

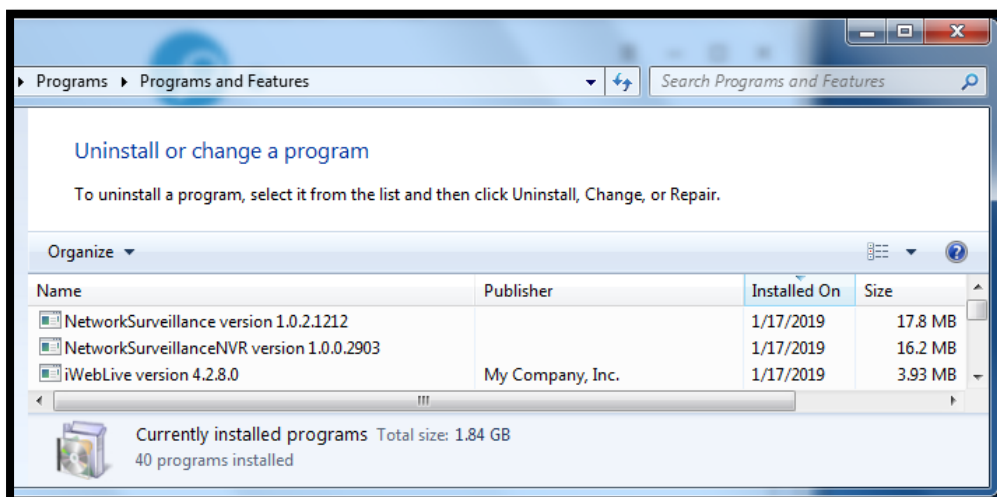
How can I install the plugin of my WBOX device when accessing it using Internet Explorer?

If it is your first time to access your WBOX IP Camera/NVR/DVR via Internet Explorer, you will be asked to install a plugin. To install the plugin, follow the steps below.

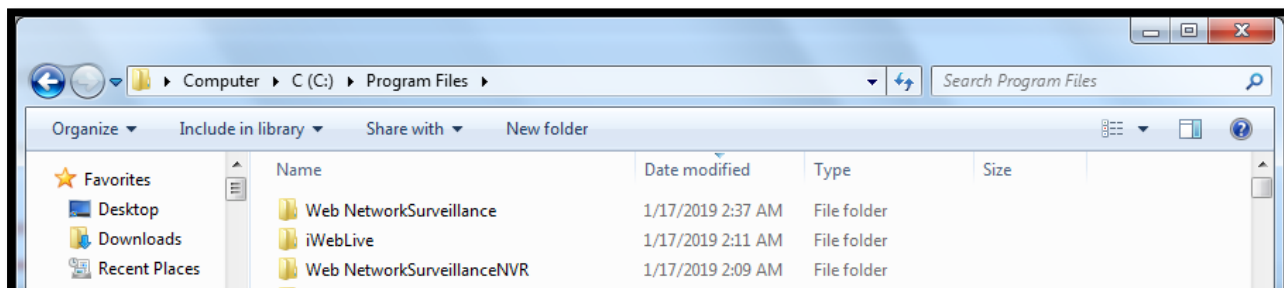
1. Close all anti-virus software in your computer.
2. Click **Download and install the new plugin** on the Internet Explorer when accessing the IP address of your device.
3. Click **Run**. Install the plugin following the prompt/instructions. **Note:** Make sure to close all web browsers before installing.
4. Try to access the device again via Internet Explorer.

If you already followed the steps how to install the plugin but it is not successfully installed, please try the resolution below.

1. Uninstall the plugin under **Control Panel > Features and Functions/Program**.



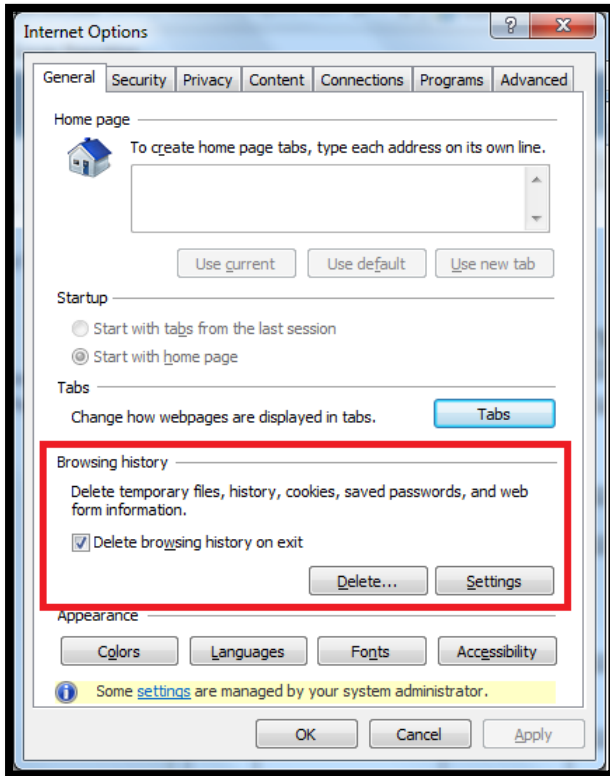
2. Remove all files related to the plugin in **C:\Program Files**



