



Updating Live Video Plugin on a Mac

English Version

UPDATING THE LIVE VIDEO PLUGIN ON A MAC

You may have gotten the latest version of the plugin automatically.

- If you are connected to **SRV Canada VRS**, you need to quit Safari and then open it again and launch user.srvcanadavrs.ca
- If you are not connected, open Safari and launch the website user.srvcanadavrs.ca

In both cases, a window will ask you to download the Live Video Plugin software.

The Live Plugin software must be installed, maintained and updated in order to use the service properly.

If Mac does not authorize the **Live Video Plugin** installation please use the following procedure to allow its installation.

1. Go to **Finder**
2. Click on the CTRL key + the **Live Video Plugin** application icon
3. Right-click on the file and click **Open**
4. You will see a message asking if you are sure you want to open the **Live Video Plugin** application
5. Click **Open**
6. Follow the **Live Video Plugin** application's installation instructions

Click on the 'Install' button to download and install the software.



UPDATING THE LIVE VIDEO PLUGIN ON A MAC

You will be redirected to a webpage with steps that describe how to apply the update, please see the first step below:

Instructions for the installation of 'LiveVideoPlugin' on Safari

The following procedure will guide you step by step on Live Video Plugin's installation on a Apple Mac OS for the browser Safari.

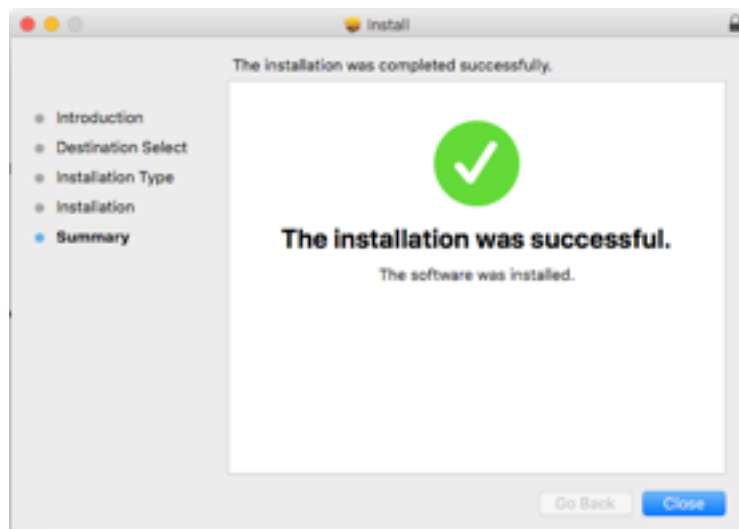
- Step 1 : Initiate procedure :

From this page, click on the "Install LiveVideoPlugin" button to start the procedure.

Install LiveVideoPlugin

By clicking on Install LiveVideoPlugin button, a .pkg file will be downloaded, and you will need to execute it (by clicking twice on it).

Following this, a succession of five new windows will appear, one after the other, to give you the installation's progress report. At the end of the process, you will see the following window. Click on 'Close'.



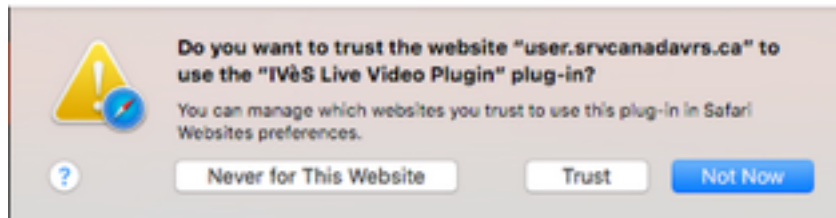
UPDATING THE LIVE VIDEO PLUGIN ON A MAC

Close Safari and start it again. You should now see the service connection page.

Use your **SRV Canada VRS** User Identification information to connect. They are the same User ID information (ID and Password) that you chose when creating your account, no matter which device you used to create it.

You will now be connected and the Live Video Plugin will start within the webpage and display the image seen by your camera.

In case of an error message on Mac, click on Trust when the Mac displays the following message:



The website user.crvcanadavrs.ca will automatically open the Plugin.

Your Live Video Plugin should now be up-to-date.

If you're still having trouble with updating your live video plugin, please contact our Customer Service Team at the following:

VRS: 9050 from your app

Voice: 1-800-958-5856

Email: support@srvcanadavrs.ca