



vCam Mobile Controller User Manual



Vivax-Metrotech Corporation
03/12/2026 V1.3

General Safety & Care Information

◆ Health and Safety

This equipment is primarily used by professionals in the sewer and plumbing industry to inspect sewer pipes. It is maintained by professionals familiar with the health risks of maintaining equipment in a sewer.

Such professionals will be protected by their company's recommendations and work practices. If, for any reason, they are not or are not familiar with such practices, please check our website or email SalesUSA@vxmt.com for a copy of the Health and Safety Document used by Vivax-Metrotech for employees involved in the demonstration, maintenance, and handling of sewer camera systems.

- Keep all electrical connections dry and off the ground.
- Be aware of your surroundings at all times. Cone off open utility holes and follow traffic control regulations.
- Use personal protection such as eyewear, rubber gloves, and non-skid safety shoes.

◆ Worksite Safety

- Use your company's or other applicable safety codes and rules when using this equipment.
- **Do not** use this equipment in explosive areas – such as in the presence of flammable liquids, gases, and heavy dust.

◆ Equipment Safety

- **Do not** open the enclosures (housings) of the reel or camera heads.
- Opening the housings or camera head will void any warranty.
- Use only the leads supplied with the control module for AC or DC operation and charging.

◆ Batteries and the Environment

This Vivax-Metrotech product uses a rechargeable Lithium-Ion battery and a Lithium metal watch battery.

◆ Heat from camera head LEDs



The camera head may become hot when left on while not performing an inspection. Handle the camera head with care when it is sitting outside of the pipe for extended periods. We recommend using the camera skid and turning down the LEDs. The camera LEDs will automatically turn off after 5 minutes of no activity.

◆ Scratching of porcelain finishes



Using the vCamDrain in toilets or similar appliances will scratch the porcelain finish. To prevent direct contact with the spring and pushrod in the porcelain appliance, use a flexible hose or tube shoved into the toilet or similar appliance.

◆ High-Pressure Water or Pressure Washers



Do not use pressure washers to clean the reel or other camera system parts.

◆ Bleach and chemicals - Do not soak the termination parts or camera heads.



Do not soak the spring termination parts or the camera heads in bleach or other chemicals.

◆ Intended Use

This product is designed to inspect sewer laterals and basic indoor and outdoor plumbing. This product is not designed for and should not be used to inspect oil or other petrochemical pipes.

◆ FCC & IC Statement

Please note that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexemptés de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be chosen so that the equivalent isotropically radiated power (e.i.r.p.) is not more than necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

◆ 5G Wi-Fi IC Statement

- (i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and
- (iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

(i) Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

(ii) le gain d'antenne maximal autorisé pour les appareils dans les bandes 5250-5350 MHz et 5470-5725 MHz doivent respecter le pire limiter; et

(iii) le gain d'antenne maximal autorisé pour les appareils dans la bande 5725-5825 MHz doivent respecter le pire limites spécifiées pour le point-à-point et l'exploitation non point à point, le cas échéant.

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1. Service & Support

1.1 Worldwide Sales Offices and Service Centers

Worldwide Sales Offices and Service Centers

World Headquarters, United States of America

Vivax-Metrotech Corporation

3251 Olcott Street, Santa Clara,
CA 95054, USA

T/Free : 1-800-446-3392

Tel : +1-408-734-3880

Fax : +1-408-734-1415

Website : www.vivax-metrotech.com

Email : SalesUSA@vxmt.com

Canada

Vivax Canada Inc.

41 Courtland Ave Unit 8,
Vaughan, ON L4K 3T3, Canada

Tel : +1-289-846-3010

Fax : +1-905-752-0214

Website : www.vivax-metrotech.ca

Email : SalesCA@vxmt.com

Germany

Metrotech Vertriebs GmbH

Am steinernen Kreuz 10a,
96110 Schesslitz, Germany

Tel : +49 9542 77227-43

Website : www.vivax-metrotech.de

Email : SalesEU@vxmt.com

China

Vivax-Metrotech (Shanghai) Ltd.

Building 10, Lane 1158 Zhongxin Rd.,
Songjiang District, Shanghai, China, 201615

Tel : +86-21-5109-9980

Website : www.vivax-metrotech.com

Email : SalesCN@vxmt.com.cn

Central/South America and the Caribbean

Ventas para América Latina

3251 Olcott Street,
Santa Clara, CA 95054, USA

T/Free : 1-800-446-3392

Tel : +1-408-734-3880

Fax : +1-408-743-5597

Website : www.vivax-metrotech.com

Email : LatinSales@vxmt.com

France

Vivax-Metrotech SAS

Technoparc - 1 allée du Moulin Berger,
69130 Ecully, France

Tel : +33(0)4 72 53 03 03

Fax : +33(0)4 72 53 03 13

Website : www.vivax-metrotech.fr

Email : SalesFR@vxmt.com

United Kingdom

Vivax-Metrotech Ltd.

Unit 1, B/C Polden Business Centre,
Bristol Road, Bridgwater, Somerset,
TA6 4AW, UK

Tel : +44(0)1793 822679

Website : www.vivax-metrotech.co.uk

Email : SalesUK@vxmt.com

2. Introduction

Please read this section!



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



















Vivax-Metrotech cannot provide technical support or training for smartphones, tablets, or file-sharing apps on your devices.

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

2.1 Icon Gallery

This section lists the vCam Mobile Controller (VMC) app icons.

Icon	Name	Description
Main Screen		
	Gallery	Access to the Projects video and picture files.
	Record	Tap to start and stop a video recording. While recording, this icon flashes red.
	Pause / Resume	Tap to pause the recording video. Tap the red Play icon to resume the recording.
	Microphone	Tap to activate the microphone to add audio comments to the recording video.
	JPEG Capture	Captures the project's JPEG picture in the gallery.
	Step Back/Exit	Tapping this icon will move back one step. Continue tapping to disconnect and exit the app.
	Help	Tap this icon to open the on-screen instruction manual.
	Sonde	Tap this icon to activate the Sonde. Tap again to turn off the sonde.
	Camera Lights	Tapping this icon will bring up a slider bar to adjust the camera's lighting.
	Distance Reset	Tapping this icon will reset the distance counter to zero.
	Observations	Add and remove text observations (comments) to the control module and app screen.
	Screen Invert	Tapping rotates the screen orientation by 10 degrees. Tap and hold to return to the default position.
	Connection Status	This shows the battery status of the connected Reel or Control Module.
	Settings	Set user preferences, create and manage projects.
	Select All	Select all files or projects.
	Share	Share files or projects.
	Delete	Delete files or projects.
	USB Drive	Shows the status of the USB drive.
	Local Drive	By default, files are saved to the local drive and can be copied to the USB drive.

