VIVAX METROTECH

**vCam Mobile Controller App
User Handbook**
(English Web Edition)

Table of Contents

1.   Service & Support

1.1   App version and product software revision for technical support

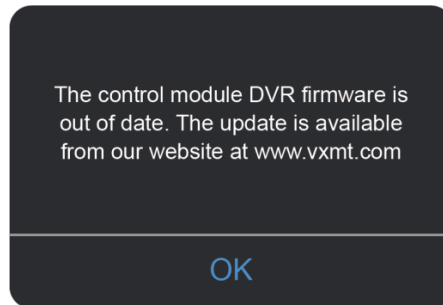**Product Software (firmware)**
The vCam-6 and vCamMX-2 will need to run the latest software to be compatible with the vCam Mobile Controller (VMC) app.

The below shows the latest revision at the time of this manual printing. The software version on your control module must be equal to or greater than the below software versions.
Note that the **vCam-6** control module has two types of software downloads. The version listed below is the DVR software version updated by a file with the extension of **.bin**. This is the version you should be concerned about.

Model	Software version
vCam-6	DVR_018
vCamMX-2	MX_2.15.27

The message below will be displayed when attempting to connect to a control module with older software.

The control module DVR firmware is out of date. The update is available from our website at www.vxmt.com

OK

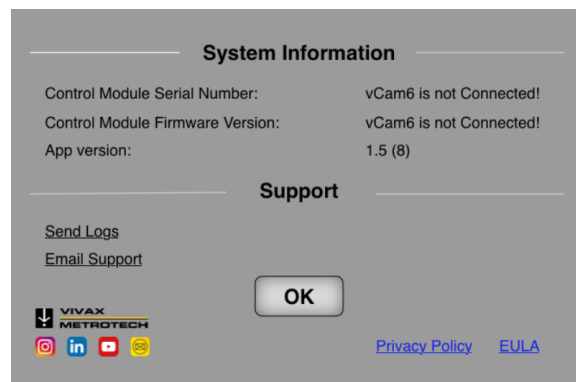**Out-of-date software (firmware) message**

Software updates and installation instructions can be found on the vCamMX-2 and vCam-6 webpages in the download section.

Technical Support
When requesting technical support always quote your camera system's model number, tablet/phone model, tablet/phone operating system and **v**Cam **M**obile **C**ontroller (VMC) app version number.

Note that the product firmware version will not show unless the app is connected to the product.

The above information can be found by entering **Settings** and then going into **About**.

System Information

Control Module Serial Number:	vCam6 is not Connected!
Control Module Firmware Version:	vCam6 is not Connected!
App version:	1.5 (8)

Support

Send Logs
Email Support

Privacy Policy   EULA

The Android and About screen

2.   Introduction

This document covers the operation of the **v**Cam **M**obile **C**ontroller app. The app is also referred to as the **VMC** app.

Please read this section!

Vivax-Metrotech provides technical support for the vCam Mobile Controller (VMC) app, our vCam series camera systems and our locators.

Vivax-Metrotech does not supply technical support or training for smartphones, tablets or file-sharing apps on your phones and tablets.

Please refer to the help screens and documentation included with your file-sharing apps and the operating system on your phone or tablet (Android and iOS (Apple).

User Manual Conventions

Read this section – This section is important and should be carefully read.

Stop – Read this section before proceeding.

Safety – Obey all safety messages that follow this symbol to avoid possible injury or death.

Note – Important information that will affect the performance of the product.

Tip – This tip may save you time or provide a better response.

App Icons

An **available** action or feature will have a **yellow** background.
An action or **feature in use (active)** will show the same icon but with a **black** background.

Certain **actions or features in use (active)** will show part of the icon in **red** and will be **flashing**.

All features may **not be available for certain products or may still be in development.** When this happens, the icon will be **greyed out**.

The example on the left shows the **Picture icon as available** while the **Microphone icon is not** and is greyed out.

2.1   The Start/Selection Screen

Before launching the app ensure the control module is turned on and the **Wi-Fi** option activated.

vCamMX-2 - Go to **Setup**, select **Wi-Fi** and press the Wi-Fi key. The status will change from off to on, and a Wi-Fi symbol will appear in the status bar.
Press the **ESC** key to return to the setup sub-menu, and press again to return to the main viewing screen

vCam-6 - Press the **F12 Wi-Fi** key to activate the Wi-Fi. A Wi-Fi symbol will appear in the status bar.

