

## Using Eye-Fi with Imaging

Through use of the Eye-Fi Wireless SD Card (or Wi-Fi compatible camera) Imaging can be setup so that images are acquired directly into the software. This document will explain how to setup Imaging acquisition for the Eye-Fi camera specifically (for other devices please view the software documentation for that device when choosing the appropriate save directory).

If you have any questions or are unsure if your Digital Camera is compatible with the Eye-Fi card, please contact The Bridge Network with the make and model of your camera and we will investigate this for you.

### Requirements

- *Linksys Wireless N Router, installed and functional*
  - The Bridge Network recommends a Linksys WRT160N Wireless N router to be used with the Eye Fi card. This ensures that you get optimal speeds and range from your usage with Imaging.
  - If you are using a different router please check with Technical Support to ensure that it will work properly with your office.
- *Functional Internet connection*
  - The internet connection is needed in order to set up the Eye-Fi center software and required for making any changes to the setup or for troubleshooting.
- *Password for connecting to the Internet wirelessly*
  - The password will be used during the initial setup for the Eye-Fi card. Although it is ideally only used once, it may be needed for future troubleshooting and should be recorded somewhere.
- *Eye-Fi card and dongle*
  - This can be purchased from The Bridge Network or from Eye-Fi themselves by visiting [www.eye.fi](http://www.eye.fi).
- *Digital Camera*
  - Your digital camera must be SD compatible and able to use SDHC cards. To find out if your camera is compatible please check the [Eye-Fi website](#).

If any of the above is missing, you will not be able to continue with the setup of your Eye-Fi card. If you have all of the items listed above proceed with the next section.

For best results, it is recommended that the installation of the Eye-Fi manager described below be installed on the server machine to ensure optimal transfer speeds. If this is not possible be sure that the computer used for installation can maintain a fast and steady network connection.

**Important Note:** The machine in which the Eye-Fi software is installed MUST be on and logged into with the **same** username at all times in order to get the images.

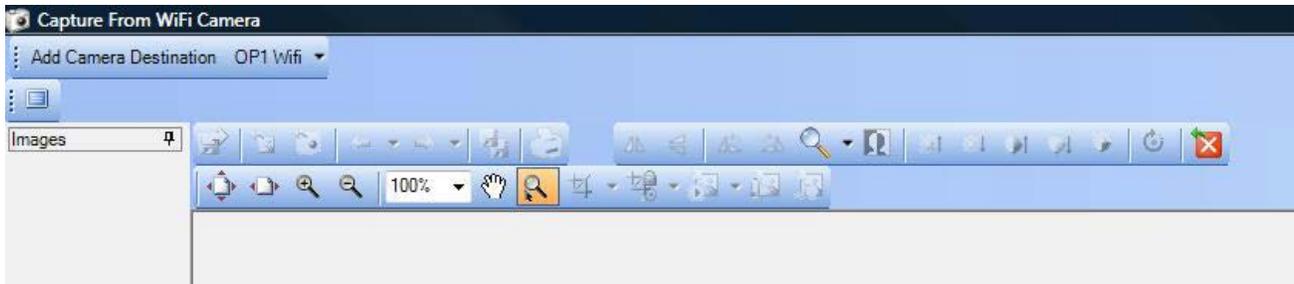
**Important Note:** The Eye-Fi card ideally has a range of 45 feet. Different factors like walls and electronic interference may reduce this range. Therefore consider wireless router placement carefully for best performance. In some cases, an additional wireless access point is helpful.

### 1. Creating WiFi Object for Acquisition

Before you can setup the Eye-Fi device to save images to a directory you must first create the Wi-Fi device within Imaging.

1. Open Imaging.
2. Select the **Acquire** menu and choose **Wifi Camera**
3. Once in the Acquisition screen, select **Add Camera Destination**

- At the prompt enter the name of the device you are trying to add (ex. OP1 Wifi). *Do not* enter a path at this screen; one will be created for you automatically. Choose the **OK** button once you're finished.
- After adding the destination you will notice that the name of the device is displayed in the upper left of the acquisition screen. Choose the folder icon next to the device to display the directory that was just created. Write down the path listed in the Address Bar at the top of the screen as you will need it later.
- Multiple devices can be added by choosing **Add Camera Destination** again. They will be selectable via a drop down list.



## 2. Setting Up Your Eye-Fi Card

After the object has been created from within Imaging you can now setup your Eye-Fi card. It is important to note that you **MUST HAVE** an Internet connection available to setup your device.