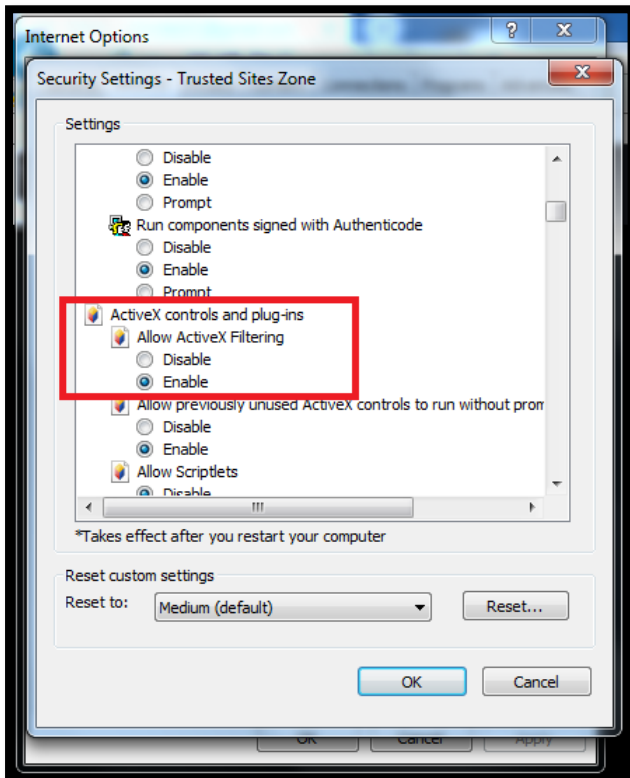
Notes:

Device	Plugin Name	Folder Name
IP Camera	NetworkSurveillance version X.X.X.X	Web NetworkSurveillance
NVR V3.3	NetworkSurveillanceNVR version X.X.X.X	Web NetworkSurveillanceNVR
DVR and NVR V4.2	iWebLive version X.X.X.X	iWebLive

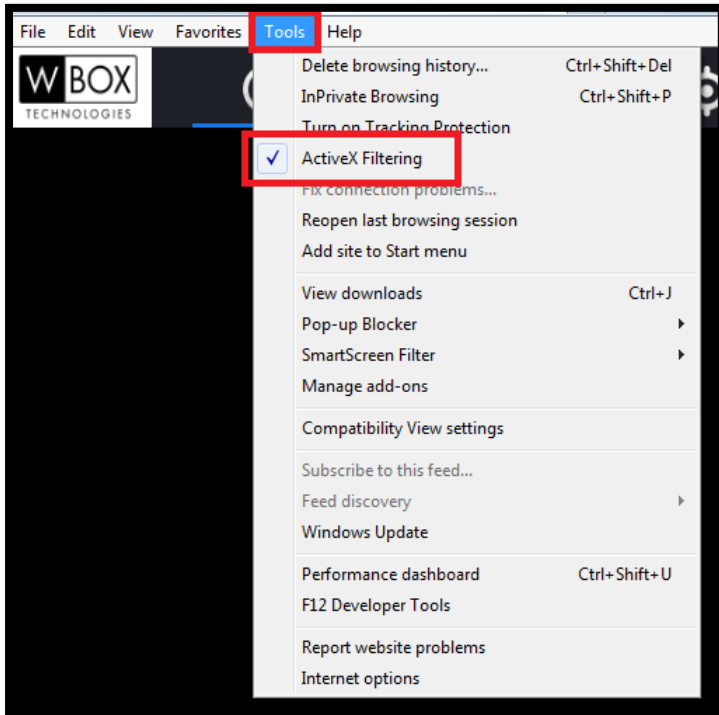
3. Delete all the browsing history and cookies in Internet Explorer. Go to **Settings > Internet Options > General** and look for Browsing History and then click Delete.



4. Enable all settings under ActiveX by going to **Settings > Internet Options > Security > Custom Level**.



5. Disable/Uncheck the Active X Filtering in the Internet Explorer menu > Tools.



6. Download and install the plugin again.
7. Check if you can now view the live video of your device.