2.2 Download and Install the vCam Mobile Controller App

Follow the QR codes below to download and install the app.

Use the links below or perform a search for "vCam Mobile Controller".

Step 1



Step 2



Step 3



Step 4

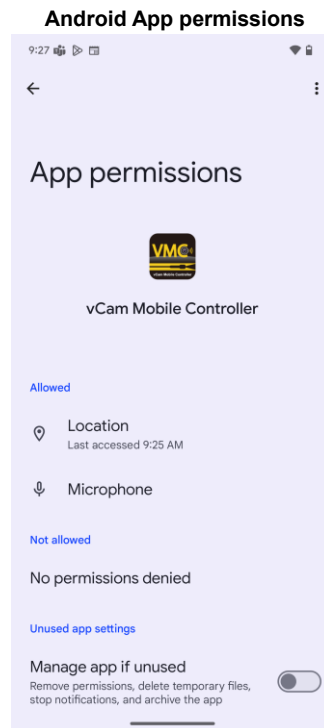
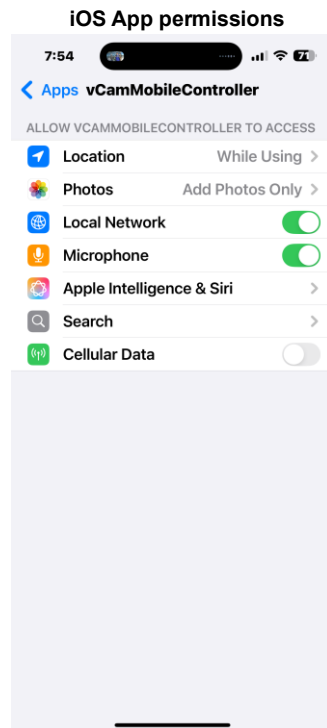


3. Wi-Fi Connection for App

Platform	Apple	Android
Minimum operating system	14.0 or greater	10 or greater

For optimal app performance, give the following permissions.

Access and permissions:	
Location	Allow for Wi-Fi scanning.
Bluetooth	Allow to search for control modules or reels.
Microphone	Allow adding audio to recording videos.
Gallery	Allow for the exporting of pictures and videos.
Storage	Allow to modify or delete files.



3.1 Wi-Fi Connection for App

The vCamDrain Wireless reel and Wi-Fi Adapter broadcast the product's serial number to connect to a tablet or phone running the VMC app.

When connected to the VMC app the video stream from the reel or Wi-Fi Adapter will be transmitted. The video stream will include any text on the app's screen and the on-screen display will show the system time, distance count, and date.

Visit our website at www.vivax-metrotech.com for more information and download links.



vCam Mobile Controller App icon



VMC Start Screen

3.2 Connect to the vCam Device



Press and release to turn the unit on. When the device is on the button will glow green.



Wait for the green light in the center of the Wi-Fi indicator to glow. This shows that the unit is now ready to connect to the app.



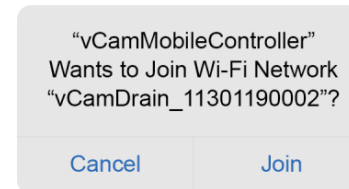
Launch the vCam Mobile Controller App.



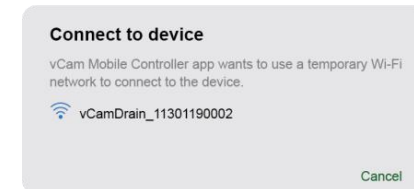
Tap on the vCam product icon at the Start Screen.

The app will display any Vivax-Metrotech devices available for connection.

In iOS tap Join; in Android tap the vCam device's **Serial Number**.



iOS



Android



You are now connected to the vCam Device.

3.3 Check for Firmware Updates

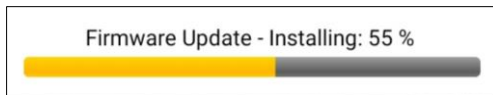
There are two methods for updating the firmware in the vCam device: an over-the-air update and a USB System Update. Both are performed through the VMC app.

3.3.1 Over-the-Air Update

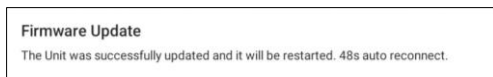
1. Connect to the vCam device via Wi-Fi.
2. If the vCam device's firmware is outdated or a new update is available, a pop-up dialog box will appear advising you so.



3. Select OK to proceed with the firmware update.
4. If OK is selected, a progress bar indicator will appear, and the device's Wi-Fi indicator light will blink during the update.

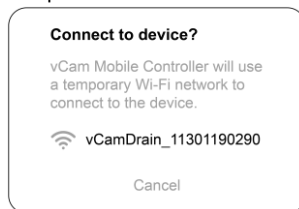


5. When the update is complete the Wi-Fi indicator light will stop blinking, the unit will reboot and return to the connection screen.



The pop-up message will show a countdown to the reconnect screen.

6. After the unit has rebooted and the Wi-Fi light is solid again you are ready to reconnect to the device and use it for your next inspection.



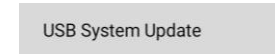
3.3.2 USB System Update

This update method requires a USB thumb drive.

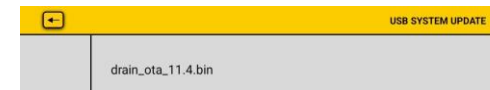
1. Go to the vCam products webpage from the Vivax-Metrotech website.
2. Go to the Download section and download the update.
3. Extract the zipped file and copy the .bin extension file onto the root drive of the USB thumb drive.
4. Turn on the vCam device reel and **insert the USB drive containing the update.**
5. Launch the VMC app and connect to the vCam device reel.
6. Go to **SETTINGS** and then to **USB System Update**. If the USB drive with the update is detected the description of the USB System Update will be available. If the drive is not detected* the description will be grayed out.



7. Tap on the description to continue.



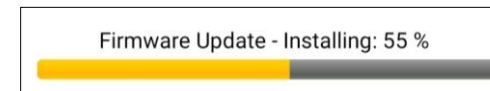
The screen will now show the updated file on the USB drive. Tap on the file's description to continue.



