

Troubleshooting Guide

A step by step guide for diagnosing 360° Camera and Capture App issues

Technical Support Line: 1-800-404-9931
Mountain Standard Time



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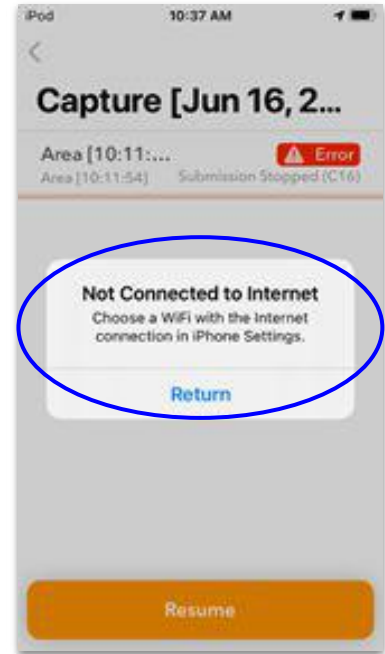
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Capture App Error Codes

Error Codes appear in the Capture App to assist with diagnosing problems.

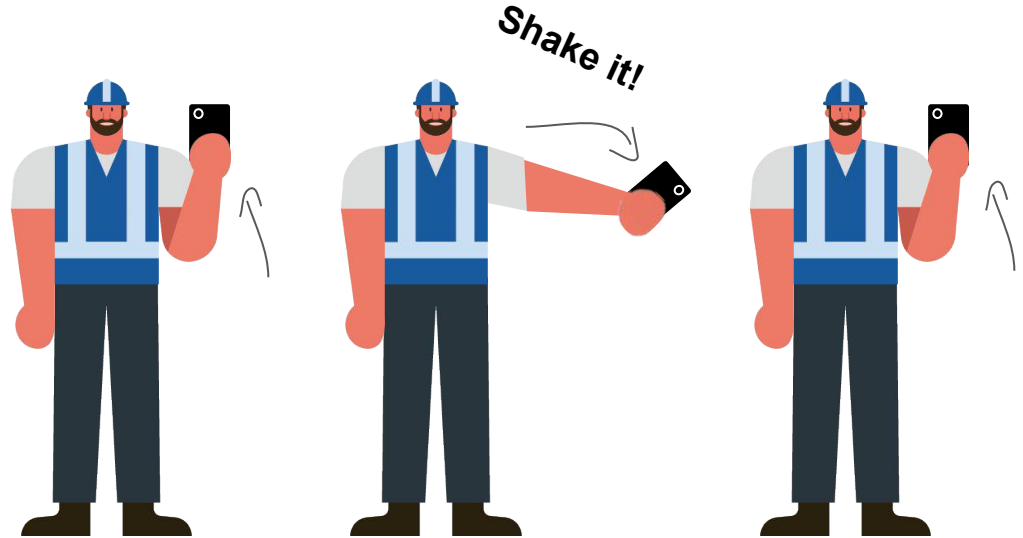
For example, when an Error Code appears in a Capture Area, you can tap on it to see the specific details of the error.



Report An Issue

When you see an **Error Code** that stops your progress, shake your phone to report it. If the error cannot be reported using the Capture App, please take a screenshot of the error code and email it to support@cupix.com along with details:

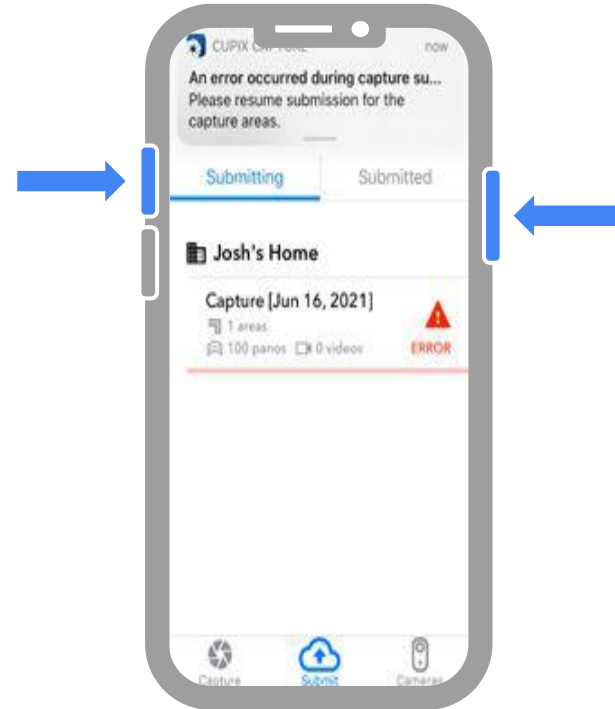
- It is a new or ongoing issue?
- When did it occur in the process?
- Did you try to reboot the Capture App and/ or camera?



