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.

For information about Mevo Boost, click here.

Mevo Camera Diagram

Below is a diagram detailing the features on the physical Mevo 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:

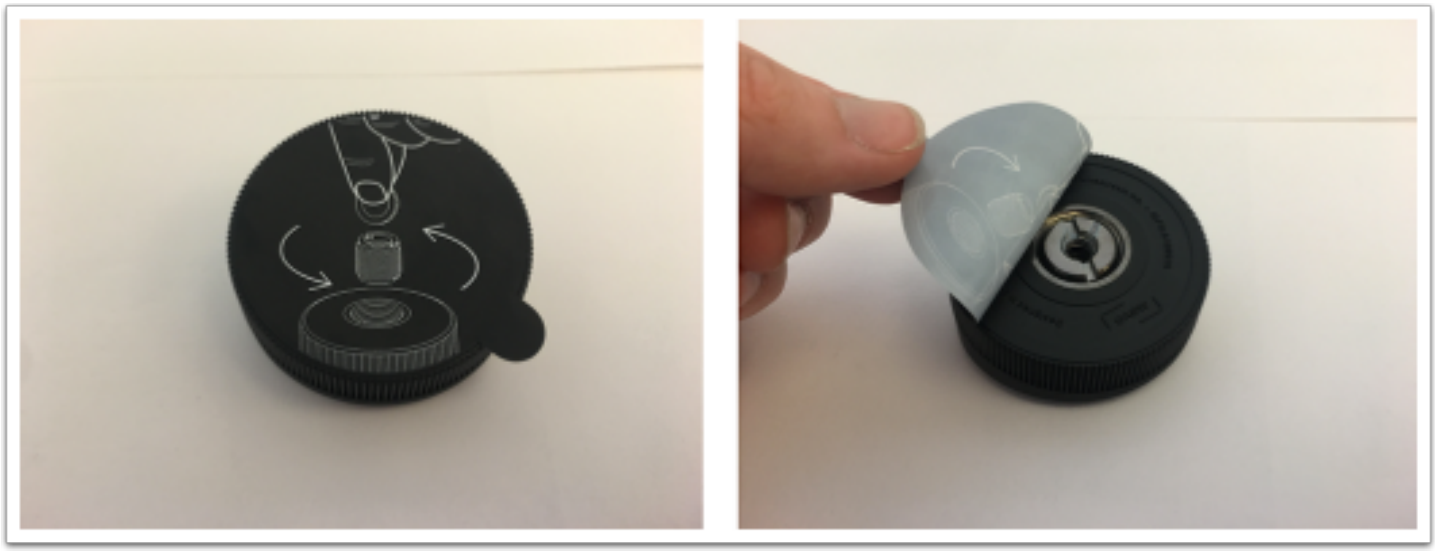
After:

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

Mounting Mevo to a Stand or Tripod

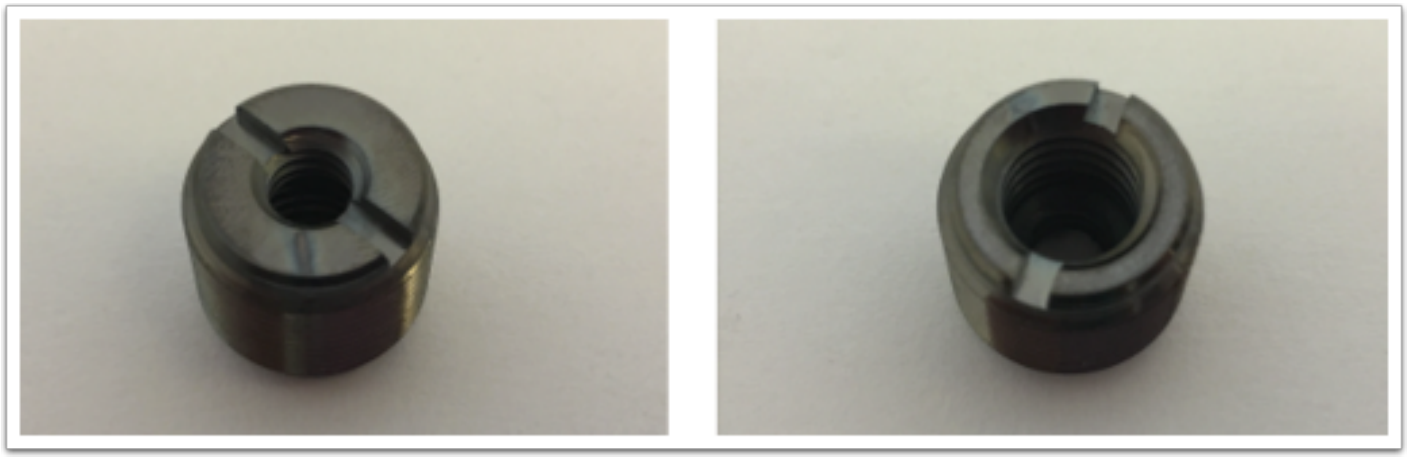
Once you attach the Mevo to the included mount, you can attach it to most standard microphone stands or tripods using the adapter on the bottom of the mount.

