Creators' App for enterprise

This Help Guide describes how to send and receive clips between a camera and a cloud service (C3 Portal or Ci Media Cloud) and how to manage metadata using Creators' App for enterprise.
The following abbreviations are used within this Help Guide.

Creators' App for enterprise: This app	
Ci Media Cloud: "Ci"	

Creators' App for enterprise

Features

Note

- The available functions may vary depending on the connected cloud service.

- The Multi Mobile Link Transfer function is not supported for Ci connections.

Connection with camera

A smartphone on which this app is installed can be connected to a camera using the USB tethering function. When connected, clips can be smoothly transferred between the camera and the cloud service via this app.
When connected to C3 Portal, story metadata can be assigned and operations on clips can also be performed using this app. When connected to Ci, metadata can be edited and operations on clips can be performed using this app.
On camera models that support QR code connection, this app can be used to connect to the camera by scanning a QR code.
On camera models that support Bluetooth connection, this app can be used to connect to the camera using Bluetooth

Note

- The smartphone connects to the camera using the USB tethering function, hence a SIM that supports tethering is required.

- This app does not support the Wi-Fi tethering function for connecting multiple smartphone devices to the USB connector of the camera.

File transfer

Files on a camera or card reader can be transferred to a smartphone on which this app is installed via USB connection. Chunk file transfer from a camera is also supported (C3 Portal connections only).

High-speed file transfer using multiple smartphones (C3 Portal connections only)

Files on a camera can be uploaded to a cloud service more quickly using multiple smartphones on which this app is installed by making use of the Multi Mobile Link Transfer function.

Clip operations

Story metadata can be assigned (C3 Portal connections only) or edited (Ci connections only), and essence marks can be added/deleted from within this app for clips that have been transferred from a camera.

Managing story metadata (C3 Portal connections only)

In addition to creating and editing story metadata using this app, images and audio memos can also be attached. You can also assign the clips transferred from a camera to which the story metadata is assigned.

Metadata editing (Ci connections only)

Metadata specified in file requests can be edited for each clip using this app.

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Supported Operating Systems

Android

Version 12.0 and higher

iOS

Version 15.0 and higher

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Verified Devices

Android

Mobile devices

- Xperia PRO
- PDT-FP1

Card readers

- SD card reader: Sony MRW-S1
- SxS reader: Sony SBAC-US30
- XQD reader: Sony MRW-G1

Note

- Correct operation may not occur depending on the combination of mobile device and card reader.

- When connecting a card reader to a mobile device, connect it with the card already inserted. Correct operation may not occur if the card is inserted after connecting.

- This app supports exFAT format and FAT format cards. UDF format is not supported. Also, exFAT format may not be supported depending on the mobile device.

iOS

Mobile devices

- iPhone 15
- iPhone 14
- iPhone 13
- iPhone 12

Card readers

- SD card reader: Apple genuine SD card readers, Sony MRW-S1 (iPhone 15 only)
- SxS reader: Sony SBAC-US30 (iPhone 15 only)
- XQD reader: Sony MRW-G1 (iPhone 15 only)

Note

- Correct operation may not occur depending on the combination of mobile device and card reader.

- This app supports exFAT format and FAT format cards. UDF format is not supported. Also, exFAT format may not be supported depending on the mobile device.

Cameras

Models that support FTP transfer settings using a QR code

- PXW-FX9V/FX9T
- PXW-Z280V/Z280T
- ILME-FX6
- PXW-Z450
- PXW-Z750

- PXW-X400

Models that support FTP transfer settings using Bluetooth

- ILME-FX3
- ILME-FX30
- ILCE-7SM3 (support scheduled after March 2024)
- ILCE-1 (support scheduled after March 2024)
- ILCE-9M3

Models that support camera browser function

- PXW-FX9V/FX9T
- PXW-Z280V/Z280T
- ILME-FX6

Models that support chunk file transfer

- PXW-FX9V/FX9T
- PXW-Z280V/Z280T
- ILME-FX6

Models that support manual FTP transfer settings

- PXW-FX9V/FX9T[*1]
- PXW-Z280V/Z280T[*1]
- ILME-FX6[*1]
- PXW-Z190V/Z190T
- PXW-Z450[*1]
- PXW-Z750[*1]
- PXW-X400[*1]
- PXW-X500
- PXW-X200
- PXW-X320[*2]

[*1] On models that support FTP transfer settings using a QR code, the FTP transfer settings can also be configured manually.
[*2] CBK-WA101 Wireless Adapter is required.

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User Accounts (C3 Portal connections only)

A C3 Portal and Device license contract is required to use this app. A user account registered with the C3 Portal service is also required to log in to this app.

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Restrictions

- On some mobile devices, interlaced images cannot be previewed using this app.
- Use USB tethering on the smartphone on which this app is installed when connecting to a camera. Wi-Fi tethering is not recommended.
- Only camera models that support QR code connection can be connected using a QR code.
- In iOS, this app cannot operate in the background. Set this app to operate in Malfunction Prevention mode, as required, to transfer clips or perform other tasks.
- Only cards in exFAT format or FAT format can be loaded from a card reader using this app. UDF format is not supported. Also, exFAT format may not be supported depending on the mobile device.
- When connected to C3 Portal, it may be necessary to log in again, depending on the operation on the cloud service side, even if you have not logged out from this app.
- Logging in is not possible if the free capacity on your mobile device is 1 GB or lower. Clear some space to increase the free capacity so that it is above 1 GB, and then log in.
- While using this app, do not change any operating system settings, other than the tethering setting.
- When setting a clip name using a camera, do not enter leading space characters in the clip name.
- When shooting in chunk file transfer mode, make sure that the number of clips does not exceed the maximum limit on the camera.
  In chunk file transfer mode, proxy data is automatically divided into chunks. When the maximum limit on the number of clips on the camera is reached due to shooting for an extended time, all files (comprising the files before reaching the limit) may not be uploaded successfully.
  For details about the maximum limit on the number of files, refer to the operating instructions of the camera.
- When shooting in chunk file transfer mode, do not shoot for periods of 4 hours or longer.
- When connected to C3 Portal, it may take some time for essence mark information of a clip uploaded from this app to be reflected on the preview screen. In this case, wait for a short while and then check again.
- The use of this app and the Content Browser Mobile application at the same time is not recommended.
- Hidden files cannot be imported from a card reader using this app. To import a hidden file, change the file name.
- If the iOS app version is 2022.2, file request codes for Ci and associated clip information stored in the app are lost when updating to the latest version of the app.
  Upload the clips associated with the file request code to Ci or make sure the original clips are still in the camera before updating.
  When uploading to Ci is required after the update, re-enter the file request code and transfer the clips from the camera again.
- If the file information on the media of the camera is changed using a computer or other device, the operation of each function of this app is not guaranteed.
- When the same user account is logged in to this app simultaneously from multiple devices, unexpected problems may occur.
- If using this app on an iOS device, if you move this app to the background while transferring a clip from an α-series camera to this app and then bring the app to the foreground again, the name of the clip being transferred may have a numeric prefix of the form "_1" or "_2" added.

Related Topic

- Malfunction Prevention Mode (iOS only)

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When Connecting to a Service for the First Time

1 **Launch this app.**

The splash screen appears and then the service selection screen appears.

2 **Select the service to which you want to connect.**

The region selection screen appears.

> **Note**
> - Switch [Use This Service Next Time] to the on position, as required.

3 **Select the country or region where you will use this app.**

The software usage agreement appears.

> **Note**
> - You can change the country or region on the [App Information] screen. After changing the setting, you will be logged out automatically and you will need to log in again.

**4** **Read the software usage agreement and tap [Agree].**

A screen appears for connecting to the service selected in step 2.

5 **Connect to the service.**

- **When connecting to C3 Portal:** Set [Auto Login] to the on position as required, and tap [Sign in] or [Sign in with Custom IdP]. When the sign in screen appears, proceed to step 6.

  > **Hint**
  > - To sign in using Professional ID, tap [Sign in]. To sign in using a custom IdP, tap [Sign in with Custom IdP].
  > - To use this app without signing in, tap [Skip sign in]. The Home screen appears in offline mode.
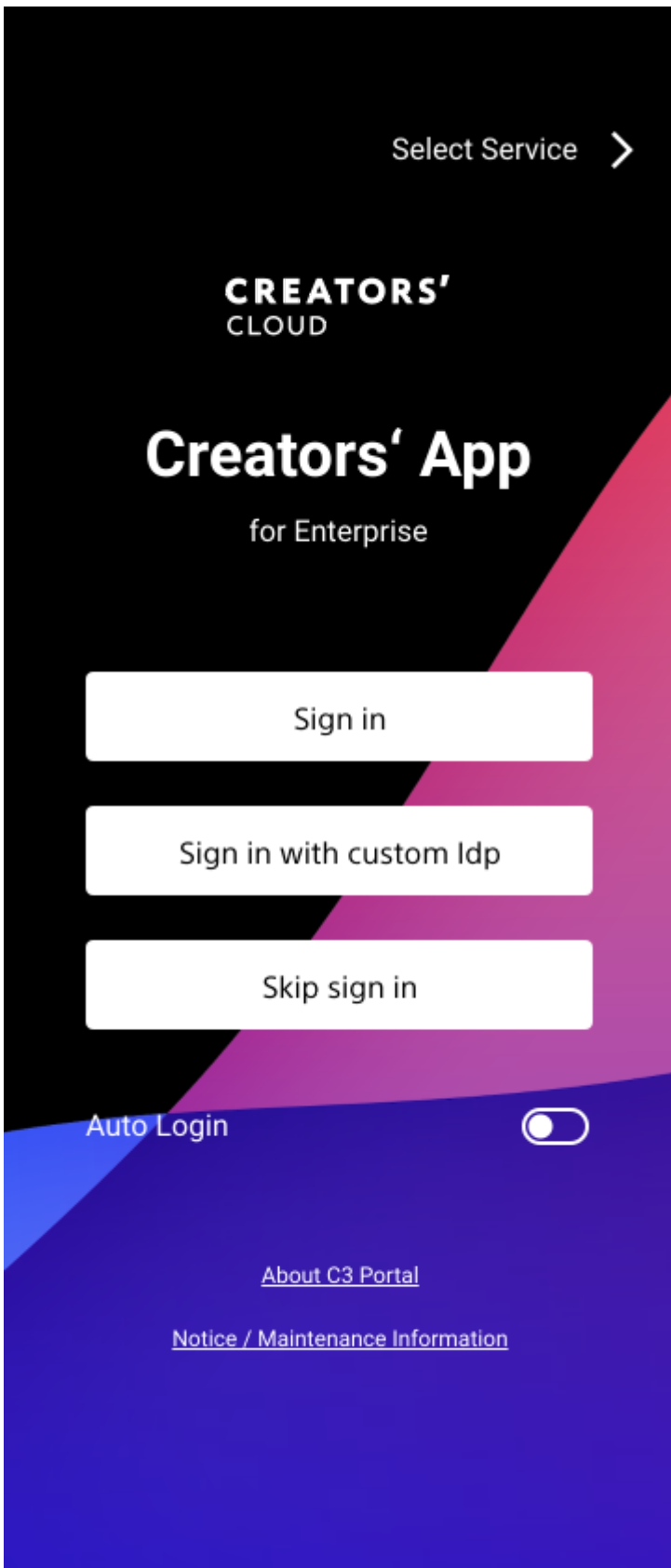
- **When connecting to Ci:** Enter the file request code sent by an administrator, set [Use This Code Next Time] to the on position as required, and tap [OK]. This app verifies the file request information, and the Home screen appears if verification is successful.

> **Hint**
>
> - To use this app without entering a file request code, tap [Skip sign in]. The Home screen appears in offline mode.

Note

- When connecting to C3 Portal, if [Auto Login] is set to the on position, you will need to log out first and log in again if you want to subsequently set this to the off position. For details about how to log out, see the "Returning to the Sign-In Screen" topic.

- When connecting to Ci, if [Use This Code Next Time] is set to the on position, you will need to use the clip list or the file request code entry screen from the [Manage File Request Code] screen if you want to subsequently set this to the off position. For details, see the "Structure of the Clip List Screen" topic or "Managing File Request Codes (Ci connections only)" topic.

6 **Enter your user ID and password on the displayed sign in screen to sign in.**

7 **For user accounts that require 2-factor authentication, enter the passcode on the displayed 2-factor authentication screen and tap [Authenticate].**

> **Note**
>
> - The passcode will be displayed in the 2-factor authentication app configured when registering a user. For details, visit the following URL.
>   URL: https://helpguide.sony.net/pro/idm/v1/en/contents/TP0002845600.html

8 **If using an Android device, tap [Continue] in the displayed pop-up.**

After logging in, the Home screen appears.

> **Note**
>
> - If you move this app to the background during the login process, the login process cannot be resumed. In this case, close the browser in the app to return to the login screen and then sign in again.

Related Topic

- Application Information
- Returning to the Sign-In Screen (C3 Portal connections only)
- Structure of the Clip List Screen
- Managing File Request Codes (Ci connections only)
- Accounts (C3 Portal connections only)

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When Connecting to a Service for the Second or Subsequent Time

1 **Launch this app.**

The splash screen appears.

2 **If [Use This Service Next Time] is in the off position, select a service for connection on the displayed service selection screen.**

3 **Enter the information for connecting to the service.**

- **When connecting to C3 Portal:** If [Auto Login] is set to the off position, tap [Sign in] or [Sign in with Custom IdP], then enter your user ID and password on the displayed sign in screen displayed in the web browser to sign in..
- **When connecting to Ci:** If [Use This Code Next Time] is set to the off position, enter the file request code sent by the administrator and tap [OK].

> **Note**
>
> - When connecting to C3 Portal: To sign in using Professional ID, tap [Sign in]. To sign in using a custom IdP, tap [Sign in with Custom IdP].
>
> - When connecting to either C3 Portal or Ci, to use this app without signing in, tap [Skip sign in]. The Home screen appears in offline mode.
>
> - When connecting to C3 Portal on an Android device in the following cases, delete the cookies from the operating system settings or from the Chrome app and then sign in again.
>   - If you want to use a custom IdP account that is different from the previous connection
>   - If you want to use a custom IdP account after using Professional ID for the previous connection
>   - If you want to use Professional ID but used a custom IdP account for the previous connection

4 **When connecting to C3 Portal, for user accounts that require 2-factor authentication, enter the passcode on the displayed 2-factor authentication screen and tap [Authenticate].**

After logging in, the Home screen appears.

> **Note**
>
> - The passcode will be displayed in the 2-factor authentication app configured when registering a user. For details, visit the following URL.
>   URL: https://helpguide.sony.net/pro/idm/v1/en/contents/TP0002845600.html
>
> - You can change the group to use on the [Account] screen after logging in.
>
> - Even if 2-factor authentication is required for a user account, the 2-factor authentication screen will not be displayed when connecting to C3 Portal using a custom IdP or when [Auto Login] is set to the on position.

Related Topic

- Accounts (C3 Portal connections only)

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Offline Mode

Offline Mode Overview

Offline mode is a mode that allows you to connect to a camera or import clip files from a card reader without connecting to any cloud service. This allows you to operate this app even in environments where it is difficult to connect to a cloud service.
To use this app in offline mode, tap [Skip sign in] on the connection screen for each cloud service.
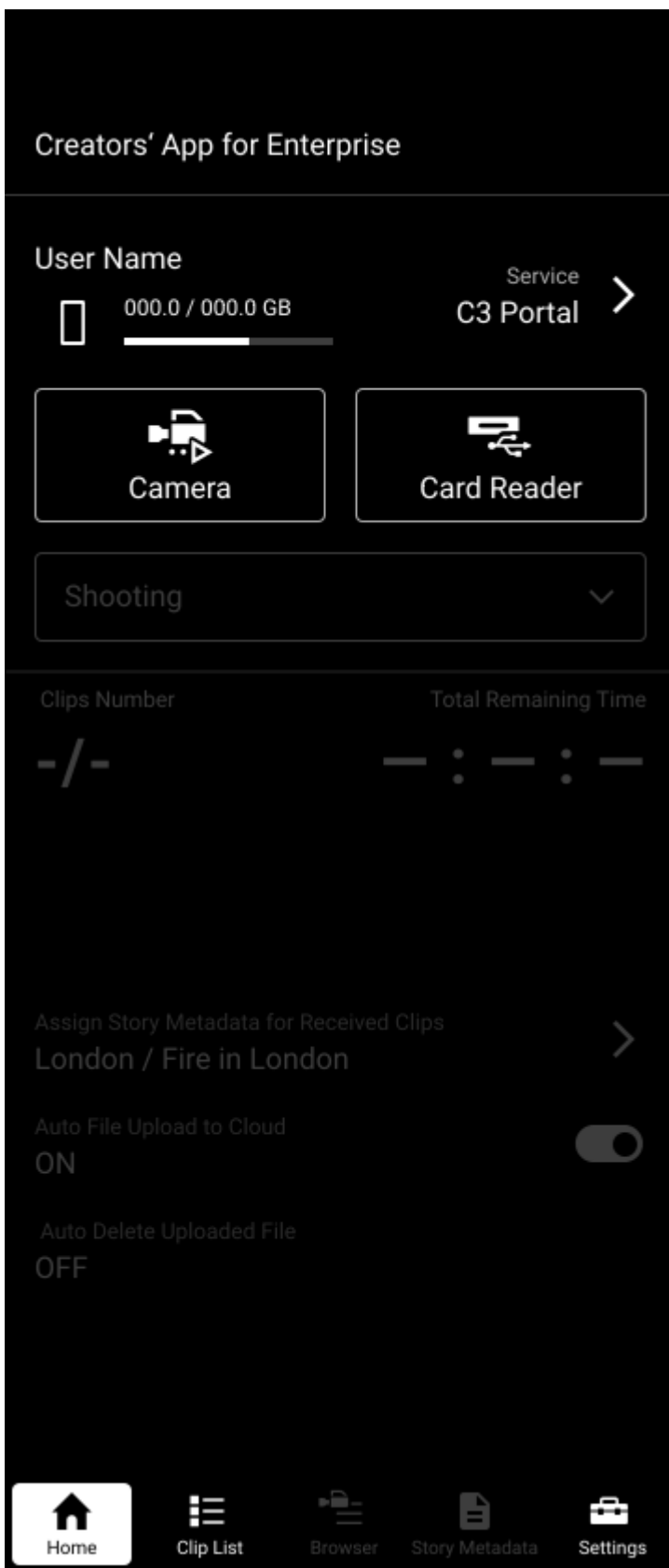
Offline mode functions

- Connecting/disconnecting a camera
- Transferring clips from a camera
- Camera browser
- Importing clips from a card reader

> **Note**
> - On iOS, when mobile data communication is disabled or unavailable, the USB tethering function is disabled due to operating system restrictions, so connection with a camera is not possible even in offline mode. Accordingly, you should move to a location

that has mobile data communication service or use the Android version of this app. Also, consider importing clips from a card reader if you want to transfer clips.

- Chunk file transfer is not supported.

Uploading clips imported in offline mode

You must log in to a cloud service in order to upload clip files that were imported into a smartphone in offline mode to a cloud service. Tap the cloud service name at the top right of the Home screen to exit offline mode and log in to the cloud service.

Note

- Clip files imported in offline mode are managed for each cloud service. When importing a clip file, use the offline mode for the cloud service in which you want to use the clip file. Clip files imported in C3 Portal offline mode cannot be used when connected to Ci, and clip files imported in Ci offline mode cannot be used when connected to C3 Portal.

