

I'm InTouch Installation Guide

For the DSL/Cable environment with a Intel Wireless Gateway router

Summary:

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

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

Detailed instructions:

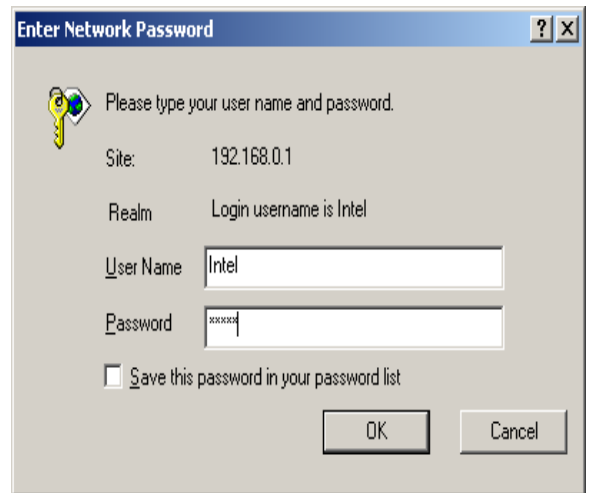
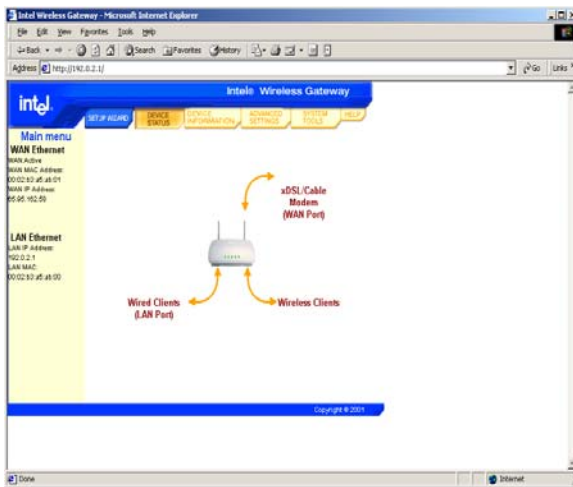
Step 1: Make sure your Intel router is working properly

To determine if your Intel router is working properly, test it by opening your Internet browser on your PC and accessing 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: Change the IP Address and Subnet Mask on the Router

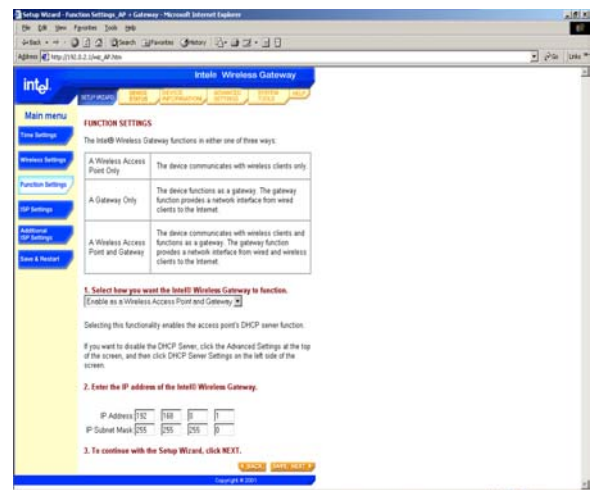
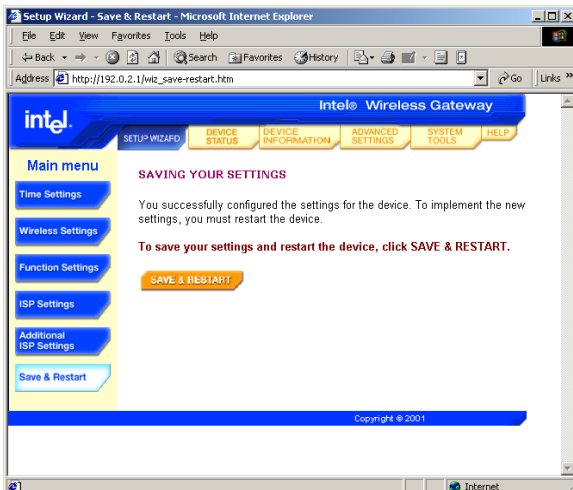
The first step is to change the network and subnet that your router is operating with. From a browser type the default IP for your router, this will bring you to the login screen.

Once the Login screen comes up put in your User Name and Password, then click on OK. By default the User Name is "Intel" and the Password is "Intel".



