



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 the next major 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 start a paid subscription, Zeemage continues on the free BASIC plan with smaller limits and some functionality deactivated. See chapter 7 at the end of this guide for details.

To see Zeemage in action before connecting your own cameras, run the demo: during the trial, **Play demo** at the top of Settings sends 10 sample images and videos to your account and walks you through the main features (see 1.1.2 Demo).

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.
- The placeholder tiles in the Gallery (for example End of search, NO FILE and ODD FILE) are images with English text in every interface language. When this guide names a file type, it gives the name used in the interface followed by the tile name in capitals, as the filter does: for example **Unsupported file (ODD FILE)**. The tile name in capitals is never translated.

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 the next major release.

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 and select **Send reset link** to receive a password reset message. The message contains a link, valid for a limited time, to set a new password.

1.1.2 Demo

New accounts can run a short demo of the basic features, either as a whole or part by part. Start it with **Play demo** at the top of the Settings view (see Figure 30 in section 4.2); the arrow next to the button opens the list of demo parts, so you can play one part at a time. The button is shown only during the trial. The demo sends 10 sample files (images and videos) to your account. After all 10 files have arrived, the demo uses them to present the main features of Zeemage step by step: the gallery, the big image view, video playback, search and filter, statistics, the control room, and the image comparison and enhancement tools. They are stored in your account like any other files, count toward your limits, and can be deleted normally. The demo is available during the trial period.

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) — Use the SMTP settings recommended by your camera's manufacturer. If needed, you can also use the Zeemage SMTP server, which supports the following settings:

Email address	XXXXXXXXXX@ZEEMAGE2.COM — the camera feed address Zeemage gives you (see section 4.2). The camera sends images to this address.
Sender address	Can be left empty, or any email address of your choice. The sender address is not checked — the camera is identified by the feed address it sends to.
Server name	smtp.zeemage2.com
Port	587 (STARTTLS, recommended) or 465 (SSL/TLS)
SSL/TLS	On — required. TLS 1.0 or newer accepted, so older cameras work too
User	zeemage@zeemage2.com
Password	password

Unencrypted sending (port 25) is not supported.

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**.

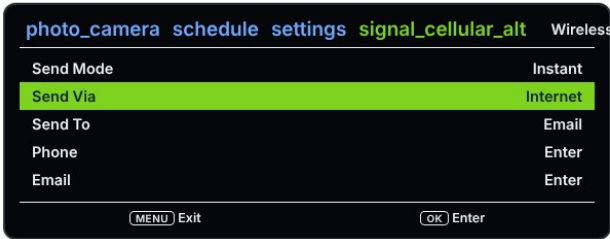


Figure 1. Camera sending settings (sample): sending over the mobile data network

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.

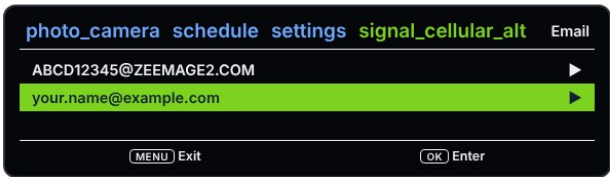


Figure 2. Camera email address list (sample)

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

Sending method	Send Via, Sending method, SMTP setting
----------------	--

Sending over the mobile data network	Internet, Data, SMTP, Email
Sending as a picture message	MMS
Recipient type	Send To
Recipient addresses	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.

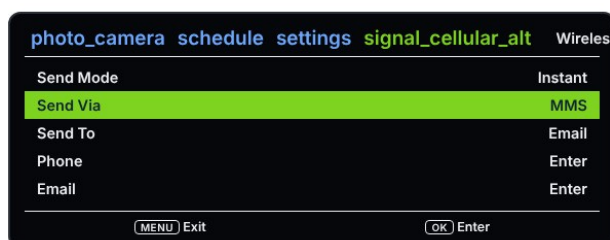


Figure 3. Camera sending settings (sample): sending as MMS

1.4 ONVIF (streaming video cameras)

Live video stream connections to ONVIF cameras are planned for the next major release. 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. There are two exceptions: when you restore a file from the trash or remove its favorite status, it gets a new lifetime from that moment, based on the current setting.

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, as long as both the number of your favorites and the storage they use fit within your subscription's limits. The only exception is a long storage overrun (see 7.5 Limits and the image feed).

Every file except favorites has a lifetime, after which Zeemage deletes it automatically. When a file has less than 48 hours left, the Gallery greys out the item, and its top bar shows a red trash symbol with the remaining hours, for example **(45h)** — so you can still save it as a favorite. A file with less than 8 hours left is considered to be in the trash; deleting a file sets its remaining lifetime to 8 hours. You can check any file's deletion date and remaining hours in **Details** (see 2.2.1). To find files that will be removed within the next week, use the **Favorites & deletion time** section of the filter (see 2.3.6).

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.

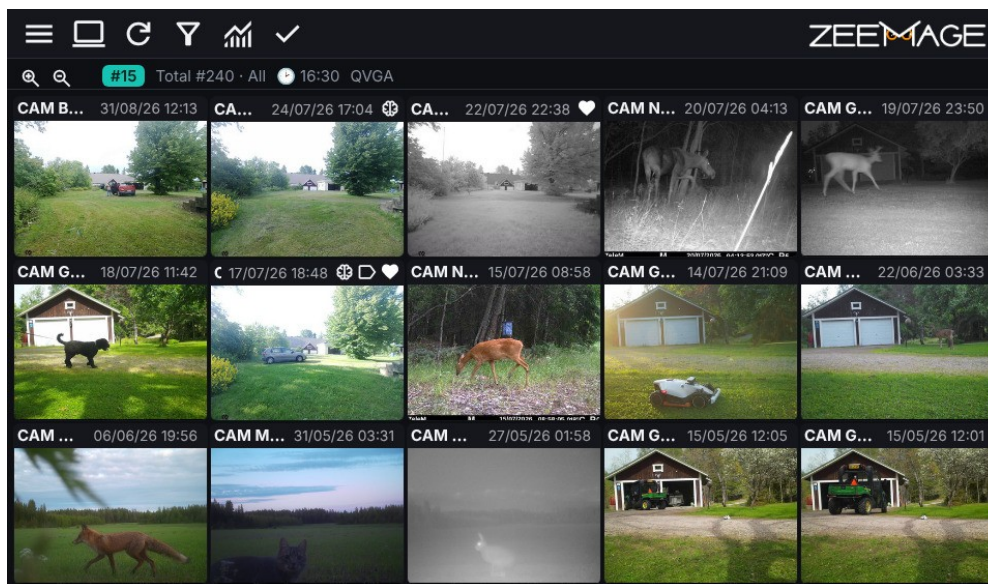


Figure 4. Gallery view

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 image view (see section 2.2). For video files, the Gallery and the Big image view show an animated GIF made from the video; the play button in the Big image 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 does not remove favorite files during automatic file cleaning (see 1.5 File lifecycle).
- 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.
- An item with less than 48 hours of lifetime left is greyed out, and its top bar shows a red trash symbol with the remaining hours, for example **(45h)**. Deleting a file sets its remaining lifetime to 8 hours (see 1.5 File lifecycle).
- 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 attachment (NO FILE)** — The message arrived with no file attached. Select the tile to open the email.
- **Unsupported file (ODD FILE)** — The message contained a file Zeemage could not interpret as an image. Select the tile to open the email.
- **Text file (TXT 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 restored** — 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

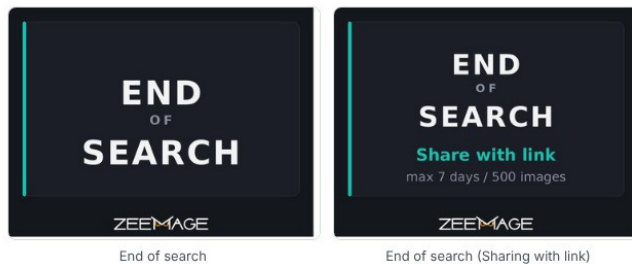


Figure 6. End of search markers

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. Support and Logout 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 image view

Select a gallery item to open the big image view.



Figure 7. Big image 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 image view, Zeemage automatically selects the current image together with the 4 previous images from the same camera for comparison. When the item has less than 48 hours of lifetime left, a trash symbol and the remaining hours, for example **8h**, are shown next to the camera name and time (see 1.5 File lifecycle).

2.2.1 Details

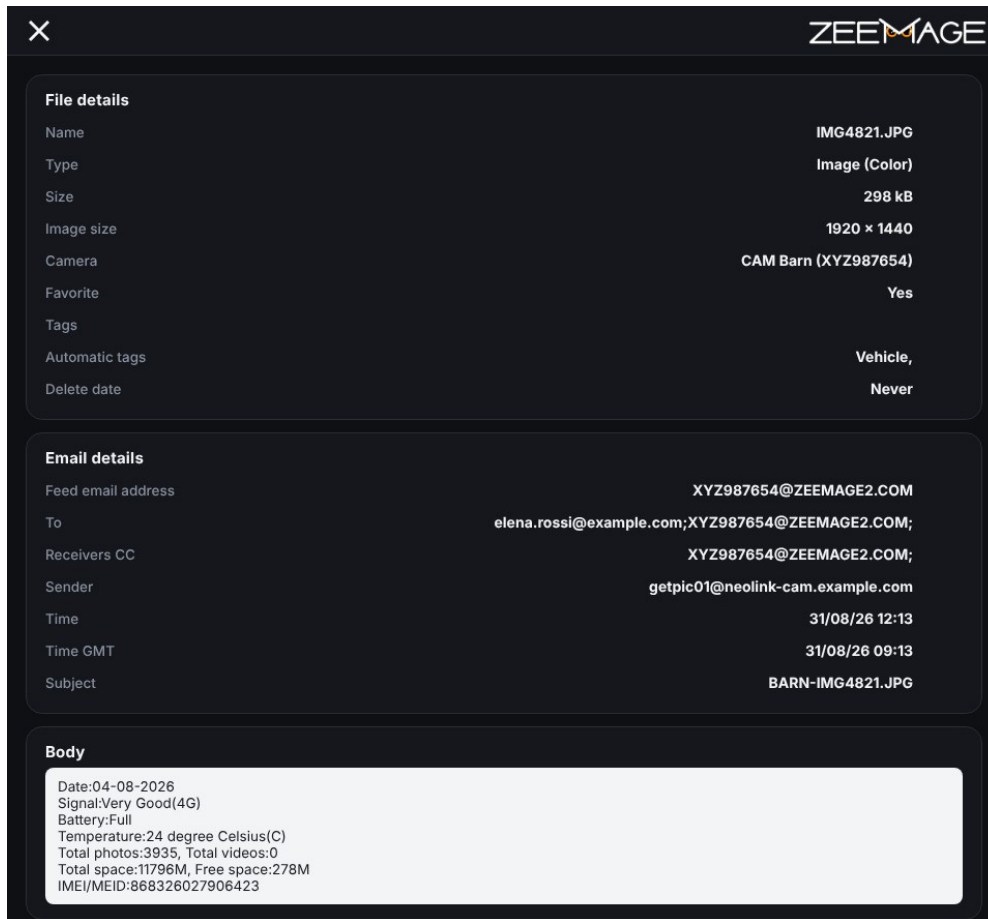


Figure 8. Details view

Select the details button to open the file's **Details**: file details (name, type, size, image size, camera, favorite status, tags, automatic recognition results, and the deletion date with the remaining lifetime in hours, or **Never** for a favorite) 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.

