# Telstra DJA0231 Port Forwarding

Some customers have reported issues with their Telstra NBN Technicolor DJA0231 Smart Modem Gen 2 when trying to access their cameras using the IVSEC X smartphone app.

Image of Telstra DJA0232 Smart Modem Gen 2

Symptoms reported by customers include:

- Cameras very slow to appear on the app or showing as "**offline**" or "**connect close**".
- Only occurring when using 4G / 5G mobile data on their smartphone. When connected to their home WIFI the cameras work OK on the app
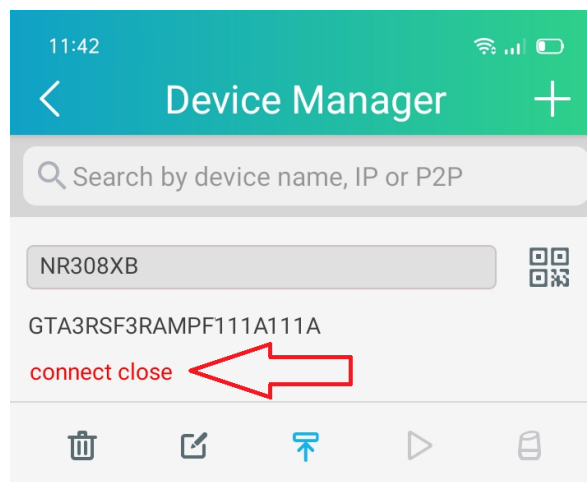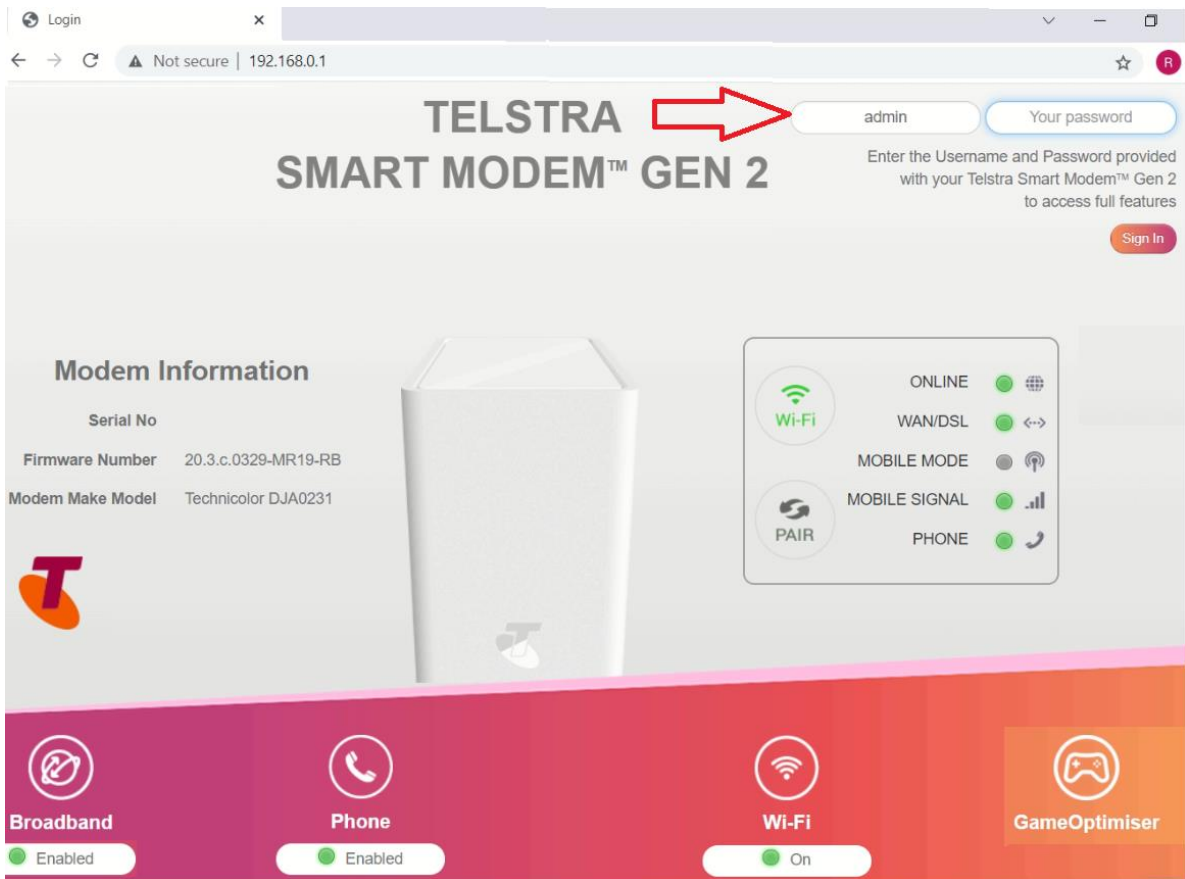
If you are experiencing these issues, please follow these troubleshooting steps:

- Confirm your Product model number by checking the label on the bottom of the modem (DJA0231)
- Power off the DJA0231 for 30 seconds and turn back on. Waiting for approx. 5 minutes while the internet re-connects and test your app again.
- If cameras are still showing "**offline**" when using 4G mobile data then login to the gateway using a web browser and setup port forwarding
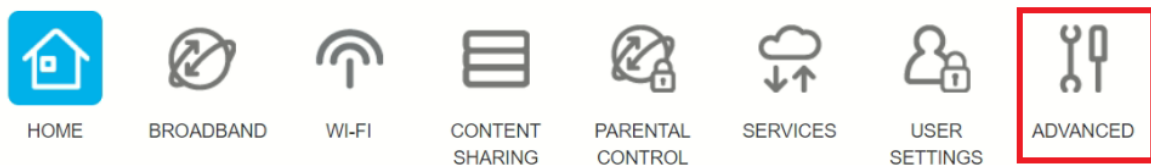
Default IP address of DJA0231: 192.168.0.1
Username: admin
Password: Telstra

- Click "**Advanced**"

- Click "**WAN Services**"

- Click "**Add new IPv4 port mapping**"

- Name: **ivsec**
- Protocol: **TCP**
- WAN Port: **9000**
- LAN Port: **9000**
- Destination IP: **Enter the IP address of your IVSEC Recorder**
  https://www.youtube.com/watch?v=sRS-koV2GJw
- Click the **save** button as showing in image (arrow pointing to button)

- Once saved the screen should appear as below
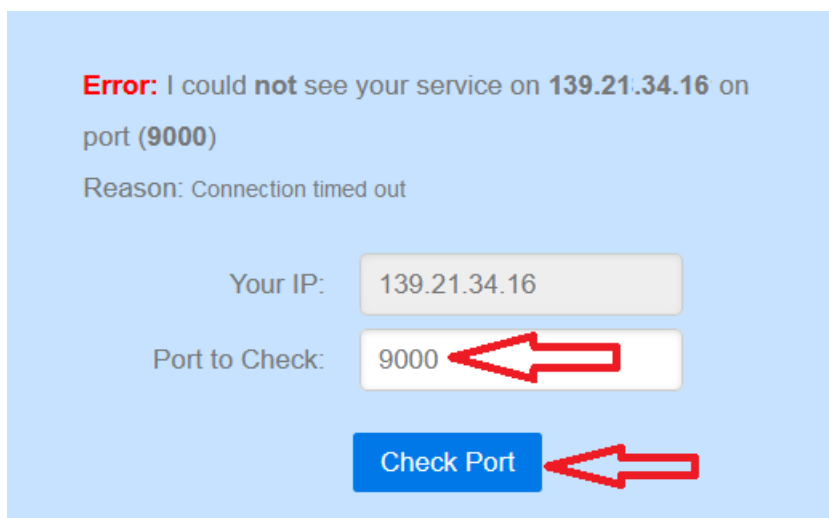
- Go to https://www.canyouseeme.org/
- Port to Check: type in **9000**
- Click "**Check Port**"

Result Meaning

Error – Port forwarding has not been setup correctly. If your result is showing **Error** please repeat the above steps

Open – Your port forwarding configuration is successful. Continue to the next step

- Go to https://whatismyipaddress.com/
- Take note of the IP address listed against IPv4. This is your public IP address
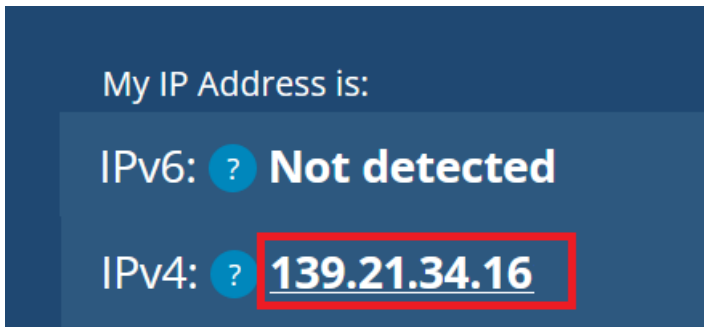
- Add the public IP address to the IVSEC X app
  https://www.youtube.com/watch?v=Qlozy83GMg8