Related Topic

- Connecting to a Camera (models that support QR code connection)
- Connecting to a Camera (models that support Bluetooth connection)
- Connecting to a Camera (models that support manual FTP connection)
- Disconnecting a Camera
- Connecting to a Card Reader
- Structure of the Camera Browser Screen

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Structure of the Home Screen
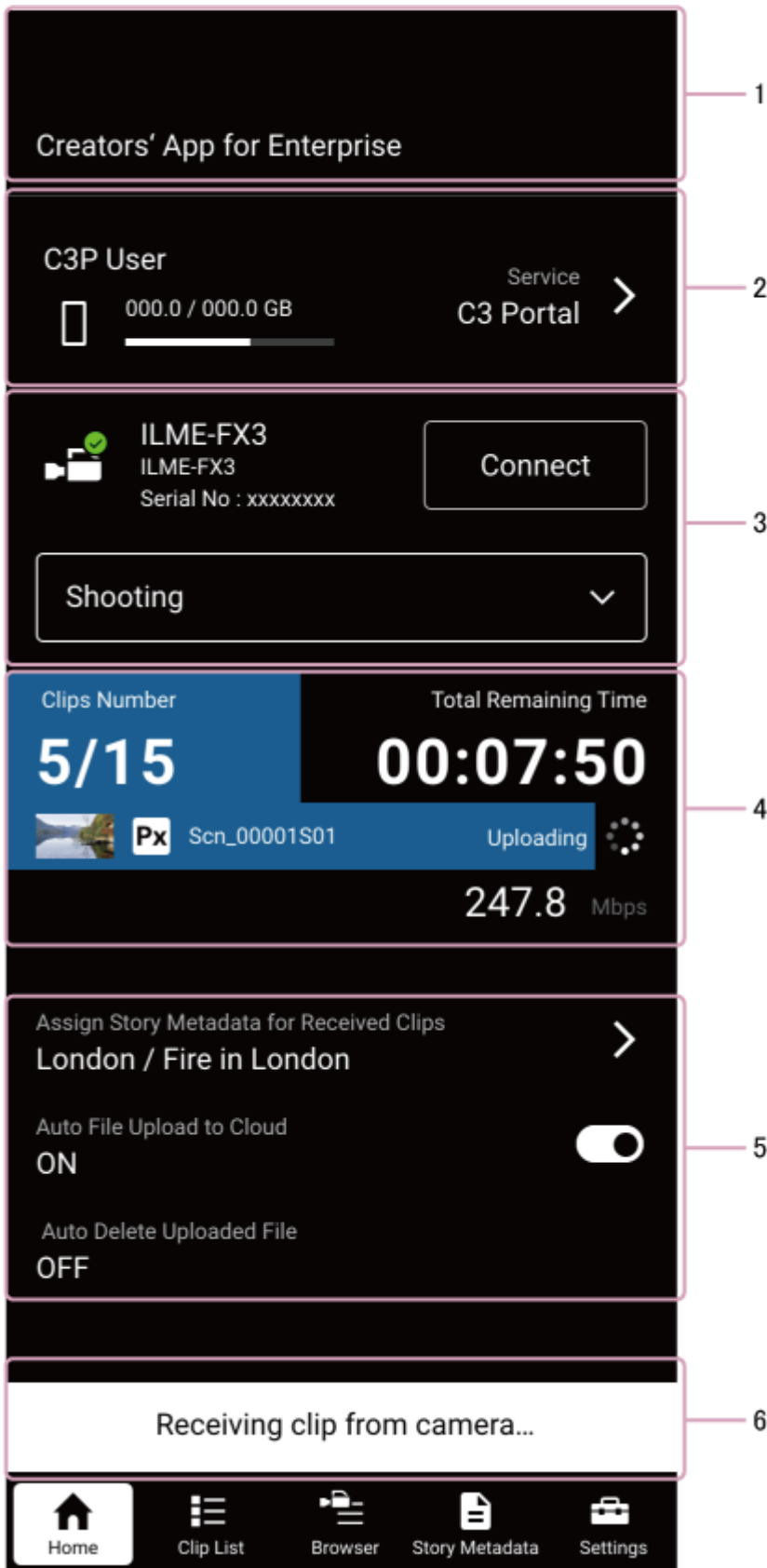
1. Screen name display

Displays the name of the screen. "Creators' App for enterprise" (fixed).

2. Service information display area
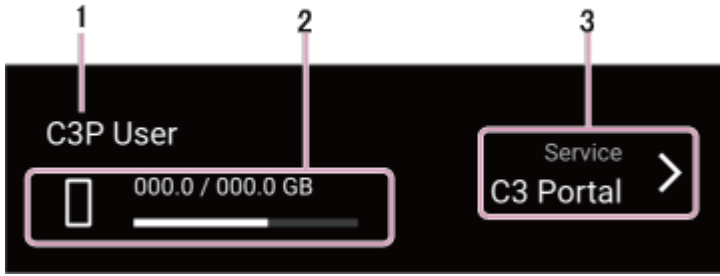
1. **User name (C3 Portal connections)/File request code (Ci connections)**
   Displays the name of the logged-in user when connected to C3 Portal. Displays the file request code being used for connection when connected to Ci.
2. **Remaining free space display**
   Displays the remaining free space on the smartphone.
3. **Connection service name display**
   Displays the name of the connected cloud service. Tap the icon on the right side of the cloud service name to display the logout confirmation dialog.

   > **Note**
   >
   > - The name of the corresponding cloud service is also displayed in offline mode, even though you are not actually logged in to the cloud service.

3. Camera information display area

The display differs depending on whether a camera is connected or not.
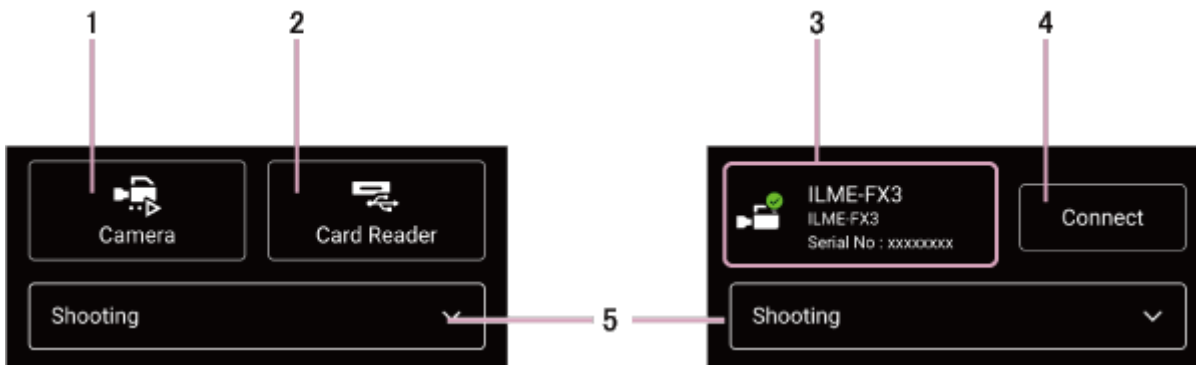
1. **[Camera] button (when a camera is not connected)**
   Press the button to display the camera connection screen.
2. **[Card Reader] button (when a camera is not connected)**
   Press the button to launch the file browser and import a clip file from a card reader connected to the smartphone.
3. **Camera information (when a camera is connected)**
   Displays the model name and serial number of the connected camera.
4. **[Disconnect] button (when a camera is connected)**
   Press the button to disconnect the camera.
5. **Story status (C3 Portal connections only)**
   Enabled when configured to use story status in the selected story. Used to notify the cloud service of the shooting status. The following three values are configured.

   - Ready
   - Shooting
   - Done

4. Upload information display area

- **[Clips Number]**
  The numerator displays the number of uploaded clips and the denominator displays the total number of clips to be uploaded.
- **[Estimated Total Remaining Time]**
  Displays the time remaining until all clips have been uploaded.
- **Upload clip information**
  Displays the thumbnail, name, type, and status of the clip being uploaded. When a clip is being uploaded using chunk file transfer, "CHUNK" is displayed instead of the thumbnail.
  Clip type

  - ▬ 🔲 (High-Res): Indicates that the clip is a high-resolution file.
  - ▬ 🔲 (Proxy): Indicates that the clip is a proxy file.
  - ▬ 🟧 (Chunk file): Indicates that the clip is a chunk file. Displayed only for C3 Portal connections.

  Status display

  - ▬ [Uploading]: Uploading
  - ▬ [Upload Completed]: Upload completed
  - ▬ [Upload Suspended]: Paused due to operation canceled by the user
  - ▬ [Upload Error]: Error occurred during uploading

> **Note**
>
> - Displays the latest upload status. However, if an error occurs when uploading a clip and a subsequent upload clip exits, the error is not displayed here. If an error occurs, a red dot will appear in the top right of the Clip List icon in the launcher bar.

5. Settings information display area

- **[Assign Story Metadata for Received Clips] (C3 Portal connections only)**
  Displays the selected story metadata and group. When a clip is transferred from a camera or when a clip is imported from a card reader, the story metadata displayed here is automatically assigned to the clip. Press the icon on the right side to edit the selected story metadata. When story metadata is not selected, the name of the group to which to upload clips is displayed.
- **[Auto File Upload to Cloud]**
  Displays whether the function for automatically uploading clips to the cloud service is on or off. You can turn auto uploading on/off using the toggle switch on the right side.

  > **Hint**
  >
  > - The auto uploading on/off switching is also configurable on the [Settings] screen.

- **[Auto Delete Uploaded File]**
  Displays whether the function for automatically deleting clip data saved on the smartphone after uploading the clip to the cloud service is on or off. When this function is on, clip data uploaded to the cloud service is deleted from the smartphone. The on/off switching is configured on the [Settings] screen.

6. Message

Displays messages indicating the current status.

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Launcher Bar

The launcher bar is used to switch between screens. The icon for the currently displayed screen is displayed white.

- (Home)
  Switches to the Home screen.
- (Clip List)
  Switches to the Clip List screen.

  Note

  - A red dot is displayed at the top right if there any clips for which an upload error occurred.

- (Browser)
  Switches to the [Camera Browser] screen.

  Note

  - Disabled when a camera is not connected or when a camera not supported by the camera browser is connected.

- (Story Metadata) (C3 Portal connections only)
  Switches to the [Select Story Metadata] screen.

  Note

  - Disabled in offline mode.

- (Settings)
  Switches to the [Settings] screen.

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Connecting to a Camera (models that support QR code connection)

1 **Tap the [Camera] button on the Home screen or Clip List screen.**

The [Select Camera Connection Method] screen appears.

Hint

- The [Camera] button is displayed on the Clip List screen only when there are no clips displayed.

- You can also tap (Connect/disconnect camera) on the Clip List screen to display the [Select Camera Connection Method] screen.

2 **Tap the [QR Code] tab.**
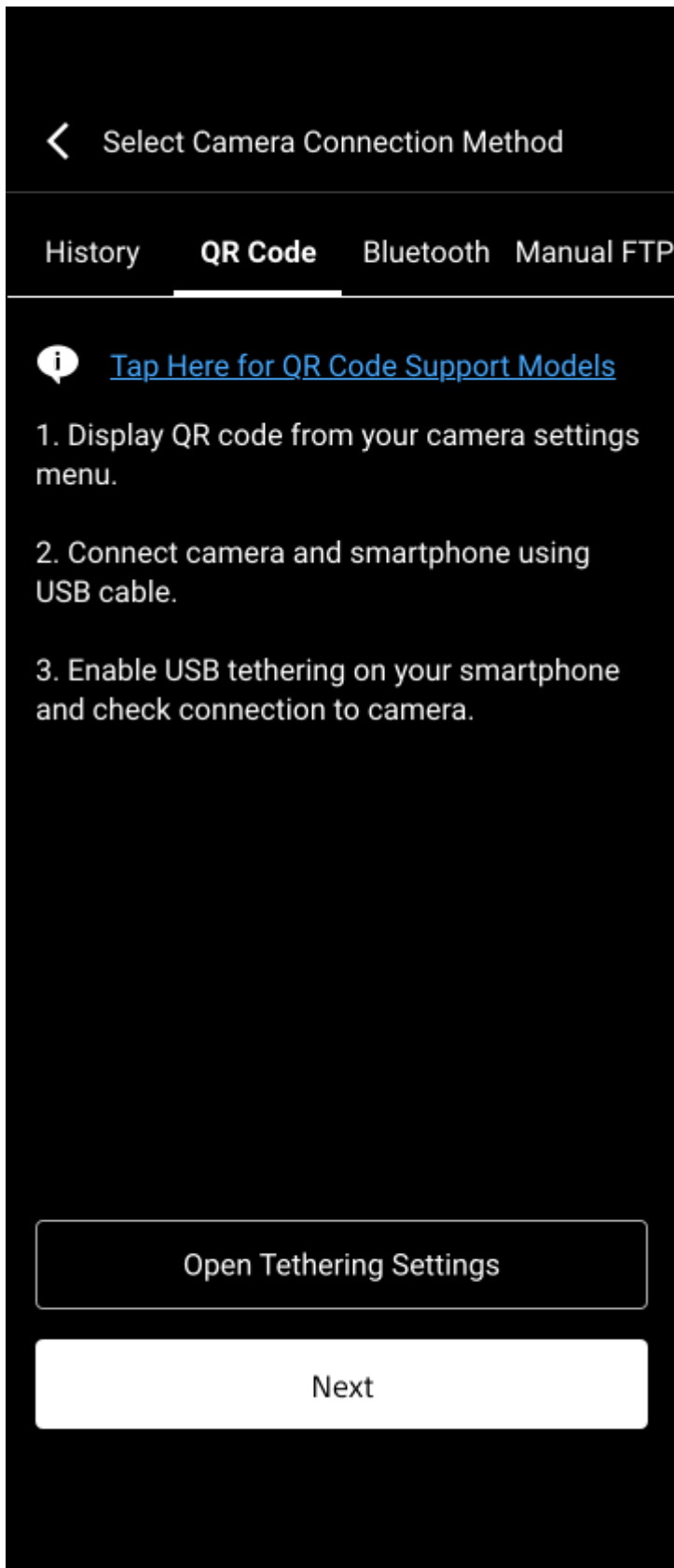
< Select Camera Connection Method

History **QR Code** Bluetooth Manual FTP

(i) Tap Here for QR Code Support Models

1. Display QR code from your camera settings menu.

2. Connect camera and smartphone using USB cable.

3. Enable USB tethering on your smartphone and check connection to camera.

Open Tethering Settings

Next

Models that have been previously connected via QR code or Bluetooth are displayed on the [History] tab on the [Select Camera Connection Method] screen. If the camera to which you want to connect is displayed, select the camera information field and tap [Connect] to initiate the connection.

3 **Tap [Next].**

A message appears if the USB tethering function is inactive. Connect the smartphone on which this app is installed to a camera using a USB cable, and enable the USB tethering functions of the smartphone and camera.
For details about configuring the USB tethering function, refer to the operating instructions of each device.

4 **Operate the camera to display the QR code from the camera menu.**

For details about how to display the QR code, refer to the operating instructions of the camera.

5 **Scan the QR code displayed on the camera using this app.**

6 **If a connection confirmation message appears, configure the file auto transfer function of the camera, and press [OK].**

Connection between this app and the camera is initiated.

7 **Check the message displayed on the camera and press [OK].**

The [Finish] button in this app becomes enabled.

8 **Tap [Finish] in this app.**

The screen displayed before switching to the [Select Camera Connection Method] screen appears. On the Home screen, check that the information for the connected camera is displayed. On the Clip List screen, check that the icon at the top right has changed to (Connect/disconnect camera).

Related Topic

- Connecting to a Camera (models that support Bluetooth connection)
- Connecting to a Camera (models that support manual FTP connection)

Creators' App for enterprise

Connecting to a Camera (models that support Bluetooth connection)

Note

- To connect to a camera via Bluetooth, use the following procedure without connecting the camera and smartphone using a USB cable. If you attempt the following procedure with a USB cable connected, the Bluetooth connection with the camera will fail.
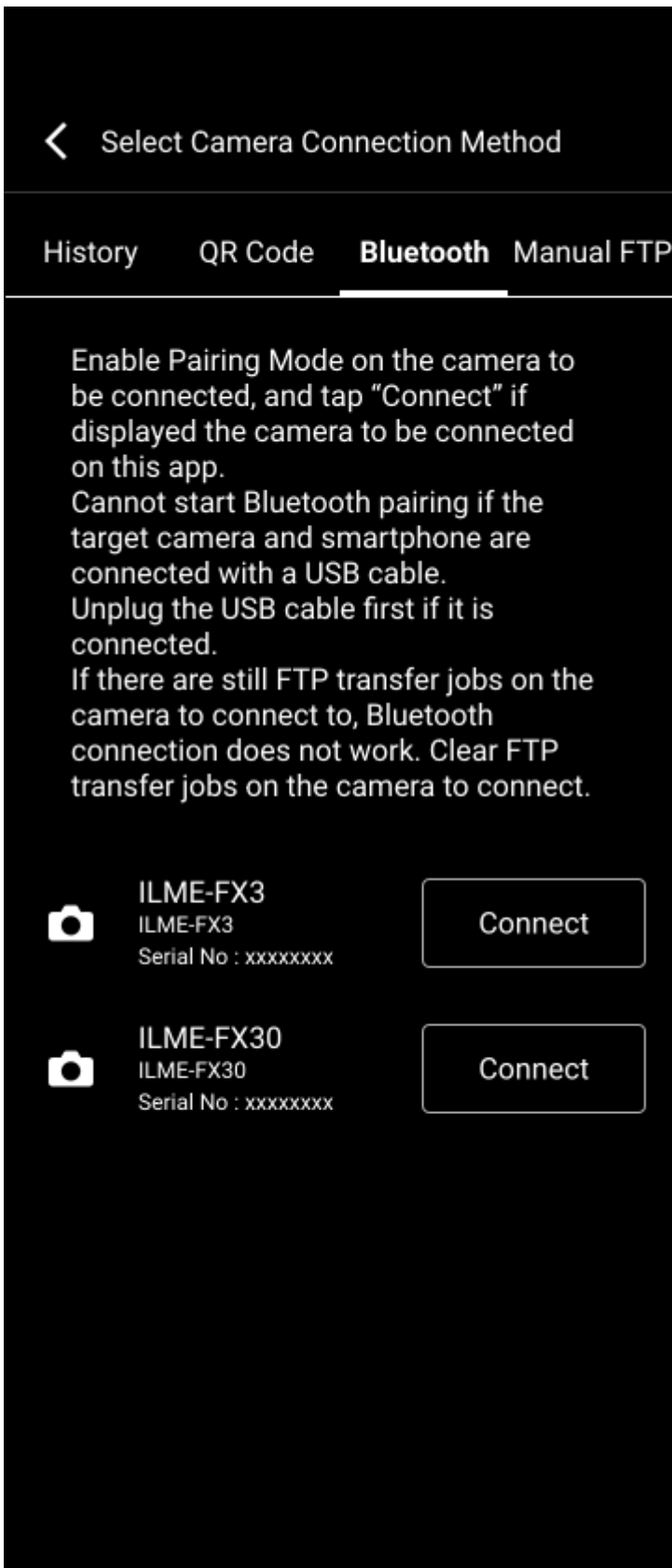
1 **Tap the [Camera] button on the Home screen or Clip List screen.**

The [Select Camera Connection Method] screen appears.

Hint

- The [Camera] button is displayed on the Clip List screen only when there are no clips displayed.

- You can also tap (Connect/disconnect camera) on the Clip List screen to display the [Select Camera Connection Method] screen.

2 **Tap the [Bluetooth] tab.**

Models that have been previously connected via QR code or Bluetooth are displayed on the [History] tab on the [Select Camera Connection Method] screen. If the camera to which you want to connect is displayed, select the camera information field and tap [Connect] to initiate the connection.

3. **Enable Bluetooth pairing mode on the camera.**

The cameras that can connect are displayed on the [Bluetooth] tab in this app.
For details about how to configure Bluetooth pairing mode, refer to the operating instructions of the camera.

Note

- To pair with a camera that is not displayed on the [Bluetooth] tab, move the camera closer to the smartphone on which this app is installed and check that Bluetooth pairing mode is enabled on the camera.

4 **Tap [Connect] for the camera you want to connect on the [Bluetooth] tab of this app.**

A confirmation dialog appears prompting you to confirm whether to pair with the smartphone on which this app is installed.