When the vCam Mobile Controller app starts, the first screen seen will be the **Selection Screen**.
Use this screen to select the control module to use.
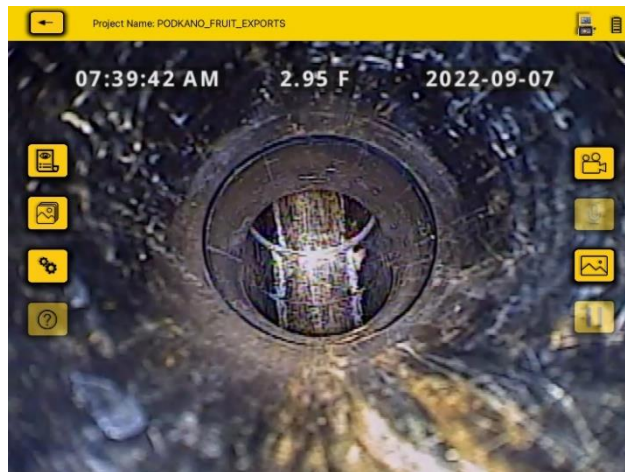

VMC Start/Selection Screen

2.2   Offline Access to Files *(access files without being connected)*

All files created in the vCam Mobile Controller app are stored in the app in the Gallery. The Gallery can be accessed without being connected to a control module.

1. At the **Start/Selection** screen select the **control module** that was used to create the files.
2. Tap on **Cancel** when the Connect to dialog box appears.
3. Tap on the **Gallery** [icon] icon to enter the Gallery.

2.3   The Main Screen
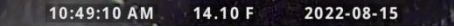
The Main Viewing Screen is the same for Android and iOS.

VMC Main Screen

While a recording is in progress

1.	**Step Back/Exit** – Tapping this icon will move back one step. Continue tapping to disconnect and exit the app.	7.	**Connection Status** – This shows the connected Control Module and its battery status.
2.	Project Name: PODKANO_FRUIT_EXPORTS **Active Project** – This shows the project name in which the files are being saved.	8.	**Elapsed Time/Size** – This shows the elapsed time and size of the recording video.

3.	`10:49:10 AM   14.10 F   2022-08-15` **OSD** (on-screen display) – Shows the date, distance & time from the control module.	9.	**Record** – Tap to Start and Stop a video recording. While recording this icon flashes red.
4.	**Observations** – Add and remove text observations (comments) to the control module and app screen.	10.	**Microphone** – A feature to be added at a later date.
5.	**Gallery** – Access to the Projects video and picture files.	11.	**JPEG Capture** – Captures the JPEG picture to the project in the Gallery.
6.	**Settings** – Access the app settings and Manage Projects area.	12.	**Pause / Resume** – Tap to pause the recording video. Tap the red Play icon to resume the recording.

Recording in progress icons – When a recording is in progress:
1. The inside of the Recording icon will blink red.
2. The video elapsed time and size will appear in red above the recording icon.

Pause and resume a video recording – While recording a video:
1. Press the **Pause** icon, and a **Recording Paused** message will splash on the screen and the Pause icon will change from **Pause** to a flashing **red Play** icon. The recording is paused, and the elapsed length and video size will freeze.
2. Press the flashing red **Play** icon to **resume** the video recording.

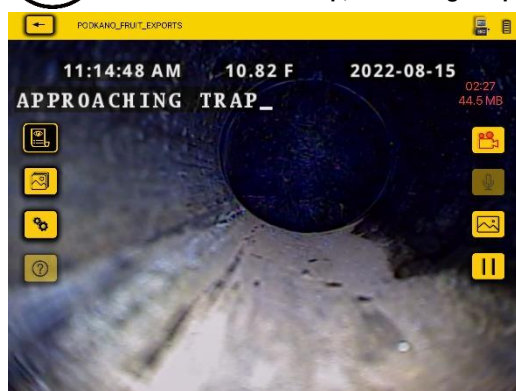**Pressing the Record icon while a video is Paused will end the video recording.**

Icons that appear greyed out are not available for the control module.

While on the Main Screen tapping on the screen will hide the icons in the left column and the top status bar. Tap the screen again to bring them back.
Android = double tap, iOS – single tap.

| Default view with all icons | View with icons and status bar hidden |

		Use the **StepBack/Exit** icon to return to the **Start/Selection** screen before **Exiting** the app. Returning to the Start/Selection screen will automatically disconnect the control module and free up the Wi-Fi to connect to the internet.
NOTE / TIP	**Step Back/Exit**	Exiting the app in other ways may leave the tablet showing that it is still connected to the control module by Wi-Fi and produce an error message that there is no internet connection while trying to share files.