Once you have made this change click on "Save" On this screen click on "Save & Restart". Then you can move on to step 3.

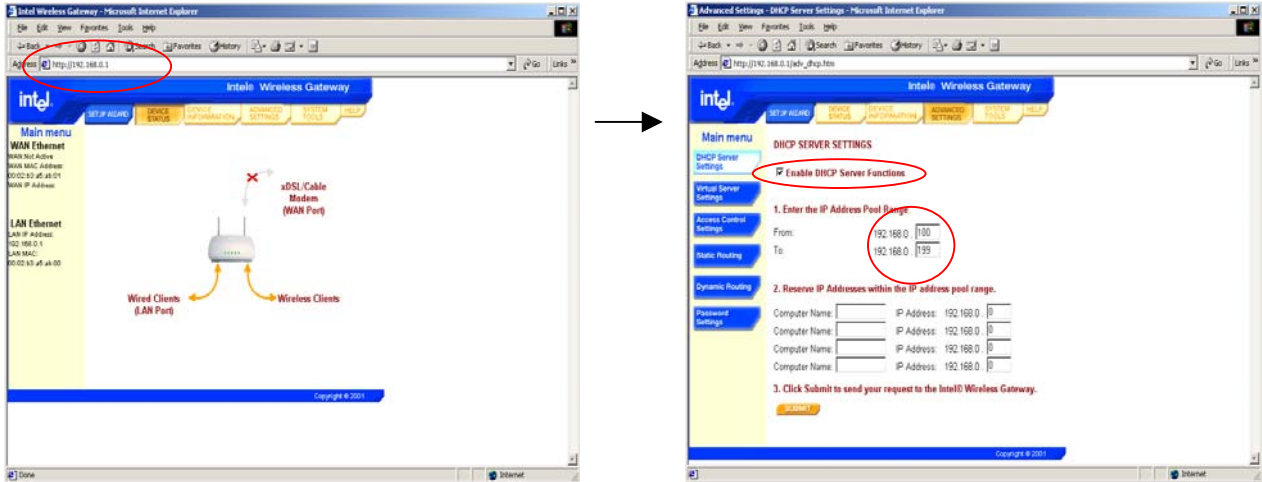
From the main screen click on Function Settings tab. On the bottom of this screen input "192.168.0.1" for the IP Address. For the IP Subnet Mask input "255.255.255.0"



Step 3 : Configure your Intel router to reserve a range for fixed Internal IP addresses.

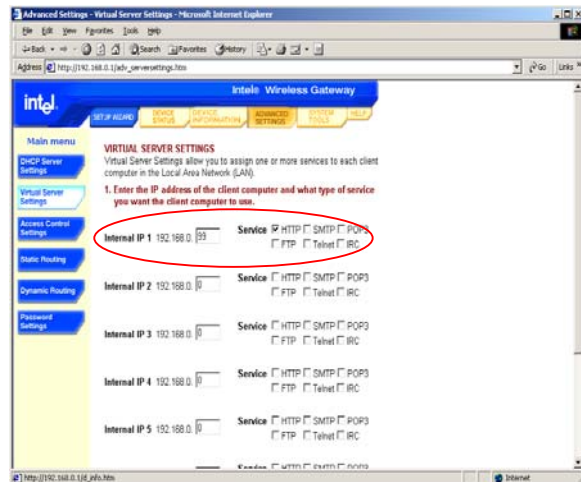
Reboot the computer if necessary and make sure that it is connected on the network thereafter. Open a browser on the desktop and enter the IP address "http://192.168.0.1" in the Address field and press "Enter". The Login screen should appear. Use the same login information as before.

Click on the Main Menu on the left side. Then click on "DHCP Server Settings" the DHCP screen will appear. Click on the Enable DHCP Functions. Then select an IP Address Pool Range "100" and "199"



