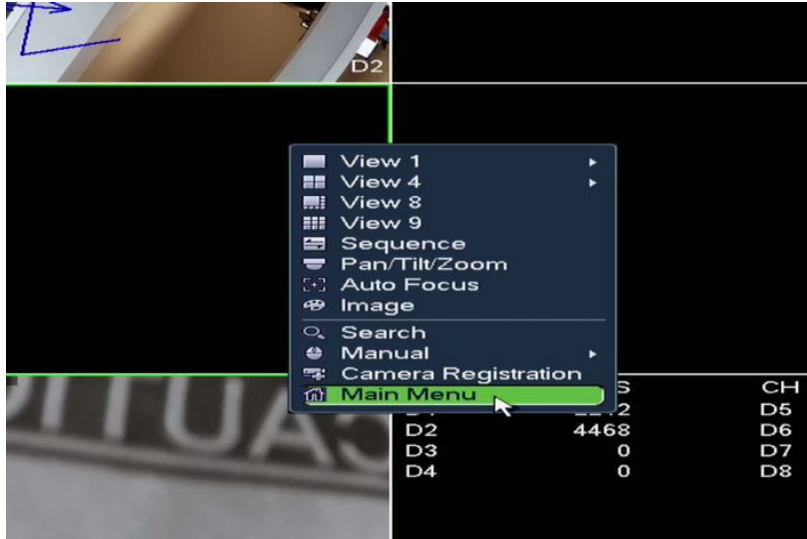


IC Realtime Steps for Registering DDNS

Local Monitor Setup:

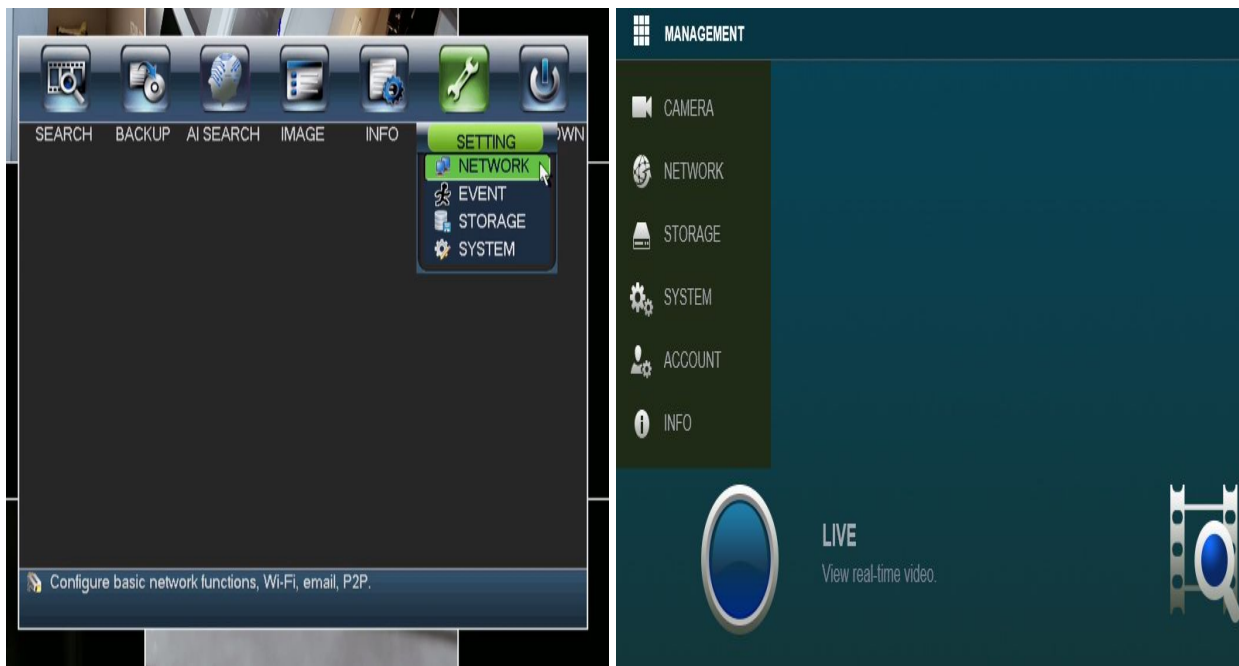
*Interfaces may vary between devices.

