



Camera cloud system

# User Manual

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## About Zeemage

Zeemage is a cloud service for trail, wildlife, security, pet, and farm cameras.

Zeemage works with any camera that can send images or video by email or MMS, regardless of brand. Support for cameras that stream video directly over the network (ONVIF) is planned for a future release.

Once you connect your camera's existing email or MMS feed to Zeemage, every image and video it sends is collected, organized, and ready to view. Zeemage runs in a standard web browser, so you can use it from a phone, tablet, computer, or smart TV — on any of the common browsers — without installing a separate app.

With Zeemage you can:

- **Collect** images and video from all your cameras in one place, regardless of manufacturer.
- **Monitor** your cameras in real time in the Control room.
- **Browse and search** your full image history in the Gallery.
- **Get notified** when a camera detects a person, vehicle, or animal.
- **Share** cameras with family, friends, or a group, without requiring an account for viewers.
- **Keep what matters** by marking images as favorites, tagging them, and choosing how long the rest are stored.

New accounts start with a free trial period. After the trial, unless you upgrade to a paid subscription, Zeemage continues on a limited free tier: a fair-use cap applies to usage, and some functionality is deactivated. See chapter 7 at the end of this guide for details.

The following chapters describe each part of Zeemage in detail. To get started, go to 1 Getting started.

## About this guide

This guide describes each view and setting in Zeemage in the order you typically encounter them: Getting started, Gallery, Control room, and Settings.

- **Bold text** names a button, field, or other element exactly as it appears in Zeemage.
- Figures are numbered in the order they appear and are referenced by number in the text, for example, “see Figure 3.”
- Section numbers follow the structure of this guide, not the order of buttons on screen.
- Zeemage is under active development. Some screenshots may show an earlier version of a screen than the one you see in the app. Where a feature is planned but not yet available, this guide says so directly.
- A few labels in the Zeemage interface (for example, the End of search marker, and the Text file / Odd file / No file file-type labels) currently appear in English regardless of the interface language. In translated versions of this guide, these are shown with the English original in parentheses.

## 1 Getting started

The first steps are to create a Zeemage account and log in (section 1.1), then connect your camera to Zeemage. Zeemage supports three connection types:

- **Email** — The camera sends images and video to Zeemage by email, either directly from the camera or forwarded from your existing email account, for example Gmail or Outlook. Zeemage gives you a dedicated email address for this. Some services send only a link to the image in the email, which the receiving server then fetches; Zeemage supports this too — select **Link** as the camera's mode in Camera settings (see section 4.2.1).
- **MMS message** — The camera sends images to Zeemage as MMS messages addressed to your Zeemage email address.

- **Streaming video cameras (ONVIF)** — A live video stream connection based on the camera's IP address. Planned for autumn 2026.

In every case, the target address has the format **XXXXXXXXXX@ZEEMAGE2.COM**, where X stands for nine letters or numbers. Your personal addresses are created and shown in Settings > Camera settings (see section 4.2).

## 1.1 Registration and login

Your email address is your user ID in Zeemage. Register and log in with a **Google** or **Apple** account, or with an email address and a separate password managed by Zeemage. When you use Google or Apple, Zeemage never sees or stores your password — Google or Apple only passes your identity to Zeemage. Registering means you accept the Zeemage terms and conditions and the privacy policy.

The email address you register with is also your communication address for messages and reminders. To use a different communication address, change it later in Settings (section 4.1.1). Zeemage is available in several languages, including English, Finnish, Swedish, German, French, and Spanish; select the language on the login page or in Settings.

The first time you access the service, Zeemage guides you through the initial camera settings: naming your cameras and creating your personal Zeemage feed email address (see section 4.2). New accounts start with a free trial period.

### 1.1.1 Password reset

If you registered with an email address and password, instead of a Google or Apple account, and you forget your password, you can request a reset. On the sign-in page, select **Forgot password**. Enter your email address to receive a password reset message. The message contains a link, valid for a limited time, to set a new password.

## 1.2 Email

When the camera connection is based on email, the target address is always the feed address Zeemage gives you, for example **ABCD12345@ZEEMAGE2.COM**. There are several ways to get images and videos delivered to this address; choose the one that fits your situation.

**Existing email setup (recommended)** — If your camera already sends images by email, keep using your current setup. Add your Zeemage feed address as an additional recipient in the camera, or set your current mailbox, for example Gmail or Outlook, to forward the camera's messages to your Zeemage feed address automatically. With auto-forwarding, you don't need to access the camera at all. Some providers, such as Gmail, send a confirmation message to the forwarding target first; Zeemage supports this — the confirmation message arrives in your Zeemage account, where you can open and approve it.

**New camera** — If you're setting up a new camera that doesn't yet have an outgoing email account, use any general email provider, for example Gmail, and enter its SMTP settings and account credentials in the camera. Alternatively, use the Zeemage SMTP server described below.

**Zeemage SMTP server (alternative)** — Zeemage also offers its own SMTP (email) server for sending images and video directly from the camera. The server settings are:

|                    |                      |
|--------------------|----------------------|
| <b>Server name</b> | smtp.zeemage2.com    |
| <b>Port</b>        | 587                  |
| <b>SSL/TLS</b>     | On                   |
| <b>User</b>        | zeemage@zeemage2.com |
| <b>Password</b>    | password             |

**Note:** The Zeemage SMTP server routes messages **only** to Zeemage feed addresses (XXXXXXXXXX@ZEEMAGE2.COM) that belong to an active Zeemage account. Messages addressed to any other address, or to an address of a closed or inactive account, are not delivered. The server cannot be used for general email sending.

The examples below are only a sample: menu wording, layout and language vary from brand to brand. On this camera the sending method is set with **Send Via**, and the option that sends over the mobile data network is called **Internet** — other cameras call the same thing **Data**, **SMTP** or **Email**.

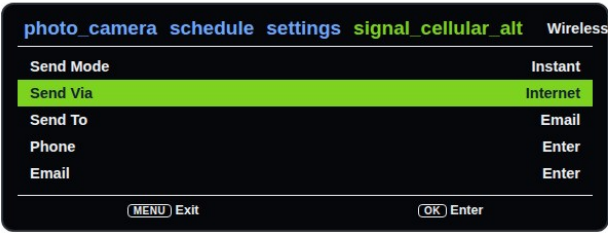


Figure 1. Camera sending settings (sample): sending over the mobile data network

The camera keeps its recipients in an email address list. Add your Zeemage feed address there. You can keep your own email address in the list at the same time — the camera then sends each file to both, so it arrives in Zeemage and in your own mailbox.

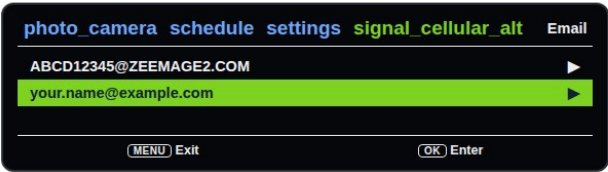


Figure 2. Camera email address list (sample)

Wording differs between camera brands. The table below maps the most common terms:

|                                             |                                        |
|---------------------------------------------|----------------------------------------|
| <b>Sending method</b>                       | Send Via, Sending method, SMTP setting |
| <b>Sending over the mobile data network</b> | Internet, Data, SMTP, Email            |
| <b>Sending as a picture message</b>         | MMS                                    |
| <b>Recipient type</b>                       | Send To                                |
| <b>Recipient addresses</b>                  | Email, Email list                      |

### 1.3 MMS

When the camera connection is based on MMS, add your Zeemage email address as the target address in the camera's MMS settings. This is the same address shown in Settings > Camera settings.

Set the sending method to **MMS**. The recipient type stays email, because the picture message is delivered as MMS-to-email: the operator forwards it to the email address you enter. The camera's MMS settings may allow one or several target email addresses, and the Zeemage feed address can be one of them. This example is again only a sample — wording varies by brand. Using MMS requires that your operator and subscription support the MMS protocol and in particular the MMS-to-email function. Note also that MMS message pricing may differ from data pricing.

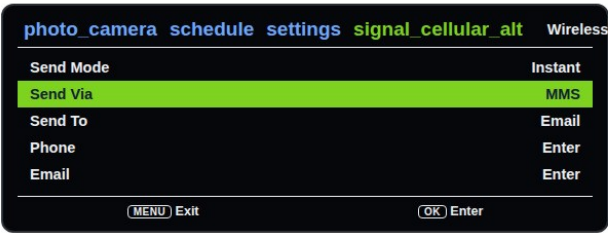


Figure 3. Camera sending settings (sample): sending as MMS

## 1.4 ONVIF (streaming video cameras)

The next Zeemage release, planned for autumn 2026, adds live video stream connections to ONVIF cameras. Setup will require entering the camera's public IP address and port in Zeemage, and in many cases port forwarding in your firewall or router. Detailed instructions will be published when ONVIF support becomes available.

## 1.5 File lifecycle

When a file arrives, Zeemage receives it, analyzes it, creates thumbnails, and stores its metadata. At that moment, the file inherits the automatic deletion time set in Account details (section 4.1.1) — 1 month by default. The default is only a starting point: the cleaning cycle can be changed at any time.

A file's deletion time is fixed at the moment it arrives, based on whatever the automatic cleaning cycle was set to at that point. Changing the setting later only affects files received afterward — it doesn't change the deletion time of files already in your account.

Marking a file as a favorite overrides this schedule and effectively gives it a “never” deletion status: Zeemage never removes a favorite file during automatic cleaning, regardless of its inherited deletion time.

To cancel a pending deletion, select the same delete button again — the file returns to its normal automatic deletion schedule, presently defined in Settings.

## 2 Gallery

Zeemage has two main views: the Gallery, a static, filter-based view of received files, and the Control room, a dynamic view that shows images as they arrive (chapter 3).

This chapter covers the Gallery, which shows the history of all files received from your cameras: images, videos, GIFs, and text files.

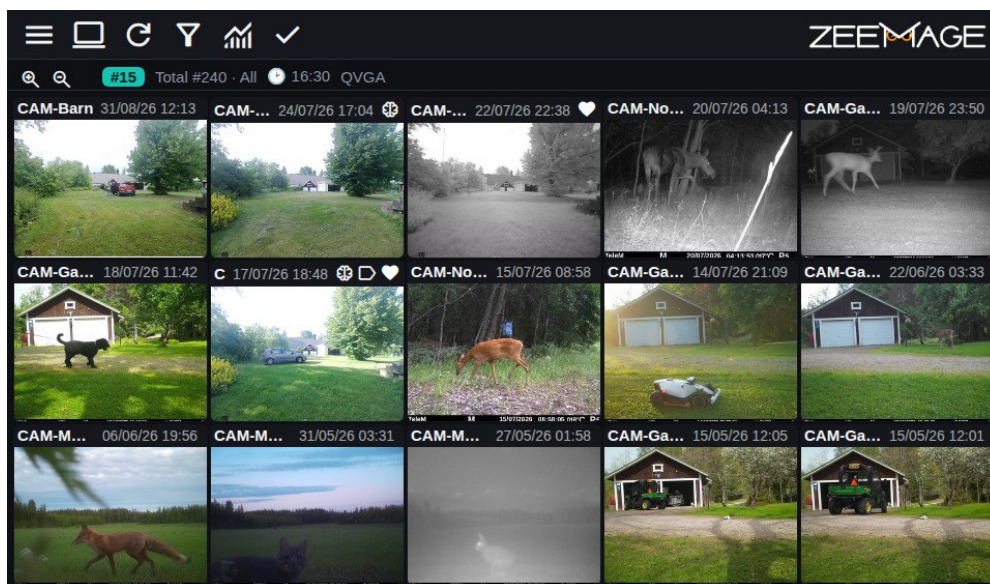


Figure 4. Gallery view

Each gallery item shows a thumbnail of the image (or an animated GIF preview for videos and image series, or a file-type symbol for other files), the camera name, and the date and time the file was received. Select a thumbnail to open the big picture view (see section 2.2). For video files, the Gallery and the Big picture view show an animated GIF made from the video; the play button in the Big picture view loads and plays the actual video. Note that the video plays in your device's or browser's own player, so the player controls may vary from device to device.

- A **heart symbol** in the top bar of an item means the file is marked as a favorite. Zeemage never removes favorite files during automatic file cleaning.

- A **brain symbol** means automatic tags have been assigned to the file by object recognition (Mammal, Bird, Person, Vehicle or Fire).
- A **tag symbol** means the file has one or more user-added tags attached.
- When you delete a file, the top bar of the item turns gray and shows the time remaining until Zeemage permanently removes it.
- The last tile in the list shows the **End of search** marker together with the number of items found.

When a message arrives without a usable image, Zeemage shows a placeholder tile in its place:

- **No file** — The message arrived with no file attached. Select the tile to open the email.
- **Odd file** — The message contained a file Zeemage could not interpret as an image. Select the tile to open the email.
- **Text file** — The message contained a text file. Select the tile to open it.
- **Image feed stopped** — Your account has exceeded its subscription limits and Zeemage has stopped receiving images (see 4.1.2 Subscription management).
- **Image feed resumed** — The image feed is running again. Shown as the next tile after the Image feed stopped tile once the feed continues (see 4.1.2 Subscription management).



Figure 5. Placeholder tiles for messages without a usable image

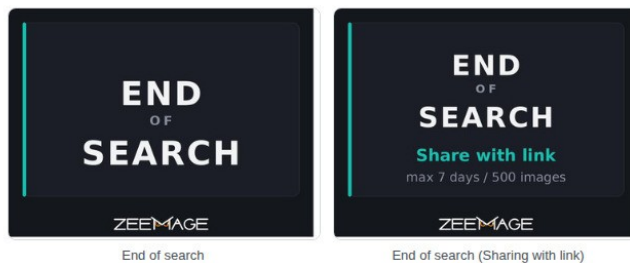


Figure 6. End of search markers

## 2.1 Toolbar and status bar

The toolbar at the top of the Gallery contains these buttons, left to right:

- **Menu** — Opens the Settings view. Chapter 4 describes all account, camera, sharing, notification, tag, and message settings. Help and Log out are also found there.
- **Control room** — Opens the Control room, the real-time view of your cameras (chapter 3).
- **Refresh** — Reloads the gallery with the newest files.
- **Filter** — Opens the filter view for narrowing down which items are shown (section 2.3).
- **Timelines** — Opens the timelines view (section 2.4).
- **Select** — Switches the gallery to selection mode for acting on several items at once (section 2.5).