Step 4: Configure your Intel router to forward all incoming requests to the PC

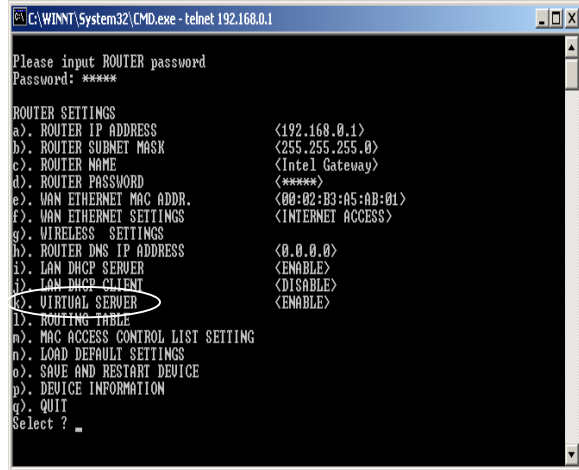
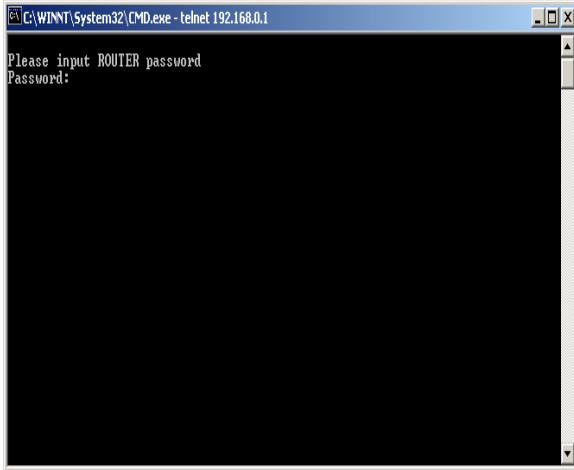
Now click "Virtual Server Settings. On this screen finish the Internal IP 1 with your machine's IP that you have installed I'm InTouch on. "192.168.0.99". Then put a check mark in the "HTTP" box. Then click on submit.



*** With the Intel Wireless Gateway router you will have to “Telnet” into the router to setup the HTTPS/SSL connection.**

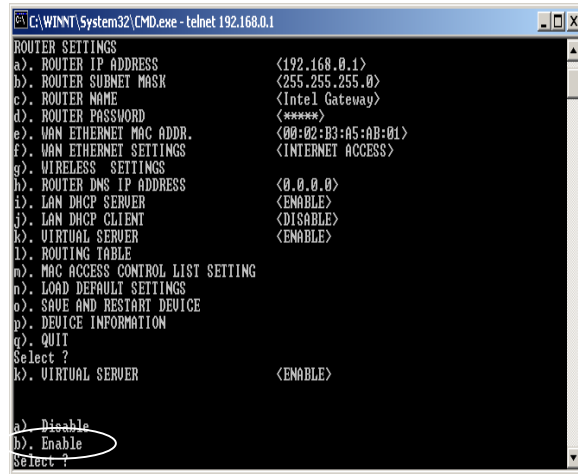
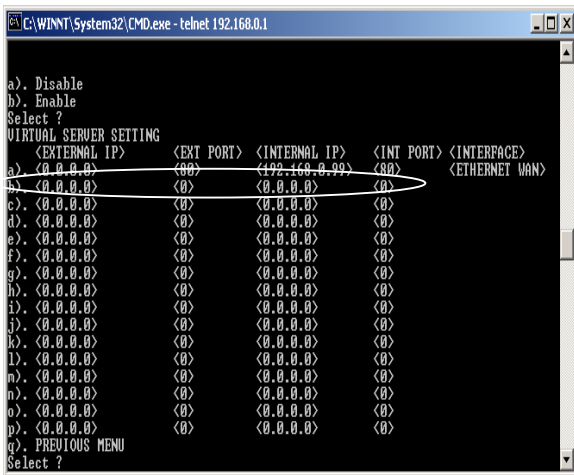
Go to your Windows START/ Run line and type in “Telnet 192.168.0.1”.
You will be prompted to put in the Password.

Then you can select “k” to configure a Virtual Server settings for HTTPS.



Now you need to select “b” to give you the next available “Virtual Server”.

Once you are in the “Virtual Servers” screen, select “b” To Enable this feature.



Now you need to fill in the information for "b,c,d". For "b" put the port number "443". For "c" put "192.168.0.99". For "d" put "443". Then select "q" for Previous Menu

