



## SWFL Eagle Cam Frequently Asked Technical Questions

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FORT MYERS, FLORIDA

### What type of technical set up do I need to view the cams?

- Internet to your desktop or mobile device and a standard internet search engine (ie: Google Chrome, Firefox, Internet Explorer, or Safari).
- Or download the **EAGLE CAM app** in your app store ([iTunes](#) & [Android](#)) for easy and instant access to viewing.

### What kind of camera is it?

The cameras for the 2016-2017 season are Axis PTZ.

### How far is Cam 1 installed from the nest on the nest tree?

Seven Feet.

### How far from the nest is Cam2 installed?

About 60 feet to the North.

### Is there a chance that an eagles will become entangled with the camera wires, etc.?

No, all wires and components are within conduit which conceals the wires from the elements and anything damaging them.

### Are the cameras lightning protected/grounded?

Yes, but nothing can keep a direct or nearby hit from damaging the cameras. Lightning arrestors primarily reduce the impact but do not eliminate it altogether.

### How does the infrared (IR) light work?

Cam 1 is equipped with night vision or infrared light (IR). The glow you are seeing on the camera is invisible to the naked eye. The eagles do not see any light and remain undisturbed.

### Who is controlling the cameras?

The SWFEC controls the cameras.

### Why has the DVR Function disappeared?

If the DVR feature has disappeared, it is currently unavailable. The use of DVR has shown to have a direct correlation to our systems crashing and we continue to troubleshoot the problem. Unfortunately, in order to maintain the consistency and dependability of the streams, the DVR feature will be turned off until a resolution is found.

### Problems Accessing the Cams, Try these few things before contacting us:

- Restart/Close and Re-open your current browser
- Restart Your computer & check your internet connection
- Insure you are using the latest edition of Adobe Flash

### YouTube Blocking

Unfortunately, viewers in Germany cannot access the cams. This is due to YouTube and Germany not having an agreement so YouTube does not allow people in Germany to use YouTube. Additionally, many schools ban the use of personal pages (Facebook, Twitter, YouTube, Pinterest) and many schools classify YouTube as a banned website. This can only be fixed through their school system, not an issue that we can address.

Schools should try accessing the Eagle Cam app on a mobile device to view the cams.