

GET STARTED



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# Out of the Box

# What's Included with Mevo?

When you open the Mevo box, the first thing you will see is the Mevo camera.

Remove the Mevo from its cradle and pull the red tab to lift the cradle from the box.

You will see a quick-start guide with the very first steps to get started with Mevo. Remove it from the box to find other accessories.

There are three smaller boxes with your Mevo accessories. They include the following:

- Mount
- AC adapter
- USB cable
- Sandisk 16GB microSD card & adapter

These are all the items included with the Mevo camera. The Mevo app can be downloaded for free from the App Store.

Learn more about Mevo [accessories](#).

# Mevo Camera Diagram

Below is a diagram detailing the features on the physical Mevo camera.



**i** While this diagram depicts a Mevo Plus, the first generation Mevo is physically nearly identical; the speaker color is red instead of gray. Learn more about the [differences](#) between each camera.

## Attach the Mevo to the Mount

In order to attach the Mevo camera to a tripod or stand, you must first attach it to the included mount.

The mount is inside a red box within the Mevo packaging. Remove the mount from the red box.



Place the Mevo on top of it. The micro-USB port on the back of the Mevo should match up with the opening for the Micro-USB cable on the back of the mount



On the back of the mount, you should notice two white tabs, with a red padlock icon to the left. Turn the twist-lock ring so that the bottom white tab lines up with the red lock.

*Before:*





After:

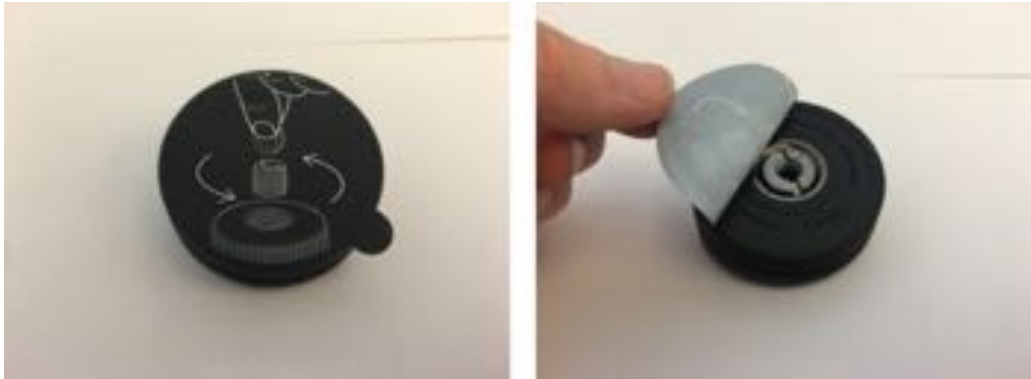


The Mevo camera is now securely locked on top of the mount.

# Mounting Mevo to a Stand or Tripod

Once you attach the Mevo to the included [mount](#), you can attach it to most standard microphone stands or tripods using the adapter on the bottom of the mount.

First, remove the label from the bottom of the mount.



To remove the adapter, use a coin or a flat-head screwdriver and turn it counter-clockwise.



One side of the adapter is a 1/4"-20 UNC tripod thread, and the other side is a larger 3/8"-16 microphone stand thread.



*1/4"-20 UNC tripod thread*



*3/8"-16 microphone stand thread*

The mount also has a built-in 5/8"-27 microphone stand thread.



Determine which thread fits your stand or tripod. If you need to use one of the threads on the adapter, ensure that the needed thread is on the bottom and screw it into the bottom of the mount until it is secure.

**i** The [Mevo Stand](#) sold in the Mevo shop fits the built-in 5/8"-27 microphone stand thread on its own. If you're using the swivel mount included with the stand, attach the mount adapter to the Mevo mount with the 1/4" thread facing outward.

Place the Mevo on top of your stand or tripod and turn it clockwise until it is secured.



# What Distance Should Mevo Be from my Event?

Generally speaking, Mevo works best when placed about five feet away from the subject (e.g., a panel discussion, a performer, etc.)

Mevo has been designed to be close to the subject or event taking place, rather than in the back of a room like a traditional camera. For example, if your event takes place in an auditorium, Mevo should be just far away enough to capture the entire stage in a wide shot; the 150-degree lens will allow for this to be closer than most standard cameras. Mevo's small form-factor will be unobtrusive to viewers on-site.

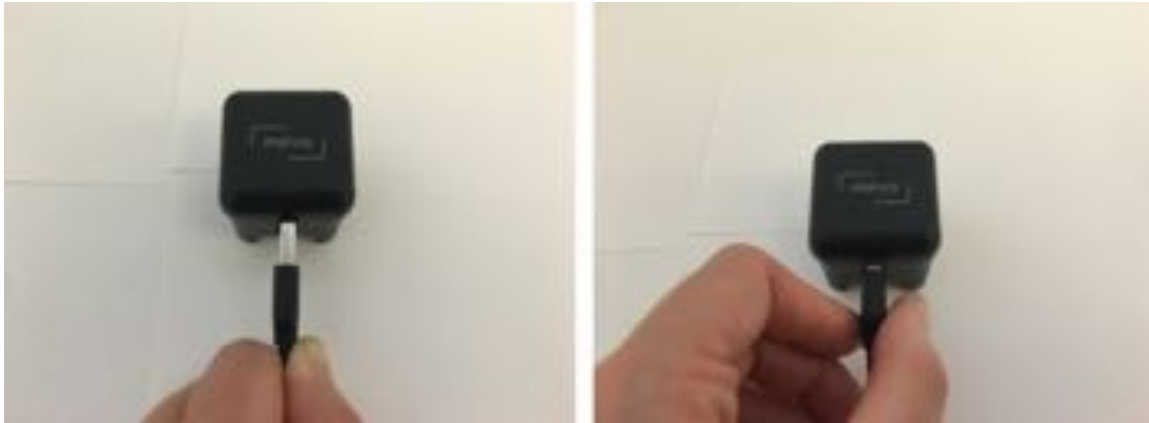
# How Do I Charge the Mevo's Battery?

Before using your Mevo, it's best to fully charge the battery first.

To do so, remove the AC adapter and USB cable from their respective boxes.



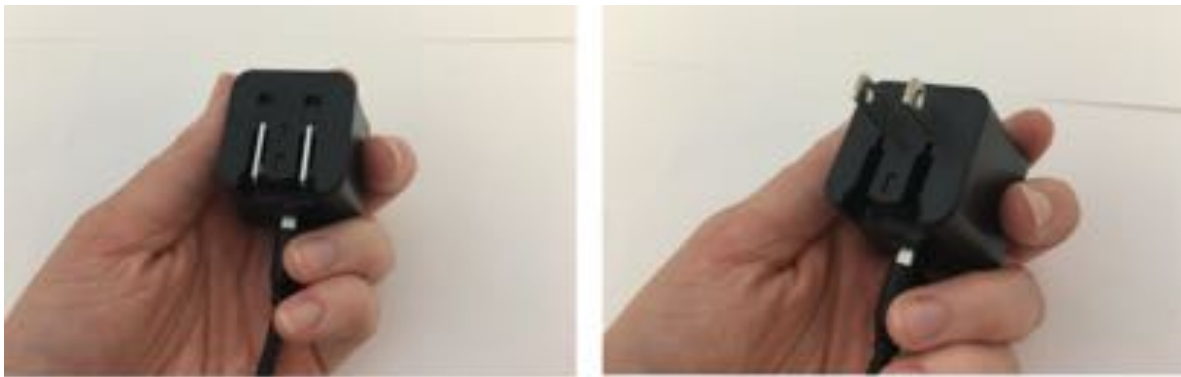
Plug the standard USB end (i.e. the larger plug) into the AC adapter.



Plug the micro-USB end of the USB cable into the back of the Mevo.



Switch the prongs in the AC adapter so that they stick out.



Plug the AC adapter into any standard wall outlet.



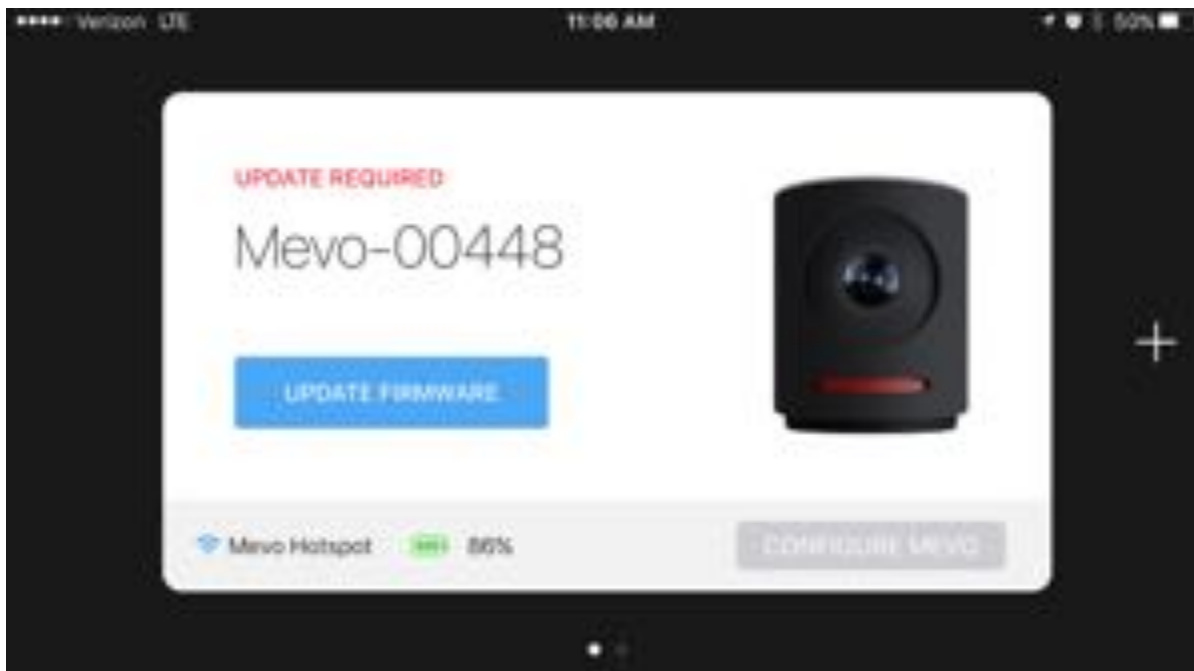
It will begin charging automatically. The LED ring will blink green above the battery icon to indicate that it is charging.



# How Do I Update the Camera's Firmware?

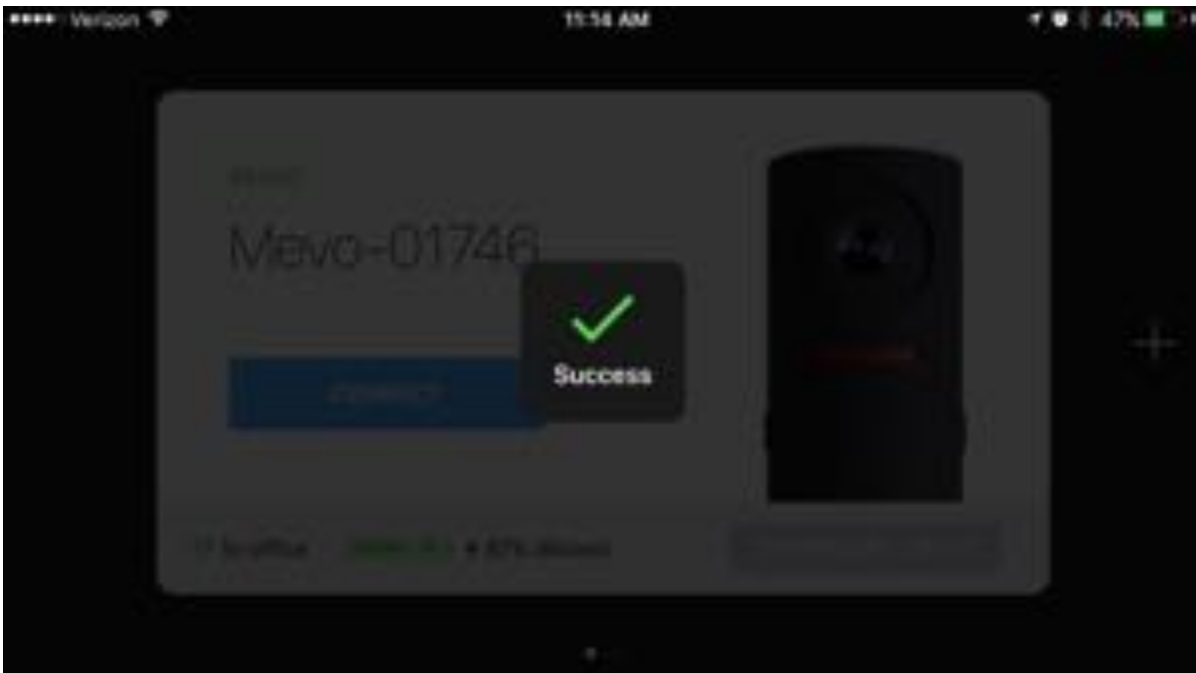
If a firmware update becomes available, the Mevo app will indicate so when you first configure your mobile device's connection to your Mevo. Instead of seeing the option to **Connect**, the button will instead say **Update Firmware**.

💡 For best results, we strongly recommend connecting to [Mevo's hotspot](#) rather than connecting over a Wi-Fi network when downloading and installing a new firmware update.

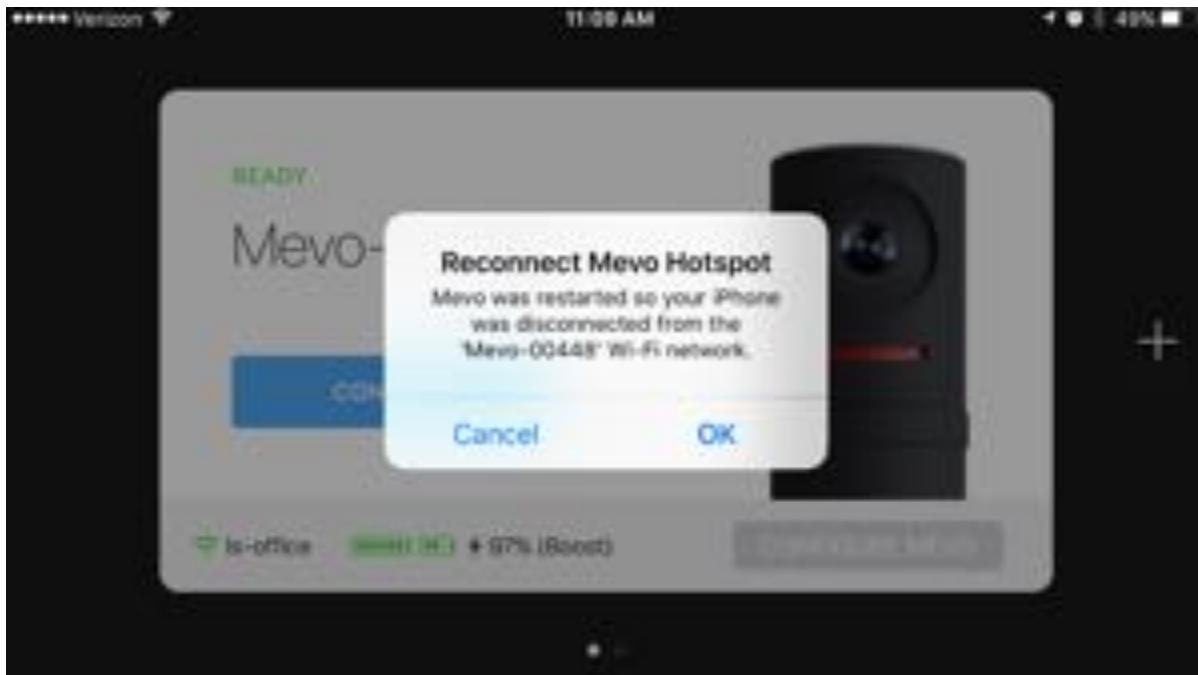


📘 Some firmware updates will be required to proceed with using the cameras while others will be optional. In either case it is recommended to use the most recent firmware version to avoid bugs from earlier versions.

The LED ring on the camera will begin spinning and the app will indicate the updates progress: downloading the firmware to the device, uploading the firmware from the device to the camera, and then the camera running the update. After the update is complete, the camera will restart and the app will indicate if the update was a success.



You may see an alert indicating that your device disconnected from the Mevo hotspot. Selecting OK will redirect you to your device's Wi-Fi settings menu, where you can select Mevo's hotspot again and connect to the camera.



If your Mevo firmware update fails, here are some suggestions for troubleshooting:

- Keep both devices close to each other and make sure you are in [hotspot mode](#) and not using Wi-Fi. Our testing has shown that hotspot mode is a more reliable connection for updating the camera's firmware.
- Avoid performing the update in areas with many wireless devices (multiple routers, access points, connected devices, etc.), as these could cause interference.
- Perform a hard reboot on the camera by holding down the power button for 30 seconds, releasing it, then powering the camera back on.
- Turn on your mobile device's Airplane mode, then turn it off; this reset the devices Wi-Fi and Bluetooth connections.
- If you continue to have issues, or notice that the update fails immediately after pressing Update Firmware, please [contact us](#).

# The Basics

# Download and Install the Mevo App

The Mevo app can be downloaded for free from the [App Store](#) and [Google Play](#).

Simply go to the App Store on your iOS device or the Google Play Store on Android. Search for Mevo. The first result should be Mevo - The Live Event Camera.



Start the download from the App Store or Google Play. When the download finishes, the Mevo app will be available on your device and is ready to use.

## Turn the Mevo Camera On and Off

When your Mevo is plugged in or fully charged, you can power it on.

To do so, simply press and hold the power button on the top of the camera for a moment. The battery light will flash on for a moment and you will hear a pair of short beeps.

At this point, you can remove your finger from the power button. The LED ring light will spin as the camera starts up.

When the battery and Wi-Fi lights are stable, the camera is ready to be used.



When you are finished using your Mevo, simply press and hold the top button until the LED ring's white light completes a circle around the edge of the camera.

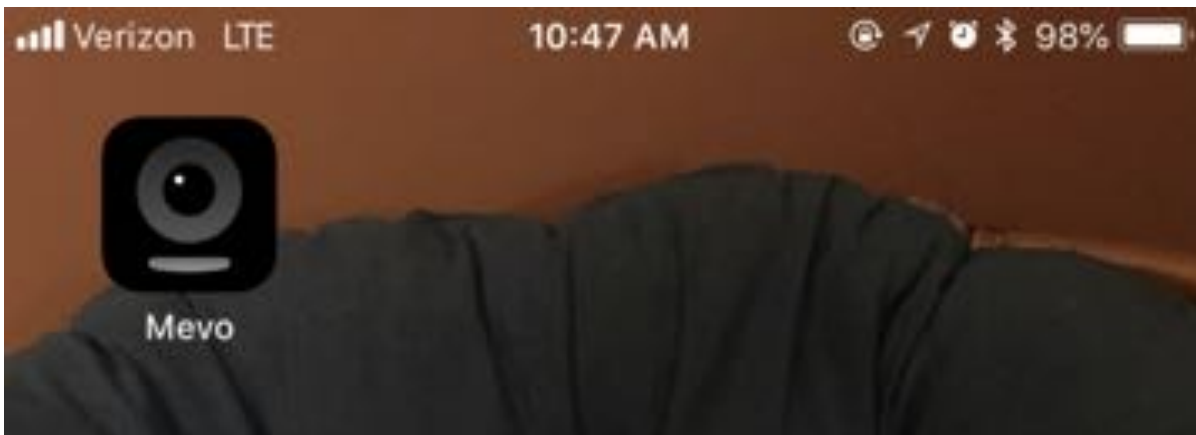


The LED ring will blink white before slowly fading off. This indicates that your camera is now off. You can also remotely turn off your Mevo camera by navigating to Settings, scrolling down to the bottom, and tapping Shutdown Mevo.



# Launching the Mevo App

After the app downloads and installs, tap the icon on your device's home screen to launch the app.



You will first see this screen indicating that Mevo has joined Vimeo. Tap Next to continue.

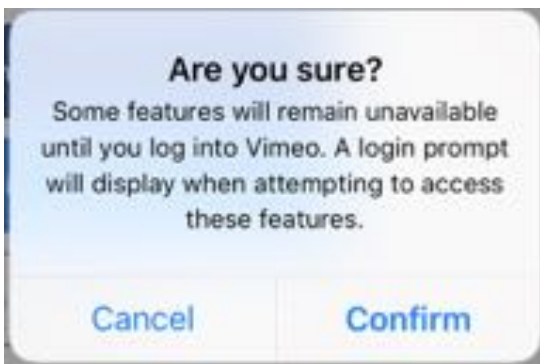


You will then be prompted to create a Vimeo account or, if you have a Vimeo account, you may log in right away. Customers with the [Vimeo Producer or Premium plans](#) will be able to access their paid features right away.

If you do not have a Vimeo plan, you can still use your Mevo with its included features. Tap Skip in the bottom right corner to continue.




A message will pop up asking you to confirm you do not want to log into Vimeo; tap Confirm.



You will then see the connection card screen where you can connect to your Mevo via its [built-in hotspot](#) or [Wi-Fi](#).

# Connect To Mevo in Hotspot / 4G-LTE Mode

If you do not have a local Wi-Fi network, you can connect your Mevo camera to the Mevo app through the camera's Hotspot mode, then stream over your mobile device's 4G-LTE connection.

 Livestreaming can use a lot of data, so be careful if you have a limited data plan or you could be charged overages.

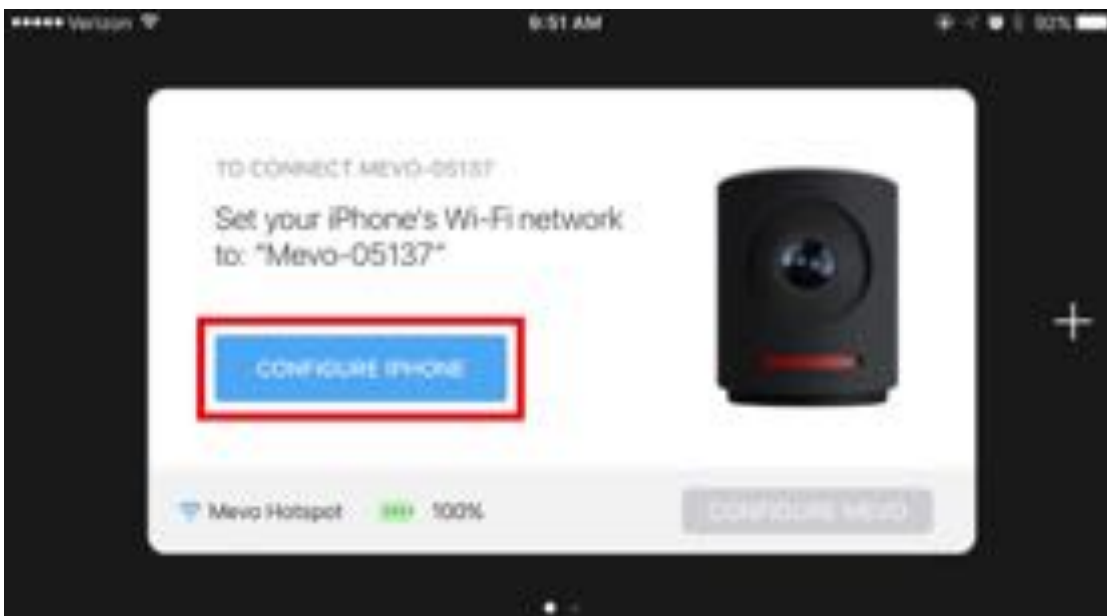
After powering on the Mevo, you should notice above the Wi-Fi indicator on the back of the camera that the LED ring light is pulsing blue. This means that the Mevo Wi-Fi hotspot is ready to connect.

There are slight distinctions in this process between iOS and Android devices.

## iOS Device


When you open the app, you will see a connection card directing you to either Configure iPhone or Configure Mevo.

Tap Configure iPhone, which will open the iOS Settings menu.

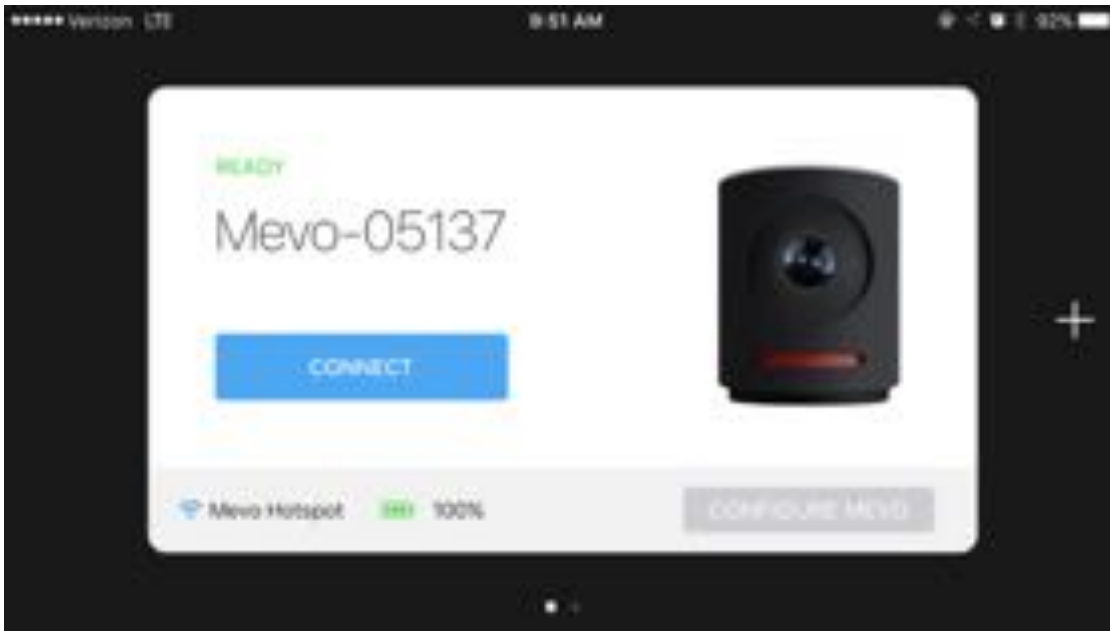


Navigate the Wi-Fi menu in your iOS settings. Your device will search for nearby networks. After a moment, you should see a network named Mevo-####. Tap it to connect your device to your Mevo.



 The 'No Internet Connection' message is normal because the Mevo hotspot does not actually produce an internet connection.

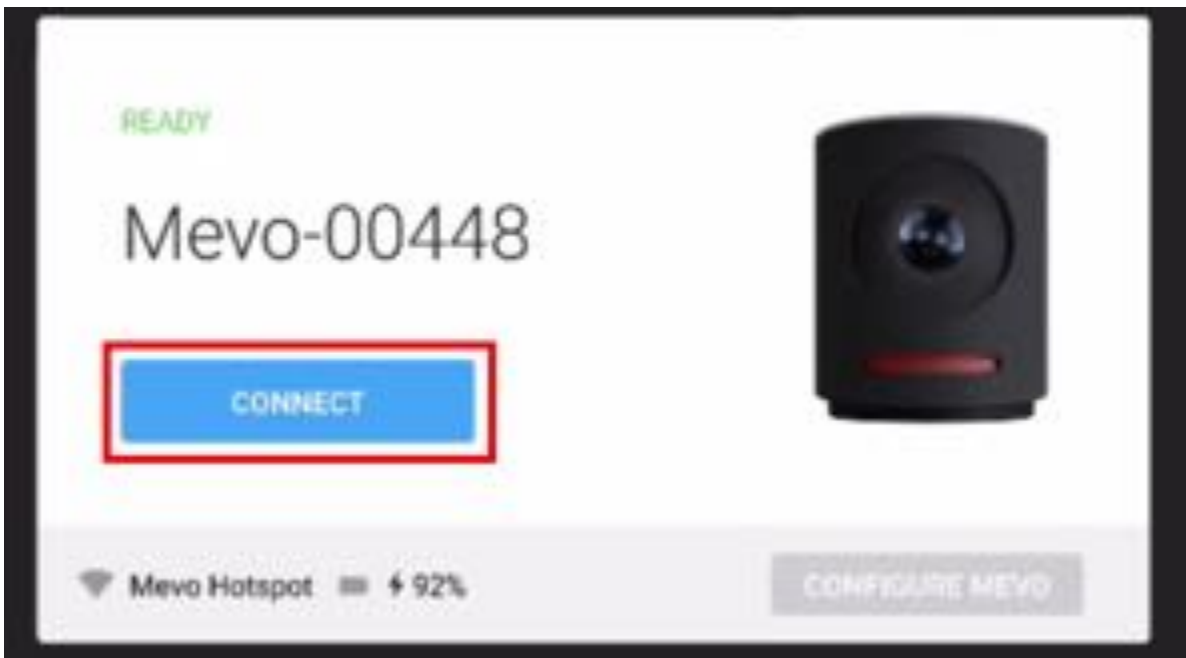
Once you are connected to the Mevo's Wi-Fi hotspot, navigate back to the Mevo app. You will then see the card update with a blue Connect button. Tap this to connect the app to your camera.



The LED ring will spin in blue around the top of the camera, then turn solid blue at the front. The connection card will spin away and reveal your Mevo camera's live edit view.

## Android Device

Launch the Mevo app and tap the blue Connect button.



A pop-up alert will appear prompting you to update your network settings. To connect to the Mevo hotspot, select **Change Wi-Fi On Phone**.

-  The option to **Change Wi-Fi On Mevo** will allow you to connect your Mevo to the same [Wi-Fi network](#) to which your mobile device is connected.



The app will refresh for a moment to change your Android device's Wi-Fi connection to the Mevo's hotspot. When it finishes, the camera's LED ring will spin blue and the live edit view will open automatically on your mobile device.

# Connect to Mevo With a Local Wi-Fi Network

When you first power on your Mevo and open the Mevo app, by default the unit will prompt you to connect to Mevo Hotspot mode. If you prefer to connect Mevo to your local Wi-Fi network, follow the steps below.

First, make sure both Wi-Fi and Bluetooth on your mobile device are enabled.

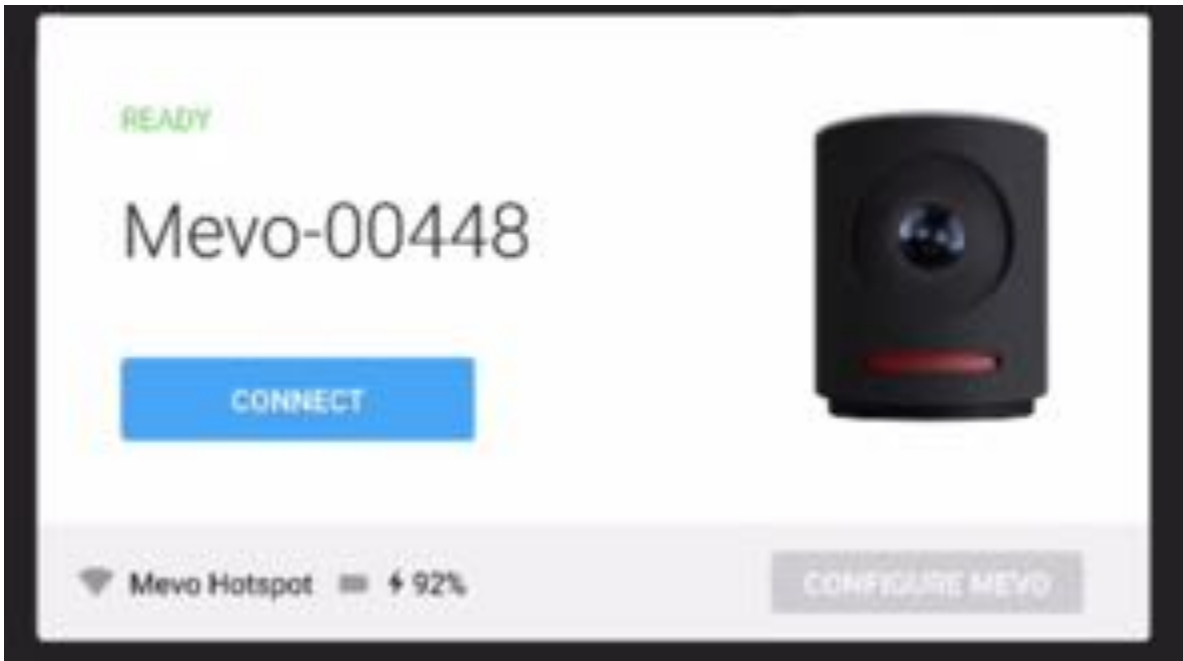


Launch the Mevo app.

Using Android? [Click here for a shortcut.](#)

Make sure your Android device is already connected to the desired Wi-Fi network, then launch the Mevo app.

When your camera's connection card appears, tap the blue **Connect** button.



A message will pop up giving you two network options. Select Change Wi-Fi On Mevo.



After a moment, the app will prompt you to enter your Wi-Fi network's password (if necessary). After doing so, Mevo will connect to your Wi-Fi network and the camera's live edit view will open on your device. There is no need to follow the steps outlined below.

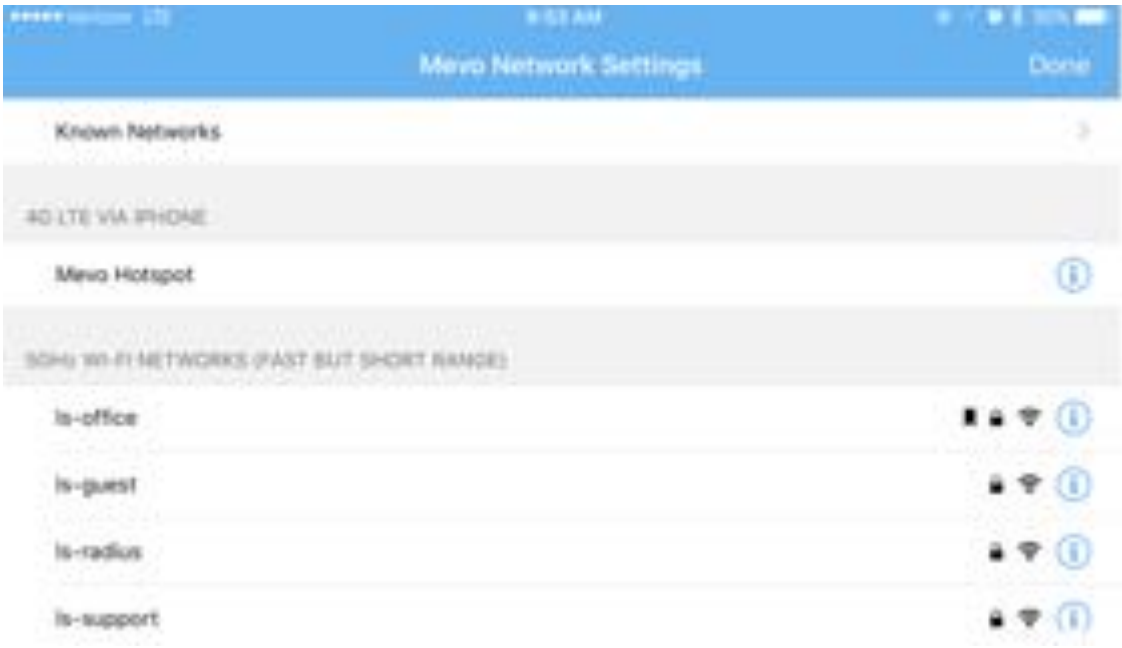
On the bottom right of the card, tap the Configure Mevo button.



Tap Show WiFi Networks.



The app will take a moment to load, and then your available networks will populate in a list.



💡 If your desired network does not appear, check your connection, then scroll down and tap Refresh Network List at the bottom of the menu to refresh the list.



Tap the network you want to connect to.

💡 5GHz networks are more reliable for connecting and streaming and are recommended in favor of 2.4GHz networks.

Enter the network's password (if necessary).



After a moment, your Mevo will be connected to your network. This will also be indicated by the LED ring showing a solid green light above the bars icon on the back of the camera.

Tap Done, and the Mevo card will update its status again for a moment.



It soon will then give you the option to connect to your Mevo. Tap Connect.



You are now communicating with your Mevo via your Wi-Fi network. In addition, any streams your broadcast will be done over Wi-Fi.

Having trouble connecting? Please see our [troubleshooting tips](#).

# I'm New to Streaming. What Best Practices Do You Recommend?

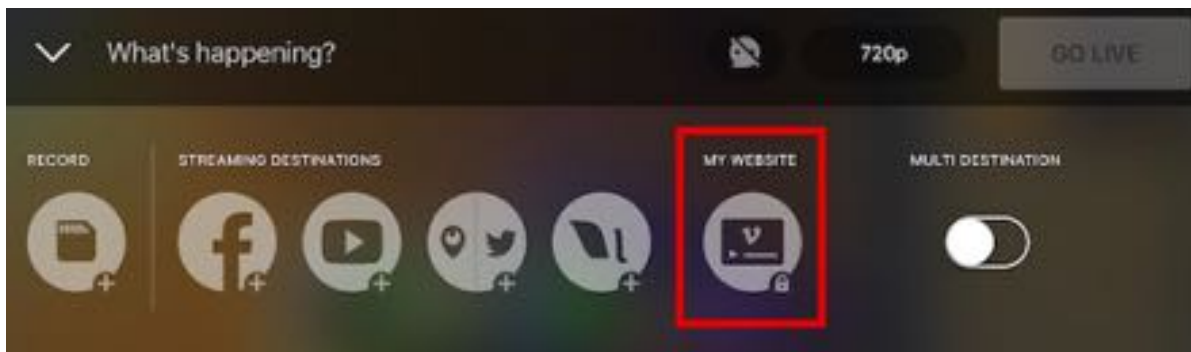
If you plan to stream with Mevo, we have some tips to help you get started:

- Your network's upload speed should ideally be at around 5-10Mbps. This will allow your stream to stay at the best quality and leave room for fluctuation in your connection speed. If you do not know what your upload speed is, you can check at [www.speedtest.net](http://www.speedtest.net).
- Use a dedicated network if possible. This isn't always possible, considering most Wi-Fi networks are shared among multiple devices. Try to remove as many devices from your network as possible, such as smartphones and computers.
- Turn off any firewalls on your network. Most home networks will probably not need to worry about this, but this is a common issue in offices, schools, hotels, etc. To stream to [Livestream](https://www.livestream.com), networks should be configured to allow incoming and outgoing communication through the following Firewall ports (in rough order of importance):
  - TCP 1935
  - TCP 80
  - TCP 443
  - UDP 53
- Test first! Test early and test often. Run speed tests on your network at [www.speedtest.net](http://www.speedtest.net) so that you can catch any issues with your network connection before your event.
- Record a backup. The professionals do it, and we recommend everyone does. Make sure you keep a microSD card inside your Mevo so that a backup recording saves while you are streaming. If you lose connection, the recording will save on the SD card that you can share later.

# Streaming to Your Website Using Vimeo and Mevo

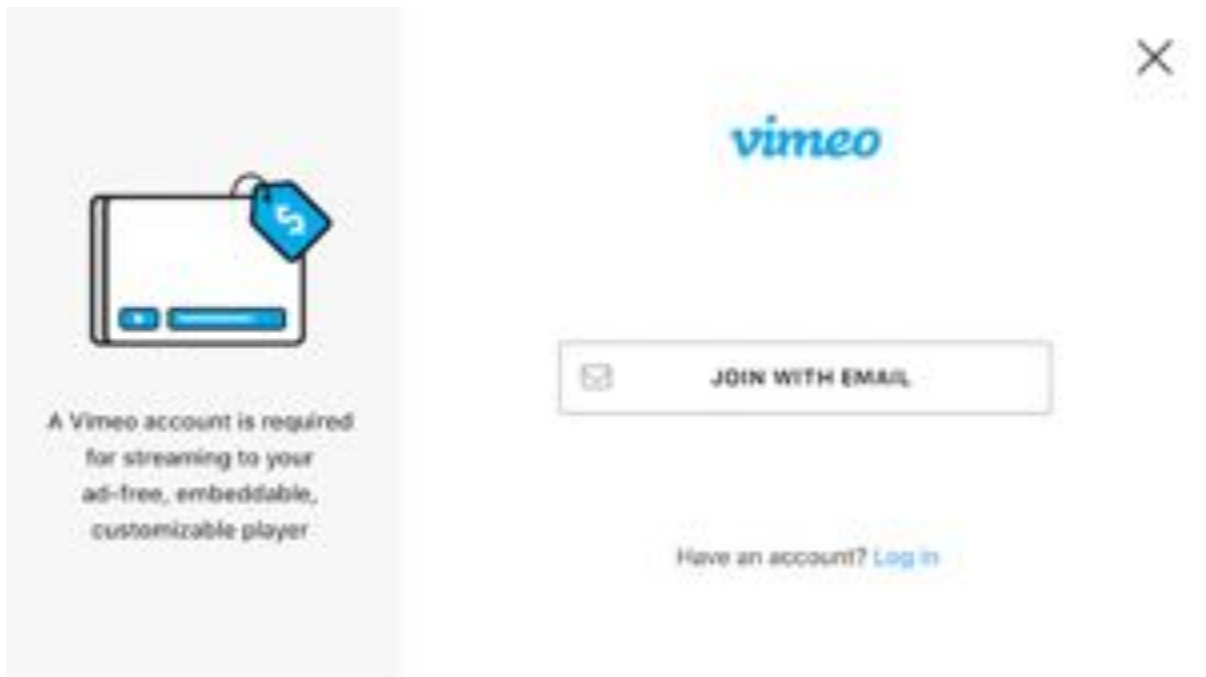
With Mevo and a [Vimeo Live](#) account, you can stream your event directly to a custom-designed embedded player on your website.

Connect to Mevo and tap the red button in the bottom left corner. Towards the right side, you will see an option for **My Website** with the Vimeo icon. Tap this to log into Vimeo.



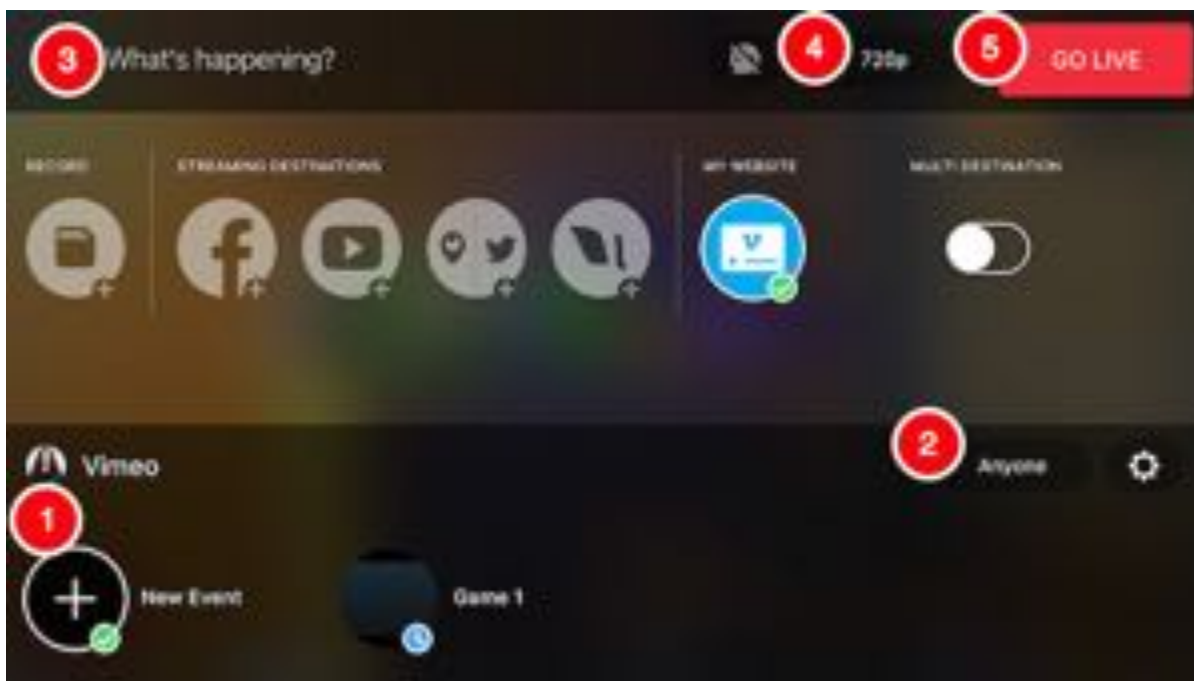
Tapping Vimeo will open the window shown below prompting you to either join or log in to Vimeo. If you have an account, tap **Log in**, then enter your account credentials. You will then need to authorize Mevo to access your Vimeo information to proceed.


 You need a Vimeo Premium plan in order to go live to Vimeo. Learn more [here](#).



After authorizing Mevo access to Vimeo, you can configure your stream.

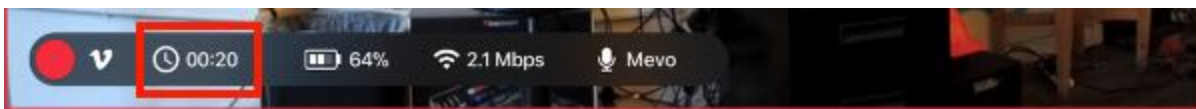
1. 1. Create a new event or select a scheduled event from the bottom of the window.
2. 2. Choose your desired audience on the right side, above your events.
3. 3. If you are creating a new event, you can give it a title at the top left side of the screen.
4. 4. Choose your streaming quality in the upper right corner (up to 1080p).
5. 5. When your settings are configured, tap Go Live in the upper right corner to start your stream.



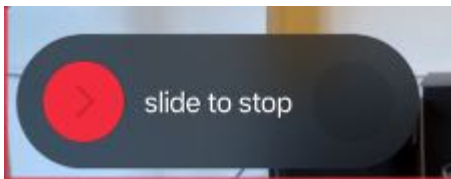
 Tapping the gearwheel opens a separate window where you can log out of your Vimeo account.

Your stream will be listed with your videos on your Vimeo account; navigate to **Manage Videos > My Videos** to find your live video. From there you can get your video's embed code and customize the embed as needed.

When you are live with Mevo, tap the timer displayed to the right of the red dot to temporarily expand the display; this will show your bitrate, timer, battery level, and audio source. If you prefer to see one of these over the other, tap one to choose it.



To end your stream, tap the small red dot, then slide the larger red dot to the right.



By default, "Keep in my Vimeo feed" will be toggled on; this will save the VOD to your Vimeo account. If you do not wish to save the VOD to your account, you may toggle this switch off.

If you have a microSD card inside your camera, "Save to Mevo SD card" will be toggled on by default indicating that a recording will save to your card; this is strongly recommended. If you do not wish to keep a recording of your stream to your microSD, you may toggle this off.

When you have selected your save options, tap **Done** to return to the live edit view.

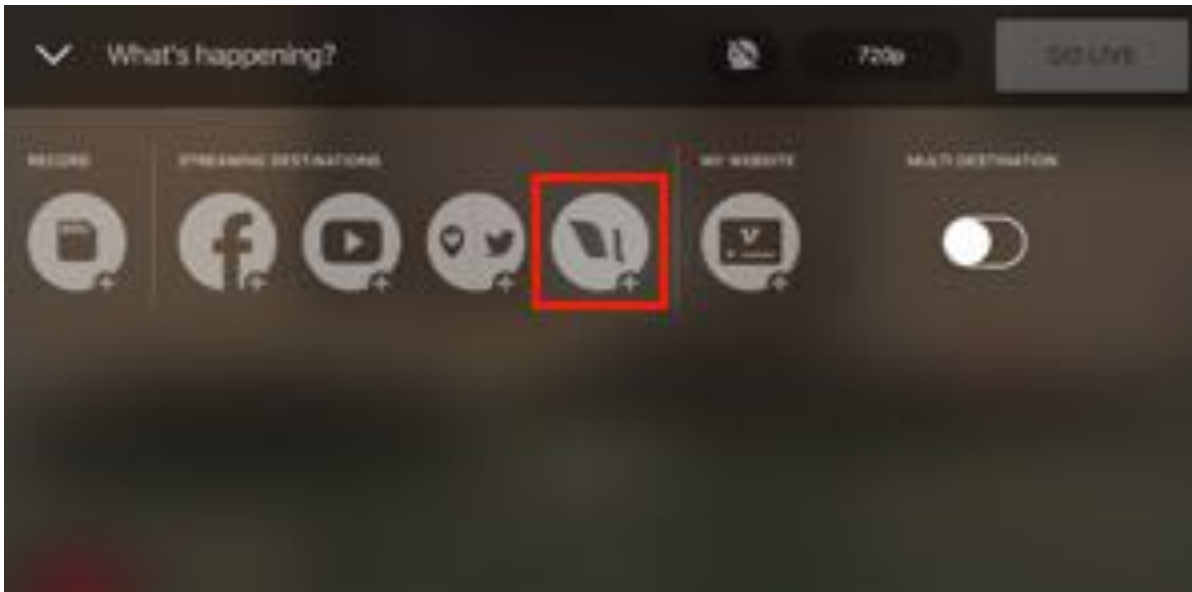


# Stream to Livestream with Mevo

Once your Mevo is connected to the Mevo app, you should notice a red button in the bottom left corner of the picture. Tap it to see more options.

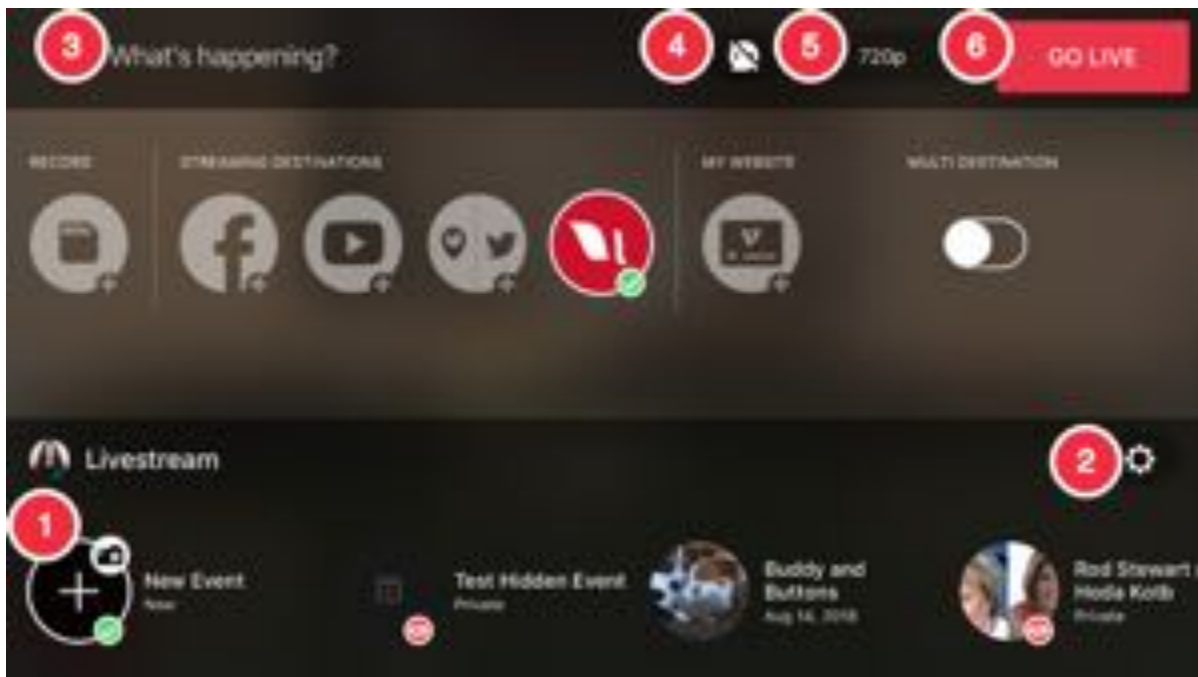


To stream to Livestream, tap the Livestream logo in the menu that appears.



Log in to your Livestream account. Once you are logged in, you can configure your stream.

1. Create an event or select an existing one; swipe along the bottom to the left to see all of your events.
2. Tap the gearwheel to toggle Livestream Chat and Notify Followers on and off; you will also see the option to log out of your account.
3. Give your stream a title.
4. You can also toggle chat on and off here.
5. Select your streaming quality by tapping the menu in the upper right corner (720p is selected by default).
6. Tap Go Live in the upper right corner to start your stream.



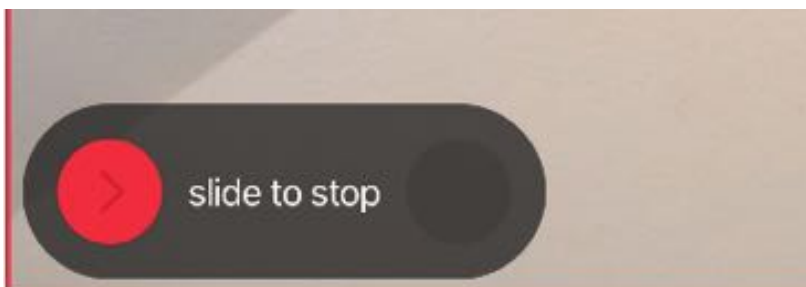
Tap small red dot on the bottom left corner to see more information about your stream, including viewer count, battery percentage, bitrate, and a timer.



Tap the information bar again to collapse it.

💡 If you tap a specific statistic, such as viewer count or bitrate, that statistic will still appear next to the red down when you collapse the information bar. In the below example, the timer is selected.

To end the stream, tap the red button and slide it to the right.



Choose whether or not to post the video on demand on your event page, save to your microSD card, and upload to Vimeo. Then tap Done.

STREAM ENDED

# Live from Mevo

0h 1m 5s

Keep in my Livestream feed

Save to Mevo SD card

**DONE**

Upload a video of your stream to Vimeo. Visit [Vimeo](#) to manage your videos.

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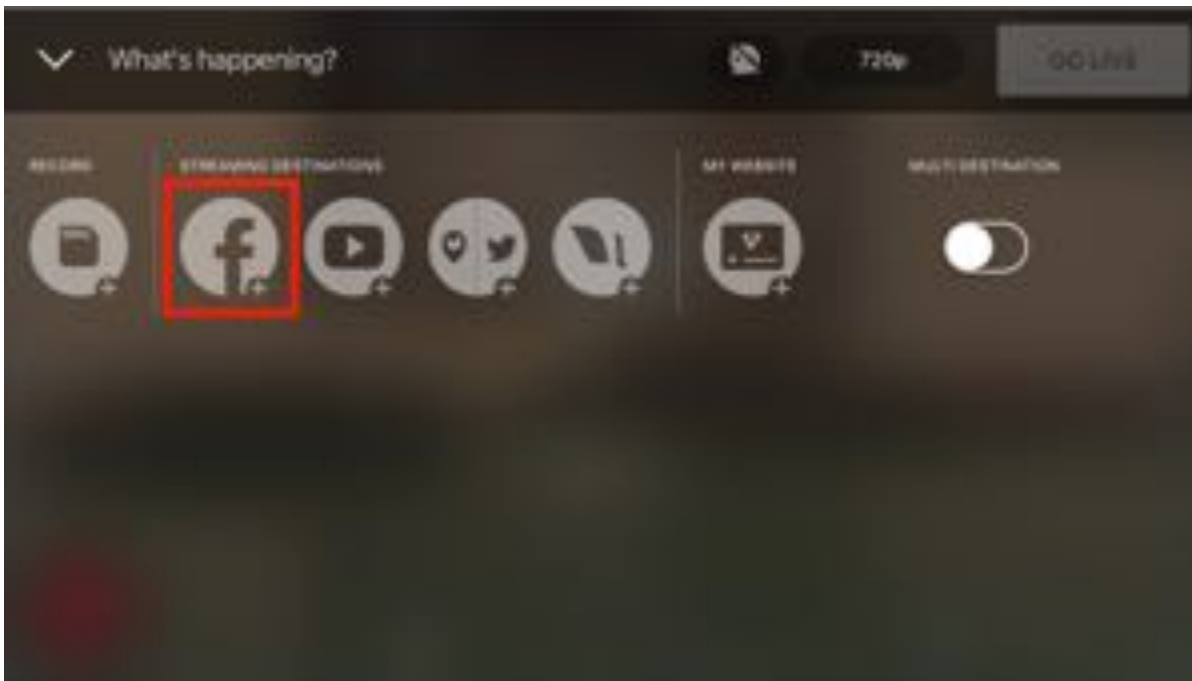
6.93 GB of 8 TB (0%)

**UPLOAD**


# Stream to Facebook Live with Mevo

Once your Mevo is connected to the Mevo app, you should notice a red button in the bottom left corner of the picture.

To log in and stream to Facebook Live, tap this red button, then tap the Facebook Live icon.



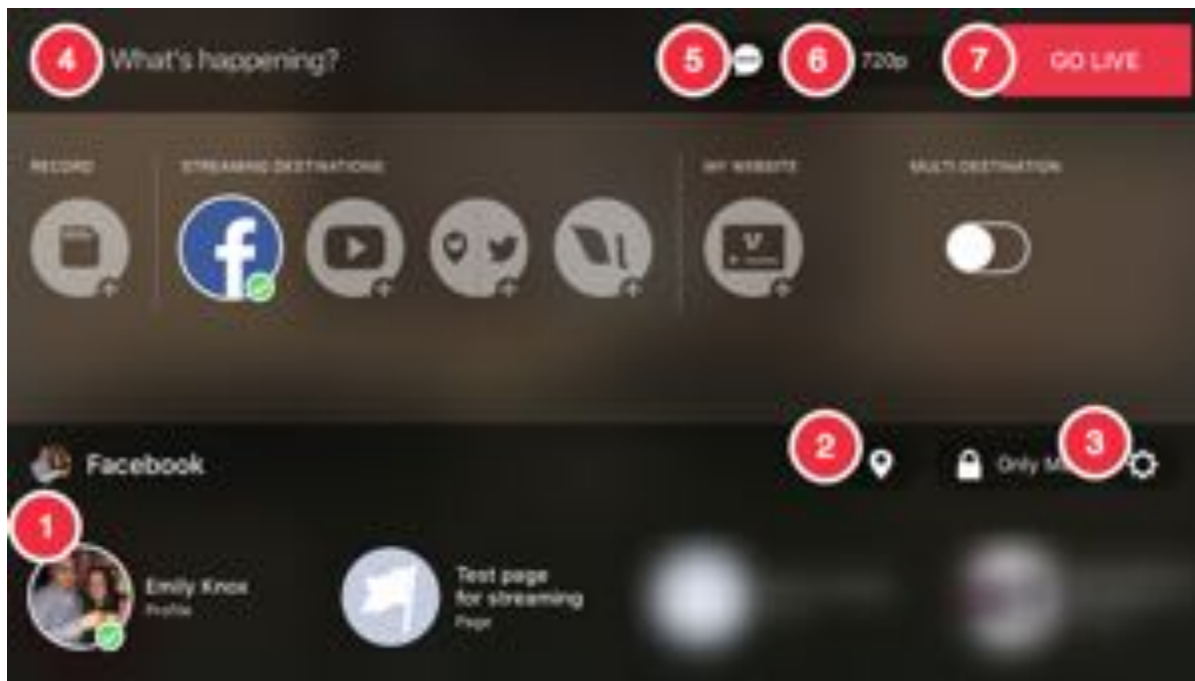
Facebook will open in a browser window and request that you log in and grant certain permissions. You should allow all permissions in order for streaming to Facebook with Mevo to work properly.

 If you intend to stream to an audience beyond your Facebook friends (e.g. Public), you should set your default audience as **Public**. After doing so, you can change your desired audience on a case-by-case basis when you go live (see below).

[Learn more](#) about your default privacy settings for Facebook.

Once you allow Facebook permissions, the following screen will appear.


1. Choose your Facebook destination along the bottom of the screen; either your Profile, Scheduled Live posts, or Pages. Unfortunately, at this time Groups and Events on Facebook are not supported but we are working on implementing them.
2. You may tag your location and set your audience option on the lower right side.
3. The gearwheel will open a new page that allows you to toggle Facebook chat on and off, enable audience targeting for Pages, and toggle Continue Streaming on and off. You can also log out of your account.
4. Give your stream a title.
5. You can also toggle chat on and off here.
6. Choose your streaming quality up to 720p.
7. Tap Go Live in the upper right corner to start streaming.



 Pages will only have 'Public' as the available audience option.

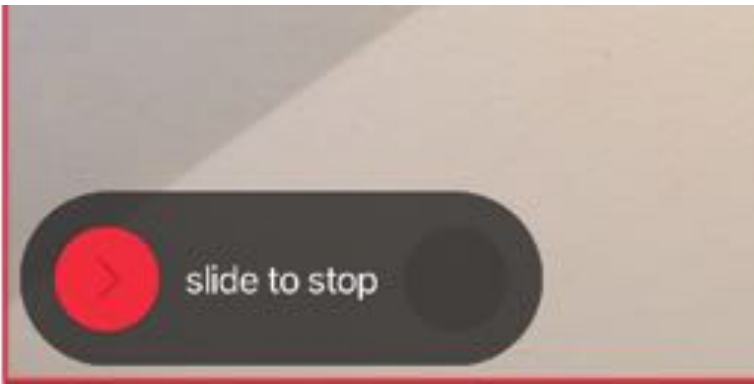
When you go live, the LED ring on the camera will spin red briefly. After this, your stream will begin. Tap the icon on the bottom left corner to see more information about your stream, including viewer count, battery percentage, bitrate, and a timer.

Tap the information bar again to collapse it.

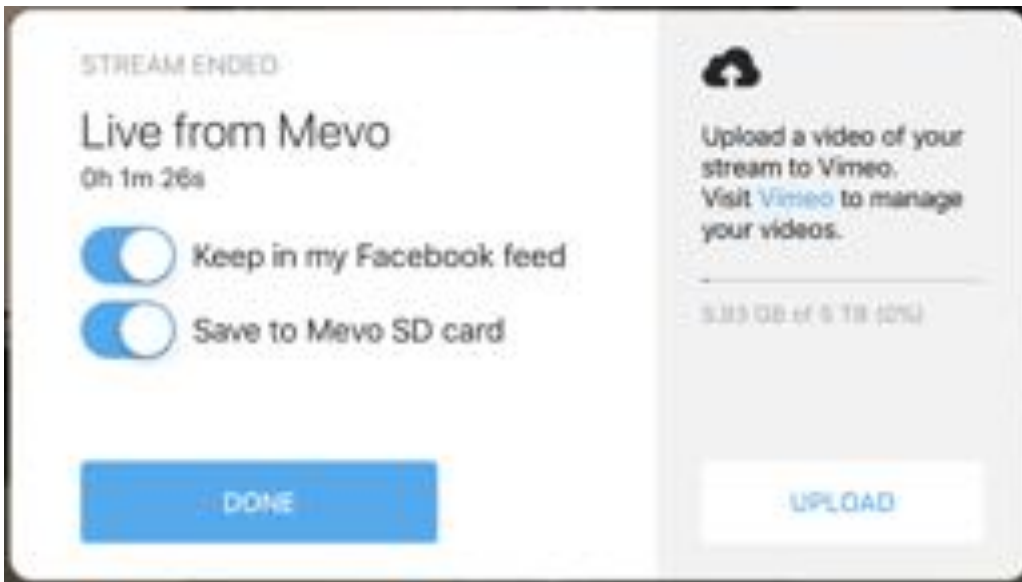
 If you tap a specific statistic, such as viewer count or bitrate, that statistic will still appear next to the red dot when you collapse the information bar. In the below example, the timer is selected.



To end the stream, tap the red dot, and then slide the new, larger red dot to the right.



You can choose to keep your stream in your Facebook feed or not, save on your microSD card (highly recommended), and upload the recording to Vimeo. After making your selection, tap Done.



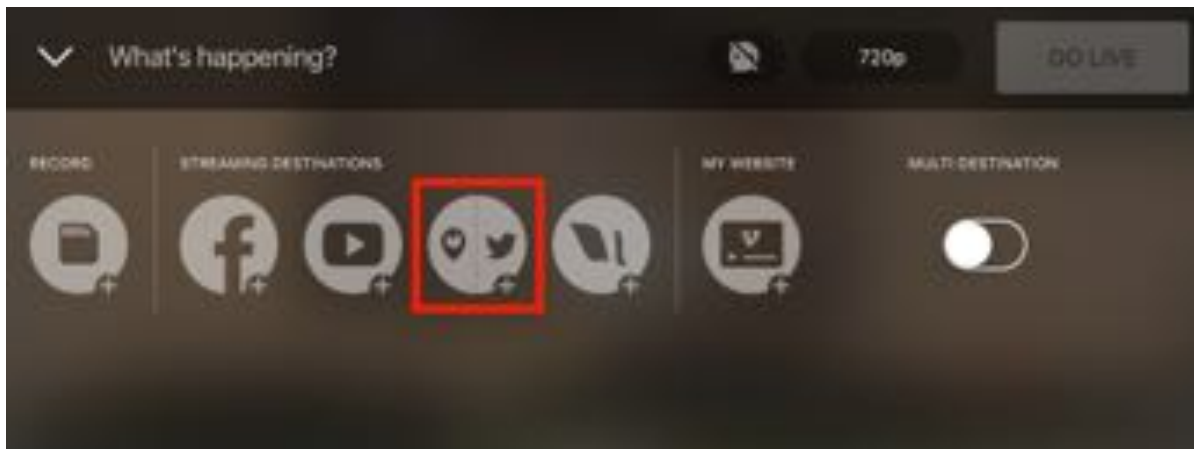
# Stream to Twitter and Periscope with Mevo

Once you [power on Mevo](#), launch the [Mevo app](#), and [connect Mevo](#) to your mobile device, you will be brought to your live editor view.

Tap the red button in the lower right corner.

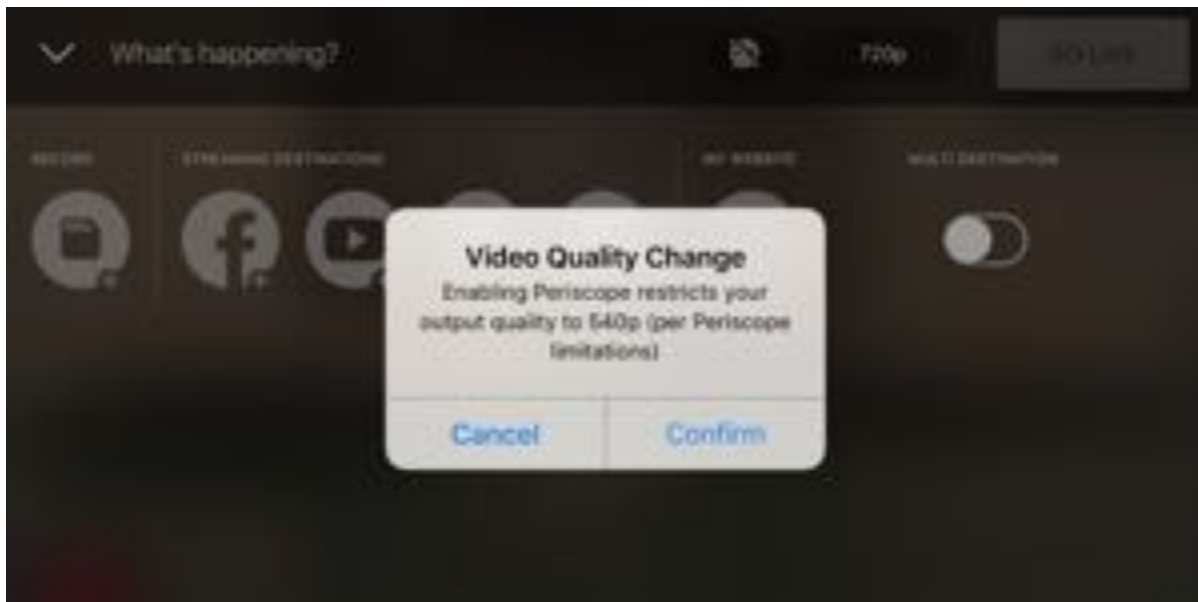


Tap the Periscope/Twitter icon.




A browser will open prompting you to log in to your Periscope account. Once you are logged in, it will prompt you to authorize Mevo to access your Periscope account. Scroll down and tap **Authorize**.

After authorizing Mevo, you will see a pop up message informing you that Periscope's streaming quality will be locked at 540p, as this is the only quality Periscope supports. Tap **Confirm** to continue.



1. Tap your profile name in the lower left corner to select it as your streaming destination (it may already be selected by default).
2. Tap the Twitter icon in the lower right corner to also push your stream to Twitter (it will turn blue when enabled; white when disabled).
3. Give your stream a title.
4. When you are ready to start streaming, tap Go Live.

 The gearwheel icon opens another screen that gives you the option to log out of your account.

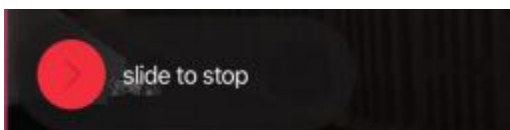


It will take a moment for the connection to establish. Once it does, you will see a timer in the bottom right corner for the duration of your stream.

💡 Tap the timer to see other information about your stream, such as battery life, bitrate, and audio source.



When you are ready to end your stream, tap the small red dot in the bottom left corner, and then slide it to the right.



The stream will end immediately and give you the option of saving your video in your feed and your microSD card.

STREAM ENDED


# Live from Mevo

0h 2m 3s

Keep in my Periscope feed

Save to Mevo SD card

**DONE**



Upload a video of your stream to Vimeo. Visit [Vimeo](#) to manage your videos.

---

6.93 GB of 8 TB (0%)

**UPLOAD**

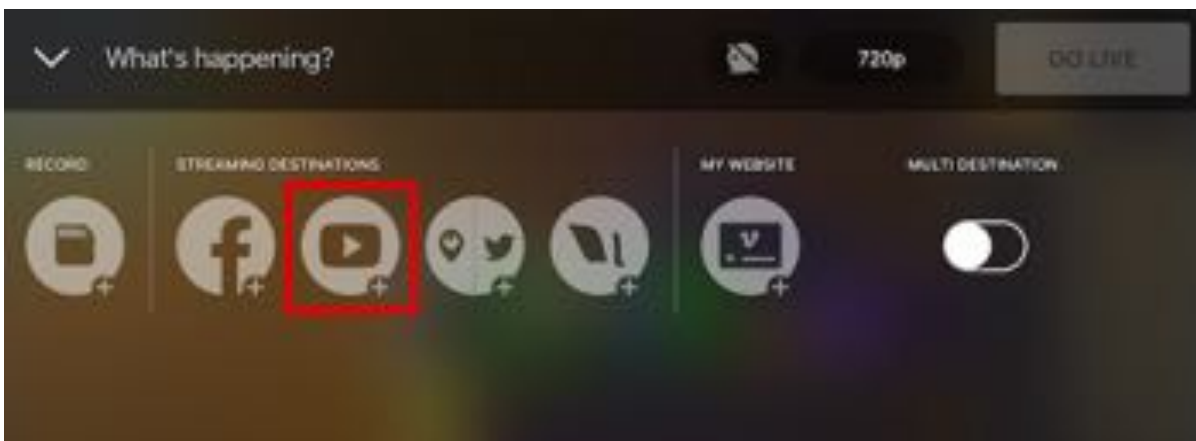
# Stream to YouTube Live with Mevo

Mevo producers can choose YouTube as a streaming destination for their events, either to a YouTube event or via YouTube's Stream Now option.

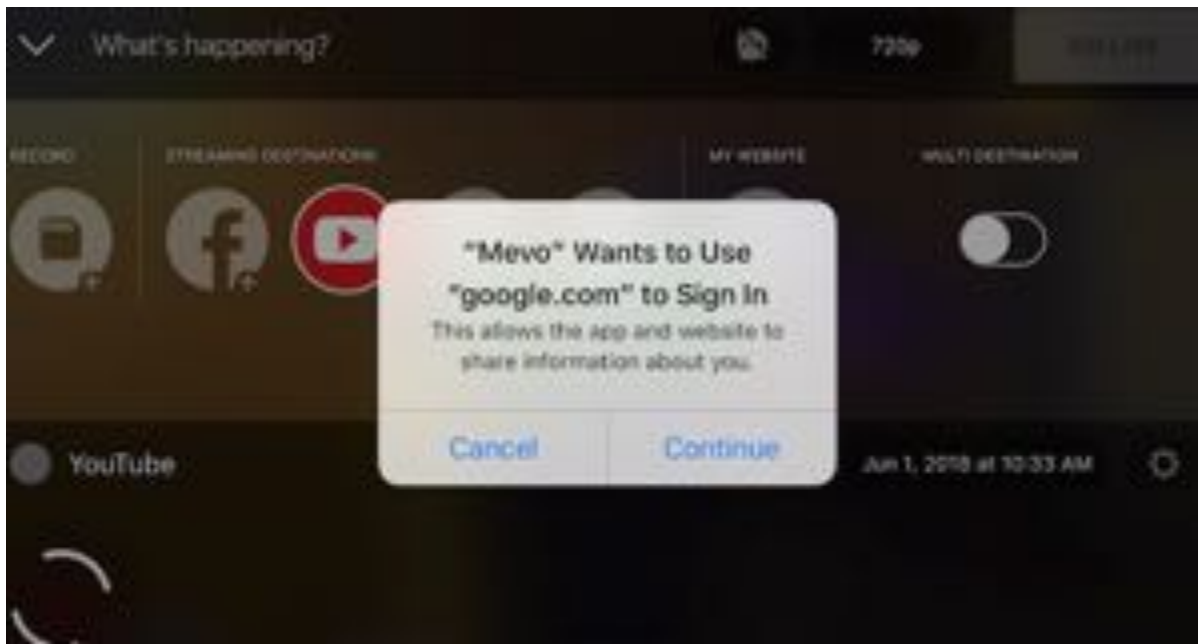
In the live edit view, tap the red button in the lower left corner.



All of your streaming and recording options will populate. Tap the YouTube icon.

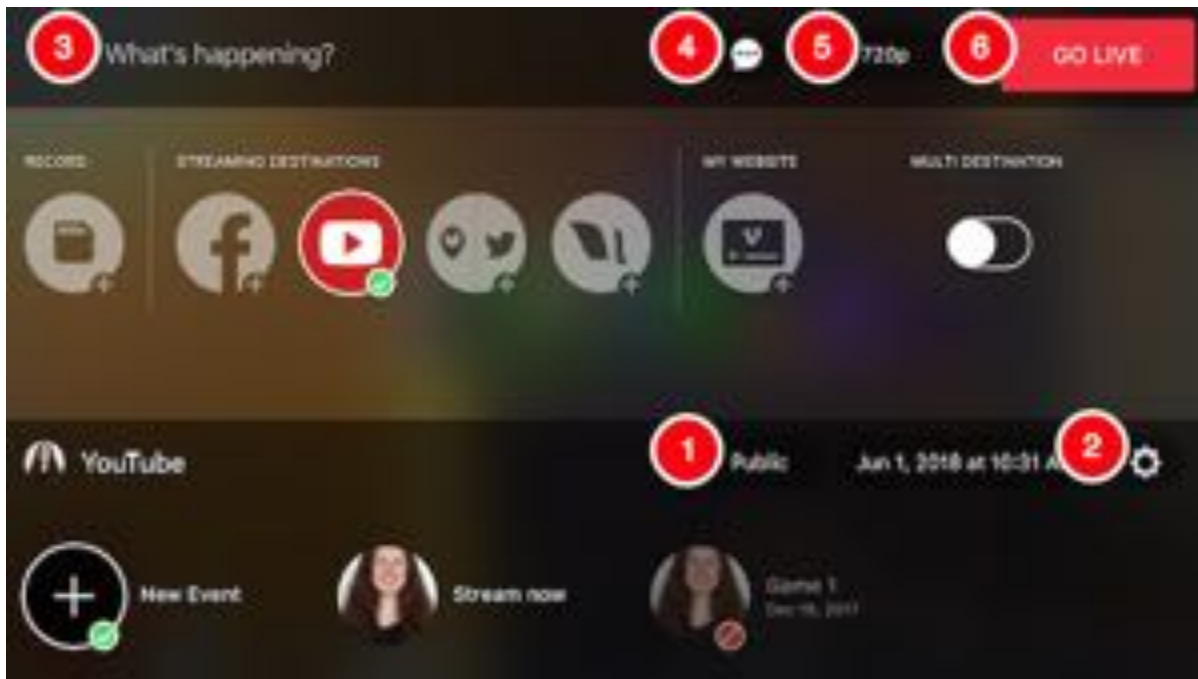


You will be prompted to log in via Google. Continue to log in to your account and authorize Mevo.



The screen shown below will open. On the bottom, you can either create a new event on your YouTube channel directly from the Mevo app, select **Stream Now** to stream directly to your channel page rather than an pre-configured event page on your YouTube account, or select a pre-existing event on YouTube; swipe left along the bottom of the screen to see more events.

1. Choose your audience setting and event date and time.
2. Tap the gearwheel to open another screen where you can toggle YouTube chat on and off; you can also log out here.
3. Give your stream a title.
4. You can also toggle chat on and off here.
5. Choose your streaming quality up to 1080p.
6. When you are ready to start your stream, tap **Go Live**.



💡 If you want to create an event on YouTube.com, see the Events section in [this article](#) for instructions; be sure to select 'Custom' as your event type and not 'Quick.'

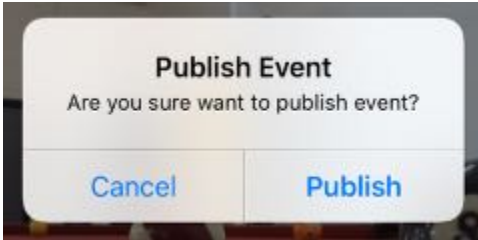
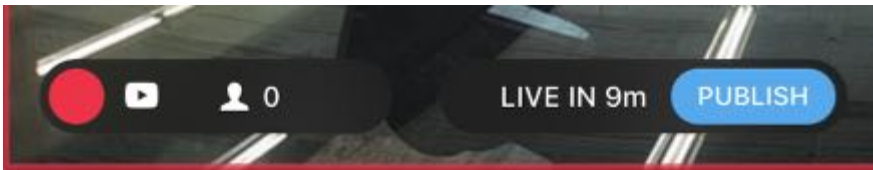
📘 If you see a 'Forbidden' error message when attempting to stream to YouTube, make sure you have [enabled live streaming](#) on your YouTube account.

Mevo will start sending the stream to YouTube. If you selected **Stream Now**, your channel is currently live.

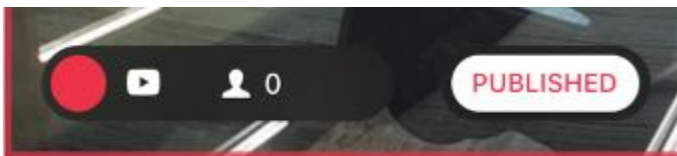
If you selected an event, you will instead see a countdown to the start time you previously configured.

After a moment, a blue **Publish** button will appear. When you are ready to push your stream live to your channel, tap **Publish**.

📘 Please note that manually publishing your stream to your YouTube event is required even if the countdown ends. The stream will not publish at the set time automatically.



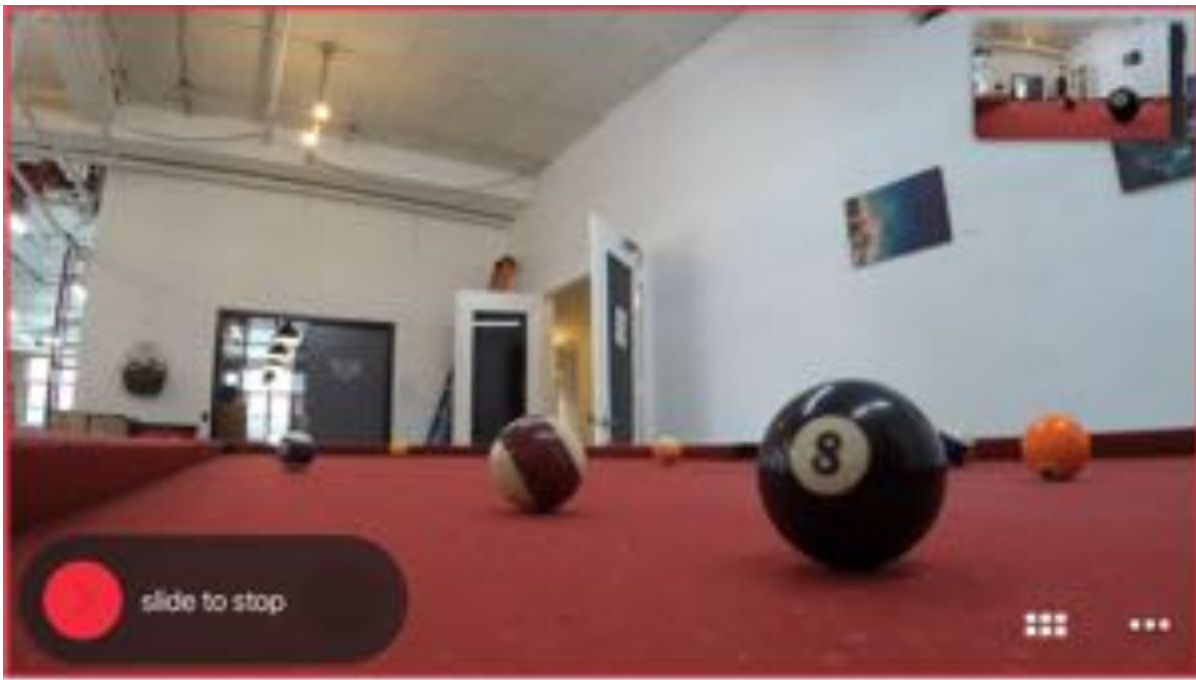
The blue button will indicate the stream is loading. After a few seconds, the app will indicate that your stream has been published in the lower left corner.



Tap the information bar in the lower left corner to reveal more information about your stream, including viewer count, battery levels, bitrate, timer, and audio source.



To end the stream, tap the red dot, then slide the larger red dot that appears to the right.



A card will appear indicating your stream has ended. If you streamed to a scheduled event and no longer intend to stream to this event, toggle on **Complete Live Event on Youtube**; do not select this if you plan to go live to the same event again. This option does not appear if you selected **Stream Now** as your streaming destination.

You can also choose whether or not to save a recording of your stream to your microSD card and upload the recording to Vimeo.

💡 See [YouTube's documentation](#) regarding saving archives of your streams on YouTube.

STREAM ENDED

# Live from Mevo

0h 3m 20s

Complete Event on YouTube

Save to Mevo SD card

**DONE**

Upload a video of your stream to Vimeo.  
Visit [Vimeo](#) to manage your videos.

---

5.93 GB of 5 TB (75%)

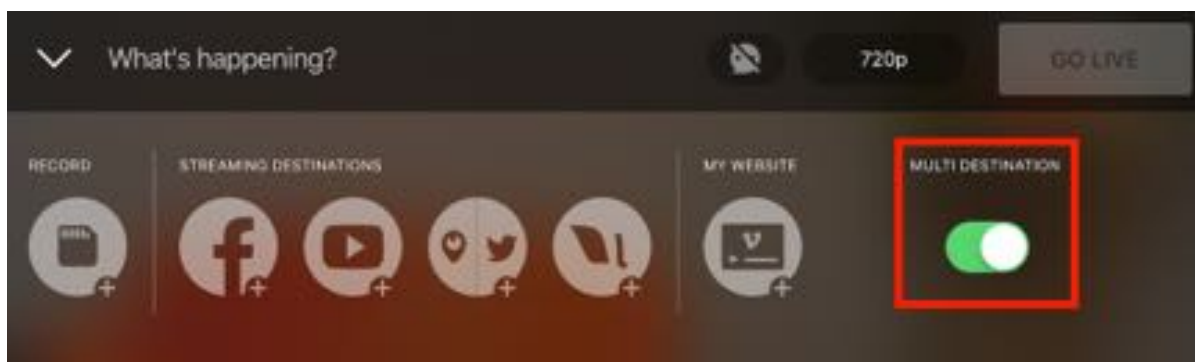
**UPLOAD**

# Stream to Multiple Providers Simultaneously

Version 1.8 of the Mevo app introduces Simulcasting directly via Mevo without the need to increase your local bandwidth. You can choose multiple of Mevo's streaming destinations within a few guidelines.

! To access this feature, you must have a Vimeo Producer or Vimeo Premium plan; learn how to subscribe [here](#).

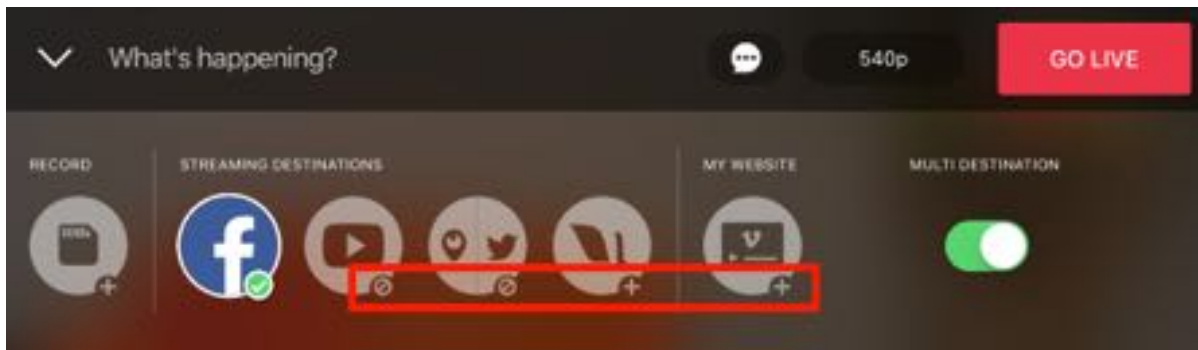
Tap the red button in the bottom left corner of the live edit interface. On the right side, there is a toggle switch labeled Multi-Destination. Toggle this on.



Then select the providers you wish to stream to and configure them accordingly.

- [Vimeo](#)
- [Livestream](#)
- [Facebook](#)
- [YouTube](#)
- [Periscope](#)

! Due to section 20 of [Facebook's Terms of Service](#), it is not possible to stream to Facebook at the same time as any other provider except Livestream and Vimeo. There are icons on each provider's logo to indicate this.



Once each provider's destination is configured, give your stream a title and choose the streaming quality. Keep in mind not all provider's support the same quality types. For example, Periscope is locked to 540p; Facebook cannot exceed 720p.