- Ensure that the NVR is showing status: **Connected** in the app
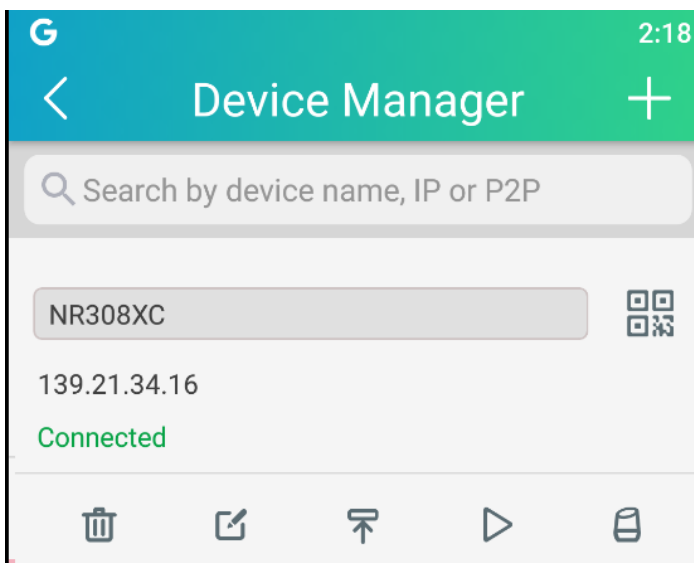
Please note that Telstra Residential NBN services are supplied with dynamic IP address. This means that the public IP address will randomly change resulting in the loss of your camera connection. Please review the options below:

Option 1: If you lose connection to your cameras when connected to 4G /5G mobile data go to https://whatismyipaddress.com/ to determine your current IPv4 public IP address. Then, open the IVSEC X app and press the edit icon as per image below to modify the IP address to the current address. Press "**Save**". The status should show as **Connected.**
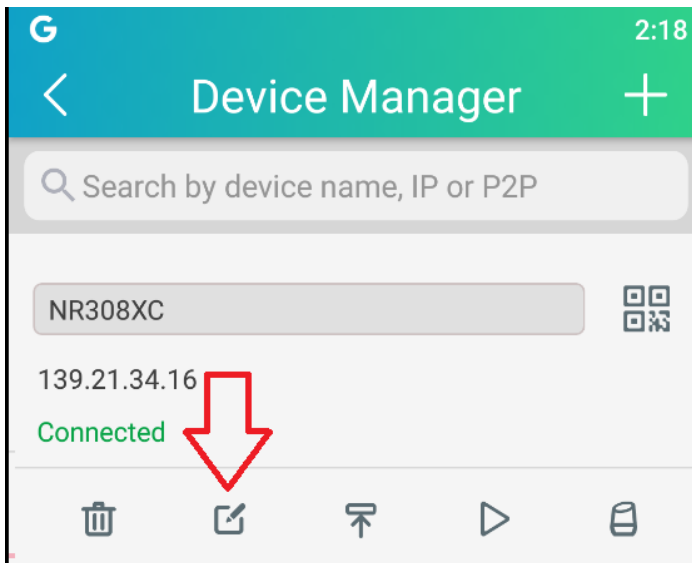
Option 2 – Contact Telstra to request that they provide a static IP address for your NBN service. A static address is an address that does not change. This may be a chargeable service from Telstra https://www.telstra.com.au/support/category/broadband/manage/more-information-about-ip-addresses-and-dns-settings

Option 3 – Setup a free DDNS account and configure DDNS in your modem / router. https://www.noip.com/support/knowledgebase/free-dynamic-dns-getting-started-guide-ip-version/

For further instructions regarding setting up DDNS in your modem/router refer to link below https://www.noip.com/support/knowledgebase/how-to-configure-ddns-in-router/

Important:

In most cases you have the option to supply and install your own modem/router rather than using a Telstra branded modem. This may allow better configuration control options and prevent the need to setup port forwarding to access your cameras remotely. Please refer to the link below for further details:

BYO Modem /Router - Telstra Forum

Alternatively, a very secure option is to setup a VPN connection to access your NVR/cameras remotely. Configuring a BYO modem/router as well as VPN setup will not be detailed in this document. Please contact your local IT Support for further assistance