



FAQ

Setup

1.) What kind of battery should I get?

A true 12V Marine Deep Cycle Group 29+ but here are a few we recommend. Hybrid batteries that are commonly sold are NOT suitable for use with the HogEye camera system. Please reference the following batteries at leading retailers:

- a. Everstart Maxx Lead Acid 29DC
- b. Marine/RV Battery (DC29)
- c. SRM-31 (Interstate Marine DC)
- d. Interstate Marine/RV 29DC
- e. Autocraft Groupe 29HM (deep cycle)

2.) How does the Organization work?

Each "Organization" represents the user's account. Users can be a part of multiple "Organizations."

There are 3 tiers for an organization:

- The **Owner** can do anything within the organization from deleting users off his/her organization to adjusting the motion box.
- An **Admin** can do everything except change the billing information.
- A **Member** can only stream the camera.

3.) How do I cut back on notifications?

If you go to the camera view screen, you will see a gear icon. If you press this, it will bring you to the camera configuration page, and you will be able to adjust the green outline, which represents the motion box and then click save.

4.) How many users can I have?

Currently there is No limit on the number of users in an organization.

5.) How do I update my subscription/credit card?

Go to the online portal and log in (<https://signup.hogeyecameras.com>) Click on the “Subscription” tab and you will see the option to cancel or add a different payment method. If you add a different payment method, you will need to select it and UPDATE the subscription.

6.) How long will a battery last?

- a. A fully charged battery with no solar will last on average 5-6 days
- b. A battery with solar charging will last several months at a minimum, assuming the correct battery is used and enough sunlight is hitting the solar panel.

7.) How much sunlight does my solar panel need and how to position it?

- a. A minimum of 3 hours is required to maintain the battery at the proper charge. The more horizontal the better when positioning the solar panel.

Customer Support

1.) What to do before contacting customer support.

Attempt to collect as much information as possible. Make a note of which lights are on/off (Power, Signal, and Carrier)

2.) Why my camera is inactive

An inactive camera doesn't always mean it is down. An inactive camera simply means it did not check-in at the correct time. Attempt to stream the camera first to verify that it is truly not active. Inactive cameras are most often power related. Please reference the following video for more information:

<https://youtu.be/zViesYJEymE?list=PLSGLicWHpluAiPFb4mWNMid1qKlhCkplY>

3.) How do I get in touch with customer support?

- a. Phone : 855-464-3935
- b. Email- support@wildlifedominion.com
- c. Chat – Online chat via the HogEye App