



**vCam Mobile Controller App User Handbook**  
(English Edition)  
Version 1.2



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## 1. Service & Support

### 1.1 App and product revisions

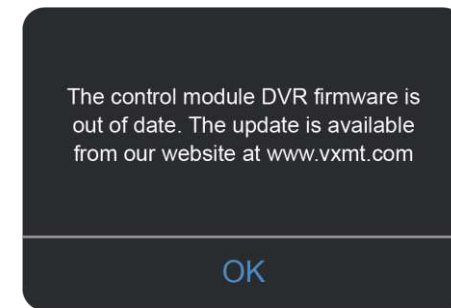
#### Product Software (firmware)

To use the vCam-6 and vCamMX-2+ with the vCam Mobile Controller app, they must be running, at a minimum, the firmware versions below or greater.

Model	Software version
vCam-6	DVR_033
vCamMX-2+	MX_4.4.76

Note that the vCam-6 control module has two types of software downloads. The version listed above is the DVR software version updated by a file with the extension “.bin.” You should be concerned about this version.

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



**Out-of-date software (firmware) message**

Software updates and installation instructions are available in the download section on the vCamMX-2+ and vCam-6 webpages.

## 1 Service & Support

### Technical Support

When requesting technical support, quote your camera system's model number, tablet/phone model, tablet/phone operating system and vCam Mobile Controller (VMC) app version number.

Note that the product firmware version will only show if the app is connected to the product.

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



**Email Support** is available through the About screen. Click on the Email Support link to email us with questions or to describe the problem. Be sure to include your contact phone number so we can respond.



**Send Logs** - If the app is not working properly, use the Send Logs option in the About screen. This will send us logs from the control module and app. Be sure to include your contact information in the Send Logs email.



The Android and iOS About screen

## 2 Introduction

### 2. Introduction

This document covers the operation of the vCam Mobile Controller 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 – Active and inactive states



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**.



## 2.1 The Start/Selection Screen



**Before launching the app**, ensure the control module is turned on, and the wi-fi option is **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.

**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.




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**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's Gallery. The Gallery can be accessed without being connected to a control module.

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

## 2.3 The Main Screen



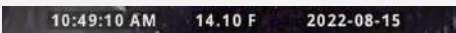










The Main Viewing Screen is the same for Android and iOS.



**vCam Mobile Controller 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.
2. **Project Name**  **Project Name** **Active Project** – This shows the name of the project in which the files are saved.
3.  **USB Thumb Drive Status** – The USB icon will show in the status bar if one is present.

4.  **Connection Status** – This shows the status of the connected control module and its battery status.
  5.  **OSD**  **OSD** (on-screen display) – Shows the date, distance & time from the control module.
  6.  **Observations** – Adds and removes text observations (comments) on the control module and app screen.
  7.  **Gallery** – Access to the Project's video and picture files.
  8.  **Settings** – Access the app settings and Manage Projects area.
  9.  **User Manual** – Access the app's user manual.
  10.  **Elapsed Time/Size** – While recording, this shows the elapsed time and size of the recording video.
  11.  **Record** – Tap to Start and Stop a video recording. While recording, this icon flashes red.
  12.  **Microphone** – Use to add audio comments to videos.
  13.  **JPEG Capture** – Captures the JPEG picture in the project in the Gallery.
  14.  **Pause / Resume** – Tap the Pause icon to pause the recording video. Tap the Red Play icon to resume the recording.
-  **Pressing the Record icon while a video is Paused will end the video recording.**

### 2.3.1 Hide and Show the Features Icons

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.




**Step Back/Exit**

Use the **Step Back/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.

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

### 3.1 Setting up the app options

Tap the Settings  icon to enter the VMC app settings. To return to the Main Screen, tap the Settings or Step Back/Exit icon again.

The **Settings** options available are:

- Manage Projects
- Date & Time
- Language
- Over The Air System Update
- USB System Update
- About

#### 3.1.1 Manage Projects

Projects are folders where videos and JPEG images are stored. The current project is shown in the upper left corner of the status bar 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.