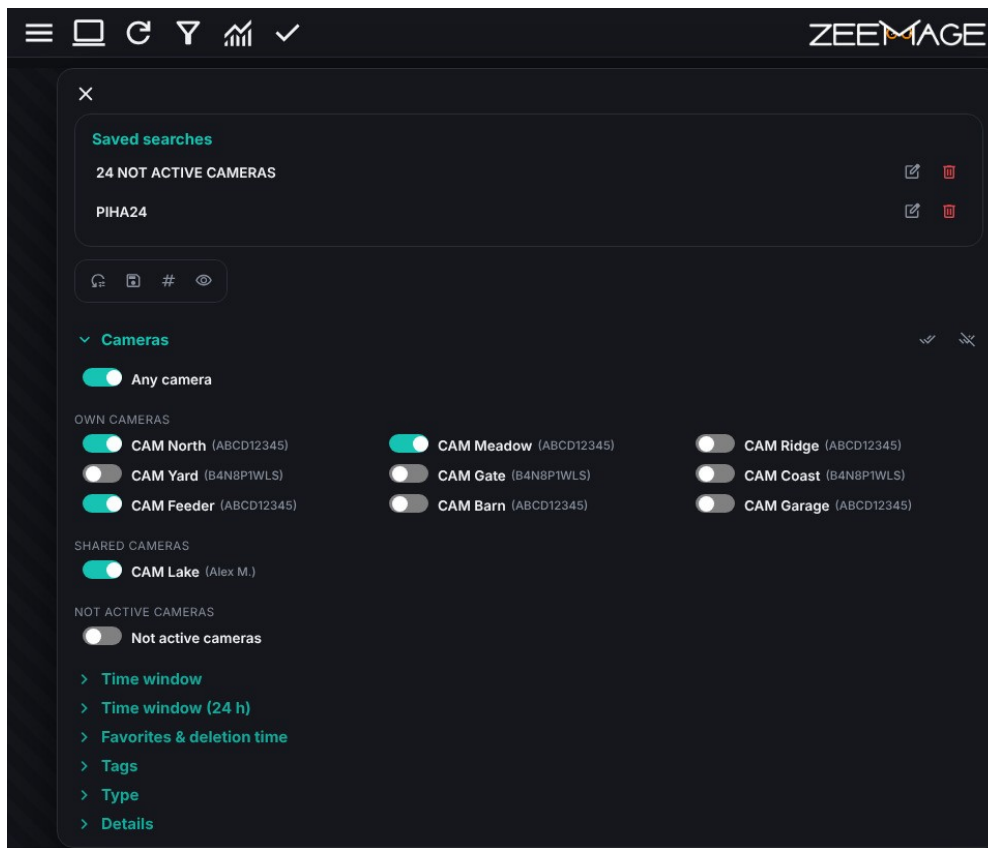


Figure 9. Filter view with the Cameras section open

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 edit button (pencil icon) 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.
- **Test search (#)** — Runs the search and shows how many items match, without opening the gallery.
- **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

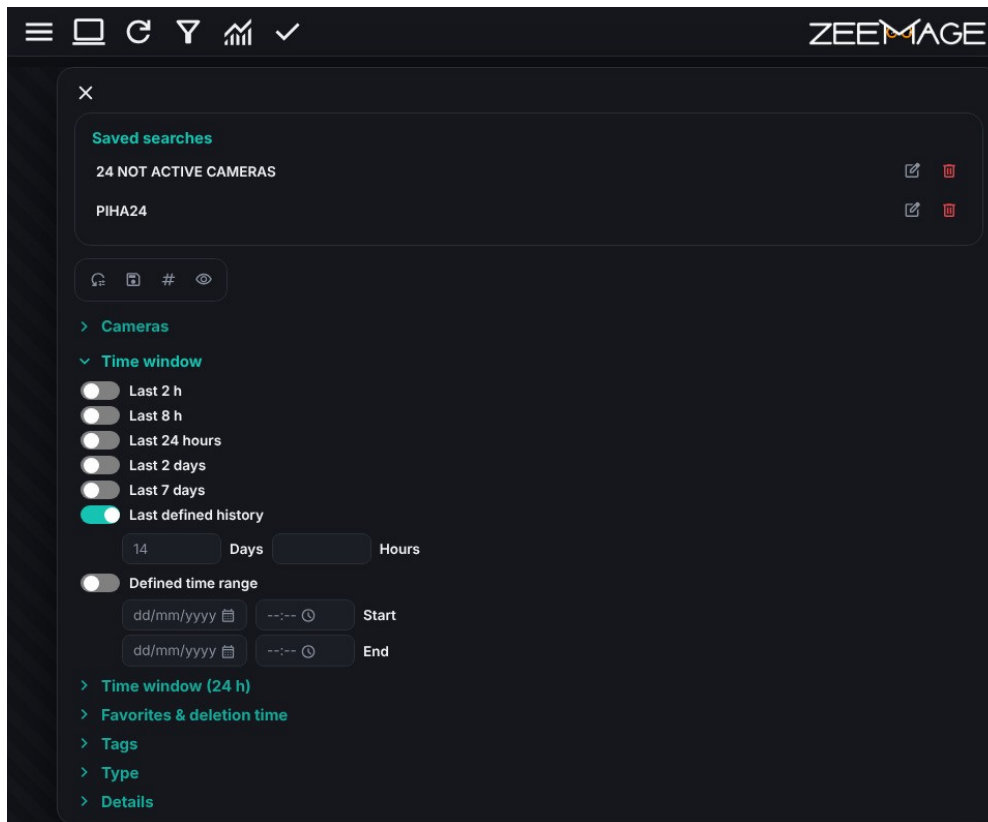


Figure 10. Time window section

- **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)

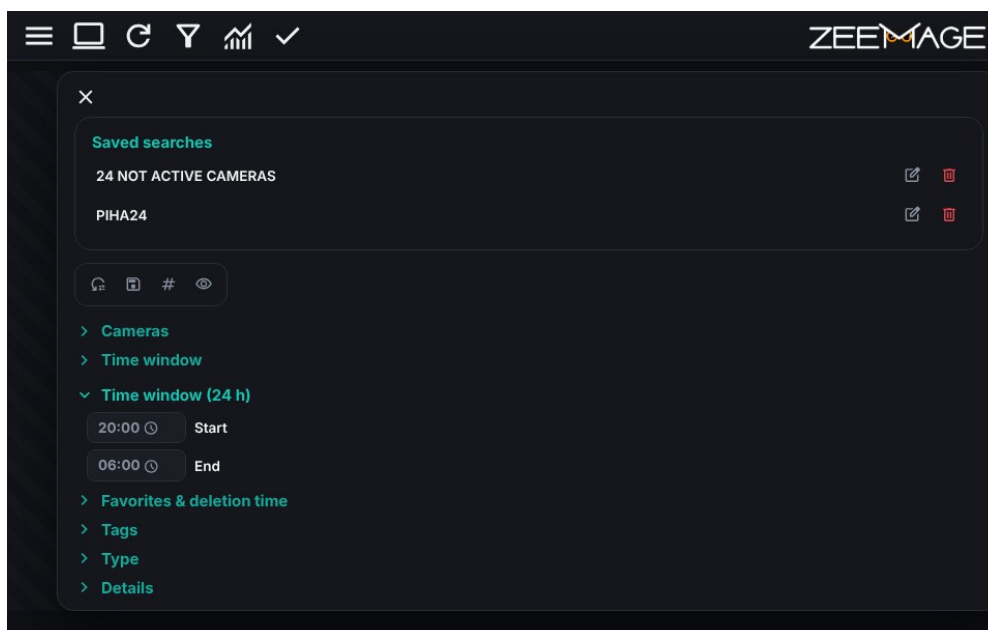


Figure 11. Time window (24 h) section

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. Set the hours with **Start** and **End**.

2.3.6 Favorites & deletion time

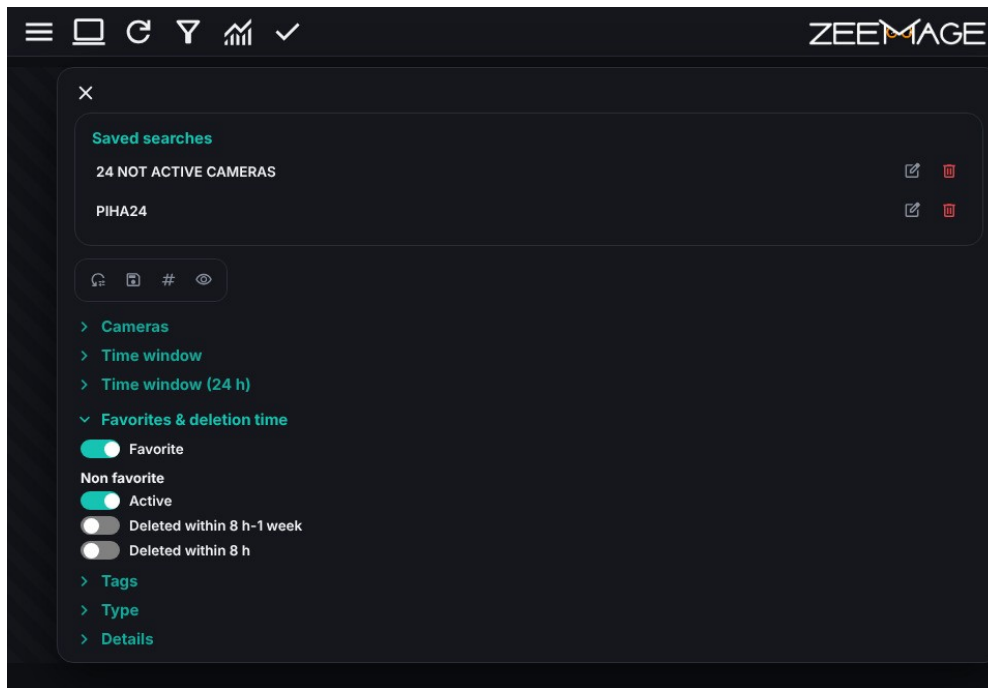


Figure 12. Favorites & deletion time section

- **Favorite** — Shows favorite files, whatever their remaining lifetime.
- **Non favorite** — A heading, not a switch: the three options below it select which files that are not favorites are shown.
- **Active** — Shows files that are not in the trash (more than 8 hours of lifetime left).
- **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

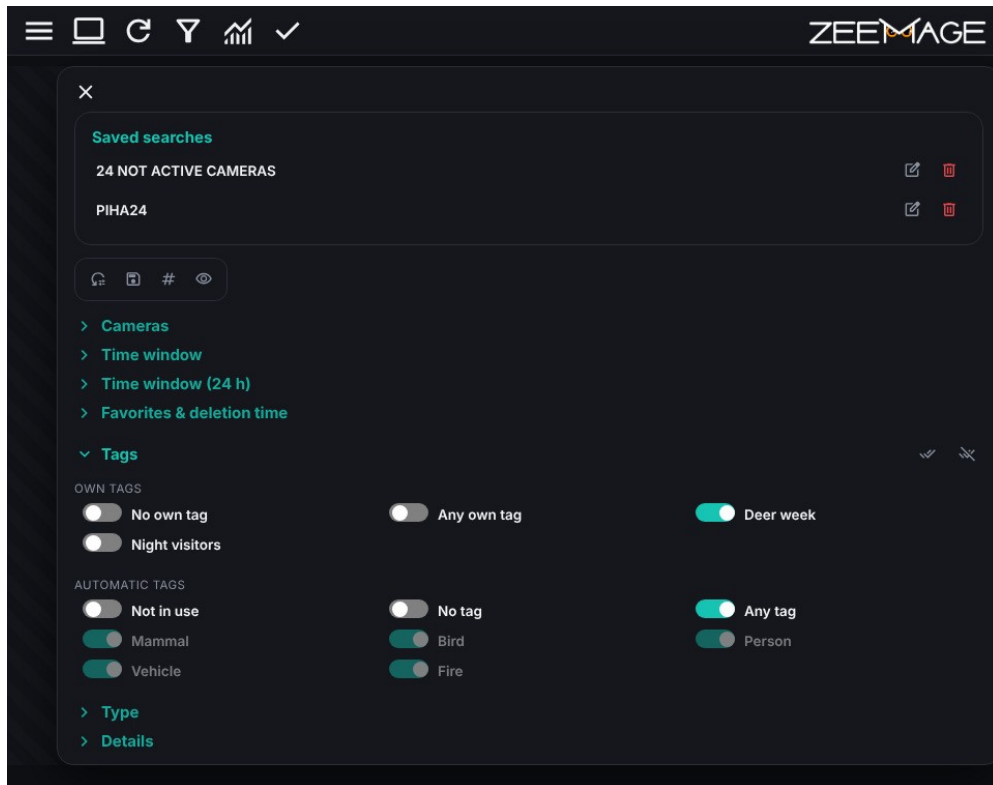


Figure 13. Tags section

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 tag" (files without any of your tags) and "Any own tag" (files with at least one of your tags). While "Any own tag" is on, your own tags are all selected and dimmed.
- **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). While "Any tag" is on, the five tags are all selected and dimmed.