Take A Screenshot

Steps for taking a screenshot with your iPhone, iPad, or iPod can be found at the following links:

- [Take a screenshot on your iPhone](#)
- [Take a screenshot on your iPad](#)
- [Take a screenshot on your iPod Touch](#)



Mi Sphere/ MADV Camera

Mi Sphere/ MadV - Firmware Update Process

Steps for updating the Mi Sphere or MADV firmware can be found at the following link:

- [Updating Mi Sphere And MADV Firmware](#)



Mi Sphere/ MadV - Battery Indicator Light

MADV Camera



Mi Sphere Camera



Battery Indicator Light:

- Low battery: Battery indicator flashes red.
- Out of Power: Battery indicator is off.
- Charging: Battery indicator remains red.
- Fully Charged: Battery indicator turns on, and stays blue.

Mi Sphere/ MadV - Wi-Fi Connection Issues

If you have Wi-Fi Connection Issues:

1. Confirm that the camera Wi-Fi light indicator (see the next two pages for images) is flashing and on.
2. Check current Wi-Fi settings on phone and select camera's Wi-Fi.
3. Ensure no other phones or apple devices are already connected.
4. Press Wi-Fi button to turn it off. Wait 2-3 seconds and turn on.
5. Power camera off and wait 4-5 seconds then turn back on and press the Wi-Fi button.
6. Ensure phone or apple device Wi-Fi setting is enabled.
7. Check to see if data or airplane mode are on and turn them off.
8. Restart phone or apple device.

NOTE:

- The default Wi-Fi Password is: 12345678

- You can reset the Password to default by pressing and holding the Wi-Fi button for 5 seconds.

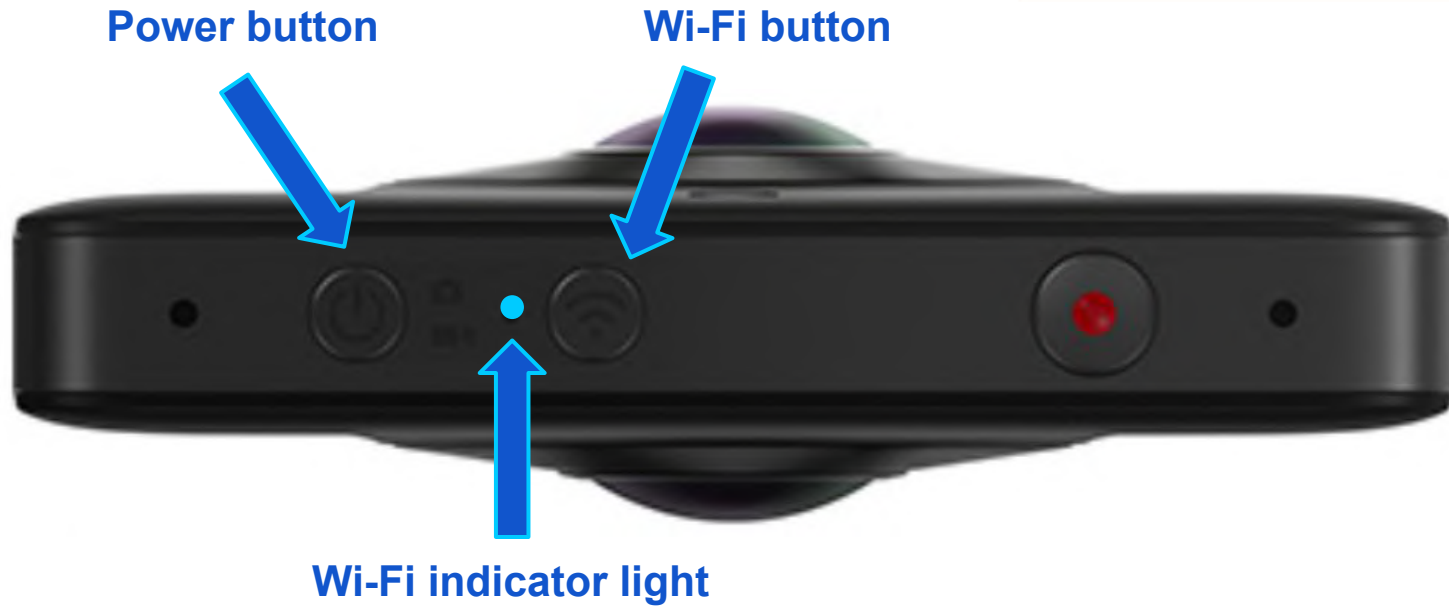
- The MADV SSID starts with QJXJ- (six digits follow). The six digits are found on the bottom of the camera (ignore the beginning 00 in the sequence).