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



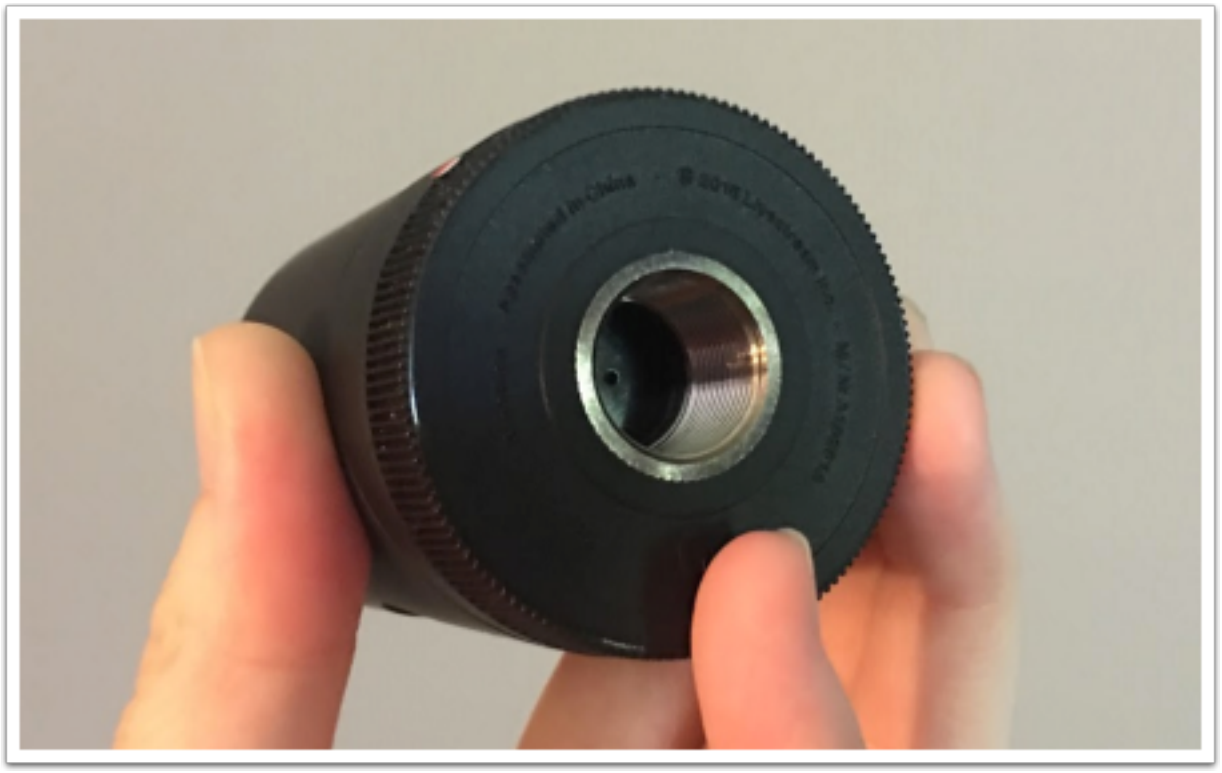
To remove the adapter, use a coin or a flat-head screwdriver and turn it counter-clockwise.

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*

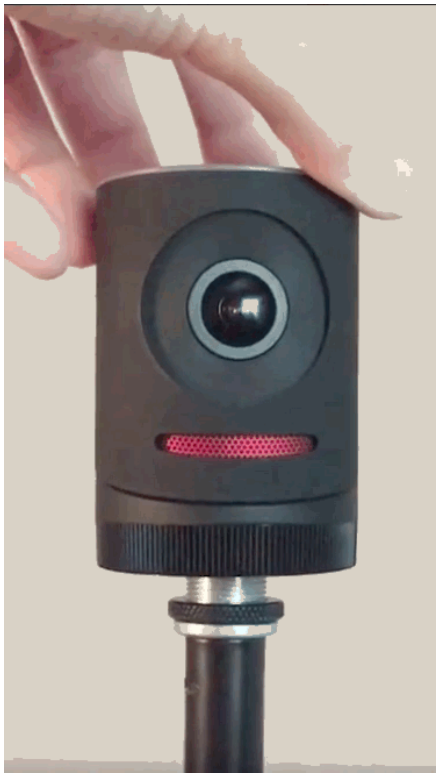
The mount also has a built-in 5/8"-27 microphone stand thread.



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.

Note: The included stand with the Mevo Pro pack fits the built-in 5/8"-27 microphone stand thread. Fully remove the adapter as described above to mount your Mevo to this stand.

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



What Distance Should Mevo Be from the Event?