2.3.8 Type

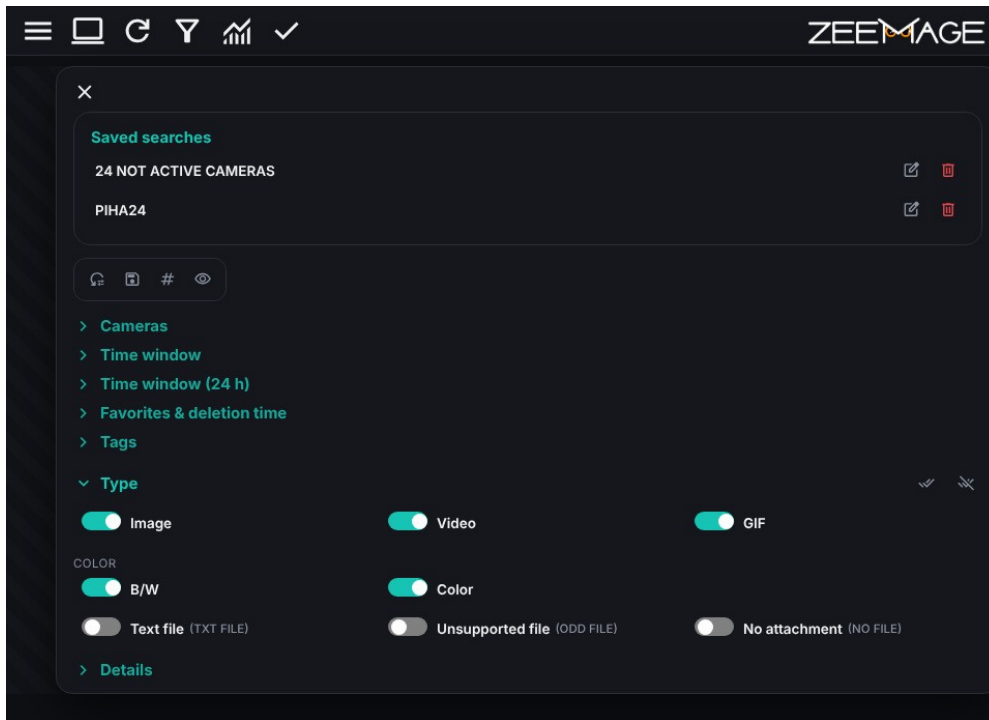


Figure 14. Type section

- **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 (TXT FILE)** — Shows text files.
- **Unsupported file (ODD FILE)** — Shows file types that Zeemage does not support.
- **No attachment (NO FILE)** — Shows messages that arrived without a file attached.

2.3.9 Details

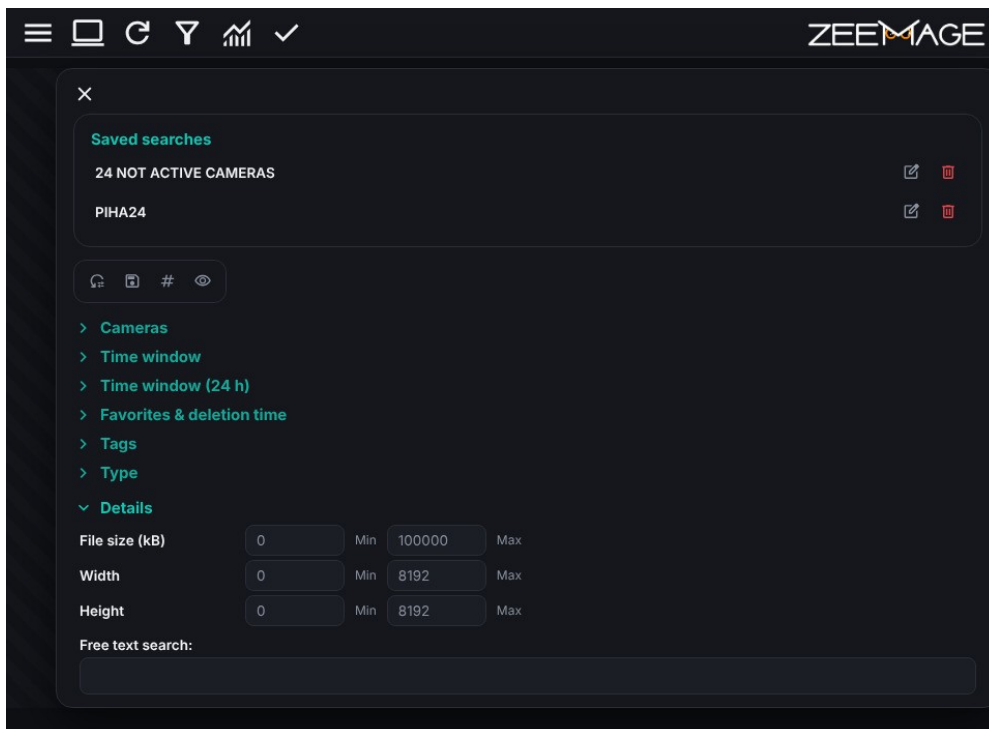


Figure 15. Details section

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.

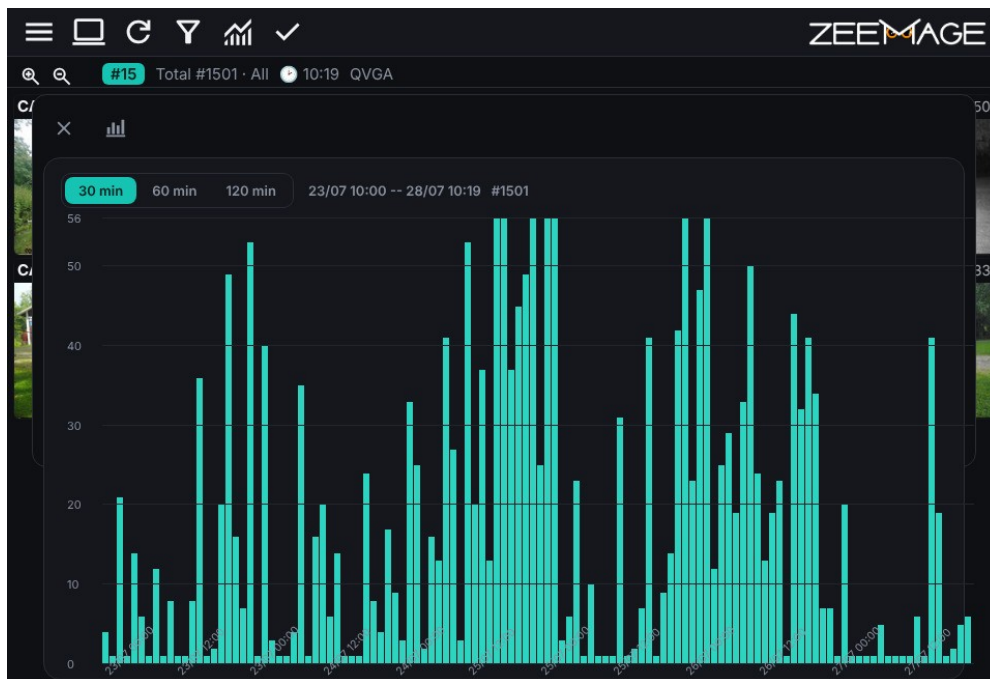


Figure 16. Continuous view

2.4.1 Continuous view

Each bar shows the number of files received at that moment in time. The buttons in the top-left corner set the time resolution of the bars to 30, 60, or 120 minutes. The view is limited to 480 bars, so at 60-minute resolution it covers up to 20 days. Select a bar to see all the images received during that time.

Select **Timelines** in the title bar to toggle between the 24-hour cumulative view and the continuous view.

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 15-minute period of the day, accumulated over the whole filtered period. This reveals when your cameras are most active. To return to the continuous view, select the **Timelines** icon.

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.

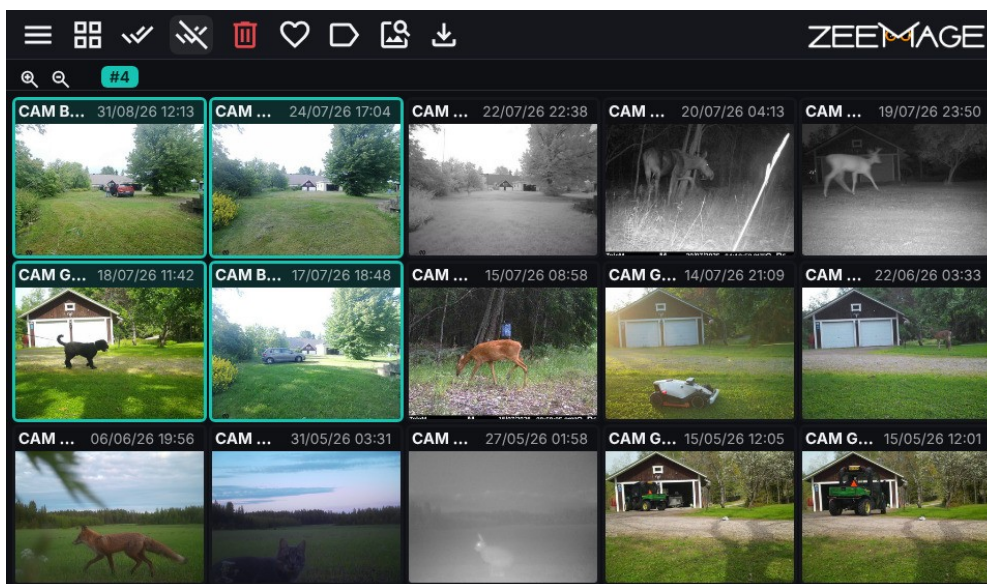


Figure 18. Selection mode with four items selected

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

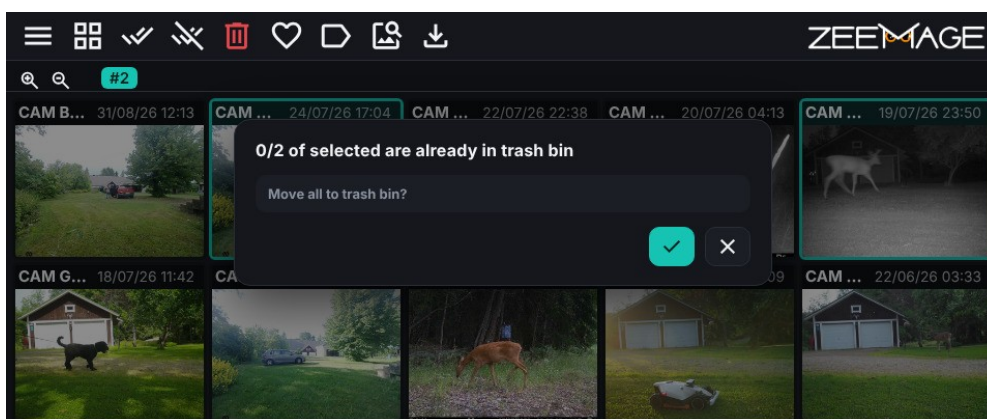


Figure 19. Delete confirmation

Delete (the trash icon) deletes the selected gallery items. Zeemage moves deleted items to the trash, that is, sets their remaining lifetime to 8 hours, and permanently removes them when that time has run out. During this time, you can cancel the deletion with the same button — the item gets a new lifetime from that moment, based on the current setting in Settings (see 1.5). 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 does not remove favorite items during automatic file cleaning (see 1.5 File lifecycle), and you can't delete them manually while the favorite mark is set. You can have at most as many favorites as your subscription's limits allow.