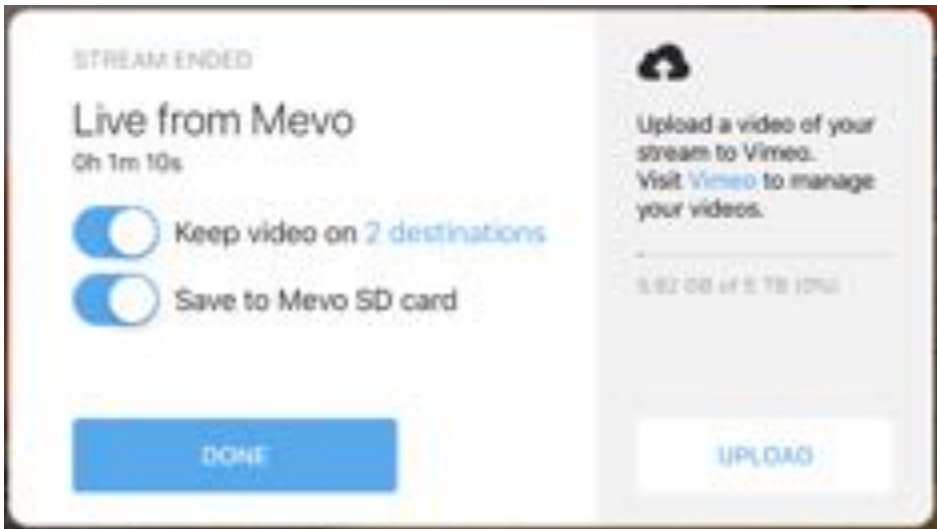
When you're ready to start streaming, tap **Go Live**. After a moment the stream will start and your event will appear in the native players for each chosen destination. Mevo will indicate that it is simulcasting in the lower left corner of the live edit view.



Tap the information bar to expand it; you will see icons display every provider to which you are simulcasting; the below example shows Livestream and Facebook.



Tap the red dot to stop broadcasting. The message at the end will give you the option to save your VOD in all feeds in addition to the microSD card inside the camera.



# Record to a microSD Card

Included with the Mevo is a Sandisk 16 GB microSD card (although we do have a list of other [recommended cards](#)) to record your events to.

First, insert the microSD card into the slot on the back of the Mevo camera with the metal strips are facing up. Push the card all the way in; you should feel a soft click indicating it's securely inside the slot.



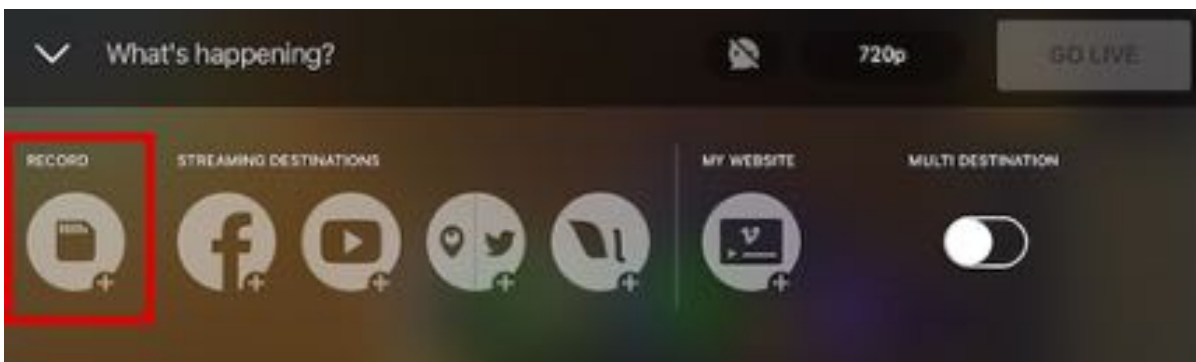
When your Mevo [is on](#) and connected to the Mevo app, you can start recording.

 As a best practice, you may want to [format your SD card](#) first.

Tap the red button icon in the lower left corner of the interface.



Tap Record on the left side of the screen.



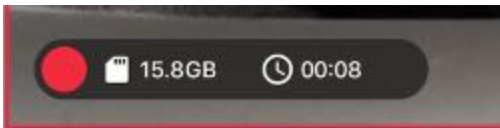
At the top of the screen, give your recording a name and select a quality. The bottom of the screen will indicate how much space and time is left on your microSD card according to the quality you select. The quality options for recording are:

- 720p (10Mbps)
- 1080p (20Mbps)
- 4K (40Mbps)

**⚠** If you choose 4K, you can only record your wide shot. Live editing features will be disabled.



Tap the red Record button to start recording. When you recording begins, you will see a timer and a space indicator in the bottom left corner.

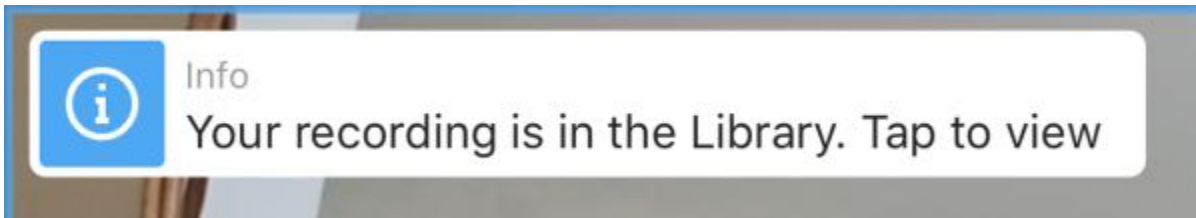


To finish recording, tap the red circle icon in the bottom left corner of the Mevo app. Then drag the circle to the right.



The Mevo's LED ring will spin red for a brief moment, and then stop. This indicates that your recording has been stopped.

The Mevo app will display a pop-up message in the upper-left corner saying that your recording is in the library; tap the message to open the library.



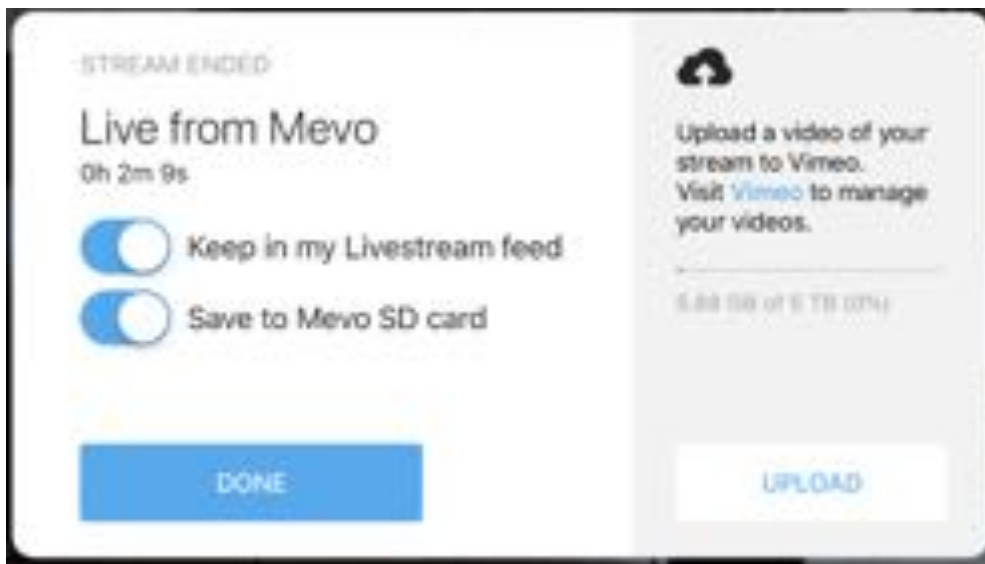
# Upload Recordings to Vimeo

Mevo has an integration with Vimeo that allows you to upload recordings from your microSD card to your Vimeo account directly from the Mevo app.

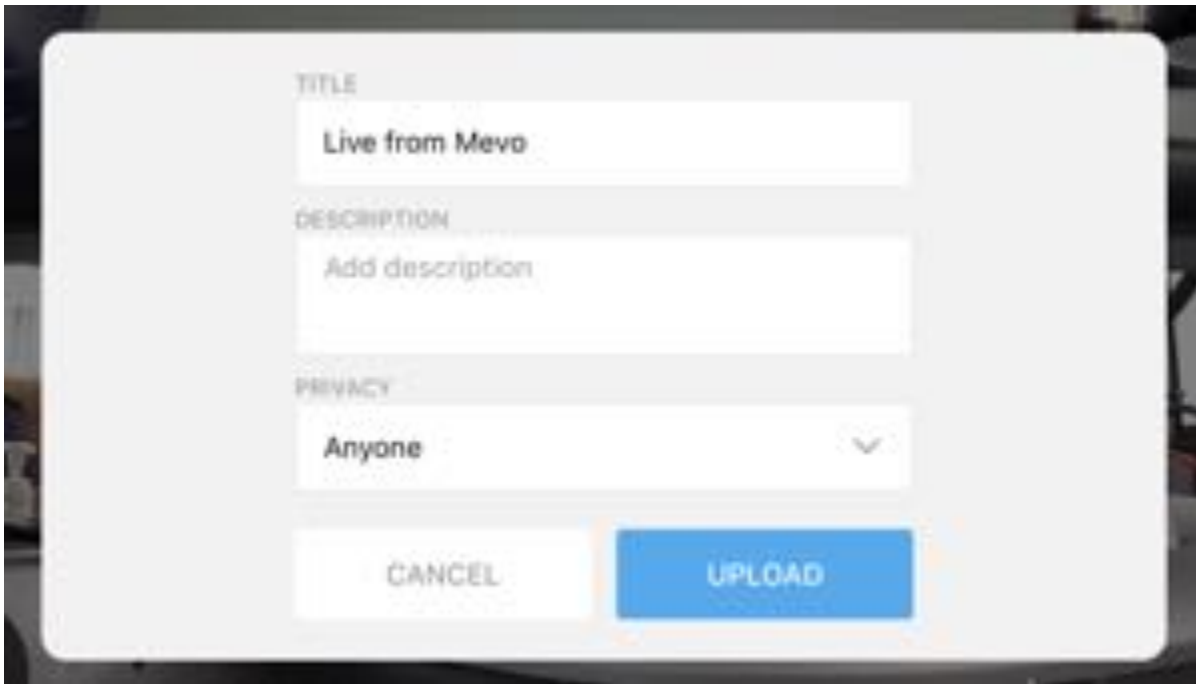
- ! You must have an external internet connection (Local Wi-Fi, Ethernet, or 4G USB modem) in order to use this feature. Uploading to Vimeo does not work if you are connected via the Mevo hotspot.

If you have a microSD card inserted and end a stream to any provider, you will see an Upload option in the Stream Ended panel.

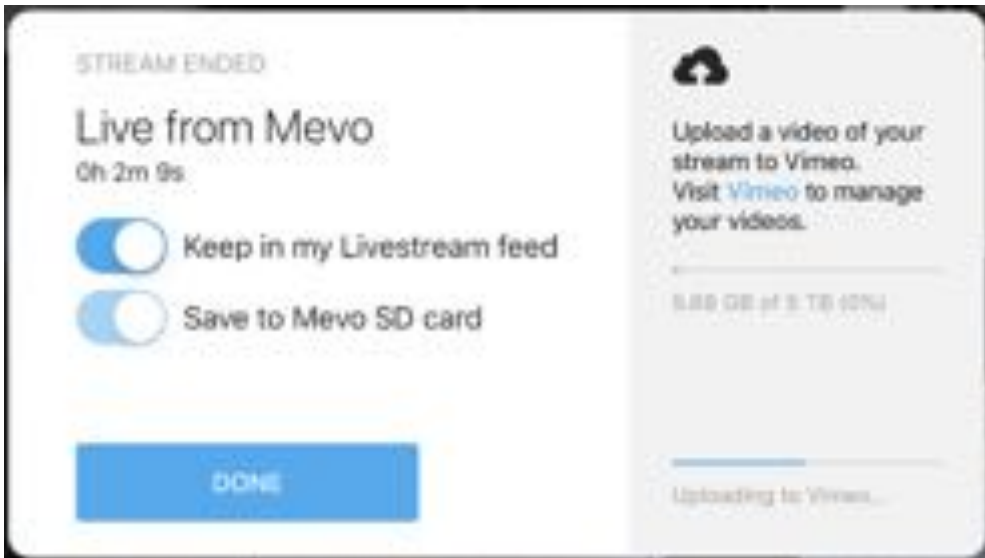
- ! This option is only available if Save to Mevo SD card is toggled on.



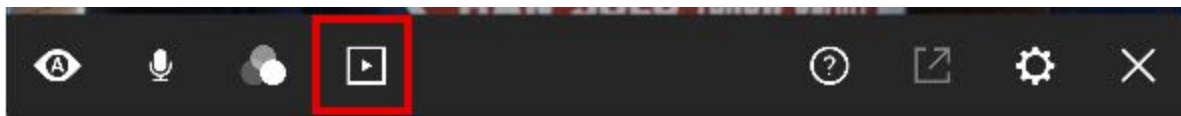
You will need to log into your Vimeo account if you are not already. Once you do, you can give your video a title, description, and set a privacy setting for it. Once you're done, tap Upload.



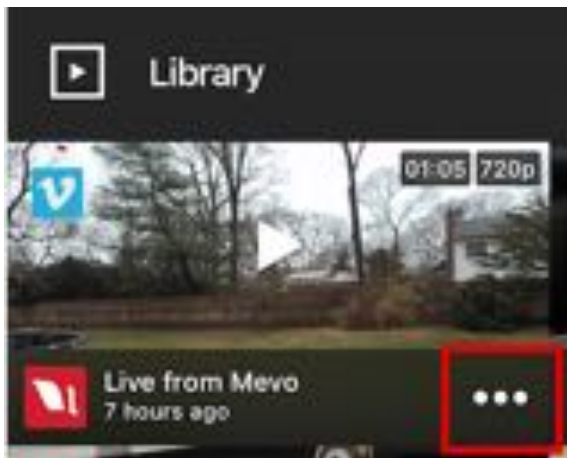
It will queue up in Vimeo and you can see its progress in the Mevo app. When it has finished, you can find your recording in the Video Manager in Vimeo. You can also see the amount of storage capacity you have left on your Vimeo account.



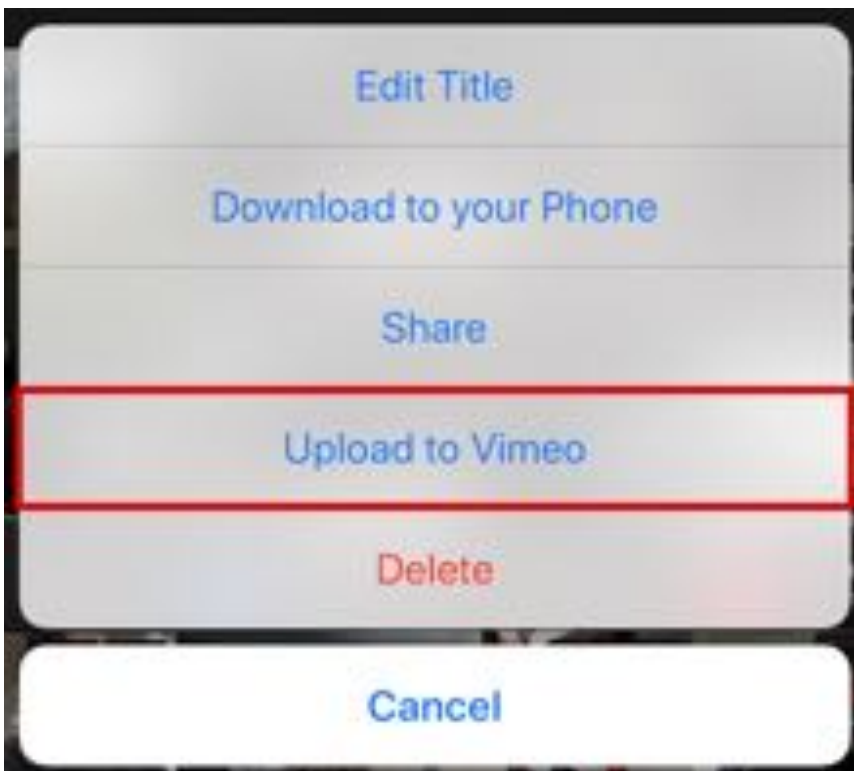
Alternatively, you can find your recording in the library by going to the Live Edit View > More Options (•••) > enter the library.



Tap the (•••) icon that corresponds with the video you'd like to share.



You will see a handful of options; select **Upload to Vimeo** to upload your recording to Vimeo. This step does not require you to save the recording to your phone first.



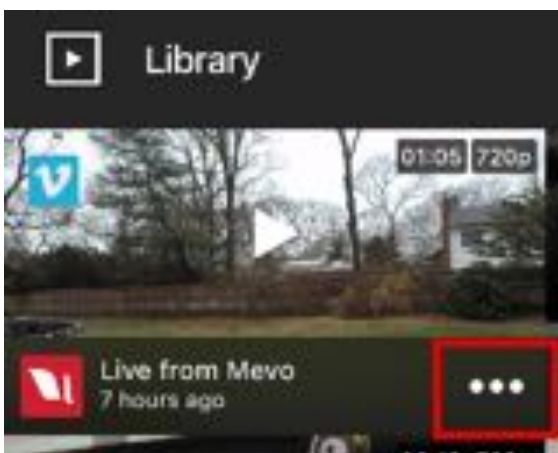
# How Do I Find, Save, and Share my Recordings?

Recorded content from Mevo can be uploaded to any video hosting provider, including Livestream, YouTube, Vimeo, Facebook, Twitter and more.

First open the More Options menu to find your recordings in your library.

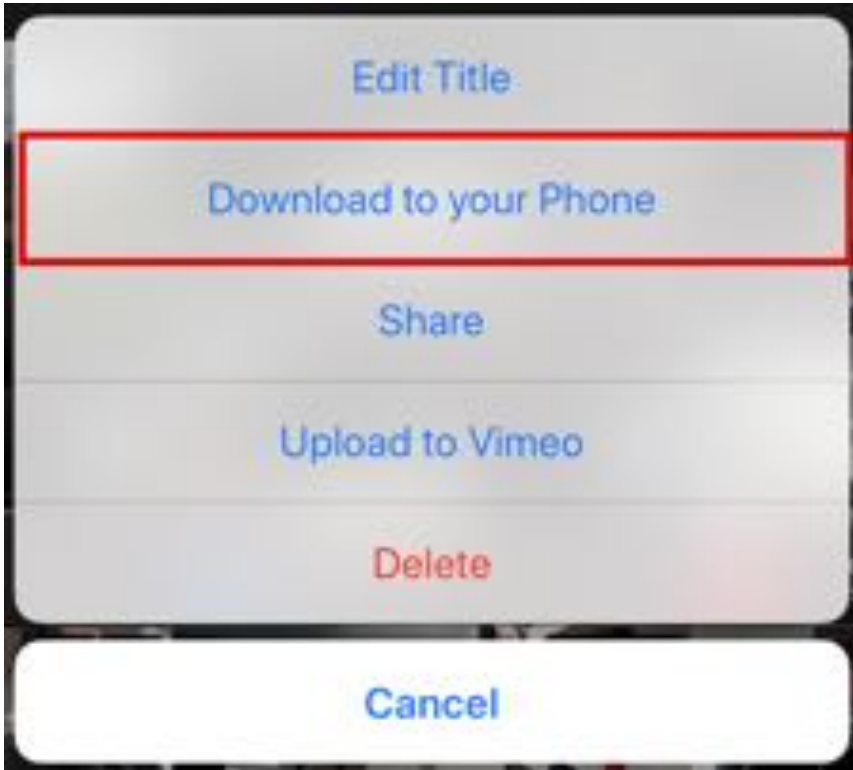



Tap the (•••) icon in video you want to share.



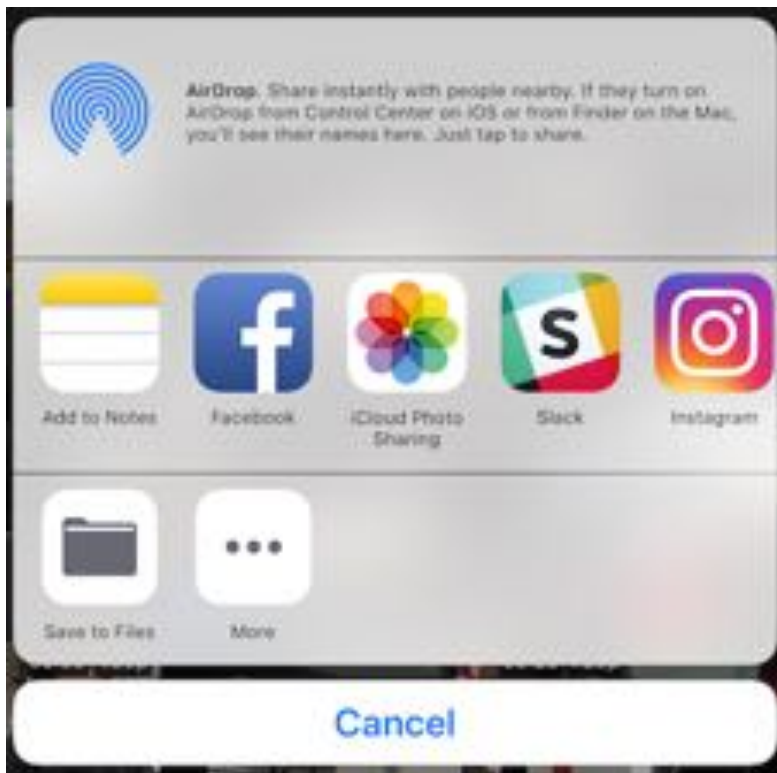
You will see a few options. First, you can [upload to Vimeo](#) directly from the Mevo app.

If you want to share it somewhere other than Vimeo, you will first need to download the recording onto your mobile device.



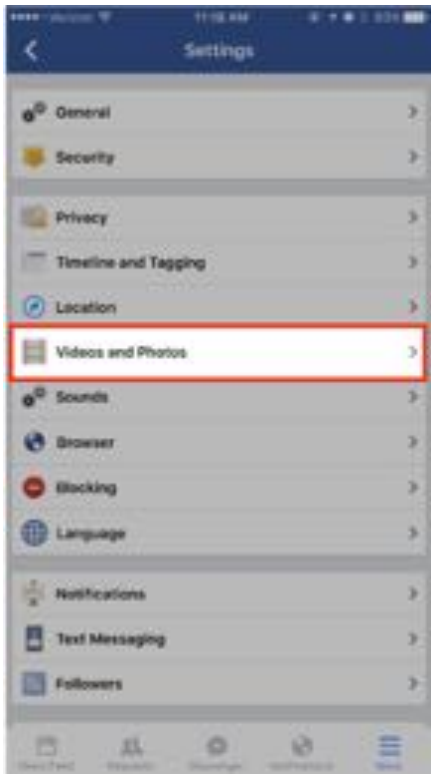
 Your mobile device must have *twice* the available storage as the size of the video you wish to download.

It will take some time for the video to download. Once it's done, it will be available on your mobile device's local storage. After that, you can select **Share** from this menu and share it to your destination of choice.



### 💡 Tip for Uploading a Recording to Facebook

Facebook defaults video upload settings to SD quality. To ensure your video quality is the highest possible, open your Facebook app, and navigate to **Settings > Videos and Photos**. Make sure that **Upload HD** is toggled on.





# Mevo Tutorial Videos

To learn the basics about using Mevo, view our tutorial videos [here](#).

# FAQ: About Mevo

# What is Mevo?

Mevo is the pocket-sized live event camera that lets you edit your video while your event unfolds. This camera helps busy consumers, organizations, and event producers seamlessly share the engaging stories of their live events by putting the power and capabilities of a multi-camera production studio in their hands.

The way it works is Mevo's 4K sensor and 150-degree field of view capture a large area. Instead of a traditional viewfinder, Mevo pairs with the Mevo app (iOS/Android) that shows your picture. With the app, you can crop your shot via standard camera motions (zoom, pan) as well as cut from one cropped area to another, creating the appearance of a multi-camera event from a single shot.

Mevo's leading-edge technology enables an entirely new kind of video sharing experience for a wide variety of uses – from concerts to conferences, sports to school plays, and the events that business owners of all sizes need to share online.



# Where Can I Buy a Mevo?

Mevo and its accessories are available for purchase at [getmevo.com](https://getmevo.com), B&H, Best Buy, Amazon, and Adorama.

Customers in Canada can purchase Mevo from [Amazon Canada](https://www.amazon.ca) to avoid paying additional border fees.

Customers in Australia and New Zealand can also purchase Mevo from the following local resellers:

- Lemac, Melbourne/Sydney/Brisbane
- The Streaming Guys
- Videoguys
- Videopro
- Videocraft, Melbourne/Sydney/Canberra
- ProAV Solutions, Adelaide
- Videodesk, Adelaide
- Vizcom, Perth
- A2Z Reigers, Auckland
- Rubber Monkey, Auckland
- Lampros Sound, Auckland/Wellington

Contact information for these resellers can be found [here](#).

Mevo is also available at the following European resellers:

- [Toneart](#)
- [pro.media](#)
- [Video Data](#)
- [Marcotec](#)
- [Schweizer AG](#)
- [Music Store](#)
- [Teltec AG](#)
- [Post Logic](#)
- [Foto Dinkel](#)



# Can I Switch Between Multiple Mevo Cameras?

The Mevo app currently supports controlling only one Mevo camera at a time.

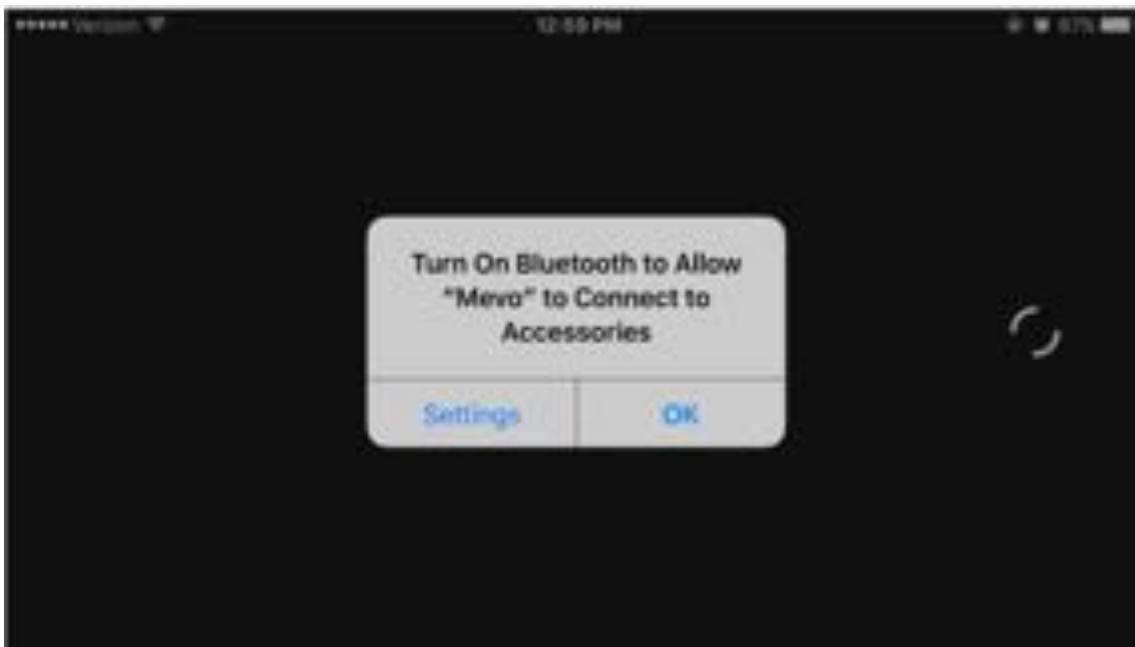
If you would like the ability to switch between multiple Mevo cameras, you can integrate Mevo as a [remote camera source in the Livestream Studio production switcher](#). This allows you to wirelessly connect your Mevo to Livestream Studio, and thus gives you the ability to seamlessly switch between multiple cameras during one event.

You can learn more about Livestream Studio [here](#).

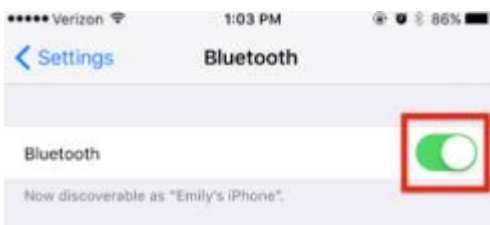
# How Does Mevo Communicate With My Mobile Device?

In order for the Mevo App to detect a nearby Mevo Camera, you must have Bluetooth enabled on your mobile device.

If you launch the Mevo app but do not have Bluetooth enabled, the app will prompt you to turn it on. Tap Settings.



You will be redirected to the Bluetooth settings menu. Toggle the switch to On. It will take a brief moment to turn on.



Once you have Bluetooth turned on, go back to the Mevo app and you can proceed with [pairing the app to your camera](#)

## Does Mevo Create a Wi-Fi Access Point?

Yes, Mevo can be used as a Wi-Fi access point where you can connect your phone to it without a pre-existing network at your location. This is ideal in remote areas or in venues where you don't have Wi-Fi access.

When connecting to Mevo using this method, you can stream using your mobile device's LTE connection. Please note that this will use data from your cellular data plan and thus could result in overage charges from your provider.

For instructions on how to set this up, see [here](#).

# What is the Difference Between "Mevo Hotspot" and Connecting to a Wi-Fi Network?

Mevo supports a variety of ways of connecting to the internet so that you can go live from your event. We understand that some of the terms and methods may be confusing, so we break it down for you here.

Mevo Hotspot refers to Mevo's ability to create a wireless access point to which your mobile device can connect via its Wi-Fi settings. This is a similar concept as connecting your phone to a wireless device via Bluetooth, but it's more reliable.

Connect to Wi-Fi means you configure your Mevo to connect to the internet via a local Wi-Fi network. When using this connection type, streaming would occur via the Wi-Fi network and not your mobile device's data plan.

# Can I Bring Mevo into a Third Party Software over My Local Network?

The only software that can recognize Mevo's video output over a local network connection is [Livestream Studio](#).

At this time, Mevo is not compatible with other video software, such as OBS, Wirecast, vMix, or XSplit.

# Does Mevo Work With Video Conferencing Systems Such As Skype?

Unfortunately, Mevo does not have a direct integration with any video conferencing software applications or systems such as Skype, Google Hangouts, or Cisco.

Mevo is designed to stream from one location to an audience of many with the use of its own mobile app to control the stream and the shot. It is not a webcam or IP camera. It streams directly to a variety of live streaming providers meant for broadcasting events.

The only other software Mevo currently integrates with is [Livestream Studio](#), which is a professional live production switcher also designed for broadcasting events to larger audiences.



# I'm a Video Equipment Retailer/Distributor. How Do I Become a Mevo Reseller?

If your company or store is interested in being a Mevo reseller, please contact [reseller@getmevo.com](mailto:reseller@getmevo.com) for more information.



# I'm Interested in a Partnership or Sponsorship; Who Should I Contact?

If your organization is interested in being considered for a partnership or sponsorship with Mevo, please fill out [this form](#).

# What Is the Warranty for Mevo?

Mevo has a one-year warranty starting on the purchase date. More can be found here: <https://getmevo.com/warranty>



# Mevo User Manual

This [Help Center](#) is a constantly updated resource for all questions, how-to's, and troubleshooting steps for using your Mevo. If you prefer a User Manual in a PDF format, you can download one [here](#).

# Notice for License-Exempt Radio Apparatus (Canada)

This device complies with Industry Canada's licence-exempt RSSs. 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 of the device.

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

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

# FAQ: Record & Go Live

# Where is the microSD card?

Included with the Mevo is a 16GB microSD card.

The microSD card is already inside the camera when it arrives, while a full-size adapter will be inside the box. This will allow you to start recording as soon as you receive your Mevo.

# Can Mevo Stream to Other Streaming Platforms?

Mevo can stream to Vimeo, Livestream, Facebook, Periscope, and YouTube. More streaming providers may be integrated with Mevo in the future.

An option for Livestream customers is the ability to add [custom streaming destinations](#) if you stream via Livestream. This is also an option with a [Vimeo Premium plan](#).

# Can Mevo Stream via RTMP?

Currently, Mevo does not include the option to stream to a custom destination via an RTMP URL. Streaming options with Mevo include direct integrations with [Vimeo](#), [Livestream](#), [Facebook](#), [Periscope](#), and [YouTube](#).

# Can Mevo Stream to Instagram Live?

Instagram does not offer live video API for third-party integrations such as Mevo. Because of this, Mevo cannot currently go live to Instagram.

# Can Mevo Stream to Twitch?

Unfortunately, Mevo does not directly stream to Twitch at this time.

If you have a [Livestream](#) or [Vimeo Live](#) plan that includes simulcasting, you can add Twitch as an RTMP destination in your account, then go live from Mevo to that account to push the stream to Twitch.

# How Do I Share My Live Event?

You can share your livestreams easily via the Mevo app.

When you would like to share your stream or recorded event, tap the **More options** icon in the bottom right corner of the app interface.

The third icon from the right is the **Share** icon. Tap it to see your various share options.





Choosing any of these options will send or post the URL of your stream to the selected destination (Messages, Twitter, etc.)

# Can Mevo Record Without Streaming?

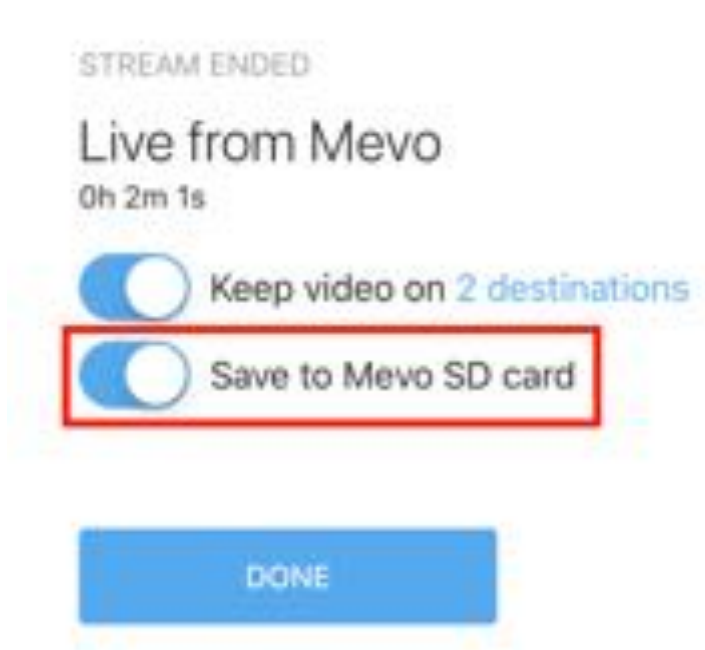
Yes; while streaming is a feature of Mevo, it can also record without going live; [learn how](#).

The mobile app has the option to go live or record. If you decide to go live, a recording will automatically save to the microSD card, which you will have the option to keep or erase when your stream has ended.

# Can Mevo Stream and Record Simultaneously?

Yes - because streaming and recording to the microSD card are two separate processes, Mevo can perform both actions at the same time.

When you are streaming, Mevo automatically records to the microSD card at the same quality you are streaming. After the stream ends, you can choose whether or not you wish to keep the recording (we recommend leaving this switch toggled on).



CAMERA



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# Mevo Plus



# What is the Difference Between Mevo and Mevo Plus?

Mevo Plus has been re-engineered for faster and stronger performance. Upgrades include newly introduced 802.11ac Wi-Fi chip for increased range and dual 2X2 MIMO antennas for stronger connection strengths in noisy environments. Mevo Plus can stay connected to your mobile device from over 100 feet away, more than five times the range of the 1st generation Mevo.

# Why Is There a Price Difference Between Mevo Plus and Mevo?

Mevo Plus is the latest live-editing camera by Livestream and has more powerful hardware components. Specifically, Mevo Plus includes an upgraded Wi-Fi chip for increased range and dual 2X2 MIMO antennas for improved connection strength in noisy environments.



# Will My Existing Mevo Still Receive New Features and Updates?

Yes - the existing Mevo camera will continue to receive software and firmware updates. Both cameras use the same Mevo app found in the App Store and Google Play.



# Will You Stop Supporting the First Mevo Camera?

We will remain committed to supporting Mevo with software and firmware updates. Support will remain available via phone, email, and this help center.



# Does Mevo Plus Work with Mevo Boost?

Yes, Mevo Plus is designed to work with the Mevo Boost the same way the first version of Mevo does.

## My Mevo Plus Is Hot; What Should I Do?

If your Mevo Plus is running and becomes warm in temperature, your Mevo Plus is still in good working condition. It may be hotter than the first generation Mevo because the Mevo Plus has more advanced hardware components. Dual antennas require more power than the single antenna in the first generation Mevo. 4K recording also increases the temperature of the Mevo Plus.

If your Mevo Plus heats up beyond an operable and safe temperature, the app will notify you and automatically shut off. Should this happen, please [contact us](#).

# Battery & Power

# Checking Mevo's Battery Level

It is crucial for you be aware of the current charge level of your Mevo's battery, especially during your event.

When your Mevo is not connected to your phone, you may check its battery level by the green light on the back-right of the camera, just above the battery icon.



When the battery gets below 25% left in its charge, it will turn to red.



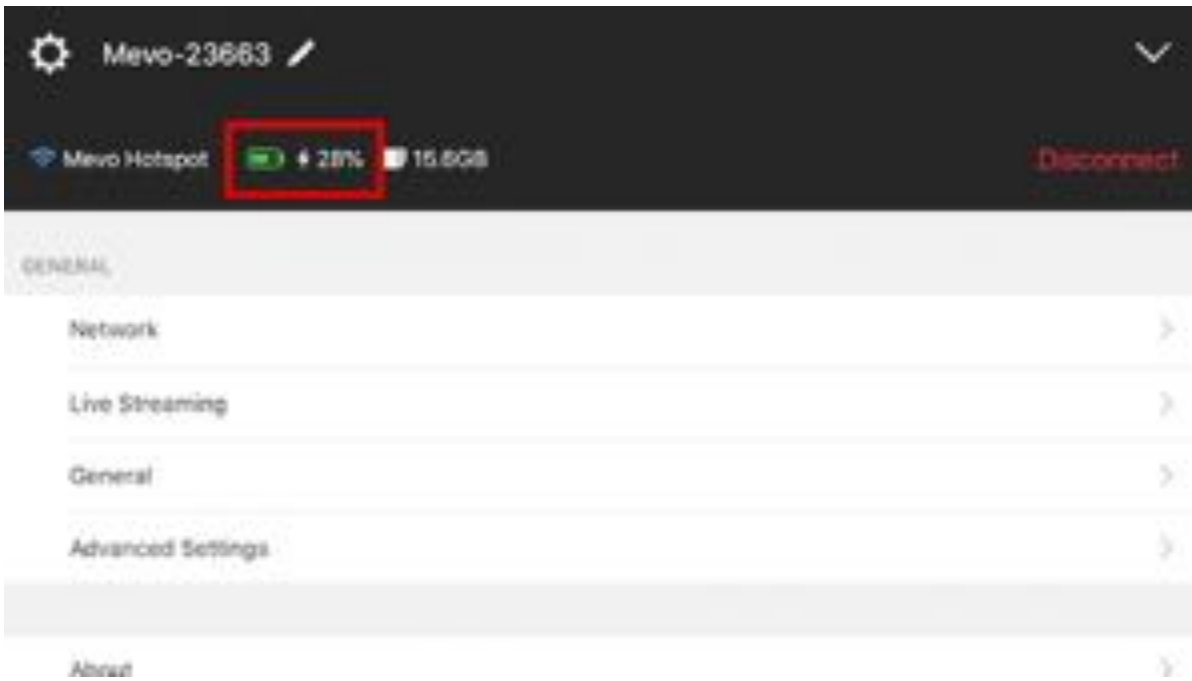
The light will start blinking red when it gets to less than 5% battery left, to warn you to plug your Mevo into wall power as soon as possible.




When you connect Mevo to power, the battery LED will blink twice to indicate it is charging. It will change color as it charges to reflect its battery level as described above.

Once your Mevo is connected to your phone, you may also check your battery's charge level through the app. A lightning icon will appear indicating it is charging.

From the live edit view, tap the Options icon (•••) then the gearwheel icon. The battery level is displayed in the top information panel.



 If you notice the Mevo battery percentage never reaches 100% when you first charge it, try fully draining the battery and recharging a few times. This will allow the battery and app to properly calibrate.

# How Long Does the Battery Last?

Our team has done extensive testing of Mevo's battery life, which varies slightly depending on how you use your Mevo.

Broadly speaking, the Mevo by itself can stream or record for about one hour. If you add Mevo Boost to your setup, your camera can record or stream for an average of 9.5 hours.

Outlined below are detailed results for each use-case we tested.

## Streaming via LTE / Mevo Hotspot

Resolution	Mevo	Mevo + Mevo Boost
1080p	1 hour	9 hours
720p	1.2 hours	10 hours

## Streaming via Wi-Fi

Resolution	Mevo	Mevo + Mevo Boost
1080p	1 hour	9 hours
720p	1.2 hours	10 hours

## Streaming via Ethernet

Resolution	Mevo	Mevo + Mevo Boost
1080p	1 hour	9 hours
720p	1.2 hours	10 hours

## Recording (Device connected by Mevo Hotspot)

Resolution	Mevo	Mevo + Mevo Boost
4K	50 minutes	TBD
1080p	1.2 hours	10 hours
720p	1.2 hours	10 hours

## Recording (Device connected by Wi-Fi)

Resolution	Mevo	Mevo + Mevo Boost
4K	1 hour	TBD
1080p	1.2 hours	10.5 hours
720p	1.2 hours	10.5 hours

## Recording (Device connected by Ethernet)

Resolution	Mevo	Mevo + Mevo Boost
1080p	1.2 hours	9.5 hours
720p	1.2 hours	10.5 hours

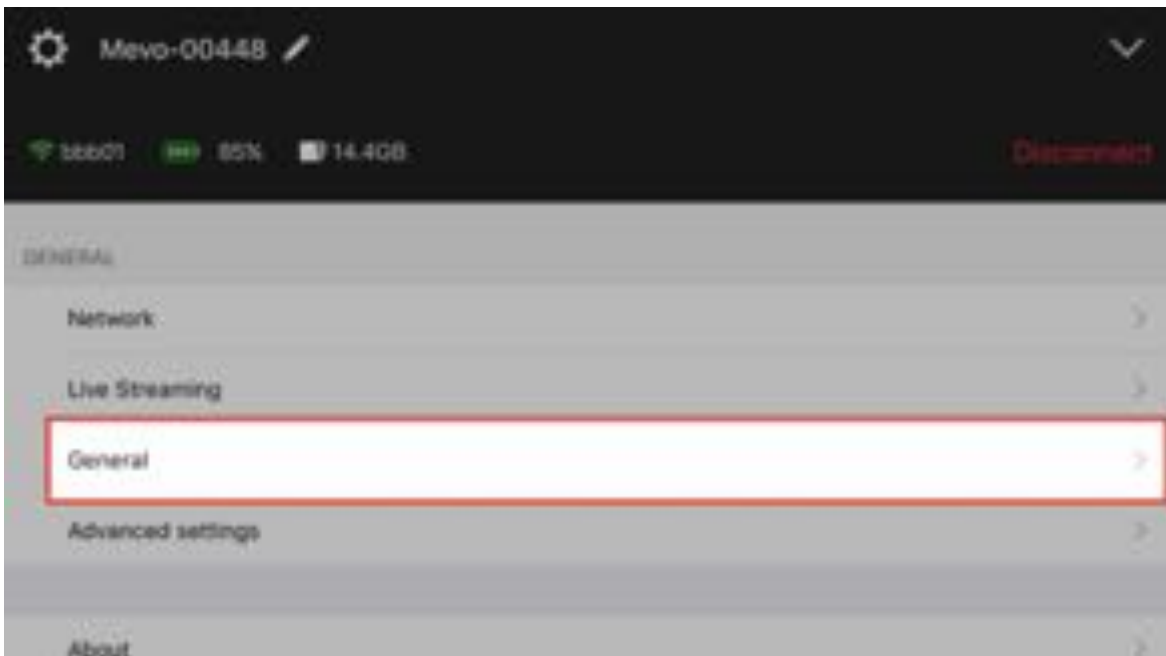
## Idle

Mevo	Mevo + Mevo Boost
1.2 hours	10.75 hours

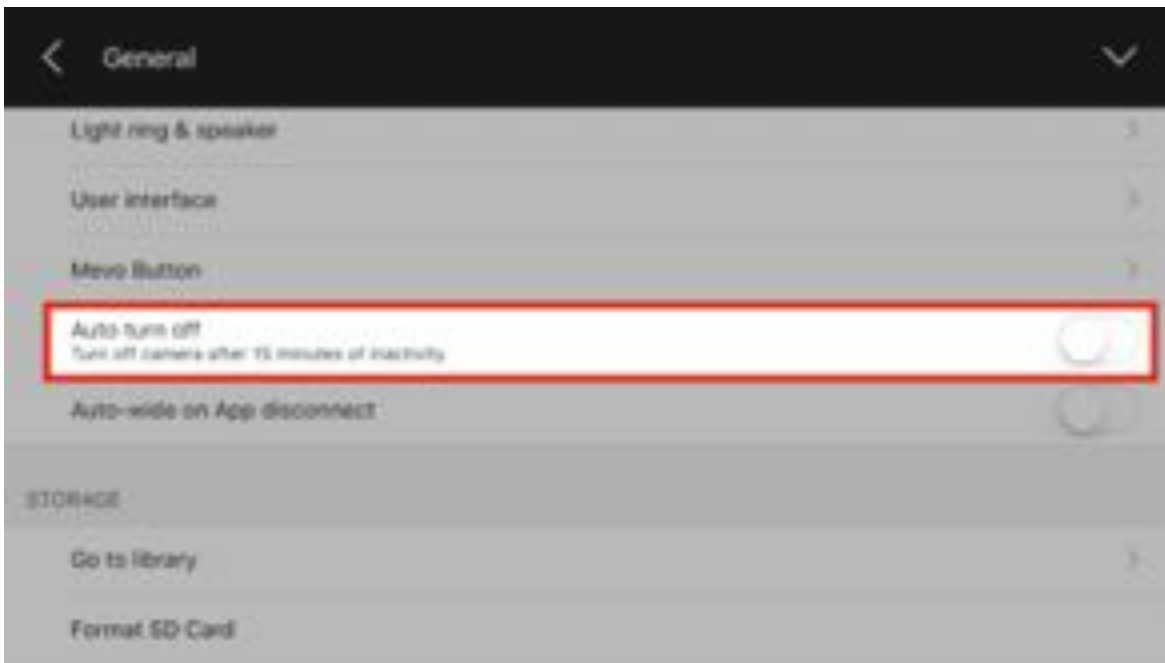
# Mevo Turns off on Its Own

Mevo has a feature that will automatically power down the camera after 15 minutes of inactivity. This means that if the camera is turned on but the app is not connected to it, Mevo will shut off on its own to preserve battery power.

You can choose to disable this feature if you navigate to settings, then tap **General**.



Here you will see an option for **Auto turn off** with a toggle switch to the right. Toggle the switch off, then close the settings.



Now Mevo will stay powered on until you manually turn it off.



# Can I Charge My Mevo While I Record or Stream?

Yes, you can charge your Mevo while you use it. In fact, it's a best practice to have it plugged in, especially if you anticipate using it for a long-running event.

You can use the Mevo Boost accessory or plug in via the USB port in order to power the Mevo. You may also keep the Mevo Boost plugged in while in use.

## Can the unit be charged over Ethernet (POE)?

Unfortunately, the Boost does not include the hardware that allows for being charged over Ethernet.

# Camera Specifications

# Lens Technical Specifications

The Mevo camera is equipped with an all-glass f2.8 lens with a focal length of 3mm.

Field of View: 150 degrees

Focus Adjustment: Fixed

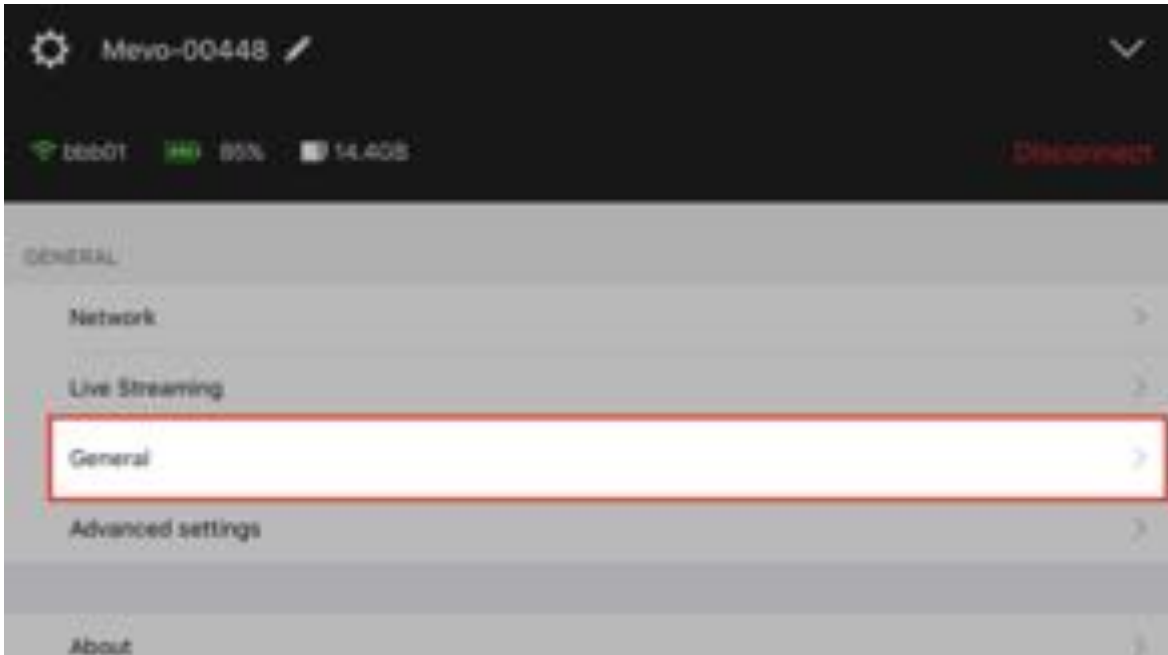
Night Mode: No

Full camera tech specs can be found [here](#).

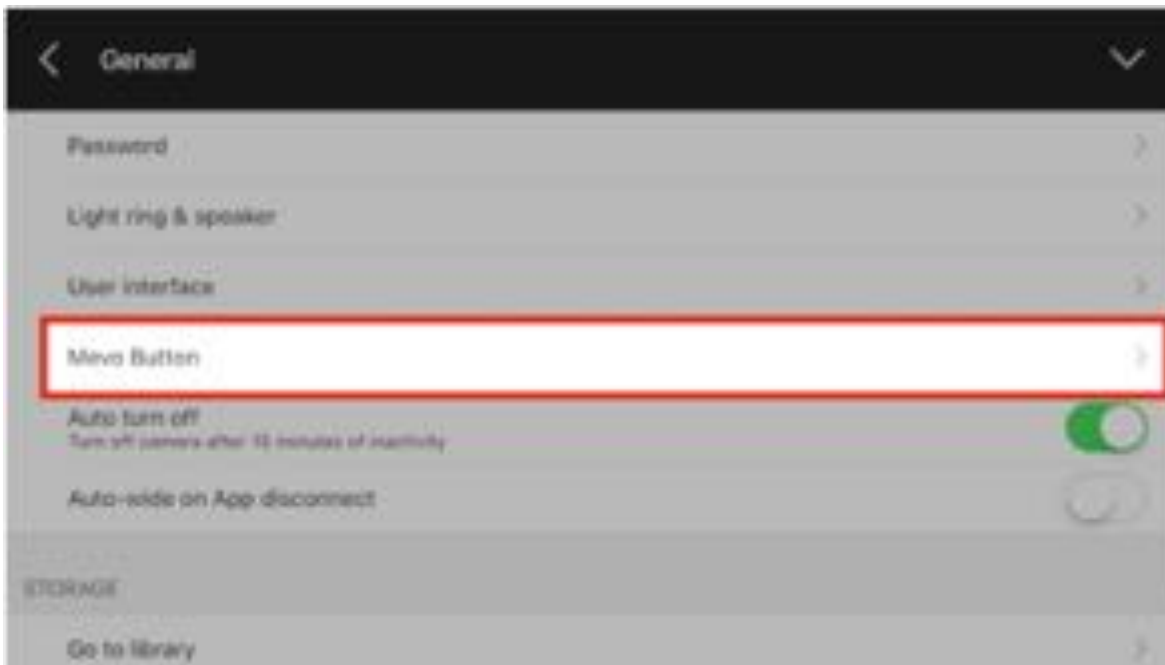
# What Does the Mevo Button Do?

By default, the button on top of the Mevo is configured to only turn the camera [on and off](#). However it can be configured to start and stop a recording or a stream.

To configure the button, go to Mevo settings and tap General.

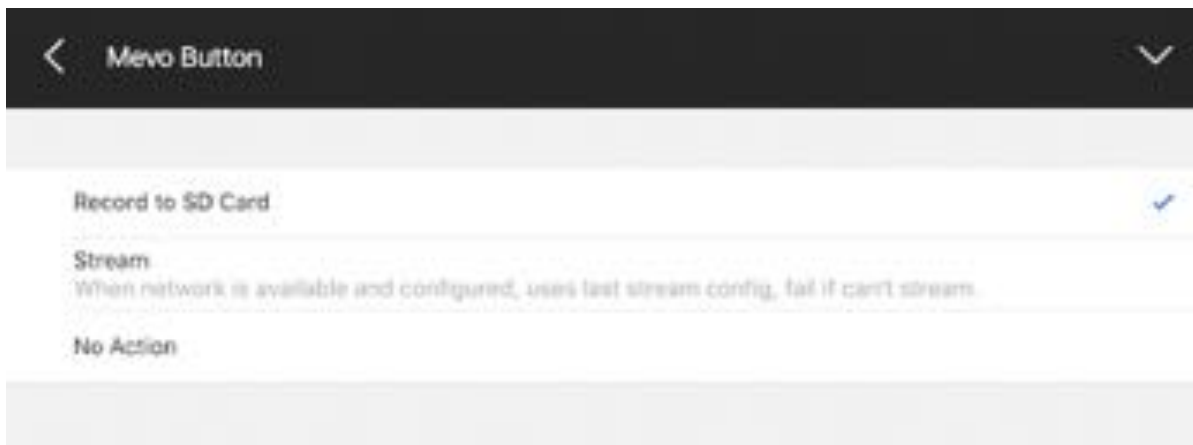


Tap Mevo Button.



You can choose between:

- **Record to SD card:** Pressing the button will start a recording to the microSD card.
- **Stream:** Mevo will start streaming using the previous streaming configuration set (e.g. if you streamed to Facebook Live last, pressing the button will also stream to Facebook Live using the same page/profile, quality, and audience you previously selected).
- **No Action:** Pressing the Mevo button will do nothing other than power Mevo on and off.



# What Do All of the Mevo Ring Lights Mean?

The Mevo's LED ring at the top of the camera can give you valuable information about what is happening with your Mevo.

💡 You have the option of [changing the lights](#) on your Mevo LED ring.

## Power On for the First Time

When you press and hold the power button for two seconds, the white circle light will pop up, and then start spinning as it initializes.

Once it has created its own Hotspot, you will see a pulsing blue light over the connectivity icon on the back to the camera. You will see solid green over the battery if it is above 25% charged.



## Connecting To Your App Via Hotspot

Your Mevo will continue pulsing blue over the connectivity icon while you set up your connection to the app.



Once you tap **Connect** on your app, the blue light will spin around the top of the camera, then turn solid blue at the front.



This means that your camera is now connected via Hotspot to your app, and is ready to stream via your phone's 4G/LTE data plan.

## Connecting To Your App Via Wi-Fi

If you turn off your Hotspot in the app so that you can stream over your [Wi-Fi network](#), the camera ring will blink blue, then turn solid red over the connectivity icon.



Once you have connected to your Wi-Fi network the light over the connectivity icon will turn solid green, indicating the connection is good.



**i** If the connection becomes weaker, the Wi-Fi LED indicator will turn yellow. If there is no connection, it will turn red.

Once you connect your mobile device to the same Wi-Fi network, the Mevo ring will spin blue while it connects to your app, then change to solid blue at the front of the camera once it is connected and ready to use.



## Streaming & Recording

Once you tap the red button to [record](#) or [start streaming](#), the ring light will spin red while the stream and/or recording starts.

Once the recording or stream has started, the light will turn solid red and stay that way while you are live.



When you stop your stream and / or recording, the red light will blink as it finishes. Once it has completely stopped, it will return to the solid blue light at the front of the camera, indicating a ready state.



## Live Editing

The red light will move to wherever the app is focused in live editing. If your subject to stage-right is highlighted, then the left part of the front ring will go red to show that subject they are live.



## Disconnection

If you lose connection to your network or between your mobile device and the Mevo, you will see a blinking blue light, followed by a solid red light over the connectivity icon. If this happens, check your local network connection and try connecting again.

## Powering Off Mevo

When you press the power button for two seconds, or choose "Shutdown Mevo" in your menu, the ring will turn completely white, then disappear in a clockwise motion. This is followed by several blinks as the camera shuts itself down. Once it is completely shut down, the light will go off completely.





# Is the Mevo App Required to Use the Camera?

You must have the Mevo app in order to use the Mevo camera.

The camera will not record, stream, or live edit without connecting to the app via [Hotspot mode](#) or a [local Wi-Fi network](#).

[Learn more](#) about which devices are compatible with Mevo. The Mevo app is free to download from the App Store or Google Play.

# Replacement Parts and Cables

You may purchase additional or replacement parts for lost or damaged Mevo accessories such as a USB cable, AC power plug, or mount.

You can find all parts that you would need for replacement at our [Mevo online store](#).

# What Kind of Stand Can Mevo Mount On?

Mevo and Mevo Boost can attach to most standard microphone stands. Both include the following:


- 5/8"-27 Microphone Stand Thread
- 1/4"-20 UNC Tripod Thread (Adapter)
- 3/8"-16 Microphone Stand Thread (Adapter)

You can find the Mevo stand available for individual purchase [in the Mevo store](#). You may also find similar ones through multiple retailers. If it matches the above specs, it will work with the Mevo mount.

## Is the Mevo Weatherproof?

The Mevo is weatherproof only when properly mounted on the Boost accessory. The weatherproof flap on the back protects the ethernet port and USB ports when closed.

When used properly with the Boost accessory, Mevo has an [IPX4 rating](#) for outdoor rain operation. This is designed to be left outside for all of your recording or streaming needs, rain or shine.

 While the Mevo and Boost accessory can handle outdoor weather conditions, they are not waterproof. You should never submerge either unit underwater.

# Video

# What Is the Video Quality?

The available video quality depends on how you are using your Mevo.

If you are recording only:

You can record *and* live edit up to 1080p. Mevo also includes the ability to record a single wide shot in 4K. Learn more [here](#).

If you are streaming:

Different streaming providers support different [streaming resolutions](#).

# What microSD Cards Are Compatible With Mevo?

The Mevo is compatible with microSD cards (SD, SDHC, SDXC formats).

The card included with the camera is a Sandisk 16 GB micro SD (write speed: 50mbps, read speed: 80mbps, Class: U3/SC10). A card adapter is included for transferring the data to another device.

Our team has tested a variety of microSD cards with Mevo and recommend the following models (along with their manufacturer ID numbers), in order of storage size.

 Cards marked with ^ have been tested and officially support [recording in 4K](#).

## 16GB

- SanDisk Extreme Plus UHS-1 U3 (SDSQXSG-016G-GN6MA)
- PNY High-Performance UHC-1 U1 (P-SDU16GU160G-GE)
- ^PNY Turbo Performance UHS-1 U3 (P-SDU16GU190G-GE)
- Samsung EVO Class 10 UHC-1 U1 (MB-MP16DA/AM)
- Lexar High Performance 633x UHS-1 (LSDMI16GGB1NL633R)
- Transcend Premium UHS-I U1 300x (TS16GUSDU1E)
- Transcend Premium UHS-I U1 400x (TS16GUSDCU1)

## 32GB

- SanDisk Ultra UHS-1 U1 (SDSQUNC-032G-GN6MA)
- SanDisk Ultra Plus Class 10 UHS-I (SDSQUNC-032G-GN6MA)
- SanDisk Extreme Plus UHS-1 U3 (SDSQXSG-032G-GN6MA)
- PNY High Performance UHC-1 U1 (P-SDU32GU360G-GE)
- ^PNY Turbo Performance UHS-1 U3 (P-SDU32GU390G-GE))
- Samsung Pro+ UHS-1 U3 (MB-MD32DA/AM)
- Samsung EVO Class 10 UHC-1 U1 (MB-MP32DA/AM)
- Lexar High Performance 633x UHS-1 (LSDMI32GGB1NL633R)
- Lexar Professional 1000x UHS-II/U3 (LSDMI32GCBNL1000R)
- Transcend Ultimate UHS-1 U3 (TS32GUSDU3)

## 64GB

- SanDisk Ultra UHS-1 U1 (SDSQUNC-064G-GN6MA)

- ^SanDisk Extreme Plus UHS-1 U3 (SDSQXSG-064G-GN6MA)
- PNY High-Performance UHC-1 U1 (P-SDUX64U360G-GE)
- ^PNY High-Performance UHC-1 U3 (P-SDUX64U390G-GE)
- Samsung Evo+ Class 10 UHC-1 U1 (MB-MC64DA/AM)
- Samsung Pro+ UHS-1 U3 (MB-MD64DA/AM)
- Samsung EVO Class 10 UHC-1 U1 (MB-MP64DA/AM)
- Lexar High Performance 633x UHS-I (LSDMI64GBB1NL633R)
- +^Lexar Professional 1000x UHS-II/U3 (LSDMI64GCBNL1000R)
- Transcend Ultimate UHS-1 U3 (TS64GUSDU3)

+Please note: This Lexar card has two versions. While we support the version made in Korea, we have received reports of issues with the version manufactured in Taiwan. Check the back of your card for its manufacturing location.

## 128GB

- SanDisk Ultra UHS-1 U1 (SDSQUNC-128G-AN6IA)
- ^SanDisk Extreme Plus UHS-I U3 (SDSQXWG-128G-GN6MAMA)
- PNY High-Performance UHC-1 U1 (P-SDUX128U160G-GE)
- Samsung Evo+ Class 10 UHC-1 U1 (MB-MC128DA/AM)
- Samsung Pro+ UHS-1 U3 (MB-MD128DA/AM)
- Samsung EVO Class 10 UHC-1 U1 (MB-MP128DA/AM)
- Lexar High Performance 633x UHS-1 (LSDMI64GBB1NL633R)

## 200GB

- SanDisk Ultra UHS-1 U1 (SDSDQUAN-200G-A4A)
- Lexar High Performance 633x UHS-1 (LSDMI200BBNL633R)



The cards listed below have been tested and determined not compatible with Mevo:

## 128GB

- Silicon Power Elite (SP128GBSTXBU1V20SP)
- Lexar High Performance 633x UHS-1 (LSDMI128CBNL1000R)

# MicroSD Card Recording Capacity

We have run recording tests and determined estimated maximum recording times for each streaming quality in addition to recording to the microSD card only.

Please note that if you are livestreaming, your event will continue broadcasting even if you run out of recording space on your microSD card.

When you select **Record**, and then choose your quality, the Mevo app provides an estimate of available capacity for the selected quality in the bottom left corner of the screen. As a general reference, the recording bitrates for each resolution are:

4K - 40Mbps

1080p - 20Mbps

720p - 10Mbps

In addition, streaming bitrates range as follows:

1080p - 1.2-4Mbps

720p - 0.9-3.6Mbps

540p - 0.8Mbps

480p - 0.6-1.6Mbps

360p - 0.4-1.1Mbps



**i** Important: The numbers reflected here are estimated maximum recording times based on our testing. Times can vary depending on the content being recorded due to bitrate fluctuation when processing the video data.

- Lots of movement in video (e.g. sports) = more video data recorded = less recording space
- Little of movement in video (e.g. panel discussion) less video data recorded = more recording space

### 16 GB card

- Low quality stream backup: 32 hours
- Medium quality stream backup: 20 hours
- HD quality stream backup: 9.5 hours
- Full HD quality stream backup: 6 hours
- HD Recording: 3 hours
- Full HD Recording: 1.75 hours
- 4K Recording: 50 minutes

### 32 GB

- Low quality stream backup: 64 hours
- Medium quality stream backup: 40 hours
- HD quality stream backup: 19 hours

- Full HD quality stream backup: 12 hours
- HD Recording: 6 hours
- Full HD Recording: 3.5 hours
- 4K Recording 1.6 hours

#### 64 GB

- Low quality stream backup: 132 hours
- Medium quality stream backup: 80 hours
- HD quality stream backup: 38 hours
- Full HD quality stream backup: 24 hours
- HD Recording: 13 hours
- Full HD Recording: 7 hours
- 4K Recording: 3.2 hours

#### 128 GB

- Low quality stream backup: 264 hours
- Medium quality stream backup: 160 hours
- HD quality stream backup: 76 hours
- Full HD quality stream backup: 48 hours
- HD Recording: 26 hours
- Full HD Recording: 14 hours
- 4K Recording: 6.5 hours

#### 256 GB

- Low quality stream backup: 528 hours
- Medium quality stream backup: 326 hours
- HD quality stream backup: 155 hours
- Full HD quality stream backup: 97.5 hours
- HD Recording: 52 hours
- Full HD Recording: 28 hours
- 4K Recording: 13.2 hours

# How Do I Remove the microSD Card from Mevo?

If you need to remove the microSD inside your Mevo camera, push the card farther into the camera until you hear a soft click, then remove your finger. The card will be released and you can pull it out of the camera.




Make sure all streaming and recording have ended before doing this!

# Why Is My Recording Split Into Multiple Files?

If you record to your microSD card and notice that your single event recording is split into multiple files, this is due to Mevo's automatic mechanism that restarts the recording after a set amount of time to help prevent file corruption.

Recordings will be split based on the resolution you choose to record at:

- 720p = every 4 hours
- 1080p = every 2 hours
- 4K = every 1 hour

 If your microSD card is formatted in FAT32, then recordings may be split more frequently. We recommend [formatting your card](#) into exFAT.

## Can Mevo Output via USB, HDMI, or SDI?

No, unfortunately, the Mevo does not have a direct video output (e.g. for projectors, monitors, etc.)

The micro-USB port on the Mevo camera is meant only for charging; it is not able to output a video signal. Mevo does not have an HDMI or SDI port.

A possible workaround is that you can bring the Mevo's video and audio into Livestream Studio as a Remote Camera source. Once in Livestream Studio, you may output your Mevo to a projector or monitor, or include it as part of a bigger presentation.

Learn more about [using Mevo as a Remote Camera in Studio](#).



# Can Mevo Work like an IP Camera?

Mevo does not operate like an IP camera. You can only view your camera's output within the Mevo mobile app or when using it in Livestream Studio [remote camera mode](#).

# Is Mevo an Action Camera?

Mevo is optimized to record and livestream events from a stationary position.

Features include:

- Virtual multi-camera live editing.
- Live streaming to Vimeo, Livestream, Facebook Live, Periscope, or YouTube.

You may choose to use it handheld with a Boost accessory, as a dashboard cam on your car, or hang it from the ceiling. We've added an [Electronic Image Stabilization](#) feature that can help accommodate these uses.

We always advise that you use it safely and understand that it is not built to go underwater or withstand long drops.

# Audio

# Methods of Using Audio with Mevo

Mevo has a built-in microphone for simple audio recording, and allows external audio inputs via the TRRS headphone jack or charging port on your mobile device.

Also, if you are using the Mevo Boost, you are also able to connect USB Audio Devices to the USB-A port on the back of the Mevo Boost

[Learn more about the built-in mic and how to use it here.](#)

[Learn more about the requirements for using external audio sources here.](#)

[Learn more about connecting USB audio devices to the Mevo Boost here.](#)

# How Do I Control Audio?

To adjust your audio source and levels, tap the More Options (•••) icon in the bottom right corner.



Tap the microphone icon to enter the audio mixer.



By default, Mevo is selected. This means that your audio source is the stereo microphones built into the Mevo camera.



💡 To learn more about using your mobile device as an audio source (e.g. "iPhone" as shown above), see [here](#).

USB sources are now also accepted via [Mevo Boost](#) or via workflows with an [OTG USB cable](#).

By default, the live audio preview (which allows you to hear your source audio through the mobile device's speakers) is muted. To unmute it, tap the crossed out speaker icon toward the right of the mixer interface.



To the far right of the interface is the levels monitor. This indicates how loud or soft your audio is.



Running along the bottom of the screen is an audio slider. Drag the slider to adjust your audio levels as needed.



A general best practice is for your audio levels to peak about halfway to two-thirds of the way up the levels bar. This ensure clear, audible sound that is not too loud.



Audio that is over modulating is generally indicated by the top notches flashing red. This means you should lower your audio levels by dragging the audio slider to the left.



💡 Not sure what is the best audio workflow for your production? See our suggestions [here](#).

## Using the Mevo Camera's Built-in Microphone

If you are using the Mevo's built-in microphone, be sure to place the Mevo close to your subjects, ideally about five feet away. The Mevo and its built-in mic work best when it is close to the action.

The Mevo's microphone is directional to space directly in front of it, but may still pick up general room noise. The closer the mic is to your subjects, the more it will filter out noise or chatter behind or to the side of it. The microphone will also follow the direction of your live edits; if you crop to a shot on the left side of the field of view, the microphone will adjust its directional focus accordingly.

You may also manually set the Mevo's built-in microphone's gain adjustment to fit your preference. Use the slider bar to raise or lower your audio's gain adjustment.



For a more professional audio setup, you can use an [external microphone](#) via your mobile device.

# Supported External Audio Sources & Adapters

Our team has tested a variety of adapters, extenders, and mixers to use as audio sources with Mevo. These adapters can be either via the lightning port or the headphone jack on the phone or tablet or via USB on the Mevo Boost.

Listed below are products our team has tested and determined to be compatible with Mevo and the Mevo app. Please note that products that are not listed here have not been tested and we make no guarantees that any audio devices outside of this list will work with Mevo.

## 3.5mm TRRS plug - Powered Input Devices (Mono)

- [TASCAM iXZ Mic / Instrument input](#)
- [Saramonic SmartRig Audio Adapter for Smartphones \(Black\)](#)

## 3.5mm TRRS plug - Passive Input Devices (not self-powered) (Mono)

- [CableJive ProJive XLR Microphone Adapter](#)
- [IK Multimedia iRig 2 Guitar Interface Adapter](#)
- [Wiretap Headphone/Microphone Splitter](#)
- [Movo MC3 3.5mm TRS \(Female\) Microphone Adapter Cable to TRRS \(Male\) for iPhone & Android Smartphones](#)

## Lightning plug (Stereo)

- [Zoom iQ6 iOS Lightning X/Y Microphone](#)
- [Shure MOTIV MV51 Digital Large - Diaphragm Condenser Microphone](#)
- [Shure MOTIV MV88 Digital Stereo Condenser Microphone](#)
- [Shure MV5 - Digital Condenser Microphone](#)

## Extensions (Mono)

- [CableJive DocXtender Lightning Extension Cable](#)
- [Cellularize Dock Connector Extension Cable for Lightning](#)

## 3.5mm Microphones (Mono)

- [Movo PM20-S Executive Lavalier Clip-on Interview Microphone](#)
- [Miracle Sound Deluxe Lavalier Omnidirectional Condenser Microphone](#) (Note: Amazon indicates this item is currently unavailable and may be discontinued)
- [Shure MOTIV MVL Omnidirectional Condenser Lavalier Microphone](#)
- [Aputure A.lav Omnidirectional Lavalier Microphone](#)

## USB Audio Devices - Compatible with [Mevo Boost](#)

- [Shure MOTIV MV51 Digital Large-Diaphragm Condenser Microphone \(Silver\)](#)
- [Shure X2U](#)
- [Onyx Blackjack](#)
- [Focusrite Scarlet 2i2](#)
- [Behringer XENYX Q502USB](#)
- [AllEasy USB analog audio adapter](#)
- [7.1 Channel USB External Sound Card Audio Adapter for PC Laptop](#)
- [Pyle Bluetooth 3-Channel Audio Mixer, USB Audio Interface](#)
- [\\*\\*Zoom H4n Handy Recorder](#)

\*\*Zoom devices require [a specific setup](#) in order to work with Mevo.

A note about the Belkin Lightning Splitter:

[This lightning splitter](#) has been tested with the Mevo app and we have found that it works only with certain workflows.

It does work with the TRRS-to-lightning adapter that is included with iPhone 7. It also works with a lightning-to-USB adapter when using a USB audio interface.

*TRRS-to-Lightning adapter (included with iPhone 7 and later)*



*USB-to-lightning adapter*



It does not work when directly connecting lightning audio sources and adapters.

What is a TRRS plug?

The key factor determining if your audio source is compatible with the 3.5mm port on mobile devices is the type of plug it has. It must exactly match the form factor seen in recent versions of the Apple earbuds with the built-in microphone, as pictured here:



The red arrows above are pointing to three chrome rings and a chrome tip separated by three much thinner rings. This is referred to as a TRRS plug (tip-ring-ring-sleeve). This is the correct type of audio input that iOS devices can accept.

Mobile devices cannot input audio with plugs that only have 2 or 3 chrome rings, such as those pictured below:

*A TS (tip-sleeve) and TRS (tip-ring-sleeve) plug. These are not supported as audio inputs.*





We are continually testing more products and will update this list as we find more compatible audio sources.

# Using an External Audio Source With Mevo

You may use an external audio source with your Mevo, via your mobile device's 3.5mm port, lightning port, or the [USB port in a Mevo Boost](#).

To bring audio in through your device's headphone port, you need a device that outputs audio via a 3.5mm TRRS plug or via a lightning plug (iOS devices only).

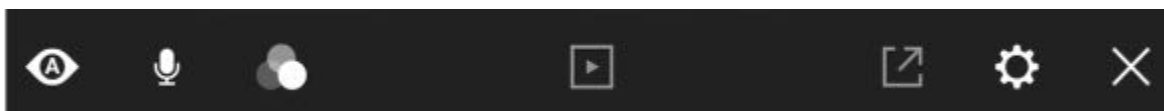
The easiest example of what one looks like is your mobile device's supplied earbuds, most of which include a built-in microphone. If you look at the plug on these earbuds, you will see three thin rings in between four wider chrome rings, indicating the device can send audio out in addition to receiving audio.



If your 3.5mm plug does not have this appearance (i.e. only 2 rings), then your mobile device cannot receive audio from it.

**i** If your mobile device does not include a headphone port, use the headphone adapter that comes with it to attach a TRRS plug to your device. Additionally, some supported audio devices attach via lightning or USB. Be sure to review our supported external audio devices [here](#).

Plug your external audio input into your mobile device. Once you have connected your Mevo to your app, open the main menu by tapping the **More Options** icon (•••) in the bottom right corner of the live edit view. The below menu will appear.



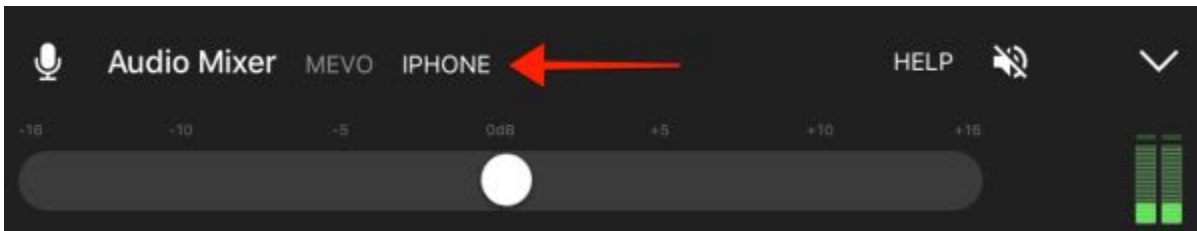
Tap the microphone icon on the left side to open the Audio Mixer.



In the Audio Mixer, you will see Mevo is selected by default and iPhone is grayed out (if you are using an Android device, this will say Phone instead).



Tap iPhone (Phone on Android) to use your external audio input. If you don't have any devices connected to your mobile device, your device's built-in microphone will be used instead.



You will see your audio levels in the green bars to the right.

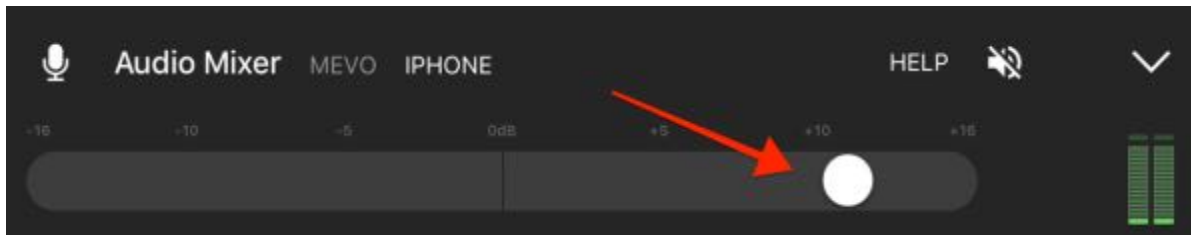


**i** When inputting a stereo signal into the iPhone through the 3.5mm TRRS input, the output will be a mono mix of the left and right audio channels. When inputting a stereo signal into the iPhone through the Lightning port or into a Mevo Boost via USB, the output will remain in stereo.

When using an external audio source, you should mute your audio output on the app by tapping the speaker icon on the right side; this will help avoid an echo in your stream and recording.

In this instance, we recommend pushing a test stream to your destination (e.g. stream to Facebook but select **Only Me** as the audience) and checking your audio quality there prior to your event.

You can adjust your audio gain up and down with the slider bar to further adjust your levels. Otherwise, you can control your audio device just as you would in any other production setup.



# Best Practices For Great Audio

We have a few recommendations for getting the most out of your Mevo's audio options depending on your venue and setup.

## A panel presentation. Multiple speakers. Quieter room.

If you have a group of speakers sitting at a table, or standing on a stage, your best solution would be to use small microphones that clip-on to the speaker's shirt. These mics are called lavalier microphones and come in a variety of types, including wireless.

In this scenario, you would need one lavalier microphone (commonly referred to as a "lav mic") per speaker. This audio is short range and focused on picking up only the audio of the speaker it's attached to. This setup is common for all television interviews, as the lav mic is high quality, filters out most room chatter and noise, and is inconspicuous.

These microphones would then be added to a mixer, which is ideally run by a separate person. This way, the mixer can be used to bring different mics up or down, depending on who is speaking. Mixers have an output, from which you can run a stereo cable into your iPhone so that your Mevo gets this clear, mixed audio feed.

When buying lav mics, check to see if they run on battery power or phantom power. If phantom power, you will need a mixer that will provide the power to the mics.

Generally, most mixers have a quarter-inch stereo output, and the iPhone has an eighth-inch TRRS input, so you would need a cable of appropriate length with a 1/4" end and a 1/8" inch TRRS end.

## A music event. Loud room.

Most live event venues have a soundboard. If you have access to this board, the best solution would be to get an audio cable with a 3.5mm TRRS end and take the fully mixed board output directly into your iPhone, to mix into your Mevo's audio recording.

If you do not have access to the board feed, you should consider a shotgun microphone. This is a long microphone, usually covered with a windscreen, that can be more or less directional, depending on the mic, but generally covers a room's sound with a focus toward what it's pointed at.

In the scenario with a shotgun mic, you would try to center yourself in the room, and point the mic toward the stage. The advantage of a shotgun mic is that you generally just need one, as it will cover a wider area while still filtering outside and background noise and chatter.

When buying a shotgun mic, check to see if they run on battery power or phantom power. If phantom power, you will need to provide the power to the mic.

You will want a shotgun mic that has a 3.5mm TRRS end or get an adapter if needed. Many shotgun mics use XLR connections.

You can find a variety of both lavalier and shotgun microphones retailers like Amazon, Best Buy, and BH. Your audio setup can get as complicated as you have the time and budget for, but the solutions described above should provide clear audio and a simple workflow for your event.

# Advanced

# Connecting USB Devices With a USB OTG Cable

Mevo customers who do not own a [Mevo Boost](#) but wish to bring in USB devices to their Mevo can do so with the addition of a USB On The Go (OTG) cable, such as [this one](#).

An OTG cable has a USB-A input, a microUSB input, and a microUSB output.



Plug the microUSB output into the back of the Mevo (instead of the Mevo charging cable).



Plug the Mevo charging cable into the OTG cable's microUSB input, then plug it into a power outlet. This will charge the Mevo.



Now you can add other USB devices to your Mevo workflow, such as a USB audio device.



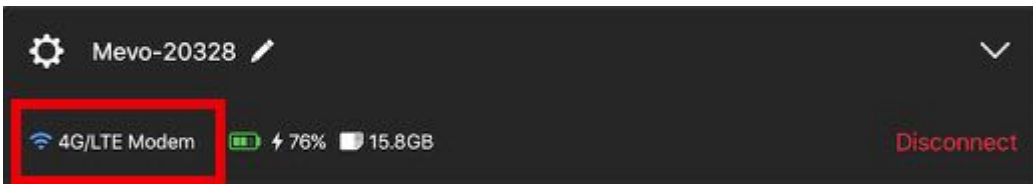
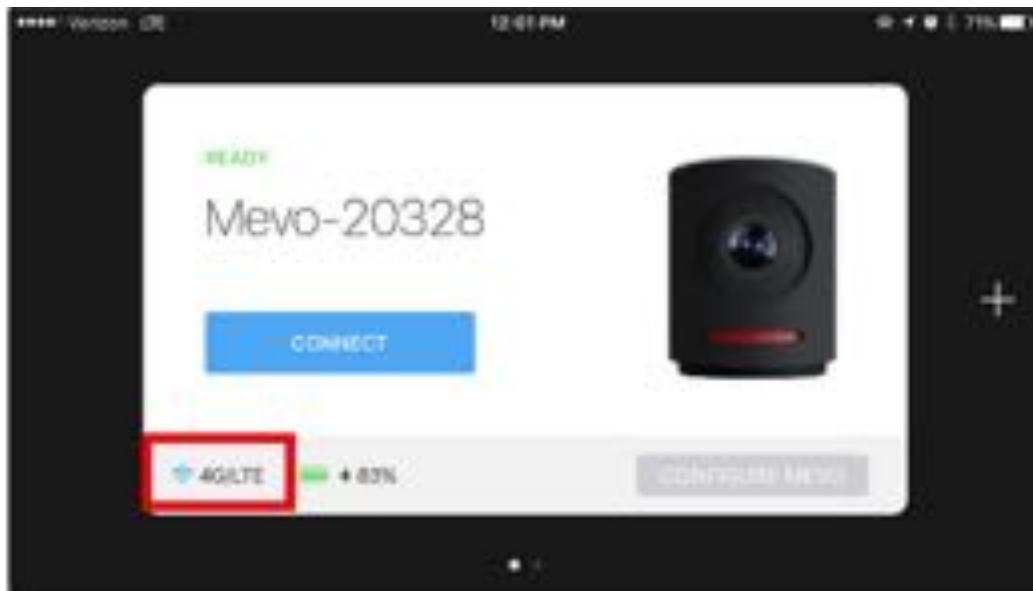
You can also use an Ethernet-to-USB adapter to bring in an Ethernet connection.





! If you are connecting to Ethernet via this USB workaround, please be advised that you **must** connect your iOS device to Mevo using the [Mevo's Hotspot](#).

The Mevo app will indicate the camera is connected to an 4G/LTE Modem, however this is simply due to the software recognizing the hardware as a USB connection. Be assured that you are in fact streaming over Ethernet, not data.



# Connect USB Devices to Mevo Using a Powered USB Hub

Mevo customers who wish to connect multiple USB devices to their Mevo setup can do so using a [USB OTG \(On-The-Go\) cable](#) and a powered USB hub such as [this one](#).



! It's important that your USB hub be a **powered hub**, as it would need to provide power to your other connected devices.

Start by plugging your USB hub into a power source.



Then plug an OTG USB cable into your Mevo.



Plug the USB cable that comes included with your hub into the USB output port (i.e. the one that would connect to a computer)

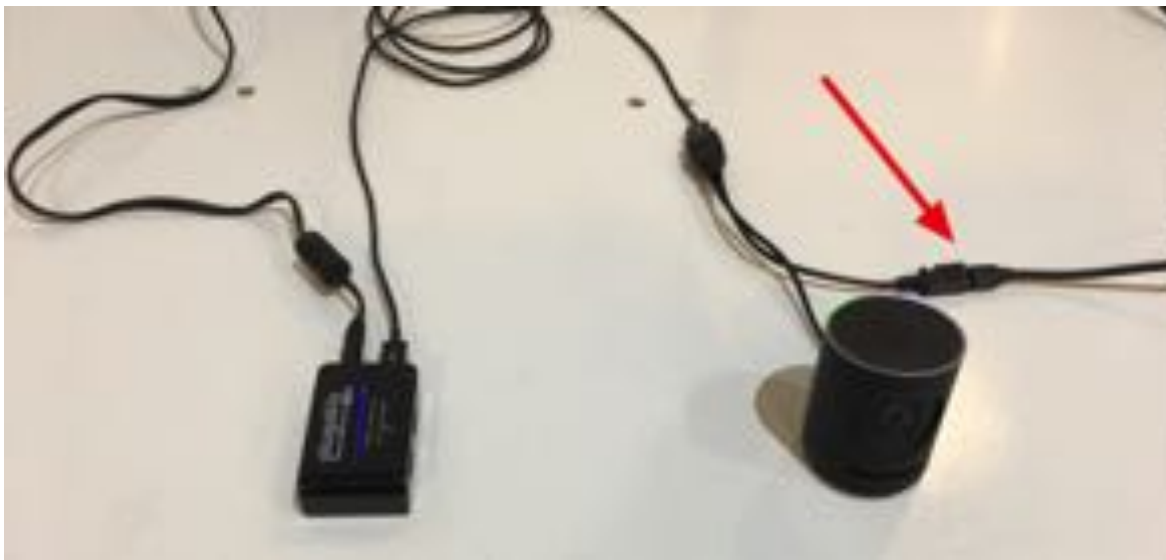


Plug the other end of the cable into the OTG cable attached to your Mevo.

