

## **I'm InTouch Special Installation Guide (For DSL/Cable environment with a Nexland router)**

### **Model:Pro 100**

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 Pro 100.

### **Summary:**

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

1. Make sure your Nexland router is working properly.
2. Configure your Nexland router to reserve a range for fixed Internal IP addresses.
3. Configure your Nexland router to forward all incoming HTTP and HTTPS requests to the 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:

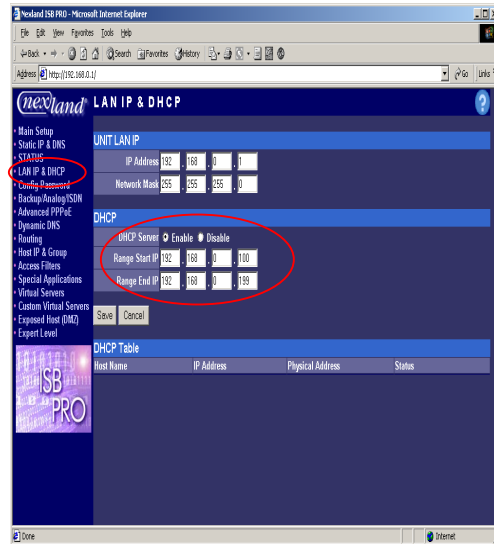
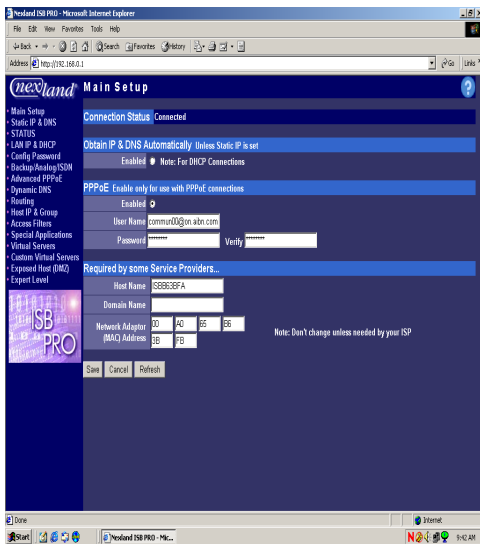
### Step 1: Make sure your Nexland router is working properly

To determine if your Nexland 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.

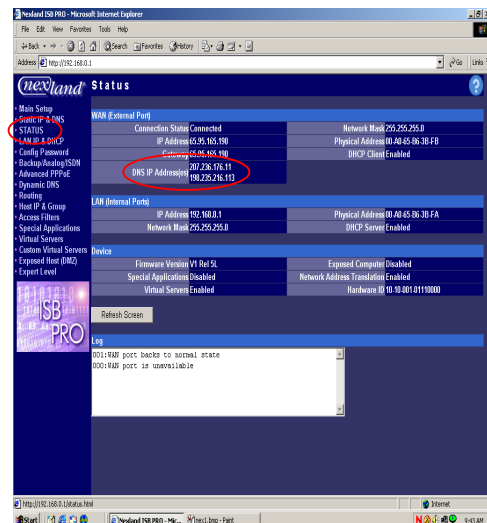
### Step 2 : Configure your Nexland router to reserve a range for fixed Internal IP addresses.

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 screen should appear.

Click "LAN IP & DHCP". The following screen will appear. Click the "Enable" radio button. Select an IP Address Pool Range 100 and 199, by entering "192.168.0.100" as Range Start IP and "192.168.0.199" as the Range End IP.



When you click on "STATUS" 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.



Step 3: Configure your Nexland router to forward all incoming requests to the PC

Click "Custom Virtual Servers". In the section Virtual Server Data section, enter "http" in Name box, click on "Enable", then enter "192.168.0.99" in Server LAN IP. Make sure it is set to "TCP" in the "Protocol" box. Then enter "80" in Internal and External Port Range, for both Start and Finish. Accept the changes by clicking "Add". Perform the same steps to add the "https" secure connection port at "443".

