



This is a general troubleshooting guide which also lists answers to some common technical support issues. If you need help with anything that is not covered here please email [support@eyespy247.com](mailto:support@eyespy247.com) where one of our team will be delighted to assist.

### **Common Questions:**

- How do I get my camera working with my EyeSpy247 account?**
- How can I access my account if I've forgotten my password?**
- How do I set up guest accounts?**
- What do guest users have access to?**
- What are scheduled captures?**
- How do I add multiple cameras to my account?**
- How do I clear disk space on my account?**
- I've cleared disk space but it doesn't store any new images/video, why?**
- How do I use my credit?**
- How do I know when I've used up my free allowances?**

### **Troubleshooting:**

- Emails from EyeSpy247 (sign up confirmation, alerts, etc.) not arriving?**
- Can't connect to your camera from outside your property?**
- How can you check if you have a fixed IP address?**
- What if you don't have a fixed IP address?**
- Can't see a test image when you click 'Save and Test'?**
- Activated service but not getting any motion captures or alerts?**
- Can't get access to your account on your mobile?**
- Getting an SSL warning on your mobile?**
- Can't see recorded video on your mobile?**
- Can't see the live camera stream on your mobile?**

## Common Questions:

### **How do I get my camera working with my EyeSpy247 account?**

Please refer to the pdf related to your camera on our Support site. This will provide you a step by step guide in getting set up.

### **How can I access my account if I've forgotten my password?**

Click the 'forgot details' link under the login box on our website and follow the instructions to get a password sent to you.

### **How do I set up guest accounts?**

Click 'guest accounts', provide a username and password (being careful to pay attention to the requirements for passwords) and you're done. You can then give out these details to whoever you want to be able to access the images and video on your account.

### **What do guest users have access to?**

Guests can only access your images and video. Nothing else. They cannot see your account information, credit or any other personal details.

### **What are scheduled captures?**

This is about being able to set schedules for regular uploads of images and video to your EyeSpy247 account from your camera as well as set automated windows for when you might not want motion detection alerts to be sent, saving you having to manually enable/disable motion detection every day. See the related PDF '*How to set up scheduled captures*' for details on making the most of this feature.

### **How do I add multiple cameras to my account?**

On the Camera Management page you will find an area called Camera Servers. From here you can 'add' up to 4 extra cameras on your account.

### **How do I clear disk space on my account?**

To free up disk space simply download whatever images and video you want to keep hold of and then just hit the delete button to free up media for any particular day. Repeat as needed for any number of other days' media.

*NB: If you are a trial user deleting as above will not free up space for you to use again. This is intentional to avoid the goodwill of our free trial being abused and impacting on paying customers.*

### **I've cleared disk space but it doesn't store any new images/video, why?**

If you have credit on your account first check to see that your account is active under the Credit Management page. If the account is active then check to see that you have enabled motion captures under Media Management or My Account.

### **How do I use my credit?**

Once you have added credit to your account you need to go to Credit Management and activate service. Activating service will give you access to the full range of monitoring, media recording and alerts functions. As you only pay for this a week at a time you can suspend service at times when you don't need it.

### **How do I know when I've used up my free allowances?**

Click on Your Account and toward the end of that page you will find the number of SMS messages that have been sent to you as well as the disk space you have used (and have left). As for your alerts email allowance the emails will contain a line that says "*This is email number xx of 20 free trial alerts*".

Troubleshooting:

**Emails from EyeSpy247 (sign up confirmation, alerts, etc.) not arriving?**

You may find the emails are in your Spam folder, so check there first. Sometimes our system will send you motion alert emails in quick succession due to rapid movement being noticed and some email providers have a tendency to pick this up as Spam.

**Can't connect to your camera from outside your property?**

You should check that your camera has correctly been enabled on your router. Sometimes DHCP/UPnP does not fully propagate the port and on some routers this may need to be set up manually.

**How can you check if you have a fixed IP address?**

Your ISP should be able to tell you if you have a fixed IP or not.

**What if you don't have a fixed IP address?**

It may well be that you don't have a fixed IP address in which case you will need to create a Hostname with whatever Dynamic DNS service provider your camera supports. See the camera manual for details.

**Can't see a test image when you click 'Save and Test'?**

Double check that you have copied across the details EXACTLY from the information under Camera Motion Detection Configuration (under the Camera Management page) to the email server settings page on your camera. A mistake in transposing the correct information will cause the test to fail and will prevent subsequent successful motion captures to be uploaded.

**Activated service but not getting any motion captures or alerts?**

Check to see that you have enabled motion captures under Media Management or My Account.

**Can't get access to your account on your mobile?**

Check that you have an Internet enabled web browser on your phone and that you are accessing [www.eyespy247.com/mob/](http://www.eyespy247.com/mob/). Then check to see that under My Account the box marked 'Allow mobile access' is checked and that the PIN you are entering corresponds to the one displayed on the same page.

**Getting an SSL warning on your mobile?**

We have two SSL certificates issued by Go Daddy and while 99.9% of web browsers can see these fine we are aware that if you enter [www.eyespy247.com](http://www.eyespy247.com) some mobile phone browsers do not immediately recognise them as valid as they have not yet been added to their root certificate tree. You can safely 'ok' these however as they are the same certificates that verify access when you use a browser on your PC.

**Can't see recorded video on your mobile?**

The videos are available in various mobile formats and what you get served up will be based on what our systems recognise to be the mobile phone you are using. You may not be able to stream the video but should be able to download and play directly on your phone, depending on what your phone is capable of.

**Can't see the live camera stream on your mobile?**

Please check your camera manual for details on how to access the live stream on your mobile.