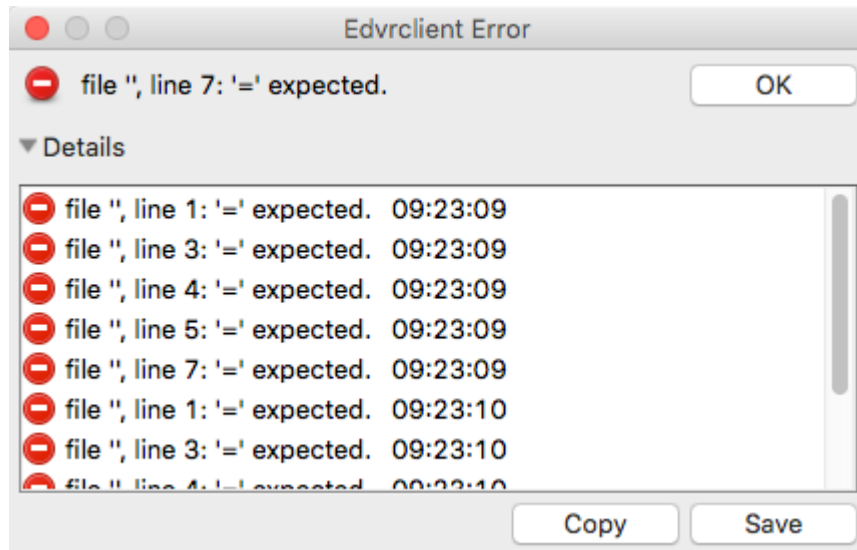


Client won't open but appears to be running on the menu bar.  
May also see the following errors:



Open 'Finder'

From the menu bar, under 'Go' select 'Go to Folder'

Type ~/Library/Application Support/edvrclient -Delete this folder

Type ~/Library/Preferences/edvrclient Preferences -Delete this folder

Type ~/Library/Saved Application State/com.exacq.edvrclient.savedState -Delete this file

You will also need to uninstall the client. Through Finder go to Applications and locate edvrclient. Right click on that and choose 'move to trash'  
With all of these files/folders in the trash, go to the launch bar on the desk top and right click the Trash can and choose empty Trash. You will then have to reinstall the client.

You can download the Exacq client from our website at the following link.

<https://exacq.com/support/downloads.php>

If prompted for a password.

Username: guest

Password: exacqvisionip