I'm InTouch Installation Guide
for the DSL/Cable environment with a Linksys router
Models: BEFSRU31, BEFSR41 V.2, BEFSR11

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 BEFSR41 V.2

Summary:

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

1. Make sure your Linksys router is working properly.
2. Configure your Linksys router to reserve a range for fixed Internal IP addresses.
3. Configure your Linksys router to forward all incoming HTTP and HTTPS requests to the I'm InTouch PC
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 instructions:

Step 1: Make sure your Linksys router is working properly

To determine if your Linksys router is working properly, test is to see if your Internet browser on your PC can access 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 Linksys router to reserve a range for fixed Internal IP addresses.

Open a browser on the desktop and enter the Local IP address of the Linksys router (192.168.0.1) in the Address field and press Enter. The following Password screen should appear:

The Linksys router requires a User Name and Password in order to access the Configuration. (By default User Name is empty and Password is "*admin")*.   Type this in and press 'OK'. The following 'Setup' screen will appear.
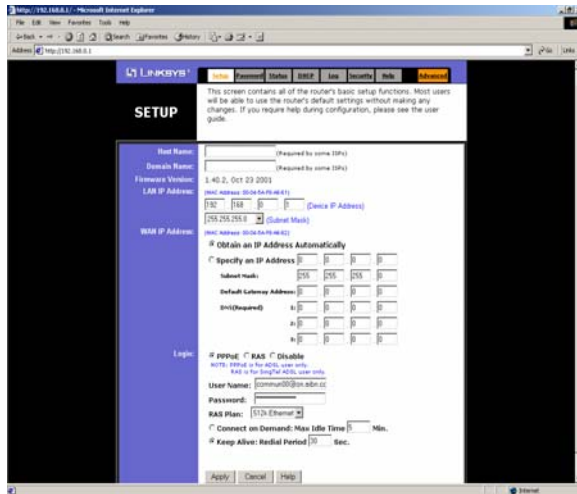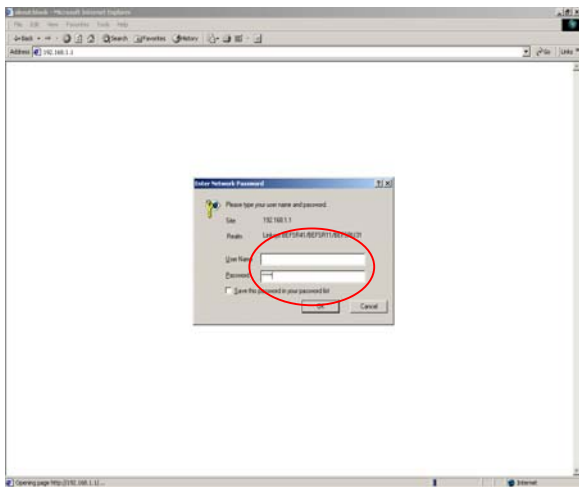
The following 'DHCP Server' screen will appear. For DHCP Server settings, select an IP Address Pool Range starting from 100. Enter the number of DHCP users as 99. Click the 'Apply' button.

The following 'Device Information' screen values indicate the router is working correctly. Make a note of the Domain Name Server (DNS) values, as you will need them later.

