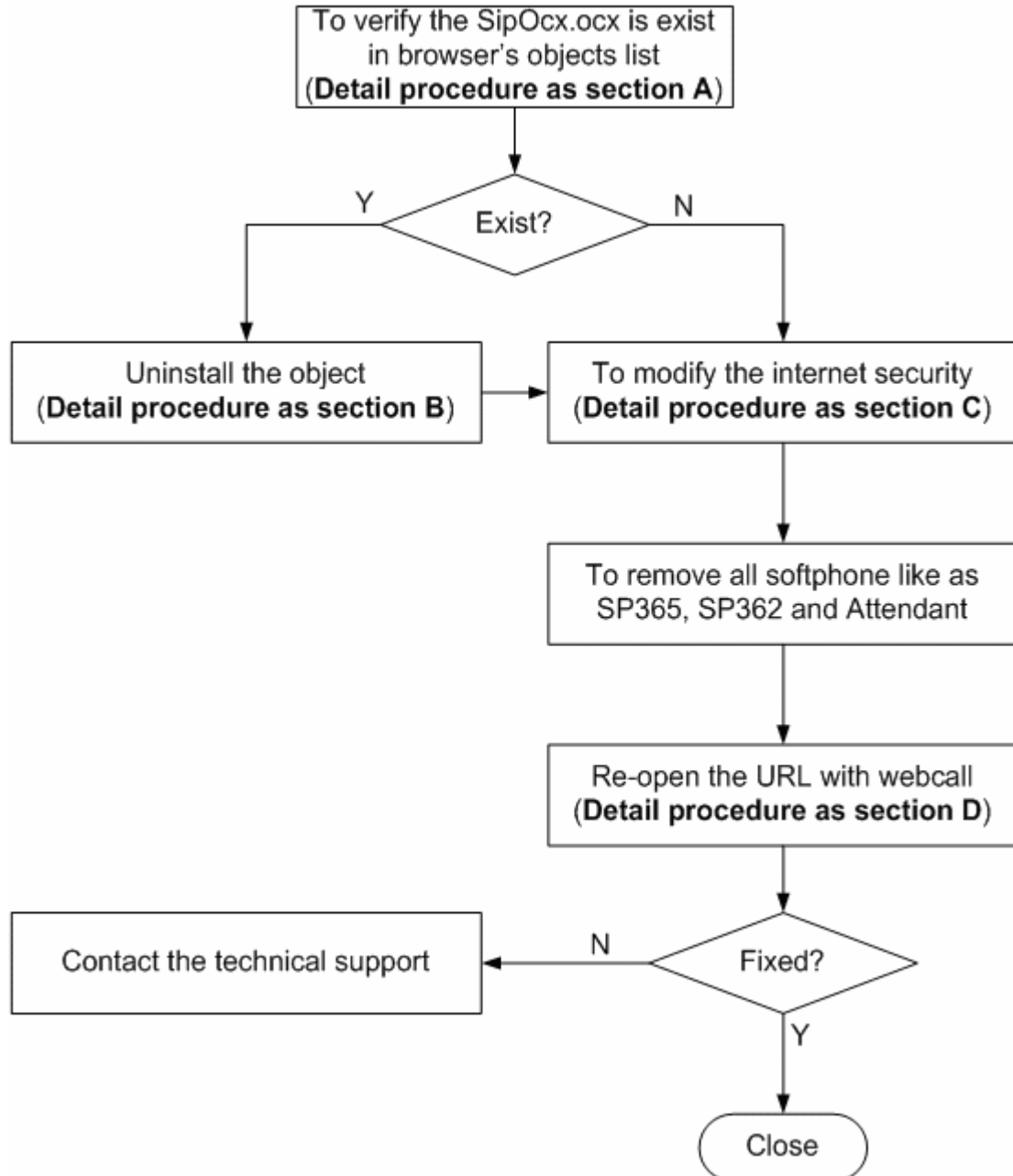
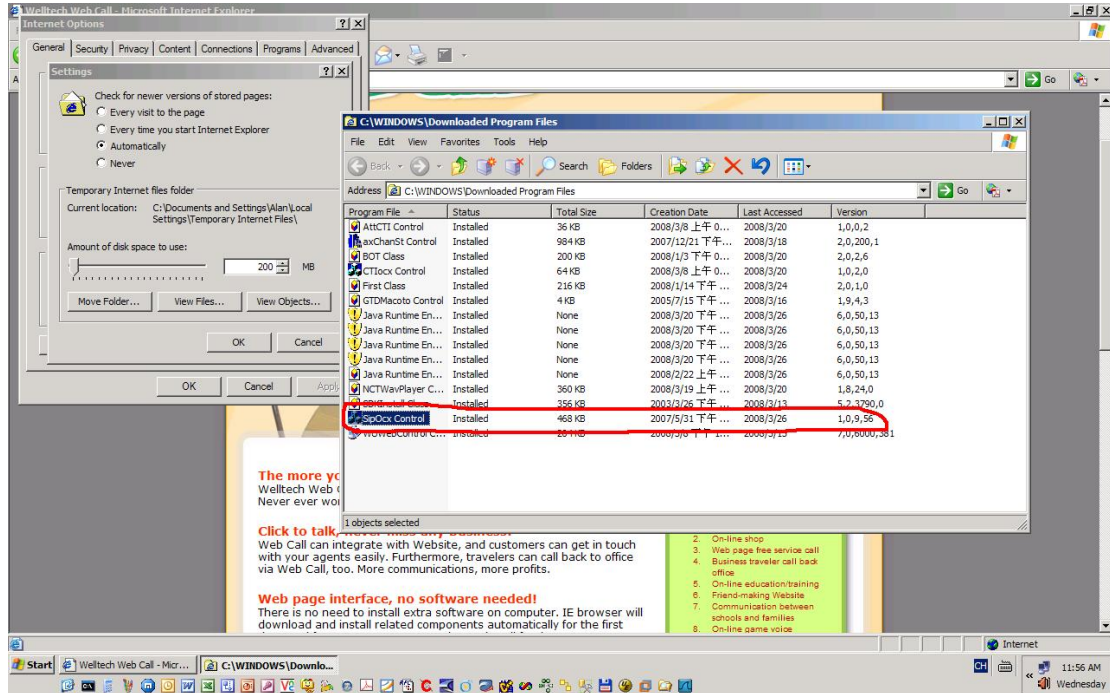