5 **In the displayed dialog, initiate pairing.**

When pairing is completed, a dialog appears.

6 **Configure the FTP settings and auto transfer settings for the camera, and tap [OK] in this app.**

The USB tethering setup screen appears in this app.

> **Note**
>
> - Perform this step only if [Automatically apply the following FTP transfer settings when connecting to camera] is set to the off position on the [Settings] > [Camera Settings] screen. Skip this step if [Automatically apply the following FTP transfer settings when connecting to camera] is set to the on position.

> **Hint**
>
> - Even if transfer of proxy files only is enabled on the camera, high-resolution original files may be transferred from the camera to this app. This may occur due to camera specifications that transfer high-resolution files instead of proxy files if both proxy file recording is disabled and proxy file auto transfer is enabled.

7 **Configure USB tethering by following the steps displayed on the USB tethering connection screen, then tap [Connect to Camera].**

Connection between this app and the camera is initiated.

> **Note**
>
> - After enabling the USB tethering function on a smartphone, it may take a short while to establish a connection with a camera.
>
> - If the smartphone and camera are connected using a USB cable before the USB tethering setup screen is displayed, the USB tethering function of the camera will not be enabled.
>
> - For iOS devices, first connect the USB cable to the iOS device. If the USB cable is connected to the camera first, USB tethering with the camera may fail.

8 **Tap [Finish] in this app.**

The screen displayed before switching to the [Select Camera Connection Method] screen appears. On the Home screen, check that the information for the connected camera is displayed. On the Clip List screen, check that the icon at the top right has changed to (Connect/disconnect camera).

> **Note**
>
> - If you do not tap [Finish], after a short while the screen displayed before switching to the [Select Camera Connection Method] screen automatically appears.
>
> - When a camera is selected and connected from the connection history list, the FTP settings and transfer settings of the previous camera are applied via Bluetooth. Check the FTP settings and transfer settings of the camera.

- When you connect to a camera using this app for the first time, select the group you want linked to the camera. You can change the group linked to the camera in C3 Portal.

Related Topic

- [Connecting to a Camera (models that support QR code connection)](#)
- [Connecting to a Camera (models that support manual FTP connection)](#)

Creators' App for enterprise

Connecting to a Camera (models that support manual FTP connection)

1. **Tap the [Camera] button on the Home screen or Clip List screen.**

   The [Select Camera Connection Method] screen appears.

   > **Hint**
   > - The [Camera] button is displayed on the Clip List screen only when there are no clips displayed.
   > - You can also tap ![icon](Connect/disconnect camera) on the Clip List screen to display the [Select Camera Connection Method] screen.

2. **Tap the [Manual FTP] tab.**
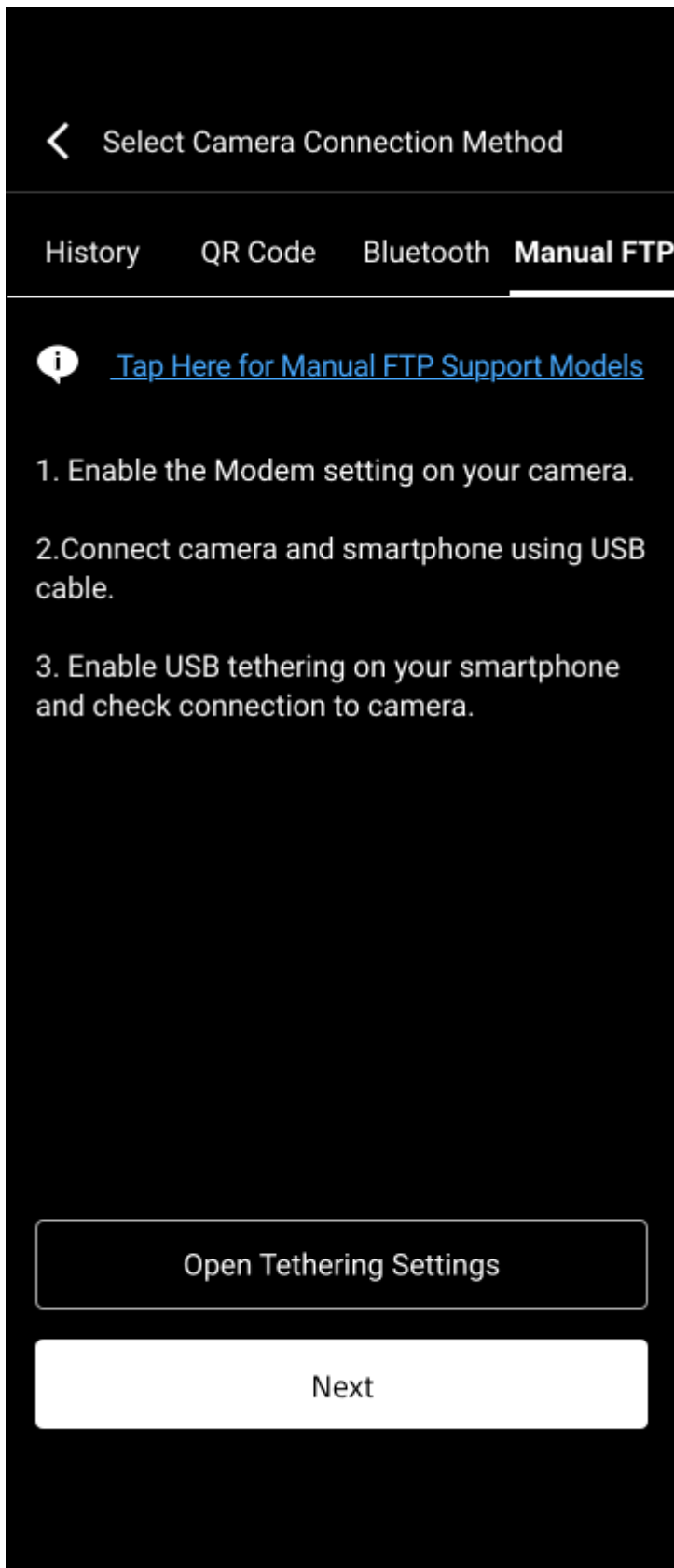
< Select Camera Connection Method

History   QR Code   Bluetooth   **Manual FTP**

ⓘ   Tap Here for Manual FTP Support Models

1. Enable the Modem setting on your camera.

2.Connect camera and smartphone using USB cable.

3. Enable USB tethering on your smartphone and check connection to camera.

Open Tethering Settings

Next

Models that have been previously connected via QR code or Bluetooth are displayed on the [History] tab on the [Select Camera Connection Method] screen. If the camera to which you want to connect is displayed, select the camera information field and tap [Connect] to initiate the connection.

3 **Tap [Next].**

A message appears if the USB tethering function is inactive. Connect the smartphone on which this app is installed to a camera using a USB cable, and enable the USB tethering functions of the smartphone and camera.
Also enable the network settings (modem settings) of the camera.

For details about enabling the USB tethering function and modem settings, refer to the operating instructions of each device.

> **Note**
>
> - After enabling the USB tethering function on a smartphone, it may take a short while to establish a connection with a camera.

4 **Enter the FTP server information displayed in this app into the camera, and tap [OK] in this app.**

‹ Select Camera Connection Method

Enter the following information on your camera.

User Name

c3puser

Password

****

Host Name

192.168.1.5

Port

21

OK

5 **If a message appears, tap [OK].**

The screen displayed before switching to the [Select Camera Connection Method] screen appears. On the Home screen, check that the information for the connected camera is displayed.

> **Note**
>
> - When connected to a camera that does not support QR code connection, (Connect/disconnect camera) at the top right of the Clip List screen is not displayed in green.

Related Topic

- Connecting to a Camera (models that support QR code connection)
- Connecting to a Camera (models that support Bluetooth connection)

Creators' App for enterprise

Disconnecting a Camera

Models that support QR code connection/Bluetooth connection

1 **Tap the [Disconnect] button on the Home screen or ▶️ (Connect/disconnect camera) at the top right of the Clip List screen.**

> **Note**
>
> - When connected to a camera that does not support manual FTP connection or when not connected to a camera, ▶️ is displayed on the Clip List screen.

2 **Tap [OK] in the disconnect confirmation message dialog.**

The camera is disconnected.

Models that support manual FTP connection

You cannot disconnect using this app. Disconnect the USB cable connecting the camera and smartphone, or turn off the USB tethering function.

Creators' App for enterprise

Connecting to a Card Reader

Note

● When connecting a card reader to an Android device, connect it with the card already inserted. Correct operation may not occur if the card is inserted after connecting.

● When disconnecting the card reader, use the standard procedure according to the operating system.

● This app supports exFAT format and FAT format cards. UDF format is not supported. Also, exFAT format may not be supported depending on the mobile device.

1 **Connect the smartphone on which this app is installed to a card reader using a USB cable.**

An adapter cable may be required depending on the smartphone and type of card reader.

2 **Tap the [Card Reader] button on the Home screen or Clip List screen.**

The files browser launches on the smartphone.
When "Please select the media containing files you would like to import on the next screen." appears, tap [OK].
Select [Don't ask me again] if you want to hide this message subsequently.

Hint

● The [Card Reader] button is displayed on the Clip List screen only when there are no clips displayed.

● You can also tap (Card reader) on the Clip List screen to display the file browser.

3 **Select the card inserted in the connected card reader or any folder on the card.**

4 **Tap the type of file to load into this app.**

> Please select the file type
>
> High-Res
>
> Proxy
>
> High-Res + Proxy
>
> Cancel
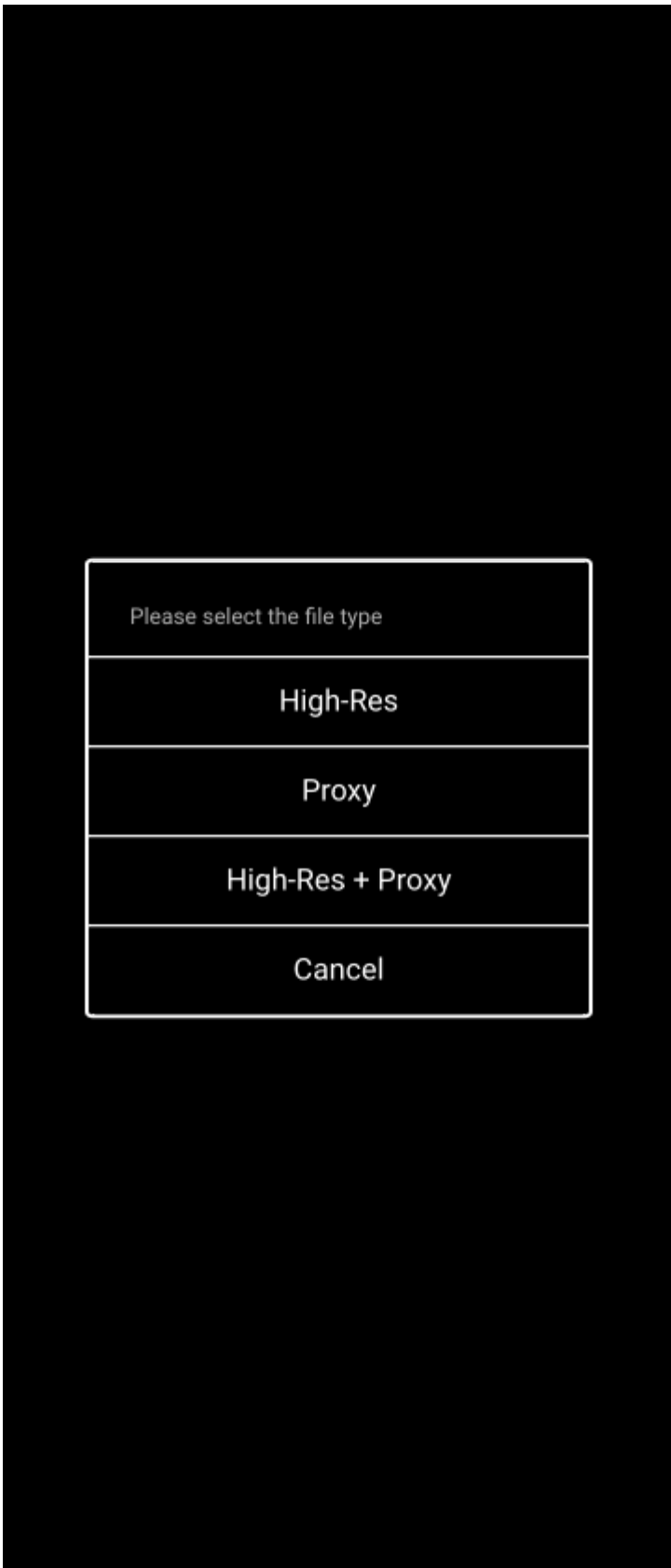
The display returns to this app and the target clips in the selected folder are displayed in a list.

5 **Select the clips you want to load.**

You can select individual displayed clips. To select all clips, place a check mark in [Select All] at the top right of the list.

6 **When satisfied with the selected clips, tap [Confirm].**

The selected clips are added to the clip list.

Creators' App for enterprise

Editing and Deleting Camera Information

You can edit and delete camera information on the [History] tab of the [Select Camera Connection Method] screen.

Note

- Cameras that were previously connected using a QR code or via Bluetooth are displayed on this screen.

- If you have updated the firmware of a camera recently, you may not be able to connect to the camera from the [History] tab. In this case, connect to the camera using the [QR Code] tab or [Bluetooth] tab.

On the [History] tab, swipe camera information in the list to the left to display (Edit) and (Delete).
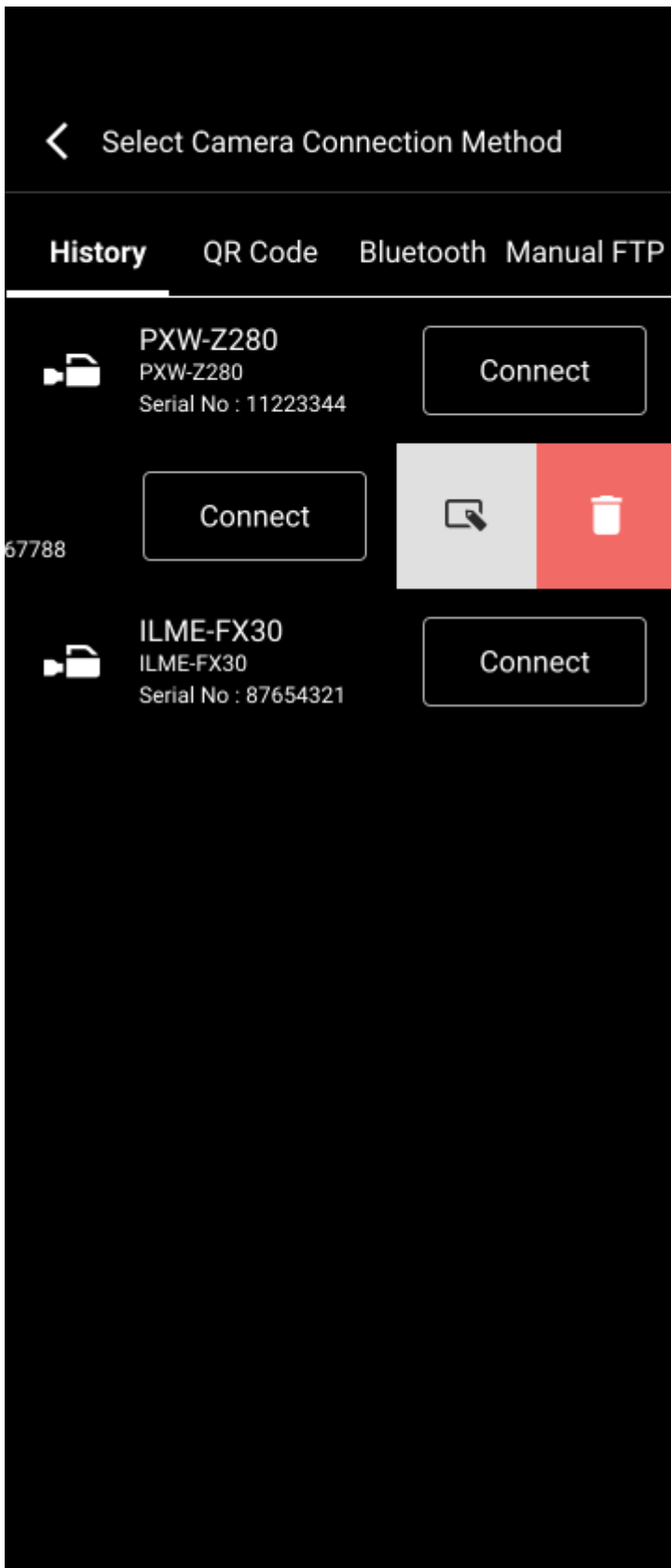
To edit camera information

Tap ⬜ (Edit) to edit the display name of the camera.

To delete camera information

Tap 🗑 (Delete) to delete the camera information from this app.

Creators' App for enterprise

Structure of the Clip List Screen

Tap (Clip List) in the launcher bar to display the clip list.
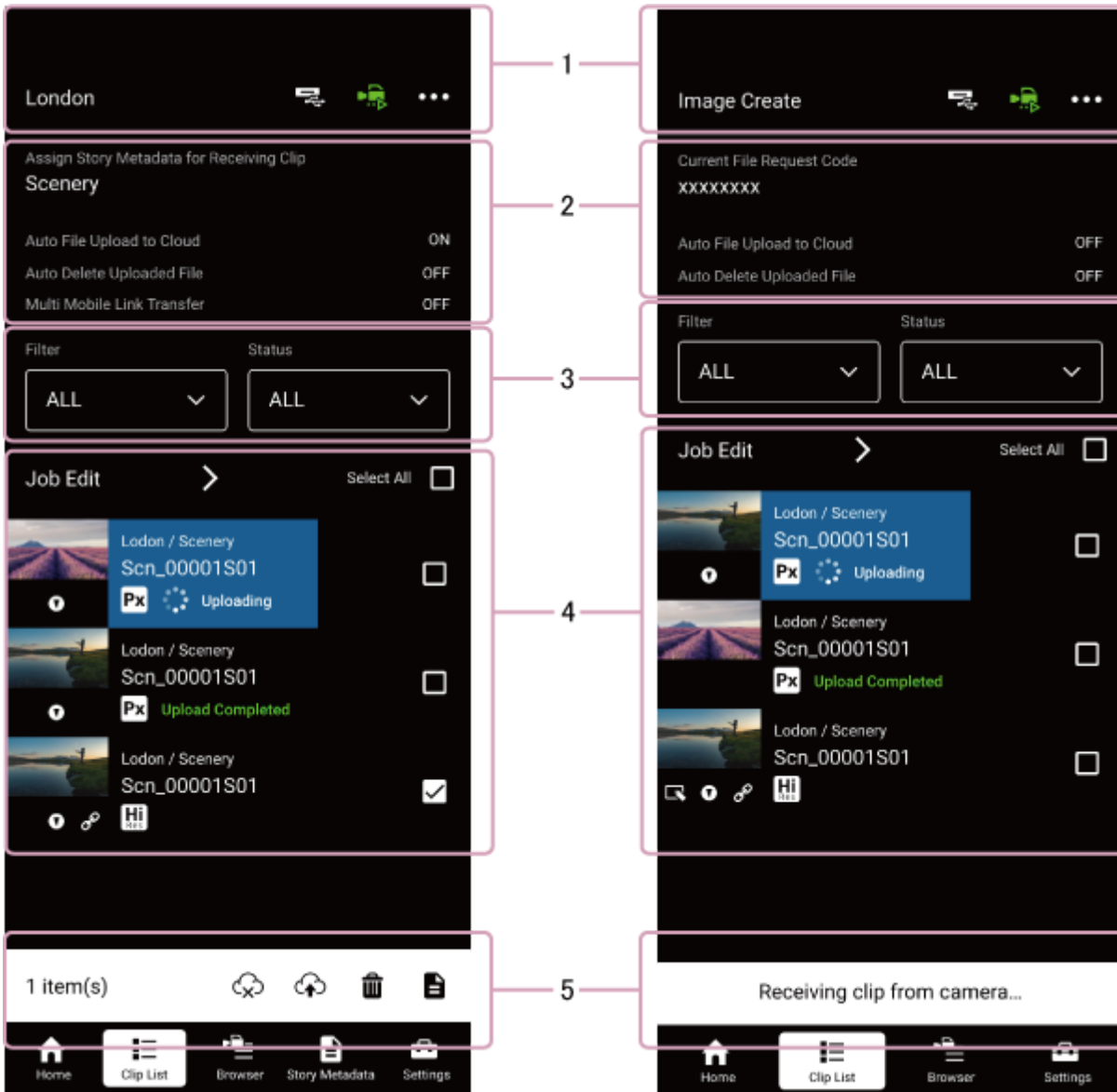
1. Header area
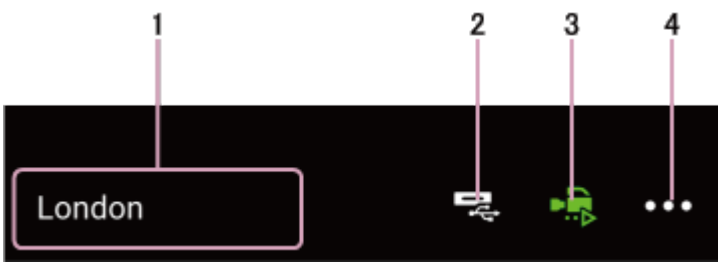
1. **Group name display**
   When [Assign Story Metadata for Received Clips] is set to [Unassigned], displays the name of the group to which to upload clips that have no assigned story metadata.
2. (Card reader)
   Use when reading a clip from a card reader.