Click on the DHCP link
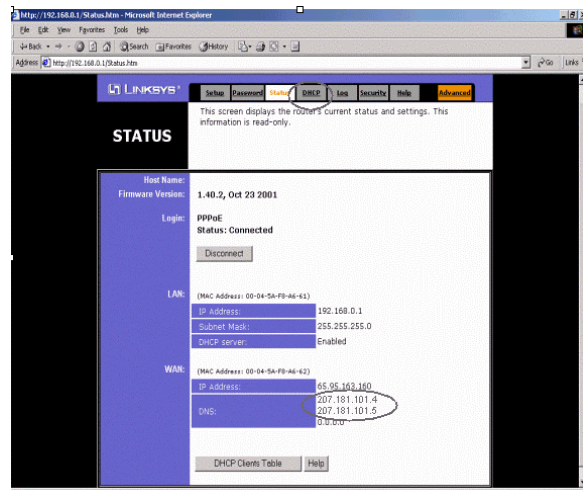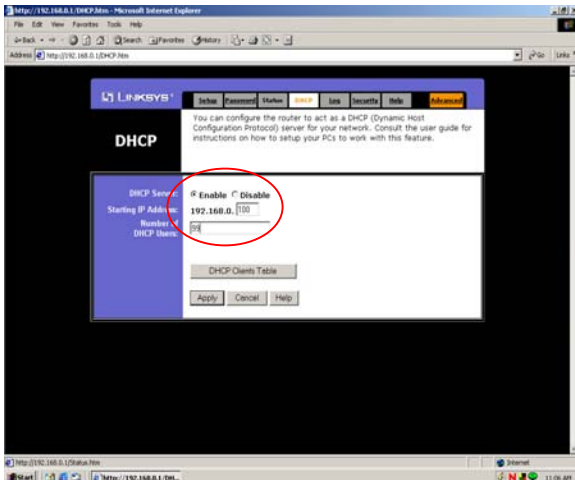
Step 3: Configure your Linksys router to forward all incoming requests to the I'm InTouch PC

Click on the 'Advanced' tab. Bring up the 'Forwarding' screen. Forward the port 80 to your computer's IP address 192.168.0.99 (which is outside the DHCP range) as shown below. Then perform the same steps to setup the connection port at 443 for HTTPS requests.

At the end, accept the changes by clicking on the 'Apply' button. Click 'Continue' when the following screen appears.

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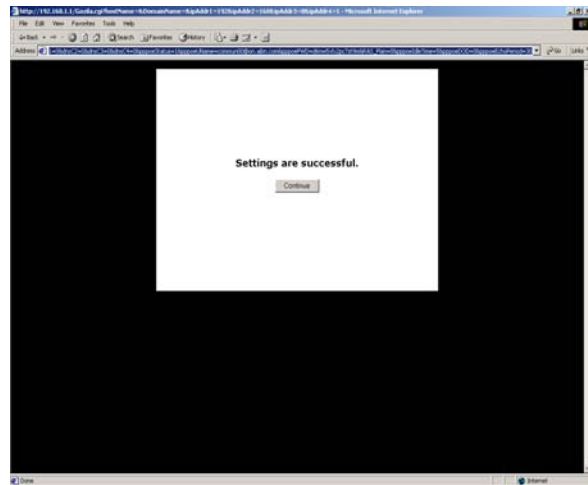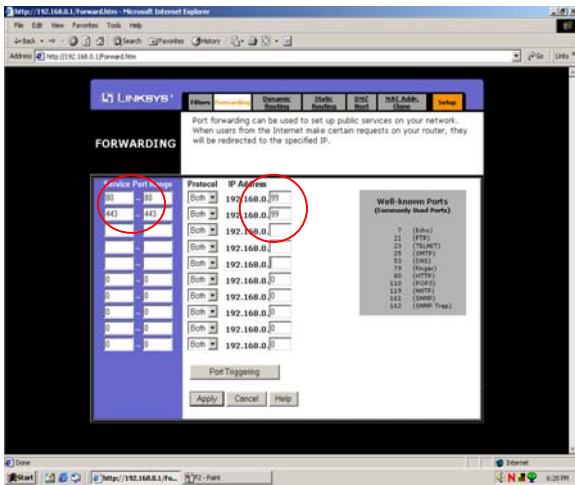
At the end, accept the changes by clicking on the 'Apply' button. Click 'Continue when the following screen appears.

