

Appendix A: Recommended Settings for Best Results

This document describes the optimal Microsoft Windows and Apple browser settings for Enterprise website access, and includes the steps required to view video in Enterprise on a Mac.

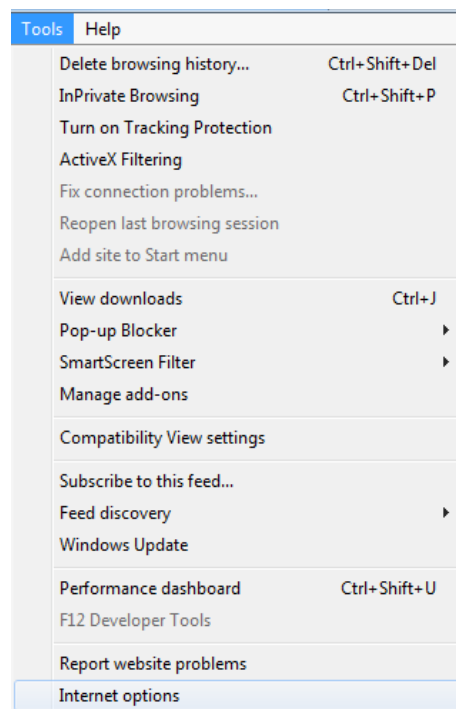
Microsoft Windows

Internet Explorer 11 Browser Options for Best Results

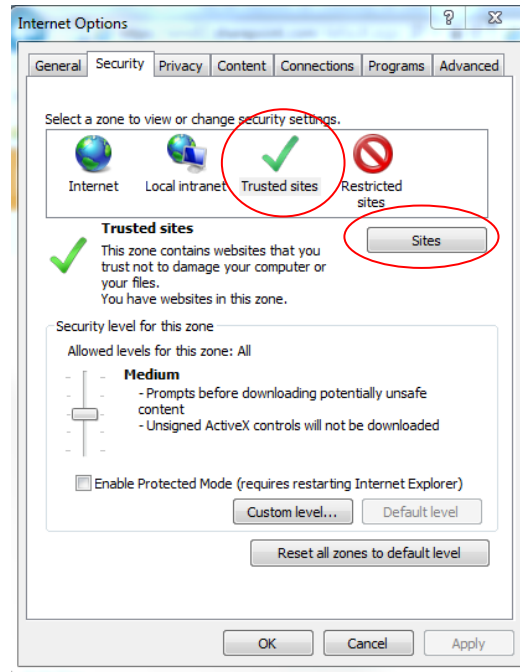
To find the version of Windows Internet Explorer:

1. Click the **Help** menu and then click **About Internet Explorer**.

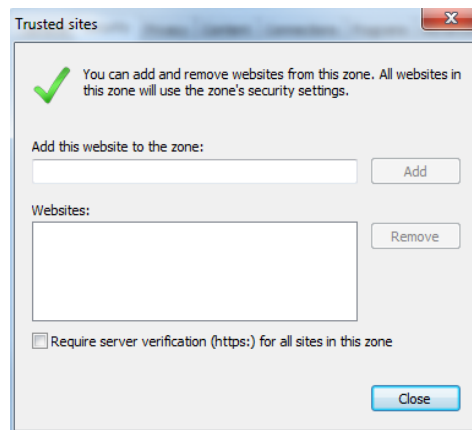
The Enterprise web site must be added as a trusted site in Internet Explorer. To add the Enterprise web site as a **Trusted Site** in Internet Explorer, complete the following steps:



1. From the **Tools** menu in Internet Explorer, click **Internet Options**. The Internet Options screen appears.



2. Click the **Security** tab, click **Trusted sites** as shown above, and then click the **Sites** button. The **Trusted Sites** screen appears.

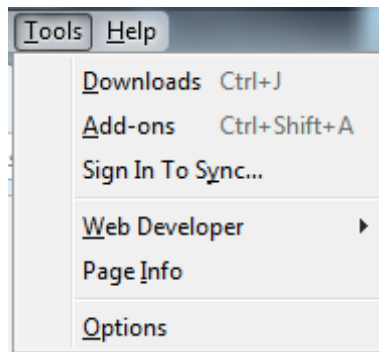


3. In the **Add this website to the zone** field, type the Enterprise web site address, click **Add** and then click **Close**. **Trusted Sites** appears at the bottom of the screen when using the Enterprise web site.