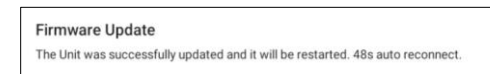
8. The update confirmation dialog box will appear. Select OK to proceed with the firmware update.



9. If OK is selected, a progress bar indicator will appear, and the device's Wi-Fi light will blink during the update.

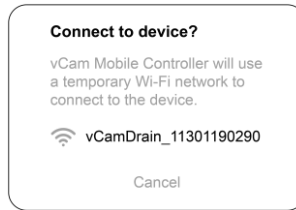


10. When the update is complete the Wi-Fi light will stop blinking and the unit will reboot and return to the connection screen.



The pop-up message will show a countdown to the reconnect screen.

11. After the unit has rebooted and the Wi-Fi light is solid again you are ready to reconnect to the vCam device and use it for your next inspection.



*** Troubleshooting the USB drive**

If the app does not recognize the USB drive with the firmware update file, check the following items.

- Check that the type of USB drive being used is the correct specification. The vCam devices can recognize USB removable drives up to 128GB in size.
- Check that the firmware update file is correctly copied to the USB drive. The update file with the .bin extension must be on the root drive of the USB drive. It cannot be a zip file or in another folder on the USB drive.

4. The vCam Mobile Controller App

The vCam Mobile Controller (VMC) controls all the functions of the vCam wireless devices. This manual covers the operation of the vCam Mobile Controller app when used with the vCamDrain Wireless Reel or the vCam Wi-Fi Adapter.



4.1 Introduction

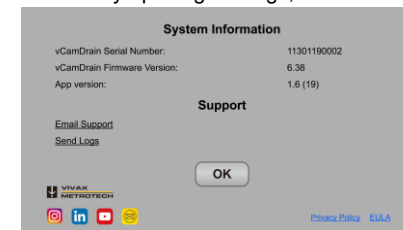
Technical Support

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



Note that the product's firmware version will only be displayed when the app is connected to the product.

The information below can be found by opening Settings, then **About**.



The Android and iOS About screen

App Icons



An **available** action or feature will have a **yellow** background.

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



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

4.2 The Selection Screen



Before launching the app turn on the vCam device and wait for the Wi-Fi indicator light to turn green.

The vCam Mobile Controller app starts at the **Selection Screen**; select the vCam device.



VMC Selection Screen

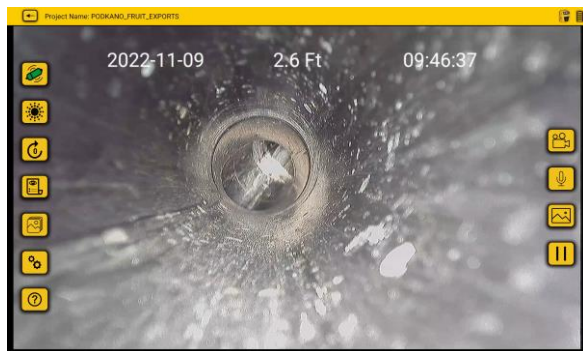
4.3 Offline Access to Files (Access Files without being Connected to the vCam device)

All files are stored in the app's Gallery and can be accessed without connection to a control module.

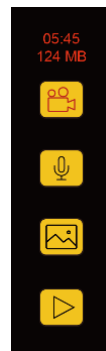
1. Select the device used to create the files at the Selection screen.
2. Tap on **Cancel** when the Connect to Dialog Box appears.
3. Tap on the **Gallery** icon to enter the Gallery.

4.4 The Main Screen

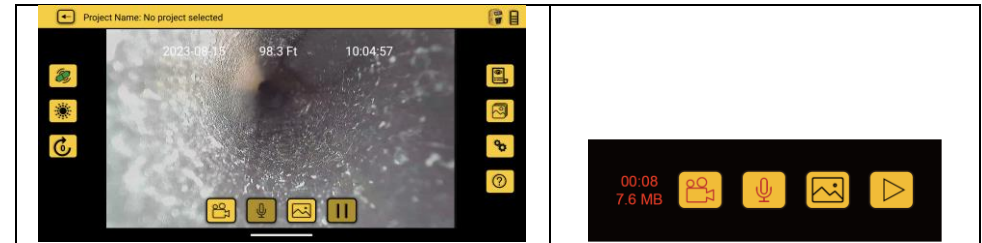
The icon arrangement on the Main Viewing Screen will differ between a tablet and a smartphone.



VMC Main Screen - Tablet View



While a recording is in progress



VMC Main Screen - Smartphone View

While a recording is in progress

<p>Step Back/Exit – Tapping this icon will move back one step. Continue tapping to disconnect and exit the app.</p>	<p>Help – Tap this icon to bring up an on-screen version of the instruction manual.</p>
<p>Project Name: PODKANO_FRUIT_EXPORTS</p> <p>Active Project – This shows the project name in which the files are being saved.</p>	<p>Elapsed Time/Size – This shows the elapsed time and the video's size.</p>
<p>Sonde – Tap this icon to activate the Sonde. Tap again to turn off the sonde.</p>	<p>Record – Tap to start and stop a video recording. While recording this icon flashes red.</p>
<p>Camera Lights – Tapping this icon opens a slider to adjust the camera's lighting. Note that the camera lights will turn off after 5 minutes if the drum does not turn.</p>	<p>Microphone – Tap to activate the microphone to add audio comments to the recording video.</p>
<p>Distance Reset – Tapping this icon will reset the distance counter to zero.</p>	<p>JPEG Capture – Captures the JPEG picture to the Project in the Gallery.</p>
<p>Observations – Add and remove text observations (comments) to the control module and app screen.</p>	<p>Connection Status – This shows the connected Reel or Control Module and its battery status.</p>
<p>Gallery – Access to the Projects video and picture files.</p>	<p>Pause/Resume – Tap to pause or resume the recording. Tap the red Play icon to resume the recording.</p>
<p>Settings – Set user preferences such as language, unit of measure, and sonde frequency.</p>	<p>Screen Invert – Tap on this icon to rotate the screen in 10-degree clockwise increments.</p>

Recording in progress icons – When a recording is in progress:

1. The inside top portion of the recording icon will blink red.
2. The video elapsed time and size will appear in red above the recording icon.

Pause and resume a video recording – While recording a video:

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

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

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

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

Default view with all icons - Tablet	With icons & status bar hidden - Tablet
Default view with all icons - Smartphone	With icons & status bar hidden - Smartphone

Step Back/Exit
 Use the **Step Back/Exit** icon to return to the **Start/Selection** screen before exiting the app. Returning to the Start/Selection screen will automatically disconnect the control module and free up the Wi-Fi to connect to the internet.