2.5.3 Set tags to selected items

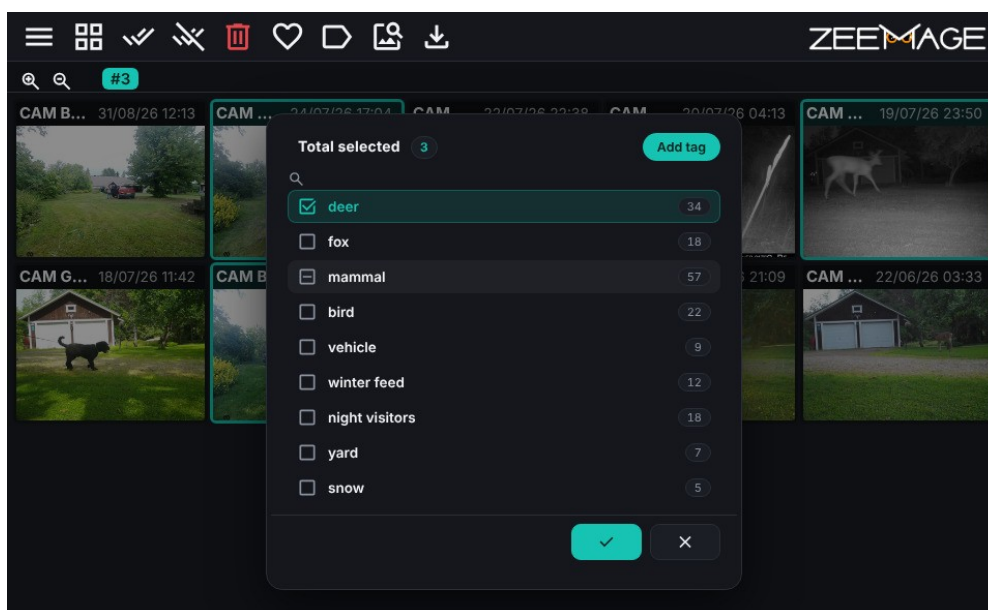


Figure 20. Tag dialog

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

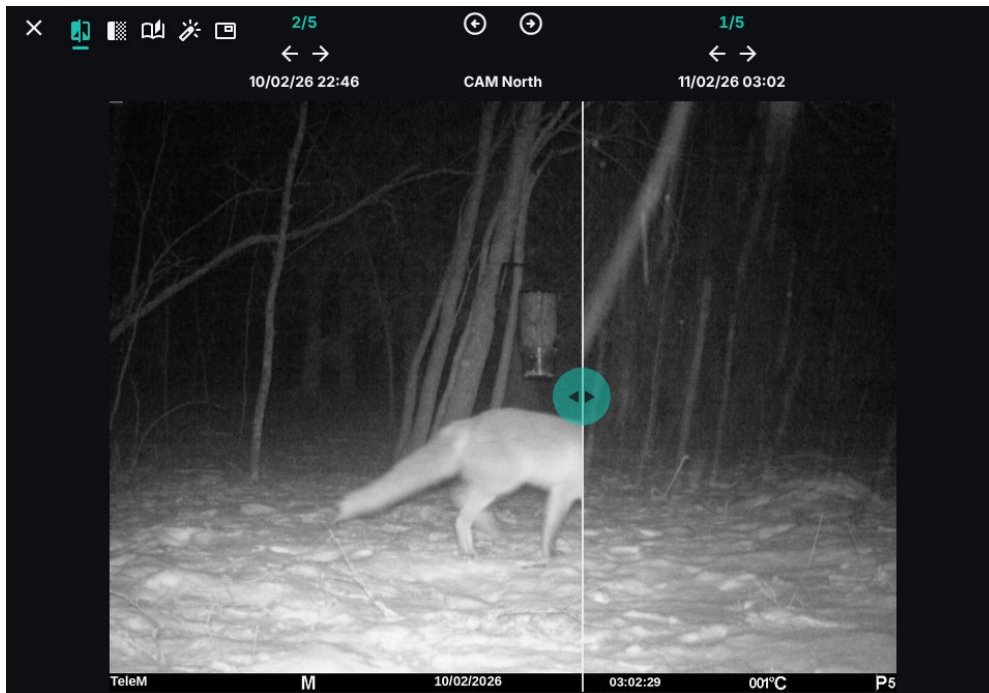


Figure 21. Comparison view

Compares the selected items from the same camera. Select at least two items to compare. If only one image is available, the view opens directly in **Enhance** mode (see below), and the modes that need a second image are not available; on the BASIC plan, where image enhancement is not included, the view does not open with a single image. The arrow pairs at the top change the left and right image; the same image can't be shown on both sides at once.

The compare view offers several modes that help the human eye notice differences between images, for example a faintly visible animal:

- **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. The flicker continues as long as you stay in this view.
- **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

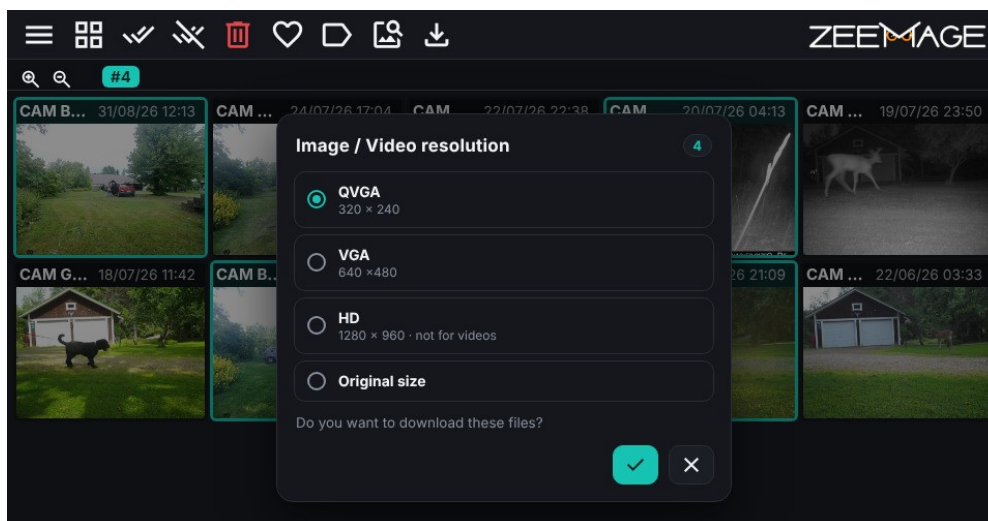


Figure 22. Download dialog

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.

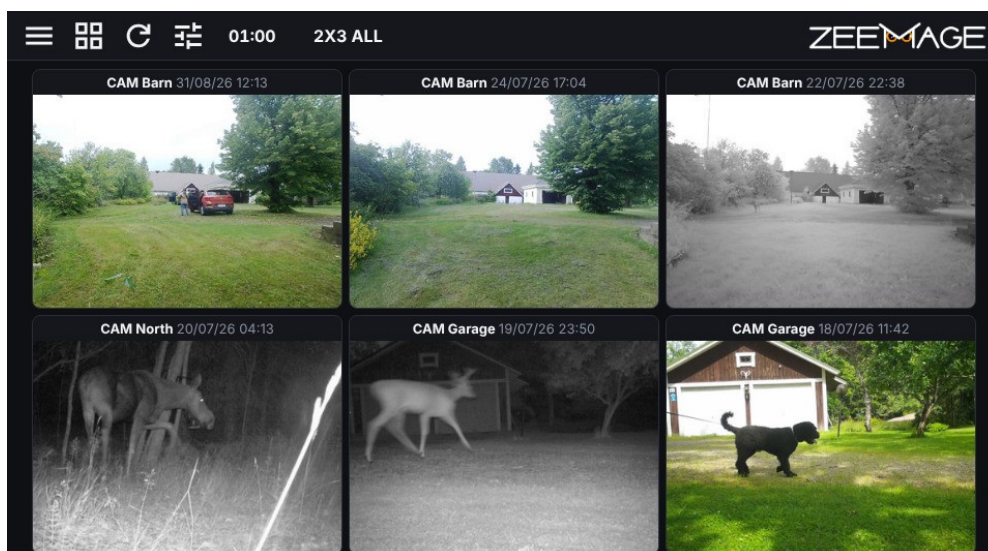


Figure 23. Control room with a 2 x 3 view

The Control room always 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.

The timer in the top bar shows the time until the Control room pauses if it's not reactivated. Select **Reset timer** to set the timer back 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

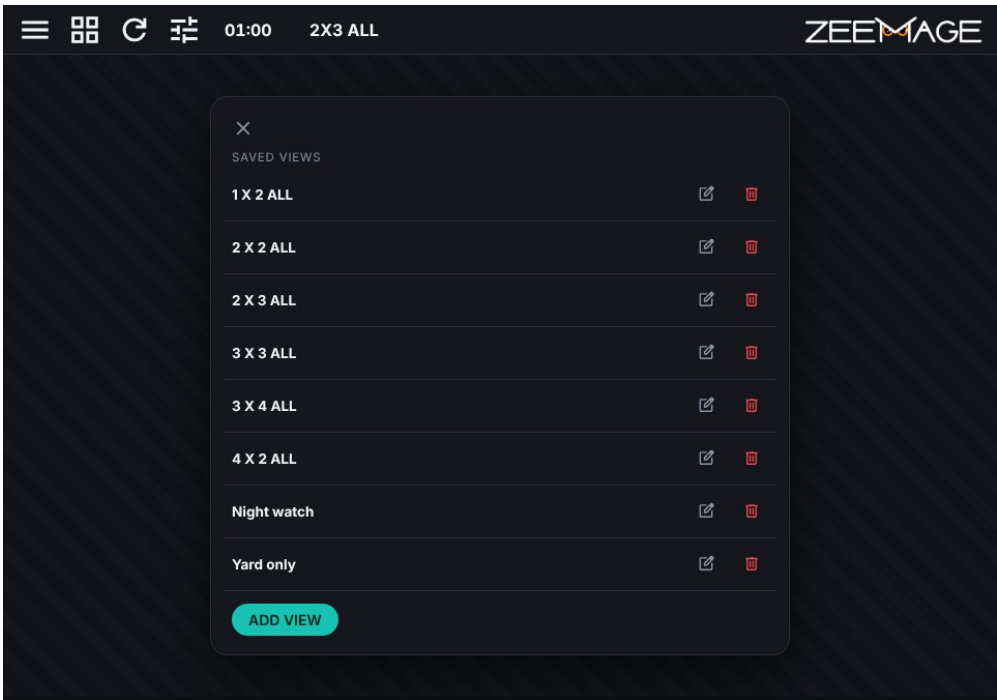


Figure 24. Saved control room views

Select the **Control room Views** button to open the list of saved views. Select a view’s name to open it. The edit button (pencil icon) 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

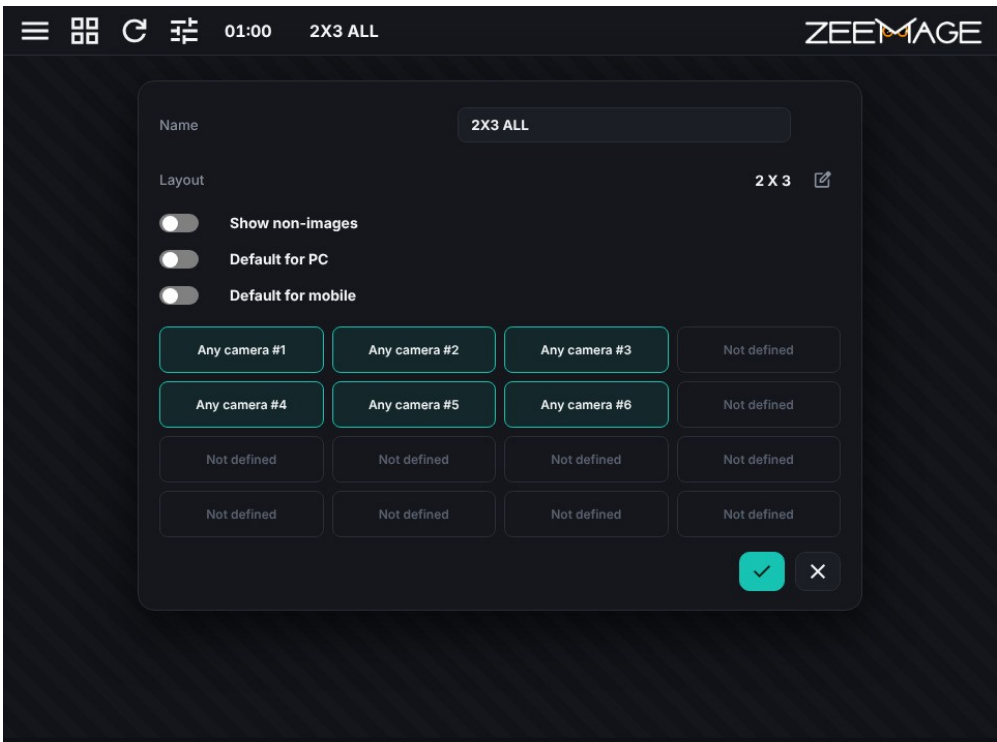


Figure 25. Control room view configuration

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 file (TXT FILE), Unsupported file (ODD FILE) and No attachment (NO FILE) items.
- **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

