Creators' App

Use this manual if you encounter any problems or have any questions when using the smartphone application Creators' App.
(The screen images in this Help Guide are for reference only and may differ from the actual display.)

Recommended topics

Connecting the camera (first-time connection)

This page explains the steps to perform pairing (Bluetooth connection) from Creators' App when using the app for the first time.

Importing camera images

You can transfer images stored on the memory card inside the camera to the smartphone (Creators' App).

Remote shooting

You can use Creators' App as a remote commander to operate the camera from a distant location.

Support information

Creators' App: Support information

This website explains cameras supported by Creators' App, Q&As for when you have problems, etc.

What you can do with Creators' App

Preparation and connection

Installing Creators' App

Connecting the camera (first-time connection)

Connecting the camera with a USB cable

Connecting the camera via an access point

Screen explanations

Home screen

Cameras screen

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Discover screen

Importing camera images

Remote shooting

Using cloud services

Uploading images imported to Creators' App to the cloud

Linking the camera with the cloud

Uploading camera images directly to the cloud

Sharing images uploaded to the cloud

Uploading camera images to Ci Media Cloud

Transferring images stored in Creators' Cloud to Ci Media Cloud

Transferring images to an external cloud service

Saving and applying camera settings

Updating the camera’s system software using Creators' App

Installing camera upgrade licenses

Livestreaming videos (Network streaming)

Trademarks

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What you can do with Creators' App

The smartphone application Creators' App connects Sony cameras to the cloud to extend the shooting and sharing experience.

Note

- Some functions of Creators' App or cloud storage services may not be available in some countries or regions. Visit the following website for information on the status of support by country or region.
  https://creatorscloud.sony.net/catalog/servicearea.html

For cameras supported by Creators' App and other information, visit the following website.
https://www.sony.net/ca/

Transferring data to your smartphone or the cloud

Transferring data from the camera to your smartphone

You can transfer still images and videos captured by the camera to your smartphone.
Connect your camera and your smartphone via a USB or Wi-Fi connection to transfer images.

Uploading camera images directly from the camera to the cloud

You can upload captured still images and videos to the cloud without using a smartphone.

Using your smartphone as a remote commander

By connecting the camera to your smartphone, the smartphone can be used as a remote commander for the camera.

Enhancing camera functions

Updating the camera’s system software

You can update the camera’s system software via a smartphone without using a computer or memory card.

Importing LUT files to the camera via a smartphone

You can import your favorite LUT files (LOOK profiles for videos) from cloud storage (Creators' Cloud Web) to the camera via your smartphone.

Adding the latest functions to your camera

You can import upgrade licenses to the camera via a smartphone.

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Installing Creators' App

1 **Install Creators' App on your smartphone.**

- Install Creators' App from the following website. Be sure to update Creators' App to the latest version.
  https://www.sony.net/ca/

2 **Launch Creators' App and follow the on-screen instructions.**

- If you are prompted to sign up for Creators' Cloud partway through the process, it is recommended that you create an account and sign in. You can use 5 GB of free cloud storage by creating an account and registering for Creators' Cloud.
- Cloud functions and account creation may not be available in some countries or regions.

To create an account and sign in later

Create an account and sign in from (User Information) on the (Home) screen.

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Connecting the camera (first-time connection)

When using Creators' App for the first time, be sure to follow the steps below to perform pairing (Bluetooth connection) from Creators' App. It is not possible to connect the camera by configuring the pairing settings on the smartphone.

- The displayed text may vary depending on the camera used.

Migrating from Imaging Edge Mobile to Creators' App

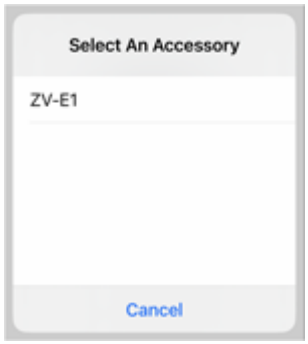
If camera system software updates prevent you from using Imaging Edge Mobile as before, you will need to migrate to Creators' App.

- Confirm that the Imaging Edge Mobile icon is (Ver. 7.7.2 or later). If the icon is different, update to the latest version and launch the app.
- If you are using an iPhone/iPad, restart your iPhone/iPad (turn the power off and then turn it back on again) after updating the camera, and then connect the camera to Creators' App.

To watch how to connect your camera to Creators' App
https://support.d-imaging.sony.co.jp/app/creatorsapp/movie01/l/

1. **Launch Creators' App and select (Home) → [Connect to your camera].**
   - If you previously connected another camera to Creators' App, open (Cameras) and select (Add connected camera) in the top right.

2. **Follow the instructions that appear on the screens of the smartphone and camera, and perform pairing (Bluetooth connection) between the camera and Creators' App.**
   - Settings such as access to location information are necessary for the connection. If you choose to allow access, you can proceed to the next screen.
   - If you are using an iPhone/iPad, it may take some time for the camera model name to be displayed on the screen.



   Selecting the camera model name will display a six-digit number. Check that the same number is displayed on the camera, then follow the on-screen instructions to proceed with pairing.
   - If you are unable to connect, refer to the FAQ “Can't connect to camera”.

3. **When the [Initial camera settings] screen appears, follow the on-screen instructions to perform the initial camera settings.**

To perform image transfers or camera operations

By connecting the camera to your smartphone via a Wi-Fi connection, you can transfer images from the camera to your smartphone or use your smartphone as a remote commander for the camera. The camera and Creators' App are automatically connected to Wi-Fi via the Bluetooth function. You can confirm the connection status on the camera monitor as follows.

(Bluetooth connection available): A Bluetooth connection with the smartphone has been established.

(Bluetooth connection unavailable): A Bluetooth connection with the smartphone has not been established.

Wi-Fi (Wi-Fi connection available): A Wi-Fi connection with the smartphone has been established. One of these icons is displayed.

Wi-Fi (Wi-Fi connection unavailable): A Wi-Fi connection with the smartphone has not been established. One of these icons is displayed.

- The icons displayed and their locations differ depending on the camera and the connection method.
- For cameras with touch functions, the connection icons shown above may be hidden by the touch function icons. To display the icons, swipe left or right on the screen or press the icon touch switch button (the method differs depending on the camera) to temporarily hide the touch function icons.

Hint

- Up to 10 cameras can be set up for connection, but only one can be used at a time.
- When you launch Creators' App, if a message appears asking if you want to allow the app to access your photos, allow access to all photos. Also allow the use of location information (e.g., turn on exact location information).
- Once pairing (Bluetooth connection) is completed, the connection will be established automatically from the second time onward.

Note

- Connecting to a camera is not possible when security apps or the like are using a VPN. If the message [Since VPN is enabled on your smartphone, you may not be able to connect to the camera.] is displayed, follow the instructions to turn off the VPN.

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Connecting the camera with a USB cable

Using a USB cable to connect the camera to your smartphone provides more stable communication than with a Wi-Fi connection.

- The smartphone needs to have a USB Type-C® terminal. Connect the camera and the smartphone with a USB Type-C cable without using an adapter.
- To perform high-speed communication, the camera, smartphone, and USB cable all need to be compliant with USB 3.2. Visit the following website for supported cameras.
  https://www.sony.net/ca/help/camera/

1. **Connect by following the instructions from (Cameras) → (Settings) → [USB connection] in Creators' App.**
   - To remove the cable, disconnect it after [Ends camera operations.] is displayed on the smartphone.

When using the Portable Data Transmitter PDT-FP1

With the PDT-FP1, the following features are available.

- You can set up the PDT-FP1 to automatically launch Creators' App and begin transferring images when the PDT-FP1 is connected to the camera with a USB cable. Tap OK when a message is displayed about registering the app for use with wired camera connections. For PDT-FP1 operating instructions, refer to the PDT-FP1 Help Guide.
- If you connect the devices via USB with (Cameras) → [Others] → [Differential import settings] → [Use differential import] enabled, a dedicated screen indicating the mobile connection, Wi-Fi signal strength, and number of images to import will be displayed in Creators' App.

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Connecting the camera via an access point

If you connect a camera that supports access point registration, you can establish a Wi-Fi connection between the camera and Creators' App via an access point. Once the camera is connected via an access point, camera images can be imported to Creators' App and then uploaded to the cloud while your smartphone remains connected to the internet and without interrupting the Wi-Fi connection.

- Visit the following website for cameras that support access point registration.
  https://www.sony.net/ca/help/camera/
- Depending on your smartphone, you may need a password for the access point.