## The Troubleshooting guide for WebCall



## Section A

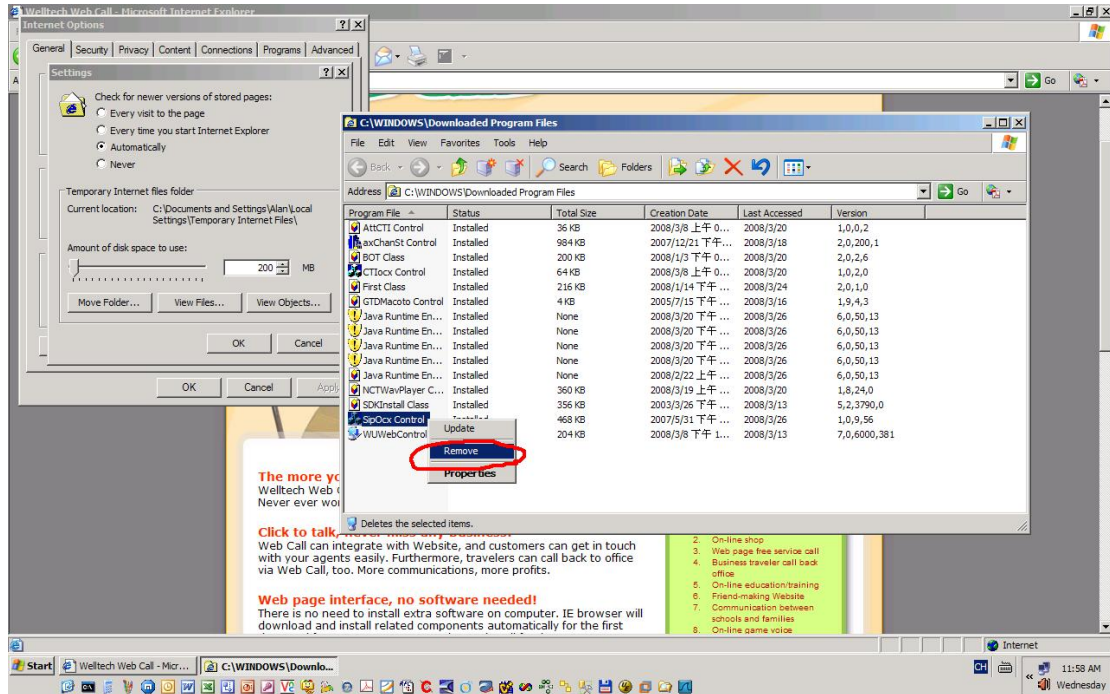
1. Open Browser and click [Tool]->[Internet Option].
2. In [General] Tab, to click [Settings] Button.
3. To click [View Objects], A window will display like as below:



4. to find the “Sipocx Control”, its status should be “installed”

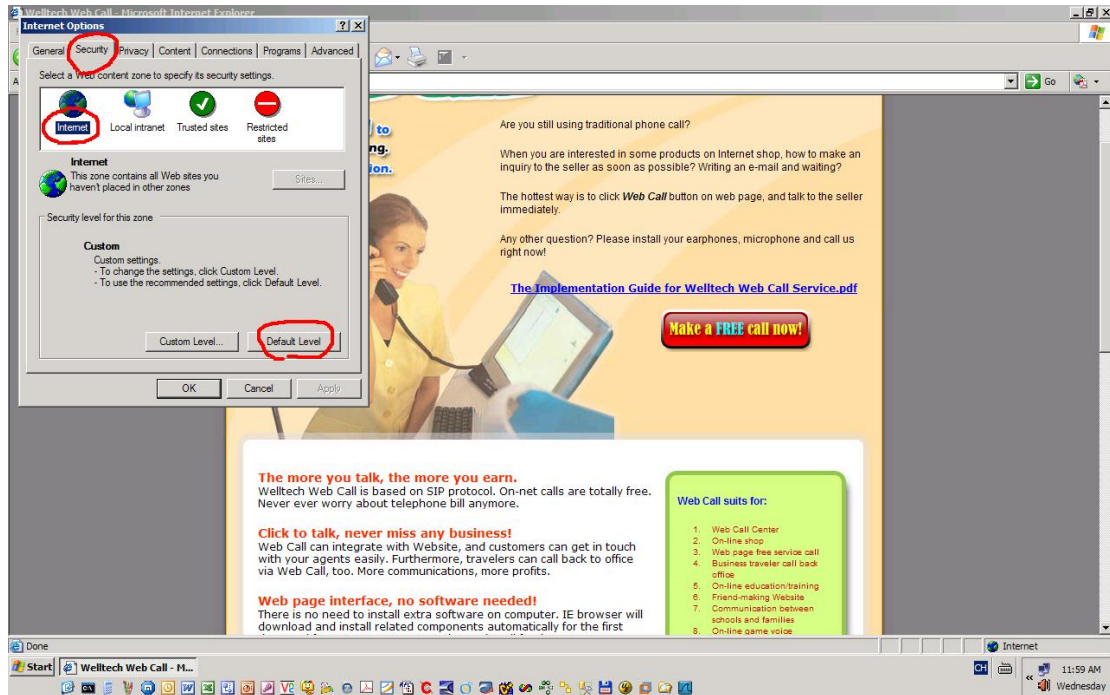
## Section B

1. To select the control and click the right button of mouse.
2. A pop menu will appear and click the remove



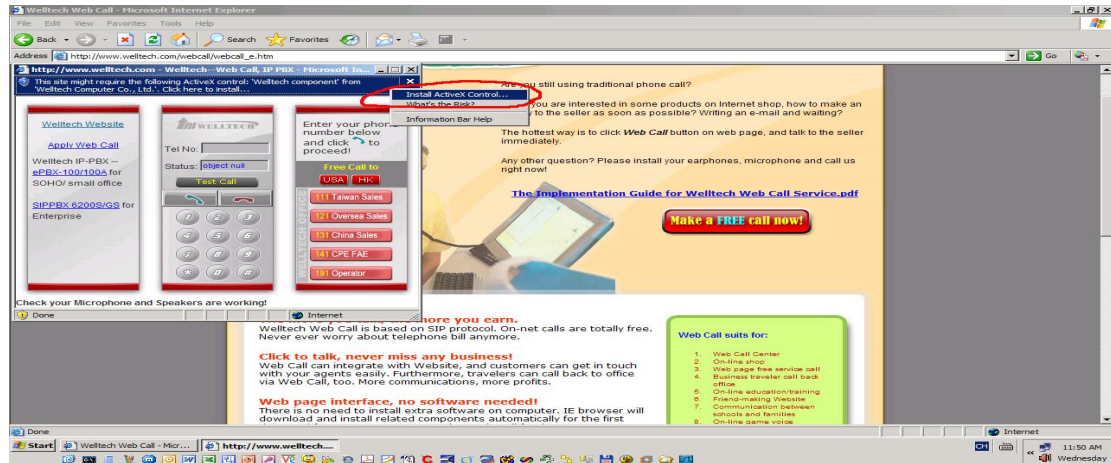
## Section C

1. Open Browser and click [Tool]->[Internet Option].
2. In [Security] Tab, to select to “Internet” zone to specify its setting.
