



TELESTREAM



## Application Note

### Setting Up Vicomsoft's SoftRouter to use with ClipMail Pro and ClipExpress

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#### Introduction

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This Application Note guides the ClipMail user through the Vicomsoft set up process by using a simple dial up connection example. Please refer to the attached network diagram. It is highly recommended that you also read the Vicomsoft technical literature to become familiar with the features and functions not covered here.

#### Basic Setup Procedure (ClipMail send only)

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1. Set up the hardware.  
You will need a PC or Mac with an ethernet interface and a modem. You can connect the ClipMail unit to the PC/Mac in one of two ways:  
  
Use a standard category-5 Crossover ethernet cable to connect the PC/Mac directly to the ClipMail unit. OR:  
  
Connect both the PC/Mac and the ClipMail unit to an ethernet hub using standard category-5 ethernet cable.
2. Connect the PC/Mac to an active analog phone line using standard phone cord.
3. You will need an account with an Internet Service Provider (ISP) to continue. If you do not, stop here and resume after you sign up with one.
4. Check that your PC/Mac's ethernet card is properly installed.
5. Check that your modem is properly installed and that you can connect to your ISP and use the internet.
6. Run the Vicomsoft SoftRouter installation program on the PC/Mac and reboot when finished.
7. After your computer reboots the Vicomsoft SoftRouter 'Auto Setup' application will launch automatically. Click 'start.'
8. After the application is finished click 'OK.' Allow the application to reboot your computer.
9. After your computer reboots the Vicomsoft SoftRouter application will launch. Look for a sub-window titled 'Status View.' Double-click the port name beginning with 'NAT.'
10. In the properties box that appears change 'Connection Method' to 'PPP' if it is not set to this already.
11. Under 'Network Properties' verify that 'Network Address Translation' is checked.
12. Click the 'Login Options' tab.
13. Enter the dial-up access number, username, and password for your account with your ISP. For 'Login Using' most ISP's use 'PAP/CHAP.' Click 'OK.'
14. Double-click the port named 'Ethernet.'
15. Under 'Network Properties' make sure that 'Network Address Translation' is **not** checked and that 'Can Serve DHCP' is checked. Click 'OK.'
16. Set your ClipMail unit to obtain an IP address from a DHCP server. (On the unit touch Set-Up then touch the 'Network' tab.) Reboot the unit afterwards.
17. After your ClipMail unit reboots you should be able to send a clip.



**Note:** During the first 30-45 seconds of trying to send a clip the ClipMail unit will display 'remote ClipMail is not responding.' This is normal while the SoftRouter is bringing up the internet link.

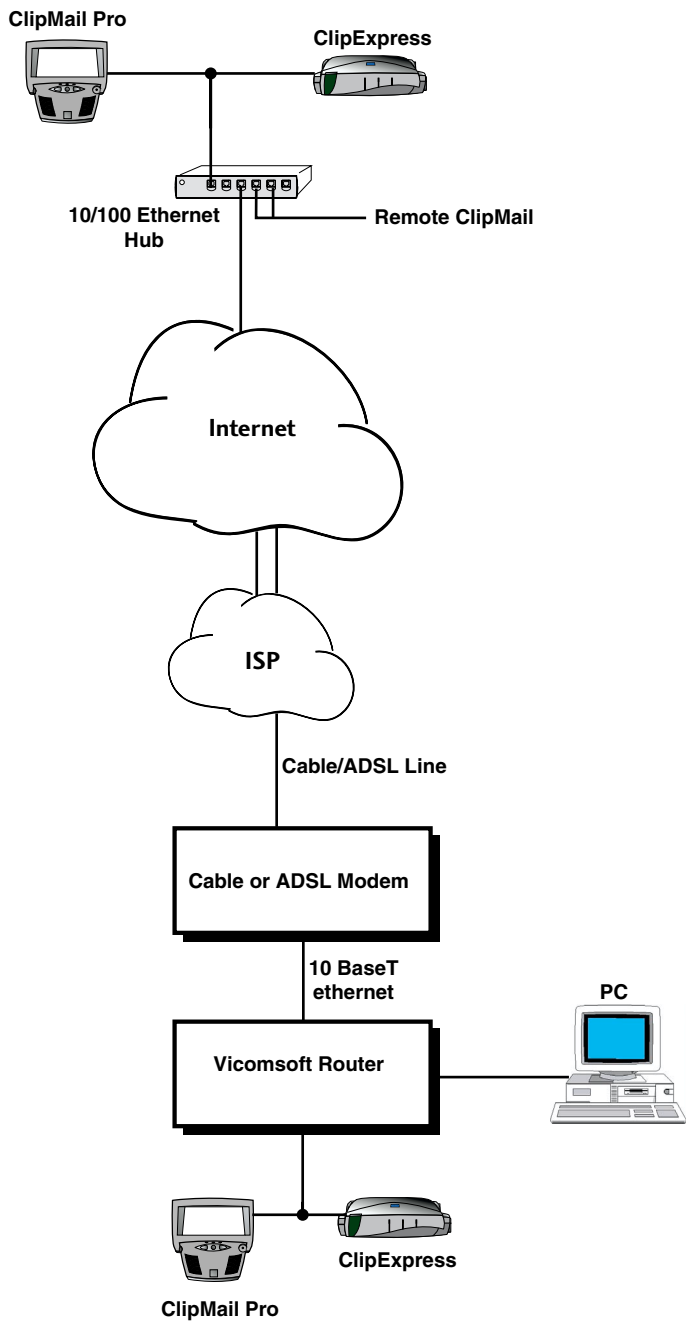
## **Configuring Vicomsoft SoftRouter to Allow the ClipMail Unit to Receive Clips**

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At this point you may send clips from your ClipMail unit but you cannot receive clips. To configure the Vicomsoft SoftRouter to allow the ClipMail unit to receive clips, follow these additional steps:

1. Assign your ClipMail unit a static IP address that is on the same network as the Vicomsoft SoftRouter. (The default network is 192.168.181.0 / 255.255.255.0 so you might assign your ClipMail unit an address of 192.168.181.150)
2. In the Vicomsoft SoftRouter Server application, open the 'Edit' menu and select 'Preferences...'
3. Under 'Local User Mode' select 'Advanced.' Click 'OK.'
4. Open the 'Network' menu and select 'Incoming Mapping...'
5. Click 'New Host.'
6. For 'Host IP Address' enter the IP address you assigned your ClipMail unit in Step 1.
7. For 'Service Name' choose 'FTP.'
8. Click 'OK.'
9. You can now send a clip to this ClipMail unit by sending it to the address listed in the Vicomsoft SoftRouter Server application next to the port named 'NAT PPP.'

**Note:** If you are not connected to your ISP and you do not receive a static address from your ISP then this space will say 'dynamic.' Simply bring the connection up and the IP address will appear.





## **For More Information**

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For more information on ClipMail products, please contact us via any of the following methods:

**web:** [www.telestream.net](http://www.telestream.net)

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