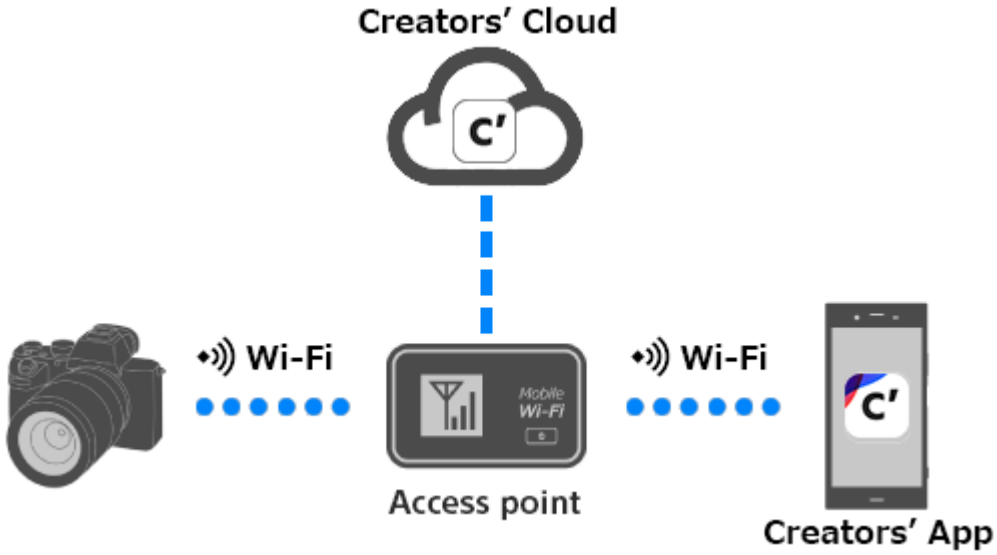
Direct connection between the camera and the smartphone

Connect the camera and Creators' App directly via Wi-Fi.
The connection between the camera and Creators' App is temporarily interrupted while images are being uploaded from Creators' App to the cloud.



Connection via an access point

Connect the camera and Creators' App to Wi-Fi via the same access point (SSID).



: Smartphone operation
: Camera operation

1. **: Open the (Cameras) screen in Creators' App and select [Others] → [Network] → [Camera Wi-Fi settings].**
2. **: Configure the settings according to the instructions displayed on the smartphone screen.**

3 **On the camera, select MENU → (Network) → [Wi-Fi] → [Wi-Fi Connect] → [On].**

- Once a Wi-Fi connection is established between the access point and camera through this operation, the camera and Creators' App will connect via the access point. When the process is complete, [Connected via Access Point] appears on the (Cameras) screen in Creators' App.

- From the second time onward, the camera and Creators' App will connect via the access point if it is available. If not, a direct connection between the camera and the smartphone will be established automatically.

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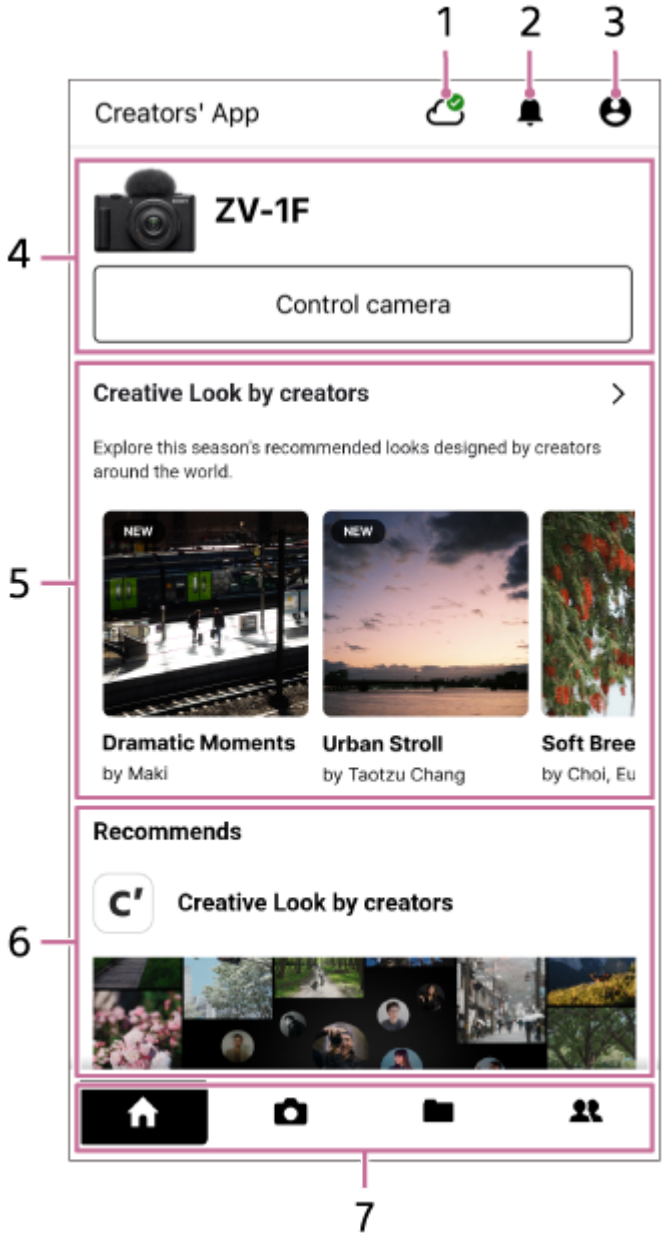
Home screen

This screen appears in the (Home) tab at the bottom of the Creators' App screen.
The content shown here is just an example. The actual screen may differ depending on your camera or on your country or region.



1. **Uploading status**: Tap to view the history of uploads from the smartphone.
2. **Notifications**: Displays notifications
3. **User Information**: Displays information such as user information, support information, etc. Some examples are shown below. Some items may not be available, and the corresponding items may not be displayed, depending on your country or region, your camera, and your sign-in status.

   [My Studio]

   When signed in to Creators' Cloud, [My Studio] in [Discover] is displayed.

   [Storage]

   You can change your subscription plan and increase your storage capacity for a fee.

   [Creative Look]

Creative Look is a camera feature for shooting with the look and color you have in mind. Looks supervised by creators are preinstalled. You can bookmark and set your preferred ones on the camera.
You can also adjust Looks to suit your style.

[LUT]

You can upload LUTs for video color adjustment to the cloud and manage them in a list view. You can also import your desired LUTs to the camera.

[Camera upgrade license]

You can obtain and install camera upgrade licenses.

[Software upgrade license]

You can obtain software upgrade licenses and check the installation procedures.

4. **Connected camera**: Displays the camera connected via the Bluetooth function. You can change the camera name from [Edit Device Name] in the camera menu.
   You can also check information about updates of your camera's system software.
5. **Creative Look by creators**: Creative Look is a camera feature for shooting with the look and color you have in mind. Looks supervised by creators are displayed here.
6. **Recommends**: Shows information such as recommended apps and services.
7. **Switch screens**: The appearance varies depending on the smartphone used.
   (Home) screen
   (Cameras) screen: You can operate the camera remotely or view images stored on the camera.
   (Storage) screen: You can view images imported to Creators' App or uploaded to the cloud.
   (Discover) screen: On this website, you can interact with other content creators.

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Cameras screen

This screen appears in the (Cameras) tab at the bottom of the Creators' App screen.
The content shown here is just an example. The actual screen may differ depending on your camera or on your country or region.

Cameras screen



1. **Uploading status**: Tap to view the history of uploads from the smartphone.
2. **Add**: Tap to add a new camera.
3. **Camera List**: You can view the Help Guide and compatibility information for the camera. Select [Add cameras] to register the camera you are using.
4. **Settings**:
   [Connection with Camera in Background] (Android only)
   Use this option to set whether to maintain the Wi-Fi connection when Creators' App is in the background. The connection is not maintained in the default settings.
   [Saving Destination] (Android only)
   Selects whether to save images imported to the smartphone to either the internal storage or an SD card.

[Connect only via Wi-Fi]
Use this option when connecting the camera and the smartphone only via Wi-Fi settings on the smartphone and not by performing pairing via the Bluetooth function.

[USB connection]
You can connect from here when connecting the camera and the smartphone with a USB cable.

[Delete stored Access Authen. Info]
Before lending or transferring ownership of cameras that support access authentication, delete the access authentication information.

5. **Connected camera**: Displays the camera connected via the Bluetooth function. You can change the camera name from [Edit Device Name] in the camera menu.
6. **Information about images on the memory card in the camera**
7. **Remote Shooting**: You can use the smartphone as a remote commander to operate the camera from a distant location. See “Remote shooting screen” below.
8. **Import**: You can view images stored on the memory card in the camera and transfer them to your smartphone. See “Importing screen” below.
9. **Other cameras**: If there are multiple cameras that have been paired, you can switch to one of the other cameras.
10. **Camera battery information**
11. **Update**: Shows any available camera system software updates. To update the software, select the update and follow the on-screen instructions. For details, see “Updating the camera’s system software using Creators' App.”
12. **Cloud Function**: By linking the camera to the cloud, you can upload images directly to the cloud from the camera. For details, see “Linking the camera with the cloud.”
13. **Functions available with your camera**: You can make various camera settings from Creators' App. Some examples are shown below. The availability of settings and the display may vary by country or region and the camera used.

