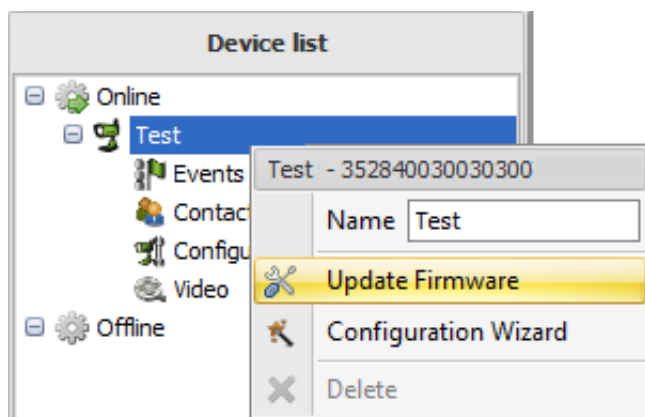


Cannot connect to EYE-02 via jablotool.com

We suppose you logged in to your JabloTool account on www.jablotool.com. You started connecting to your camera but Jablotool tells you that it cannot connect. Please check these points:

- Is data activated on your SIM card? Ask your GSM provider.
- Install Jablotool SW on your PC. You can download it from www.jablocom.com/download
- Connect the camera via USB cable to your computer
- Update software of camera. Right-click on the icon of your camera and choose Update firmware.



- Now click on the icon of your camera. You will see information about GSM signal.

You can also check the signal also remotely. Send SMS in the format "0000 STATUS" to your camera. 0000 (four zeros) is default password. If you changed this password please use your own password. Camera will reply by SMS with information about the signal.

The optimum signal is at least 60%. For more information about improving camera signal follow [this guide](#).

- Now click on Configuration and then GSM network. Select the option Automatic configuration.

Now try to connect to your camera via JabloTool web portal again. If you still cannot connect please stay on www.jablotool.com. Click on Support in the bottom right corner, then Contact us. Please describe your issue and send us the telephone number of your camera and the name of your GSM provider.