

Operating Systems

Windows 7 SP1 or later, 32, and 64-bit.
Windows Vista SP2 or later, 32, and 64-bit.
Windows XP Pro SP3 or later, 32, and 64-bit.

Web Browsers

Internet Explorer	Version 7 or later, 32-bit versions only.	Note: If using IE9, it must be run with compatibility View enabled.
Firefox	Latest version recommended.	
Chrome	Latest version recommended.	
Opera	Latest version recommended.	
Safari	Latest version recommended.	

All systems must have: (Check version in the Window's Control Panel.)

- QuickTime v7.6 or later
- Flash v10 or later

Please verify the following:

- Browser is the latest version
- Cookies are enabled for this site
- Pop-up windows are allowed for this site
- JavaScript is enabled for this site
- Mixed Content is allowed for this site
- This site has been added to the Trusted Sites list

Microsoft Internet Explorer settings

Enable Compatibility View for Total Connect (IE9 only)

1. Navigate to the Total Connect website, then from the **Page** menu, select **Compatibility View Settings**.
2. In the field, enter alarmnet.com, then click **Add**. Then click **Close** to exit.

Allow Pop-ups for this site

1. From the **Tools** menu, navigate **Pop-up Blocker > Pop-up Blocker Settings**.
2. In the Address of website to allow field, enter rs.alarmnet.com.
3. Click **Add**, then click **Close**.

Enable JavaScript, display Mixed Content, add website to Trusted Sites list, and enable Cookies

1. From the **Tools** menu, select **Internet Options**.
2. Click the **Security** tab.
3. In the top pane, select the **Internet** icon.
4. In the Security Level for this zone, click **Custom Level**.
5. Scroll down to **Miscellaneous**, near the middle of the list.
6. For Display mixed content, choose **Enable**.
7. Scroll down to **Scripting**, near the bottom of the list.
8. For Active Scripting, choose **Enable**.
9. For Scripting of Java applets, choose **Enable**.
10. Click **OK**.

11. In the top pane, select the **Trusted sites** icon.
12. Click **Sites**.
13. In the field, enter <https://rs.alarmnet.com> then click **Add**. Then click **Close**.
14. Click the **Privacy** tab.
15. In the Settings group, click the **Default** button (or manually slide the bar to "Medium").
16. Click the **Sites** button.
17. In the Address of website field, enter [alarmnet.com](https://rs.alarmnet.com) then click **Allow**.
18. Click **OK**, then **OK** again to close the window.

Firefox settings

Enable cookies, pop-ups, JavaScript, and mixed content

1. Navigate to the Total Connect website, then from the **Tools** menu, select **Page Info**.
2. In the top pane, select **Media**.
3. Ensure the Block Images box is NOT checked.
4. In the top pane, select **Permissions**.
5. For Load Images, uncheck Use Default, then choose **Allow**.
6. For Open Pop-up Windows, uncheck Use Default, then choose **Allow**.
7. For Set Cookies, uncheck Use Default, then choose **Allow**.
8. Close the window.
9. From the **Tools** menu, select **Options**.
10. Click the **Content** tab.
11. Ensure the box next to **Enable JavaScript** is checked.
12. Click **OK** to close the window.

Chrome settings

Enable cookies, JavaScript, and pop-ups

1. Navigate to the Total Connect website.
2. Click the **Tools** icon, and select **Options**.
3. In the left pane, select **Under the Hood**.
4. Click **Content settings**.
5. For Cookies, click Manage exceptions. In the field, enter rs.alarmnet.com, and ensure the Behavior is set to **Allow**, then close the window.
6. For JavaScript, click Manage exceptions. In the field, enter rs.alarmnet.com, and ensure the Behavior is set to **Allow**, then close the window.
7. For Pop-ups, click Manage exceptions. In the field, enter rs.alarmnet.com, and ensure the Behavior is set to **Allow**, then close the window.
8. Close the **Content Settings** window and **Options** tab.

Safari settings

Enable JavaScript

1. From the browser's **Tools** icon, select **Preferences**.
2. Click the **Security** icon.
3. Ensure the **Enable JavaScript** box is checked. Close the window.

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