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

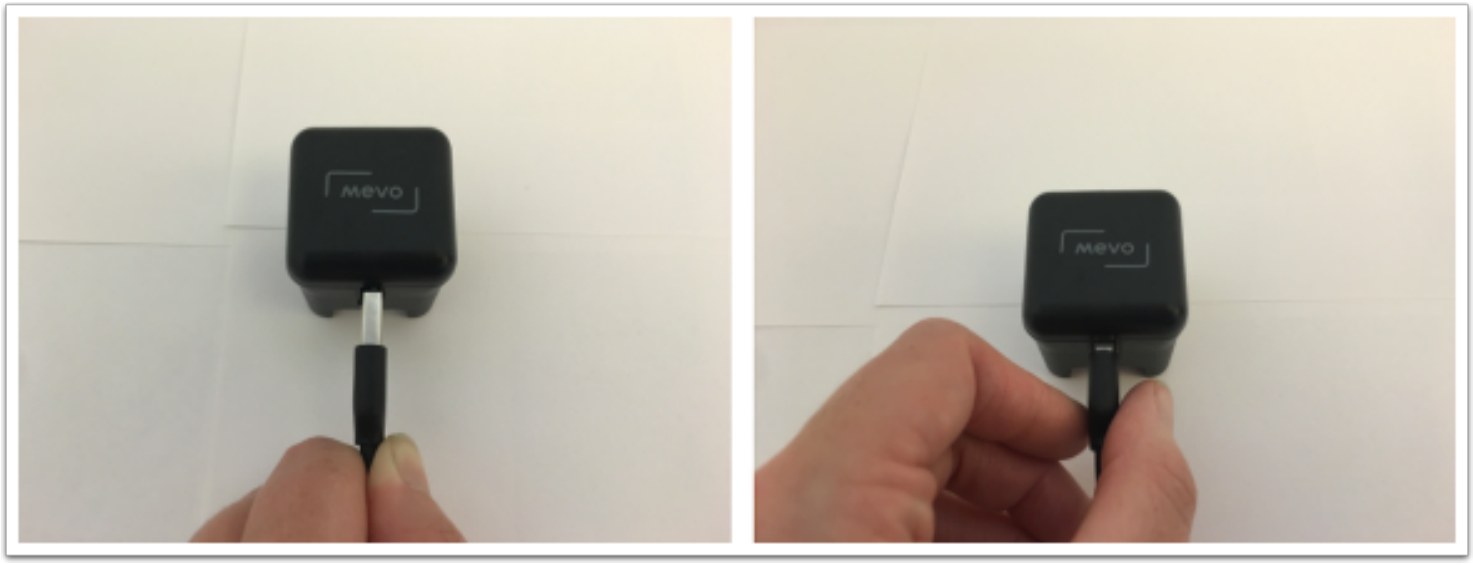
Mevo has been designed to be close to the subject or event taking place. For example, if your event takes place in an auditorium, Mevo should be just far away enough to capture the entire stage in a wide shot; the 150-degree lens will allow for this to be closer than most standard cameras. Mevo's small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

How Do I Charge the Mevo's Battery?

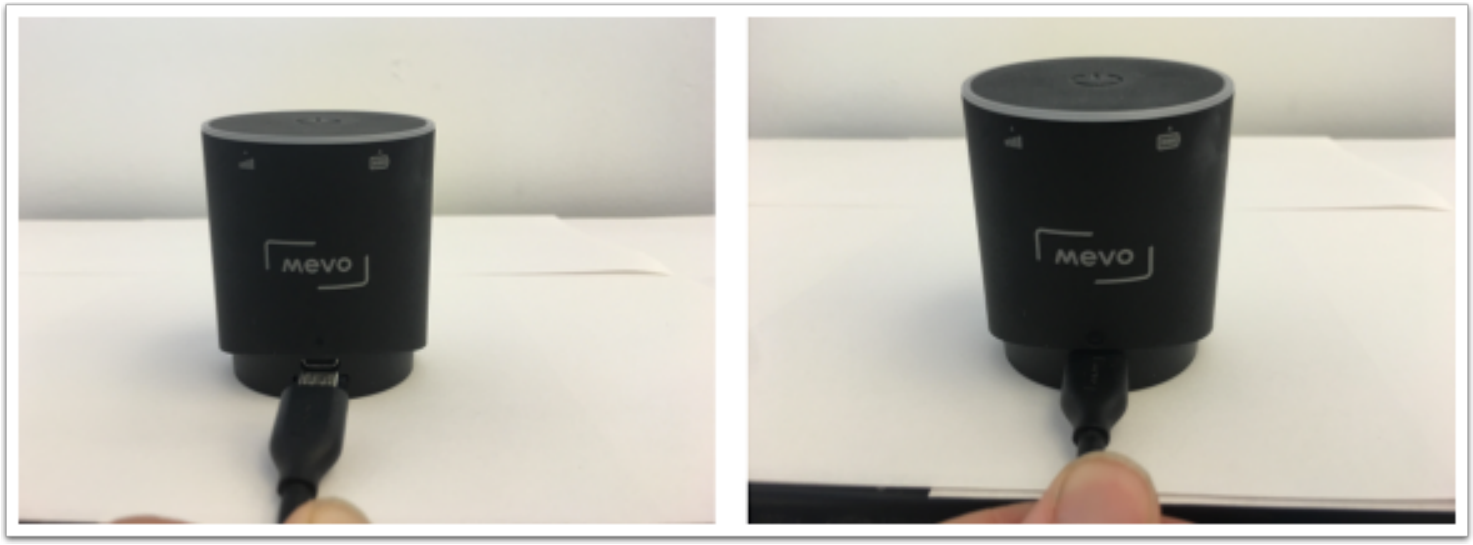
Before using your Mevo, it's best to fully charge the battery first.

