## Help Guide

## 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 perform metadata operations using Creators' App for Enterprise.

The following abbreviations are used within this Help Guide.

Creators' App for Enterprise: This app

Ci Media Cloud: "Ci"

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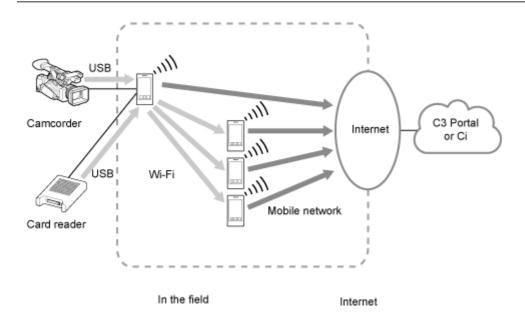
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### **Features**



#### Note

- The available functions may vary depending on the connected cloud service.
- The Multi Mobile Link Transfer is available for C3 Portal connections only.

## **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 On camera models that support the remote shooting function, this app can be used to connect to the camera using the remote shooting function.

### 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 story metadata for clips transferred from a camera.

## Metadata editing (Ci connections only)

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

## GPS information sending function (supported cameras connected via Bluetooth only)

Location data, time zone, and time information from the device on which this app is installed can be sent to a supported camera.

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## **Supported Operating Systems**

## **Android**

Version 14.0 and later

iOS

Version 17.0 and later

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## **Supported Mobile Devices and Peripheral Devices**

### **Android**

### **Mobile devices**

- Recommended devices
  - PDT-FP1
- Verified devices
  - Xperia Pro
  - Xperia 1 III
  - Xperia 5V
  - Galaxy S20
  - Pixel 5

### **Card readers**

SD card reader: Sony MRW-S1

#### 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**

- Recommended devices
  - iPhone 16
  - iPhone 15
- Verified devices
  - iPhone 14
  - iPhone 13
  - iPhone 12

### **Card readers**

- SD card reader: Genuine Apple SD card reader, Sony MRW-S1 (iPhone 15 and later)
- SxS reader: Sony SBAC-US30 (iPhone 15 and later)
- XQD reader: Sony MRW-G1 (iPhone 15 and later)
- USB-C to Lightning adapter: Genuine Apple adapter (MUQX3FE)

### **Note**

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

0	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.

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## **Supported Cameras**

Category	Model name
	PXW-Z750
	PXW-Z450
Shoulder camcorders	PXW-X500
	PXW-X400
	PXW-X320 <sup>*</sup>
	PXW-Z380
	PXW-Z300
	PXW-Z280
Handy camcorders	PXW-Z200
	PXW-Z190
	HXR-NX800
	PXW-X200
	MPC-2610 (BURANO)
	PXW-FX9
Cinema Line	ILME-FX6
Cirieria Lilie	ILME-FX3A
	ILME-FX3
	ILME-FX30
	ILCE-1M2
α cameras	ILCE-1
a cameras	ILCE-9M3
	ILCE-7SM3

<sup>\*</sup> CBK-WA100/WA101 (V3.40) Wireless Adapter is required.

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## **Supported Functions**

The available functions may vary depending on the camera.

Check the following tables for the functions supported for each camera.

#### Hint

• The "All" file function allows you to save camera settings ("All" file) to C3 Portal and load "All" files saved in C3 Portal. The LUT function registers the LUT saved in C3 Portal in a camera.

Both functions can be operated on the camera itself after connecting a compatible camera to this app. For details, refer to the operating instructions of the supported cameras.

### **Shoulder camcorders**

PXW-Z750 | PXW-Z450 | PXW-X500 | PXW-X400 | PXW-X320 |

### **Handy camcorders**

PXW-Z380 | PXW-Z300 | PXW-Z280 | PXW-Z200 | PXW-Z190 | HXR-NX800 | PXW-X200 |

### **Cinema Line**

MPC-2610 (BURANO) | PXW-FX9 | ILME-FX6 | ILME-FX3A | ILME-FX3 | ILME-FX30 |

### α cameras

ILCE-1M2 | ILCE-1 | ILCE-9M3 | ILCE-7SM3 |

Function	Support
File transfer	✓
QR code connection	<b>✓</b>
Bluetooth connection	_
GPS information sending*1	_
Remote shooting connection	_
Manual FTP connection*2	✓
Chunk file transfer*3	_
"All" file	_
LUT	-
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

### **PXW-Z450**

Function	Support
File transfer	✓
QR code connection	<b>√</b>
Bluetooth connection	_
Sending GPS information*1	_
Remote shooting connection	_
Manual FTP connection*2	<b>√</b>
Chunk file transfer*3	_
"All" file	_
LUT	_
Camera browser	-

<sup>&</sup>lt;sup>\*1</sup> Supported only when using Bluetooth connection.

## **PXW-X500**

Function	Support
File transfer	<b>✓</b>
QR code connection	_
Bluetooth connection	_
Sending GPS information*1	_
Remote shooting connection	_
Manual FTP connection*2	✓
Chunk file transfer <sup>*3</sup>	_
"All" file	_
LUT	_
Camera browser	_

<sup>&</sup>lt;sup>\*1</sup> Supported only when using Bluetooth connection.

## **PXW-X400**

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
File transfer	<b>✓</b>
QR code connection	<b>✓</b>
Bluetooth connection	_
GPS information sending*1	_
Remote shooting connection	_
Manual FTP connection*2	<b>✓</b>
Chunk file transfer*3	_
"All" file	_
LUT	_
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## **PXW-X320**

Function	Support
File transfer	<b>✓</b>
QR code connection	_
Bluetooth connection	_
GPS information sending <sup>*1</sup>	_
Remote shooting connection	_
Manual FTP connection*2	✓
Chunk file transfer*3	_
"All" file	_
LUT	_
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

Function	Support
File transfer	<b>✓</b>

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
QR code connection	<b>✓</b>
Bluetooth connection	✓
GPS information sending*1	<b>✓</b>
Remote shooting connection	_
Manual FTP connection*2	<b>√</b>
Chunk file transfer*3	✓
"All" file	<b>✓</b>
LUT	<b>✓</b>
Camera browser	✓

<sup>\*1</sup> Supported only when using Bluetooth connection.

## **PXW-Z300**

Function	Support
File transfer	✓
QR code connection	<b>✓</b>
Bluetooth connection	<b>✓</b>
GPS information sending <sup>*1</sup>	✓
Remote shooting connection	_
Manual FTP connection*2	✓
Chunk file transfer*3	✓
"All" file	<b>✓</b>
LUT	<b>√</b>
Camera browser	✓

<sup>\*1</sup> Supported only when using Bluetooth connection.

Function	Support
File transfer	<b>✓</b>
QR code connection	<b>✓</b>

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
Bluetooth connection	_
GPS information sending*1	_
Remote shooting connection	_
Manual FTP connection*2	<b>√</b>
Chunk file transfer*3	✓
"All" file	✓
LUT	_
Camera browser	✓

<sup>\*1</sup> Supported only when using Bluetooth connection.

## **PXW-Z200**

Function	Support
File transfer	<b>✓</b>
QR code connection	<b>✓</b>
Bluetooth connection	<b>✓</b>
GPS information sending <sup>*1</sup>	_
Remote shooting connection	_
Manual FTP connection*2	✓
Chunk file transfer*3	✓
"All" file	✓
LUT	✓
Camera browser	✓

<sup>\*1</sup> Supported only when using Bluetooth connection.

Function	Support
File transfer	<b>✓</b>
QR code connection	_
Bluetooth connection	_

Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
GPS information sending*1	_
Remote shooting connection	_
Manual FTP connection*2	<b>✓</b>
Chunk file transfer*3	_
"All" file	_
LUT	_
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## HXR-NX800

Function	Support
File transfer	<b>✓</b>
QR code connection	<b>✓</b>
Bluetooth connection	<b>✓</b>
GPS information sending*1	_
Remote shooting connection	_
Manual FTP connection*2	<b>√</b>
Chunk file transfer*3	<b>✓</b>
"All" file	<b>√</b>
LUT	<b>√</b>
Camera browser	✓

<sup>\*1</sup> Supported only when using Bluetooth connection.

## PXW-X200

Function	Support
File transfer	✓
QR code connection	_
Bluetooth connection	_
GPS information sending*1	_

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
Remote shooting connection	_
Manual FTP connection*2	✓
Chunk file transfer*3	_
"All" file	_
LUT	_
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## MPC-2610 (BURANO)

Function	Support
File transfer	<b>✓</b>
QR code connection	<b>✓</b>
Bluetooth connection	-
GPS information sending <sup>*1</sup>	-
Remote shooting connection	_
Manual FTP connection*2	✓
Chunk file transfer*3	_
"All" file	<b>√</b>
LUT	<b>✓</b>
Camera browser	<b>✓</b>

<sup>\*1</sup> Supported only when using Bluetooth connection.

## PXW-FX9

Function	Support
File transfer	<b>✓</b>
QR code connection	<b>√</b>
Bluetooth connection	_
GPS information sending*1	_
Remote shooting connection	_

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
Manual FTP connection*2	<b>√</b>
Chunk file transfer*3	<b>✓</b>
"All" file	<b>√</b>
LUT	<b>✓</b>
Camera browser	✓

<sup>\*1</sup> Supported only when using Bluetooth connection.

## **ILME-FX6**

Function	Support
File transfer	<b>✓</b>
QR code connection	<b>✓</b>
Bluetooth connection	_
GPS information sending*1	_
Remote shooting connection	_
Manual FTP connection*2	<b>✓</b>
Chunk file transfer*3	<b>✓</b>
"All" file	<b>✓</b>
LUT	<b>✓</b>
Camera browser	<b>✓</b>

## **ILME-FX3A**

Function	Support
File transfer	<b>✓</b>
QR code connection	_
Bluetooth connection	<b>✓</b>
GPS information sending*1	<b>✓</b>
Remote shooting connection	<b>✓</b>
Manual FTP connection*2	_

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Supported only when using Bluetooth connection.
 Only file transfer is supported when using manual FTP connection.

Supported only when connected to C3 Portal.

Function	Support
Chunk file transfer*3	_
"All" file	<b>√</b>
LUT	<b>√</b>
Camera browser	_

Supported only when using Bluetooth connection.