[Register product]
Products can be registered to My Sony. Registering allows you to make use of a variety of services related to your product.

[Creative Look]
Creative Look is a camera feature for shooting with the look and color you have in mind. Looks supervised by creators are preinstalled. You can bookmark and set your preferred ones on the camera.
You can also adjust Looks to suit your style.

[LUT Management]
LUT: You can import LUTs saved on your smartphone to the camera.

If a cloud storage service is available in your country or region, you can also import LUTs uploaded in the cloud to the camera.
Visit the following website for supported cameras.
https://www.sony.net/ca/help/camera/

[Saving and applying the camera settings]
Camera settings can be saved to Creators' App and applied to the camera as needed. For details, see “Saving and applying camera settings.”

[License Management]
You can install various licenses on the camera. For details, see “Installing camera upgrade licenses.”

[Network streaming]
Configure settings for network streaming from the camera.

[Monitor & Control]
Launches Monitor & Control, an app for monitoring and remote control in professional video recording. This will link to the download page if the app is not installed. Only displayed in applicable camera and smartphone versions.

For Monitor & Control product information, visit this website.
https://www.sony.net/ccmc/
For Monitor & Control support, visit this website.
https://www.sony.net/ccmc/help/

[Others]

[Network]
Camera Wi-Fi settings: You can register Wi-Fi access points to the camera from Creators' App.

[Setup]

Location Information Linkage: By enabling this option, location information from your smartphone can be recorded to images captured by your camera. Additionally, if you enable [Auto Time Correction] and [Auto Area Adjustment], the time and area settings of your smartphone will be automatically reflected on your camera.
To record location information to images transferred to the smartphone, set [Location Information] to [On] in the [Remote Shooting] menu.

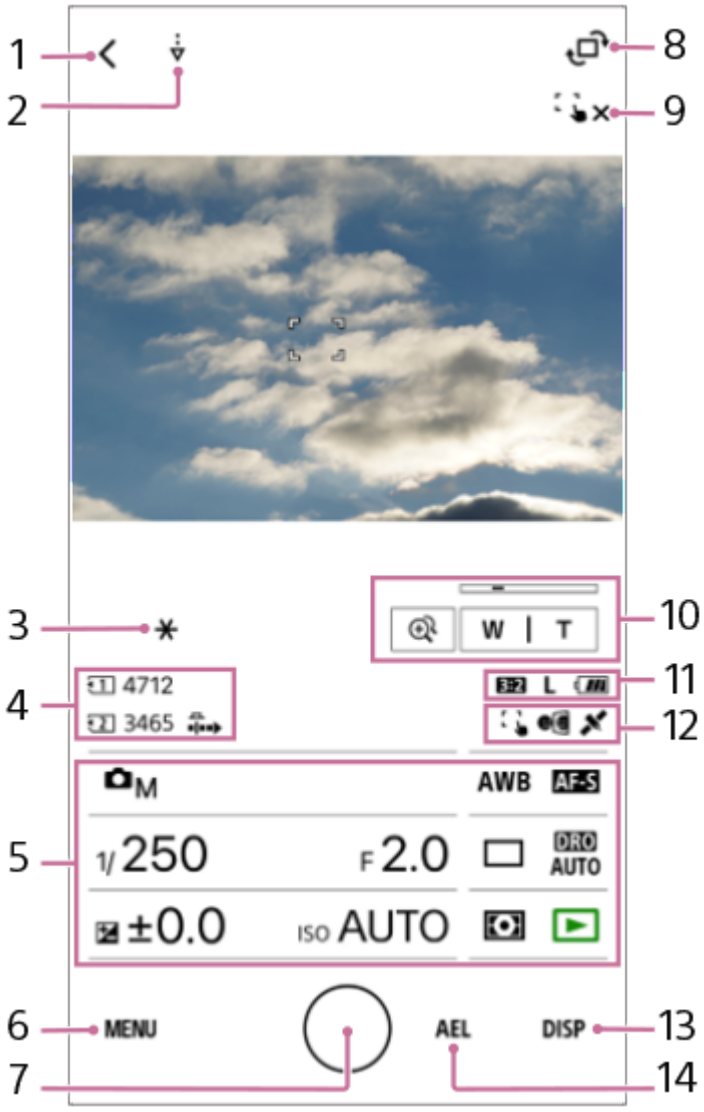
[Differential import settings]
Automatic importing of camera images to the smartphone will be restricted to images that have not been imported yet. For details, see "Importing camera images."

[Transfer notification settings]
By enabling this option, when you transfer images selected on the camera, a notification will be sent to your smartphone.

[Unpairing]
Use this option to disable the information registered for the camera.

14. **Switch screens**: The appearance varies depending on the smartphone used.
(Home) screen
(Cameras) screen
(Storage) screen: You can view images imported to Creators' App or uploaded to the cloud.
(Discover) screen: On this website, you can interact with other content creators.

Remote shooting screen



1. **Return to Cameras screen**
2. **Image acquisition in progress**
3. **AE locked**
4. **Media, media remaining, pre-capture (only included on some cameras)**
5. **Operating panel**: Select the desired item and set the value.

6. **MENU**: See “Menu settings” below.
7. **Shutter button**
   - Single shot
   - Continuous shooting: If you slide to the left, you can keep the shutter button pressed.
   - Cnt Shoot Speed Boost (only included on some cameras)
   - Start/stop shooting video
8. **Rotate live view**
9. **Touch operations (only included on some cameras)**
   - : Touch Focus standby
   - : Cancel Touch Focus
   - : Touch Tracking standby
   - : Cancel Touch Tracking
   - : Touch AE standby
   - : Cancel Touch AE
10. **Zoom-related operations**
    - : Step zoom magnification
    - W/T: Zoom operations
11. **Aspect ratio, still image size, remaining battery level**
12. **Touch operations, mirror mode, location information acquisition**
13. **DISP**: Switch the display mode
14. **AEL**: Lock AE

- In the default settings, captured images are saved to the memory card inside the camera, and images converted to 2M (2 megapixels, approximately 2 million pixels) are automatically transferred to Creators' App. To change the save destination or size, select MENU → (Network) → [Cnct./PC Remote] or [Cnct./Remote Sht.] → [Remote Shoot Setting] on the camera.
- Videos captured via remote shooting are not transferred to Creators' App.

Menu settings

You can set detailed items in the menu settings. Some examples are shown below. Depending on the camera, some items may not be supported.

[File Format]

Specifies the file format of still images to be recorded.

[Setting of the mode dial operation]

Dial operations on connected cameras are disabled when this item is set to [Follow the operation from the application]. Use the app to control the camera. When this item is set to [Follow the operation from the camera side], configure camera dial functions on the camera.

[Save and Apply FTP Settings]

Camera FTP settings can be saved to Creators' App and applied to the camera as needed. For details, see “Saving and applying camera settings.”

[Review Image]

Sets whether or not to display the captured image on the smartphone after shooting.

[Location Information]

Adds geotags to images captured remotely and stored on the smartphone, using the smartphone's location information service. To add location information to images saved on the memory card of the camera, use [Others] → [Setup] → [Location Information Linkage] on the (Cameras) screen.

[Emphasized REC Display]

The shooting screen can be emphasized during movie recording to provide a clear transition between shooting and standby.

[Mirror Mode]

The monitoring screen can be reversed horizontally. This is a convenient function when shooting with the camera pointed toward yourself.

Importing screen



1. **Connected camera**
2. **Return to Cameras screen**
3. **Select all/Deselect all**
4. **Date of capture**
5. **Images on camera**: Displays images stored on the memory card inside the camera. Select an image to view just that image.
6. **Settings** : The major functions are as follows. The displayed items and content differ depending on the camera and smartphone used.
   [Import Settings from the Camera]
   Image Size for Importing: In the default settings, 2M (2 megapixel, approximately 2 million pixels) still images are transferred.
   Import videos with Shot Mark : Select [Create Motion Photos from a video] to extract and import 3-second videos (Motion Photos) centered on Shot Marks. [Cut into short videos] allows you to extract and import 15-second, 30-second, or 60-second videos centered on Shot Marks.
   For details on Motion Photos, visit the following website.
   https://www.sony.net/ca/help/motionphoto/
7. **Filter**: You can filter the displayed images.
8. **Number of images on the camera**
9. **Transfer**: You can transfer selected images to the smartphone.