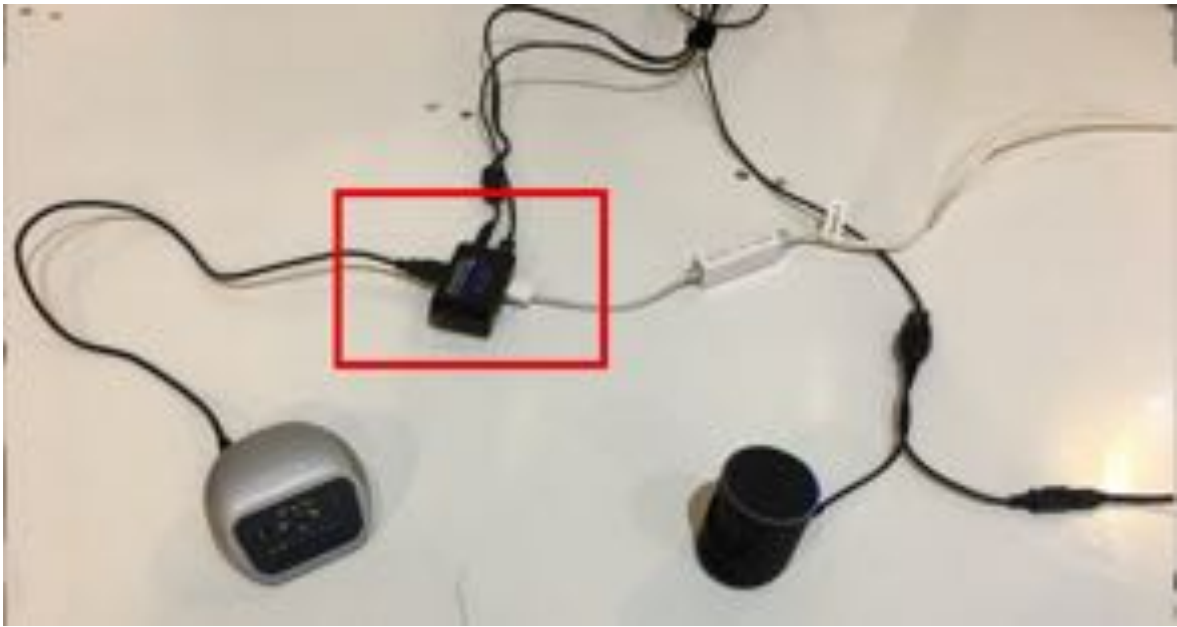




On the other end of the OTG cable, plug in your Mevo charging cable and connect it to power.



You can now attach more than one USB device to your Mevo, such as an audio adapter and an Ethernet adapter, or an audio adapter and a 4G USB modem.



# Connecting Mevo to Ethernet via the Chromecast Ethernet Adapter

The [Chromecast Ethernet Adapter](#) was designed for Chromecast users who preferred to use the device over Ethernet rather than Wi-Fi. This device has been tested with Mevo and allows for streaming via an Ethernet connection without the need for a [Mevo Boost](#).



Simply plug the Chromecast adapter into a power outlet and attach the microUSB end to the back of your Mevo.

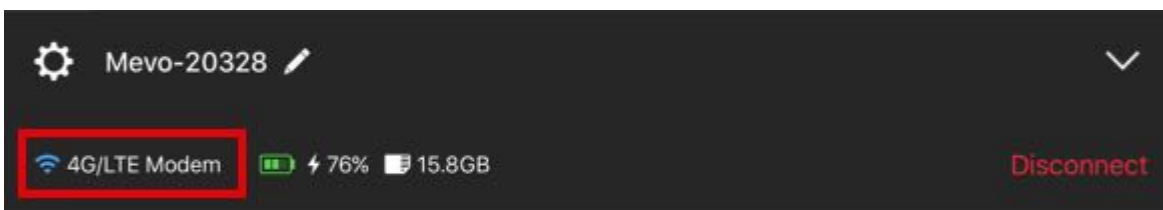
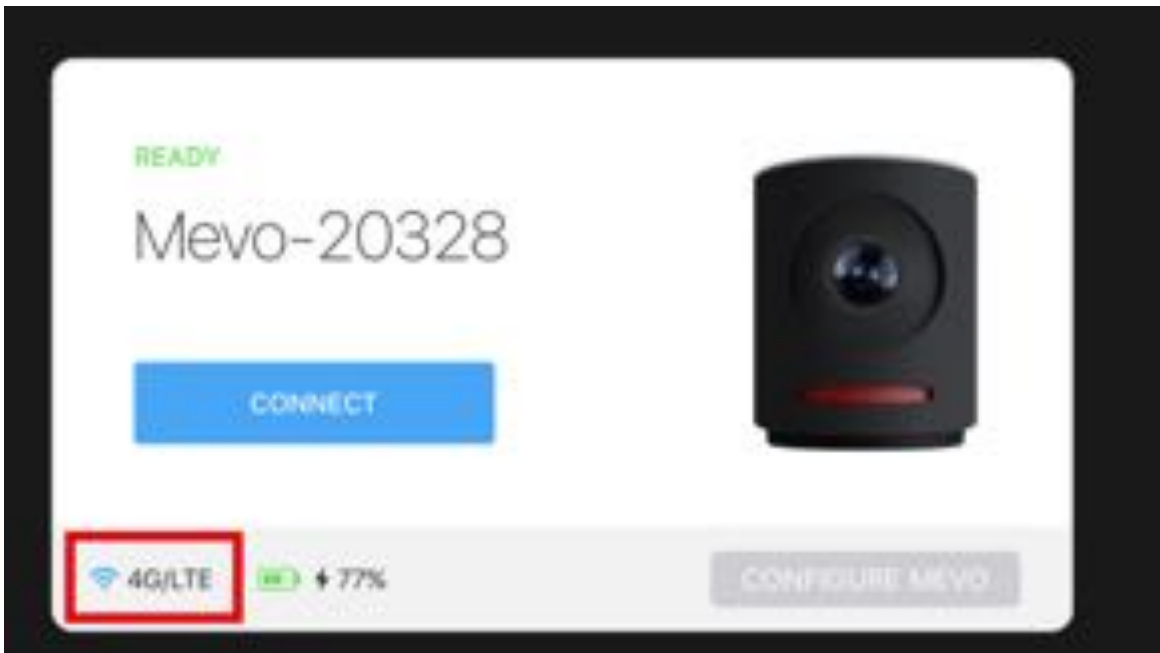


Connect an Ethernet cable from your modem to the adapter.



**!** Important: In order for this to work, Mevo must connect to your iOS device over the [Mevo's wireless hotspot](#) (rather than over the local network). However your streaming will still occur over the Ethernet network and not LTE/4G.

When you connect Mevo this way, it will detect the Ethernet connection automatically. However, because the physical connection is through the USB hardware, the app will indicate a "4G/LTE Modem" connection, although you are in fact using Ethernet.



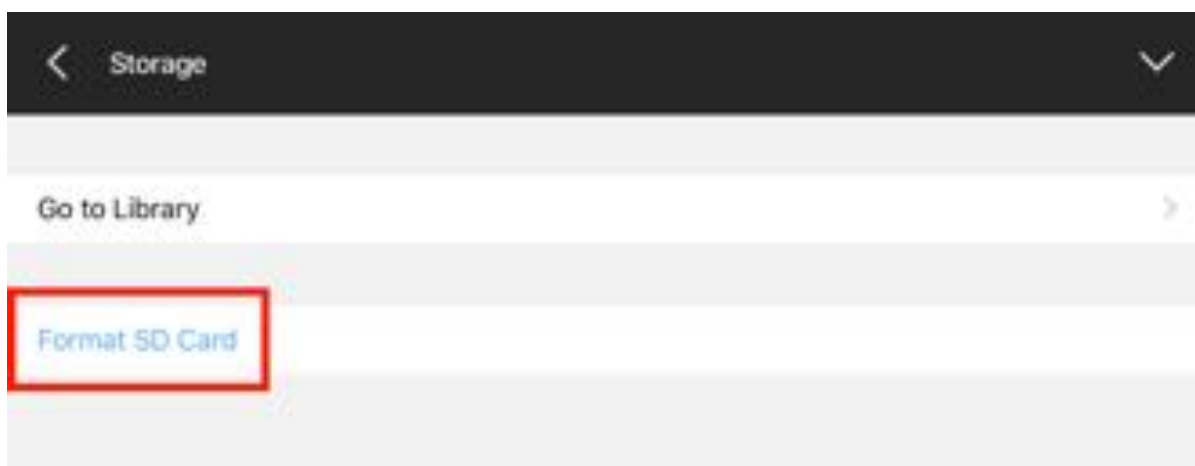
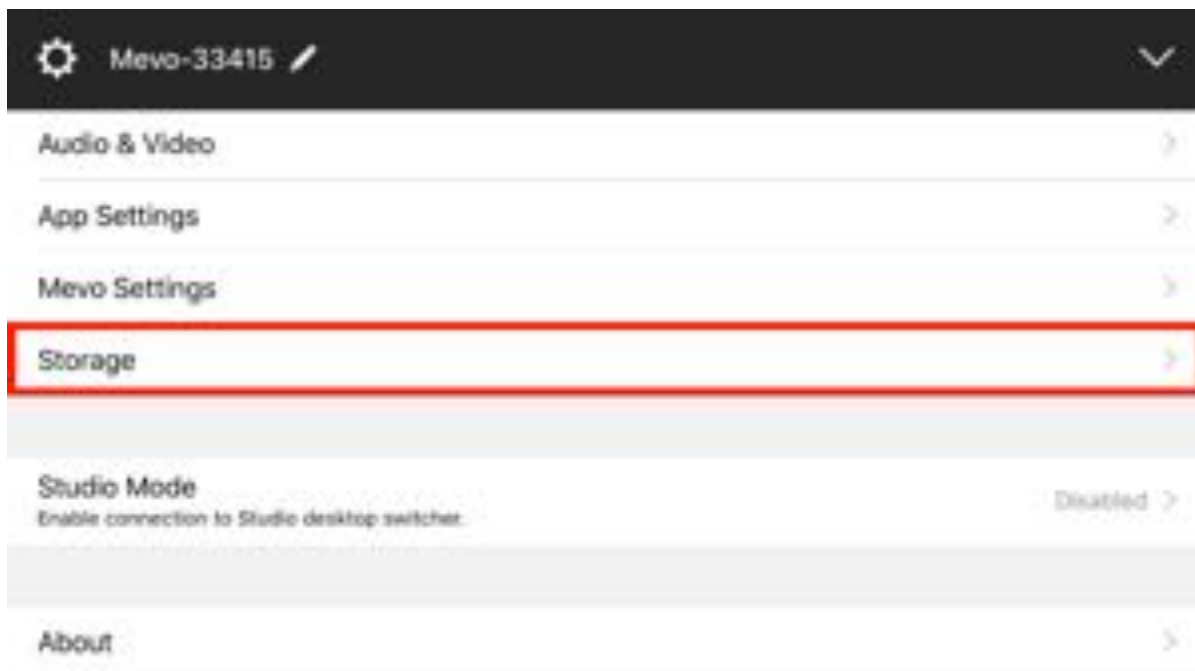
# Troubleshooting

# Formatting the Mevo microSD Card


The microSD card that comes with your Mevo does not need to be formatted. If you need to format it later, the best way to do this is from within the Mevo app.

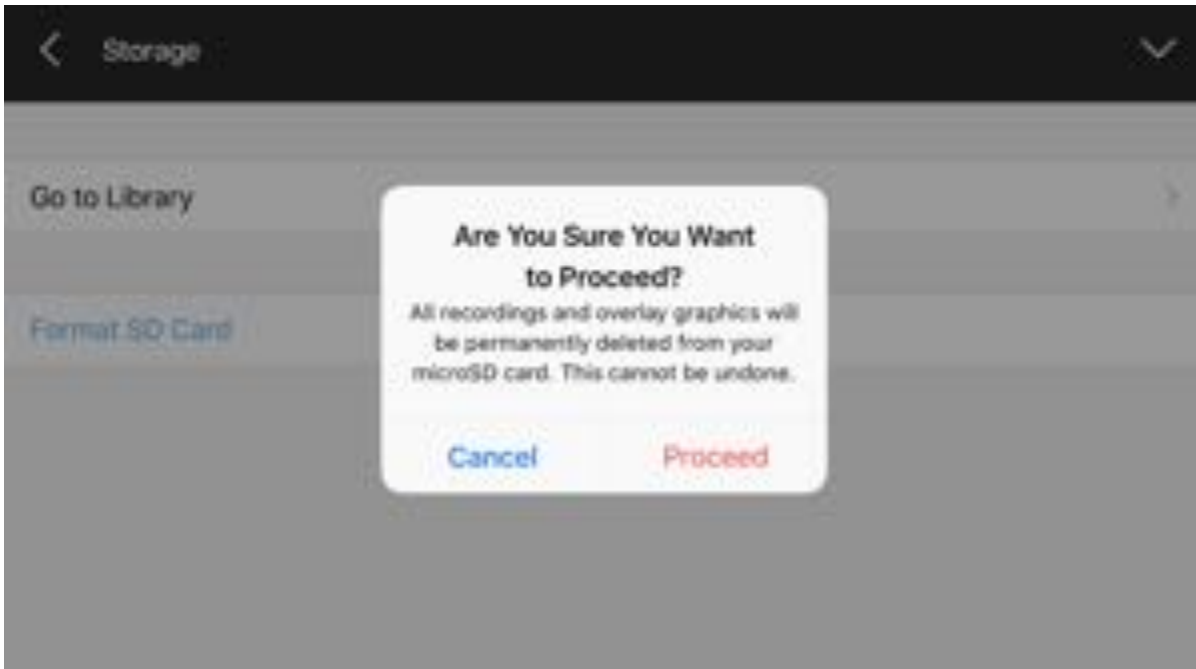
Once you connect your Mevo to the app, go to your main menu, and click on the gear wheel icon to get to your General Settings.

Scroll down to find Storage > Format SD card.




When you tap to format the card, you will be prompted "Are you sure?" This is because formatting the card will erase anything on it.

 Only format if you have backed up any recordings or saved files on the card to another location. Formatting erases all the data stored on the card.



Once you tap Proceed, your Mevo will format the card.

 You may also format the card on a desktop, though we recommend doing it through the app. We recommend formatting in the exFAT file format (FAT32 will work for cards less than 32GB but may cause your [files to be split](#) more frequently than exFAT file formats).

To do so, insert the microSD card into the SD card adapter.



Connect the SD card adapter to your computer (many modern computers have SD card readers built in).



## macOS

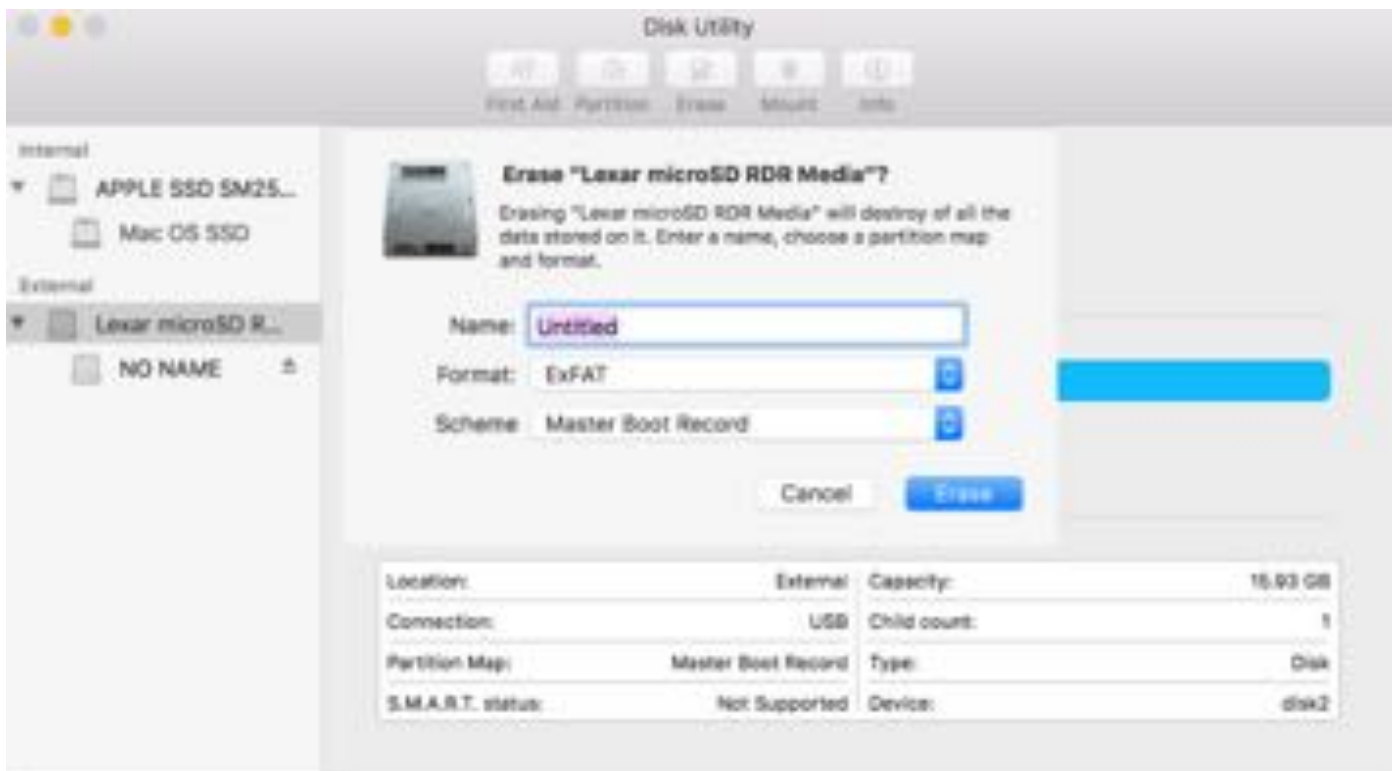
On Macs, go to Spotlight and search for Disk Utility; open the Disk Utility app.



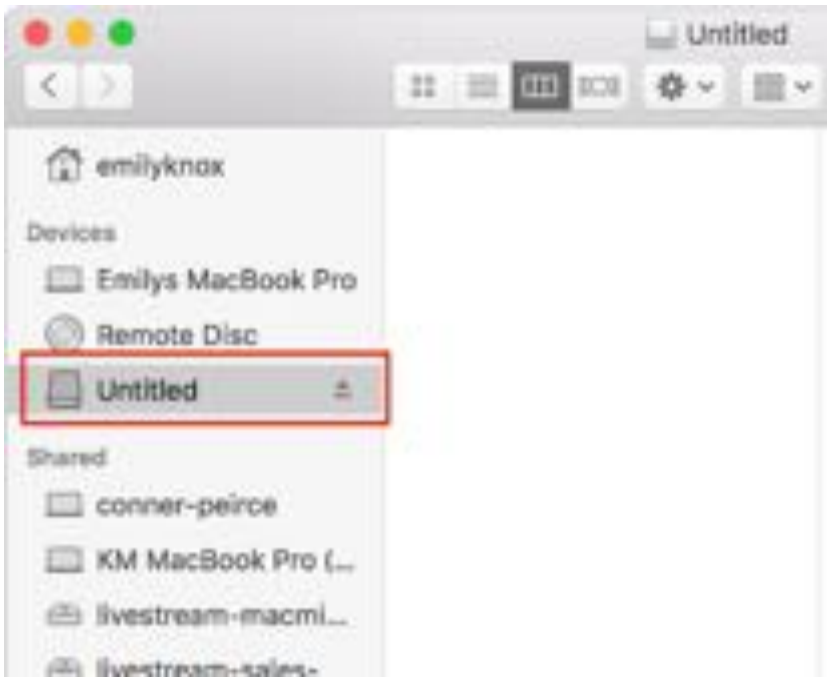
Select the SD card *reader* (under 'External') and click Erase.



The prompt that pops up will give you the opportunity to name the card as well as choose a format and scheme. Select exFAT format and Master Boot Record scheme. Then click Erase.

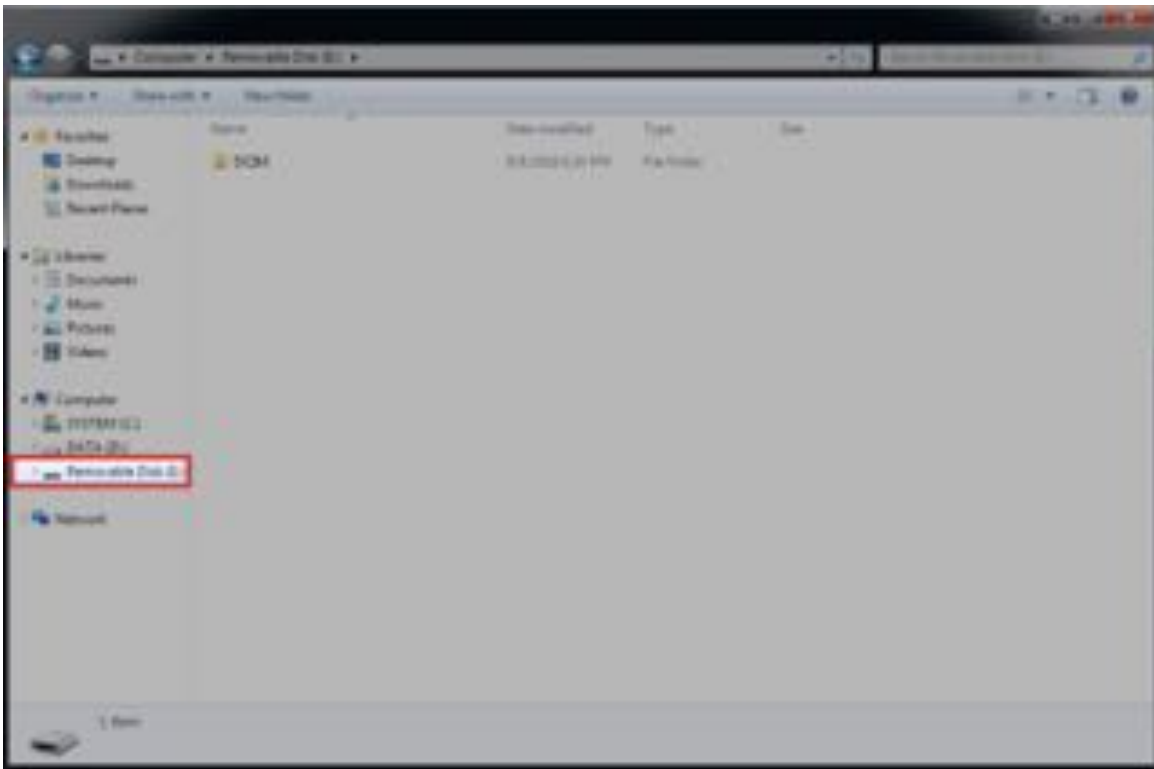


Your card will be formatted. Make sure you properly eject the SD card before removing it from your computer.

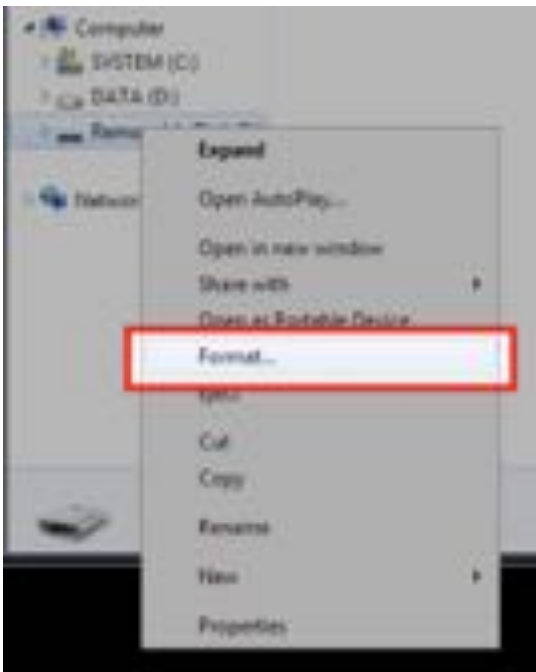


## Windows

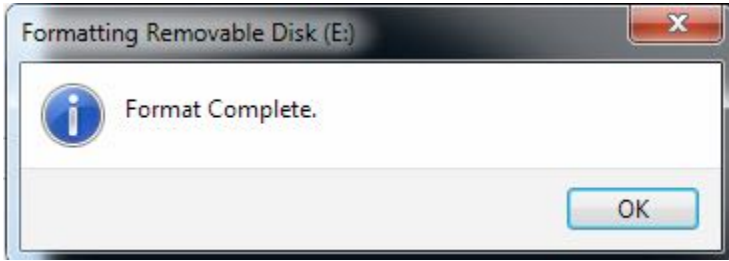
On Windows computers, go to the file explorer, and select your SD card drive.



Right-click the icon, then select Format.



Select exFAT in the File system dropdown menu, then click Start. Another window will pop up when the formatting is complete.



# Hard Reboot the Camera

You may hard reboot your camera to power it down if you find it is not responsive or otherwise having issues.

This will not undo any saved settings on your camera. It will remember your logged in streaming accounts and any saved WiFi networks. This is not a factory reset. To revert your camera to a factory reset, [please read this article for directions](#).

The best way to power down your Mevo camera is to press and hold the top button for three seconds.



If the camera does not respond to this, press and hold the top button for 30 seconds. Then power it back on. This will hard reboot your camera.

# Reset Mevo Camera to Factory Settings

You may reset your Mevo to its factory settings either through a command in the app, or by pressing the pinhole button on the underside of the camera.

**⚠ Please be advised:** Resetting your camera to factory settings will remove any saved information in your app. You will have to log in again to any accounts and the camera will not remember any saved Wi-Fi networks. If you have re-named your Mevo and set a camera password, these will also be reset.

This will also set the camera back to an earlier firmware, which you will need to update.

## Reset Button on the Camera

If you want to reset your camera to factory settings without using the app, you may do so directly on your camera.

**⚠ Make sure your camera is powered on and plugged into AC power, and that you have removed the Mevo mount.**

Get a paperclip, and pull out one end to make it straight.



Hold your Mevo so that the lens is facing you.



Tilt the Mevo so its underside is facing you.



At 3 o'clock on the underside of the Mevo, you will see a small pinhole.



Take your paperclip, and press its end into the pinhole for thirty seconds.



You will see your camera's ring light start spinning and blinking.

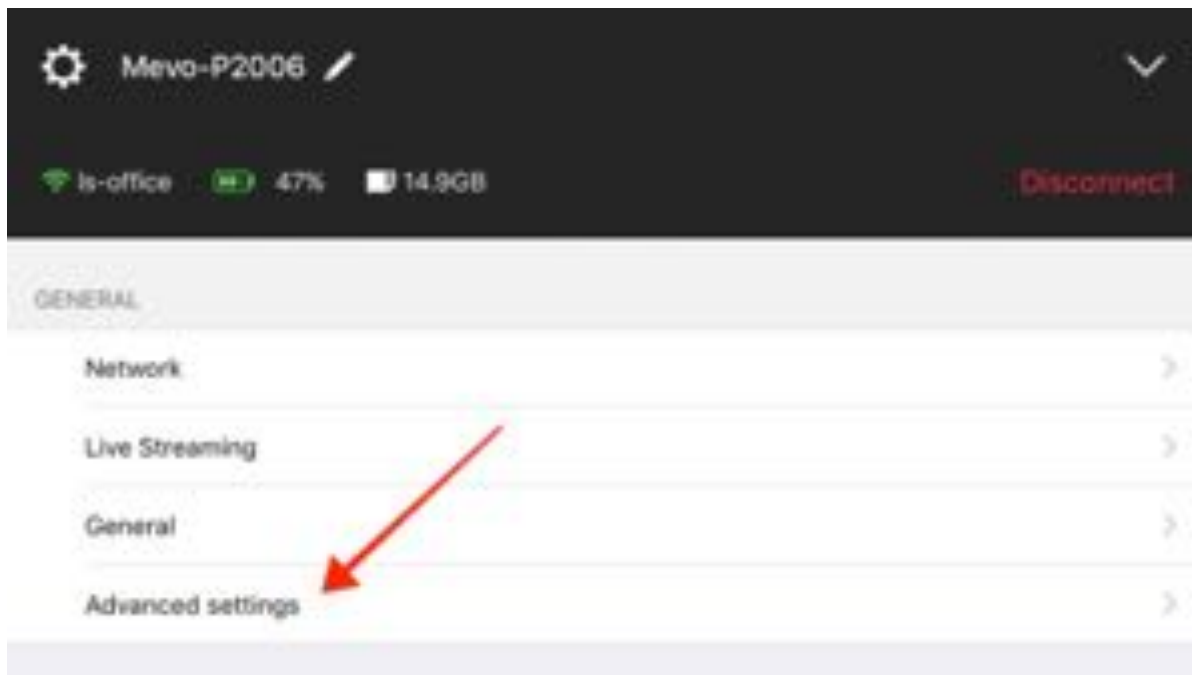


When the reset is finished, the camera ring light will stop spinning and the camera will restart.

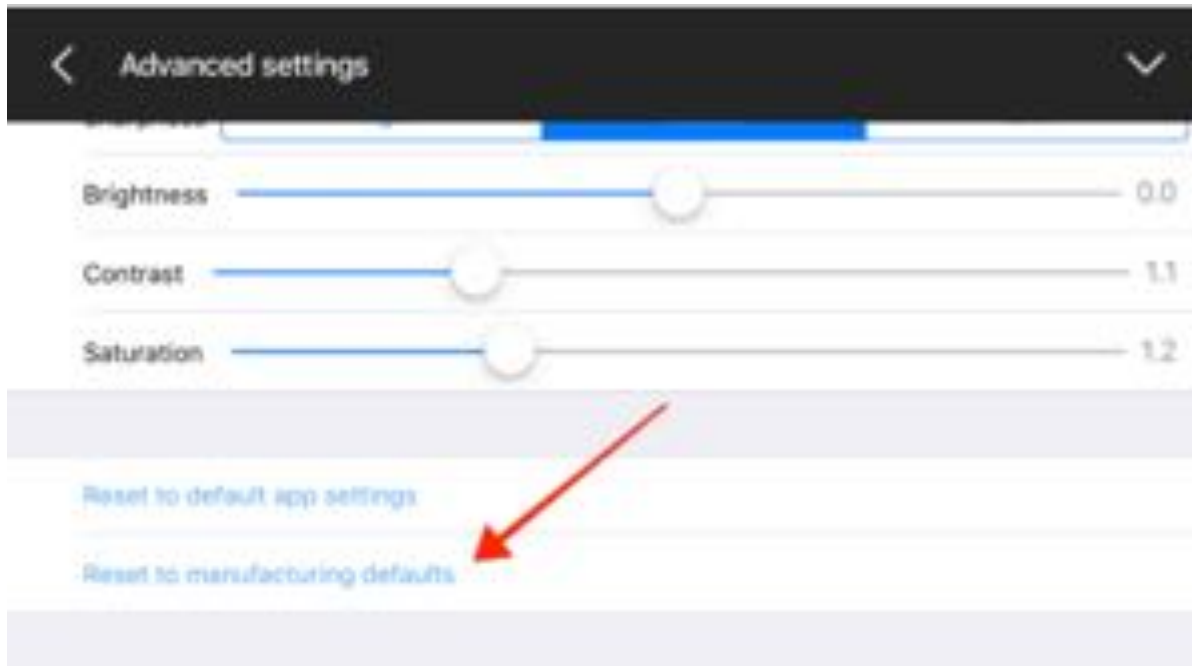
## Reset via the App

To reset your camera to factory settings through the app, first open your main menu by tapping on the three dots at the bottom-right of your app screen.

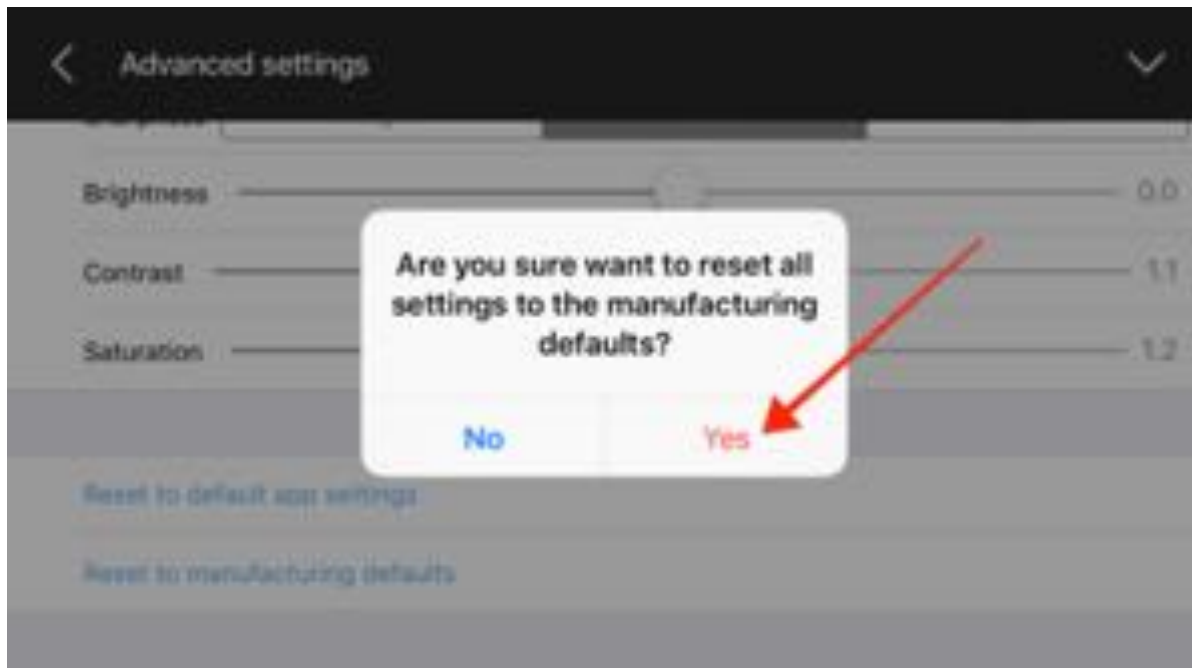
Then choose **Advanced Settings**.



Next, scroll down and tap Reset to manufacturing defaults.



The Mevo app will prompt you to make certain you really want to do this.




Tap Yes if you want to continue.

You will see your camera's ring light start spinning.

Once the camera has been reset to manufacturing defaults, you will be prompted to connect to the camera again.

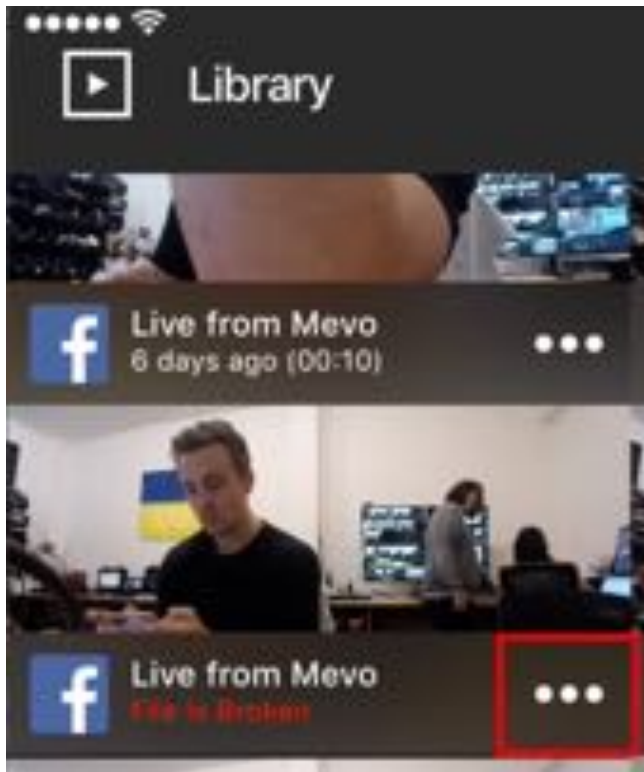
You will now go through the same startup process as when you used your new Mevo camera for the first time.

 Factory reset is only recommended as a last resort troubleshooting step; it should not be your first step to resolving an issue.

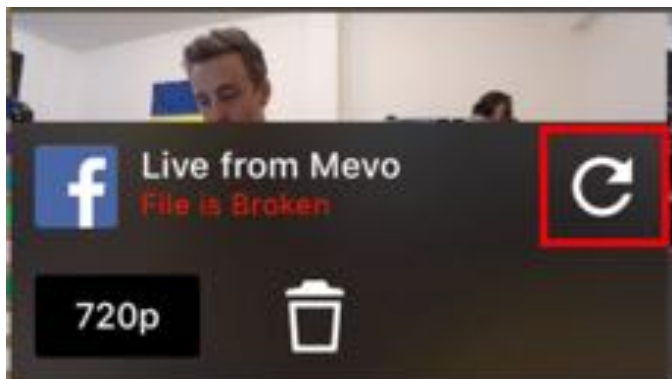
# Recover a Broken Recording

If you go to your Library and notice a File is Broken message on a video, Mevo may be able to recover it, particularly in a situation in which the camera was improperly shut down (e.g. the battery fully drained).

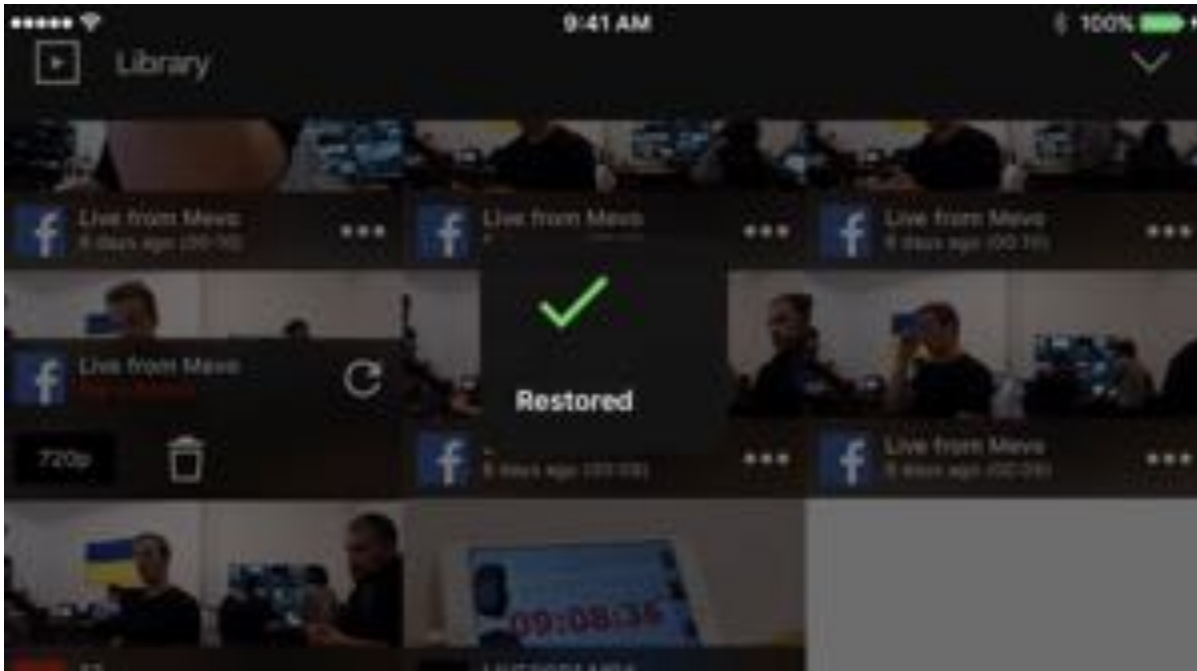
Tap the Options icon the corresponds to your broken file.



Tap the Retry icon to start the recovery process.




The length of time it takes for Mevo to recover your recording depends on the length of your video. The app will indicate whether the file was recoverable.



# Firmware Backup and Recovery

We have built a tool to recover your camera's firmware via the included microSD card.

 This tool should only be used as a last resort troubleshooting step if you observe that your camera is not powering on properly or the hotspot mode is not turning on properly (i.e. you see a blinking yellow light over the Wi-Fi icon when in hotspot mode).

Download and install the Mevo Firmware Recovery tool for [Mac](#) or [Windows](#). These contain firmware version 1.7.20.

When you finish installing the tool, launch it and connect any compatible microSD card to your computer. You can use the included microSD card and adapter. When you're ready to proceed, click Next.



Select your SD card from the drop-down menu, then click Start.



It will take a few seconds to load the firmware onto the microSD card. When the process completes, safely eject the SD card from your computer and adapter.

Make sure the Mevo camera is off, then insert the microSD into the camera and power it on.

When the LED ring stops spinning, it will turn a solid green. When this happens, press and hold the reset button on the bottom of the camera until the LED ring starts spinning, then release the button.

Your camera will be ready to use once the camera reboots.

# Regulatory Information

# Declaration of Conformity - Mevo Plus

The below PDF declares that Mevo Plus is in accordance with the procedures and conforms to the Radio Equipment Directive (2014/53/EU).

**DECLARATION OF CONFORMITY**

Livestream, Inc.  
195 Morgan Ave  
Brooklyn, NY 11237  
USA

Declares, in sole responsibility, that the following product:

Product Type: **Camera**  
Marketing Name: **Mevo Plus**  
Model Number: **A20201A**

Conforms to the following standards and/or other normative documents:

Health & Safety	EN 62311-2008 EN 60950-1-2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013	AS/NZS 2772.2:2011
EMC	EN 301 489-1 V2.1.1 (2017-02), Class B EN 301 489-17 V3.2.0 (2017-03) EN 55032:2012/AC:2013 Class B EN 55024:2010/ A1:2015 EN 61000-3-2:2014 EN 61000-3-3:2013 IEC 61000-4-2 Edition 2.0 2008-12 IEC 61000-4-3 Edition 3.2 2010-04 IEC 61000-4-4 Edition 3.0 2012-04	IEC 61000-4-5 Edition 3.0 2014-05 IEC 61000-4-6 Edition 4.0 2013-10 IEC 61000-4-8 Edition 2.0 2009-09 IEC 61000-4-11 Edition 2.0 2004-03 FCC Part 15 Subpart B IC ES-003 Issue 5 AS/NZS CISPR 32:2015 Class B CISPR PUB.22
Spectrum	EN 300 328 V2.1.1 (2016-11) EN 301 890 V2.1.1 (2017-05) FCC 47 CFR Part 2.1091 FCC 47 CFR Part 15.247	FCC 47 CFR Part 15.407 IC R35-102 Issue 5, 2015-03 IC R35-247 Issue 2, 2017-02 AS/NZS 4288:2017

The equipment is in accordance with the procedures and conforms to the **Radio Equipment Directive (2014/53/EU)**. The product carries the CE mark accordingly.

Note: This declaration becomes invalid if technical or operational modifications are introduced without the manufacturer's consent.

\_\_\_\_\_  
Jimmy An  
VP Hardware Engineering

October 18, 2017



MevoPlusDeclarationofConformity.pdf

# Declaration of Conformity - Mevo Camera

The below PDF declares that Mevo Camera is in accordance with the procedures and conforms to the R&TTE Equipment Directive (1999/5/EC).

**DECLARATION OF CONFORMITY**

Livestream, Inc.  
195 Morgan Ave  
Brooklyn, NY 11237  
USA

Declares, in sole responsibility, that the following product:

Product Type: **Camera**  
Marketing Name: **Mevo**  
Model Number: **A10101A**

Conforms to the following standards and/or other normative documents:

Health & Safety	EN 62111-2:2008 EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013 ANSI IEEE C95.1	AS/NZS 2772.2:2011 ARPANSA RPS No.3
EMC	EN 301 489-1 V1.9.2 (2011-09) EN 301 489-17 V2.2.1 (2012-09) EN 55022:2010/AC:2011 Class B EN 55024:2010 EN 61000-3-2:2014 EN 61000-3-3:2013 IEC 61000-4-2 Edition 2.0:2008-12 IEC 61000-4-3 Edition 3.2:2010-04 IEC 61000-4-4 Edition 3.0:2012-04	IEC 61000-4-5 Edition 3.0:2014-05 IEC 61000-4-6 Edition 4.0:2013-10 IEC 61000-4-8 Edition 2.0:2009-09 IEC 61000-4-11 Edition 2.0:2004-03 FCC 47 CFR Part 15 Subpart B IC ES-003 Issue 6 AS/NZS CISPR 22:2009/Amtd 1:2010 Class B CISPR PUB 22
Spectrum	EN 300 328 V1.9.1 (2015-02) EN 301 893 V1.8.1 (2015-03) FCC 47 CFR Part 15.407 FCC 47 CFR Part 15.247	IC RSS-102 Issue 5 IC RSS-247 Issue 1 IC RSS-Gen Issue 4 AS/NZS 4268:2012/Amtd 1:2013

The equipment is in accordance with the procedures given in **European Council Directive 2014/30/EU** and conforms to **R&TTE Directive 1999/5/EC**. The product carries the CE mark accordingly.

Note: This declaration becomes invalid if technical or operational modifications are introduced without the manufacturer's consent.

Jimmy An  
VP Hardware Engineering

May 6, 2016



MevoDeclarationofConformity\_-\_signed-0425.pdf

# Declaration of Conformity - Mevo Boost

The below PDF declares that Mevo Boost is in accordance with the procedures and conforms to the R&TTE Directive 1999/5/EC.

**DECLARATION OF CONFORMITY**

Livestream, Inc.  
195 Morgan Ave  
Brooklyn, NY 11237  
USA

Declares, in sole responsibility, that the following product:

Product Type: **Battery**  
Marketing Name: **Mevo Boost**  
Model Number: **A10301A**

Conforms to the following standards and/or other normative documents:

Health & Safety	EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013	
EMC	EN 301 489-1 V1.9.2 (2011-09)	IEC 61000-5 Edition 2.0 2005-11
	EN 301 489-17 V2.2.1 (2012-09)	IEC 61000-4-8 Edition 3.0 2009-10
	EN 60322-2010/AC:2011 Class B	IEC 61000-4-8 Edition 2.0 2009-09
	EN 61000-3-2:2014	IEC 61000-4-11 Edition 2.0 2004-03
	EN 61000-3-3:2013	FCC 47 CFR Part 15 Subpart B
	EN 55024:2010	IC ES-003 Issue 6
	IEC 61000-4-2 Edition 2.0 2008-12	AS/NZS CISPR 22:2009/A1:2010 Class B
IEC 61000-4-3 Edition 3.2 2010-04	CISPR PUB.22	
IEC 61000-4-4 Edition 3.0 2012-04		

The equipment is in accordance with the procedures given in **European Council Directive 2014/30/EU** and conforms to **R&TTE Directive 1999/5/EC**. The product carries the CE mark accordingly.

Note: This declaration becomes invalid if technical or operational modifications are introduced without the manufacturer's consent.

Jimmy An  
VP Hardware Engineering

August 10, 2016



BoostDeclarationofConformity\_-\_signed-0425.pdf

# MEVO APP



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# Requirements

# Which Mobile Devices are Compatible with Mevo?

Before [downloading the Mevo app](#), you should check to make sure that your mobile device is on [this list](#) and is running the minimum required OS software version.

## iOS Requirements

Software: Requires iOS 10 and later.

Hardware:

### iPhones

- iPhone 5s
- iPhone 6
- iPhone 6 Plus
- iPhone 6s
- iPhone 6s Plus
- iPhone SE
- iPhone 7
- iPhone 7 Plus
- iPhone 8
- iPhone 8 Plus
- iPhone X

Unsure which model phone you have? Check your model number and compare to [Apple's model list](#).

### iPads

- iPad Air
- iPad Air Wi-Fi + Cellular
- iPad mini 2
- iPad mini 2 Wi-Fi + Cellular
- iPad Air 2
- iPad Air 2 Wi-Fi + Cellular
- iPad mini 3
- iPad mini 3 Wi-Fi + Cellular
- iPad mini 4
- iPad mini 4 Wi-Fi + Cellular

- 12.9-inch iPad Pro
- 12.9-inch iPad Pro Wi-Fi + Cellular
- 9.7-inch iPad Pro
- 9.7-inch iPad Pro Wi-Fi + Cellular
- iPad (2017 model)
- iPad (2017 model) Wi-Fi + Cellular
- 10.5-inch iPad Pro (2017 model)
- 10.5-inch iPad Pro (2017 model) Wi-Fi + Cellular

Unsure what iPad model you have? Check Apple's list [here](#).

### iPod touch

- iPod touch (6th generation).
- iPod model numbers are listed [here](#).

## Android Requirements

Software: Android 6.0 and later

Graphics: OpenGL ES 3.0 and above

Hardware: Our team has tested the following devices successfully:

- Google Pixel
- Google Pixel XL
- Google Pixel C
- Google Pixel 2
- Google Pixel 2 XL
- HTC 10
- LG G5
- LG G6
- Motorola Z
- Motorola Moto X Pure Edition
- Nexus 9
- Nexus 5x
- Nexus 6p
- OnePlus 5
- OnePlus 5T
- OnePlus 6
- Samsung Galaxy S6
- Samsung Galaxy S7
- Samsung Galaxy S7 Edge
- Samsung Galaxy S8
- Samsung Galaxy S8+



- Samsung Galaxy S9
- Samsung Galaxy S9+
- Samsung Galaxy Note 5



# Does the Mevo App Work on iPads?

Yes, the Mevo iOS app can work on iPads running iOS 10 and later. See [our full list](#) of compatible devices.

If you are unsure which iPad you have, check the back of the device for a model number and reference [Apple's model list](#).



# Is Mevo Compatible With an iPod Touch?

The only iPod Touch compatible with a Mevo is an iPod Touch 6th generation, running iOS 10 and later.

Previous generations of iPod Touch devices will not work on any iOS version.

# Can I Control Mevo From a Computer?


The Mevo app is only available on iOS and Android [mobile devices](#). There is currently no desktop application or software for controlling Mevo.

# Can I Use the App While on a Call?

## iOS

If your device is running iOS version 10.3.2 or later, you can accept a call while streaming. However, if you are connected via [Mevo's Hotspot](#) and your 4G / LTE connection, you cannot navigate away from the call, or else your stream will disconnect. When you end the call, the device will direct you back to the app automatically and your stream will continue.

If you are streaming via [Wi-Fi](#) or [Ethernet](#), your stream will remain active if you take a call or navigate away from a call, but you cannot open the Mevo app until you end the call.

 Please be advised that if you are using an audio source that is connected to your iOS device via the [headphone jack or lightning port](#), the audio on your stream will be muted until the call ends. Your audio will not be affected by calls if you are using the Mevo's internal microphones or connected [audio via USB](#).

## Android

Android devices are able to continue using Mevo if a call comes in, provided you do not hit the Back button on your phone. Mevo will continue to stream if you navigate away by tapping the Home button.

# Can I Use the App While on Low Power Mode?

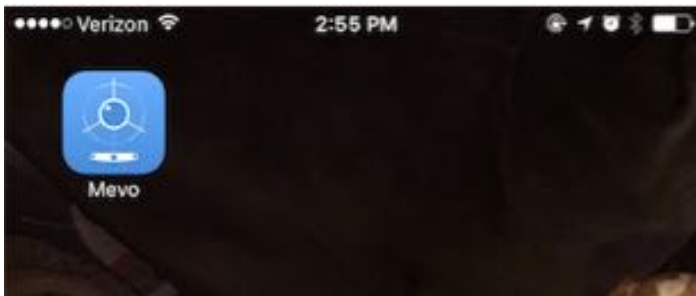
We do not recommend switching your mobile device to low power or battery saving mode, as it decreases some capabilities of your device.

As a best practice, we recommend fully charging your mobile device before your event. If you have a lengthy event, you may want to have a charger or external battery handy.

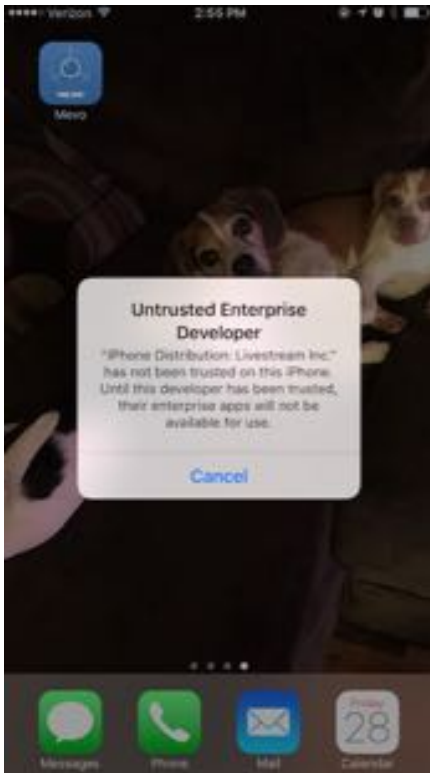
# Installing the Beta Version of Mevo App on iOS

We occasionally release beta versions of future releases of the Mevo iOS app for customers to test. Please keep in mind that beta versions are not recommended for use in production environments.

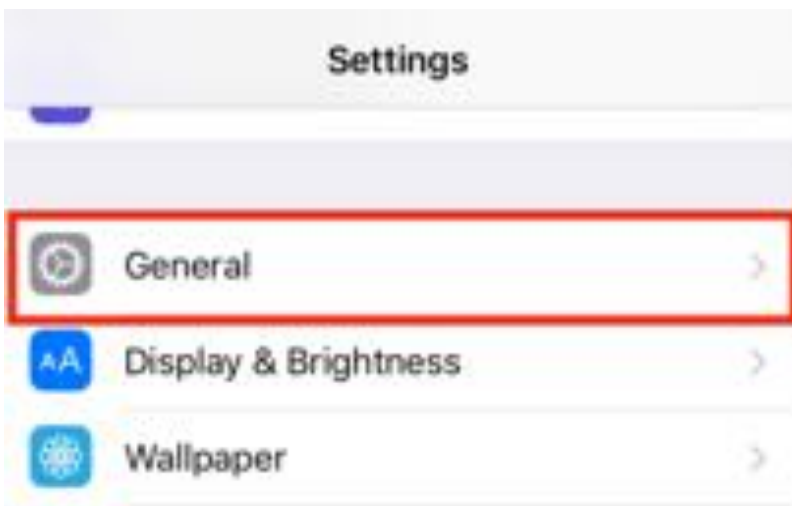
We currently do not have a beta app available for testing. When we do, we will post the URL here. When it's available, a new app will begin downloading that is separate from the version you would have downloaded from the App Store. When you navigate away from the browser, you will see a new app, shown below.



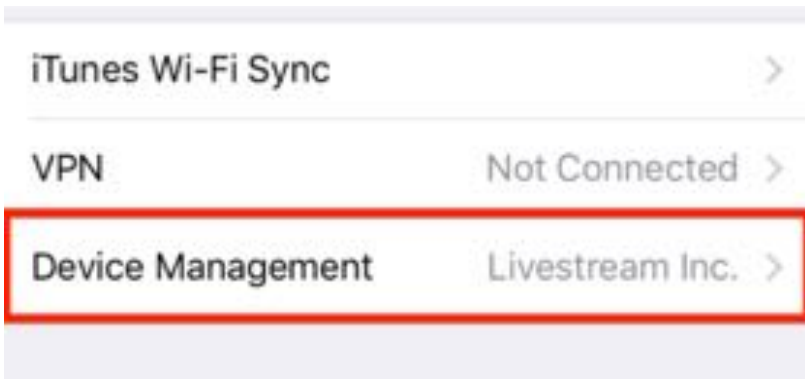
You may receive the warning message shown below.



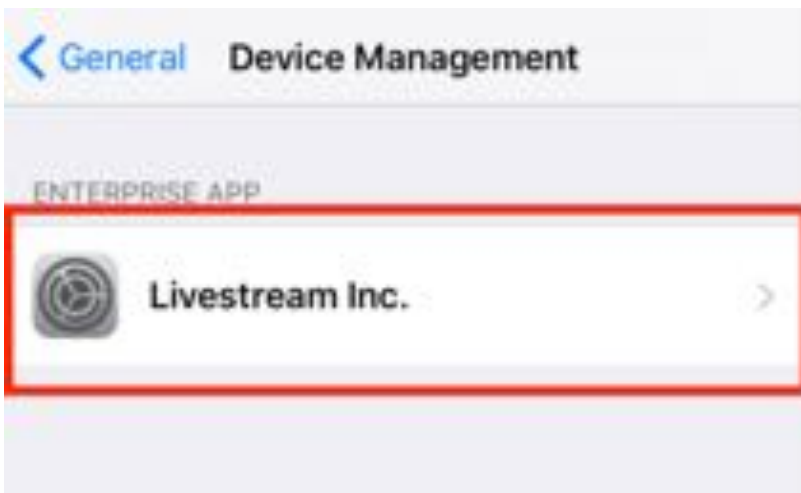
Because the beta is not downloaded from the App Store, you will need to authorize it to run on your iOS device before using it. To do this, go to your device Settings, then select General.



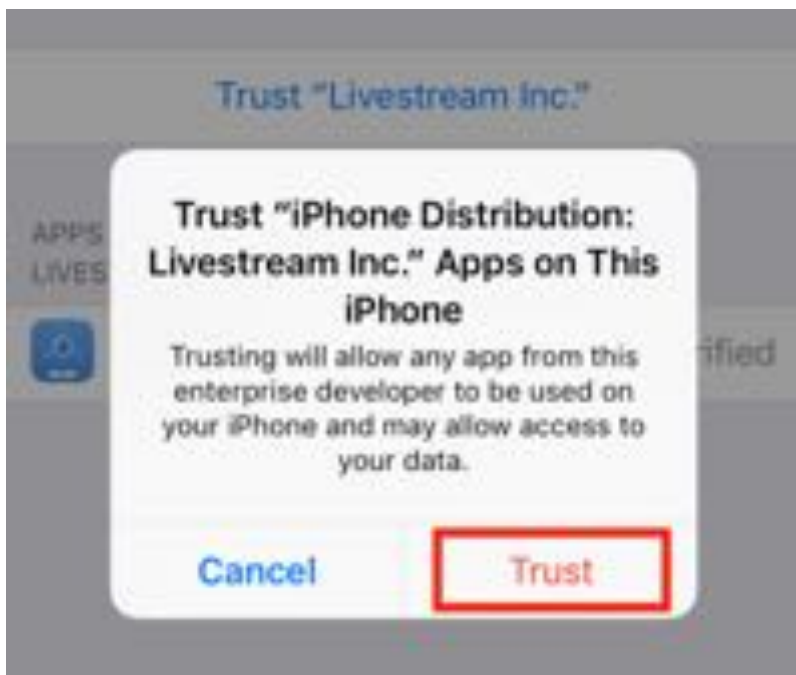
Then scroll down to select Device Management.



Select Livestream, Inc.



Tap Trust Livestream Inc., then Trust.

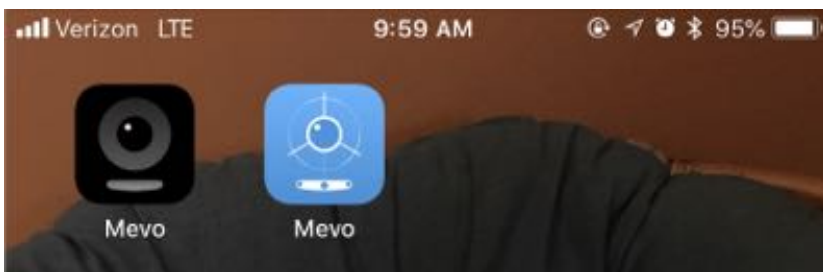


Once you have done this, you can launch the beta version of the Mevo app.

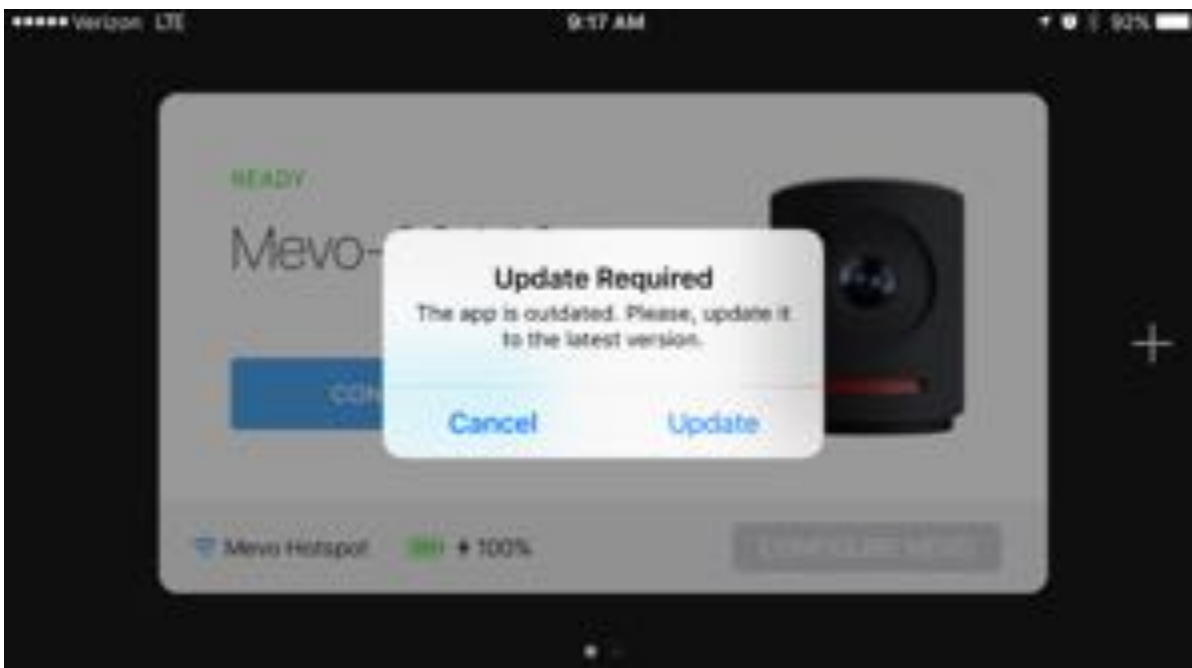
# Use Production App Version While Beta is Installed

We occasionally give customers the opportunity to test out new features by giving public access to a separate beta version of the Mevo app on [iOS](#) and [Android](#). This is a separate installation of the app that can coexist on your device with the production version of the app.

In the below image, the production version of the Mevo app is the version you downloaded from the App Store or Google Play (left), whereas the beta version is given directly from Livestream (right). Note the differences in the icons on the home screen.




Depending on the version, the beta version may also require installing a beta firmware onto the camera, which can prevent you from using your camera with the production version of the app. When you attempt to connect your camera to the **production** app, you may see a message like the one shown below, but you will not be able to update the app.



To resolve this, perform a [factory reset](#) on your camera. This will set your camera back to the factory version of the firmware.

After the reset is finished, launch the **production** version of the Mevo app; if you deleted it, you can redownload it from the App Store or Google Play. You will be prompted to update your firmware, but this time you will be able to proceed with the update.

When the firmware update is complete, you will have the latest **production** version of the firmware installed on your camera.

 Please note that if you launch the beta version of the app, you will be prompted to update to the beta firmware again. Doing so will again prevent you from using the production version of the app until you reset your camera.

## Does This Impact Mevo Boost?

The beta app may include a beta firmware update for the Mevo Boost. After installing the beta firmware onto the Mevo Boost, the Boost can operate regardless of which app version (beta or production) you are using.

# Live Editing

# Walkthrough of Live Editing View

Once you have connected your Mevo camera to your app, you will see your main Live Editing view. In this view, you will see your Mevo camera's live shot.



In the full, wide view of your live shot, you can use the Mevo app gestures to live edit your event. These gestures include tap to cut, pinch to zoom, and drag to pan.

*Tap to cut:*



*Pinch to zoom:*



*Drag to pan:*

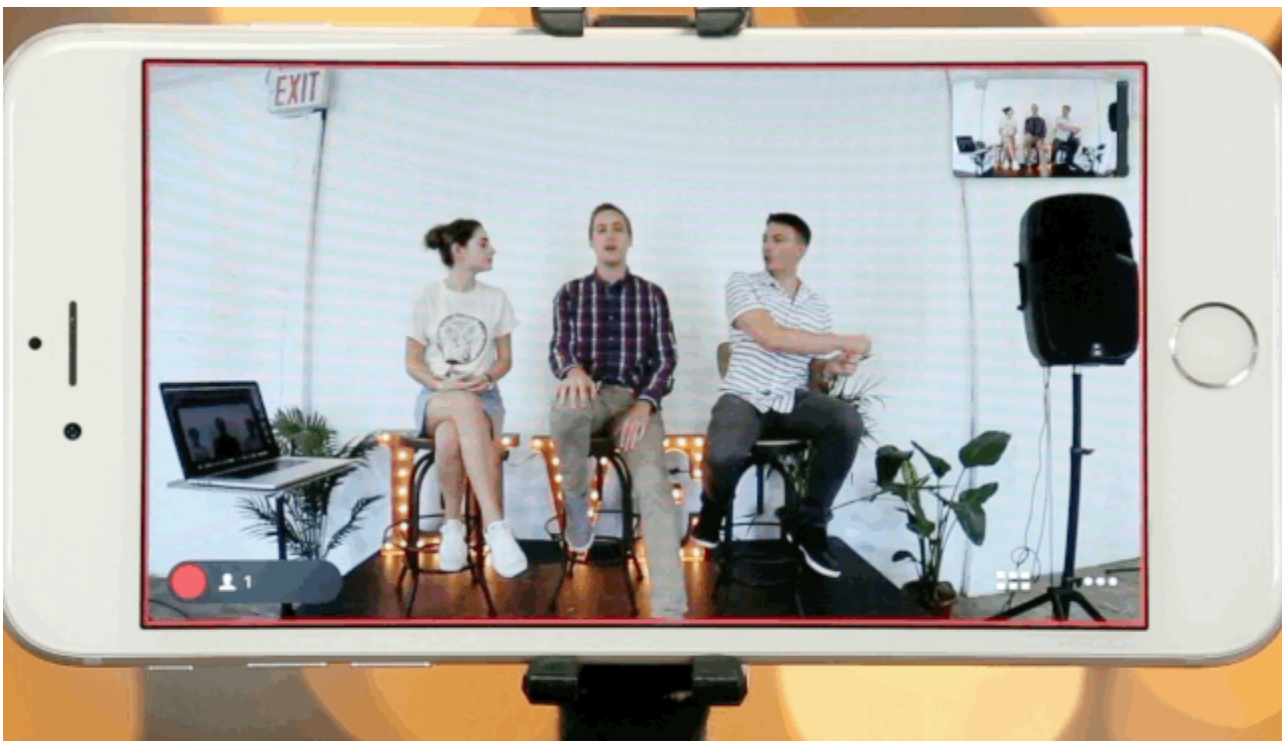


In the top-right corner, you will see your live editing program output. This is what your viewers will see when watching the recording or live stream.

 You can use your finger to drag the output monitor to another part of the screen.



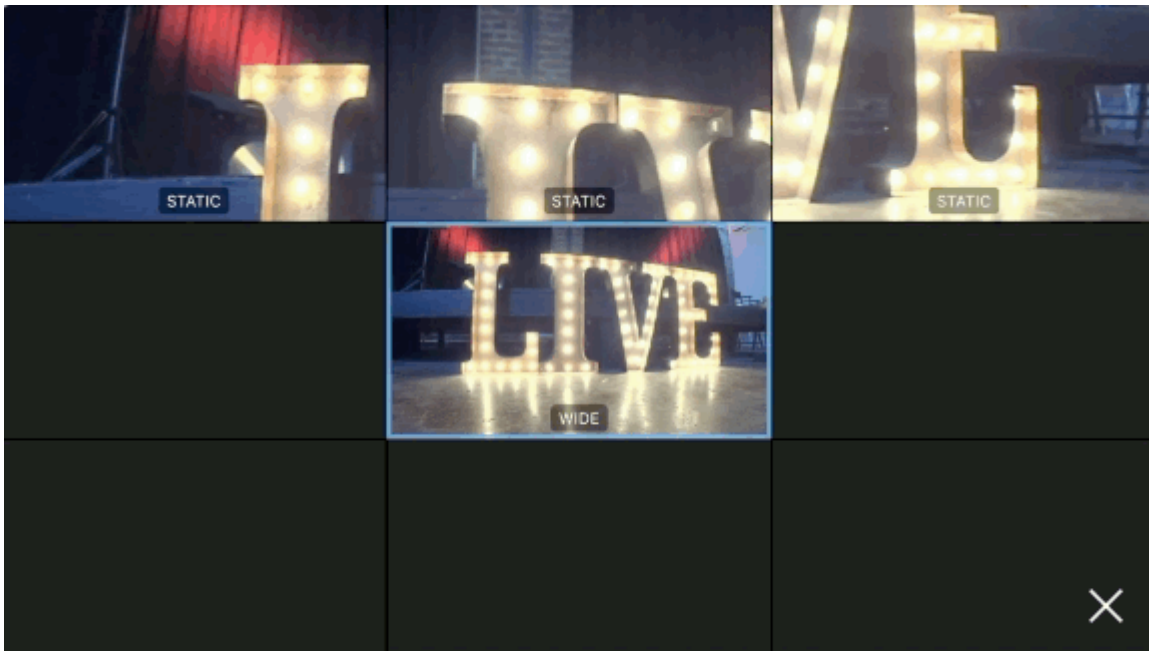
The icon with three dots (•••) at the bottom-right corner of the app opens up your options menu. This is where you will find options for Camera Assistant, Audio Mixer, and General Settings.



The icon with six squares, to the left of the options menu icon, is to bring up your Grid View. If you have several trackers set to follow faces or other action points, you can see each shot in this view. You can live edit your event in this view by tapping each shot.



To return to the live edit view, either tap the X in the lower right corner or double tap one of the shots. Mevo will take that shot and resume the original view.



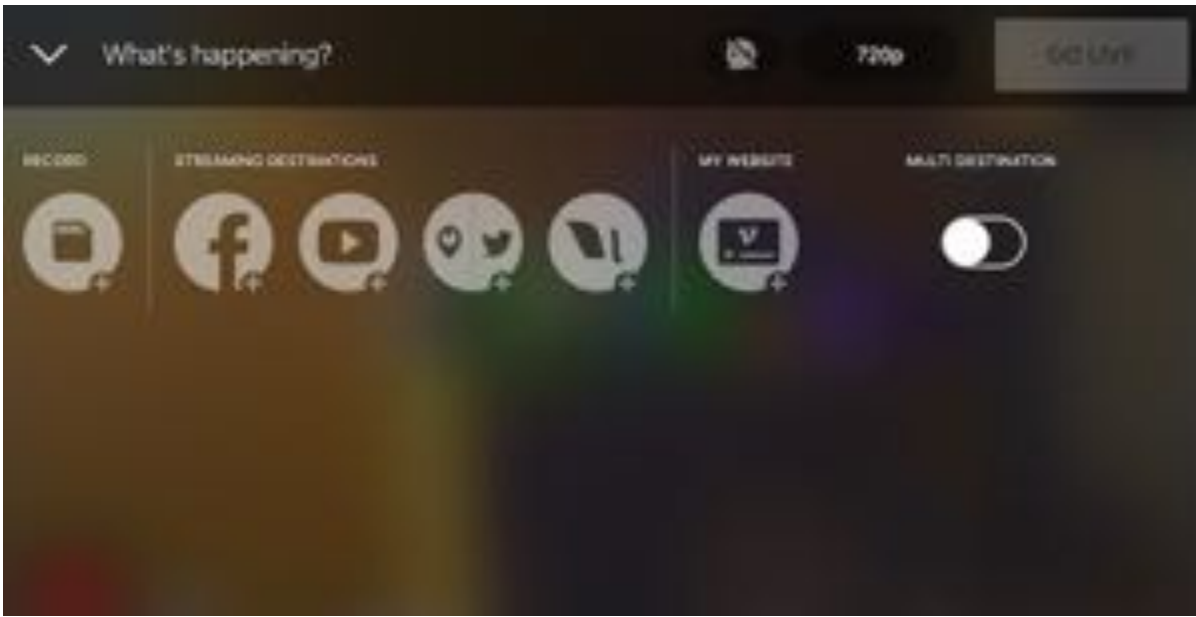
When you have taken a close-up shot (i.e. not in the full wide shot) a cut-to-wide icon will appear to the left of the grid icon. Tap this to cut back to your wide shot.



At the bottom-left is your red Record / Stream button.




Tap this to choose to Record to your camera's [microSD card](#), or stream to either [Vimeo](#), [Livestream](#), [Facebook Live](#), [Periscope](#), or [YouTube Live](#). You may choose one of these destinations or, with the [Vimeo Producer plan](#) or higher, stream to [multiple simultaneously](#).



# Cut to Different Shots

While in Live Editing View, you can cut between multiple shots, such as close-ups of different people's faces.

To cut to a close-up of a subject in your shot, tap on your subject. You can see what is live in the Program Output view at the top-right of the app. You will also see a wide, blue box over the area that is being shown to your viewers.

 "Cut" is a video/film production term for an edit where the view changes in a single frame. An example of this is when you are viewing a wide shot of several people, and then cut directly to a closer shot of a person who is speaking.

For instance, if you have a specific speaker on a panel and want to cut only to that specific person, tap on their face, and the Live Editor will cut to a close up of their face.

# Zoom In and Zoom Out

Zooming in and out is a great way to bring movement to your events.

You will need to be in the Mevo app's live edit view in order to zoom.

To zoom in your shot, place your thumb in a lower corner and your index finger in the corner opposite of it. Drag your thumb and index finger closer together simultaneously in a pinching motion; they should meet over the subject to which you want to zoom into.

When you remove your fingers from your mobile device's screen, the camera will zoom into the specified shot, as seen in the live output preview.



To zoom out, place your thumb and index finger into the opposite corners of your shot and drag them apart.

Removing your fingers from the screen will prompt the camera to zoom out.



💡 The longer you hold your fingers in the ending shot, the slower the zooming motion will be.

## Pan and Tilt Your Shot

To pan a shot means to move your camera's view from side-to-side. Tilt is to move the shot top to bottom or bottom to top.

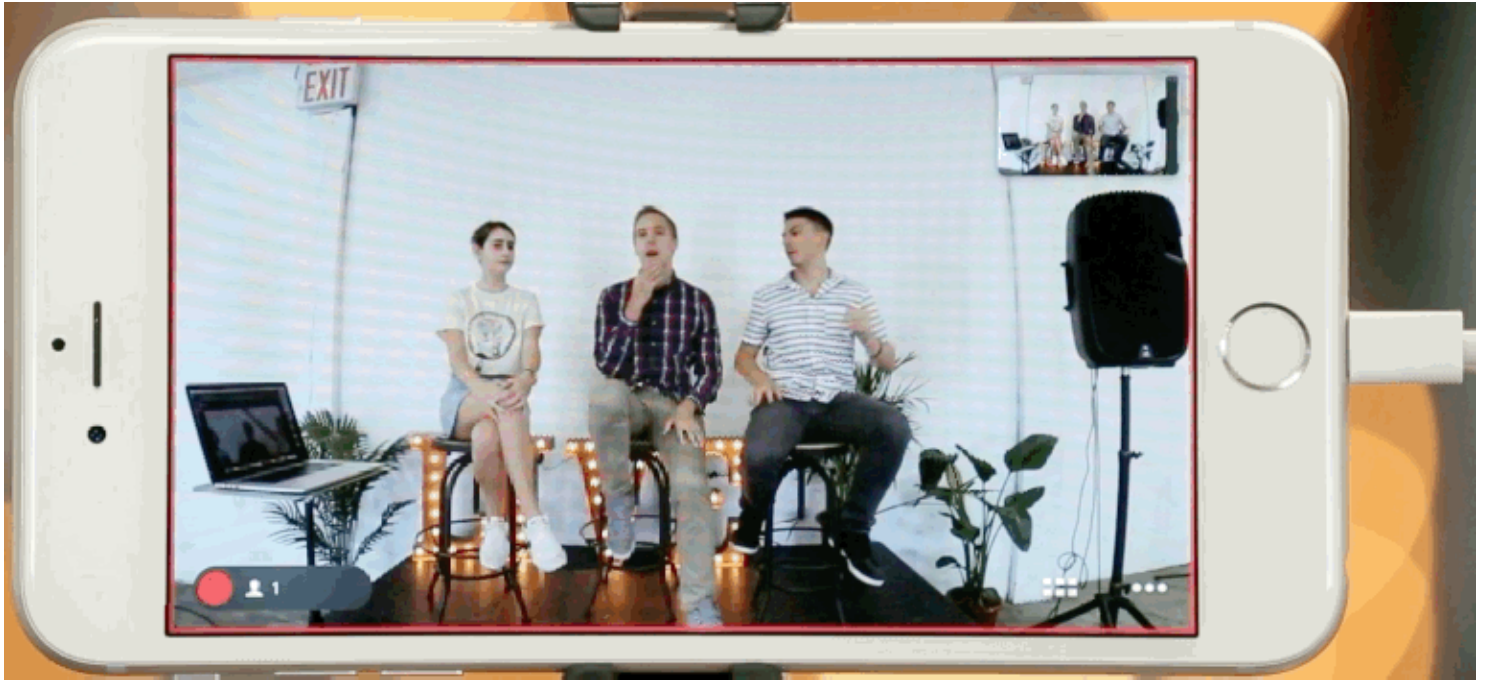
To pan or tilt your shot using Mevo, simply place **two fingers** over your active shot and drag it to the desired location. You will notice the shot move in real-time with your gesture in the output preview (upper right corner).



## Set a Static Shot

Mevo can focus in on certain faces and objects when you set a static shot in the app.

In the live editing view, simply hold your finger onto a subject in your view for a brief moment. A yellow box will appear where your finger is touching the screen and Mevo will cut to that shot.



This will create a static shot. You can create up to eight of these.

In addition to these static shots, Mevo can also [automatically detect faces](#).

# Enable Face Detection

Mevo has the ability to detect up to four faces, making it easy for you to switch between subjects to focus on.

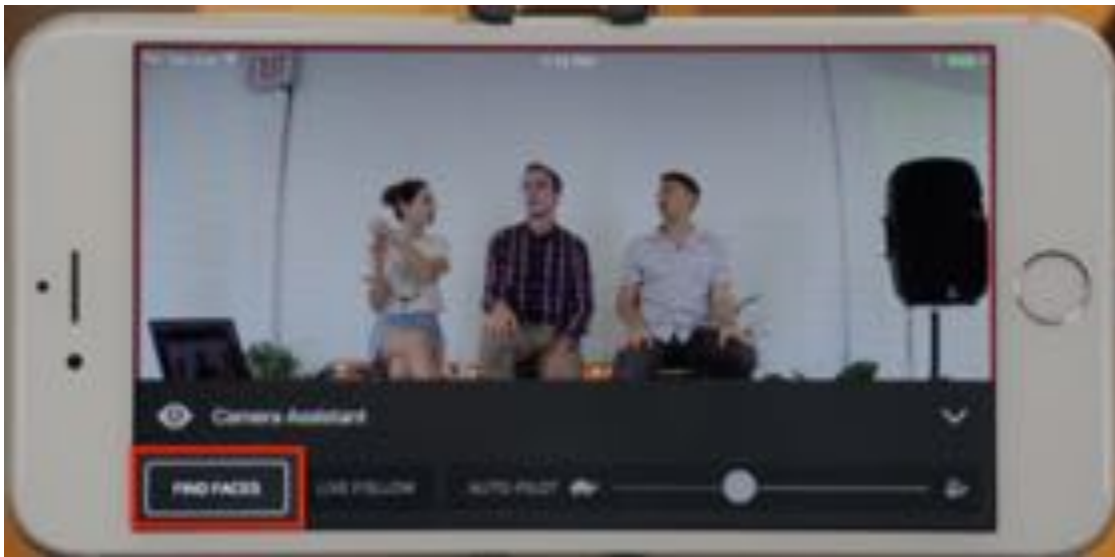
To turn on face detections, tap the *More Options* menu icon.



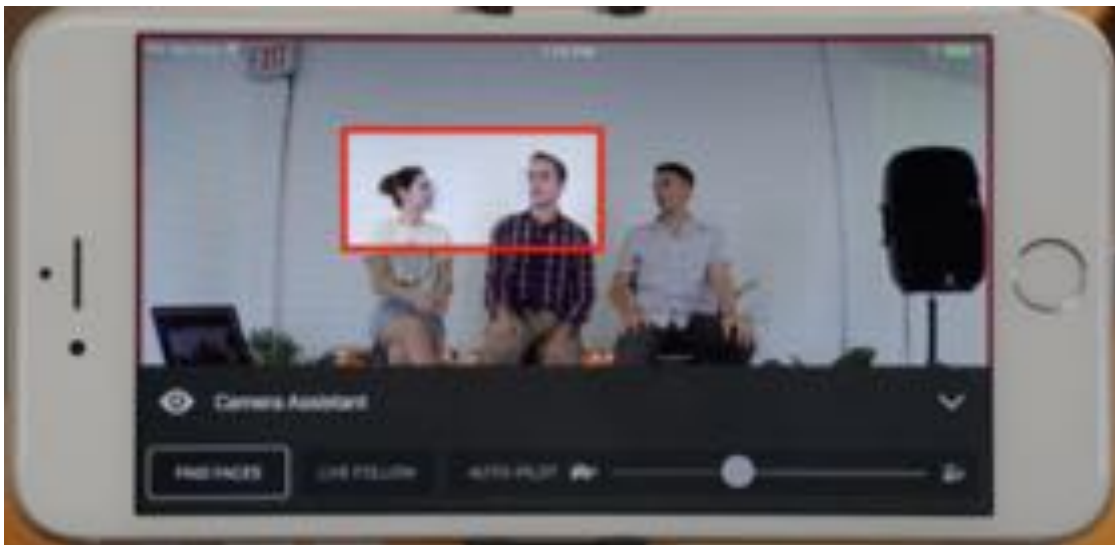
Tap the Camera Assistant icon to the far left.



Turn on Find Faces by tapping it. It will go from gray to white.



Now a blue box should appear around any human faces that appear in your Mevo's field of view. These trackers will follow the face's motions as long as they stay within view.



You can also set up to eight manual shots if there are more than four people in the view, or to easily cut to non-human objects. See [here](#) for instructions.

# What is Live Follow, and When Should I Use It?

Enabling Live Follow allows for the camera shots to follow the movement of the object they are tracking, such as a person's face. It's ideal for a situations such as a speaker walking around a stage or a chef moving from one side of a kitchen to the other.

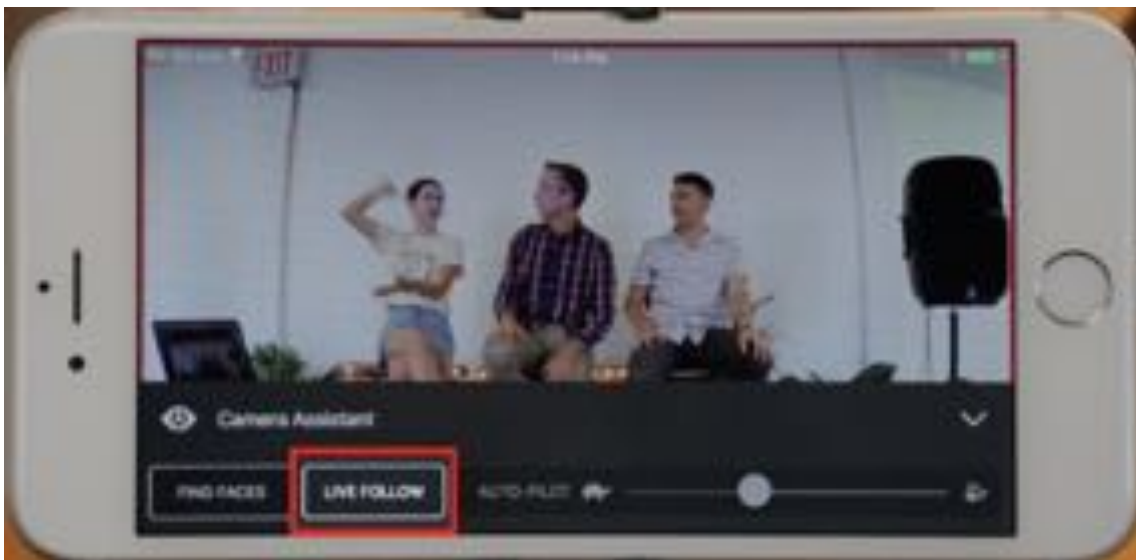
If your subjects are staying fairly static, such as a panel discussion or a meeting, we usually recommend disabling this feature to prevent unnecessary movements of the camera shot.

If you go to the More Options menu and tap the Camera Assistance icon, you will notice three options: Find Faces, Live Follow, and Auto-Pilot.





Tap the button to turn it on; it will change from gray to white.



If you would rather keep your shots static to a specific area, turn Live Follow off.

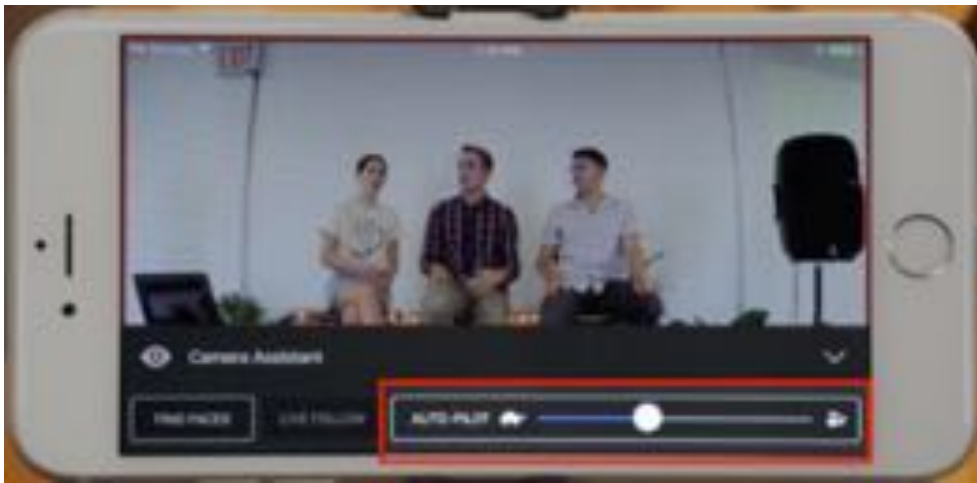
# What is Autopilot?