## ILME-FX3

Function	Support
File transfer	✓
QR code connection	_
Bluetooth connection	<b>✓</b>
GPS information sending <sup>*1</sup>	✓
Remote shooting connection	<b>✓</b>
Manual FTP connection*2	_
Chunk file transfer*3	_
"All" file	<b>✓</b>
LUT	<b>✓</b>
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## **ILME-FX30**

Function	Support
File transfer	<b>✓</b>
QR code connection	_
Bluetooth connection	<b>√</b>
GPS information sending*1	<b>√</b>
Remote shooting connection	<b>✓</b>
Manual FTP connection*2	_
Chunk file transfer*3	_

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
"All" file	<b>√</b>
LUT	<b>√</b>
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## ILCE-1M2

Function	Support
File transfer	<b>✓</b>
QR code connection	_
Bluetooth connection	✓
GPS information sending <sup>*1</sup>	<b>√</b>
Remote shooting connection	✓
Manual FTP connection*2	_
Chunk file transfer*3	_
"All" file	<b>✓</b>
LUT	<b>✓</b>
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## ILCE-1

Function	Support
File transfer	✓
QR code connection	_
Bluetooth connection	✓
GPS information sending*1	✓
Remote shooting connection	✓
Manual FTP connection*2	_
Chunk file transfer*3	_
"All" file	✓

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
LUT	_
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## ILCE-9M3

Function	Support
File transfer	<b>✓</b>
QR code connection	_
Bluetooth connection	✓
GPS information sending <sup>*1</sup>	<b>√</b>
Remote shooting connection	<b>✓</b>
Manual FTP connection*2	_
Chunk file transfer <sup>*3</sup>	_
"All" file	<b>✓</b>
LUT	<b>✓</b>
Camera browser	_

<sup>\*1</sup> Supported only when using Bluetooth connection.

## ILCE-7SM3

Function	Support
File transfer	<b>√</b>
QR code connection	_
Bluetooth connection	<b>√</b>
GPS information sending <sup>*1</sup>	<b>✓</b>
Remote shooting connection	<b>✓</b>
Manual FTP connection*2	_
Chunk file transfer*3	_
"All" file	<b>✓</b>
LUT	_

<sup>\*2</sup> Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

 $<sup>^{\</sup>star 2}$  Only file transfer is supported when using manual FTP connection.

<sup>\*3</sup> Supported only when connected to C3 Portal.

Function	Support
Camera browser	_

- \*1 Supported only when using Bluetooth connection.
- Only file transfer is supported when using manual FTP connection.
   Supported only when connected to C3 Portal.

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## Models Supporting FTP Transfer Settings using a QR Code

- Shoulder camcorders
  - PXW-Z750
  - PXW-Z450
  - PXW-X400
- Handy camcorders
  - PXW-Z380
  - PXW-Z300
  - PXW-Z280
  - PXW-Z200
  - HXR-NX800
- Cinema Line
  - MPC-2610 (BURANO)
  - PXW-FX9
  - ILME-FX6

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## **Models Supporting FTP Transfer Settings using Bluetooth**

#### Note

- To connect to a camera via Bluetooth, do not connect the camera and smartphone using a USB cable and set the USB connection mode of the camera to select the mode upon connecting.
  - If you attempt the following procedure with a USB cable connected, the Bluetooth connection with the camera will fail. Also, if you attempt the procedure while the USB connection mode of the camera is set to remote shooting mode, USB tethering will not be enabled.
- Handy camcorders
  - PXW-Z380
  - PXW-Z300
  - PXW-Z200
  - HXR-NX800
- Cinema Line
  - ILME-FX3A
  - ILME-FX3
  - ILME-FX30
- α cameras
  - ILCE-1M2
  - ILCE-1
  - ILCE-9M3
  - ILCE-7SM3

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## **Models Supporting the Remote Shooting Function**

### Note

- To connect with a camera using the remote shooting function on a smartphone with a Lightning connector, use a USB-C to Lightning adapter.
- Cinema Line
  - ILME-FX3A
  - ILME-FX3
  - ILME-FX30
- α cameras
  - ILCE-1M2
  - ILCE-1
  - ILCE-9M3
  - ILCE-7SM3

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## **Models Supporting Manual FTP Transfer Settings**

- Shoulder camcorders
  - PXW-Z750\*1
  - PXW-Z450\*1
  - PXW-X500
  - PXW-X400\*1
  - PXW-X320\*2
- Handy camcorders
  - PXW-Z380\*1
  - PXW-Z300\*1
  - PXW-Z280\*1
  - PXW-Z200\*1
  - PXW-Z190
  - HXR-NX800\*1
  - PXW-X200
- Cinema Line
  - MPC-2610 (BURANO)\*1
  - PXW-FX9\*1
  - ILME-FX6\*1
- \*1 On models that support FTP transfer settings using a QR code, the FTP transfer settings can also be configured manually.
- \*2 CBK-WA100/WA101 (V3.40) Wireless Adapter is required.

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## **Models Supporting Chunk File Transfer**

- Handy camcorders
  - PXW-Z380
  - PXW-Z300
  - PXW-Z280
  - PXW-Z200
  - HXR-NX800
- Cinema Line
  - PXW-FX9
  - ILME-FX6

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## **Models Supporting the Camera Browser Function**

- Handy camcorders
  - PXW-Z380
  - PXW-Z300
  - PXW-Z280
  - PXW-Z200
  - HXR-NX800
- Cinema Line
  - MPC-2610 (BURANO)
  - PXW-FX9
  - ILME-FX6

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### Restrictions

### **Devices**

- On some mobile devices, interlaced images cannot be previewed using this app.
- On iOS, you can turn on the background operation function from the settings of each camera only when the camera is connected via Bluetooth and the file transfer function is turned on. Since the app must remain open during transfers and uploads, set to malfunction prevention mode on the Home screen of this app, as required, when connected to a camera using other than Bluetooth.
- 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.
- Some functions are restricted if you log in with the free capacity on your mobile device of 1 GB or lower. To remove the function restriction, increase the free capacity to more than 1 GB by deleting unnecessary clips in this app, and then restart this app.
- While using this app, do not change any operating system settings, other than the tethering setting.
- Hidden files cannot be imported from a card reader using this app. To import a hidden file, change the file name.

### **Connection method**

 Use USB tethering on the smartphone on which this app is installed when connecting to a camera. Wi-Fi tethering is not recommended.

### C3 Portal

- 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.
- 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.

### **Clips**

- 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 clips, 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.
- 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.
- 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.

### Other

- The use of this app and the Content Browser Mobile application or Monitor & Control at the same time is not recommended.
- When the same user account is logged in to this app simultaneously from multiple devices, unexpected problems may occur.
- If there are clips captured in multiple time zones on the camera, remote shooting transfer may not work properly. If you want to change the time zone, make sure that you do not end up with clips shot in multiple time zones on the same media.

## **Related Topic**

Malfunction Prevention Mode (iOS only)

TP1000543719

Creators' App for Enterprise

## **Initial Startup**



When you start this app for the first time, you must select the country/region of use and accept the terms of the usage agreement.

Select the country/region of use from the [Country/Region] pull-down list, check the usage agreement, and tap [Agree and Next].

### Note

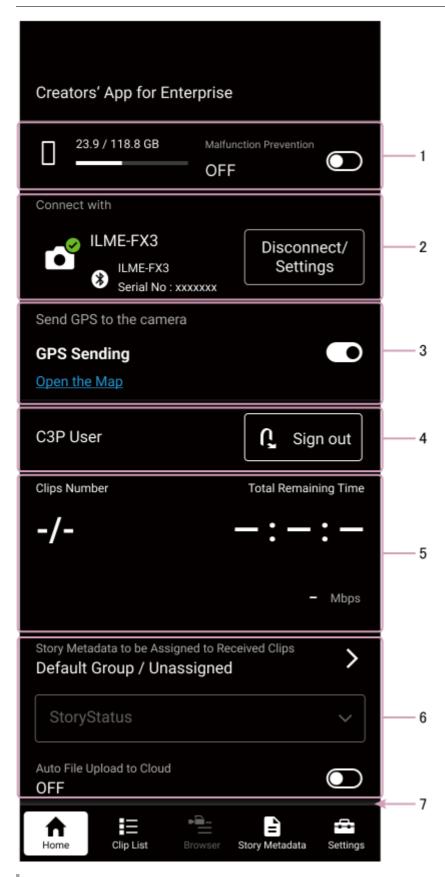
- The cloud services available for use will vary depending on the selected country/region. Always select the country or region where you will use this app. You can change the country or region of use on the [App Information] screen.
- If permissions for the following items are requested when you first launch this app or while using it, allow them in your smartphone settings. These permissions are required for the operation of this app.
  - Location data
  - Camera
  - Photos and videos
  - Nearby devices (Android only)
  - Local network (iOS only)
  - Notifications (Android only)
  - Music and audio (Android only)

TP1002101659

Help Guide

Creators' App for Enterprise

### Structure of the Home Screen



1. Device information display area



### 1. Remaining free space display

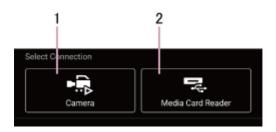
Displays the remaining free space on the smartphone.

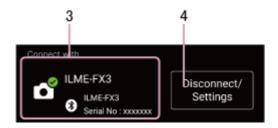
### 2. [Malfunction Prevention] (iOS only)

Displays the enable/disable state of malfunction prevention mode. You can enable/disable malfunction prevention mode using the toggle switch on the right side.

## 2. 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. [Media 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 camera name, connection method, model name, and serial number of the connected camera.

### 4. [Disconnect/Settings] button (when a camera is connected)

Press the button to disconnect the camera.

# 3. GPS information display area (only when cameras that support sending GPS information are connected via Bluetooth)

Displays the status of GPS information transmission to the camera. If the GPS information sending function is on but actual transmission is not possible, an error will be displayed. You can tap [Open the map] to launch an external maps application. You can enable/disable the GPS information sending function using the toggle switch on the right side.

## 4. Service information display area

If you are not connected to a cloud service, the [Sign in] button appears. If connected to a cloud service, this displays the service name (C3 Portal connections) or file request code (Ci connections) and the [Sign out] button.

## 5. 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 estimated 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

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

- Px (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.

## 6. Settings information display area

## [Story Metadata to be Assigned to 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 change 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 upload 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.

### Hint

If using C3 Portal, you can also change the settings on the C3 Portal side.

## 7. Message

A pop-up message is displayed at the bottom of the screen when you attempt to transfer a clip from a camera to the smartphone.

TP1001477042

## Help Guide

Creators' App for Enterprise

### **Launcher Bar**

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



(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

- Enabled only when a camera that supports the camera browser function is connected.
- (Story Metadata) (C3 Portal connections only)

Switches to the [Select Story Metadata] screen.

### Note

- Enabled only for C3 Portal connections.
- (Settings)

Switches to the [Settings] screen.

TP1001477043

## Help Guide

Creators' App for Enterprise

## Malfunction Prevention Mode (iOS only)

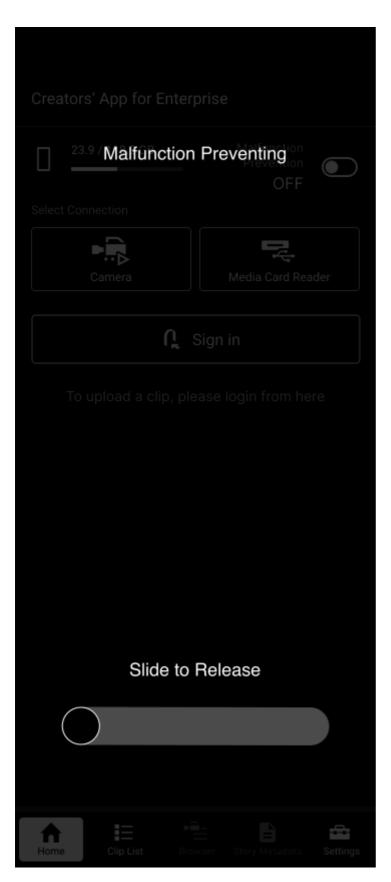
In iOS, this app cannot operate in the system background. Accordingly, if you switch to another app on the smartphone or the smartphone enters sleep mode, this app is paused and any clip transfer or upload stops. Also, it may be necessary to log in again when resuming this app.