On a computer, select the Zeemage logo in the top right corner to switch full-screen mode on or off. Full-screen mode hides the browser's own address bar and window frame so more of the gallery is visible. This is not available on mobile devices.



The **zoom in** and **zoom out** buttons, below the toolbar on the left, change the thumbnail size between one and eight images per row. At the largest sizes, the gallery automatically switches from QVGA to sharper VGA thumbnails.

The status bar next to the zoom buttons shows the number of items currently displayed, the total number of files in your account, the active filter, the time of the last refresh, and the thumbnail resolution in use (QVGA or VGA).

## 2.2 Big picture view

Select a gallery item to open the big picture view.



Figure 7. Big picture view

The left and right arrows move to the previous and next item. The **Image** button next to the arrows switches between browsing items from the selected camera only or from all cameras. The magnification slider and percentage control the image zoom, and a reset button beside the percentage returns the image to its original size and position. The magnifier button next to the close button loads a higher-resolution version of the image: **HD**, up to 1280 pixels wide, or — when the original is wider than 1280 pixels — the original, full-resolution file (**HD+**). The button appears only when the original file has a larger version to offer; otherwise its place in the toolbar stays empty. Zeemage stores every file at the size the camera sent it and never enlarges it. Select the button again to return to the standard view. Beside the camera name and date, the same status symbols as in the gallery are shown: a **brain symbol** when the file has automatic tags and a **tag symbol** when it has user-added tags.

The action buttons in the top toolbar work on the current item: details, favorite, tag, compare, delete, and download. They behave the same way as the corresponding buttons in selection mode (sections 2.5.1–2.5.5), except **Compare**: in the big picture view, Zeemage automatically selects the current image together with the 4 previous images from the same camera for comparison.



## 2.2.1 Details

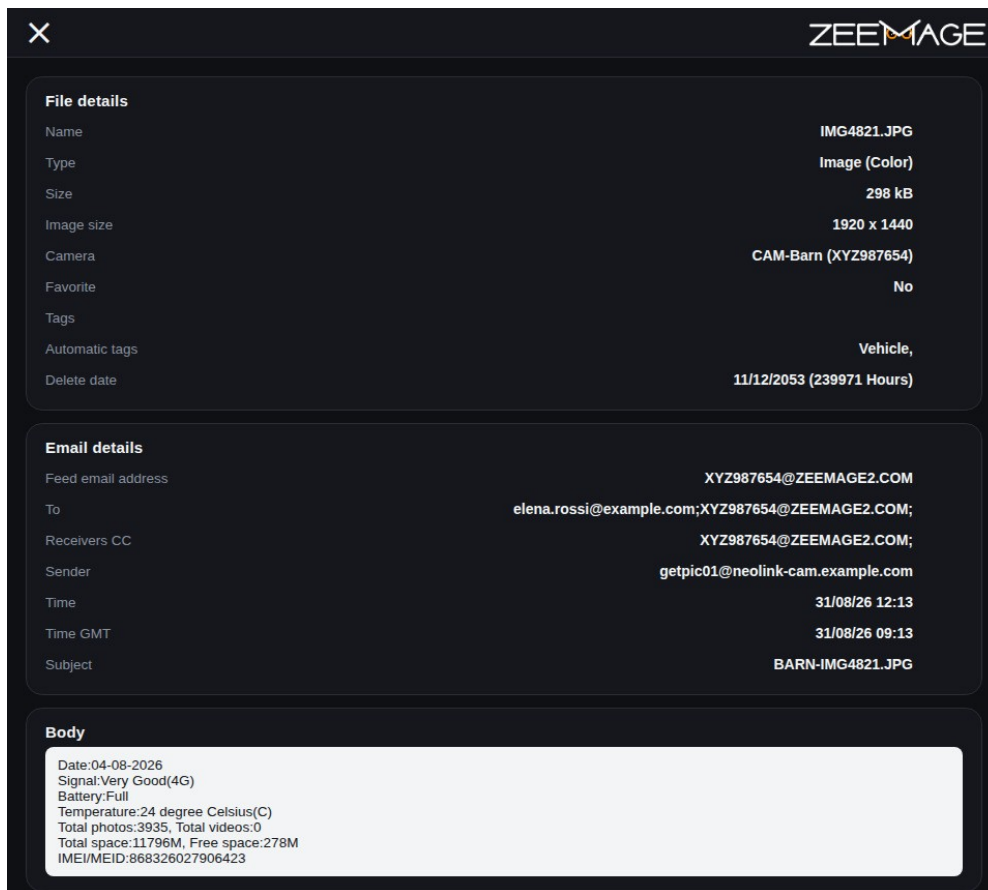


Figure 8. Details view

Select the details button to open the file's **Details**: file details (name, type, size, image size, camera, favorite status, tags, and automatic recognition results) and email or MMS details (sender and receiver addresses, dates, and subject). This view also shows the body of the email message the camera sent — many cameras report battery level, signal strength, and temperature there.

## 2.3 Filter

Select **Filter** to open the filter view. Filtering limits which items appear in the gallery.

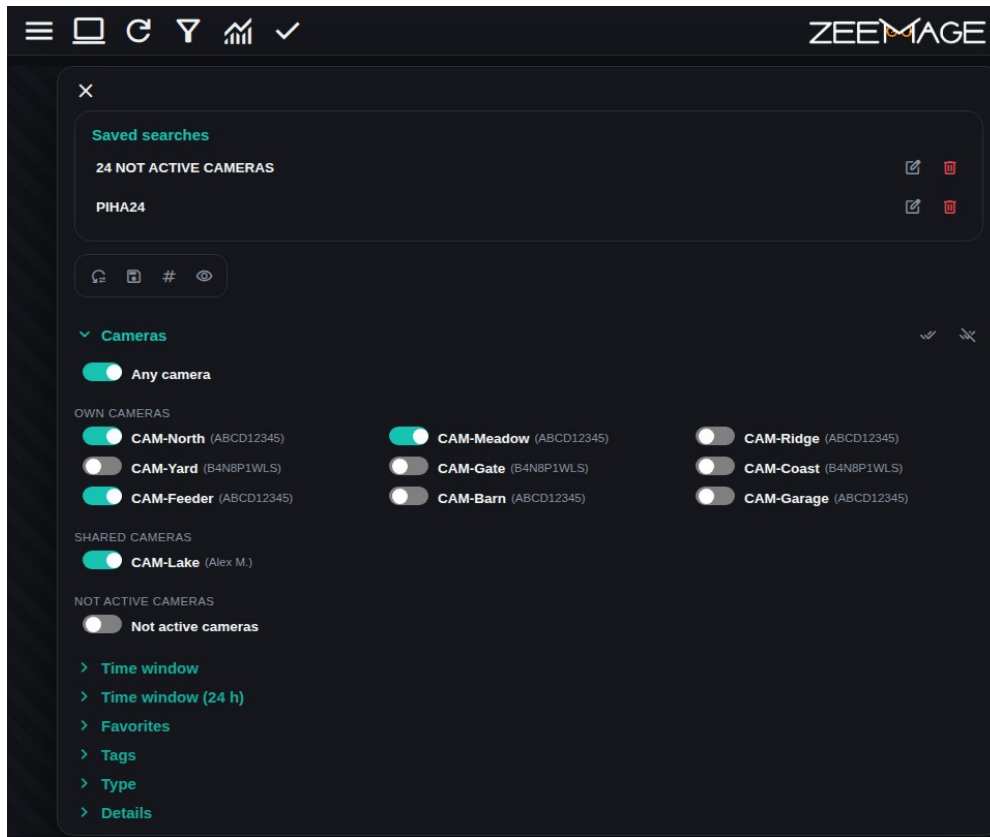


Figure 9. Filter view with the Cameras section open

### 2.3.1 Saved searches

Save filters you use often. To save a new search, use **Save** (see 2.3.2 Filter actions). Select a saved search's name in the Saved searches list to apply it — the saved search acts as a quick search, so just select the name to run it. The pencil button opens a saved search for editing; the trash button deletes it. You can save up to 8 searches.

### 2.3.2 Filter actions

The toolbar row under Saved searches has four action buttons:

- **Reset** — Returns all filter settings to their defaults.
- **Save** — Saves the current filter settings under a name you choose. The saved search then appears in the Saved searches list.
- **Count (#)** — Counts and shows how many items match the current filter, without leaving the filter view.
- **Show (eye)** — Applies the filter and shows the matching items in the gallery.

### 2.3.3 Cameras

Select which cameras to include — you can select any (all) cameras, or select them individually:

- **Any camera** — Shows files from all cameras.
- **Own cameras** — Your own cameras.
- **Shared cameras** — Cameras other users have shared with you (see 4.3 Sharing).
- **Not active cameras** — Files from cameras you've deleted (a deleted camera no longer receives new files, but files it already received are still shown).

In the filter, camera names act as a quick search: selecting a camera name performs an immediate search for that one camera, showing all its images for the last 7 days.

### 2.3.4 Time window

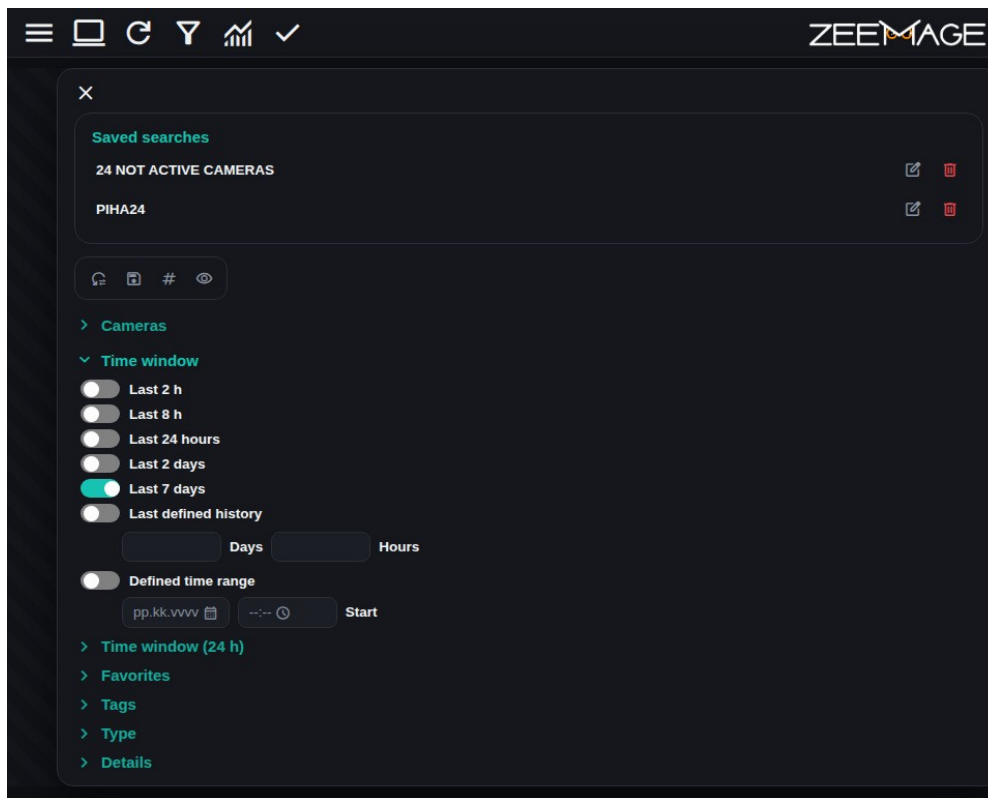


Figure 10. Time window section

- **Last 2 h / 8 h / 24 hours / 2 days / 7 days** — Shows files newer than the selected period.
- **Last defined history** — Shows files newer than a period you define in days and hours.
- **Defined time range** — Shows files between a start and end date and time you set.

### 2.3.5 Time window (24 h)

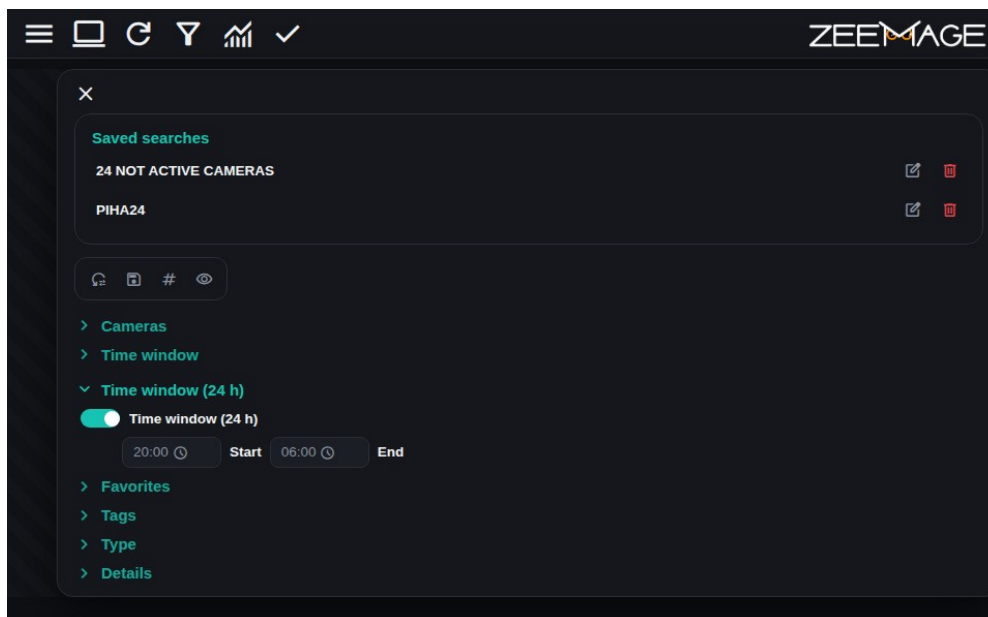


Figure 11. Time window (24 h) section

The 24-hour time window limits the images shown from each 24-hour period to only the selected hours — for example, only images taken between 21:00 and 06:00 on each selected day.