- Insert the SD Card into the Eye-Fi USB card reader and plug it into an available USB port on your computer.
- After a couple of moments while the computer will detect the device and you will receive a prompt as to what you would like to do, choose to run the “**Eye-Fi: Free Your Memories**” program. (*Windows 7 or higher users see note below*)



Windows XP



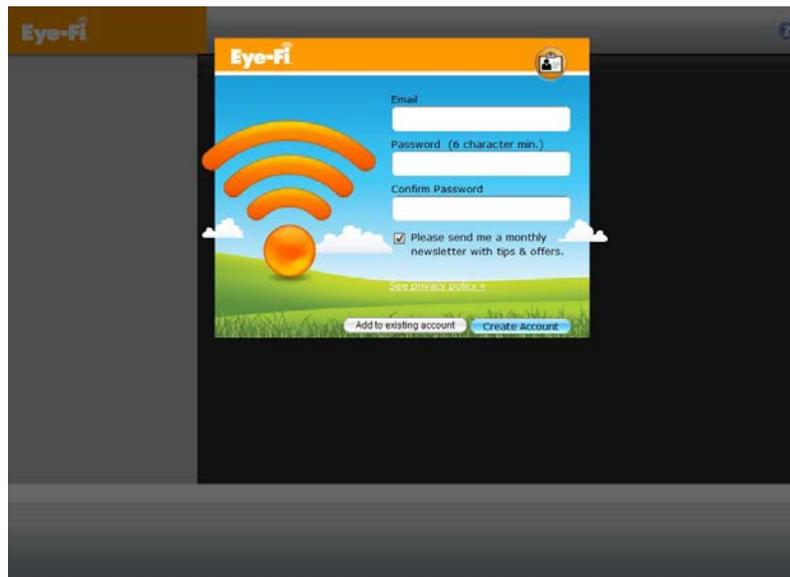
Windows Vista / 7 / 8

**Important Note:** If you are using Windows 7 or higher, you may not get the prompt to run the program. Instead you will need to choose “**Open Folder to View Files**”, double click on the Autorun folder and then double click on the **Autorun.exe**

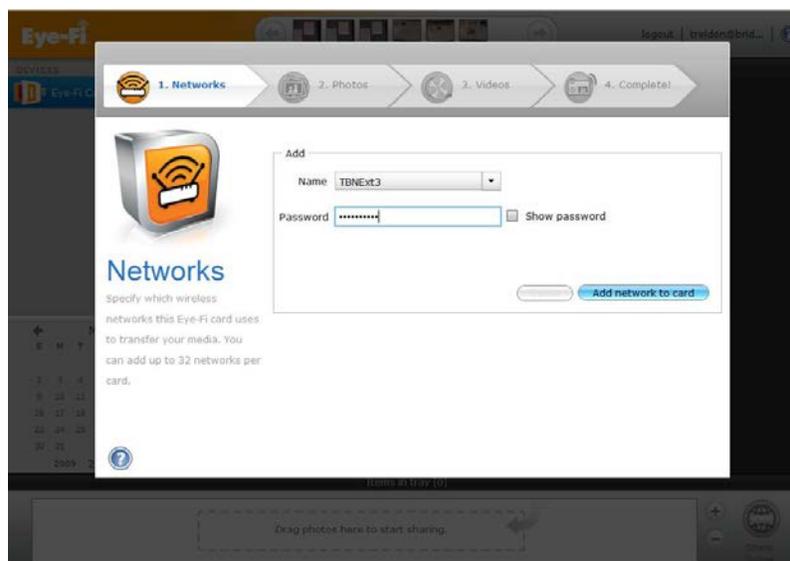
- Eye Fi will prompt you to install the software on that machine. Choose **Yes** to continue.
- After selecting the program the installation of the Eye-Fi software will start. You must click **Next** and accept the agreement when prompted.
- By default the program will install to the `C:\Program Files\Eye-Fi` directory, choose **Next** at this screen and click **Install** to complete installation. The install process may take a couple of minutes to complete.

6. After completion, click **Finish** to start the installation of the Eye-Fi Center Software.  
**Important Note:** The Eye Fi program will now check for updates, if one is available, choose **Download & Install Now**.
7. After installation the Eye Fi program will start manager will begin a test on your firewall settings to ensure everything will work, if prompted; choose **Unblock** to allow the software access to your computer.
8. Once the firewall tests have been passed, The Eye Fi Center will open in order for you to create your Eye-Fi account. You will need to enter a valid email address and create a password.

**Please Note:** A confirmation email that must be confirmed will be sent to this address. You MUST click the link in this email or you will be locked out of your Eye-Fi account.

