

Account login failed, appear “ unknown error” -Eye4 installation

Generally speaking, this kind of problem is related to the compatibility between the APP and the phone or computer. The solution are as follows:

1. APP for PC client: Please uninstall the APP(completely remove it from your computer's local disk, desktop and control panel→program), then download and install a new one and then login APP again.

Note: Please don't use the default path when download and install the eye4 software, choose a different disk to place it.

2. APP for Smart Phone: Please uninstall the APP, then download and install a new one. please check whether the APP is blocked by any security software, such as Security steward, 360 anti-virus software etc.

3. This problem can also be caused by the server, so if the above two methods don't work, then please wait for the sever to be repaired and try again later. Thanks!