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, set [Malfunction Prevention] to the on position on the Home screen.



To disable malfunction prevention mode, slide the slide bar at the bottom of the screen to the right.

TP1000543733

## Help Guide

Creators' App for Enterprise

# **Connecting to a Camera via QR Code Connection**

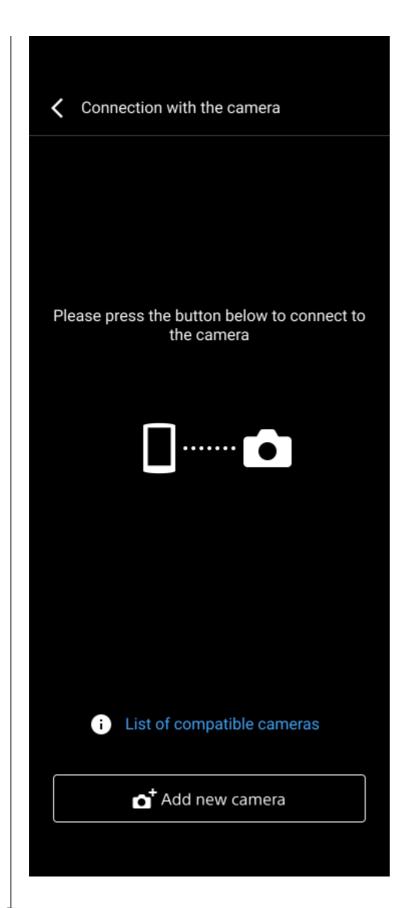
1 Tap the [Camera] button on the Home screen.

The [Connection with the camera] screen appears.

Tap [Add new camera].

#### Hint

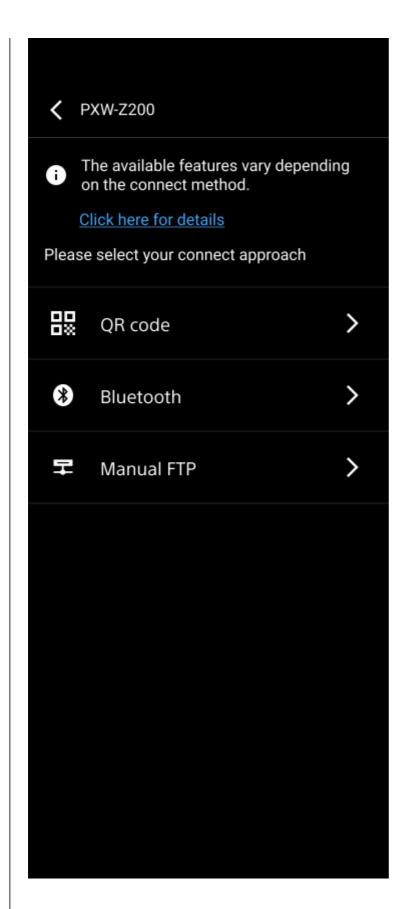
You can also connect by selecting a camera from [Preset connection history]. Cameras that were previously connected using a QR code, Bluetooth, or the remote shooting function are displayed in [Preset connection history].



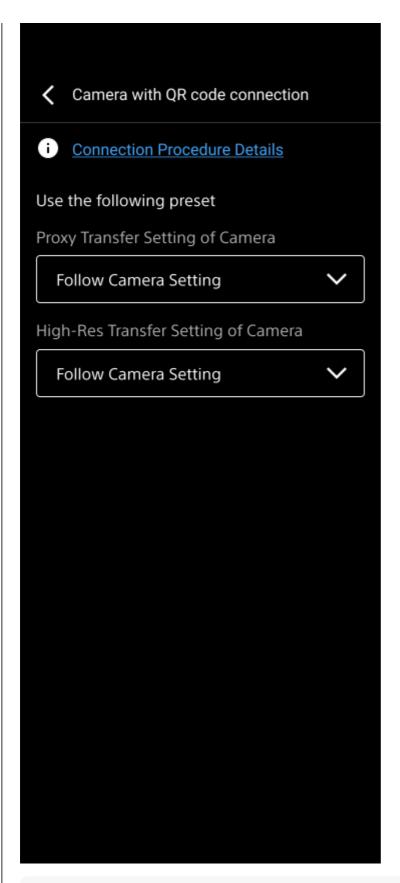
Tap the model name of a camera you want to connect in the list.



4 Select [QR Code] as the camera connection method.



Configure file transfer settings.



#### Hint

- When a clip of the type selected here is being shot, the clip will be automatically transferred from the connected camera to this app.
- You can also change the settings on this screen from [Preset connection history] later.
- To transfer proxy files from a camera to a smartphone automatically, you must also enable the proxy shooting function on the camera in addition to the settings on this screen. For details about configure camera settings, refer to the operating instructions of your camera.

6 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.

#### Note

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

8 Scan the QR code displayed on the camera using this app.

#### Note

- Position the QR code within the frame displayed on the scan screen of this app.
- If scanning the QR code takes some time or a read error occurs repeatedly, adjust the brightness of the QR code display screen of the camera and then scan the QR code again.
- g If a message about loading a network file is displayed on the camera, operate the camera to load the file.

Connection between this app and the camera is established and the [Finish] button in this app becomes enabled.

10 Tap [Finish] in this app.

The Home screen appears. Check that the information for the connected camera is displayed.

#### **Note**

- The Home screen will appear automatically after a while even if you do not tap [Finish].
- If the camera information is not displayed in this app after connection is completed, check that the smartphone and camera are connected properly via USB.

#### **Related Topic**

- Connecting to a Camera via Bluetooth Connection
- Connecting to a Camera via the Remote Shooting Function
- Connecting to a Camera via Manual FTP Connection

TP1000543722

## Help Guide

Creators' App for Enterprise

## **Connecting to a Camera via Bluetooth Connection**

#### Note

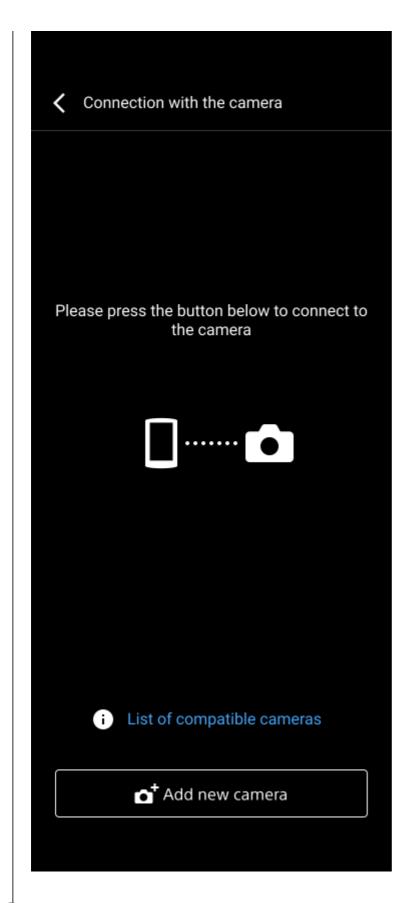
- If the Bluetooth connection with the camera is lost, it is possible that the camera has connected to another smartphone.Disconnect the camera connection with the other smartphone and then establish the Bluetooth connection again.
- To connect to a camera via Bluetooth, do not connect the camera and smartphone using a USB cable, and set the USB connection mode of the camera to the mode to select upon USB connection using the following procedure.
  If you attempt the following procedure with a USB cable connected, the Bluetooth connection with the camera will fail. Also, if you attempt the procedure while the USB connection mode of the camera is set to remote shooting mode, USB tethering will not be enabled.
- 1 Tap the [Camera] button on the Home screen.

The [Connection with the camera] screen appears.

Tap [Add new camera].

#### Hint

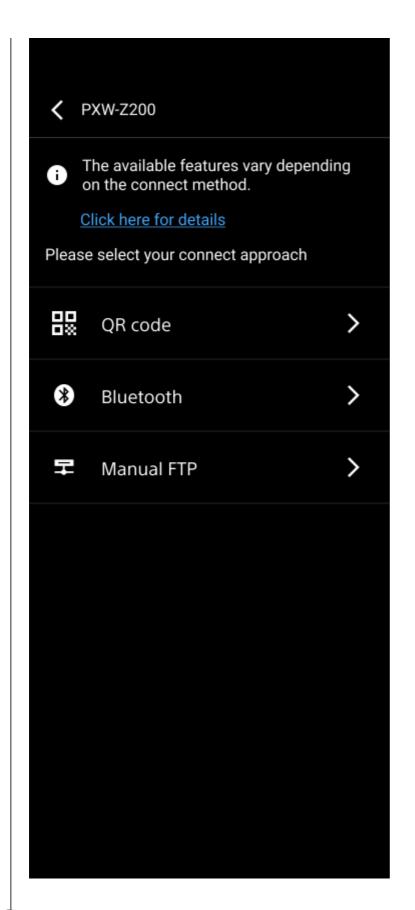
You can also connect by selecting a camera from [Preset connection history]. Cameras that were previously connected using a QR code, Bluetooth, or the remote shooting function are displayed in [Preset connection history].



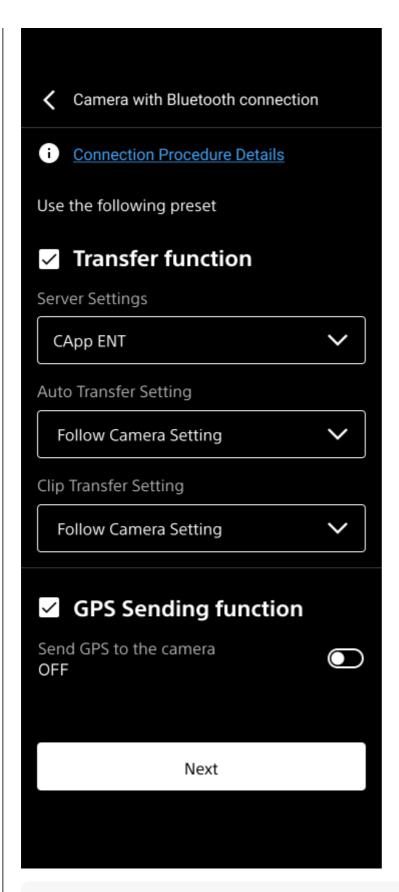
Tap the model name of a camera you want to connect in the list.



4 Select [Bluetooth] as the camera connection method.



Configure the file transfer settings, GPS information sending function settings (when supported camera is connected), and background operation function settings (iOS only), and tap [Next].



#### Hint

- When a clip of the type selected here is being shot, the clip will be automatically transferred from the connected camera to this app.
- You can also change the settings on this screen from [Preset connection history] later.
- If you are using iOS and the pop-up requesting location data does not appear after enabling the GPS information sending function, try resetting the network settings in the iOS settings.
- To transfer proxy files from a camera to a smartphone automatically, you must also enable the proxy shooting function on the camera in addition to the settings on this screen. For details about configure camera settings, refer to the operating instructions of your camera.