3.   VMC App Settings

Enter the VMC app settings by tapping the **Settings** [icon] icon. To return to the Main Screen tap the Settings icon again or tap on the Step Back/Exit icon.

3.1   Setting up the app options

At the time of publishing this guide the **Settings** menu consists of:
Manage Projects
Date & Time
Language
About

3.1.1   Manage Projects

Projects are folders where videos and JPEG images are stored. The current project in use will show in the upper left corner of the Main Screen. All files created in the VMC app are stored in the Gallery under the Project Name.


The current Project name appears in the upper left of the status bar.

Tap on the **Manage Projects line** and the manage projects sub-menu will appear.

New – Date and Time: This option will create a Project based on the tablet's current date and time. An example of a Project name created on 30 August 2022 at12:26 PM will be "2022_08_30_12_26"

New – Name: This option will create a project you can name using alpha and numeric characters. When selecting this option a dialog box shows the system's date. You can remove this using the backspace key or leave it as part of your project name. Up to 40 alphanumeric characters can be used for a Project Name.
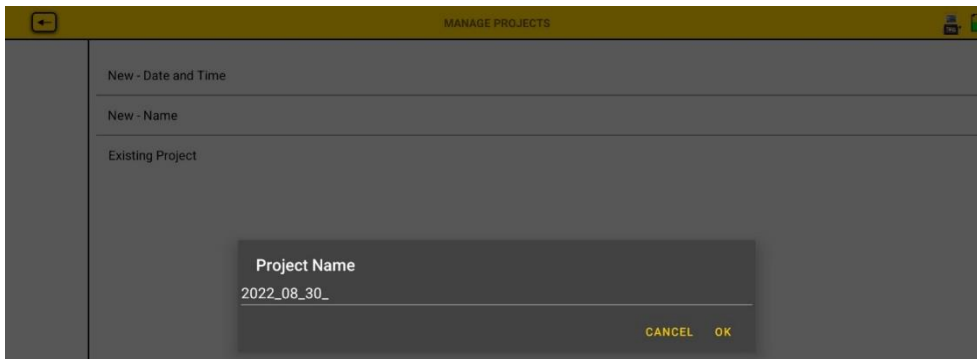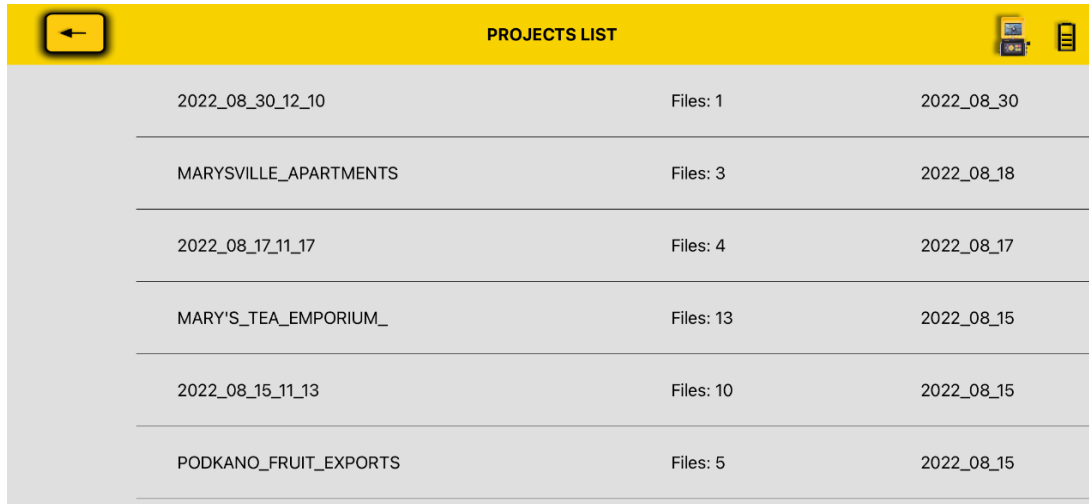