### 2.3.6 Favorites

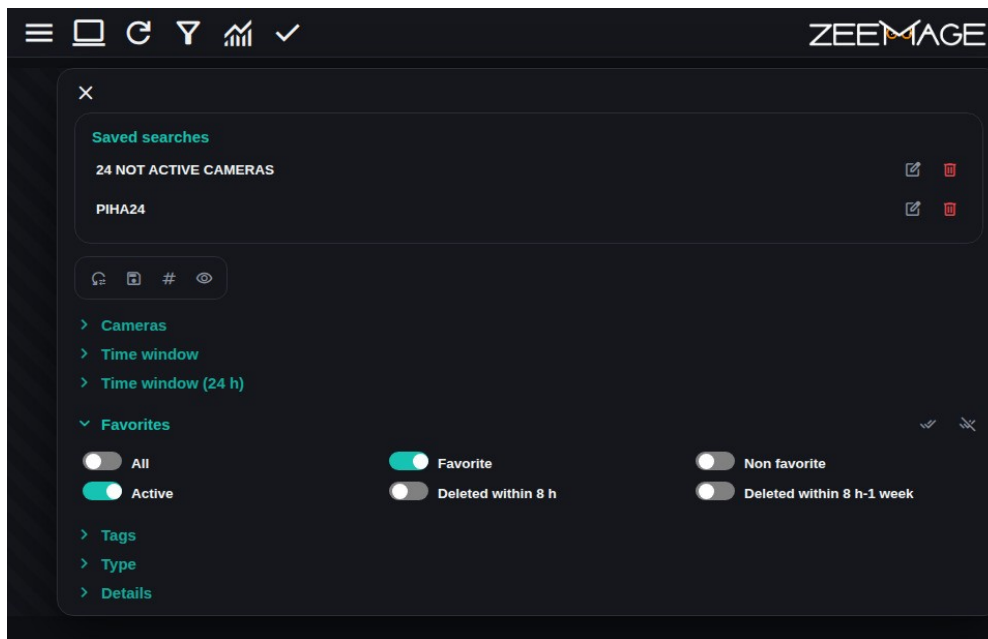


Figure 12. Favorites section

- **Favorites** — Shows all favorite files.
- **Active** — Shows all files that haven't been deleted.
- **Deleted within 8 h - 1 week** — Shows files Zeemage will permanently remove between the next 8 hours and 1 week.
- **Deleted within 8 h** — Shows files Zeemage will permanently remove within the next 8 hours. Deleting a file, in effect, changes its remaining lifespan to 8 hours.

### 2.3.7 Tags

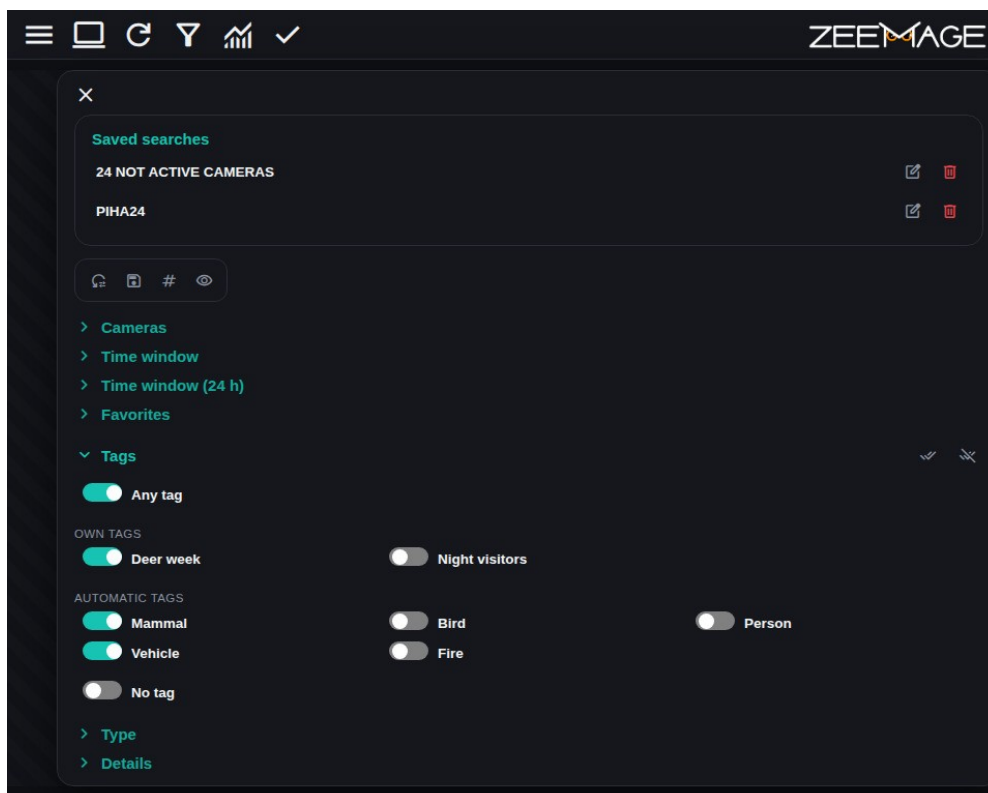


Figure 13. Tags section

Defines which tags an item must have to be shown. The double-check and cross buttons in the section header select or clear all tags at once.

- **Own tags** — The tags you've created yourself, plus "No own tags" (files without any of your tags) and "Any own tag" (files with at least one of your tags).
- **Automatic tags** — Tags added automatically by object recognition: Mammal, Bird, Person, Vehicle, and Fire. You can also select "Not in use" (files for which automatic tagging wasn't active), "No tag" (no automatic tag was added), and "Any tag" (at least one automatic tag was added).

### 2.3.8 Type

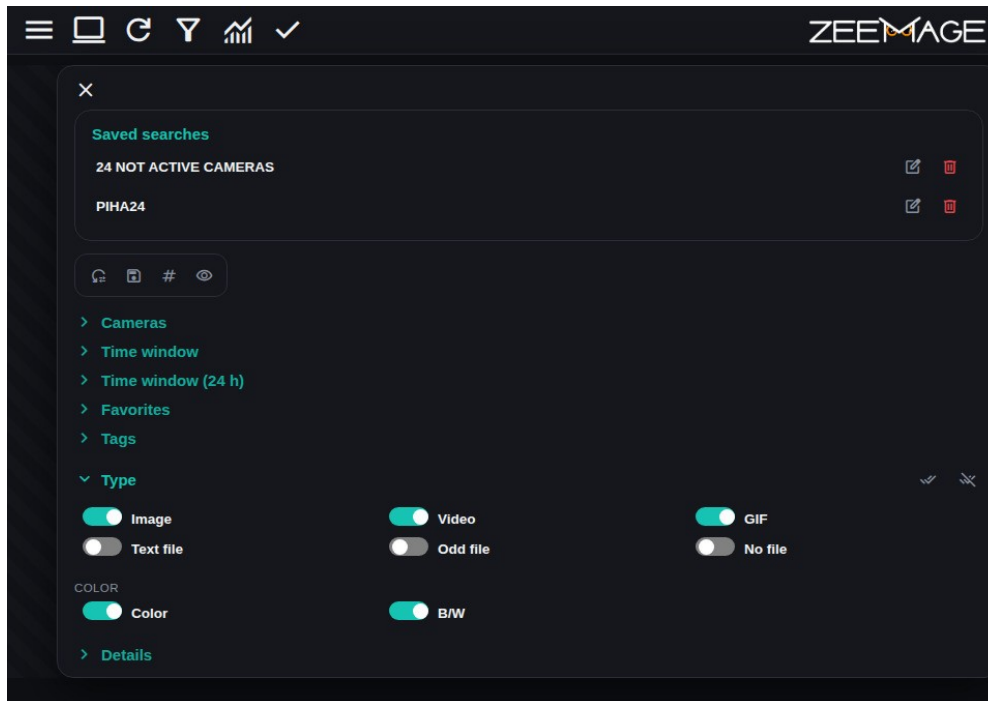


Figure 14. Type section

- **Image / Video / GIF** — Shows the corresponding file types.
- **B/W and Color** — Shows black-and-white (typically night-time infrared) or color images and videos.
- **Text file** — Shows text files.
- **Odd file** — Shows unrecognized file types.
- **No file** — Shows messages that arrived without a file attached.

### 2.3.9 Details

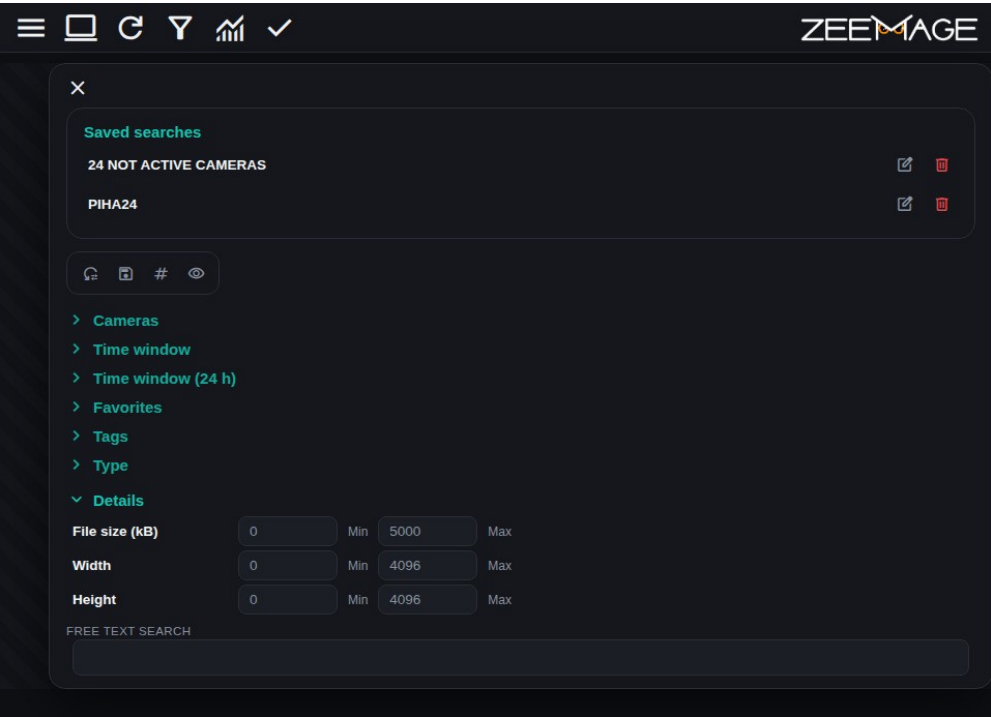


Figure 15. Details section

The Details section filters by file size (minimum and maximum, in kilobytes), by image resolution (minimum and maximum width and height, in pixels), and by free text, searched from the message contents.

### 2.4 Timelines

Select **Timelines** to open the timelines view. By default it opens as a continuous view over the filtered time period.

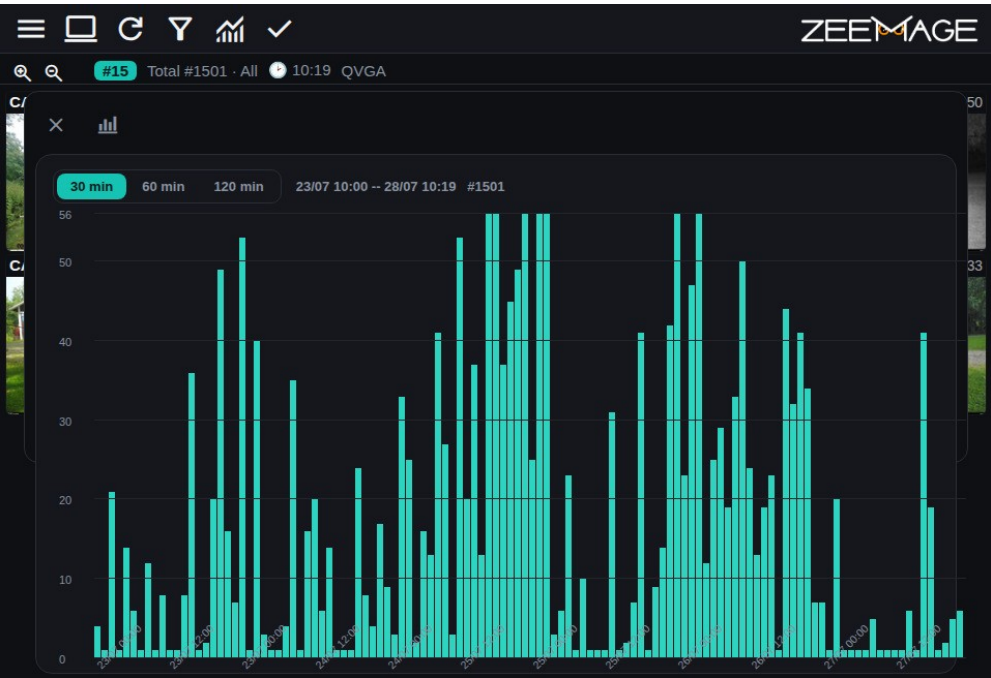


Figure 16. Continuous view

#### 2.4.1 Continuous view

Each bar shows the number of files received at that moment in time. Select a bar to view the images received at that time. The buttons in the top-left corner set the time resolution of the bars to 30, 60, or 120 minutes. Select

**Timelines** in the title bar to toggle between the 24-hour cumulative view and the continuous view. The view is limited to 480 bars, so at 60-minute resolution it covers up to 20 days.