Even if transfer of proxy files only is enabled on the camera, the high-resolution 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.

## 6 Enable Bluetooth pairing mode on the camera.

The cameras that can be paired are displayed 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 in this app, move the camera closer to the smartphone on which this app is installed and check that Bluetooth pairing mode is enabled on the camera.

## Tap [Connect] for the camera you want to connect in this app.

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

In the displayed dialog, initiate pairing.

The USB tethering setup screen appears in this app.

9 Configure USB tethering by following the steps displayed on the USB tethering setup screen, then tap [Connect to Camera].

Connection between this app and the camera is initiated.

#### Note

- To connect this app to a camera, the camera tethering connection screen must be displayed. If the tethering connection screen is not displayed, display the tethering connection screen using the camera menu.
- 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.

# 10 Tap [Finish] in this app.

The Home screen appears. Check that the information for the connected camera is displayed.

#### **Note**

The Home screen will appear automatically after a while even if you do not tap [Finish].

#### **Related Topic**

- Connecting to a Camera via QR Code Connection
- Connecting to a Camera via the Remote Shooting Function
- Connecting to a Camera via Manual FTP Connection

## Help Guide

Creators' App for Enterprise

## **Connecting to a Camera via the Remote Shooting Function**

#### Note

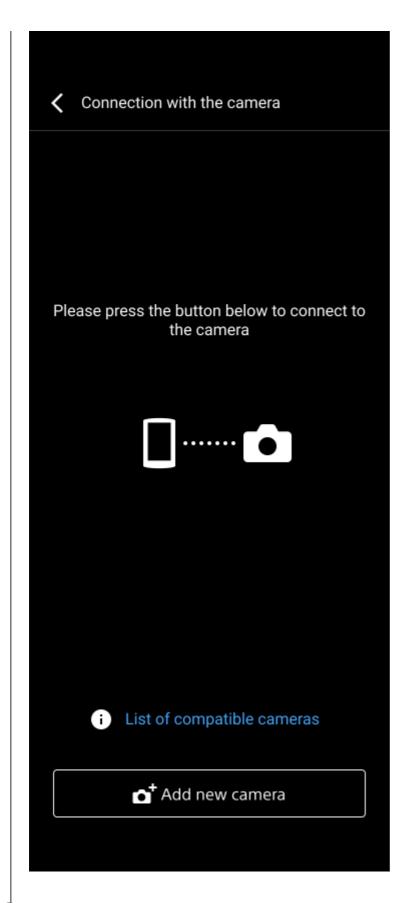
- To connect with a camera using the remote shooting function on a smartphone with a Lightning connector, use a USB-C to Lightning adapter.
  - The supported adapter is listed in the "Supported Mobile Devices and Peripheral Devices" topic.
- When connected using the remote shooting function, clip transfer will fail if the time on the camera and the time on the smartphone are not synchronized. If the transfer does not start, check that the time zone and time are set correctly on the camera and smartphone.
- 1 Tap the [Camera] button on the Home screen.

The [Connection with the camera] screen appears.

Tap [Add new camera].

#### Hint

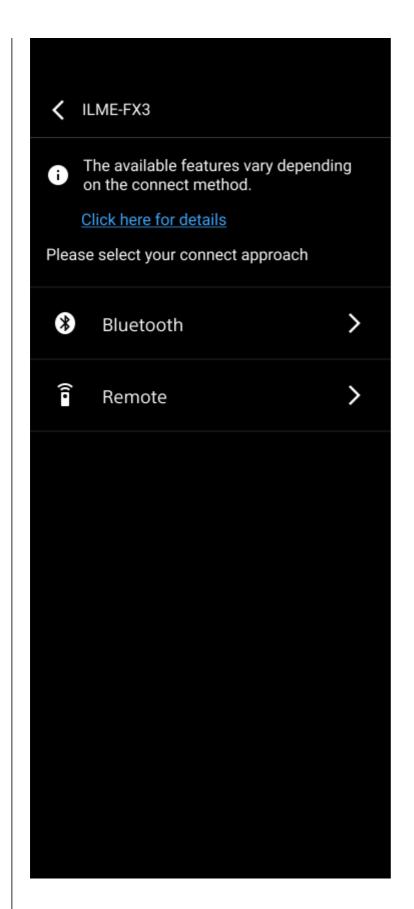
You can also connect by selecting a camera from [Preset connection history]. Cameras that were previously connected using a QR code, Bluetooth, or the remote shooting function are displayed in [Preset connection history].



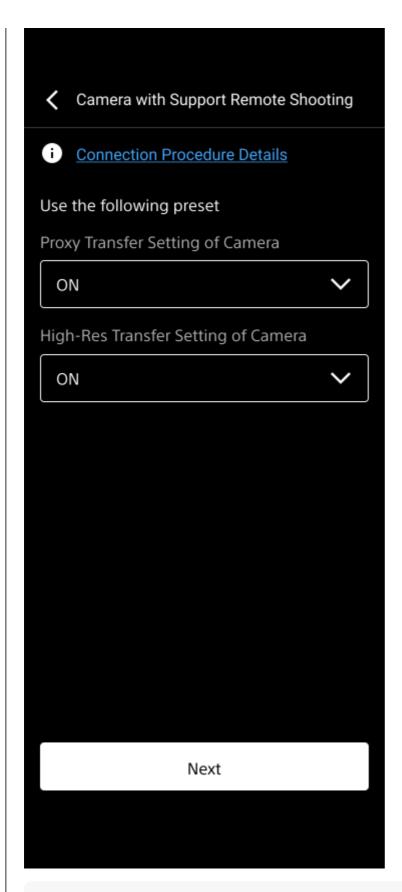
3 Tap the model name of a camera you want to connect in the list.



Select [Remote] as the camera connection method.



Configure file transfer settings and tap [Next].



## Hint

- When a clip of the type selected here is being shot, the clip will be automatically transferred from the connected camera to this app.
- You can also change the settings on this screen from [Preset connection history] later.
- 6 Set the USB connection mode of the camera to remote shooting mode.

For details about setting the USB connection mode, refer to the operating instructions of the camera.



## Connect the camera and smartphone using a USB cable.

Connection between this app and the camera is initiated. After the Home screen appears when the connection is completed, check that the information for the connected camera is displayed.

## **Related Topic**

- Supported Mobile Devices and Peripheral Devices
- Connecting to a Camera via QR Code Connection
- Connecting to a Camera via Bluetooth Connection
- Connecting to a Camera via Manual FTP Connection

TP1001752530

# Help Guide

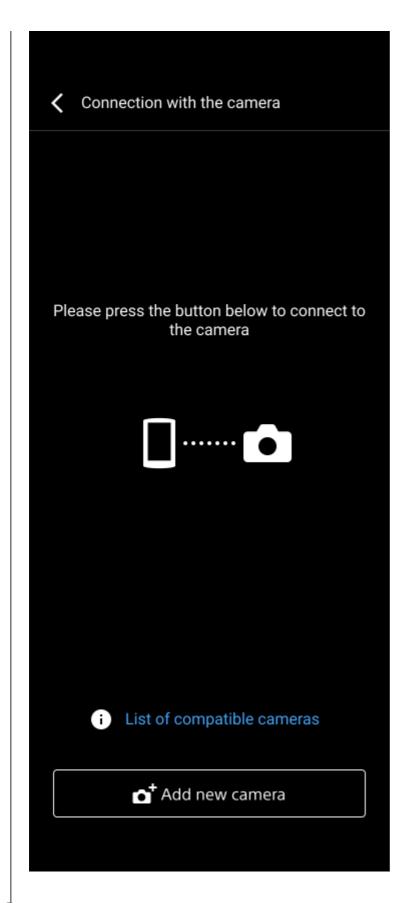
Creators' App for Enterprise

# **Connecting to a Camera via Manual FTP Connection**

1 Tap the [Camera] button on the Home screen.

The [Connection with the camera] screen appears.

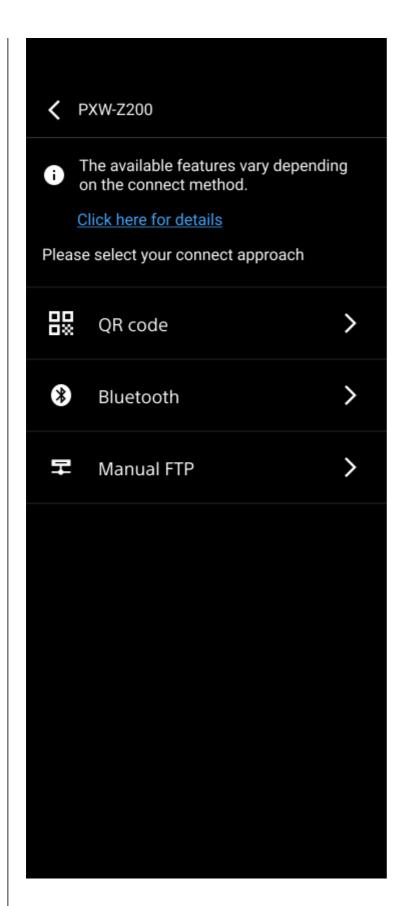
2 Tap [Add new camera].



Tap the model name of a camera you want to connect in the list.



4 Select [Manual FTP] as the camera connection method.



# 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.
- 6 Enter the FTP server information displayed in this app into the camera, and tap [OK] in this app.



7 If a message appears, tap [OK].

The Home screen appears.

Note

Connected camera information is not displayed for manual FTP connections. Transfer a clip from the camera to a smartphone to check whether it can be received.

## **Related Topic**

- Connecting to a Camera via QR Code Connection
- Connecting to a Camera via Bluetooth Connection
- Connecting to a Camera via the Remote Shooting Function

TP1000543723

## Help Guide

Creators' App for Enterprise

# **Connecting to a Camera Using the Connection History**

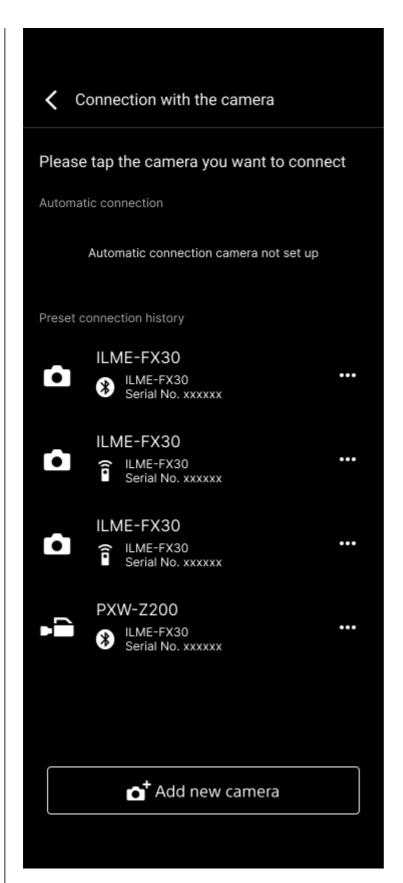
Information for cameras that were previously connected using a QR code, Bluetooth, or the remote shooting function are displayed in [Preset connection history] on the [Connection with the camera] screen. You can connect to a camera using the displayed connection history information.