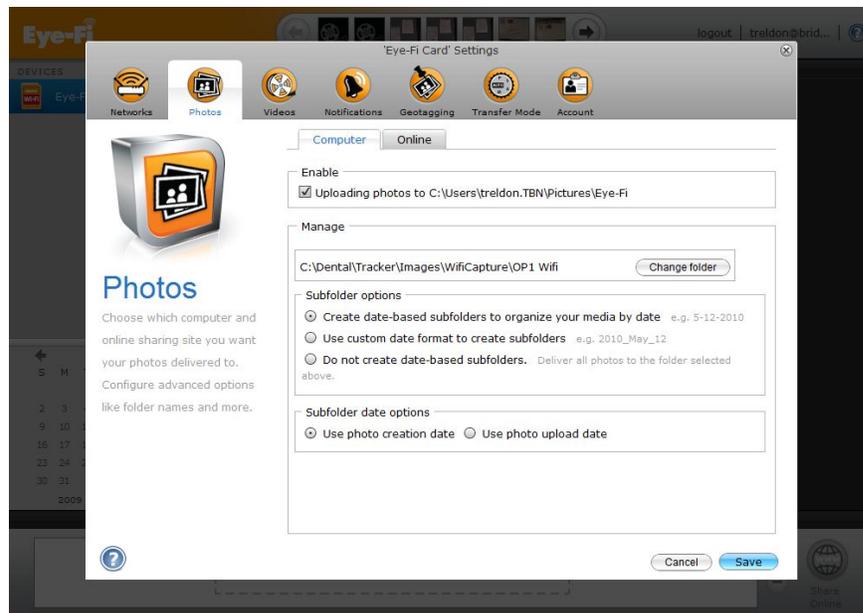


9. At the next screen you will be prompted for the wireless network you want the card connected to. Choose your wireless network SSID from the dropdown (Eye-Fi is used in this example) list and enter the passkey (if applicable). Choose "Connect card to Network" and the card will attempt connection to the selected network. After completion you proceed to the next step.



**Please Note:** Multiple networks may be listed on this screen, these are all the wireless networks detected by the card. Be sure to choose *your* SSID in the list of networks or your card may not function properly. If you are not sure which SSID belongs to your office, contact your computer technician.

- The next screen will ask about sharing photos online. This **is not** required for use with Tracker and can be skipped by choosing **I don't want to set up Online Photo Sharing now**. It will ask this for videos afterwards and the same selection can be made.
- The program will then ask you to upload your first photo. Although you are being asked to do this we are still not done the setup process. To continue, click the **Finish** button.
- Right click on the Eye-Fi manager icon on the bottom right hand corner of your computer and from the menu ensure that **Auto Start Eye-Fi Helper** has a checkmark next to it. If it does not click on it to enable this feature and re-insert the Eye Fi card into your computer.
- Double click on the Eye-Fi Helper the bottom right hand corner of your screen to load the Eye-Fi Center.
- Once logged into the Eye-Fi Center, click on **File**, choose **Settings** and select **Eye-fi Card** and click on the **Photos** button.
- After clicking on the Photos button, click on the button labelled **Change Folder**.



- You will then be prompted for which directory you would like to save the images to. At this point you will need to choose Change Folder and link it to the path that was created through Imaging. When the button is clicked choose My Computer from the list, and navigate to your Imaging Images folder (default directory is C:\Dental\Tracker\Images). Choose the WifiCapture directory and a subdirectory with the name of the Device you created will be shown. Once complete go to the next step.
- The final part of the setup will instruct the user to remove the SD card from the computer and test It by taking a picture. You will notice that when you take the picture it will be displayed on your computer when it's being transferred. You are now finished the setup.

### 3. Acquiring Images to Imaging Using Eye-Fi

Now that the setup process is complete, you can acquire images directly into Imaging using the Eye-Fi device.

1. Open Imaging.
2. Select the **Acquire** menu and choose **Wifi Camera**.
3. Ensure that the correct Wi-Fi Device is selected in the list (ex. OP1 Wifi). Multiple devices can be selected via the drop down menu.
4. Proceed to take pictures using the device. Images will be displayed automatically as they are acquired.



For an image to transfer to the computer, the camera **MUST** remain on. If your camera turns off during the transfer before completion, it will not completely transfer to CSI until it is turned back on. Also, larger images will take longer to transfer wirelessly due to their size.

Please refer to your camera documentation on how to lengthen the standby time of your camera and reduce the image size to optimize your use with the Eye-Fi card.

#### Installing Additional Eye-Fi Cards

Any number of Eye-Fi cards can be installed into an office for use on different machines or locations in the office. To install an additional Eye-Fi card, you can set this up on the same machine as the previous card.