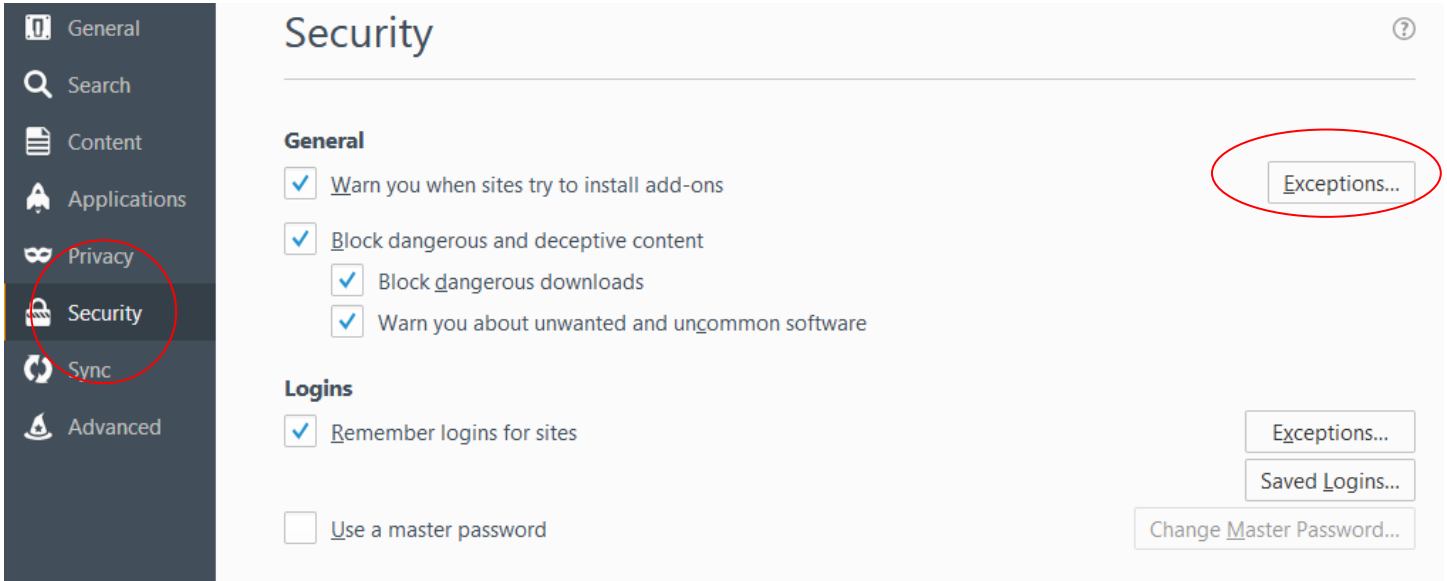
Firefox 64 (or higher) Browser Options for Best Results



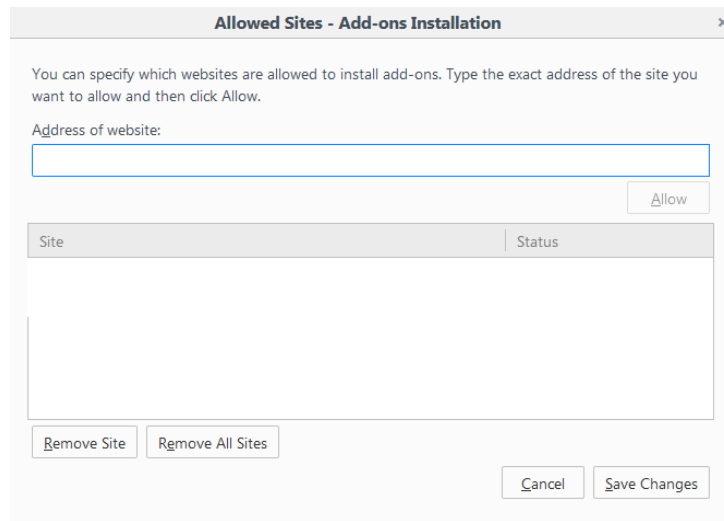
For best results, the Enterprise web site must be added to the exception list in Firefox. To add the Enterprise web site as an **Exception** in Firefox, complete the following steps:



1. From the **Tools** menu in Firefox, click **Options**. The Options screen appears.

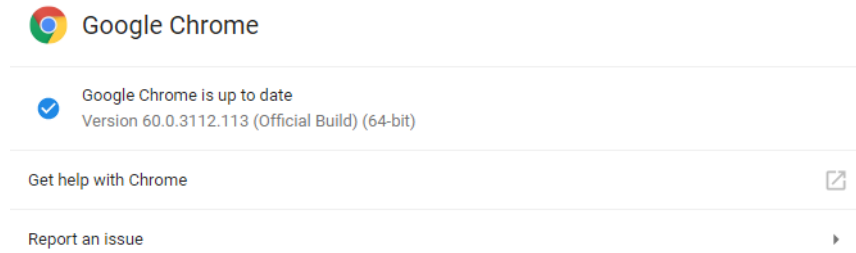


2. Click the **Security** tab and then click the **Exceptions** button. The **Allowed Sites – Add-ons Installation** screen appears.