#### Note

- If you have updated the firmware of a camera recently, you may not be able to connect to the camera from [Preset connection history]. In this case, reconnect to the camera using a QR code, Bluetooth, or the remote shooting function.
- Tap the [Camera] button on the Home screen.

The [Connection with the camera] screen appears.

Tap the camera you want to connect in [Preset connection history].



Connection with the camera will be established according to the connection history settings information.

3 Complete the connection by following the instructions displayed in this app.

#### Hint

The subsequent display and operations will vary depending on the connection method of the connection history selected in step 2. For details, see the topic for the corresponding connection method.

# **Related Topic**

- Connecting to a Camera via QR Code Connection
- Connecting to a Camera via Bluetooth Connection
- Connecting to a Camera via the Remote Shooting Function
- Connecting to a Camera via Manual FTP Connection

TP1002101595

## Help Guide

Creators' App for Enterprise

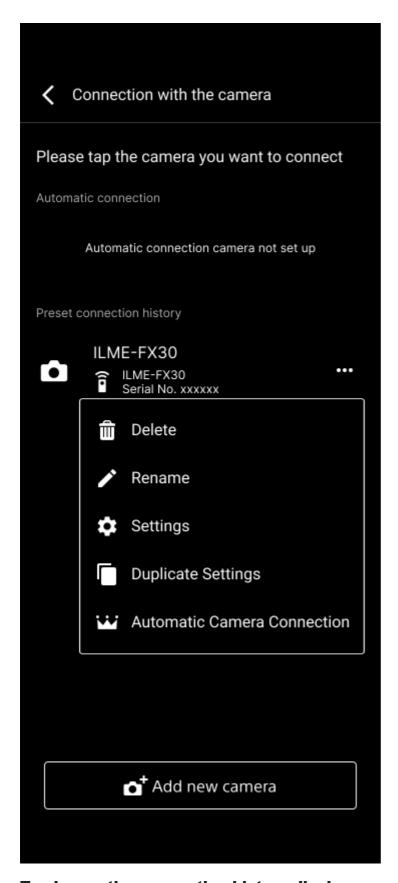
## **Editing and Deleting the Connection History**

Information for cameras that were previously connected using a QR code, Bluetooth, or the remote shooting function are displayed in [Preset connection history] on the [Connection with the camera] screen. You can edit or delete the displayed connection history information.

#### **Note**

- The connection history cannot be edited while connected to a camera. Disconnect the camera temporarily, edit the connection history, and then reconnect to the camera.
- If you have updated the firmware of a camera recently, you may not be able to connect to the camera from [Preset connection history]. In this case, reconnect to the camera using a QR code, Bluetooth, or the remote shooting function.

Tap the ••• (Menu) button on the right of the connection history in [Preset connection history] on the [Connection with the camera] screen to display the menu. You can edit the file transfer and location function settings, change the connection history display name, delete the connection history, and edit other settings in the displayed menu.



## To change the connection history display name

Tap (Rename) to edit the display name of the connection history.

## To delete the connection history

Tap  $\widehat{\mathbf{m}}$  (Delete) to delete the connection history from this app.

## To edit the connection history settings

Tap (Settings) to edit the connection history settings.

## To duplicate the connection history

Tap (Duplicate settings) to duplicate the connection history settings.

## To enable automatic connection to a camera

Tap (Automatic camera connection) to edit the auto connection setting for a camera in the connection history information. When this app is launched or when the connection to a camera is lost, the app will automatically try to connect to that camera.

## **Related Topic**

Automatic Connection to a Camera

TP1000543726

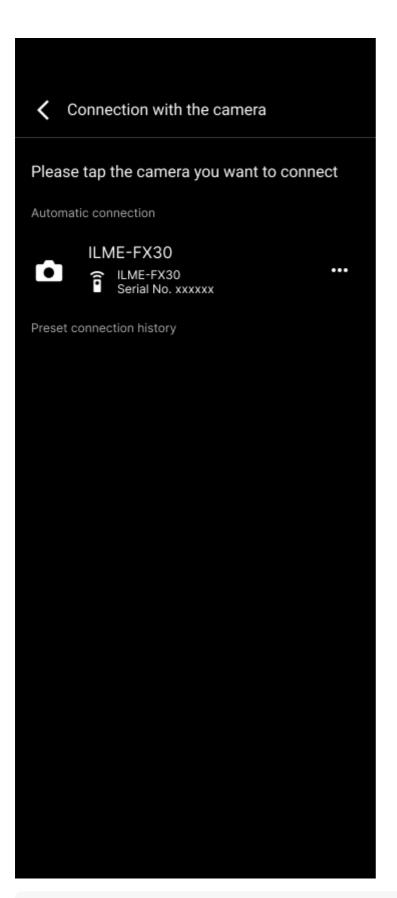
## Help Guide

Creators' App for Enterprise

## **Automatic Connection to a Camera**

If automatic connection to a camera is enabled, when this app is launched or when the connection to a camera is lost, the app will automatically try to connect to that camera.

You can configure automatic connection to a camera when connecting to the camera, or by tapping the ••• (Menu) button on the right of the connection history in [Preset connection history] > ••• (Automatic camera connection). Information about cameras with automatic connection enabled is displayed in [Automatic connection] on the [Connection with the camera] screen.



## Note

• If automatic connection is enabled, the automatic connection screen will appear when connecting, and the camera will continue to attempt connection until automatic connection is completed or you tap [Cancel] to cancel the connection.

TP1002101596

## Help Guide

Creators' App for Enterprise

## **Disconnecting a Camera**

# Models that support QR code connection/Bluetooth connection/remote shooting connection

- 1 Tap the [Disconnect/Settings] button on the Home screen.
- 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.

TP1000543724

## Help Guide

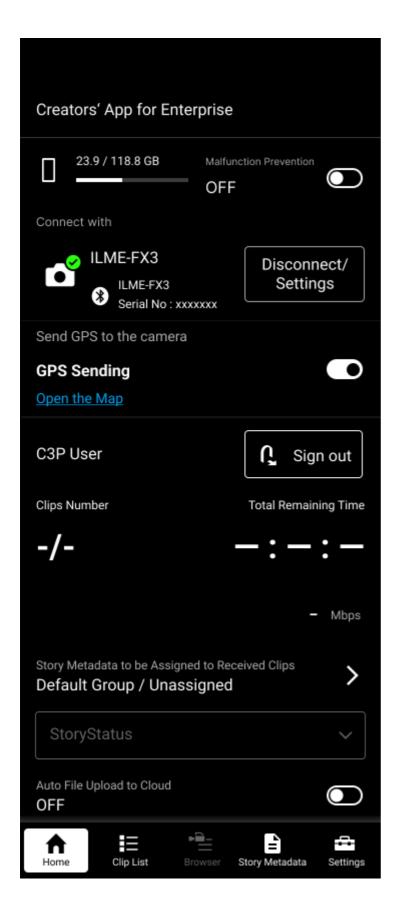
Creators' App for Enterprise

# **Sending GPS Information to a Camera**

When connected to a camera that has the GPS information sending function enabled, the GPS information display area is displayed on the Home screen. When the GPS information sending function is enabled using the toggle switch on the right of the GPS information display area, GPS information is sent from the smartphone on which this app is installed to the camera.

#### Hint

The GPS information sending function can only be used when connected via Bluetooth to a camera that supports the GPS information sending function, and when the GPS information sending function is enabled when connected to the camera.



TP1002101597

### Help Guide

Creators' App for Enterprise

## **Displaying the GPS Information Transmission Status**

Even if the sending of GPS information to a camera is enabled, GPS information may not actually be sent to the camera. If this occurs, "GPS Sending Stopped" will be displayed in the GPS information display area on the Home screen, followed by a message describing the reason why it cannot be sent.

If "GPS Sending Stopped" is displayed, check the message and resolve the problem preventing transmission.

[Camera GPS Setting OFF]
[Bluetooth Scanning]
[Bluetooth Setting OFF]
[No Location Permission]
[Location Data Setting OFF]
[GPS Accuracy Deterioration]

## [Camera GPS Setting OFF]

The location data settings of the camera are disabled. Set [Technical] > [GPS] > [Location by Mobile App] to [On] in the camera settings.

#### Hint

Only the PXW-Z300 and PXW-Z380 cameras have location data settings.

### [Bluetooth Scanning]

The Bluetooth connection between the camera and smartphone has been lost and is reconnecting. If the camera and smartphone are far apart, move them closer. Reconnection may not be possible if they are too far apart.

#### Hint

- This message will also be displayed if the camera is already connected to another smartphone or if the Bluetooth setting on the camera is turned off. Disconnect the camera connection with the other smartphone and turn on the Bluetooth setting on the camera, as necessary.
- If the problem persists, disconnect the camera from the app and then reconnect.

### [Bluetooth Setting OFF]

The Bluetooth setting of the smartphone is disabled. Use the following procedure to enable the Bluetooth setting on the smartphone.

**Xperia** (Android 15): Set [Settings] > [Device connection] > [Connection preferences] > [Bluetooth] > [Use Bluetooth] to the on position.

iOS 18: Set [Settings] > [Bluetooth] to the on position.

#### [No Location Permission]

This app does not have permission to use the location data of your smartphone. Use the following procedure to allow this app to use location data.

**Xperia (Android 15):** Set [Settings] > [Apps] > [C' App for ENT] > [Permissions] > [Location] to [Allow all the time]. **iOS 18:** Set [Settings] > [Apps] > [C' App for ENT] > [Location] to [Always].

#### [Location Data Setting OFF]

The location data settings of the smartphone are disabled. Use the following procedure to enable use of location data. **Xperia (Android 15):** Set [Settings] > [Location] > [Use location] to the on position.

iOS (18): Set [Settings] > [Privacy & Security] > [Location Services] to the on position.

# [GPS Accuracy Deterioration]

The GPS signal received by your smartphone is weak, reducing GPS accuracy. Signal reception may be poor indoors or near tall buildings. Move to another location, as required. Also, check that permission has been granted to use precise location data in this app in your smartphone settings.