3. ▨ (Connect/disconnect camera)
Use to connect and disconnect a camera. The icon changes to green when connected with a camera that supports QR code connection or Bluetooth connection.

4. ⚫⚫⚫ (Options)
Displays the options menu.

2. Settings information display area

- **[Assign Story Metadata for Received Clips] (C3 Portal connections only)**
When a clip is transferred from a camera, the story metadata displayed here is automatically assigned to the clip. You can change the story metadata to be assigned on the [Edit Story Metadata] screen.

- **[Current File Request Code] (Ci connections only)**
Displays the file request code being used. You can press [Change File Request Code] on the [Manage File Request Code] screen to change the file request code to use.

- **[Auto File Upload to Cloud]**
Displays whether the function for automatically uploading clips in the clip list to the cloud service is on or off. The on/off switch setting is configured on the Home screen or [Receive Settings] screen.

- **[Auto Delete Uploaded File]**
Displays whether the function for automatically deleting clip data saved on the smartphone after uploading the clip to the cloud service is on or off. The on/off switch setting is configured on the [Receive Settings] screen.

> **Note**
>
> ● When this function is on, clip data uploaded to the cloud service is deleted from the smartphone. The clip list handling varies depending on the connected cloud service.
>
> — For C3 Portal connections: Clips deleted automatically still appear in the clip list, but can no longer be previewed.
> — For Ci connections: Clips deleted automatically still appear in the clip list immediately after being deleted, but are deleted from the clip list when the file request code is changed.

- **[Multi Mobile Link Transfer] (Android version only) (C3 Portal connections only)**
Displays the setting of the Multi Mobile Link Transfer function. This item is displayed only when an option license is activated.

> **Note**
>
> ● Support for this function on iOS is planned for a future release.

3. Filtering/job edit area

- **[Filter]**
Filters the clip list display according to the story metadata assigned to the clips. You can also filter by clip type (proxy, high-res, chunk file transfer in progress).

> **Note**
>
> ● Filtering by story metadata is supported for C3 Portal connections only.
>
> ● Filtering of clips during chunk file transfer is supported for C3 Portal connections only.

- **[Status]**
Filters the clip list display according to the upload status and essence marks of the clips.

- **[Job Edit]**
Tap to display the [Job Edit] screen.

4. Clip information display area
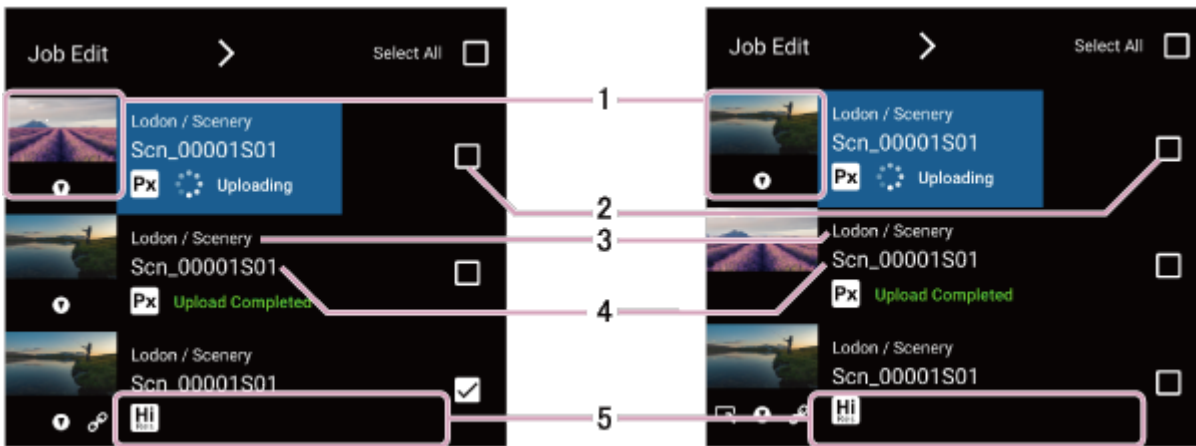
> **Note**
>
> - When there are no clips displayed on the Clip List screen, the [Camera] button and [Card Reader] button are displayed in the same way as on the Home screen.

1. **Thumbnail view**

   Displays clip thumbnails. An icon indicating the status of a clip is also displayed below the thumbnail. However, when a clip is being uploaded using chunk file transfer, "CHUNK" is displayed instead of the thumbnail.

   > **Note**
   >
   > - Chunk file transfer is supported for C3 Portal connections only.

   Clip status

   - ▮ (Essence mark): Indicates the presence of essence marks in a clip.
   - ▮ (Link): Indicates that the high-resolution file and proxy file are linked. Displayed only for high-resolution files.
   - ▮ (Metadata unedited): Indicates that required metadata has not been edited. Displayed only for Ci connections.

2. **Selection button**

   Tap to select clip. To select all clips, place a check mark in [Select All] at the top right of the list.

3. **Group/story metadata display**

   Displays the group and story metadata assigned to the clip.

4. **Clip name**

   Displays the name of the clip.

5. **Status display**

   Displays the upload status and clip information.

   Upload status

   - [Upload Waiting]: Waiting to upload
   - [Uploading]: Uploading
   - [Upload Completed]: Upload completed
   - [Upload Canceling]: Upload canceled
   - [Upload Pending]: Upload is temporarily stopped because this app is busy with chunk file transfer from the camera or other reason.
   - [Upload Suspended]: Paused due to operation canceled by the user
   - [Upload Error]: Error occurred during uploading

   Clip information

   - ▮ (High-Res): Indicates that the clip is a high-resolution file.
   - ▮ (Proxy): Indicates that the clip is a proxy file.
   - ▮ (Chunk file): Indicates that the clip is a chunk file. Displayed only for C3 Portal connections.

5. Action bar / message

When a clip is selected, displays icons for controlling clip operations. Icons for operations that cannot be executed are disabled.
Messages are displayed while transferring a clip from a camera or copying a clip from a card reader.

- ☁ (Start upload): Start uploading the selected clip. If multiple clips are selected, the upload will start from the clip at the bottom of the list.

  Note

  - When connected to Ci, clips for which required metadata has not been edited cannot be uploaded. Edit the metadata and then upload.

- ☁ (Stop upload): Stop uploading the clip.
- 🗑 (Delete clip): Delete the selected clip.
- 📄 (Assign story metadata/edit metadata): Assign story metadata to the selected clip when connected to C3 Portal. Tap the icon and select the story metadata in the displayed dialog. Edit the metadata for the selected clip when connected to Ci.

Related Topic

- [Structure of the Job Edit Screen](#)

Creators' App for enterprise

Clip List Operations

Filtering clips

Select the type of clips in the [Filter] drop-down list and select story metadata to display only those clips matching the search criteria in the clip list.

> **Note**
>
> ● Filtering by story metadata is supported for C3 Portal connections only.

Select the upload status or essence mark status in the [Status] drop-down list to display only those clips with the selected status in the clip list.
You can also filter the clips displayed in the clip list using both [Filter] and [Status].

Selecting multiple clips

You can tap the selection button of each clip to select a clip. To select multiple clips, tap the selection button of all of the corresponding clips. To deselect clips, tap the selection button of the corresponding clips again.
To select all clips displayed in the list, place a check mark in [Select All] at the top right of the list or select [Select All Clips] from ••• (Options) at the top of the screen. To deselect all clips, clear the check mark in [Deselect All] at the top right of the list or use the ••• (Options) menu.

Deleting a clip

Select all the clips you want to delete and tap 🗑 (Delete clip) in the action bar or select [Delete Selected Clips] from ••• (Options) at the top of the screen.

Stopping clip uploads during chunk file transfer

Select [Cancel Uploading Clips during Chunk File Transfer] from ••• (Options) at the top of the screen.

> **Note**
>
> ● The status of the clip changes while a chunk file is being transferred from a camera to this app, and when uploading a transferred chunk file from this app to a cloud service. If you cancel a transfer job while a chunk file is being transferred, an upload error will occur and you will not be able to re-upload it.

Creators' App for enterprise

Changing Story Metadata to Assign to a Clip (C3 Portal connections only)

When a clip is transferred from a camera or card reader, the story metadata displayed in [Assign Story Metadata for Received Clips] on the Clip List screen is assigned to the clip.
You can change the story metadata to be assigned on the [Select Story Metadata] screen before receiving the clip from a camera or card reader. Tap (Story Metadata) in the launcher bar to display the [Select Story Metadata] screen and select the story metadata that you want to assign.

Note

- Regardless of changes to this setting, the story metadata already assigned to clips received from a camera or card reader does not change. To change the story metadata assigned to a clip already received, select the clip and tap (Assign story metadata) in the action bar. You can change the story metadata assigned to a clip in the displayed dialog.

Related Topic

- [Select Story Metadata] Screen Operations (C3 Portal connections only)

Creators' App for enterprise

Editing Clip Metadata (Ci connections only)

Editing metadata

Select the clip for which you want to edit the metadata and tap ▤ (Edit metadata) to display the [Edit Metadata] screen.

> **Hint**
>
> - You can also display the [Edit Metadata] screen using the following actions.
>   - Select a clip on the Clip List screen, tap ••• (Options), and tap [Edit Metadata for Selected Clips].
>   - Tap ••• (Options) on the preview screen and tap [Edit Metadata].
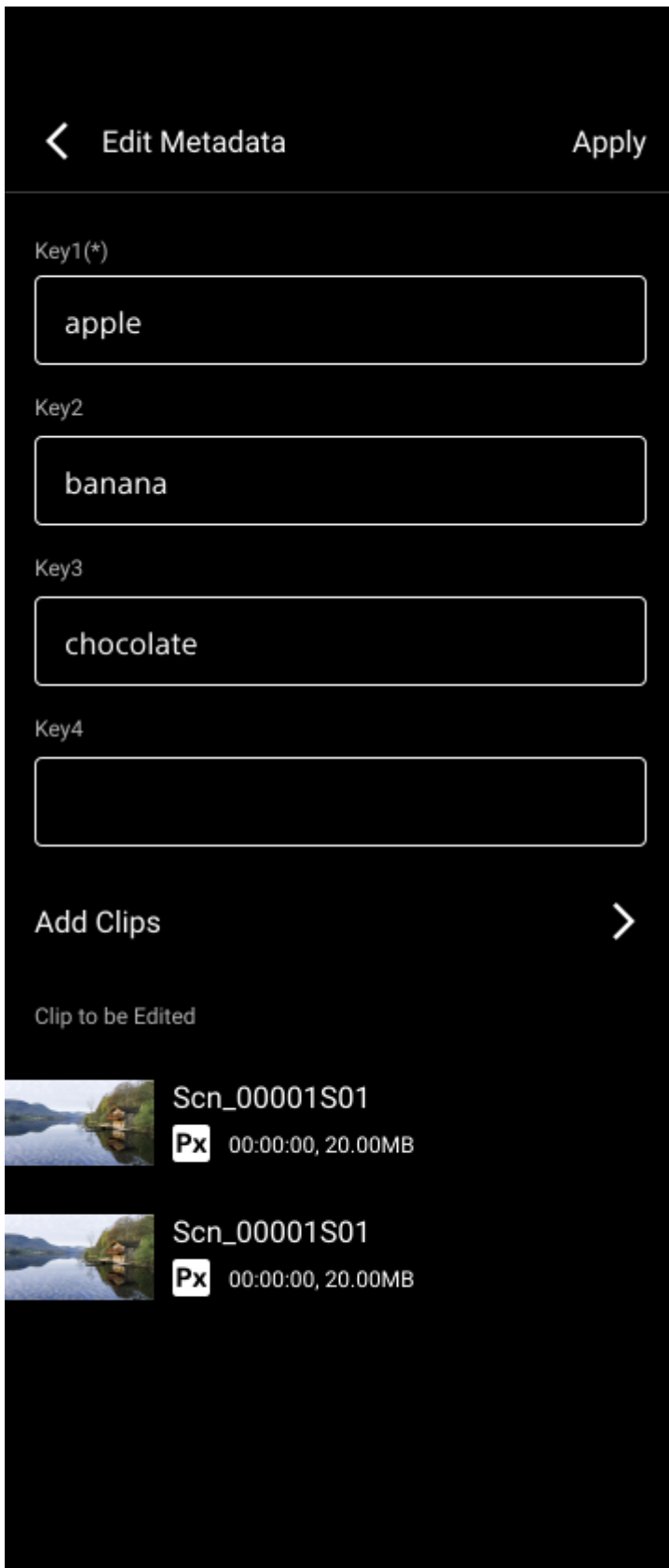
Edit the contents of each item on the [Edit Metadata] screen, then tap [Apply] to apply the edited metadata.

To apply edited metadata to another clip

After editing metadata, tap [Add Clips] on the [Edit Metadata] screen, select the clips to which you want to apply the edited metadata on the Clip List screen, and tap [Add Selected Clips].

> **Note**
>
> - If you add a clip for which the metadata has already been edited, the previous edited contents are retained until you tap [Apply]. Tap [Apply] to overwrite the metadata.

About required metadata

If required metadata is configured for the file request code used for connection, target clips cannot be uploaded until you edit and apply the required metadata.

> **Note**
>
> - Even if the content for required metadata has already been configured in Ci, you still need to tap [Apply] on the [Edit Metadata] screen.

Required metadata items are indicated by a "(*)" suffix added to the key name on the [Edit Metadata] screen.
Also, (Unedited) is displayed on the Clip List screen for clips that include required metadata that has not been edited.

Creators' App for enterprise

Previewing a Clip

Tap a clip on the Clip List screen or [Job Edit] screen to display the preview screen.
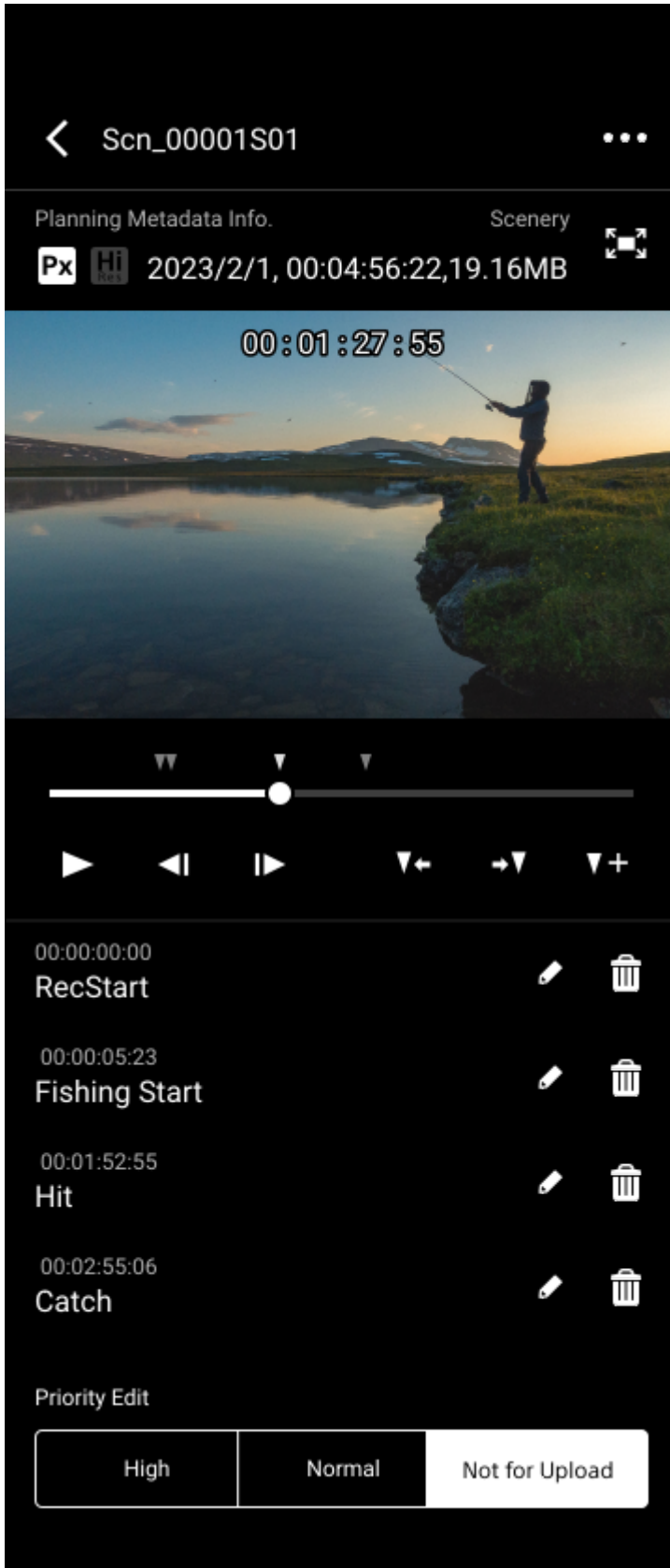
You can preview a clip, add essence marks, and change the upload priority on the preview screen.

Control the preview playback using the seek bar and buttons below the preview image.

- ▶ : Play the preview image.
- ◀Ⅰ Ⅰ▶ : Tap to move to the previous/next frame of the preview image.
- ▼← →▼ : Tap to move to the previous/next essence mark position.

Also, the essence marks attached to a clip are displayed in list view. Tap a mark in the list to jump to the frame to which that essence mark is attached.

Related Topic

- Adding and Deleting Essence Marks
- Changing the Clip Upload Priority

Creators' App for enterprise

Adding and Deleting Essence Marks

Tap ▼+ (Add essence mark) on the preview screen to add an essence mark.
The essence mark is attached to the frame that is displayed at that point. The added essence mark is also displayed in the list at the bottom of the screen.

To delete an essence mark

Tap 🗑 (Delete) on the right side of an essence mark to delete the essence mark.
To delete all essence marks added to a clip, tap ••• (Options) and select [Delete All Essence Marks].

Related Topic

- [Previewing a Clip](#)

Creators' App for enterprise

Changing the Clip Upload Priority

You can change the upload priority of a clip being previewed on the preview screen. Tap a change priority button at the bottom of the screen to select a priority level.

- [High]: Upload the clip from among the pending upload clips with the highest priority. If another clip is currently uploading, the upload will start when the current clip upload finishes. The clip is displayed at the top of the [Upload Order] list on the [Job Edit] screen.
- [Normal]: Upload the clip from among the pending upload clips with the lowest priority. The clip is displayed at the bottom of the [Upload Order] list on the [Job Edit] screen.
- [Not for Upload]: Do not upload. The clip is displayed in [Clip List Available for Upload] on the [Job Edit] screen.