Android "New-Name" dialog box
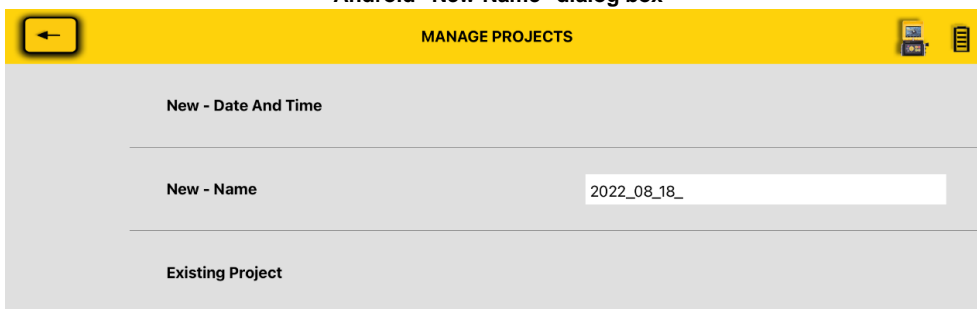
iOS New-Name Project

Existing Project – All projects remain in the app until deleted by the user. Select Existing Project to add new files to an existing project. When this option is selected a list of projects will appear. Tap on the Project name to use the project.

PROJECTS LIST		
2022_08_30_12_10	Files: 1	2022_08_30
MARYSVILLE_APARTMENTS	Files: 3	2022_08_18
2022_08_17_11_17	Files: 4	2022_08_17
MARY'S_TEA_EMPORIUM_	Files: 13	2022_08_15
2022_08_15_11_13	Files: 10	2022_08_15
PODKANO_FRUIT_EXPORTS	Files: 5	2022_08_15

3.1.2   Date and Time

The date and time used in the app are from the tablet or phone. This option will update the control module's date and time to match the app's.
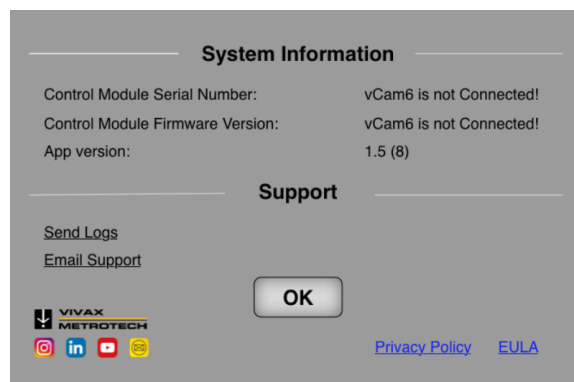
3.1.3   Language

Use this drop-down list to select a language.

3.1.4   About

The About screen contains important information needed when calling for technical support. This screen shows the connected control module's firmware version, VMC app version and the control module serial number.

An entry with the letters *N/A* or *Coming soon* represents an option that is not available yet.

System Information

Control Module Serial Number:	vCam6 is not Connected!
Control Module Firmware Version:	vCam6 is not Connected!
App version:	1.5 (8)

Support

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VIVAX METROTECH

Privacy Policy   EULA

OK

The About Screen Information Box

4.   Using the vCam Mobile Controller App

4.1   Overview

Now that the initial settings have been saved let's start using the app!

Before launching the app ensure the control module is turned on and the **Wi-Fi** option activated.
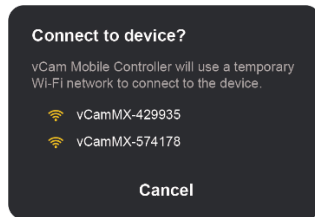
4.1.1   Connect to the Control Module

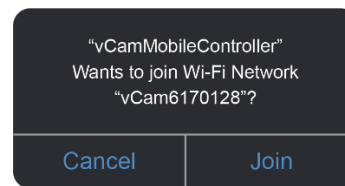1.   From the **Start/Selection** screen select the **Control Module** to connect.

The Start/Selection Screen

2.   **Android** – Tap on the serial number of the control module to connect.
      iOS – Tap on the Join icon of the control module to connect.

Android connection dialog box   **iOS connection dialog box**

After a few seconds the Main Viewing Screen will appear with an icon of the control module and its battery status in the upper right corner.

4.1.2   Making a video recording

1.   Tap on the **Record** icon to start the video recording. If no project is selected the **Manage Project** dialog will appear. See section **3.1.1 Manage Projects.**
      Create a new project or select an existing project to continue.

05:45
124 MB

When a recording is started the record icon flashes red and the elapsed recording time and file size will be displayed above the icon.

To Pause the recording video tap on the **Pause** icon.

To resume recording tap on the flashing red **Play** icon.

2.   To end the recording video tap on the red flashing **Record** icon again.

4.1.3   Capturing JPEG images (taking pictures)

Tap the JPEG button [icon] to capture a JPEG image. The screen will momentarily flash yellow confirming a captured image.

4.1.4   Adding an observation to the screen

Observations are text comments added to the screen which appear in videos and pictures.

