## 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.

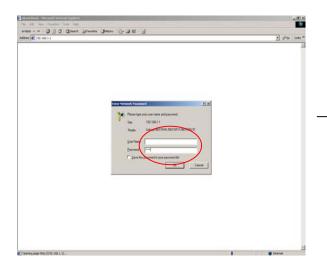
# **Detailed instructions:**

## Step 1: Make sure your Linksys router is working properly

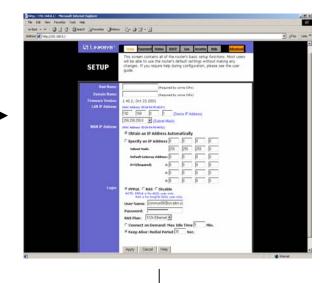
To determine if your Linksys router is working properly, test is to see if your Internet browser on your PC can access external Internet web sites (e.g. <u>http://www.01com.com</u>). If this is working, proceed to step 2, otherwise contact your dealer, support person or system administrator to set up your router properly before you proceed.

#### Step 2 : Configure your Linksys router to reserve a range for fixed Internal IP addresses.

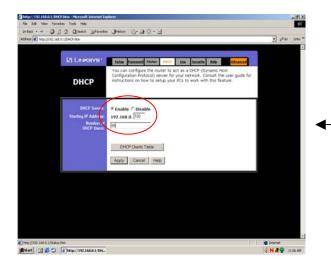
Open a browser on the desktop and enter the Local IP address of the Linksys router (192.168.0.1) in the Address field and press Enter. The following Password screen should appear:



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.



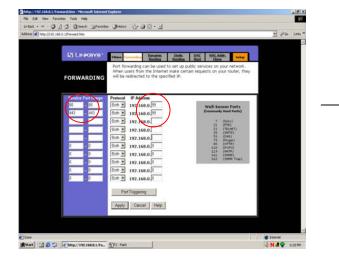
The following 'Device Information' screen values indicate the router is working correctly. Make a note of the Domain Name Server (DNS) values, as you will need them later.

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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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	Settings are successful.	
) Ourie		S Internet
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At the end, accept the changes by clicking on the 'Apply' button. Click 'Continue when the following screen appears.

0110 ·==. are successful Continue

Click on the 'Filters' tab to bring up the Filters screen. For the 'Block WAN Request' setting choose 'Disable.

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Address () http://www.ins.co.tPiters.htm		- Pite Janks
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FILTERS	Variantial Bodies Packes Not Used	
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4: 5 Filmand Private Part Range:	197.148.0.5 197.14	
1 2 3 4 4 5	0         0	
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Romate Management: Romate Upgrade:	C Enable @ Disable C Enable @ Disable	

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

Configuration | Identification | Access Control |

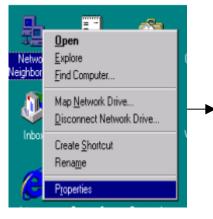
Add.

The following network components are installed: TO NDISWAN -> Microsoft Virtual Private Networking Adapte

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

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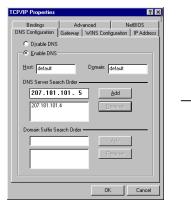
From the Windows desktop, rightclick on the "Network Neighborhood" icon  $\rightarrow$  Select "Properties".



Click "Enable DNS" and enter "default" for both "Host" and "Domain"  $\rightarrow$  enter the first DNS number noted in step 2 for "DNS Server Search Order" 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.



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"

Bindings Advanced NetBIOS

DNS Configuration | Gateway | WINS Configuration | IP Address

IP Address: 192.168.0.99

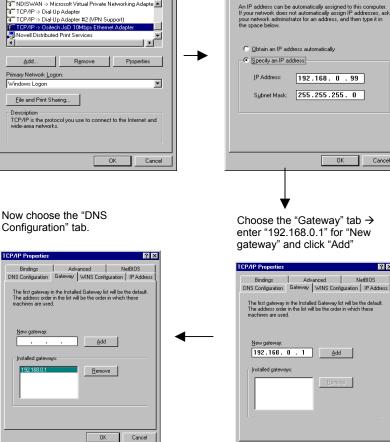
Subnet Mask: 255.255.255.0

OK Cancel

Obtain an IP address automatically

Specify an IP address

**TCP/IP** Properties



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



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.



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#### 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.

 Identification
 Services
 Protocols
 Adapters
 Bindings

 Image: Services
 Protocols
 Adapters
 Bindings

 Image: Services
 Vindows uses the following information to identify your

 Image: Services
 Computer on the network. You may change the name for this computer and the work.group or domain that it will appear in.

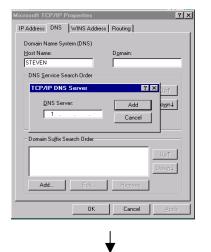
 Computer Name:
 STEVEN

 Work.group:
 WORKGROUP

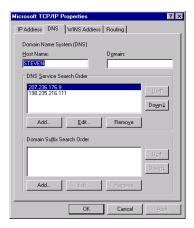
Select the "TCP/IP Protocol" and click on the 'Properties" button.

# Network Protocols Identification Services Protocols Adapters Bindings Network Protocols TEP/IP Protocol TEP/IP Protocol Description: Transport Control Protocol/Internet Protocol. The default wide area network: protocol that provides communication across adverse interconnected networks. OK Cancel

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



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

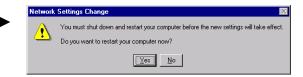


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Choose the "Specify an IP address" option and enter the fixed IP address 192.168.0.99, Subnet mask of 255.255.255.0 and Default Gateway of 192.168.0.1 as shown below. Click on the "Apply" button.