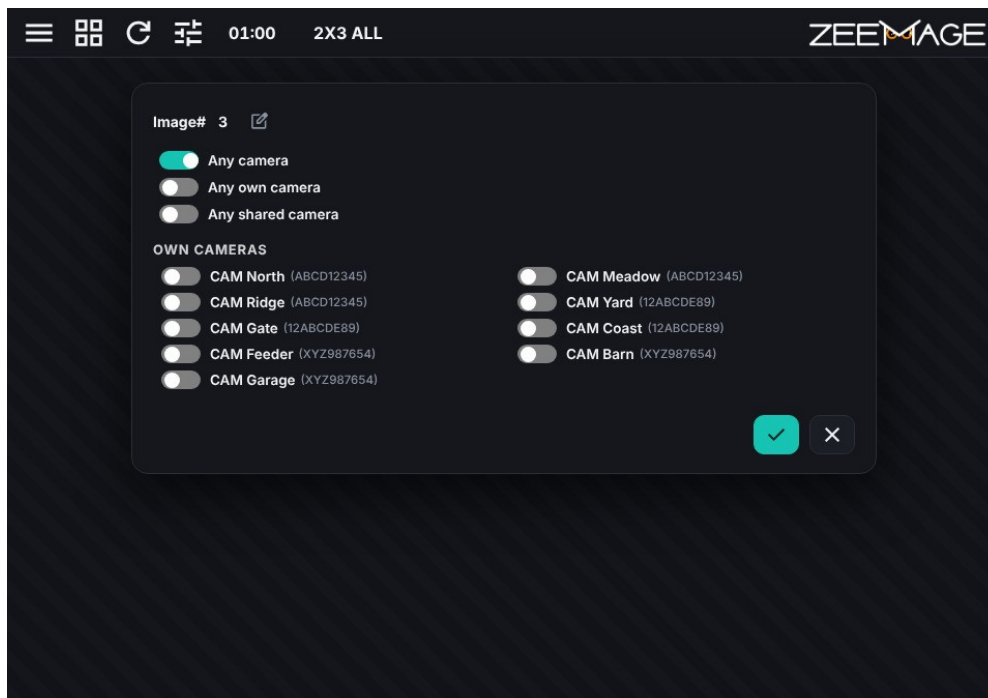


Figure 26. View box content definition

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.

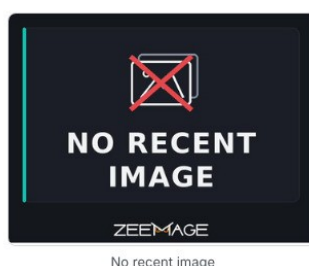


Figure 27. No recent image placeholder in a control room box

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. **Support** opens the Zeemage support page with the user manual, and **Logout** signs you out of Zeemage.

4.1 Account

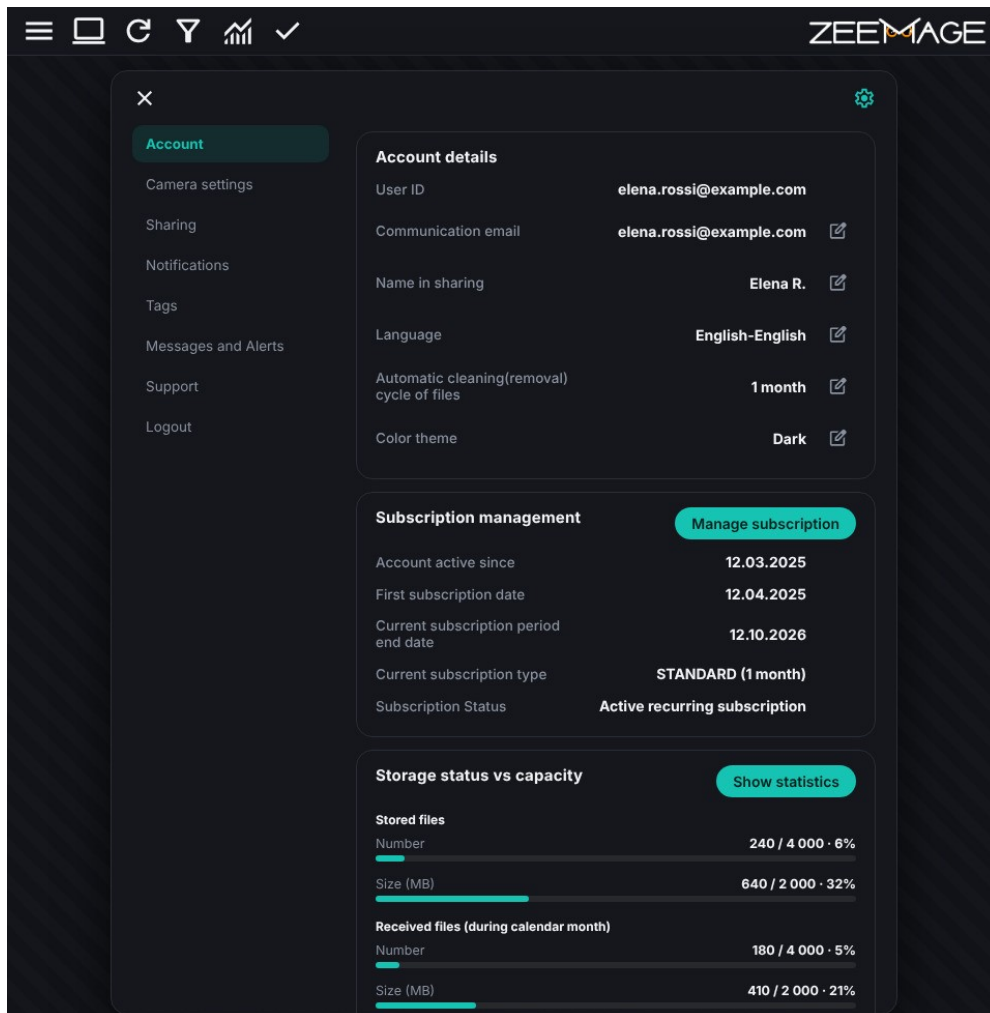


Figure 28. Account settings

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 edit button (pencil icon).
- **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. Each new file that arrives in Zeemage gets the lifetime set here at that moment. 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. Automatic cleaning does not remove 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 active since** — The date your user account was created.
- **First subscription date** — The date your first paid subscription started.
- **Current subscription period end date** — The date your current subscription period ends.
- **Current subscription type** — Your current subscription, for example TRIAL, BASIC or STANDARD (1 month).
- **Subscription status** — The status of your subscription (see 7.4 Subscription status).
- **Manage subscription** — Opens the selection of subscription types, where you can start, change or cancel a subscription (see 7.3 Ordering and changing a subscription).

The **Payments and invoices** buttons open Stripe, Zeemage's secure payment partner, in a new tab: **Billing info** shows your current subscription and next billing date, and lets you change your payment card, update your name and billing address, and download your invoices. **Pay pending payment** becomes active when a payment is waiting to be completed, for example a bank 3D Secure confirmation.

If your account exceeds its monthly image feed limit or its storage limit, Zeemage stops receiving images and an **Image feed stopped** placeholder tile appears in the Gallery. Images sent while the feed is stopped are lost. To restore the feed, upgrade your subscription, free up storage space, or — for the monthly image feed — wait for the next calendar month (see 7.5 Limits and the image feed).

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

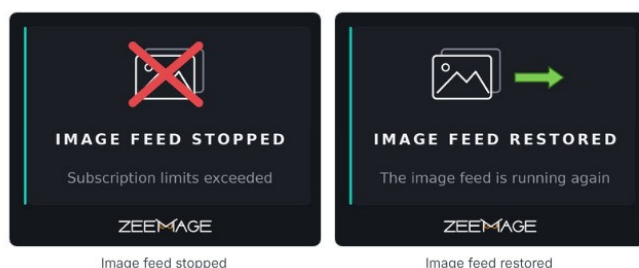


Figure 29. Image feed stopped and restored

4.1.3 Storage status vs capacity

Storage status vs capacity shows your usage against your subscription's two limits: **Stored files** (the files currently stored in your account, counted against the storage limit) and **Received files (during calendar month)** (the files received during the current calendar month, counted against the monthly image feed limit). Each is shown as meters for the number of files and their size in MB, and a table breaks the stored files down by file type: Image, Video, GIF, Text file, No attachment, Unsupported file and Total.

Select **Show 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

You can delete your account yourself. If you have an active paid subscription, cancel it first (see 7.3); after that, **Delete account** becomes available. Open **Settings > Account**, select **Manage subscription**, and then select **Delete account**. Tick the confirmation box and select **Delete**. Zeemage confirms that it has received your request and logs you out; the deletion of your images and cameras is then completed by Zeemage.

In accordance with the Terms and Conditions, core account data, including your account ID (your email address), is retained for 13 months, after which everything we are not required by law to keep is deleted. If you return to Zeemage within those 13 months, you can open an account again with the same email address, and it starts directly on the BASIC plan. Deleting the account also deletes all your share links: anyone who opens one of them sees a notice that the link is not valid. In a share group where you are the only administrator, the whole group is

closed; in other groups, you and your cameras are simply removed from the group. The deletion dialog reminds you of these effects before you confirm.

If you do not delete your account yourself, it is deleted automatically after 13 months of inactivity: 13 months after your last login or the end of your last paid subscription, whichever is later. An account is not deleted for inactivity while a paid subscription is active.

When the account is deleted, any remaining files are deleted too — including favorites, which automatic cleaning otherwise does not remove (see 1.5 File lifecycle).

You can save your images with 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 a future release.

4.2 Camera settings

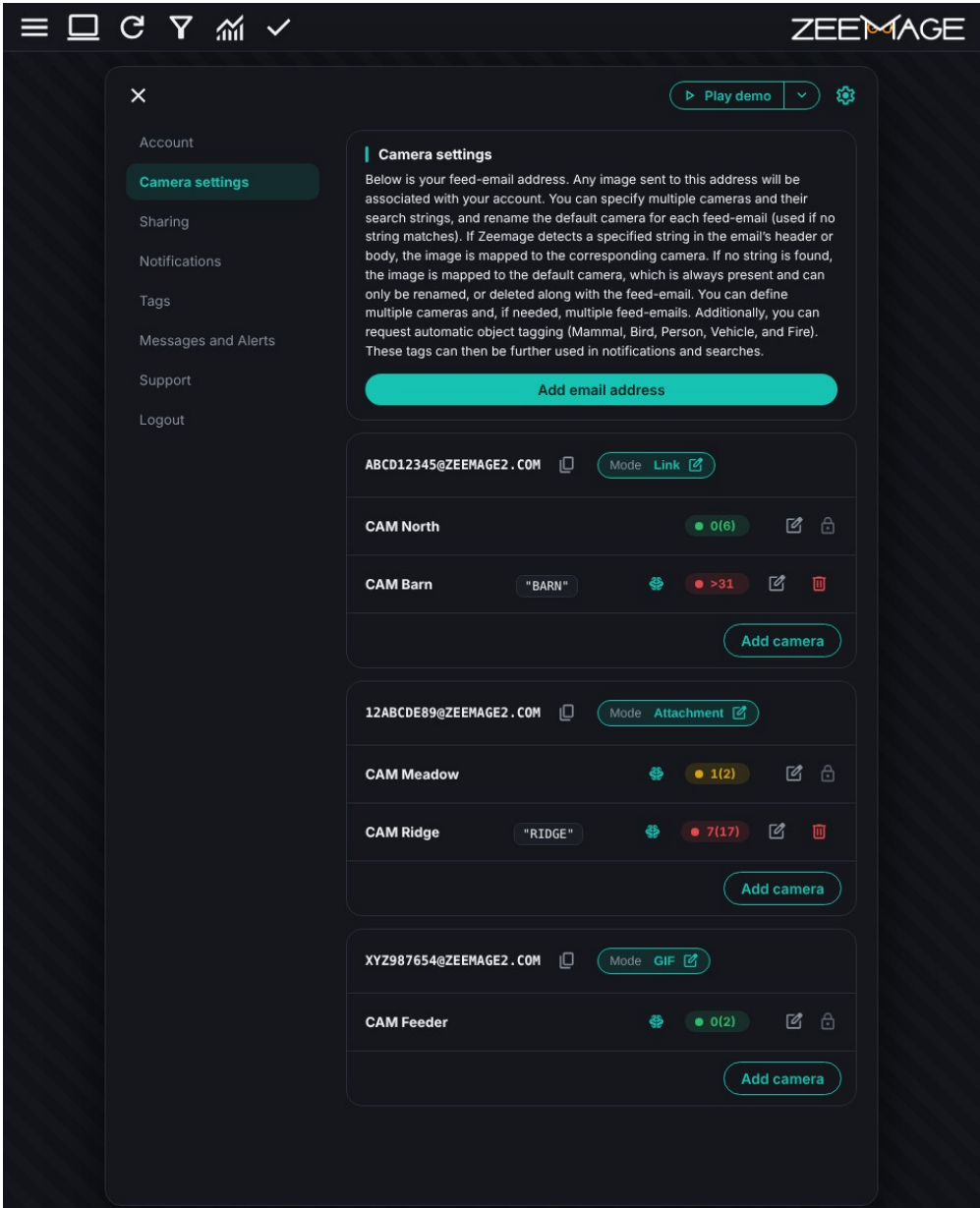


Figure 30. Camera settings

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 edit button (pencil icon) 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). Note that if you change the camera name, images received earlier are no longer linked to the renamed camera. 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.
- **Orange** — 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. A camera typically 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 image 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 if it is available, 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

