

## **Webcam use difficulties**

If you are having problems seeing the webcam the notes below may help you.

### **Windows XP:**

If you get no picture from the webcam look just above where the picture should be where there is a message line which should read something like *"This site needs ActiveX controls etc"*. It then says *"Click here to install"*, do that and you should then see the camera. You will not compromise your security as it is only allowing the ActiveX programming to run on that particular webpage. Please email me if you still have problems.

### **Windows Vista**

Problems have also recently been experienced by some who have upgraded to Vista computers. This time look for the information bar above the blank picture which should say something like *"This website wants to install Axis Media Control Follow the instructions which may be in two stages and take a while and even tell you that "it could not be registered on this computer"* be patient as it should come up and install - voila there is the eighteenth green!

### **Windows 7**

Go to axis.com and click on downloads. You will be invited to register (ignore the request for company details) but can opt out of marketing material. Once you have registered click on Software Tools in the right-hand pane, and download Axis Media Control (AMC). Next time you open the St.Enodoc webcam page the yellow bar prompts you to "run add-on" which then loads the webcam allow the requested download and within a few seconds the 18th green and 1st fairway will appear.

Do not give up if none of these work as it has been reported back that installing Firefox as your browser in place of Internet Explorer certainly does the trick. It is free and can be downloaded easily having put "Firefox" into Google. It is a better browser all round and it has the big advantage that it is far more secure.