

Install ActiveX control

**1. For users of IE 6.0 or above:**

When viewing the camera video for the first time via IE, the browser will ask you to install the **ActiveX** component.



1. If the installation failed, please check the security settings in the IE browser.

1. IE 🡪 Tools 🡪 Internet Options… 🡪 Security Tab 🡪 Custom Level… 🡪 Security Settings 🡪 Download unsigned ActiveX controls🡪 Select **Enable** or **Prompt**.
2. IE 🡪 Tools 🡪 Internet Options… 🡪 Security Tab 🡪 Custom Level… 🡪Initialize and script ActiveX controls not marked as safe 🡪 Select **Enable** or **Prompt**.

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| **5** |
| When popup the following dialogue box, click **Yes**.830-0642. You can choose another way: **Go to:** IE→Tools → Internet Options… → Security Tab → Trusted sites → Add the IP address and click **OK**.In the site list you can key one single IP address or a LAN address. For example, if you add **192.168.21.\***, all the IP address under **21.\*** on the LAN will be regarded as trusted sites.**2. To Non-IE Web Browser Users**If you use Firefox or Google chrome to access the IP camera but fails to watch the live video, please follow the steps to install necessary tools:(The following pictures are based on chrome.)a. You may see the prompt message as the picture below. Click the link: **Firstly, please install Microsoft Visual C++ 2010 Redistributable Package (x86).**noactivexThe link will conduct you to the Microsoft official site where you can download the tools. Please select the language and click **download**.In the pop-up window, please tick the first and the third file as the picture below. Click **Next** to download both **Microsoft .NET Framework 4 Client Profile (Web Installer)** and **Microsoft Visual C++ 2010 Redistributable Package (x64)**.After finishing downloading, execute the two files respectively to install them. The windows may ask you to reboot the PC when the installation is finished.b. Then, click the second link **Please click here to download the installation program which does not support IE browser** to download Setup ActiveX.After finishing downloading, execute the files to install **ActiveX**. Then restart the browser.c. If you execute the steps above but still cannot see live video normally, please try the following solution:Search for the file **np\_hoem\_x.dll** in your system disk. For Windows XP users, please go to **Start** → **Search** → Search for **All files and folders** and key-in **np\_hoem\_x.dll**. For Windows 7 users, please use the search bar on the top-right of the Windows Explorer.Delete all the files named **np\_hoem\_x.dll**. They're the **ActiveX** control tools installed in your computer, but the old version of **ActiveX** might not be compatible with the new version of the browser. Therefore, they need to be deleted in order to install the latest **ActiveX** control.Start your web browser, and repeat the step 2-b: **Download the installation program which does not support IE browser** to download and install **ActiveX**.noactivex |