

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.
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My camera suddenly stopped recording

1. If you have power to your camera, most likely your camera went into its '**sleep mode**' and shut itself off. Consult your camera's owners manual to deactivate this feature.
 2. Your hard drive or storage location may be getting full and needs to be reduced in size.
 3. You may have an overly aggressive anti virus program that periodically scans your computer. You will need to turn this program off inside your control panel.
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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.