The screenshot shows the 'Custom Virtual Servers' configuration page in the Nexland ISB PRO web interface. The 'Virtual Server Data' section is highlighted with a red circle. The fields are as follows:

- Name: http
- Enable:
- Server LAN IP: 192.168.0.99
- Protocol: TCP
- Internal Port Range Start: 80, Finish: 80
- External Port Range Start: 80, Finish: 80

Below the form is a table of existing virtual servers:

Name	Enabled?	IP Address	Protocol	Internal Start Port	Internal End Port	External Start Port	External End Port
http	Enable	192.168.0.99	TCP	80	80	80	80
https	Enable	192.168.0.99	TCP	443	443	443	443

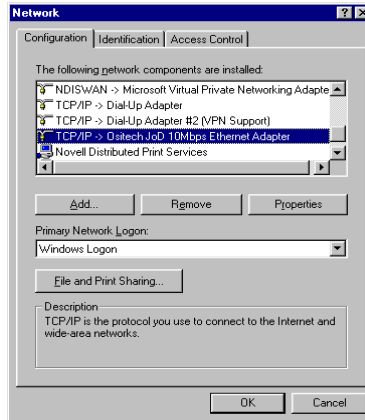
**Step 4: Assign a fixed internal IP address to the PC on which you wish to install I'm InTouch**

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

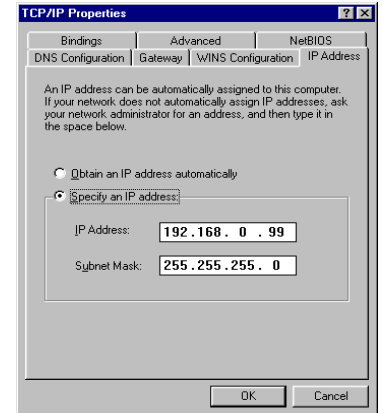
From the Windows desktop, right-click on the "Network Neighborhood" icon → Select "Properties".



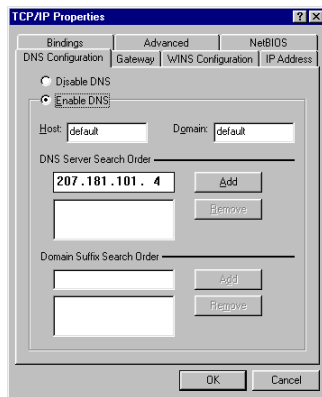
Select the "TCP/IP → Lan card". Then click "Properties".



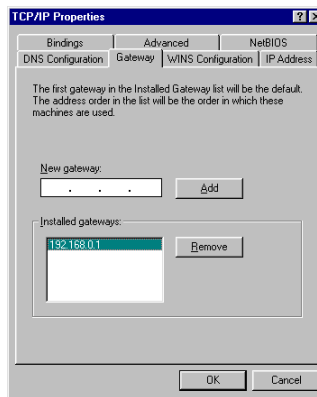
Click on "Specify an IP Address", then enter an IP address "192.168.0.99" in the range of your Internal network. Then enter the Subnet mask "255.255.255.0"



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".



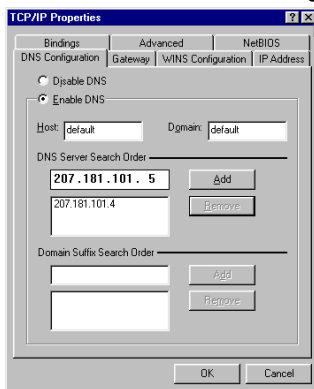
Now choose the "DNS Configuration" tab.



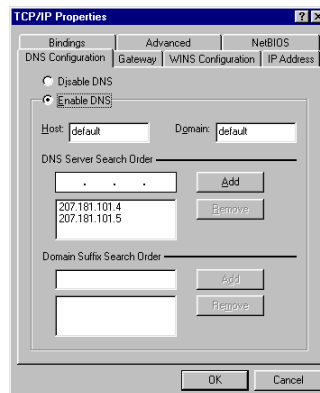
Choose the "Gateway" tab → enter "192.168.0.1" for "New gateway" and click "Add"



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

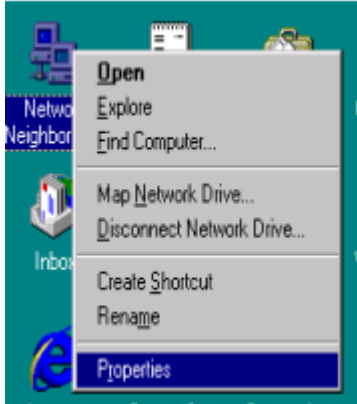


Now click "OK". Please have your windows CD ready if Windows ask you to insert the CD). When Windows asks you to restart, proceed to restart.