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

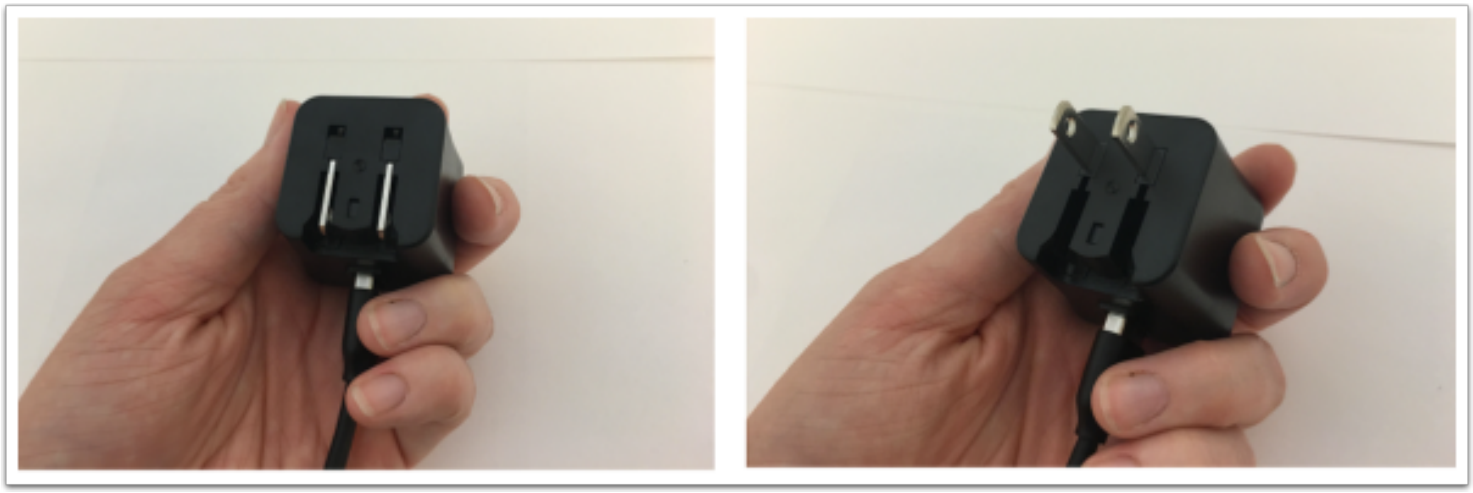
Plug the standard USB end (i.e. the larger plug) into the AC adapter.



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.



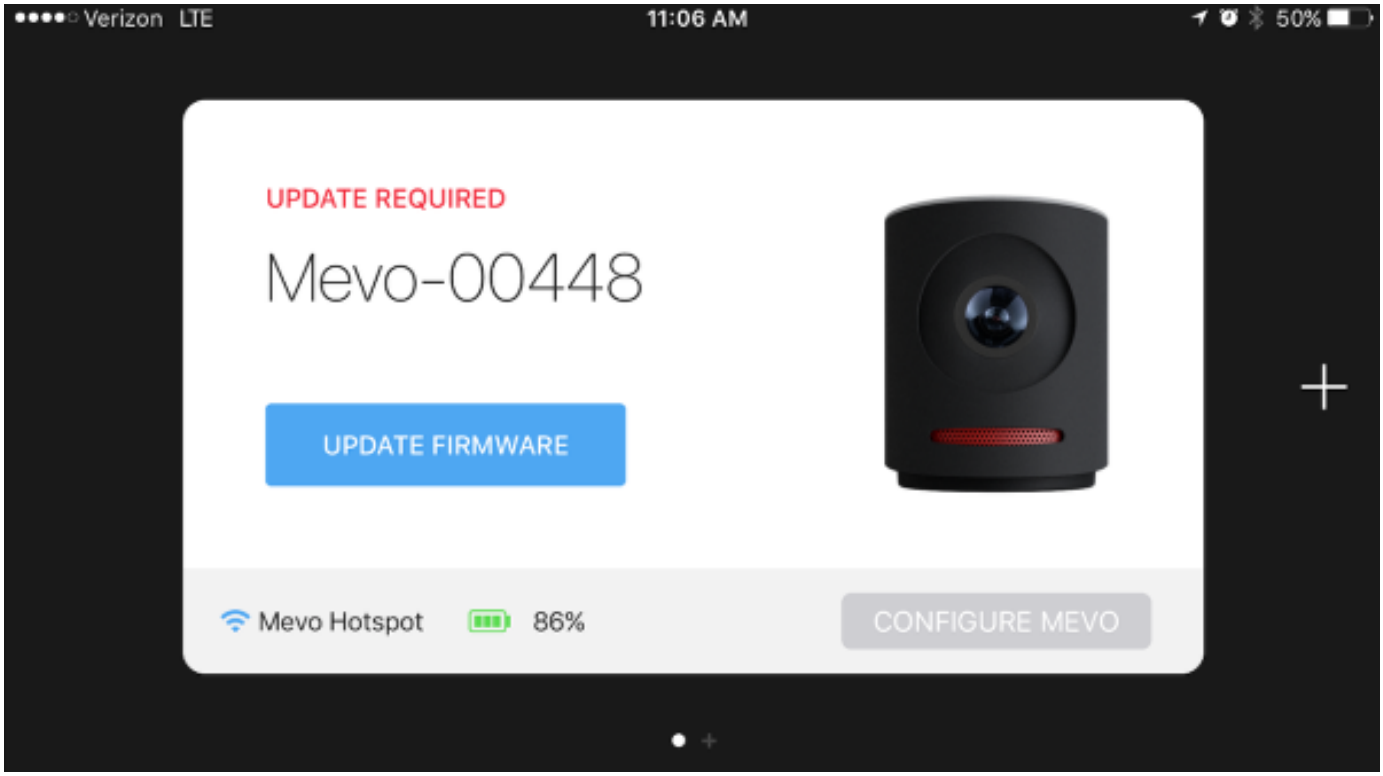
Plug the AC adapter into any standard wall outlet.

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.

