



## Determining IP Addresses

Before setting up a system for a customer, we usually will try to get an idea of the customer's network (unless we will be including a router in which case the system will be programmed to 192.168.88.XXX) You may also need to obtain the IP address in case you are troubleshooting a system and need to change the address of the computer to access some other components of system. The method to get the address depends on the device being used to get the address.

### ***How do I find the IP Address/Range of a customer?***

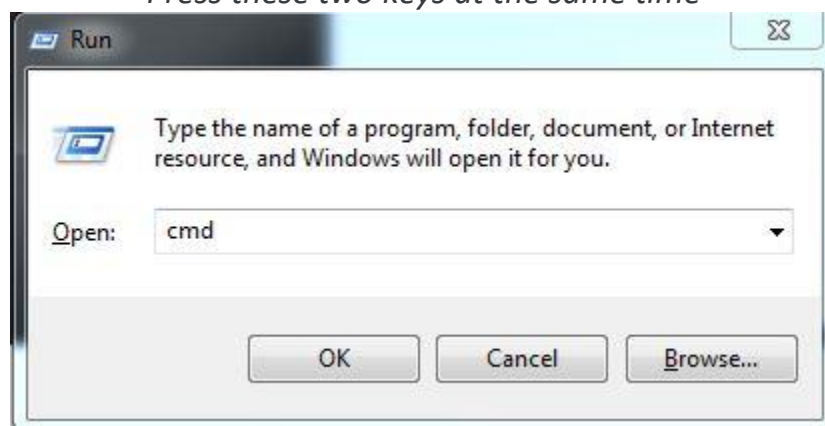
Ideally we should have access to a computer/laptop that is connected to the same router as the NVR/Cameras/Bridges are connected to. If not you can also get the addresses through a phone or iPad wirelessly connected to the network.

### Windows Based PC Method:

1. Open the run program by pressing the Windows Key + R key at the same time to open the run prompt and type in "cmd" and clicking OK



