eMammal Troubleshooting

Problem	Solution
There are no good trees for my camera, what do I do?	Look around, if there is a good spot within about 50 meters that's fine! If there still is nothing, email your volunteer coordinator.
My Bushnell walktest indicator light is blue, not red	This indicates low batteries. Push the batteries in firmly and try again. If the battery indicator is under two bars, replace the batteries.
How far is a "good" detection distance?	Detection distance in an open area should be 10-12 meters, less where undergrowth is thick. If you have set in an open area and are getting less than that, your camera may not be parallel with the ground.
My camera is not detecting me very far on the walktest	Check that the camera is parallel with the ground and that there is nothing obstructing it within 4 meters. If the temperature outside is over 90 degrees, the sensor may not be able to distinguish you from ambient temperature and you can skip the walktest in that case.
I lost the key to my lock!	Email your volunteer coordinator and s/he will mail you another key
I cannot access the website, my browser says access denied	Clear your cookies and history in your browser, verify internet connection and try again. If that doesn't work, try accessing from a different network, some networks may block certain sites.
The Desktop Application download tool says "access denied"	Be sure you have registered on the eMammal website and have received notification that your account has been approved. Make sure there are no special characters in your username or password.
I have a Mac, the Desktop Application says it is missing the ExifTool	The ExifTool is a second tool that must be installed in addition to the main program. The .DMG for this component is located in the "SI eMammal Desktop" package you download with the main program.
My camera did not take any photos so I have nothing to upload	If no photos at all were recorded, contact your volunteer coordinator since your camera probably malfunctioned. If the camera DID take a photo of you putting it out and picking it up but nothing else, that's okay! We want those pictures since it indicates that no wildlife used that area during those 2-3 weeks.
I do not see my deployment in the dropdown menu	Be sure you have been assigned a deployment in the website which may require completing an online site form. Be sure you have selected the correct project and subproject from the dropdown menus.
The copying and building directories phase is taking more than 10 minutes	Check the RAM and hard disk space on your computer. If the RAM is under 2GB and the hard disk space is under 25 GB you may not be able to use the software with your computer. Contact your volunteer coordinator for help.
I loaded the wrong photos to the wrong deployment ID	Contact your volunteer coordinator, they will make you a new deployment and you will start the process over again.
My upload is proceeding very slowly	Upload large sequences one at a time. Check your internet connection, plug an Ethernet cable into your router instead of WIFI.
I received an error while uploading	Contact your volunteer coordinator and they will check if they received your upload. Record what the error said so you can tell them
I don't have time to upload my photos	Contact your volunteer coordinator before you return your camera, they will arrange for someone else to upload your photos. Be sure to make a copy of the photos in case they are needed later.