

BuckSpy Technologies

Troubleshooting Guide

Problem: After buying the software I am unable to register and use the product.

Answer: In order to complete the registration of the BuckSpy software you must be connected to the internet. You will need to type in your registration code which is behind the CD in the packaging.

Problem: When trying to re-install the software I am unable to register and use it.

Answer: Make sure you are connected to the internet and try to register again. If it is still not working then this product has probably already been activated through the website and you will need to contact customer support to re-activate it. Please go to www.BuckSpy.com for our contact information.

Problem: I bought the Basic edition but now I would like to buy the Advanced edition.

Answer: Go to www.BuckSpy.com and you can upgrade to the Advanced edition.

Problem: There are dates missing on the Calendar and/or the dates are incorrect on the Calendar.

Answer: This can happen if your screen resolution is set too low on your computer. The recommended resolution for the BuckSpy software is 1024 by 768. Check what your screen resolution is set to by going through the control panel of your computer. If it is not set to 1024 by 768 then change it and check if the problem is fixed.

Problem: My computer is running out of space to store pictures.

Answer: Once you have entered your pictures into the BuckSpy software, they are stored in the Buckspy database on your machine. It is unnecessary to keep another copy of the image on your hard drive. It is recommended to store your pictures on a removable storage device such as a zip drive or CD-Rom.

Problem: On the Calendar some of my entries are missing.

Answer: When there are more than three entries entered on the same day only three of them will be visible on the calendar. To see the rest click on the More ... link at the bottom right corner of the day.

Problem: Performance is slow.

Answer: There are several reasons this could be happening

1. The computer you are using does not meet the minimum requirements listed for the software.
2. The computers hard drive is running out of free space. To free up hard drive space you can remove any images you are no longer using to a removable storage device.
3. The pictures used in the software are larger than 1000K. Check the format of your images because if you are using the Bitmap (.bmp) format these are generally larger than JPG or GIF formats.