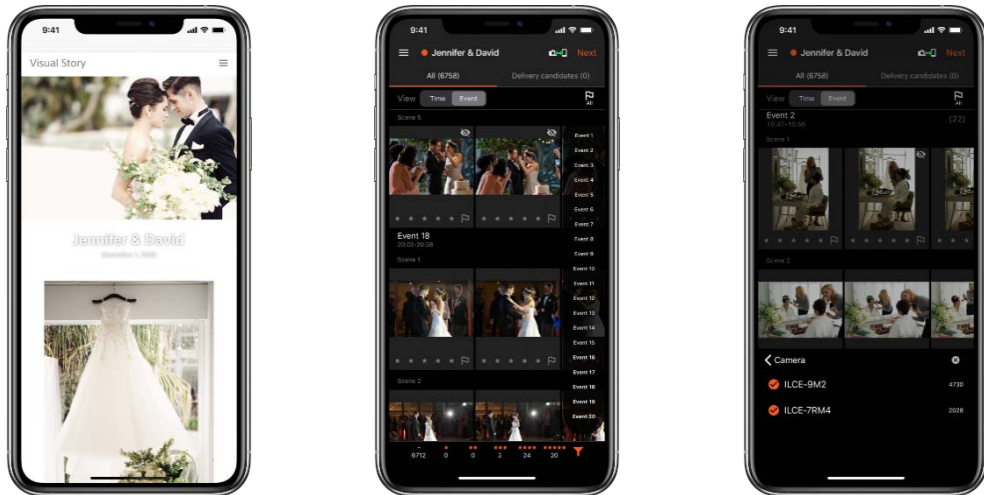


# Visual Story Tips

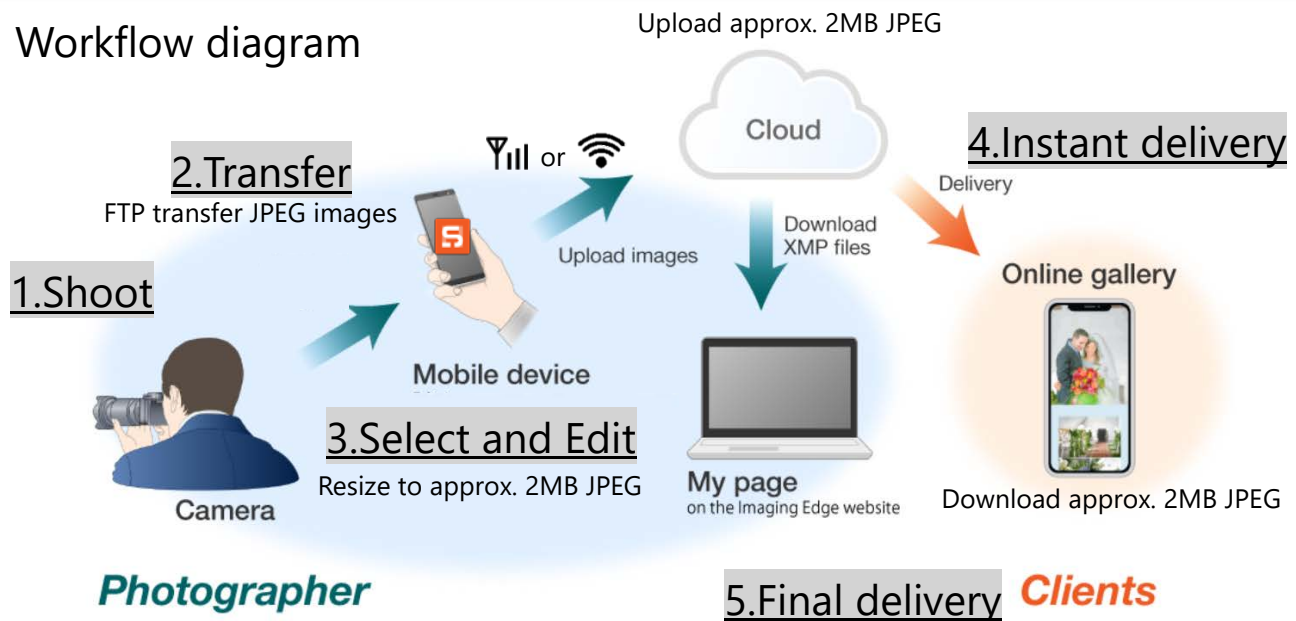


↓\* You can access to the item you want to check by clicking the subject.