TP1002101598

## Help Guide

Creators' App for Enterprise

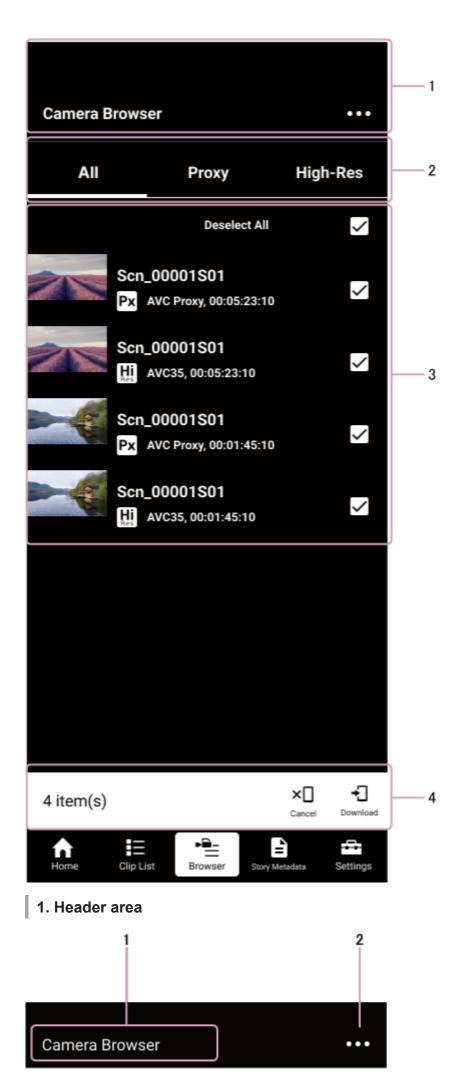
# Structure of the [Camera Browser] Screen

Tap [a] (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) in the launcher bar is enabled only when a camera that supports the camera browser function and this app are connected using a QR code or Bluetooth. To use the camera browser function, connect the camera and this app using a QR code or Bluetooth beforehand.



#### 1. Screen name display

Displays the name of the screen. "Camera Browser" screen (fixed).

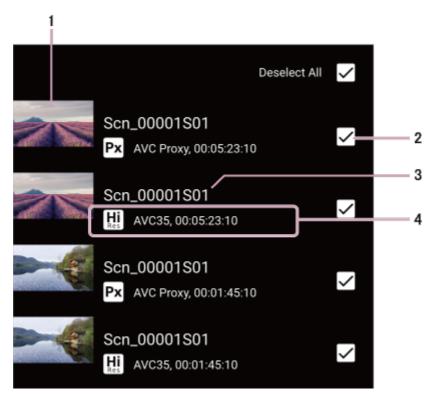
2. ••• (Options)

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] (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.

TP1000843895

### Help Guide

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 the clips of all types.
- [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]

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 from (Options).

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## Help Guide

Creators' App for Enterprise

## 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 •① (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 x□ (Stop transfer) in the action bar.

### Chunk file transfer

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

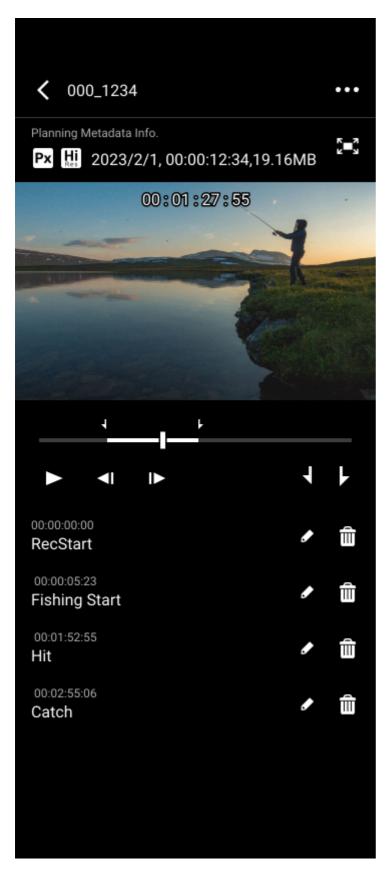
TP1000843897

Help Guide

Creators' App for Enterprise

# 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 file clips.
- Margins may be added before and after the trimmed positions, depending on the recording format and the trimmed positions.

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.

TP1000843898

### Help Guide

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.
- This app does not support connection with SxS readers and XQD readers using an Android device.
- 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.

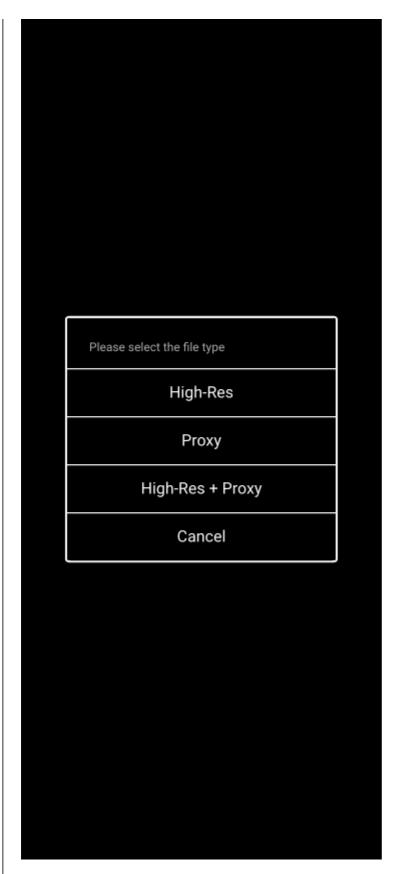
An adapter cable may be required depending on the smartphone and type of card reader.

2 Tap the [Media Card Reader] button on the Home 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.

- 3 Select the card inserted in the connected card reader or any folder on the card.
- Tap the type of file to load into this app.



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.

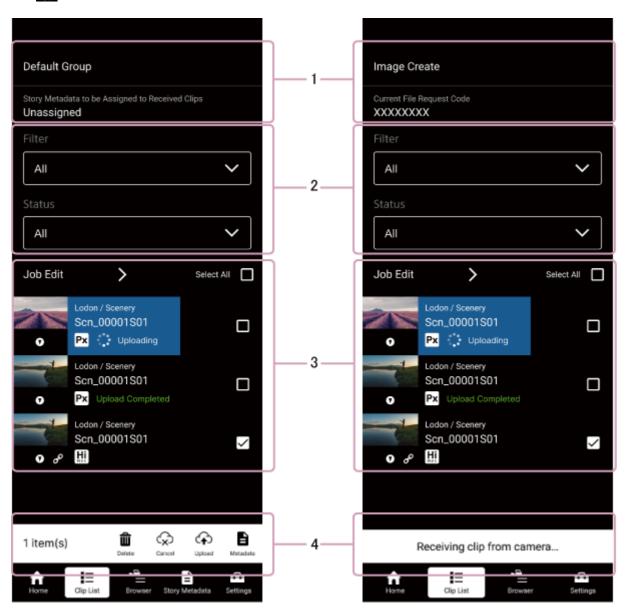
6 When satisfied with the selected clips, tap [Confirm].

The selected clips are added to the clip list.

Creators' App for Enterprise

## Structure of the Clip List Screen

Tap [5] (Clip List) in the launcher bar to display the clip list.



## 1. Cloud service information display area

The displayed content varies depending on whether you are connected to C3 Portal, Ci, or are not signed in.

### When connected to C3 Portal

- Group name: When [Story Metadata to be Assigned to Received Clips] is set to [Unassigned], this displays the name of the C3 Portal group to which to upload clips that have no assigned story metadata.
- [Story Metadata to be Assigned to Received Clips]: 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.

### When connected to Ci

- [Current File Request Code]: Displays the file request code being used for signing in to Ci.

#### When not signed in

- Nothing is displayed.

## 2. 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.

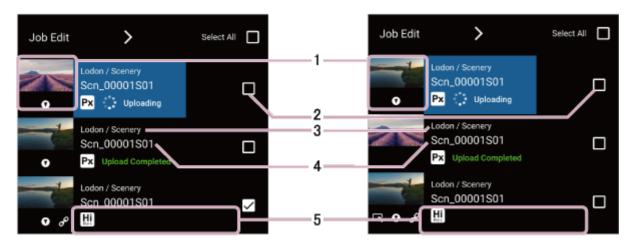
### [Status]

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.

### 3. Clip information display area



#### Note

When there are no clips displayed on the clip list screen, the [Camera] button and [Media 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 canceling
- [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**

- Hij (High-Res): Indicates that the clip is a high-resolution file.
- Px (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.

#### Note

If the recording time of a chunk file transfer clip is lower than the value specified on the camera, that clip is handled as a normal proxy file and not as a chunk file.

## 4. 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 file 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.
- \$\infty\$ (Stop upload): Stop uploading the clip.
- m (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

TP1000543727

#### Help Guide

Creators' App for Enterprise

## **Clip List Operations**

### Filtering clips

Select the type of clips and story metadata in the [Filter] drop-down list 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 a list, place a check mark in [Select All] at the top right of the list. To deselect all clips, clear the check mark in [Select All] at the top right of the list.

## Deleting a clip

Select all the clips you want to delete and tap 🏦 (Delete clip) in the action bar.

### Stopping clip uploads during chunk file transfer

Select [Cancel Uploading Clips during Chunk File Transfer] from •••• (Options) on the right side of the clips you want to stop uploading.

#### Note

The status of a clip changes between transferring chunk files from a camera to this app, and uploading the transferred chunk files 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.

TP1000543728

### Help Guide

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 [Story Metadata to be Assigned to Received Clips] 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**

Selecting Story Metadata

TP1000543729

## Help Guide

Creators' App for Enterprise

# **Editing Clip Metadata (Ci connections only)**

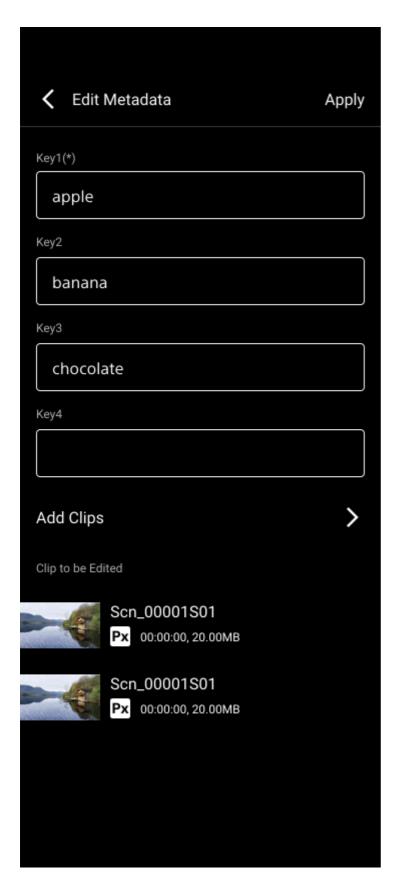
## **Editing metadata**

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

You can upload a clip with metadata by editing the metadata and then uploading the clip to Ci.

#### Hint

You can also display the [Edit Metadata] screen by tapping ... (Options) on the preview screen and tapping [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.

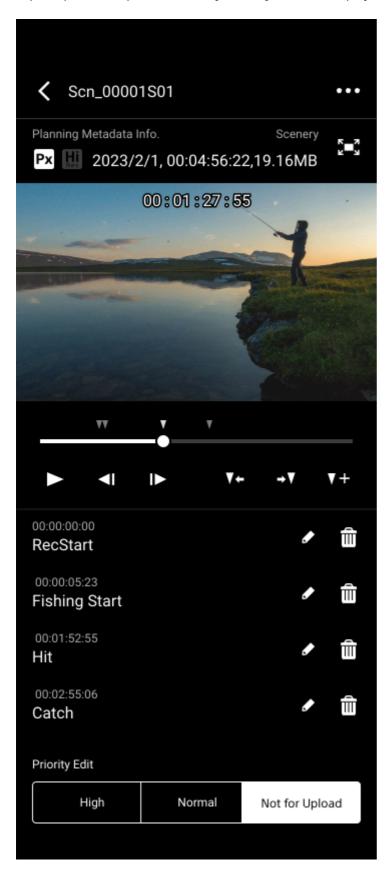
TP1000724172

Help Guide

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.
- Tap to move to the previous/next frame of the preview image.
- **1-** 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

TP1000543730

## Help Guide

Creators' App for Enterprise

## **Adding and Deleting Essence Marks**

Tap **v**+ (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 Essences Marks].