1.	[icon]	Tap on the **Observation** icon to open the Text Box.
2.	[icon]	The icon will fill with a black background when the text box opens.
3a.	Android	Enter text in the text box, up to 100 characters, and tap on **OK**.
3i.	iOS	Enter text in the text box, up to 100 characters and then tap **Return** on the keyboard.
4.	[icon]	Remove the text from the screen by tapping on the black background **Observation** icon.

4.1.5   Viewing and playing files

All recorded videos and pictures are stored in **Projects** in the **Gallery**.
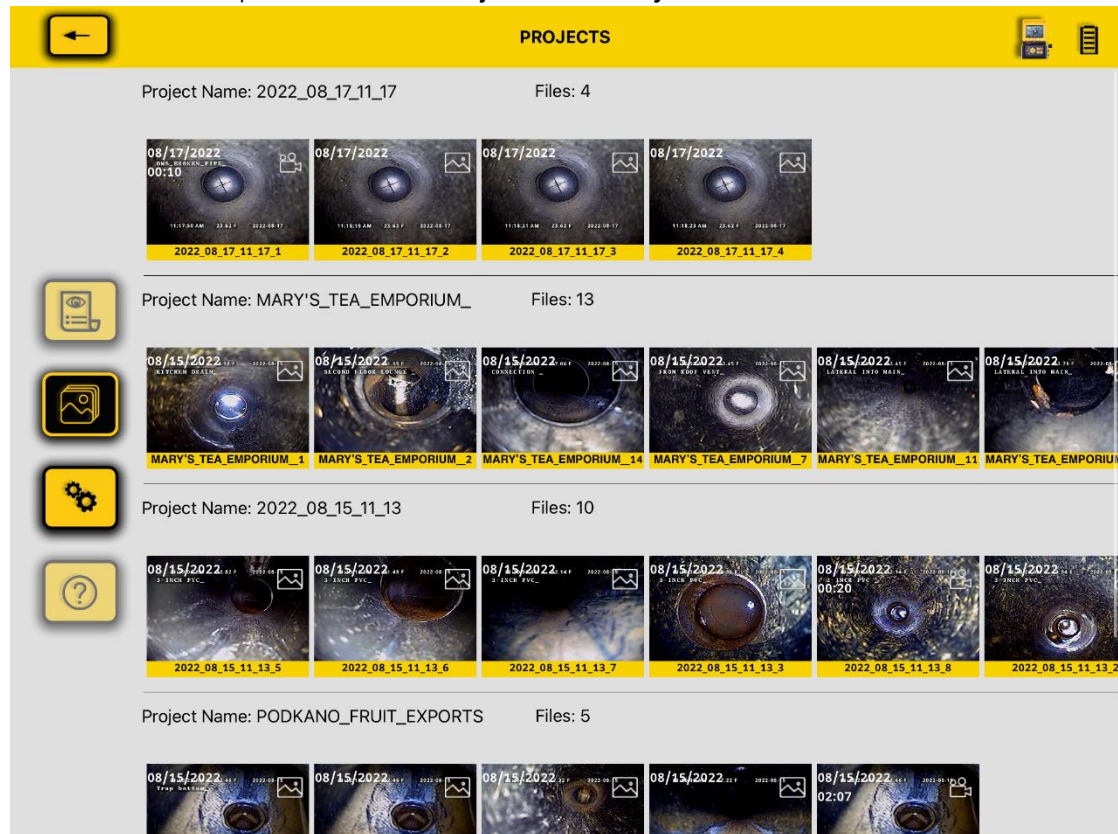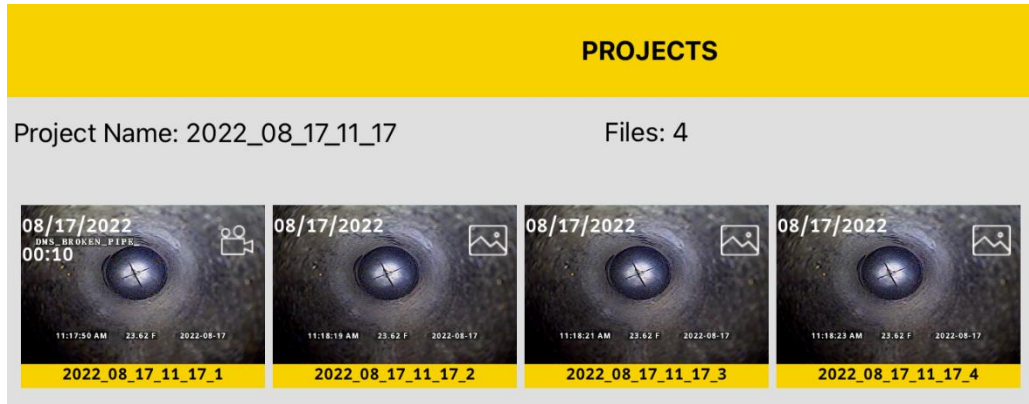

The Gallery Main Screen

[icon]	Return to the previous screen
[icon]	Exit the gallery

Project View Detail

1.	Project name and number of files in it.
2.	Thumbnails – Represent videos and picture files.
3.	Video icon – Shows video files with length, date and file name.
4.	Picture icon – Shows picture files, date and file name.