1. Basic spec
2. Connection type
3. Number of camera and smartphone/tablet
4. Initial setup between camera and smartphone
5. Trouble Shooting
  - i. My shots were not transferred to the smartphone
  - ii. Transfer was successful in the past but not possible now
6. Other useful information

## 1. Basic Spec

### Workflow diagram



**A high-speed workflow using 2MB JPEG enables photographers to deliver instantly. Clients will also find it easy to share 2MB JPEG images on social media**

### Workflow of Visual Story

1. **Shoot**: Visual Story only supports JPEG upload for instant delivery. If you need RAW for final editing, you could shoot with [RAW + JPEG].
2. **Transfer**: Automatically transfer JPEG files not only to your smartphone but also to cloud simultaneously while shooting. Each image which are uploaded to the cloud is approx. 2MB JPEG.
3. **Select and Edit**: Allows high-speed selection and simple editing. Images are resized to Approx. 2MB JPEG.
4. **Instant delivery**: Allows download of all images (2MB JPEG) and a highlight movie (MP4). Remain online for one year from the date of creation.
5. **Final delivery**: Information such as ratings and flags set in Visual Story app can be downloaded as XMP files and applied to RAW files saved on a computer.

## 2. Connection type

★Recommend using Mobile Router for greatest connection stability

### A. Connecting through a Wi-Fi access point

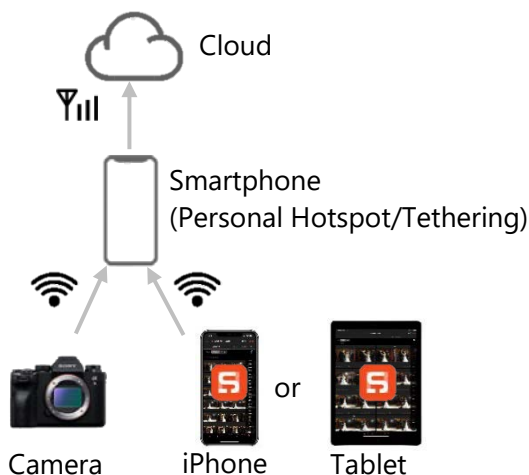


#### Visual Story app setting

Select [Connecting through a Wi-Fi access point]



### B. Connecting through a Wi-Fi access point using iPhone as an access point

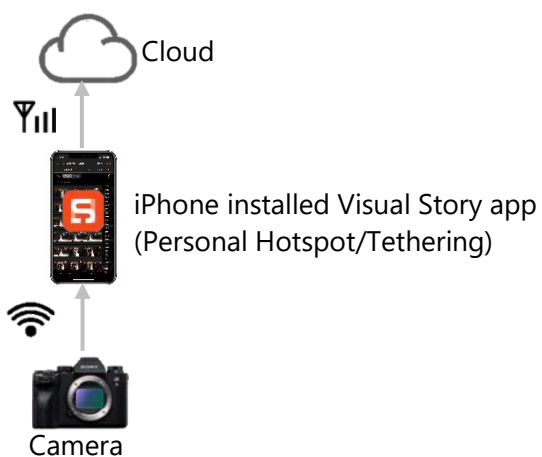


#### Visual Story app setting

Select [Connecting through a Wi-Fi access point]



### C. Connecting your camera directly using personal Hotspot (Tethering)

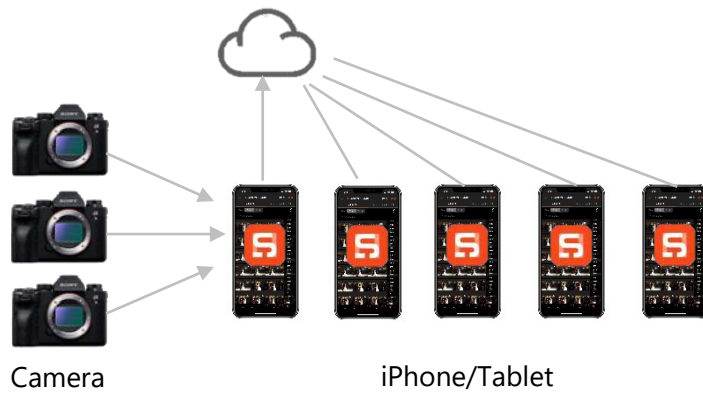


#### Visual Story app setting

Select [Connecting your camera and this smartphone directly]



### 3. Number of camera and smartphone/tablet



- You need to create Sony Account to use the Visual Story.
- You can use multiple cameras for one account.
- You can use up to 5 devices at the same time for one account.