Autopilot allows the Mevo app to live edit entirely on its own, with no need for you to control the shots

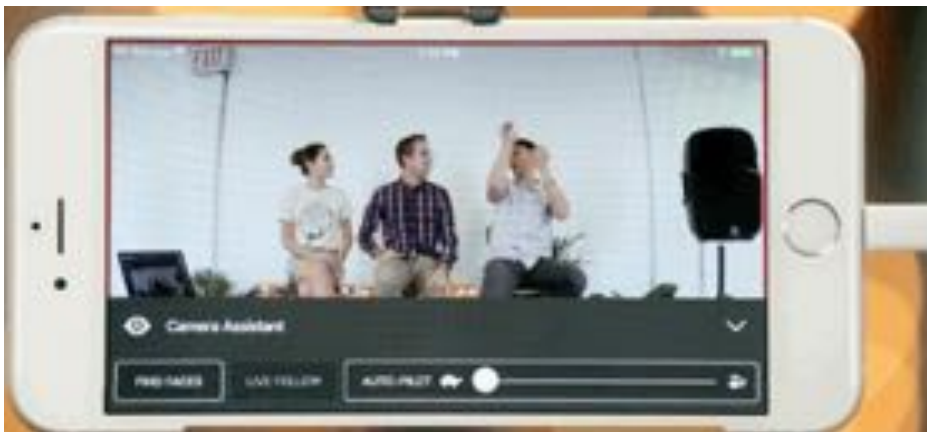
Go to the More Options (•••) menu, then tap the Camera Assistant icon on the far left side.



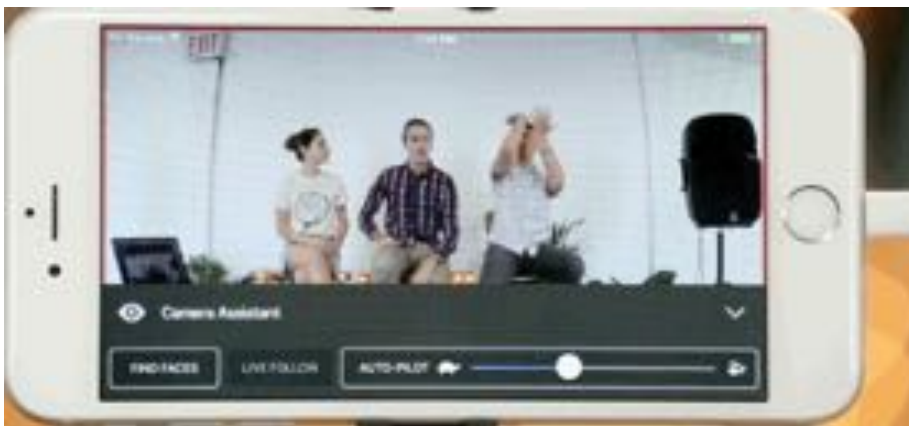
Tap Auto-Pilot to turn it on.



You have the ability to adjust the speed at which you want autopilot to cut between shots using the slider on the right side of the camera assistant menu. Dragging the slider all the way to the left will make the cuts much slower.



Moving the slider towards the right will make the autopilot cuts faster.





Choose your desired speed, exit the menu, and that's it. The Mevo app will automatically cut between any detected faces, manually placed [trackers](#), and a wide shot.

# Turn Off Static Shots and Face Detection

To turn off your static shots (yellow), simply hold your finger over them. The box will expand briefly, then disappear.



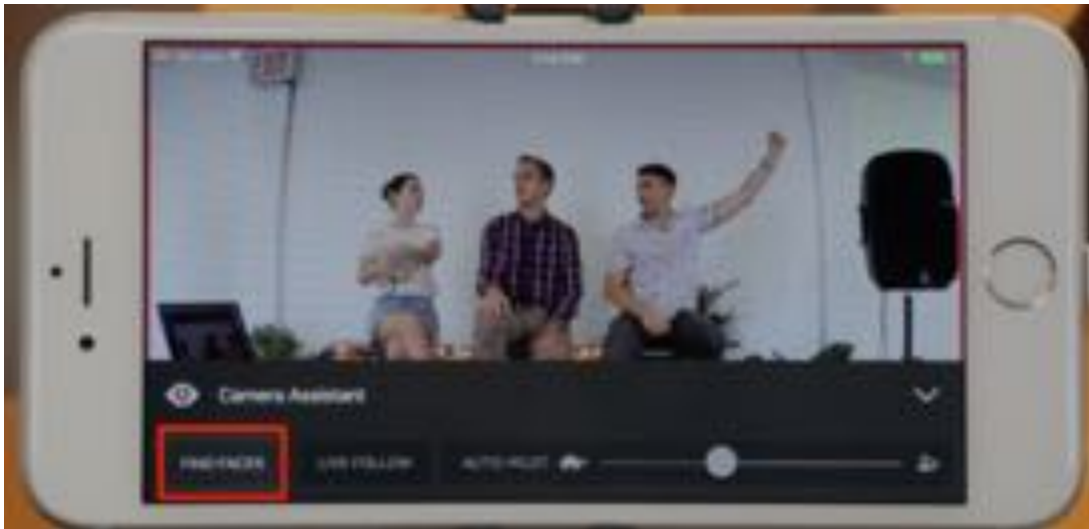
To turn off face detection, go to the More Options menu.



Tap the camera assistant icon to the far left.



Tap Find Faces to turn it off (it should go from white to gray).



You can return to the live edit view by tapping the down arrow to the right, followed by the X icon. Now no faces will be detected automatically.

# Grid View

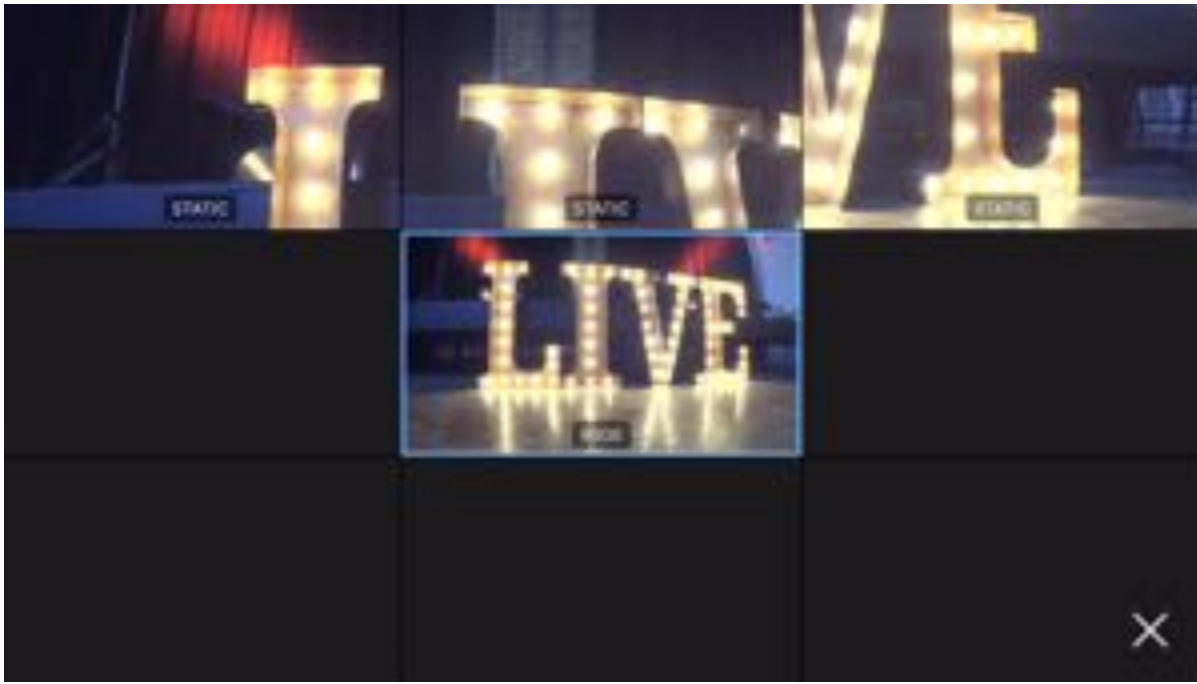
In the Mevo app, you can choose to view and direct your live event through the grid view. The grid view will allow you to see up to nine shots. This includes one wide shot, plus up to four [detected faces](#) and up to eight [static shots](#) that have been set.

To enter the grid view, tap the bottom right grid icon.



You may then tap on each shot in order to cut to that shot.

You will see a box around the shot that is live to your viewers, while in Grid View. It will be blue when you are not live, and red when you are actively recording or broadcasting (in the below example, the wide shot is selected and the camera is not currently recording or streaming).



To exit the grid view and return to the live edit view., tap the X in the lower right corner or double-tap the desired shot.

# Can I Use the App to Edit My Recording After My Event Ends?

The Mevo app can only edit your event as it is happening. The Mevo is only capable of doing a single recording, which will include all live edits (cuts, zooms, pans, etc.)

You can record your event to both your microSD card inside the camera and edit it later with any software you'd like, but the camera and app do not record individual shots for you to record with and edit later.

# Graphics Overlays

# Types of Graphics Overlays with Mevo

Mevo has the ability to add basic graphics overlays such as lower thirds, over-the-shoulder graphics, and corner bugs.

 To access this feature, you must have a Vimeo Producer or Vimeo Premium plan; learn how to [subscribe](#). You will also need a [supported microSD card](#) inserted into your Mevo camera.

These basic graphics overlays allow you to add some information or customization to your stream or recording.

- [Lower Thirds](#): These get their name from their position on the screen, the bottom third. These are ideal for identifying people and places.
- [Over-The-Shoulder \(OTS\)](#): These are commonly used in TV newscasts when an anchor reads a story. These are larger images on either side of the screen meant to be displayed to enhance a presentation, such a graph or illustration pertaining to the content.
- [Corner Bug](#): This is typically meant for displaying a small logo or icon in a corner of the screen.

Graphic overlays are only supported for streams and recordings in qualities up to 1080p. They are not compatible with 4K recordings.

Overlays will be saved to the Mevo microSD card. There is no maximum amount of graphics overlays that can be preloaded, but you will be limited by the available storage on your Mevo microSD card.

# Recommended Specifications for Images in Graphics Overlays

You can add images to lower-third and over-the-shoulder graphics in addition to using a corner bug.

Our developers have recommended the following resolutions:

- Corner Bugs and Lower Thirds: 180x180 pixels
- Over the Shoulder: 624x352 pixels

These image sizes ensure there is no quality loss on 1080p recordings.

Once you design your image, you will need to add it to your mobile device's camera roll in order to add it to your overlay. Please note that if you wish for your image to be transparent, you must design it as such before you upload it to Mevo; you cannot edit an image's opacity within the Mevo app.

# Creating a Lower Third Overlay

You can create simple lower third graphics overlays in the Mevo app to display information such as speakers' names, locations, or tips.

- ! To access this feature, you must have a Vimeo Producer or Vimeo Premium plan; learn how to subscribe [here](#). You will also need a [supported microSD card](#) inserted into your Mevo camera.

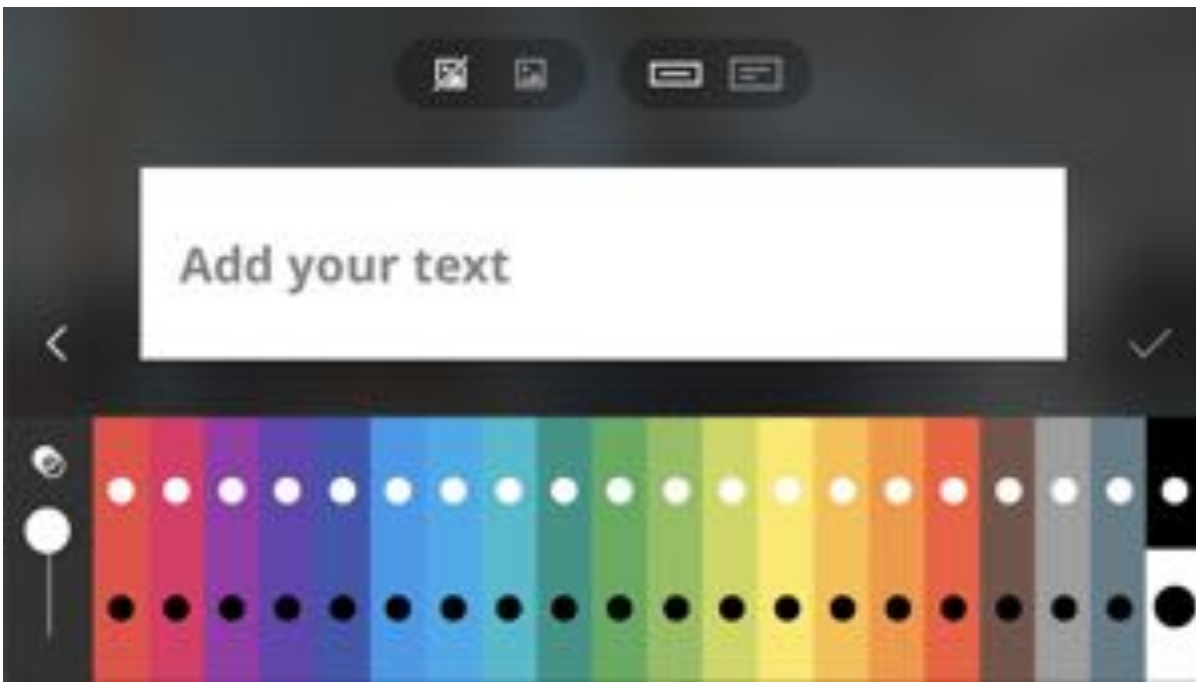
In the live edit view, tap the canvas icon in the lower right corner.



A variety of overlay options will appear. The lower third option can be found in the bottom left side of the screen.

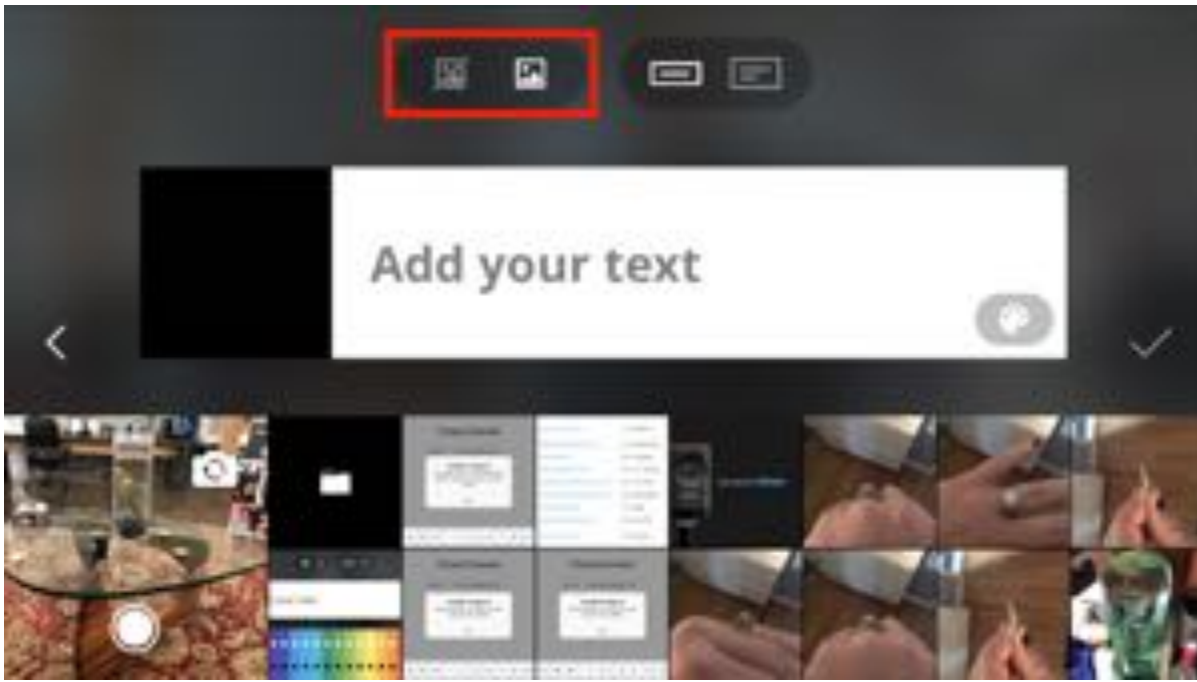


By default, you will see a single-line white lower third.

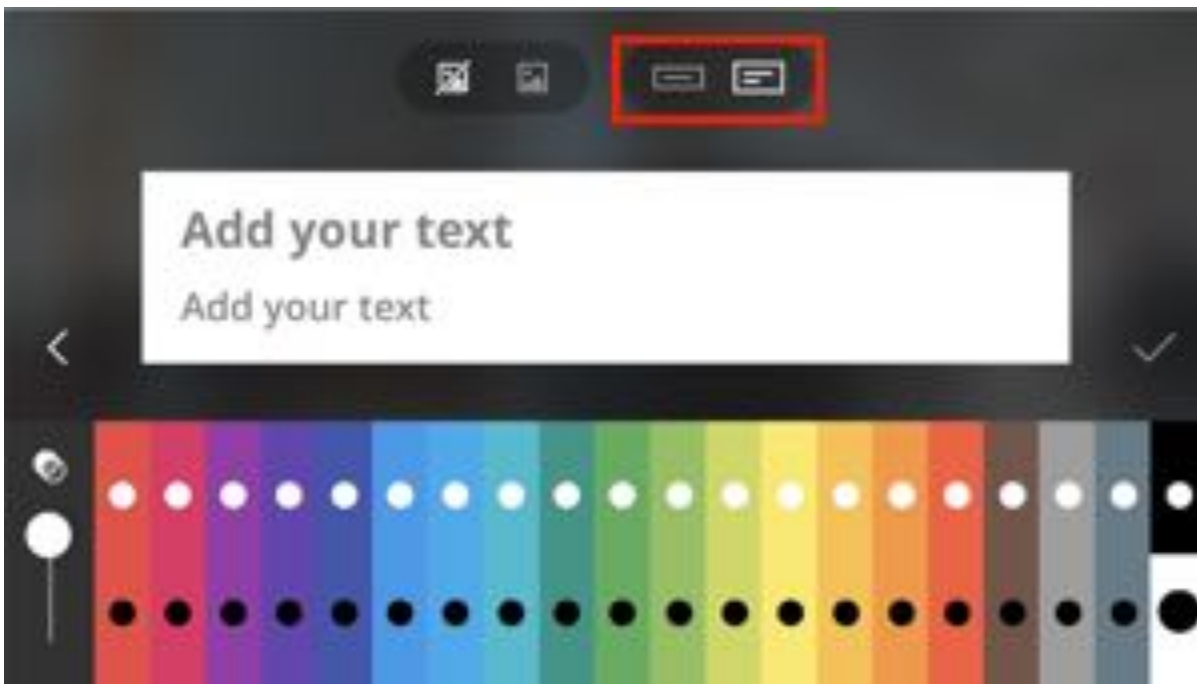


To use an image in the lower third, tap the image icon above the overlay. Allow Mevo to access your phone's camera and photos. You can then take a photo or select an image from your device's library to be in your lower third.

You may tap the painter's palette on the right side to return to the color palette while keeping the



If your graphic requires two lines of text, such as a person's name and job title, tap the two-line icon at the top of the screen.




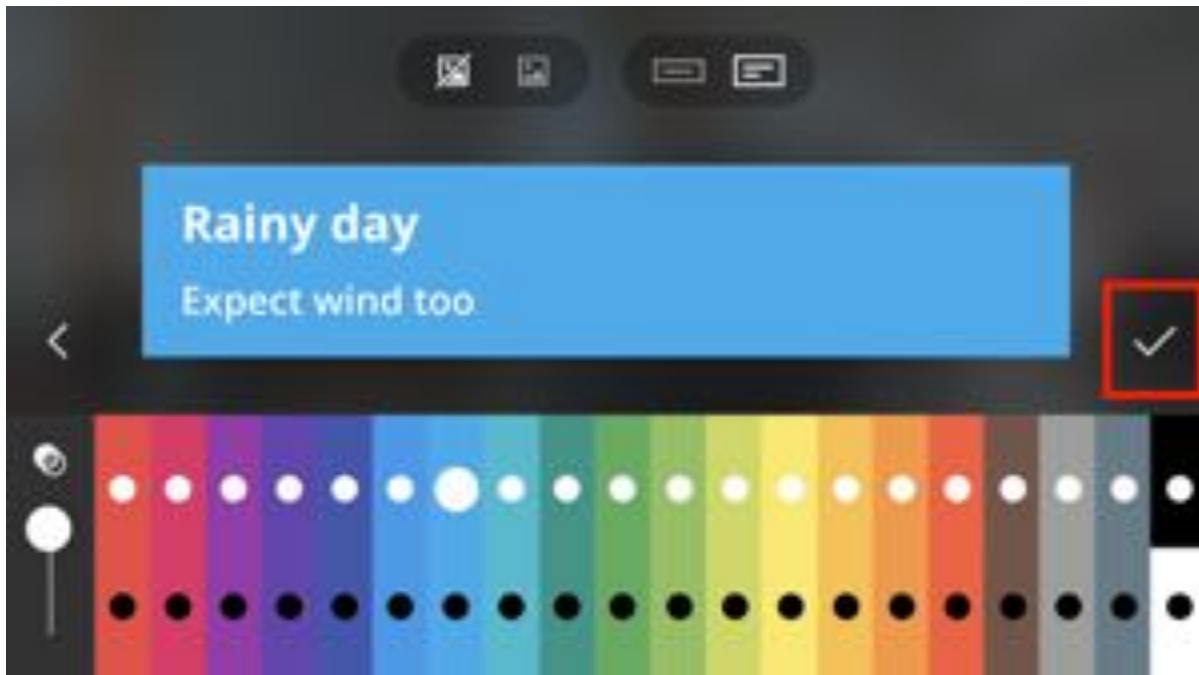
At the bottom of the screen, you can choose between various colors for your background, and choose either black or white text for each background. Tap the dot of the color scheme you want to use (the default setting has black text on a white background selected).

In addition, you can adjust the opacity of your background color by using the slider on the far left side.



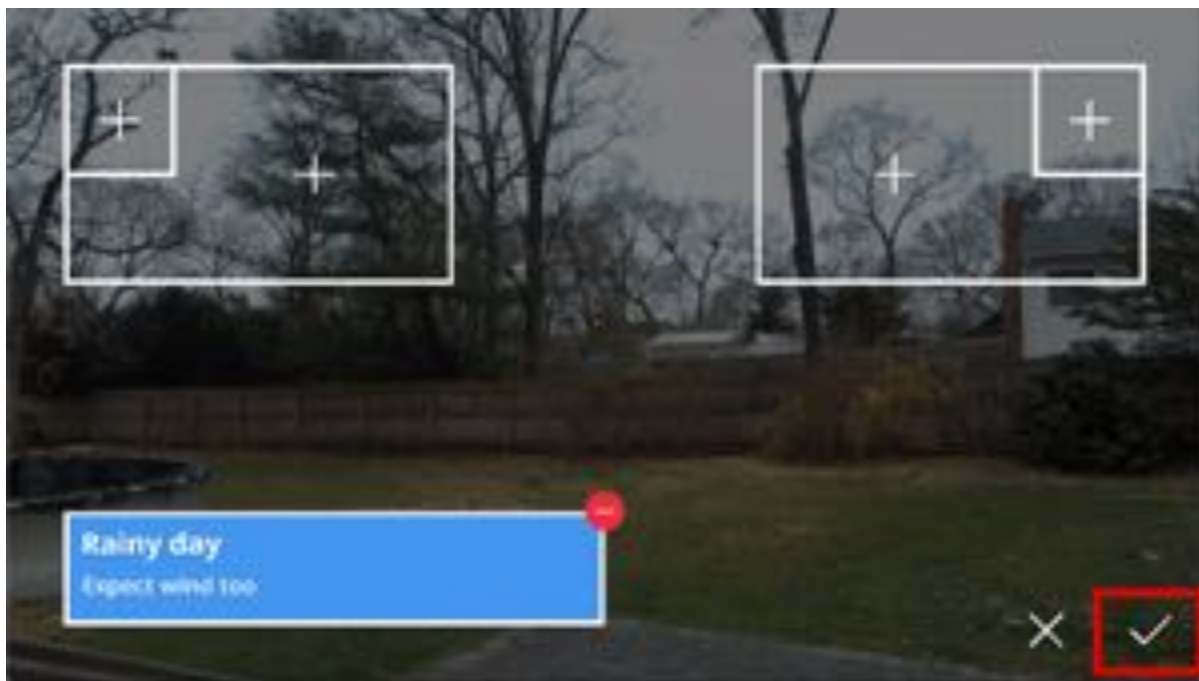
With your desired appearance set, tap the lines and type in your desired text. When you are done, tap the checkmark on the right side.

 You cannot change your overlay once you tap the checkmark. Be sure you are satisfied with your overlay before saving it.



This will upload the overlay to your microSD card for storage. Once it's uploaded, it will be available in the list page; tap the overlay to proceed.

The overlays screen will show your lower third in place. Tap the checkmark in the bottom right corner to confirm you want to push it to your output.



You will notice the lower third does not appear in the live edit view, but you can see it if you check the output display. This confirms that your viewers will see it.



To remove it, tap the canvas icon again, then tap the red delete icon in the lower third. That will remove the overlay from your view.



When the lower third is removed, tap the checkmark in the lower right to confirm removing it from the output and close the overlays screen.

You will no longer see the lower third in your output.

# Creating a Corner Bug Overlay

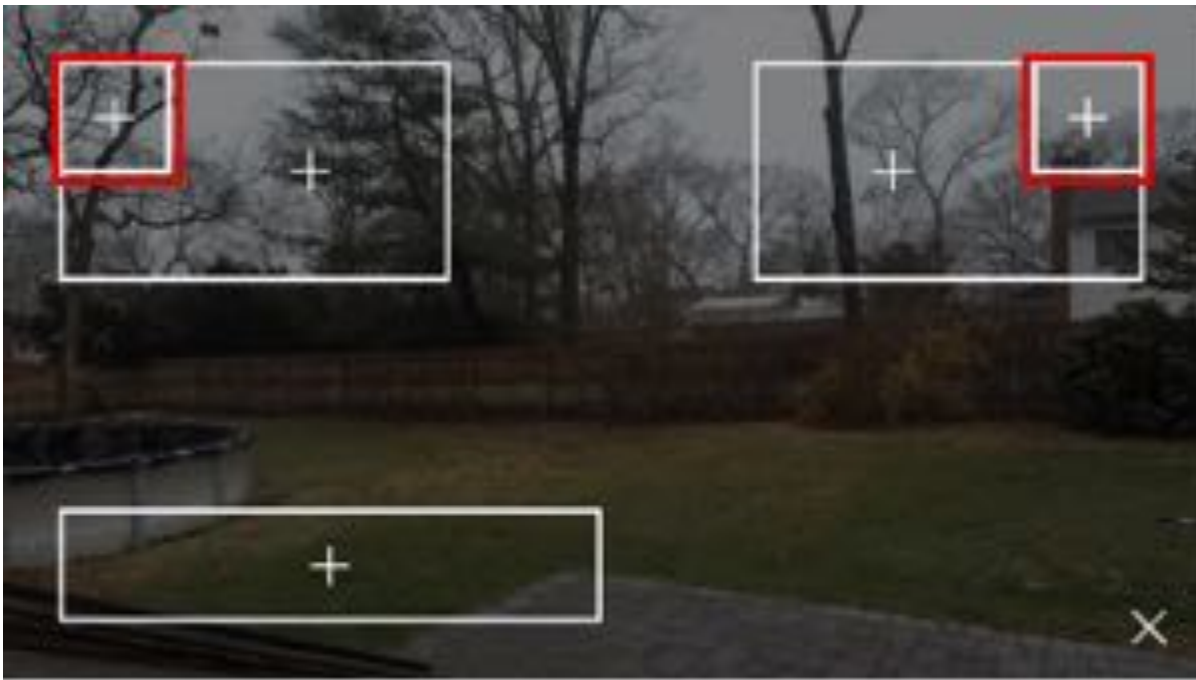
You can add corner bug overlays to your broadcast and recording, such as an icon or logo.

! To access this feature, you must have a Vimeo Producer or Vimeo Premium plan; learn how to subscribe [here](#). You will also need a [supported microSD card](#) inserted into your Mevo camera.

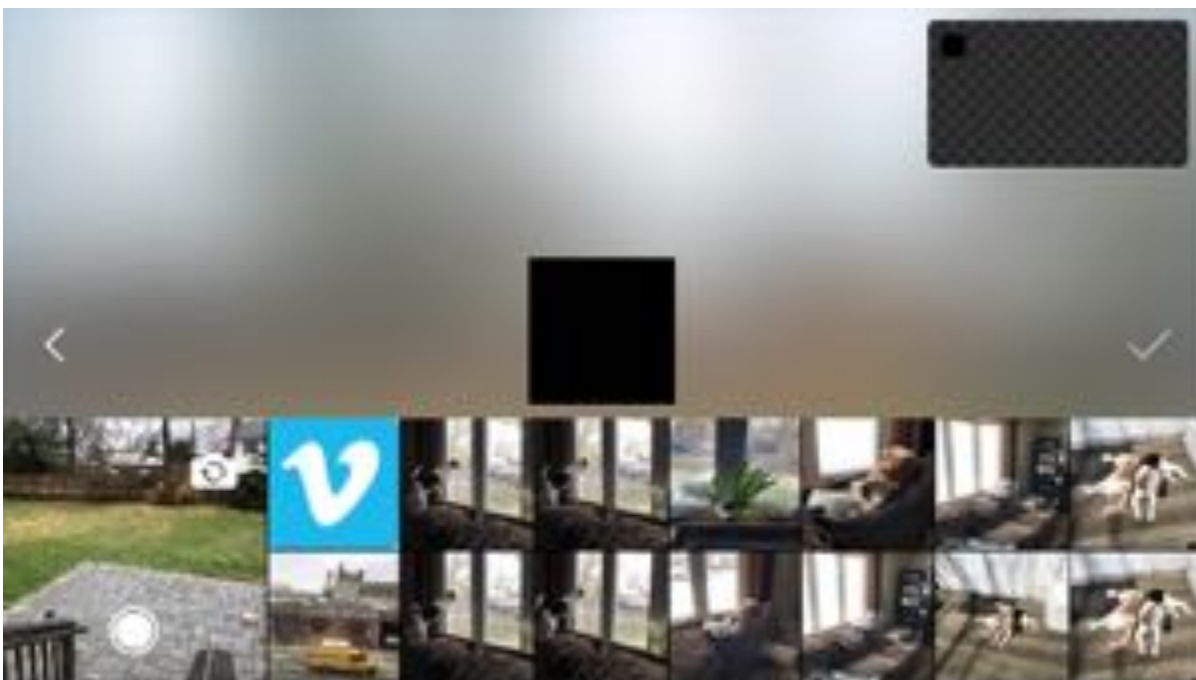
In the live edit view, tap the canvas icon in the bottom right corner.



The overlays screen will open. There are two options for adding a bug in either corner. Select which side you want your bug to appear on.




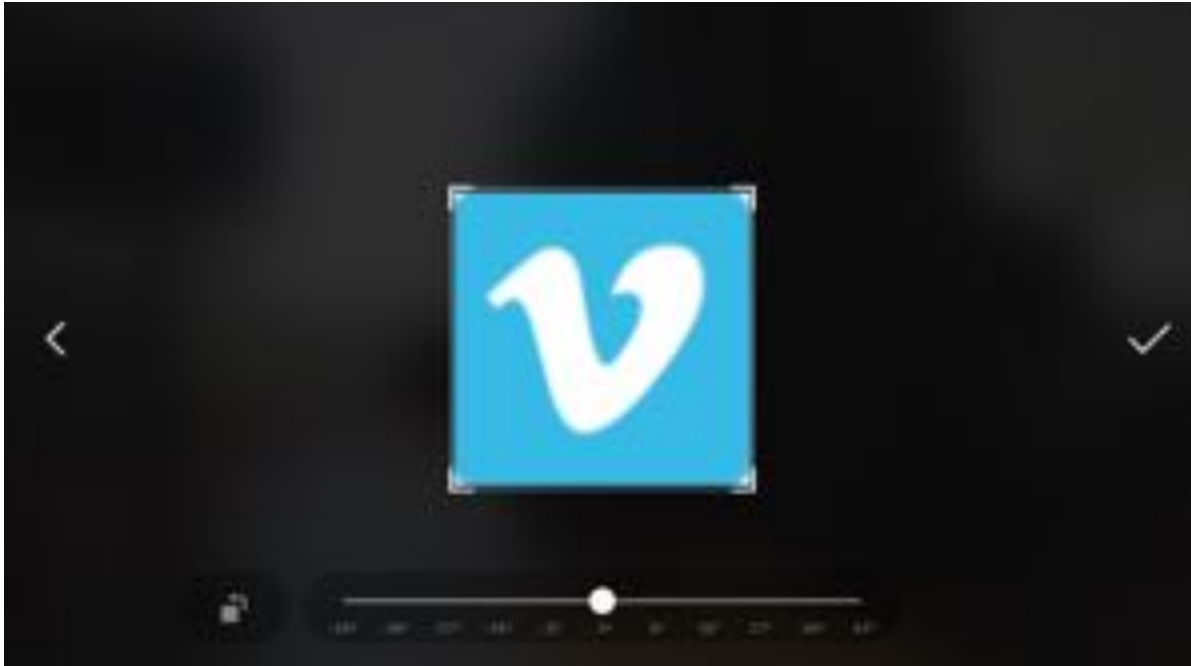
Allow Mevo to access your mobile device's camera and photos. The screen shown below will appear. You can choose an image from your photo library or take a photo with your camera.



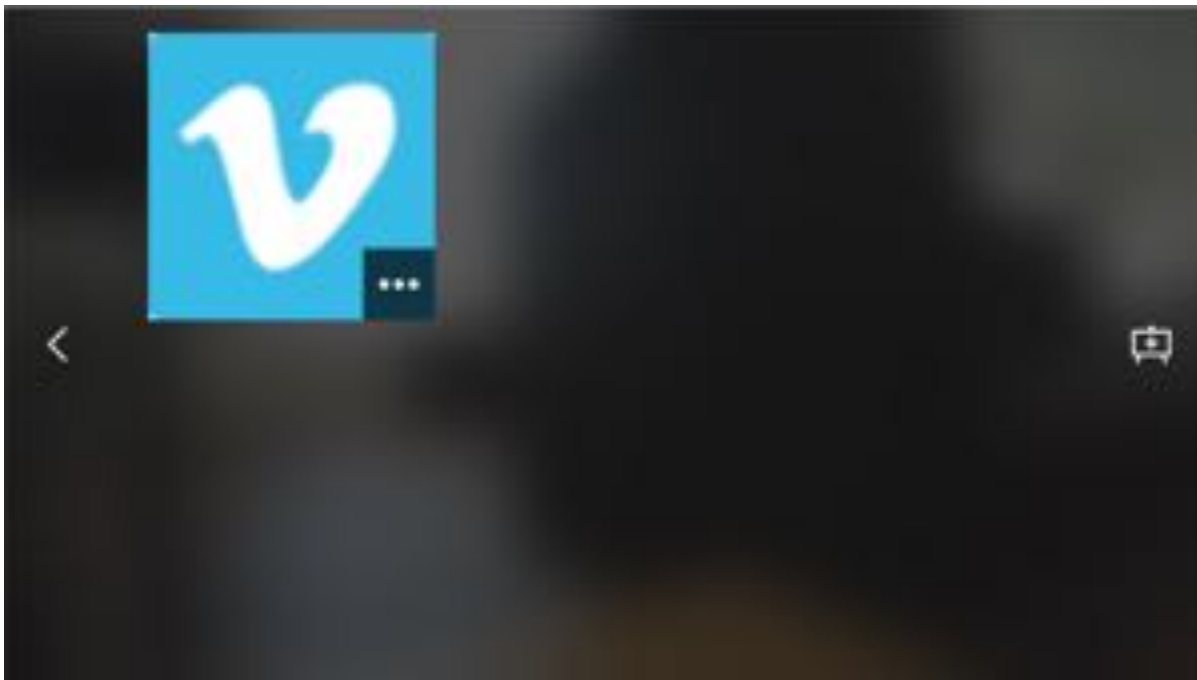
When you select an image, you can adjust how it's cropped, zoomed, and rotated. The rotate icon on the bottom left side will do a full 90-degree rotation and the slider will allow you to rotate the image in either direction up to 45 degrees. The bug is locked to a square shape but you can adjust your image to fit the square as needed.

When you are satisfied with your corner bug, tap the checkmark icon on the right side.

 Overlays cannot be edited. Make sure you are satisfied with your corner bug's appearance before tapping the checkmark.



The corner bug will appear in the overlay list screen and upload to your microSD card to be stored. Tap the bug to add it to the preview screen.



The bug will appear in the overlays screen. You can move it to the opposite corner by tapping the image icon on the other side (1). Otherwise, tap the checkmark in the bottom right corner to confirm overlaying it into your output (2).



You will not see the bug overlay in the live edit view, but you can see in your output monitor, confirming that it will appear in your broadcast.



To remove the bug overlay from your output, tap the canvas icon. Then tap the red delete icon by your corner bug, then tap the checkmark to confirm.



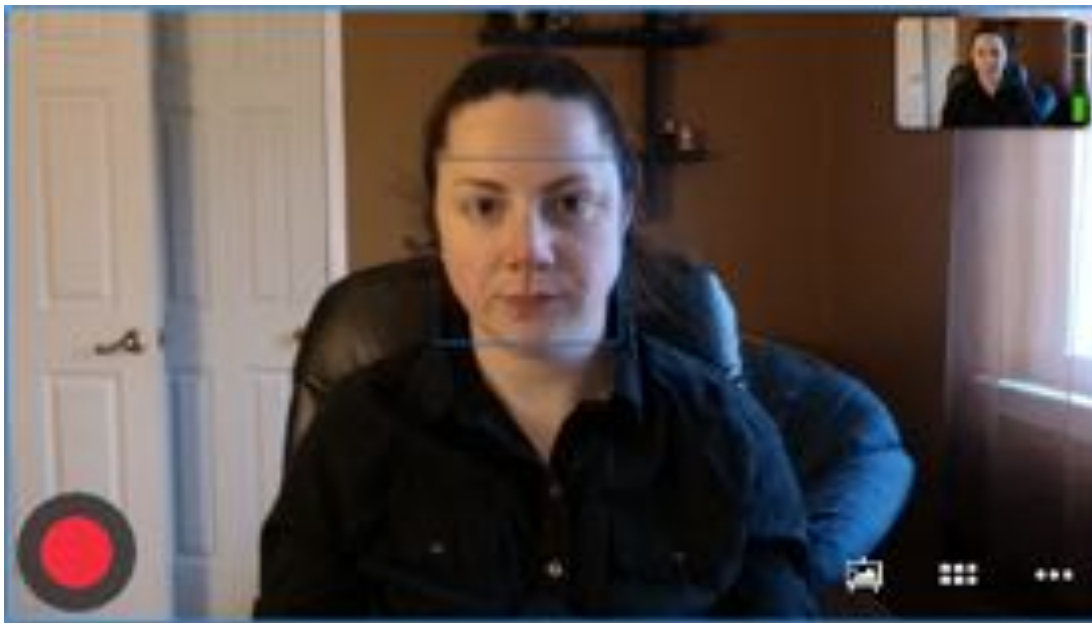
The bug will still be saved in the Mevo app on your microSD card, but will no longer appear in your stream. Making these changes while broadcasting live will not interrupt your stream.

# Create an Over-the-Shoulder Overlay

You can create an over-the-shoulder (OTS) graphics overlay with Mevo, allowing you to display text or images as part of a report or presentation.

! To access this feature, you must have a Vimeo Producer or Vimeo Premium plan; learn how to subscribe [here](#). You will also need a [supported microSD card](#) inserted into your Mevo camera.

Tap the canvas icon in the bottom right corner of the live edit view to get started.



The larger rectangles in the upper half of the screen are the two OTS overlay options. Tap the + icon for whichever side you prefer to use.



The following screen will appear. If you wish to only have a text OTS graphic, you can adjust the alignment at the top of the screen and the background and text color using the palette of at the bottom of the screen. You can adjust the opacity of the background color using the slider on the bottom left side.

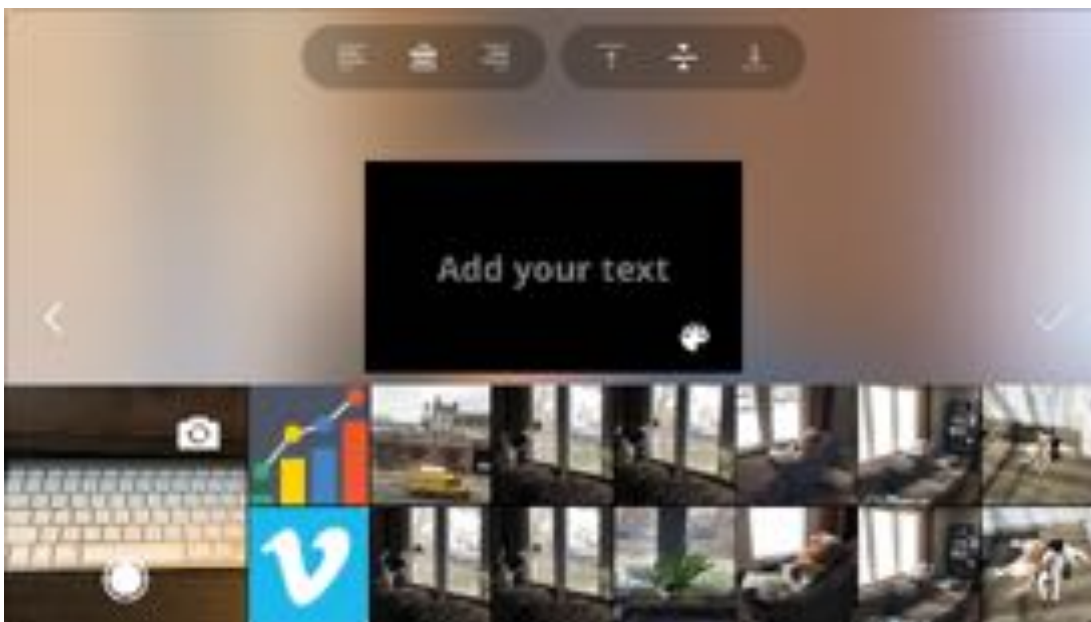
Tap inside the box to start typing. The text editor will automatically move text to the next line as necessary.



If you want to include an image, tap the camera icon in the OTS preview image. You will need to allow access to your camera and photo library on your mobile device.




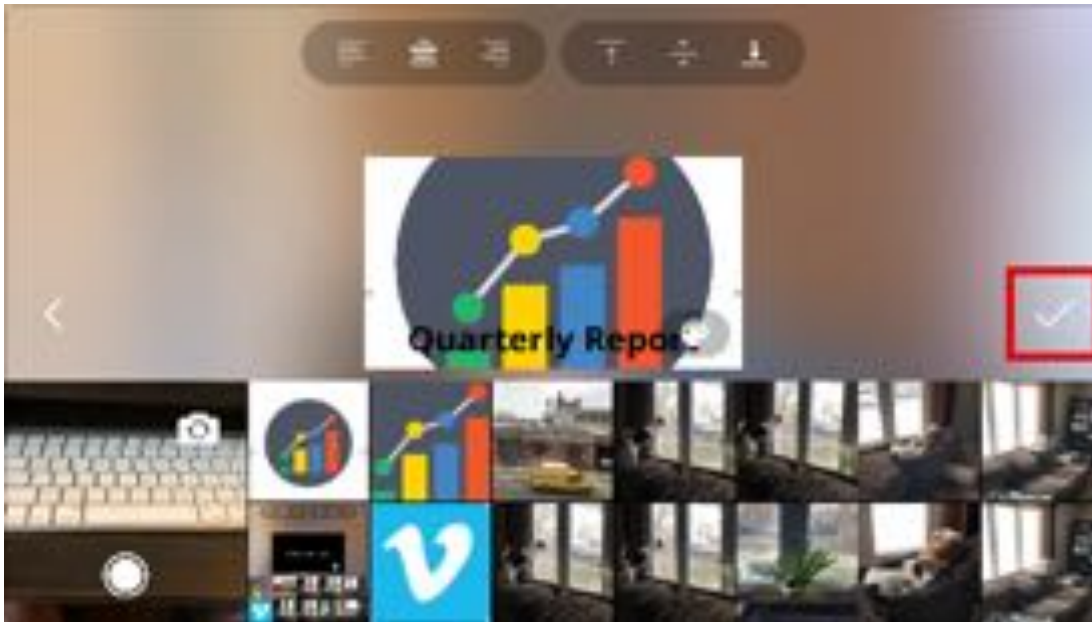
Your photo gallery will appear below. Take a photo with your camera or choose which photo you wish to use. It will need to fit the full 16:9 rectangle so you may need crop your image or edit it before adding it.



You can add text to your image by tapping **Add your text**. You can change the text color to black or white by navigating back to the color palette and selecting black or white on the far right side. The below example has aligned the text center-bottom and changed it to black.

When you have finished designing your OTS graphic, tap the checkmark on the right side.

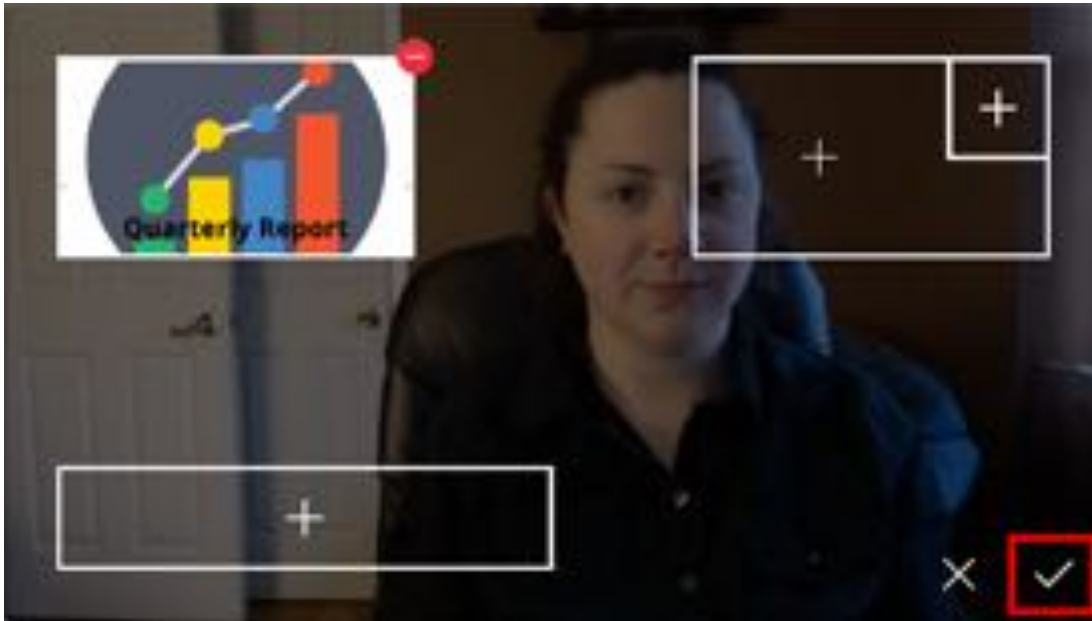
 You cannot edit overlays; be sure you are satisfied with your OTS graphics appearance before tapping the checkmark.



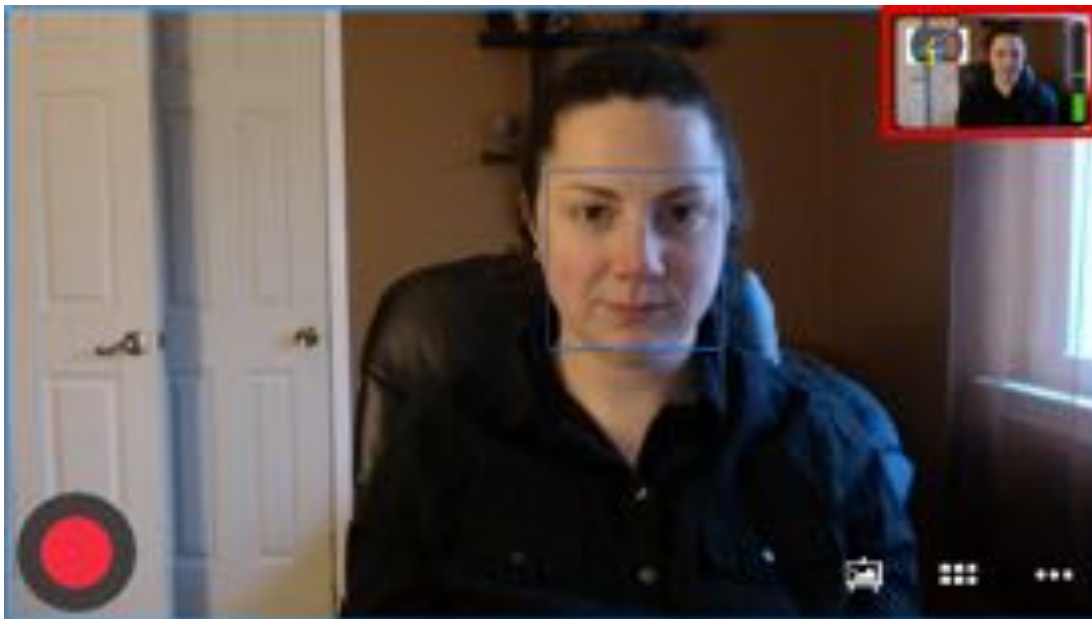
Your OTS graphics will be saved to your microSD card and appear in the following list screen. Tap the OTS to proceed with using it.



The overlay preview screen will show your graphic in the OTS box. You can switch it to the other side by tapping the opposite OTS box. To confirm pushing it to your output, tap the checkbox in the lower right corner.

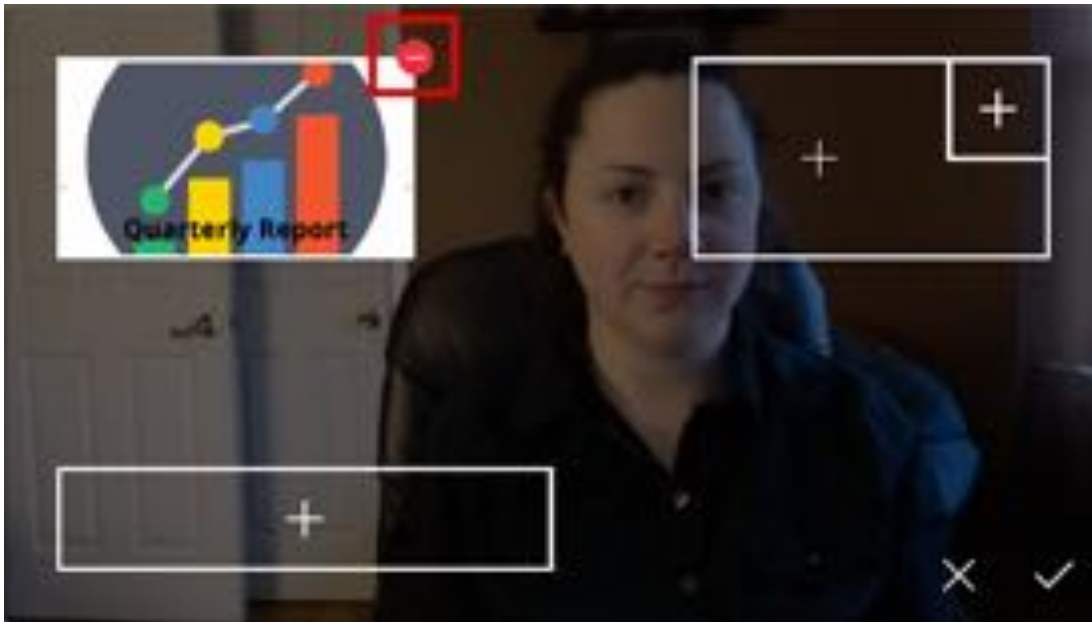


You will notice the OTS does not appear in your live edit view, but you can see it in the output monitor, which confirms that your viewers can see it.



To remove the OTS overlay, tap the canvas icon again. Tap the red delete icon on the OTS overlay, then tap the checkmark to confirm removing it from your output.

The graphic will still be saved in the Mevo app via your microSD card. Making these changes while broadcasting live will not interrupt your stream.



# Editing a Graphics Overlay

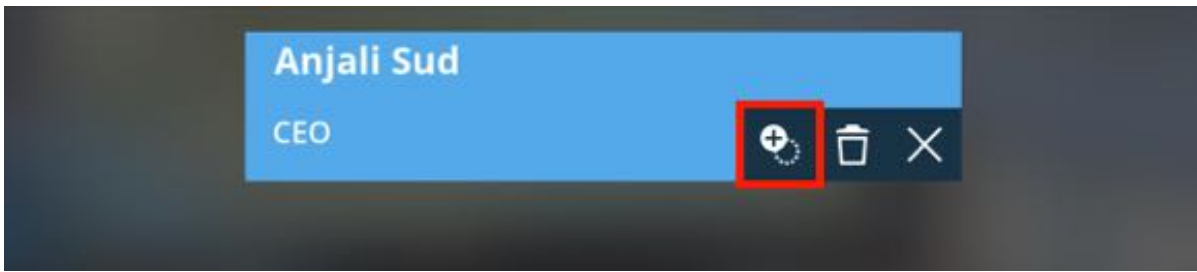
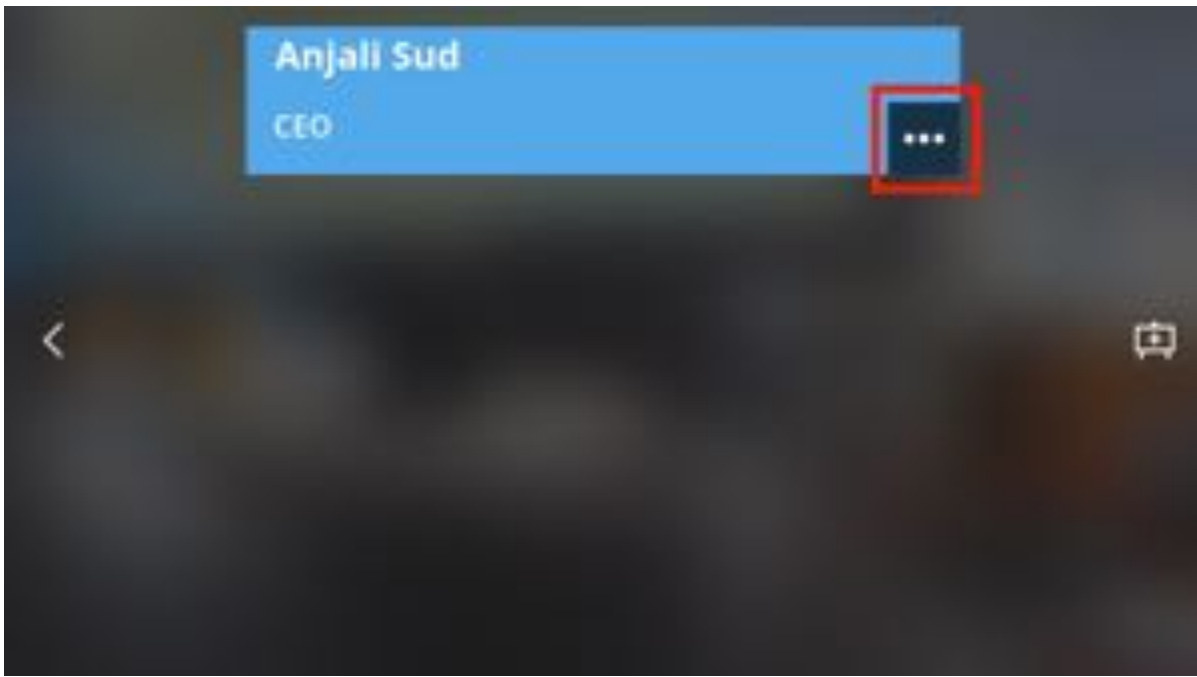
When you create a graphics overlay in the Mevo app, it saves to your microSD card. Because of this, there is no direct way to edit a pre-existing graphic; instead, you can duplicate it and work off of the copied version.

! To access this feature, you must have a Vimeo Producer or Vimeo Premium plan; learn how to subscribe [here](#). You will also need a [supported microSD card](#) inserted into your Mevo camera.

In the live edit view, tap the canvas icon in the lower right corner to open the graphics preview screen, then tap the type of overlay you wish to edit (lower third, corner bug, or over-the-shoulder - this example will show a lower third).



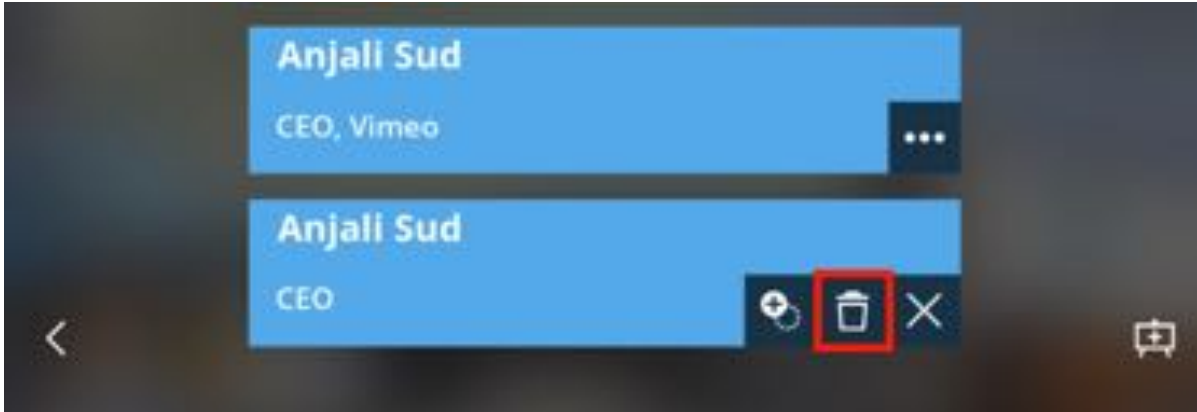
The graphics list screen will open. Under the overlay you wish to change, tap the the More Options (•••) icon to expand the menu, then tap the copy icon on the left to create a duplicate overlay.



Edit the overlay as needed. When you are done, tap the checkmark on the right side.



You will now have both overlays available in your list view. If you wish to discard the original version, tap the More Options (•••) icon that corresponds to it, then tap the trash can icon. This will permanently delete the overlay from your microSD card.

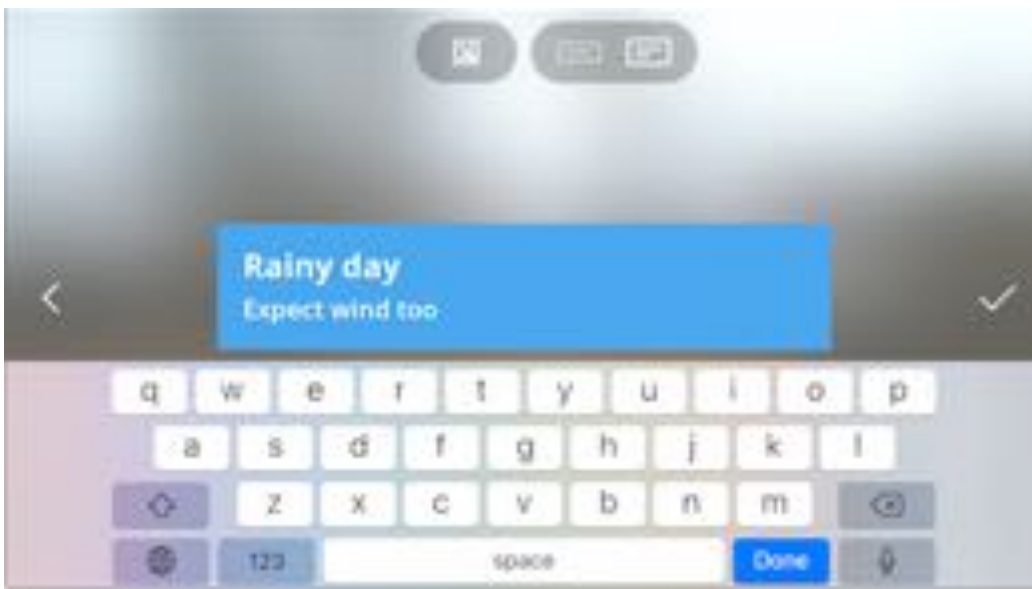


# Switching Between Multiple Graphics Overlays

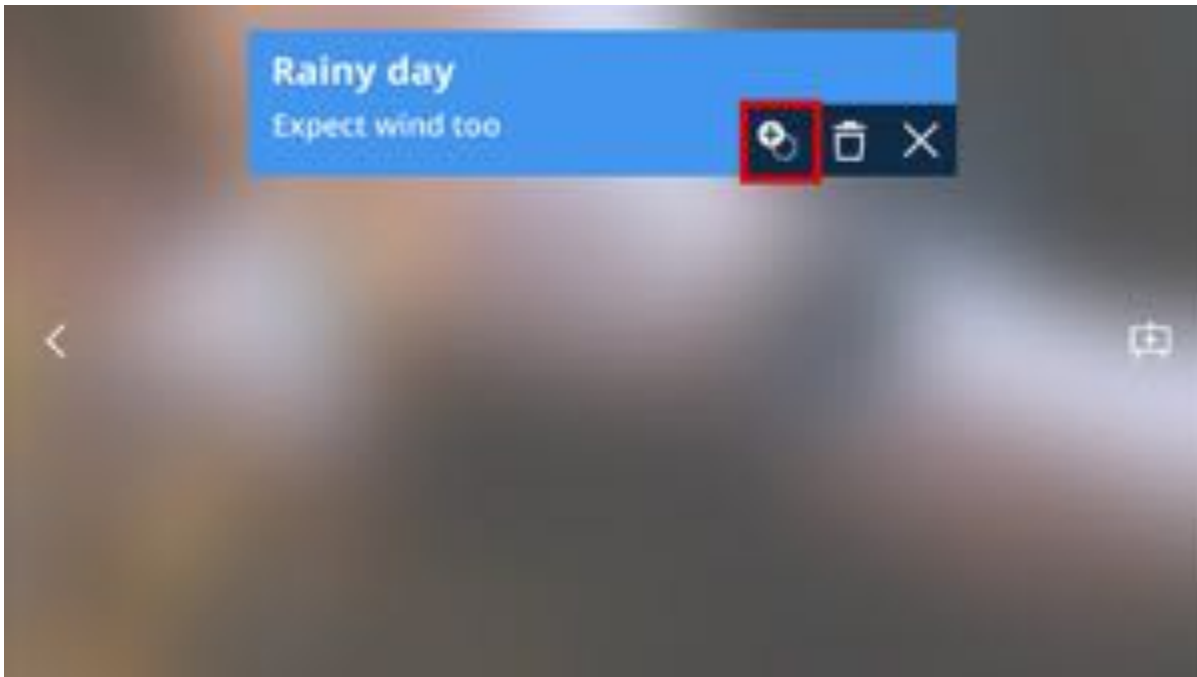
You can prepare multiple graphics overlays for your event and switch between them while streaming live.

- ! To access this feature, you must have a Vimeo Producer or Vimeo Premium plan; learn how to subscribe [here](#). You will also need a [supported microSD card](#) inserted into your Mevo camera.

First, build a few graphics overlays; this example will use [lower thirds](#), but all overlay options can be switched the same way.



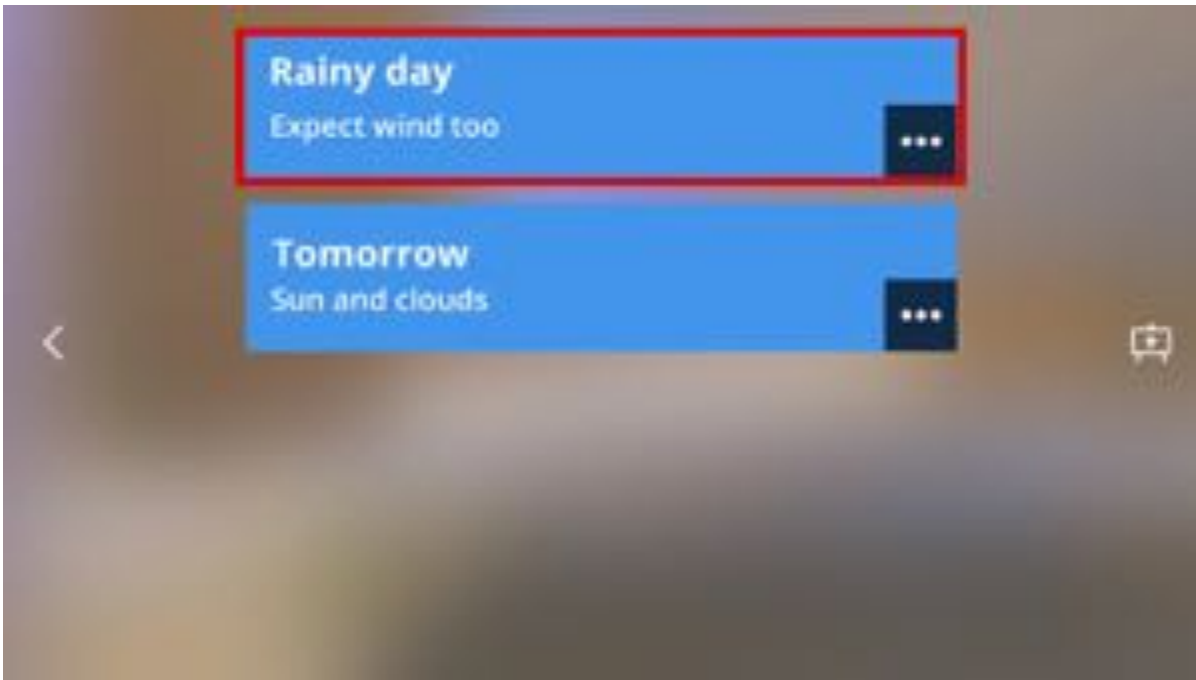
- 💡 To build multiple using the same color scheme or design, go into your graphics list, tap the more options (•••) icon next to your first graphic, then select the copy icon on the left side to create a copy of it; you can then simply change the text and save it.



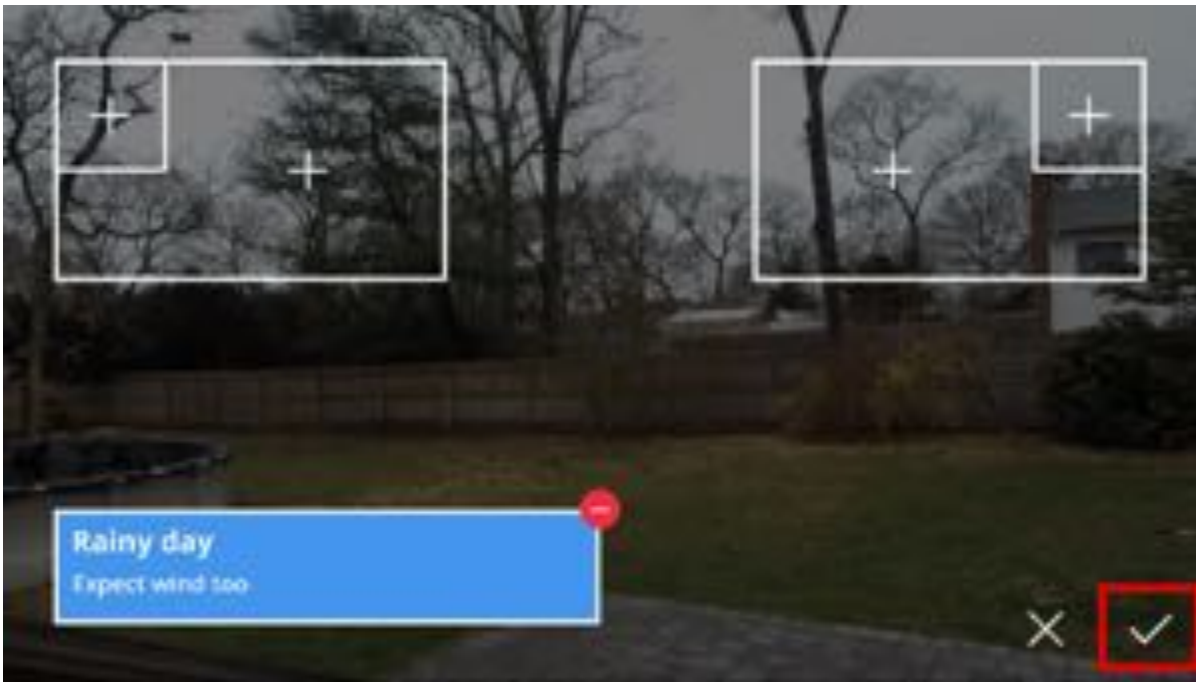
To bring in your graphic during your event, tap the canvas icon and select your graphic type (in this case, lower third).



Your graphics list will appear. Select the first overlay you wish to show by tapping it.



It will appear in the overlay preview screen. Tap the checkmark in the bottom right corner to confirm pushing it to the output.

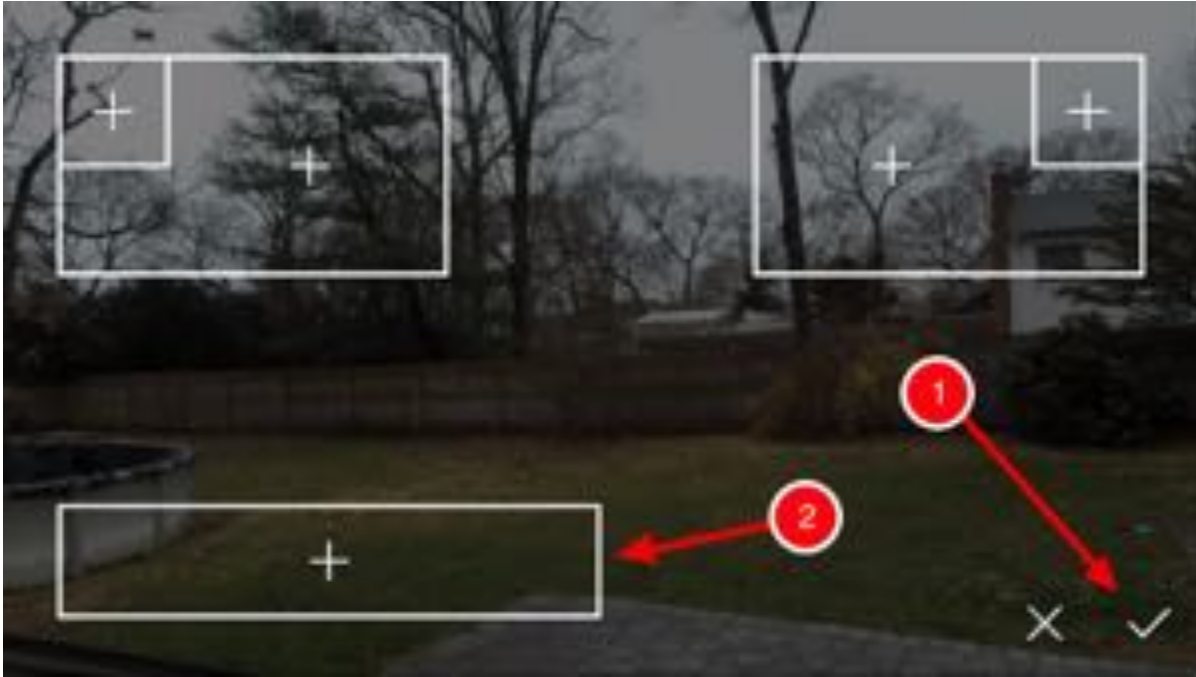


When you are ready to move on to your next overlay, tap the canvas icon in the live edit view, then tap on the red delete icon with your current graphic.

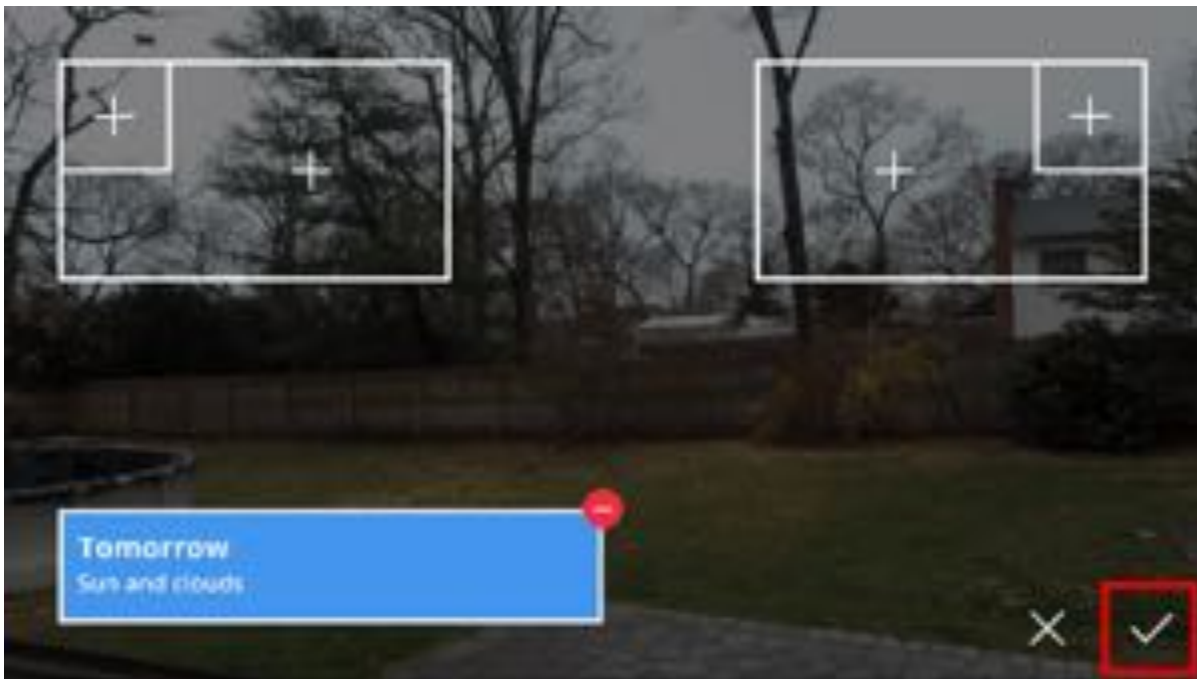
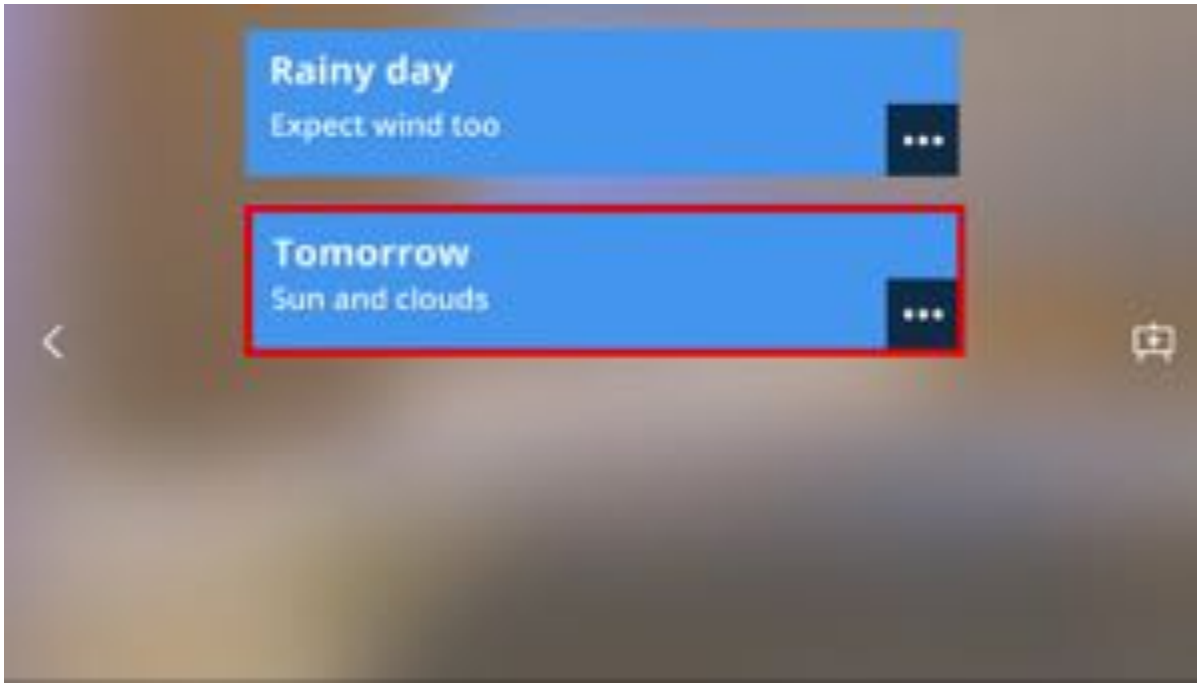


If you want to switch to having no graphic in your output before bringing in your next one, tap the checkmark to confirm the overlay removal first (1) before navigating back to this screen.

Otherwise, to switch to your next overlay, tap the lower third placeholder to navigate to your graphics list (2).



Tap another graphic from the list screen. Then confirm you want to push it to the output by tapping the checkmark.



Keep in mind your graphics overlays will not appear in the live edit view, but you can see them in your output preview monitor.



## Tips

- You can have one of each type of graphic (lower third, over-the-shoulder, corner bug) outputting at a time and switch them in and out as often as needed. However, you cannot have two OTS graphics or two corner bugs live at the same time.
- If you wish to use a corner bug overlay and an OTS overlay simultaneously, they must be on opposite sides of the field of view (e.g. OTS on the left, bug on the right). If you want to switch an overlay to the other side, open the overlay preview screen and tap the corresponding box on the opposite side to move it.
- Nothing will change in your output until you tap the checkmark on the overlay preview screen.

# How to Delete Graphic Overlays

When you build graphic overlays for Mevo, they are stored on your microSD card. When you are done using them, you can delete them permanently via the Mevo app.

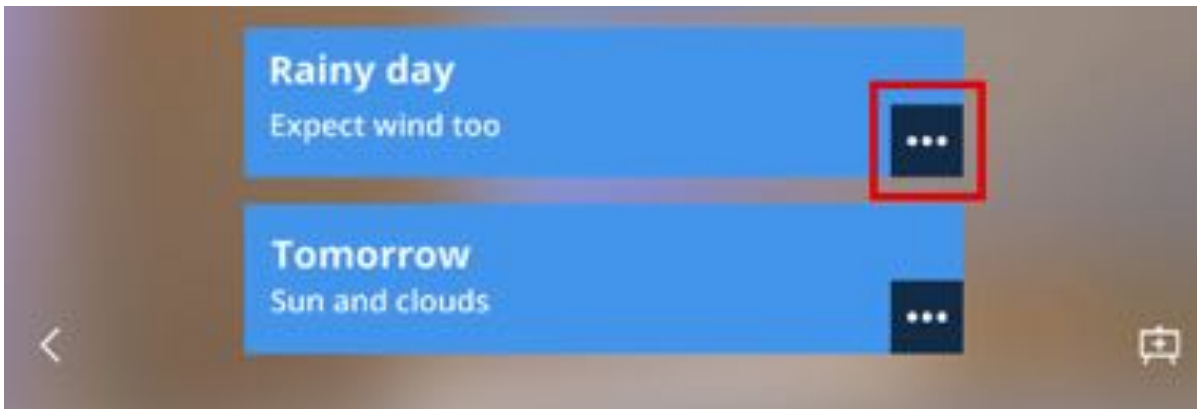
From the live edit view, tap the canvas icon.



Select the type of graphic: lower third, over the shoulder, or corner bug (this example shows lower thirds)



The list screen for that graphic type will open. Tap the more options (•••) icon with the graphic you wish to remove.



Tap the trash can icon. This will delete the graphic.



Currently the only way to delete your overlays in bulk is to [format your microSD card](#); keep in mind that doing so will delete all the content, such as recordings, saved on the card.

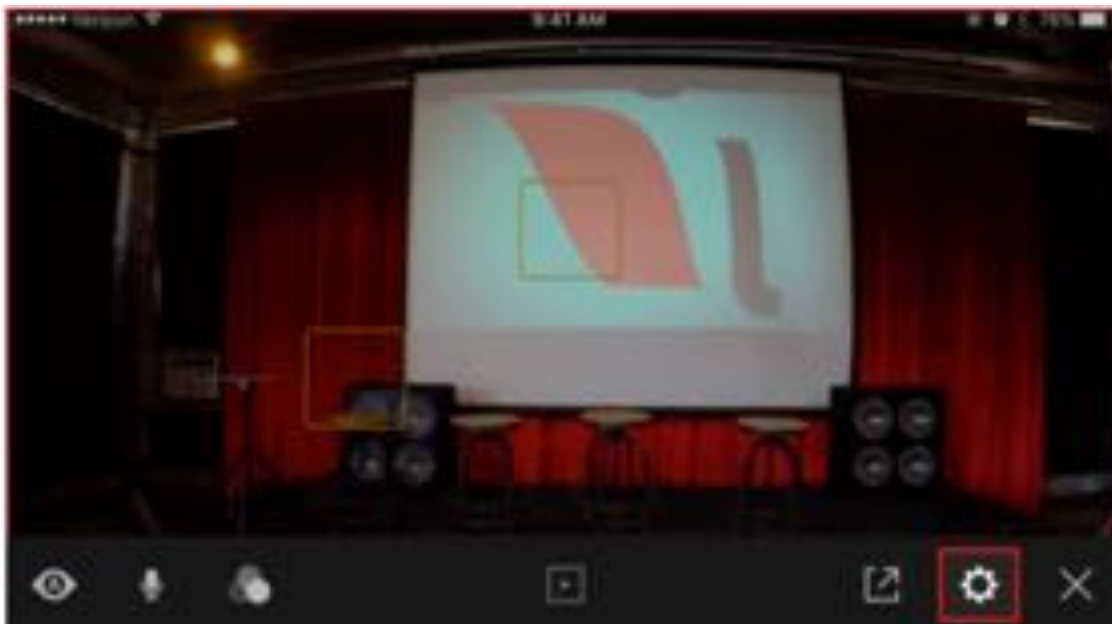
# General Settings

# Where Do I Find Settings?

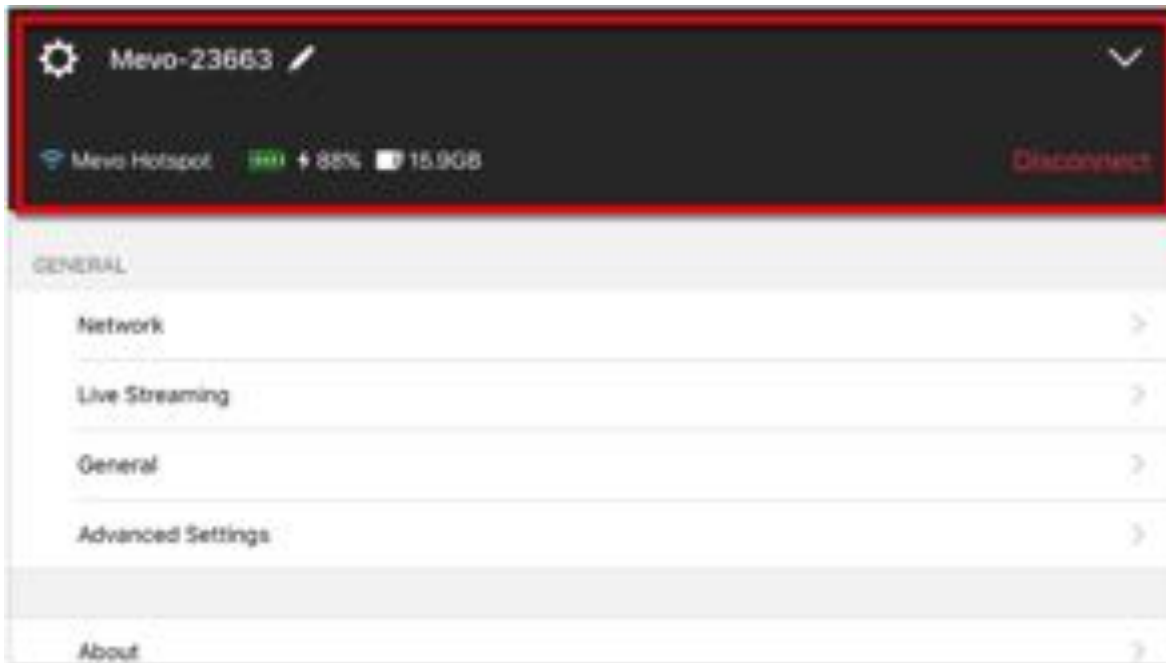
There are various ways to configure and customize your Mevo. To find your settings, tap the More Options icon in the bottom right corner.



The gearwheel icon will open a settings menu.



In the top panel, you can see the name of your Mevo (with the option to [rename it](#)), see the network you are using to connect to Mevo, [battery status](#), and microSD card remaining available storage. You can also disconnect the app from the Mevo.



The rest of the menu menu is laid out as follows:

**Network:** [Change](#) your network connection setup (e.g. switch from Mevo Hotspot mode to a Wi-Fi network).

**Live Streaming:** Account settings and stream configurations for [Vimeo](#), [Livestream](#), [Facebook Live](#), [Periscope](#), and [YouTube Live](#). You can also configure a signature that appears in every stream title.

**General:** Configuration settings for Mevo and the app interface, including:

- [Password](#)
- [Light Ring & Speaker](#)
- User Interface - [Output Overlay](#)
- [Mevo Button](#)
- [Auto Turn Off](#)
- [Auto-Wide on App Disconnect](#)
- [Go to Library](#)
- [Format SD card](#)

**Advanced Settings:** More custom options for Mevo's image. Options include:

- [Frame Rate](#)
- [Mevo Remote Camera](#)
- [Echo Suppression](#)
- [Maximum Zoom and Tap Zoom settings](#)

- [Reset to Default App Settings](#)
- [Reset to Manufacturing Defaults](#)

About: Information about your Mevo, including:

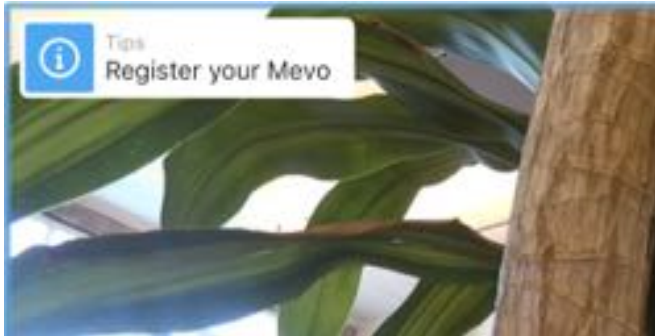
- Firmware version
- App software version
- Serial number
- WiFi MAC address
- Bluetooth MAC address
- Ethernet MAC address (available only when connected to Mevo Booth)
- Copyright information
- Send Information to Livestream: This helps our developers improve the application but allowing Livestream to share crash data and see how the app is being used.