## **Related Topic**

Previewing a Clip

TP1000543731

### Help Guide

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. On the other hand, when you switch to the preview screen from the [Job Edit] screen, any upload that was paused when you switched to the [Job Edit] screen remains paused after switching to the preview screen.
- 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

TP1001126379

### Help Guide

Creators' App for Enterprise

## **Uploading a Clip**

#### Note

- When [Auto File Upload to Cloud] on the Home screen or [Upload 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 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 the clip and tap  $\bigcirc$  (Stop upload) in the action bar.

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 chunk 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

\* iOS only

#### 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 to 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.
- If a 909 error occurs, check that there are no problems with the communication environment or the connection with the camera. Restarting your smartphone may improve the communication conditions. If the problem persists, an error may have occurred within this app. Try restarting this app.

#### **Related Topic**

- Changing the Clip Upload Priority
- Job Edit Operations

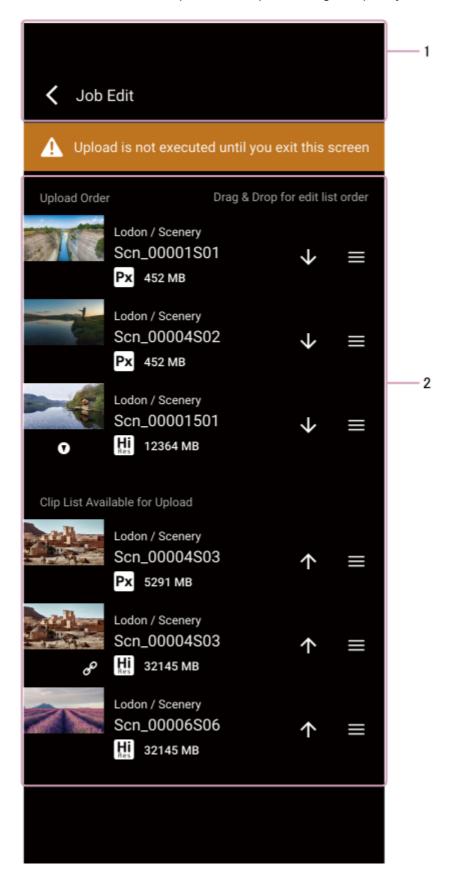
TP1000543732

Creators' App for Enterprise

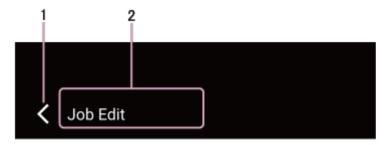
# Structure of the [Job Edit] Screen

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



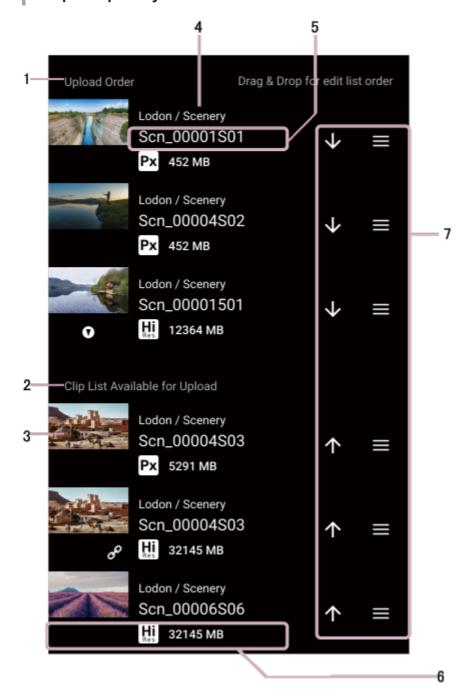
1. < (Return)

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 waiting to be uploaded. 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 with required metadata unedited (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.

- Hi (High-Res): Indicates that the clip is a high-resolution file.
- Px (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 for upload and change the upload priority.

TP1001126380

#### Help Guide

Creators' App for Enterprise

## **Job Edit Operations**

You can use the [Job Edit] screen to queue/cancel clips for upload 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 pending upload of a clip. The clip moves to the bottom of the [Clip List Available for Upload] list.
- \(\bar{\text{Q}}\) (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 continue to be 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.
- Clips received from a camera after switching to the [Job Edit] screen are not displayed on the [Job Edit] screen and hence their upload priority cannot be changed.
- Tap a clip thumbnail on the [Job Edit] screen to display the preview screen.

### **Related Topic**

- Previewing a Clip
- Changing the Clip Upload Priority

TP1001126381

## Help Guide

Creators' App for Enterprise

# **User Accounts (C3 Portal connections only)**

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

TP1000543718

## Help Guide

Creators' App for Enterprise

## Signing In to C3 Portal

#### Note

- If permissions for the following items are requested when you first launch this app or while using it, allow them in your smartphone settings. These permissions are required for the operation of this app.
  - Location data
  - Camera
  - Photos and videos
  - Nearby devices (Android only)
  - Local network (iOS only)
  - Notifications (Android only)
  - Music and audio (Android only)

## 1 Tap [Sign in] on the Home screen.

The [Select Service] screen appears.

#### Note

The cloud services available for use will vary depending on the country/region of use settings. Always select the country or region where you will use this app. You can change the country or region of use on the [App Information] screen.

# 2 Select [C3 Portal] and tap [OK].

### Hint

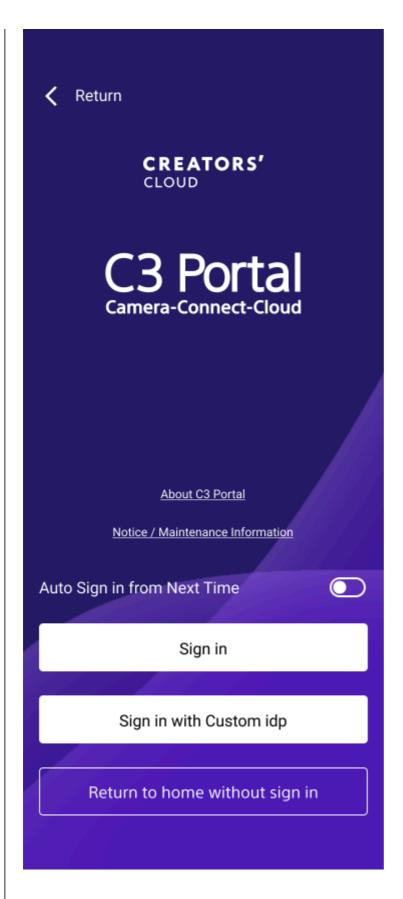
To subsequently use this app signed in to C3 Portal, enable [Use This Service Next Time].



- 3 Sign in 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].

#### Hint

Switch [Auto Sign in from Next Time] to the on position, as required.



- 4 Enter your user ID and password on the displayed sign in screen to sign in.
- For user accounts that require 2-factor authentication, enter the passcode on the displayed 2-factor authentication screen and tap [Authenticate].

After signing 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

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

## **Related Topic**

- User Accounts (C3 Portal connections only)
- Application Information

TP1002101599

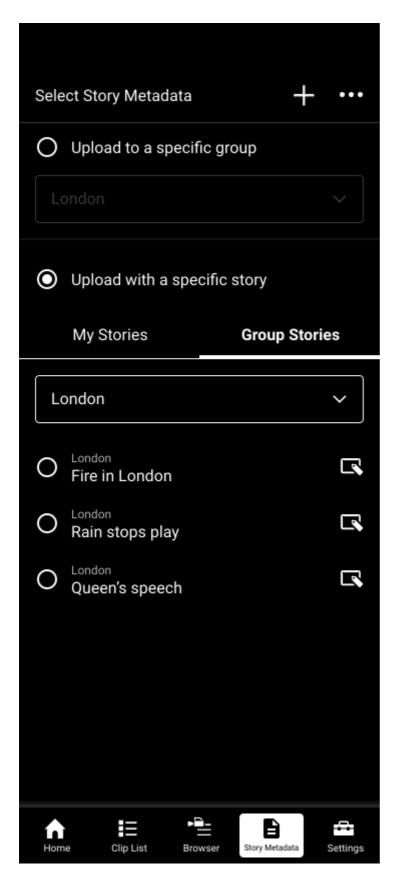
# Help Guide

Creators' App for Enterprise

# **Selecting Story Metadata**

# 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

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

### 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.

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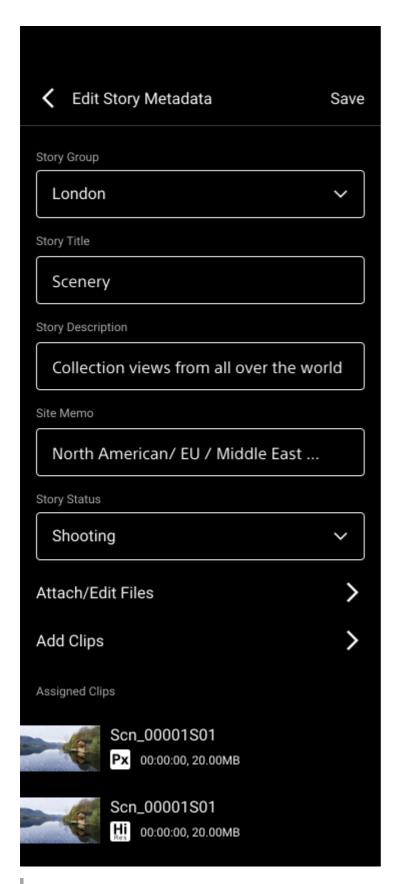
# Help Guide

Creators' App for Enterprise

# **Editing Story Metadata**

## 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 [7] (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.

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## Help Guide

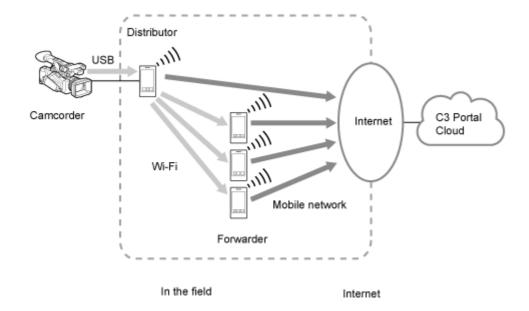
Creators' App for Enterprise

### Multi Mobile Link Transfer

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.
- 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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## Help Guide

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## **Configuring Multi Mobile Link Transfer**

1 Tap (Settings) in the launcher bar.

The [Settings] screen appears.