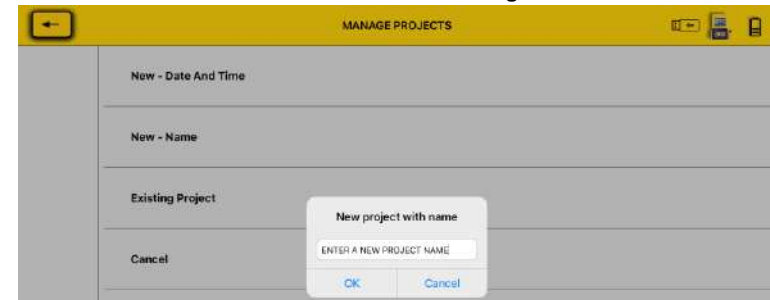
Tap the Manage Projects line in the Settings menu, and the Manage Projects sub-menu will appear.

**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 2024 at 12:26 PM will be "2024\_08\_30\_12\_26."

**New – Name:** This option will create a project you can name using alphanumeric characters. When selecting this option, a dialog box opens in which you can input up to 40 alphanumeric characters to name the project.



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			
JERDAN_TOWER_EAST_140	Files: 8	2024_07_23	
130_SARATOGA_LANE	Files: 8	2024_07_23	
2024_07_23_12_01	Files: 7	2024_07_23	
SED_WEST_100MM_PVC	Files: 6	2024_07_23	
2024_07_23_11_45	Files: 7	2024_07_23	
B_STREET_LAUNDRY	Files: 8	2024_07_23	
POKKANO_FRUIT_EXPORTS_LLC	Files: 3	2024_07_22	

List of Existing Projects



### 3 VMC App Settings

#### 3.1.2 Date and Time

Tapping on this option will update the control modules' date and time to match the tablet or phone.

#### 3.1.3 Language

This file shows the language of the tablet or phone.

#### 3.1.4 Over-the-Air System Update

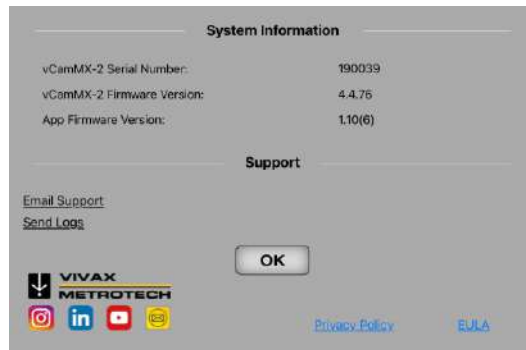
Tap this option to start the control module's firmware update. The connection dialog screen will advise when a new update is available. New firmware updates are loaded when the app is updated.

#### 3.1.5 USB System Update

This option is for factory use only.

#### 3.1.6 About

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



The About Screen Information Box



**Email Support** is available through the About screen. Click on the Email Support link to email us with questions or to describe the problem. Be sure to include your contact phone number so we can respond.

**Send Logs** - If the app is not working properly, use the Send Logs option in the About screen. This will send us logs from the control module and app. Be sure to include your contact information in the Send Logs email.

### 4 Using the vCam Mobile Controller App

## 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 is activated.

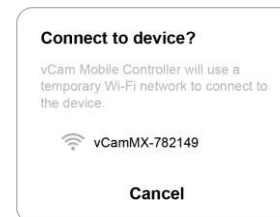
#### 4.1.1 Connect to the Control Module

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

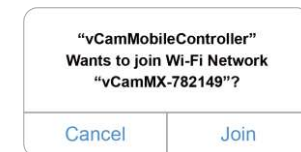


The Start/Selection Screen

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 Using the vCam Mobile Controller App

### 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. tap the red flashing Record  icon again to end the recording video.

### 4.1.3 Capturing JPEG images (taking pictures)

Tap the JPEG button to capture a JPEG image. The screen will momentarily flash yellow, confirming the image's capture.



### 4.1.4 Adding text observations to the screen

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

1.  Tap on the **Observation** icon to open the Text Box.
2.  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.  **Remove** the text from the screen by tapping the black background Observation icon.

