



### Webcam Troubleshooting Instructions for Carmichael

- Open Internet Explorer
- Click on Tools > Internet Options
- Click the Security Tab
- Click the Internet icon
- Click Custom Level button
- Scroll down and change "Download unsigned ActiveX controls" to Prompt
- Click the OK button
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- In the address bar, type in... <http://12.71.44.138> and hit the Enter key (or click the Go button)
- You should be prompted to install an ActiveX control. Usually this will appear as a light yellow bar across the top of the page.
- Click on this bar and then click "Install ActiveX control..."
- Next you should see a dialog box appear which says: Internet Explorer - Security Warning The publisher could not be verified. Are you sure you want to install this software?
- Name: WebDvr3.cab
- Publisher: Unknown Publisher
- Click Install and then wait a few seconds
- You should now see a black box that says "Login please..." and under it a place to enter your User ID and Password.
- Enter these in the appropriate fields and click the Login button.