Step 1: Right click anywhere on the screen and select **Main Menu**.



Step 2: Navigate to **Settings > Network**

Or: **Management > Network**



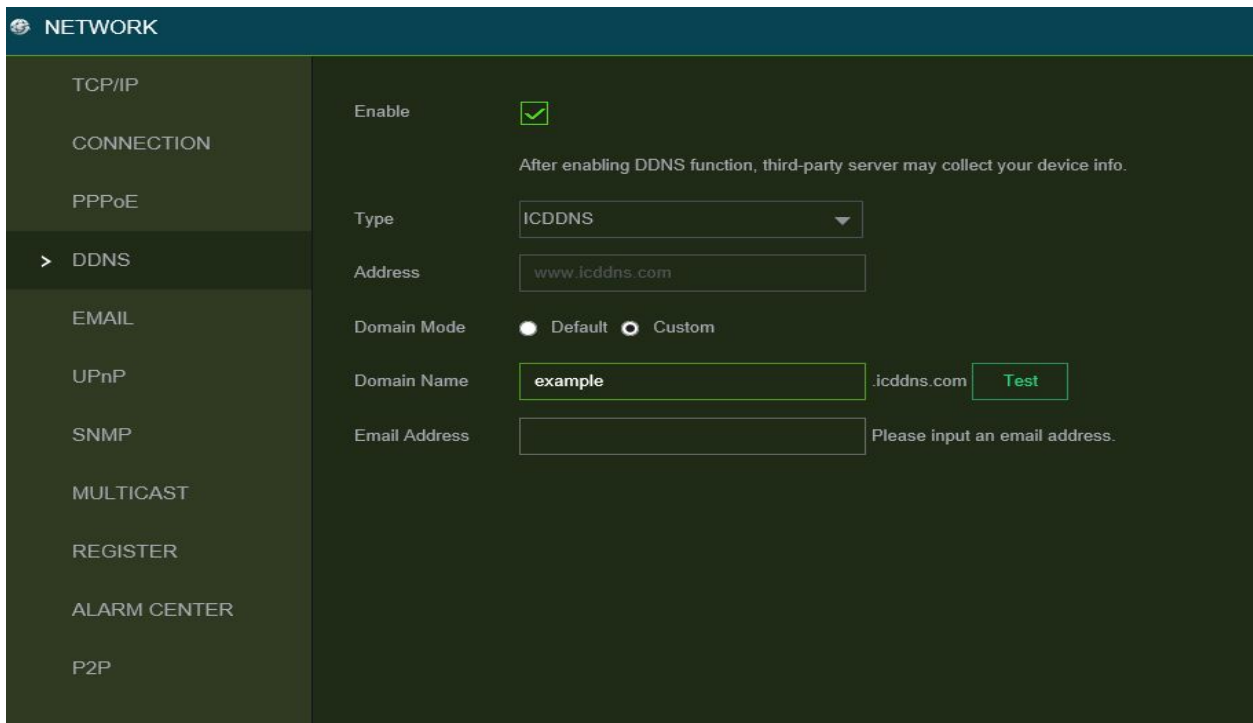
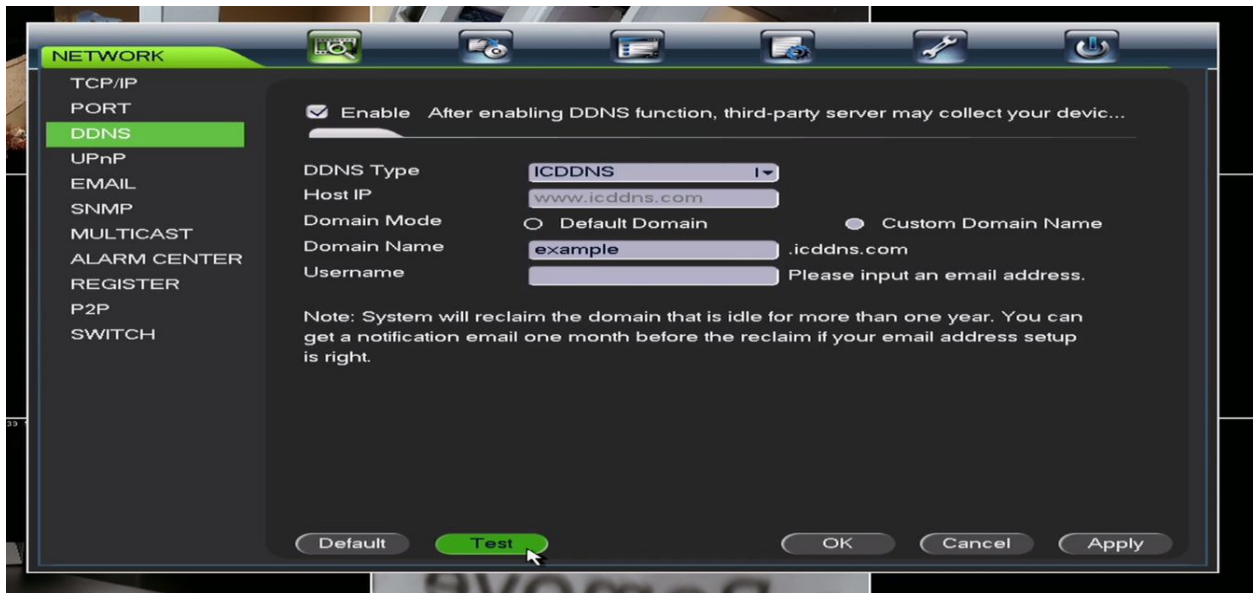
Step 3: Select **DDNS** from the menu. Make sure the option **Enable** is selected and click on **Test**.