### 4.1.5 Adding audio comments to recording videos

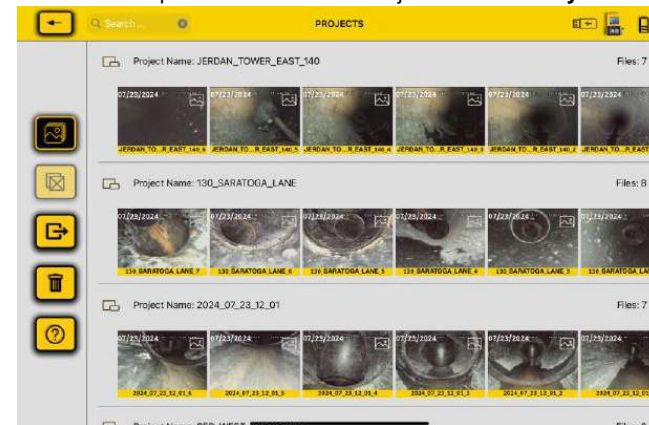
Audio comments can be added at any time to a recording video.

1.  Tap on the Microphone icon to open and activate the microphone.
2.  The Microphone icon will turn red while active.

## 4 Using the vCam Mobile Controller App

### 4.1.6 Viewing and playing files

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



The Gallery Main Screen



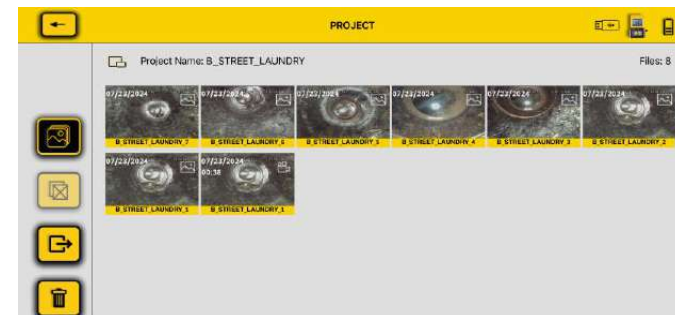
**Step Back/Return** to the previous screen.



**Search** the Projects list.



**Exit** the gallery



Project View Detail

The project name and number of files are also shown in the Project as are the below.



**File Location** – Icons will show if the file is stored Locally (in the app) or on the USB thumb drive.

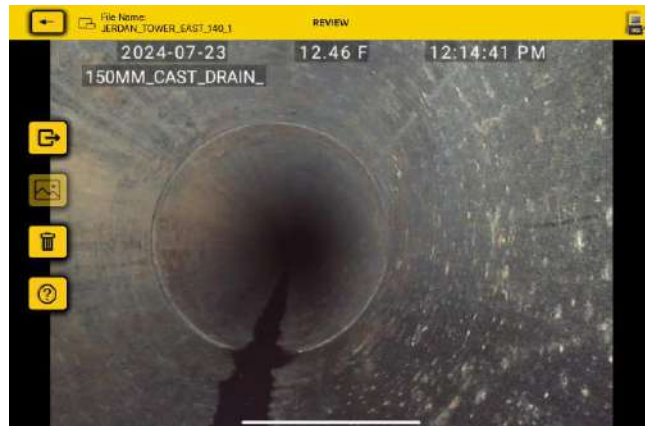


**File Type** – Icons will show if it is a Video or Picture file.



#### 4 Using the vCam Mobile Controller App

1. Tap on a **Thumbnail** to enter the **Review** section of that project's gallery.



Picture Review screen



While in the Review screens, swiping right, left, and back will scroll through all of the files in that Project folder.

2. Tap on a **video thumbnail or swipe** to enter the video review screen.



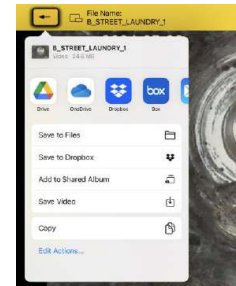
The video review screen

3. While in the Video review screen, tClick on the **Play** icon to watch the video. While playing the video, tap the Pause icon to pause and resume the video. Use your finger on the progress line to move forward and backward through the video.

#### 4 Using the vCam Mobile Controller App



Tap on the **Share** icon to open the dialog box. From there, you can share the file or add it to another location on the tablet.



Tap on the **Delete** icon to delete the selected file(s).