This screen will show the settings for the HTTPS/SSL settings that you have done. Now select "q" for Previous Menu.

```

C:\WINNT\System32\CMD.exe - telnet 192.168.0.1
d). <0.0.0.0> <0> <0.0.0.0> <0>
e). <0.0.0.0> <0> <0.0.0.0> <0>
f). <0.0.0.0> <0> <0.0.0.0> <0>
g). <0.0.0.0> <0> <0.0.0.0> <0>
h). <0.0.0.0> <0> <0.0.0.0> <0>
i). <0.0.0.0> <0> <0.0.0.0> <0>
j). <0.0.0.0> <0> <0.0.0.0> <0>
k). <0.0.0.0> <0> <0.0.0.0> <0>
l). <0.0.0.0> <0> <0.0.0.0> <0>
m). <0.0.0.0> <0> <0.0.0.0> <0>
n). <0.0.0.0> <0> <0.0.0.0> <0>
o). <0.0.0.0> <0> <0.0.0.0> <0>
p). <0.0.0.0> <0> <0.0.0.0> <0>
q). PREVIOUS MENU
Select ?
b).
EDIT VIRTUAL SERVER ENTRY
a). EXT IP <0.0.0.0>
b). EXT PORT <0>
c). INT IP <0.0.0.0>
d). INT PORT <0>
e). INTERFACE <ETHERNET WAN>
q). PREVIOUS MENU
Select ?
h). EXT PORT <443>
    
```

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C:\WINNT\System32\CMD.exe - telnet 192.168.0.1
c). INT IP <0.0.0.0>
d). INT PORT <0>
e). INTERFACE <ETHERNET WAN>
q). PREVIOUS MENU
Select ?
c). INT IP <192.168.0.99>
EDIT VIRTUAL SERVER ENTRY
a). EXT IP <0.0.0.0>
b). EXT PORT <443>
c). INT IP <192.168.0.99>
d). INT PORT <0>
e). INTERFACE <ETHERNET WAN>
q). PREVIOUS MENU
Select ?
d). INT PORT <443>
EDIT VIRTUAL SERVER ENTRY
a). EXT IP <0.0.0.0>
b). EXT PORT <443>
c). INT IP <192.168.0.99>
d). INT PORT <443>
e). INTERFACE <ETHERNET WAN>
q). PREVIOUS MENU
Select ?
    
```

This screen will show all the router information. Now select "o" to Save and Restart Device.

This screen will show both the HTTP and HTTPS settings that you have done on your Intel router. One more time select "q" for Previous Menu.

```

C:\WINNT\System32\CMD.exe - telnet 192.168.0.1
n). <0.0.0.0> <0> <0.0.0.0> <0>
n). <0.0.0.0> <0> <0.0.0.0> <0>
o). <0.0.0.0> <0> <0.0.0.0> <0>
p). <0.0.0.0> <0> <0.0.0.0> <0>
q). PREVIOUS MENU
Select ?
ROUTER SETTINGS
a). ROUTER IP ADDRESS <192.168.0.1>
b). ROUTER SUBNET MASK <255.255.255.0>
c). ROUTER NAME <Intel Gateway>
d). ROUTER PASSWORD <*****>
e). WAN ETHERNET MAC ADDR. <00:02:B3:A5:AB:01>
f). WAN ETHERNET SETTINGS <INTERNET ACCESS>
g). WIRELESS SETTINGS
h). ROUTER DNS IP ADDRESS <0.0.0.0>
i). LAN DHCP SERVER <ENABLE>
j). LAN DHCP CLIENT <DISABLE>
k). VIRTUAL SERVER <ENABLE>
l). ROUTING TABLE
m). MAC ACCESS CONTROL LIST SETTING
n). LOAD DEFAULT SETTINGS
o). SAVE AND RESTART DEVICE
p). DEVICE INFORMATION
q). QUIT
Select ?
    
```

```

C:\WINNT\System32\CMD.exe - telnet 192.168.0.1
c). INT IP <192.168.0.99>
d). INT PORT <443>
e). INTERFACE <ETHERNET WAN>
q). PREVIOUS MENU
Select ?
VIRTUAL SERVER SETTING
<EXTERNAL IP> <EXT PORT> <INTERNAL IP> <INT PORT> <INTERFACE>
a). <0.0.0.0> <80> <192.168.0.99> <80> <ETHERNET WAN>
b). <0.0.0.0> <443> <192.168.0.99> <443> <ETHERNET WAN>
c). <0.0.0.0> <0> <0.0.0.0> <0>
d). <0.0.0.0> <0> <0.0.0.0> <0>
e). <0.0.0.0> <0> <0.0.0.0> <0>
f). <0.0.0.0> <0> <0.0.0.0> <0>
g). <0.0.0.0> <0> <0.0.0.0> <0>
h). <0.0.0.0> <0> <0.0.0.0> <0>
i). <0.0.0.0> <0> <0.0.0.0> <0>
j). <0.0.0.0> <0> <0.0.0.0> <0>
k). <0.0.0.0> <0> <0.0.0.0> <0>
l). <0.0.0.0> <0> <0.0.0.0> <0>
m). <0.0.0.0> <0> <0.0.0.0> <0>
n). <0.0.0.0> <0> <0.0.0.0> <0>
o). <0.0.0.0> <0> <0.0.0.0> <0>
p). <0.0.0.0> <0> <0.0.0.0> <0>
q). PREVIOUS MENU
Select ?
    