5. VMC App Settings

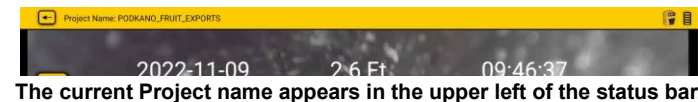
Enter the VMC app settings by tapping the **Settings** icon. To return to the Main Screen, tap the Settings icon again, or tap the **Step Back/Exit** icon.

At the time of publishing this manual the **Settings** menu consists of the following:

• Manage Projects	• Sonde Frequency	• Video Settings
• Units	• Date and Time	• Language
• Over The Air System Update	• USB System Update	• OSD Settings
• Text Settings	• Reel Settings	• About

5.1 Manage Projects

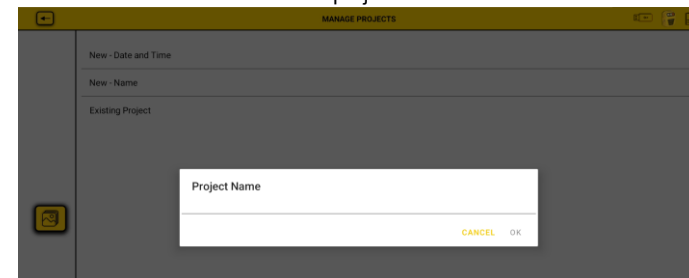
Projects are folders where videos and images are stored. The current Project will appear in the upper-left corner of the Main Screen. All files created in the VMC app are stored in the Gallery under the Project Name.



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

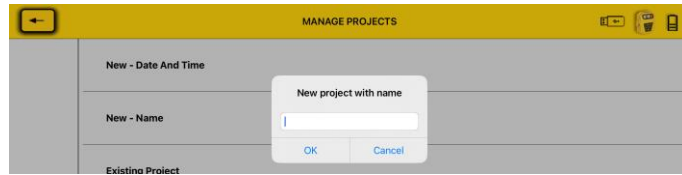
New – Date and Time: This option will create a project based on the tablet's current date and time. An example of a project name created on 30 August 2022 at 12:26 PM will be "2022_08_30_12_26."

New – Name: This option creates a project you can name using alpha-numeric characters. Up to 40 alphanumeric characters can be used for a project name.



Android "New-Name" dialog box

5 VMC App Settings



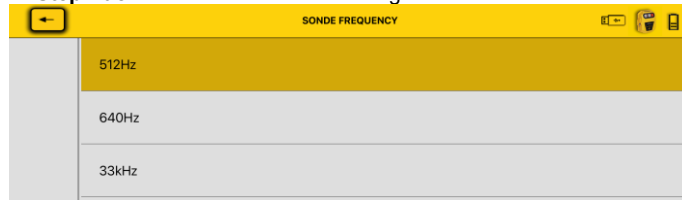
iOS New-Name Project

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



5.2 Sonde Frequency

Set the sonde frequency to use when the sonde icon is selected. Select from **512Hz**, **640Hz** or **33kHz**. Tap the **Step Back** icon to return to the Settings menu.



5.3 Video Settings

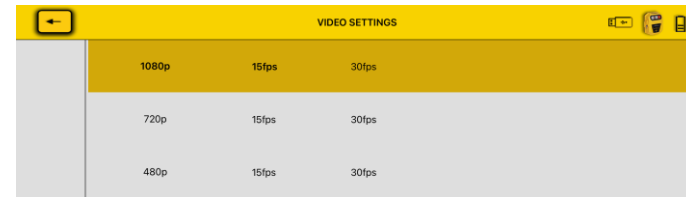
These settings adjust video and picture resolution which directly affects their sizes. Three resolutions are available at 15 or 30 fps. (Frames Per Second)

Video Setting options

- 1080p at 15 or 30 fps.
- 720p at 15 or 30 fps.
- 480p at 15 or 30 fps.

5 VMC App Settings

1. Tap the **Settings** icon to enter the sub-menu.
2. Tap on the frames per second number on the resolution to select the resolution and frames per second.

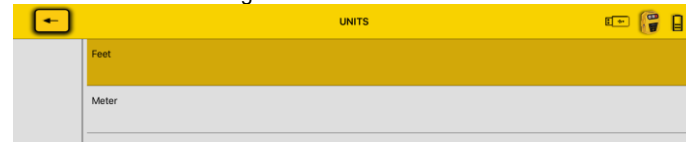


Tap the frames-per-second number on the resolution line.

Tap on the Step Back icon to return to the main settings menu.

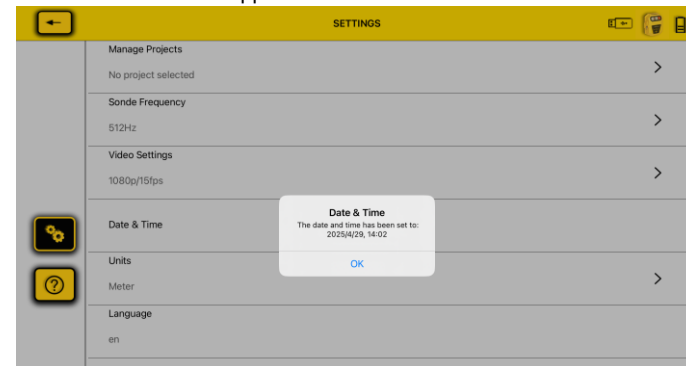
5.4 Units

Select the distance counter unit of measure. Choose between metric or imperial units. Tap the **Step Back** icon to return to the Settings menu.



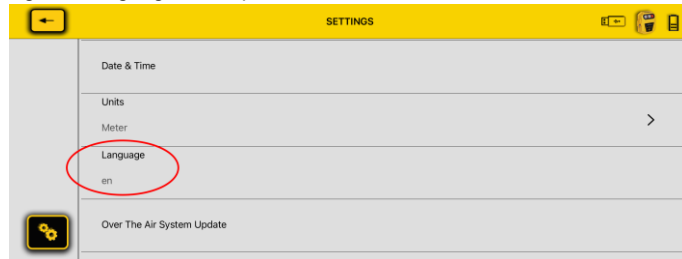
5.5 Date and Time

The date and time used in the app are from the tablet or phone. This option will update the vCam devices' date and time to match the app's.