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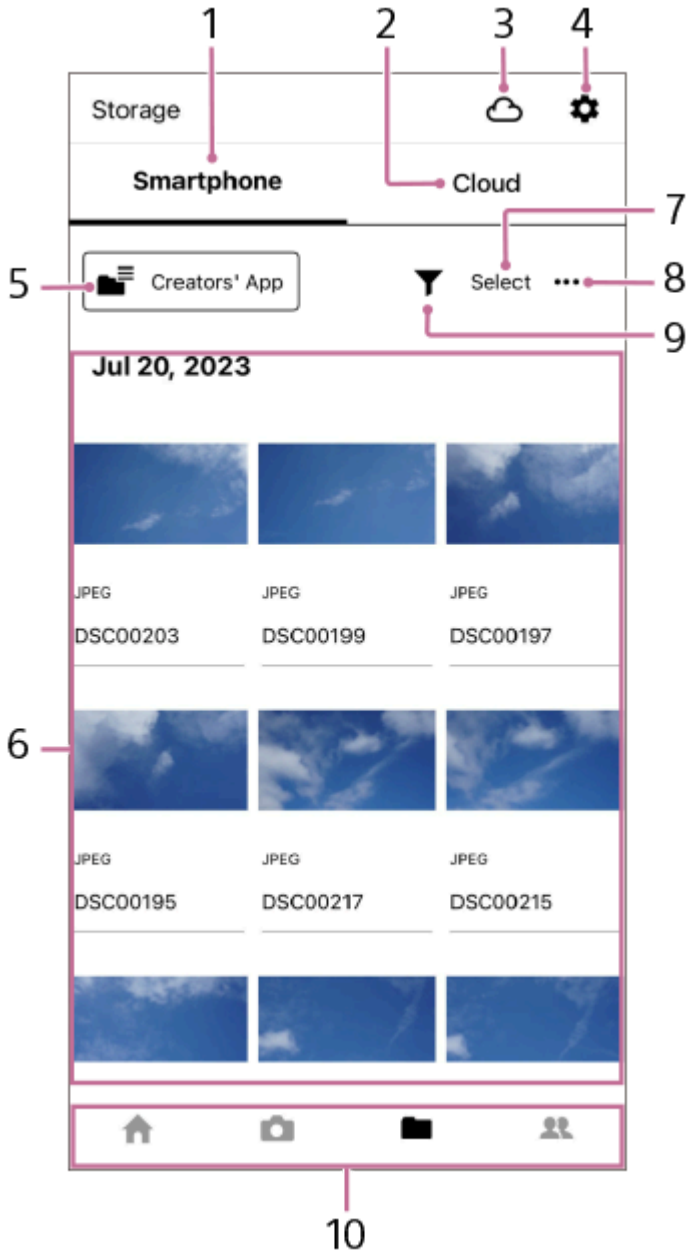
Creators' App

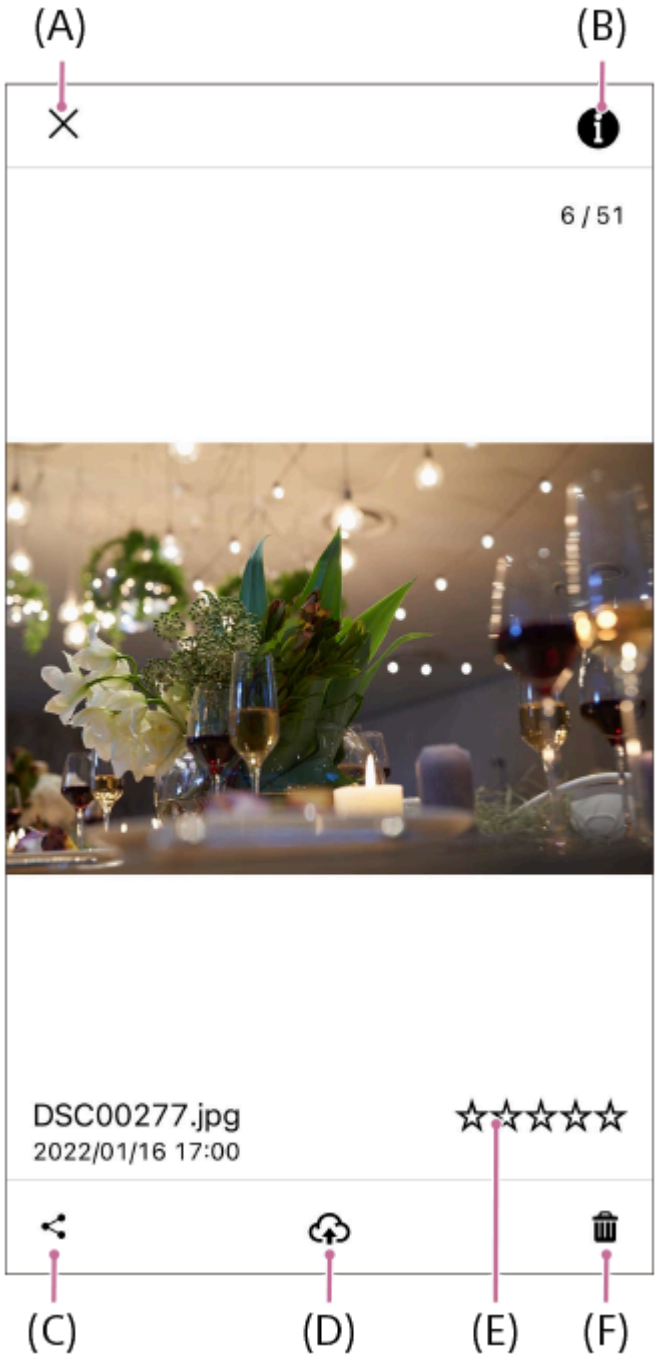
Storage screen

This screen appears in the (Storage) tab at the bottom of the Creators' App screen.
The content shown here is just an example. The actual screen may differ depending on your country or region.

Smartphone storage screen



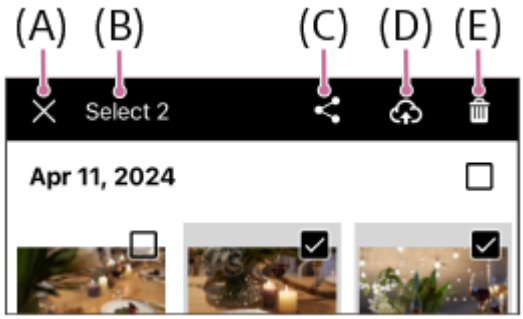
1. **Smartphone**: Shows images stored on the smartphone.
2. **Cloud**: Shows images uploaded to the cloud.
3. **Uploading status**: Tap to view the history of uploads from the smartphone.
4. **Settings**: Configures various settings used for uploading.
5. **Switch folders**: Enables you to switch folders.
6. **Imported Images**: Shows images in the current folder. Select one of the images to view just that image with image information and other information displayed, as shown below.



(A) Closes the screen
(B) Image information
(C) Share: Share images with other apps. To share HEIF images with other apps, use the preinstalled app on an iPhone/iPad.
(D) Upload: Upload selected images to the cloud (Creators' Cloud).
(E) Rating
(F) Delete: Deletes the selected images. Deletion is not possible on some smartphones. Also, you cannot delete RAW images. In these cases, delete images using the preinstalled smartphone app, such as Albums.

- If you pause a video during playback, you can create a Motion Photo of that section. For details on Motion Photos, visit the following website.
  https://www.sony.net/ca/help/motionphoto/

7. **Select**: Use this when selecting images. The following screen appears after you tap [Select].



(A) Close the selection screen
(B) Number of images selected
(C) Share: Share images with other apps. To share HEIF images with other apps, use the preinstalled app on an iPhone/iPad.
(D) Upload: Upload selected images to the cloud (Creators' Cloud).
(E) Delete: Deletes the selected images. Deletion is not possible on some smartphones. Also, you cannot delete RAW images. In these cases, delete images using the preinstalled smartphone app, such as Albums.

8. **Menu**
   Upload other images: Enables you to upload images not displayed in Creators' App.
9. **Filter**: You can filter the displayed images.
10. **Switch screens**: The appearance varies depending on the smartphone used.
    (Home) screen
    (Cameras) screen: You can operate the camera remotely or view images stored on the camera.
    (Storage) screen
    (Discover) screen: On this website, you can interact with other content creators.

