

CAN'T ACCESS TED FOOTPRINTS

Do you have **Avast** or **AVG** Firewall and Virus Protection on your computer? These programs recently added plug-ins that block locally generated web pages. We have raised the issue with them – as have other affected industries – home automation, home security, etc. Unfortunately, the only current solution to this problem is to use another virus protection software, or access Footprints from your phone or tablet. **Note:** this issue does not affect the ability to view the TED Commander website or use the Commander App.

If you are unable to access the Footprints page from another computer or mobile device, we need to check the network connection. Be sure the Ethernet cable is securely connected from the ECC to your router.

Check that your local IP has not changed. There are a couple of ways to find the local IP address.

1. Download our [Installation Utility](#) and run it on your computer. Select Launch in Browser when the TED device is highlighted.
2. Download a free network scanning app on your phone or other mobile device to find the IP address. We suggest **FING**. It's free for iPhone and Android from the appropriate app stores.

If you still did not find the TED device on your network, reset the ECC to factory defaults by holding down the green button on the back of the ECC (beside the Ethernet port) for 30 seconds. All the LEDs on the front of the ECC should come on and go back off before you release the button. After resetting the ECC, try the Installation Utility or the FING app again.

If you have any questions or need further assistance, please click [this link to submit a Support Ticket](#). We have found this to be the most expedient way to provide assistance.