

Viewing Torpoint Yacht Harbour's CCTV From Your PC

Please be aware of the following restrictions and issues prior to logging into the system.

Internet Browser

The system does not currently support IE8 and will only support Microsoft Web browsers.

Firewall

You should ensure that your firewall on both router and computer has port 1284 UDP and TCP open. If you are unsure what this means, please consult an IT professional.

Restricted Video Flow

Some internet services providers restrict video flow at busy times to allow for a better balanced connection for other users of the internet service provider. Should this be the case you may not be able to connect to the system at peak times.

Activ-X

When logging onto the system for the first time you will be prompted to install 1 or 2 Activ-X files. Accept these files and ensure they download and install correctly. Failure to do so will result your connection failing. Ensure that the Activ-X files are not blocked by a "POP Up Blocker"

Shared Service

Be aware that this is a shared service with other boat owners. Multiple simultaneous connections will result in a slower video refresh speed and possible disconnection.

Support

95% of issues with connection are resulting from client IT issues, NOT with the system. Should you be unable to connect to the system, please notify office@torpointyachtharbour.co.uk and provide us with the following information:

- Your name, boat name and contact details
- Operating system of your computer (Windows XP etc)
- Time and date of connection failure
- Your ISP provider
- Version of Internet Explorer

On receipt of this information we will investigate the connection issue within 4-5 working days.

Torpoint Yacht Harbour accepts no liability for loss or damage as a result of using this system and users do so at their own risk.