Cloud storage screen



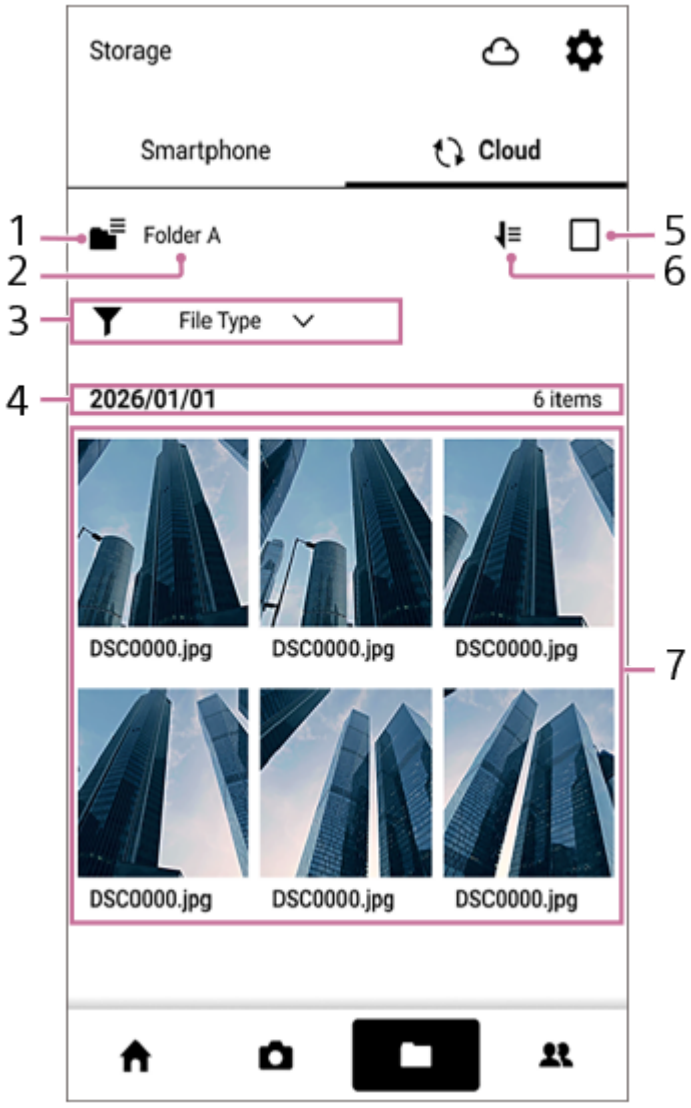
1. **Smartphone**: Shows images stored on the smartphone.
2. **Cloud**: Shows images uploaded to the cloud.
3. **Uploading status**: Tap to view the history of uploads from the smartphone.
4. **Settings**: Configures various settings used for uploading.
5. **Cloud storage usage**: Shows the total capacity of your current plan and the capacity in use. Select [Get more storage] to check app and service usage. This is also where you can sign up for a paid plan.
6. **Create folder**
7. **Folders uploaded to the cloud**: Select a folder to browse.
   Shared link list: Links you have created to share files. For details, see “Sharing images uploaded to the cloud.”

8. **Sort order**: Switch between ascending and descending order.
9. **Select, delete, or rename folders**: Use this check box when you select, delete, or rename folders. To delete or rename folders, select this check box first to display check boxes on all folders. After you select folders for deletion or renaming, menu items for these operations will be displayed at the top of the screen.
   Delete: Move images in the folder to Trash. Files in Trash will be permanently deleted after 60 days or if you manually delete them.
   Delete folder: Delete the folder and all images in it. Recovery is not possible, because the folder and images are not moved to Trash.

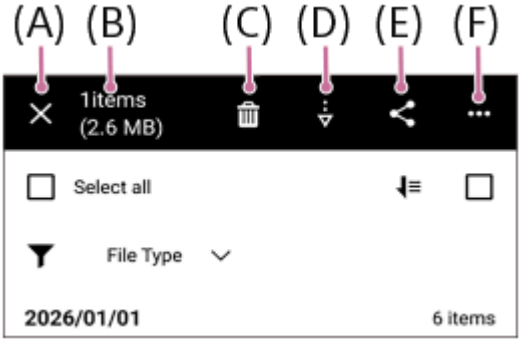
10. **Switch screens**: The appearance varies depending on the smartphone used.
    (Home) screen
    (Cameras) screen: You can operate the camera remotely or view images stored on the camera.

(Storage) screen
(Discover) screen: On this website, you can interact with other content creators.

In-folder view



1. **Switch folders**: Use to switch the folder shown in Creators' Cloud.
2. **Folder name**: Name of the folder containing the current images.
3. **Filter**: Select a type of image to display.
   When you select [Arrange simultaneous shooting files/proxy recordings] or [Arrange duplicate images] with [File Type], all image files that were indicated by stacks of images are displayed. You can perform batch operations from the menu while selecting images or delete unnecessary files.
4. **Shooting date and number of images captured on that date**
5. **Select files**: Use for file selection and other operations. Select this check box to display check boxes on all files. After you select files, menu items will be displayed at the top of the screen.



(A) Back
(B) Number of images selected

(C) Delete: Deletes the selected images. Deleted images are moved to Trash. Select (restore) to restore images in Trash to their original folder.
(D) Download: Download selected images from the cloud to a smartphone (to Creators' App). A total of up to 100 still images and videos can be downloaded at once.
(E) Share: For details, see “Sharing images uploaded to the cloud.”
(F) Menu (for selected images): Images can be moved, copied, or renamed.

6. **Sort order**: Switch between ascending and descending order.
7. **Uploaded images**: Shows images in the selected folder. Select an image to view just that image, as shown below.



(A) Back
(B) Image information
(C) Share: For details, see “Sharing images uploaded to the cloud.”
(D) Download: Download selected images from the cloud to a smartphone (to Creators' App).
(E) Move: Move selected images to another folder in the cloud.
(F) Rating
(G) Delete: Deletes the selected images. Deleted images are moved to Trash. Select (restore) to restore images in Trash to their original folder.

- When shooting in continuous shooting mode or interval shooting mode, images are displayed in groups. An (continuous shooting icon) appears on the image.
- If the same image exists, [Duplicate images] is displayed on the image (only for some images taken with the camera).

- For images recorded in the simultaneous recording/proxy recording modes, you can switch between files and display them from the upper right corner of the screen when displaying a single image. (Support may vary depending on the camera and camera’s system software version.)

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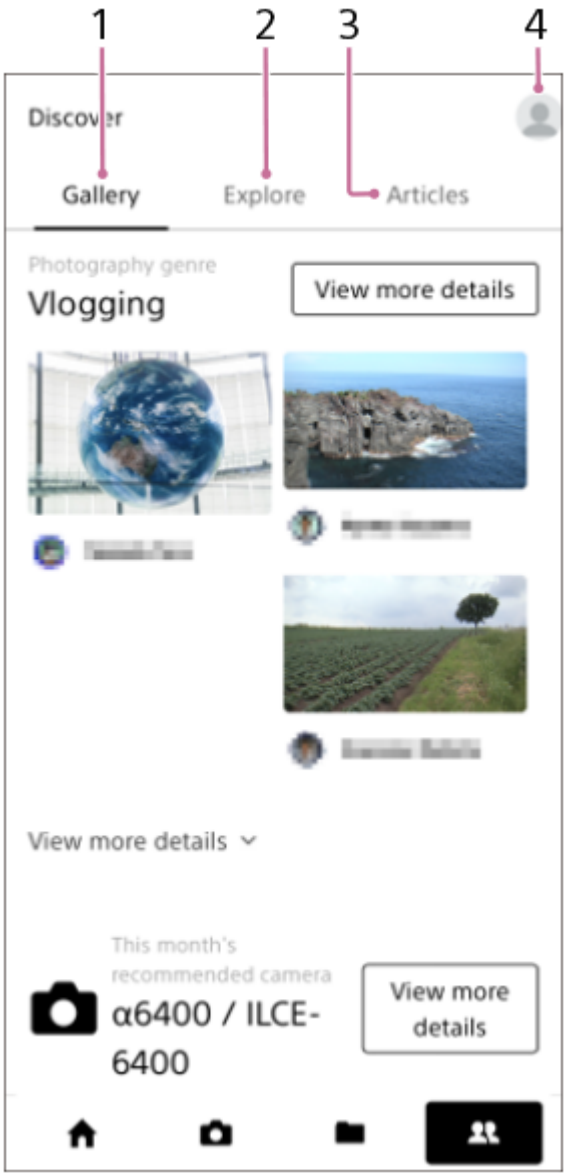
Creators' App

Discover screen

This screen appears in the (Discover) tab at the bottom of the Creators' App screen.
The content shown here is just an example.

Discover is a networking service for creators accessible through Creators' App. You can share your work with creators around the world and browse the work of other creators.

- Depending on your country or region, this service may not be available



1. **Gallery**: Shows content recommended for you.
2. **Explore**: You can find other content creators and explore their work.
3. **Articles**: Browse content creator interviews, production tips, and more.
4. **User Information**: Displays information such as user information, support information, etc. [My Studio] shows your profile, projects, and bookmarks.

For more explanations of the [Discover] screen, visit the following website.
https://www.sony.net/cc/help/discover/

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Creators' App

Importing camera images

You can transfer images stored on the memory card inside the camera to the smartphone (Creators' App). You can select which images to transfer with your smartphone or with your camera.
Transferred images will be stored in the “Creators' App” or “CA_IMAGES” folder.