You will have to create a new camera destination as explained in Section 1 Step 4 above and name the device something different (ex. OP2 Wifi). Once you have inserted the new Eye-Fi card into your computer, choose the link **Add this new card to an existing Eye-Fi account** on the Create an Eye-Fi Account page to add your card. After logging in you can continue with Section 2 Step 8 to setup and install your new Eye-Fi card. When selecting the Photo destination you will have to choose the new folder name (ex. OP2 Wifi) instead.

In the acquisition screen, make sure that the right device is selected in the drop down list before you begin to acquire images (Section 3, Step 3).

## Troubleshooting

The following may be useful if you are experiencing issues with your Eye Fi card. If you are experiencing a problem that is not covered in this guide, please call Technical Support at 1-800-922-7434 ext 2.

### It takes a really long time for images to transfer

In the situation that images are taking a really long time to transfer to your computer, there are a couple of things that can be checked.

**Move closer to the router.** Sometimes there is interference with the wireless connection that may cause this. To test out the connection, move closer to the router or wireless access point and test the speed when taking additional images. Typically the Eye Fi range is 15m indoors and 30m outdoors, and if you are using a Compact Flash adapter this is slightly reduced. If you are outside of these limits a wireless access point may be required.

**Check the resolution of the images.** Pictures being acquired at high resolutions (Megapixels) are much bigger in size. Due to this size images will take longer to transfer to your computer. We recommend that images be acquired at a **5 Megapixel maximum** to ensure a reasonable file size without sacrifice in picture quality. To view more information on Megapixel size and optimal picture settings please refer to our article '[Image Size and Your Camera: Which are the best settings for me?](#)'.

### Resetting Eye Fi Account Password

If you happen to forget your Eye Fi password and need to reset it to log into the Eye Fi account, you can do so by going to the password recovery page at <https://manager.eye.fi/forgot.php>. From here you can fill out applicable information for having your account reset.

### Images do not show up in Imaging

This problem can stem from one of two issues and must be determined before troubleshooting. To the source of the problem we must first see if images are being received by the Eye Fi manager itself. To do this go to the computer that the Eye Fi manager was initially installed on and right click on the Eye Fi manager icon in the bottom right corner and insure that show thumbnail preview is enabled. By doing this you should get a thumbnail preview in the bottom right hand corner of your screen when a picture is taken. Test taking a picture and look for the preview. If a preview is seen continue with this section, if no preview is seen please read the section called [Is There something blocking my Eye Fi Manager?](#)

With the preview still enabled, try opening Imaging going to the Acquire menu and selecting Wifi Camera. Within the wifi acquire screen ensure that the correct device is selected in the upper left corner. Try taking another image and see if the image appears. If an image does appear trying moving to a desired place in the office and try again, consult [It takes a really long time for images to transfer](#) if it stops working. If an image does not appear there may be a problem with the directory that is set for use with Imaging in the Eye Fi card manager, please ensure the correct directory is set or call 1-800-922-7434 ext 2 for additional assistance.



### Is There Something Blocking my Eye Fi Manager?

If problems arise when taking images, a good test to find the source is to enable the thumbnail preview if not already done, and see if any images popup in the preview. This is done by right clicking on the Eye Fi manager in the lower right corner and ensuring Show Thumbnail Preview is set. If no preview is shown then there is something blocking the connection. The most common causes are as follows:

**Firewall.** Windows firewall and other similar programs will block communication to the Eye Fi manager by default and must be configured to allow communication. To access the Windows Firewall, go to Start | Control Panel and choose Windows Firewall. Go to the exceptions tab and ensure that there is a checkmark for the Eye Fi manager. For other Firewall software please consult manufacturer documentation on allowing exceptions and add the manager to the list.

**Antivirus.** There are some free antivirus applications that do not allow customization and block communications of the Eye Fi manager. Currently AVG Antivirus and Eset NOD32 are known to do this and are therefore not recommended.

when installing the Eye Fi manager. If one of these software's are installed on a machine then it is best to move the manager to a different computer or you may contact your technician in regards to its configuration.

#### I get a CF error when I try to acquire images

If you have installed and setup all of the appropriate software are using a Compact Flash Adapter but get a "CF error" when taking pictures there is a possible workaround. First ensure that the Eye Fi card is properly and securely inserted into your Compact Flash adapter and that the adapter is securely and properly inserted into the camera. If the error still occurs, you can format the card while it is inserted into the camera. This is a function usually found within the main menu of the camera itself. Once the format is complete, take out the Eye Fi card and re-insert it into the computer and log in to the Eye Fi Manager so that the card can be re-initialized. Once done you can put the card back into the camera and test taking pictures.

It is important to note that after the format the eye fi manager software will no longer be on the card for installation on a different machine. If you wish to install the manager at a different location you must download the appropriate software from <http://support.eye.fi/downloads/>.