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Customer Service & Sales
1-888-Kids-Vsn (1-888-543-7876)
M-F, 7AM-6PM (CST)

[How do I access the streaming video?](#)

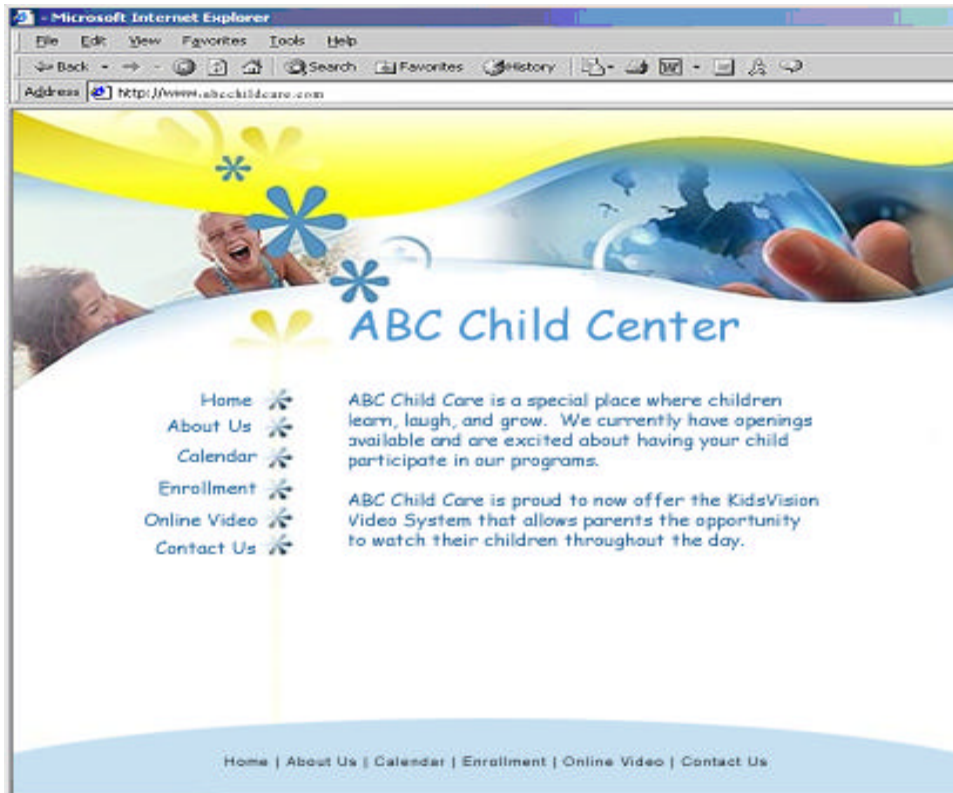
- Connect to the Internet as you would normally through your ISP (Internet Service Provider).
- You must have a Java enabled (compatible) browser with 128 bit encryption to view the streaming video. These include Internet Explorer, and Netscape. The recommended browser is Internet Explorer version 5.5 or higher, but you can use Netscape Navigator 6.0 (or higher).
- You can download the latest versions of browsers by going to the following websites:
 - Internet Explorer -
<http://www.microsoft.com/windows/ie/default.asp>
 - Netscape Navigator -
<http://wp.netscape.com/computing/download/index.html>
- Please note that currently, the java engine in Netscape browsers for the Macintosh do not support the full number of parameters necessary to display the streaming video.

[How do I log in?](#)

After you have completed the password authorization form and returned it to your child care provider, the information is then submitted into the KidsVision system. As soon as your login information is inputted into the KidsVision system, your access should be immediately activated (unless you are notified otherwise by your Child Care provider).

