How To Set Up The CyberQ

Part IV
Port Forwarding

Port forwarding is a setting in your router that will direct a request coming in from the Internet to a device or program on your network. This is the technology that enables Web cams and online gaming. The CyberQ only requires a single port to operate, so it is relatively simple to setup.

Again, you need to access your router's web interface. Look for a menu item, a link, or a tab that will usually be labeled Port Forwarding, or NAT/Gaming, or it may be in a section dealing with firewalls and/or security.

Once you find the port forwarding section, you will probably see a table or grid showing active definitions. The definition will involve an application name, an internal and external port, plus an IP address. Many times you can select a pre-defined application from a drop-down box; if so, you will want to select HTTP, as the CyberQ responds to Web requests. Both ports will, at least initially, be set to 80, and the IP address will be the CyberQ's reserved address.

Once you set these values in place and save them, many times remote access will be up and running. To test, take your smartphone and turn WiFi off so it is running on cellular Internet. Open up a browser and type in the public IP address you got from www.whatismyip.com. With luck, your smartphone will pull up the main CyberQ page and you will be done.

If the page does not pull up, you need to review the port forwarding settings already in place. Some routers or ISPs reserve port 80 for internal use. In this case, you will have to go to the CyberQ WiFi setup page and change the HTTP port to 8080 or 8008. Click the Submit Values button and power-cycle the CyberQ.

Now to access the CyberQ, you will have to add :8080 to the end of its network IP. It will look like this: 192.168.1.xx:8080. Once you enter that into your browser, the CyberQ will popup again.

Switch back to the router tab and change the port forwarding definition to use port 8080 and save/apply the change. Test with your smartphone again, this time adding :8080 to your public IP address. If this works, you are done. If not, go back and restore the CyberQ to use port 80.

Sometimes if an ISP – especially DSL providers – give you a cable or DSL modem, and then you add a router. But the unit they give may also have a router in it. This causes a condition that is a firewall inside a firewall, so that the CyberQ is blocked from receiving remote requests. The same condition can be caused if you use a second router to try and extend WifFi signal to your cooking area.

The first situation can be solved by putting the combination in "bridge mode", which disables its router functions. Then all router functions happen through your own device and nothing is blocked. The second situation is solved by turning the second router into an "access point" or range extender, so all IP addresses and firewall functions are handled through the main router.

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Customer Service

If you have trouble at any stage, The BBQ Guru is here to help you. Please do NOT spend more than a couple of hours trying to get set up. Email your problem to us at: customerservice@thebbqguru.com. We can either send back some tips, or set up a remote support call so we can get you over the hump without pulling your hair out.

We are collecting screenshots of firmware from various WiFi routers. They will be published separately on the web so that you can see where and how to apply the tweaks and settings needed. If you would like to add to our collection, we encourage you to send the screenshots to the same address.