Selecting and transferring images with your smartphone

Turn on the power of the camera in advance.

1. On your smartphone, launch Creators' App.
2. Open the (Cameras) screen and select [Import].
   - The camera and smartphone will be connected by Wi-Fi via the Bluetooth function, and captured images on the camera will be displayed on the Creators' App screen.
   - With some cameras, you can play back and check movies on the Creators' App screen when the camera is connected via Wi-Fi. You can pause, restart, and skip forward or backward 5 or 15 seconds.
3. Select which images to transfer, and then select (Transfer) at the bottom of the screen.

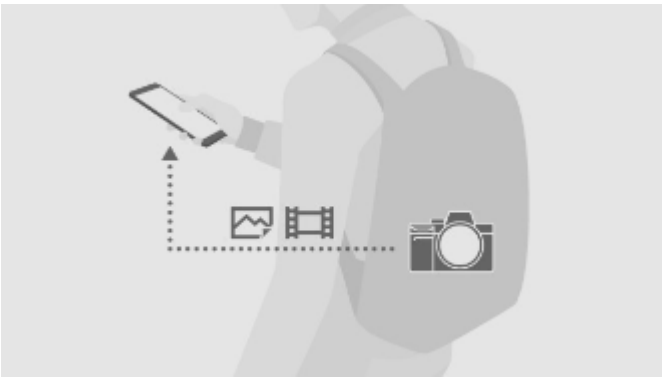
Note

- Movies recorded in the vertical orientation will be played back in the horizontal orientation due to camera specifications.

To transfer images while the camera is turned off

While the camera is turned off, you can turn the camera on temporarily using your smartphone, and use the smartphone to view and transfer images stored on the camera. This is convenient, as it allows you to view or transfer images while the camera is inside your bag.
With the camera configured as follows in advance, select [Import].

- MENU → (Network) → [Cnct./PC Remote] or [Cnct./Remote Sht.] → [Cnct. while Power OFF] → [On]
- MENU → (Network) → [Cnct./Remote Sht.] → [Remote Shoot Function] → [Remote Shooting] → [Off] (or MENU → (Network) → [Cnct./PC Remote] → [PC Remote Function] → [PC Remote] → [Off])
- MENU → (Network) → [Bluetooth] → [Bluetooth Function] → [On]



Note

- Depending on the material in which your camera is placed, such as a metal case, this function may not work.

To take pictures during the transfer or to pause, resume, or cancel the transfer

With some cameras, you can perform the following operations while selecting and transferring images with your smartphone.

- Shooting (remote shooting is not available)
- Pausing, resuming, or canceling the transfer

While selecting and transferring data with a smartphone, pausing, resuming, and canceling operations must also be performed from the smartphone.

Selecting and transferring images with the camera

: Smartphone operation
: Camera operation

1. Press the (Playback) button on the camera to switch the camera to the playback mode.
2. Press the (Transfer) button.
   - If you cannot use the Transfer button due to custom key settings, select MENU → (Network) → [Cnct./PC Remote] or [Cnct./Remote Sht.] → [Select on Cam & Send].
3. Select which images to transfer.
4. On your smartphone, launch Creators' App.
5. When the message [Image import starts, once you connect to your camera via Wi-Fi.] appears, select [OK].
   - The camera and smartphone will be connected by Wi-Fi via the Bluetooth function, and the transferred images will be displayed on the Creators' App screen.

To take pictures during the transfer, to pause, resume, or cancel the transfer, or to schedule additional transfers

With some cameras, you can perform the following operations while selecting and transferring images with your camera.

- Shooting (remote shooting is not available)
- Pausing, resuming, or canceling the transfer
- Scheduling additional transfers

While selecting and transferring data with a camera, pausing, resuming, and canceling operations must also be performed from the camera.
Note that removing the camera battery while a transfer is paused will prevent you from resuming the transfer. If you remove the battery by mistake, repeat the transfer process from the beginning.

Importing only images that have not yet been imported (differential import)

With some cameras, you can automatically import only images that have not yet been imported. Configure the settings as follows. Differential import will be applied to images captured after the settings have been made.

- Open the (Cameras) screen and select [Others] → [Differential import settings] → turn on [Use differential import].

Hint

- In the default settings, still images are transferred as 2M (2 megapixels, approximately 2 million pixels) images, and proxy movies are transferred for videos. To change these settings, perform the necessary operations on the camera from MENU → (Network) → [Cnct./PC Remote] or [Cnct./Remote Sht.] → [Select on Cam & Send].
- On the [Differential import settings] screen, you can configure settings for importing videos with Shot Marks as Motion Photos or short videos.
  For details, visit the following website.
  https://www.sony.net/ca/help/motionphoto/

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Creators' App

Remote shooting

You can use Creators' App as a remote commander to operate the camera from a distant location.
: Smartphone operation
: Camera operation

1. **Set up the camera and turn on the power.**

2. **Open the (Cameras) screen in Creators' App and select [Remote Shooting].**
   - The smartphone and camera will be connected by Wi-Fi via the Bluetooth function, and the shooting screen (live view) of the camera will be displayed on the smartphone screen.

3. **Operate the camera and shoot images from the shooting screen.**
   - See “Cameras screen” for more information about the shooting screen.

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Uploading images imported to Creators' App to the cloud

You can upload images imported to your smartphone (Creators' App) to the cloud (Creators' Cloud).

- You need to sign in to your Creators' Cloud account to upload images to the cloud.
- Cloud storage services may not be available, and [Cloud] may not be displayed, depending on your country or region.

1. **Select (Storage) at the bottom of the screen.**
2. **Select [Select], or press and hold any of the images to display the selection screen.**
3. **Select the images you want to upload.**
4. **Select (Upload) to upload the images.**
   - You can also tap an image in step 2 to view just that image, and then select (Upload) at the bottom of the screen to upload it.
   - The uploaded images will be displayed in the [Cloud] tab. If they are not displayed, tap [Cloud] again to refresh the screen.

To automatically upload images imported to your smartphone to the cloud

You can automatically upload images imported to Creators' App to the cloud. Set the upload folder destination and images to upload in (Settings) in the upper right of the screen, and turn on [Automatic upload (from the smartphone to the Cloud)] before importing.

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Creators' App

Linking the camera with the cloud

By linking the camera with the cloud, you can automatically upload images directly from the camera to the cloud. Creators' Cloud sign-in is required.

- Visit the following website for cameras that can be linked.
  https://www.sony.net/ca/help/camera/
- Depending on your country or region, cloud storage services may not be available, and [Cloud Function] may not appear.
- For information on how to upload images directly from the camera after linking it to the cloud, see “Uploading camera images directly to the cloud.”

: Smartphone operation
: Camera operation

1. **After performing the following settings from the menu, set the camera to the shooting mode.**
   - MENU → (Network) → [Wi-Fi] → [Wi-Fi Connect] → [On]
   - MENU → (Network) → [Bluetooth] → set [Bluetooth Function] to [On]
2. **Select [Cloud Function] on the (Cameras) screen in Creators' App.**
3. **Follow the instructions and select [Setup Wi-Fi] on the [1. Set up the camera's Wi-Fi] screen.**
   - When access points are displayed, select the access point you want to register to the camera and enter the password. The access point settings stored on the smartphone will be imported to the camera.
   - If the access point you want to use is already registered to the camera, select [Skip].
4. **Select [Start linking] on the [2. Link the camera with the cloud] screen.**
   - Follow the on-screen instructions. Specify the format of the images to be uploaded as necessary partway through the process.
5. **Select an uploading method on the [3. Cloud Upload] screen, and then select [Start settings].**

To cancel linking

To delete linked information, it is necessary to delete it both on the camera side and in Creators' App (or Creators' Cloud Web) as follows.

- Camera: Delete linked information from MENU → (Network) → [Creators' Cloud] → [Cloud Information].
- Creators' App: [Cloud Function] on the (Cameras) screen → [Disconnect the Link]
- Creators' Cloud Web: Select the linked camera on the (Cameras) screen → [Disconnect the link]

Note

- When lending or transferring ownership of the camera, first initialize the camera or reset the network settings, or delete the information on the camera side using the above method. If you have lent or transferred ownership of the camera without deleting the information, sign in to Creators' Cloud Web and cancel linking.

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Creators' App

Uploading camera images directly to the cloud

You can automatically upload camera images directly to the cloud. Before you use this feature, the camera must be linked with the cloud. For details, see “Linking the camera with the cloud.”

- When this function is used, all the images on the memory card in the camera are uploaded to the cloud. Check the images on the card and the cloud storage capacity in advance.
- Make sure that the camera's date and time are set correctly before shooting.
- Update the camera’s system software to the latest version.

: Smartphone operation
: Camera operation

The setting procedure varies depending on the camera used.

Using the ZV-1F/ZV-1M2/DSC-RX1RM3:

Preparation in advance

Check that the following settings are as shown before uploading.