Note

- If a clip is currently uploading, the upload takes place in the background when you switch from the Clip List screen to the preview screen. When you switch to the preview screen from the [Job Edit] screen, any upload that was in progress while the [Job Edit] was displayed is paused and remains paused while the preview screen is displayed.

- Changes to the upload priority are applied when you switch back from the preview screen to the previous screen.

- To change the upload priority of multiple clips, use the [Job Edit] screen.

- When previewing a clip that is being uploaded, [High] and [Normal] cannot be selected.

Related Topic

- Previewing a Clip
- Job Edit Operations

Creators' App for enterprise

Uploading a Clip

Note

- When [Auto File Upload to Cloud] on the [Settings] screen is on, clips are automatically uploaded to the cloud service.

- When connected to Ci, [Auto File Upload to Cloud] is disabled if you are using a file request code that includes required metadata.

Clips transferred from a camera can be uploaded to the cloud service from the Clip List screen.
Select a clip and tap (Start upload) in the action bar or select [Upload Selected Clips] from (Options) to start uploading the clip. If another clip is currently uploading, the upload will start when the current upload finishes.
To upload multiple clips simultaneously, select all the files you want to upload and use the same procedure as above.

Hint

- The upload can also be configured on the preview screen and [Job Edit] screen.

To stop uploading

Select a clip and tap (Stop upload) in the action bar or select [Cancel Selected Clips Upload] from (Options).
To stop uploading multiple clips simultaneously, select all the files you want to stop uploading and use the same procedure as above.

Hint

- The upload can also be stopped on the preview screen and [Job Edit] screen.

During chunk file transfer from a camera

When connected to C3 Portal
During chunk file transfer from a camera, (Chunk file transfer in progress) is displayed for the corresponding clip in the list.
If chunk file transfer from a camera is started while uploading clips, the chunk file transfer has priority, and the uploading of other clips is paused.
When connected to Ci
An error is displayed if you attempt to use chunked file transfer from a camera.

Errors when uploading

The following describes the error codes and description of possible errors.

When connected to C3 Portal

901: Failed to connect upload destination (connection failed due to incorrect URL, port, or other cause)
902: Insufficient server capacity
903: No file to send or cannot access the source file to send
904: Certification authentication error on upload destination
905: Login failed (incorrect user ID or password)
906: Incorrect upload destination settings (for example, lack of write permission to the upload destination)*
907: Proxy configuration error*
908: Communication error (for example, network connection lost)
909: Chunk file transfer status error
910: File capacity license error on the cloud side

When connected to Ci

Error codes when uploading to Ci are displayed in "x-yyy" format. The "yyy" portion indicates the following errors.

400: Upload settings are incorrect

401: No permission to access the upload destination

403: Connection to upload destination is restricted

404: Failed to connect upload destination (connection failed due to incorrect URL or other cause)

409: Resource conflict occurred at upload destination

500: Temporary failure occurred at upload destination

503: Upload destination is temporarily unavailable due to maintenance

901: No response from the upload destination

Note

- A chunk file for which an error was output during uploading cannot be re-uploaded.

Hint

- If a 401 error occurs, try returning to the file request code entry screen and entering the code again.

- If a 409, 500, or 503 error occurs, wait a while and try uploading again.

- If a 901 error occurs, check that there is no problem in the communication environment, and try uploading again.

Related Topic

- Changing the Clip Upload Priority

- Job Edit Operations

Creators' App for enterprise

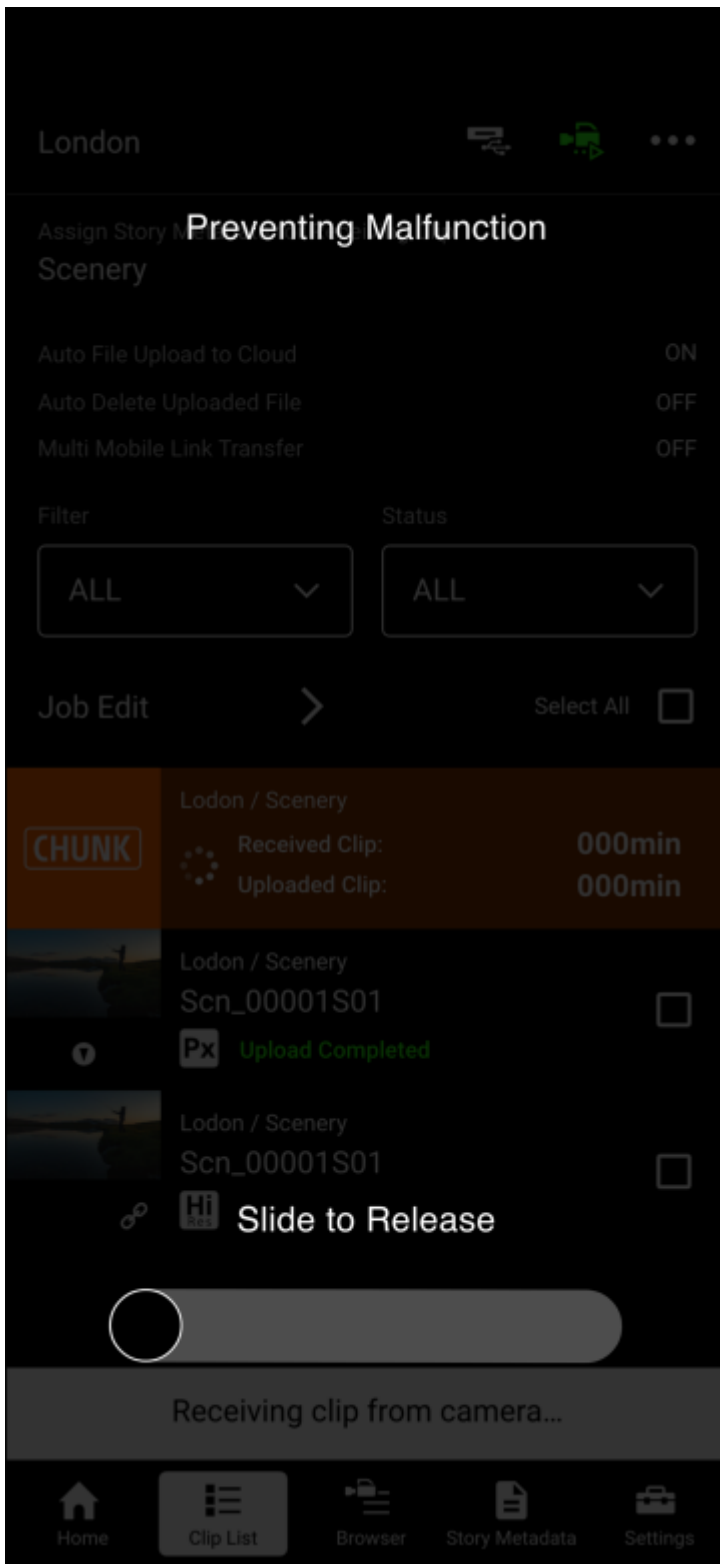## Malfunction Prevention Mode (iOS only)

In iOS, this app cannot operate in the system background. Accordingly, if you switch to another app on the smartphone or the smartphone enters sleep mode, this app is paused and any clip transfer or upload stops. Also, it may be necessary to log in again when resuming this app.
To avoid this, you can set this app to Malfunction Prevention mode.

Note

- This function does not completely prevent this app from being placed in the background.

To enable Malfunction Prevention mode, tap ••• (Options) on the Clip List screen and select [Malfunction Prevention Mode].

London

Assign Story M **Preventing Malfunction**
Scenery

Auto File Upload to Cloud		ON
Auto Delete Uploaded File		OFF
Multi Mobile Link Transfer		OFF

Filter   Status

ALL   ∨   ALL   ∨

Job Edit   >   Select All ☐

CHUNK

Lodon / Scenery
Received Clip: 000min
Uploaded Clip: 000min

Lodon / Scenery
Scn_00001S01   ☐
Px Upload Completed

Lodon / Scenery
Scn_00001S01   ☐
Hi **Slide to Release**

◯

Receiving clip from camera...

🏠 Home   ☰ Clip List   Browser   Story Metadata   Settings

Slide the [Slide to Release] lock to the right to cancel Malfunction Prevention mode and return to the Clip List screen.

Creators' App for enterprise

[Select Story Metadata] Screen Operations (C3 Portal connections only)

Displaying the [Select Story Metadata] screen

Tap (Story Metadata) in the launcher bar to display the [Select Story Metadata] screen.
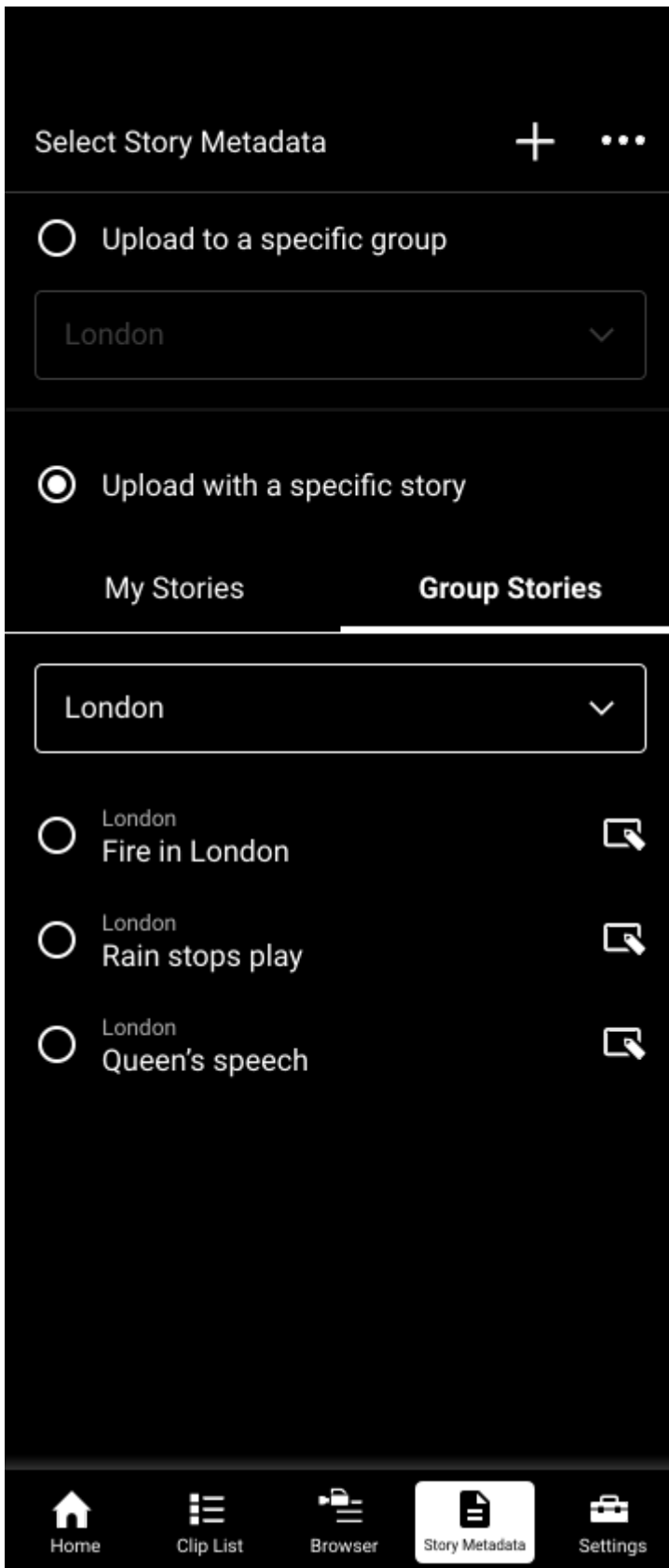
The following operations are available on the [Select Story Metadata] screen.

- Selecting story metadata to assign to clips
- Selecting an upload destination group when not assigning story metadata to clips
- Creating/editing story metadata
- Deleting story metadata

Note

- You can select story metadata to assign to clips or select an upload destination group when not assigning story metadata to clips. Both cannot be selected.

Selecting story metadata to assign to clips

When [Upload with a specific story] is selected, the story metadata available for selection is displayed on the [My Stories] tab and [Group Stories] tab.

- [My Stories] tab: Displays all story metadata assigned to you.
- [Group Stories] tab: Displays the story metadata associated with the specified group.

When you select story metadata, a confirmation dialog appears prompting you to switch to another screen. Tap [Set] to continue. The story metadata that will be assigned when a clip is transferred from a camera or imported from a card reader changes.

Note

- The story metadata selected here is not reflected in clips that are already saved in this app. To change the story metadata of clips already saved in this app, use the Clip List screen.

Selecting an upload destination group when not assigning story metadata to clips

When [Upload to a specific group] is selected, a pull-down list for selecting a clip upload destination group becomes enabled. Select a group to which to upload clips.

Note

- If story metadata is already assigned to a clip transferred from a camera or imported from a card reader, the clip cannot be uploaded to the group selected here. It will be uploaded to the group specified by the assigned story metadata.

Creating/editing story metadata

To create new story metadata, tap ⊞ (Add). To edit story metadata, tap ⬀ (Edit) for that story metadata. Configure each item displayed on the [Edit Story Metadata] screen and tap [Save].

Hint

- The NRCS Operator role for the target group is required to create story metadata. The NRCS Operator, Media Editor, or Media Manager role for the target group is required to edit story metadata. You can check and grant permissions using C3 Portal.

To delete story metadata

Select the story metadata to delete and then select [Delete Selected Story Metadata] from ••• (Options) at the top of the screen.
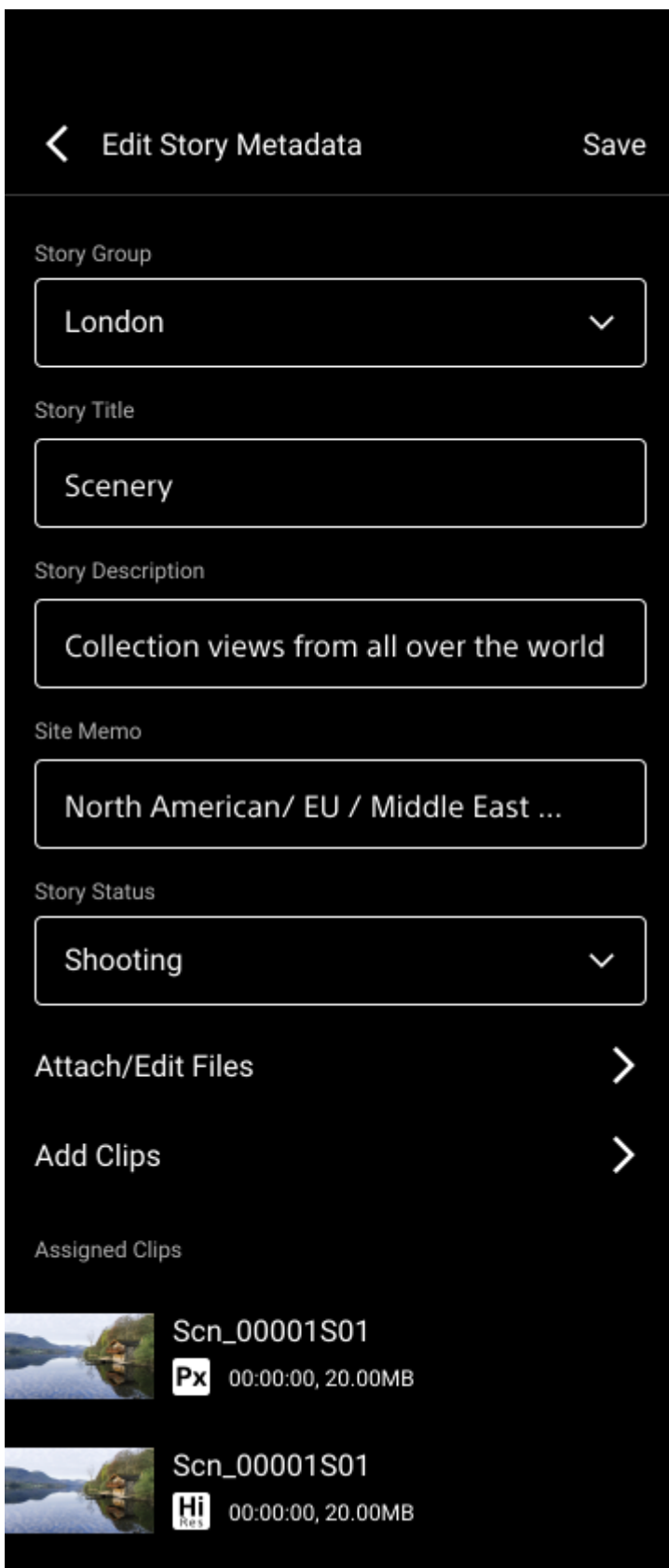Note that story metadata that is being edited on the cloud service cannot be deleted.

Creators' App for enterprise

[Edit Story Metadata] Screen Operations (C3 Portal connections only)

Displaying the [Edit Story Metadata] screen

Tap (Edit) for the story metadata you want to edit on the [Select Story Metadata] screen to display the [Edit Story Metadata] screen.

Attaching a file to story metadata

Tap [Attach/edit files].
In the displayed list of attached files, tap ➕ (Add) and specify a file to attach.

To delete an attached file

Swipe an attached file in the list to the left and tap 🗑 (Delete) to delete that attached file.

Assigning story metadata to a clip

Tap [Add Clips].

Select the clip to which you want to assign story metadata in the displayed clip list and tap [Add Selected Clips].

If a clip that has story metadata already assigned is selected, the assignment of the existing story metadata is canceled, and the selected story metadata is assigned.

Creators' App for enterprise

Structure of the Camera Browser Screen

Tap [Browser] (Browser) in the launcher bar to display the [Camera Browser] screen.
You can use the [Camera Browser] screen to check, play, and transfer clips in the camera connected with this app.

> **Note**
>
> - [Browser] (Browser) in the launcher bar is enabled only when a camera and this app are connected using a QR code. To use the camera browser function, connect the camera and this app using a QR code beforehand.

