

# How to Access the System via Internet

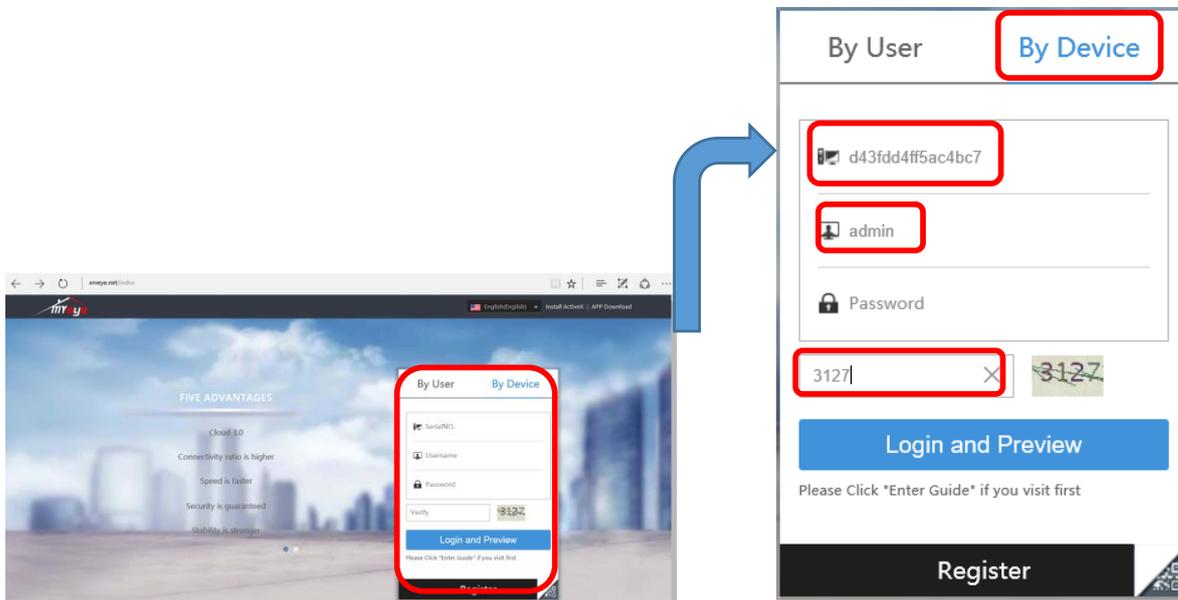
(Internet Explorer 11)



## IMPORTANT:

- A. This instruction does NOT apply on your Firefox, or Chrome. It is NOT for Mac computer's safari, either.
- B. The instruction is only for Internet Explorer on your Windows, NOT Microsoft Edge. If you use Microsoft Edge, by selecting "Open with Internet Explorer" will start Internet Explorer 11 and navigate to the current page in a new window.
- C. The screenshots/pictures are only for representation only.
- D. If you experience any difficulties, you can contact us via the methods provided in the printed Quick Setup Guide.

**Step 1:** Go to [www.xmeye.net](http://www.xmeye.net). If you have a XMEYE account, log in by "By User", otherwise, Choose "By Device", enter the SerialNo, Username, Verification Code. Click Login and Preview.



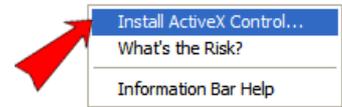
## How to find the SerialNO of the device?

Please refer to the printed instruction ("Quick Setup Guide VER 2.0") for more information on how to find the SN Code or SerialNO for your device.

## Step 2:

On the next screen, you will be asked to install Plug-in before you are able to live view. It should be something look like this (on the right).

This website wants to run the following add-on:

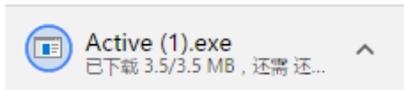


It says: *This website wants to run the following add-on.*

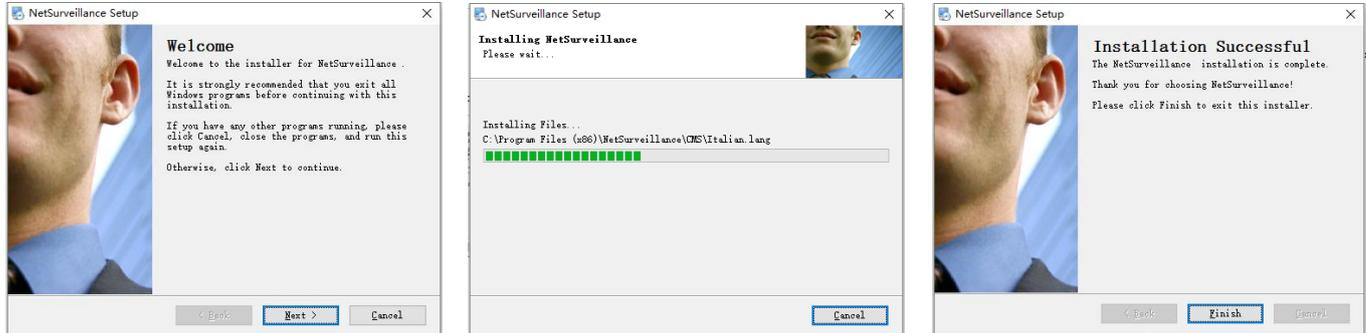
If you do not see this prompted window, you may need to configure your IE settings. See below:

- \* Open Internet Explorer.
- \* Click the Tools menu, and then click Internet Options.
- \* On the Security tab, click the Custom level button.
- \* Scroll down the Security Settings list until you see ActiveX controls and plug-ins.
- \* For Automatic prompting for ActiveX controls, click Enable.
- \* Scroll down to Download signed ActiveX controls and click Enable or Prompt.
- \* Scroll down to Run ActiveX controls and plug-ins and click Enable or Prompt.
- \* Scroll down to Script ActiveX controls marked safe for scripting and click Enable or Prompt.
- \* Click OK, and then click OK again.

Click **Download** to download the Active.exe, see below:

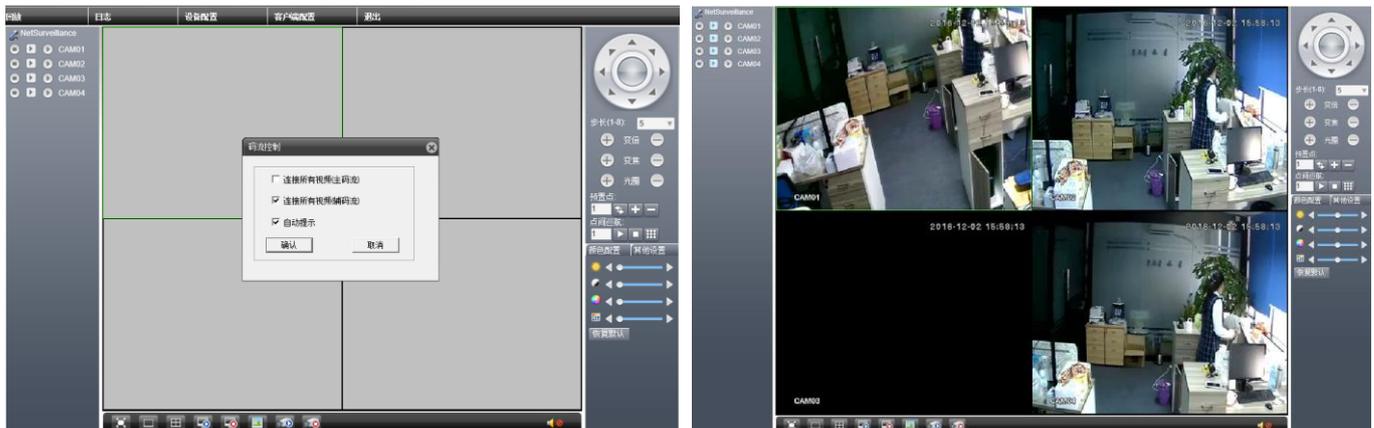


When the download is completed, install the Active.exe, see below:



## Step 3:

You will need to turn off the Internet Explorer when the installation is completed. And then re-open the Internet Explorer.



Enter the website: [www.xmeye.net](http://www.xmeye.net), repeat Step 1. Click Login and Preview to access all cameras connected.

### More Operations on the Settings:

The screenshot shows the XMeye surveillance software interface. At the top, there are navigation tabs: 回放 (Playback), 日志 (Log), 设备配置 (Device Configuration), 客户端配置 (Client Configuration), and 退出 (Logout). On the left, a sidebar lists 'NetSurveillance' with four camera channels: CAM01, CAM02, CAM03, and CAM04. The main area displays a 2x2 grid of camera feeds. Callouts point to various features: 'Access your Playbacks' points to the sidebar; 'Activities Log' points to the top-left camera feed; 'CMS Setup Menu' points to the top-right camera feed; 'The DVR Setup Menu' points to the bottom-left camera feed; 'Log Out' points to the top-right navigation tab; 'You will need to install additional PTZ cameras to use this.' points to the PTZ control panel on the right; 'Color Setting' points to the '颜色配置' (Color Configuration) button in the bottom-right control panel; and a list of camera control functions points to the bottom toolbar.

- \* Full Screen
- \* 1-window view
- \* 4-window view
- \* Play all channel
- \* Stop all channel
- \* Snapshot
- \* All channel recording
- \* Stop all channel recording

### Contact us

If you have any inquiries regarding the setup on the DVR or troubleshooting, please feel free to contact us via telephone or email address listed below:

**Email:** [cctv\\_channels@outlook.com](mailto:cctv_channels@outlook.com) (UK Customers), or [maisidealus@outlook.com](mailto:maisidealus@outlook.com) (US Customers)

**Skype ID:** hewitt.powertechinc

**Facebook:** [www.facebook.com/SanscoDirect](http://www.facebook.com/SanscoDirect) or [www.facebook.com/liuhuanjie](http://www.facebook.com/liuhuanjie)

We reply all message in 24 hours. Please expect a short delay on the reply due to different time zones.