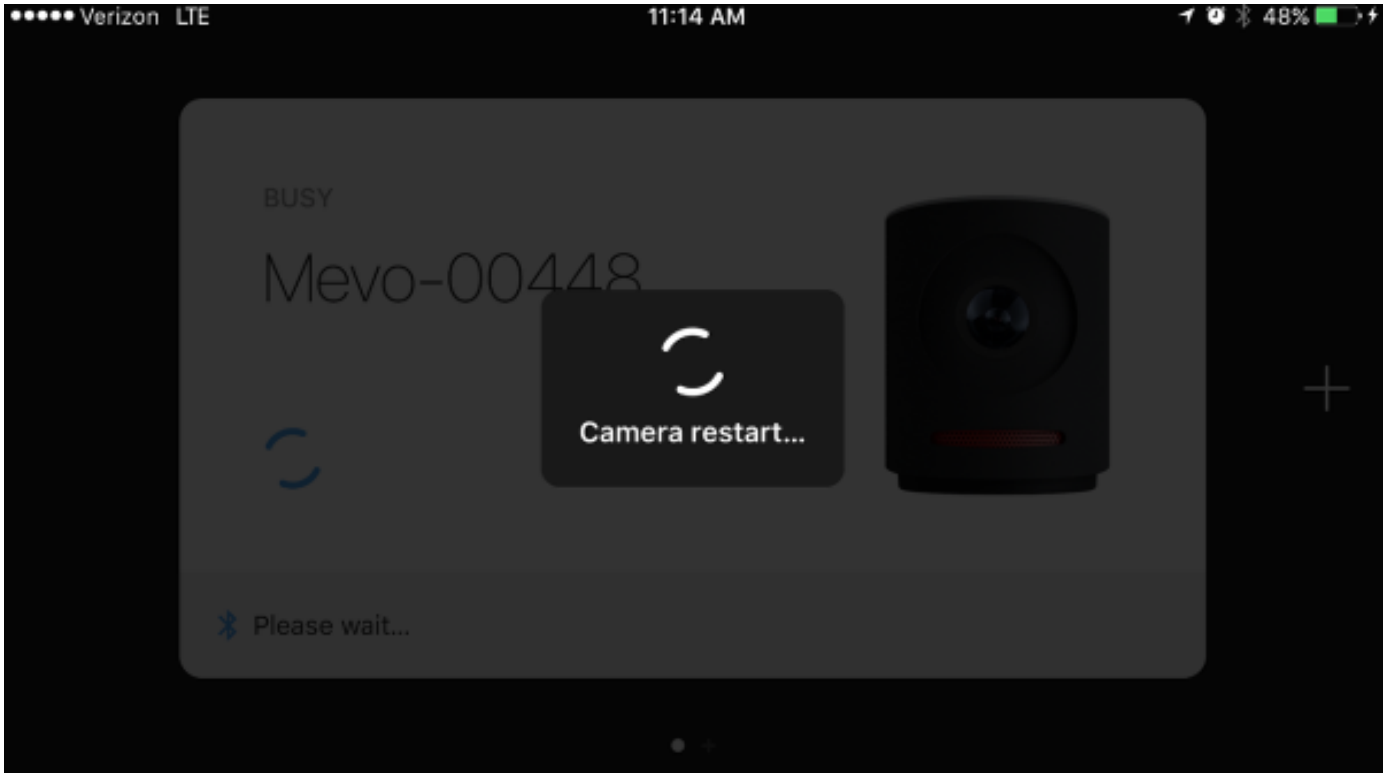
For best results, we recommend connecting to Mevo's hotspot rather than connecting over a Wi-Fi network when downloading and installing a new firmware update.