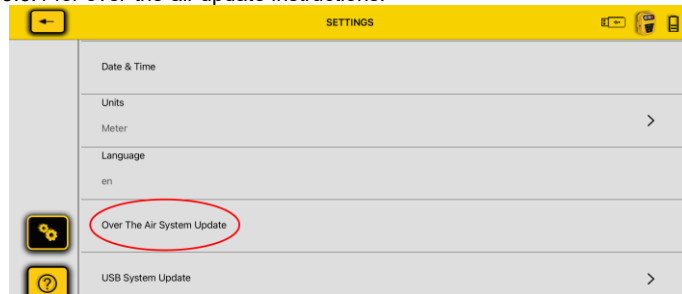
5.6 Language

This shows which language the tablet or phone is using. To change the VMC app language change the language of the phone or tablet.



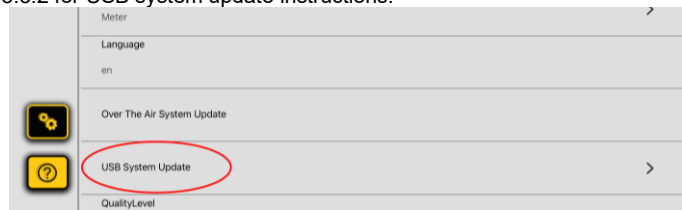
5.7 Over-The-Air Update

See section 3.3.1 for over-the-air update instructions.



5.8 USB System Update

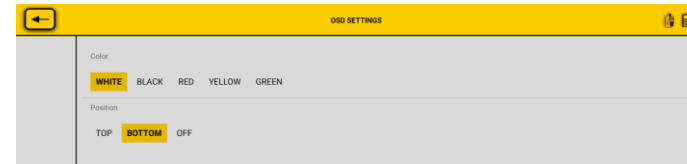
See section 3.3.2 for USB system update instructions.



5.9 OSD (on-screen display) Settings

These settings allow the position of the Date, Distance and Time to be set at the top or bottom of the screen and for the colors to be displayed in white, black, red, yellow or green.

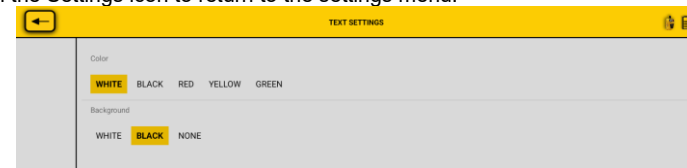
1. Tap on the desired color of the OSD.
2. Tap on the desired position of the OSD.
3. Tap on the Settings icon to return to the settings menu.



5.10 Text Settings

These settings allow the text writer to display text in white, black, red, yellow, or green on a white or black background.

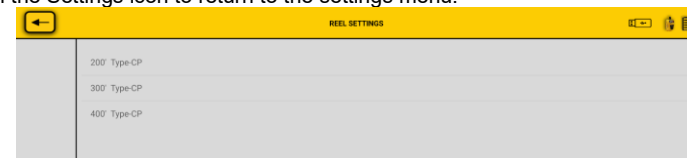
1. Tap on the desired color of the text.
2. Tap on the desired background color.
3. Tap on the Settings icon to return to the settings menu.



5.11 Reel Settings (Wi-Fi Adapter)

This setting applies to the vCam Wi-Fi Adapter. Selecting the reel type and length helps improve the distance counter accuracy.

1. Tap on the footage and reel type.
2. Tap on the Settings icon to return to the settings menu.



5.12 Regulatory Labels

This section shows the required FCC and IC information. To access this information do the following:

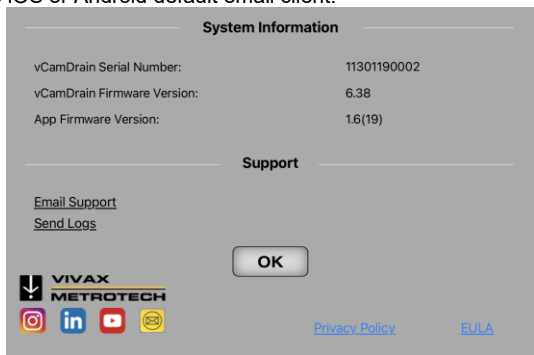
1. At the Main screen select the Settings icon.
2. Tap on the **Regulatory Labels** to find the FCC and IC information.



5.13 About

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

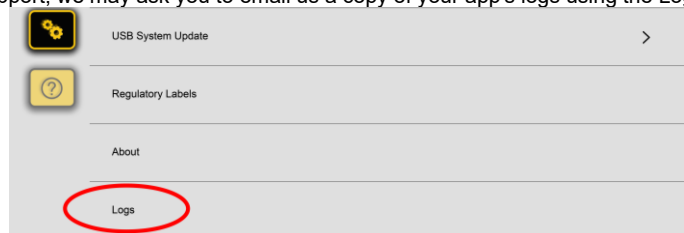
This area also has email support and general email options which will work if you have an email account set up in the iOS or Android default email client.



The About Screen Information Box

5.14 Logs

Logs are recorded to troubleshoot problems with the app or the wireless reel. If you call for technical support, we may ask you to email us a copy of your app's logs using the Log feature.



6. Using the vCam Mobile Controller App

Before launching the app ensure the vCam device is turned on and that Wi-Fi is enabled.

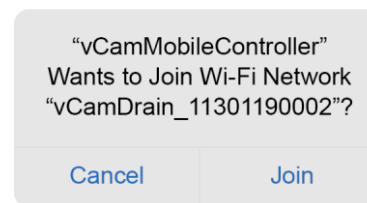
6.1 Connect to the Reel or Control Module

- From the Selection screen select the vCam device to connect.

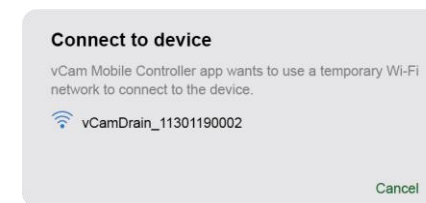


The Selection Screen

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



iOS connection dialog box

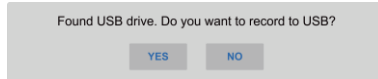


Android connection dialog box


After a few seconds the Main Viewing Screen will appear showing an icon of the device along with its battery status in the upper right corner.

6.2 Recording Videos

By default, recordings are saved in the VMC app Gallery on the tablet or smartphone. When recording to a USB (thumb drive) is selected, the videos are copied to the USB drive inserted in the vCam device.