Support: Provides a link to [getmevo.com/support](https://getmevo.com/support) or an area to submit a Help Center ticket.



# Register Your Mevo

When you connect your mobile device to your Mevo, you may notice a prompt to register your Mevo appear in the upper left corner.



Tap on this message to open a new screen, which will allow you to enter your email address and opt in to promotional offers and updates. You can also choose to not see the prompt anymore. To unsubscribe, toggle the Receive occasional offers switch off.

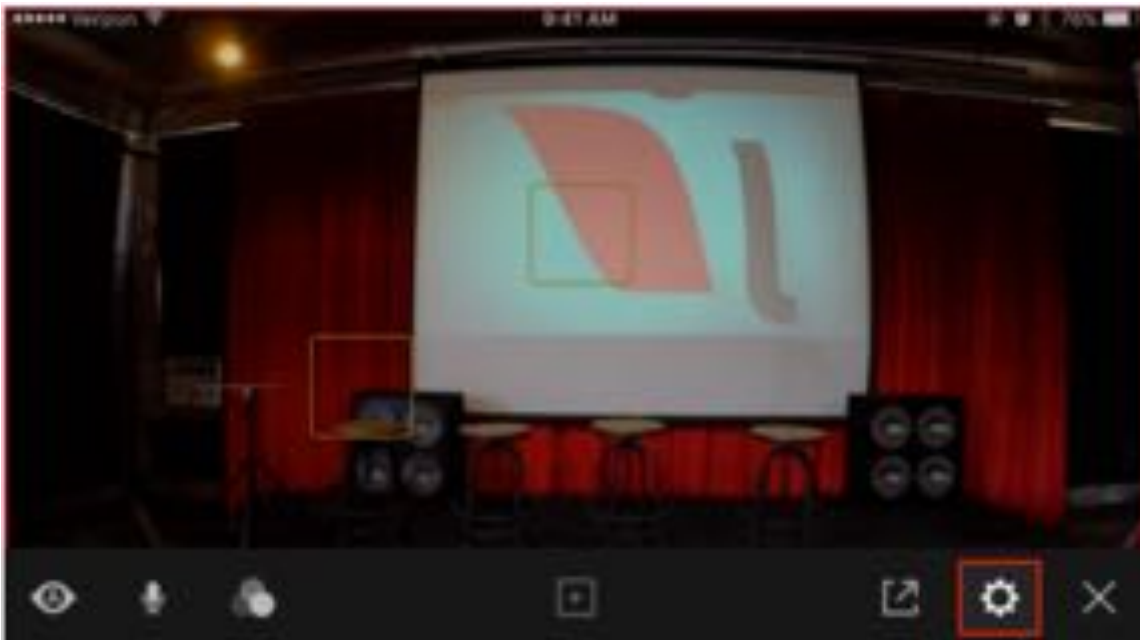


You can also access this screen by opening the settings menu, scroll down to Support, then select Mevo Registration.

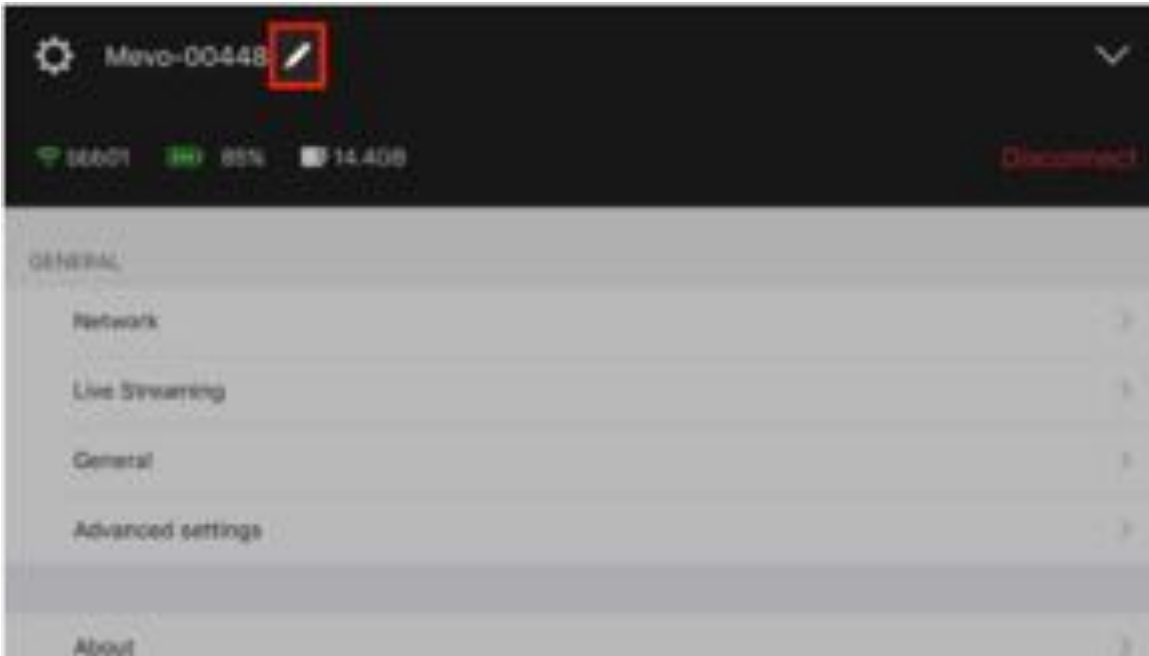
# Rename Your Mevo

By default, your Mevo will be named along with its ID number (e.g. "Mevo-00123"). If you wish, you can change this name.

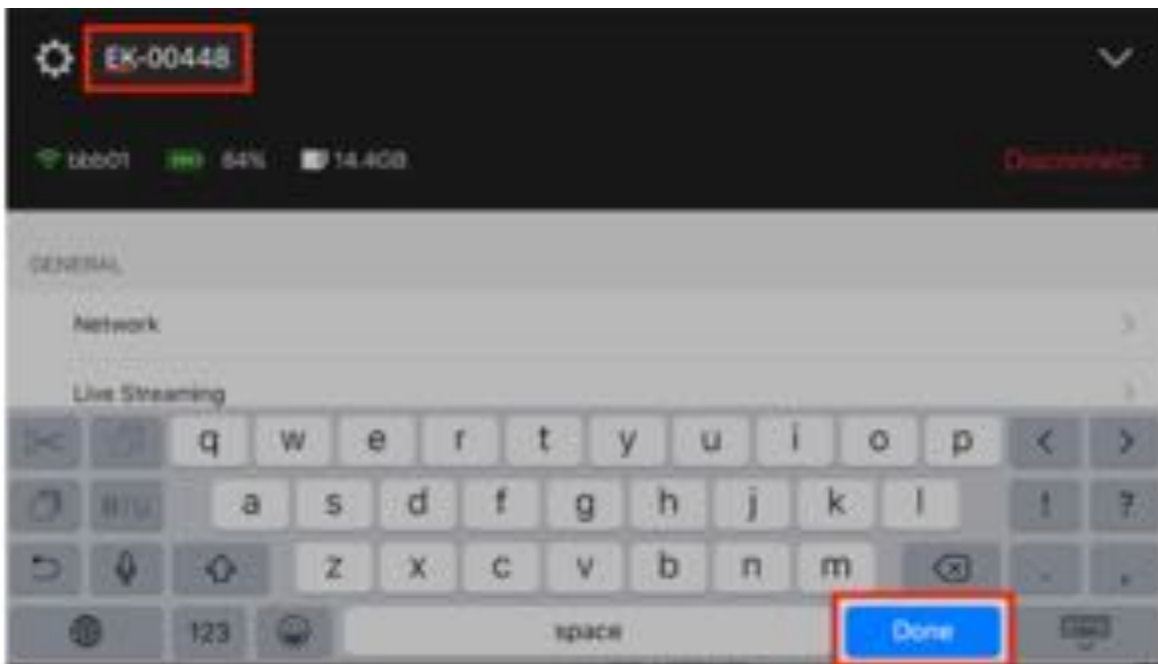
Go to More Options, and then tap the gearwheel to open Settings.




You will notice your Mevo's name at the top of the menu. Tap the pencil icon next to it to edit its name (you will notice a keyboard appear).



When you type in a new name, tap the blue Done button at the bottom of the keyboard.



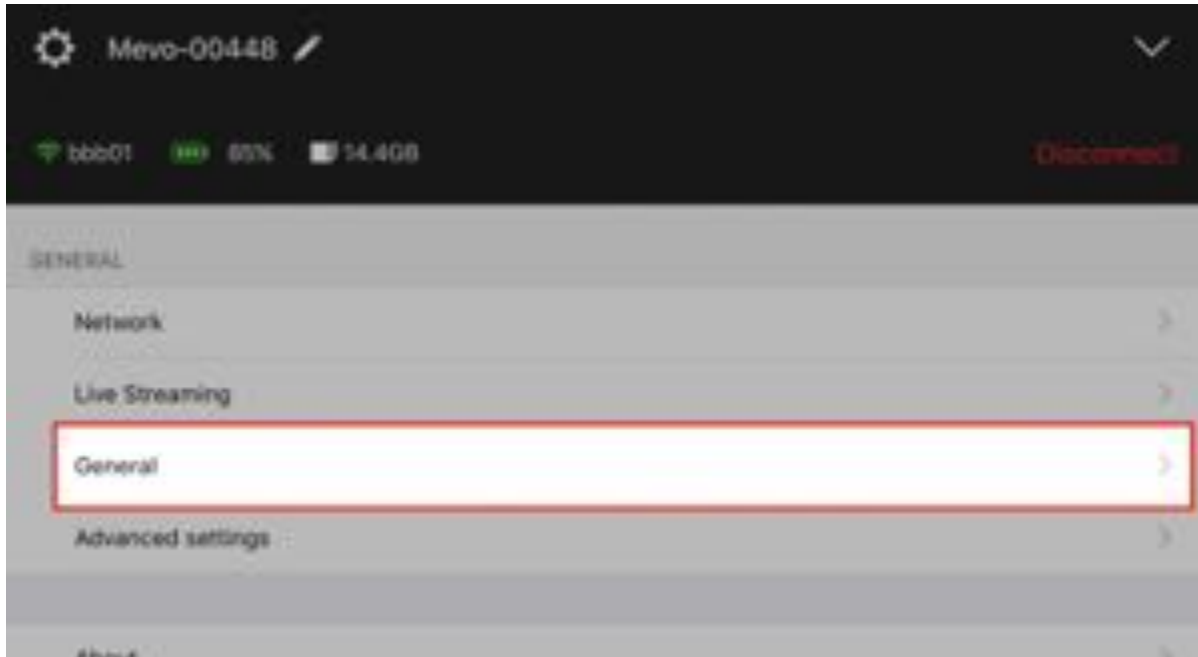
Your Mevo is now renamed.

 Be advised that the name of the Mevo hotspot that appears in your mobile device's Wi-Fi settings will not change from the Mevo's default name, regardless if you rename your Mevo.

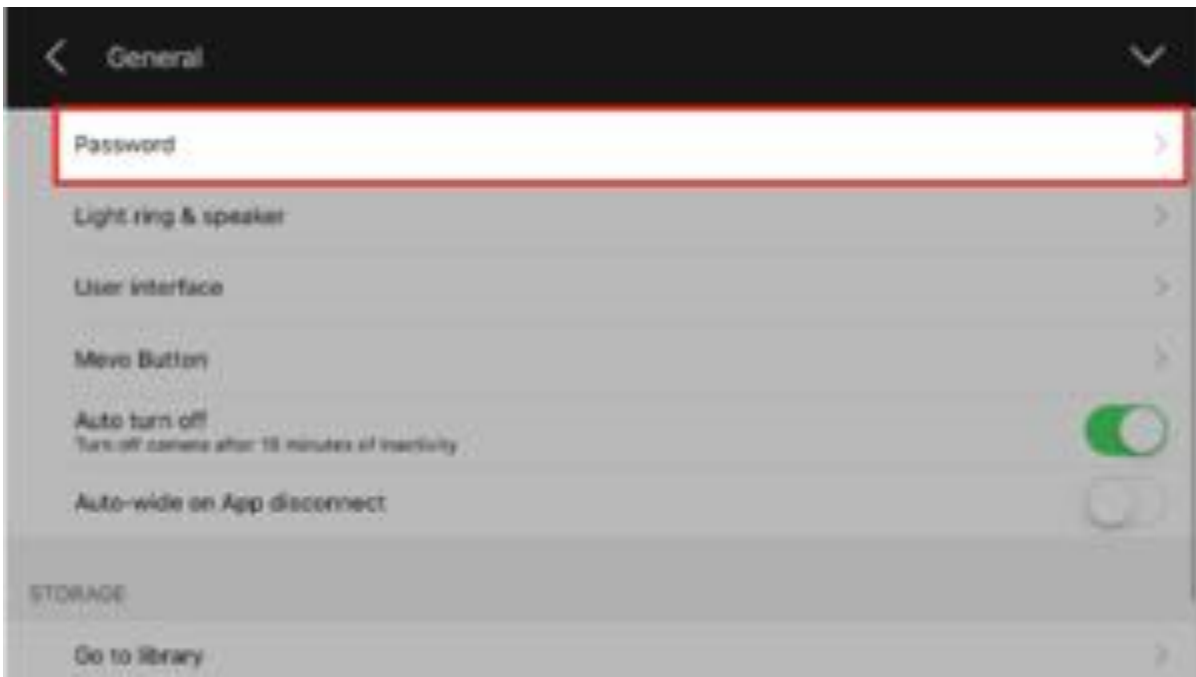
# Password Access to your Mevo Camera

If you wish to add an extra level of security for control of your Mevo, you can set a password to access it within the app. This would be in addition to setting a [password for the hotspot](#).

Navigate to your settings, then tap the General menu.



Tap Password.



Toggle the Require Password switch it on. You can also choose whether the mobile device you are using remembers the password so that you don't need to enter the password every time you attempt to connect to Mevo with the same mobile device.



Enter and re-enter your desired password. The password must be a minimum of eight characters. Then tap Set.



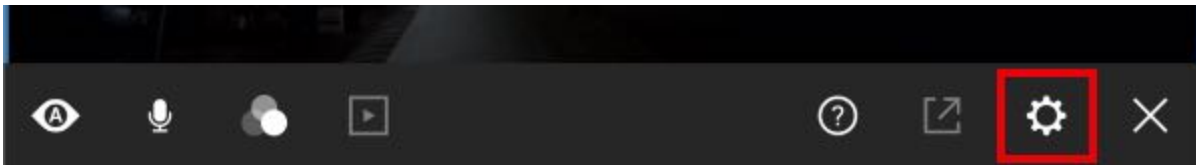
Now a password has been set. On the Mevo connection screen, you will notice a LOCKED message at the top of the connection card. When you tap Connect, you will need to enter the password you set to access your Mevo.



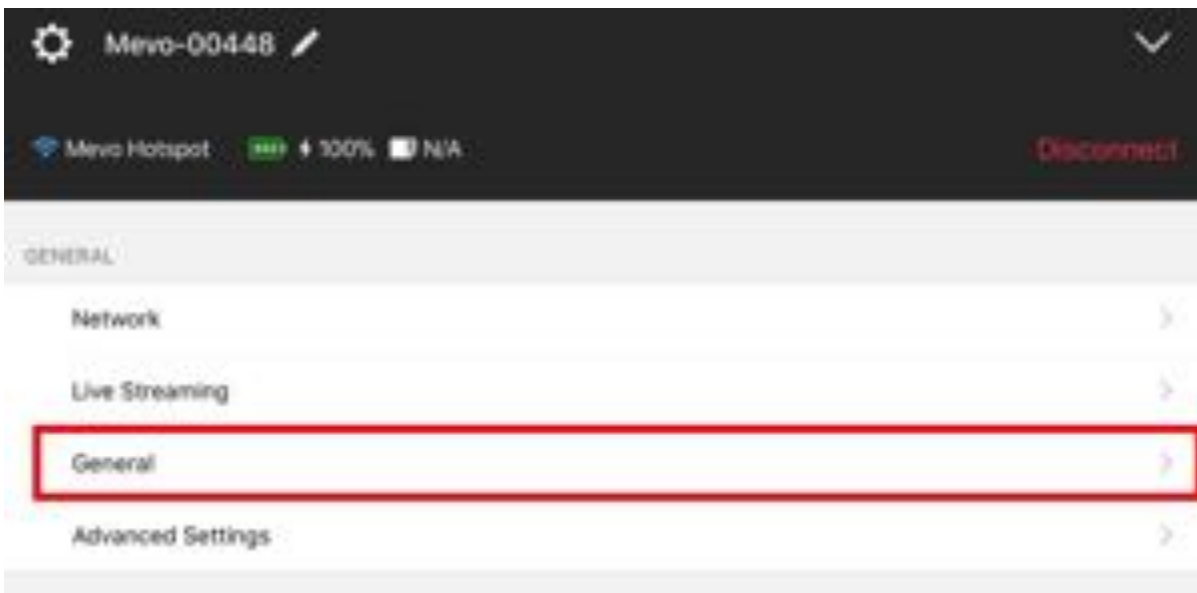
# Turn Off the Mevo Power On/Off Sounds

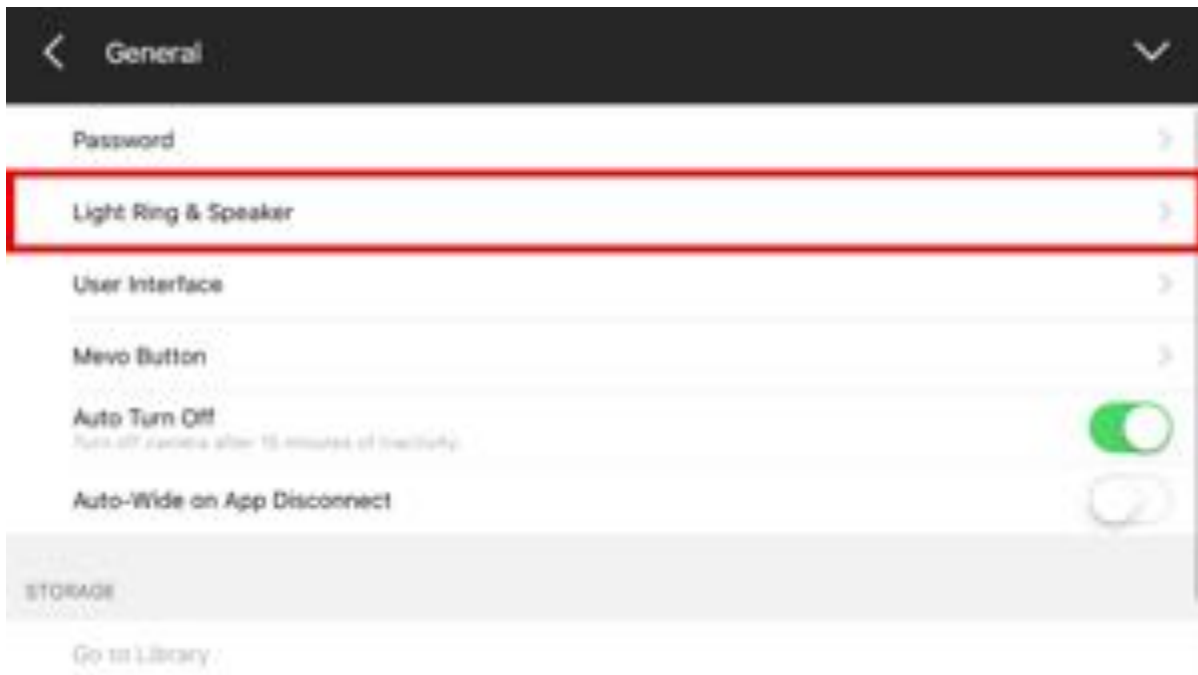
You may turn off the beeps that Mevo makes at start up and shut down if you prefer it to be silent.

Go to your Mevo app's options menu, and tap on the Gear Wheel icon.



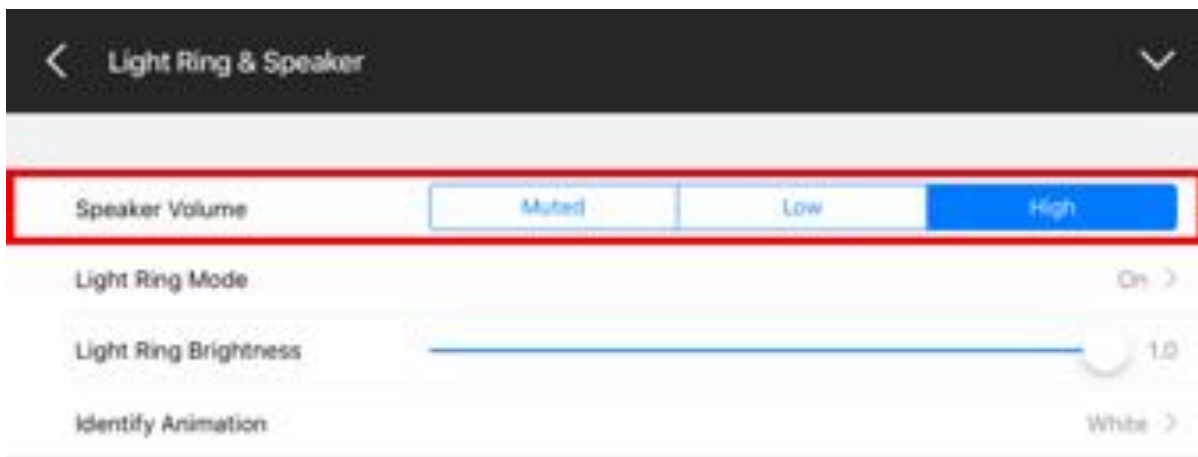
Tap General, then tap Light ring speaker.





Find the Speaker Volume settings. You may choose from the following options:

- Muted - turn off all Mevo sounds completely
- Low - keep all Mevo sounds at a lower volume
- High - default setting; keep Mevo sounds at a higher volume



The next time your camera connects to the app, it will remember this setting.

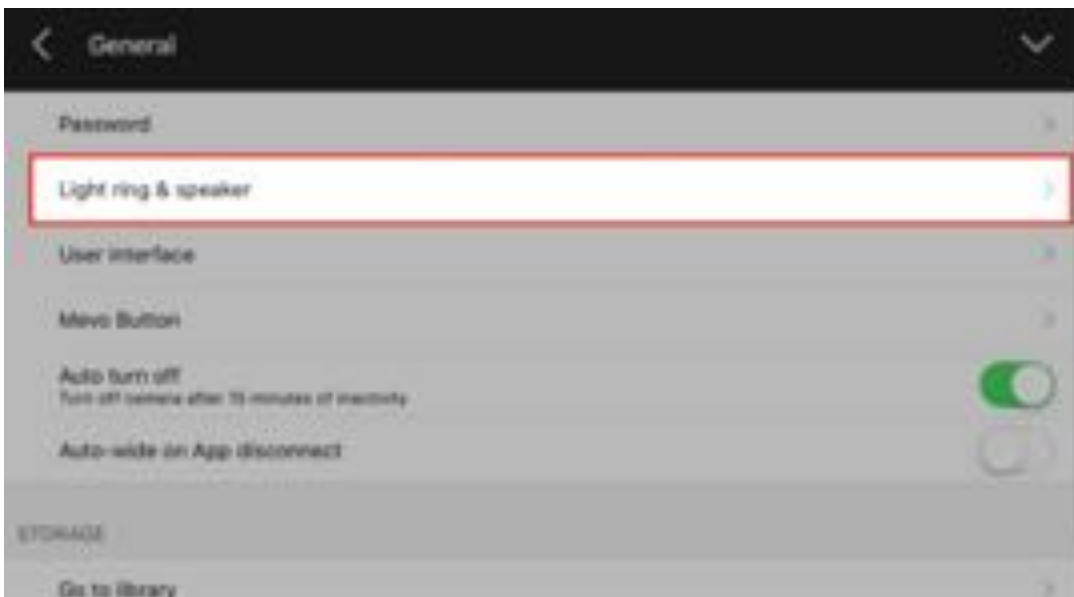
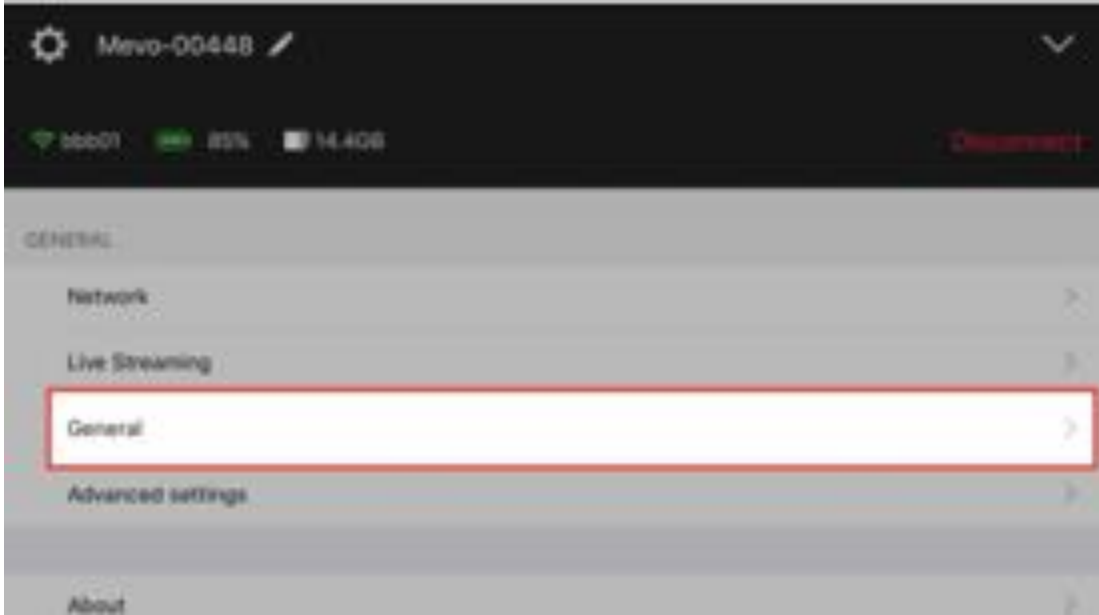
# Change Mevo's LED Ring Settings

You may change the lights that you see on your Mevo's light ring by changing the settings in the Mevo app. This may be ideal in a darker lit room where the LED's can be distracting to either your subject or your audience.

In your app's menu, tap on the Gear Wheel icon.



Tap on General, and then Light ring & speaker.



Here, you may adjust several of the light ring's settings. All changes will take effect once you close out of the app's menu by tapping the X.

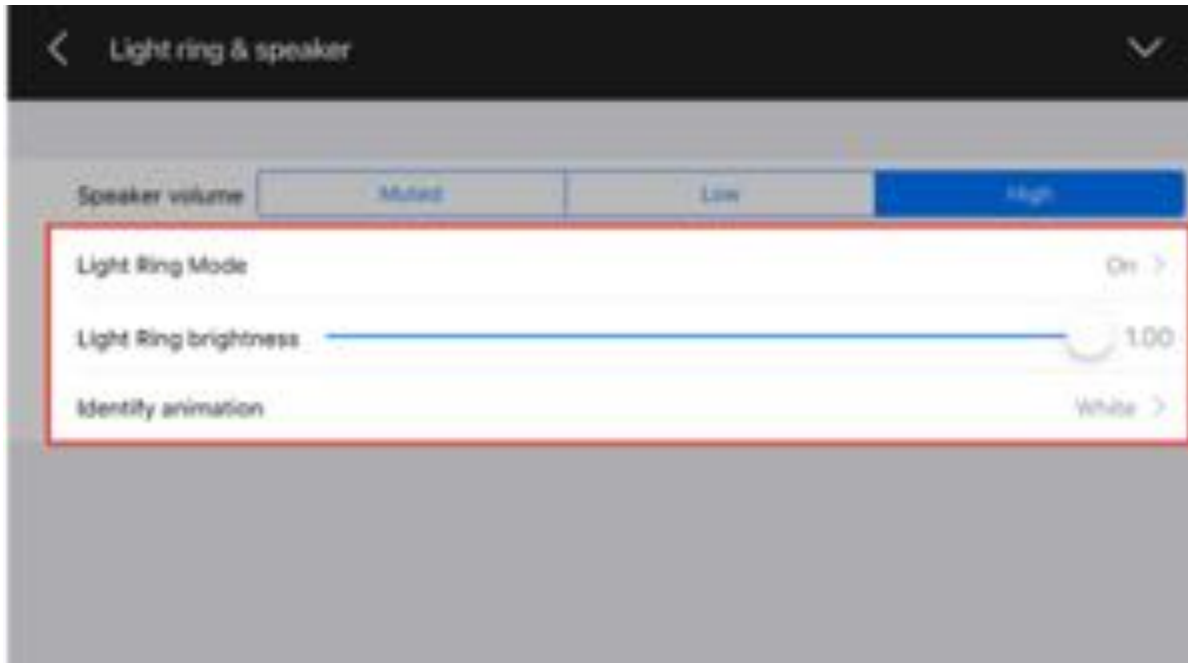
For Light Ring Mode, you may adjust:

- On - This is the default setting.
- Hide crop - This will make the front red light solid while recording and streaming. It will not adjust to indicate where the live editing is focused, left-to-right.
- Stealth mode - There will be no lights at all on the light ring once connected to a mobile device.

- Off - No lights on the camera will ever turn on while in this mode. Before setting this mode, the app will send you a warning that you will not be able to tell if the camera is on or off by looking at it.

For Light Ring brightness, you can use a slider bar to adjust the brightness of the light on the ring.

For Identify animation, you may choose which color spins around the ring when you power your Mevo on and off.

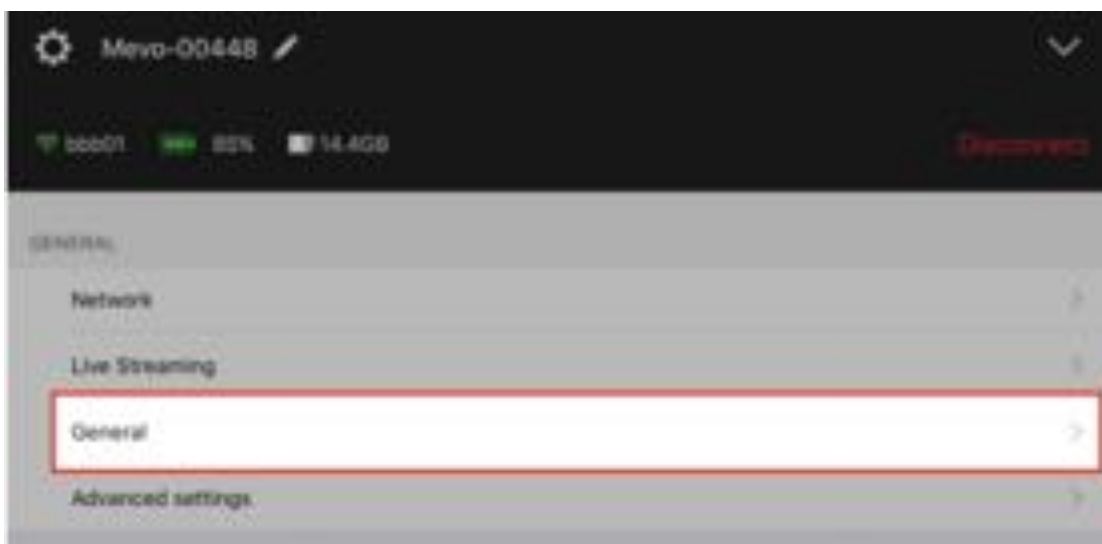


# Remove the Live Output Preview Window

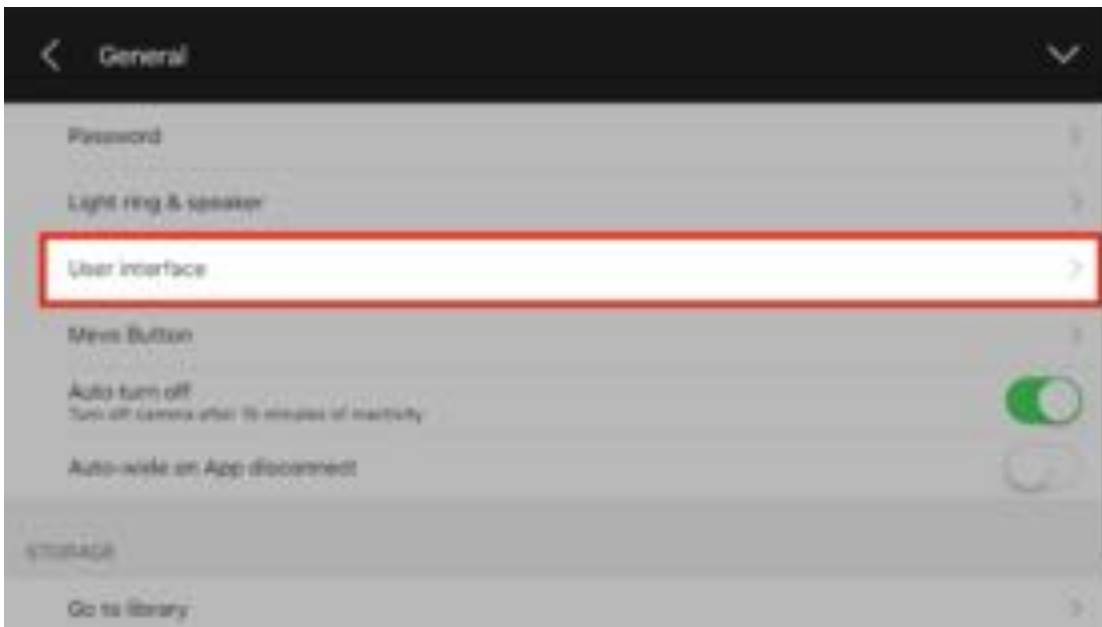
You can remove the live output preview if you wish.



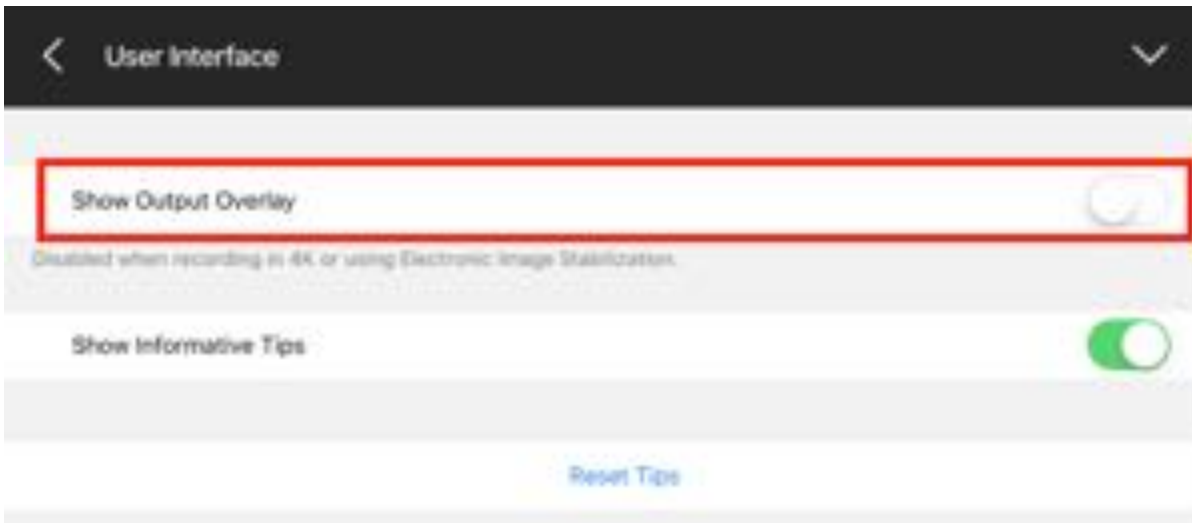
Navigate to to settings, then tap General.



Tap User interface.



Toggle Show Output Overlay off.



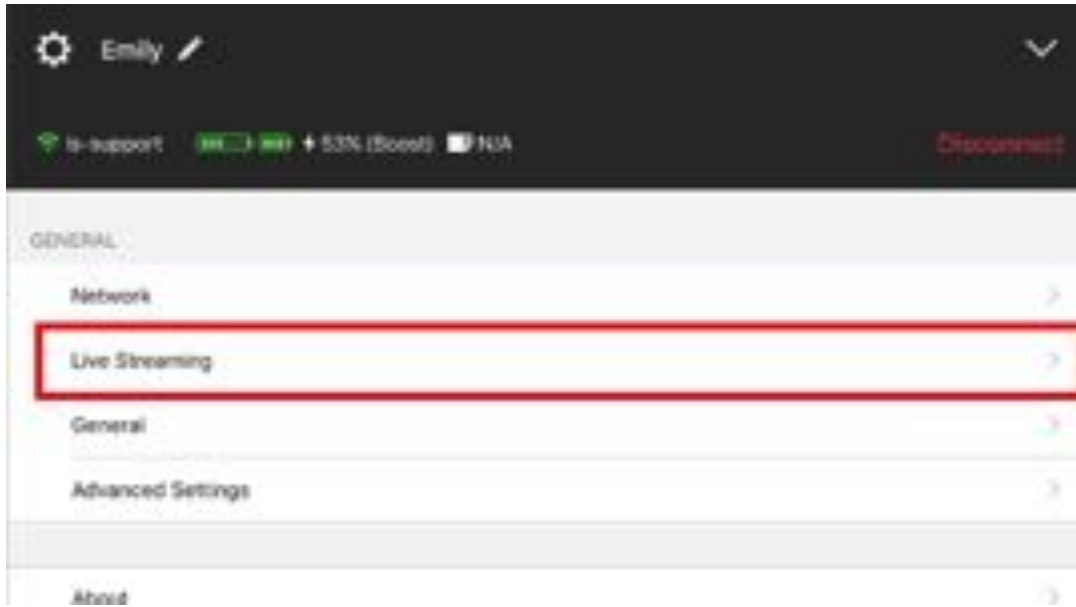
Now when you return to your live edit view, you will not see a live output preview.



# See Chat Messages in the Live Edit View

By default, chat messages appear in the Mevo app while you are streaming, but you can adjust this setting if you prefer not to see them.

Go to Settings, and tap Live Streaming.



Select the provider you plan to use.

**i** Periscope and Vimeo do not include a chat setting within the Mevo app.

The chat switch will be toggled on (green). If you do not want to see messages appearing in the live edit view while you are streaming, tap the switch to toggle it off.



Now any comments will appear in the live edit view in real time.

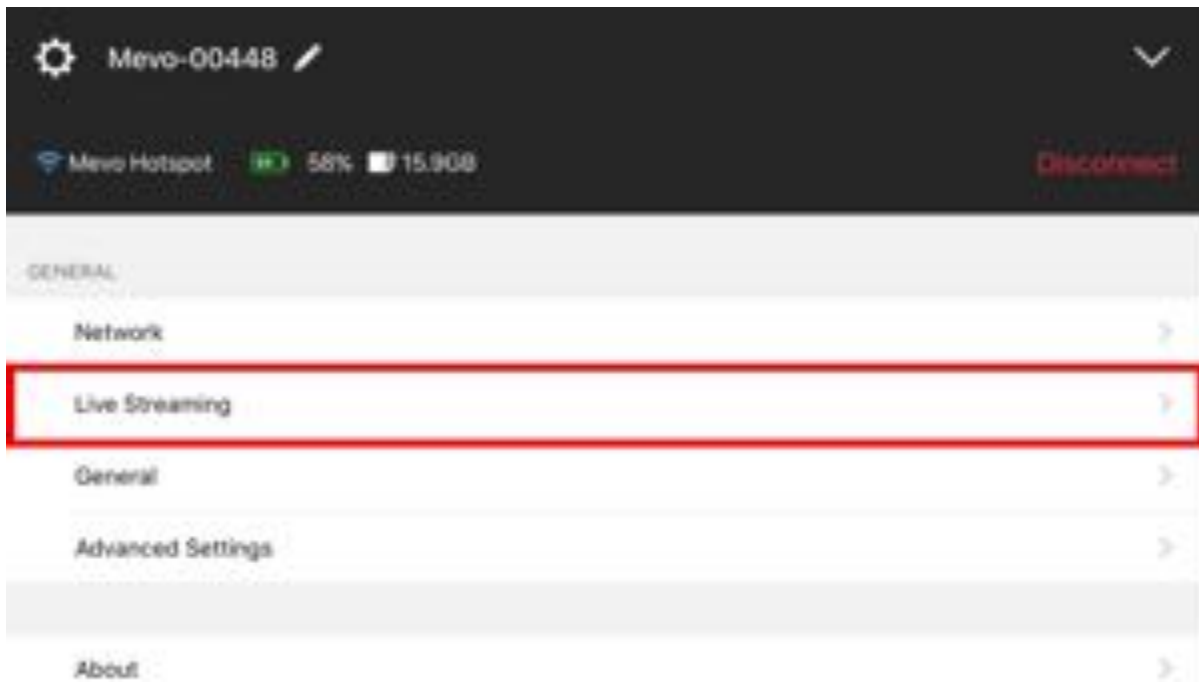
# Set a Default Signature for All Stream Titles

The Mevo app gives you the option to add a default signature, such as a hashtag, to the end of stream's title.

Open the app's settings by tapping the More Options icon, followed by the gearwheel.



Tap the Live Streaming menu.

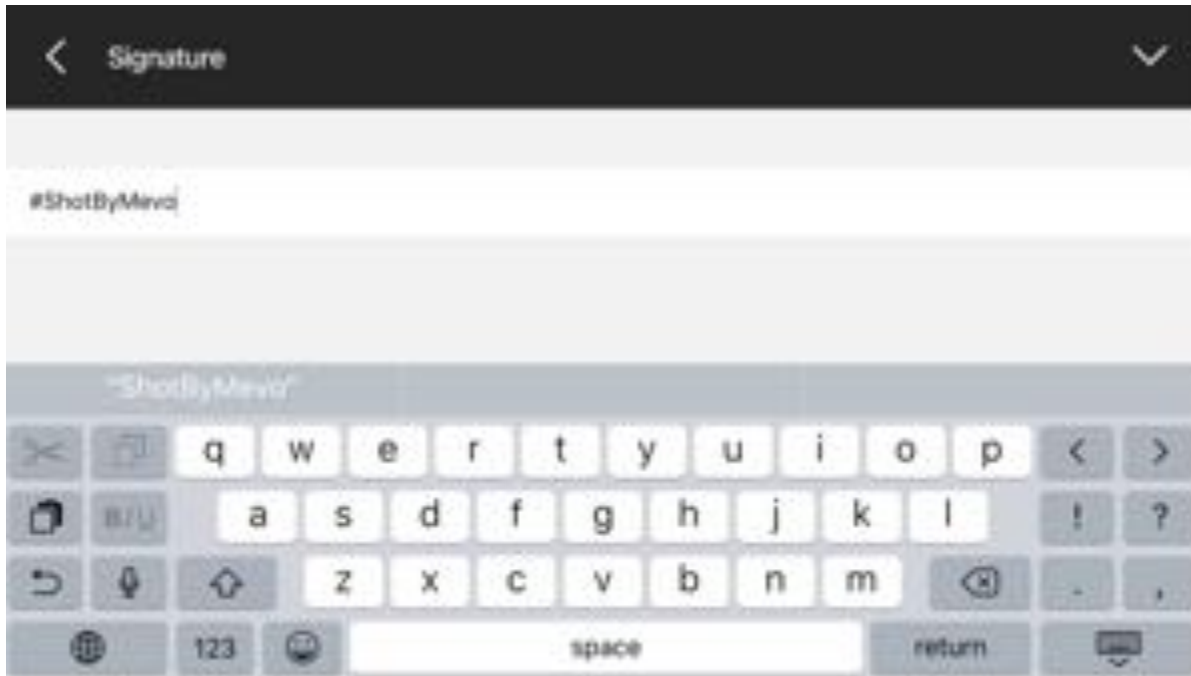


Below all the available providers is the Signature option. Tap this to reveal a keyboard and set a signature.



Type in your desired signature.

💡 If you wish for the signature to be a hashtag, be sure to include the hash symbol (#) and no spaces in your signature.



When you go live, that signature will by default be added to the end of your stream title.



Emily Knox is live now.

Just now · ·

Office cam: #ShotByMevo

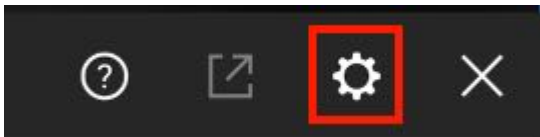


Like Comment Share

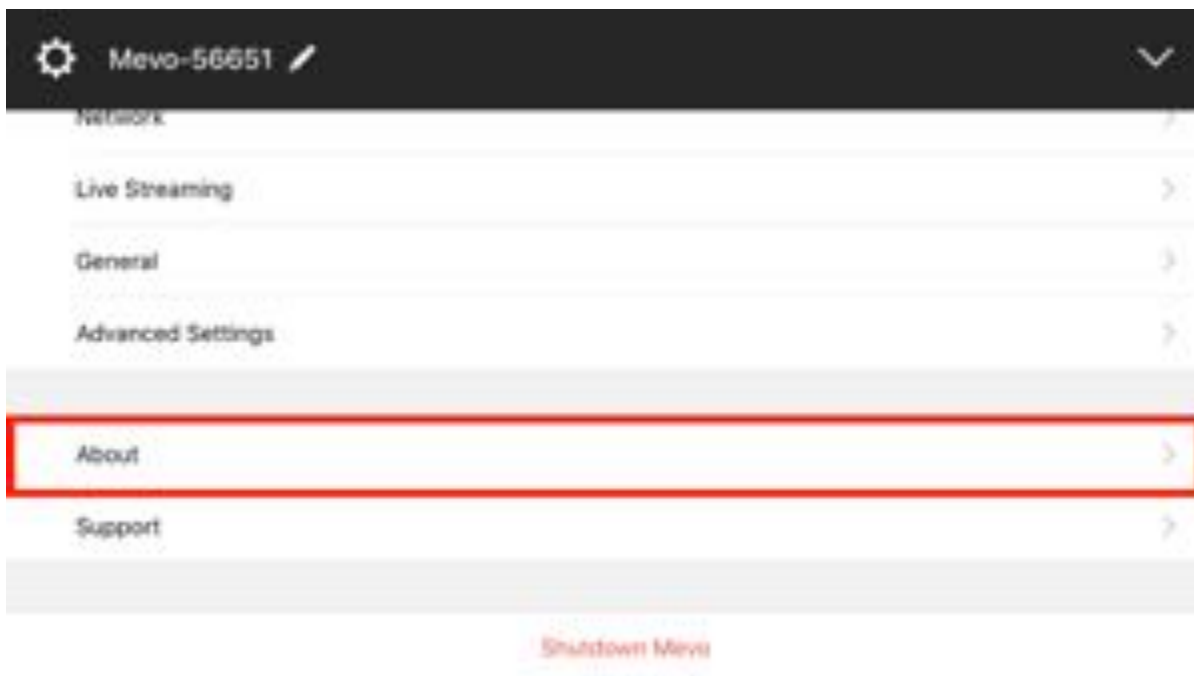
# Find your App and Firmware Version

If you're not sure which version of the Mevo app and firmware you are using, you can find this information in Mevo's settings.

Tap the More Options (•••) icon in the bottom right corner, then tap the Gearwheel icon.



Scroll down to the bottom of the menu and tap About.



This menu will show you all the information about your Mevo.



The screenshot shows the 'About' page of the Mevo app. The page has a dark header with a back arrow on the left and a dropdown arrow on the right. Below the header is a list of device information items, each with a label on the left and a value on the right, separated by a horizontal line. The items are: Model (Mevo), App Version (1.8.3 (3.6.156)), Firmware Version (1.8.318), Serial (AAD0156661), Wi-Fi MAC Address (38:F0:C8:01:06:84), and Bluetooth MAC Address (38:F0:C8:01:89:6D).

Label	Value
Model	Mevo
App Version	1.8.3 (3.6.156)
Firmware Version	1.8.318
Serial	AAD0156661
Wi-Fi MAC Address	38:F0:C8:01:06:84
Bluetooth MAC Address	38:F0:C8:01:89:6D

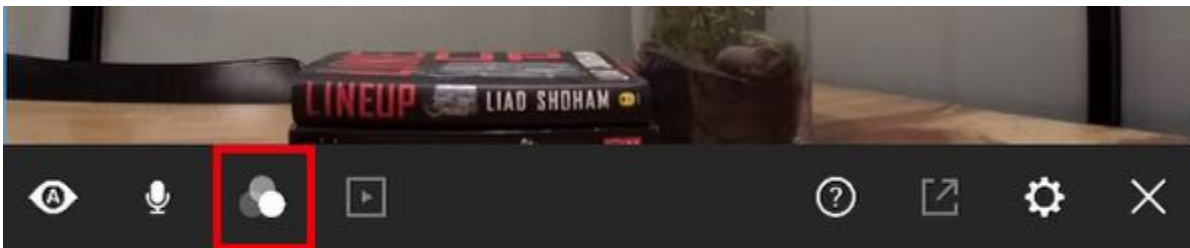
# Advanced Settings

# Adjusting the Camera's Image

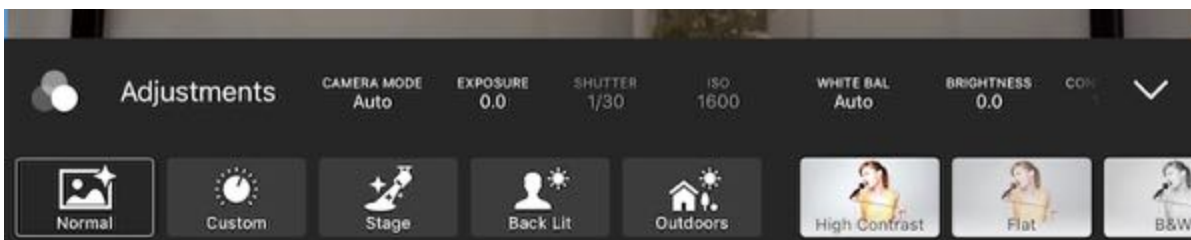
You can adjust everything about the image Mevo produces via a quick-access menu that allows you to see the changes you are making in real-time.

## Access the Image Settings Menu

In the live edit view, tap the Options icon (•••) in the lower right corner. Then tap the image adjustments icon (third from the left).

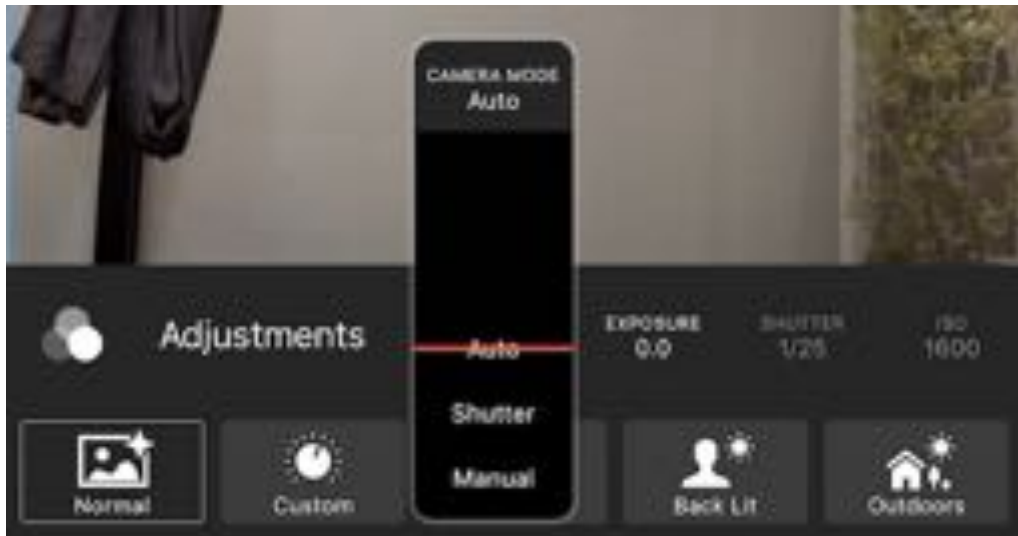


The menu will open in the lower third of the live edit view. The menu consists of two rows; the bottom row includes presets with the top row includes individual image settings. Swipe each row left to see further options.



## Camera Modes and What They Mean

You can choose between three camera modes to operate in: **Auto**, **Shutter**, and **Manual**. The difference between these is how exposure, shutter speed, and ISO settings are controlled.



### Auto

Selecting **Auto** will cause both shutter speed and ISO settings to adjust on their own to create the best shot possible based on the lighting in your environment. You will not be able to manually adjust these settings in this mode, but you can adjust exposure and all other settings in this menu as needed.

### Shutter

Shutter priority mode allows you to dial in the minimum shutter speed manually, while the ISO setting automatically compensates to create smooth movement within the shot. This is ideal for a producer working in extremely fast or extremely slow environments who wants the camera to adjust based on changing lighting (e.g. sunset).

### Manual

For full control of both shutter speed and ISO, select **Manual**. Exposure cannot be adjusted since it is a combined value and will automatically dial in based on how you set your shutter speed and ISO setting.

Choose this setting if you prefer to have full control, or if you are looking to showcase a change in lighting from one environment to another with no camera adjustment period. For example, if you are starting indoors but moving outdoors, you may want to manually set your shutter speed and ISO for optimal appearance for outdoors, which will keep your indoor environment looking darker.

## Image Adjustment Settings

### Exposure

This setting is typically used to compensate for environments with contrasting lighting conditions (stage with spotlights, etc.) It can be adjusted when the Camera Mode is set to Auto or Shutter.

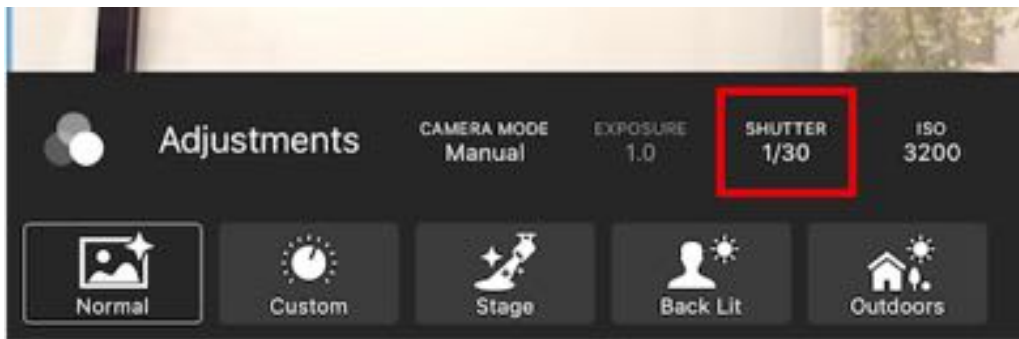
Keep in mind that adjusting this setting will cause the shutter speed and/or ISO to automatically adjust.

This setting can be found to the right of the Camera Mode menu; tap it to open the menu and select an exposure measurement.



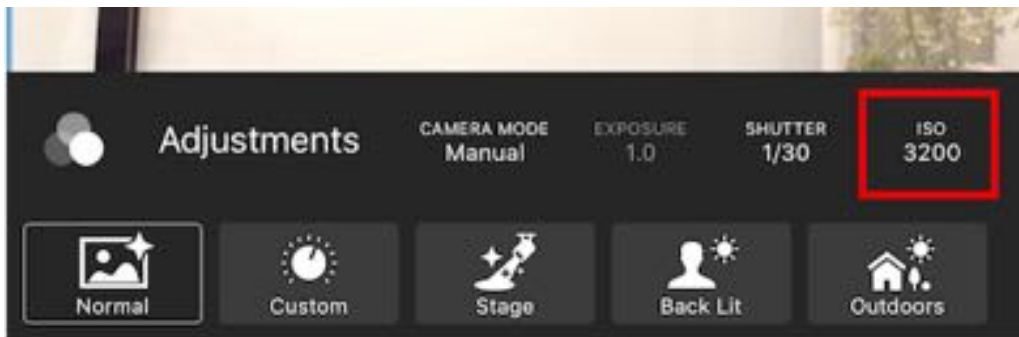
### Shutter speed

By definition, shutter speed determines for how long each individual frame is exposed, measured in fractions of a second. This setting has the most impact on the appearance of motion blurriness in your video. [Vimeo's blog](#) has a great demonstration of this. You can configure this when the Camera Mode is set to Shutter or Manual.



## ISO

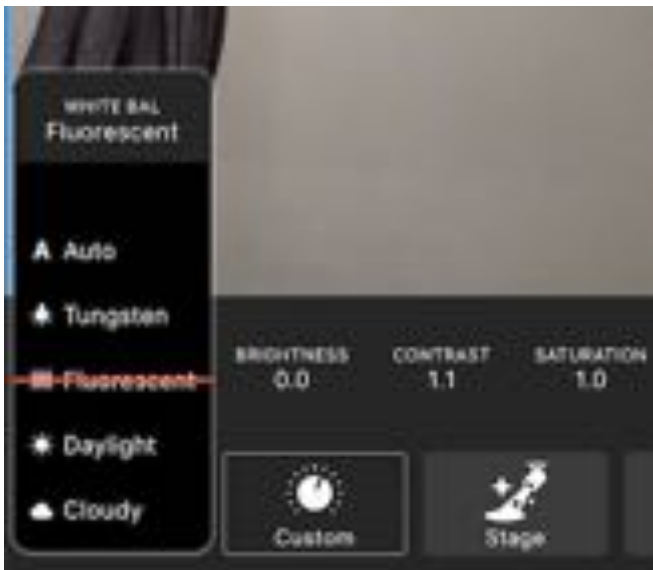
ISO measures the image sensor's sensitivity to light. Higher ISO settings are ideal for darker settings, although will produce grainier shots than lower ISO settings. ISO can only be manually adjusted when the Camera Mode is set to **Manual**; it will automatically adjust in other modes.



## White Balance

White balance can be found to the left of the ISO setting. This generally refers to the color balance in the image; in other words, the camera determines what in the image is white, and adjusts the other colors accordingly. Mevo can auto-white balance your shot or you can manually choose from a few preset environments.

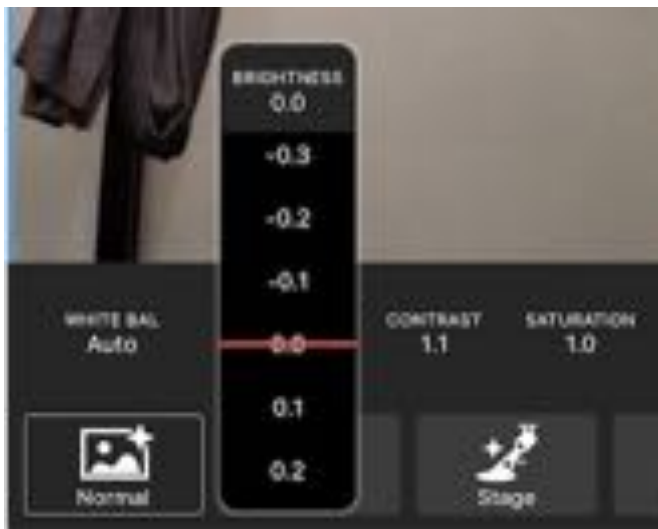
Tap the White Balance setting to open the menu and scroll down to choose your setting. Mevo will take about one second after selecting an option to adjust the image so you can see what your picture looks like after.



## Brightness, Contrast, Saturation

Brightness, contrast, and saturations are adjustments best made to your shot after you've established your Shutter speed and ISO settings.

Tap the desired setting and scroll up or down to choose an option; Mevo will adjust the image based on your selection.



## Sharpness

Sharpness, in the simplest terms, adjusts how the camera processes the pixels in the image. The pixels can either be very defined and make edges clearly pronounced, or much softer and blended together.

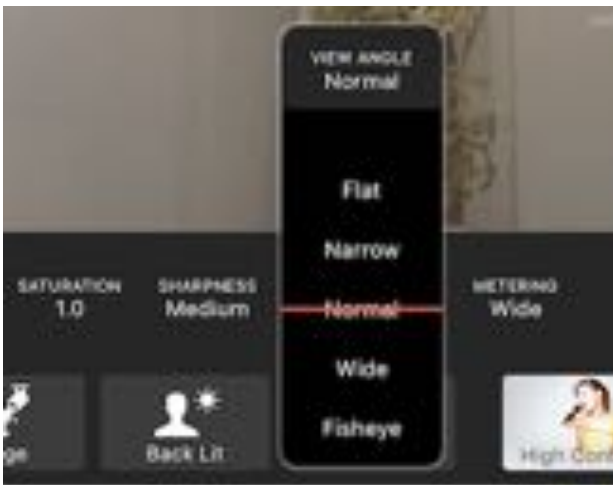
Low sharpness may be ideal for low activity events (panels, meetings), whereas high sharpness would help better define objects in higher activity events (dance recitals, sports).

You can find Sharpness settings to the right of Saturation; tap the setting to open a menu to show three options: Low, Medium, and High. Mevo will adjust the image based on your selection.



## View Angle

You can adjust the appearance of the field of view with the **view angle** setting. This menu can be found to the right of the Sharpness menu. Tap it to select among a handful of options.



As a reference, here is a picture of the same exact sample area taken by an iPhone 6S Plus at the same distance as Mevo.



*Flat: most cropped, straight edges*



*Narrow: wider field of view, edges slightly curved*



Normal:



Wide: Full field of view captured, curved edges



*Fisheye: Most curved edges, objects in the middle of the picture appear closer to the camera.*

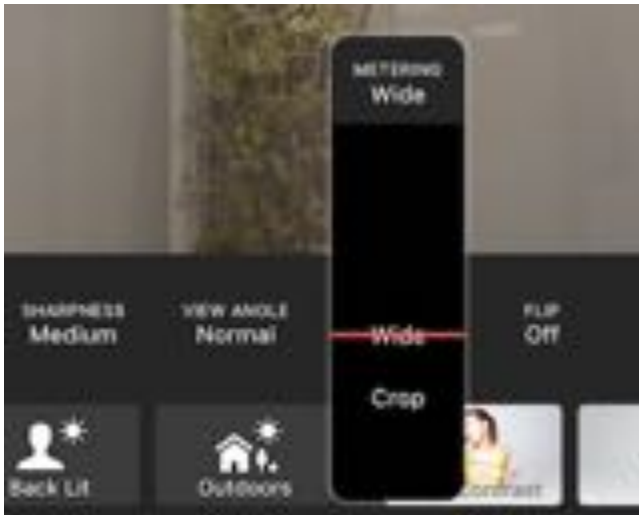


## Exposure Metering

This setting tells the Mevo where within the field of view light should be measured. It's found to the right of the View Angle setting.

- **Wide:** measures exposure of the entire shot and keeps the exposure consistent regardless of cropping.
- **Crop:** measures the exposure of the cropped portion(s) of your shot.

If you select **Crop**, the exposure will adjust based on the lighting in the cropped area. Your viewers will notice a change in lighting if you crop from a darker area to a brighter area.



## Flip Video

This setting allows you to have your video flip vertically and is located to the right of the Metering setting. Tap the menu and choose among the three options

- **Off (Not Flipped):** The image will not flip if you turn the camera upside down.
- **On (Flipped):** The image will appear flipped unless you physically turn the camera upside-down.
- **Auto:** The app will detect whether the camera is right-side-up or upside-down and adjust the orientation accordingly.
  - **Please note:** it may take a few seconds before the image flips, so we do not recommend going back and forth between the two orientations frequently.

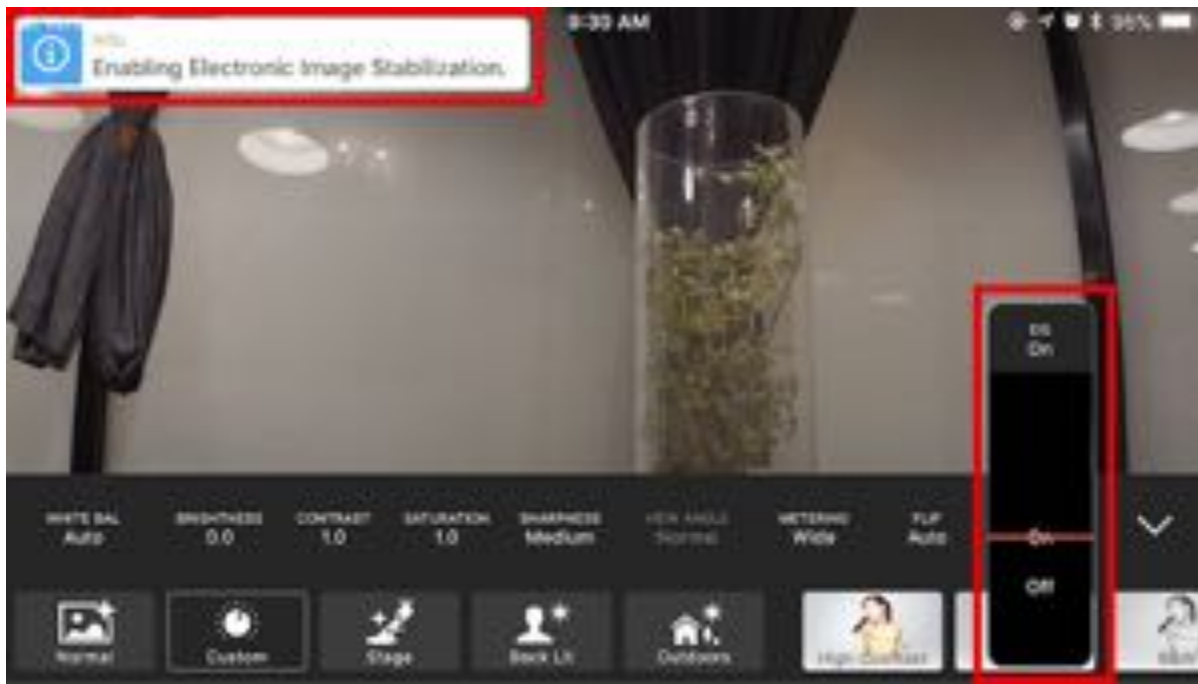
When you choose a setting, you will see a notification in the upper left corner indicating that your video is in the process of inverting or reverting to normal.



## Electronic Image Stabilization

Electronic Image Stabilization (EIS) helps retain the video quality while the camera is in motion. Customers looking to use the Mevo while moving rather than in a stationary location may want to consider turning EIS on, although doing so will disable Mevo's live-editing features (zoom, pan, cut, etc.).

Find the EIS menu to the right of the Flip menu. Tap it to open the menu; you can either turn it On or Off. A notification of EIS being enabled or disabled will appear in the upper left corner when you choose a setting.



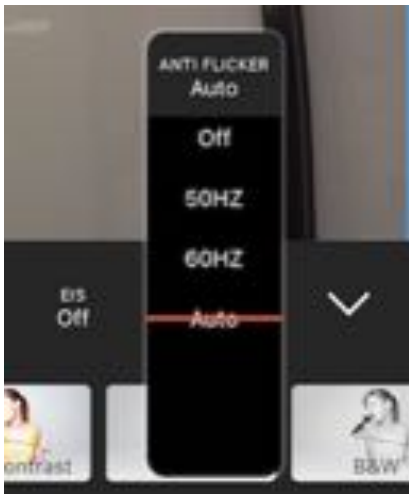
## Anti Flicker

Anti Flicker is a setting that you should check if you are in a room with fluorescent lights or you plan on shooting a television screen. Many times when using a camera in these environments, there is a noticeable flicker in the image. This setting helps reduce this flicker.

Here you have four options:

- Off: Anti flicker is not active.
- 60Hz: Configured for US power frequency
- 50Hz: Configured for European power frequency
- Auto: Automatically detects and matches power frequency

This is the last menu in the top row of the adjustments menu, to the right of the EIS menu. Tap it to choose your Anti Flicker setting.

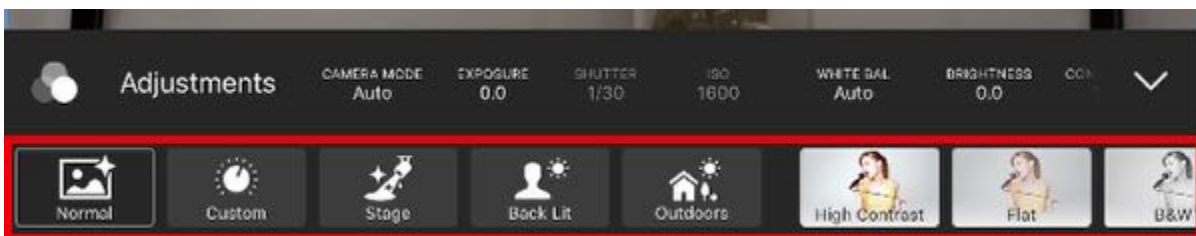


## Presets

There are a few preset image filters you can use to give your event a different look and feel. These are all found in the bottom row of the Adjustments menu (swipe the row left to see all the filters).

Options include

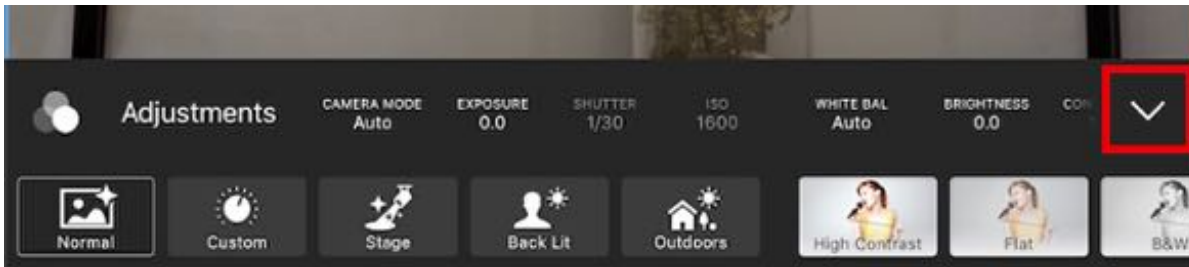
- Normal
- Custom
- Stage
- Back Lit
- Outdoors
- High Contrast
- Flat
- Black White
- Vivid
- Sepia



The Custom option will automatically be selected when you start configuring any of the image adjustments in the top row of the menu (Shutter speed, white balance, etc.), regardless of which preset you originally selected.

If you switch to a different preset, Mevo will remember the last configuration you had under Custom; if you select Custom again, the image will revert back to the adjustments you made previously.

The drop-down arrow on the far right will close the Adjustments menu.

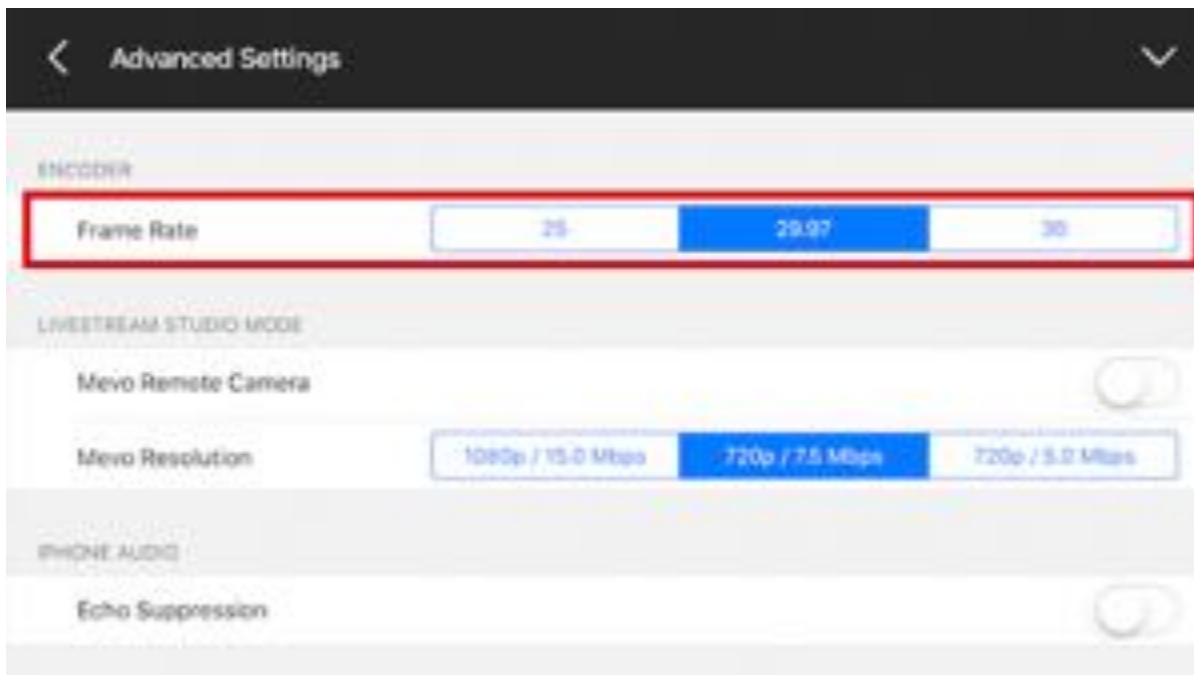


# Adjust Mevo's Frame Rate

Mevo has three options to choose from for outgoing frame rates: 25fps, 29.97fps, and 30fps.

To change your frame rate, open the options menu by tapping the three dots (•••) in the bottom right corner of the live edit view, then tap the gearwheel.

Select Advanced Settings; the Frame Rate setting is at the top of the screen. Tap the desired frame rate you wish to use; your selection will turn blue.



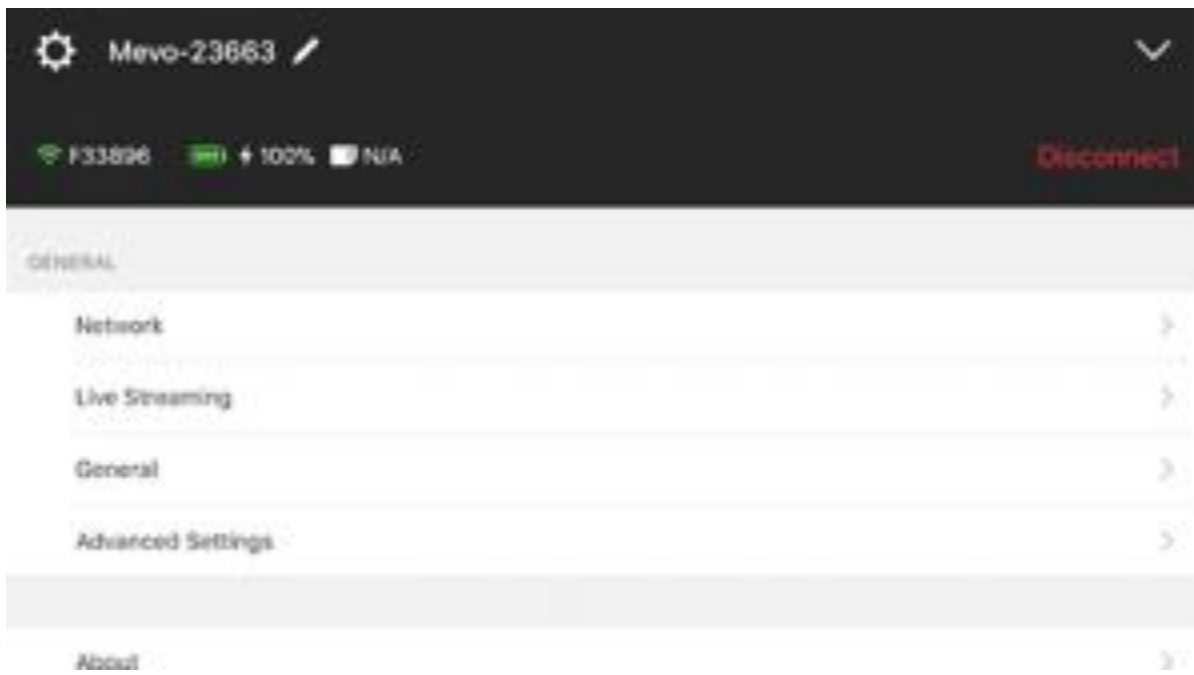
This setting cannot be changed while you are actively recording or streaming live.

# Enable Livestream Studio Remote Camera Mode

You can bring your Mevo into your Livestream Studio production as a Remote Camera. In this way, you can use more than one Mevo camera in your production at one time, if you want.

Make sure that your Mevo is turned on and connected to the same local network as your Livestream Studio machine.

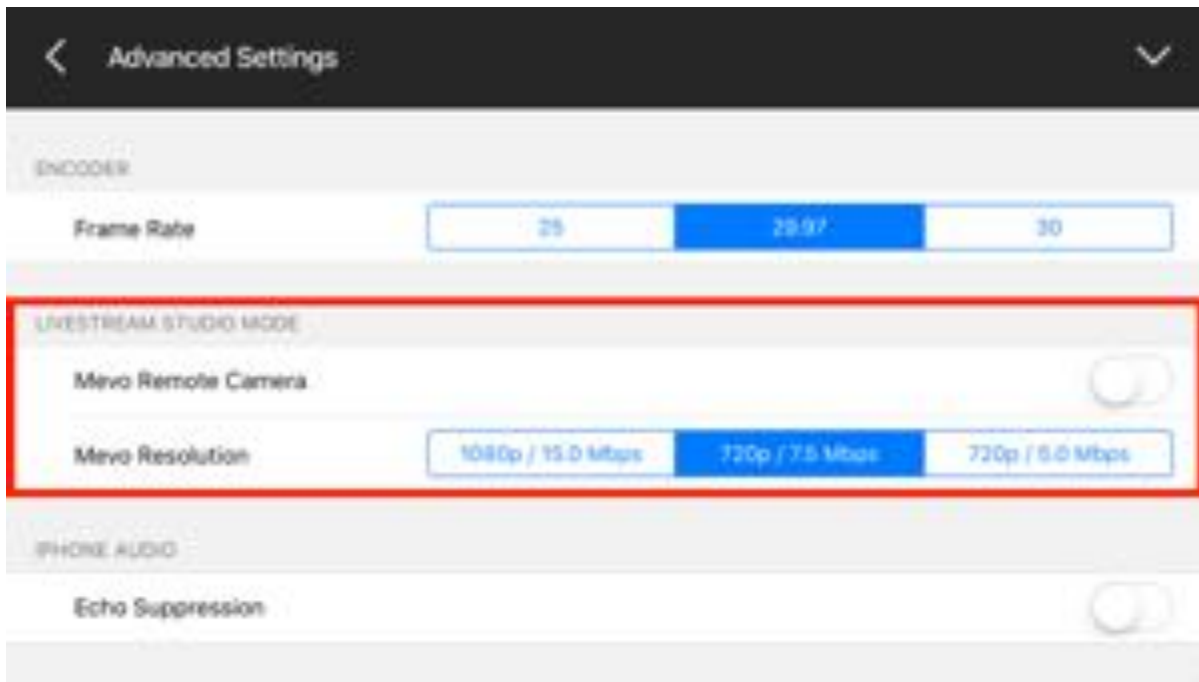
Launch the Mevo app and navigate to the main menu. Choose **Advanced Settings**.



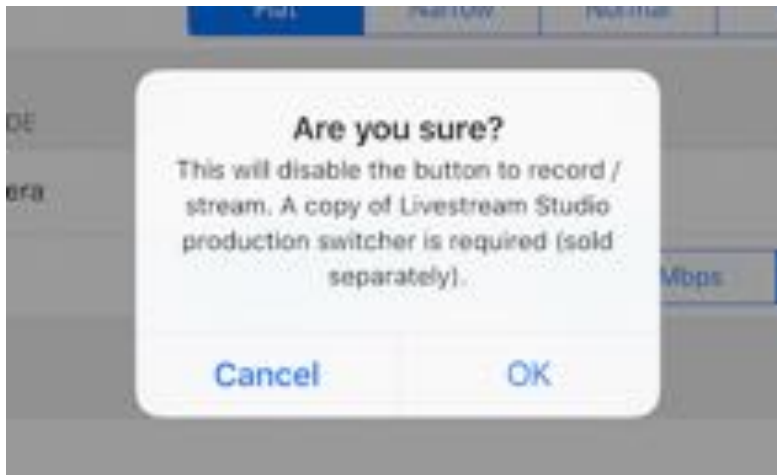
You will see a section for **Livestream Studio Mode**. Choose your desired resolution and bitrate for your camera's output into Studio, then toggle on the **Mevo Remote Camera** switch.

 You cannot change your resolution while remote camera mode is enabled.

 Selecting 1080p / 15.0Mbps will disable all Camera Assistant features (Face Detection, Live Follow, Auto Pilot, Static Shots).



This notification will pop up, which is simply to notify you that you are changing your camera's use and that it is only functional with Studio. You may toggle the switch back off at any time.

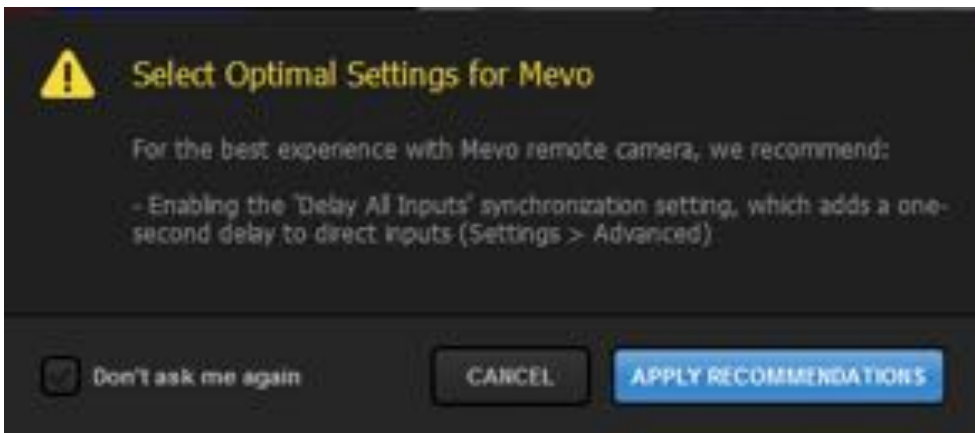


Your Mevo will appear at a Remote Camera option in Studio. Select it to see your camera's output in Studio.

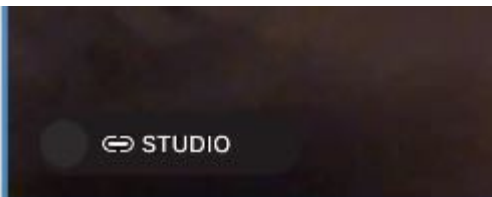
**i** If you have re-named your Mevo in the app, be aware that it will still show up in Studio with its original identification number.



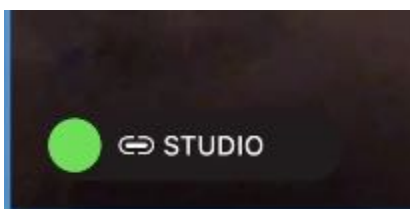
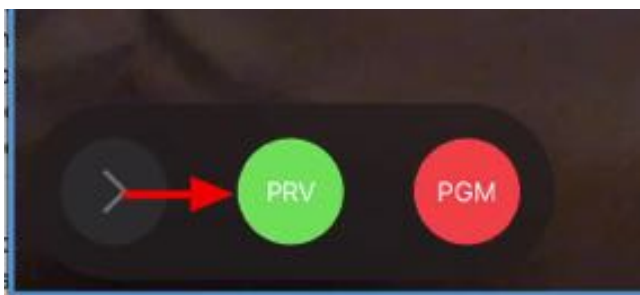
The below message will prompt you to change some settings in Studio to improve the experience with Mevo remote camera. Clicking **Apply Recommendations** will set all direct inputs to be delayed by one second, syncing them with Mevo and any other remote camera sources.



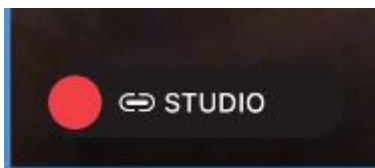
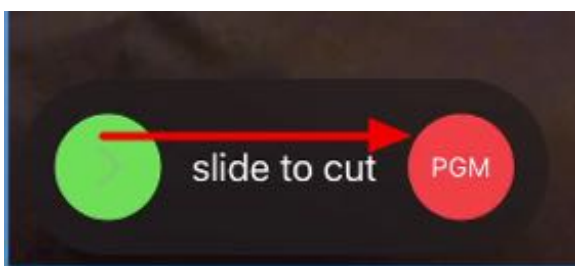
In the Mevo app, you will notice the bottom left corner now shows a dark gray button indicating it is linked to Studio but is not currently in Preview or Program. If you tap this button, the option to push it to Preview (PRV) or Program (PGM) will appear.



Use your finger to slide the gray button to either PRV or PGM to put your Mevo into either Preview or Program, respectively




Once Mevo is in Preview or Program, tap the button again and slide it to switch.



While Mevo is being used a Remote Camera in Studio, you may still live edit your Mevo shot in your Mevo app. Your Mevo will output this live editing to Studio, just as it would to a local recording or Mevo stream to Livestream or Facebook Live.

- i You cannot start a separate Mevo stream to Livestream or Facebook Live while Studio Remote Camera Mode is enabled. You also cannot record to a microSD card inside the camera while in Studio Remote Camera Mode.

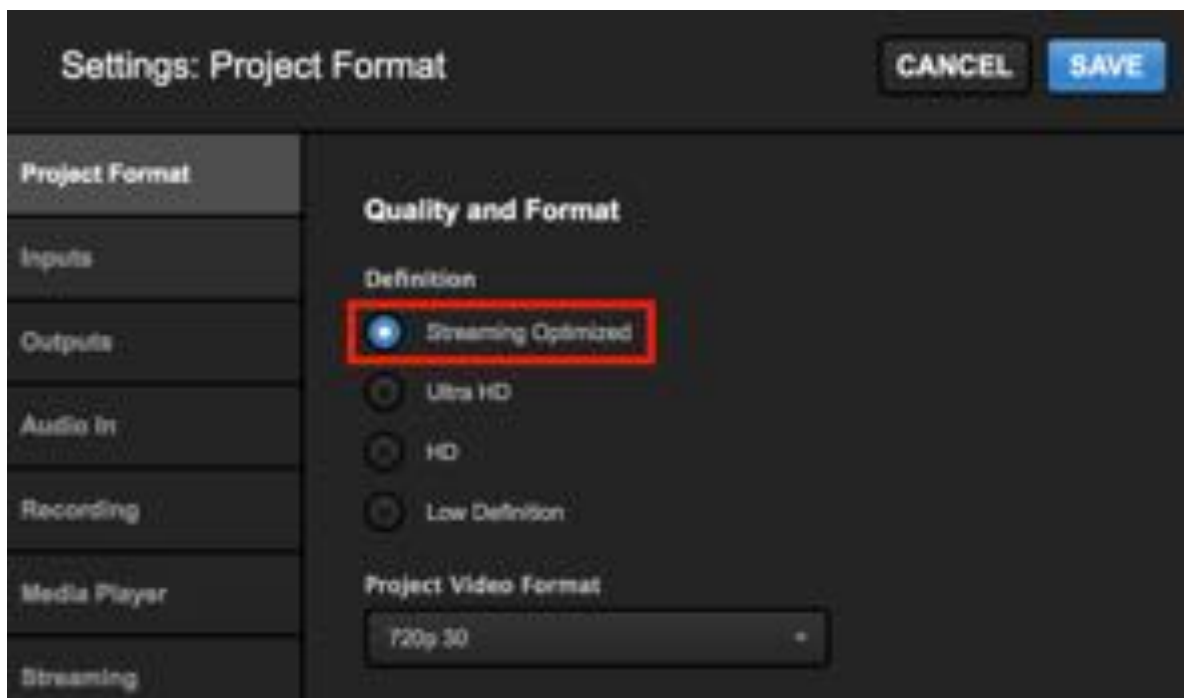
 Once your Mevo is connected, [check here](#) for best practices and recommendations for using Mevo as a remote camera source.

