How to Troubleshoot If I Cannot Install the Plugin on Chrome or Edge?

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Description

Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.
https://global.uniview.com/Support/Service_Hotline/

Preparation

Internet Explorer (9.0 or later version) is recommended to log into the web interface of Uniview products.

Note: Only certain models and firmware versions of Uniview products support Google Chrome or other browsers and have all functions working normally.

Operating Steps

Step 1 Perform an upgrade for your device either by cloud or locally to see whether there is a plugin working on the new version of your product which supports Chrome.

If there is no new version found when you check by cloud, please send us your device model number, SN and the current firmware version. We can then check if there is any new version for your product to support plugin or free of plugin on Google Chrome.

Step 2 If your device does not support Google Chrome plugin, please use Internet Explorer to access the web interface instead. Meanwhile, you can also use IE mode on Edge. Here is the guide on how to use IE mode on Microsoft Edge.

https://docs.microsoft.com/en-us/deployedge/edge-ie-mode

Step 3 If IE is already discontinued on your computer, try IE tab on Chrome.

https://www.ietab.net/

Step 4 You can also use EZStation, Uniview's video management software, on your computer to check and manage devices. EZStation can be downloaded from Uniview's official website under **Support>Download Center>Maintenance Tools**

https://global.uniview.com/

Note: On MacOS, it is recommended to use EZStation to watch your Uniview device's live view.