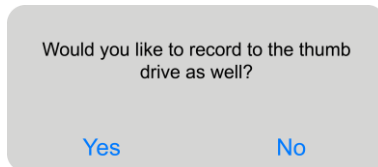


Videos saved in the app can be transferred to the USB drive or exported elsewhere. Videos on the USB drive can be viewed but not exported.

1. Tap the **Record**  icon to start the video recording.

If no project is selected, the **Manage Project** dialog will appear. See section 6.1, Manage Projects. To continue, create a new project or select an existing project.

If a USB drive is inserted in the device the user will be asked, “**Would you like to record to the thumb drive as well?**” Selecting **YES** will copy the recorded videos and pictures to the USB drive and the app gallery.




Selecting Yes will place a copy of the recording on the USB drive.


The Project selected and USB recording settings will remain until the app is restarted or the reel is disconnected.

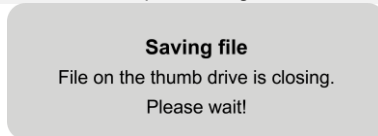
05:45
124 MB When a recording starts, the record icon flashes red, and the elapsed recording time and file size are displayed above the icon.

 To pause the recording, tap the **Pause** icon.

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

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

 If recording to the USB thumb drive, the Saving File dialog box will appear when the video ends. Wait for the dialog box to clear before proceeding.



Wait for the dialog box to clear before proceeding.

6.2.1 Video Length




The maximum recording length is 15 minutes. If left unattended, the recording will close after 15 minutes, and a new video recording will automatically start.

6.3 Capturing JPEG Images (Taking Pictures)

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

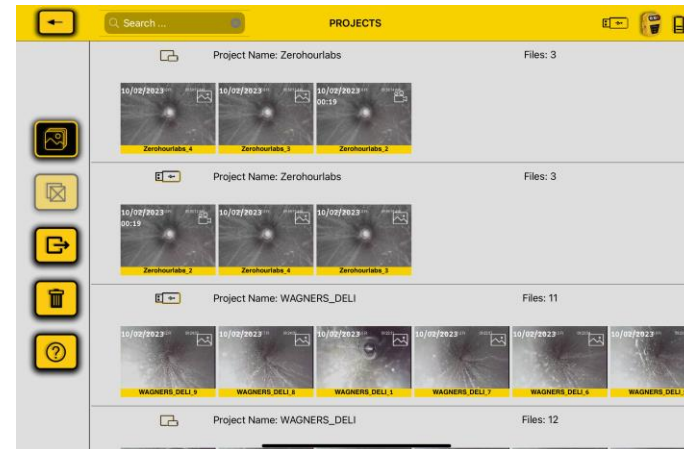
6.4 Adding an Observation to the Screen

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










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

6.5 The Gallery

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



The Gallery Main Screen

- | | | | |
|---|---|---|---|
|  | Return to the previous screen |  | Share files or projects |
|  | Search the gallery |  | Delete files or projects |
|  | Exit the gallery |  | Select All files or projects |
|  | Local Drive is where all files are stored by default |  | A USB Drive is an alternative location for saving files. Files can also be copied from the local USB drive |
|  | Help opens the manual to the help topic | | |


6.6 Searching the Gallery

Use the Search feature to find files in the Gallery.

1. Start typing in the search bar to find files and projects in the gallery.
2. Press the X to the far right to clear the search box.



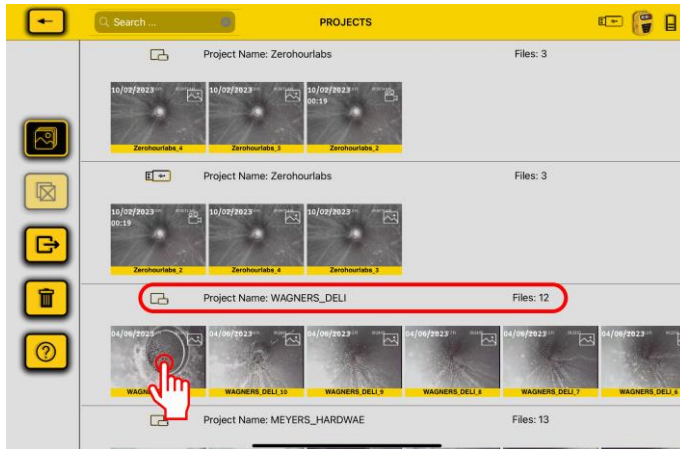
NOTE The app does not need to be connected to the vCamDrain reel to view the files in the Gallery.

3. After selecting the reel type select **Cancel** and do not connect to the reel.
4. Tap on the Gallery icon  to enter the Gallery to view the Project files.

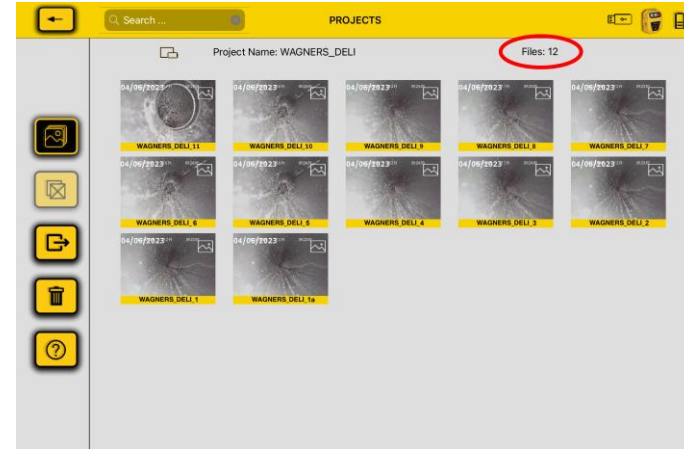
6.7 Reviewing Files in the Gallery

In the Gallery files can be reviewed, shared, or deleted. This section will cover reviewing the files.