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*** Note that when you select "o" this will restart your router. When the router has restarted you will be able to proceed to step 5.**

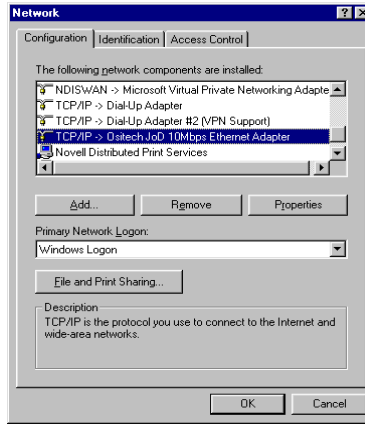
Step 5: Assign a fixed internal IP address to the PC on which you wish to install I'm InTouch

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

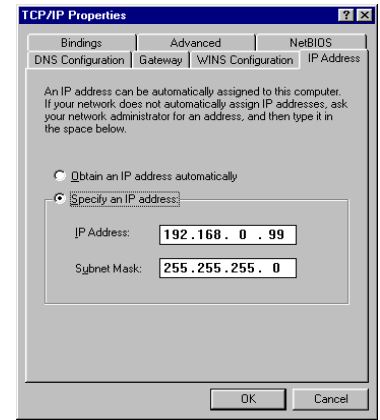
From the Windows desktop, right-click on the "Network Neighborhood" icon → Select "Properties".



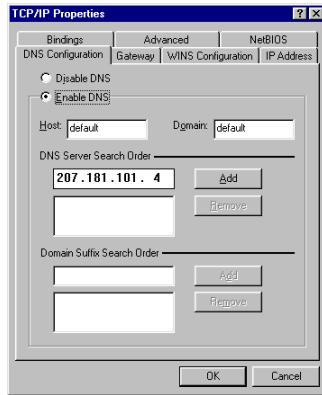
Select the "TCP/IP → Lan card". Then click "Properties".



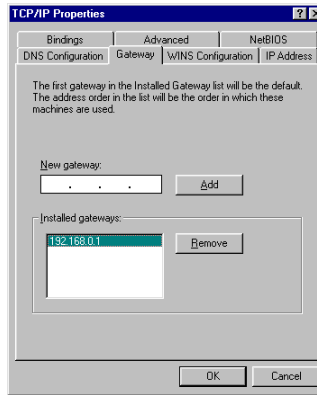
Choose the "Specify an IP address" option and enter the fixed IP address 192.168.0.99, Subnet mask of 255.255.255.0 and Default Gateway of 192.168.0.1 as shown below. Click on the "Apply" button



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".



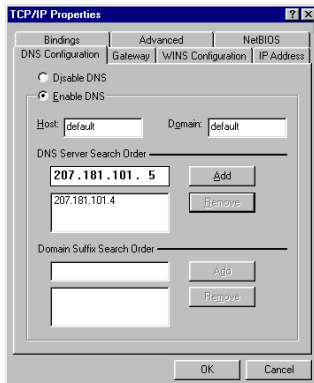
Now choose the "DNS Configuration" tab.



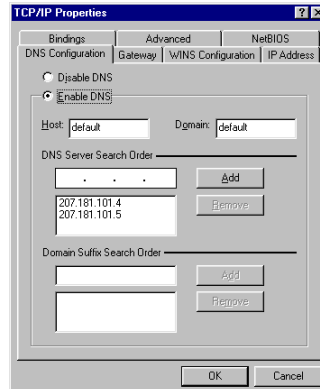
Choose the "Gateway" tab → enter "192.168.0.1" for "New gateway" and click "Add"



Repeat the same by entering the 2nd 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.

