

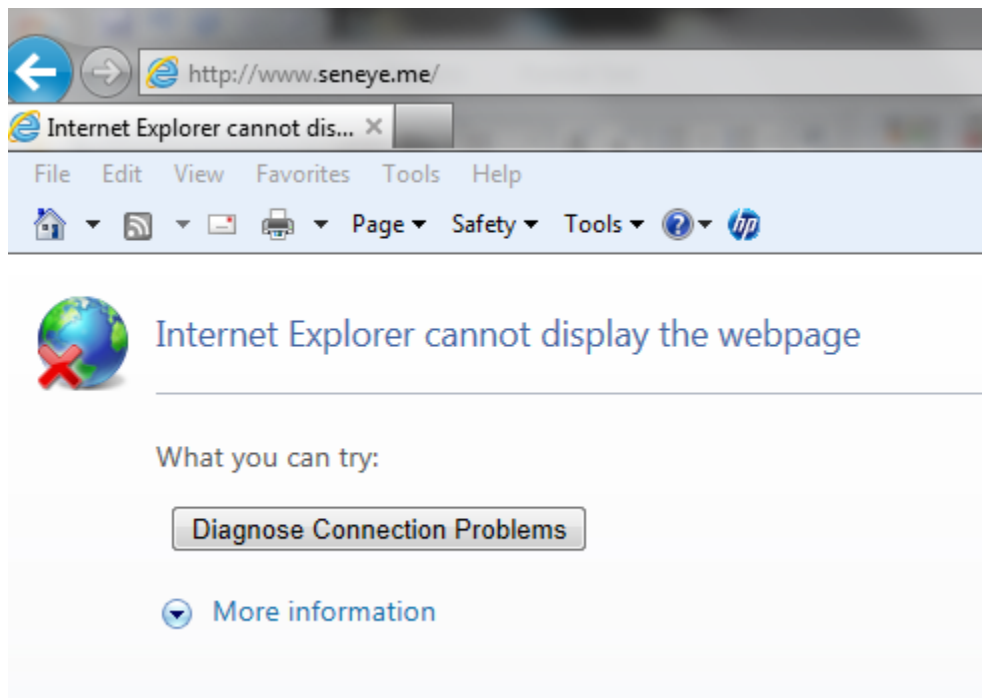


If your internet browser or [SCA](#) won't connect to [seneye.me](#) please read on.

If your [seneye connect application](#) wont connect please click [here](#).

If you have problems connecting to [seneye.me](#) and your browser returns a message like:-

"cannot connect to seneye.me" or similar such as below:



The first thing to do is to try logging on from a separate PC on another IP address.

If logging on works, it could be that your IP address has been blacklisted by our seneye servers.

If you don't have a fixed IP address try rebooting your home router by unplugging for a few minutes and restarting.

Usually this will issue you with a new IP address. Try reconnecting.

If this doesn't work please try the following:

In Windows, select *Start > Programs > Accessories > Command Prompt*.

Enter the word *tracert*, followed by a space, then the domain [www.seneye.me](#), and press return.

Once it has finished working, screen-grab the page by pressing *PrtScn* or using the snipping tool.

Open an email and address it to support@seneye.com. Paste this image into the email and send it to us.

Once we know your IP we can check for you.