# Recommended Livestream Studio Settings for Mevo Remote Camera

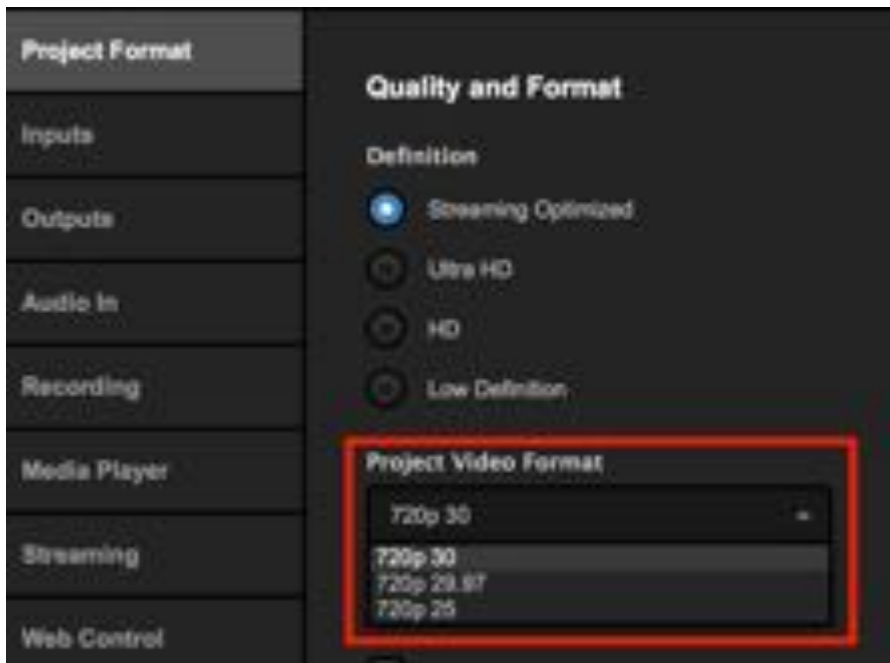
If you intend to [use Mevo as a remote camera source](#) in Livestream Studio, our team has some configuration recommendations for optimal performance.

## Project Format

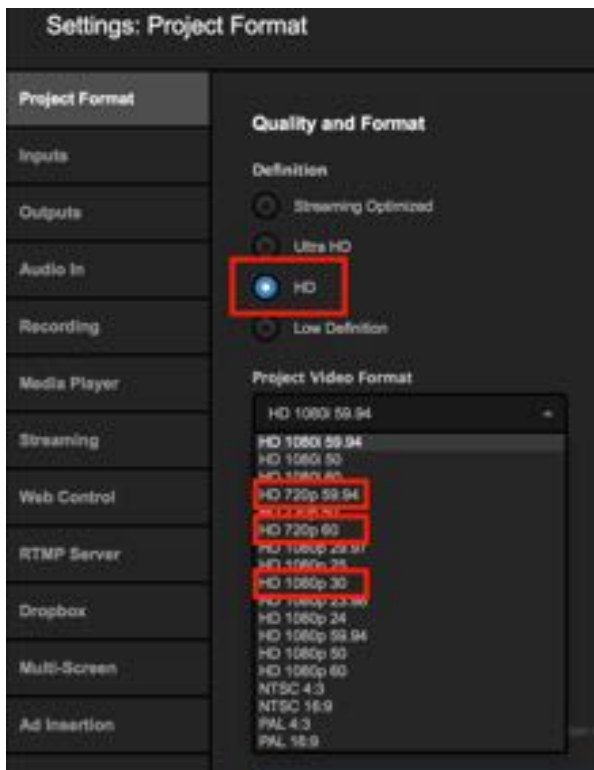
First, under Settings: Project Format, you should select Streaming Optimized.



Choose a Project Format that matches your Mevo's Frame Rate. Doing this will match the Mevo's video resolution and frame rate, therefore increasing the quality while also reducing CPU usage that would otherwise be used to resize the Mevo's video feed.



If you need to output from Studio via HDMI or SDI, then you will need to select an HD format. In Settings: Project Format, change the Broadcast Standard to HD. This in case, we recommend using either 720p59.94, 720p60, or 1080p30. These will produce the best image quality but will increase CPU usage.

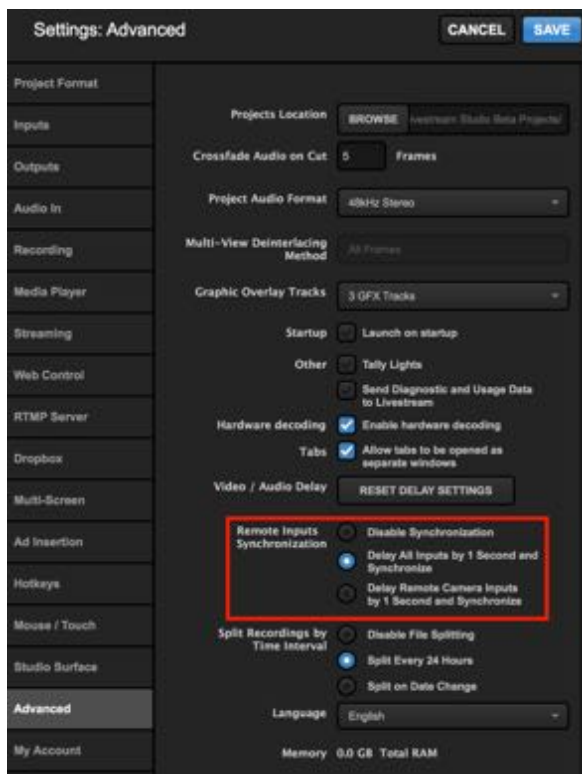


When you select your Project Format, click **Save**.

## Camera Synchronization

To avoid sync issues, it's best that you set your direct input sources to be delayed by one second. You can find this setting in **Settings: Advanced**.

Navigate to the **Remote Inputs Synchronization** setting and select **Delay All Inputs by 1 Second and Synchronize**. This will allow your wired inputs to compensate for the latency experienced by wireless sources (in this case, Mevo) and sync them together.



Be sure to save your settings.

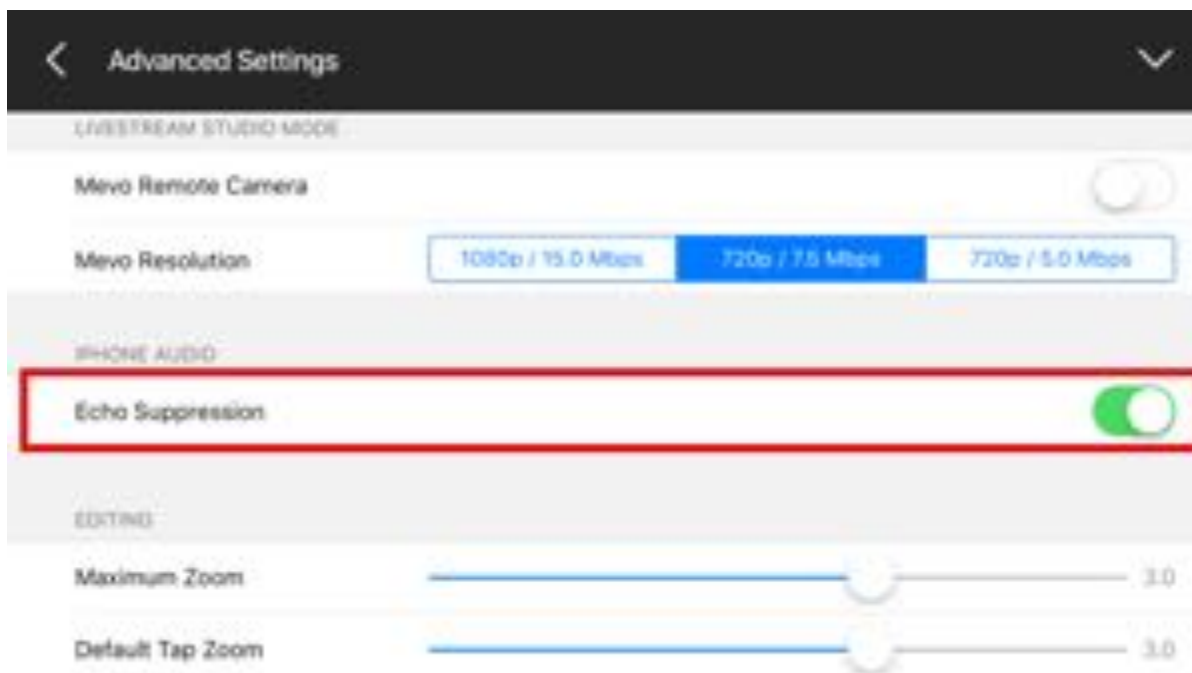
# Echo Suppression

Echo Suppression is a handy feature for customers using the headphone jack or the built-in mobile device microphone to bring in audio. In addition, customers monitoring their audio via the Mevo app should also turn on this feature to prevent audio feedback from playing back in their stream and/or recording.

! This feature is only available for iOS devices.

To enable Echo Suppression, navigate to the options menu, then open **Advanced Settings**. Scroll down towards the bottom of the menu until you see **Echo Suppression**. By default, it is turned off. Tap the switch to enable Echo Suppression, then close the settings.

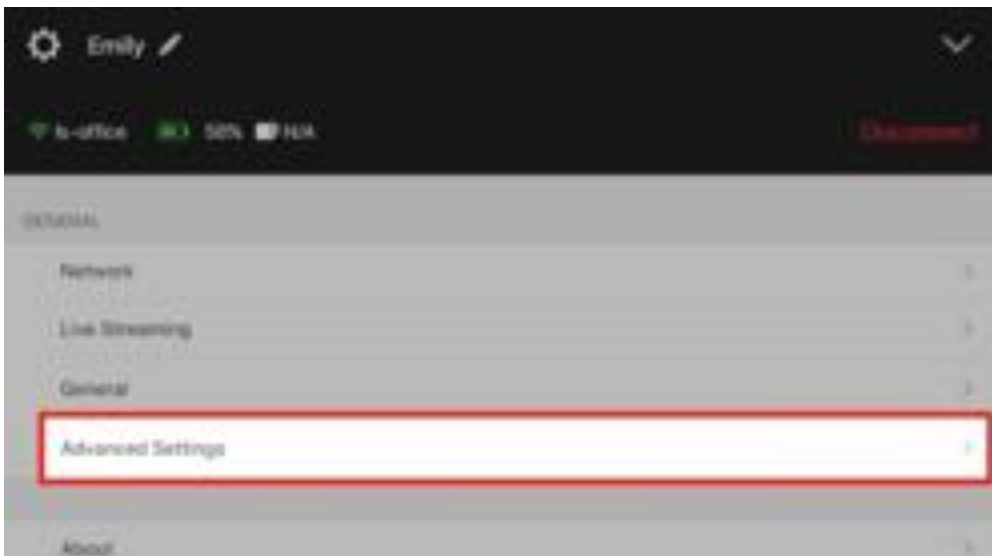
This is not a necessary step if you are using the Mevo's built-in microphone.



# Adjust Maximum Zoom and Default Tap Settings

When live editing with Mevo, you may notice that your zooms and cuts do not crop the shot beyond a certain point. This is a default setting that is meant to prevent the image from looking pixelated. You can adjust these settings to customize how far you can zoom in and what a cut zooms up to by default.

Navigate to Settings > Advanced Settings.



Scroll down to the Editing section where you will see two scrub bars labeled Maximum Zoom and Default Tap Zoom.

**Maximum Zoom:** Determine the farthest Mevo will zoom in to any shot.

**Default Tap Zoom:** Determines how much the image crops when you tap to cut to a close-up shot; if set to lower than the Maximum Zoom, you can still zoom in further by pinching the shot to the maximum zoom level.



By default, both are set to 3X. This means whether you tap an area in the live edit view or zoom into it all the way, the crop will stop once it has zoomed in up to 3X digital magnification, which will look similar to the image below (note the output preview in the upper right corner).



You can adjust both of these to go higher or lower. You may want to consider a limited Mevo to a lower zoom magnification if you are streaming at an HD quality or when using the Mevo in low-light environments.

**i** It's important to keep in mind that the Default Tap Zoom will not exceed the value set for the Maximum Zoom.

In this example, Maximum Zoom has been increased whereas Default Tap Zoom stays the same.



This means if you simply tap on an area of the live edit view, the shot will cut to a 3X magnification shot, but you still have the ability to zoom in more.

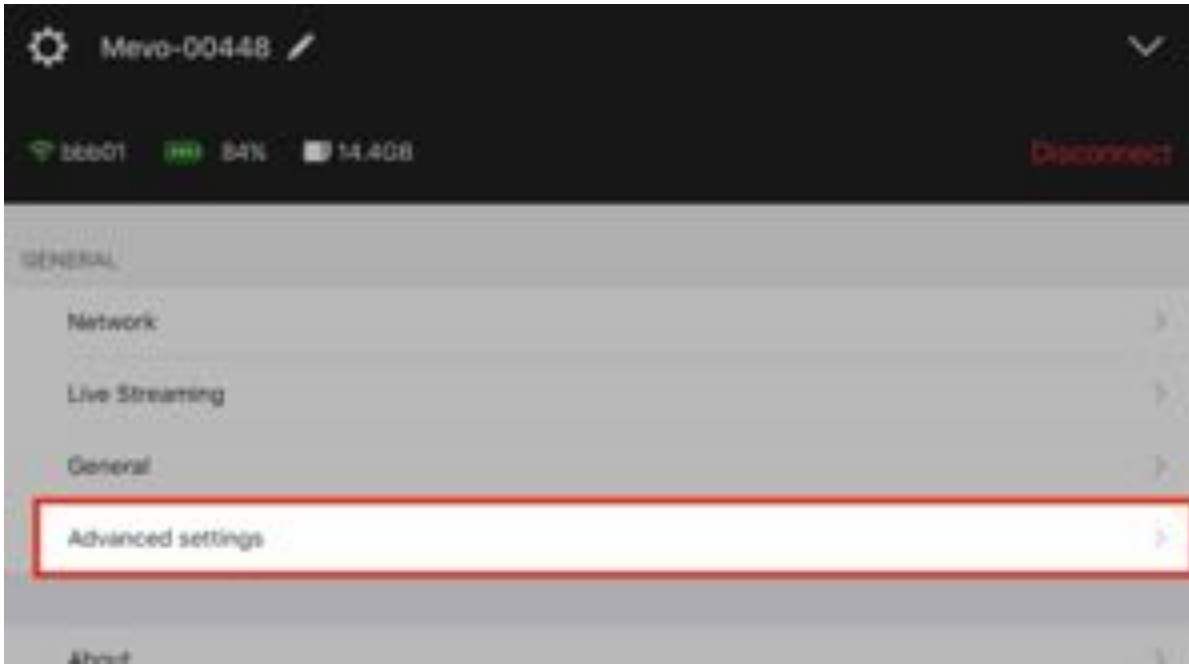


If you set the Default Tap Zoom to be lower, then the crop that occurs when tapping the live edit viewer will cover a larger area, as seen below.

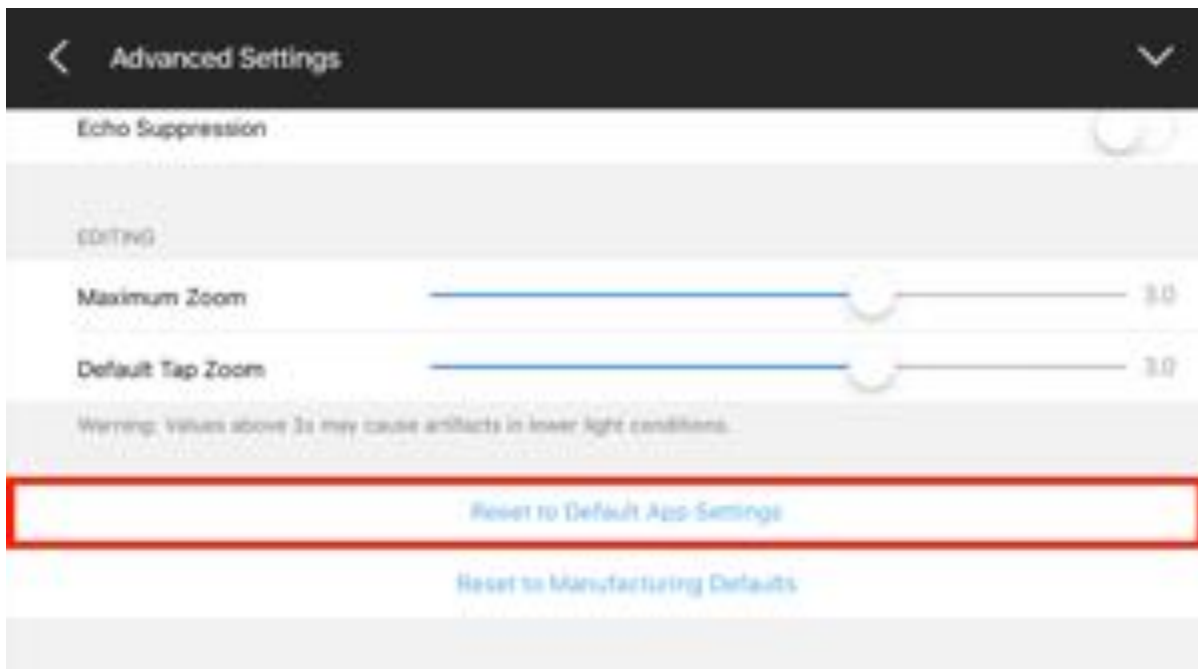


# I Don't Like My Settings; Can I Reset to Default Settings?

To reset the Mevo settings to default configurations, go to the settings menu, then go to Advanced settings.



Scroll to the bottom and tap Reset to default app settings.



Mevo will disconnect from the app. When you reconnect, all settings will be reconfigured to their default state.

# Android App


# Does Mevo have an Android app?

Yes, an Android version of the app is now available for free in the Google Play Store. This app has been deemed compatible on the Android devices listed [here](#).

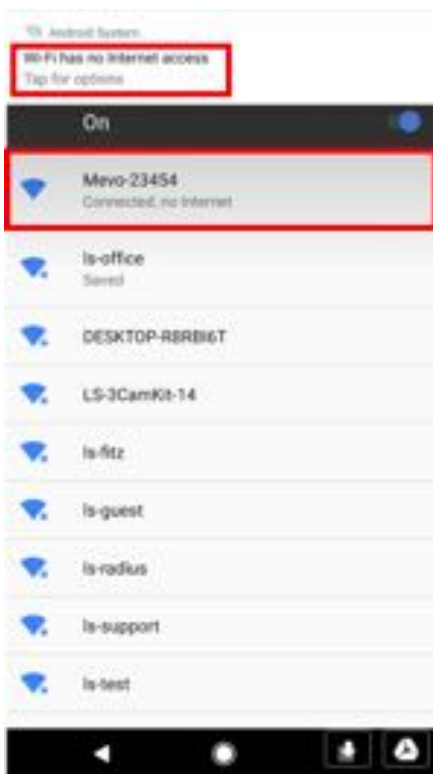
# Connecting Android Devices to Mevo Hotspot

To connect your Android to the Mevo's hotspot, make sure Mevo is powered on and the LED ring in the back is pulsing blue.

Open your Android's Wi-Fi menu and select your Mevo. This will allow you to communicate with your Mevo via its Wi-Fi hotspot.

 Some devices, such as the Google Pixel, may display a warning that the Mevo network has no internet access. This is expected.

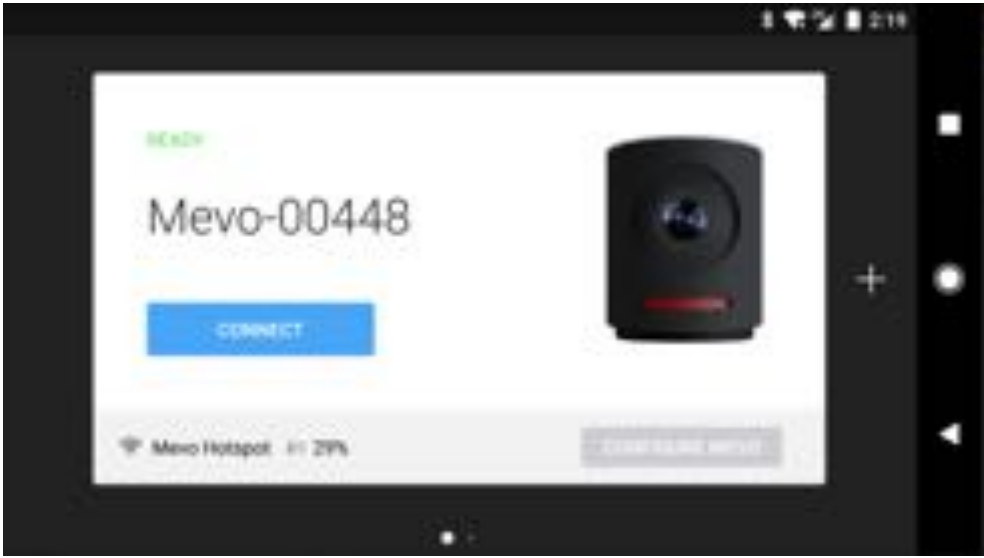
If you see this, tap Tap for options.



Your device may then display a pop-up message indicating the selected network has no internet access and ask if you wish to continue. Select **Yes**.



Once your device is connected to the Mevo network, navigate back to the Mevo app. You can now connect your Android to your Mevo.



# Required Network Configurations for Android

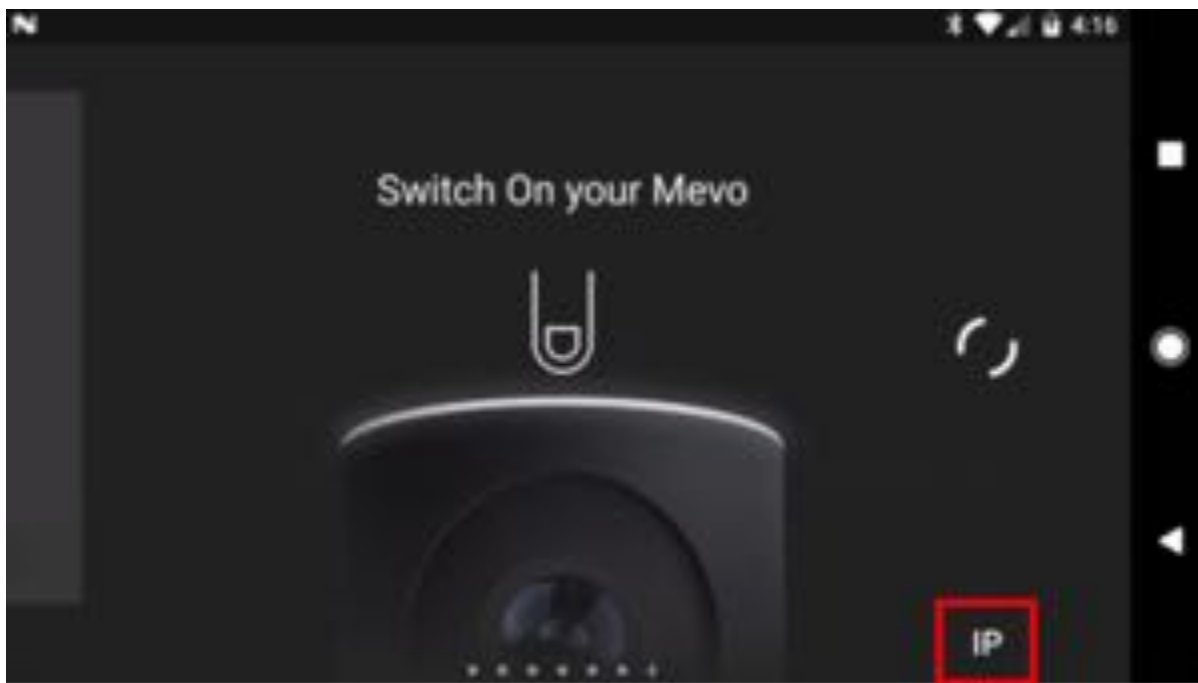
Android devices have some network configuration requirements in order to work with Mevo.

## IPv6 Network Limitations

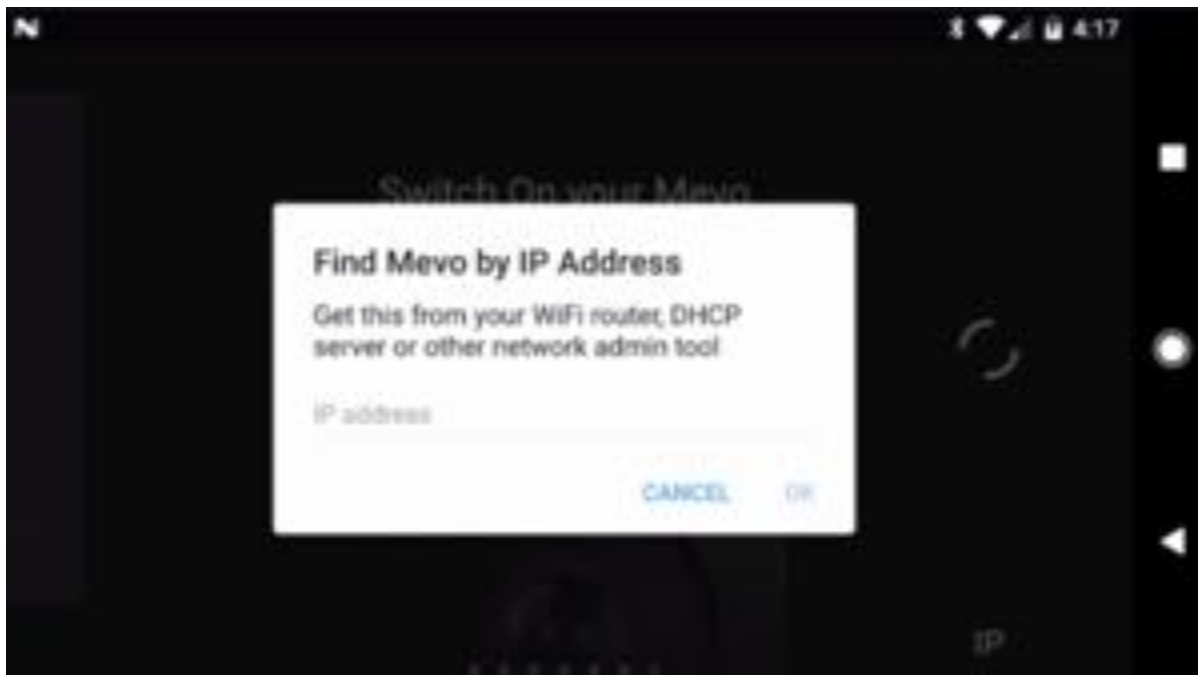
Android devices may have issues discovering Mevo over DHCP when using an IPv6-only network. If you use an IPv6 network, it is best to configure a static IP.

### Detect Mevo via IP Address

If your Mevo's connection card is not appearing, tap the + icon on the right side of the discovery page, then tap IP in the lower right corner.

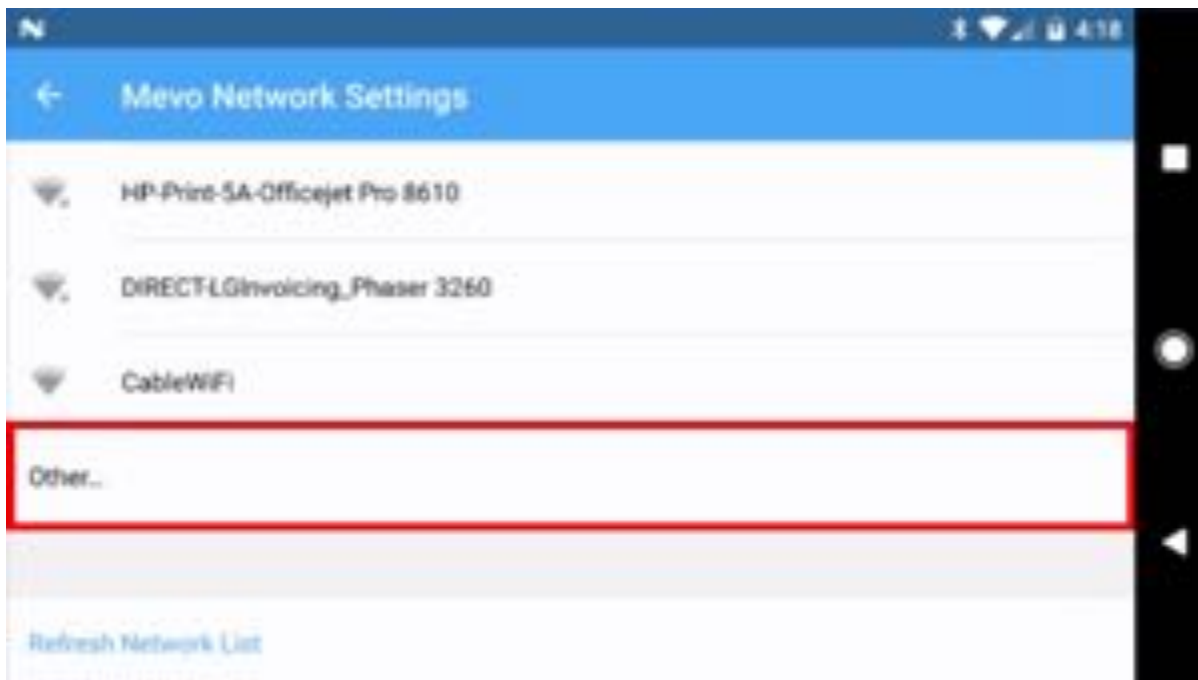


Type in your network's IP address, then type OK. Mevo will detect your camera via static IP.



### Add Network Information from Network Settings Menu

When the Mevo connection card comes up, tap **Configure Mevo**. This will open the Network Settings menu. Scroll down to the bottom of the menu and select **Other...**



Tap the checkbox next to **Advanced option** and change IP settings to **Manual IPv6**. Enter your network's name, IP address, and Gateway, then tap **Connect**.



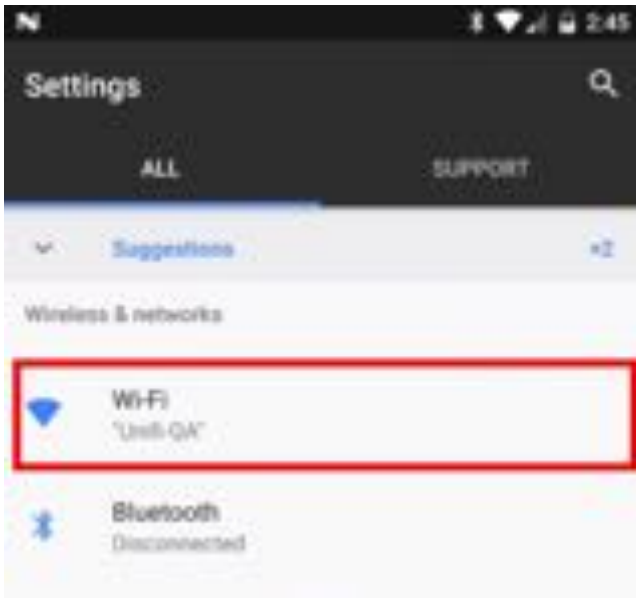
## Disable Wi-Fi Network Switching to LTE

If you are connecting to your Mevo via the [Mevo's hotspot](#), be sure to disable the feature on your Android device that allows the device to switch to LTE automatically when the Wi-Fi signal is weak. The process for doing this varies slightly with each Android device; below we have outlined how to do it on some popular models.

All devices start by navigating to your device Settings.

### Google Pixel & Google Pixel XL

Select Wi-Fi.



Tap the gearwheel icon.

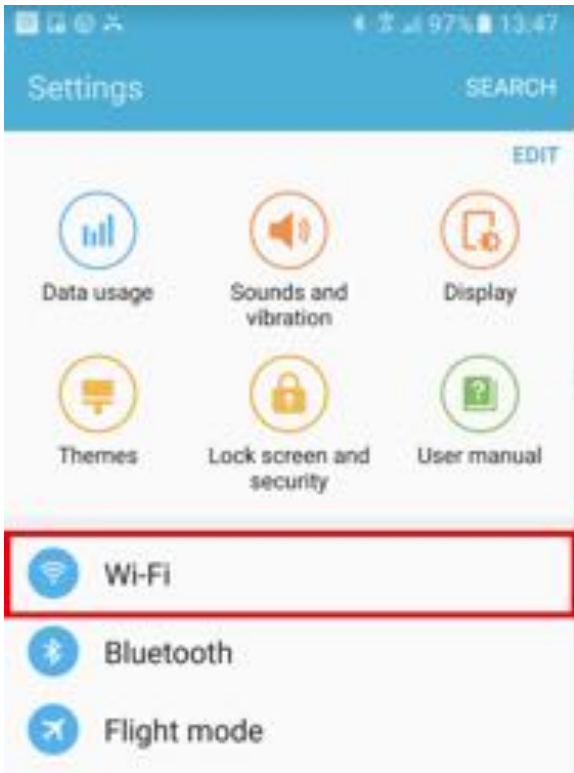


Ensure Switch to cellular data automatically is toggled off.

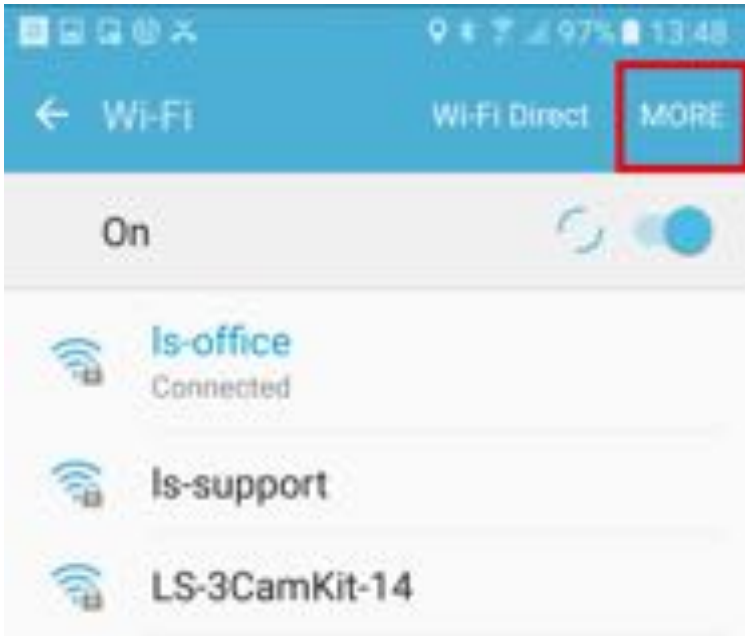


## Samsung Galaxy S6

Select Wi-Fi.



Tap More.



Tap Smart network switch.



A pop-up will appear detailing what Smart network switch does. Select Off.



## LG G6

In the settings menu, tap Wi-Fi.



Ensure that Switch to mobile data is toggled off.



## HTC 10

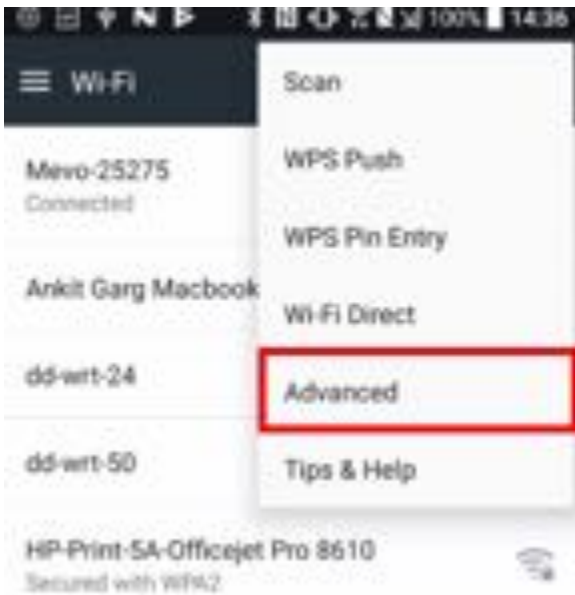
In the device's Settings menu, tap Wi-Fi.



Tap the Options menu in the upper right corner



Tap Advanced.



Make sure Auto-switch to mobile network is unchecked.



# How to Sign Up for the Mevo Android Beta Community

Customers with Android devices may apply to join our Beta Community in Google Play and test beta versions of the Mevo app on their Android devices.

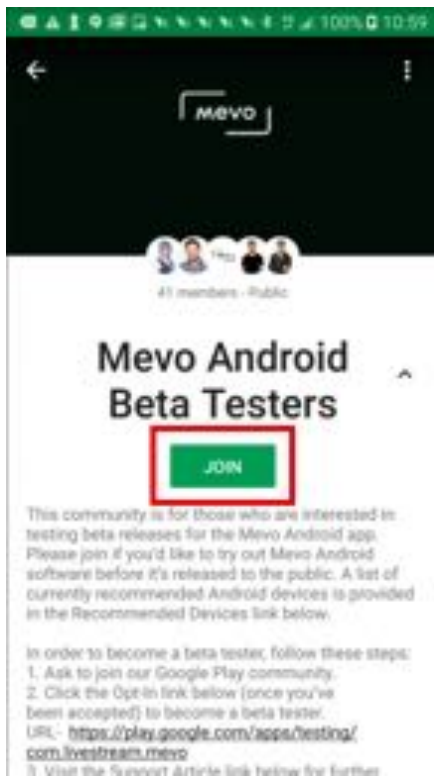
 Please note that this is meant for testing Beta versions and is not recommended for mission-critical production environments.

Before continuing, check our [list of supported devices](#) to make sure your Android device is compatible with the Mevo app.

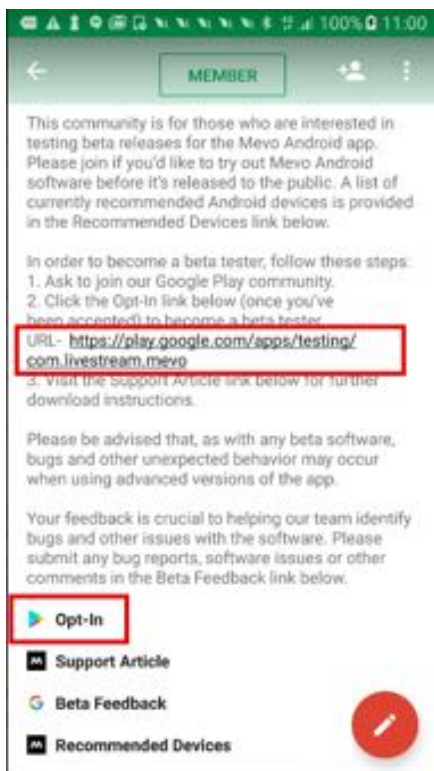
The most recent beta includes access to the [Vimeo Producer and Vimeo Premium plans](#), which includes graphics overlays and simulcasting to multiple destinations.

In a web or mobile browser, go to [our Beta Community](#) and click **Join**.

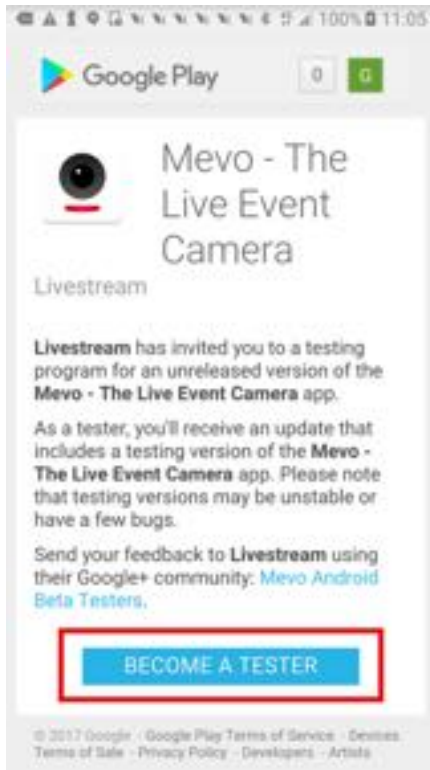
 You must have a Google+ account in order to apply.




Once you join the community, click the Opt-In link on our community page (found both within the description or at the bottom of the page.)

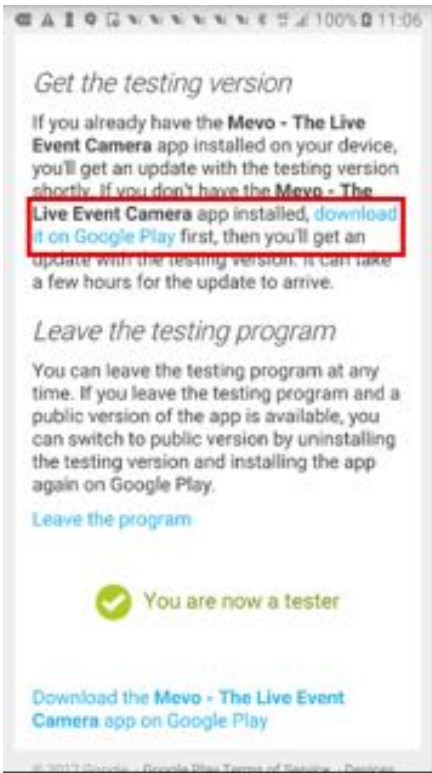


You will then see the following screen. Select **Become a Tester** to continue.

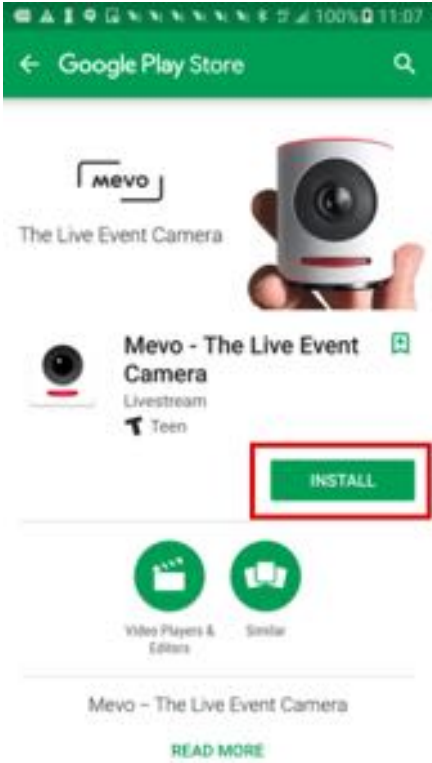


Once you see the "You are now a tester" message, click **download** it on Google Play to download the app.

 Be advised that the beta may not download right away. On average, customers can expect the app to arrive within 30 minutes.

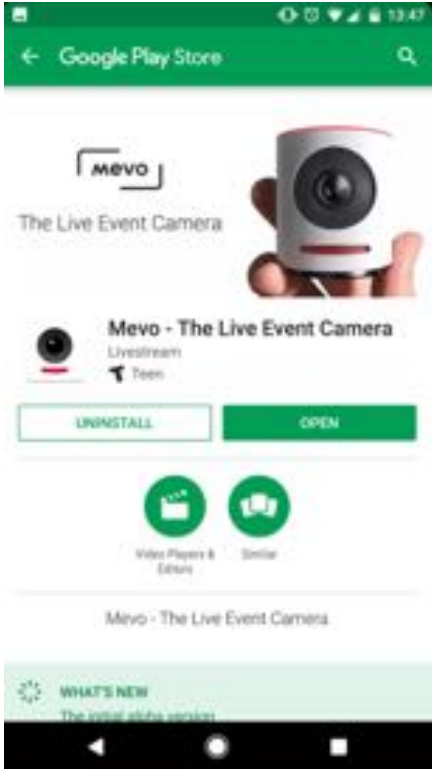


Select Install. The app will start downloading.





Once it has finished downloading, tap **Open** to launch the app.



If you encounter any issues, please [report them to us](#).

# Accessing Graphics and Simulcasting on Android

We have released Mevo app version 1.8 to include the ability to add graphics overlays, stream to multiple destinations simultaneously, and upload archives of streams directly to Vimeo via our new Vimeo-powered Mevo plans. Currently, this update is only available on iOS, however, we have a public beta for Android available that includes these features with the purchase of a Vimeo Producer or Vimeo Premium plan.

If you are already a member of our Android Beta community on Google Plus, you should have received a notification on June 26th that a new beta is available. Downloading this beta will give you the ability to subscribe to the Producer or Premium plans directly from the app and unlock these new features. You can also purchase them online at [getmevo.com/features/plans](http://getmevo.com/features/plans).

If you are not in our Android Beta community, [learn how to join](#).

We are expecting to release a production version of 1.8 for Android later this summer.

# Troubleshooting

# I Forgot the Password I Set for my Mevo

If you [set a password](#) to access your Mevo and no longer remember what that password is, [reset your Mevo](#) to factory settings.

Note that this will prompt you to update your Mevo's firmware once you relaunch it. After updating, you can connect to your Mevo without the need for a password.

# Why Is Mevo Changing the Shot on Its Own?

If you notice that your Mevo shot is editing on its own, it's likely that [auto-pilot](#) has been turned on.

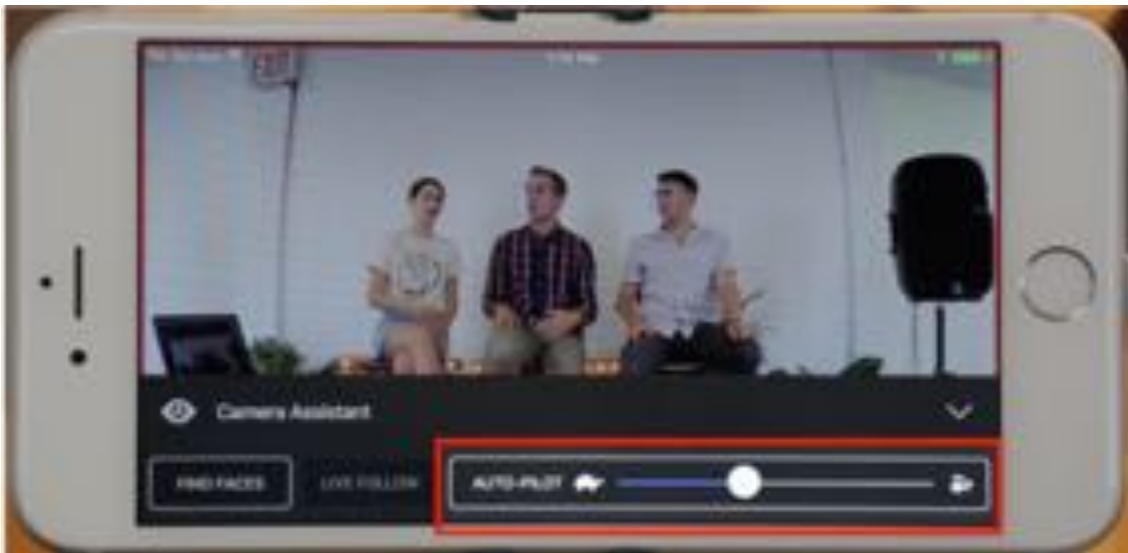
To turn off auto-pilot, tap the **More Options** icon in the lower right corner.



Tap the **Camera Assistant** icon.



Tap **Auto-Pilot**. You should notice the white box that surrounds it go dark. This turns auto-pilot off.



Now edits will only occur when you tap, pinch, or drag your fingers on the app.

# I Don't See the Red 'Go Live' Button

In the app's main view, there is a red button in the lower left corner.



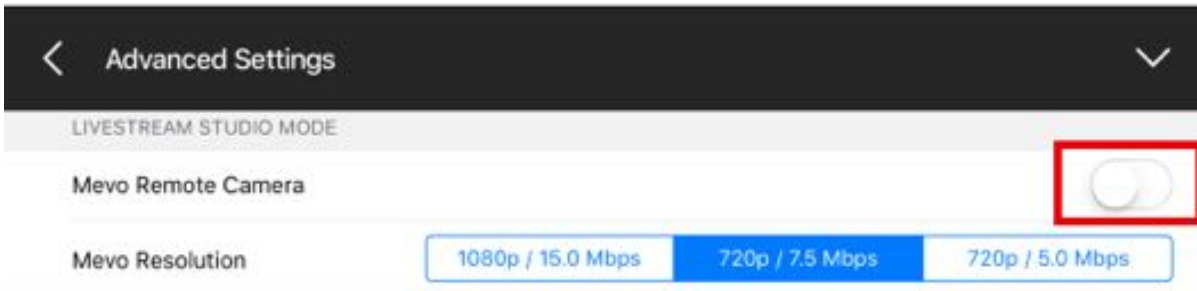
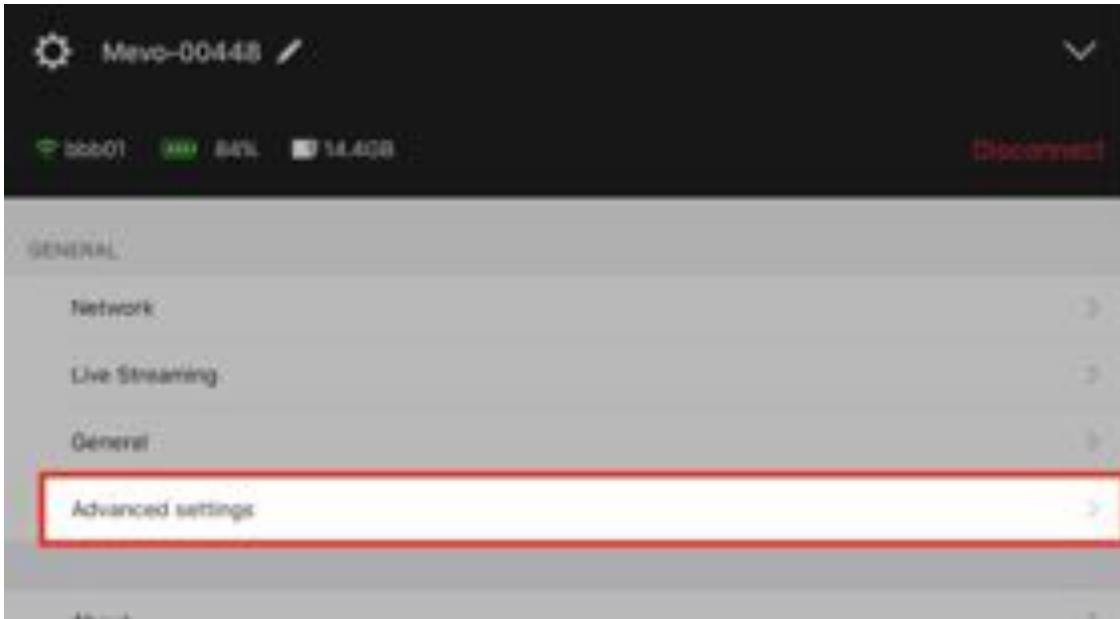
If you do not see this, please check for the following:

- Make sure the options menu is closed. If you see the menu running along the bottom of the screen, you will not be able to go live. Tap the 'X' on the right side to close it. You should then see the record/go live button.





- Go to Options > Settings > Advanced Settings, and make sure Mevo Remote Camera is toggled off. You cannot go live or record when the Mevo app is in this mode.



# I Don't See the Program Output Overlay in the Live Edit View

If you are in the Live Edit View and do not see the Live Output Overlay, there could be a few reasons for this:

- You are recording in 4K - 4K recordings can only be a single wide shot. Since there is no live editing involved, we removed the output overlay for this use-case.
- You have enabled Electronic Image Stabilization (EIS) - EIS can only be used with a single wide shot. Since there is no live editing involved, we removed the output overlay for this use-case.
- The Output Overlay setting is toggled off - It's possible to [remove](#) the program output overlay from the Live Edit view via settings. Navigate to Settings > General > User Interface to toggle it back on.

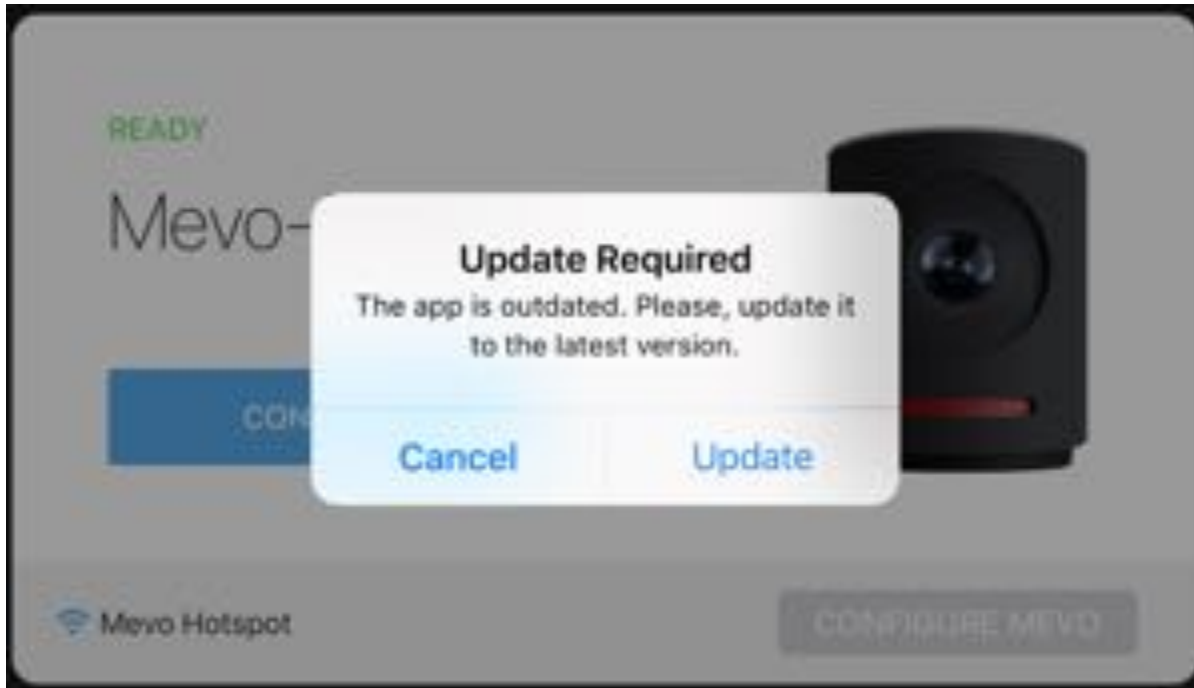
# Unable to Download Recording from SD Card to Mobile Device

If you cannot download a recording from your [library](#), please try the following:

- Try our built-in repair feature. If your recording was interrupted, Mevo may be able to [recover it](#).
- Check your device's available storage. It's possible the video is too large to store onto your phone or tablet. Free up storage space and try downloading again.
- Allow the Mevo app to access your photo library. In your device's settings, navigate to Privacy > Photos, and scroll down to Mevo. Make sure the switch is toggled on.
- If you're using the Mevo Hotspot, move closer to the camera. The signal may not be strong enough between the camera and the mobile device.
- As a workaround, use the included SD card adapter and plug the SD card into a computer and retrieve the recording from there.

## "Update Required" Error Message

If you are receiving an error message indicating your app is outdated, this is caused by your camera's firmware version and your app's software version being incompatible with each other.



If you see this message, force close the app on your mobile device. Check the App Store or Google Play for any available app updates. Run the update if it's available, then relaunch the app and run any available firmware updates.

If this continues, perform a [hard reset](#) of the camera and then update the firmware as prompted. This will install the proper firmware that works with the app version your device has installed.

💡 **Android Users:** Another option to resolve this is to install a [beta via Google Play](#).

If the issue still persists, please [contact us](#).

# Image is Pixelated

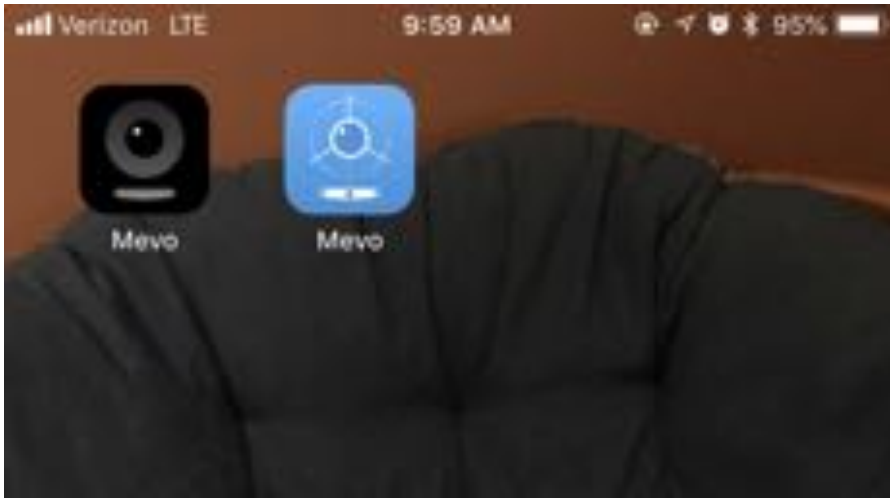
If you open the live edit view in the Mevo app and the image appears to be pixelated or choppy, we have a few tips on how to resolve this.

- **Check your network speed.** If you are connecting the Mevo to the app using your local Wi-Fi or Ethernet, a slow speed or interrupted connection can cause this behavior. Be sure to use the Mevo [Network Diagnostic Tool](#).
- **Are you on a 5GHz network or 2.4GHz Wi-Fi connection?** While 2.4GHz covers more distance, it is also more susceptible to interference. Try using a 5GHz connection.
- **Move devices closer together.** If your Mevo, mobile device, and any network equipment you are using (e.g. router) are more than 30 feet apart from each other, there is a higher potential for interference or slow communication. Keep them as close to each other as possible.
- **Remove other devices from the network.** If you are in an environment where the network you are using with your Mevo is shared among other devices and computers, there is limited bandwidth for your Mevo's connectivity to both your iPhone and its stream. Keeping your network limited to just the streaming equipment is a best practice for streaming in general.

## Unable to Log In to Facebook on iOS Beta App

If you are attempting to log in to Facebook on a Beta version of the Mevo app on iOS, but are stuck in an authorization loop, it's likely because Facebook is trying to authorize the production version of the app (i.e. the version you downloaded from the App Store) rather than the Beta version.

To resolve this, delete the production version of the app from your iOS device.



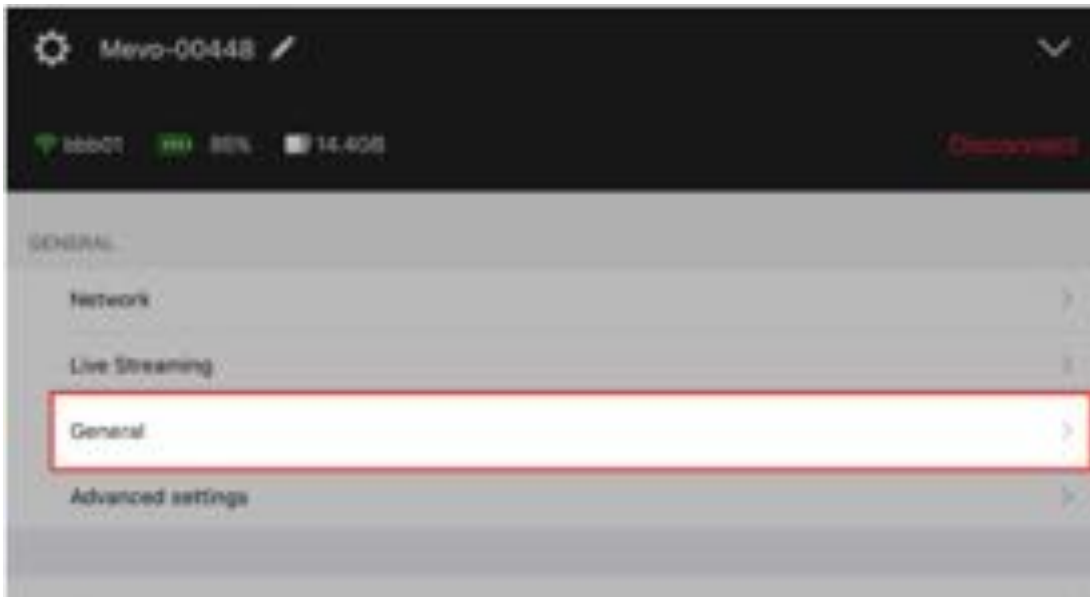
After it is removed, open the Beta app and [log in to Facebook](#) again. This time, once you allow Mevo's permissions within Facebook, Facebook will redirect to the Mevo Beta app and you will be logged in.

Once you have successfully logged in to Facebook on the Beta app, feel free to re-download the production version of Mevo from the App Store.

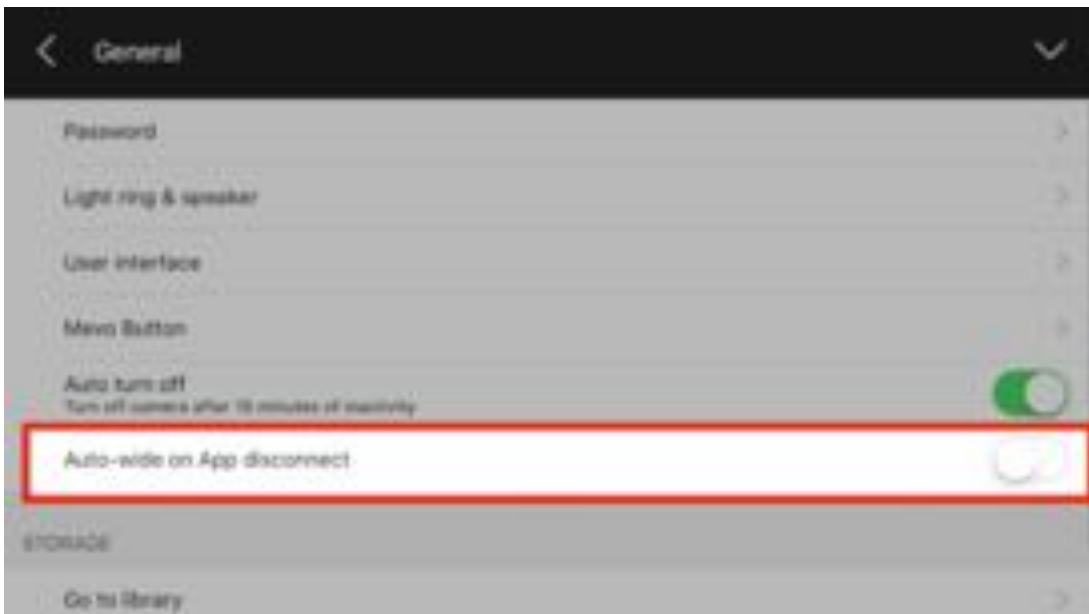
# What Happens if the App Disconnects From Mevo?

If the communication between the Mevo mobile app and the Mevo camera is interrupted (e.g. mobile device battery completely drains), by default your recording and stream will continue at a wide shot until you can reconnect your device to the camera.


If you prefer that the recording or stream stay on the shot you have set rather than go to a wide shot, navigate to Settings and tap General.



There is an Auto-wide on App disconnect option. Toggle the switch to off.



Now Mevo will stay focused on the shot you set until you reconnect the app to the camera.

 Please note that if you are streaming and you [lose your internet connection](#) entirely, your stream will also stop.

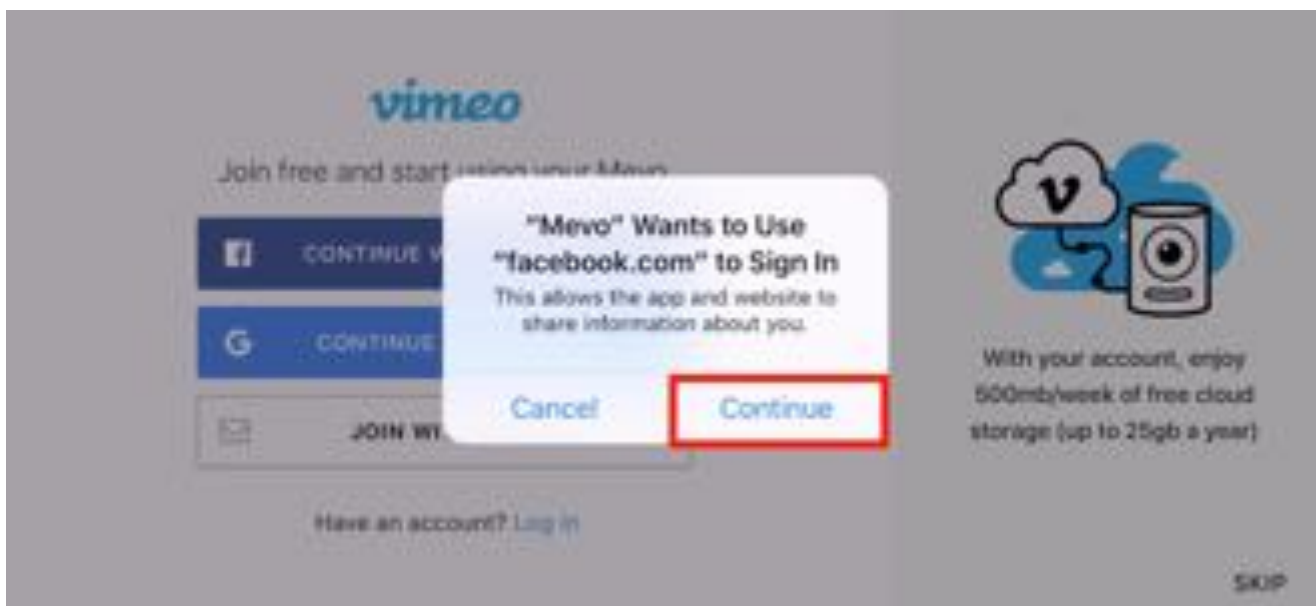
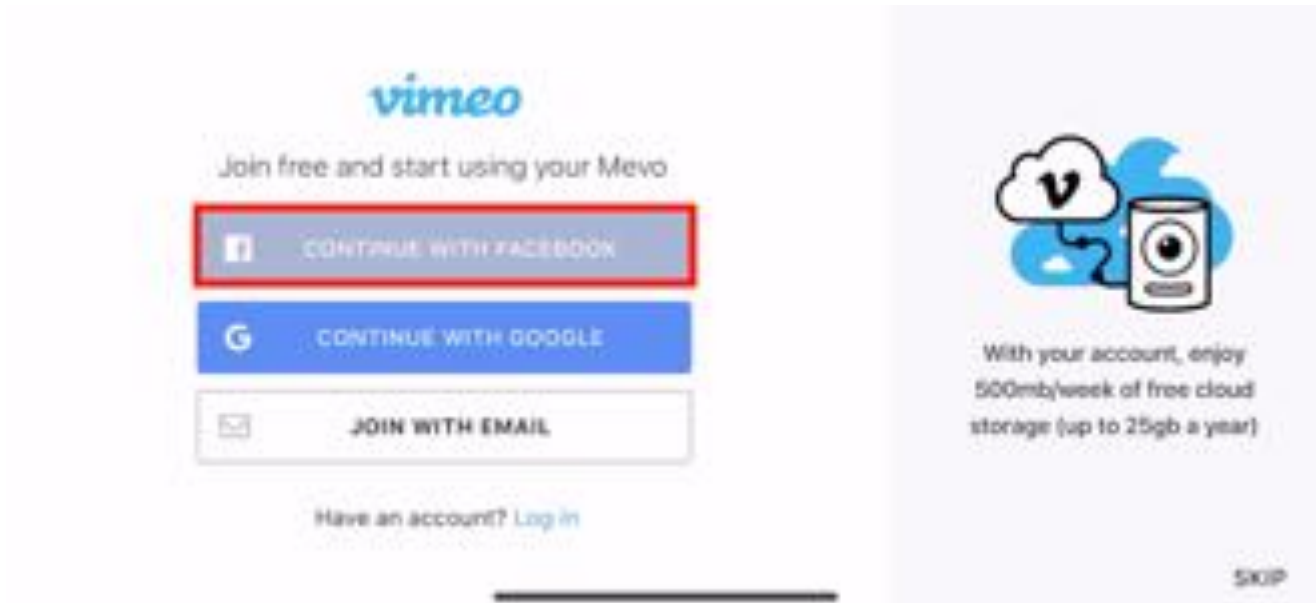
# What Happens to Mevo If My Bluetooth Connection Drops?

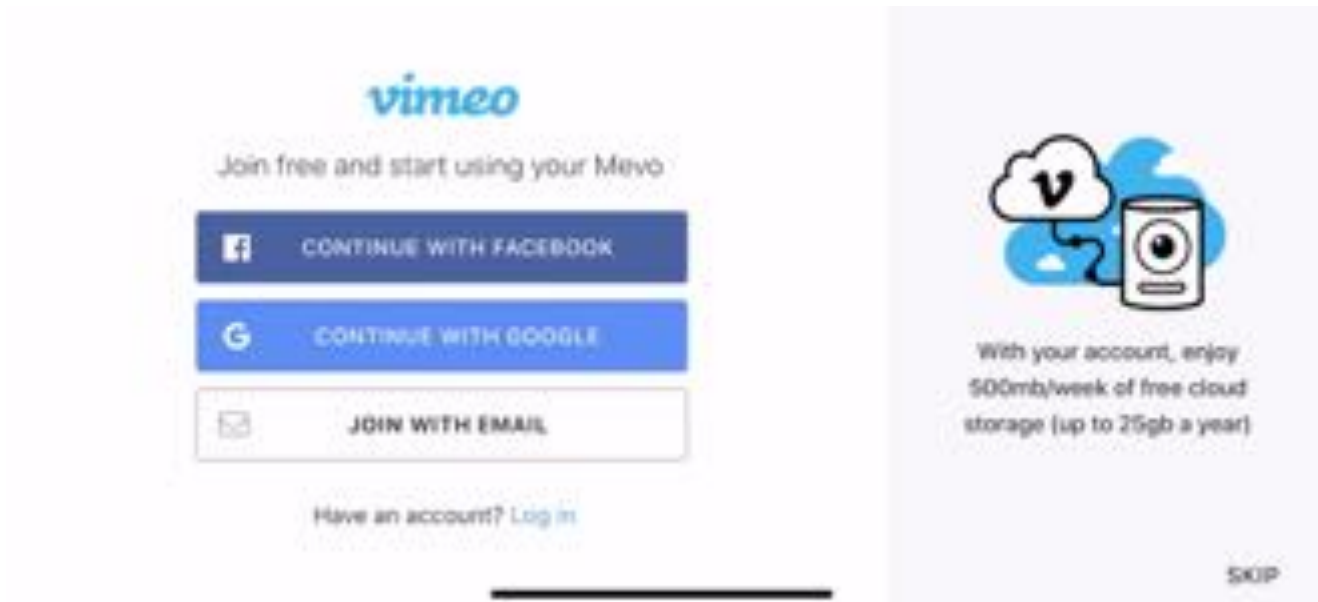
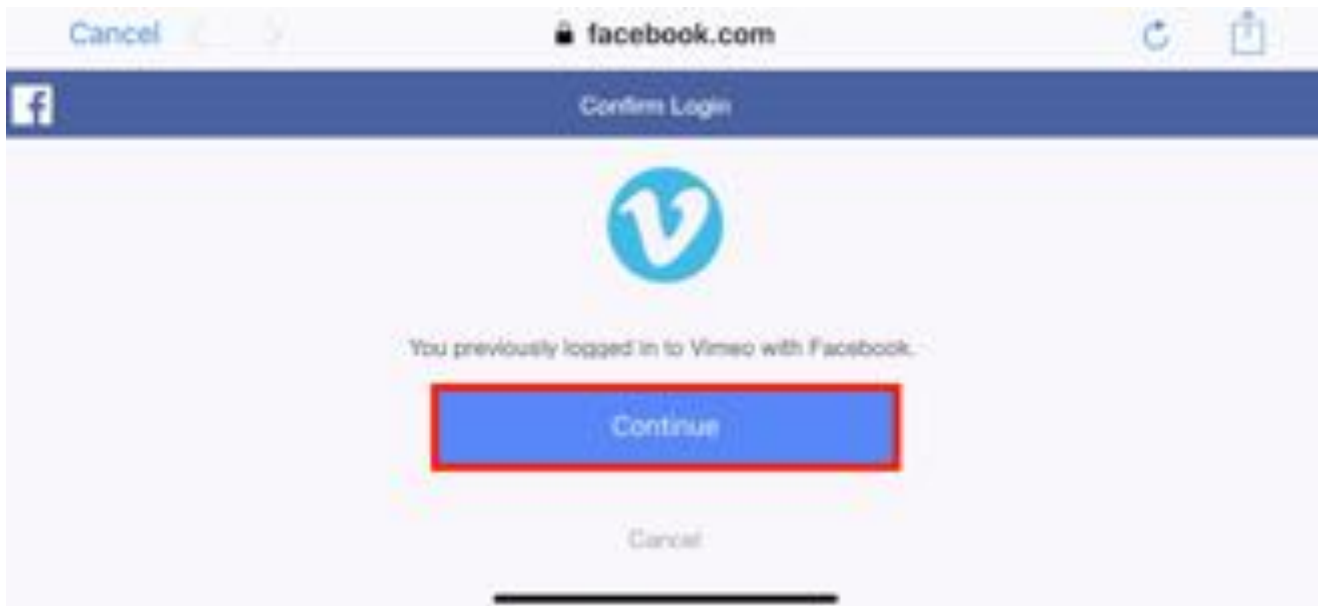
Bluetooth is used when you first launch the Mevo app to detect any nearby Mevo cameras. Once you connect to your Mevo via its [hotspot](#) or over your [Wi-Fi network](#), the Bluetooth connection is no longer used until you disconnect from your camera. If you lose Bluetooth connectivity while actively using your Mevo, there will be no impact on your stream or recording and you will still be able to control your camera.

However, if the app is not able to detect your camera before connecting, be sure Bluetooth is enabled on your mobile device, or try turning it off and then enabling it again to reset it. Rebooting your camera can also resolve this.

# Unable to Sign into the Mevo App Using Facebook

If you are attempting to sign into the Mevo app using Facebook, you may encounter an issue where you return to the "Sign In" screen after authorizing Vimeo.






After returning to the "Sign In" screen, tap Continue to Facebook once more to successfully sign into your Mevo app using your Facebook account.

vimeo

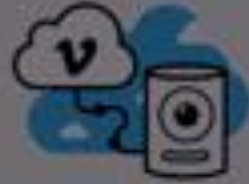
Join free and start using your Mevo

 CONTINUE WITH FACEBOOK

 CONTINUE WITH GOOGLE

 JOIN WITH EMAIL

Have an account? [Log in](#)



With your account, enjoy  
500mb/week of free cloud  
storage (up to 25gb a year)

[SKIP](#)

# MEVO BOOST



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# About Mevo Boost

# What is Mevo Boost?

Mevo Boost is a pro accessory compatible with Mevo that allows for longer battery life, more Internet connectivity options, and weather resistance.

Mevo can mount on top of the Mevo Boost, which then can mount onto a microphone stand or tripod.

Mevo Boost provides an additional 10 hours of streaming time. The back of the unit includes an Ethernet port, a full USB port (for [LTE USB modems](#) and [USB audio devices](#)), and a micro-USB port for charging. These ports are all protected by a weatherproof flap.

Mevo Boost allows for Mevo to be weather resistant so you can bring it to an outdoor event with little concern regarding the weather. However, it is strongly urged to not submerge the unit underwater.



# What's Included with Mevo Boost?

Inside the Mevo Boost box, you will find the following:

- Mevo Boost
- 1 meter USB cable
- 1 QuickCharge power adapter



# I Already Have a Mevo. Can I Buy a Boost Separately?

Yes, the Mevo Boost and other accessories are available as a separate purchase in the [Mevo Store](#).

Please note that the Mevo Boost is only compatible with Mevo cameras and is not built to work with third-party cameras.

## Where Are the Plugs on the Mevo Boost?

To locate the USB and Ethernet ports on the Mevo Boost, lift the weatherproof flap on the back, flat side of the device. The plugs are underneath to protect them from [inclement weather](#).



# What Is the Difference Between the Two USB Ports on Mevo Boost?

When you lift the weatherproof flap on the back of Mevo Boost, you will notice two different sized USB ports.



The full-sized USB-A plug serves three purposes:

1. Plug in a charging cable to charge your mobile device while using the Mevo app.
2. Plug in a supported 4G USB modem to stream via 4G/LTE.
3. Plug in a [supported USB audio device](#) to bring external audio into your Mevo production.

The micro USB port's sole purpose is for plugging in the included USB cable to charge the Mevo Boost.

# Can I Use Mevo Boost to Charge my Mobile Device?

The USB-A port on the back of Mevo Boost can transmit power to your mobile device, similar to portable charging packs.

Plug your USB charging cable into the USB port in Mevo Boost and plug the other end into your phone or tablet and make sure both your Mevo and Mevo Boost are powered on. Your device will begin charging.



## Is Mevo Boost Waterproof?

No. Mevo Boost has a weather resistance rating of IPX4, which allows for using it in outdoor events during inclement weather (assuming a Mevo camera is also mounted to it).

You should **not** under any circumstances submerge the Mevo or Mevo Boost under water. This will break the product.

# What are the Specs of the Boost Built-in Battery?

The Mevo Boost includes a built-in battery with the following specifications:

- Estimated battery life: Up to 10 hours
- Battery Capacity: 11,800mAh
- Battery Pack Type: Li-Ion
- Battery Charge Time: Can be as low as 4 hours to get to 80%
- Battery charging compatibility: Universal - charge any USB compatible device from USB-A port
  - Output: 5V, 0.5A
- Rated energy 45.6Wh
- Overload protection: Yes
- Charger: Quick charge compatible
  - Input: 100-240V, 50/60Hz, 0.5A
  - Output: 5V/2.1A, 9V/2A, 12V/1.5A. 10/18W
- Cable: Black, Power and data, 1 meter, premium finish

Full technical specifications for the Mevo Boost can be found [here](#).

# What is Unique About Boost's Power Adapter?

You may use Mevo and Boost power adapters interchangeably with no safety concerns. If you want to charge the Boost battery faster, you will want to use the Boost power adapter to do so. Our test shows you can charge Boost from 0% to 80% in 5 hours.

You may also use Apple's power adapter to charge both Mevo and Boost, but you won't get the fast charge time, and power may actually drain if you are charging the Boost while actively using Mevo (e.g. streaming).

Mevo's power adapter (as well as Apple's) provide standard USB battery charging at 5V/2A or 10W of power. Boost's power adapter uses Quick Charge 2.0 technology delivering 12V/1.5A or 18W of power. This makes it almost twice as fast as standard USB charging. Quick Charge is also compatible with standard USB devices; the power adapter checks the connected device and delivers the appropriate voltage/power.

# What are the Specs of the Ethernet Plug?

The Mevo Boost includes an Ethernet Plug at 10/100mbps.

Full technical specifications for the Mevo Boost are detailed [here](#).

# Can I Output Video Through the Boost's USB Ports?

Mevo Boost includes a USB-A and a micro USB plug for charging and data. However, neither support the ability to output the video signal to another source (e.g. monitor, projector, computer, etc.)


# Does Mevo Boost Have an HDMI Output?

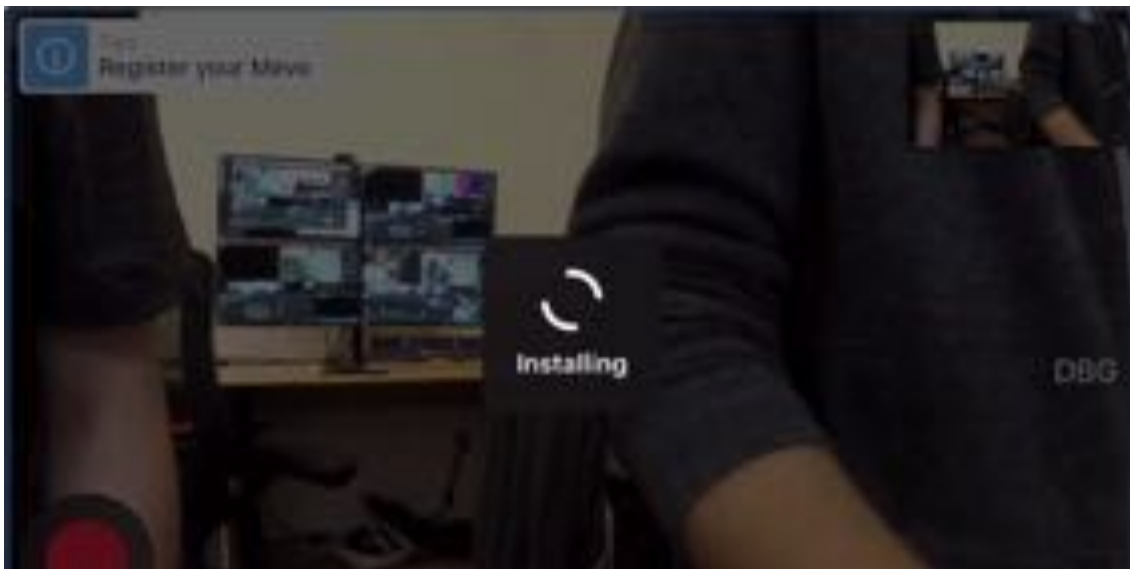
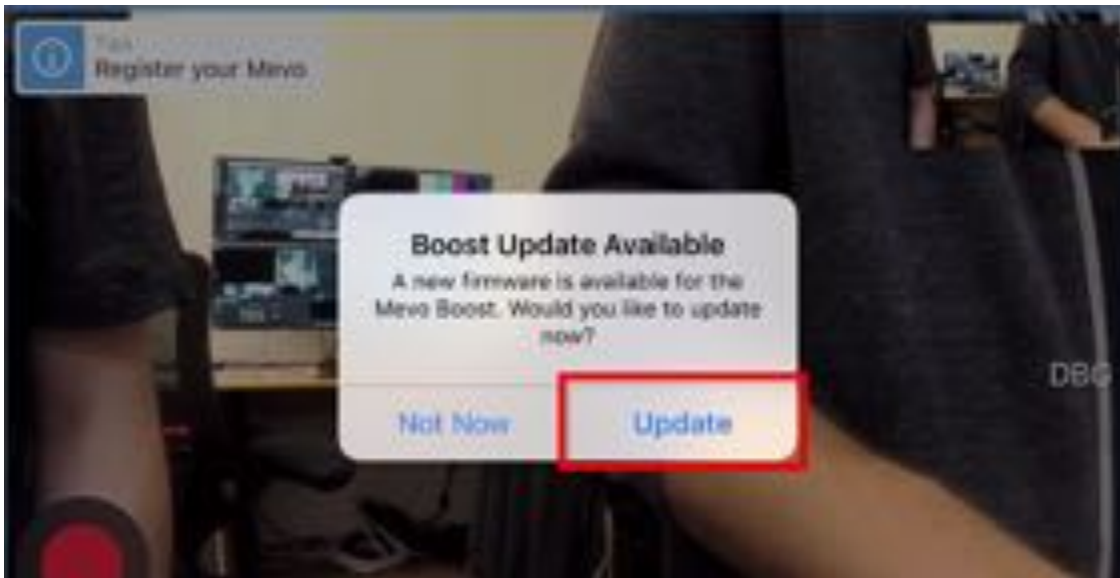
No, Mevo Boost does not have an HDMI output or any other video output. See [here](#) for full tech specs of Mevo Boost.

# Boost Setup


# Update Mevo Boost Firmware

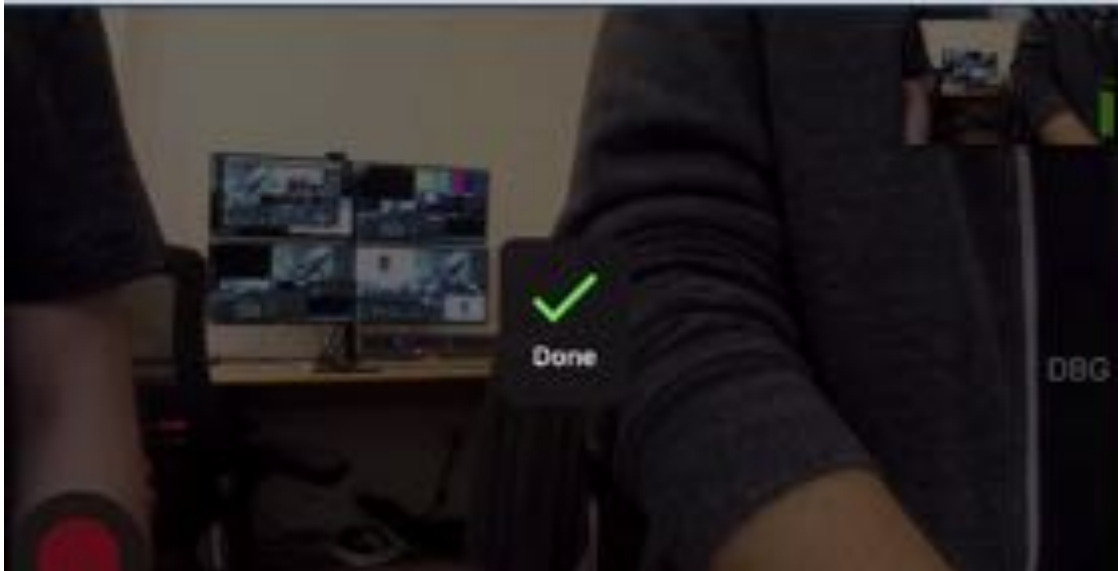
Make sure your Boost is [powered on](#) and your Mevo is properly [mounted](#) on it. When a firmware update for the Mevo Boost is available, the app will prompt you to update after you connect to your camera. Tap Update to proceed.