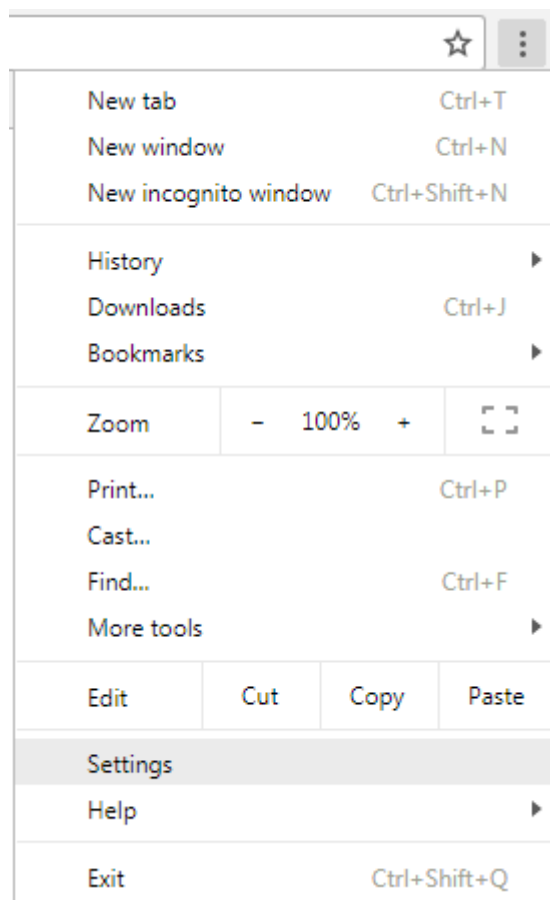


3. In the **Address of web site** field, type the Enterprise web site address and then click **Allow**.

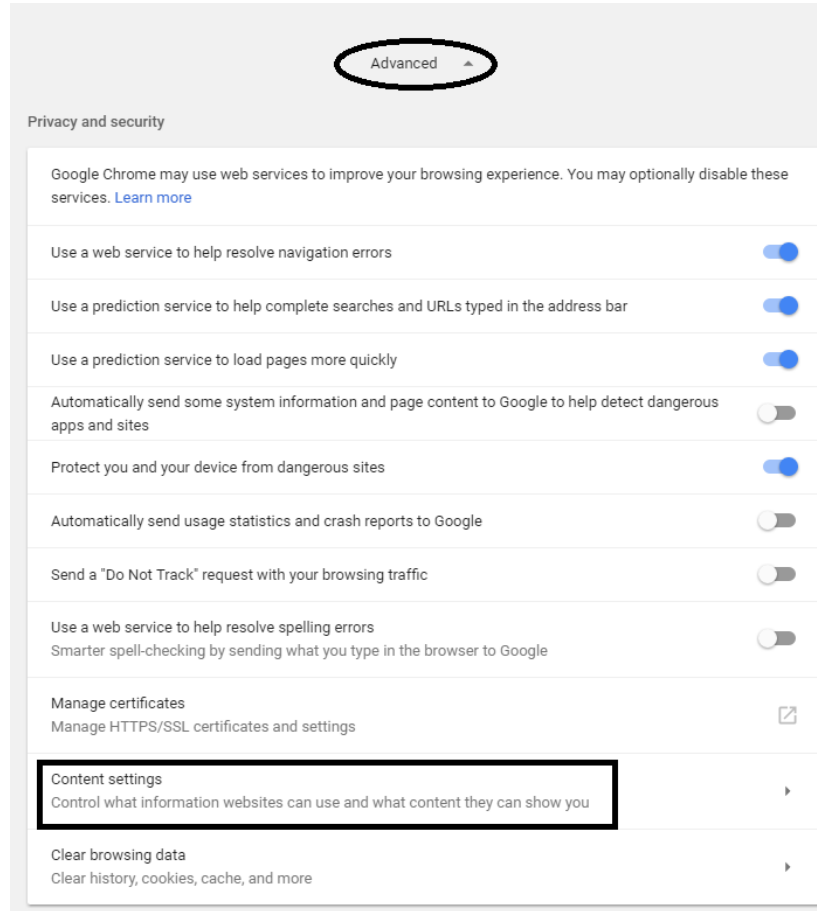
Google Chrome 71 (or higher) for Windows Browser Options for Best Results