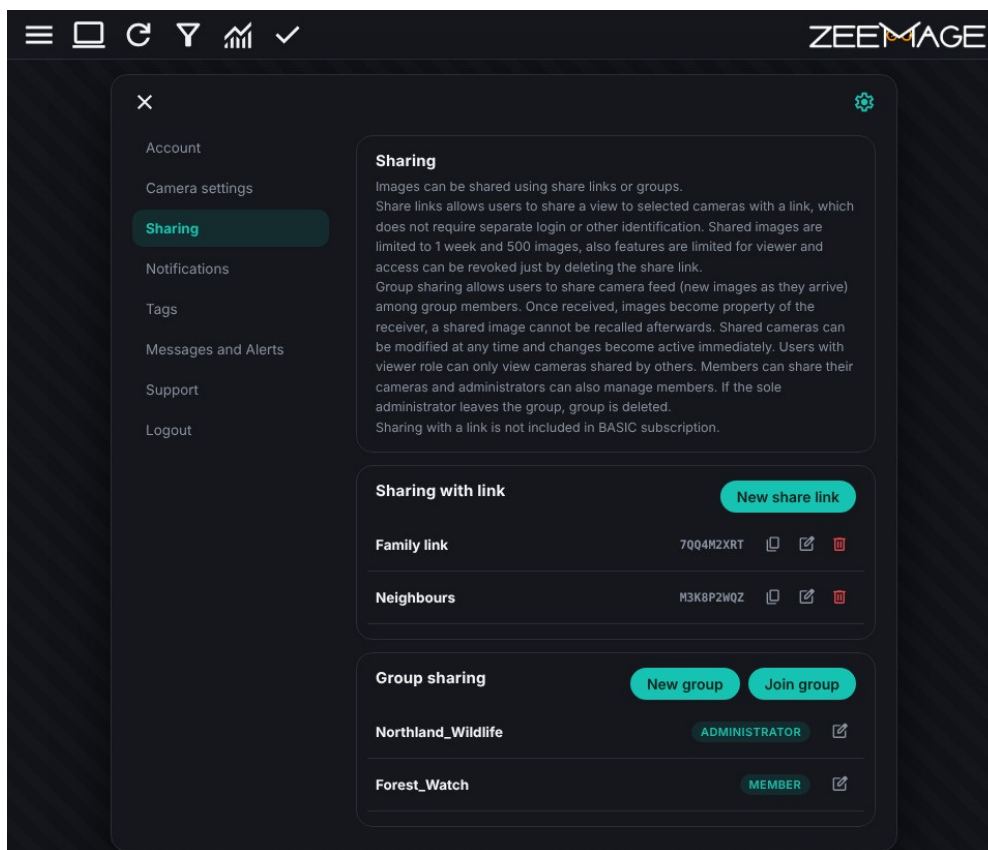


Figure 31. Sharing settings

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 edit button (pencil icon) 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. Share links are included in TRIAL and in STANDARD and higher subscriptions, but not in the free BASIC plan (see chapter 7).

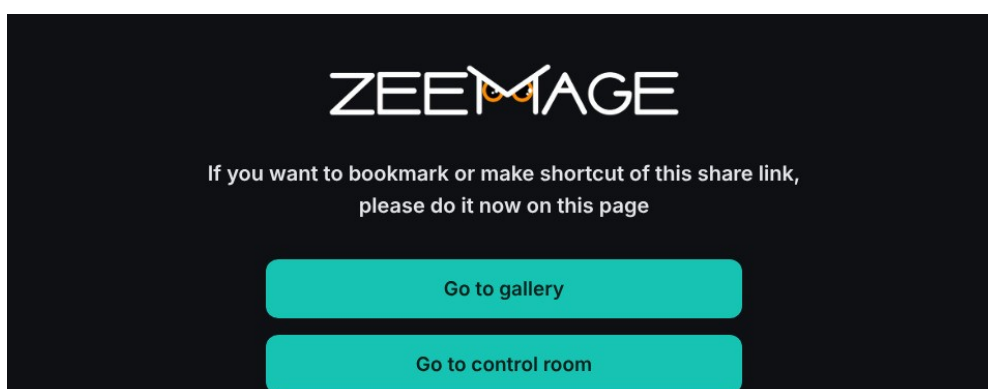


Figure 32. Opening a share link

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 is the language the link owner was using when the link was created; it does not change if the owner later changes their own 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, to detect misuse, and expects reasonable use — the

system may throttle excessive use, and an overused link may be suspended. A suspended link shows a notice both to the person opening it and to the link owner in Zeemage.

Save the link on its first page: a share link opens a front page with **Go to gallery** and **Go to control room** buttons. The link code exists only in the front page's address and disappears when you browse further, so bookmark or save the front page, not an inner page.

If the account that created a share link moves to the free BASIC plan, the link stops working: its settings are kept, but anyone opening it sees the notice **Sharing is not available**. The link works again if the owner starts a subscription that includes share links.

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.

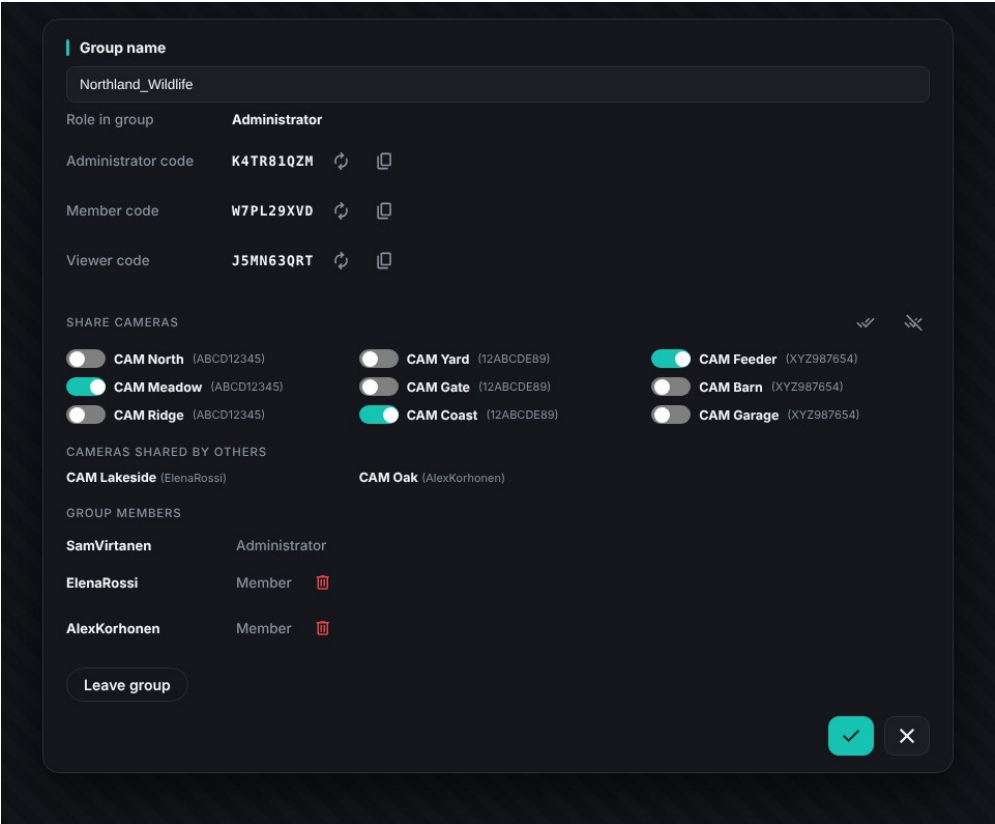


Figure 33. Group page (administrator's view)

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.

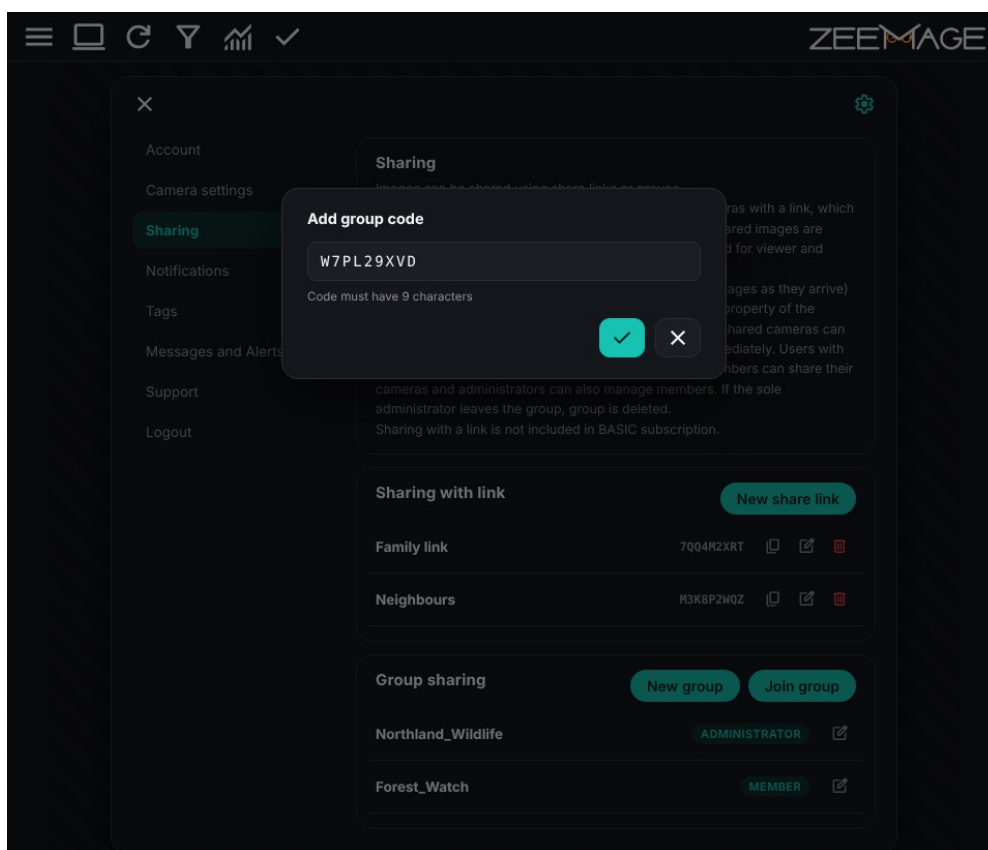


Figure 34. Joining a group: the Add group code dialog

The role shown next to each group determines what the edit button (pencil icon) 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 or deletes their Zeemage account, the whole group is closed.