Example: QJXJ-023409

- The Mi Sphere SSID starts with MJXJ- (six digits follow). The six digits are found on the bottom of the camera (ignore the beginning 00 in the sequence).

Example: MJXJ-001029

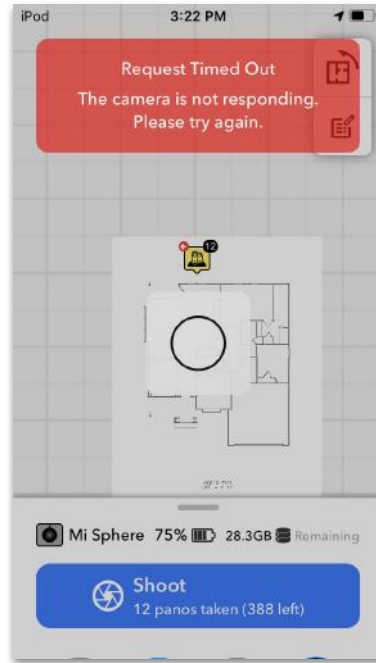
Mi Sphere/ MadV - Wi-Fi Connection Issues



Mi Sphere/ MadV - Wi-Fi Connection Issues



Mi Sphere/ MadV - Cluster Shot Timed Out Error



Request Timed Out Error

Occasionally, after taking a shot in Cluster Shot mode, you will experience a delay of up to 10-12 seconds with a message stated **Request Time Out**.

When this occurs, the Capture App DOES NOT include this single shot within the capture data. You will need to capture this single location again.

If the error occurs again, wait 3-5 seconds, and try to capture one more time.

If the **Request Timed Out** error persists, power the camera off and on again. Take the shot in that same location.

If a full power cycle does not help, please contact us immediately.

Ricoh Theta Z1 Camera

Ricoh Theta Z1 - Caring For The Camera And FAQ

How can I take good care of my camera?

- Only use camera in moderate weather conditions or it may shut off or result in poor performance.
- When temperature or humidity are changing drastically do not use the camera or condensation can appear inside the camera. If condensation appears open mini-USB port in a dry, room temperature area with low humidity to let it evaporate.
- Be careful when setting the camera down on rough surfaces to avoid scratching the lens. Use the case when setting it down to charge or upload data.

Frequently Asked Questions
about the Ricoh Theta Z1:

[FAQ \[RICOH THETA Z1\] |
RICOH THETA \(theta360.com\)](#)

Ricoh Theta Z1 - Power ON/ OFF/ Sleep Mode



To turn Power ON, OFF, or put into Sleep Mode:

- Press and hold the power button. The OLED panel turns on.
- Press and hold the power button again to turn off the power.
- When the power button is pressed briefly, the camera enters the sleep mode.

