

## Basic Troubleshooting



### **Hardware: Most technical issues are a result of**

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

**Tip 1:** It is always a good idea to 'turn off' internet filtering or anti virus software when timing a track meet.

**Tip 2:** Make a habit to empty your C:Video folder (location of video storage) before each track meet.

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### **I can't get a live picture on my computer**

1. **Turn on** your camera and converter.
2. Be sure the converter is set to **Analog In**.
3. Be sure your fire wire card and cable is **firmly seated in the computer**.
4. Be sure the **computer and converter** are turned on **before plugging the fire wire** into the computer.

**Tip:** For greater reliability and picture quality, we always recommend using a fire wire card and the 6pin fire wire cable provided with your converter. Some built in computer 4pin ports do not carry as much data, resulting in poor picture quality, etc. A 6pin cable will generally give better performance over a 4pin cable.