1 ——

Camera Browser • • •

2 ——

| All | Proxy | High-Res |

3 ——

Deselect All ☑

Scn_00001S01
Px AVC Proxy, 00:05:23:10 ☑

Scn_00001S01
Hi Res AVC35, 00:05:23:10 ☑

Scn_00001S01
Px AVC Proxy, 00:01:45:10 ☑

Scn_00001S01
Hi Res AVC35, 00:01:45:10 ☑

4 ——

4 item(s) ×⬚ ⤷

| Home | Clip List | Browser | Metadata | Setting |

1. Header area

Camera Browser • • •

1   2

66
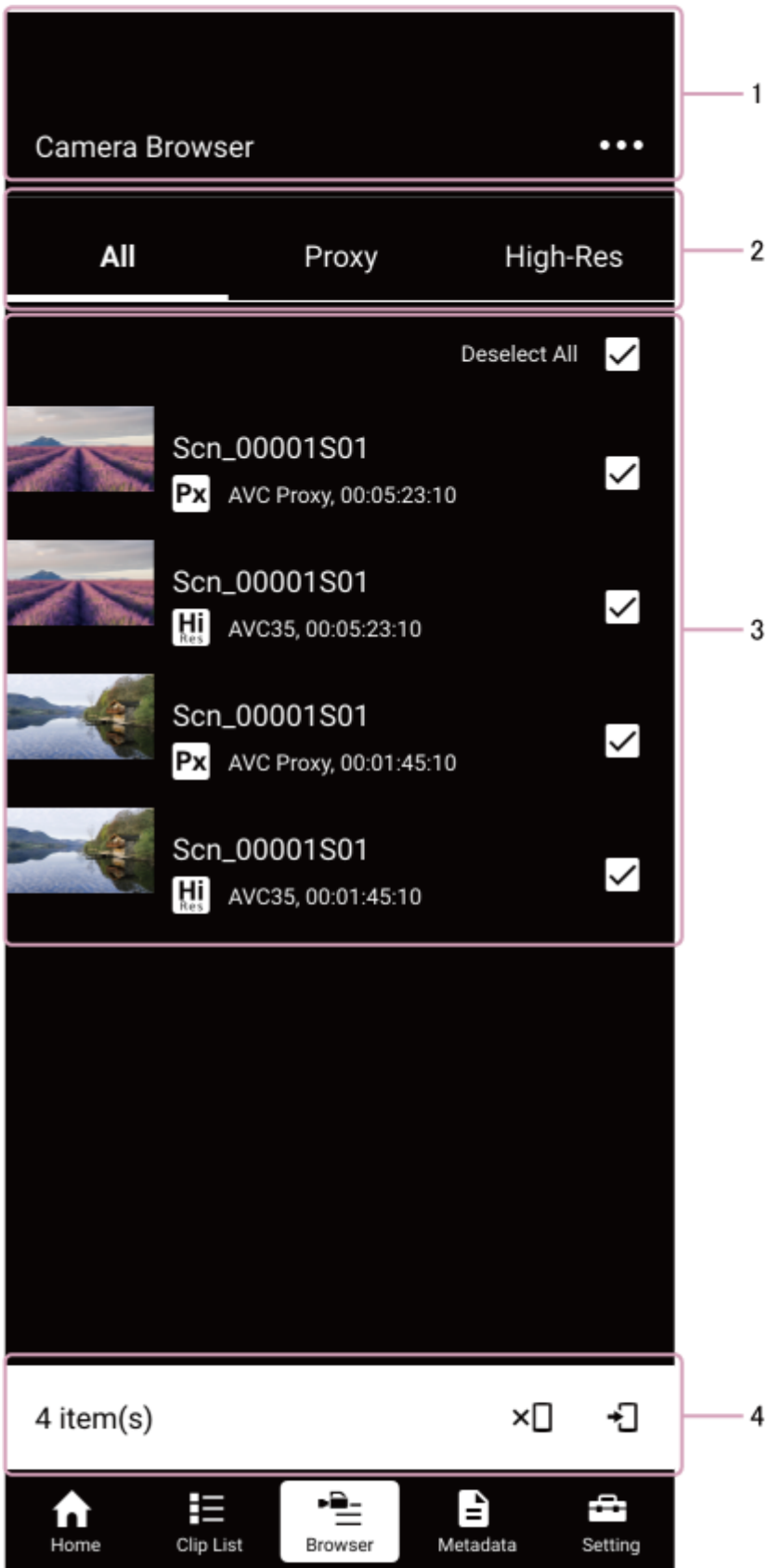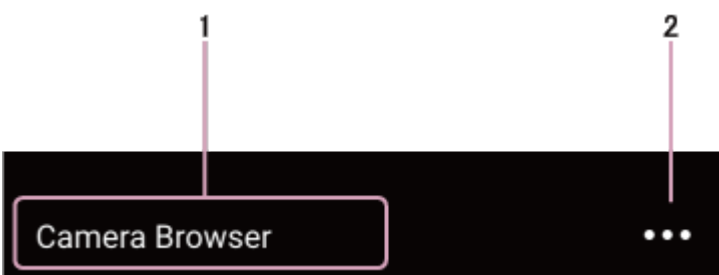
1. **Screen name display**
   Displays the name of the screen. "Camera Browser" (fixed) is displayed.
2. **■■■ (Options)**
   Displays the options menu.

2. Filtering area

You can switch tabs to filter the type of clips to display in the clip information display area. If the connected camera has slots for multiple recording media, radio buttons for selecting a slot are displayed on the [Proxy] tab and [High-Res] tab.

3. Clip information display area

1. **Thumbnail view**
   Displays clip thumbnails. A progress bar indicating the transfer status is also displayed below each thumbnail.
2. **Selection button**
   Tap to select clip. To select all clips, place a check mark in [Select All].
3. **Clip name**
   Displays the name of the clip.
4. **Status display**
   Displays the clip type, codec, and duration.

   - **Hi Res** (High-Res): Indicates that the clip is a high-resolution file.
   - **Px** (Proxy): Indicates that the clip is a proxy file.

4. Action bar

When a clip is selected, displays icons for controlling clip operations. Icons for operations that cannot be executed are disabled.

- ⭲ (Start transfer): Start transfer of a clip from the camera to this app manually. If another clip is currently being transferred, the transfer will start when the current transfer finishes.
- ✕▯ (Stop transfer): Stop transfer of a clip from the camera to this app.

Creators' App for enterprise

Camera Browser Operations

Filtering clips

You can switch tabs in the filtering area to filter the type of clips to display. If the connected camera has slots for multiple recording media, radio buttons for selecting a slot are displayed on the [Proxy] tab and [High-Res] tab.

- [All]: Display all the types of clips.
- [Proxy]: Display only proxy file clips.
- [High-Res]: Display only high-resolution file clips.

Selecting multiple clips

You can tap the selection button of each clip to select a clip. To select multiple clips, tap the selection button of all of the corresponding clips. To deselect clips, tap the selection button of the corresponding clips again.
To select all clips displayed in the list, place a check mark in [Select All] at the top right of the list or select [Select All Clips] from ▪▪▪ (Options) at the top of the screen. To deselect all clips, clear the check mark in [Deselect All] at the top right of the list or use the ▪▪▪ (Options) menu.

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Transferring a Clip on a Camera

You can transfer clips on a camera to this app using the [Camera Browser] screen.
Select a clip and tap ⏎] (Start transfer) in the action bar or select [Transfer Selected Clips] from ⋯ (Options) to start transferring the clip. If another clip is currently being transferred, the transfer will start when the current transfer finishes.
To transfer multiple clips simultaneously, select all the files you want to transfer and use the same procedure as above.

To stop transferring

Select the clip and tap ×] (Stop transfer) in the action bar.

Chunk file transfer

If there are clips recorded as chunk files on a camera, you can check the clips on the [Camera Browser] screen, but you cannot transfer them to this app.

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Previewing a Clip on a Camera

Tap a clip on the [Camera Browser] screen to display the preview screen.
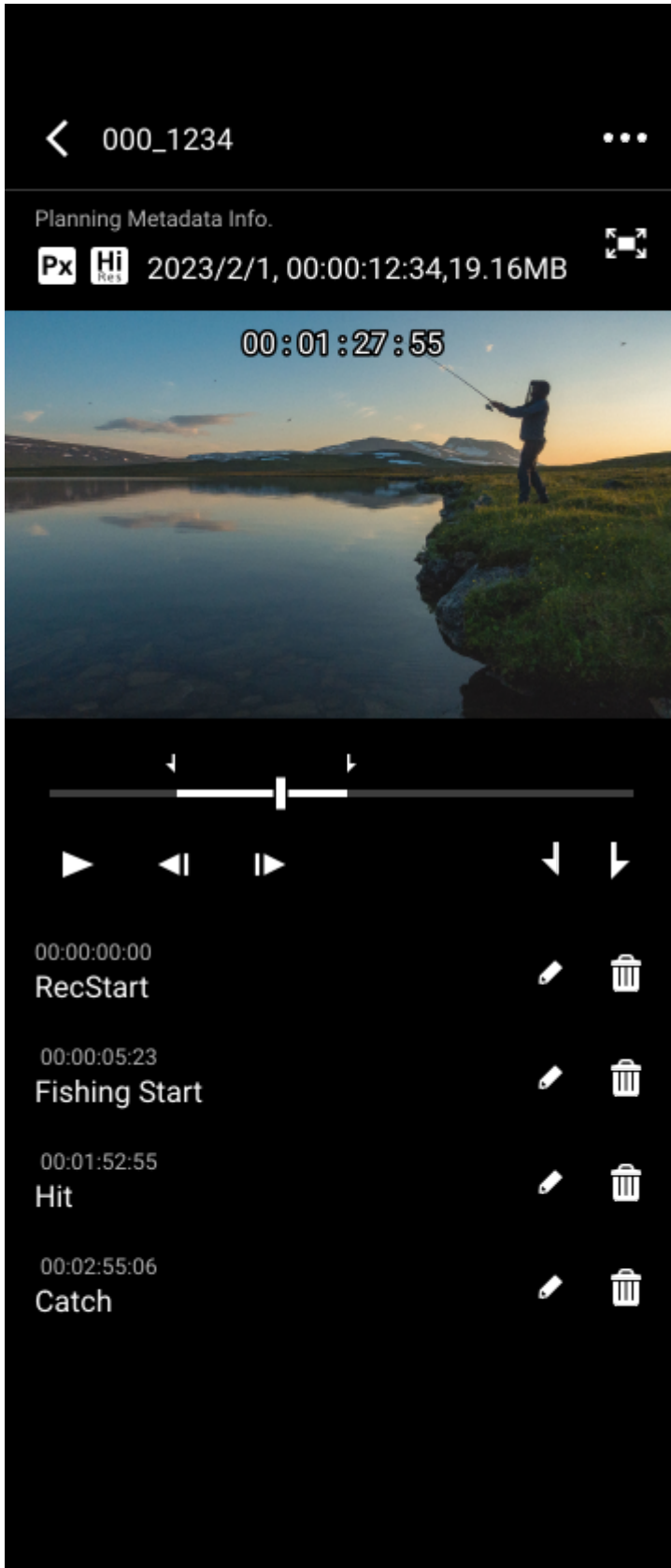
You can preview a clip and set in-point/out-point marks on the preview screen. Setting in-point/out-point marks allows you to trim a clip for transfer.

> **Note**
> - Setting in-point/out-point marks for trimming clips is supported only for high-resolution clips.

Control playback using the seek bar and buttons below the preview image.

- ▶ : Play the preview image.
- ◁| |▷ : Tap to move to the previous/next frame of the preview image.
- ◀ : Tap to set an in-point mark at the current playback position.
- ▶ : Tap to set an out-point mark at the current playback position.

To trim and transfer a clip

Set in-point/out-point marks on a clip, tap ••• (Options) and select [Execute Trim Transfer]. The clip is trimmed to the region between the in-point and out-point marks, and the trimmed portion is transferred to this app.

> **Note**
> - If you tap [Execute Trim Transfer] without setting in-point/out-point marks, normal clip transfer is performed.
>
> - Once a trimmed transfer is started, it cannot be canceled from this app.

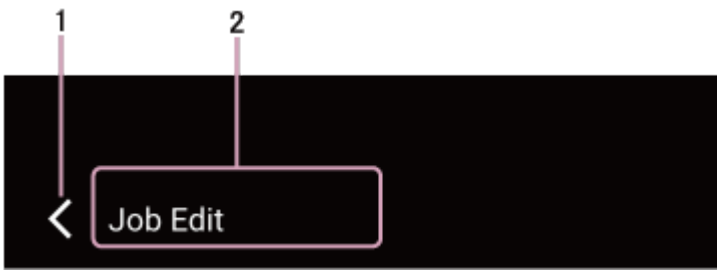Creators' App for enterprise

Structure of the Job Edit Screen

Tap [Job Edit] on the Clip List screen to display the [Job Edit] screen.
You can select whether to upload each clip and change the priority of each clip on the [Job Edit] screen.
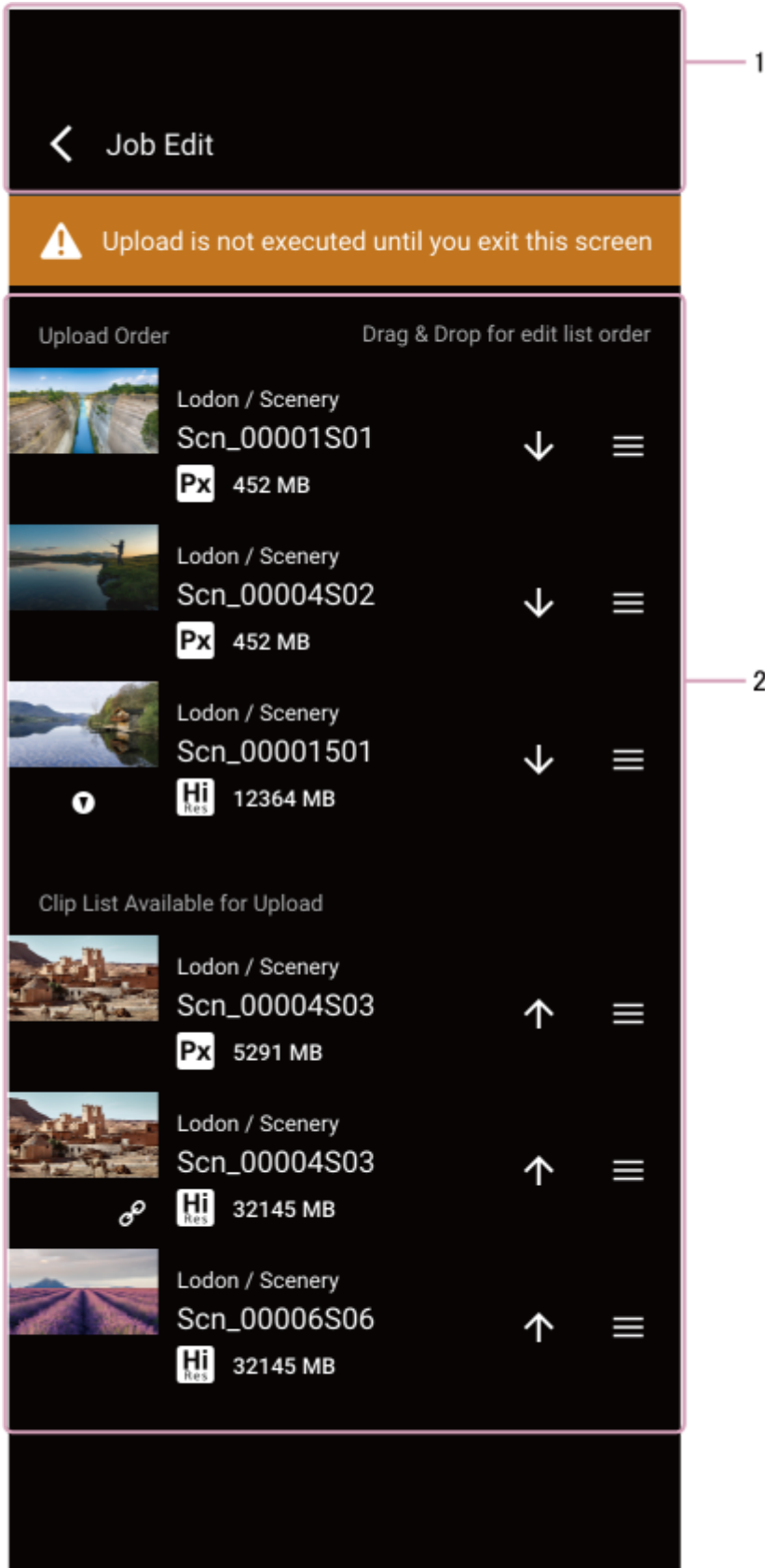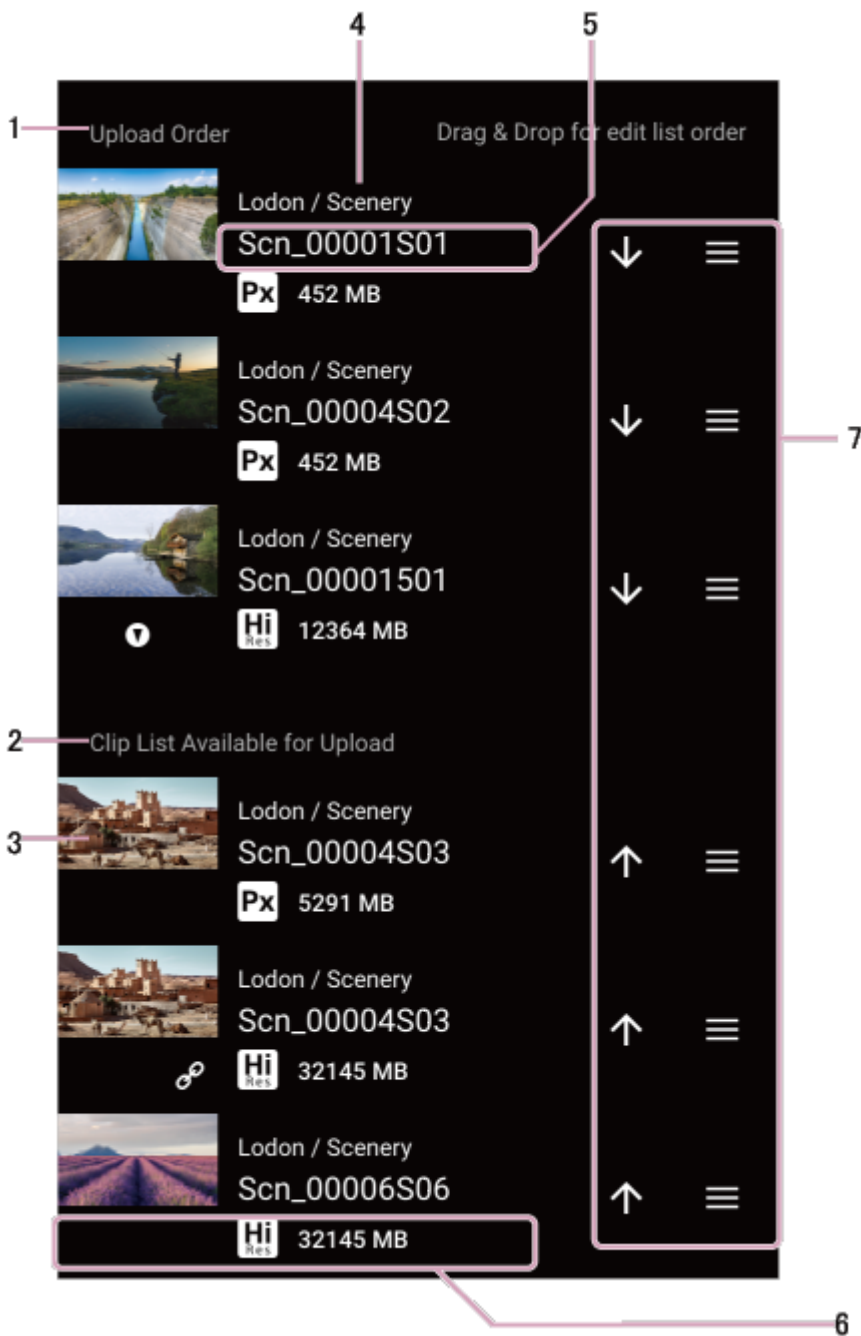
1. Header area

1. **<** (Back)
   Returns to the Clip List screen.
2. **Screen name display**
   Displays the name of the screen. "Job Edit" screen (fixed).

2. Upload priority control area

1. **[Upload Order] list:**
   Displays the clips that are pending upload. Uploading takes place starting from the top of the list.

2. **[Clip List Available for Upload] list:**
   Displays the clips that can be uploaded from this app. The following clips are not displayed.

   - Clips during chunk transfer (C3 Portal connections).
   - Clips that require metadata (Ci connections)
   - Auto deleted clips
   - Clips received from the camera after switching to the [Job Edit] screen

3. **Thumbnail view**
   Displays clip thumbnails.
4. **Group/story metadata display**
   Displays the group and story metadata assigned to the clip.
5. **Clip name**
   Displays the name of the clip.
6. **Information view**
   Displays clip information and file size.

   - ⊞ (High-Res): Indicates that the clip is a high-resolution file.
   - ⊞ (Proxy): Indicates that the clip is a proxy file.
   - ⊞ (Essence mark): Indicates the presence of essence marks in a clip.
   - ⊞ (Link): Indicates that the high-resolution file and proxy file are linked. Displayed only for high-resolution files.
   - ⊞ (Chunk file): Indicates that the clip is a chunk file. Displayed only for C3 Portal connections.

7. **Job function buttons**
   Use to queue/cancel clips in the upload queue and change the upload priority.

