



Basic Troubleshooting

Hardware: Most technical issues are a result of one of the following:

- 1) Using components that are not compatible with Eagle Eye software (surveillance type camera's, store bought converters, etc).
- 2) Poor connections or cables
- 3) Computers with near full hard drives or overly aggressive firewall, antivirus and security programs installed by the user's school or organization.

Frames are being dropped while recording

1. Your hard drive or video storage location is getting full and needs to be reduced in size.
2. You are not using a quality converter device such as the one we provide.

Tip: It is always a good idea to 'turn off' internet filtering or anti virus software when timing a track meet.

Tip: Make a habit to empty your C:Video folder (location of video storage) before each track meet.