## 2.4.2 24-hour cumulative histogram view



Figure 17. 24-hour cumulative histogram

Each bar shows the total number of files received during that hour of the day, accumulated over the whole filtered period. This reveals when your cameras are most active. Select the top of a bar to open the list of corresponding images; select the chart button to switch back to the continuous view.

## 2.4.3 Images from timelines

Selecting any bar opens all the images from that time to view. This image view can be scrolled back and forth using the arrows.

## 2.5 Selecting items and actions

Select **Select** to switch the gallery to selection mode. Select and deselect individual items by selecting them; selected items are highlighted with a colored frame.

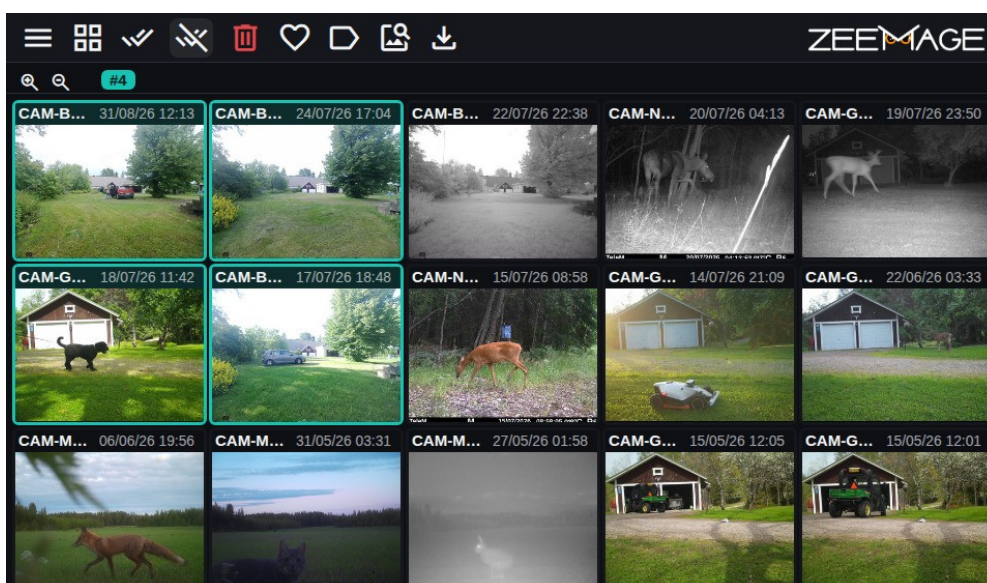


Figure 18. Selection mode with four items selected



The toolbar changes to show the selection actions:

- **Grid** — Leaves selection mode and returns to the normal gallery.
- **Select all / Deselect all** — Selects or clears all items currently shown in the gallery.
- **Delete, Favorite, Tag, Compare, Download** — Perform the corresponding action on all selected items, described below.

### 2.5.1 Delete selected items

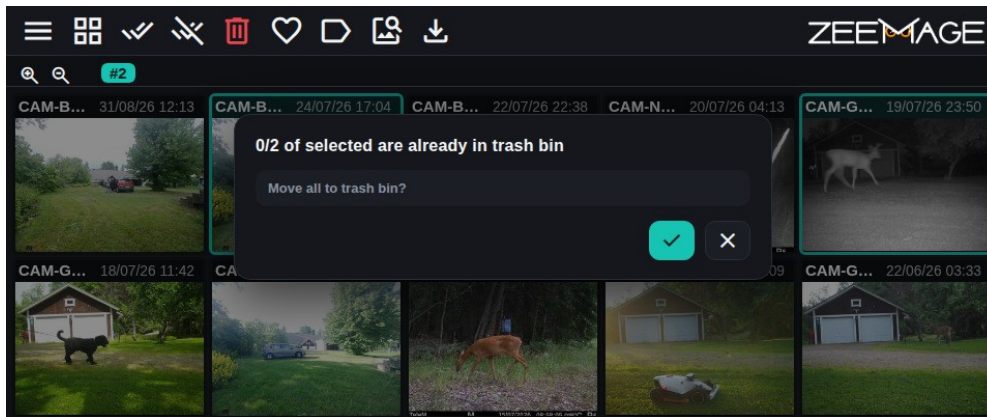


Figure 19. Delete confirmation

Delete (the trash icon) deletes the selected gallery items. Zeemage moves deleted items to the trash and permanently removes them after 8 hours. During this time, you can cancel the deletion with the same button — the item's lifespan changes back to the time defined in Settings. You can't delete favorite items — remove the favorite mark first. The confirmation dialog shows how many of the selected items are already in the trash; with a mixed selection you can choose between moving all to the trash or removing all from it.

### 2.5.2 Set selected items as favorites

Marks the selected items as favorites, or removes the mark if all selected items are already favorites. Zeemage never removes favorite items during automatic file cleaning, and you can't delete them manually while the favorite mark is set.

### 2.5.3 Set tags to selected items

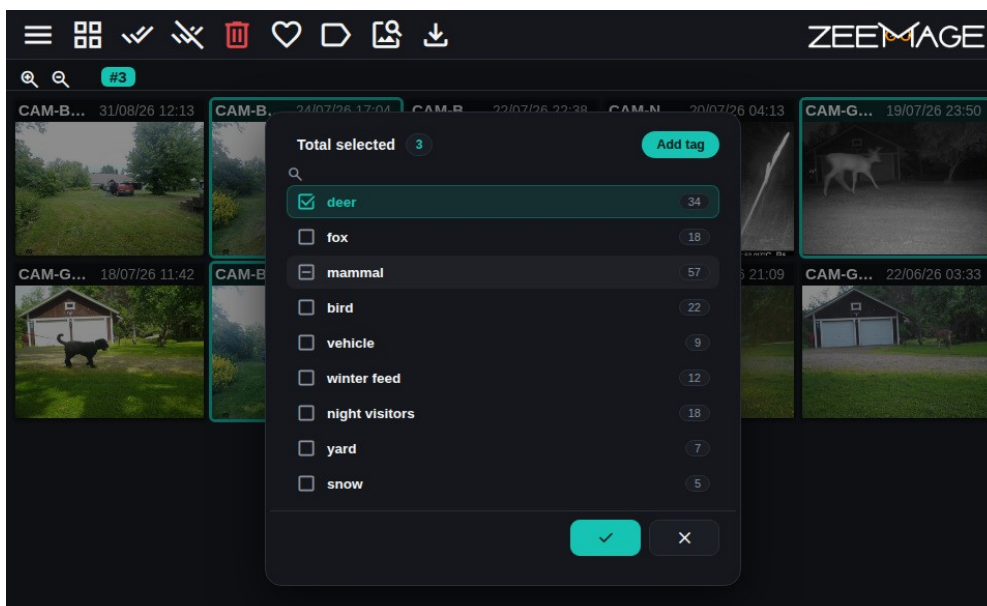


Figure 20. Tag dialog

Tags are short, user-defined descriptions of an item's content. The tag dialog shows your existing tags, with the number of selected items that already carry each tag; select a tag to apply it to all selected items. Select **Add tag** to create a new tag. A tag name must be 3–20 characters long.

## 2.5.4 Compare selected items

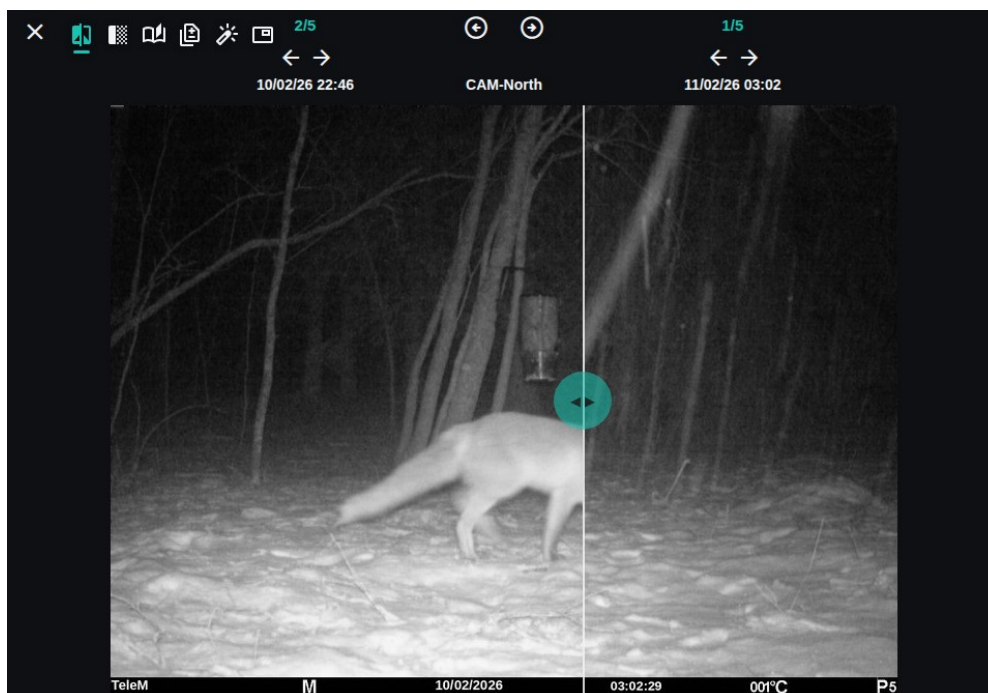


Figure 21. Comparison view

Compares the selected items from the same camera. Select at least two items to compare. The arrow pairs at the top change the left and right image; the same image can't be shown on both sides at once, so occasionally the image doesn't change even when you select an arrow.

The compare view offers several modes for spotting what changed between two images:

- **Compare** — The default mode. Drag the vertical divider left and right over the two images to reveal the change between them.
- **Fade** — Overlays both images, with a slider to adjust the blend between them.
- **Flicker** — Select the flicker button in the compare toolbar to switch the two images back and forth automatically. Differences stand out as movement. The slider sets the **Flick rate**, between 0.2 and 2 seconds. Select the button again to stop.
- **Find difference** — Highlights the areas that changed between the two images, with three adjustable sliders: **Sensitivity** (how easily a change is detected), **Objects** (how certain a detected change must be to count), and **Min size** (the smallest change shown). **Reference** sets what the image is compared against: the other selected image (**Original**), or the **Median** or **Average** of all other selected images — a calm background with passing animals removed. Works best with black-and-white (night-time infrared) images; daytime color images tend to also show unrelated lighting changes.
- **Enhance** — Adjusts coloring and contrast on a single image to make subtle changes easier to see.
- **Crop/Scale** — Zooms every selected image to the same chosen area, using a **Scale** slider, so you can compare like-for-like framing.

## 2.5.5 Download selected items

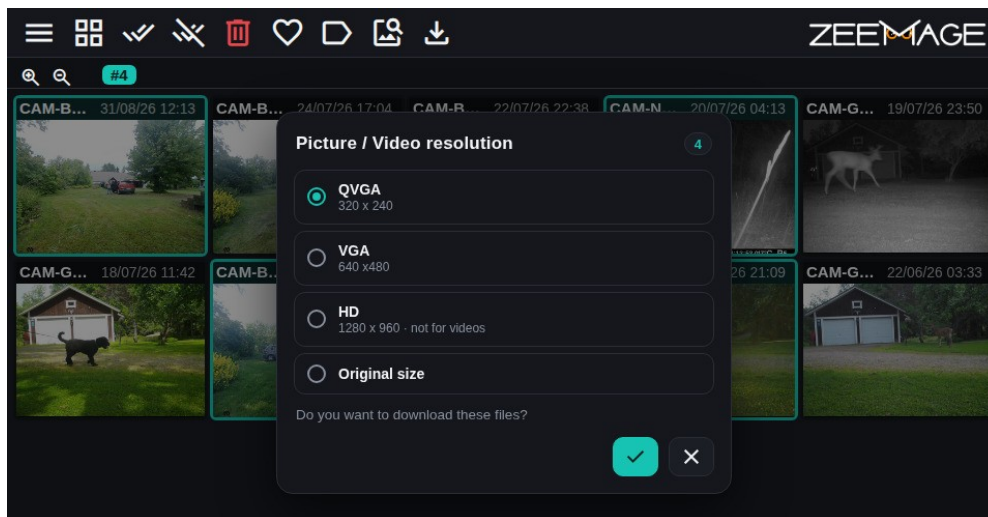


Figure 22. Download dialog

Downloads the selected items to your device. The available resolutions are:

- QVGA (320 x 240)
- VGA (640 x 480)
- HD (1280 x 960) — not available for videos
- Original size

You can download up to 100 files at once, up to a total of 100 MB. Zeemage packages multiple files into a single ZIP file.

## 3 Control room

The Control room shows the real-time view of your cameras. Images and videos in the Control room update immediately when Zeemage receives a new file from a camera. You can configure the view freely, up to a 4 x 4 grid (16 boxes) — in practice, a 3 x 4 or 4 x 3 layout often fits typical screens more comfortably.

