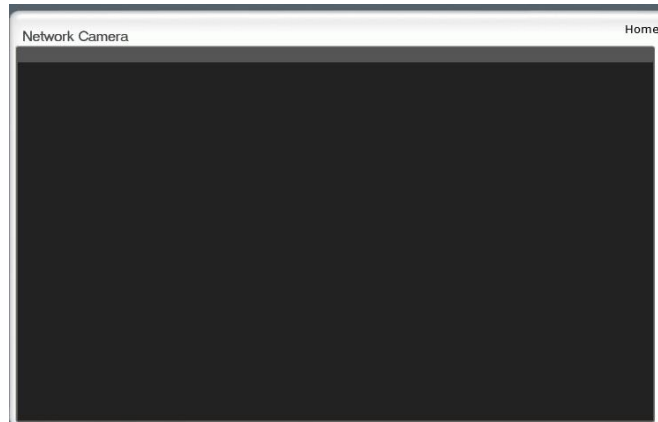


# Viewing the camera in Windows 10 with Internet Explorer

Several customers have been having issues installing and viewing their Wi-Fi cameras with Internet Explorer. We are testing the following fix.

## The Problem

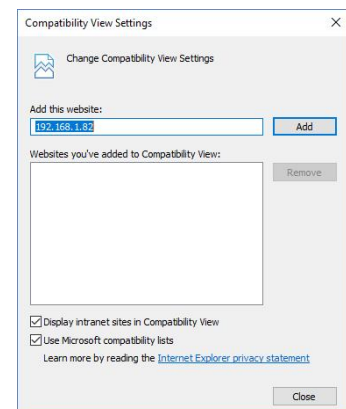
The video from the camera doesn't load. A black or gray screen is shown and sometimes it will say "loading the player"



## The Fix (it worked for us)

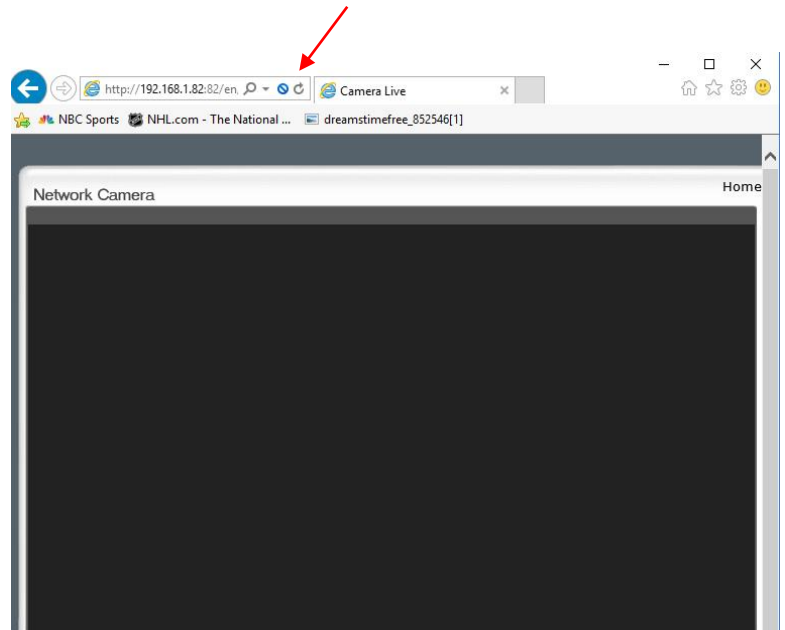
### Step 1. Run the Camera in Compatibility Mode

- a. Open the camera
- b. Under settings, click Compatibility View Settings
- c. Add the camera address to the list of websites to view in Compatibility mode
- d. Close settings
- e. The Camera will refresh

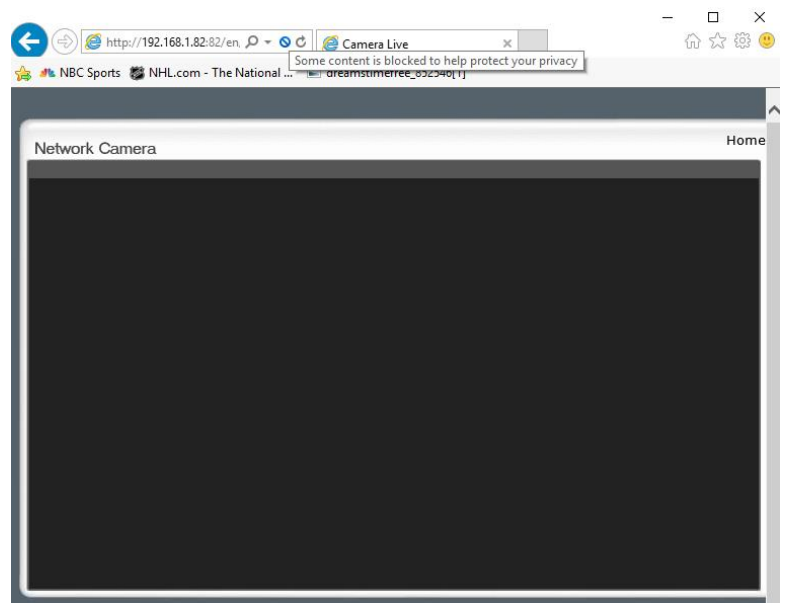


Step 2. If you still are unable to view the video, you will have to turn off ActiveX filtering.

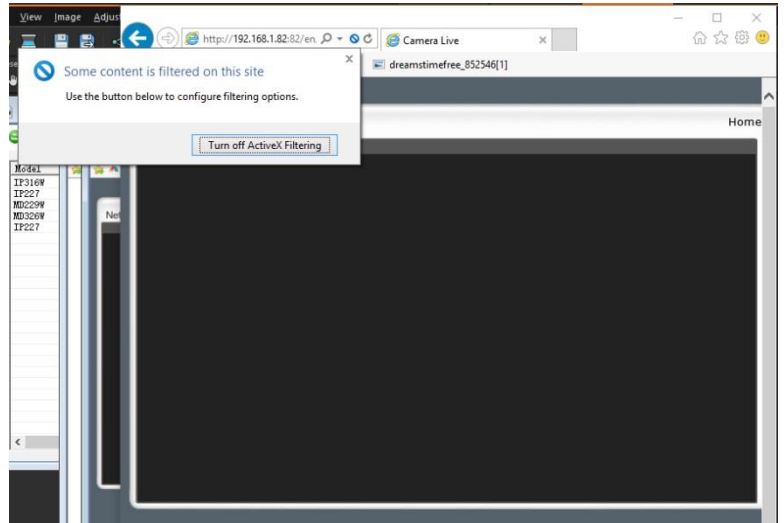
Look at the address bar for the blue circle with a line through it.



Hover your mouse over the icon and you will get a message about blocked content



Click the blue circle and turn off ActiveX filtering



A message will appear at the bottom of the window. It wants to load the IP Camera ActiveX.

Click **Allow**

Once it loads the ActiveX control, the live video should be shown on the screen.