-  The update prompt will not appear if Mevo is in Remote Camera mode. Navigate to Advanced Settings to disable this mode in order to see the Boost update prompt.



The update should only take a few seconds. The app will indicate when the update is complete and you can continue using your camera.

-  If you experience intermittent Ethernet connectivity issues after the update, simply power off the Mevo camera, then power it back on. This should resolve the issue.



# How Do I Turn the Mevo Boost On and Off?

Mevo Boost will not charge your Mevo camera or provide any its other features unless it is powered on.

To turn on the device, press and hold the button on the back of the unit under the outer ring lock until the white LED's start rotating on and off.



To turn off the Boost, press and hold the same button until a single LED turns on and the LED's rotate on and off for a moment. When the LED's are all off, the Mevo Boost is off.



# How Do I Charge Mevo Boost?

Mevo Boost comes with a USB cable and an AC QuickCharge adapter for charging.



Plug the microUSB end of the cable into the microUSB port on the back of the Mevo Boost.



Plug the USB-A end of the cable into a USB power supply or into the AC adapter. If using the AC adapter, plug it into an AC outlet.

 We strongly recommend always using the include power adapter when charging the Mevo Boost as it provides more power to the Mevo Boost than a standard USB power adapter.



Mevo Boost will start charging automatically. To see its progress, check the back of the device; the number of white LED lights that light up will indicate how much the battery is charged.





When using the included AC QuickCharge power adapter, the Mevo Boost can charge relatively quickly compared to how long its battery lasts; to reach 80%, allow approximately 4 hours to charge. Charge 5 to 6 hours to reach 100%.

## How Do I Connect Mevo Boost to Mevo?

To mount your Mevo camera on Mevo Boost, start by simply placing the camera on top of Boost. The Mevo logo on the back of the camera should be on the same side as the weatherproof flap on the back of the Boost. You should feel a slight magnetic pull.





To secure Mevo on Boost, turn the outer ring lock clockwise so that the white bar lines up with the red padlock.



Your Mevo is now securely mounted on top of the Mevo Boost.

# Charge Mevo Using Mevo Boost

In addition to [plugging your camera](#) into a USB or wall outlet, you can charge Mevo by mounting it on top of a Mevo Boost and turning the Boost on.

First, ensure that your Mevo Boost is [charged](#). A fully charged Mevo Boost can give your Mevo camera up to 10 hours of battery life.

Mount the camera on top of the Boost as described [here](#).

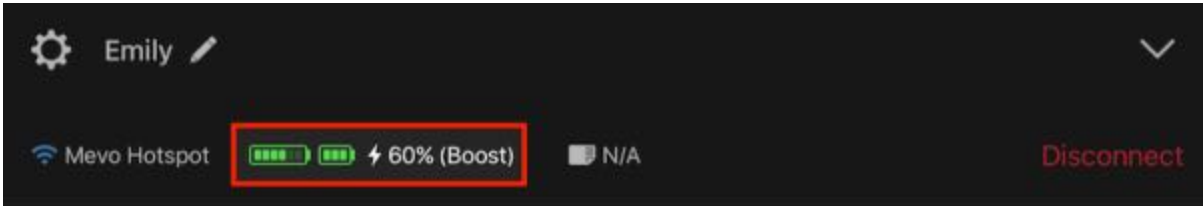
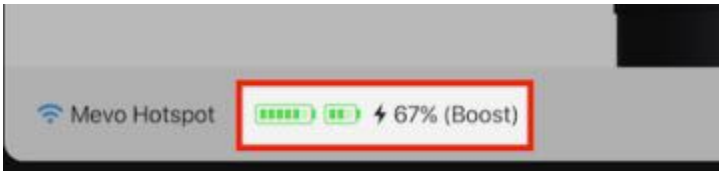




The camera will not start charging until Mevo Boost is [turned on](#).



When you open the Mevo app, you will see two battery indicators in the opening card as well as in settings. The longer battery icon displays the battery level of the Boost, while the shorter battery icon indicates the battery level of the camera. The percentage shown is the Boost's battery percentage.



# How Do I Check the Boost's Battery Level?

There are two ways to determine how much battery power your Mevo Boost has remaining.

💡 Make sure your Mevo Boost is [powered on](#) first.

On the back of Mevo Boost below the outer lock ring, there is a button you can press. When you do so, up to five white LED's can light up from left to right.



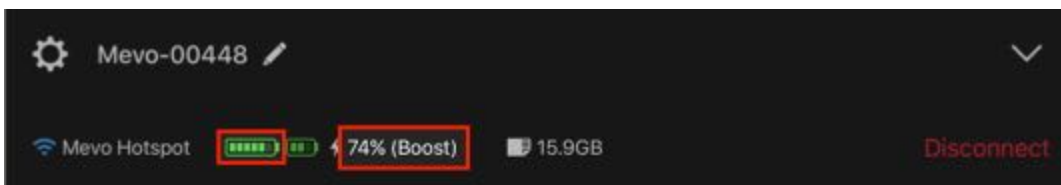
The number of LED's that light up indicate how much power your Boost has left. They generally indicate battery power as follows:

- 1 LED: 0-19%
- 2 LED: 20-39%
- 3 LED: 40-59%
- 4 LED: 60-79%
- 5 LED: 80-100%

In addition to these LED indicators, you can find a battery level indicator in the Mevo app. When Boost is on and connected to your Mevo, launch the Mevo app and connect to your camera. Proceed to the 'More Options' menu (bottom right corner) and tap the gearwheel.



Towards the upper right corner, you will see two battery indicators. The longer icon reflects the Mevo Boost battery level, while the shorter icon reflect the Mevo's internal battery indicator.



# What USB LTE Modems Are Supported with Mevo Boost?

At this time, Mevo Boost **only** supports the following USB 4G/LTE modems:

- Verizon 4G LTE USB Modem UML295
- Verizon/Novatel MiFi® 4G LTE Global USB Modem U620L
- Verizon Global Modem USB730L

Unfortunately, any other modem will not currently work with Mevo Boost.

Our team is working on expanding device support for other modems. We will update this article with more models as we release later updates.

# Connect via a 4G/LTE USB Modem with Boost

The USB-A port on the back of [Mevo Boost](#) can support [4G/LTE USB modems](#), allowing you to go live from the field.

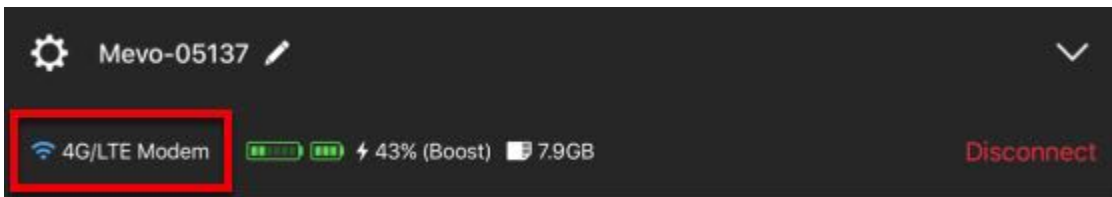
Turn on your [Mevo Boost](#) and [Mevo camera](#) and make sure your Mevo is in [Hotspot mode](#).



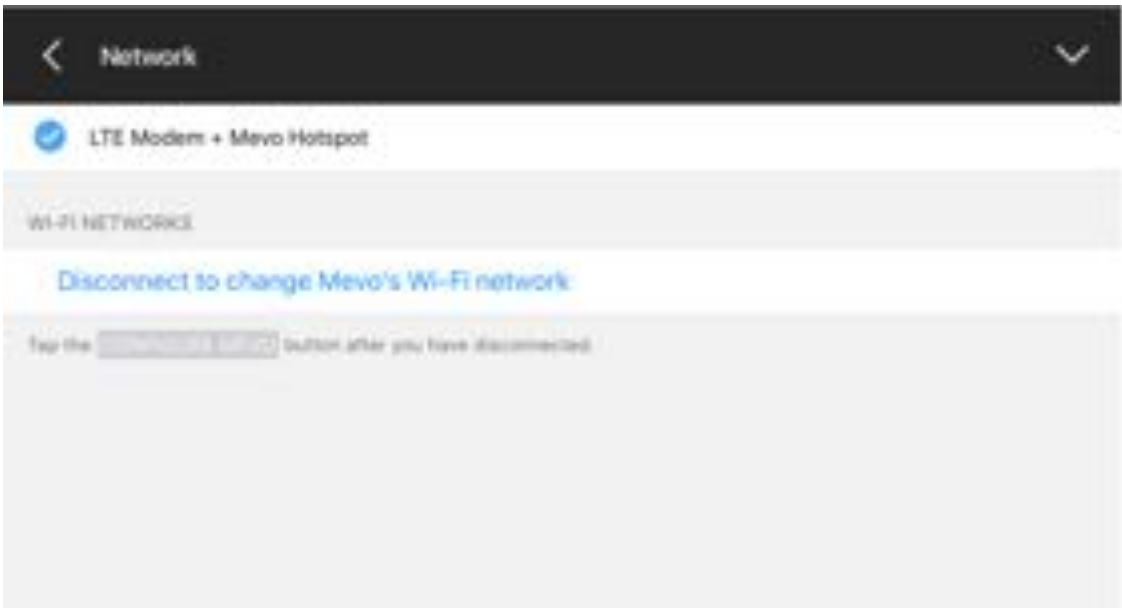
Plug the 4G modem into the USB port on the back of the Boost, under the weatherproof flap.



Connect the Mevo app to the camera, then go to **Settings**. You will see the **4G/LTE Modem** status appear on the top panel, next to the battery indicators, storage information, and Disconnect button. Please note it may take up to a minute for the connection to be detected in the app.



If you go into Network, you should see that LTE Modem + Mevo Hotspot has appeared as an option.



# Connect to Ethernet with Boost

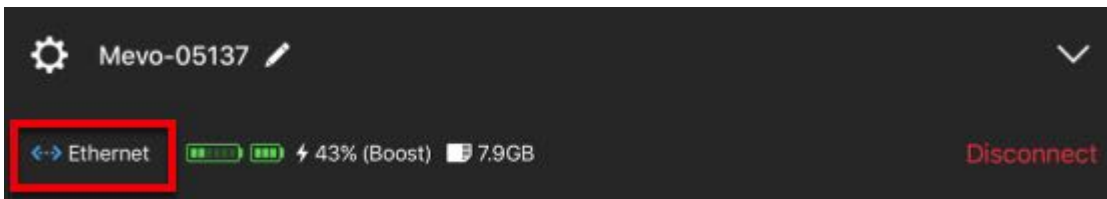
First, ensure your Mevo is [turned on](#) and in [hotspot mode](#).



To connect Mevo Boost to the Internet via Ethernet, simply take an Ethernet cable connected to your modem and plug it into the Ethernet port under the weatherproof flap.



Connect your Mevo app to your Camera via Hotspot. If you go to Settings, you should be able to see the Mevo connected to Ethernet on the top panel, along with the battery indicators, the storage information, and the Disconnect button. Ethernet streaming is turned on by default.



If you go into Network, you should see that Ethernet + Mevo Hotspot has appeared as an option. You can tap the "i" information bubble to turn Ethernet off or modify its settings.



# Connecting USB Audio Devices to Mevo Boost

Mevo can accept audio from supported USB audio sources directly to the Mevo Boost via the USB-A port.

Start by preparing your USB audio equipment (e.g. connect microphone to a mixer via an XLR cable) before connecting it to the Mevo Boost.

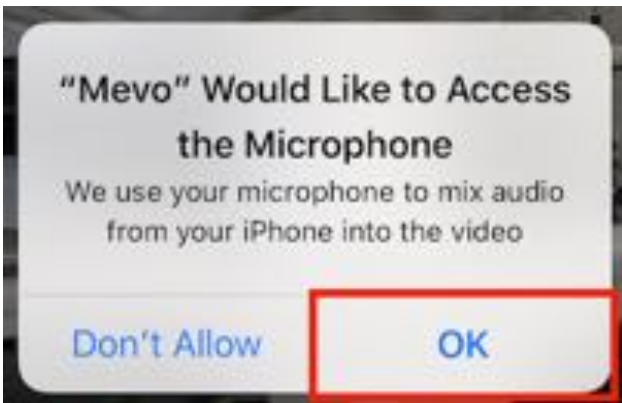


Plug your audio device into the USB-A port in the back of the Mevo Boost.



Power on the [Mevo](#) and the [Mevo Boost](#).

Launch the Mevo app on your mobile device. After connecting the app to the camera, make sure to Allow Mevo to access your microphone. This function allows Mevo to take audio from any external audio device, including the Mevo Boost.



Open the Options menu by tapping the three dots (•••) in the lower right corner of the live edit view.



Tap the audio icon to open the audio mixer.



The Mevo internal microphone will be selected by default. Tap USB to select your USB audio device.



Mevo is now receiving audio from your external device rather than the internal microphone or the mobile device's microphone.

## Supported USB Audio Devices & Adapters

- [Shure MOTIV MV51 Digital Large-Diaphragm Condenser Microphone \(Silver\)](#)
- [Shure X2U](#)
- [Onyx Blackjack](#)
- [Focusrite Scarlet 2i2](#)
- [Behringer XENYX Q502USB](#)
- [AllEasy USB analog audio adapter](#)
- [7.1 Channel USB External Sound Card Audio Adapter for PC Laptop](#)
- [Pyle Bluetooth 3-Channel Audio Mixer, USB Audio Interface](#)
- [\\*\\*Zoom H4n Handy Recorder](#)

\*\*Zoom devices require [a specific setup](#) in order to work with Mevo.

# Connect Mobile Device to Mevo Boost Directly via Ethernet

If your event is in an environment that is congested with Wi-Fi signals, such as a convention center or a conference, it may be best to connect your Mevo to your mobile device directly using an Ethernet cable. This will achieve more reliable communication between your camera and the Mevo app.

In order to do this, you will need:

- A Mevo Boost
- An Ethernet cable
- An Ethernet-to-USB adapter
- An Apple USB Camera adapter
- A lightning-USB charging cable



Connect the Ethernet-USB adapter to the USB port of the USB Camera adapter.



Your mobile device will not be able to use the Ethernet connection unless it is also being charged. Plus a charging cable into the lightning port on the camera adapter.



Plug your Ethernet cable into the Ethernet adapter.



Plug the other end of the Ethernet cable into the back of the Mevo Boost.

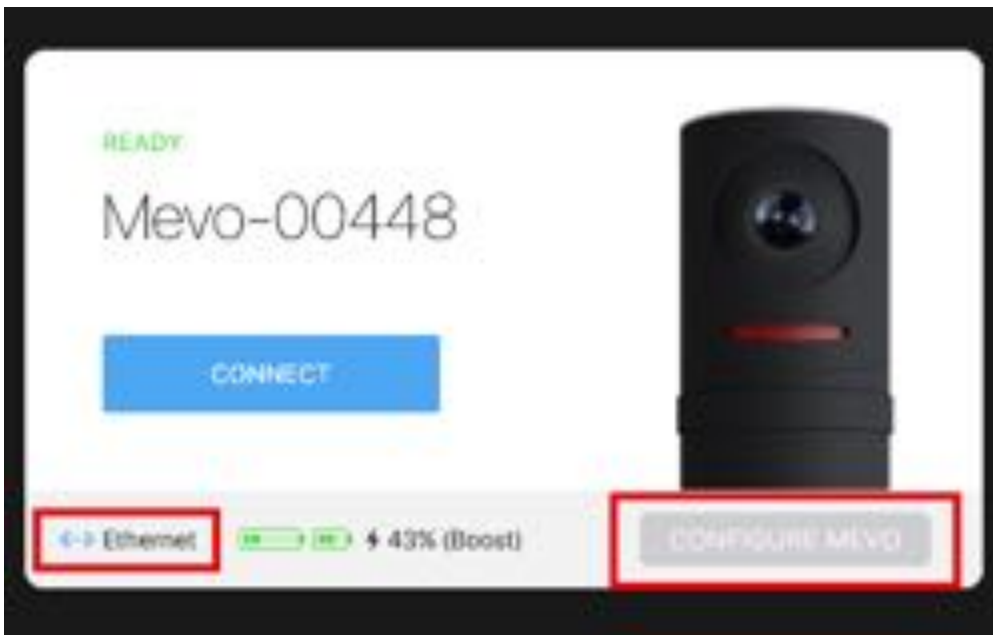


Connect your mobile device to the lightning plug of the USB camera adapter.

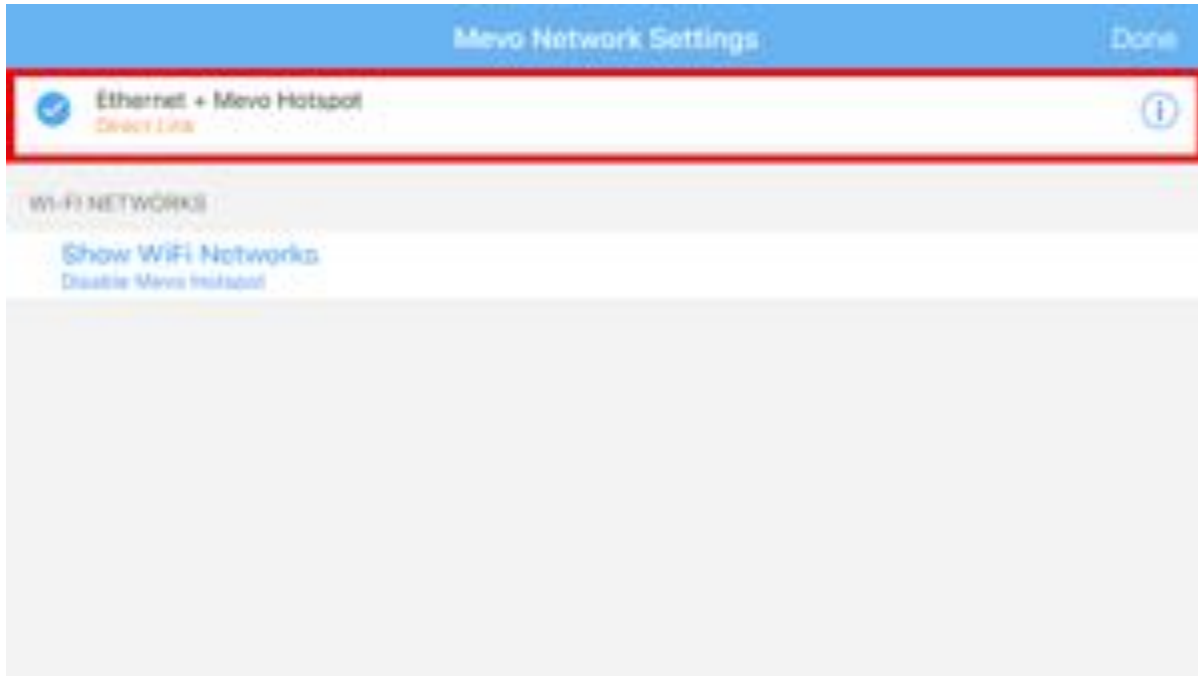


Make sure Mevo and Mevo Boost are both powered on and that Mevo is in [hotspot mode](#).

When you launch the app, the connection card will indicate that you are connected via Ethernet. Check by tapping the Configure Mevo button.



You will see that your device is connected to Mevo via Direct Link.



Tap Done, then tap Connect. You can now communicate with your Mevo directly via the Ethernet cable.

# Connect Mobile Device & Boost to Router via Ethernet

You can connect both your Mevo Boost and mobile device via Ethernet, improving the reliability of both your streaming connection and your connection between the camera and the app. How to do this varies depending on which type of mobile device you are using.

A consistent workflow is that your mobile device must be able to connect to an Ethernet adapter and a power source at the same time. Included in the below instructions are links to devices we have tested and recommend using.

## iOS Device

In order to do this with an iOS device, you need a Lightning to USB-3 Camera Adapter, a USB-Ethernet adapter, Ethernet cables, and a router connected to the internet

First, [connect your Boost to Ethernet as you would normally](#), and power on the Boost and Mevo camera.

Then connect the [Lightning to USB-3 Camera Adapter](#) to an [Apple USB Ethernet Adapter](#).



Connect the lightning plug end of the adapters into the lightning port of the iOS device (shown here is an iPad Air 2)



Run an Ethernet cable from the USB-to-Ethernet adapter to the same router that you have your Boost connected to.



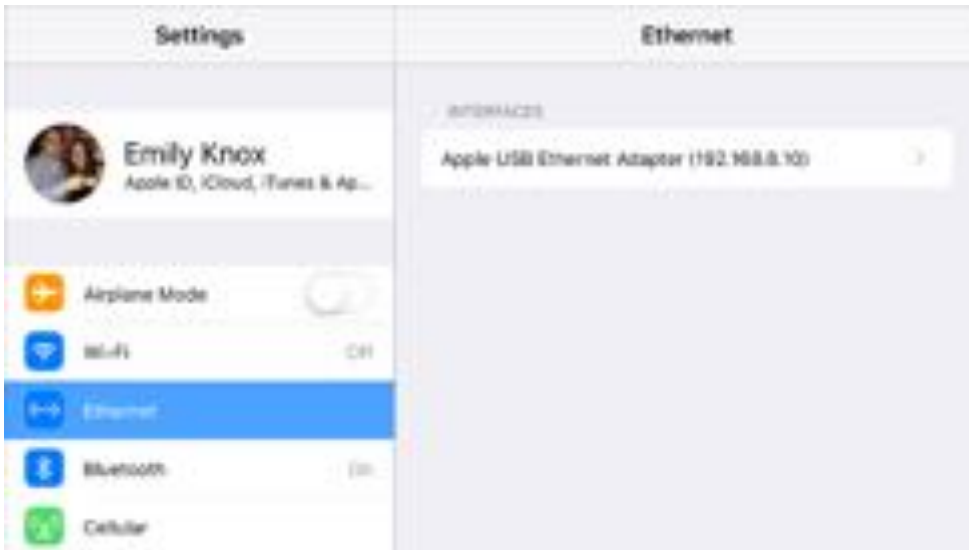
Plug your iOS device's Lightning power cable into the Lightning adapter port; then plug it into AC power.



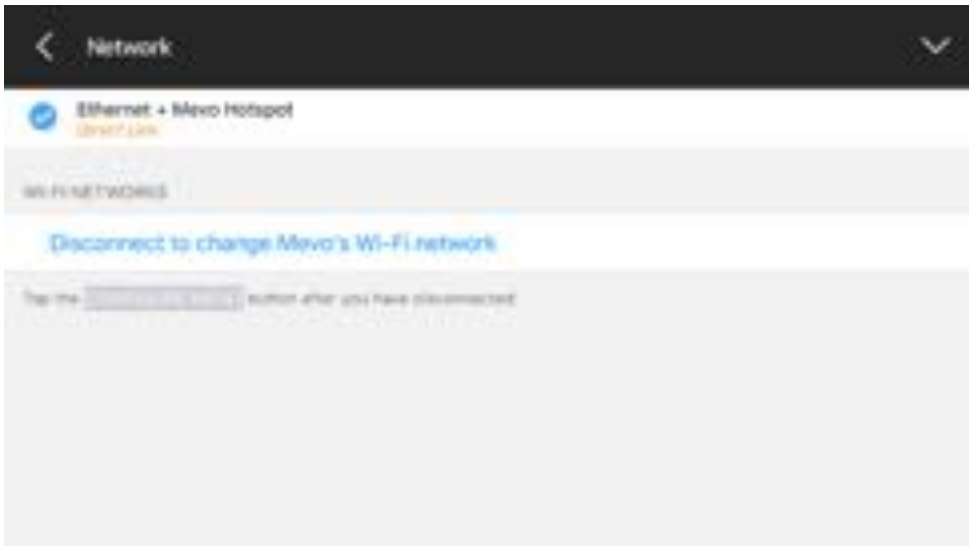
Open your mobile device's settings and disable your device's Wi-Fi.



Select Ethernet from your settings.



Now open the Mevo app. It will allow you to connect to the Mevo when it is turned on with the Boost plugged into the same router. Your network settings will indicate it is connected via a direct link



You are now controlling the camera via your local router connection and will stream using the Boost's Ethernet connection.

## Android Devices

Android customers can use this workflow with certain Android devices and adapters that our team has tested.

Currently, the Google Pixel XL and HTC 10 devices support this workflow using the following devices:

### Supported USB-C Adapters:

- [Google USB Type-C to USB-A Adapter](#)
- [Wesimi USB-C Digital Multiport Adapter](#)
- [Inateck Unibody USB Hub with Ethernet](#) (does not require separate Ethernet adapter)
- [AVOTCH USB-C to USB Multiport Adapter](#)
- [Riida USB-C Docking Station Adapter](#) (does require separate Ethernet adapter; built-in Ethernet port does not work with Mevo)

### Supported Ethernet Adapters:

- [BobjGear USB Ethernet Adapter](#)
- [Apple USB Ethernet Adapter](#)

Our team is in the process of testing additional devices. We will update this article should more devices be deemed compatible with this workflow.

# What Do the Green and Amber Lights on the Ethernet Port Mean?

When you plug the Mevo Boost into your modem via Ethernet, you will notice two LED lights on the port. One is green and one is amber. They may blink or stay solid. Here's what they indicate:

Yellow LED:

- ON = 100 Mbps speed
- OFF = 10 Mbps speed

This is auto-negotiated between your router and Mevo Boost. Boost has no control over the link speed. Green LED:

- Solid ON = valid link is detected
- Blinking = link activity detected

# Hard Reboot Your Boost

If your Boost is unresponsive, you may perform a hard reboot by pressing and holding its back power button for 20 seconds.

You will see the light sequence begin once it starts rebooting. You should be able to continue using it as normal after this.

# Troubleshooting

# Using Zoom Recorders with Mevo Boost

One option for bringing external audio into your Mevo production is by connecting a USB audio device to the [USB port](#) in the Mevo Boost. Zoom products are popular USB audio devices, but there are a few extra steps required in order to get it to work properly with Mevo.

💡 The device shown in this article is the [Zoom H4n Handy Recorder](#).

First, power on your Mevo and Mevo Boost. Make sure your Zoom microphone is **powered off**, then connect it to the USB plug on the back of the Mevo Boost.

Once your Zoom device is powered on, it should display the screen as shown below. Toggle to **Audio I/F** and select it.



Select Frequency.



The default setting is 44.1kHz. Toggle and select 48kHz.



You should see 48kHz now selected in the main Audio I/F menu. Toggle and select Connect.



Once this is done, be sure to press the MIC button on the left side of the device to activate the microphone; it will glow red to indicate it is on.



Your Zoom device should now be sending sound to Mevo via Mevo Boost.

# CONNECTIVITY & STREAMING



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# Streaming & Internet 101

# What Internet Speed Do I Need to Stream?

Upload speed is crucial to having a successful broadcast. The faster your upload speed, the better quality stream you have. You can check your connection speed at [www.speedtest.net](http://www.speedtest.net).

We recommend you have a minimum upload speed of **5-10mbps**, ideally on a network connection that is not shared with any other computers or devices. Customers who purchased a [Mevo Boost](#) should use an Ethernet connection when possible, as this is the most reliable way to connect to the internet.

If you do not have sufficient upload speed, it's best to contact your Internet Service Provider (ISP) to inquire about improving your connection speed.

# How to Measure Your Upload Speed

You can test your internet connection using the Speedtest.net app or website. Search for Speedtest by Ookla in the [App Store](#) or [Google Play](#) and download it onto your device.

Make sure that you are on the same network that you will use when streaming.

Run the speed test.



The key number you are looking for is the upload speed in Megabits per seconds (Mbps).

In this example, it was 36.9Mbps, which is a very fast speed.

- i When using a 4G/LTE data network, connectivity may fluctuate and be affected by other data users with the same telecom provider in the area. When on a local Wi-Fi network, connectivity may fluctuate and be affected by other users on the same Wi-Fi network.

This upload speed can change, so it is good to run a few tests. Some users test hours before a live event when not many other users are in the area, and get a great speed test result. However, once an event begins and many more people are in the area and using the same network, you may see a slower speed test result.

## Background Information: How Internet Connection Speed is Measured

Internet connection speed (or bandwidth) is measured in bitrate.

This is the numbers of bits (binary data of 0 or 1) that can be sent per second.

Many people confuse bits and bytes - storage is measured in **bytes** (Gigabyte or GB) while internet speed is measured in **bits** - Gigabits or Gb).

So, when talking about your internet speed, you will be talking about **bits** per seconds. Bytes is for discussion on your storage.

Then there are the unit multipliers -


- 1 Kilobit per second = 1,000 bits per second
- 1 Megabit per second = 1,000 Kilobits per second
- 1 Gigabit per second = 1,000 Megabit per second

When dealing with livestreaming, we will mostly use Megabits per second, or in short, Mbps, although some instances referencing lower speeds may reference Kilbits per second (Kbps).

# Best Practices When Requesting Internet at a Venue

If your event is at an unfamiliar venue, here are some recommendations for what to ask the venue staff in regards to internet access:

- Request Ethernet. If you have Mevo Boost, you should first ask for an Ethernet connection with at least 10Mbps upload speed. No one else should have access to your network.
- If you have to use Wi-Fi, make sure it's a network that won't be shared with the venue attendees. If this isn't possible, you may be better off streaming over 4G / LTE via the Mevo hotspot.

 Be advised that networks with captive portals are not supported by Mevo. A captive portal is typical at locations like hotels, where you obtain network access through a web browser like Safari.

Before your event, you should:

- - Check your [upload speed](#) multiple times. This can fluctuate constantly, especially as attendees start populating the venue.
- - Choose your [quality](#) based on your speed test results. Our rule of thumb is that the streaming bitrate should be *half* of your available upload bandwidth.

If the available dedicated upload speed is less than 5Mbps, or if the network provided cannot be dedicated to only you, then you should be prepared to lower the streaming quality to Medium or Low.

# What are the Streaming Quality Options?

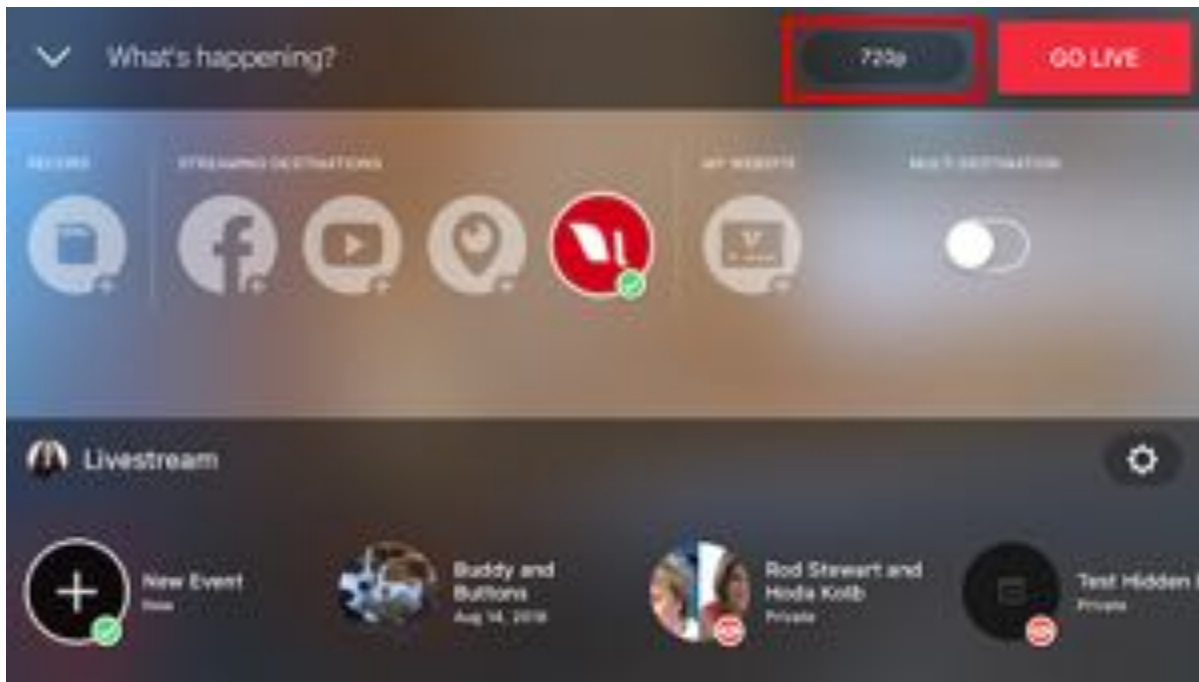
The available streaming quality options depend on which streaming destination you choose, as different providers support different streaming specifications.

## How to Find Streaming Quality Settings

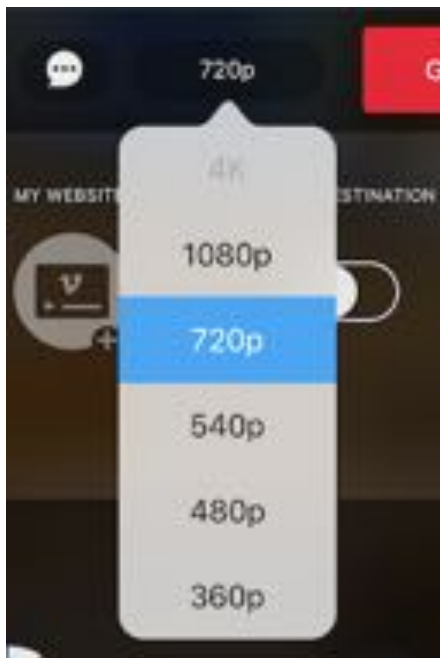
In the live edit view of the Mevo app, tap the red button in the lower left corner.



Select your desired streaming provider (this example will use Livestream). By default, 720p will be selected; tap 720p to see more options.



Streaming qualities that are not available for the selected provider(s) will be grayed out.



## Vimeo, Livestream & YouTube Live

- 1080p (1920x1080) - 1.2-4Mbps
- 720p (1280x720) - 0.9-3.6Mbps
- 480p (853x480 pixels) - 0.6-1.6Mbps

- 360p (640x360) - 0.4-1.1Mbps

## Facebook Live

- 720p (1280x720) - 0.9-3.6Mbps
- 480p (853x480 pixels) - 0.6-1.6Mbps
- 360p (640x360) - 0.4-1.1Mbps

## Periscope

Periscope's streaming quality is locked to the following:

- 540p (960x540) - 0.8Mbps

More information about the bitrate ranges and required internet connection to accomplish each of these qualities can be found in [this guide](#).

# How Do I Choose Which Streaming Quality to Use?

To produce a stream with the best-available quality and stability for your viewers, you need to carefully choose your streaming quality.

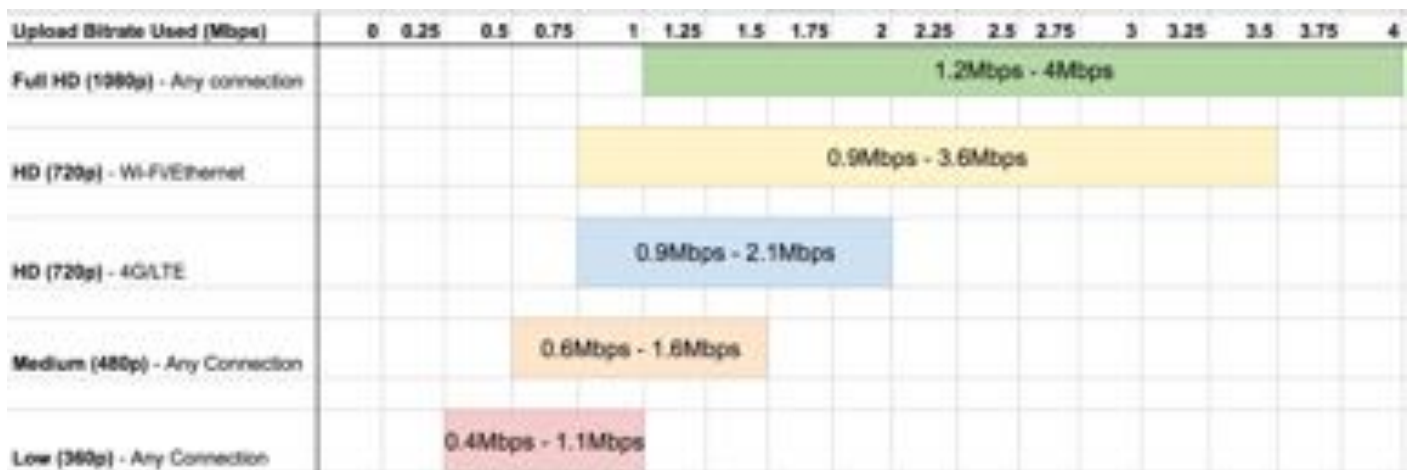
Tap the red button in the bottom left corner of the live edit view and select your desired option (either Record or stream to one of the available providers).

The streaming qualities you can choose from when going live are:

- 1080p (1920x1080) - only available for Vimeo, Livestream, and YouTube
- 720p (1280x720)
- 480p (853x480)
- 360p (640x360)


**i** Streaming quality to Periscope is locked to 540p.

For each quality, Mevo ranges between a minimum bitrate and maximum bitrate, which will fluctuate depending on the available **upload speed** on your network. You can see the minimum and maximum bitrates for each quality option in this chart.



Test your network's upload speed by going to [www.speedtest.net](http://www.speedtest.net) or downloading the Speedtest [app](#).

Choose a quality that matches a bitrate that is *half* your upload speed results.

 It is better to choose the lower quality where your connection has a chance to hit the maximum bitrate instead of a quality where you are always close to the minimum bitrate. For example, HD at its minimum bitrate of 0.9Mbps will look pixelated compared to Medium quality at that same 0.9Mbps bitrate. At this same speed, the Medium quality version will be a little soft but will not have the same distortion, thus created a better experience for your viewers.

If you do not have sufficient upload speed, it's best to contact your Internet Service Provider (ISP) to inquire about improving your connection speed.

## Connectivity Best Practices

We recommend you have a minimum upload speed of 5-10mbps, ideally on a network connection that is not shared with any other computers or devices. Customers who purchased a [Mevo Boost](#) should use the Ethernet port when possible, as this is the most reliable way to connect to the internet.

# How Much Data Will Be Used per Minute?

If you are streaming via your iPhone's LTE connection or an LTE USB modem, one concern you may have is the cost of a data plan needed to stream.

Below we provide a *rough* estimation as to how much data each streaming quality will require per minute. Please note that these are estimations and numbers may vary.

Since data plans are typically measured in gigabytes, that is the measurement we have provided.

360p = 0.008 gigabytes per minute / 0.472 gigabytes per hour

480p = 0.011 gigabytes per minute / 0.687 gigabytes per hour

720p = 0.015 gigabytes per minute / 0.9 gigabytes per hour

1080p = 0.02 gigabytes per minute / 1.2 gigabytes per hour

The bitrate ranges for each quality are detailed [here](#).

# Using Mevo with Vimeo

# What's Included with Each Vimeo Plan in the Mevo App?

Two of Vimeo's subscription plans are available for purchase directly from the Mevo app: the Producer plan and the Premium plan.

The biggest difference between these two plans is the ability to stream to Vimeo as a destination. The Producer plan unlocks features on Mevo such as the ability to simulcast to other streaming destinations (e.g YouTube and Periscope simultaneously) on top of features available with the Vimeo Plus plan, but it does not give access to stream to Vimeo.


In order to stream directly to your Vimeo account, you must subscribe to the Premium plan.

A detailed plan comparison is available below.

## Vimeo Producer Plan

The Producer plan on Vimeo is available for \$179.99/year (\$14.99/month x 12) or \$19.99 month-to-month. Included in this plan are:

- Viewer overlay graphics (lower thirds, over-the-shoulders, corner bugs)
- Simulcasting via Mevo: Stream to multiple social destinations at once\*
- 5GB/week of storage (up to 250GB/year)
- Priority video conversion
- Advanced privacy (e.g. password protection, private link sharing)
- Advanced stats with custom reports and filters
- Priority support (staff email within 4 hours during US business hours)
- Customized embeddable Vimeo player

 \*Facebook's terms of service prohibits streaming to to other social destinations at the same time as Facebook.

## Vimeo Premium Plan

The Premium plan on Vimeo is \$74.99/month billed annually (\$900/year). This plan includes all the features available with the Producer plan plus:

- Unlimited streaming hours per month
- Unlimited storage per week (up to 5TB/year)
- Stream up to 1080p
- Live chat to engage your audience
- Auto archiving
- VIP support (response within one hour)
- Team collaboration (up to 10 team members)
- Professional customizable player (logo, end screens, etc.)
- Sell your videos
- Customizable portfolio sites
- Seamless video review tools
- Video marketing tools (lead capture, publish to social)
- Video production (Find professional creators to make your next video)

Learn how to [sign up](#) for either of these plans and more about all of Vimeo's [subscription plans](#).

# How to Sign Up for the Vimeo Producer and Premium Plans

To access certain features in Mevo such as graphics overlays and simulcasting, you will need to sign up for the Vimeo Producer Plan or higher. The Producer Plan and the Premium Plan are both available for purchase directly via the Mevo app.

## In-App Purchase

Launch the Mevo app. A screen indicating Mevo has joined Vimeo will appear; tap Next in the bottom right corner.

In the next screen, either create a Vimeo account or log in with an existing Vimeo account.



[Connect](#) the Mevo app to your camera. After doing so, navigate to the settings menu by tapping the More Options (•••) icon in the bottom right corner, followed by the gearwheel icon.



Navigate to Live Streaming > Vimeo.



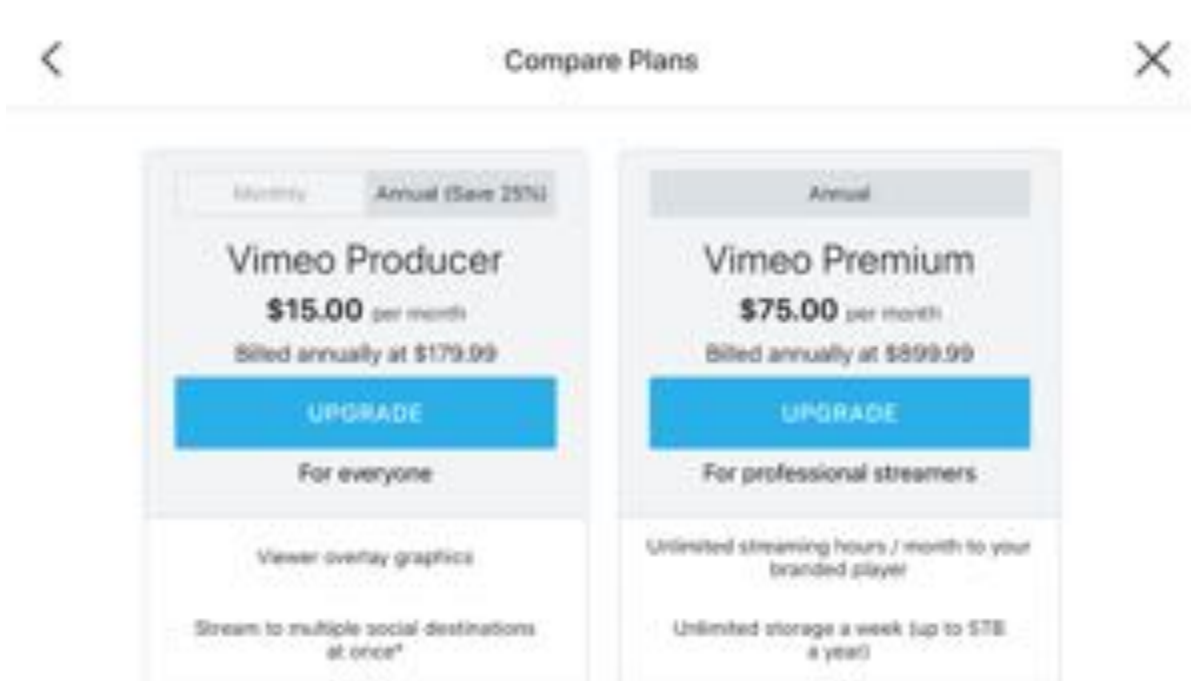
Tap **Upgrade** to see a prompt to upgrade to the Vimeo Producer plan, which gives you access to Mevo graphics overlays, simulcasting via Mevo, and up to 250GB of storage per year on Vimeo, among other features.

The Vimeo Producer plan is available as an annual subscription at \$179.99/year (\$15/month). If you prefer a month-to-month option, tap **Monthly**; this will bill you \$19.99 each month.

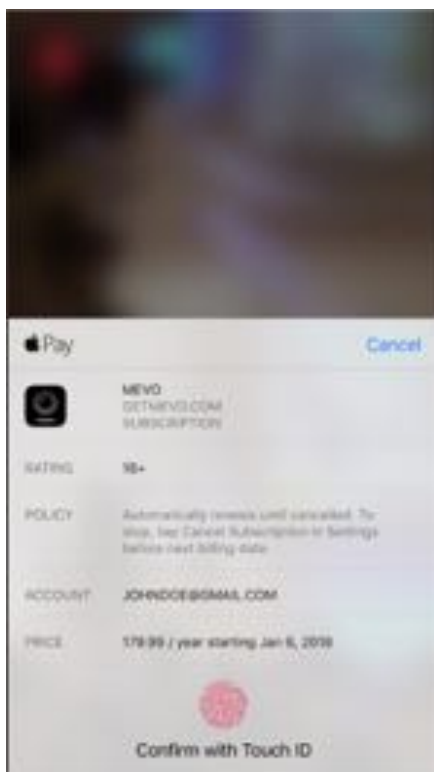
**i** You will also be prompted to upgrade within the app if you attempt to use a feature that is only available which these plans, such as add graphics overlays.



Tap **compare plans** on the left side to see how the Producer plan compares to the Premium plan, which is available for \$899.99 per year. If you wish to use Vimeo as your streaming destination, you will need the Premium plan. Select **Upgrade** under the desired plan. [Learn more](#) about the differences between the plans.



You will then be asked to confirm payment. This subscription will be managed by [Apple](#) or [Google](#).



Once you complete the in-app purchase, you will have immediate access to the upgraded features.



## Purchase via getmevo.com

The Vimeo Producer and Premium plans are also available for purchase via Mevo's website. Go to [getmevo.com/features/plans](https://getmevo.com/features/plans) for a full feature comparison.

Scroll down to see both plans. Select Sign Up Now under the desired plan.

<p><b>Vimeo Producer</b> For everyone</p> <p><b>\$ 15</b> per month billed annually</p> <p><b>GET PRODUCER</b></p> <p><b>5GB/week of storage</b></p> <ul style="list-style-type: none"> <li>✓ Viewer overlay graphics</li> <li>✓ Stream to multiple social destinations at once*</li> <li>✓ Advanced privacy</li> <li>✓ Advanced stats</li> <li>✓ Advanced customization</li> </ul> <p><b>GET PRODUCER</b></p>	<p><b>Vimeo Premium</b> For professional streamers</p> <p><b>\$ 75</b> per month billed annually</p> <p><b>GET PREMIUM</b></p> <p><b>7TB archiving storage</b></p> <ul style="list-style-type: none"> <li>✓ Viewer overlay graphics</li> <li>✓ Stream to multiple social destinations at once*</li> <li>✓ Professional privacy</li> <li>✓ Business stats</li> <li>✓ Professional customization</li> <li>✓ Simultaneous events</li> <li>✓ Onboarding specialist</li> <li>✓ Live support</li> </ul> <p>Includes all our video hosting features</p>
--	--

You will be directed to the Vimeo's website. Create a Vimeo account or log in if you are not already. Enter your payment information, then select Complete purchase.

### Payment details

Have a promo code?

---

**Total:** **\$900.00**

Renews annually. Cancel anytime. ⓘ

**Complete purchase**

By making this purchase, you authorize Vimeo to charge your credit, debit card, or PayPal account and agree to our [Terms of Service](#) and [Privacy Policy](#). Your membership will automatically renew.



You will immediately have access to the included features of your plan once purchase is complete. If you purchase this way, your subscription is managed by [Vimeo](#).

After doing this, launch the Mevo app on your device and log in to Vimeo using the email and password associated with your Vimeo subscription.

# Why Does My Stream Stop After 10 Minutes?

Vimeo offers a 10-minute livestreaming demo with any plan. After you have been live for a total of 10 minutes, you will no longer be able to stream unless you upgrade your account.

In order to get unlimited streaming to Vimeo, you must upgrade to the [Premium plan](#). This is the only subscription that offers livestreaming to Vimeo.

# How Do I Manage or Cancel my Vimeo Subscription?

If you need to change your Vimeo plan, you need to do so via the same method which you used to purchase it.

If you upgraded via an in-app purchase, the subscription is managed by either iTunes (iOS) or Google Play, depending on the type of device you are using. Instructions for managing your subscriptions are provided by each, linked below:

- [Apple](#)

- [Google](#)

If you purchased your Vimeo plan via Vimeo.com or GetMevo.com, you will need to manage your subscription via your Vimeo account as detailed [here](#).

# Can't See Features After Buying a Vimeo Plan

If you purchased your Vimeo plan in iTunes or the Google Play Store but are unable to access your Vimeo features, you may have to restore your purchase. This will *not* bill you again.

**i** You can only restore your purchase via the Mevo app. You cannot restore your purchase using a browser or on a desktop computer.

To restore your purchase, tap the More Options (•••) icon in the bottom right corner of the live edit view, then tap the gearwheel to open Settings.



Navigate to Live Streaming > Vimeo, then tap Restore Purchase.





# Settings and Tips for Livestream

# What is Livestream?

[Livestream](#) is the world's #1 live video platform that powers millions of events each year. It is the only ad-free, flat-rate live video solution that provides producers with all the tools needed to easily customize and share their events with the world in realtime.

Mevo directly integrates with any Livestream account, allowing producers to broadcast their events to Livestream via Mevo seamlessly.

Learn [how to stream to Livestream from your Mevo here](#).


# Which Livestream Plan is recommended to stream using Mevo?

Mevo can be used with any Livestream plan. We recommend taking a look at the Livestream [Pricing Page](#) to see all the Livestream plan options.

# What's Happening with the Livestream Mevo Plan?

The \$10/month Mevo Plan on Livestream is no longer available to new subscribers. Customers who are already subscribed to this plan may continue to use it with their Mevo, but please note that if you cancel this plan, you will not be able to re-subscribe to it moving forward.

We are introducing the new Vimeo Producer Plan as our go-to Mevo subscription offering. This plan unlocks access to Mevo features including graphics overlays, in-app simulcasting, and up to 250GB of cloud storage on Vimeo per year. [Learn more](#) about what's included in this plan.

 Graphics overlays and simulcasting via Mevo are also available with the [Vimeo Premium plan](#).

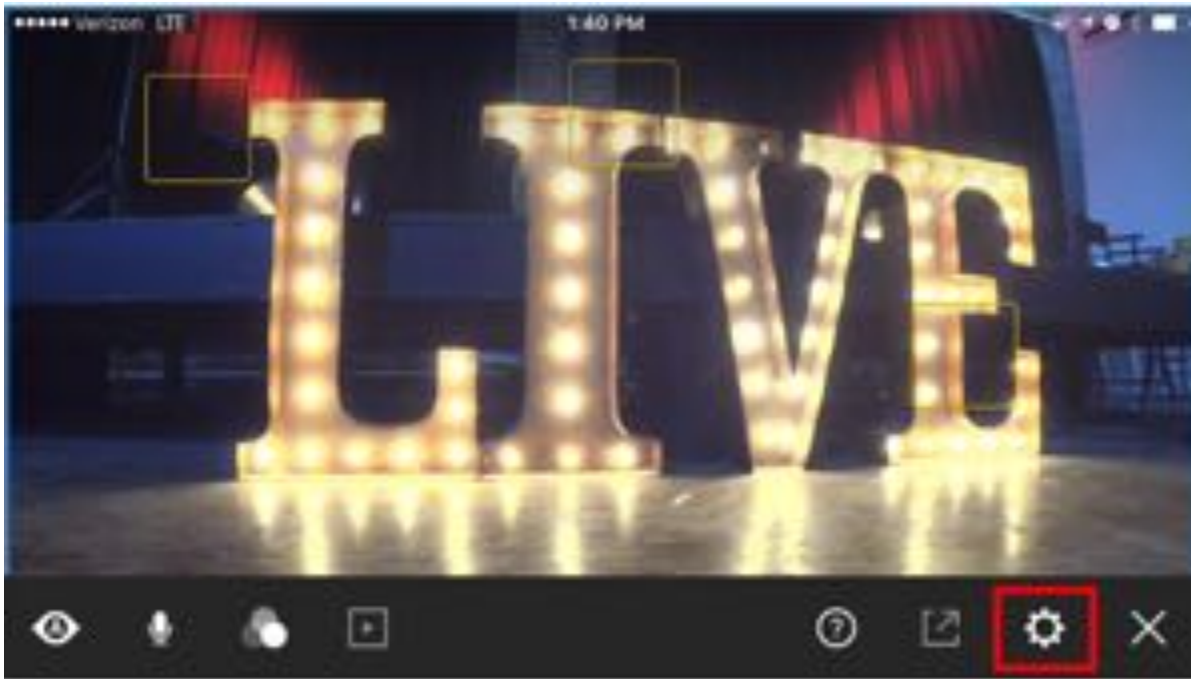
Please note that these features are not available with any Livestream subscription. If you would like to switch from the Livestream Mevo plan to the Vimeo Producer plan, be sure to cancel your plan on Livestream to avoid being double billed.

# How Do I Notify my Followers on Livestream When I Go Live?

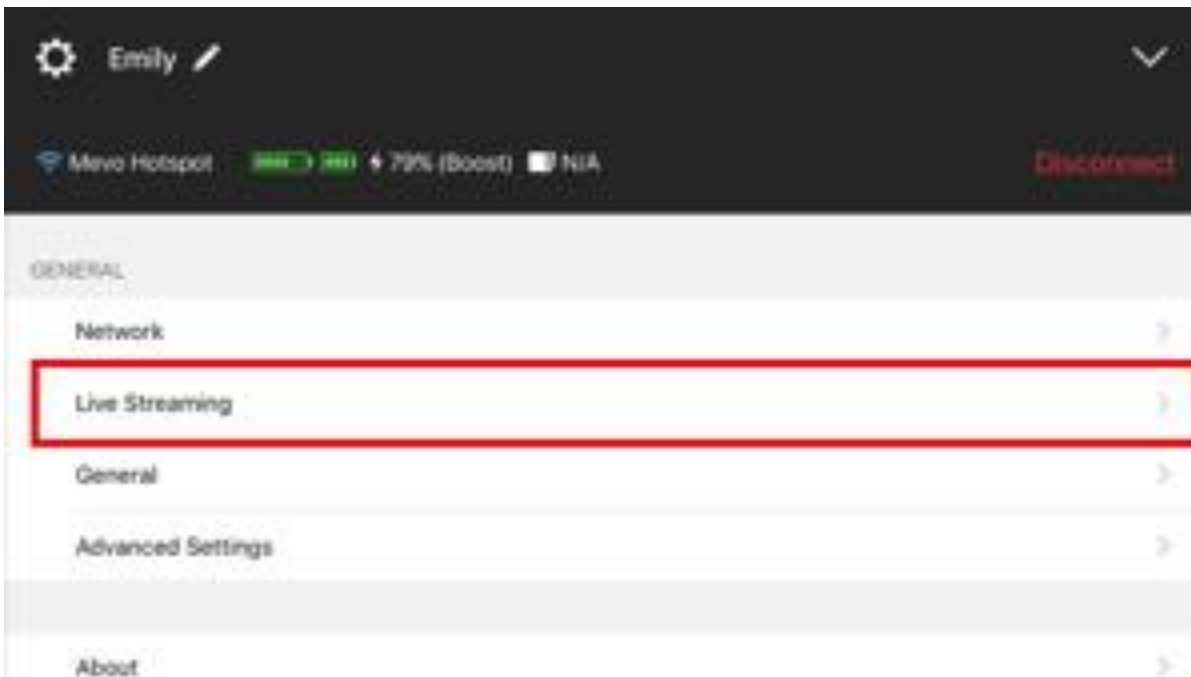
Livestream allows you to choose whether or not to send a notification to your subscribed followers on Livestream when you go live via Mevo.

Navigate to Livestream's settings by tapping the More Options icon in the lower right corner of the live edit view, followed by the gearwheel.

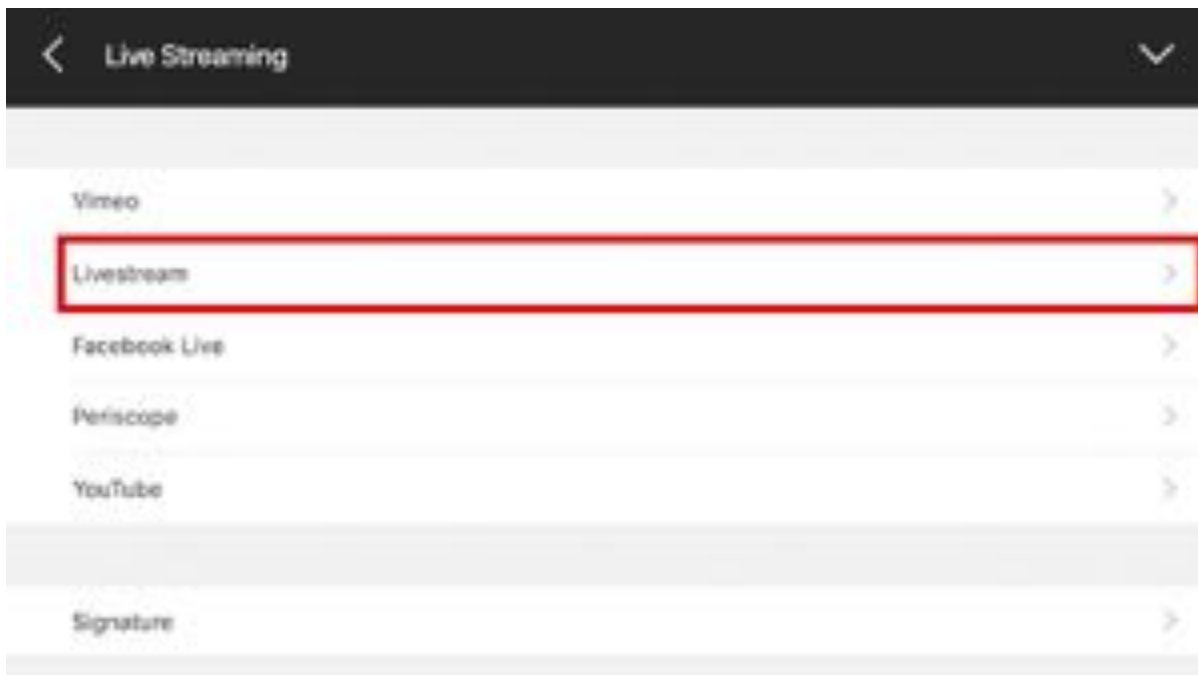




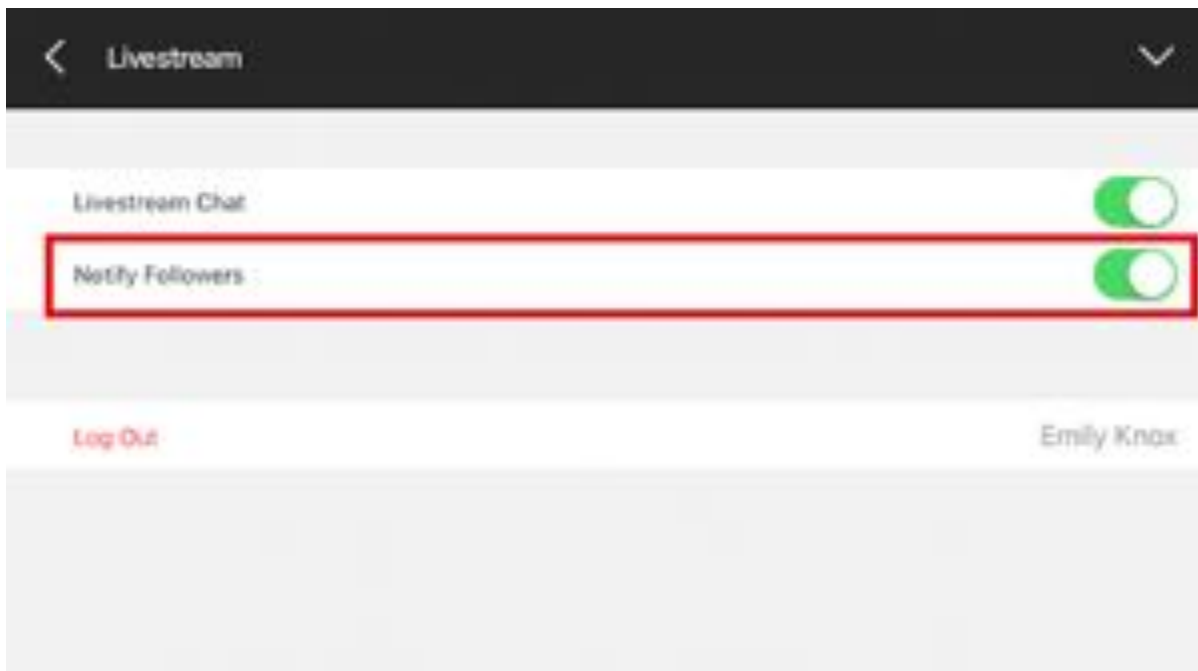
Select the Live Streaming menu.



Tap Livestream.



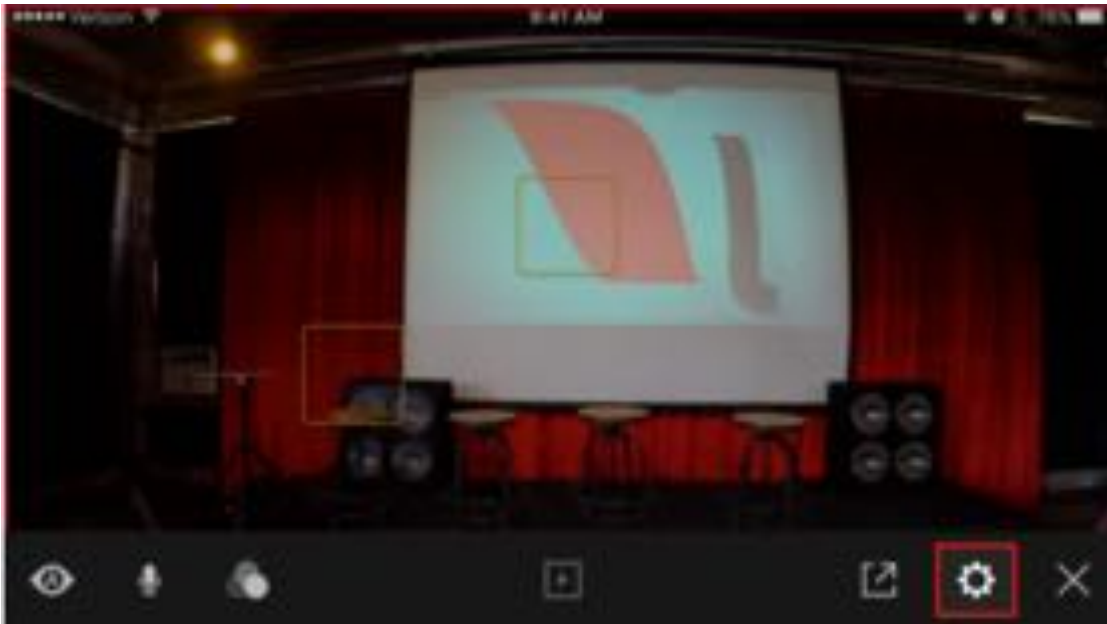
The second option down is **Notify Followers**. By default, this will be toggled on, thus sending an email or push notification to any followers who have subscribed to notifications on Livestream. Tap the switch if you wish to toggle it off and disable notifications from being sent.



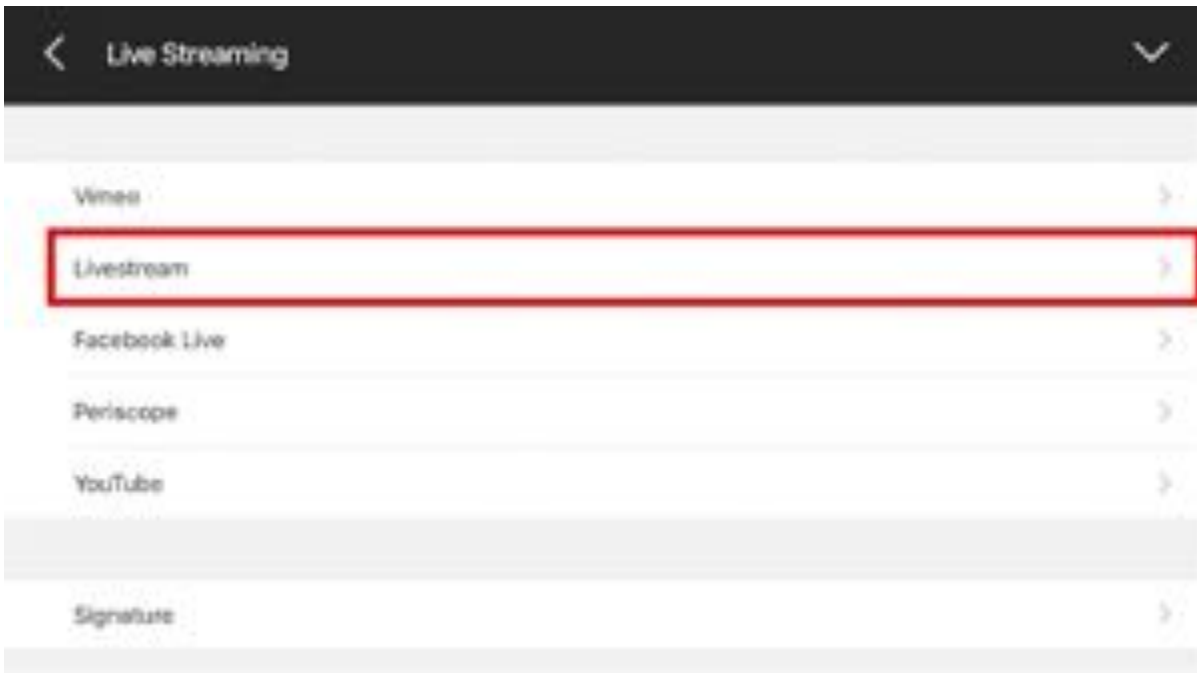
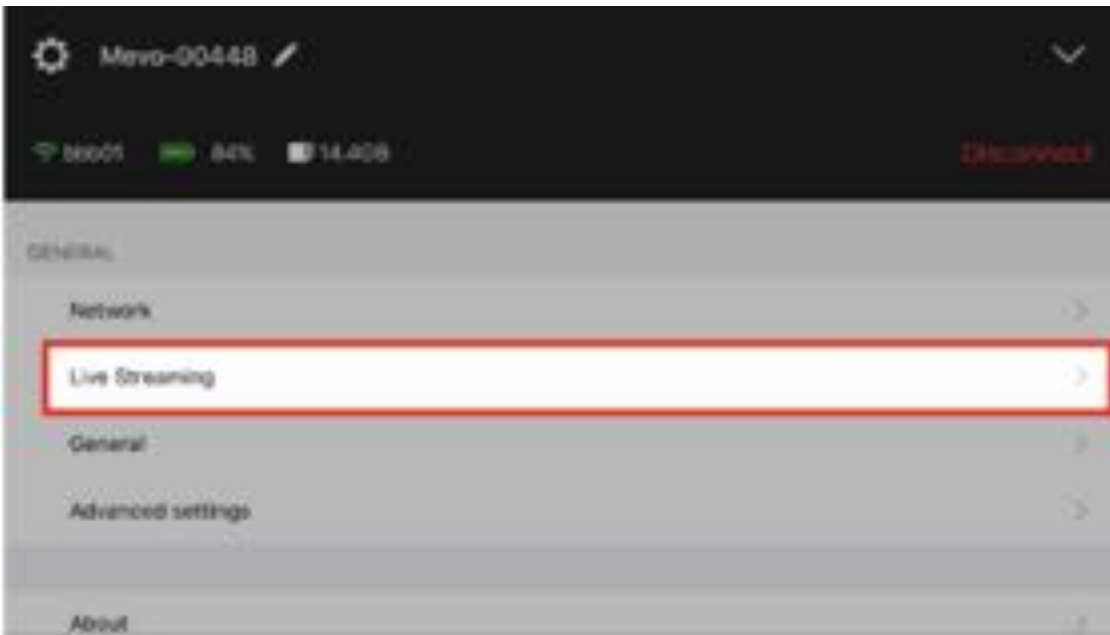
# Logging Out Of Your Livestream Account

You can log out of your Livestream account through the Mevo app. This is useful if you need to stream to a different Livestream account versus the one you are already signed into.

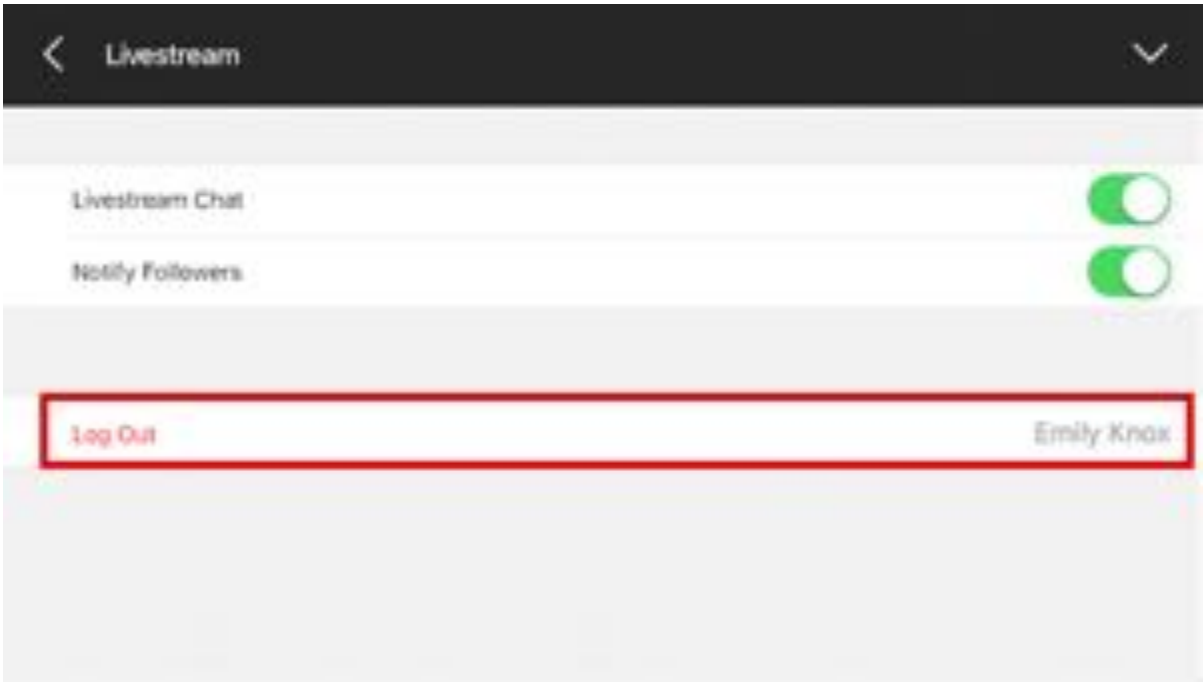
To log out of your Livestream account, open up your Mevo options menu, then tap on the gearwheel.



Tap on Live Streaming, then tap on Livestream.



You will see your account name in the bottom right corner if you are logged in. To log out, tap Log Out on the left side.



# Settings and Tips for Facebook Live

# What is Facebook Live?

Facebook Live allows you to stream live events directly to your Facebook profile or pages.

[Use the Mevo to stream to Facebook Live](#) in HD quality and share your events with the public or your friends.

Facebook Live current limits users to streaming up to four hours at a time.

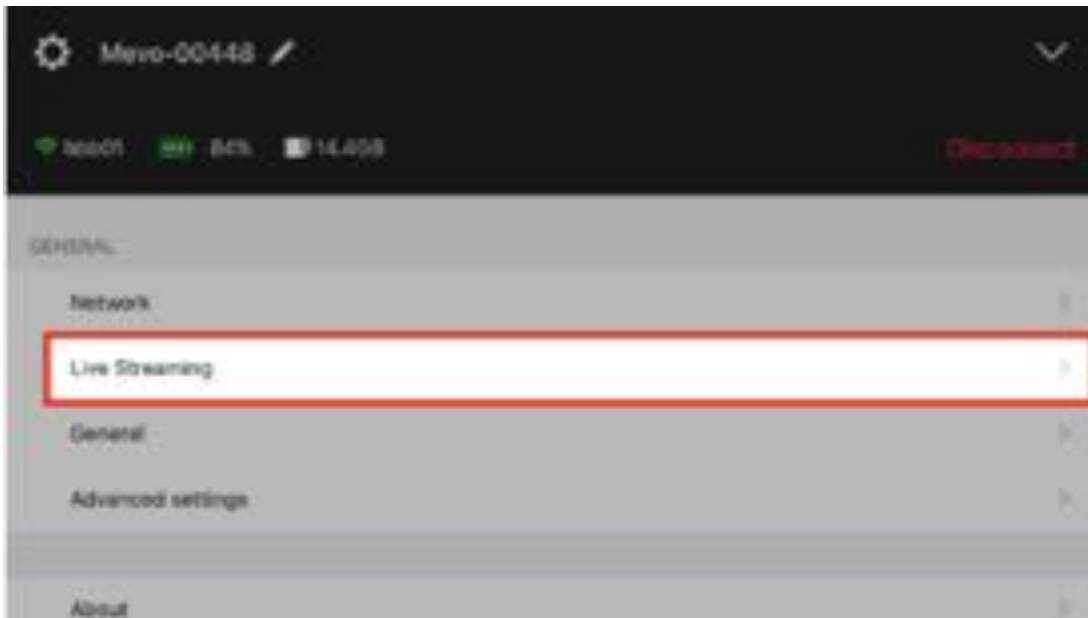
# Facebook Account Settings and Options

Mevo's settings allow you to change your Facebook stream's destination, audience, quality, among many other features such as enabling chat, continuous streaming, and more. You can also log out if you wish.

Open the Options menu in the app, then tap on the gearwheel icon.



Tap on Live Streaming, then tap on Facebook Live.

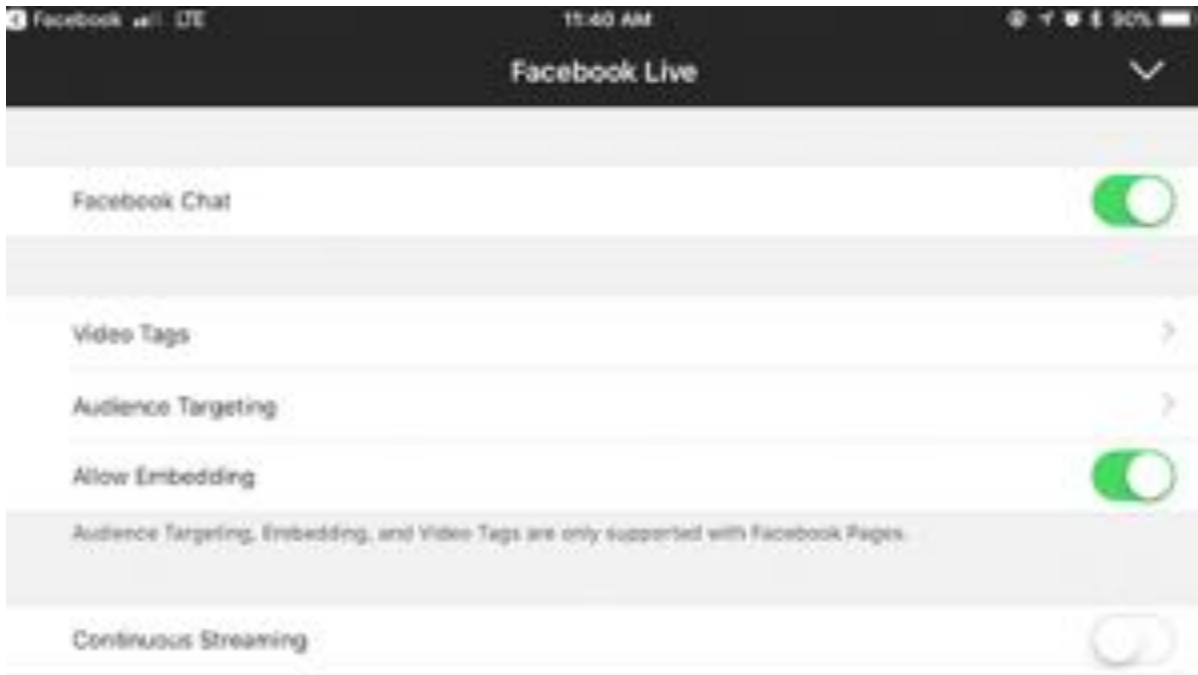


If you are not already logged in to a Facebook account, tap **Log In**. You will need to grant Mevo permission to access your facebook pages, groups, and friends list. You should allow all permissions in order for Mevo to operate as expected.

 You should select **Public** if you ever intend to stream to an audience beyond your Facebook

friends. You can adjust privacy settings on an event by event basis, but selecting Public now allows you more flexibility moving forward.

Once you allow all these permissions, you will be logged in and see more options in your settings menu.



You can toggle **Facebook Chat** on and off.

If you are streaming to a Facebook Page, you can tag your videos to help reach an audience of certain interests. You can also target your audience by age, gender, location, and languages. You can also choose to allow your stream to be embedded.

Finally, if you intend to stream to Facebook for longer than four hours, you may want to enable **Continuous Streaming**. Take note that turning this feature on will cause your stream to **not** be archived on Facebook.


To log out of Facebook, scroll to the bottom of this screen and tap **Log Out**.

# Why Can't I Stream to a Facebook Group?

Mevo relies upon the Facebook API in order to stream to destinations within Facebook. The latest Mevo app is unable to go live to Facebook Groups due to recent changes to the Facebook API.

We are working on implementing Groups to the Mevo app in a future release.

As a workaround to continue streaming to **Public** Facebook Groups of which you are an Admin, we recommend using a previous version of the Mevo app.


 Unfortunately, streaming to Facebook Events and Closed and Secret Facebook Groups is no longer allowed.

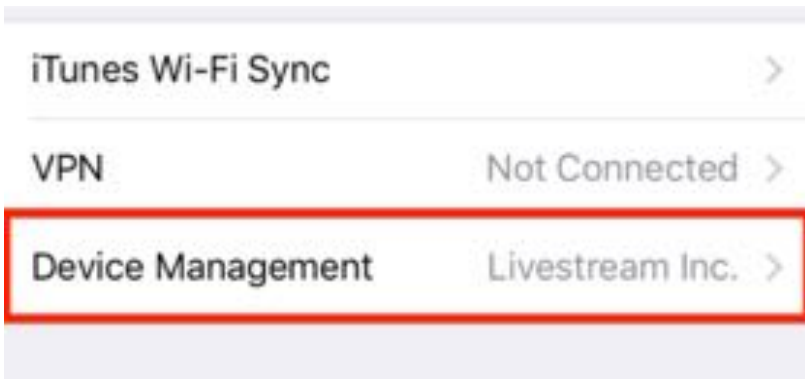
To install the previous Mevo app, open [https://cdn.livestream.com/mevo/app/1.7.82\\_e908fef7e](https://cdn.livestream.com/mevo/app/1.7.82_e908fef7e) in your mobile device's browser and tap **1.7.82** to start downloading it.

Because this version of the app is not downloaded from the App Store, you will need to authorize it to run on your iOS device before using it. To do this, go to your device **Settings**, then select **General**.

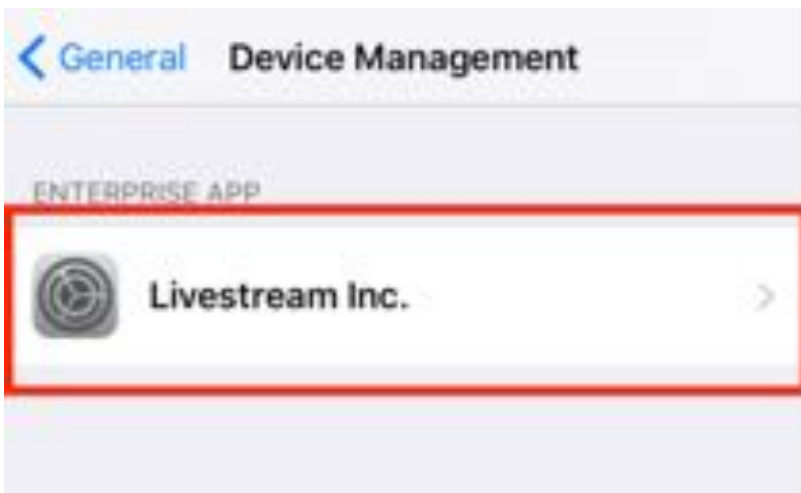


Then scroll down to select **Device Management**.

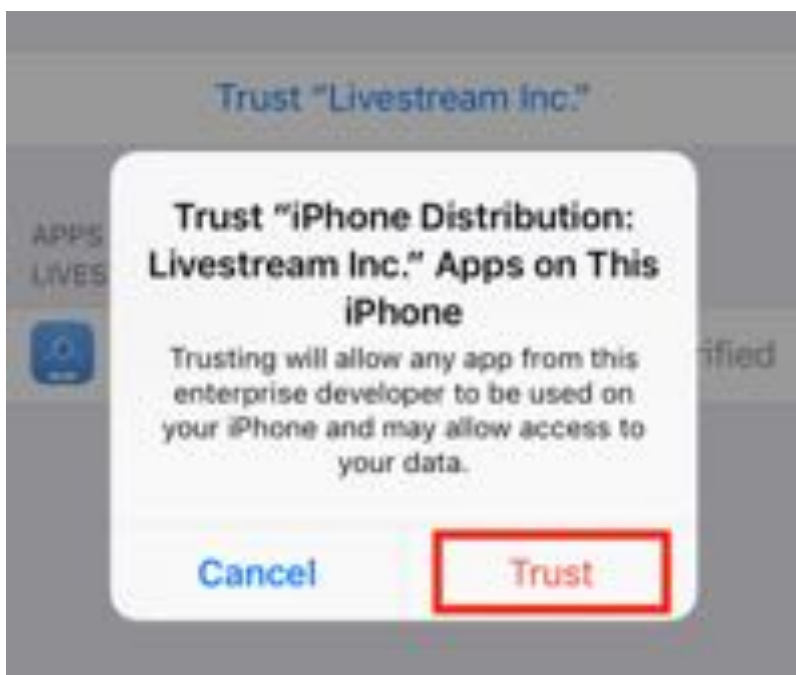
 The **Device Management** option is not present unless you have downloaded the previous version from the above URL *first*.



Select Livestream, Inc.



Tap Trust Livestream Inc., then Trust.



Next, [reset your Mevo](#): if you had previously updated to 1.8, the firmware currently on your camera will not work with 1.7.82. Resetting your camera is the only way to get the proper firmware installed.

Once the reset is complete, connect your mobile device to your Mevo's hotspot. You will then be prompted to update your firmware. Tap Update Firmware to install the correct firmware version onto your Mevo.



After the firmware has installed and your camera restarts, you may use your Mevo. Tapping the red button, followed by the Facebook logo will walk you through connecting your Facebook account. You will then be able to see your public Facebook Groups of which you are an Admin as your streaming destination.

# Order of Facebook Streaming Destinations

When streaming to Facebook, the Mevo app will load your various Facebook streaming destinations in the following order.

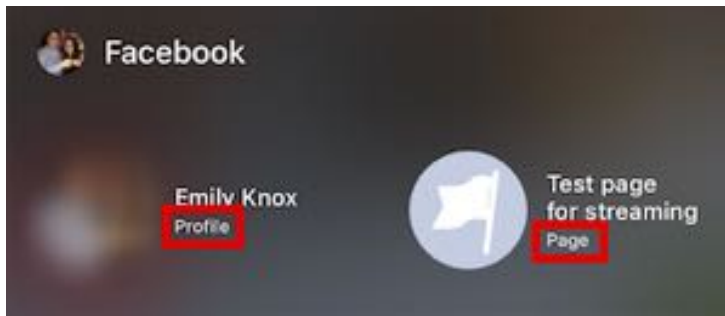
1. 1. Your Profile
2. 2. Pages
3. 3. Scheduled Broadcasts

# How Do I Stream to a Facebook Page?

Mevo supports streaming to Facebook Pages.

If you wish to stream to a Page, you must be an Administrator. Moderators, Editors, and other roles cannot go live to Pages or Groups.

Once you are logged in to your account, tap the red button to start a stream and select Facebook. Your profile will be listed first, followed by Pages of which you are an admin.



Tap the desired destination to select it. Configure the rest of your settings as described [here](#) to go live.

# Stream to Scheduled Live Videos on Facebook

To stream to a scheduled livestream on Facebook with your Mevo, you must first create the scheduled post on Facebook via a web browser. After that, you can choose the scheduled livestream in the Mevo app before you go live.

In order to stream from Mevo to a scheduled live video on Facebook, you will first need to create the scheduled post on Facebook.

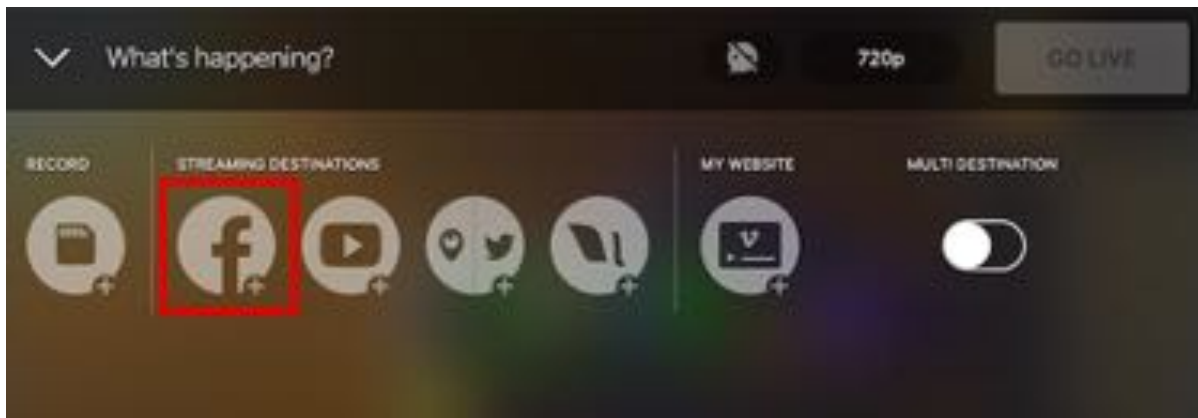
Facebook provides [a comprehensive tutorial](#) and best practices to scheduling a live video on Facebook. A broader live overview for Publishers on Facebook is [also available](#).