- Creators' App: (Cameras) → [Cloud Function] → [Upload to Creators' Cloud] → turn on [Automatic upload via camera operation].

1. After shooting, select MENU → (Network) → [Creators' Cloud] → [Cloud Connection] on the camera at a time when the camera can connect to the Wi-Fi access point registered to the camera.

Using a camera other than the above:

Preparation in advance

Check that the following settings are as shown before uploading.

- Camera: MENU → (Network) → [Creators' Cloud] → [Cloud Connection] → [On]
- Creators' App: (Cameras) → [Cloud Function] → [Upload to Creators' Cloud] → turn on [Automatic upload via camera operation].

1. After shooting, set the camera’s power switch from OFF to ON at a time when the camera can connect to the Wi-Fi access point registered to the camera.
   - Cloud uploading will start about 1 minute after the power switch is set to ON.
   - You can also start uploading by selecting the linked camera on the (Cameras) screen in Creators' Cloud Web and selecting [Upload to Creators' Cloud] → [Start upload].

- (Communicating) on the camera monitor lights up or flashes while uploading is in progress and disappears once uploading finishes. You can check the number of uploaded images on the Creators' App cloud screen.
- Uploaded images are stored in a folder named to match the name of the camera, which is automatically created. (upload destination) is shown in the lower right of the folder.
- If (Error) is displayed, uploading did not complete. Tap (Notifications) in the upper right of the (Home) screen and check the messages.

About the images uploaded

The first time, all the images on the memory card will be uploaded to the cloud. From the second time onward, all images shot after the date and time of the last image uploaded from that card will be uploaded. Images shot with the cloud

functions of the camera, Creators' App, and Creators' Cloud Web turned off will also be uploaded. If uploading is not needed, delete the unnecessary images in Creators' App or Creators' Cloud Web after uploading.

About interruption of uploading

Uploading will be interrupted if the camera’s power switch is set to OFF.
If you are using the ZV-1F/ZV-1M2/DSC-RX1RM3, uploading will resume from the interruption point when you select MENU → (Network) → [Creators' Cloud] → [Cloud Connection] on the camera.
If you are using a camera other than the above, uploading will resume from the interruption point when the power switch is set to ON again.
If uploading is interrupted, a notification will be sent to your smartphone. If notifications are turned off on your smartphone, a notification will be sent to (Notifications) in the upper right of the (Home) screen.

Hint

- You can upload images by selecting the linked camera on the (Cameras) screen in Creators' Cloud Web and setting [Upload to Creators' Cloud] → [Automatic upload via camera operation] to ON.
- You can change the format of uploaded images from (Cameras) → [Cloud Function] → [Upload to Creators' Cloud] in Creators' App or Creators' Cloud Web.
- When cards are inserted into both of two memory card slots, the first time, all the images on both memory cards will be uploaded to the cloud. From the second time onward, images shot with each memory card after the date and time of the last image uploaded from that memory card will be uploaded. (Example: Even if an image was uploaded one day ago from card A, if the last time an image was uploaded from card B was 4 days ago, images shot 3 days ago with card B will be uploaded.) It is convenient to use different cards for different purposes, such as work and private life.
- If you have a camera with two memory card slots and want to upload images only from one of the memory cards, you can make this setting from (Cameras) → [Cloud Function] → [Upload to Creators' Cloud] → [Upload media] in Creators' App.

Note

- Some camera models may not support cloud upload by clip flag even though they are equipped with the clip flag function and support cloud functions. Visit the following website for supported cameras.
  https://www.sony.net/ca/help/camera/
  Update the camera’s system software to the latest version.

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Sharing images uploaded to the cloud

You can generate URLs for sharing images. You can share up to 1 000 images, both still images and videos, at a time.

1. **Select the images you want to share in the [Cloud] tab on the (Storage) screen, and then select [Create link] from (Share).**
   - A screen for generating URLs will appear.
2. **Enter a title for the URL.**
   - This is a string that appears at the top of the shared page and is different from the URL itself.
3. **Copy the created URL and select an application for sharing or send it via email or social media.**

Note

- Data transfers resulting from file downloads via a shared URL will be added to “This month’s transfer amount” for the account that created the URL. If you exceed your monthly data transfer limit, you will no longer be able to download files.

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Uploading camera images to Ci Media Cloud

You can upload images captured with the camera to Ci Media Cloud immediately after they are taken.

- For details on cameras that can use this feature, visit the following website.
  https://www.sony.net/ca/help/camera/
- Depending on your country or region, this service may not be supported.
- For details on Ci Media Cloud, visit the following website.
  https://www.sony.net/cimediacloud/
- The maximum file size that can be uploaded is 25 GB per file.

1. **Select [Cloud Function] on the (Cameras) screen in Creators' App → turn on [Upload to Ci Media Cloud].**
   - If your camera has not been linked to Ci Media Cloud yet, follow the on-screen instructions and link the camera to Ci Media Cloud.

2. **Set the destination folder and the type of images to be uploaded, and then select [Start upload].**
   - The images will start uploading to the cloud immediately after they were recorded to the memory card.
   - For models with two memory card slots, if [Recording Media] / [Recording Media] is set to [Simult. Recording], images will be uploaded from slot 1 and then slot 2. When the uploads from slot 1 are completed, the on-screen progress indicator will also change to slot 2.

- (Communicating) is displayed on the camera monitor while uploading is in progress.
- If (Error) is displayed, uploading did not complete. Tap (Notifications) in the upper right of the (Home) screen and check the messages.

To stop uploading images to Ci Media Cloud

Select (Cameras) → [Cloud Function] → [Upload to Ci Media Cloud] → [Stop upload] in Creators' App.
Uploading will automatically stop two hours after the last image upload, even if [Stop upload] is not selected.

Note

- Be sure to sign in to Ci Media Cloud using the same account as your Creators' Cloud account.
- Images uploaded to Ci Media Cloud will not be stored in the Creators' Cloud storage.
- The camera may turn off when uploading continuously for a long period of time. For details, see below.
  https://www.sony.net/ca/help/temperature/

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Creators' App

Transferring images stored in Creators' Cloud to Ci Media Cloud

You can transfer images stored in Creators' Cloud to Ci Media Cloud.

1. **Select the images you want to transfer in the [Cloud] tab on the (Storage) screen, and then select [Transfer to Ci] from (Share).**
2. **Follow the on-screen instructions to select a folder to which to transfer the images or to create a new folder.**
3. **Select [Transfer here].**
   - The transfer will start.

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Creators' App

Transferring images to an external cloud service

You can automatically transfer images that were uploaded from the camera to Creators' Cloud to external cloud services.

1. **Select the cloud service to which you want to transfer from the Creators' App (Cameras) screen → [Cloud Function] → [Upload to Creators' Cloud] → [Auto transfer settings to external cloud services] and select [Link].**

2. **Set the destination folder and the type of images to be transferred on the automatic transfer settings screen for the external cloud service.**

3. **If you are using the ZV-1F/ZV-1M2/DSC-RX1RM3: After shooting, select MENU → (Network) → [Creators' Cloud] →[Cloud Connection] on the camera at a time when the camera can connect to the Wi-Fi access point registered to the camera.**
   If you are using a camera other than the above: After shooting, set the camera's power switch from OFF to ON at a time when the camera can connect to the Wi-Fi access point registered to the camera.
   - The transfer will start.

To cancel the automatic transfer settings

Select the external cloud service for which you want to cancel the automatic transfer settings from the Creators' App (Cameras) screen → [Cloud Function] → [Upload to Creators' Cloud] → [Auto transfer settings to external cloud services] and turn off the file format you want to cancel.
To change whether or not automatic transfer is enabled for each camera, change the automatic transfer setting.

To disconnect the link with an external cloud service

Select [Disconnect the Link] from (User Information) → the linkage settings for the external cloud service on the (Home) screen in Creators' App.

To manually transfer to an external cloud service

You can also transfer images from the (Storage) screen in Creators' App or Creators' Cloud Web by selecting the images you want to transfer, choosing (Share), and selecting the cloud service to which you want to transfer.

Note

- You must subscribe to the external cloud services beforehand.
- The function for transferring to external cloud services is based on the specifications of each cloud service and may be changed or terminated without notice.

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Creators' App

Saving and applying camera settings

With Creators' App, you can save a maximum of 50 camera settings and apply saved settings to the camera. This feature can be used as a backup for camera settings.

- You can also apply the settings to other cameras, as long as they are of the same model.
- Saved camera settings can also be backed up to the cloud.
- This feature is equivalent to [Save/Load Settings] in the camera menu. This feature is not available in Creators' App unless your camera supports [Save/Load Settings].