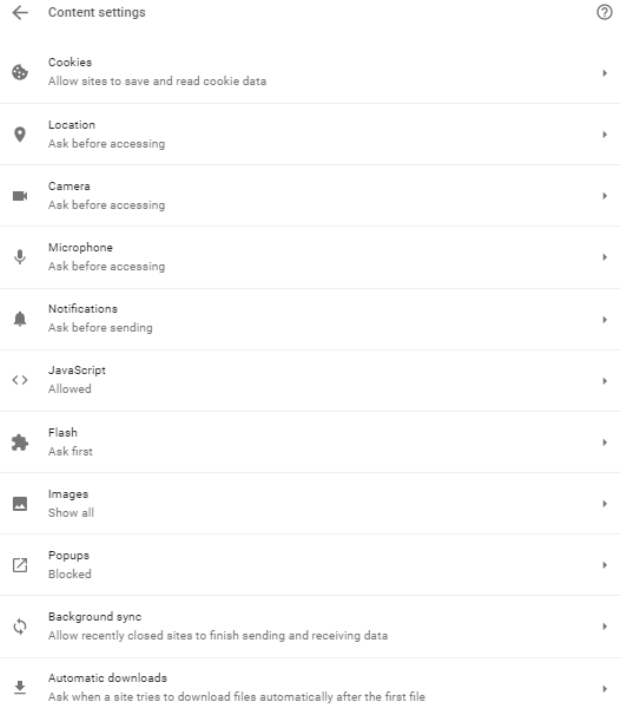
To set up your Internet options for Google Chrome, complete the following steps:



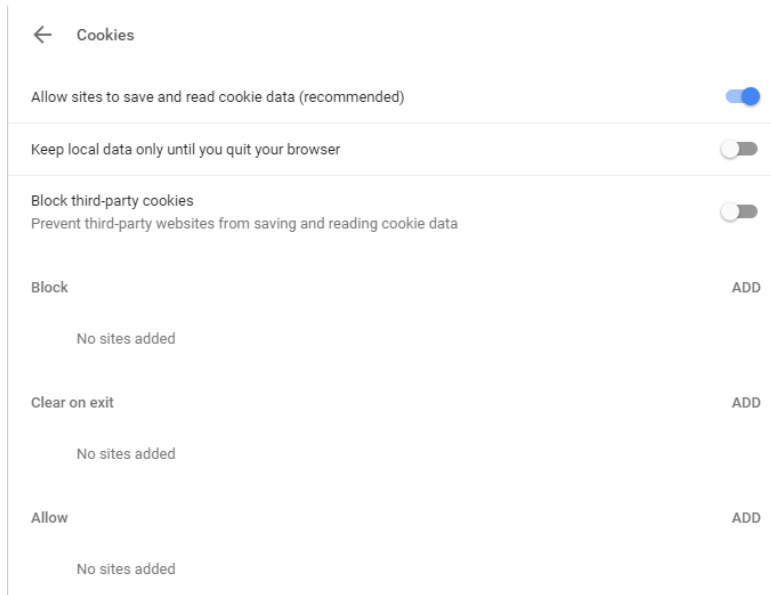
1. Click **Settings**.



2. Click **Advanced** and then click **Content Settings**.



3. Click **Cookies**.



4. Next to **Allow**, click **Add**.

Add a site ×

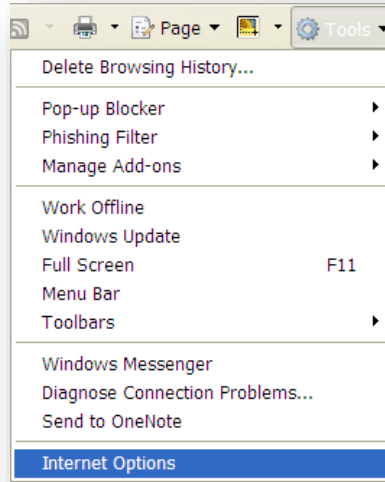
Site
[*]example.com

CANCEL ADD

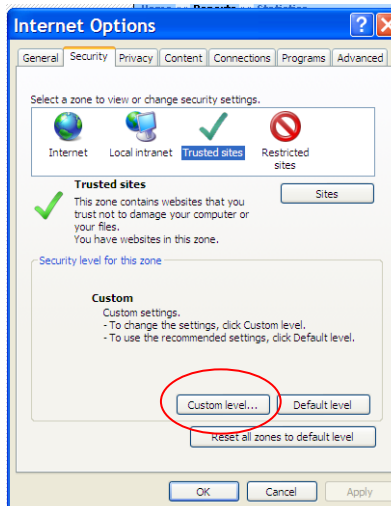
5. Type the **Enterprise web site address** and then click **Add**.

