



TAB Number: TB-00264-00-280912

Focus control not functioning due to missing Java Plug-in

Date Issued: 01 October 2012

Product	Model	Software	OS	Browser
illustra	I210/i600/i610/i610LT(Minidome)	AD00-00-15-XX, AD00-00-16-XX	Windows7/XP	IE-8

Issue:

The **Focus Control** feature may not function properly in the illustra cameras that support the feature if Internet Explorer does not have the Java plug-in installed.

When using the **Zoom-In**, **Zoom-Out**, **Focus-Far** and **Focus-Near** buttons, as shown in Figure 1, the commands may not function or respond as desired.



Figure 1



Solution

Ensure the required java plug-ins is installed and working properly.

How to verify if the Java Plug-in is installed:

1. From browser menu select **Tools** followed by **Manage Add-ons**.

Note: It may take a few seconds for the list to display.

2. Browse through the list and ensure that **Java Plug-in** is displayed in the list, as shown in Figure 2.

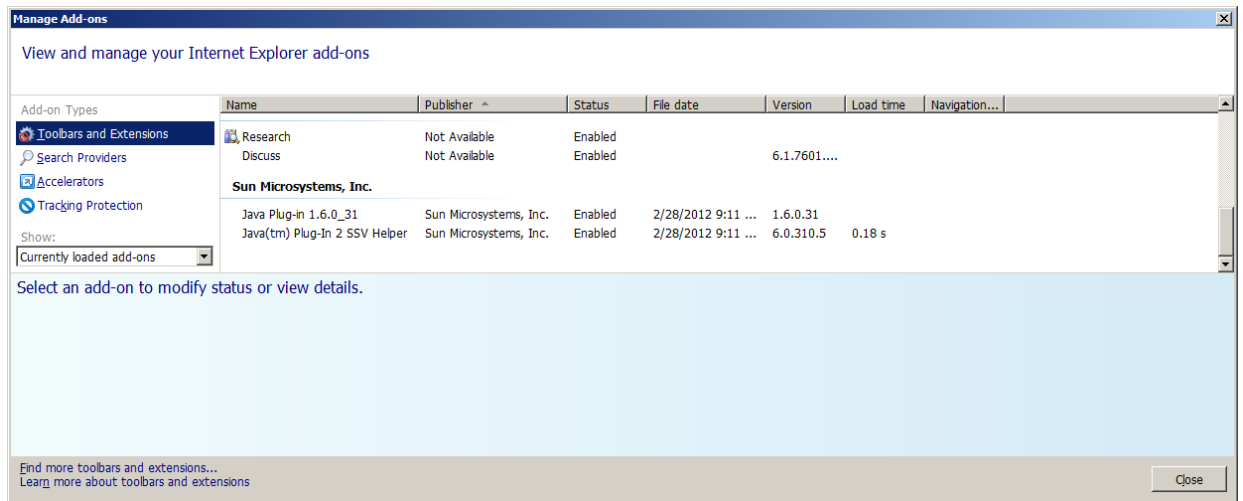


Figure 2

Procedure

If the Java Plug-in is not installed or does not work properly, use the steps below to download the correct plug-in from the Java website.

1. Navigate to the website <http://www.java.com>.
2. Select the **Free Java Download** button on the webpage.
3. Follow the on screen instructions to download and install the latest Java Plug-in.
4. Once the installation of the Java plug-in has been completed, ensure it is now visible in **Manage Add-ons**, as shown in Figure 2.



Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

Contact Address: adbulletins@tycosp.com

Initial publication 01 October 2012



Contact Information

If you have any questions regarding this bulletin, please contact American Dynamics Technical Services at:

Toll Free: 800-507-6268, Option 2

International: 561-912-6259, Option 2

Alternative Number: 800-392-2873

Fax: 450-444-2029

Hours: 08:00 – 20:00 EST

Email: adtechservices@tycoint.com

Website: www.americandynamics.net

In Europe, Middle East and Africa, contact Technical Support at:

Toll Free: +800-2255 8926

Direct: +31 475 352 722

Hours: 08:00 – 18:00 CET

Email: emea.support@tycoint.com

Website: www.tycosecurityproductsemea.com

Website: www.calltyco.com

Local Direct dial numbers:

UK 08081 013 753 and 08701 238 787

Bahrain 800-04127

France 0800 90 79 72 and 04 72 79 14 83

Greece 00800-31229453

Spain 900 99 39 61 and 900 10 19 45

Russia 81080020521031

Germany 0800 1806 757

Turkey 00800-31923007

Italy 0800 874 091

United Arab Emirates 800-03107123

Belgium 0800 76 452

In Latin America and Caribbean, contact Technical Support at:

Southern Latin America

Contact: Cesar Cristal
Phone: +54-11-4711-8711
Cell: +54911-6452-7573
Email: ccristal@tycoint.com

Brazil

Contact: Mauro Altino
Phone: +55-11-3443-7232
Cell: +55-11-8998-9770
Email: maltino@tycoint.com

Northern Latin America & Caribbean

Contact: Hildebrando Duran
Phone: +57-1638-6278
Cell: +57-317668-9590
Email: hiduran@tycoint.com

Mexico

Contact: Marco Antonio Salguero
Phone: +52-55-5488-8092
Cell: +52-55-1473-4946
Email: msalguero@tycoint.com

In Asia Pacific, contact Technical Support at:

Toll Free: +800-2255 8926

Direct: +31 475 352 722

Hours: 08:00 – 18:00 CET

Email: apac.support@tycoint.com

Information furnished by American Dynamics is believed to be accurate and reliable. However, no responsibility is assumed by American Dynamics for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of American Dynamics.