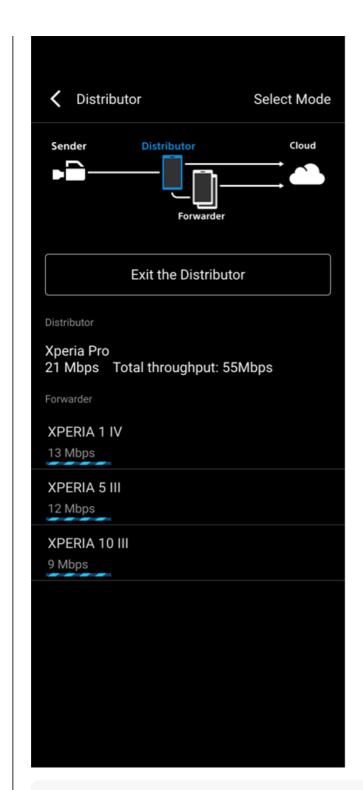
- Tap [Multi Mobile Link Transfer].
- 3 Select [Distributor] or [Forwarder], and tap [Next].

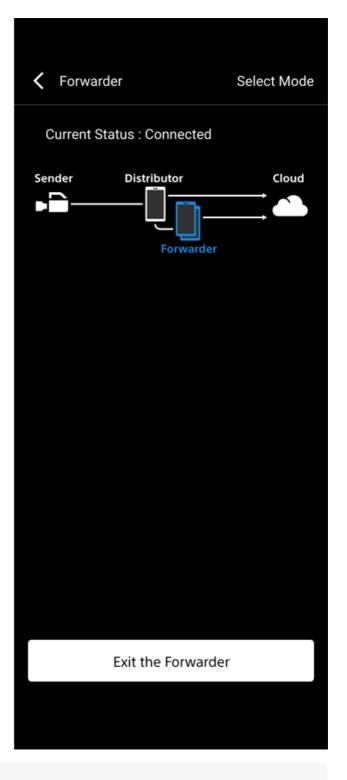
The screen in step 4 appears if the mode is already selected. To reselect the mode, tap [Select Mode].

#### 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.





### 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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## Help Guide

Creators' App for Enterprise

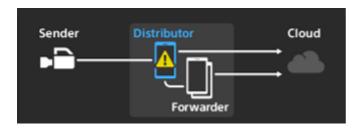
#### Multi Mobile Link Transfer Errors

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**

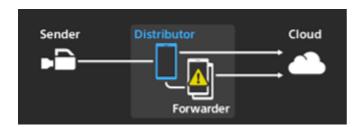


The following errors may occur.

- 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**

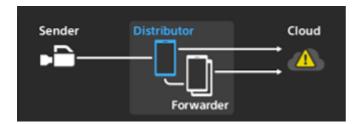


A communication error occurred between the Distributor and a Forwarder.

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.

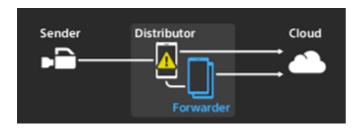
- Data connection error
- No response from cloud service

- 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**

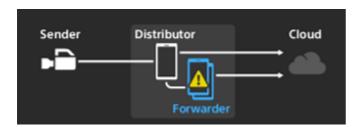


The following errors may occur.

- Connection with Distributor failed
- Failed to acquire 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.

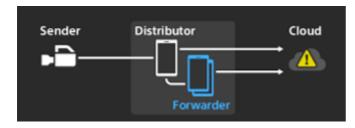
- Uploading to the cloud service failed
- Unknown error

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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## Help Guide

Creators' App for Enterprise

## Signing In to Ci

#### Note

- If permissions for the following items are requested when you first launch this app or while using it, allow them in your smartphone settings. These permissions are required for the operation of this app.
  - Location data
  - Camera
  - Photos and videos
  - Nearby devices (Android only)
  - Local network (iOS only)
  - Notifications (Android only)
  - Music and audio (Android only)

# 1 Tap [Sign in] on the Home screen.

The [Select Service] screen appears.

#### Note

The cloud services available for use will vary depending on the country/region of use settings. Always select the country or region where you will use this app. You can change the country or region of use on the [App Information] screen.

# 2 Select [Ci Media Cloud] and tap [OK].

### Hint

• To subsequently use this app signed in Ci, enable [Use This Service Next Time].



Enter the file request code sent by the administrator and tap [OK].

#### Hint

- Switch [Use This Code Next Time] to the on position, as required.
- If [Use This Code Next Time] is set to the on position and you subsequently want to set this to the off position to use a different file request code, for example, return to the file request code entry screen from the Home screen.



This app verifies the file request information, and the Home screen appears after signing in if verification is successful.

## **Related Topic**

- Limitations when Creating a File Request Code
- Application Information

### Help Guide

Creators' App for Enterprise

## **Limitations when Creating a File Request Code**

## Settings when creating a file request code

Always configure the following settings when creating a file request code using Ci.

If you enter a file request code created with settings different from those below into this app, an error will occur and you will not be able to sign in to Ci.

## [Customize] tab

## [ADVANCED SETTINGS] > [CONTRIBUTOR EMAIL]

Clear the check mark from [Require contributor's email].

## [ADVANCED SETTINGS] > [UPLOAD SETTINGS]

To limit the type of files that can be uploaded, clear the check mark from [Allow folder uploads] and set [PERMITTED FILES] to one of the following settings.

- Select [All files].
- Select [Only some file types] and place a check mark in [Video] under [SELECT PERMITTED FILE TYPES].
- Select [Only some file extensions] and enter "mp4" and "mxf" in the [Enter file extensions] field.

## [Request Metadata] tab

If a check mark is placed in [Include Network metadata model in contributor form], place a check mark in [Free text] only for the metadata type to use.

#### Note

This app does not support any metadata types other than free text.

#### **Related Topic**

Signing In to Ci

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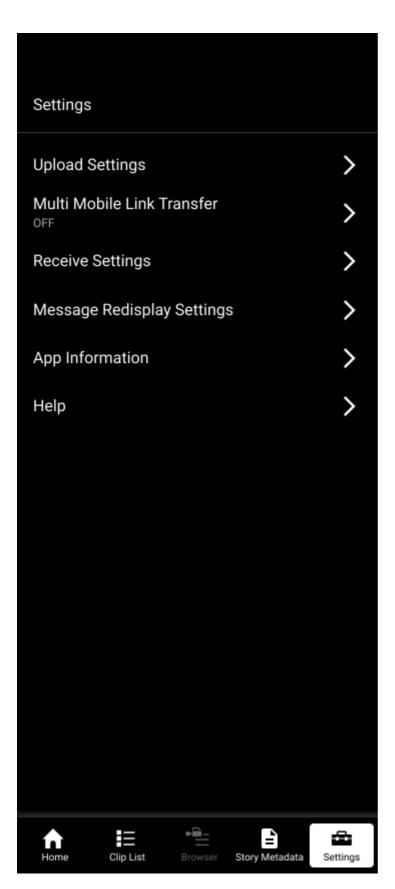
# Help Guide

Creators' App for Enterprise

# **Settings**

# Displaying the [Settings] screen

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



Tap each item to display the settings screen for each item. The displayed items vary depending on the connected cloud service.

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Help Guide

Creators' App for Enterprise

# **Upload Settings (C3 Portal or Ci connections)**

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.

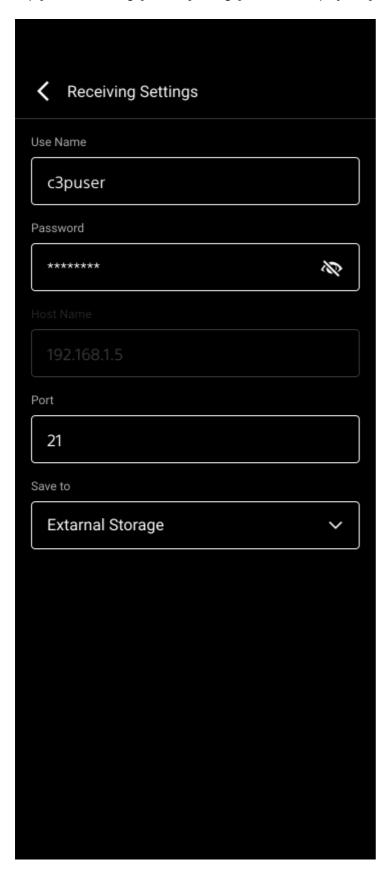
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Help Guide

Creators' App for Enterprise

# **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.

#### Note

If characters other than alphanumeric characters are used in the user name, connection with the camera may not be established.
For details about the valid characters for the user name, refer to the manual for the camera to connect.

[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).

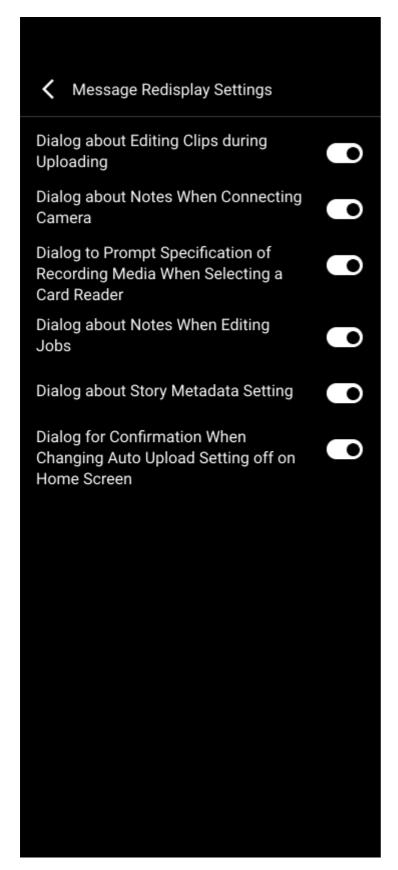
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Help Guide

Creators' App for Enterprise

## 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.

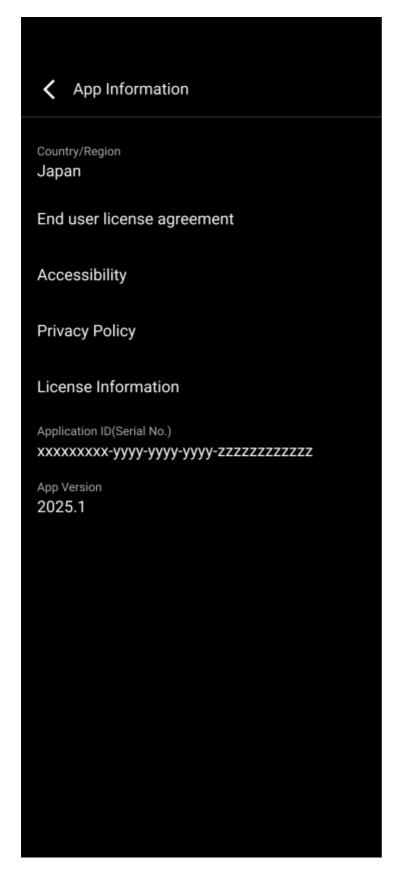
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Help Guide

Creators' App for Enterprise

# **Application Information**

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



You can browse the software agreement and privacy policy, and check the version of the app 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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# Help Guide

Creators' App for Enterprise

# Help

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

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## Help Guide

Creators' App for Enterprise

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