

If you have trouble viewing our live video feed

Windows Users

The recommended web browser is **Internet Explorer**. However, **Internet Explorer-64 bit** and **Internet Explorer-No Add-on** version are not compatible.

Make sure you have entered the correct URL in your web browser: <http://50.125.97.26>

If you have tried unsuccessfully to access the video feed, it is possible that Internet Explorer is preventing you from downloading and installing the needed plugin. To reset **Internet Explorer** go to the menu for **Internet Options**. Select the **Advanced** tab . There will be a button at bottom of the screen labeled “**Reset Advanced Settings**”. Click **OK** then **quit Internet Explorer** and **re-open**.

If you are able to log in but unable to see the live feed, make sure DirectX is enabled. If DirectX is not enabled, update the DirectX and video card drivers by updating your video drivers. For instructions on how to setup and configure DirectX go to <http://q-see.com/files/ResourceFiles/Enabling%20Active%20X%20for%20Windows.pdf>

Anti-Virus programs such as Norton and Kaspersky may block the ActiveX download of the video feed. Most of anti-virus programs give the option of temporarily disabling.

It is possible that the network you are connecting from might be blocking the video feed. Some places like libraries or office networks block logging into a live feed. Check with your network’s IT Administrator.

Mac Users

The recommended web browser is **Safari**.

Make sure you have entered the correct URL in your web browser: <http://50.125.97.26>

It is possible that the network you are connecting from might be blocking the video feed. Some places like libraries or office networks block logging into a live feed. Check with your network’s IT Administrator.