

TROUBLESHOOTING

You have trouble seeing the cameras

The video stream is powered by HDOnTap. Here are some tips from them, along with a few others we've learned along the way.

Check your internet connection

Check your internet speed at www.fast.com

Force-refresh your browser

PC: Press Ctrl+Shift+R

Mac: Press Command+Shift+R

Either: Hold down the Shift key and press your browser's reload button ↻

Clear your browser's cache/cookies

[Learn how](#) for different browsers.

Safari:
Ctrl-Alt-E or
Cmd-Option-E

Make sure you are using the most current version of your browser

Try using a different browser

This is usually a quick way to tell if clearing your cache and cookies will work.

Note: Internet Explorer is an outdated browser and not compatible with the HDOnTap streaming service.

Try using a different device

Restart your computer or device

Restart your router

Try a wired connection

If you are on a wireless connection

For Windows users

Make sure your internet setting security is set to medium-high or lower, or add www.hdontap.com to the trusted sites.

If the cameras have been off-line

Force-refresh your browser

PC: Press Ctrl+Shift+R

Mac: Press Command+Shift+R

Either: Hold down the Shift key and press your browser's reload button ↻

You're on an iPhone or iPad and the place where the video should be is white, completely missing

Clear your browser's cache/cookies

Safari for iPad and iPhone

- Open the **Settings** app, then tap **Safari**
- Scroll to the bottom and tap **Advanced**
- Tap **Website Data**, then **Remove All Website Data** (at the bottom).

Firefox for iPad and iPhone

- Open the **Firefox** app, then tap the three lines ☰
- Tap **Settings**, then **Data Management**
- On the screen that pops up, choose **Cache** and **Cookies** and then choose **Clear Private Data**

The video is stuttering or stalled

In Firefox, Chrome, or Edge, right-click on the video frame area and choose **This Frame** then **Reload Frame**. Sorry, Safari users.