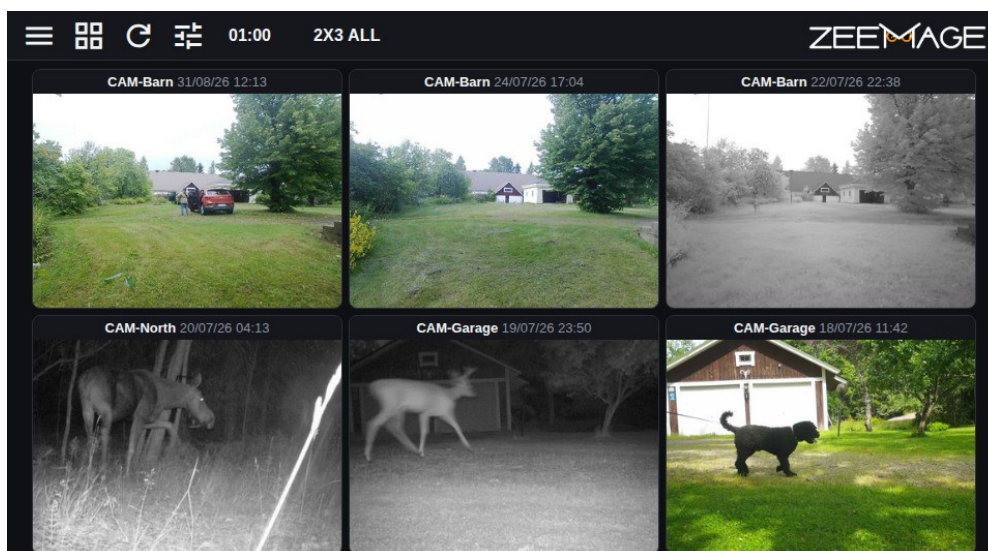


Figure 23. Control room with a 2 x 3 view

The Control room updates as new files arrive during your session — unlike the Gallery, which shows the results of your last refresh until you refresh it again. A Control room session lasts 1 hour; select **Refresh** at any time to restart the hour.

The timer in the top bar shows the time until the Control room pauses if it's not reactivated. Select **Refresh** to reset the timer to 60 minutes and reactivate the Control room. The toolbar also has the **Menu** button (opens Settings, chapter 4), the **Gallery** button (returns to the Gallery, chapter 2), and the **Control room Views** button.

Each view box shows the camera name, the order number of the image (#1 is the most recent, #2 the second most recent, and so on), and the date and time the image was received.

### 3.1 Saved views

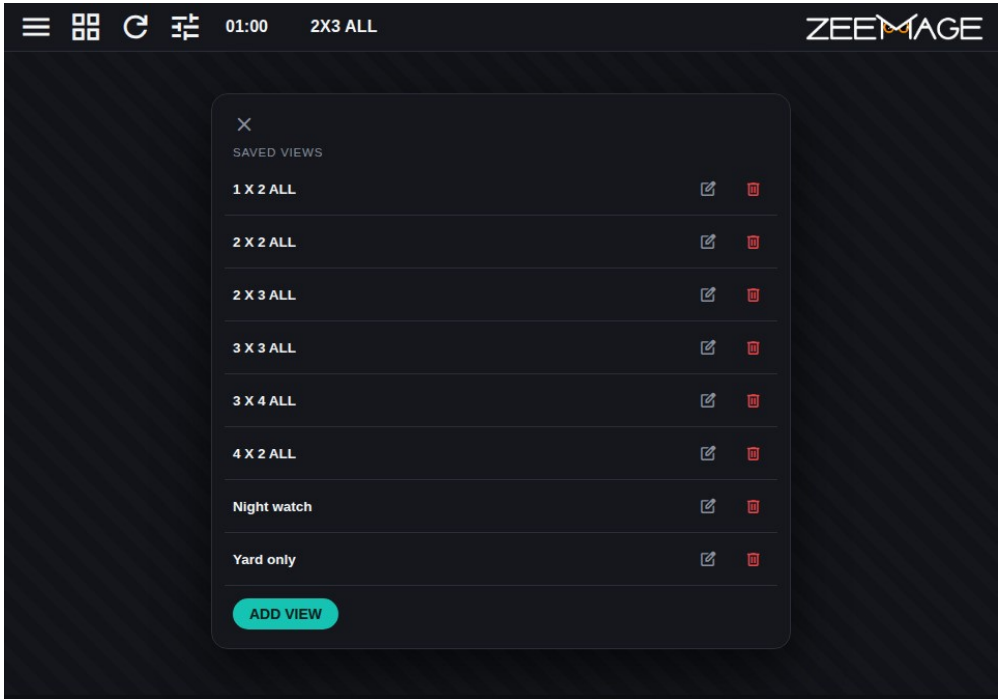


Figure 24. Saved control room views

Select the **Control room Views** button to open the list of saved views. Select a view's name to open it. The pencil button opens the view for editing (section 3.2); the trash button deletes it. Select **Add view** to create a new Control room view. You can save up to 12 views.

## 3.2 View configuration

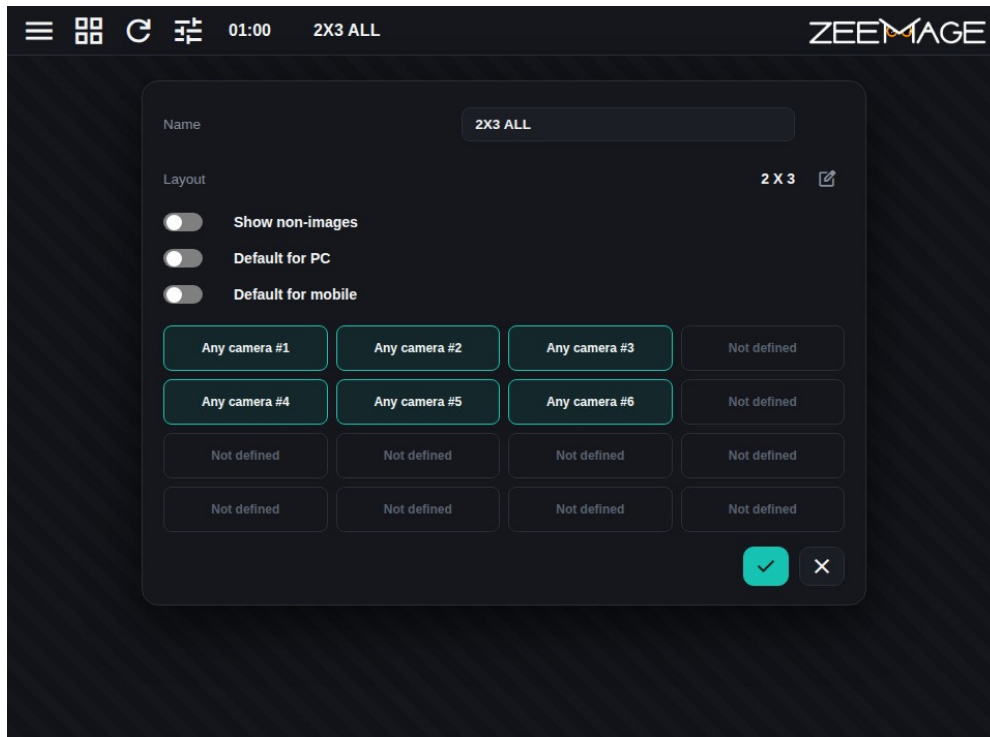


Figure 25. Control room view configuration

The view configuration defines a Control room view's layout and content:

- **Name** — The name of the Control room view.
- **Layout** — The grid size of the view, up to 4 x 4. Boxes outside the selected layout appear grayed out.
- **Show non-images** — When on, shows all file types in the view, including text files, odd files, and messages without files.
- **Default for PC** — Makes this view the default on a computer.
- **Default for mobile** — Makes this view the default on a mobile device.

Select a box in the layout grid to open the box content definition (section 3.3). The check button saves the view; the cross button cancels the changes.



### 3.3 View box content

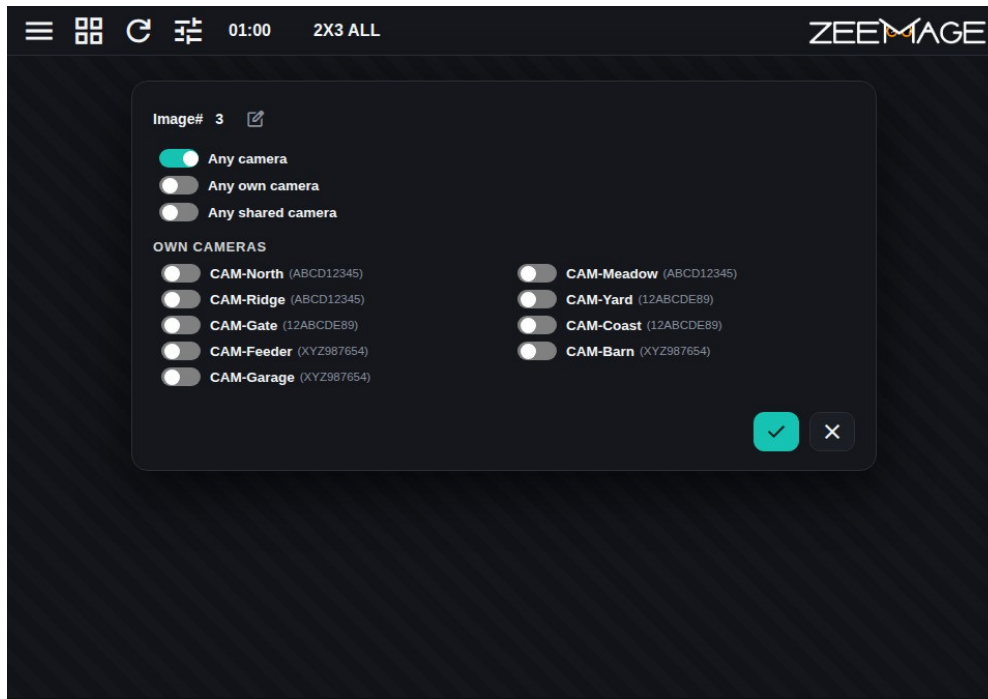


Figure 26. View box content definition

The box content definition selects which camera, and which image, appears in the box:

- **Image #** — The order number of the image: 1 is the camera's most recent image, 2 the second most recent, and so on.
- **Any camera** — Shows the newest matching image from any camera.
- **Any own camera** — Shows the newest matching image from any of your own cameras.
- **Any shared camera** — Shows the newest matching image from any camera shared with you.
- **Camera names under Own cameras / Shared cameras** — Alternatively, select one specific camera for the box.

If a box is allocated to a camera — including a shared camera — but no stored image is available to show, the box displays a **No recent image** placeholder.



Figure 27. No recent image placeholder in a control room box

## 4 Settings

Select **Menu** in the Gallery or Control room to open the Settings view. Use the navigation to jump to each settings section: Account, Camera settings, Sharing, Notifications, Tags, and Messages and Alerts. **Help** opens the user manual, and **Log out** signs you out of Zeemage.

## 4.1 Account

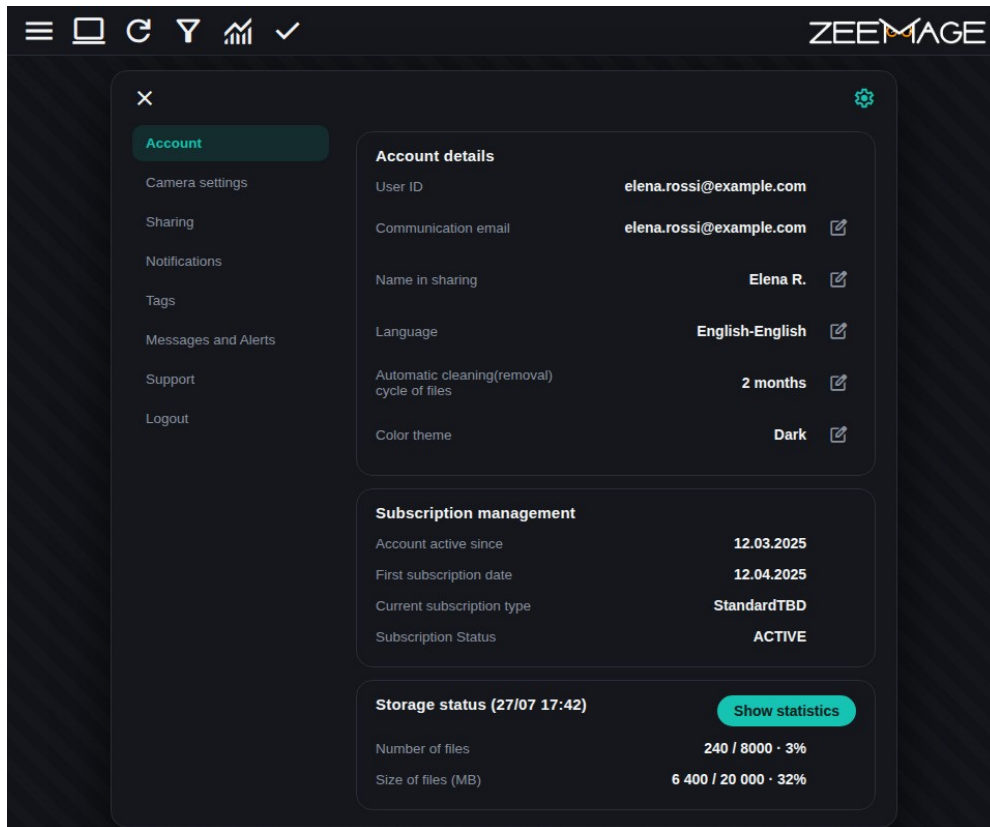


Figure 28. Account settings

### 4.1.1 Account details

- **User ID** — Your email address, used as the user ID. You can't change it.
- **Communication email** — The email address Zeemage uses to communicate with you. By default it's the same as your user ID; change it with the pencil button.
- **Name in sharing** — The name other users see when you share camera information with them.
- **Language** — The language of the user interface.
- **Automatic cleaning (removal) cycle of files** — How long Zeemage keeps a file before removing it. Options are 1 week, 2 weeks, 1 month, 2 months, 6 months, 12 months, and Never. Changing this setting only affects files received afterward; see 1.5 File lifecycle for how deletion timing works. Zeemage never removes favorite files.
- **Color theme** — The color theme of the Zeemage user interface: Dark, Blue classic, Blue new, or Bright.

