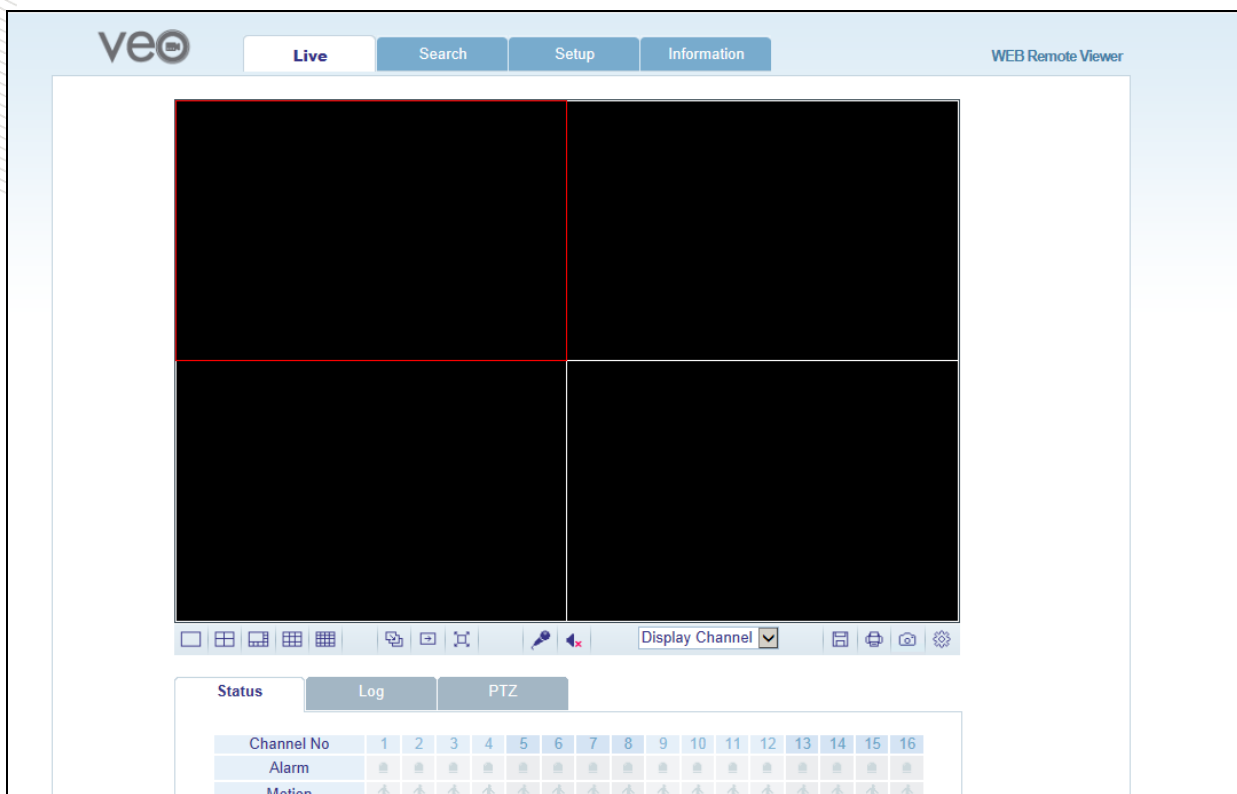


July 3, 2013

Re: Viewing Video from VEO Server in IE v.10 and higher

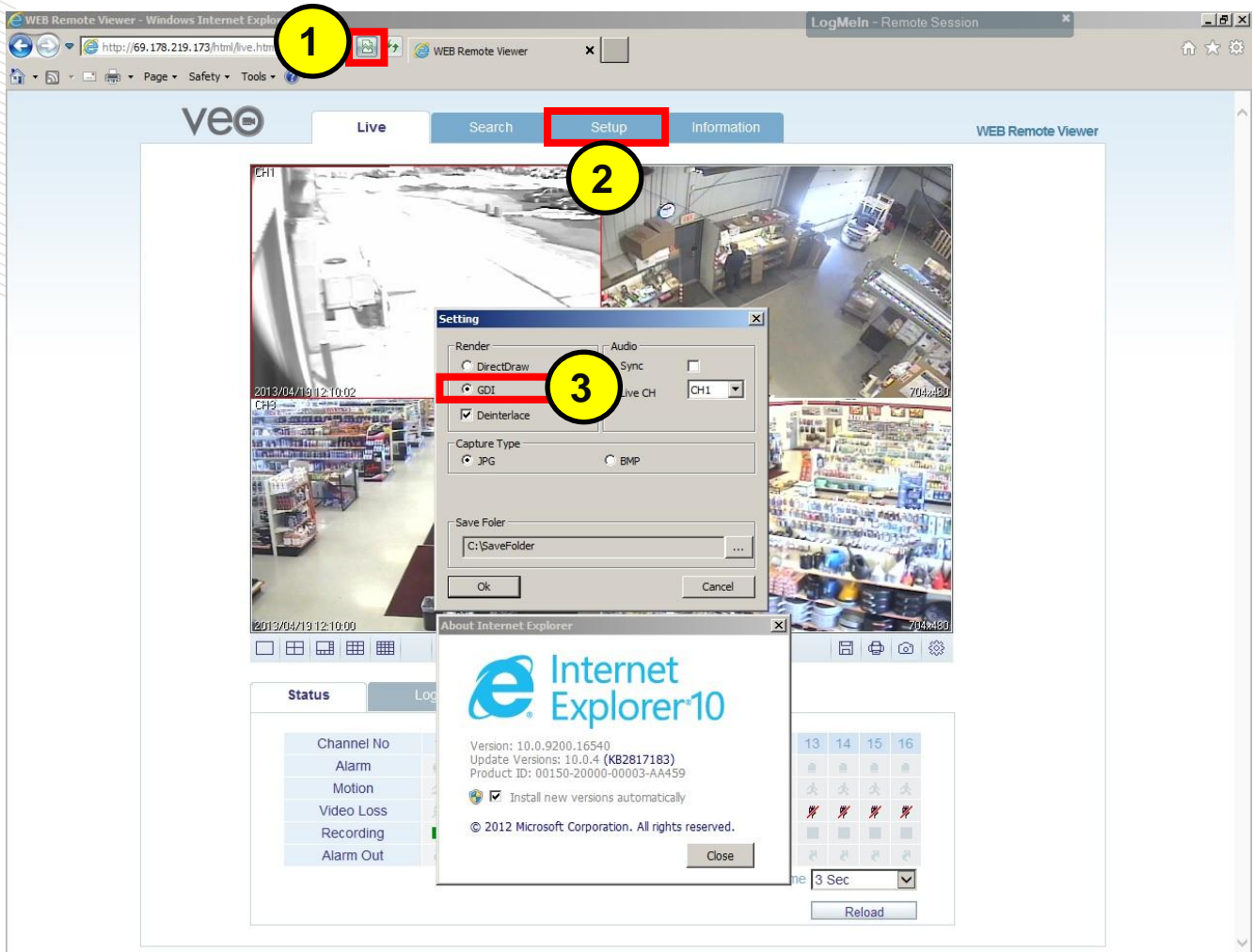
To all of our customers and partners;

VEO Server users that use the later versions of Internet Explorer may experience black screens issue when trying to view video from their VEO Server remotely, as shown in the image below.



To resolve this problem, follow these instructions:

1. Click on the compatibility icon next to the address field. It looks like a broken page.
2. Click on the **Setup** tab.
3. In the Settings window, select the **GDI** render option. You should now be able to view video in the Live tab.



Please contact technical support if you have any questions or issues.

Email: support@i3international.com

Tel.: 1.877.877.7241

Live Chat: <http://www.i3international.com/webim/client.php?locale=en>

i3 International Inc.

Technical Support and Services