*Press these two keys at the same time*



*Type "cmd" and hit OK to bring up the command prompt*

2. In the command prompt type in "ipconfig" to get network info. Most importantly we are looking for the IPv4 Address (The ip address of the machine you are running the command from) and the Default Gateway (The ip address of the router you are connected though)

```
C:\Windows\system32\cmd.exe
C:\Users\TECH>ipconfig

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . :

Wireless LAN adapter Wireless Network Connection:

    Connection-specific DNS Suffix . : protelecalarms.com
    Link-local IPv6 Address . . . . . : fe80::8d76:230f:e9e8:4486%11
    IPv4 Address. . . . . : 172.16.248.235
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 172.16.248.1

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . :
    Link-local IPv6 Address . . . . . : fe80::6429:9e56:1cdb:49d5%10
    IPv4 Address. . . . . : 172.16.248.22
    Subnet Mask . . . . . : 255.255.0.0
    IPv4 Address. . . . . : 192.168.0.225
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 172.16.248.1
                                192.168.0.1

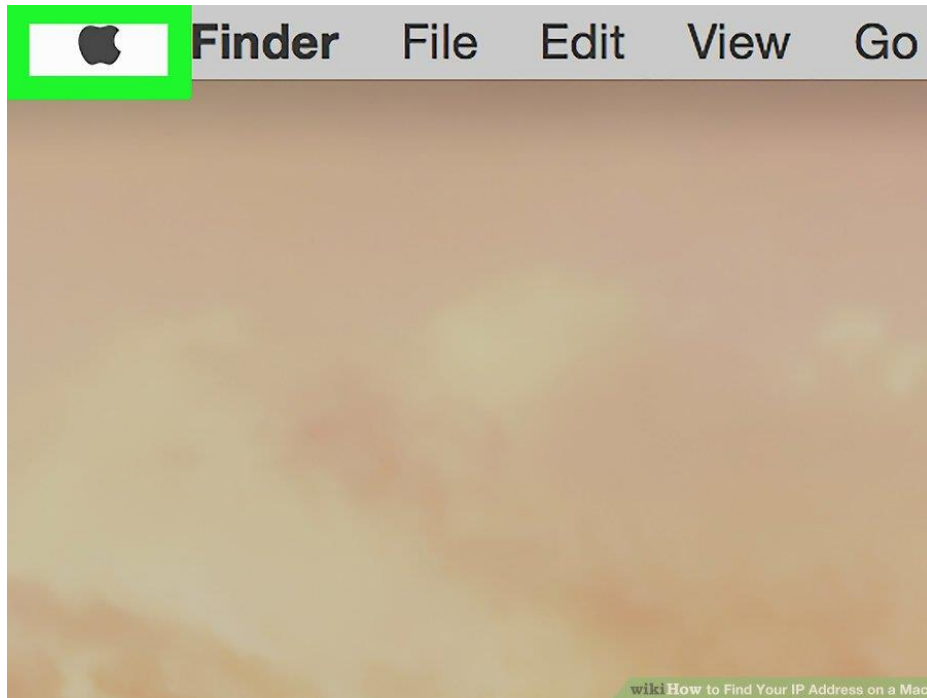
Ethernet adapter VirtualBox Host-Only Network:

    Connection-specific DNS Suffix . :
    Link-local IPv6 Address . . . . . : fe80::95fa:ccb:f36f:cb23%16
    IPv4 Address. . . . . : 192.168.56.1
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . :

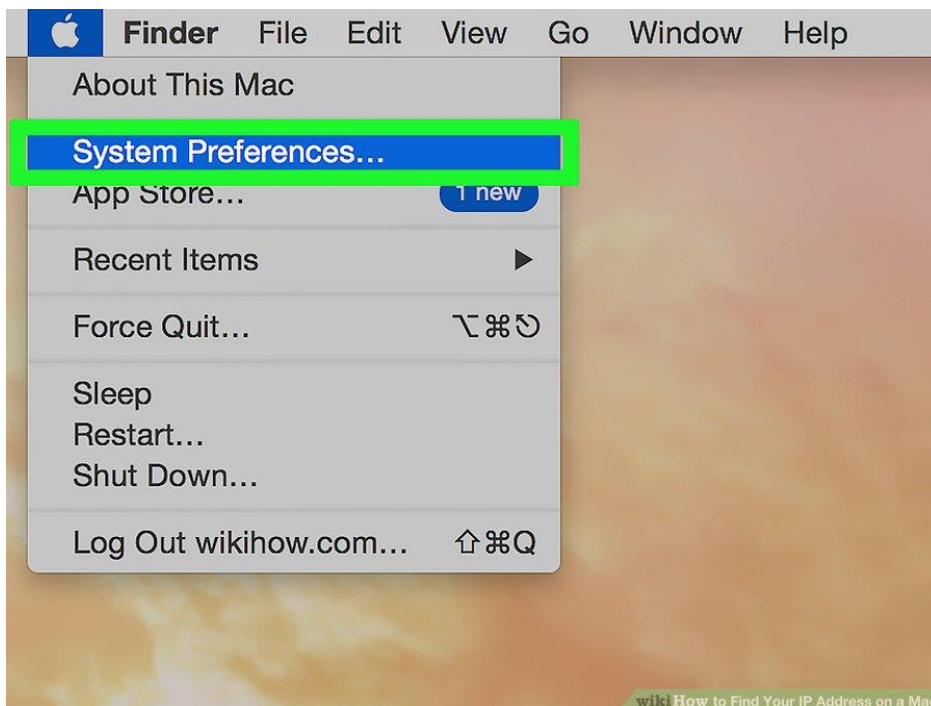
C:\Users\TECH>
```

*Note that there are different connections listed, usually the end users will only have one of the two connections between Wireless LAN adapter or Ethernet adapter. You should be looking for the information on your method of connecting to the router from the Computer*

Mac OSX Based PC Method:



*Step 1: Click Apple icon in upper-left corner*

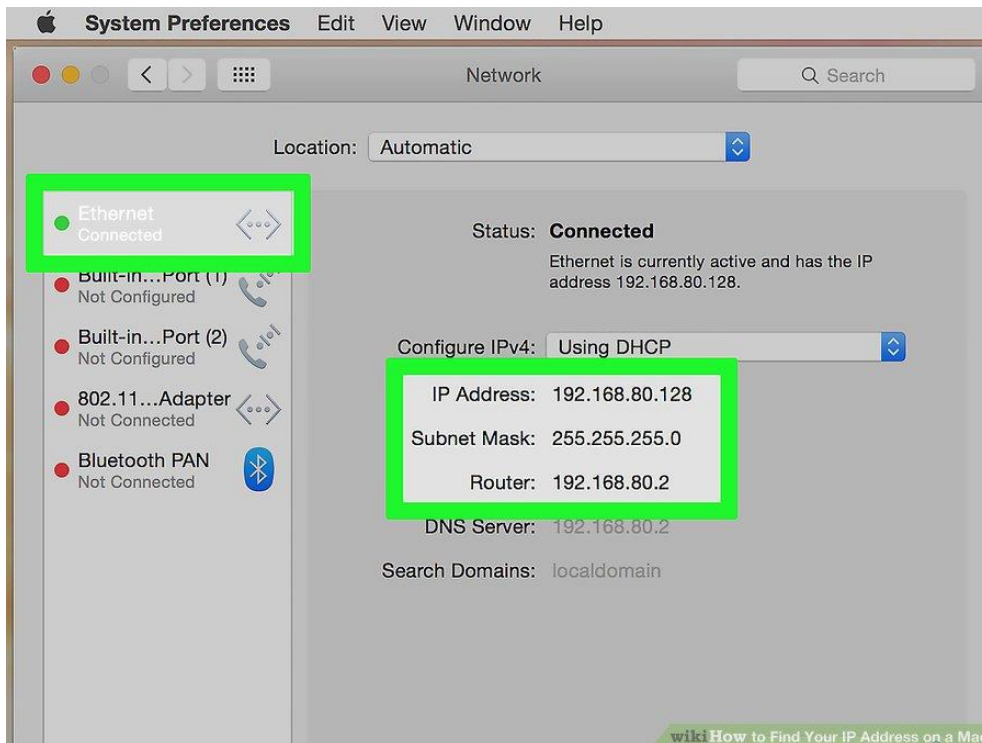




Step 2: Scroll down and select System Preferences



Step 3: Find and click the Network icon





*Step 4: Select your connection, online connection indicated by green dot to the left of the connection name*

iPhone Method:

1. Open the "Settings" app icon, navigate and tap on "Wi-Fi Networks"
2. Find the Network name of the router you are currently connected to and tap the blue (i) info button next to the active network's name
3. Scroll down to find the IP address and Router address(default gateway)



-104 AT&T Wi-Fi 11:16 AM 100%  
Wi-Fi Sur

### Forget This Network

IP ADDRESS osxdaily.com

**DHCP** BootP Static

IP Address 192.168.0.5

Subnet Mask 255.255.255.0

Router 192.168.0.1

DNS 160.3

Search Domains

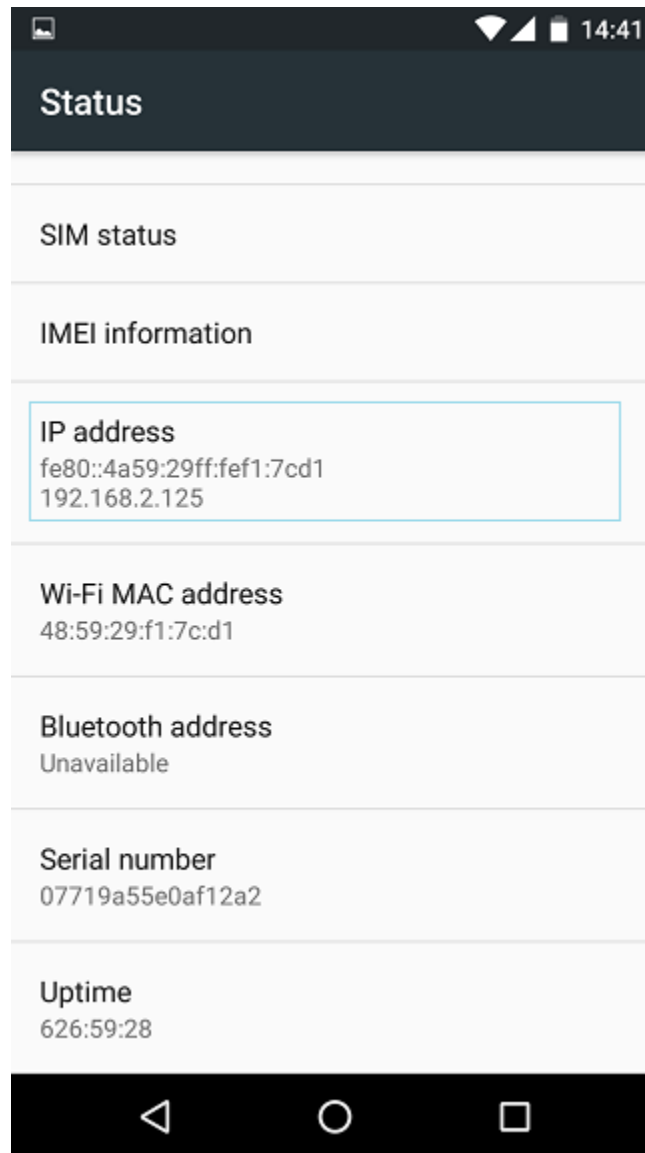
Client ID

Renew Lease

*The default gateway is known as "Router" on Mac operating systems*

Android Method

1. Unfortunately without downloading any additional software the other address we can get from an Android device is the IP address which will only give us an idea of what the default gateway is.
2. Open the “Settings” app, find and tap on About phone/tablet
3. Tap on status and then you should see the general information of your device including your IP address



*You can get the Wi-Fi address but no router. Based on the knowledge provided above and assuming this is the only router on site, you could guess that the default gateway is 192.168.2.1*