1. Tap on a **Thumbnail** to enter that project's gallery. The view now changes to the **Review** screen.
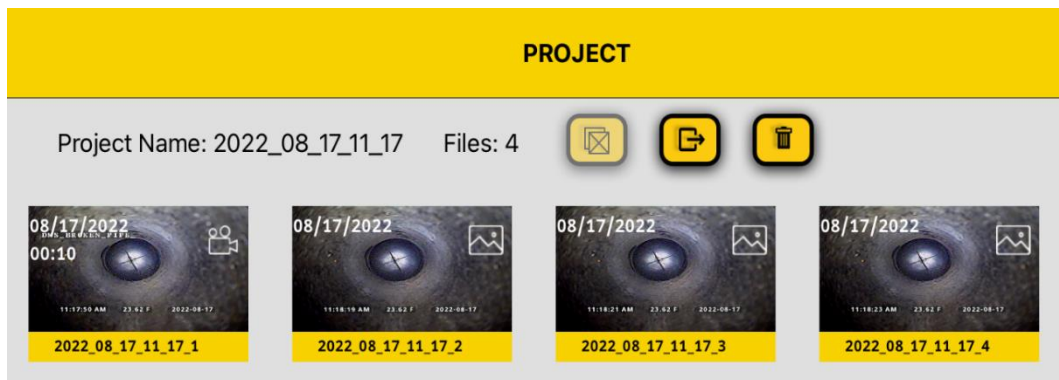
Review screen

2. Tap on a **Video Thumbnail** to enter the video review screen.
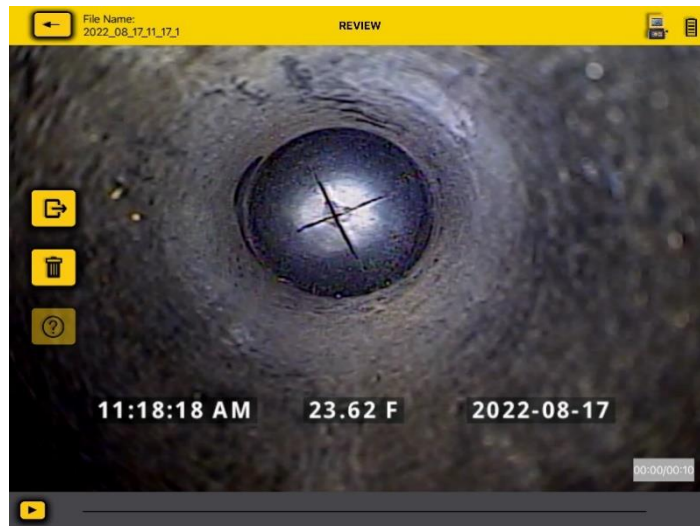

The video review screen

> While in the Review screens swiping right to left ✋ and back will scroll through all of the files in that Project folder.
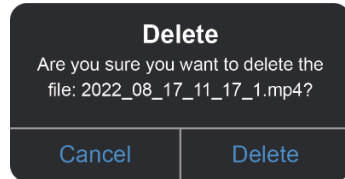
3. Tap on the **Play** icon to watch the video. While playing the video tap the **Pause** icon to pause and unpause the video. Use your finger on the progress line to move forward and backward through the video.

Tap on the **Share** icon to open the dialog box to share the file or add it to another location on the tablet.
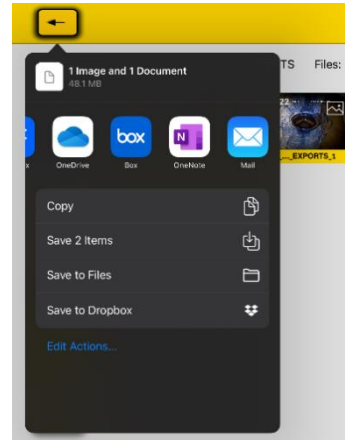
Tap on the **Delete** icon to delete the selected file(s).