Enable Active X Controls for Viewing Video (Required for Internet Explorer for Live view—Administrator only)

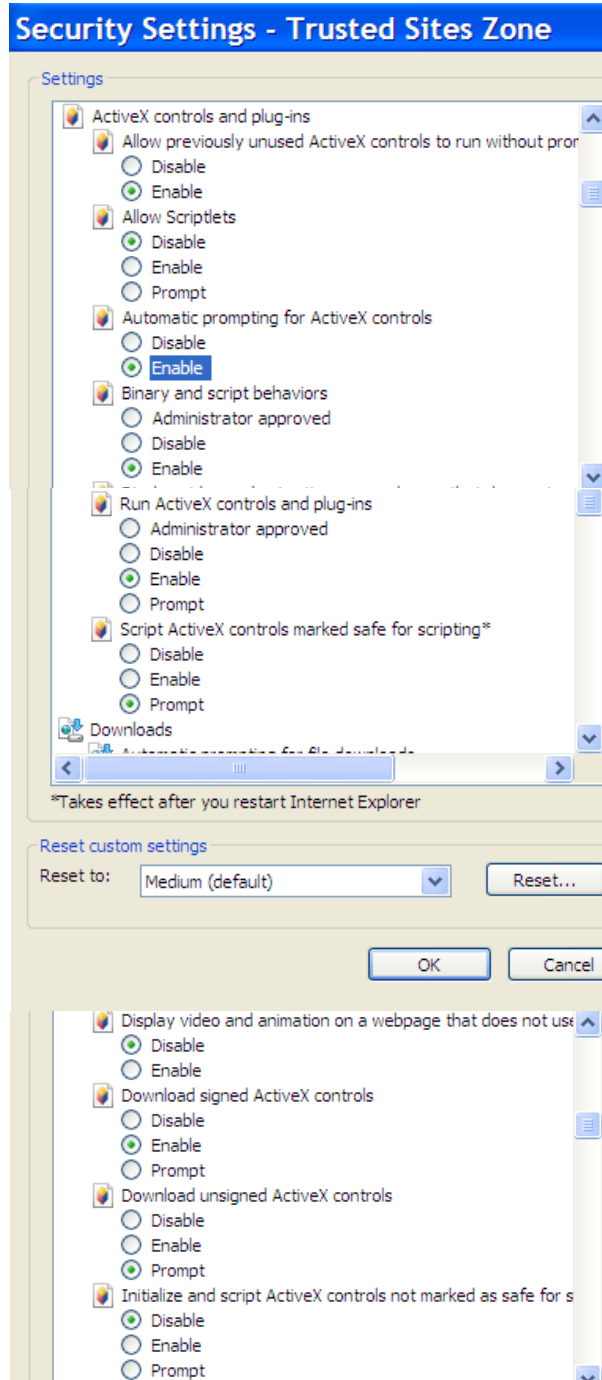
Note: Valid for all Windows browsers.



1. From the **Tools** menu in Internet Explorer, click **Internet Options**. The Internet Options screen appears.



2. Click the **Security** tab and then click the **Custom Level** button. The **Security Settings** screen appears. The settings displayed on the following page are recommended for video viewing:



Instruction to set up EMS Video Player to watch Live Video in Internet Explorer

(For EMS Player in Internet Explorer only)

1. From the **Tools** menu, select **Internet Options**.
2. From the **Security** tab, click **Custom Level**.
3. From the **Initialize and script ActiveX controls not marked as safe for scripting (not secure)** setting, click **Enable (not secure)**.

Apple Mac

Mac OS X Operating Systems for Best Results

To find the version of Mac OS X:

1. Click the apple icon in the left-hand corner of the screen and then select **About this Mac**. Verify that you have version **10.14.2 (Mojave)** for best results.



Safari 12.0 (or higher) Browser Options for Best Results

Note: Safari is the supported and recommended browser for Mac OS.

