Open Internet Explorer. If your computer runs on Windows Vista, find the Internet Explorer icon on the task bar, right click and select “Run as Administrator”. See Figure 1-1

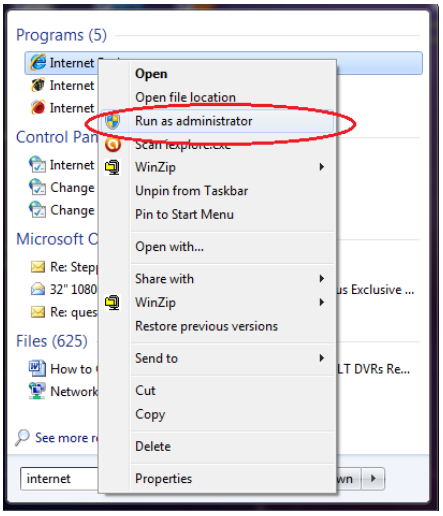

Figure 1-1

Go to “Tools” and left-click and Select “Internet Options”. See Figure 1-2

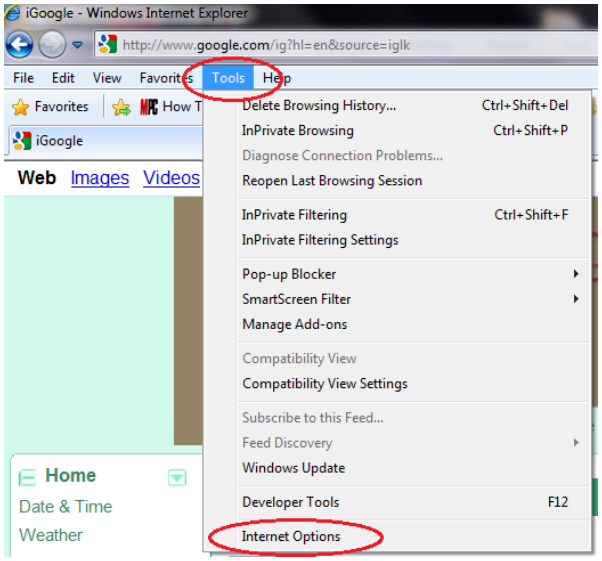

Figure 1-2

Left-click on the “Security” tab and Left-click “Custom Level” button. See Figure 1-3

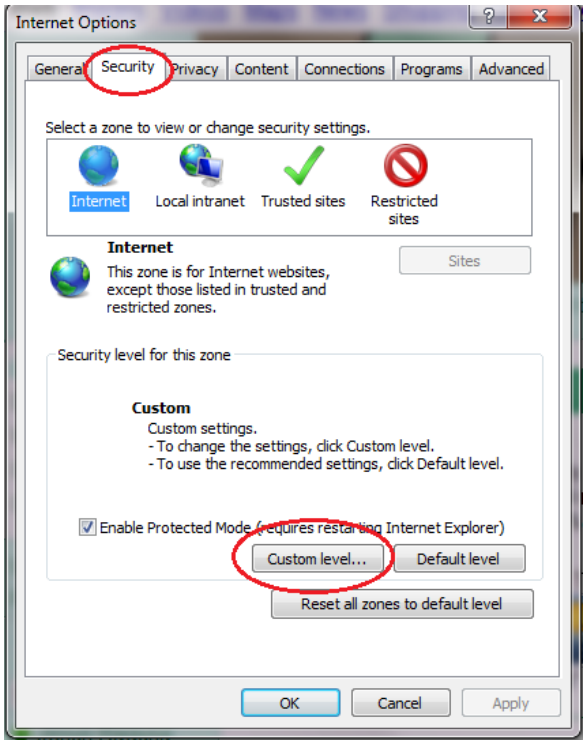

Figure 1-3

On the menu that pops up, scroll approximately ¼ of the way down. Locate “Download signed ActiveX controls” and “Download unsigned ActiveX controls”. Set both to “Prompt”. Click on “OK”, “Yes” to the information box that shows up, “Apply” and “OK” again. See Figures 1-4 and 1-5

