

## Accessing the Cameras for Your Child

**Windows 2000 / XP/Vista:** *You Need to be Logged on as a User with Administrative Privileges*

1. Open Internet Explorer
2. In the address bar type [www.heirforcecommunityschool.com](http://www.heirforcecommunityschool.com)
3. Go to Web DVR on the left hand side of the page
4. On the page that opens type in your username and password and click **Login**
5. The next page will open (you will not be able to see anything)
6. On the toolbar at the top of the browser click on **Tools**.
7. Click on **Internet Options**
8. At the top of the window that opens click on the **Security** tab
9. Click on the **Custom Level** button
10. Scroll down until you see **Automatic Prompting for ActiveX Controls**
11. Change that setting to **Enable**
12. Scroll down until you see **Download Unsigned ActiveX Controls**
13. Change that setting to **Prompt**
14. Scroll down until you see **Initialize and script ActiveX Controls not Marked as Safe**
15. Change that setting to **Prompt**
16. Click **OK**
17. Click **OK** again
18. Either click the **Refresh** button at the top of your browser or press the **F5** button on your keyboard
19. Click **Retry**
20. Click **Install** on the prompt that pops up
21. Click **Continue Anyway** on the next prompt that pops up
22. You may need to re-logon.
23. On the left side of the resulting page click on the camera name that you wish to view.
24. When finished please logout

## **Windows 98:**

1. Open Internet Explorer
2. In the address bar type [www.heirforcecommunityschool.com](http://www.heirforcecommunityschool.com)
3. Go to Web DVR on the left hand side of the page
4. On the page that opens type in your username and password and click **Login**
5. The next page will open (you will not be able to see anything)
6. On the toolbar at the top of the browser click on **Tools**.
7. Click on **Internet Options**
8. At the top of the window that opens click on the **Security** tab
9. Click on the **Custom Level** button
10. Scroll down until you see **Automatic Prompting for ActiveX Controls**
11. Change that setting to **Enable**
12. Scroll down until you see **Download Unsigned ActiveX Controls**
13. Change that setting to **Prompt**
14. Scroll down until you see **Initialize and script ActiveX Controls not Marked as Safe**
15. Change that setting to **Prompt**
16. Click **OK**
17. Click **OK** again
18. Type **http://www.csi-tech.com/VigilWeb/Vigil%20Web.exe** in the address bar of your browser and press enter.
19. On the window that pops up select **Open** or **Run**.
20. Wait for the file to download.
21. Click **Install** on the prompt that appears.
22. Several screens will pop up during the install process.
23. When a black screen pops up wait until it says **Finished** in the top left corner.
24. Then click the **X** in the top right hand corner of the black screen.
25. Type **http://heirforce.wcoil.com** in the address bar at the top of your browser and press enter.
26. Re-enter your **Logon** information.
27. **Wait for up to two minutes** while the black progress bar in the lower right corner of your browser proceeds.
28. Installation screens should pop up again.
29. When the **black install screen** pops up wait until the top left corner of that screen says **Finished** and then click the **X** in the top right corner of that screen.
30. You may need to click **refresh** or press **F5** to reset the page.
31. You may need to logon again.

## **Internet Explorer 8**

1. Open Internet Explorer 8.
2. Click “Tools”, “Internet Options”
3. Once the “Internet Options” Window opens click the “Advanced” tab.
4. In the Settings area scroll down till you see “Enable memory protection to help mitigate online attacks\*” and uncheck the box.
5. Click Apply
6. Click OK
7. Restart Internet Explorer.
8. Open Internet Explorer
9. In the address bar type [www.heirforcecommunityschool.com](http://www.heirforcecommunityschool.com)
10. Go to Web DVR on the left hand side of the page
11. On the page that opens type in your username and password and click **Login**

## **Troubleshooting:**

Q. I cannot access the cameras from Netscape Navigator / AOL / or some other web browser.

A. The camera access has not been tested for any browser other than Internet Explorer.

Q. I am receiving \_\_\_\_\_ error when trying to access the cameras.

A.

1. The camera access utilizes JavaScript and ActiveX controls. You may need to update your JavaScript drivers.
2. You may need to update Internet Explorer.
3. You may need to run windows update.

Q. I receive an error that I do not have rights to install \_\_\_\_\_ program or file.

A. In Windows XP/2000 you must have administrator rights to install programs. Contact your computer administrator or the person who setup you computer.

Q. I cannot get my computer running Windows 98 to access the camera system.

A. Unfortunately Windows 98 is no longer supported by Microsoft and many new technologies experience difficulty in running on some Windows 98 systems. We apologize for the inconvenience.

Q. I can access the camera system but some/all of the cameras are not changing.

A. The cameras are motion sensitive. If there is little or no movement in the room the camera change little or not at all. Also, if you are connecting to the internet through dial-up you may experience extreme lags in connecting/viewing.

Q. I am running Windows XP and cannot install the camera access.

A.

1. Type **<http://www.csi-tech.com/VigilWeb/Vigil%20Web.exe>** in the address bar of your web browser and press enter. On the window that pops up select **Open** or **Run**.
2. Wait for the file to download.
3. Click **Install** on the prompt that appears.
4. Click **Continue Anyway**.
5. After the installation has completed click **Refresh** or **press F5**.
6. Click **Install** on the prompt that pops up
7. Click **Continue Anyway** on the next prompt that pops up
8. You may need to re-logon.
9. On the left side of the resulting page click on the camera name that you wish to view.
10. When finished please logout

Q. When I enter my logon information the page loads but no cameras are listed.

A. Please check your logon information. If the logon information is incorrect the page will still load, but no cameras will be listed. If the problem persists, please contact the school.