Note: Use the same steps to view pictures; the picture view will have the same Delete and Share options.

> **Deleted files cannot be recovered!**

4.1.6   Sharing files
Files created in the VMC app can be shared in several ways.
• Use the share features native to the iOS and Android platforms.
• Export files into file-sharing apps such as BOX™, DropBox™ or OneDrive™.

> It is better to share files when the app is not connected to a control module. When the app is connected to a control module files cannot be shared because there is no internet or cellular connection. Disconnect from the control module, then use the internet or cellular connection.

1. Enter the Gallery and select a Project by tapping on one of its thumbnails.
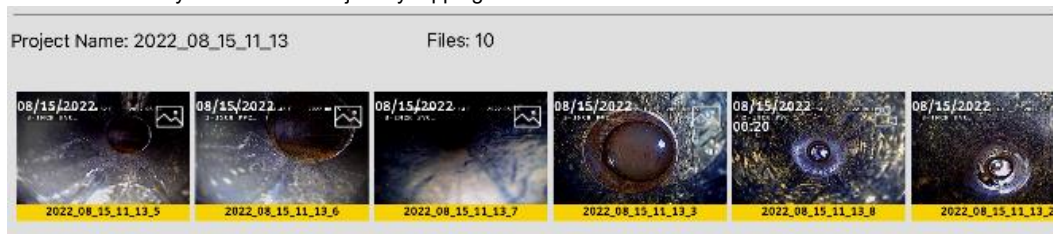
Tap on any thumbnail in the project to enter its Gallery
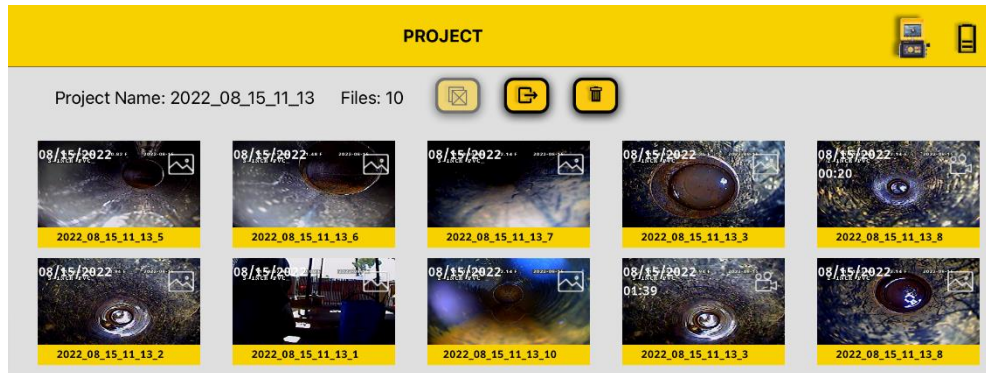
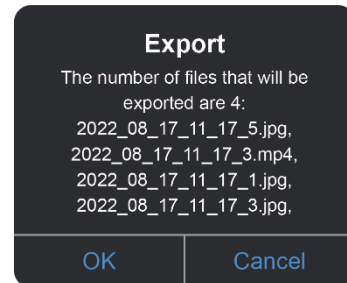|	
Export Project – Tap on this icon to begin the file export or delete options. When this icon is selected a white selection box will appear in the bottom left of the thumbnails. Now when a thumbnail is selected a ☒ symbol will appear in iOS or an ☑ in Android.
Multi File Select – After the Export Project icon is selected, tap on this icon to select all of the files in the project.
Delete – After selecting the files use this icon to delete them.
After selecting files to export is done tap on the black **Export Project** icon to export the files.

If all files in the project were selected the entire project would be exported.

Export

Export Project: 2022_08_17_11_17

OK   Cancel
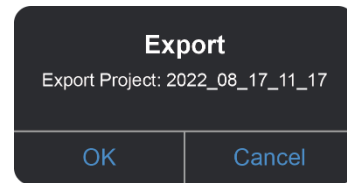
Export Dialog Box

If only **a few files** were selected a message like this would appear listing the selected files.