**Deleted files cannot be recovered!**

#### 4.1.7 Sharing files

Files created in the VMC app can be shared in several ways.

- Use the shared features native to the iOS and Android platforms.
- Export files into file-sharing apps such as Google Drive™, DropBox™ or OneDrive™.



- The maximum file size an Email can handle is [25MB](#).
- The maximum size file you can send by text [depends on your carrier](#).



As a rule, you should only text pictures and use a file-share app to share videos.

We recommend using file-sharing apps like Google Drive™, Apple iCloud™, and Dropbox™ to share larger video files.

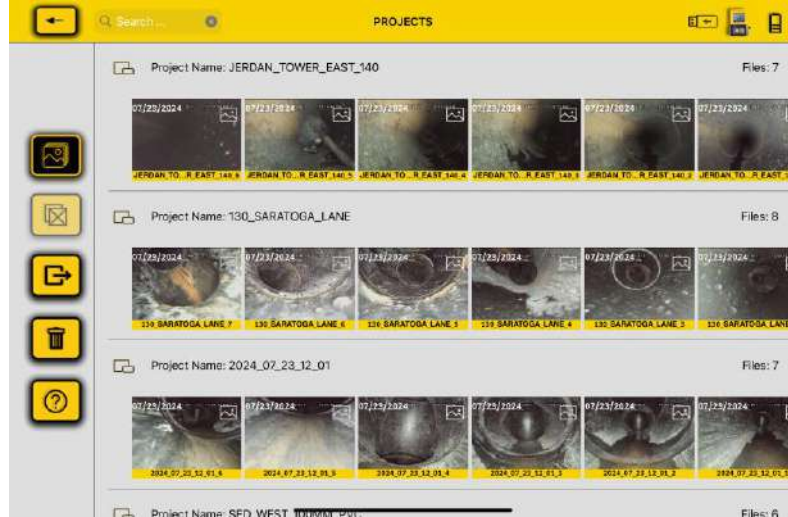


**Best Practice – Disconnect from the control module** to free up your Wi-Fi or cellular data before attempting to share files.

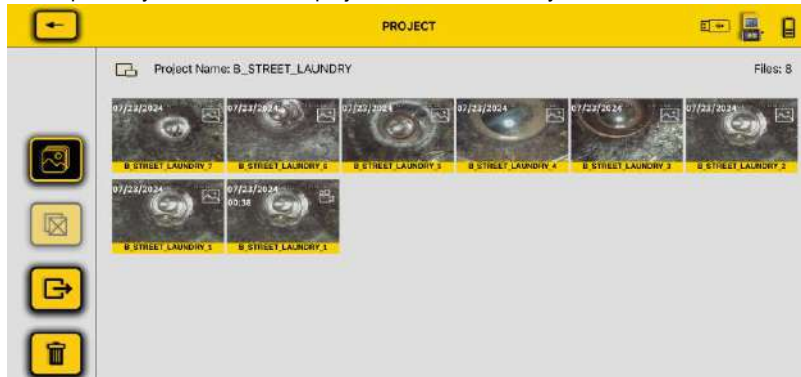
When the app is connected to a control module, files cannot be shared because there is no internet connection.

#### 4 Using the vCam Mobile Controller App

1. Enter the Gallery and select a Project by tapping one of the Project thumbnails.



2. Tap on any thumbnail in the project to enter its Gallery.



#### Options available in Project View



**Multi File Select:** After selecting the Export Project icon, tap on it to select all the project files.



**Export Project—**Tap 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. When a thumbnail is selected, a symbol will appear on iOS or Android.

#### 4 Using the vCam Mobile Controller App



**Delete –** After selecting the file, 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: B\_STREET\_LAUNDRY

OK

Cancel

#### Export Dialog Box

#### Export

The number of files that will be exported are 7

B\_STREET\_LAUNDRY\_1.jpg,  
B\_STREET\_LAUNDRY\_1.mp4,  
B\_STREET\_LAUNDRY\_5.jpg,  
B\_STREET\_LAUNDRY\_3.jpg,  
B\_STREET\_LAUNDRY\_2.jpg,  
B\_STREET\_LAUNDRY\_7.jpg,  
B\_STREET\_LAUNDRY\_6.jpg!