If **Enable** is not selected select it first and click on **Save/Okay** which will take you out of the menu.

Navigate back and select **Test** again.

***Custom Domain Name requires 4 characters or more.**

If it fails to register see troubleshooting section.



Web Interface:

Step 1: Use Internet Explorer (IE) to access unit's web interface with its local IP address and log in with an admin account.

Discovery tool can help locate local IP address.

Download Link:

Windows: <https://icrealtime.com/downloads/12>

Mac: <https://icrealtime.com/downloads/13>

Step 2: Go to **Settings > Network > DDNS**. Make sure the option **Enable** is selected and click on **Test**.

*Custom Domain Name requires 4 characters or more.

ICREALTIME Global Surveillance Network

PREVIEW PLAYBACK AI SEARCH ALARM SETUP IN

IMAGE

NETWORK

TCP/IP

Port

DDNS

EMAIL

UPnP

SNMP

MULTICAST

REGISTER

ALARM CENTER

P2P

SWITCH

EVENT

DDNS

Enable After enabling DDNS function, third-party server may collect your device info.

DDNS Type: ICDDNS

Host IP: www.icddns.com

Domain Mode: Default Domain Custom Domain Name

Domain Name: example .icddns.com Test

Username: Please input an email address.

OK Refresh Default

NETWORK

TCP/IP

CONNECTION

PPPoE

DDNS

EMAIL

UPnP

SNMP

MULTICAST

Enable After enabling DDNS function, third-party server may collect your device info.

Type: ICDDNS

Address: www.icddns.com

Domain Mode: Default Custom

Domain Name: example .icddns.com Test

Email Address: Please input an email address.

Troubleshooting DDNS:

***Custom Domain Name requires 4 characters or more.**

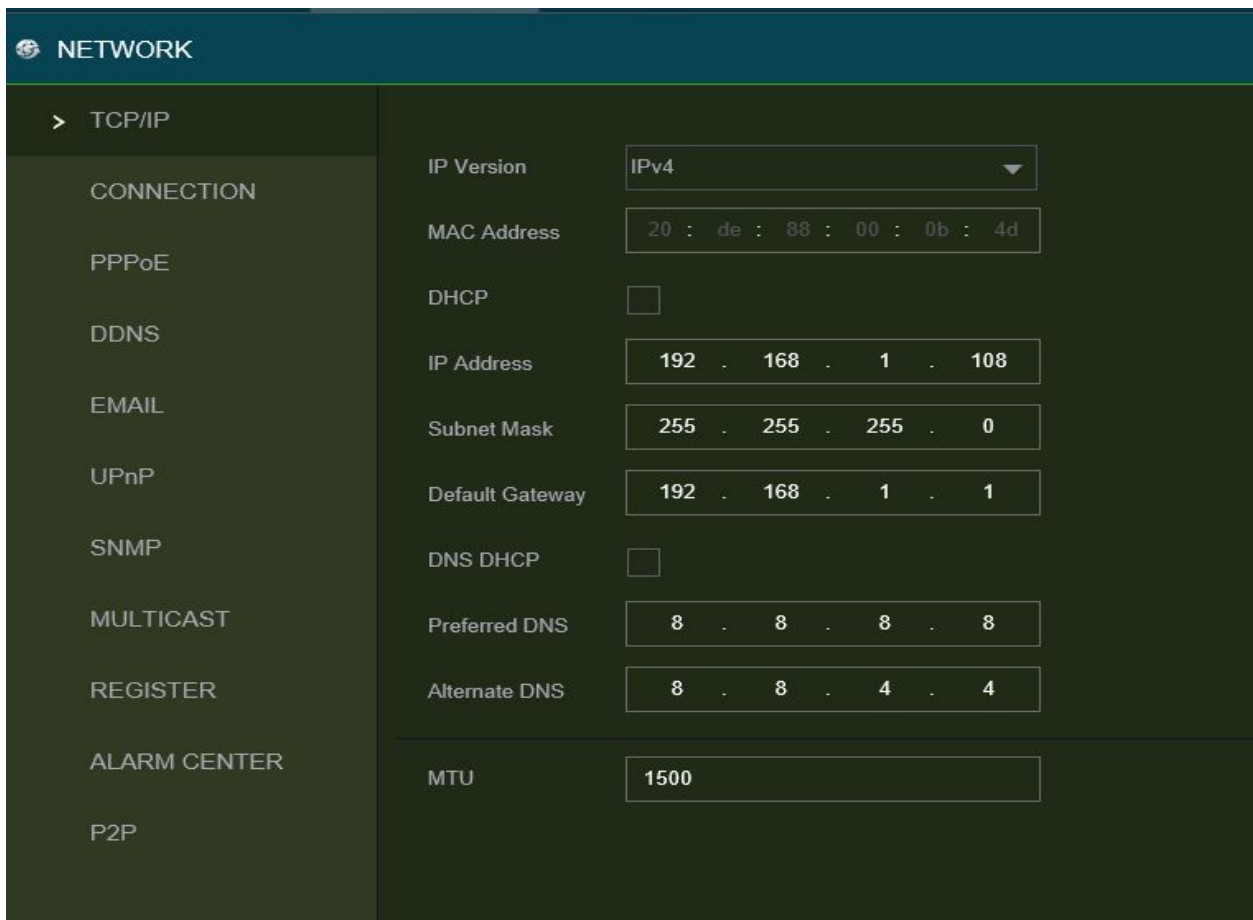
In some cases the Test will fail. Try the following solutions.

Solution 1: Primary and Alternate DNS settings are set wrong under **Network > TCP**

Set the Primary DNS to: 8.8.8.8

Set Alternate DNS to: 8.8.4.4

Try testing the DDNS again.



The screenshot shows the 'NETWORK' configuration page with the 'TCP/IP' section selected. The settings are as follows:

Setting	Value
IP Version	IPv4
MAC Address	20 : de : 88 : 00 : 0b : 4d
DHCP	<input type="checkbox"/>
IP Address	192 . 168 . 1 . 108
Subnet Mask	255 . 255 . 255 . 0
Default Gateway	192 . 168 . 1 . 1
DNS DHCP	<input type="checkbox"/>
Preferred DNS	8 . 8 . 8 . 8
Alternate DNS	8 . 8 . 4 . 4
MTU	1500

Solution 2: Default the DDNS registration page and save it. After defaulting the DDNS select the checkbox at the top to enable it select Custom and set the name you would like it to be

Example: "johndoe" and test it again.

Solution 3: Try a different Domain Name as the name may already be registered to another device.