1. Tap on a **Thumbnail** to enter that Project's gallery.

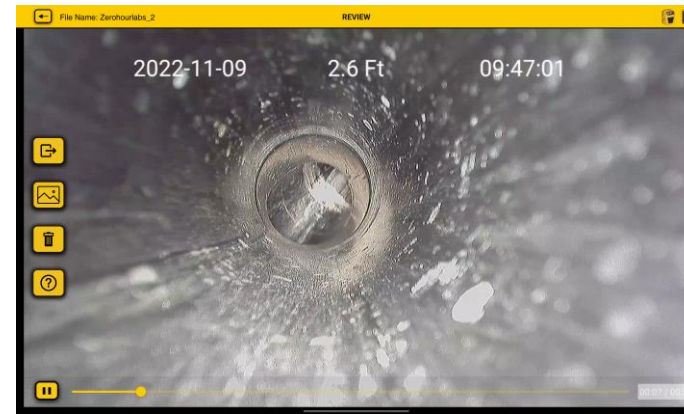


Gallery Main Screen





Gallery Review Screen

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





The video review screen

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

3. Tap on the **Play**  icon to watch the video. While playing the video, tap the Pause icon to pause and unpause it. Use your finger on the progress line to move forward and backward through the video.
4. While in the Video Review screen the Share, JPEG Capture, Delete and Help options are available.

NOTE See manual section 6.8 for instructions on sharing files.

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


 Deleted files cannot be recovered!


6.8 Sharing (Export) Files and Projects

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

- Use the share features native to the iOS and Android platforms.
- Export files into file-sharing apps such as BOX™, DropBox™ or OneDrive™.
- Export files to a USB drive.

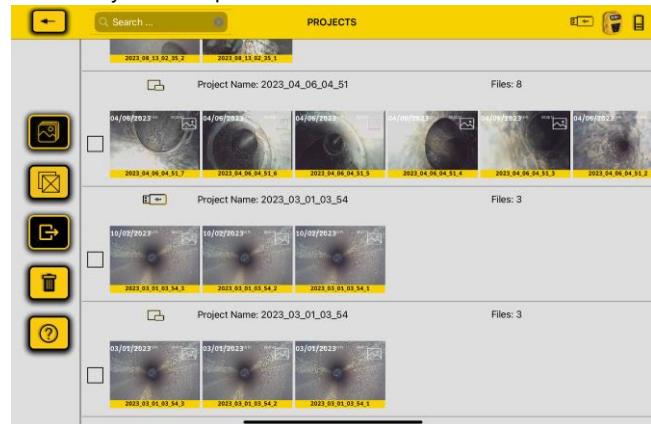
Individual files can be selected from Projects and exported or the entire Project can be exported.

 **Disconnect from the vCam device to free up the internet connection.** When the app is connected to a vCam device, files cannot be shared because there is no internet or cellular connection. Disconnect from the vCam device then use the internet or cellular connection.

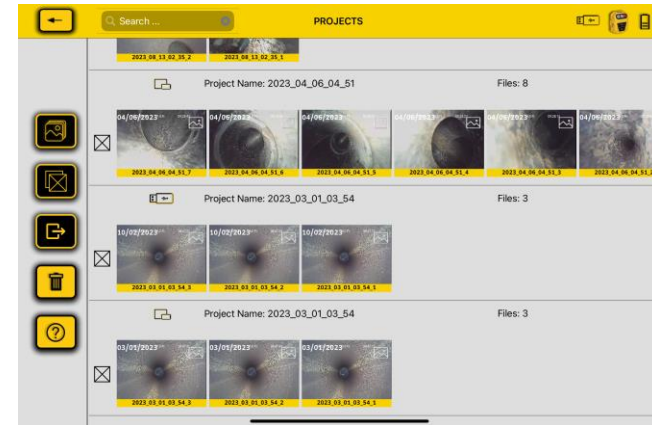
 Accounts are needed to share files on most file sharing apps. Be sure that your file sharing app account is logged into on your phone or tablet.

6.9 Sharing an Entire Project

1. From the Main Gallery screen tap on the Share icon.

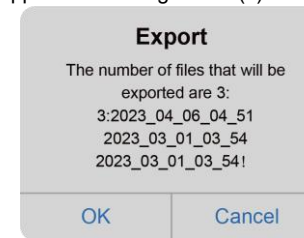


Main Gallery Screen



Main Gallery screen with selection boxes

2. Tap on the **Selection Boxes** of each Project to export then tap the Share icon again.
3. The Export dialog box will appear confirming the file(s) to be exported. Tap on **OK** to proceed.



6 Using the vCam Mobile Controller App

- The **EXPORT** destination screen will appear. Select Tablet (Local) or USB.

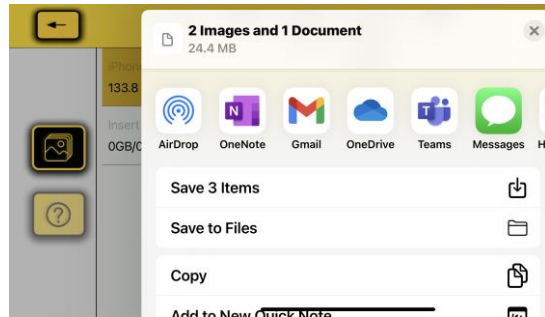


If USB is selected, a dialog box will appear showing the progress of the file export.



If **Tablet (Local)** was selected, continue with step 5 below.

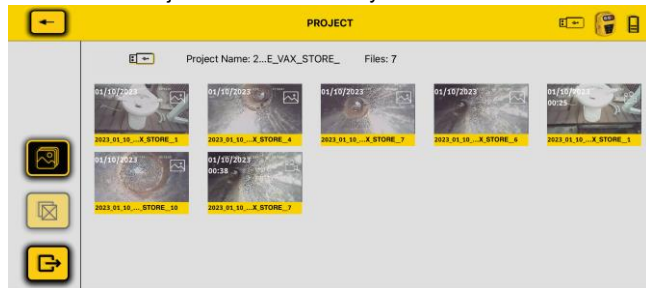
- The sharing dialog box will appear. Make your selections and continue.



File sharing dialog box

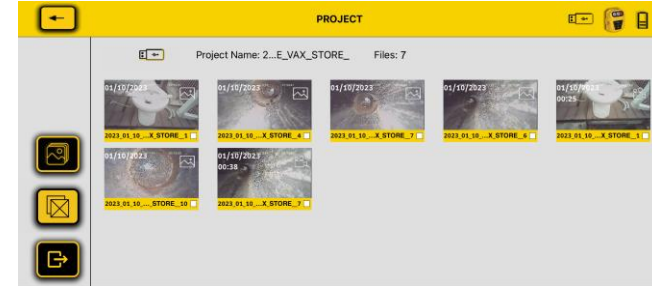
6.10 Sharing Single Files

- Tap any thumbnail in the Project to enter its Gallery.



