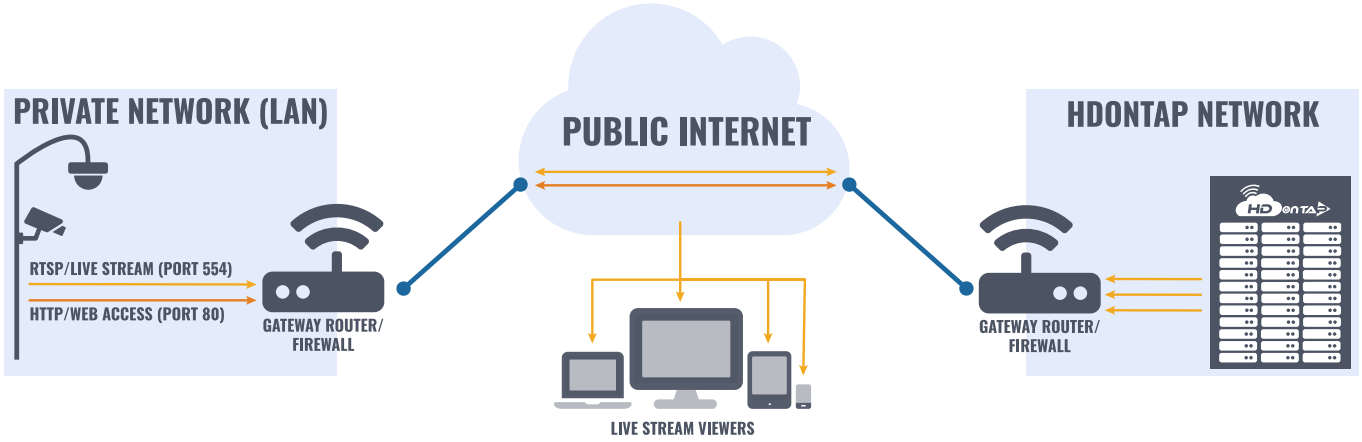
SETTING UP YOUR NETWORK FOR LIVE STREAMING



GETTING STARTED

In order to live stream with HDOnTap, the following information and access is required: public IP address of your router/network, public or WAN port mapped to Ports 80 and 554 of the camera for HTTP and RTSP access, respectively, and a username/password with administrative privileges for the camera.

FIND YOUR ROUTER/NETWORK'S PUBLIC IP ADDRESS

Every network connected to the internet has a unique public IP address. This allows devices on the internet (for example, HDOnTap's network) to find your network, camera and devices. There are two types of IP addresses:

STATIC VS DYNAMIC PUBLIC IP ADDRESSES

A static IP address does not change and is preferred, though not required. A dynamic IP address will change from time to time for various reasons; for example, a router reboot, power outage, or the lease has expired and the IP address renewed with the ISP.

! The HDOnTap network must know the active IP address in order to reach your camera. Unless your router supports Dynamic DNS, dynamic IP addresses will require manual updating within the HDOnTap Portal any time there is a change.

FIND YOUR PUBLIC IP ADDRESS

Visit **https://help.hdontap.com/ip** with a computer or device on your network.

ADMINISTRATIVE CAMERA CREDENTIALS

HDOnTap requires administrative access to your camera in order to optimize the stream settings. For security purposes, we recommend creating a new administrative account specifically for HDOnTap, however, we can use any name/password so long as it has administrative privileges.

MAP THE PUBLIC WAN PORT TO PORTS 80 (HTTP) AND 554 (RTSP)

Most IP cameras use Port 80 for HTTP/web access and Port 554 for RTSP/ streaming access, meaning HDOnTap requires access to both of these Ports in order to configure the camera settings and pull a live stream. If your camera is connected to your network with a private IP address, there are two methods to allow access to Ports 80 and 554 via your router:

PORT FORWARDING

For the most secure setup, we recommend using WAN ports other than 80 and 554, and typically suggest using ports 11080 and 11554, respectively. Map these ports to Ports 80 and 554 of your camera's LAN/private IP address.

DMZ (DEMILITARIZED ZONE)

While Port Forwarding redirects requests to a different port, DMZ forwards requests directly to your camera's LAN/private IP address. While this is not the most favorable method, it may be required if your router doesn't support Port Forwarding.

PORT FORWARDING EXAMPLE

Below is an example of setting up port forwarding for two cameras:

<Public_IP_Address>:11080 > <Camera1_LAN_IP_Address>:80
<Public_IP_Address>:11554 > <Camera1_LAN_IP_Address>:554

<Public_IP_Address>:11081 > <Camera2_LAN_IP_Address>:80
<Public_IP_Address>:11555 > <Camera2_LAN_IP_Address>:554

TESTING YOUR NETWORK'S PUBLIC ACCESS SETUP

Now that you have acquired your public IP address, ensured access to Ports 80 and 554, and generated a username and password with administrative privileges, we recommend running a test to ensure everything is accurate and functional.

- Select your test device:

  CELL PHONES must have WiFi disabled so that internet access is over the cellular network.

  COMPUTERS must be connnected to the internet outside of your network.

- Open your web browser and navigate to

  http:// YOUR-NETWORK'S-PUBLIC-IP-ADDRESS : PUBLIC-HTTP-PORT

  Example: http://38.96.10.50:11080

If you see the login page for your camera, your setup is ready for HDOnTap!

TROUBLESHOOTING

If you are unable to access your camera, verify the following:

- The camera is powered on
- The internet is accessible from a computer on the network
- The camera is accessible from a device on the same network by using the camera's private/LAN IP address
- The camera's network settings has a gateway/router IP address that matches the IP address you use to access the router from your network
- You are using the correct public IP address, which can be checked by visiting https://help.hdontap.com/ip from a device on your network

If you are still unable to access your camera after following these troubleshooting steps, contact HDOnTap at 858.481.4096 Option 2 or email support@hdontap.com.