


If you are having issues getting MTR's, it is probably because you are using Internet Explorer version 10 or 11. Phoenix recommends Google Chrome for MTR's. However there is a fix for MTR's on Internet Explorer 10 and 11.

First you need to check your version of Internet Explorer. Click on the Gear  at the top right of your program screen and go to About Internet Explorer to see the version number. Then go to the appropriate version below depending on what website you have visited.

If you reached our MTR site at [www.phoenixforge.com/mtr](http://www.phoenixforge.com/mtr) you have to do the following to fix this issue.

### IE 10:

1. Go to [www.phoenixforge.com](http://www.phoenixforge.com)
2. There is a broken paper on the top where your URL address is located. Click that paper to enable compatibility mode.
3. Go back into the MTR's and they will work as normal.

### IE 11:

1. Go to [www.phoenixforge.com](http://www.phoenixforge.com)
2. Click on the Gear Icon  on the top right of your browser.
3. In the drop down, you will see an option Compatibility View Settings (see image below). Select it.
4. Click Add in the Compatibility View Settings.
5. Go back into the MTR screen and your MTR will now run.

If you reached the MTR site from [www.capitolcamco.com](http://www.capitolcamco.com) do the following.

## IE10:

1. There is a broken paper on the top where your URL address is located. Click that paper to enable compatibility mode.
2. Go back into the MTR's and they will work as normal.

## IE11:

1. Click on the Gear Icon on the top right of your browser.
2. In the drop down, you will see an option Compatibility View Settings (see image below). Select it.
3. Click Add in the Compatibility View Settings.
4. Go back into the MTR screen and your MTR will now run.