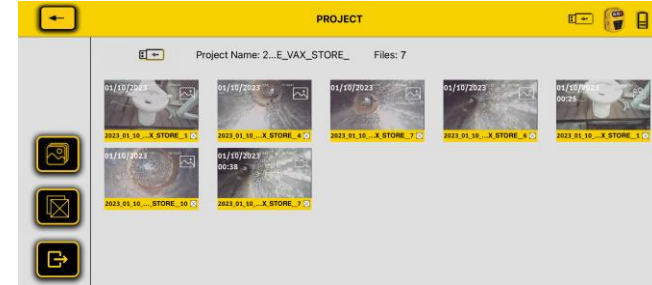
- Tap the **Share** icon and the checkboxes will appear in the bottom right corner of each thumbnail.

6 Using the vCam Mobile Controller App

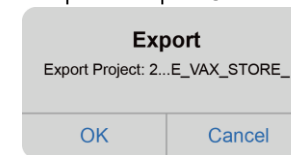


- Tap on each thumbnail to apply the checkmark to mark them for export.
- or -

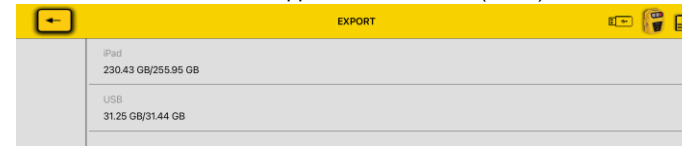
Use the **Multi-File Select** icon to apply checkmarks against all the thumbnails.



- Tap on the **Share** icon again to start the export process. The Export dialog box will appear confirming the files to be exported. Tap on **OK** to continue.



- The **EXPORT** destination screen will appear. Select Tablet (Local) or USB.



If USB is selected, a dialog box will appear showing the progress of the file export.



If **Tablet (Local)** was selected, continue with step 6 below.

6. Use the Share dialog box to complete the operation.



6.11 Deleting Files

Delete files or projects from the Gallery by following the steps in section 6.9 except choose **Delete** rather than Share.

Please read this section!



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



Vivax-Metrotech does not provide technical support or training for smartphones, tablets, or file-sharing apps on your devices.

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

7. Troubleshooting

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



Problem: No control modules are seen in the range to connect.

Check:

1. Check that the Wi-Fi on the control module or vCamDrain reel is turned on.
2. Check the control module or vCamDrain reel to see if the latest software has been installed.
3. Check that the SSID on the control module or vCamDrain reel starts with "vCam." If the SSID was changed, the app might be unable to find the control module.
4. Try restarting the app.
5. Try restarting the control module or vCamDrain reel.

Try:

1. Close the vCam Mobile Controller app.
2. Go to the devices List of Available Wi-Fi list of Available Wi-Fi Networks.
3. Find the vCam device on the list and connect to it.
4. Launch the VMC app and select the vCam device.

Problem: The control module will not connect.

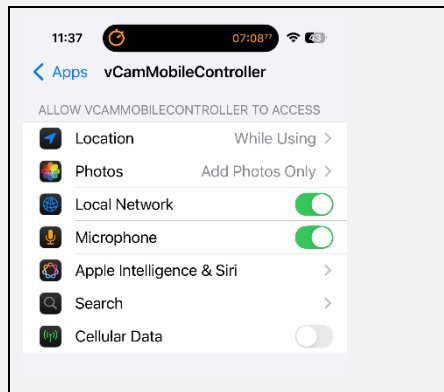
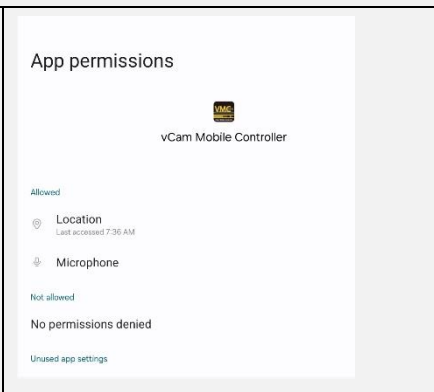
Check:

1. Ensure the Wi-Fi is turned on in the control module or the Wi-Fi LED is glowing on the vCamDrain reel.
2. Make sure that the SSID has not been changed. The SSID must start with "vCam" for the app to see the reel.
3. Check that the battery life of the control module or vCamDrain reel is greater than 15% charged.
4. Check that the tablet or phone meets the minimum operating system requirements.

Platform	Apple	Android
Minimum operating system	14.0 or greater	10 or greater

5. Check that the VMC app has the following permissions granted.

Access and permissions:	
Location	Allow for Wi-Fi scanning.
Bluetooth	Allow to search for control modules or reels.
Microphone	Allow adding audio to recorded videos.
Gallery	Allow for the exporting of pictures and videos.
Storage	Allow to modify or delete files.

	
iOS permissions	Android permissions

A. Try restarting the vCamDrain Wireless Reel.

B. Try to connect manually via Wi-Fi, then launch the app.

1. Close the VMC app.
2. Go to Wi-Fi to view the list of available wi-fi networks.
3. Find the vCamDrain unit and manually connect to it.
4. Wait until the Wi-Fi icon on the tablet or phone shows that the vCamDrain is connected. It is okay that it reads “no internet connection.”
5. Launch the VMC app and select the vDamDrain.


C. In iOS try resetting the tablet or network settings



This will delete all network settings returning them to factory defaults. You will have to re-enter all your network passwords.

1. In Settings tap on General.
2. Scroll down and tap on Transfer or Reset iPhone.
3. Tap on Reset.
4. Tap on Reset Network Settings.
5. Enter the Passcode if prompted.
6. Tap on Reset Network Settings.
7. The phone will reboot.
8. Launch the vCam Mobile Controller app and connect to the vCamDrain or control module.

D. In Android, try resetting the tablet or phone network connections

1. In Settings go to Network & Internet.
2. Tap the Refresh Tool icon  in the top right corner of the Internet Settings page.

Problem: The picture is freezing

Check:

1. Ensure no source of interference is between the app and the reel or control module.
2. Restart the app.
3. Restart the reel or control module.

Problem: The Share File dialog box does not show up

Check: This is probably an Access Permission setting in the iOS settings.

1. Go to **Settings**.
2. Find the VMC app.
3. Under **ALLOW VMC TO ACCESS**, ensure that **Photos** or **Add Photos Only** is selected.

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Online Manual

Vivax-Metrotech Corporation

3251 Olcott Street, Santa Clara, CA 95054, USA

Toll-Free: 1-800-446-3392

Phone: +1 (408) 734-3880

Website: www.vivax-metrotech.com