Saving camera settings

1. Check that the camera from which you want to save settings is displayed on the (Cameras) screen in Creators' App.
   - If the camera is not displayed, switch the camera using < / > on the left and right.
2. Select [Saving and applying the camera settings] → [Save the camera settings] on the (Cameras) screen to save the current camera settings.
3. Enter a setting name and select [Save].
   - Select [Upload to the Cloud] after saving to upload them to the cloud. Creators' Cloud sign-in is required before uploading.
     Saved camera settings on your smartphone can also be set to automatically upload when the smartphone is connected to the internet.

Applying saved settings in Creators' App to a camera

1. Check that the camera to which you want to apply settings is displayed on the (Cameras) screen in Creators' App.
   - If the camera is not displayed, switch the camera using < / > on the left and right.
2. Choose the name of the setting you want to apply from the [Smartphone] tab under [Saving and applying the camera settings] on the (Cameras) screen and select [Apply the settings].
3. Review the setting details and select [Apply].

Applying saved settings in the cloud to a camera

1. Check that the camera to which you want to apply settings is displayed on the (Cameras) screen in Creators' App.
   - If the camera is not displayed, switch the camera using < / > on the left and right.
2. Choose the name of the setting you want to apply from the [Cloud] tab under [Saving and applying the camera settings] on the (Cameras) screen and select [Apply the settings].
3. Review the setting details and select [Apply].

Note

- If you uninstall Creators' App, any camera settings that have been saved to the application will be deleted.
- If there is no memory card in the camera connected to Creators' App, this feature will not be available.

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Creators' App

Updating the camera’s system software using Creators' App

When an update of the camera’s system software becomes available, an [Update your camera] button is displayed on the (Home) screen and an [Update] button is displayed on the (Cameras) screen in Creators' App. This allows you to update the camera’s system software using just your smartphone and the camera, without the need to use a computer. First, download the update software to your smartphone, and then transfer the software to the memory card inserted into the camera.

- You need to be signed in to perform an update using Creators' App. If you do not want to sign in, perform the update on your computer.
- This function may not be available in some countries or regions.

: Smartphone operation
: Camera operation

1 **Make sure the camera’s battery is sufficiently charged and insert an initialized memory card.**

- You cannot perform an update unless the remaining battery capacity is at least (three segments remaining) or 51%.
- Format (initialize) the memory card in advance. Note that formatting erases all data and is irreversible.
- For cameras with multiple slots, insert the memory card into slot 1.
- Remove the vertical grip.
- It may not be possible to perform an update if the temperature of the camera is too high. Allow the camera to cool down before proceeding.

2 **Select [Update your camera] on the (Home) screen or [Update] on the (Cameras) screen in Creators' App.**

- If the camera’s system software is already the latest version, [Update your camera]/[Update] will not be displayed.
- It is recommended that you perform this operation in a Wi-Fi environment.

3 **Follow the on-screen instructions to continue.**

- If you are asked to sign in partway through the process, sign in.

4 **When the [Download] button is displayed, check the capacity and start the download.**

5 **When the message [Download completed] is displayed, turn on the camera and select [Transfer files to camera].**

6 **When the message [File transfer completed] appears, select [Close].**

- After the transfer completes, the downloaded file will be automatically deleted from the smartphone.

7 **When the message [Update?] appears on the camera, press the bottom of the control wheel and read the precautions through to the end. Then, select [Execute].**

- Once you scroll to the end of the precautions, you can select [Execute].
- The camera’s monitor will go blank, and the update will begin. It takes about 6 minutes to complete.

- The camera’s access lamp flashes while the update is in progress. The number of flashes increases as the update proceeds, from 1 to 3 to 5. Do not turn the camera off or remove the memory card while the update is in progress.

The camera will restart automatically after the update completes.
To check the current version of the camera’s system software, select MENU → [Setup] → [Setup Option] → [Version].

Hint

- You can pause the update operation after the transfer completes in step 6. To resume, select MENU →[Setup] → [Setup Option] → [Version] → [Software Update] on the camera.
- The update file (BODYDATA.DAT) will remain on the memory card even after the update completes. You can delete it after finishing the update.
- The latest update file includes the contents of past updates.

Note

- If the access lamp alternates between long flashes and short flashes after selecting [Execute] in step 7, it is possible that the update file was not copied successfully. Initialize the memory card, and then retry from step 1 on this page.

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Creators' App

Installing camera upgrade licenses

You can add functions to your camera by obtaining a license and installing it on the camera.

- To check which licenses are available for your camera, select (Home) → (User Information) → [Camera upgrade license].
- Some licenses cannot be obtained or installed through Creators' App.
- Licenses may not be available through Creators' App in some countries or regions.

: Smartphone operation
: Camera operation

1. **Select (Home) → (User Information) and open [Camera upgrade license].**

   My licenses: Licenses you already have.

2. **Select a license you want to purchase or download, and follow the instructions in the [Purchase] or [Install] tab.**

   - At this point, your new license has not been downloaded or installed yet.

3. **Select [Assign camera information to license and download] in the [Install] tab, and follow the instructions.**

   - The license will now be downloaded and installed on your camera.
   - Select [Licenses that have been assigned to this camera] if you have already entered the camera serial number online or if you have uninstalled licenses on the camera but want to reinstall them.

4. **After the message indicating that the transfer to the camera is complete appears, restart the camera (turn the power switch OFF and back ON again).**

   - The license is now activated, and you can use the new functions.
   - To check for active licenses, select (Cameras) → [License Management] in Creators' App or use the camera menu.

Note

- The installed license is tied to the camera’s serial number and cannot be used with other cameras.

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Livestreaming videos (Network streaming)

You can connect the camera to the internet and stream video and audio to streaming services.

- For details on cameras that can use this feature, visit the following website.
  https://www.sony.net/ca/help/camera/
- The camera and smartphone must be connected via a Bluetooth connection and Wi-Fi. This function is not available when connected via USB.

Preparation in advance

1. On the (Cameras) screen in Creators' App, make sure either [Connected via Bluetooth] or [Connected via Access Point] is displayed.
2. On the (Cameras) screen in Creators' App, select [Network streaming].
3. In Creators' App, enter information for the streaming service you will use.

- The following screen only appears when streaming is set to [Off] on the camera. If it is set to [On], go to step 2.
- If a streaming link or access point has already been set on the camera, select [Set up later] to go to the next step.

Streaming destination settings
Enable live streaming in the settings of your streaming service in advance.
YouTube: Select a preconfigured live stream or create a new live stream.
Facebook: Create a new live stream.
RTMP/RTMPS: The server URL and stream key are shown on the streaming setting screen for the streaming service. Send this information to your smartphone by email or other means and input it here.

Camera Wi-Fi settings
To connect to the internet via an access point using Wi-Fi, select [Set up from the app] and follow the instructions to specify the access point.

- Also enable Wi-Fi on the camera by setting MENU → (Network)→ [Wi-Fi] → [Wi-Fi Connect] to [On].
- Public Wi-Fi that requires web authentication cannot be used. Use the Wi-Fi in your home or office, etc.
- Besides Wi-Fi, some cameras also support Wired LAN connections (including USB-LAN connections with a USB-LAN conversion adapter). For details, refer to the Help Guide for your camera.
- You may also be able to connect using “Hotspot & tethering” function or Personal Hotspot if there is no access point nearby. (For details, see “To connect with the “Hotspot & tethering” function or Personal Hotspot)”

Streaming method
After the [Streaming method] screen appears, select [Start using functions] to finish registering the streaming service information.

1 Select [Network streaming] → [Turn streaming [On]] on the (Cameras) screen in Creators' App.

2 Tap [Start output] to start streaming output.

- To start and stop streaming output, use [Start output] and [Stop output]. Actual streaming requires that you start streaming this output in the streaming service itself. To make sure you are streaming, check the streaming service.
- To start and stop movie recording, use [Start movie recording] and [Stop movie recording]. Movies are saved to the memory card in the camera. You can start and stop streaming output and movie recording separately. This function is not available when [Movie recording while streaming] in [Change Settings] is set to [Disable].

To connect with the “Hotspot & tethering” function or Personal Hotspot

If there is no access point nearby, you may still be able to connect using the “Hotspot & tethering” function or, from an iPhone/iPad, Personal Hotspot. For [Camera Wi-Fi settings] under “Preparation in advance” above, select [Set up later/Already set up] instead of [Set up from the app] and complete the settings as follows.
The availability of the “Hotspot & tethering” function or Personal Hotspot depends on your contract with a telecommunications service provider.

1. On your smartphone, turn on tethering and display the SSID and password.
2. On the camera, go to the access point registration screen by selecting MENU → (Network) → [Wi-Fi] → [Access Point Set.], and then enter the SSID shown on the smartphone. (Do not use the [Set up from the app] option displayed in Creators' App.)
3. Set [Priority Connection] for the camera to [On].

Hint

- You can also control streaming from your camera. For details, refer to the Help Guide for your camera.

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