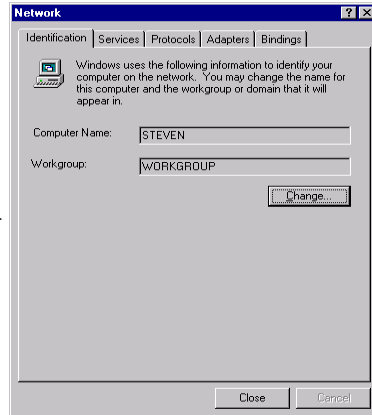


This section describes the procedure for **Windows NT 4.0**

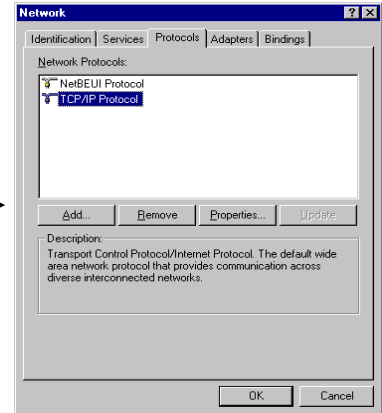
From the Windows desktop, right-click on the "Network Neighborhood" icon and select "Properties".



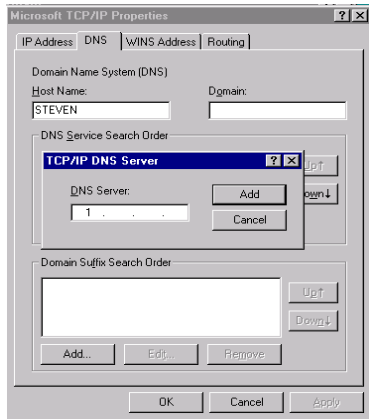
Click on the "Protocols" tab.



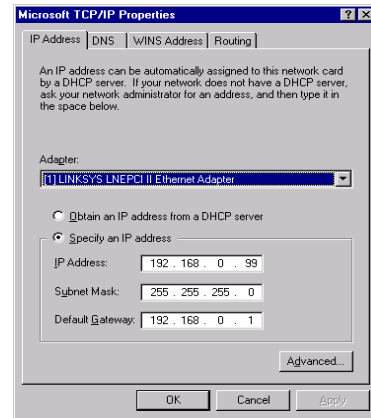
Select the "TCP/IP Protocol" and click on the "Properties" button.



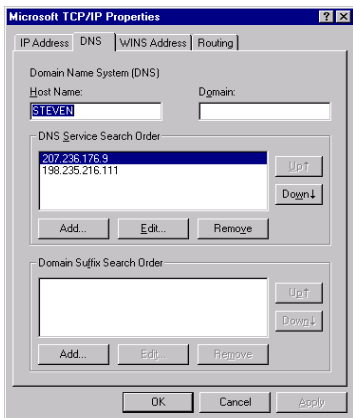
Now choose the "DNS" tab and click on the "Add..." button in the DNS Service Search Order table.



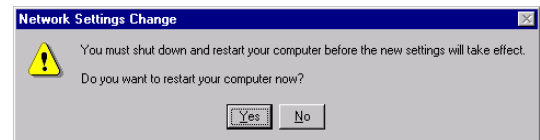
Choose the "Specify an IP address" option and enter the fixed IP address "192.168.0.99", Subnet mask of "255.255.255.0" and Default Gateway of "192.168.0.1" as shown below. Click on the "Apply" button.



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

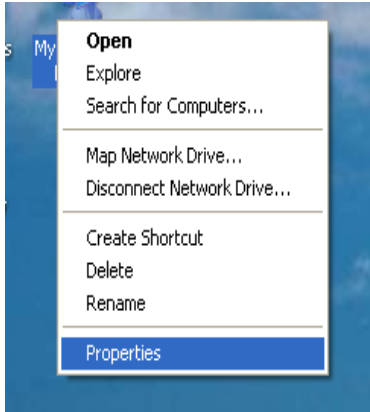


When this dialog appears, click "Yes" and reboot.