Once your live video is scheduled, you can configure Mevo to stream to it.

Launch the Mevo app and connect to your Mevo. In the Live Edit view, tap the red dot in the bottom right corner.

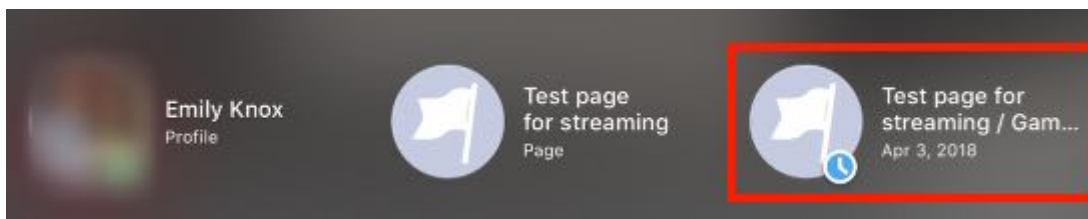


Select the Facebook Live logo. Make sure you log in to the admin account of the Page where you scheduled the broadcast.



💡 Logged in to the wrong account? Here's how to [connect to the right account](#).

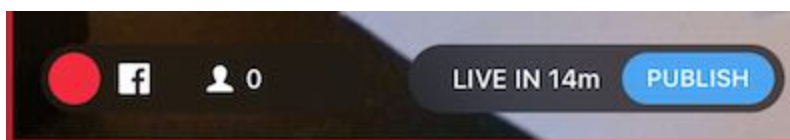
On the bottom of the screen are your various Facebook destinations. You will notice your page appears more than once, but one image has a clock icon on it; this is your scheduled event. Tap that image to send your stream to the scheduled post.



Configure your other stream settings as desired (quality, location, etc.) When you are ready to start streaming, tap Go Live in the upper right corner.

Your stream will automatically push live to your timeline at the time you configured on Facebook. The Mevo app will display a countdown indicating this.

If you wish for the broadcast to appear sooner, tap Publish.



# What is Continuous Streaming?

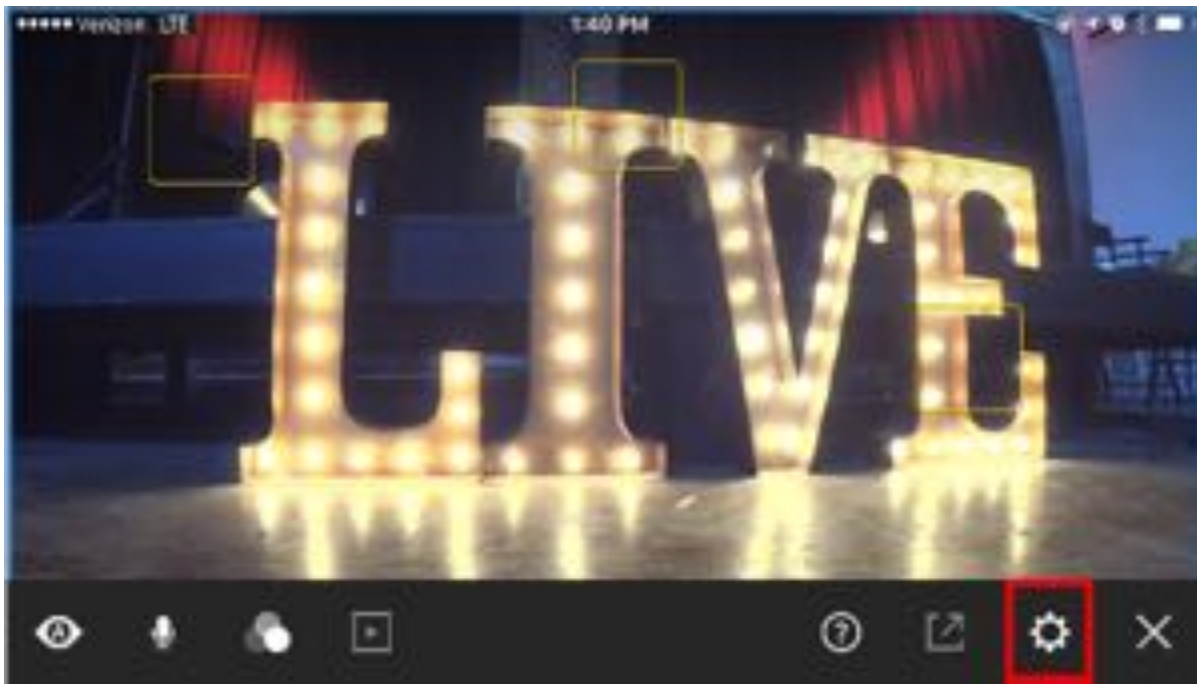
When you choose to stream your event to Facebook Live, an important factor to consider is the length of your broadcast. This will impact how you configure your settings.

By default, Facebook has a time limit of **four (4) hours** per livestream. This means that if you are live for more than four hours, your stream will be cut off and will post as a video on-demand (VOD).

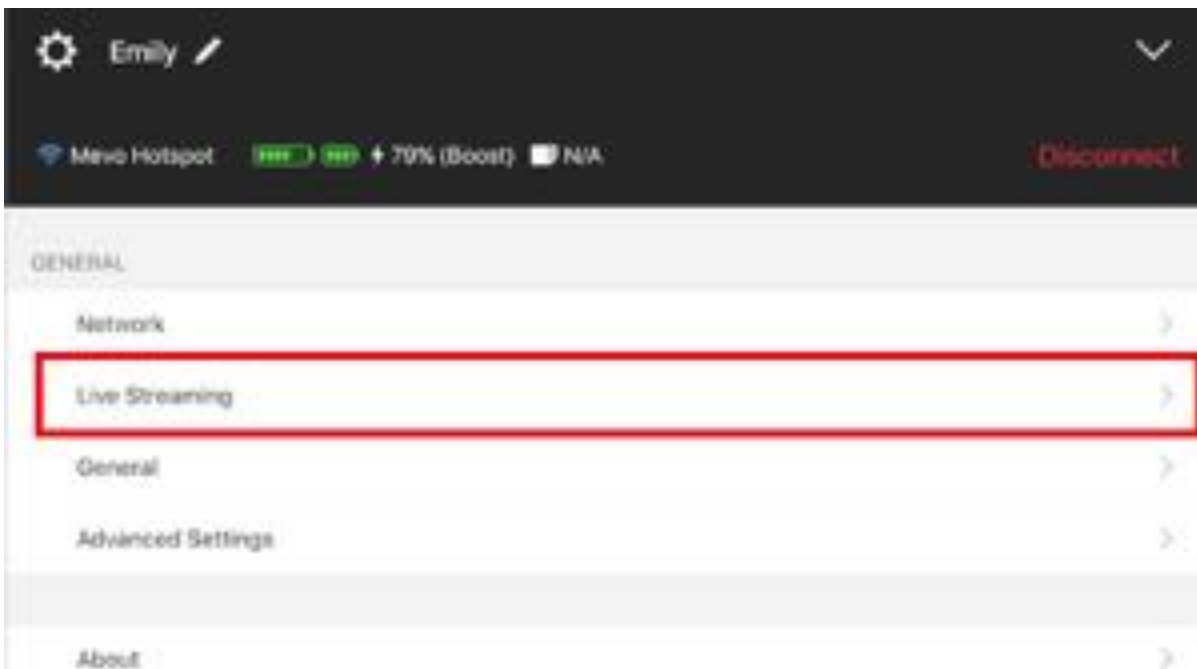
If you anticipate that your event will last for longer than 4 hours, such as a telethon or a conference, you can do the following:

Navigate to the **More Options > Settings** menu.





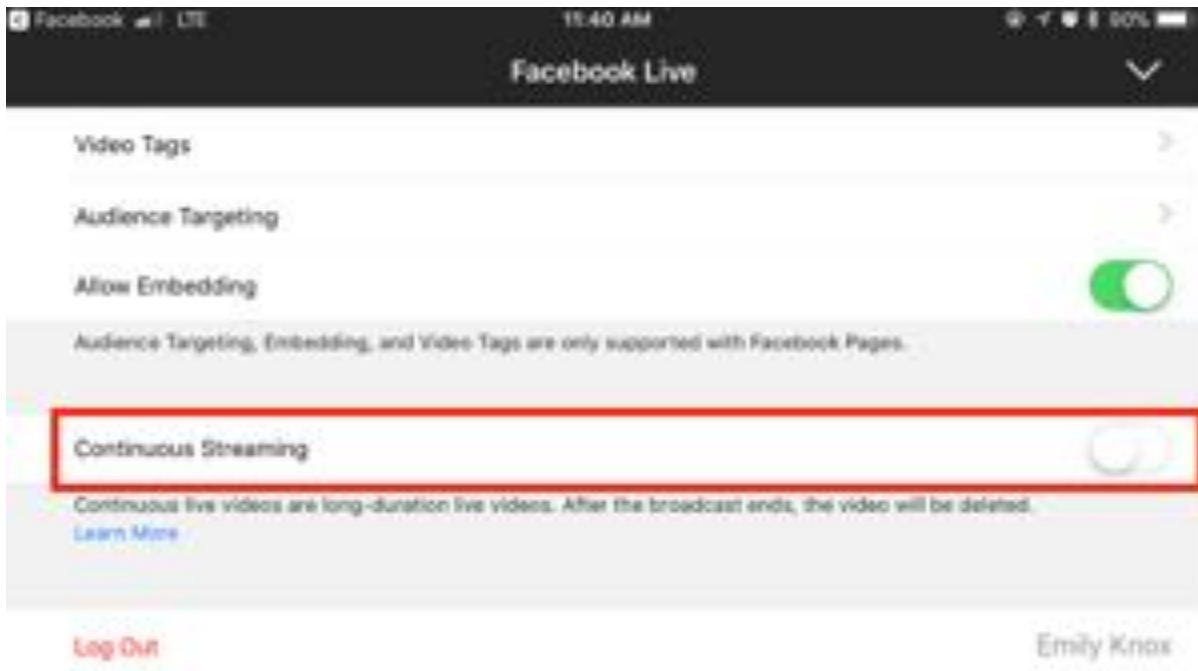
Tap Live Streaming.



Tap Facebook Live.



There are a variety of settings for Facebook here. At the bottom of the screen you can find the option for Continuous Streaming.



Toggleing this settings on will allow your stream to stay live for a long of time.



**Important:** When you turn on **Continuous Streaming**, your VOD will not save on your Facebook timeline. It can save on your microSD card provided there is enough space available.

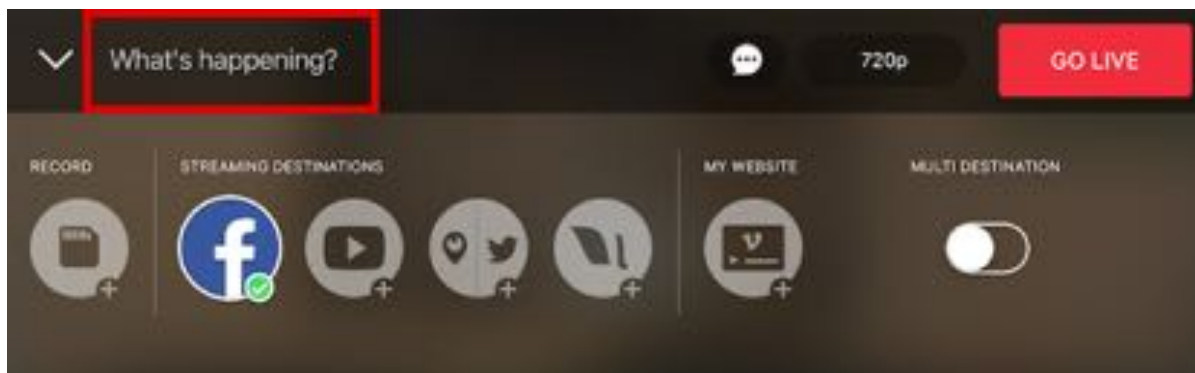
If saving VODs on your timeline is essential to your event, the other option is to turn **Continuous Streaming** off, and manually stop and restart your broadcast. When a broadcast ends, the 4-hour limit refreshes and you can go live again for another four hours without losing your VODs.

# Why Am I Seeing 'Live From Mevo' on Facebook?

Sometimes when going live to Facebook, you may notice a "Live from Mevo" message in your post, as seen below.

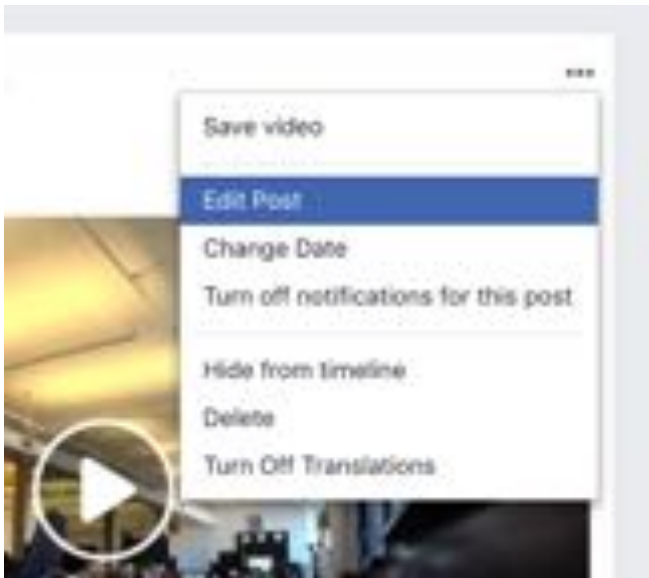


This appears as a default stream title if you do not type in a title for your stream in the Mevo app prior to going live. The title field says 'What's happening?' at the top of the screen, which you can tap on to type in your own title.

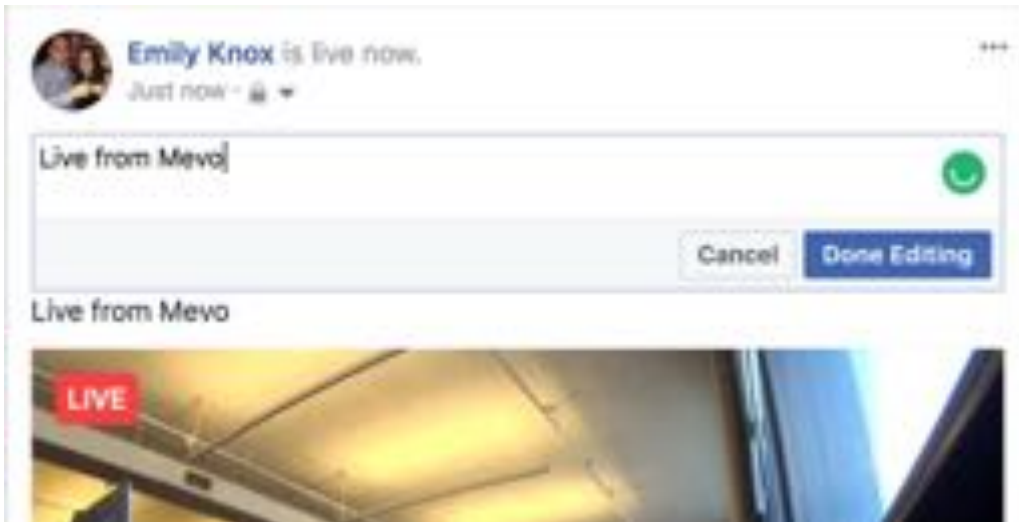


Type in a title, then go live. Instead of 'Live from Mevo,' you will see your title.

If you are in a situation in which you have gone live, forgot to enter a title but cannot stop your stream to enter the title, you can edit your post on Facebook instead. Click the options icon in the upper right corner of the Facebook post with your stream, then select **Edit Post**.



Type in your desired title, then click **Done Editing**.

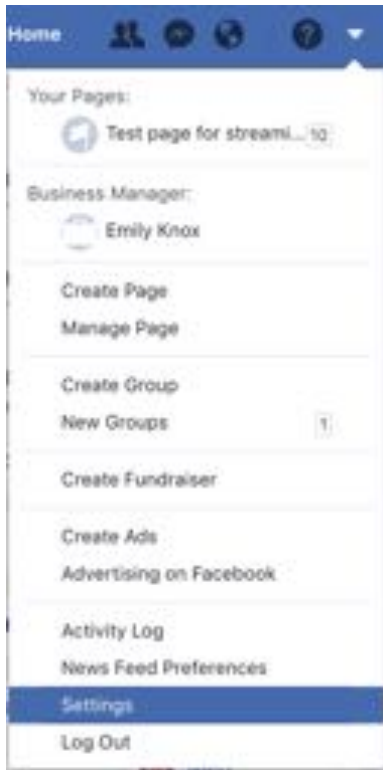


# Adjust Facebook Audience Settings

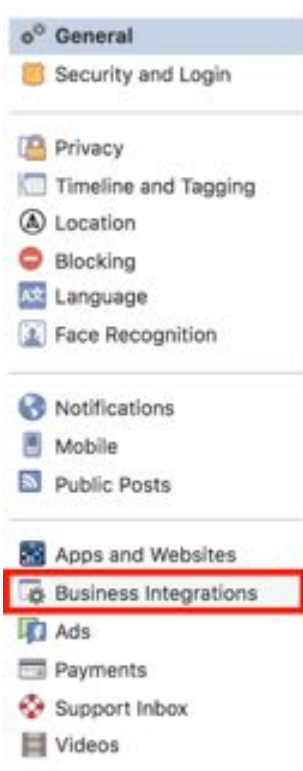
When you log into Facebook for the first time with your Mevo app, you are prompted to authorize the Mevo Camera app for Facebook and grant certain permissions.

One of these permissions is your default audience. If you had selected **Friends** in the [initial setup](#), then you are not able to stream to a public audience, including Pages.

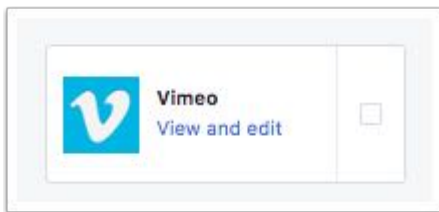
To resolve this, you need to change your default audience to Public. Log into Facebook on a desktop browser. Open the drop-down menu in the upper right corner, then select **Settings**.



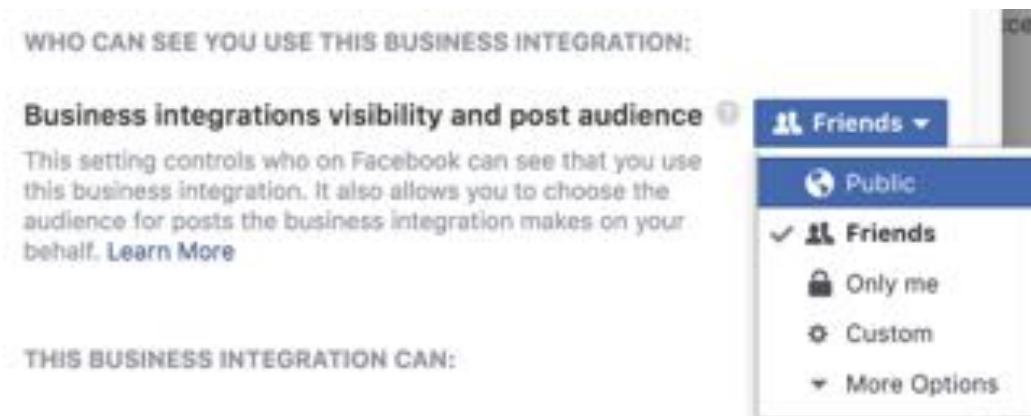
In the left side panel, select **Business Integrations**.




The Vimeo application is located here. Select View and edit.



Scroll down in the modal that pops up. You will see a setting call Business integrations visibility and post audience. Open the drop-down menu and select Public, then save your settings.



Now you have more flexibility with choosing your Facebook audience in the Mevo App. Selecting **Public** will allow a public audience to see your live video. If you are going to stream to your Profile, you can still choose to have a restricted audience (e.g. Friends, Only Me.) from within the Mevo app.

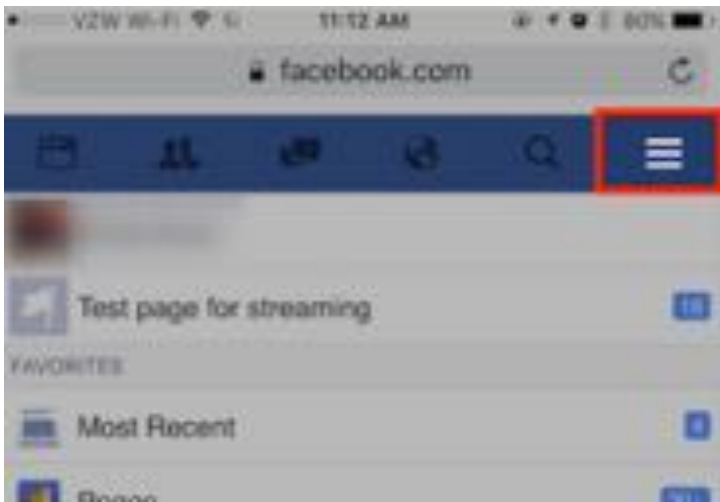
 The audience option does not appear when streaming to a Page.

# Log into a Different Facebook Account

The Mevo app will default to whichever Facebook account is logged into your mobile device's browser.

If you wish to stream while logged into a different account, launch the browser app and navigate to facebook.com.

Select the navigation menu in the upper right corner.



Scroll down and tap Log Out.



Close Safari and launch the Mevo app.

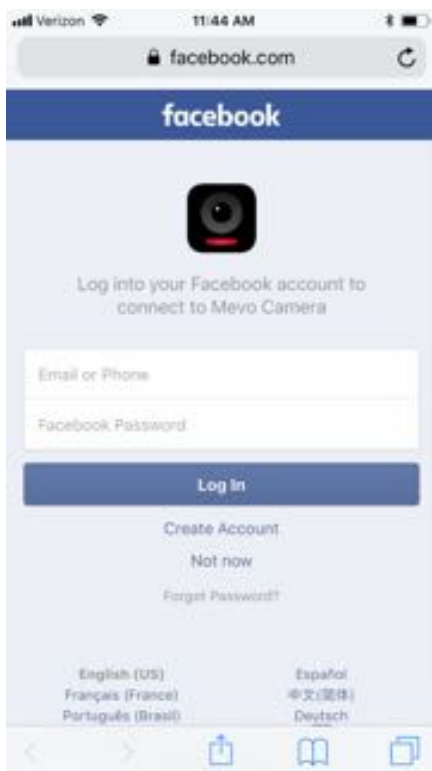
Once you are connected, tap the red button, followed by the Facebook Live logo. You will then be prompted to log into a Facebook account.



If you are instead prompted to confirm your Mevo login to your previous account, select the Safari icon on the top right.



You will be brought to your Safari and will be able to login to another Facebook account.



Alternatively, you can clear your Safari browser's history and website data in the iOS device settings. This will also log you out of your Facebook account.



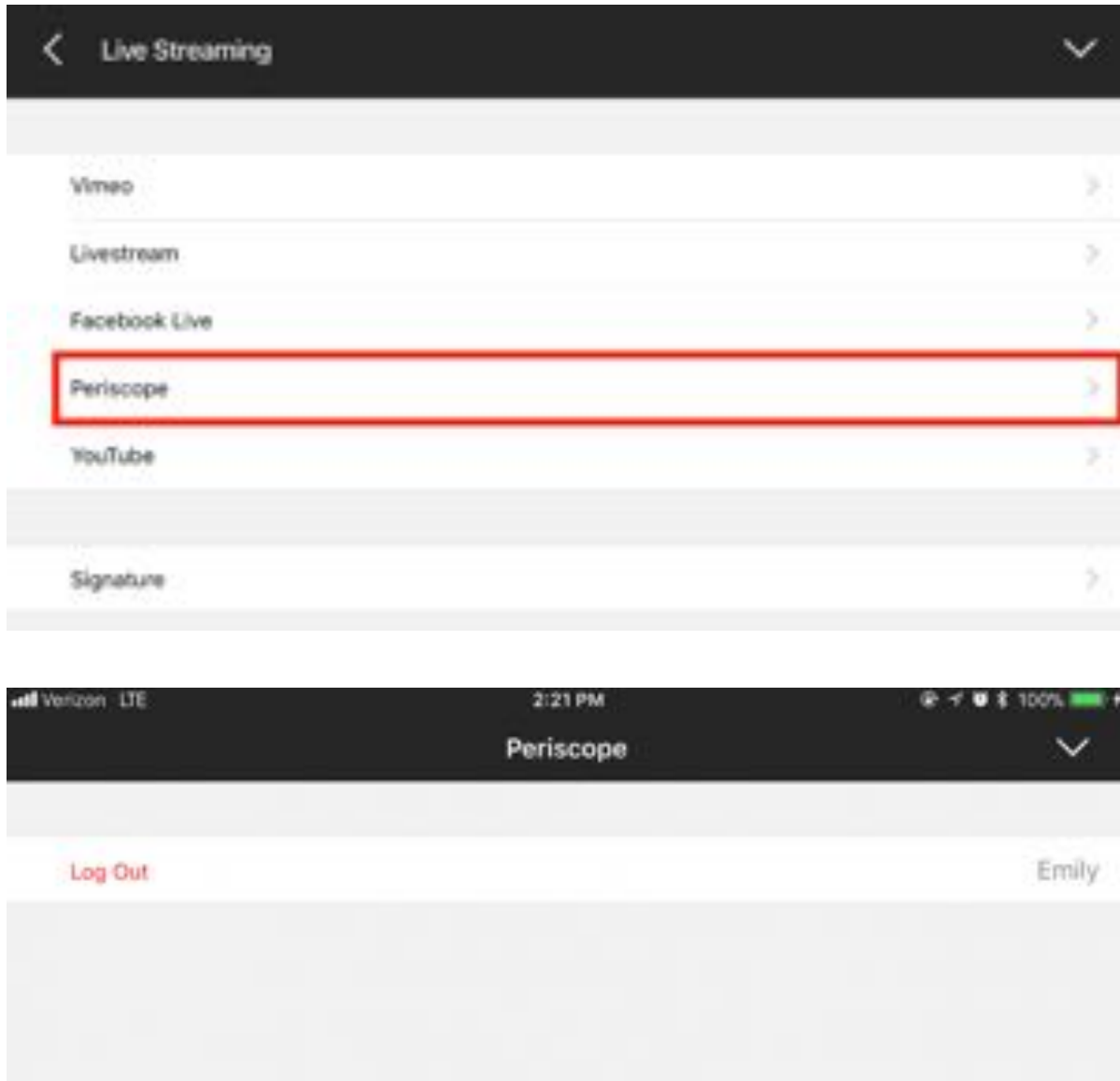
# Is Mevo Compatible with Workplace by Facebook?

No, at this time, Mevo's Facebook integration currently does not include the ability to go live to Workplace by Facebook.

# Settings and Tips for Periscope

# Log Mevo Out of Periscope

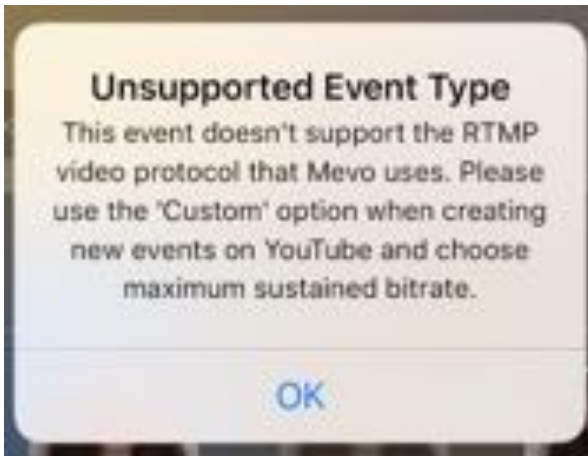
To log out of Periscope in the Mevo app, go to settings and navigate to Live Streaming > Periscope, and tap Log Out.



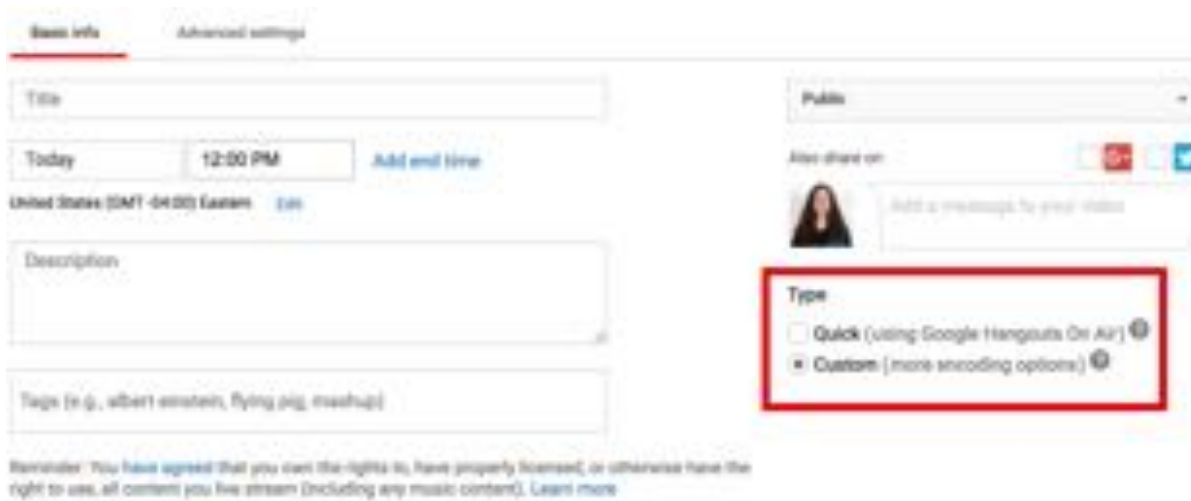
# Settings and Tips for YouTube

# "Unsupported Event Type" Error Message

When attempting to go live to a YouTube event, you may receive the following error message:



This appears when the selected YouTube event was created as a Quick event rather than a Custom event. These options appear under Type when creating a new event.



Unfortunately, YouTube does not have an option for changing the Type after the event is created. To resolve this, you will need to create a new event with Custom selected as the Type.

When you click Create Event, you will be redirected to your Main Camera settings, where you can Select a type of stream key. Either stream key type will work, but you must choose one in order to go live from Mevo. You can change this setting at a later time if needed.



To learn more about YouTube stream key settings, read the Ingestion Settings section of [this article](#).

#### Thumbnail




Please upload as large an image as possible (suggested: 1280x720) as embedded on other sites. You can upload a JPG, GIF, BMP, or PNG file.

Browse

#### Select type of stream key

Choose between a single-use or reusable stream key. Reusable keys are named and allow same quality.

**NEW** You no longer need to specify the resolution and framerate for new stream keys.

- Single-use stream key
- Reusable stream key 

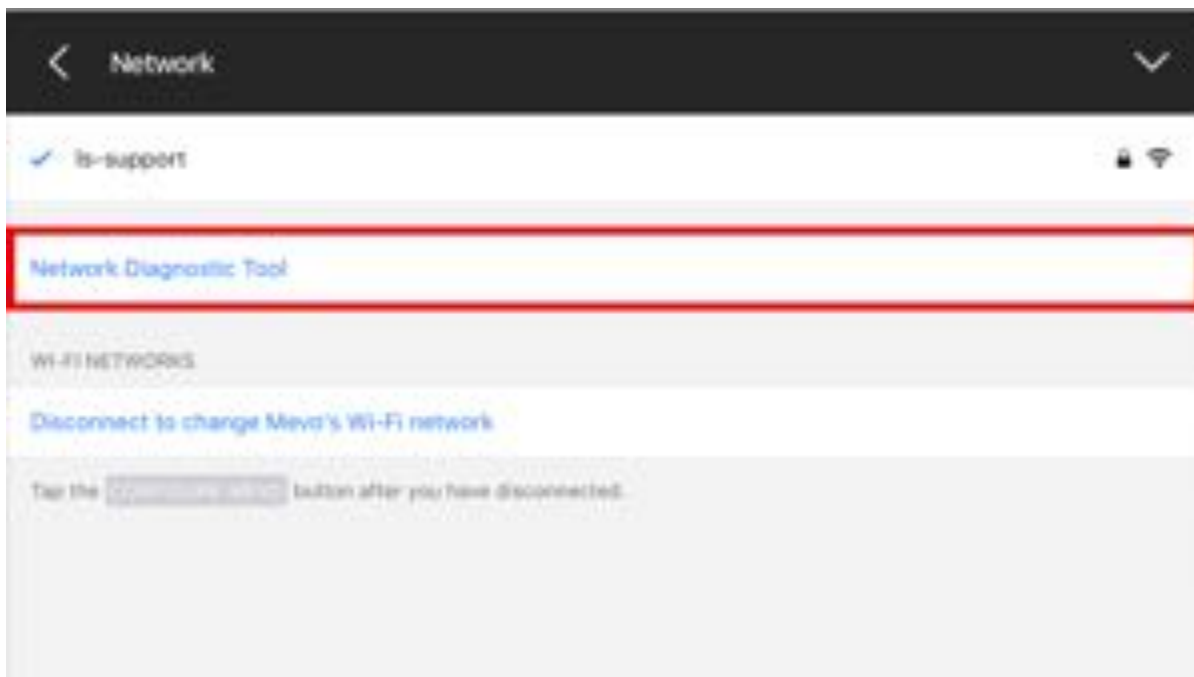
When you select your stream key type, your event's settings will save and the event will appear as an available option in the Mevo app.

# Advanced Connectivity Options

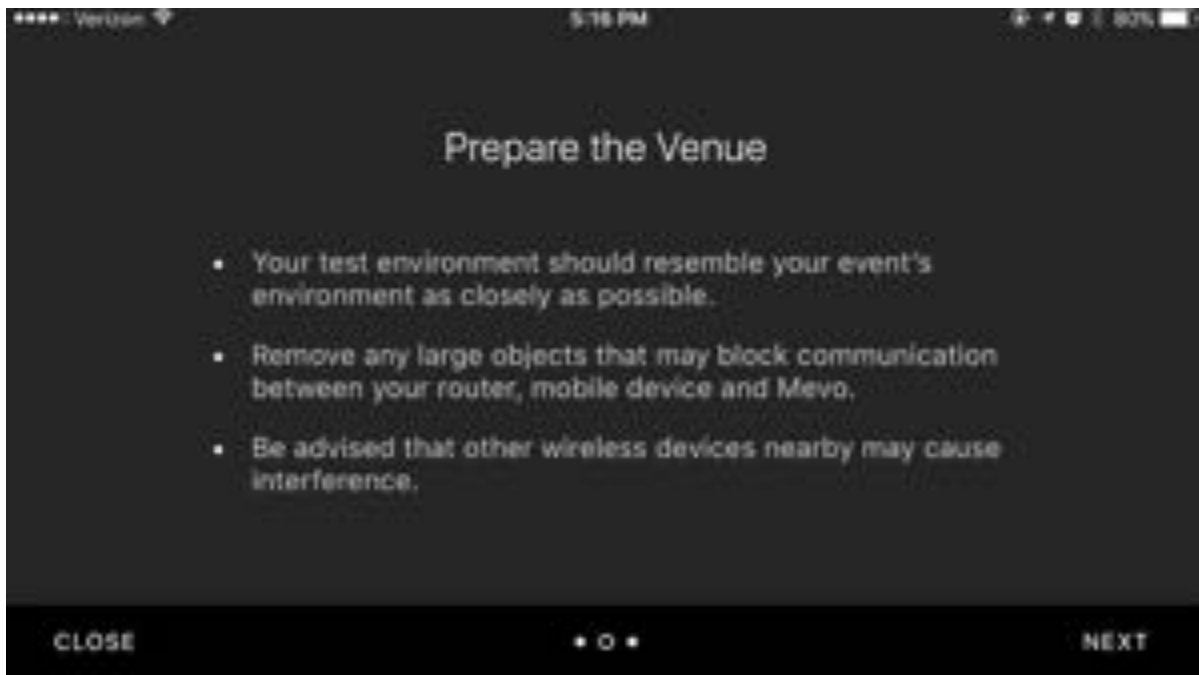
# Test Your Connection Reliability with the Mevo App

The Mevo app includes a network diagnostic tool that can measure how reliably your network connection can transfer data in the Mevo's current environment.

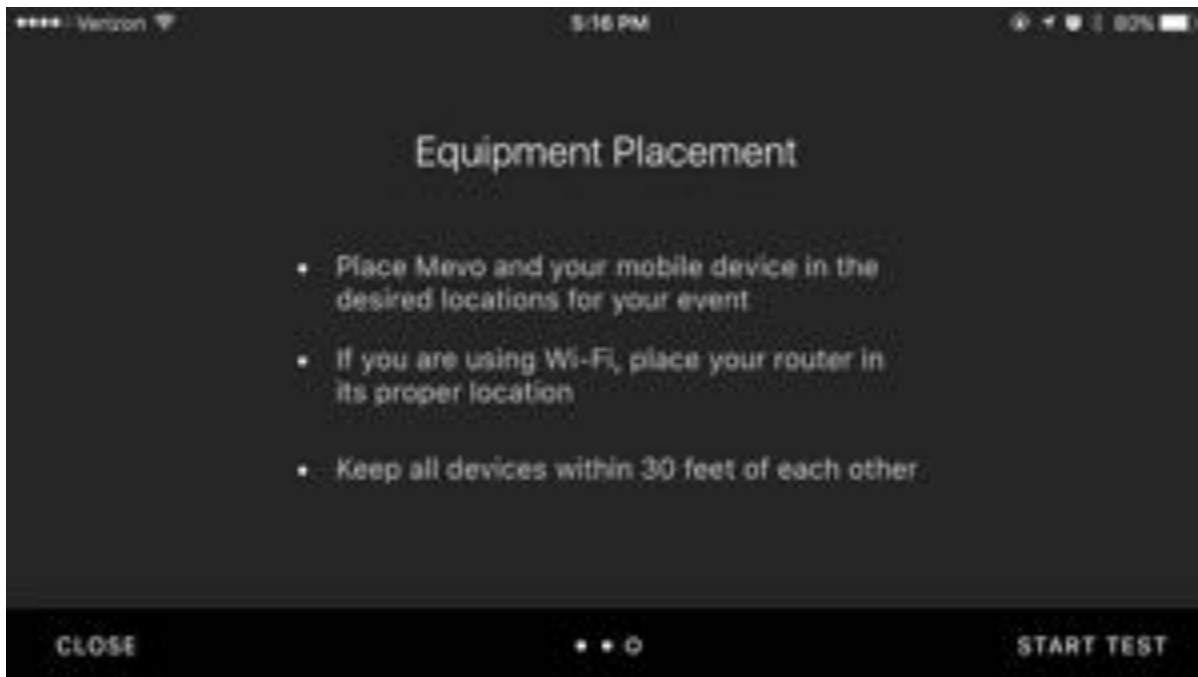
To access the tool, open Mevo's settings menu and navigate to Network. Tap Network Diagnostic Tool.



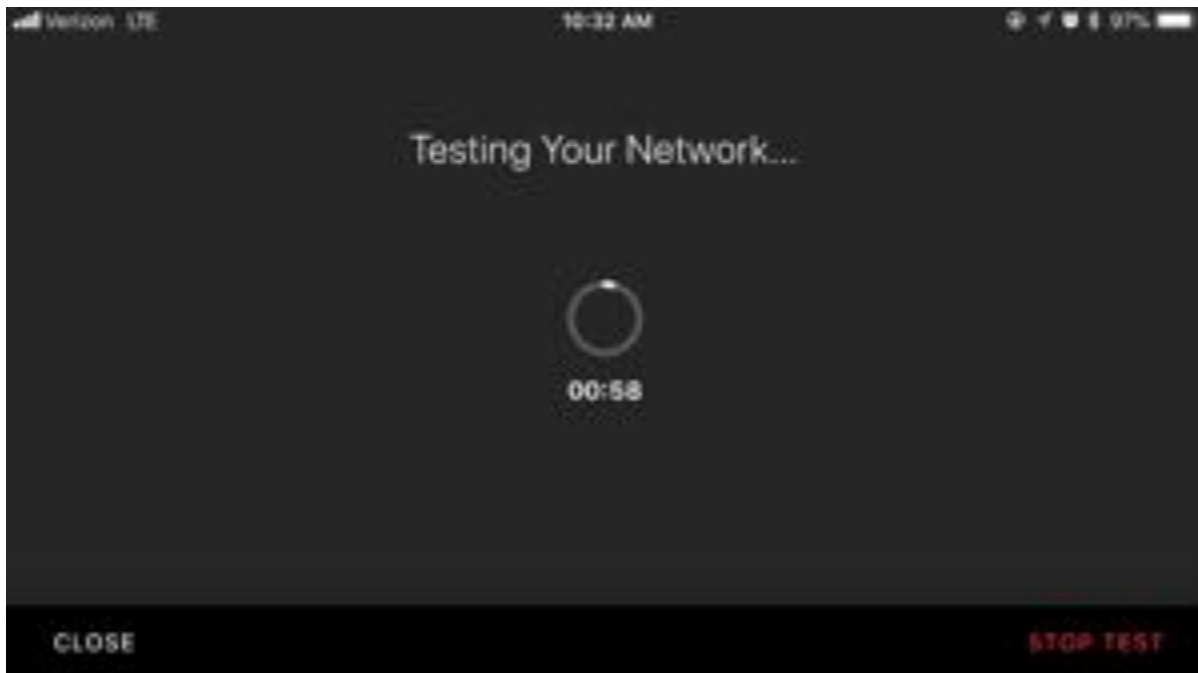
You will see the following welcome screen. Read through the preparation steps, then tap Next in the bottom right corner.



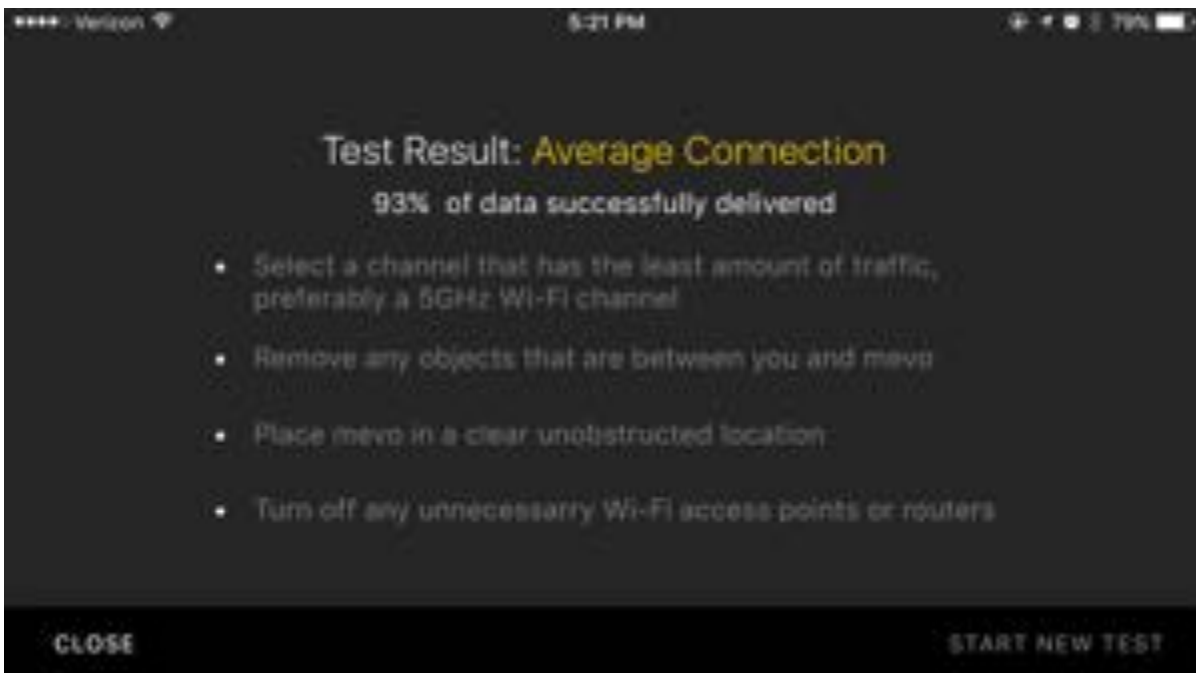
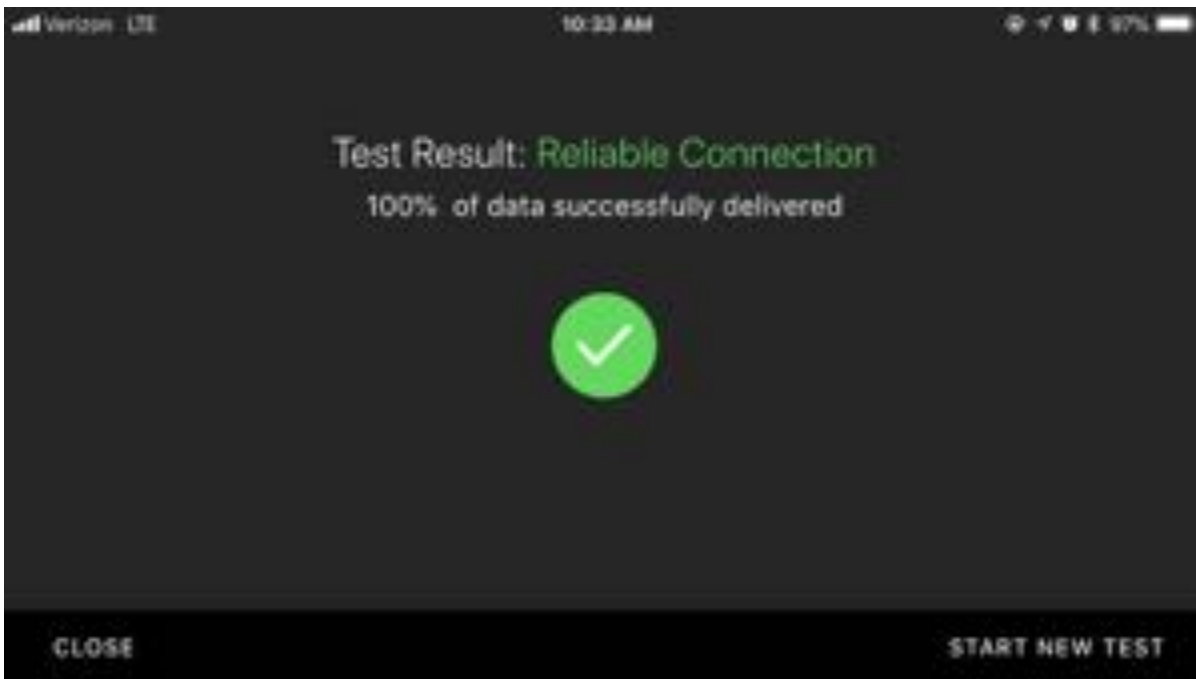
When your ready to start testing, tap Start Test.



Mevo will test your network five minutes. If you need to stop, tap Stop Test, although this will cause the results to be incomplete.



When the test completes, the app will report back on your network reliability. This indicates how successfully network packets were delivered from Mevo using your current network setup. If your connection is not strong, improve your environment based on the recommendations provided to you by the app.



# Mevo's Connectivity Options

When connecting your Mevo to the app on your mobile device, you may choose to do so over a local Wi-Fi connection, or if one is not available, the Mevo can create a Wi-Fi hotspot.

You can read more about this at the following:

[What is the difference between Mevo Hotspot and local Wi-Fi?](#)

[How to connect via Mevo's Hotspot mode.](#)

[How to connect via local Wi-Fi network.](#)

The [Mevo Boost](#) accessory expands the connection options for your Mevo setup:

[Connect to Ethernet with Boost](#)

[Connect via a 4G/LTE USB Modem with Boost](#)

# How Do I Change my Connection Type?

If you have already connected to your Mevo, you can go into settings to change your connection method.

Tap the More Options icon, then tap the gearwheel to enter settings.

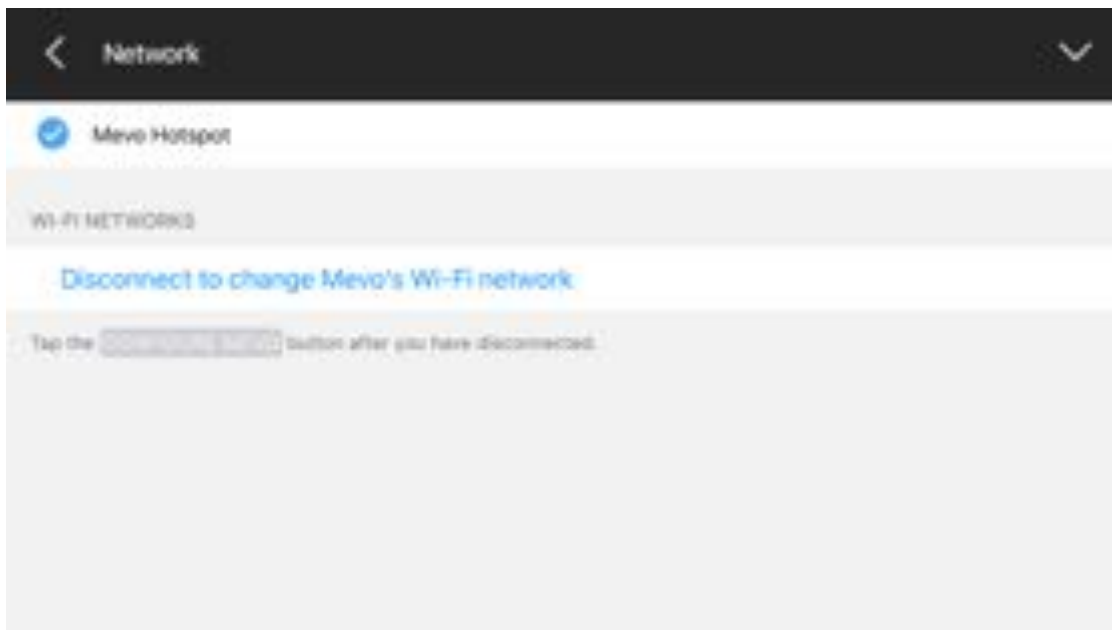


Tap Network.




If you are using the Mevo Hotspot and wish to switch to a Wi-Fi network:

Your Settings > Network menu should look like this:



Tap Disconnect to change Mevo's Wi-Fi network.

Mevo will automatically disconnect and update its status. After a moment, you can tap Configure Mevo and change to Local Wi-Fi, as detailed [here](#).

 If you wish to use a network you have used in the past, Mevo and the app will remember it.

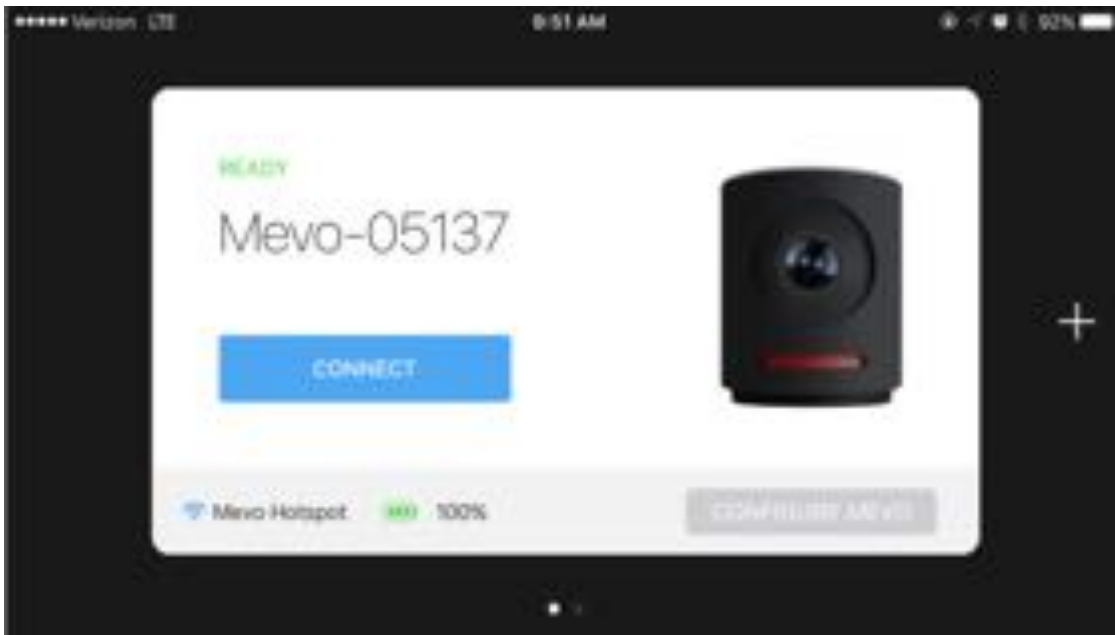
If you are on a Wi-Fi network and wish to switch to the Mevo Hotspot:

The network settings menu should indicate that you are connected to a WiFi network. Tap **Disconnect** to change Mevo's Wi-Fi network.



Your Mevo will disconnect from the app and update its status.

Then, tap **Configure Mevo**, to enter the Mevo Network Settings screen.



Tap Mevo Hotspot to switch to Mevo Hotspot mode. You can also tap the "i" information bubble in order to change Mevo Hotspot Settings.



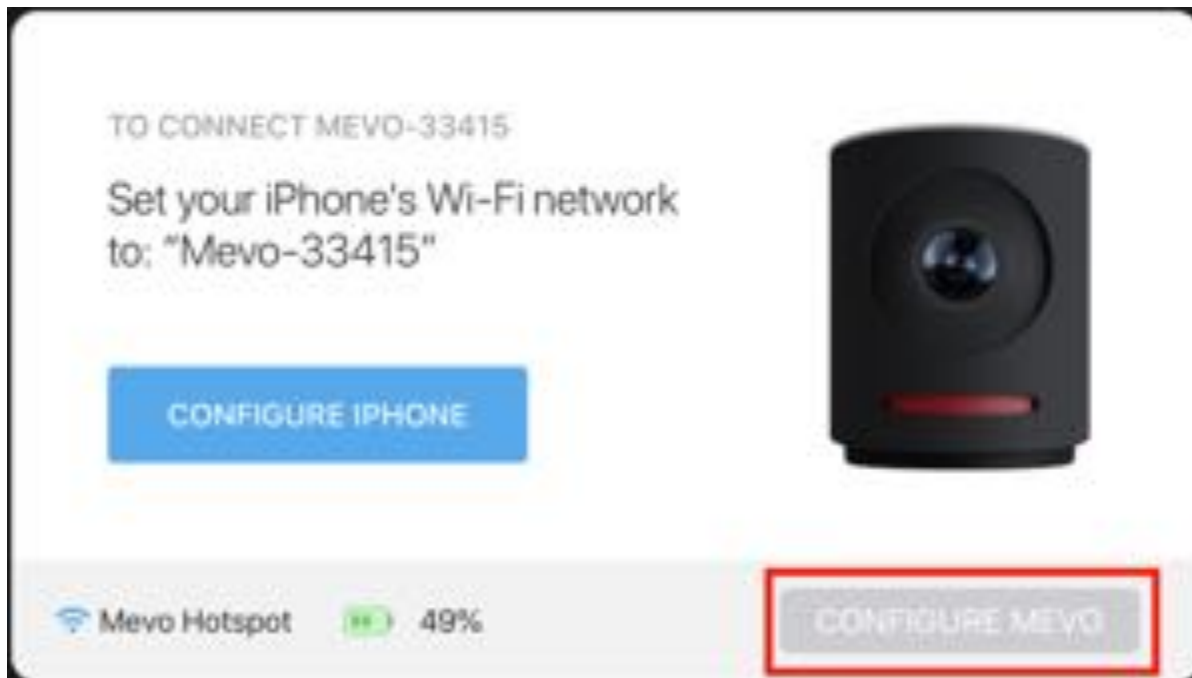
You can then connect to the hotspot per [these instructions](#).

# Set a Password for the Mevo Hotspot Wi-Fi Network

If you are connecting to your Mevo via its hotspot, one thing you may notice is that the Wi-Fi hotspot is an unsecured network, allowing anyone who is within range to connect to it. You can set a password to that Wi-Fi network to restrict access.

💡 In addition to this, you can set a password to [access the camera](#) itself. This adds an extra layer of security, but is more useful in situations where Mevo is connected to a local network.

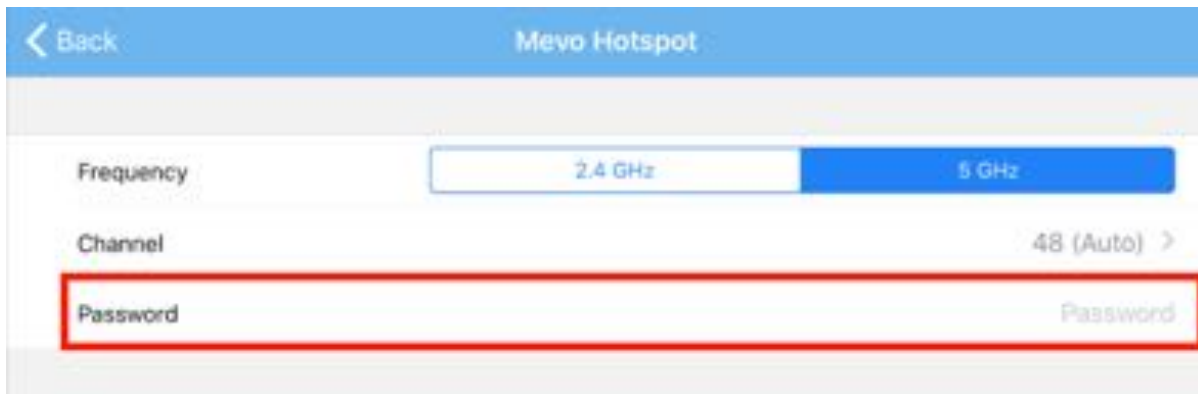
Launch the Mevo app and select Configure Mevo in the bottom right corner of the connection card.



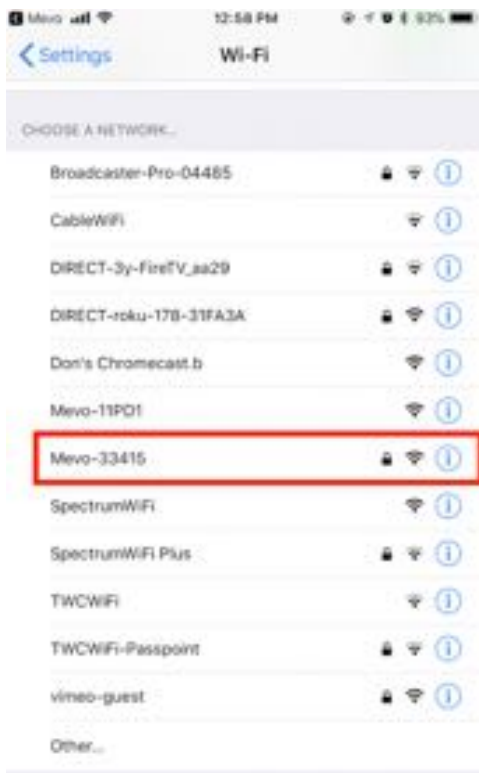
Tap the (i) icon to the right of the Mevo Hotspot selection.



The third option on this screen is Password; tap the grayed out "Password" text field and type in a password. Your password must be at least eight (8) characters. When you are done, tap **Apply** in the upper right corner.



Now go back to the connection card and tap **Configure iPhone** (or **Configure Phone** if using Android). When you open your device's Wi-Fi menu, find your Mevo camera; notice there is now a padlock next to it.

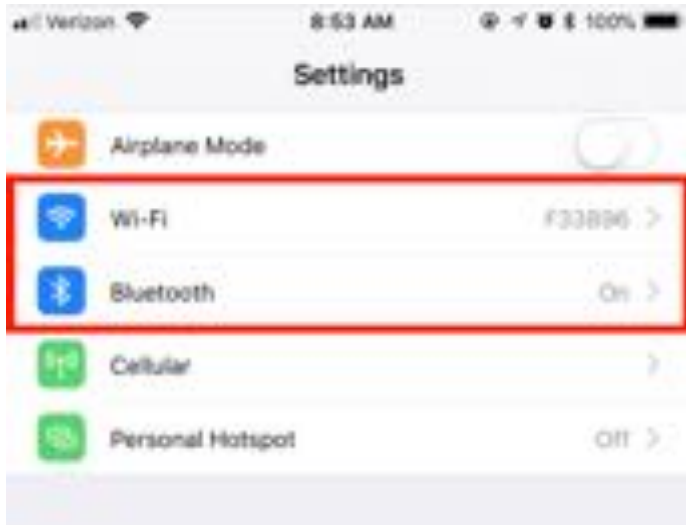


Select it and type in the password you just set, then tap Join. Your device will then connect to the Mevo's hotspot and you can continue using your camera.



# How to Connect Mevo to a WPA/WPA2 Enterprise Network

To join a WPA/WPA2 Enterprise Wi-Fi Network, first make sure that Bluetooth and Wi-Fi are enabled on your iOS device.



Launch the Mevo app. On the bottom right of the card, tap the Configure Mevo button.



Tap Show WiFi Networks (Disable Mevo Hotspot).



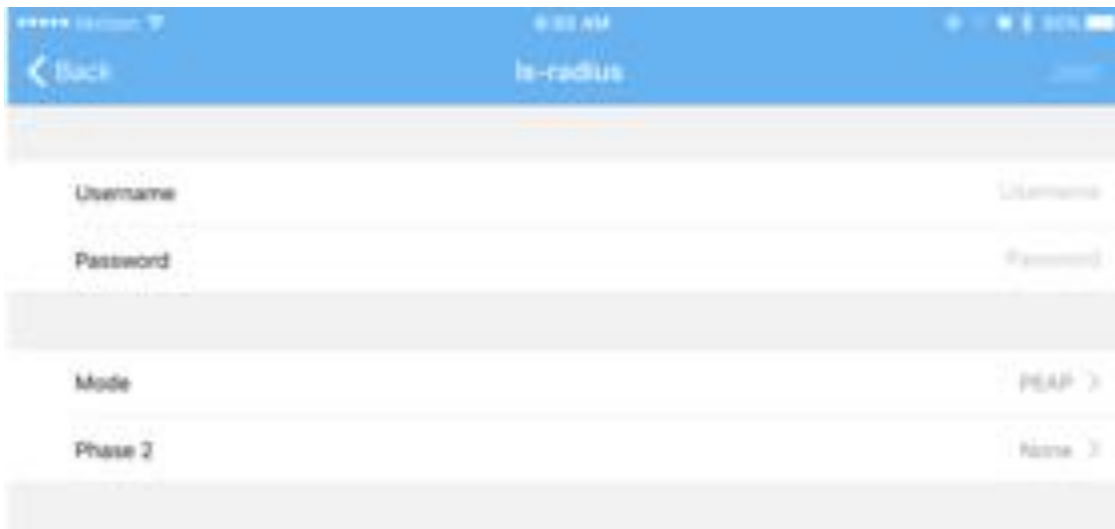
Your available networks will populate in a list.



Select the network to join on your network list.



If the network you selected was an Enterprise network, the below screen will appear asking for your Enterprise network details.



Enter the username and password of the network provided to you by your network/IT administrator.



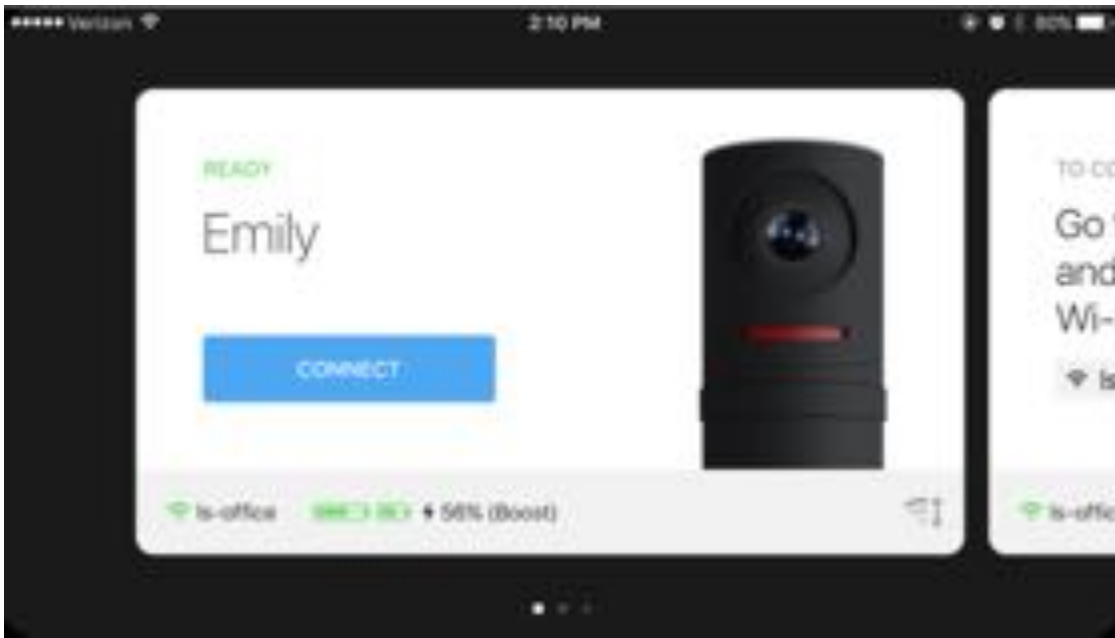
Next, change the Mode and Phase 2 to match the settings of the Enterprise network you are connecting to (this should also be provided to you by your network/IT administrator).

After a moment, your Mevo will be connected to your network. This will also be indicated by the LED ring showing a solid green light above the bars icon on the back of the camera.



Tap Done; the Mevo card will update its status again for a moment.

It soon will then give you the option to connect to your Mevo. Tap Connect.



Take note that the Mevo cannot connect to networks with captive portals. Generally speaking, these are networks that require authorization through a mobile browser, which the Mevo app does not have built in. They are common in venues such as hotels and convention centers.

# Can Mevo Join Enterprise Wi-Fi Networks or Networks with Captive Portals?

Mevo can join most Wi-Fi networks. Supported Wi-Fi network types include:

- WEP
- WPA
- WPA2
- WPA/WPA2 Enterprise
- Non-secured

However, Mevo cannot join networks with a *captive portal*.

The difference between "Enterprise Networks" and "Captive Portal Networks" are:

- **WPA/WPA2 Enterprise Networks:** Authorization required by using an username and password. Common at universities.
- **Captive Portal:** Provides a landing page presented by the ISP which the user must agree to terms prior to gaining access to the Internet. Common in hotels.

If you are on a WPA/WPA2 Enterprise network, [see here for setup instructions](#).

All other supported Wi-Fi networks can connect using [these instructions](#).

# I'm on a School or Corporate Network. How Should I Configure my Network?

Often times, larger, more complex networks that are common in schools, corporations, hotels, convention centers, etc. have security configurations that can interrupt streams.

To connect the Mevo with the Mevo app via a Wi-Fi network, please ensure the following ports are open:

- TCP 38000
- TCP 38001
- UDP ports range 61000-63000

Streaming involves a back and forth communication between your local network and the streaming server to which you are sending your stream. To ensure a successful stream, we recommend opening the following Firewall ports to incoming and outgoing communication:


- TCP 1935
- TCP 80
- TCP 443
- UDP 53
- UDP 2088

Please also ensure that Bonjour is allowed on your network, as this is necessary for your Mevo and mobile device to communicate with each other.

# Best Network Settings at a Live Venue

You may be streaming an event at an unfamiliar venue, or where you are a guest. This article will go over strategies for how to ask for the best possible internet connection set up.

- If you have Mevo Boost, and the venue can provide wired internet, ask for a dedicated wire connection over Ethernet. Specify that you need the connection where the camera will be located.
- If you have to use Wi-Fi, make sure it is dedicated only to you and won't be shared with the venue attendees. Make sure you test before the event as much as possible.

 Captive portals are not yet supported by Mevo. A captive portal is typical at locations like hotels, where you need to pay for network access through a web browser like Safari or Chrome. There is no way to log in to one of these types of networks yet, using Mevo. In this scenario, we recommend using an unlimited 4G-LTE data connection.

Before you show up for the event, always ask the venue to run a speedtest.net test from the location where the camera will be, and to share the upload speed results with you.

In an ideal world, you should ask for 10Mbps dedicated upload speed. If they cannot provide this, 5Mbps dedicated will do. Ensure they test and prove to you this is the actual quality.

If the venue can only provide under 5Mbps dedicated upload speed, you should to be prepared to lower the quality to Medium or Low. In general, a higher video quality for a lower internet connection means more risk. Ensuring a stable stream will provide a better experience for your viewers.

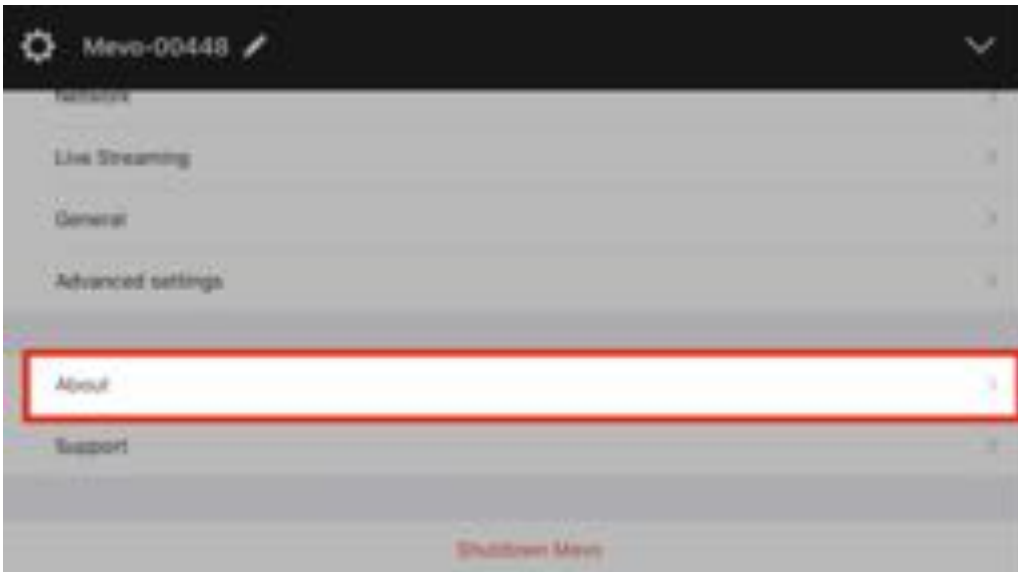
# Locating Mevo's MAC Address


Yes, if you need to allow devices to connect to your network via MAC address, Mevo has one you can add.

Look at the bottom of your camera when the mount is **not** connected. Along with other information, such as the serial number, you will find a MAC address.



You can also find it within the app after connecting to Mevo. Go to settings, then tap **About** at the bottom.



 If you are connecting to Ethernet via Mevo Boost, the Boost's MAC address will display here under Ethernet MAC address. Use this address to connect to your network.

# Setting Up Your Apple Airport Extreme for Mevo

## Overview

We have found that [Apple's Airport Extreme router](#) provides a reliable connectivity experience with Mevo.

The Airport Extreme automatically creates a 5GHz Wi-Fi network, which we recommend when connecting your Mevo to a local network. Additionally, the Airport Extreme supports DFS (Dynamic Frequency Selection), which generally sets its Wi-Fi network on a channel with little local interference from other wireless devices.

This helps in creating a stable connection from the Mevo to your mobile device through the local Wi-Fi network.

## Setup for Mevo

Once you have connected your Airport Extreme and created its wireless networks according to its included instructions, navigate to the AirPort Utility and select Edit.



Choose the **Wireless** tab in the window that opens.

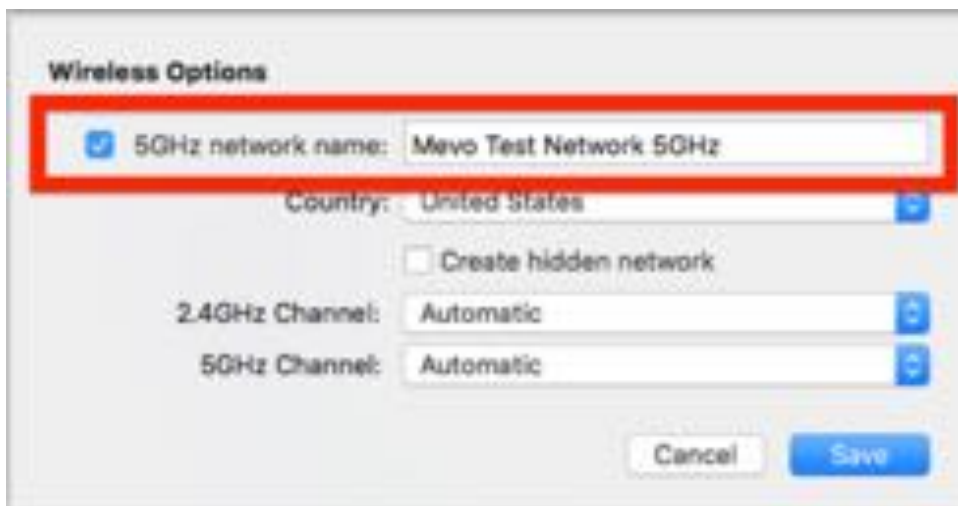
Under **Wireless Security**, select either WPA/WPA2 Personal, or WPA2 Personal.

Set a password for your network.

Then click **Wireless Options**.



Check the box for 5GHz network name and change the name from its default, if you wish, then click Save.



Update these changes. Your Airport Extreme wireless network will temporarily go offline as it updates.



Once it is back online, [connect](#) your mobile device and Mevo to the 5GHz network to get the best connection with your Mevo.



# Troubleshooting

# Mevo Cannot Connect to a Wi-Fi Network

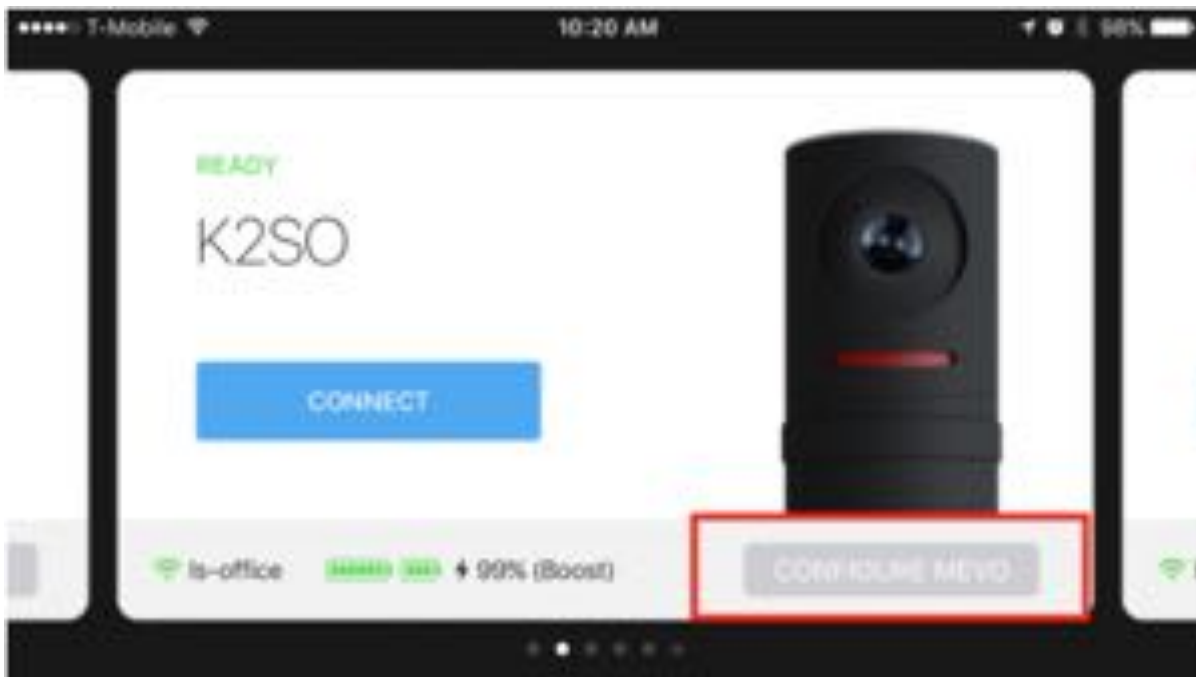
If you have configured your Mevo to connect to the same Wi-Fi network your mobile device is connected to and the live edit view will not open, there are a few troubleshooting steps to try.

- **Hard close the app and relaunch.** Sometimes a simple reopen will refresh the Bluetooth communication between the app and the camera.
- **Turn your mobile device's Bluetooth off, then turn it back on.** Mevo uses Bluetooth to find nearby devices and check connection/usage status between the mobile device and the camera. If the Bluetooth signal gets interrupted, the communication between devices can fail. Restarting it has resolved this in the past.
- **Toggle 'Airplane Mode' on and off.** This will disable Wi-Fi and Bluetooth simultaneously and then re-enable them and has helped resolve this issue in the past.
- **Reboot the camera.** [Turn off](#) the camera by holding down the top button, then turn it back on. When it finishes booting up, relaunch the app.
- **Test on another network.** This will at least help narrow down whether the issue is with a specific Wi-Fi network or if it occurs with other networks.
  - If it works on one network and not another network, there may be configuration differences such as [blocked firewall ports](#). If it's an Enterprise network, [see here for setup](#).
  - If the failing network requires you to agree to their terms of use prior to using it (e.g. hotel network), this is called a captive portal, which is unfortunately [not supported by Mevo](#).
- **Perform a hard reboot.** Hold down the power button on top of the camera for about 15 seconds. Then power it back on.
- **Still having trouble?** As a workaround, you can connect to your camera [via the Mevo Hotspot](#). However, please [contact us](#) if you are still having difficulty connecting to your local Wi-Fi network.

# Mevo App is Not Listing my Wi-Fi Network.

If your Wi-Fi network does not appear in the list of networks when you attempt to connect your Mevo to Wi-Fi, you can attempt to connect to your network manually. This will require you to know the IP Address, Subnet mask, Router, and (if applicable to your network) DNS Address.

To connect your Mevo with its IP address, tap on Configure Mevo in the configuration card.



Scroll down the page of your available networks, and choose Other.



Scroll down to tap on Advanced Settings.



Choose Manual, and add the information provided by your network administrator.

← Back      Advanced Settings      Save

IP ADDRESS

DHCP       Manual

IP Address	IP Address
Subnet Mask	Subnet Mask
Router	Router
DNS	DNS

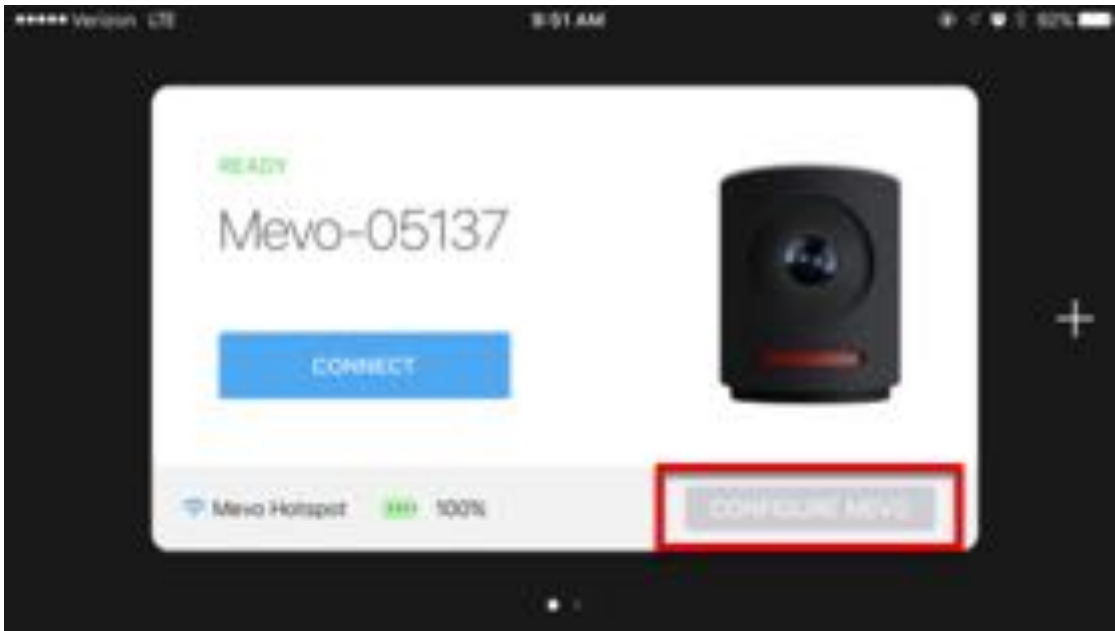
# Unable to Connect Mobile Device to Mevo Hotspot

If you are unable to connect via the Mevo's own hotspot, please try the following.

- Move closer to the camera. The Mevo Wi-Fi hotspot can range up to 30 meters. However, bear in mind there could be wireless interference if you're in an area with multiple wireless devices (e.g. an office, concert venue, convention center) so it's best to be as close to the camera as possible.
- Make sure your iPhone's hotspot is disabled. If you are creating a hotspot with your iPhone, you will not be able to connect to the Mevo's own hotspot. This does not impact Android.
- Hang up! If you are on a call using the same iPhone you are trying to use with Mevo, the app will not be able to connect to the camera. This does not impact Android.
- Turn Airplane Mode on, then off again. This will reset your Wi-Fi and Bluetooth signals simultaneously.
- Try connecting [via a local Wi-Fi network](#). This will at least get you connected and also tells us if the device is able to connect in general.
- Try another mobile device. Sometimes differentiation between device settings or carriers can resolve this issue.
- When in doubt, reboot. Hold the button on the top of the camera down for 30 seconds, then press it again to turn the camera back on. This will perform a hard reboot of the camera.
- Change the hotspot to a different Wi-Fi channel. Open your network menu, tap Disconnect to change Mevo's Wi-Fi network.



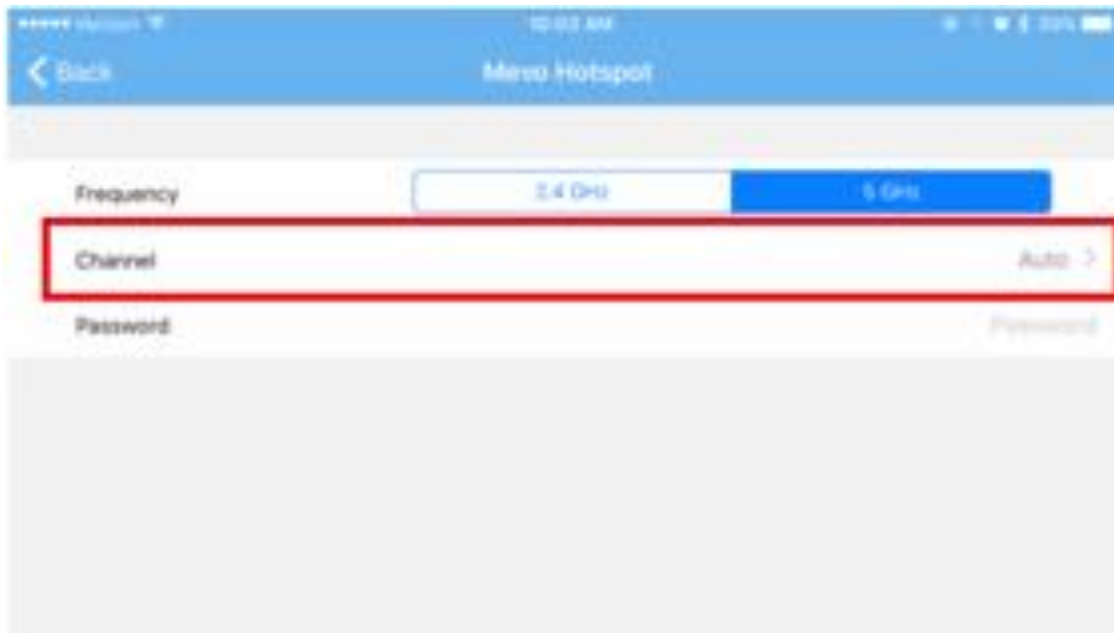
Tap Configure Mevo.



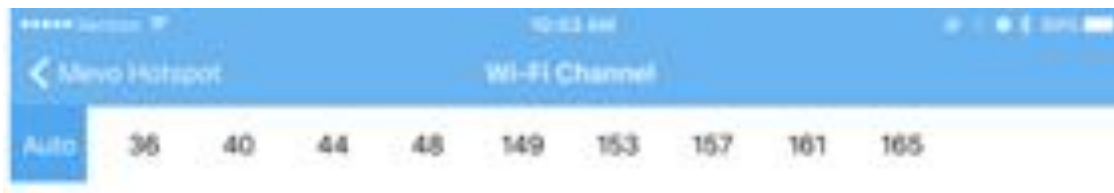
Tap the "i" information bubble next to Mevo Hotspot.



Tap Channel.



Set the Hotspot Wi-Fi channel to one that is free from local interference. You can test Wi-Fi channels in your local area by scanning your area for the best local Wi-Fi channels via [Windows](#) or [Mac](#) laptops.



## "Time Limit Reached" Message

If you notice that your stream abruptly ends and you receive a message indicating that you have reached a time limit, this is due to requirements dictated by your streaming provider and/or account type with that provider.

- [Facebook](#) restricts all streams to a maximum of four hours per broadcast.
- Livestream Free Trials are limited to 20 minutes per broadcast (up to 10 concurrent viewers).
- Vimeo Live Free Demos are limited to 10 minutes of total streaming time (only you can see your stream).

You will need to either upgrade your account with your provider or choose a different provider to avoid these time limitations.

# Why is the Hotspot Showing 'No Internet Connection?'

When [connecting your mobile device to the Mevo's Wireless hotspot](#), you may notice a No Internet Connection message appear in your Wi-Fi settings.



This message is completely normal and you should proceed with connecting your app to the camera.

This is because the Mevo wireless signal does not create an internet connection, but rather an access point to control the camera. It does not indicate that anything is wrong with your camera or the Mevo app.

# What Happens to my Stream and Recording if I Lose Wi-Fi Connection?

When you stream, make sure you have a microSD card installed in your Mevo, as your stream will automatically record to the card simultaneously.

If you lose internet connection while you are streaming, Mevo will attempt to reconnect for 30 seconds and continue recording. If you are unable to reconnect, both the stream and recording will stop and the recording will save on your microSD card. You can then switch to [hotspot mode](#) and either try streaming over 4G or [record to the microSD card](#).