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Job Edit Operations

You can use the [Job Edit] screen to queue/cancel clips for uploading and change the upload priority. When returning to the Clip List screen from the [Job Edit] screen, changes to queued/canceled clips and changes to the upload priority are applied and uploading is resumed.

- ↓ (Cancel upload): Tap to cancel uploading of a clip. The clip moves to the bottom of the [Clip List Available for Upload] list.
- ↑ (Queue upload): Tap to queue a clip for uploading. The clip is displayed at the bottom of the [Upload Order] list.
- ☰ (Clip handle): Tap and hold and then use drag & drop to queue/cancel uploading and change the position in the upload list.

> **Hint**
>
> - When you switch to the [Job Edit] screen, uploading stops. However, files undergoing chunk transfer are uploaded. When [Auto File Upload to Cloud] is set to the on position, clips received from a camera are uploaded while the [Job Edit] screen is displayed.
>
> - The upload priority of clips received from a camera after switching to the [Job Edit] screen is not displayed on the [Job Edit] screen and hence cannot be changed.
>
> - Tap a clip thumbnail on the [Job Edit] screen to display the preview screen.

Related Topic

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Multi Mobile Link Transfer (C3 Portal connections only)

Files on a camera can be uploaded to a cloud service more quickly using multiple smartphones on which this app is installed by making use of the Multi Mobile Link Transfer function.

Note

- An option license is required to use the Multi Mobile Link Transfer function.

- The Multi Mobile Link Transfer function is supported on Android smartphones only. Support for this function on iOS is planned for a future release.

- The number of smartphones that can be connected as a Forwarder (child device) depends on the number of Wi-Fi tethering connections supported by the smartphone used as the Distributor (parent device).

- Depending on your mobile device, it may be necessary to change the settings on the device to allow use of the mobile network and Wi-Fi at the same time.

- Use of this function via an access point is not recommended.

- The following functions cannot be used while using this function.
  - Job Edit function
  - Changing the upload priority of a clip on the preview screen
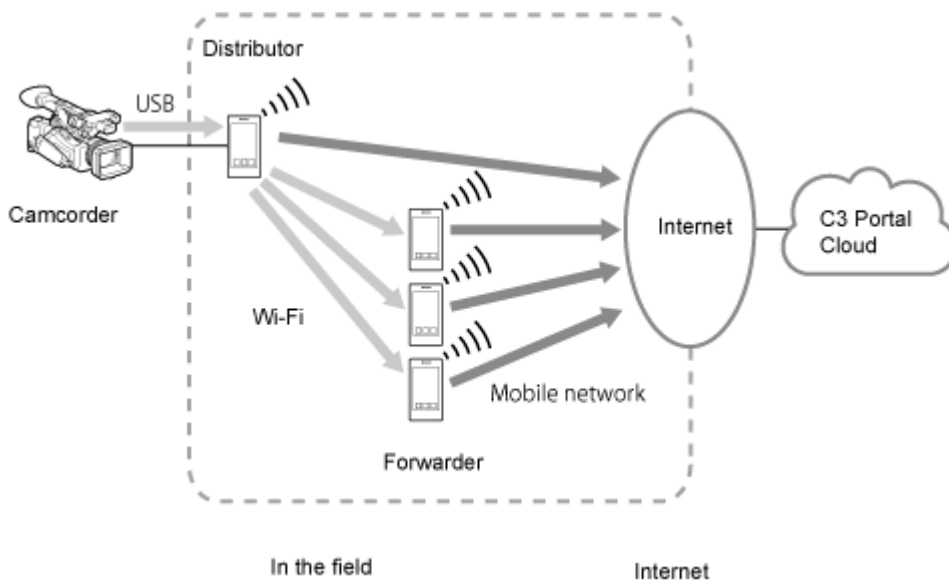
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Configuring Multi Mobile Link Transfer (C3 Portal connections only)

1 **Tap ▣ (Settings) in the launcher bar.**

The [Settings] screen appears.

2 **Tap [Multi Mobile Link Transfer].**

3 **Select [Distributor] or [Forwarder], and tap [Next].**

The screen in step 4 appears if the mode is already selected. To reselect the mode, tap [Select Mode].
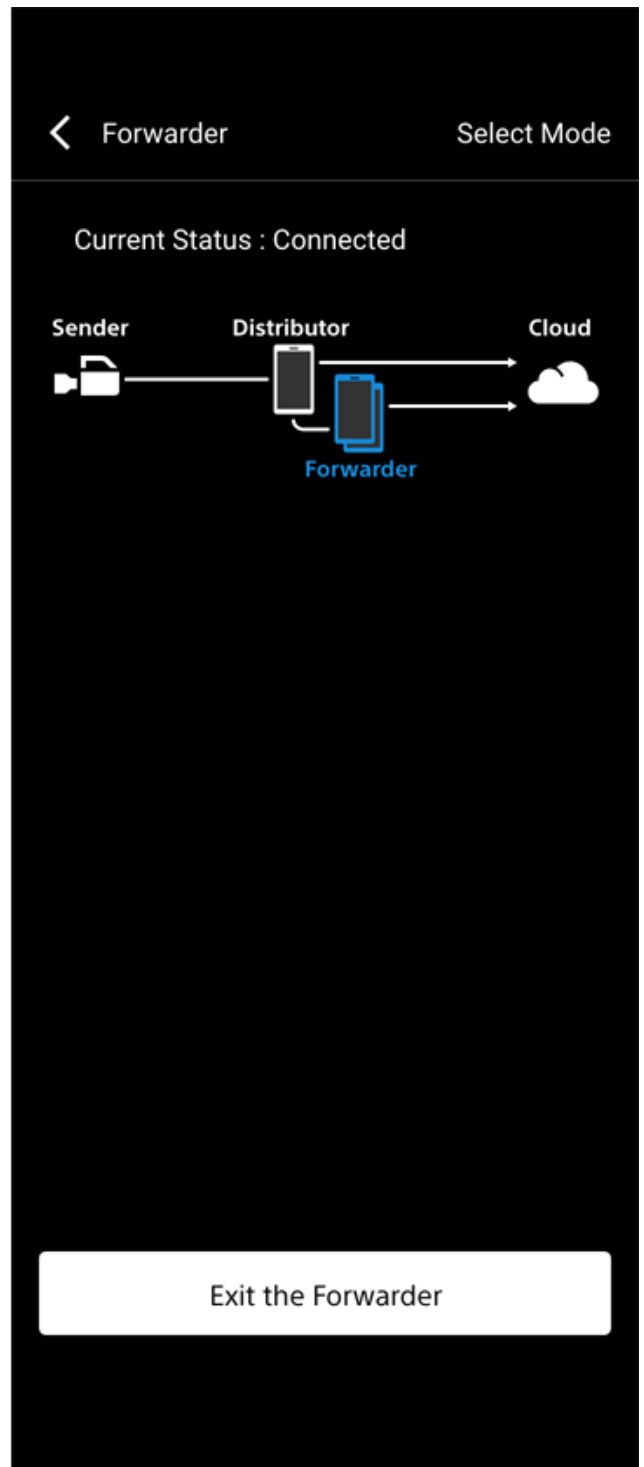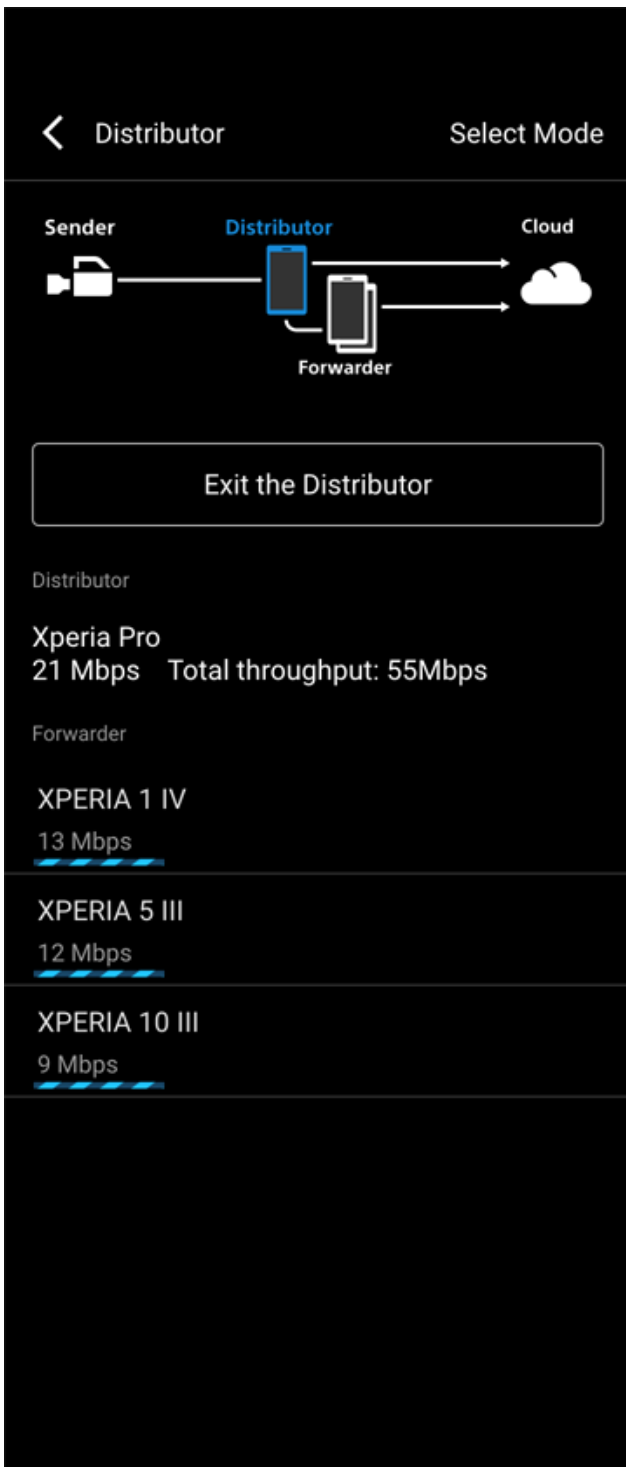
> **Note**
> - When connected via Wi-Fi, Wi-Fi takes precedence and you may not be able to tap [Next]. In this case, change to the mobile network connection and then tap [Next].

4 **Configure the smartphone communications settings.**

- When Distributor mode is selected, tap [Open Tethering Settings] and enable the tethering function of the smartphone.
- When Forwarder mode is selected, tap [Open Wi-Fi Settings] and connect to a Distributor using the Wi-Fi function of the smartphone.

5 **Tap [OK].**

When configuration is finished, the following screen appears.

Distributor — Select Mode

Sender | Distributor | Cloud
Forwarder

Exit the Distributor

Distributor

Xperia Pro
21 Mbps   Total throughput: 55Mbps

Forwarder

XPERIA 1 IV
13 Mbps

XPERIA 5 III
12 Mbps

XPERIA 10 III
9 Mbps

Forwarder — Select Mode

Current Status : Connected

Sender | Distributor | Cloud
Forwarder

Exit the Forwarder

Note

- The throughput value displayed on the Distributor screen is an estimate.

- If devices with different throughput are mixed, the transfer process may not be performed on the device with low throughput.

If an error occurs after finishing configuration, an icon appears in the location where the error occurred on the connection diagram.

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Multi Mobile Link Transfer Errors (C3 Portal connections only)

If an error occurs after finishing configuring Multi Mobile Link Transfer, an icon appears in the location where the error occurred on the connection diagram.
Check the device settings according to the corresponding error.

Distributor mode errors

Error occurred on the Distributor
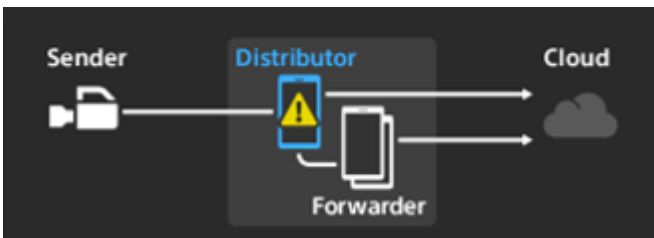
The following errors may occur.

- Uploading to the cloud service failed
- Unknown error

Check that you can connect to the Internet with the Wi-Fi function of the smartphone turned off, and relaunch this app. If the problem persists, check the server status of the cloud service with the server administrator.
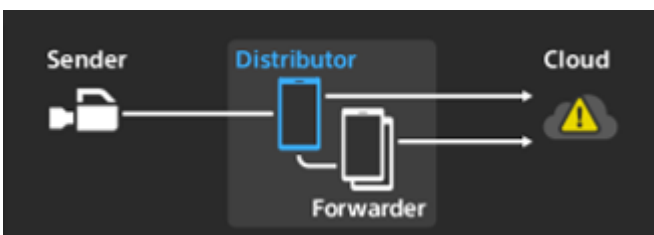
Error occurred on a Forwarder

A communication error occurred between the Distributor and a Forwarder.
Try the following.

- Check if a Wi-Fi tethering connection is established with the Forwarder, and reconnect the Forwarder.
- Relaunch this app on the Forwarder.

Error occurred in the cloud service
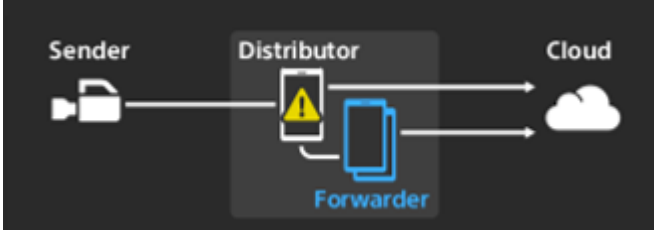

The following errors may occur.

- Data connection error
- No response from cloud service

- Connection with cloud service failed
- Cloud service certificate error

Check that you can connect to the Internet with the Wi-Fi function of the smartphone turned off. If the problem persists, check the server status of the cloud service with the server administrator.

Forwarder mode errors

Error occurred on the Distributor

The following errors may occur.

- Connection with Distributor failed
- Failed to access file to upload to the cloud service from the Distributor
- Upload completed notification not sent to the Distributor

Check if a Wi-Fi tethering connection is established with the Distributor, and reconnect to the Distributor.

Error occurred on a Forwarder
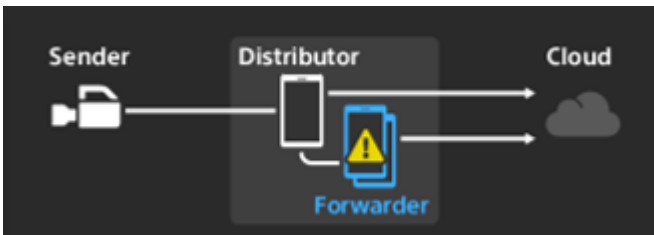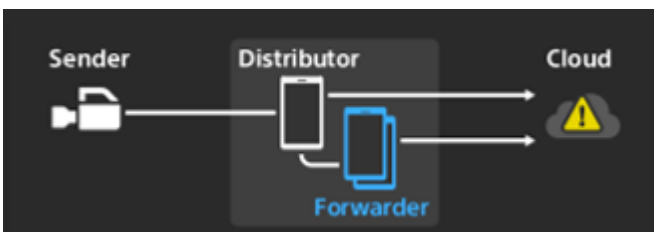

The following errors may occur.

- Uploading to the cloud service failed
- Unknown error

Try the following.

- Check that you can connect to the Internet with the Wi-Fi function of the smartphone turned off.
- Check if a Wi-Fi tethering connection is established with the Distributor, and reconnect to the Distributor.
- Relaunch this app.

If the problem persists, check the server status of the cloud service with the server administrator.

Error occurred in the cloud service

The following errors may occur.

- Data connection error

- Connection with cloud service failed
- Cloud service certificate error

Check that you can connect to the Internet with the Wi-Fi function of the smartphone turned off. If the problem persists, check the server status of the cloud service with the server administrator.
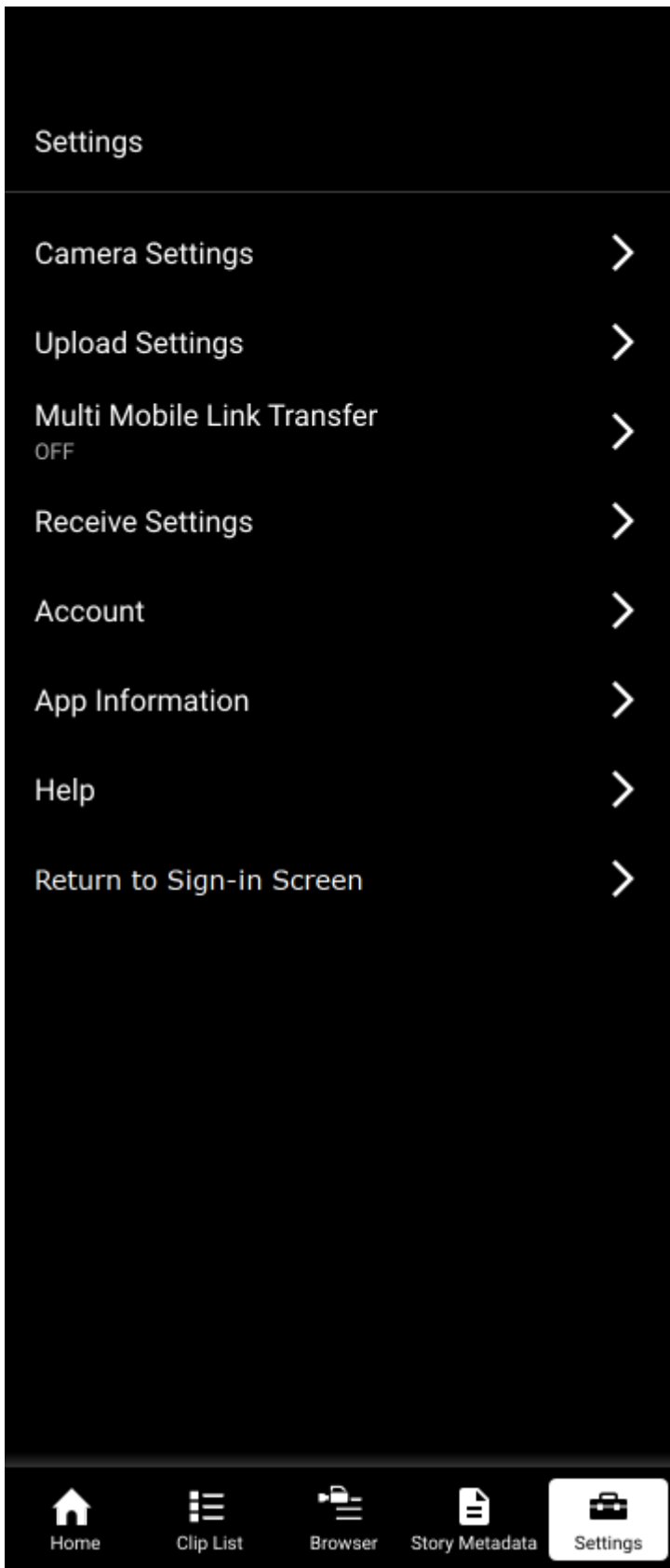
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Settings

Displaying the [Settings] screen.

Tap (Settings) in the launcher bar to display the [Settings] screen.

Settings

Camera Settings >

Upload Settings >

Multi Mobile Link Transfer
OFF >

Receive Settings >

Account >

App Information >

Help >

Return to Sign-in Screen >

| Home | Clip List | Browser | Story Metadata | Settings |

Tap each item to display the settings screen for each item.

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Managing File Request Codes (Ci connections only)

Displaying the current file request code

Tap [Manage File Request Code] on the [Settings] screen to display the [Manage File Request Code] screen.

Changing the file request code to use

Tap [Change File Request Code] on the [Manage File Request Code] screen, then tap [Return] in the displayed confirmation message dialog.
Set the file request code that you want to use on the [File Request Code] screen, and tap [OK].