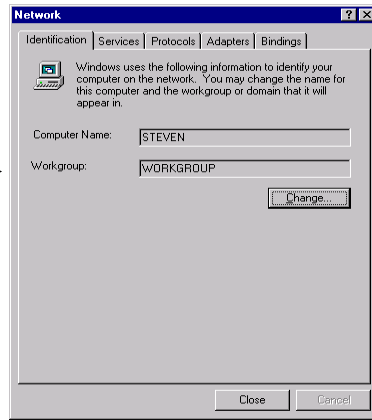


This section describes the procedure for **Windows NT 4.0**

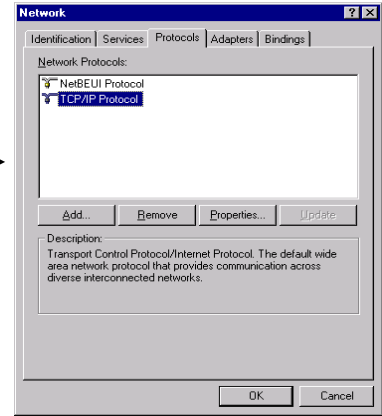
From the Windows desktop, right-click on the 'Network Neighborhood' icon and select 'Properties'.



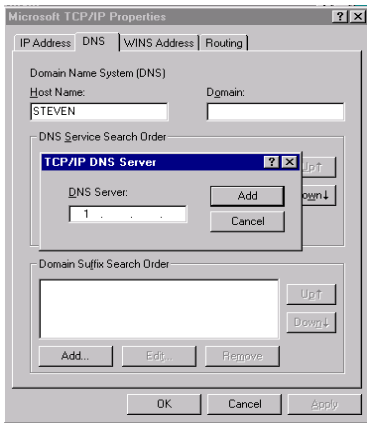
Click on the "Protocols" tab.



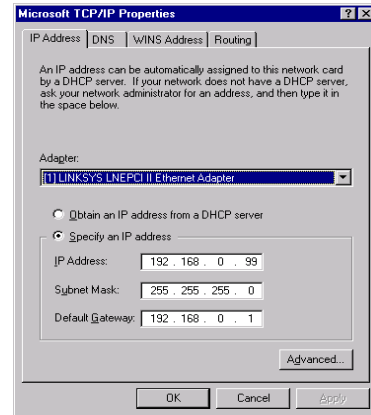
Select the "TCP/IP Protocol" and click on the 'Properties' button.



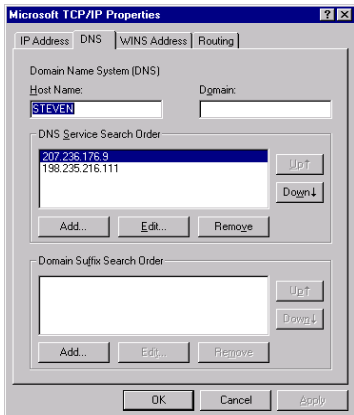
Now choose the "DNS" tab and click on the "Add..." button in the DNS Service Search Order table.



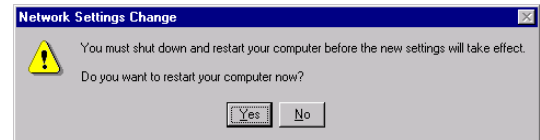
Choose the "Specify an IP address" option and enter the fixed IP address 192.168.0.99, Subnet mask of 255.255.255.0 and Default Gateway of 192.168.0.1 as shown below. Click on the "Apply" button.



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

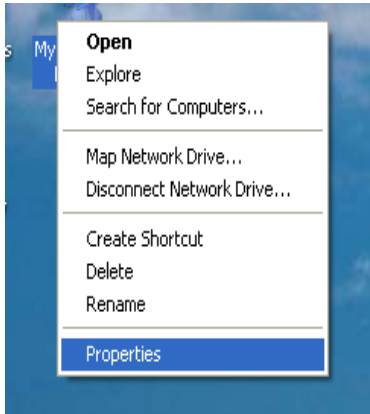


When this dialog appears, click "Yes" and reboot.