Ricoh Theta Z1 - Power Lamp Status Indicators



Power status indicators:

- Lit in Blue: The power is on.
- Lit in Green: The battery is charging.
- Flashing in Red: The power is turning off.
- Unlit: Charging is complete, in sleep mode, or the power is off.

Note: When the camera is connected via USB cable, the lamp lights green, and the battery is charged. The lamp is unlit when charging is complete.

Ricoh Theta Z1 - Firmware



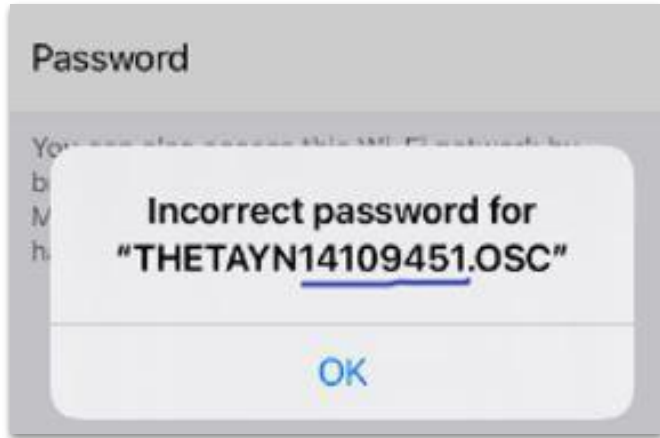
Firmware

Please use at least the minimum version of firmware that's required for compatibility with the Cupix Capture App.

You may update the camera's firmware using the basic Ricoh app with a computer. Details on updating here:

[User Guide Firmware Update Ricoh Theta Z1](#)

Ricoh Theta Z1 - Wi-Fi Password Issues



Incorrect Or Changed Password

- The screen prompt will show incorrect password. Try the numbers after the letters on your screen prompt.

- If the password has changed, and you know what it is, try entering it again slowly to avoid a typo.

Ricoh Theta Z1 - Wi-Fi Connection Issues

If you have Wi-Fi connection issues:

- Is the camera power or wireless LAN turned on?
- Is the camera connected to a different smartphone?
- Is the password correct?
- If the password has been changed, enter the correct password again from "Registering a new camera" in "RICOH THETA" app, and register the camera.

Here are links to solutions for common Wi-Fi related issues:

[360° Photos Not Uploading](#)

[Updating Camera Firmware](#)

[Connecting To Ricoh Z1](#)

[Processing Error Codes](#)

Ricoh Theta Z1 - Wi-Fi Connection Issues

More solutions to try if you have Wi-Fi connection issues:

- Please upgrade the firmware for the camera. Click [here to use the mobile app](#) and [here to use the desktop app](#).
- Press the wireless button on the camera to turn off the wireless LAN. Please press the wireless button again to make wireless LAN connection.
- Press the power button on the camera to switch it into sleep mode. Please press the power button again to release the sleep mode and then execute wireless LAN connection.

If you are on site and cannot find a good Wi-Fi connection, it might be best to upload only the capture data from the Capture App.

Once complete, upload the imagery to the project from a location that has a good network.

Ricoh Theta Z1 - Hard Reset/ Camera Locks Up



← **Power button**

← **Wi-Fi button**

Camera Locks Up

You receive no response from the camera when turned on.

Push, and hold, the Power and Wi-Fi buttons simultaneously for 7 seconds or longer. This will Hard Reset the camera.

After it is reset, push the Power button again.