Deleting file request codes

Tap [Delete File Request Code] on the [Manage File Request Code] screen.
Tap [OK] in the confirmation message dialog to delete all file request codes and related clips stored within this app.
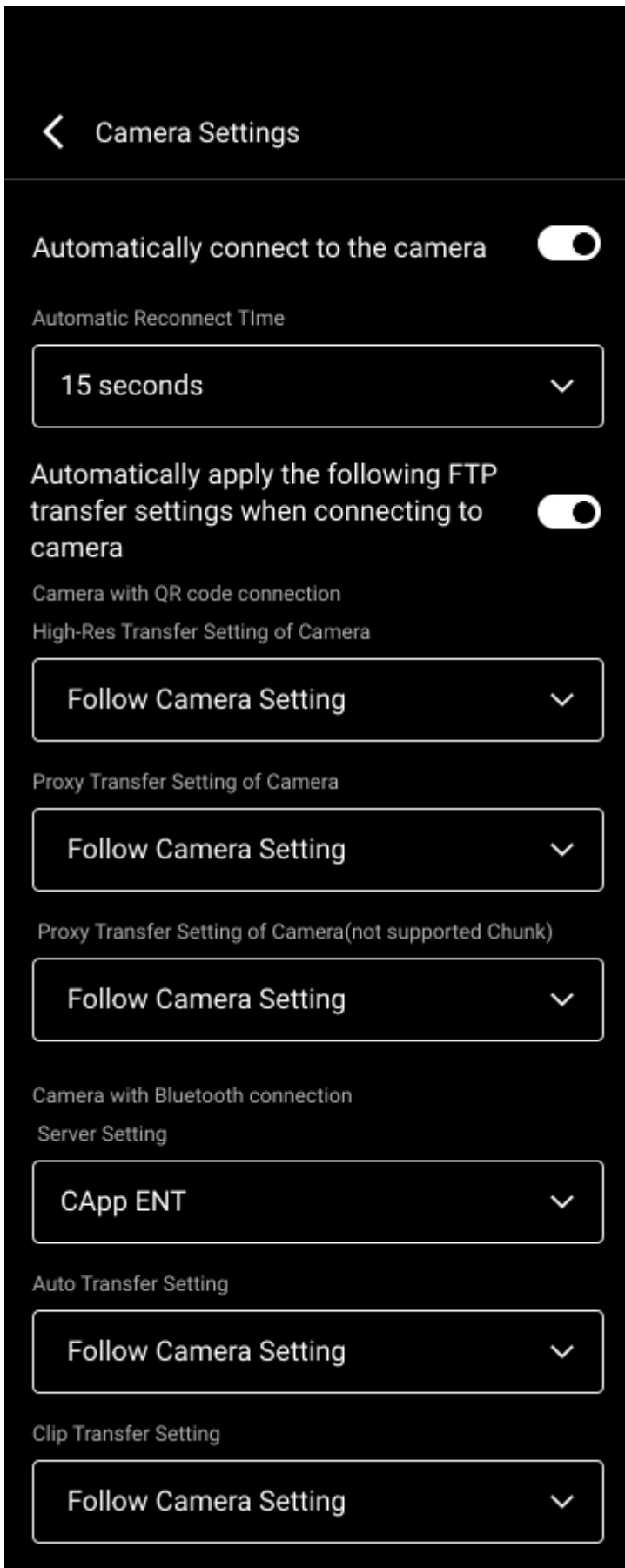
Note

- All clips within this app will be deleted. Do not perform this operation if there are clips you do not want to delete.

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Camera Settings

Tap [Camera Settings] on the [Settings] screen to display the [Camera Settings] screen.

[Automatically connect to the camera]: When set to the on position, an attempt is made to connect to the most recently connected camera when logging in. An attempt is made to connect automatically even if the connection with the camera was severed, such as when the USB cable is disconnected.

- [Automatic Reconnect Time]: Select [5 seconds], [15 seconds], [30 seconds], or [No Limit]. When [No Limit] is selected, there is no time limit for reconnection attempts. Tap [Connect] to attempt to connect to the camera, and tap [Cancel] to abort. The default is [15 seconds].

[Automatically apply the following FTP transfer settings when connecting to camera]: You can preconfigure parameters to be set on a camera when connecting to the camera from the [QR Code] tab and [Bluetooth] tab on the [Select Camera Connection Method] screen.

> **Note**
>
> - If you subsequently change the settings for this item, the FTP settings of cameras displayed on the [History] tab on the [Select Camera Connection Method] screen and the FTP settings already applied from this app are not changed.

- [Camera with QR code connection]

    - [High-Res Transfer Setting of Camera]
    - [Proxy Transfer Setting of Camera]
    - [Proxy Transfer Setting of Camera (not supported Chunk)]

- [Camera with Bluetooth connection]

    - [Server Setting]
    - [Auto Transfer Setting]
    - [Clip Transfer Setting]

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Upload Settings

Tap [Upload Settings] on the [Settings] screen to display the [Upload Settings] screen.

[Auto File Upload to Cloud]: When set to the on position, clips transferred from a camera are automatically uploaded to the cloud service.

[Auto Delete Uploaded File]: When set to the on position, clips are automatically deleted from the smartphone after upload to the cloud service.
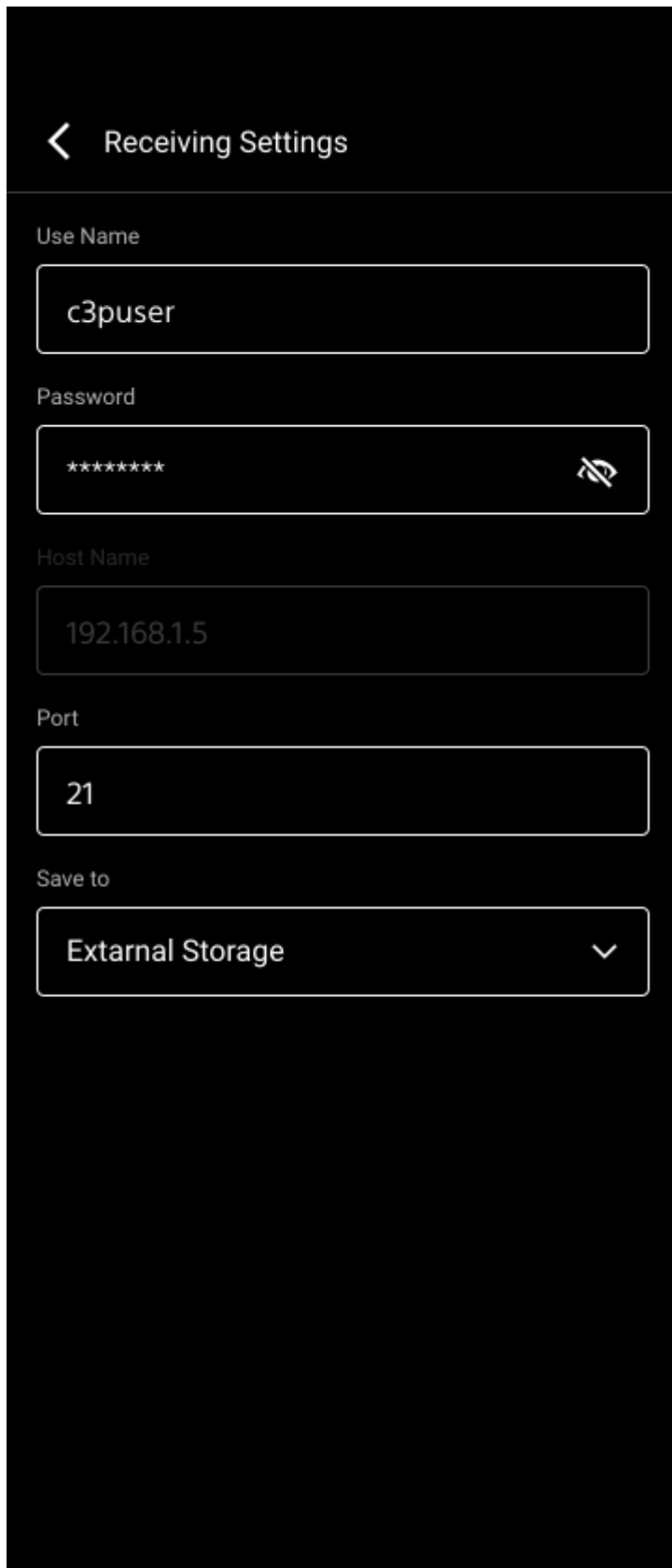
Note

- The [Auto Delete Uploaded File] setting may not be configurable using this app, depending on the settings on the cloud service side.

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Receive Settings

Tap [Receive Settings] on the [Settings] screen to display the [Receive Settings] screen.

[User Name]: Displays the user name. Tap to change the setting.

[Password]: Displays the password. Tap to change the setting.

[Host Name]: Displays the host name.

[Port]: Displays the port number to use. Tap to change the setting.

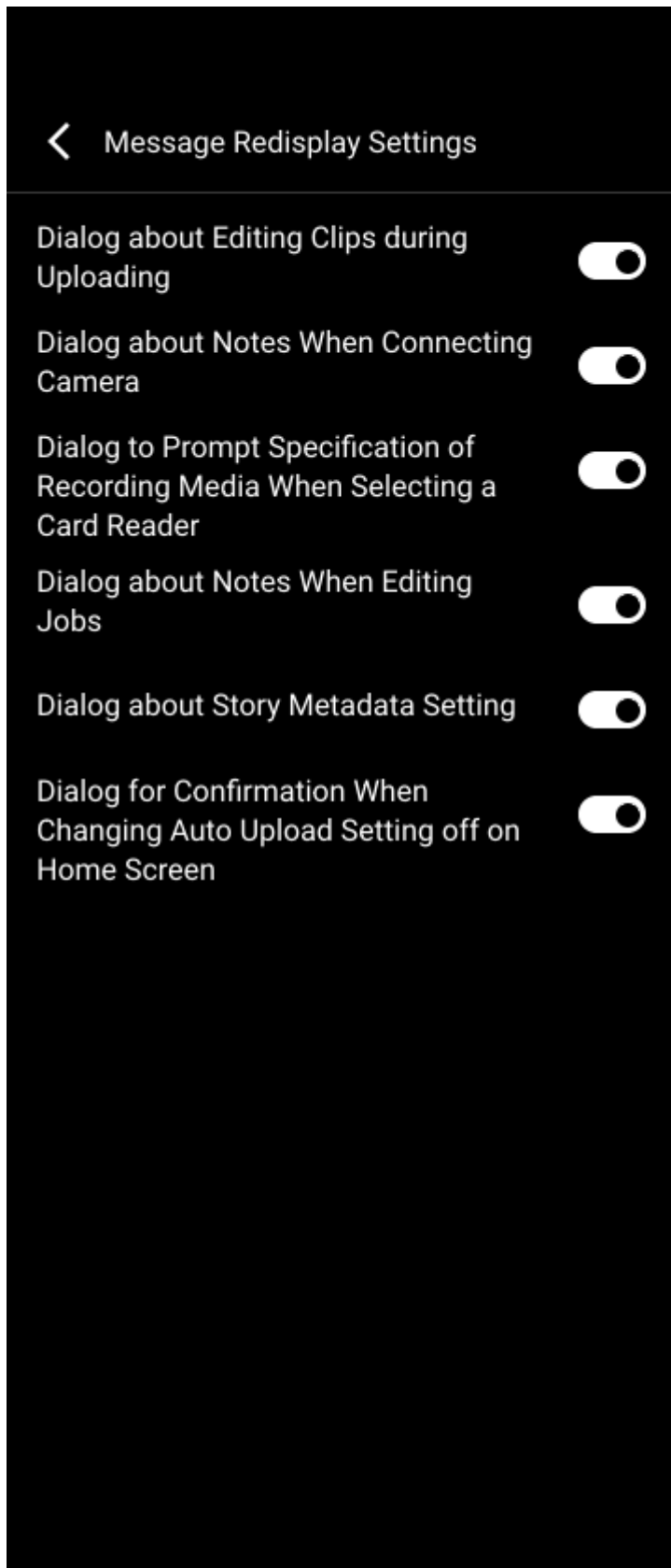**[Save to]:** Specify the destination for saving clips (Android only).

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Message Redisplay Settings

Tap [Message Redisplay Settings] on the [Settings] screen to display the [Message Redisplay Settings] screen.
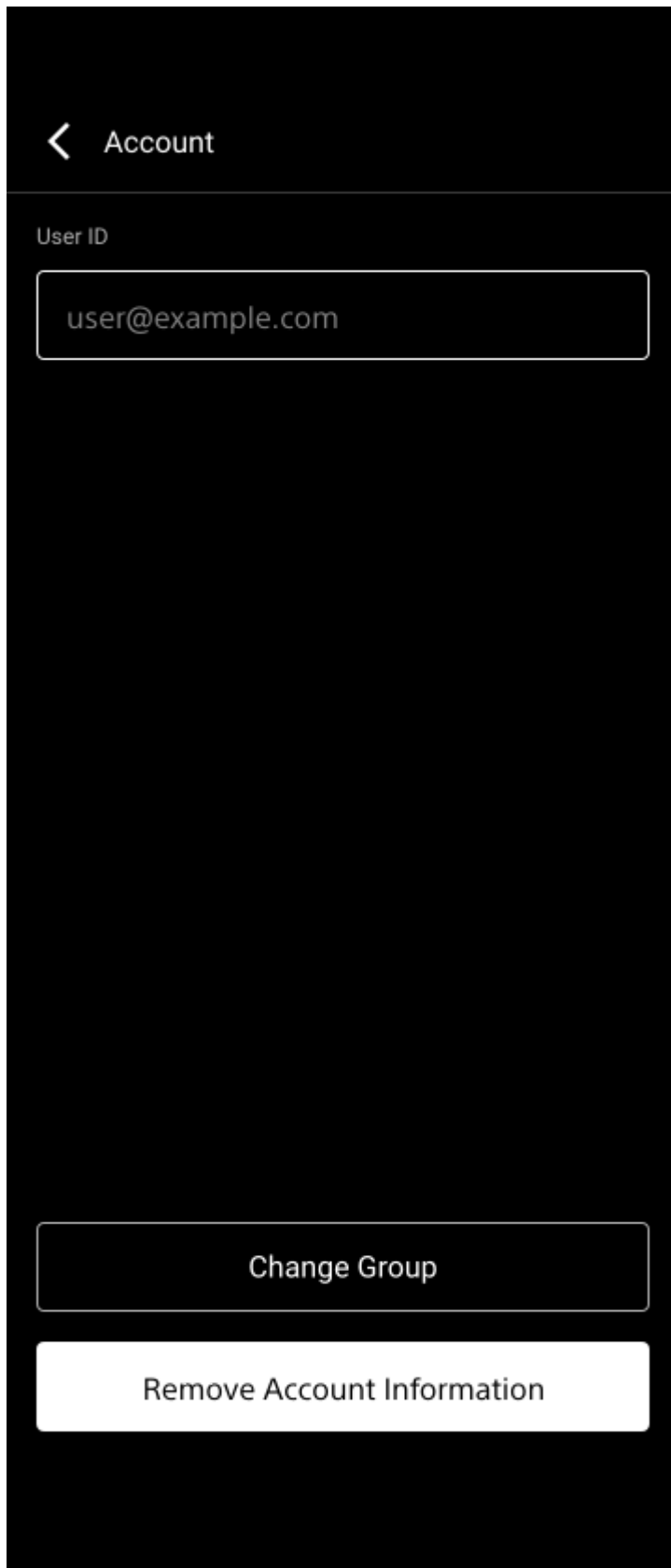
You can set this to redisplay messages for which you had previously selected [Don't ask me again]. You can set whether to redisplay for each message type.

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Accounts (C3 Portal connections only)

Tap [Account] on the [Settings] screen to display the [Account] screen.

To change group, tap [Change Group] to clear the selected group setting and then select another group.
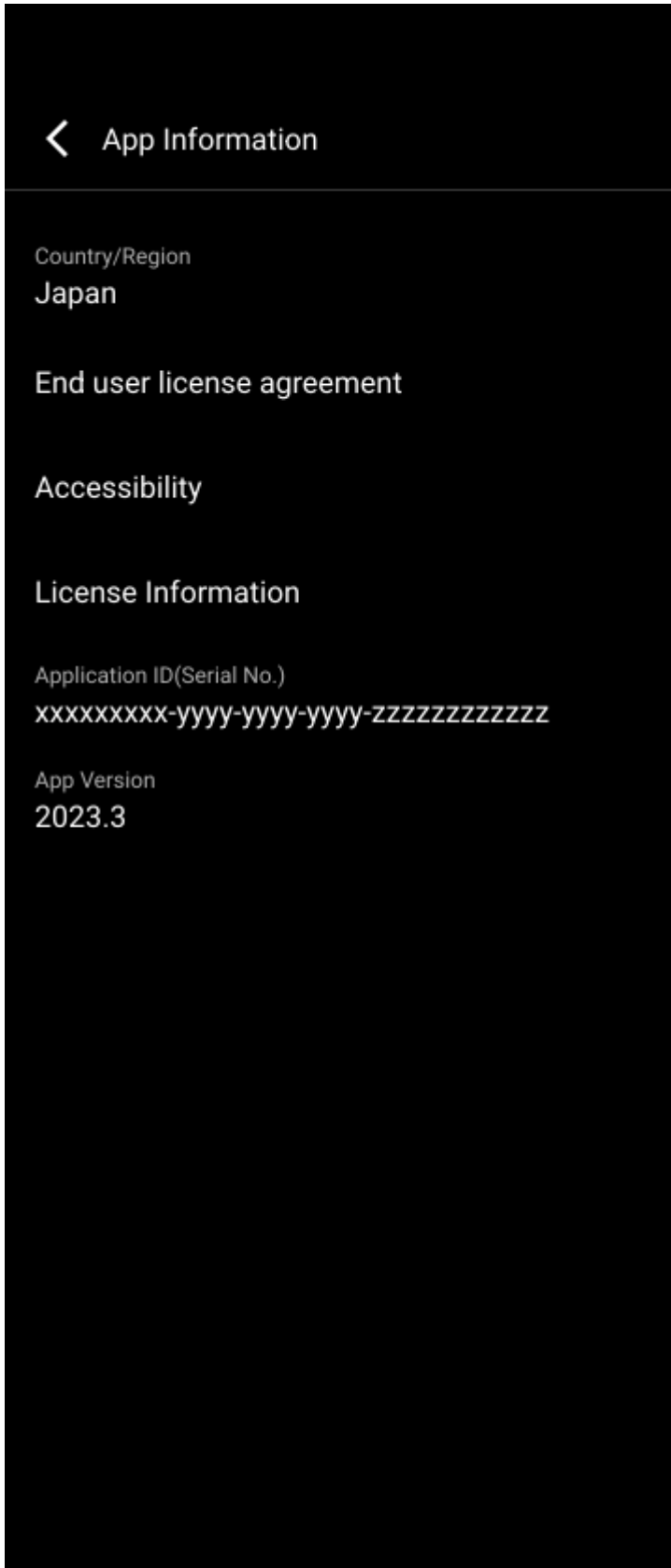
To delete all accounts saved within this app, tap [Remove Account Information].

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Application Information

Tap [App Information] on the [Settings] screen to display the [App Information] screen.

```
<   App Information

Country/Region
Japan

End user license agreement

Accessibility

License Information

Application ID(Serial No.)
xxxxxxxx-yyyy-yyyy-yyyy-zzzzzzzzzzzz

App Version
2023.3
```

You can browse the software agreement and check the software version on the [App Information] screen.

You can tap [Country/Region] to change the country/region of use setting. After changing the setting, you will be logged out automatically and you will need to log in again.

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Returning to the Sign-In Screen (C3 Portal connections only)

Tap [Return to Sign-in Screen] on the [Settings] screen to display the logout confirmation message for the logged-in account. Tap [Return to Sign-in Screen] to log out and return to the login screen.

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Help

Tap [Help] on the [Settings] screen to display this Help guide.

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