

[FAQ]

Why can't I access my GV-IP Devices from the Internet?

Article ID: GV15-13-02-27-I

Release Date: 02/27/2013

Applied to

GV-IP Devices

Question

Why can't I access my GV-IP Devices from the Internet?

Answer

Devices on a LAN are not automatically accessible from the Internet, and typically only the external IP address of the router can be connected from outside. To access your GV-IP Device from the internet, you need to set up port forwarding (port mapping) on your router to allow remote connection to the devices within your private LAN.

To see a complete list of port forwarding guides listed by router manufacturers, please visit http://portforward.com/english/routers/port_forwarding/. Find your specific router manufacturer and follow the guides to set up your router. After that you can access your GV-IP Device from the Internet.