

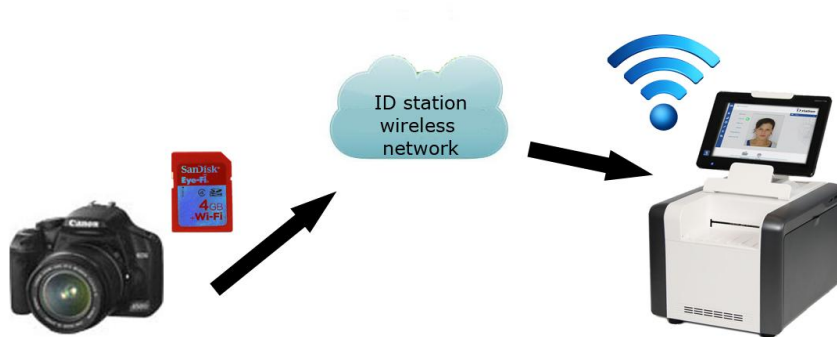
Troubleshoot guide : Eye-Fi



Introduction

This document will provide information and guidelines to solve problems that may occur when using the wireless Eye-Fi connection.

The Eye-Fi card is an SD card with a wireless network function. The Eye-Fi card will transmit every picture to a "receiver". The receiver is usually a computer, in our case the **ID station**. To be able to receive the pictures from the Eye-Fi card the ID station will "**transmit**" a wireless network. The Eye-Fi card in the camera uses this wireless network to send the pictures to the ID station, being the "receiver".



How to prevent problems with the wireless communication?

A few tips that will prevent problems with the wireless camera connection:

1. make sure the **battery** in the camera is fully charged. The eye-fi card needs power!

2. **never** switch off the camera while the transfer is in progress
3. do not allow the camera to go into power save mode (e.g. Nikon)
4. make sure the camera is not set to disable WiFi (e.g. Canon EOS 1100d)
5. make sure the camera and the ID station are in the same area/room. The distance is less important, but remember that walls and closed doors reduce the range of the card.
6. do not place the ID station close to other wireless network devices such as wireless CCTV cameras, wireless network routers and anti-theft gates.
7. Do not format the Eye-Fi card! You may delete images from the card, but do NOT format it.

Use your own wireless internet

If you have your own wireless network (for wireless internet for example) it could be interfering with the ID station's wireless network. And since wireless internet networks are usually very powerful it could suppress the ID station network and this will make the communication between ID station and camera unreliable.

The best solution is then to let ID station use your own wireless network to transfer the images from the camera. To use your existing wireless network instead of the ID station wireless network you must follow these steps:

1. Stop the ID station software.
2. Insert the Eye-Fi card into the ID station. The Eye-Fi card reader is usually inserted in the tablet/computer but you may use the internal SD card reader too.
3. Start the Eye-Fi center software.
4. Select the "network" tab.
5. Remove the existing network link (click on the box and press remove)
6. Now add a wireless network: choose your own wireless network from the list.
7. Enter the password and click "add network to card". Wait until eye-fi center has completed this process.
8. Take out the eye-fi card and insert in into the camera. Reboot the ID station.

Done. Please read the How to add an eye-fi card if you are unfamiliar with eye-fi centre and eye-fi card settings.

Step by Step troubleshooting

If you take a picture and the picture is **not** received by the D station, follow these steps. If the pictures are transferred to ID station (the thumbnails do pop-up) but not automatically displayed by the software you probably changed a setting in the software. Please read the How to : wireless camera in that case.

step 1. Check card and camera.

- Make sure the Eye-Fi card is inserted correctly in the camera.
- Check the battery status of the camera. If the battery is low, charge the battery first.
- Check the auto power off mode of the camera. The auto power off mode of the camera should be set to at least 2 minutes. The Eye-Fi card requires the camera to be powered ON. If during the transmitting of the pictures the camera is switched OFF or if the camera sets itself in a power saving mode the wireless communication will crash!
- Check the "Enable Eye-Fi" settings of the camera (e.g. Canon EOS 1100d). Make sure the Eye-Fi mode is ENABLED.

Now position the camera close to the ID station and take two pictures. Wait at least 30 seconds for the transfer to commence. If the problem is not solved, go to step 2:

step 2. Reboot the ID station

- switch the ID station OFF, wait about 5 seconds and switch the ID station ON.
- Wait a couple of minutes, for ID station needs to start the wireless network and this takes some time.
- If no pictures are being transferred, take a new picture. The camera should still be close to the ID station.

If the problem is not solved, go to step 3:

step 3. Check the wireless network

The wireless network is created by the ID station. Therefore to check the wireless network we need to access the wireless network software on the ID station:

- Close the ID station program. Click on the **X** in the right upper corner. If the Exit button is hidden enter the Expert Mode first and then exit the program. Now you will see the default Windows desktop.
- The software that creates the wireless network for the Eye-Fi card is called **Connectify**. Open the Connectify software by clicking on the connectify icon in the icon tray of the task bar. (bottom right of the windows desktop)

Open the Connectify software by clicking on the icon:



The Connectify software looks like this:

Make sure that the settings on your ID station are the same as the example here. Check that the **"hotspot"** is running. If for some reason the hotspot is stopped or paused, **start** the Hotspot by clicking on that button.

If the connectify software is running and the Hotspot is started, the wireless network is OK.

You may verify that the Eye-Fi card has been sending pictures by clicking on the Clients tab. Here you can see if there have been any pictures transferred previously.



step 4. **Reset the Eye-Fi card**

If the wireless camera connection still doesn't work, you can reset the Eye-Fi card. Resetting the Eye-Fi card requires the Eye-Fi card to be inserted into the SD-card slot of the ID station. Please read the How to page "How to add an Eye-Fi card".

Plan B

If for some reason the wireless connection does not work and even with this guide the problem cannot be solved, you have two work-around options:

1. use the Eye-Fi card as any other SD card. Insert the Eye-Fi card into the card reader slot of ID station and open the files manually (use the Open File button)
2. switch to working with the USB cable. Step 5 will explain how to connect your camera using a USB cable. Every ID station is supplied with such a cable.

Use the USB cable

ID station supports several methods of working with cameras. If the wireless communication isn't working reliably, you may use the USB cable that is supplied with every ID station. Note however that not every camera supports this way of working. We suggest to use Canon EOS cameras and will describe how to do this using a Canon EOS 1100d.

- insert the USB cable into a USB port of your ID station. Connect the cable to the Canon EOS 1100d. Switch the camera ON. ID station will detect the camera and install it automatically.
- instruct the ID station software to switch to "Photomatic mode". To do this open the config tool and select the "ScanFolder settings". Now switch from "wireless" to "photomatic".
- Save the changes and restart the system. You will now see the "capture" icon that will allow you to take pictures in Photomatic mode.

See also following documentation on www.IDstation.eu:

- How to : Use the ID camera
- How to : Wireless camera
- How to : Use a Canon camera in Photomatic mode
- How to : Connect a camera
- How to : Add an Eye-Fi card