Ricoh Theta Z1 - Red ERROR! Message



Red Error Message

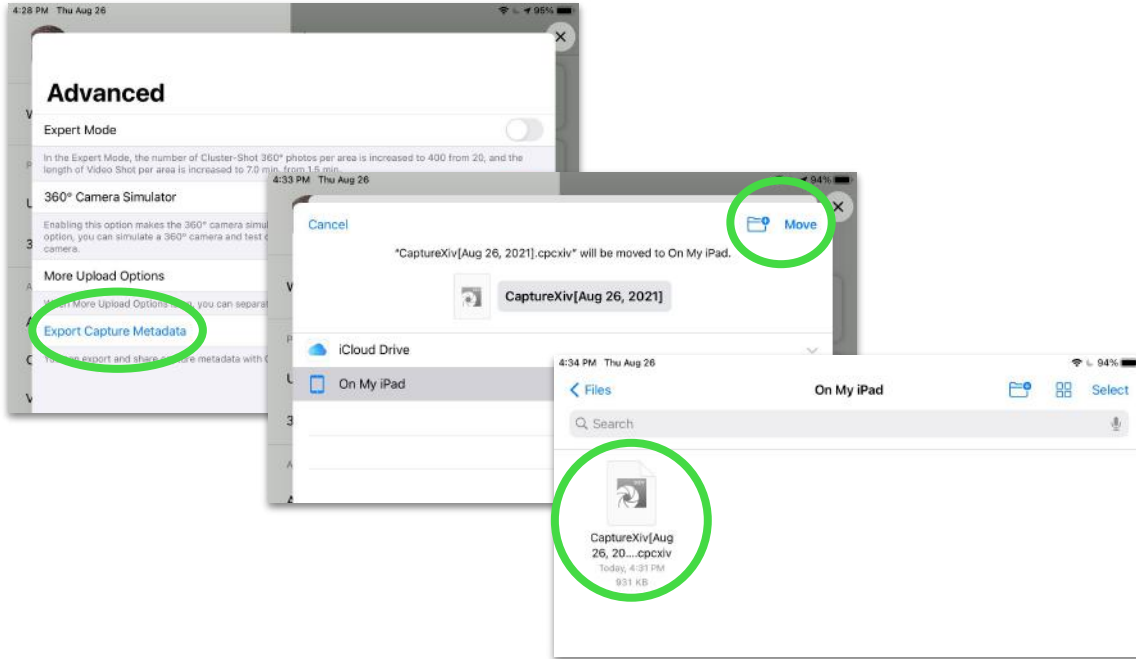
Camera screen states **ERROR!** in Red, and powers off. When this error occurs, it happens once in a hundred shots, or more.

Solution: Wait for 5 minutes, then turn the camera off and on again. However, if the error continues, please Hard Reset the camera. After the camera has been reset, push the power button to turn it back on.


Note: A hard reset will change the camera's Wi-Fi password back to the default one.

Capture App

Capture App - Exporting Capture Data



Exporting Capture Data:

1. Go to Settings. 
2. Tap on Advanced -> Export Capture Metadata.
3. Choose the location on your IOS device to export the data to, then tap on Move.
4. The screen will close, but you can view your file(s) in the folder you designated.
5. Email the file to your assigned Customer Success Manager, with explanation of the issue. They will create a ticket to have the data uploaded to your Project.

Capture App - Exporting Capture Data Tips

Failed Transfer or Upload:

- If you lose the Wi-Fi internet connection while transferring or uploading, find a place to connect the Wi-Fi to the internet, and try again.
- If you receive an error message in the Capture App, please take a screenshot of the specific error code/ message.
- Please keep the transfer/upload screen of the Capture App open until all files are uploaded. Also, keep your internet browser open and that specific tab open during the upload process to the Cupix Works Site.
- If you upload capture data only in the Capture App, make sure to upload the imagery from a computer. If you run into problems or errors, try to export the capture data from the app settings. Do not delete the capture area until the capture data is uploaded, and you have backed up your files onto your computer.

Wi-Fi Connection & Uploads

- Remember that when the camera is connected to your mobile device, you will not have Wi-Fi internet.
- Please keep the app screen open during transfers or uploads.
- Please keep the browser page/ tab open, and on top during uploads.
- Remember to copy your data to your computer first before uploading.

Capture App - Wi-Fi And Multiple Cameras



Wi-Fi & Multiple Cameras

When using multiple cameras for a capture, it's important to:

- Turn on each camera one at a time.
- Connect each camera to a specific device's Wi-Fi.

Doing this ensures that different cameras are not trying to connect to a device that is already connected to a camera. When this happens, a connection error occurs.