## 4. Initial setup between camera and smartphone

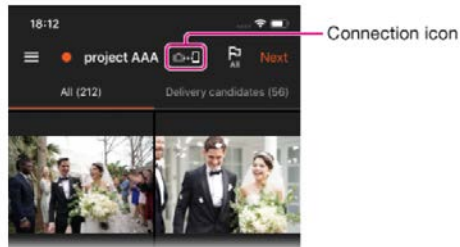
We recommend that you check the following setting items before shooting.


### -Camera settings

- Visual Story supports only JPEG upload for instant delivery. If you need RAW for final editing, you could shoot with "RAW + JPEG".  
\*If your camera has double media card slots, you can save RAW and JPEG in both slots at the same time for backup.
- FTP setting in camera when using Visual Story
  - FTP function: [On]
  - FTP Connect Method: [Wi-fi],
  - Auto Trans When Shot: [On]
  - [RAW+J/H Trans. Target]: [JPEG & HEIF] (For HEIF-supported models)  
[RAW+J Trans. Target.]: [JPEG only] (For HEIF-unsupported models)  
\*Only JPEG images are saved for Visual Story app.  
\*If you want to send selected images instead of auto transfer, you can select and transfer images after shooting.
  - [FTP Power Save]: [On]  
If you want to do the power save, you can use FTP Power Save function.  
\*When [FTP Power Save] is turned [On], the network is not automatically connected if FTP transfer is not performed for a certain period of time, so the product's power consumption is reduced. However, when using a Personal Hotspot, this feature is not recommended as there are many steps to reconnect after the disconnection.
- Server setting in FTP settings
  - Enter the FTP server information displayed on your smartphone into the camera.  
[HOST NAME], [PORT], [USER], [PASSWORD]  
\*You can change [PASSWORD] and [USER] on Visual Story app.
  - You can easily copy FTP setting information from smart phone to camera via Bluetooth.  
Supported cameras for this copy function are:
    - ILC-9 II, ILC-7C, ILC-7SIII (ILC-9 and ILC-7RIV is not supported.)
- When using multiple cameras, turn on the camera-specific ID setting on the camera. Images taken with the same camera can be identified.

## -Smartphone settings

- Visual Story app
  - Tap the connection icon (  ) at the top and open the menu.



- Waiting to import [On] is a very important setting. If you can't connect, check here first.
  - You can change [PASSWORD] and [USER] with Visual Story.
  - Activating "Prevent Miss-operations" function is recommended during auto transfer. This function locks the smartphone screen to prevent mistake and interruption.
- If you have created more than one project  tap on the project list screen and select the camera as the import destination with "Set as Import Destination".
- Smartphone/tablet
  - To maintain the camera connection, the iPhone/iPad must not enter the sleep mode
    - By keeping Visual Story app running in the foreground, you can force the smart phone to remain awake, even if it is set to sleep (standby).
  - \* Do not press the power button, the home button, start other applications or close Visual Story app – otherwise, connection will be lost.

## 5. Trouble Shooting

### i. My shots were not transferred to the smartphone


#### -Check on the camera

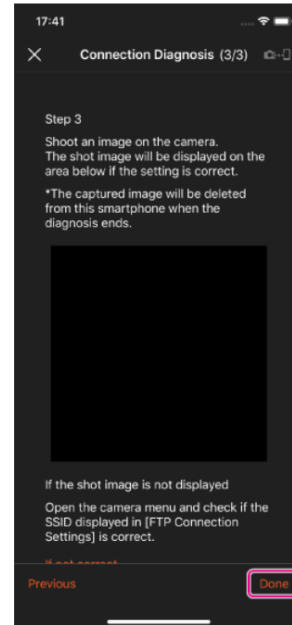
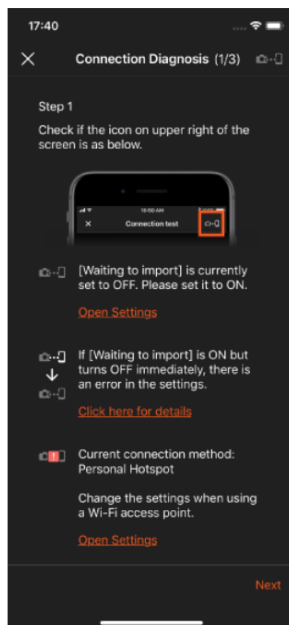
- Do the USER and PASSWORD in the FTP server settings match?  
→You can change both USER and PASSWORD to any number that are easy to enter.
- Did you enter the server information?  
→When entering the server information, move the cursor to the server name and then select and set the server information.
- Is the correct server selected?  
→Check that the server name is displayed correctly on the camera while connecting.
- When you have entered the server information, press [OK] in the server settings to confirm.
- Check the initial setting of camera.  
→Click [here](#) to initial settings.
- Is the access point the same as the smartphone?  
→check the WI-FI settings of the camera and smartphone.
- If you are shooting [RAW + JPEG] and have double slot settings, set the playback media to JPEG.