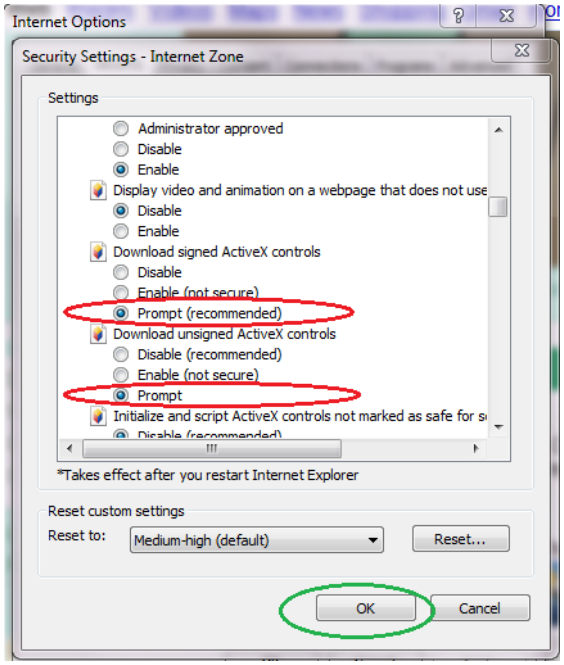

Figure 1-4

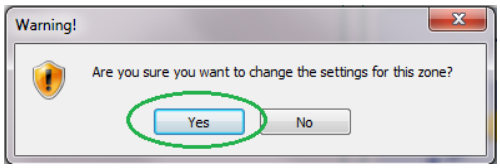

Figure 1-5

Exit out of Internet Explorer, and then open Internet Explorer again to ensure the changes you made are saved.

Now, when you connect to the DVR, you will get a prompt on the top of the page to download ActiveX from an unknown publisher, click on it and choose “Run for All Web Pages”, then choose the “Run” button. If another “Security Warning” appears after clicking the ‘Run” button just click install to finish the ActiveX installation process. Within moments you will see the log in screen of your DVR. See Figures 1-6 and 1-7

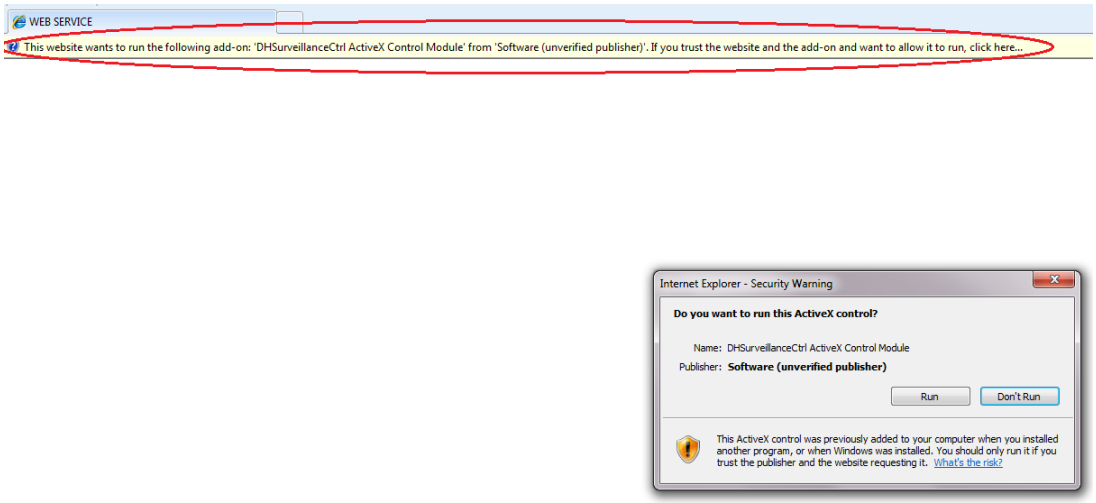

Figure 1-6

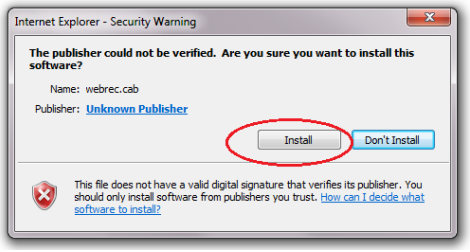

Figure 1-7

Make sure when the WEB SERVICE page opens that you click the "Compatibility View" button located to the immediate right of the address bar; it will look like a torn piece of paper. See Figure 1-8

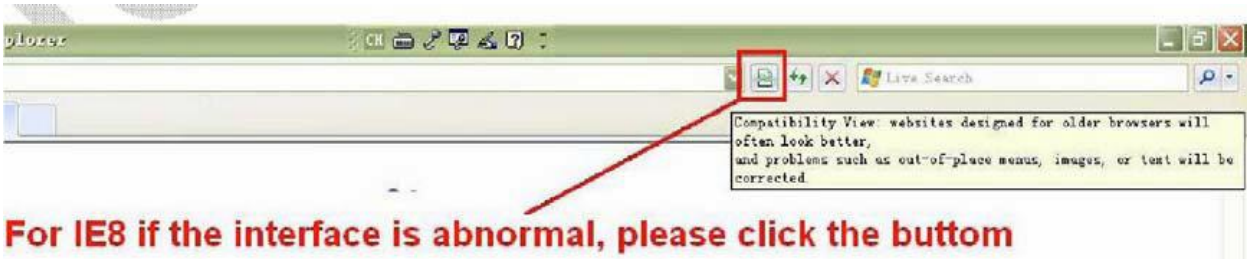

Figure 1-8

NOTE: These steps are necessary when connecting to your DVR for the first time. After these changes are made you should not have to repeat these steps on the same computer.