If a camera connects to the wrong device, turn off all the cameras, and reconnect them one at a time.

Capture App - Login And Passwords

Updating the Cupix App:

- Be sure to check for updates before going on site for a capture. Simply close the cupix app completely and then open it again and it will tell you if an update is ready.
- You can check the current version of the Cupix App in settings.
- Always make sure the camera and smartphone or device are up to date and perform a quick test before going on site for a capture.

Login and Passwords

- If you have forgotten your password or login credentials for the cupix app...
- If you need to reset your password for the cupix app...
- If you get an offline server error message please sign out of the cupix app, and then sign back in.

Capture App - Desktop Uploads And Capture Data

Uploading From a Computer:

- Transfer your files to a folder on your computer.
- Backup your files before deleting anything or formatting memory cards.
- If an upload fails, please check your internet connection and ensure your web browser remains open and on top of your screen.
- Be sure to upload the capture data to your CupixWorks Project.

If you encounter any issues during file transfer, please ensure there is enough memory space on your computer, read this [article](#), or contact technical support.

Overview

- Please keep browser page open and on top during uploads.
- Remember to copy your data to your computer first before uploading.
- Ensure that capture data has been uploaded from the cupix app.

Technical Support:
1-800-404-9931

General Advice

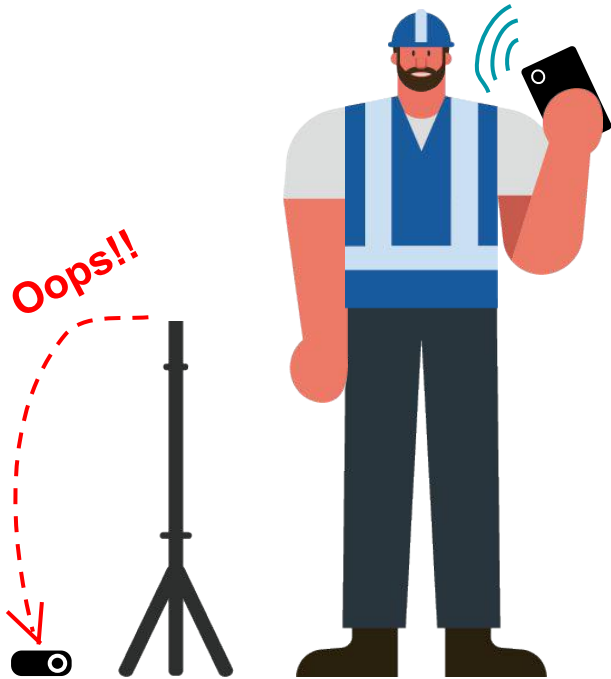
General Advice - Best Practices

- After documenting or reporting an error, wait a few minutes and then try again to see if the same error occurs.
- Try starting over by powering off camera/phone, or disconnecting and reconnecting, and then try again.
- Ensure you are using compatible firmware, and the most recent version of the Cupix App, and sign in again.
- Even if you're able to find a temporary solution to an ongoing problem, please let us know. We will work to provide a permanent solution.
- For Advanced Troubleshooting please call:
1-800-404-9931

Best Practices

- Document or Report an Error.
- Check settings, connections, and firmware versions on app and camera.
- Power off camera or phone and turn them back on again if a general error persists.
- Sign back into Cupix App.
- Back up data whenever possible, and try to upload capture data.

General Advice - Caring For Your Camera



Caring for your Camera

- Store in a dry cool area.
- Set down gently with the case to protect lenses.
- Keep lenses clean with microfiber cloth.
- Avoid using in very hot and/or humid conditions.
- Use proper charging cable or box with cable.
- Avoid overcharging.
- Avoid dust and water.

Additional Resources

- Ricoh Theta Z1 Support Guide:
<https://support.theta360.com/en/manual/z1/>
- Ricoh Theta Z1 Additional Information:
https://support.theta360.com/en/manual/z1/content/menu-add_info.html
- Cupix Help Articles:
<https://support.cupix.com/support/solutions/27000035367>
- Technical Support: 1-800-404-9931