4.4 Notifications

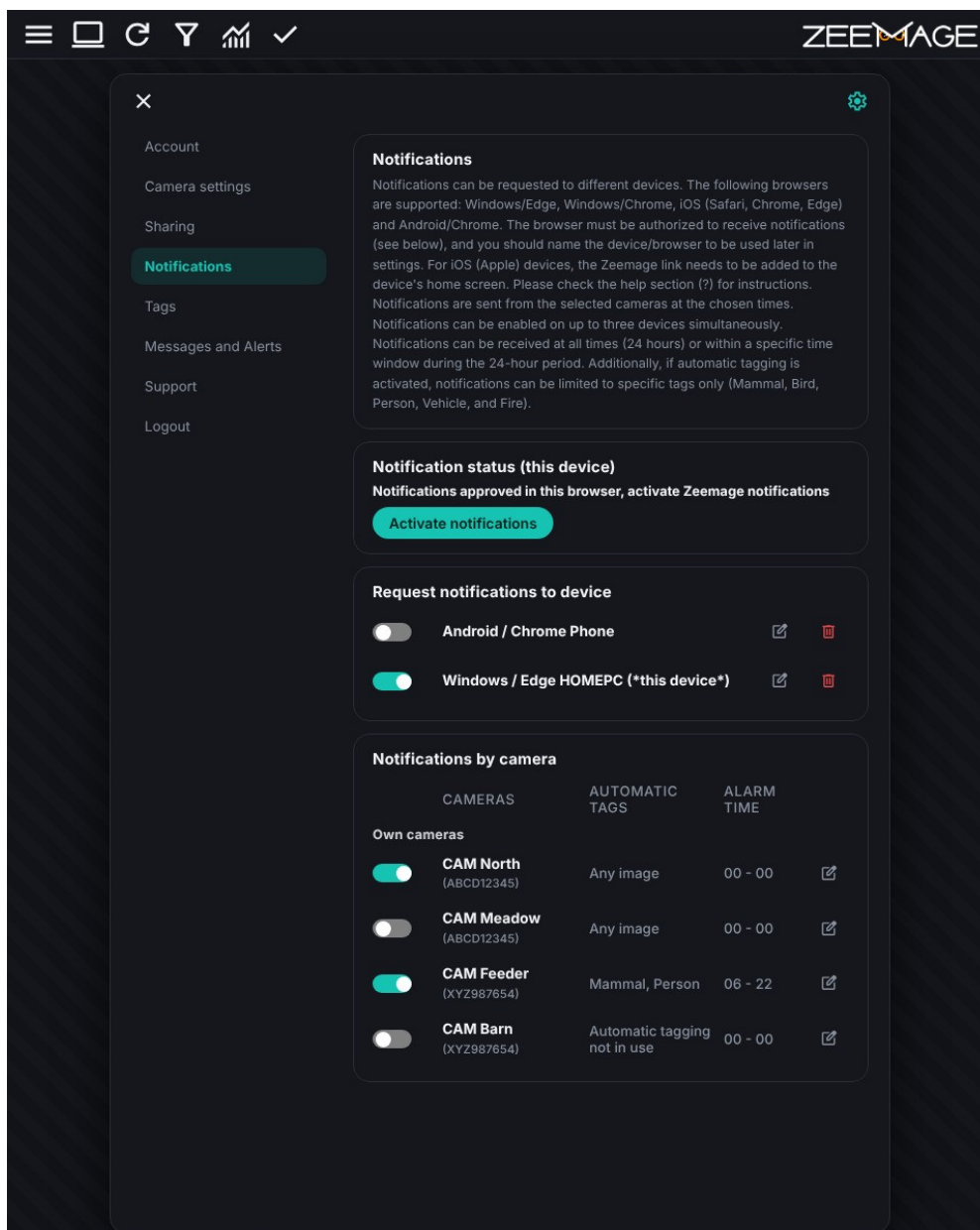


Figure 35. Notification settings

Zeemage can send notifications whenever new images arrive. 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**. On iPhone and iPad, select **Allow notifications** first; the question appears only after you tap. 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, Chrome or Edge). From the same account, notifications can be sent to up to three devices at the same time. See 5.2.1 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:

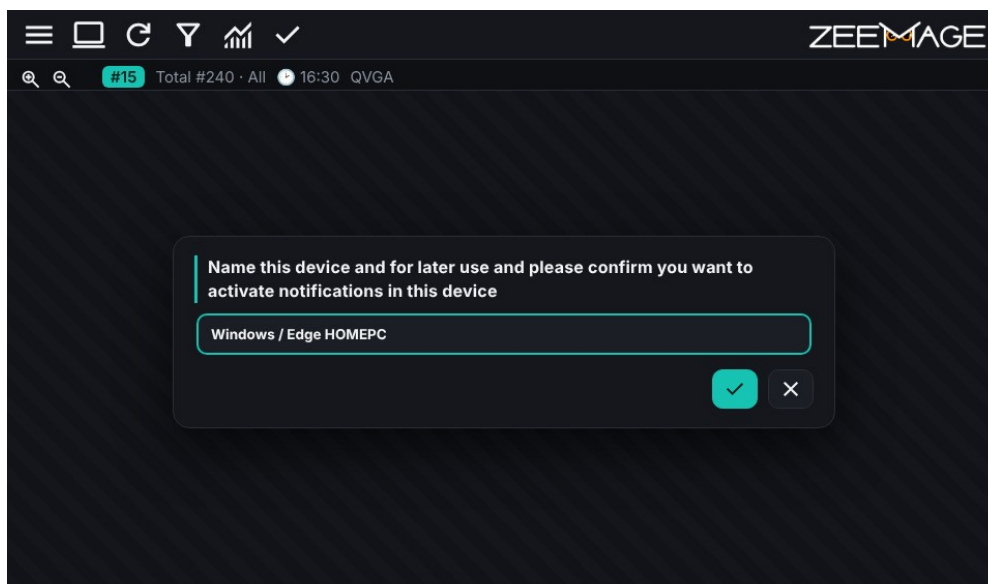


Figure 36. Naming the device when activating notifications

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, or **No tag**); **Any image** means every image. If automatic tagging is not activated for the camera in the camera settings, or on the BASIC plan, the column shows **Automatic tagging not in use**.
- **Alarm time** — The time frame of the day during which Zeemage sends notifications.

Select the edit button (pencil icon) to open the edit view, where you can change the notification time frame (**Start** and **End** hours) and the automatic tags. The automatic tags apply only when automatic tagging is activated for the camera in the camera settings; the edit view shows whether it is.

4.5 Tags

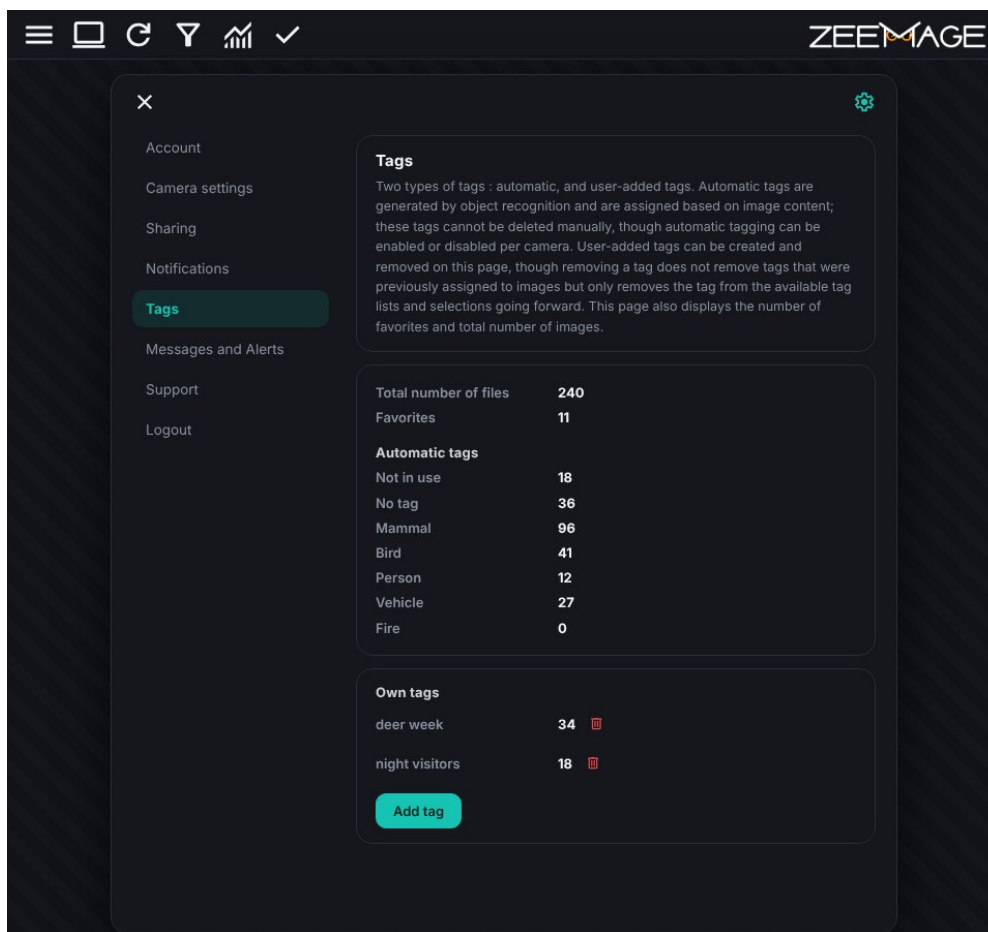


Figure 37. Tag settings

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

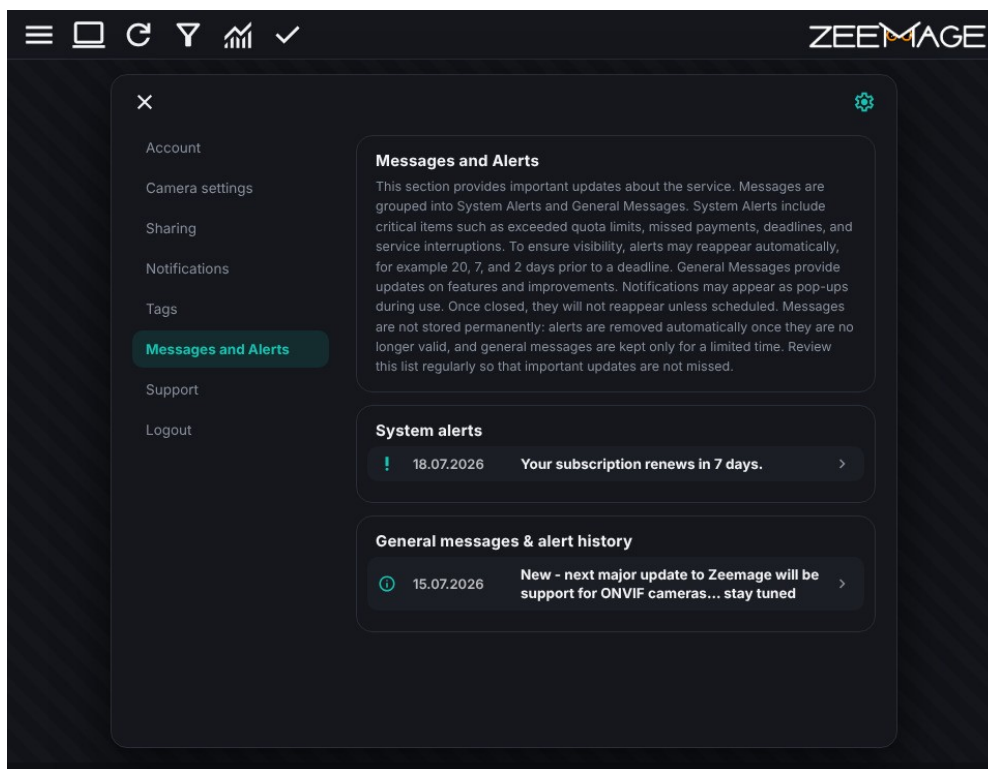


Figure 38. Messages and Alerts

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. Messages are not stored permanently: alerts are removed automatically once they are no longer valid, and general messages are kept only for a limited time. Check the list regularly so that you don't miss important updates.

5 Using Zeemage in your device's browser

Zeemage is a web page: it runs in the browser of your computer, phone, tablet or TV, and works on most common browsers. There is no separate app to install. Sign in with the same account on any device, and your cameras, images and settings are the same everywhere.

5.1 On a computer

A computer is the typical way to use Zeemage at home or in the office: the large screen suits browsing the Gallery, comparing images and following several cameras in the Control room. Use a recent version of Edge or Chrome. On a computer you can also switch Zeemage to full-screen mode by selecting the Zeemage logo (see 2.1).