Export

The number of files that will be exported are 4:
2022_08_17_11_17_5.jpg,
2022_08_17_11_17_3.mp4,
2022_08_17_11_17_1.jpg,
2022_08_17_11_17_3.jpg,

OK   Cancel

Export Dialog Box

2.   Now that the file(s) have been selected for export the Export destination must be chosen.
Select **OK** on the Export Dialog box, and the sharing list will appear.
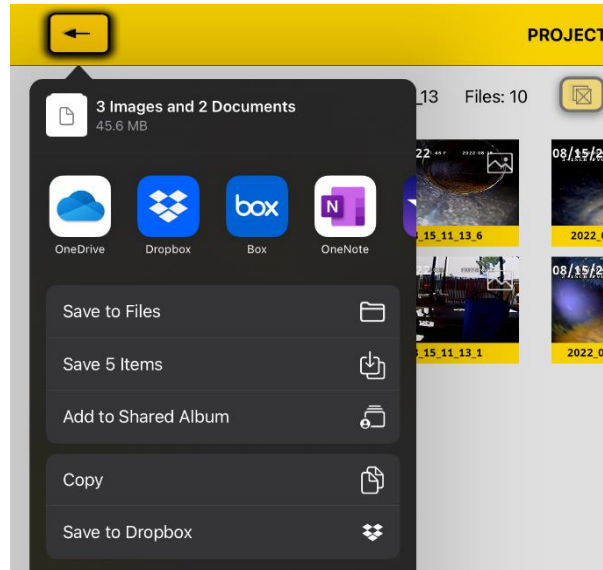
iOS File sharing dialog box

3.   Decide the destination for the file export and tap on that icon to copy the files to the selected destination.

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5. Troubleshooting

Please check the Knowledge Center on the Vivax-Metrotech website for the latest support information.
Go to www.vivax-metrotech.com and then click **Support**, **Knowledge Center**.
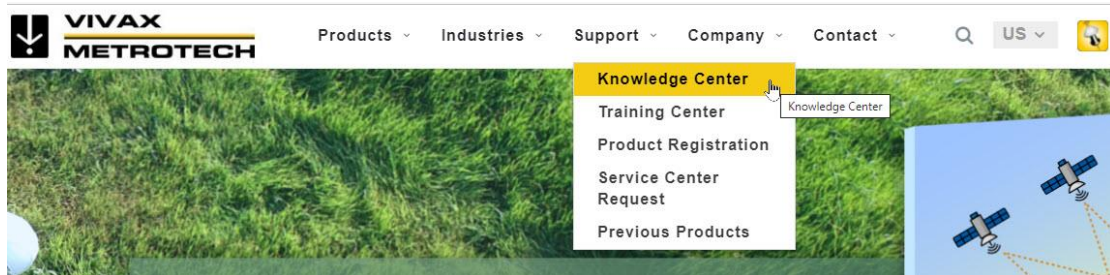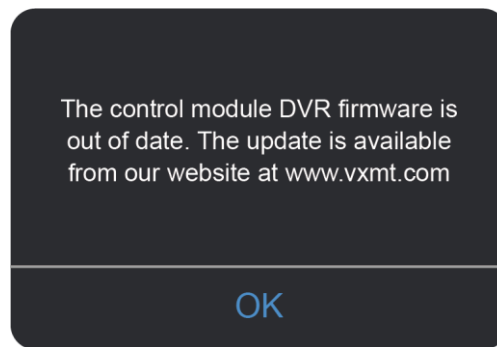

Product Software (firmware)

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vCamMX-2	MX_2.15.27

The message below will be displayed when attempting to connect to a control module with older software.

The control module DVR firmware is out of date. The update is available from our website at www.vxmt.com

OK

Out-of-date firmware message

Software updates and installation instructions can be found on the vCamMX-2 and vCam-6 webpages under the download section.

Problem: I see no control modules in range.
Check:
1. Check that the Wi-Fi on the control module is turned on.
2. Check the control module has the latest software installed.
3. Check that the SSID on the control module starts with "vCam." If the SSID was changed, the app might not be able to find the control module.
4. Try restarting the app.
5. Try restarting the control module.
Problem: The picture is freezing.
Check:
1. Ensure no source of interference is between the app and the control module.
2. Restart the app.
3. Restart the control module.
Problem: The Share File dialog box does not show up.
Check: This is probably an Access Permission setting in the iOS settings.
1. Go to Settings.
2. Find the VMC app.
3. Under ALLOW VMC TO ACCESS, ensure that Photos or Add Photos Only is selected.
Problem: The control module will not connect.
Check:
1. Check that the latest software is installed in the control module.
2. Make sure that the Wi-Fi has been turned on in the control module.
3. Make sure that the SSID has not been changed. The SSID must start with vCam6, vCamMX or vCamDrain for the app to see the control module.
4. Ensure the control module's battery status exceeds 10% of the battery life.

Disclaimer: Product and accessory specifications and availability information are subject to change without prior notice.

Notes:

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