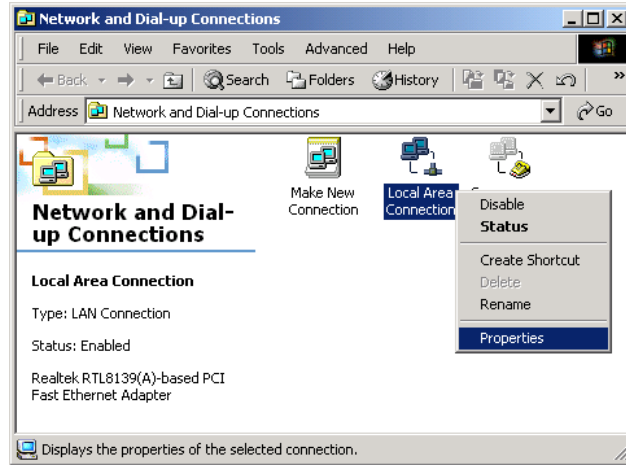


This section describes the procedure for **Windows 2000**

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

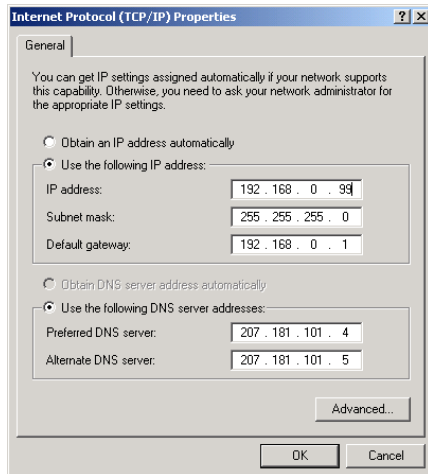
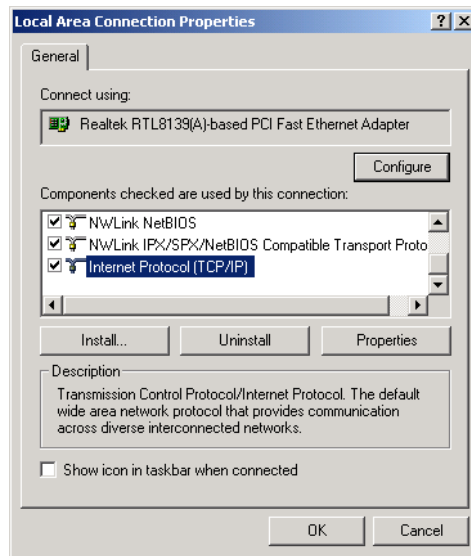


Right-click on the "Local Area Connection" connection → Choose "Properties" again.



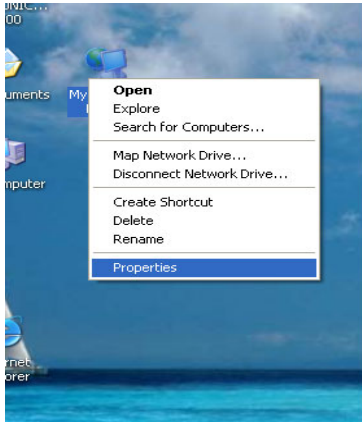
Set the IP address to "192.168.0.99", the Subnet mask to "255.255.255.0", and the Default gateway to "192.168.0.1" → Set the Preferred DNS server to the 1<sup>st</sup> DNS address noted in step 2 and the Alternate DNS server to the 2<sup>nd</sup> DNS address noted in step 2 → Click OK. *(Please have 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

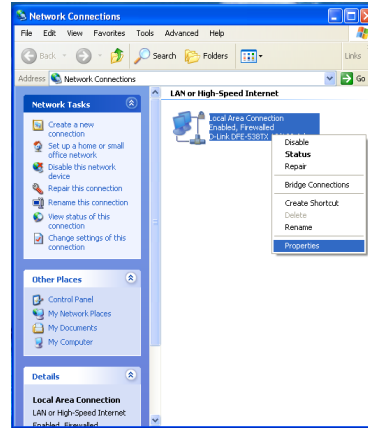


This section describes the procedure for **Windows XP**

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

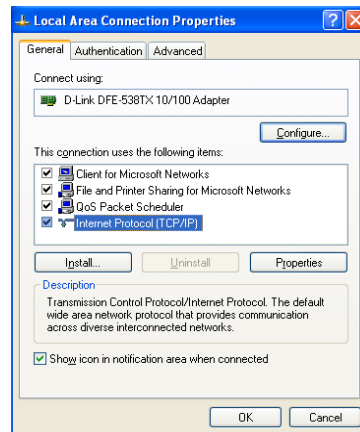
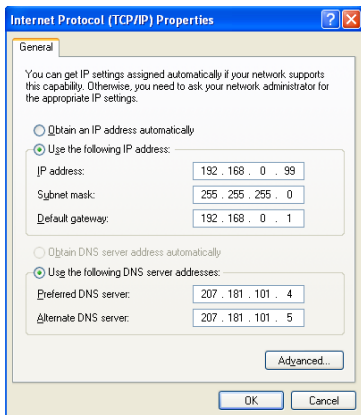


Right-click on the "Local Area Connection" connection → Choose "Properties" again.



