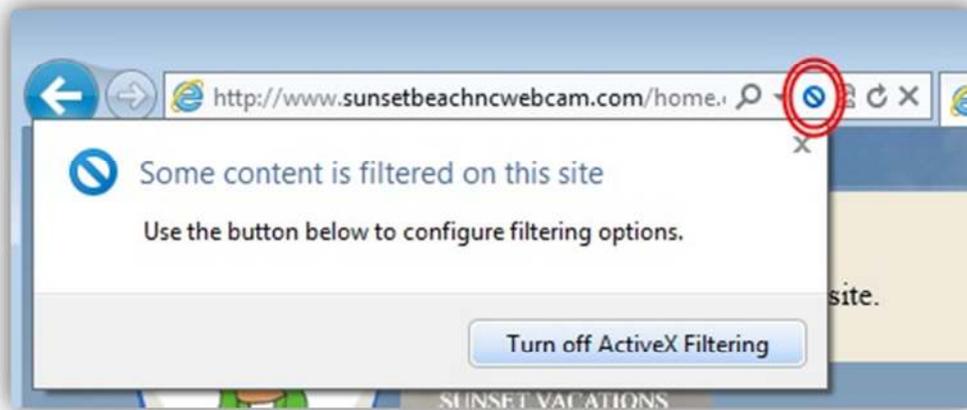


If you are having trouble viewing the web cams and are using Internet Explorer 9, please follow these steps necessary to allow the video to be displayed

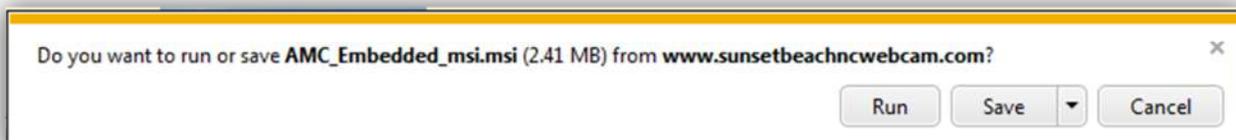
1. Disable ActiveX filtering for the site.
 - a. If you see a blue circle as shown in the image below, click on it and then click the button to “Turn off ActiveX Filtering”.
 - b. If you do not see a circle then ActiveX Filtering has been disabled already for all pages.



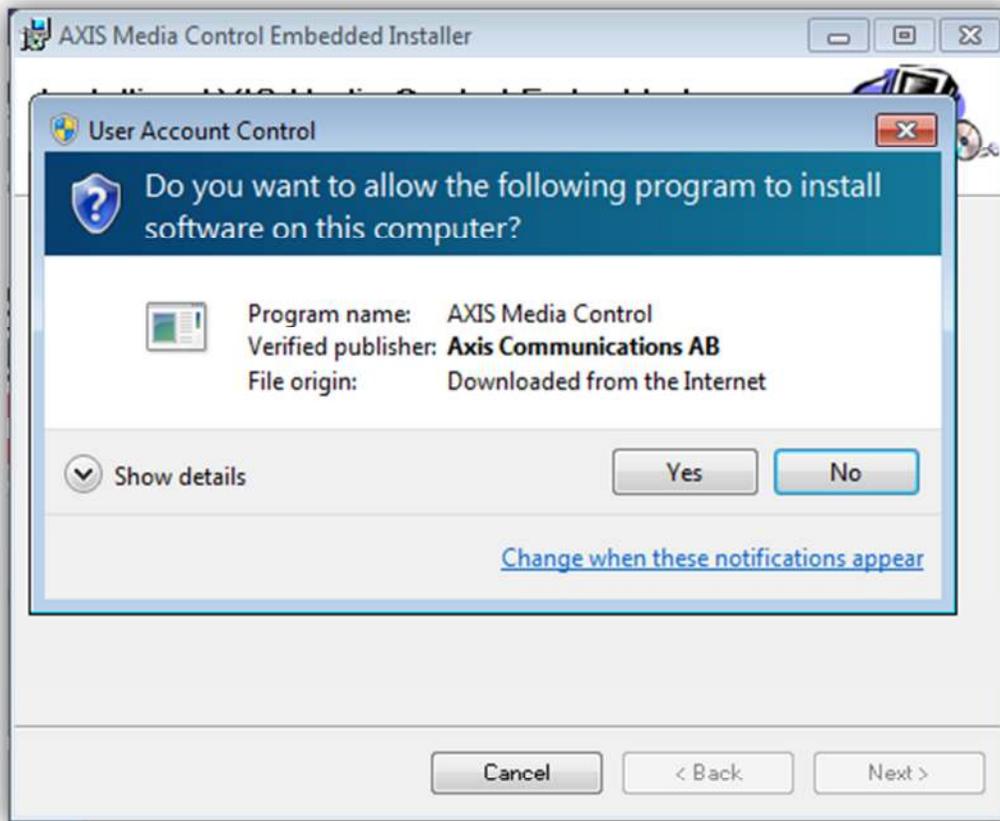
2. Cam 1 requires a small program called “Axis Media Control” to be installed on your computer to enable the video to be displayed in Internet Explorer. If you receive the error:



- a. Click on the “Click here” link to manually download the latest version of the “Axis Media Control” installer. (Direct Download: http://www.sunsetbeachncwebcam.com/AMC_Embedded_msi.msi)
- b. Internet Explorer will then ask you what to do with the file:



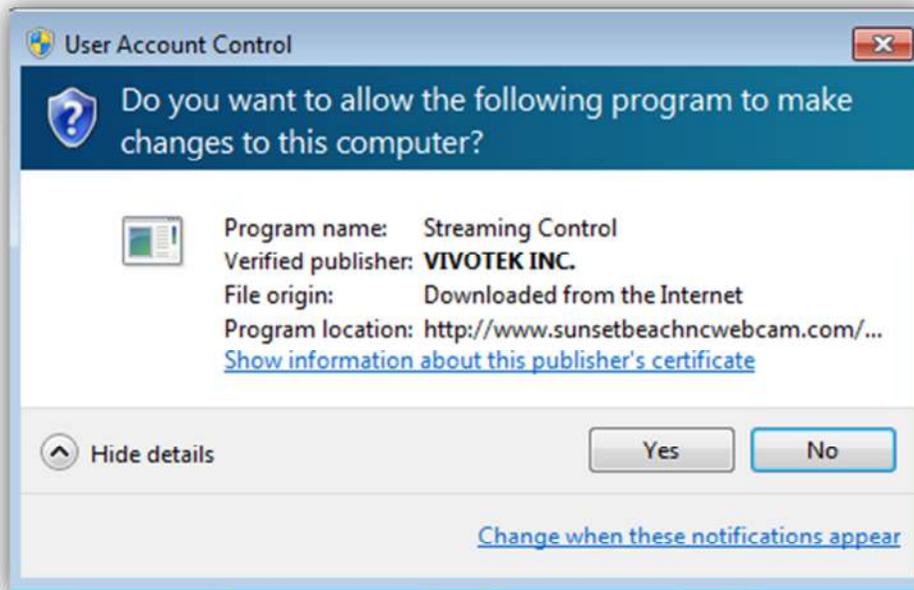
- c. Click on “Run” which will immediately launch the program installer. Click on “Next” in the installer window that appears. If you see a prompt from Windows UAC, click “Yes” to allow the program to install as show below.



- d. When the installation is complete click "Close" then return to the web page and refresh.
3. Cam 2 and 3 use a different program to display the video as they are a different brand of camera. The first time that you click on Cam 2 or Cam 3 you will be prompted to install Streaming Control as seen below.



4. After a few seconds while the program is downloading in the background you will received another User Access Control prompt from Windows.



5. Click "Yes" to allow the install to complete. The web cam should then appear and you can enjoy beautiful Sunset Beach from your computer.

If after completing these troubleshooting steps you are still unable to view the camera video streams, please try accessing the site using another Web Browser. Here is a list of browsers that are excellent free alternatives to Internet Explorer.

1. Google Chrome available to download from: www.google.com/chrome
2. Mozilla Firefox available to download from: www.mozilla.org/firefox
3. Apple Safari available to download from: www.apple.com/safari

If you continue to have problems viewing the camera video streams, please contact us using the form on the home page.

Thank you for visiting www.sunsetbeachncwebcam.com we look forward to seeing you at the beach soon!