5.2 On a mobile device

On a phone or tablet, Zeemage is the typical way to follow your cameras on the move. Open zeemage.com in the device's browser and sign in.

5.2.1 Adding Zeemage to the home screen

You can add Zeemage to your phone's or tablet's home screen, where it opens like an app.

iPhone and iPad (Safari, Chrome or Edge) — Open zeemage.com in the browser. If the device offers to add or install Zeemage, accept it; otherwise select **Share**, then select **Add to Home Screen**. Open Zeemage from the home-screen icon and allow notifications in **Settings > Notifications**. On iPhone and iPad, notifications work only when Zeemage is opened from the home-screen icon; in a normal browser tab, the Notifications section shows these steps instead.

Android (Chrome) — Open 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.

5.3 On a TV or other display with a browser

Most smart TVs have a web browser, and Zeemage works in it with your normal account. Typing with a TV remote is slow, though, so the more comfortable option is a **share link** (see 4.3.1): create a share link for the cameras you want to see, and use it on the TV as a ready-made view that needs no sign-in.

The easiest way to get the long share link onto the TV is a link relay service, for example **beam2.tv**: open beam2.tv in the TV's browser, and a QR code and a short code appear on the screen. On your phone, open **Settings → Sharing** in Zeemage and copy the share link you want to the clipboard with the copy button. Scan the QR code on the TV with your phone's camera and select **Beam clipboard** on the page that opens; on an iPhone, confirm the paste first. The share link's front page opens on the TV within a few seconds. If the QR code won't scan, open beam2.tv/s on the phone and type the code shown on the TV. Bookmark the page in the TV's browser for later use. Remember to bookmark the share link's front page (see 4.3.1).

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 stopped arriving: a limit has been reached

If images suddenly stop arriving from all your cameras, first check whether your account has exceeded one of its limits: the monthly image feed limit (files received during the calendar month) or the storage limit (files currently stored). When either limit is exceeded, Zeemage stops receiving images immediately and an **Image feed stopped** tile appears in the Gallery. Before that, Zeemage warns you by email and with a system alert when 90% of a limit is used; the warning tells you which limit it concerns.

Important: images and videos sent to Zeemage while the image feed is stopped are not stored and cannot be recovered afterwards. React to the 90% warning in time.

To restore the feed after exceeding the storage limit, delete files you don't need or upgrade your subscription; deleted files stop counting toward the storage limit right away. After exceeding the monthly image feed limit, upgrade your subscription, or wait until the next calendar month begins — deleting files does not help, because the monthly feed counts every file received during the month. The feed is restored automatically, usually within a few minutes, and an **Image feed restored** tile marks the point where new images continue (see 7.5 Limits and the image feed).

6.2 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. Your Zeemage feed address is in **Settings → Camera settings**.
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 at any time.

6.3 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.

6.4 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).

6.5 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 attachment (NO FILE)** tile instead of a photo (the tile text is in English in all interface languages). To confirm:

1. Open the tile in the **Big image 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 in your email provider's settings is exactly the same as in **Settings → Camera settings**.
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.

6.6 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: open one of the camera's images in the big image view and select **Details; Email details → Subject** and **Body** show the message as the camera sent it. If the camera also sends a copy to your own email, you can check it there. Then set the search string accordingly.

6.7 An image shows as Unsupported file (ODD FILE), or not at all

First check the same message in your own email to confirm the attachment is a valid, viewable image.

Cameras usually send the image as a real attachment, but some services, for example LinckEazi, send only a link to the image, and your email program fetches the image when you open the message, so it can look like an

attachment even though it is not. To show such images in Zeemage, set the camera's **Mode** to **Link** in the camera settings (see 4.2). If you are certain you have sent a valid image to Zeemage but it still does not display, the file may use a new or unrecognized format, or it comes from another service that sends links. Contact support@zeemage.com and attach the file or the message — we'll check whether it can be fixed.

6.8 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 Unsupported file (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.

6.9 A share link does not open

1. **The link shows Sharing is not available** — the account that created the link no longer has a subscription that includes share links, for example after moving to the free BASIC plan. Ask the link owner to check their subscription.
2. **The link shows Code not valid** — the link is incomplete or corrupted, the owner has deleted the share link, or the owner has deleted their Zeemage account. Check that you copied the whole link; otherwise ask the link owner for a new one.
3. **The link shows a notice that it has been suspended** — the link has been used excessively. Contact the link owner.
4. **A bookmarked link no longer shows the shared cameras, or Zeemage opens on its public front page outside the service** — the bookmark was probably saved on an inner page, where the link code is no longer in the address. Open the original link again and bookmark its front page (see 4.3.1).

6.10 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.

6.11 Notifications no longer arrive

If notifications stopped arriving on a device, check the following:

1. **The device is still registered** — Open Zeemage in the same device and the same browser that should receive notifications, and open **Settings → Notifications**. One of the devices in the **Request notifications to device** list should be marked (***this device***). If none is, this browser is no longer registered to receive notifications: select **Activate notifications** again and remove the old entry of the device from the list. Software updates of the device or the browser, clearing the browser's site data, or reinstalling the home-screen icon can make the device lose its registration.
2. **At most three devices** — From the same account, notifications can be sent to up to three devices at the same time. If you have activated a new device, remove a device you no longer use from the list.
3. **The notification settings** — Check that the device's switch is on, that the camera is selected in **Notifications by camera**, and that the alarm time and the automatic tags allow the notification (see 4.4).
4. **The device itself** — Check that notifications are allowed for the Zeemage site in the browser and in the device's settings, and that the device is not in a mode that blocks notifications, such as Do Not Disturb (see 4.4 and 5.2.1).

7 Account and subscription types

Zeemage offers a free trial (TRIAL), a free BASIC plan, and paid subscriptions of different sizes. For current prices and the exact limits of each subscription, see the pricing page at zeemage.com. For business use, contact Zeemage directly.

7.1 TRIAL

Every new account starts with a free 1-month trial, TRIAL, with STANDARD-level features and limits. No payment card is needed. The trial is available once per email address: if you open a new account with the same email address within 13 months of deleting the previous one, it starts directly on BASIC. During the trial you can also run the demo described in 1.1.2.

At the end of the trial, the account continues on the free BASIC plan unless you have started a paid subscription. The account and its settings stay as they are, but the BASIC limits and features apply from then on. If the files in your account exceed the storage limit of the new subscription, the storage limit rules apply (see 7.5.2): the image feed stops, and if you don't free up space within 1 month, the files get 1 month of remaining lifetime.

7.2 Subscription types

All subscriptions include notifications, group sharing, and support for all camera brands with an unlimited number of cameras. The subscriptions differ in their limits and in which features are included. Each subscription has two limits: the **monthly image feed** (how many files and how much data you can receive during a calendar month) and **storage** (how many files and how much data you can keep in your account at any one time):

	BASIC	STANDARD, ADVANCED, PREMIUM
Price	Free	Monthly or yearly subscription
Monthly image feed	Smallest limit	Larger limits, growing from STANDARD to PREMIUM
Storage	Smallest limit	Larger limits, growing from STANDARD to PREMIUM
AI image detection (automatic tags)	Not included	Included
Image enhancement	Not included	Included
Share links	Not included	Included
Streaming (ONVIF) cameras	Not included	Planned for the next major release

TRIAL has the same features and limits as STANDARD. Paid subscriptions can be ordered for 1 month or 12 months at a time; a 12-month subscription is cheaper per month.

7.3 Ordering and changing a subscription

To start, change or cancel a subscription, open **Settings > Account** and select **Manage subscription**. Choose the subscription type and period, and check the summary before confirming. When you start your first paid subscription, Zeemage directs you to Stripe's secure checkout to enter your payment card. Later changes are confirmed in Zeemage and usually don't require opening Stripe again.

When a change takes effect depends on the kind of change:

- **From TRIAL or BASIC to a paid subscription** — Takes effect on the day you order.
- **Upgrading a 1-month subscription** — The larger limits are available immediately; the new subscription is billed from the end of your current period.

- **Upgrading a 12-month subscription to a larger 12-month subscription** — Takes effect immediately. The unused part of your earlier payment is credited.
- **Downgrading, or changing between 1-month and 12-month periods** — Takes effect when your current subscription period ends.
- **Changing a 12-month subscription to a 1-month subscription** — Not possible in the middle of a 12-month period.
- **Cancelling** — The subscription stays active until the end of the current period. After that, the account continues on the free BASIC plan.

When you downgrade, cancel, or move from TRIAL to BASIC, the new, smaller limits apply from the date the change takes effect. If the files in your account exceed the storage limit of the new subscription, the storage limit rules apply (see 7.5.2): the image feed stops, and if you don't free up space within 1 month, the files get 1 month of remaining lifetime.

Before you confirm any change, Zeemage shows when your current subscription ends and when the new one starts or renews.

If you are a consumer in the EU/EEA, you also have a 14-day right of withdrawal after starting a paid subscription. The 14 days are counted from the start of the paid subscription (when you move from TRIAL or BASIC to a paid plan). Changing later to another plan, higher or lower, changes your existing subscription and does not start a new withdrawal period. During those 14 days, **Manage subscription** shows the option **Withdraw from the contract (14-day right)** next to the cancel option. Withdrawal is different from cancelling: the subscription ends immediately, the payment is refunded less a proportional amount for the days the subscription was already in use, and the account continues on BASIC. You receive a confirmation by email. See also the Terms and Conditions and the Terms & Legal page at zeemage.com.

7.4 Subscription status

Settings > Account shows the status of your subscription:

Status	Meaning
ACTIVE FREE PLAN	Your account is on TRIAL or on the free BASIC plan.
Active recurring subscription	You have a paid subscription that renews automatically.
Subscription cancelled	You have cancelled your subscription. It remains active until the end of the current period.
Change to [plan] is scheduled	You have changed your subscription. The current subscription is valid until the date shown, and after that billing switches to the new subscription.
IMAGE FEED STOPPED	Your account has exceeded its monthly image feed limit or its storage limit, and Zeemage has stopped receiving images (see 7.5).

7.5 Limits and the image feed

Each subscription has two separate limits, and the image feed stops if either one is exceeded. **Storage status vs capacity** in **Settings > Account** shows how much of each limit is in use (see 4.1.3). Zeemage sends separate warnings and alerts for the two limits, and each message says which limit it concerns. The demo files (1.1.2) count toward both limits, like any other files.

Important: while the image feed is stopped, images and videos sent to Zeemage are not stored and cannot be recovered afterwards. This is the only situation in which Zeemage loses incoming files. React to the 90% warnings in time.

7.5.1 Monthly image feed

The monthly image feed limit counts the files received during the current calendar month. The count starts from zero at the beginning of each calendar month. Deleting files does not reduce it, because it counts what has been received, not what is stored.

- **90% of the monthly image feed** — Zeemage sends a warning by email and as a system alert. Nothing else changes yet.
- **Monthly image feed limit exceeded** — Zeemage stops receiving images immediately, and an **Image feed stopped** tile appears in the Gallery. Zeemage sends an alert by email and as a system alert.

If you upgrade to a larger subscription, the larger limit is available immediately and the feed is restored within a few minutes. Otherwise the feed is restored automatically when the next calendar month begins.

7.5.2 Storage

The storage limit counts the files currently stored in your account, and it is followed continuously. Files with less than 8 hours of lifetime left, such as files you have deleted, are considered to be in the trash and do not count toward it.

- **90% of the storage limit** — Zeemage sends a warning by email and as a system alert. Nothing else changes yet.
- **Storage limit exceeded** — Zeemage stops receiving images immediately, and an **Image feed stopped** tile appears in the Gallery. Zeemage sends an alert by email and as a system alert.
- **Still over the storage limit after 1 month** — If you haven't freed up space, all files in the account get 1 month of remaining lifetime. Favorites are kept if both their number and the storage they use fit within your subscription's limits; if either is exceeded, all favorites become normal files and likewise get 1 month of remaining lifetime.

While the account is over its storage limit, you can still mark files as favorites, up to the number of files your subscription allows.

To restore the image feed, delete files you don't need, or upgrade to a larger subscription — the larger limits of an upgrade are available immediately. Once the account is below its storage limit again, the feed is restored automatically, usually within a few minutes.