inserting the CD provided to you by your vendor. Alternatively, you may also download it from the Internet at address [http://www.imintouch.net/dl\\_freetrial\\_iit.asp](http://www.imintouch.net/dl_freetrial_iit.asp). Start the installation and follow the on-screen instruction. At the end of the IIT installation, the Diagnostic Tool will run and the following screen will appear. Click 'Next' to start the diagnostic test.



The result of the test should be the following. Click on 'Next' to proceed.

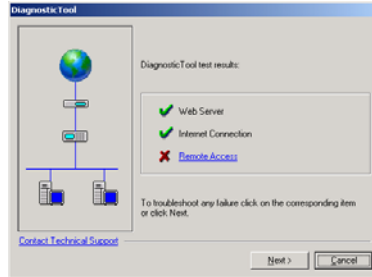


If the above screen appears with all 3 successful checks, the Diagnostic Tool has verified that your PC is ready to be accessed remotely. Click on the 'Close' button, restart I'm InTouch and you are now ready to start using I'm InTouch.

# Troubleshooting:

## Question:

What should I do if I don't get the 3rd successful check in the diagnostic result (like the screen below)?



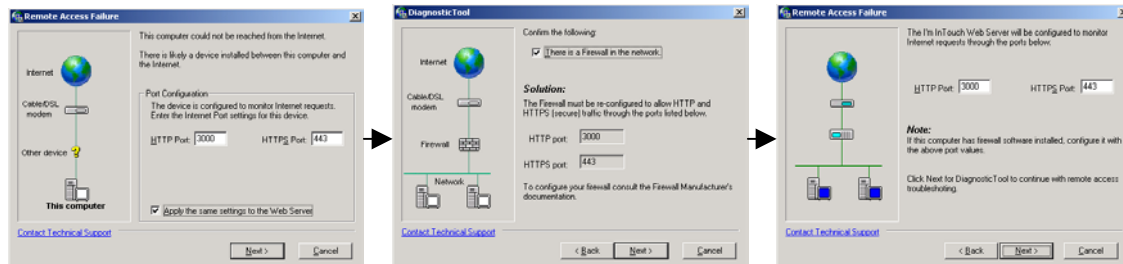
## Answer:

The default port that I'm InTouch uses to listen to the Internet is Port 80 (this is the most commonly used port for HTTP communication over the Internet). In your case, your cable or DSL Internet Service Provider may have blocked port 80. This means you will need to use a different port number. To do this, you will need to go back to Step 3 from earlier and change the port number from 80 to 3000. Once you have changed the port numbers then revert to the screen above and click "Next" and follow the steps below:

Enter "3000" for "HTTP port" and click "Next"

Select "There is a Firewall in the network" and click "Next"

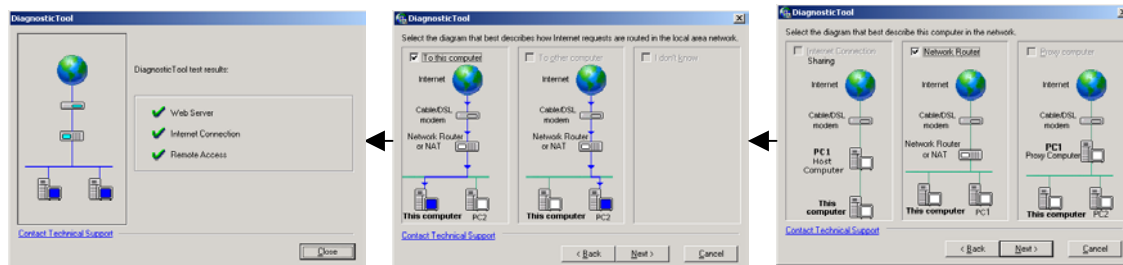
Enter "3000" for "HTTP port" and click "Next"



If 3 successful checks appear, the Diagnostic Tool has verified that your PC is remote access ready. Click on the 'Close'

Select "To this computer" and click "Next"

Select "Network Router" and click "Next"



If you still have a problem, you may call the technical support hotline at 905-795-8166 or email them at help@01com.com.