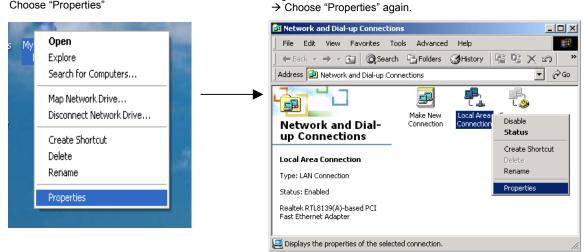
Hicrosoft TCP/IP Properties 🔹 💽 🗙		
IP Address DNS WINS Address Routing		
An IP address can be automatically assigned to this network card by a DHCP server. If your network does not have a DHCP server, ask your network administrator for an address, and then type it in the space below.		
Adagter:		
[1] LINKSYS LNEPCI II Ethernet Adapter		
O Dotain an IP address from a DHCP server		
Specify an IP address		
JP Address: 192 . 168 . 0		
Sybnet Mask: 255 . 255 . 0		
Default <u>G</u> ateway: 192 . 168 . 0 . 1		
Advanced		
OK Cancel Apply		

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  $\rightarrow$  Choose "Properties"



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"  $\rightarrow$  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  $\rightarrow$  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.

Iternet Protocol (TCP/IP) Propert General You can get IP settings assigned aut this capability. Otherwise, you need to the appropriate IP settings.	omatically if your network supports
C Obtain an IP address automatic	allv
• Use the following IP address: -	<u> </u>
IP address:	192.168.0.99
Subnet mask:	255.255.255.0
Default gateway:	192.168.0.1
C Obtain DNS server address auti	omatically
🗝 Use the following DNS server a	ddresses:
Preferred DNS server:	207.181.101.4
Alternate DNS server:	207.181.101.5
	Advanced
	OK Cancel

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

Right-click on the "Local Area Connection" connection

Local Area Connection Properties 🛛 🤶 🔀
General
Connect using:
Realtek RTL8139(A)-based PCI Fast Ethernet Adapter
Configure
Components checked are used by this connection:
🗹 🍹 NWLink NetBIOS
▼ 🐨 NWLink IPX/SPX/NetBIOS Compatible Transport Proto
Internet Protocol (TCP/IP)
Install Uninstall Properties
Description
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
Show icon in taskbar when connected
OK Cancel

This section describes the procedure for Windows XP

From the Windows desktop right-click on the "My Network Places" icon  $\rightarrow$  Choose "Properties"



Right-click on the "Local Area Connection" connection  $\rightarrow$  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"  $\rightarrow$  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  $\rightarrow$  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.

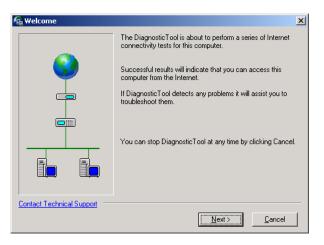
ternet Protocol (TCP/IP) Prop	erties 🛛 🛛 🔀
General	
You can get IP settings assigned aut this capability. Otherwise, you need to the appropriate IP settings.	
O Dbtain an IP address automatic	aly
Ose the following IP address: −	
IP address:	192.168.0.99
Sybnet mask:	255 . 255 . 255 . 0
Default gateway:	192.168.0.1
Obtain DNS server address auto	omatically
<ul> <li>Use the following DNS server are</li> </ul>	ddresses:
Preferred DNS server:	207.181.101.4
Alternate DNS server:	207.181.101.5
	Advanced
	OK Cancel

Connect using:				
🕮 D-Link D	FE-538TX	10/100 Adap	ter	
				Configure
This connection	uses the f	ollowing item		
🗹 🛄 Client f				
🗹 📙 File an			rosoft Netw	orks
🗹 🛃 QoS P				
	R FIOLOCOI	(TCF/IF)		
Install		Uninstall		Properties
				. Tobouroe
	Control Pr	otocol/Interne	t Protocol	The defaul
wide area ne	twork prote	col that prov	ides commu	

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 <u>http://www.imintouch.net/dl\_freetrial\_iit.asp</u>. 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.

DiagnosticTool	
<b>e</b>	DiagnosticTool test results:
	Web Server Internet Connection Remote Access
Contact Technical Support	

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:**

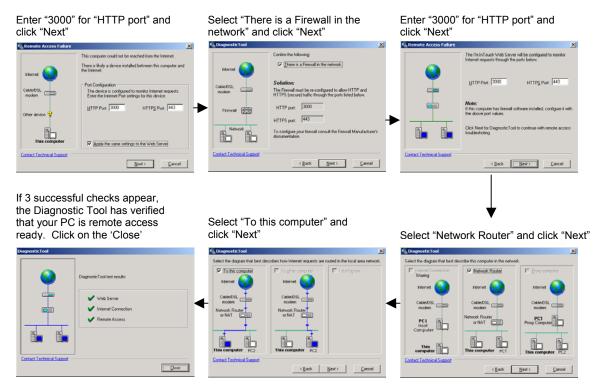
#### Question:

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

Diagnostic Tool	
Context I school Succord	Diagnostic Teol test results: Web Server Internet Connection Remote Access To toucklenhool any failure cick on the corresponding item or cick Next.
	Taut.

#### 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:



If you still have a problem, you may call the technical support hotline at 905-795-8166 to resolve it over the phone.