



Applies To: All Illustra Cameras

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How to View Illustra Cameras with QuickTime

The web page interface for the Illustra cameras has an embedded QuickTime player. If you are experiencing difficulty seeing video with this method, the most likely reason is that the player needs to be configured to use the UDP protocol. Here is how to adjust the player settings:

1. From Start menu, open QuickTime Player.
2. Select Edit, Preferences, QuickTime Preferences.
3. Select Advanced, and then click on the dropdown for Transport Setup.
4. Select Custom, and then set dropdowns to UDP and 554. Click OK.
5. Close and restart browser.

If this does not resolve the issue, it is possible that the UDP protocol is being blocked by a firewall. If this is the case, then it is recommended that you create a new inbound rule to allow UDP. Please consult with your IT department or contact Technical Support if necessary.

If you have any questions regarding this Knowledge Article, please contact American Dynamics Technical Support.

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American Dynamics

6 Technology Park Drive • Westford, MA 1886 USA

Tele: 978 577 4000 • Fax: 978 578 4392

www.americandynamics.net