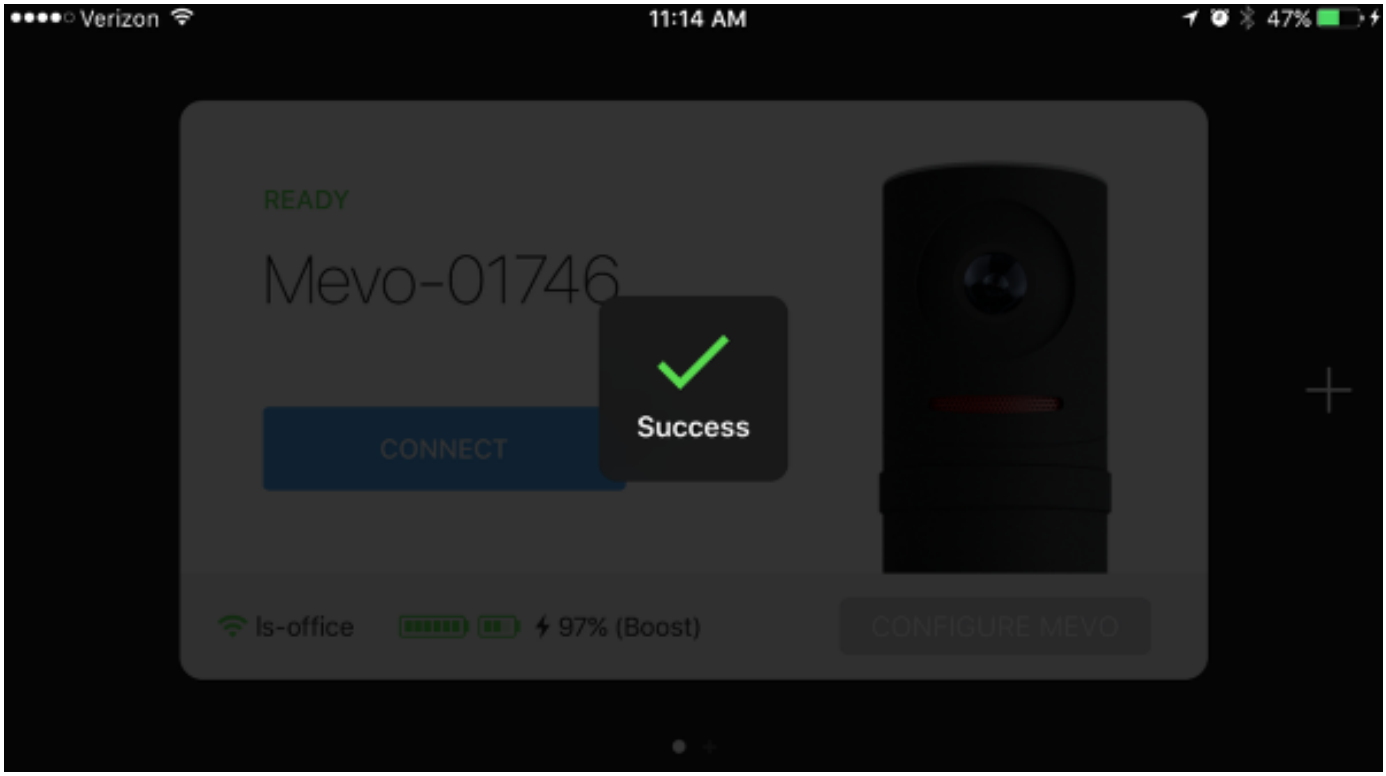


Some firmware updates will be required to proceed with using the cameras while others will be optional. In either case it is recommended to use the most recent firmware version to avoid bugs from earlier versions.

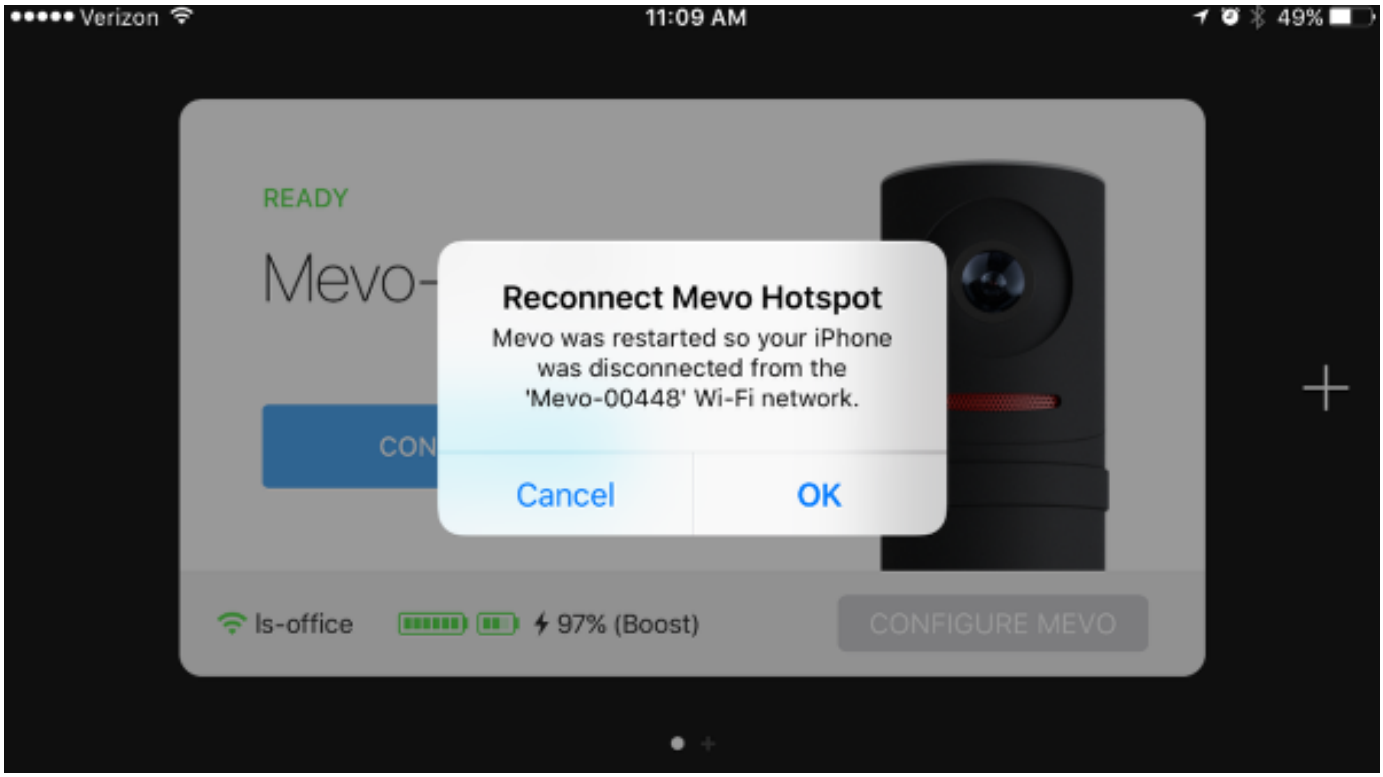
The LED ring on the camera will begin spinning and the app will indicate the updates progress: downloading the firmware to the device, uploading the firmware from the device to the camera, and

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:

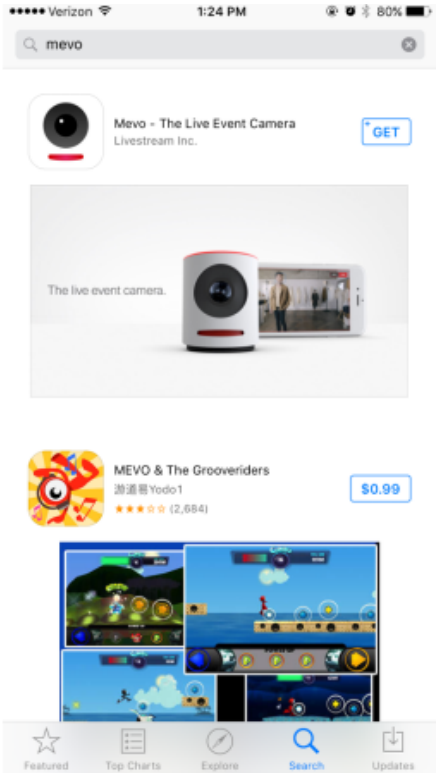
- Keep both devices close to each other and make sure you are in hotspot mode and not using Wi-Fi. Our testing has shown that hotspot mode is a more reliable connection for updating the camera's firmware.
- Avoid performing the update in areas with many wireless devices (multiple routers, access points, 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. You will hear a pair of pings and the LED ring will light up white.

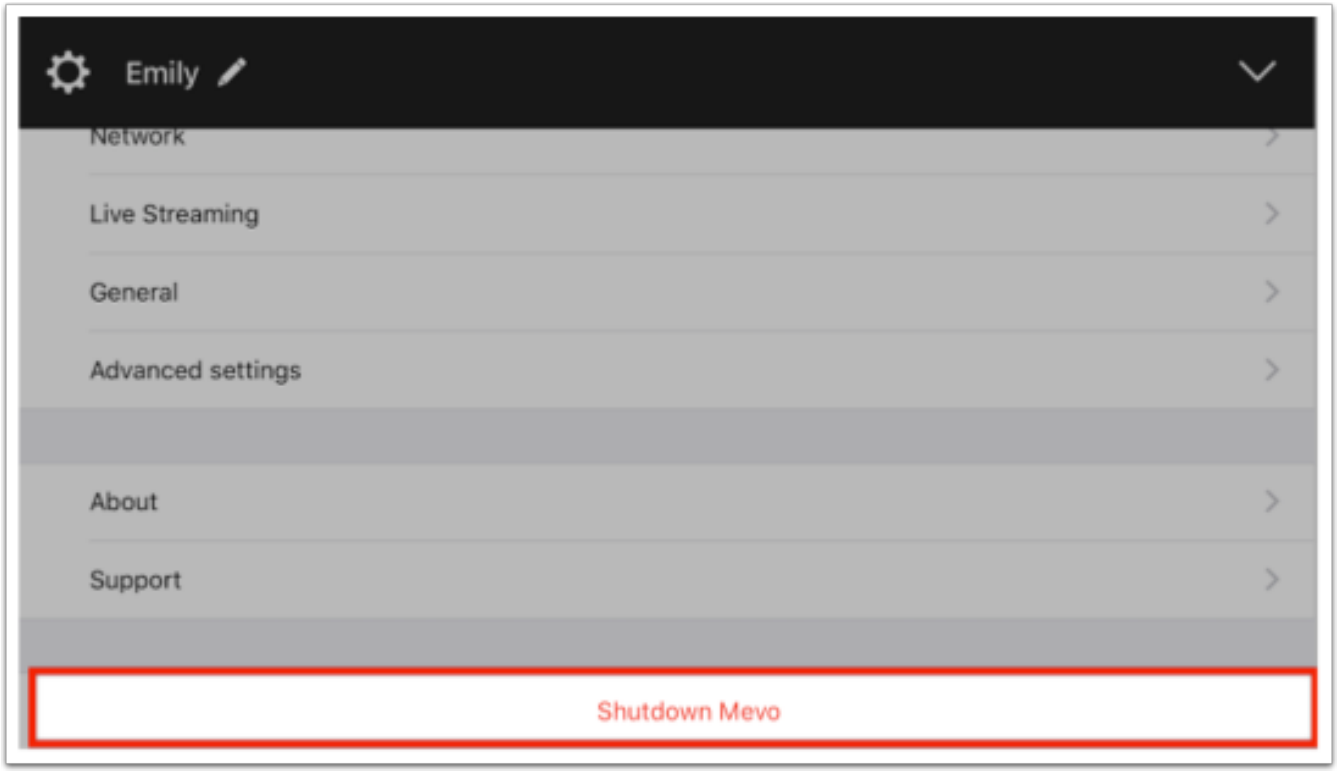
At this point, you can remove your finger from the power button. The LED ring light will spin as the camera starts up.

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.'



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.