### 4.1.2 Subscription management

- **Account created** — The date your user account was created.
- **First subscription date** — The date your first paid subscription started.
- **Next billing date** — The next date your subscription is billed.
- **Subscription end date** — The date your current subscription ends, shown if you've cancelled it.
- **Current subscription type** — Your current subscription.
- **Subscription status** — The status of your subscription.
- **Start subscription** — Opens the selection of available subscription types. Subscription types are described in more detail in chapter 7, and on the website ([zeemage.com/home/pricing](https://zeemage.com/home/pricing)).



Not yet available. Ordering and subscription plans are not part of this release. This section will be completed when ordering opens.

If your image feed exceeds the amounts included in your contract or subscription, Zeemage stops receiving images and an **Image feed stopped** placeholder tile appears in the feed. Update the contract to continue.

When the image feed starts running again, an **Image feed resumed** placeholder tile appears as the next tile after the stopped one, and new images follow it as they arrive.

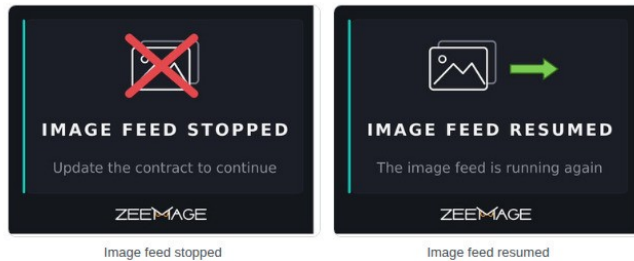


Figure 29. Image feed stopped and resumed

### 4.1.3 Storage status

The storage status shows the total number of files you've received and their total size against your subscription's limits, both as progress meters and as a table broken down by file type: Image, Video, GIF, Text file, No file, Odd file, and Total, together with your subscription limit.

Select **Statistics** to open a month-by-month view of received files and storage, which you can browse with the month arrows.

### 4.1.4 Account deletion and data export

Your account is deleted automatically 13 months after your paid subscription expires, or 13 months after your last login to a free or trial account.

The default automatic cleaning cycle is 1 month, so most files are already removed well before the account itself is deleted. When the account is deleted, any remaining files are deleted too — including favorites, which automatic cleaning otherwise never removes (see 1.5 File lifecycle).

To export your images, use the download function described in 2.5.5 Download selected items: select the items you want and download up to 100 files, up to 100 MB, at a time. A dedicated metadata download feature is planned for 2026.

## 4.2 Camera settings

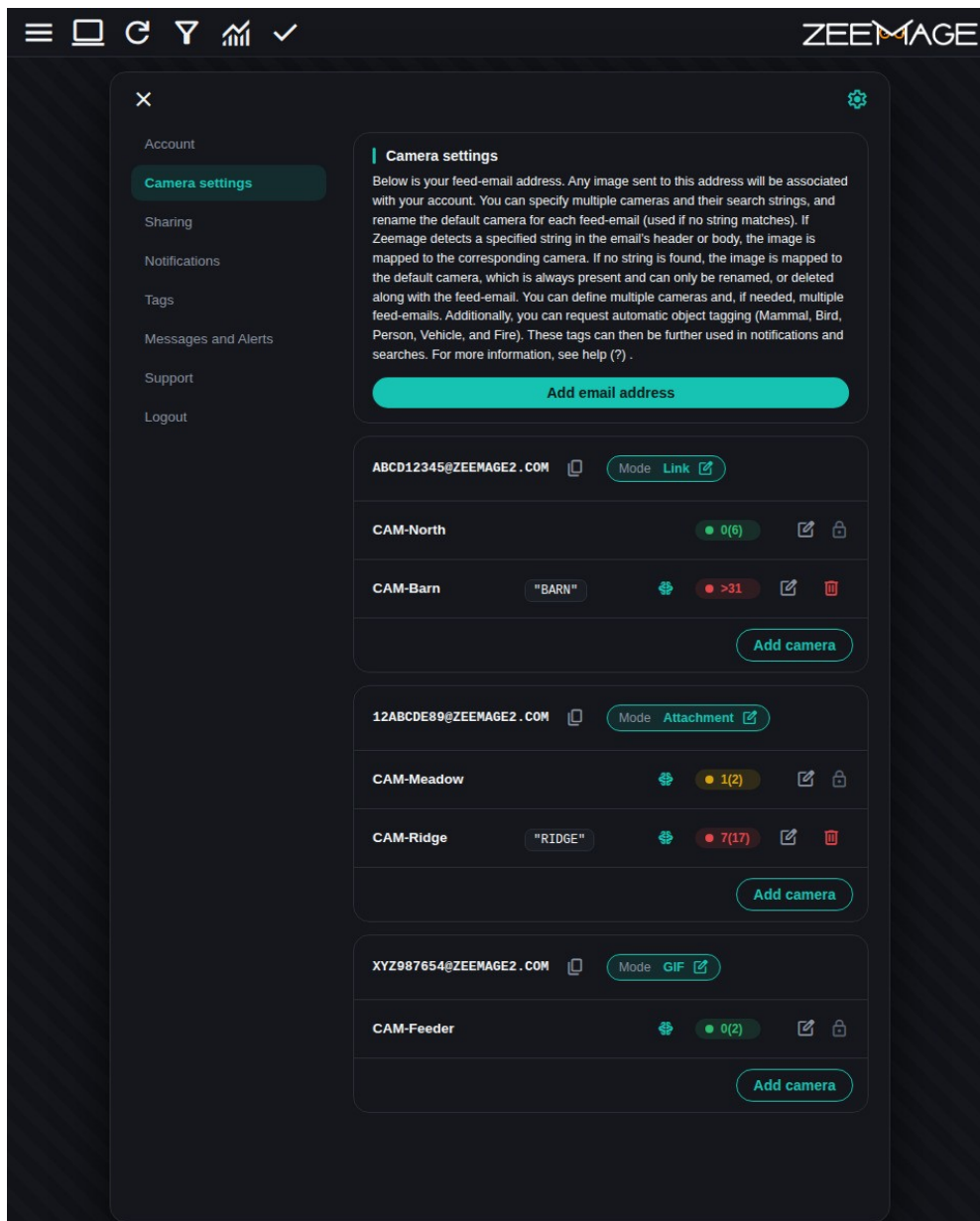


Figure 30. Camera settings

Cameras send their image and video files to feed email addresses Zeemage creates. Several cameras can send to the same address; a **search string** — a piece of text, 4–15 characters, that the camera includes in the subject or body of its messages — separates them. If a message contains no known string, Zeemage maps it to the address's default camera. Every feed email address always has exactly one default camera. It has no search string, and it cannot be deleted on its own — it can only be renamed, or removed together with its whole feed email address.

Zeemage stores search strings in capital letters, and matching is case-insensitive: for example, the string BACKYARD matches both BackYard and BACKYARD in the message. Camera names can freely mix uppercase and lowercase letters.

Select **Add email address** to create a new feed email address for your account, and **Add camera** to create a new camera under an address. The copy button next to an address copies it to the clipboard, to be used in camera or email-forwarding settings.

### 4.2.1 Camera details

- **Mail address** — The address, in the format XXXXXXXXX@ZEEMAGE2.COM, the camera sends its files to.

- **Mode** — How the camera delivers files: Attachment (image as an attachment, typical), Link (image file as a link in the mail), EXIF (camera info string embedded in each image), or GIF (several images in one mail combined into a GIF).
- **Camera** — The camera name (4–15 characters).
- **String** — The search string that separates this camera from others sending to the same address.

Select the pencil button to open the edit view, where you can change the camera name and string, and turn on automatic object tagging for a defined time frame of the day (start and end hours). Select the trash button to delete the camera definition.

Each camera shows how long ago the most recent image arrived from that camera, next to a colored status dot. The figure is given as whole days, with any additional hours in brackets — for example, **21(8)** means 21 days and 8 hours. If nothing has arrived for more than 31 days, the figure is shown as **>31**.

- **Green** — Less than 1 day.
- **Yellow** — Less than 3 days.
- **Red** — 3 days or more.

#### 4.2.2 Search strings — mapping messages to the right camera

When several cameras send to the same feed email address, Zeemage needs a way to tell their messages apart. Every camera leaves unique details in its messages — for example a camera name in the subject or body (such as **BARN**), or the device's IMEI code (such as **868326027906423**). Give each camera a **search string** that matches one of these details: when Zeemage finds the string in the message's subject or body, the file is mapped to that camera. If no string matches, the file goes to the default camera. To find a detail that is unique to a camera, open one of its files in the big picture view and check **Details** (section 2.2.1) — the email subject and body show what that camera sends. In the figures above, the subject **BARN-IMG4821.JPG** in the Details view matches the search string "**BARN**" of the camera CAM-Barn.

- Choose a string that appears in **every** message from that camera and in **no** message from any other camera — a camera name or the IMEI are good choices; a date or a temperature is not.
- The IMEI is the safest choice because it is unique to the device and never changes; a camera name is easier to read but only works if each camera is named differently.
- Check the mapping after setup: send a test picture from each camera and confirm each file lands on the right camera in the Gallery.

## 4.3 Sharing

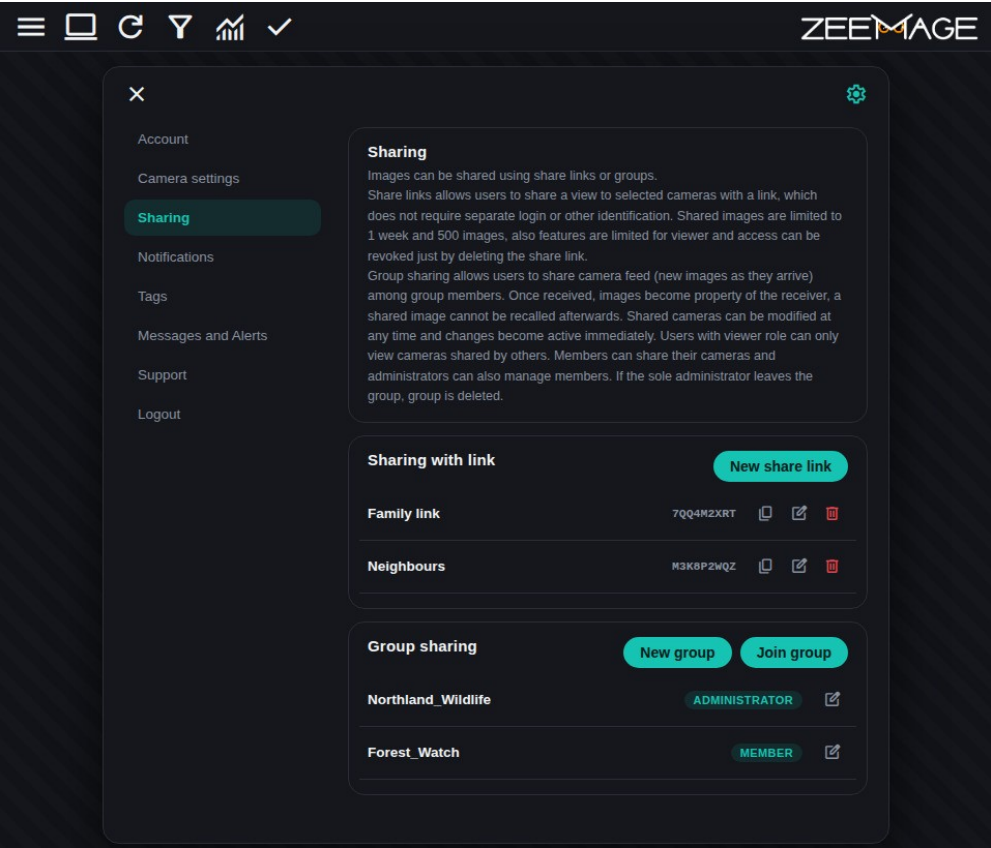


Figure 31. Sharing settings

Zeemage supports two types of sharing: sharing with a link and group sharing.

### 4.3.1 Sharing with link

A share link can be used to share access to your image feed with selected people, without requiring them to have their own account. Select **New share link** to create a link; the copy button copies it to the clipboard; the pencil button changes the cameras included; the trash button deletes the link. A link is a URL containing the needed details, and can be shared, for example, by email or WhatsApp.

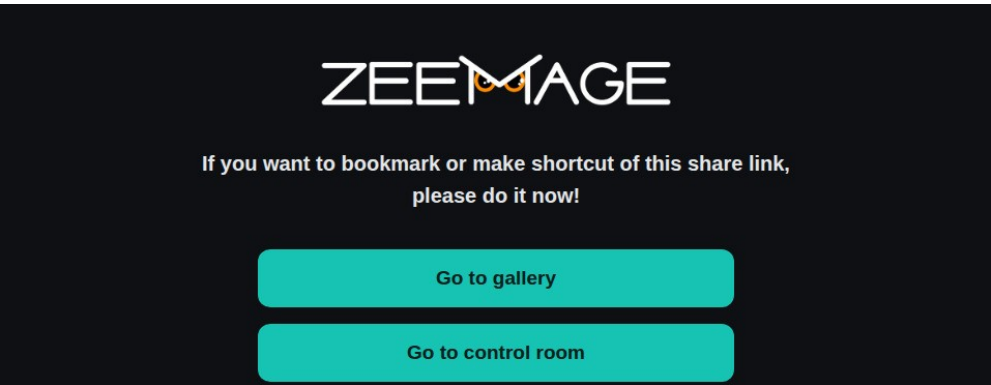


Figure 32. Opening a share link

A share link gives a limited view of the image feed, showing up to 1 week of history and up to 500 images. The viewer can browse the Gallery, the Control room, and the images of the shared cameras, but can't delete, tag, favorite, or download files, and has no access to file details, camera settings, or any account settings. The user interface language follows the link owner's language. Because anyone with the link can open it without logging in, consider the risk of the link spreading beyond the intended audience; you can revoke access at any time by deleting the link. Zeemage logs link usage, including viewer IP addresses, and expects reasonable use — the system may throttle excessive use.