Click on the 'Filters' tab to bring up the Filters screen. For the 'Block WAN Request' setting choose 'Disable.
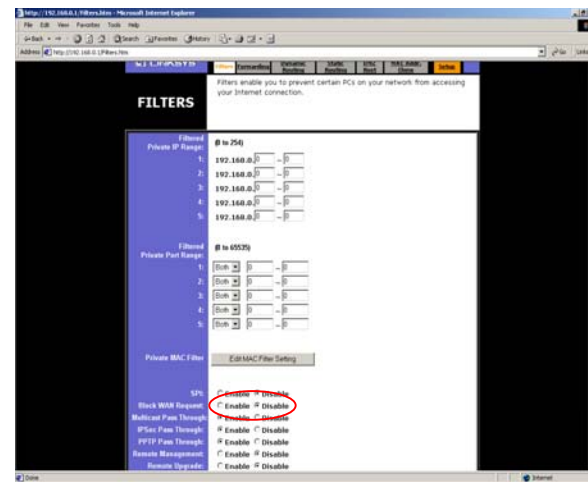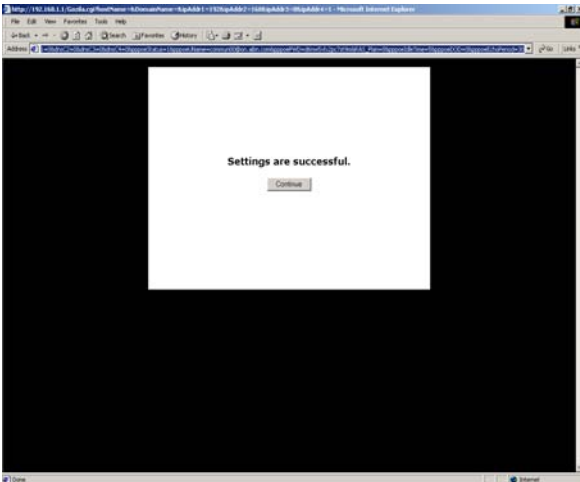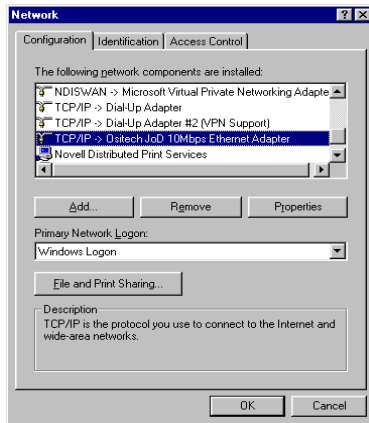
Step 4: Assign a fixed internal IP address to the PC on which you wish to install I'm InTouch

This section describes the procedure for **Windows 98** and **Windows ME**. For other operating systems refer to the appropriate section.
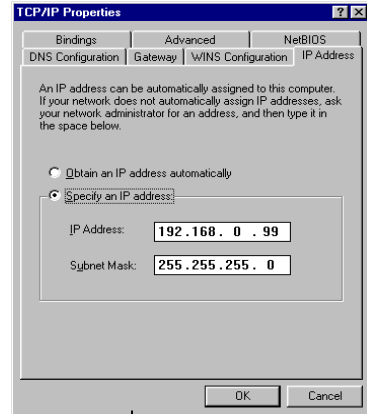
From the Windows desktop, right-click on the "Network Neighborhood" icon → Select "Properties".
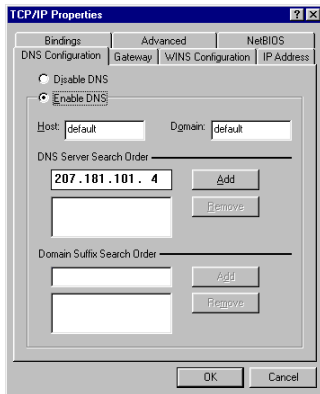
Select the "TCP/IP →Lan card". Then click "Properties".