3. If current security level is not “Medium”, please click the [Default level]

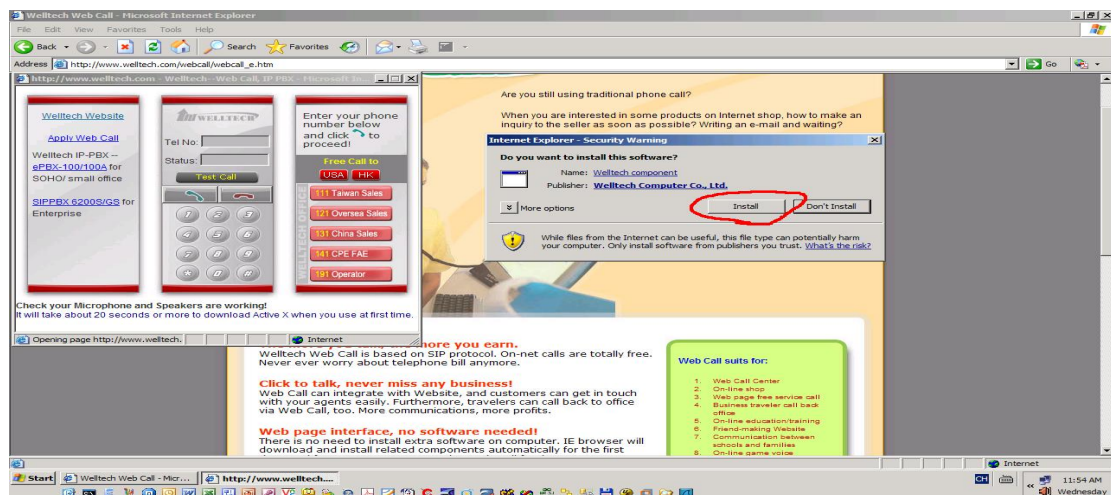


## Section D

1. When you first run the webcall, the browser will appear tip on the top of the web page, please click it and select "Install ActiveX Control"



2. Then a dialog appear to prompt you who is the provider of the control. Please click the [Install] button.



3. If the control installed successfully, a "Ready" will display in the status field.