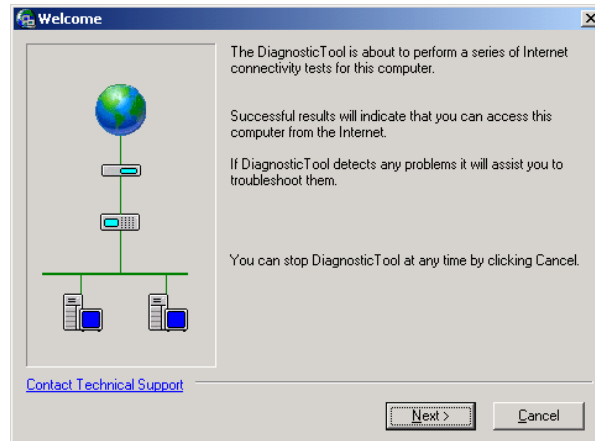
Set the IP address to "192.168.0.99", the Subnet mask to "255.255.255.0", and the Default gateway to "192.168.0.1" → Set the Preferred DNS server to the 1<sup>st</sup> DNS value noted in step 2 and the Alternate DNS server to the second DNS value noted in step 2 → Click OK. *(Please have your Win2000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

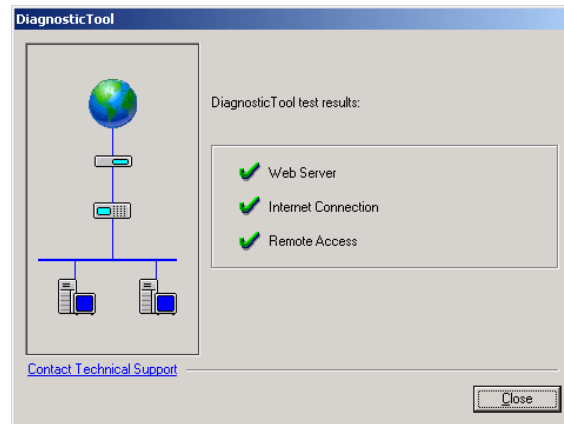


### Step 5 : Install I'm InTouch

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.

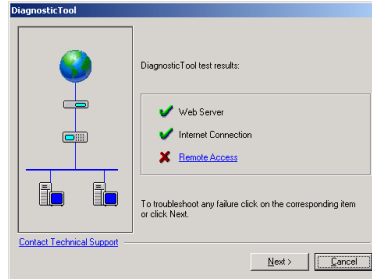


If the above screen appears with all 3 successful checks, the Diagnostic Tool has verified that your PC is ready to be accessed remotely. Click on the "Close" button, restart I'm InTouch and you are now ready to start using I'm InTouch.

## Troubleshooting:

### **Question:**

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



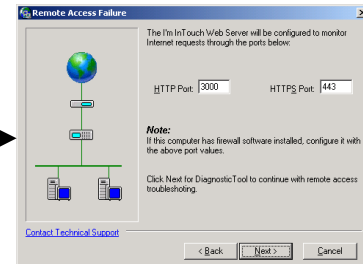
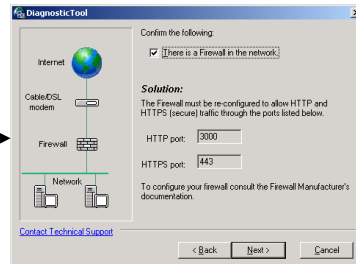
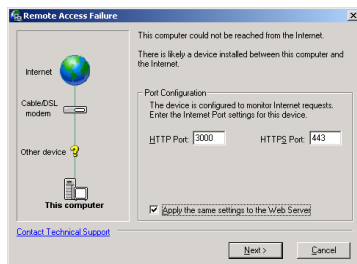
### **Answer:**

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 number, 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"

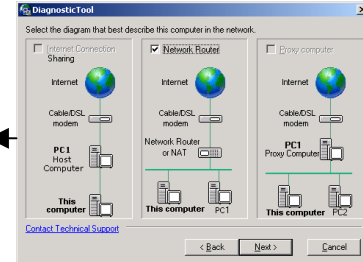
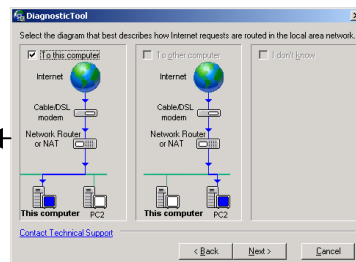
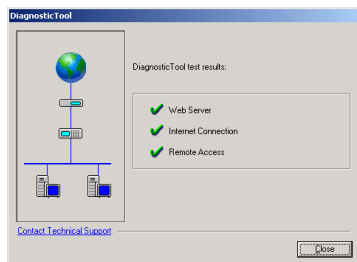
Enter "3000" for "HTTP port" and click "Next"



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.