Click on "Specify an IP address", then enter an IP address "192.168.0.99" in the range of your Internal network. Then enter the Subnet mask of "255.255.255.0"
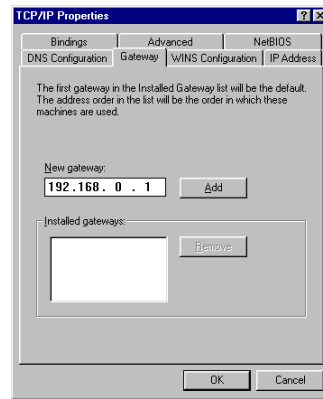
Click "Enable DNS" and enter "default" for both "Host" and "Domain" → enter the first DNS number noted in step 2 for "DNS Server Search Order" and click "Add".
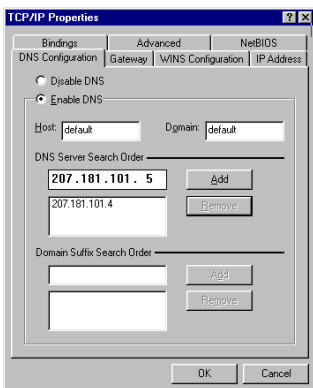
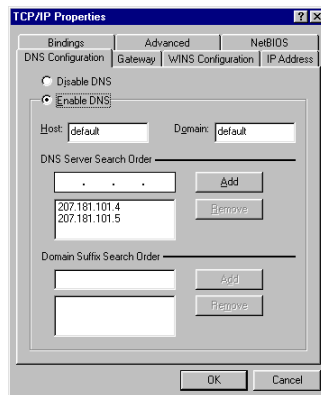Now choose the "DNS Configuration" tab.
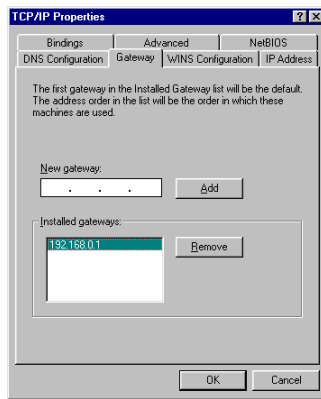
Choose the "Gateway" tab → enter "192.168.0.1" for "New gateway" and click "Add"

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).*
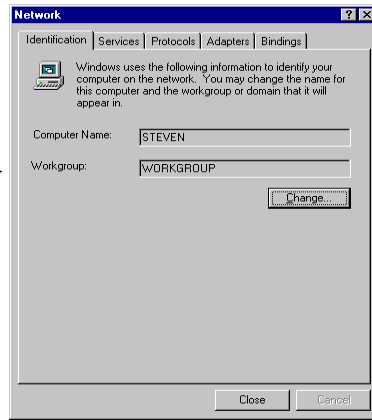 When Windows asks you to restart, proceed to restart.