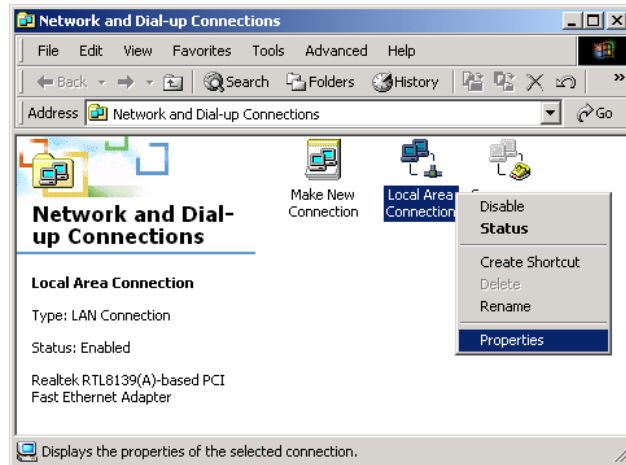


This section describes the procedure for **Windows 2000**

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

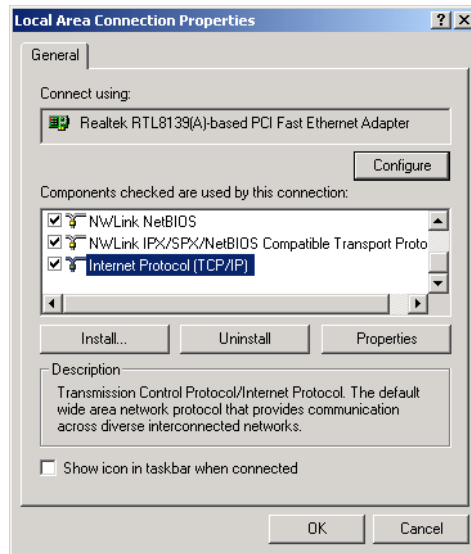
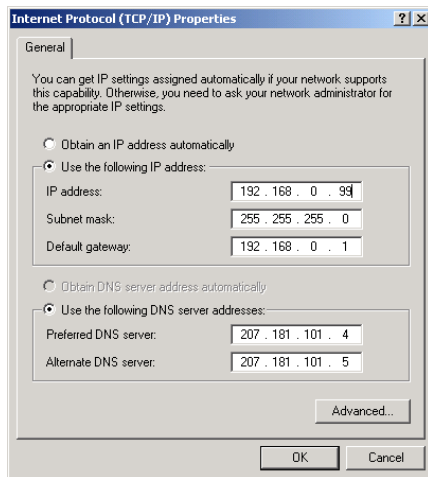


Right-click on the "Local Area Connection" connection → Choose "Properties" again.



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 1st DNS address noted in step 2 and the Alternate DNS server to the 2nd 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

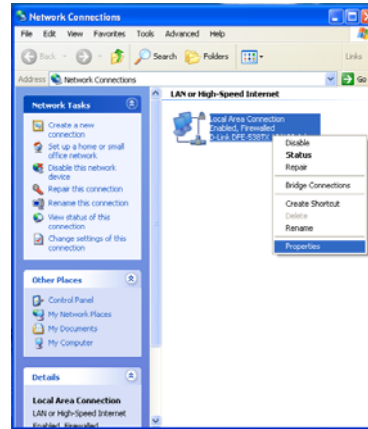


This section describes the procedure for **Windows XP**

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

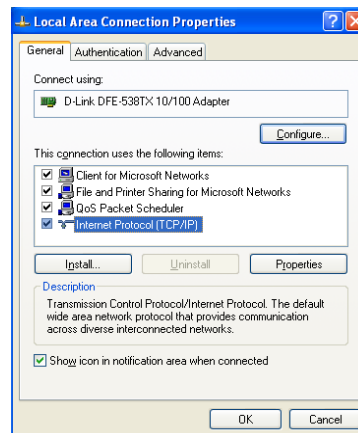
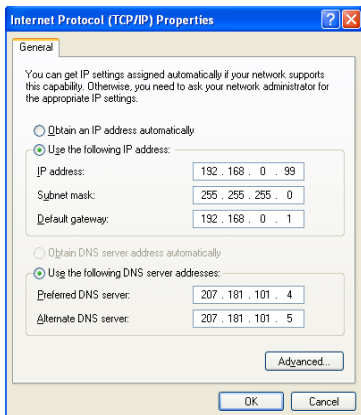


Right-click on the "Local Area Connection" connection → Choose "Properties" again.



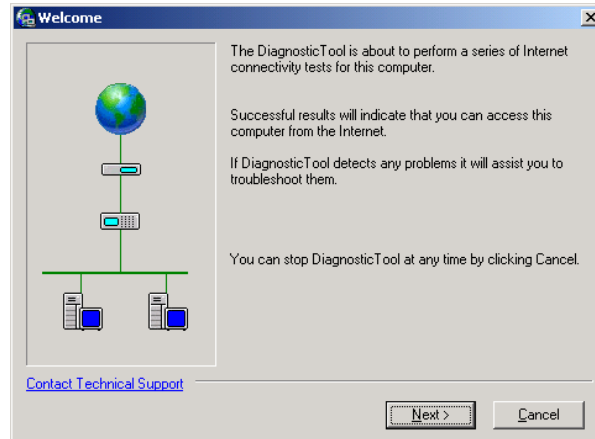
Set the IP address to "192.168.0.99", the Subnet mask to "255.255.255.0", and the Default gateway to "192.168.0.1" → Set the Preferred DNS server to the 1st DNS value noted in step 2 and the Alternate DNS server to the second DNS value noted in step 2 → Click OK. *(Please have your Win2000 CD ready if 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