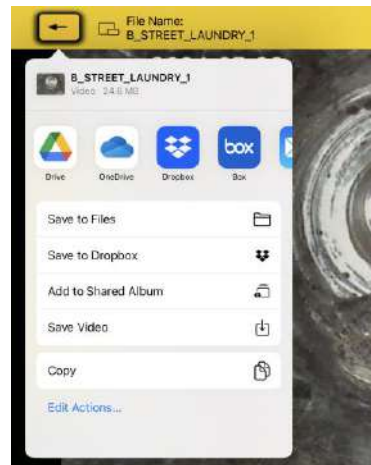
OK

Cancel

#### Export Dialog Box

3. The export destination must be chosen now that the file(s) have been selected. Select **OK** on the Export Dialog box, and the sharing list will appear.

#### 4 Using the vCam Mobile Controller App



iOS file-sharing dialog box

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

#### Please read this section!

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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)).

#### 5 Troubleshooting

## 5. Troubleshooting

**Email Support** is available through the About screen. Click on the Email Support link to email us with questions or to describe the problem. Be sure to include your contact phone number so we can respond.

**Send Logs** - If the app is not working properly, use the **Send Logs** option in the About screen. This will send us logs from the control module and app. Be sure to include your contact information in the Send Logs email.



The About Screen Information Box

Please check the Knowledge Center on the Vivax-Metrotech website for the latest support information.

Go to [www.vivax-metrotech.com](http://www.vivax-metrotech.com) and then click **Support, Knowledge Center**.



#### Product Software (firmware)

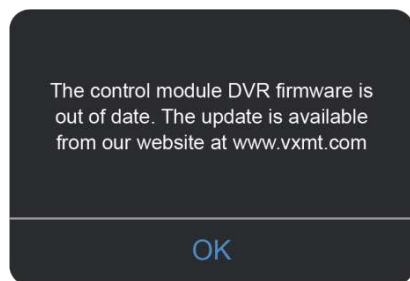
To use the vCam-6 and vCamMX-2+ with the vCam Mobile Controller app, they must run the firmware versions below or greater.

## 5 Troubleshooting

Model	Software version
vCam-6	DVR_033
vCamMX-2+	MX_4.4.76

Note that the vCam-6 control module has two types of software downloads. The version listed above is the DVR software version updated by a file with the extension “.bin.” You should be concerned about this version.

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



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

Software updates and installation instructions are available in the download section on the vCamMX-2+ and vCam-6 webpages.

### **Problem: No control modules are in range.**

#### **Check:**

1. Check that the wi-fi on the control module is turned on.
2. Check that the control module has the latest software installed.
3. Check that the control module's SSID starts with "vCam." If the SSID was changed, the app might be unable to find the control module.
4. Try restarting the app.
5. Try restarting the control module.
6. Try going to Settings, then to the List of available Wi-Fi networks. Connect to the control module here, then launch the app.

## 5 Troubleshooting

### **Problem: The picture is freezing.**

#### **Check:**

1. Ensure the control module is running the latest firmware.
2. Ensure no source of interference is between the app and the control module.
3. Restart the app.
4. Restart the control module.

### **Problem: The Share File dialog box does not show up.**

**Check:** This is probably an Access Permission setting in iOS or Android.

1. Go to Settings.
2. Find the VMC app.
3. For **iOS: Allow the app to access Location While Using, Photos Add Photos Only, Local Network, and Microphone.**
4. For **Android:** Allow the app to access Location, Microphone, Storage, Network, Wi-Fi and Bluetooth.

### **Problem: The control module will not connect.**

#### **Check:**

1. Check that the latest software is installed in the control module.
2. Ensure the wi-fi has been turned on in the control module.
3. Make sure that the SSID has stayed the same. For the app to see the control module, the SSID must start with vCam6, vCamMX or vCamDrain.
4. Ensure the control module's battery status exceeds 10% of its battery life.

### **Problem: Files will not playback in the app.**

#### **Check:**

The app needs to be updated. Update the vCam Mobile Controller app.

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Illustrations used in this manual's preparation will inevitably show some resemblance to similar images from other manufacturers. These manufacturers have permitted the use of their graphics, and this statement is intended to attribute such credit.

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