This section describes the procedure for **Windows NT 4.0**
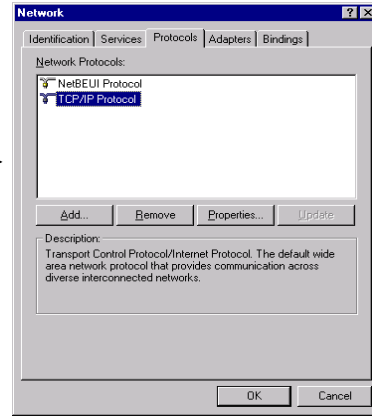
From the Windows desktop, right-click on the 'Network Neighborhood' icon and select 'Properties'.
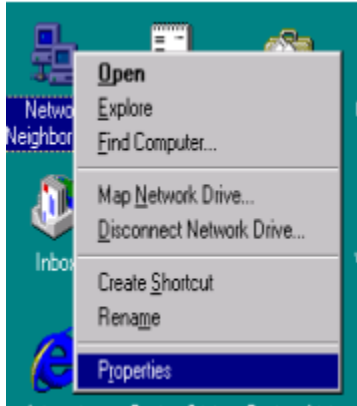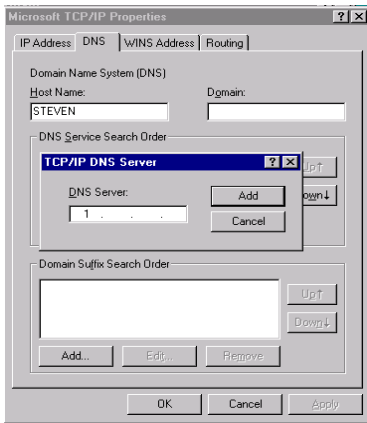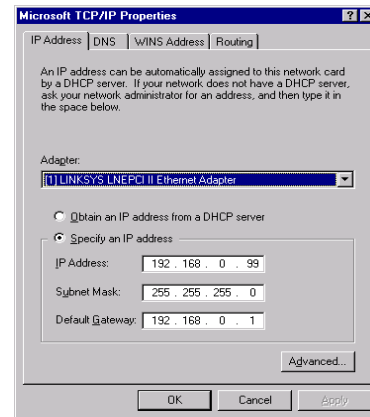
Click on the "Protocols" tab.

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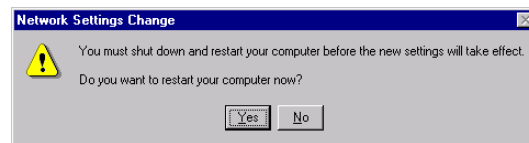
Choose the "Specify an IP address" option and enter the fixed IP address 192.168.0.99, Subnet mask of 255.255.255.0 and Default Gateway of 192.168.0.1 as shown below. Click on the "Apply" button.

Enter the first DNS value noted in step 2 and click "Add". Repeat for the second DNS value. Click on the 'OK' button.
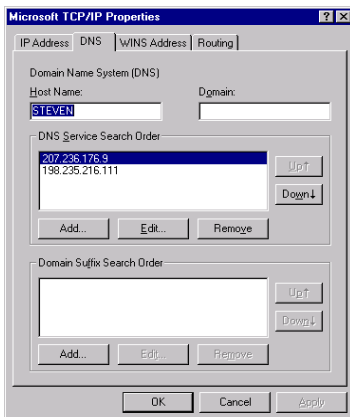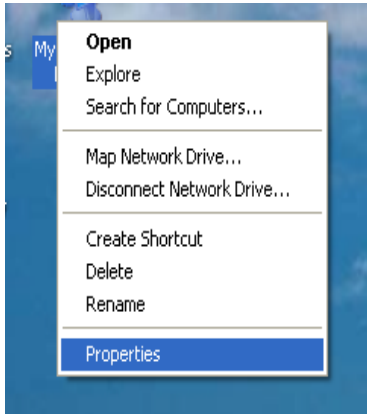
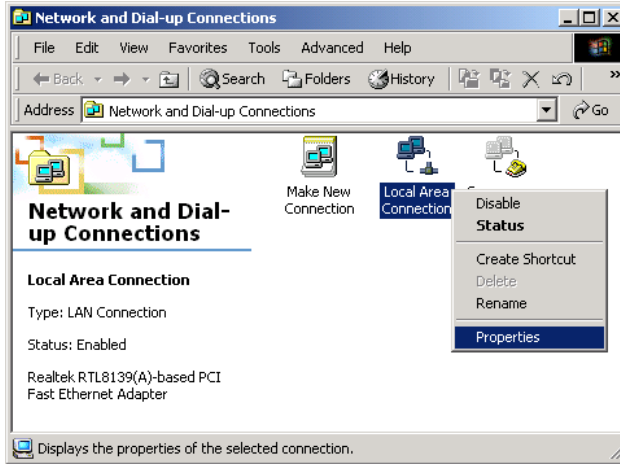When this dialog appears, click "Yes" and reboot.