- You should navigate your browser (Internet Explorer or Netscape) to your child care's website which will be something similar to: <http://www.yourdaycare.com/>





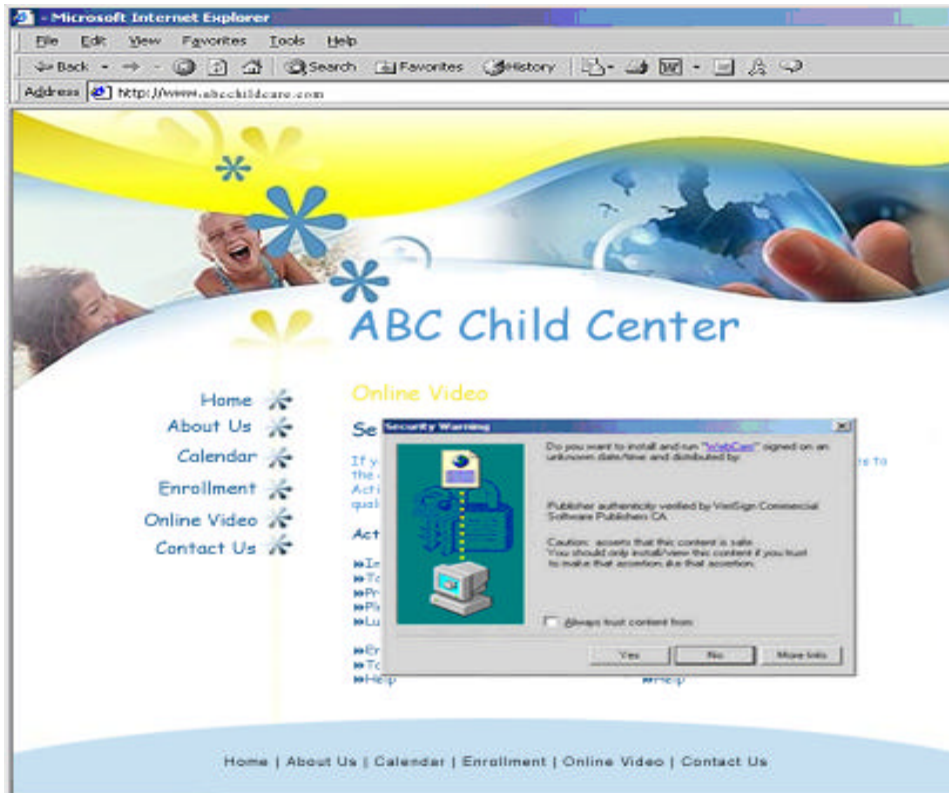
- Once you have loaded the website, click the link for the online streaming video.
- A log in screen will appear asking for your username and password. After entering your username and password press "ok".
- If you entered a valid username and password, you will be redirected to the video page.



- Once logged into the video section of the site, you can select whether you want to view the video using the Active X control or the Java Applet.

Active X Control

- If you are using Internet Explorer 5.5 or higher and are able to download files to the computer you are currently using, we recommend you download the Active X control. The video will be much faster and will display higher quality video. Netscape users CANNOT use this option.
- Each room is labeled with the room name and camera number if there are multiple cameras in one room. Select the room area in which you are authorized to view from the menu bar.



- You will be asked to download and install the Web Cam Active X control. You must select Yes in order to install the control.
- You should only need to install the Active X control once. From that point forward, the web page should detect that the control is already installed, and you should be able to view the video.

Java Applet

- If you are unable to download the Active X Control or you are using Netscape as your Internet browser, you can still view the video using our Java Applet. The Java Applet will be slower than the other transmission option, and the video will be a slightly lower quality.
- Each room is labeled with the room name and camera number if there are multiple cameras in one room. Select the room you area in which you are authorized to view from the menu bar. Make sure to select the rooms labeled "Java Applet Pages".

Enlarging The Video

- You can enlarge the video by clicking the **"Enlarge"** link under the video display box. This enlarges the video (you may lose some video quality), to return to a normal resolution click the **"Resize"** link again.



Taking a Snapshot

- If you would like to take a snapshot of your child, you can click the “**Snapshot**” link. A box will pop up that allows you to print, save, or exit the Snapshot area.
- If you click “**Print**”, your default printer will be selected allowing you to print the snapshot photo.
- If you click “**Save**”, a box will display asking where you would like to save the image on your computer’s hard drive. Saving the snapshot to your hard drive will allow you to view it in the future or attach the photo to an email.
- Click “Exit” to leave the snapshot area.

Further Support

- If you have additional questions or need further support, please contact KidsVision toll free at 1-888-Kids-Vsn, email us at Support@kidsvision.com, or visit our website for further information: <http://www.kidsvision.com/>