### 4.3.2 Group sharing

Group sharing lets you share camera images and videos with other Zeemage users. Unlike a share link, joining a group requires the recipient to have their own Zeemage account. Groups have administrators (the founder), members and viewers. Sharing to a group and joining it happens with codes, which administrators can change; administrators can also remove members from the group. Administrators and members can assign cameras to the group. Images shared through a group arrive in the recipient's account at the same moment as in the original sharer's account, and consume the recipient's storage quota.

Once you have joined a group, you start receiving images from the assigned cameras, and they become your “own” images — you can delete and tag them, and the original camera owner has no access to the images shared to you. Cameras can be removed from a group at any time, and an administrator can remove members and change the joining codes; the old code is then invalidated, but members who have already joined stay in the group.

Select **New group** to create your own group, and **Join group** to open a dialog where you enter the 9-character joining code you received from the group's administrator.

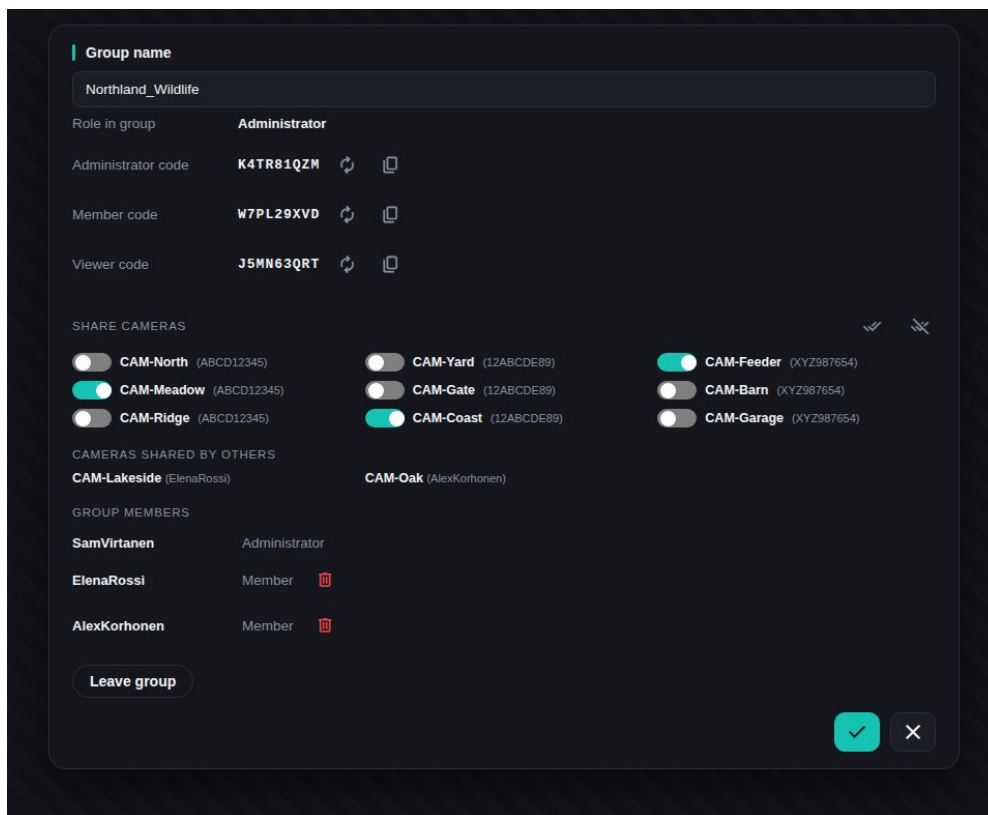


Figure 33. Group page (administrator's view)

The group page shows the group name, your role and — for administrators — the joining codes for each role, with buttons to regenerate a code (the old code becomes invalid, but members who have already joined stay in the group) and to copy it. **Share cameras** lists your own cameras; switch on the ones you want to share with the group, or use the buttons in the section header to select or clear all cameras at once. **Cameras shared by others** lists the cameras that group members share to you, and **Group members** shows each member and their role; an administrator can remove a member with the trash button.

Joining a group step by step:

- Ask the group's administrator for a joining code for your role — or, as an administrator, copy the code with the copy button and send it to the person joining, for example by email or WhatsApp.
- The person joining opens **Settings → Sharing** and selects **Join group**.
- Enter the 9-character joining code in the **Add group code** dialog and confirm.

- Zeemage confirms the group and the role being joined; after joining, images from the shared cameras start arriving and consume your storage quota.

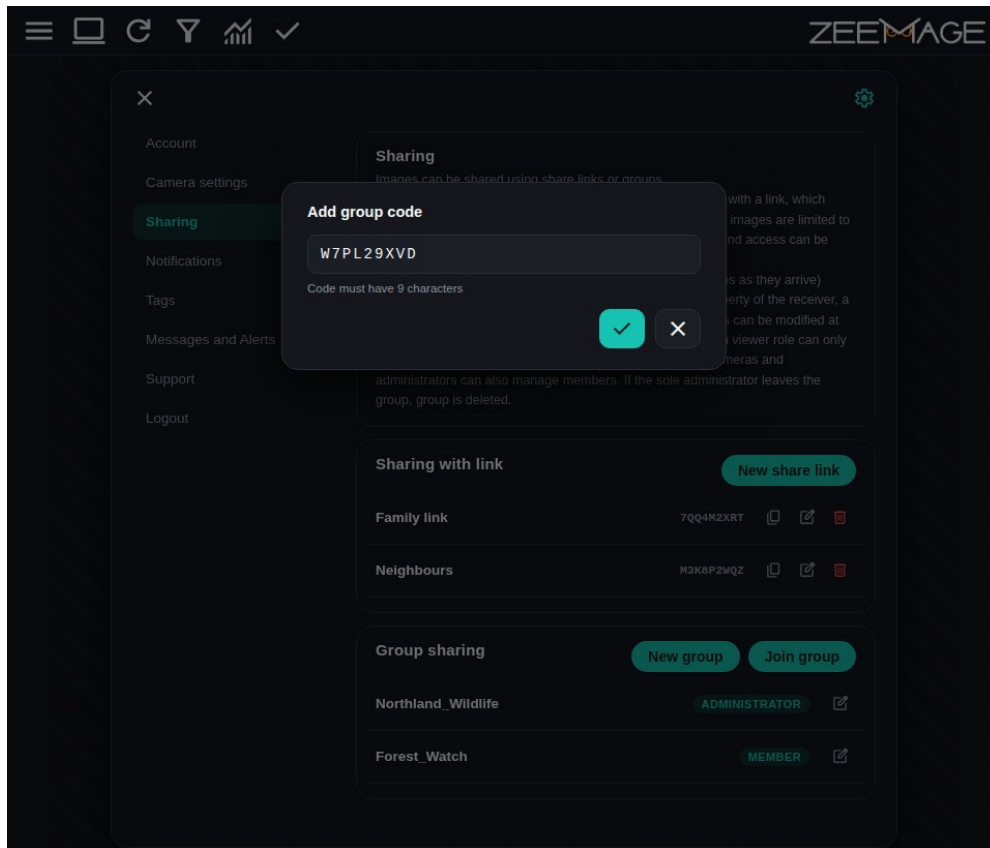


Figure 34. Joining a group: the Add group code dialog

The role shown next to each group determines what the pencil button opens:

- **Administrator** — Can change the group name and shared cameras, and manage members. Sees the joining codes for the different roles and can change them.
- **Member** — Can change which of their cameras are shared to the group, and can leave the group.
- **Viewer** — Can view the shared cameras and can leave the group.

If the sole administrator leaves a group, the group is deleted.



## 4.4 Notifications

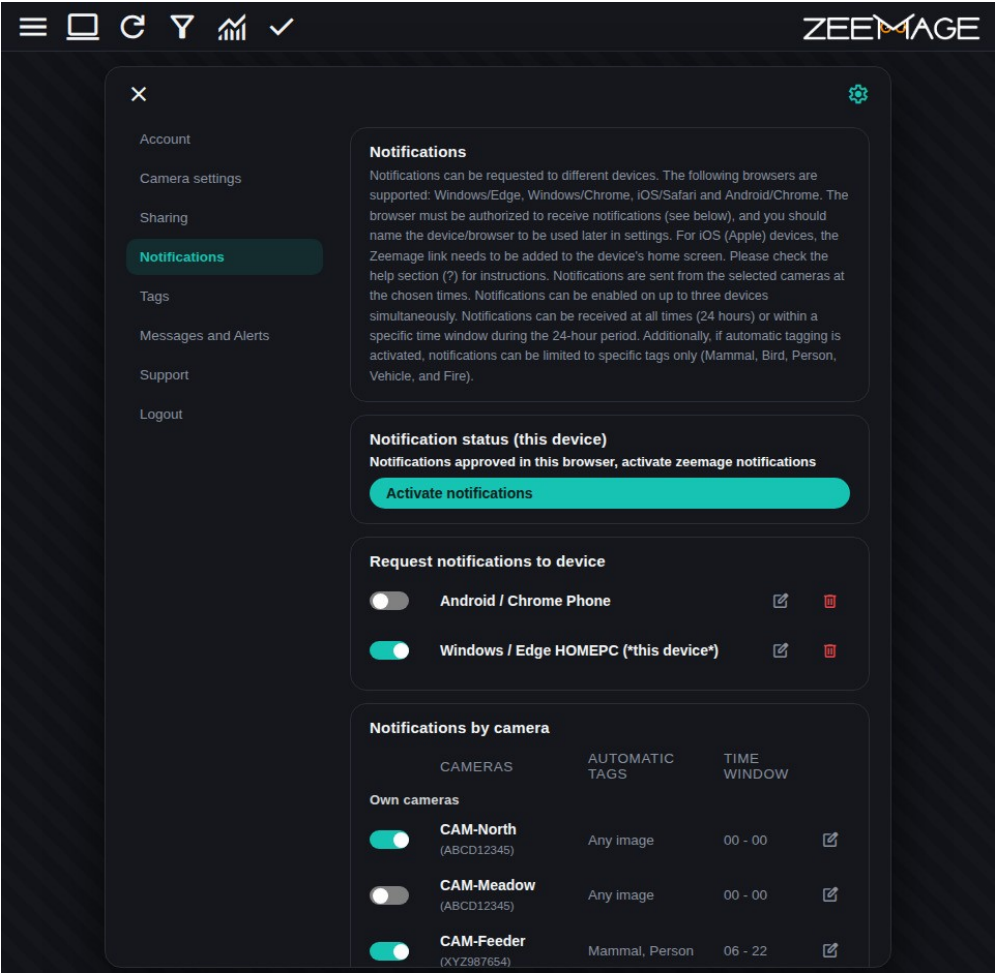


Figure 35. Notification settings

Notifications let you know when new images have arrived in Zeemage. Activate notifications for your device, then select which cameras will trigger a notification. You can also limit notifications to certain times of day or to specific automatic tags — for example, only when a person is detected.

Activate each device before it can receive notifications. When the browser asks “Do you allow notifications from this site?”, select **Yes**. If the question doesn’t appear, allow notifications in the browser settings for the Zeemage site.

Zeemage supports notifications on Windows (Edge and Chrome), Android (Chrome), and Apple iOS/iPadOS (Safari). Up to three devices can receive notifications at the same time. See chapter 5 for how to enable notifications on Apple devices. Also make sure the device isn’t in a mode that blocks notifications, such as Do Not Disturb; on centrally managed devices, for example work PCs, an organization may block notifications.

When you select **Activate notifications**, the browser first shows its own permission prompt — its appearance varies by browser and operating system; allow notifications there. Zeemage then asks you to name the device, so you can recognise it later in the device list:

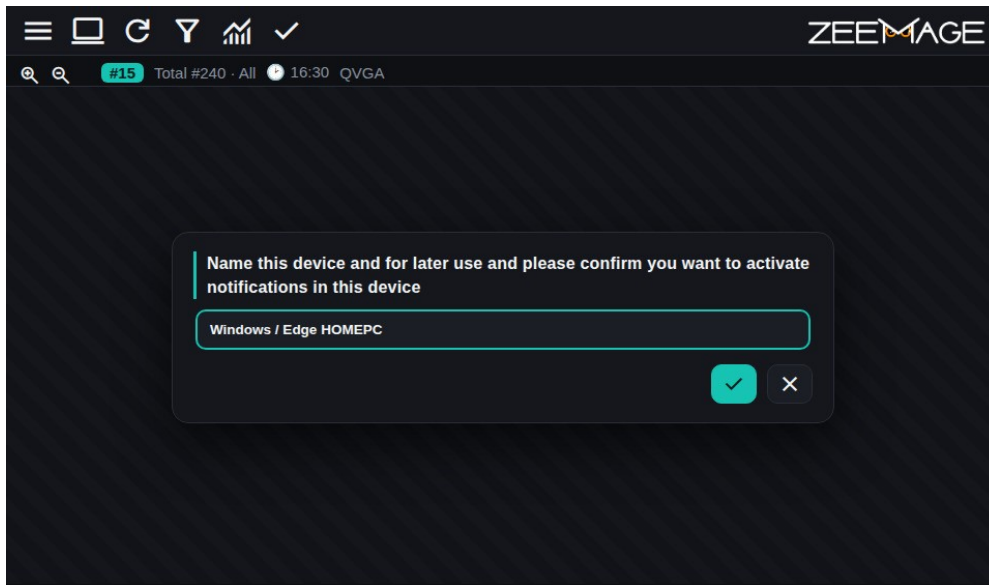


Figure 36. Naming the device when activating notifications

After confirmation the device appears in the **Request notifications to device** list, marked **\*\*(this device)\*\***, and you can turn its notifications on and off with the toggle.

The settings show your registered devices, each of which you can rename, enable, disable, or remove, and a list of your cameras with notification conditions:

- **Cameras** — Select the notification sources among your own and shared cameras.
- **Automatic tags** — Which detections trigger a notification for the camera (Mammal, Bird, Person, Vehicle, Fire).
- **Alarm time** — The time frame of the day during which Zeemage sends notifications.