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

From the Windows desktop right-click on the "My Network Places" icon → Choose "Properties"
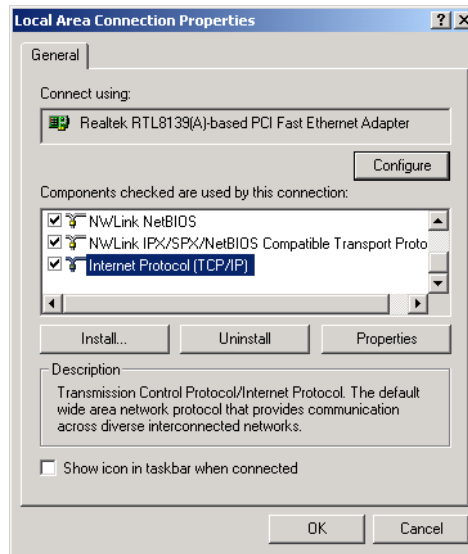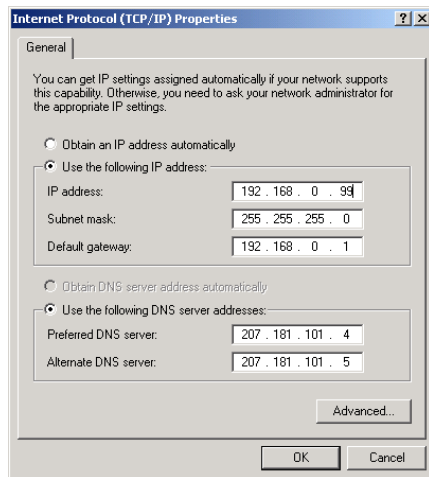
Right-click on the "Local Area Connection" connection → Choose "Properties" again.

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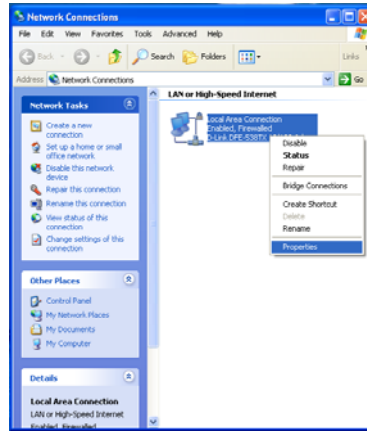
This section describes the procedure for **Windows XP**

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
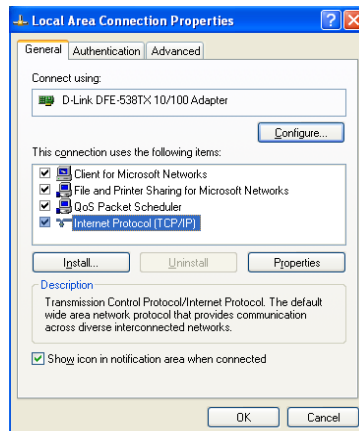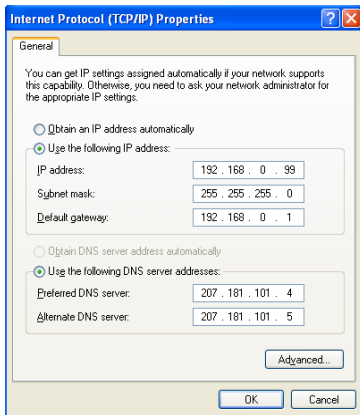
Step 5 : Install I'm InTouch