#### -Smart phone

- Does the Visual Story app go to the background?  
→When Visual Story app goes to background, camera connection is lost, you can't transfer images. Restart Visual Story app. Do not press the power button, the home button, start other applications or close Visual Story app.
- Is [Waiting to import] turned off?  
→Waiting to import turned [On].
- Is the access point the same as the smartphone?  
→Check the Wi-Fi settings of the camera and smartphone.
- Is Personal Hotspot connected?  
→Open Control Center of iPhone and turn on [Internet Sharing].
- Check the initial setting of smartphone.  
→Click [here](#) to initial settings.
- Is the project the camera's import destination set to the correct project?

If you have created more than one project  tap on the project list screen and select the camera's import destination with "Set as Import Destination".

- You can check if the connection between the camera and smartphone is correct by Connection diagnosis menu. Tap the connection icon (  ) at the top and open the [Connection diagnosis] menu.






## 5. Trouble Shooting

### ii. Transfer was successful in the past but not possible now

If the transfer fails, firstly you need to check the settings on the smartphone. Do not cancel the transfer on the camera.

#### - Reconnection method for each connection

##### Wi-Fi Access Point

- Smartphone reconnection tips
  - The main reasons for disconnection are as follows:
    - Network disconnection
    - Camera Power OFF
    - Smartphone Power OFF
    - Visual Story app goes to Background (by opening another app)
  - To correct these reasons, reconnect.
    1. After connecting to Wi-fi.
    2. Tap  (connection icon) in the Visual Story app and turn on [Waiting to import].
    3. Shoot one image on the camera. \*When Auto transfer is ON  
\*the transfer will not be interrupted even if you answer an incoming call during the transfer. (iOS14 or later)
- Camera reconnection tips
  - Set [Priority Connection] to [On] is recommended.
  - Delete unnecessary Network settings that have been connected.


Set only one access point that is common to smartphones and cameras and delete the other access points.
  - HOST NAME of Access point changed

The address of the FTP server changes regularly due to the mechanism of the access point. Therefore, if you cannot connect, the HOST NAME of the FTP server may have changed, so check it.

## Personal Hotspot

- Smartphone reconnection tips

The Personal hotspot will automatically turn off 90 seconds.

1. Turn on the Personal Hotspot of the iPhone. (=Open Control Center and turn on Internet Sharing.)
2. Tap  (connection icon) in the Visual Story app, and turn on [Waiting to import].

3. Shoot one image on the camera. \*When Auto transfer is ON

- To maintain the camera connection, Visual Story app keeps running in the foreground. Do not press the power button, the home button, start other applications or close Visual Story app.

\*the transfer will not be interrupted even if you answer the call during the transfer. (iOS14 or later)


- Camera reconnection tips

- If it connects to another Network that have been connected.  
→Delete unnecessary Network settings that have been connected.
- If you cancel the camera transfer  
→You can only send images which have not yet been transferred.  
Set the FTP transfer setting to [Only Non-transfer]

## 6. Other useful Information

### Transfer function

-How to check if the transfer is successful

- you can check by blinking the camera icon in green  and increasing numbers of All on the smartphone. You can check it with the camera icon in case of prevent Miss- operations mode.

### Online gallery

- You can view the viewing deadline and URL of online gallery created from My Page. Please sign-in to Imaging Edge web as below.

<https://imagingedge.sony.net/en-us/visualstory.html>

If you delete the project, the gallery remains. Online galleries remain online for one year from the date of creation.

### Linkage with other applications

- You can download XMP file from My Page. Please sign-in to Imaging Edge web as below.  
<https://imagingedge.sony.net/en-us/visualstory.html>
- The following information marked in Visual Story app can be passed between applications using XMP files and meta data.
  - Rating
  - Selected
  - Highlight
  - Cover
  - Blinking
  - Achieved