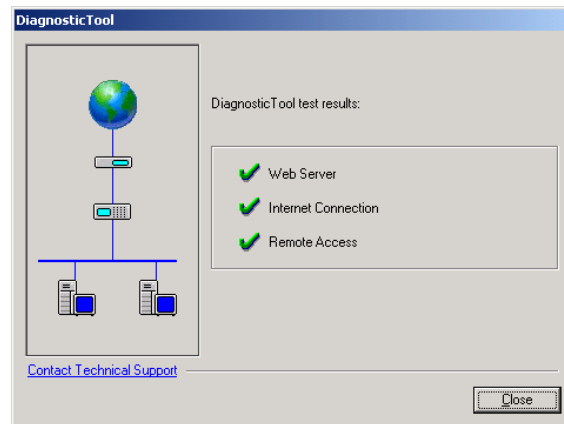


Step 6 : Install I'm InTouch

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_freertrial_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.

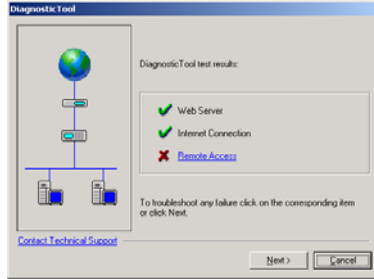


If the above screen appears with all 3 successful checks, the Diagnostic Tool has verified that your PC is ready to be accessed remotely. Click on the 'Close' button, restart I'm InTouch and you are now ready to start using I'm InTouch.

Troubleshooting:

Question:

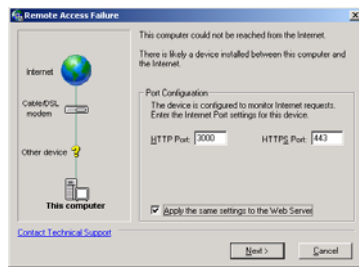
What should I do if I don't get the 3rd successful check in the diagnostic result (like the screen below)?



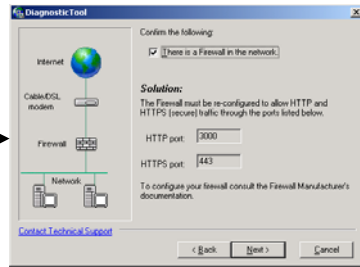
Answer:

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:

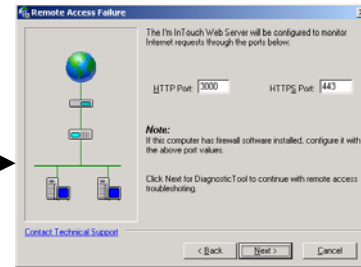
Enter "3000" for "HTTP port" and click "Next"



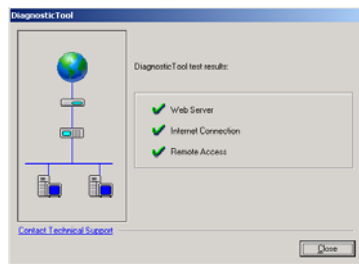
Select "There is a Firewall in the network" and click "Next"



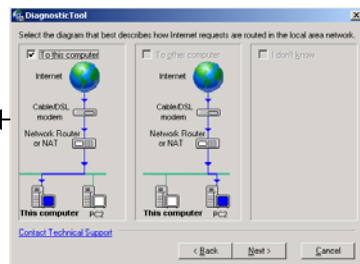
Enter "3000" for "HTTP port" and click "Next"



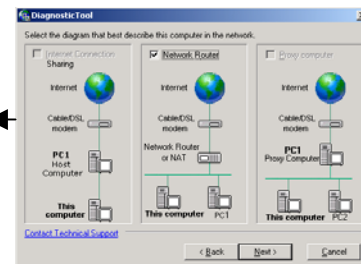
If 3 successful checks appear, the Diagnostic Tool has verified that your PC is remote access ready. Click on the 'Close'



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 to resolve it over the phone.