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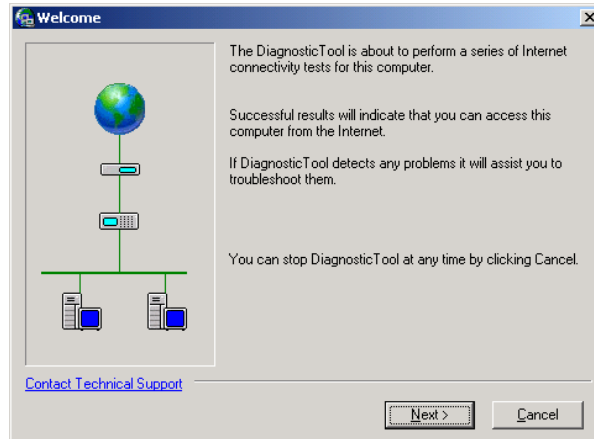
The result of the test should be the following. Click on 'Next' to proceed.
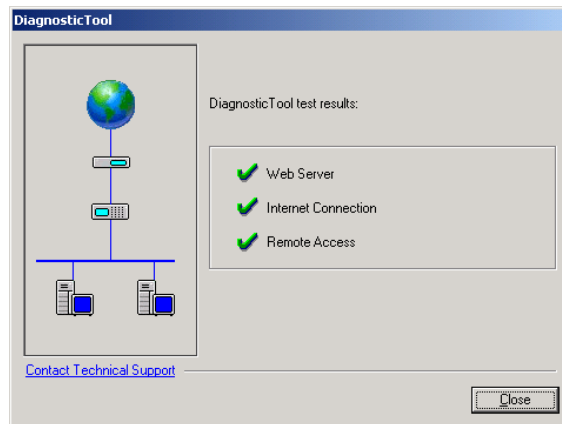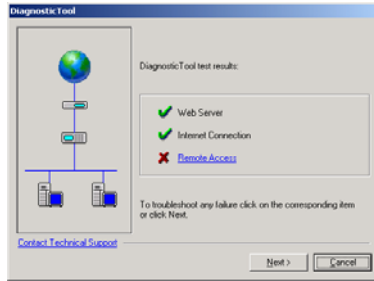
If the above screen appears with all 3 successful checks, the Diagnostic Tool has verified that your PC is ready to be accessed remotely. Click on the 'Close' button, restart I'm InTouch and you are now ready to start using I'm InTouch.

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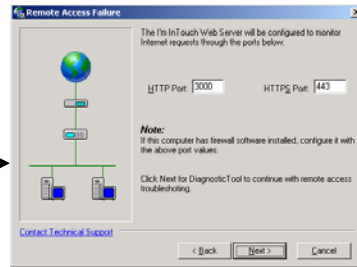
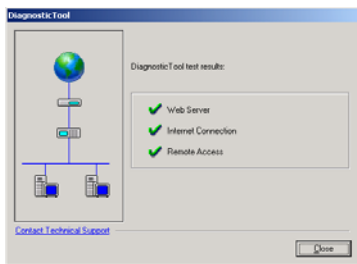Enter "3000" for "HTTP port" and click "Next"

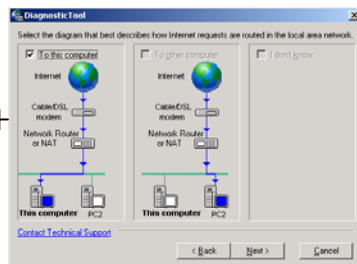Select "There is a Firewall in the network" and click "Next"
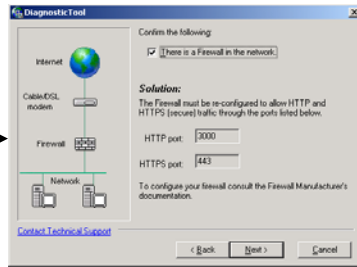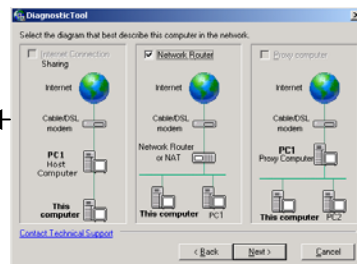
Enter "3000" for "HTTP port" and click "Next"

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.