Select the pencil button to open the edit view, where you can change the notification time frame and the automatic tags.

## 4.5 Tags

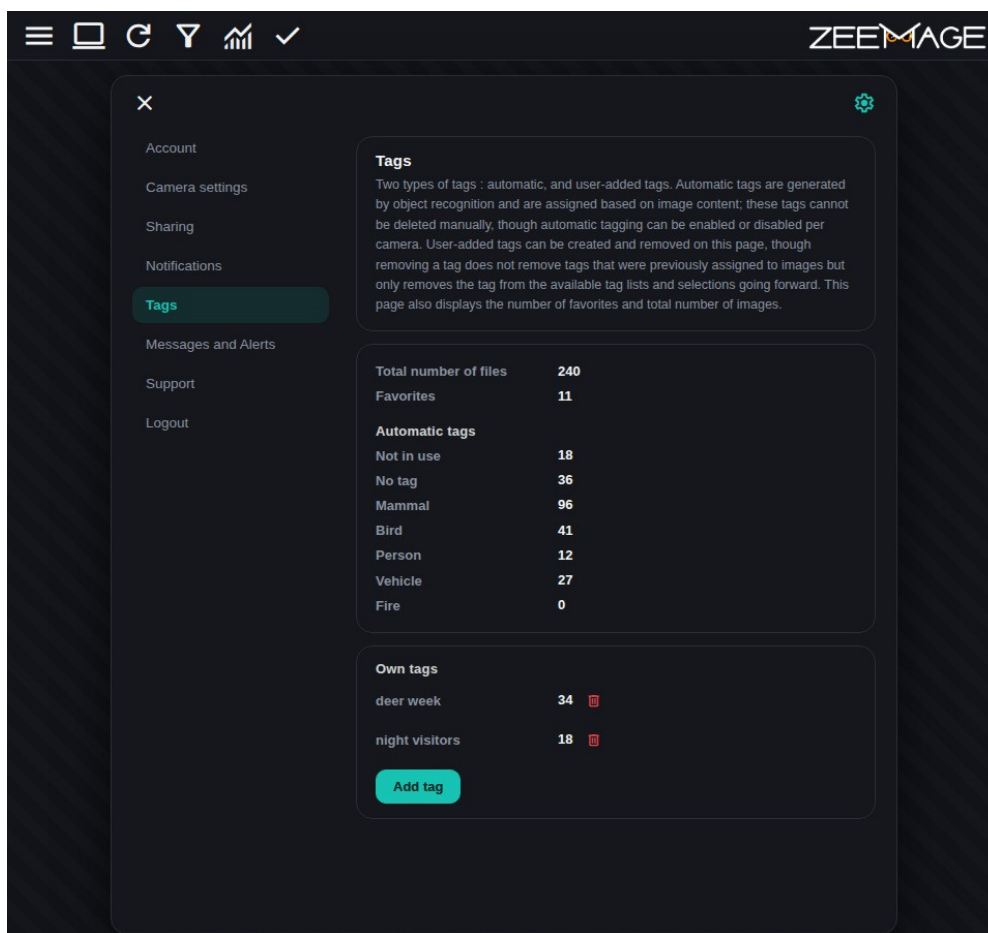


Figure 37. Tag settings

There are two types of tags: automatic tags and your own, user-added tags. Object recognition generates automatic tags based on image content; you can't remove them manually, but you can turn automatic tagging on and off per camera (section 4.2.1). This page also shows the total number of files and the number of favorites in your account.

### 4.5.1 Automatic tags

The automatic tag counters show, for your whole account, the number of files where automatic tagging wasn't in use, where no automatic tag was added, and where Zeemage detected a Mammal, Bird, Person, Vehicle, or Fire.

### 4.5.2 Own tags

The list of your own tags shows how many files carry each tag. The trash button deletes a tag; deleting a tag removes it from tag lists and selections from that point on, but doesn't remove it from files it's already attached to. Select **Add tag** to create a new tag with a name of 3–20 characters.

## 4.6 Messages and Alerts

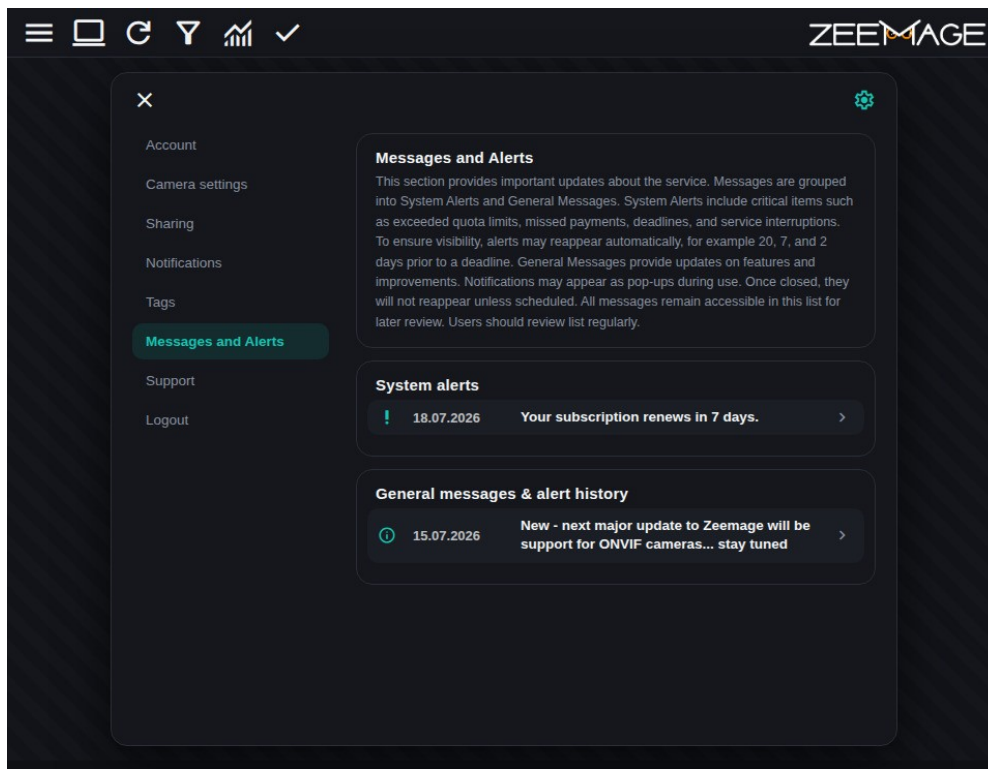


Figure 38. Messages and Alerts

Zeemage groups messages from the service into System alerts and General messages.

### 4.6.1 System alerts

System alerts are critical items that need your reaction, such as exceeded storage or file quota limits, missed payments, approaching deadlines, and service interruptions. To ensure visibility, an alert may reappear automatically, for example 20, 7, and 2 days before a deadline.

### 4.6.2 Messages

General messages inform you about new features, improvements, and changes to subscription conditions. Messages may appear as pop-ups during use; once you close one, it doesn't reappear unless scheduled to. All messages remain available in this list for later review, so it's worth checking regularly.

## 5 Installing Zeemage on your device

Zeemage runs in the browser, but you can also add it to your phone's or tablet's home screen, where it opens like an app.

**iPhone and iPad (Safari)** — Open [zeemage.com](https://zeemage.com) in Safari, select **Share**, then select **Add to Home Screen**. Open Zeemage from the home-screen icon. On Apple devices the browser can receive notifications only after you have added Zeemage to the home screen this way.

**Android (Chrome)** — Open [zeemage.com](https://zeemage.com) in a browser such as Chrome, select the menu, then select **Add to Home screen**.

The exact steps for saving a browser app to the home screen vary by device and software version.

## 6 Troubleshooting

Zeemage works as an email receiver: your camera sends images and videos as email, and Zeemage receives, organizes and displays them. This makes troubleshooting straightforward — you can test most of the delivery

path yourself using your own email on a PC or phone. For example, you can take an image you have previously received from your camera and email it to your Zeemage feed address to see how it arrives.

## 6.1 Images are not arriving

The fastest way to find the cause is to test each part of the delivery path with your own email. These steps apply to email- and MMS-sending trail cameras such as Burrel, Uovision, Suntek, BolyGuard, Browning and Bushnell models. Note that features vary by model, not brand — not every model supports SMTP email sending, so check your specific model's specifications.

### Test 1 — verify Zeemage receives email using your own email:

1. In **Settings → Camera settings**, copy your Zeemage feed address (don't retype it).
2. From your own email, send a message with any photo attached to that address.
3. Wait a few minutes and check the camera's view in Zeemage.

### Test 2 — verify your SMTP account works:

If you configured the camera to send through your own email account (for example Gmail SMTP), test that account separately: set your own email address as the recipient in the camera and trigger a test send. If nothing arrives in your inbox, the problem is in the SMTP settings (server, port, username, password) — fix these before looking anywhere else.

Reminder: when using Gmail SMTP, the camera must be configured with a Gmail app password, not your normal account password. You can create one in your Google account's security settings.

### Test 3 — verify the camera sends to Zeemage:

If your camera model accepts multiple recipient addresses, keep your own email as an additional recipient alongside the feed address. When an image arrives in your inbox but not in Zeemage, the feed address stored in the camera is wrong — compare it character by character against the Zeemage address. This is the most common fault.

Test images appear in the camera's feed like any other image and can be deleted afterwards.

## 6.2 The email test works, but camera images still don't arrive

If your own test email reaches Zeemage, the service and address work — the issue could be on the camera side. What to check depends on the camera type:

### Cellular cameras (4G):

1. SIM card and data plan — the SIM must be active with data allowance remaining and PIN query disabled. Test the SIM in a phone if unsure.
2. Memory card — many cameras require a working memory card for sending. Check it meets the camera's requirements and is not locked or full. Also, many cameras limit the card size, for example to 32 GB — bigger cards do not work.
3. Camera software — update to the latest version; updates often fix sending issues.

### All cameras:

1. Send settings — check the send mode and that the recipient address is exactly your Zeemage feed address.
2. Manual test image — if your camera supports it, send a test image with the camera's test function and note any error message on the display; the camera manufacturer's support pages explain the error codes.

## 6.3 Image size and network issues

Zeemage fully supports video files in addition to photos, and accepts big attachments — even 50 MB. In practice the limit is set by your email provider or by bottlenecks along the delivery path: most providers cap attachments at 20–25 MB, and a file exceeding a limit at any stage is rejected before it ever reaches Zeemage. Also note:

1. Weak network coverage combined with a large image or video can cause the send to time out. The camera may retry or silently drop the file.
2. If sending is unreliable, set the camera to send a smaller image or video size. Full-resolution files remain on the camera's SD card (camera specific).

## 6.4 Forwarding confirmation not completed

When you set up automatic forwarding from your own email account (for example in Gmail), your email provider could send a confirmation request to the forwarding address (see 1.2 Email). Forwarding does not start until this request is received, opened and confirmed.

The confirmation request arrives in Zeemage like any other message — but since it contains no image, it appears in the Gallery as a **No file** tile instead of a photo (the tile label appears in English in all interface languages). To confirm:

1. Open the tile in the **Big picture view**, just as you would open an image.
2. Open **Details**.
3. The email body contains a confirmation message from your provider, for example: "To allow [your address] to automatically forward mail to your address, please click the link below to confirm the request." Click the confirmation link.
4. If clicking does not open the link in your browser, copy the entire link and paste it into your browser's address bar. Confirmation links are long and may break across lines, so make sure you copy the whole link.

Once confirmed, your email provider accepts the Zeemage feed address as a forwarding destination.

If no confirmation tile appears within a few minutes:

1. Check that the forwarding address was typed exactly right in your email provider's settings — copy it from **Settings → Camera settings** rather than retyping.
2. Request a new confirmation from your email provider.

Note that forwarding rules can be applied only after this receiver confirmation. Messages sent before that are not delivered retroactively — send a test image after confirming.

## 6.5 Images appear under the wrong camera

Each Zeemage feed address can serve one or several cameras. The first camera is the default: it receives every image that cannot be matched to another camera. Additional cameras on the same address are identified by a search string that Zeemage looks for in the message subject or body.

If images end up under the wrong camera, check the search strings:

1. Make each string unique — avoid strings contained within one another. For example, with cameras named "feed" and "feeder", a message from the feeder camera also contains the string "feed", so it may be matched to the wrong camera and "feeder" is never reached. Rename so that no string is part of another.
2. If a camera's images consistently land under the default camera, its search string does not match what the camera actually sends. Check what text your camera includes in the subject or body (send a test image to your own email to see it) and set the search string accordingly.



## 6.6 An image shows as an odd file or no file at all

First check the same message in your own email to confirm the attachment is a valid, viewable image. If you are certain you have sent a valid image to Zeemage but it does not display, the file may use a new or unrecognized format. Contact Zeemage support and attach the file — we'll add support for it.

## 6.7 Issues with videos

1. **The animated preview (GIF) is visible, but the video does not open when you select play** — Zeemage was able to read the video and generate the preview, but the actual video plays in your browser's own player, and the video's codec may not be supported by your device or browser. Try another browser or device.
2. **A received video is shown as an Odd file** — in some cases the video uses a codec that Zeemage does not support. Please contact support and share the details (video file and camera model) — we'll solve the issue.

## 6.8 The Enhance function does not improve an image

The **Enhance** mode in the compare view (see 2.5.4) works best on images that are dark, hazy or low in contrast. Images that are already sharp and well-exposed may show little or no visible change — this is normal, as there is simply less to correct. Heavily blurred or extremely dark images may not improve noticeably either. The original image is always preserved; you can switch back to it at any time.

## 7 Account and subscription types

Not yet available. Ordering and subscription plans are not part of this release. This section will be completed when ordering opens.