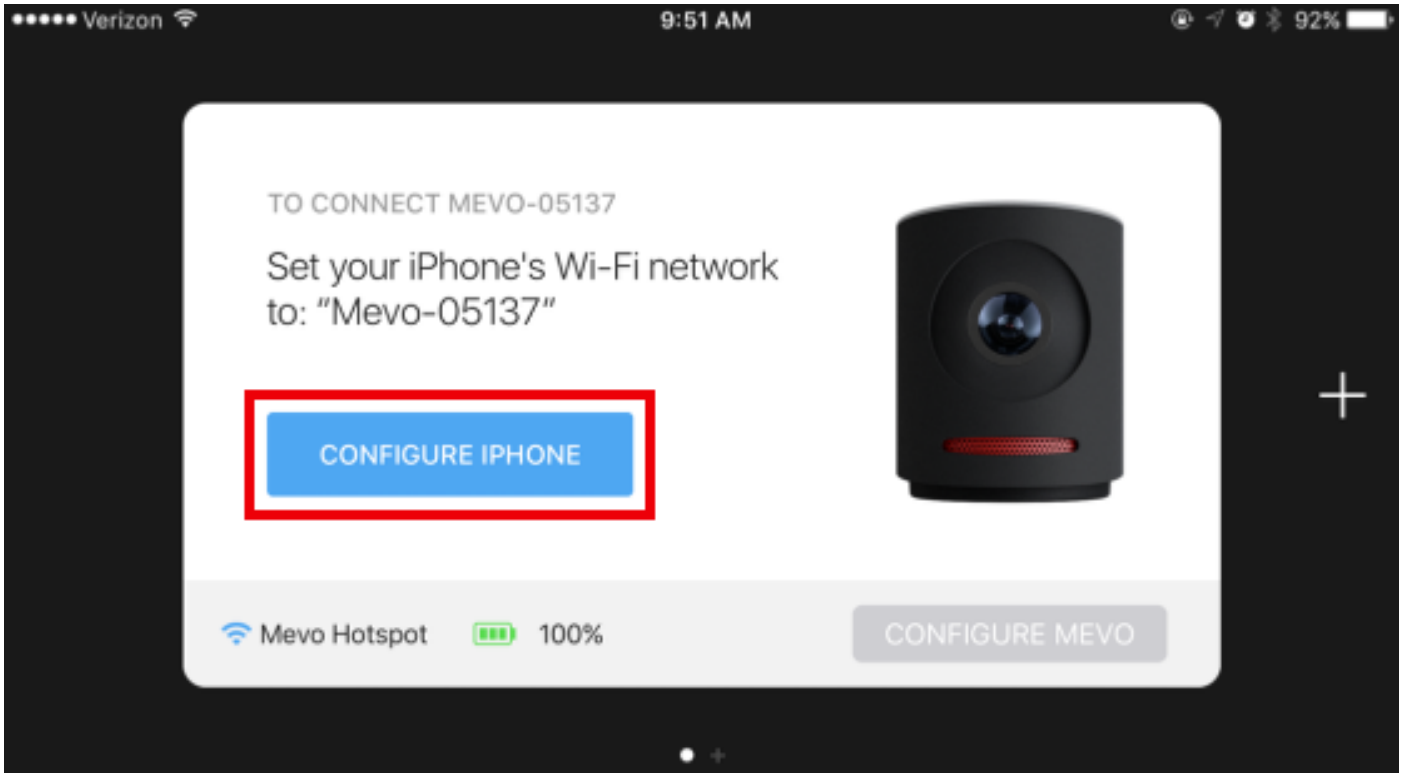
After powering on the Mevo, you should notice above the Wi-Fi indicator on the back of the camera that the LED ring light is pulsing blue. This means that the Mevo Wi-Fi hotspot is ready to connect.

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

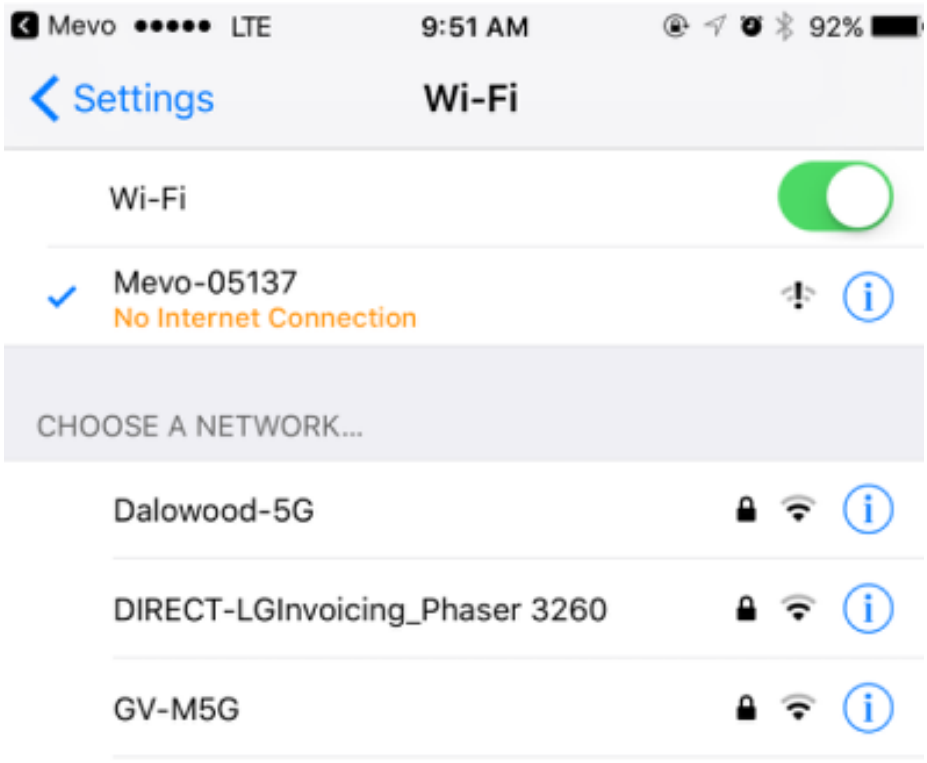
iOS Device

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

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

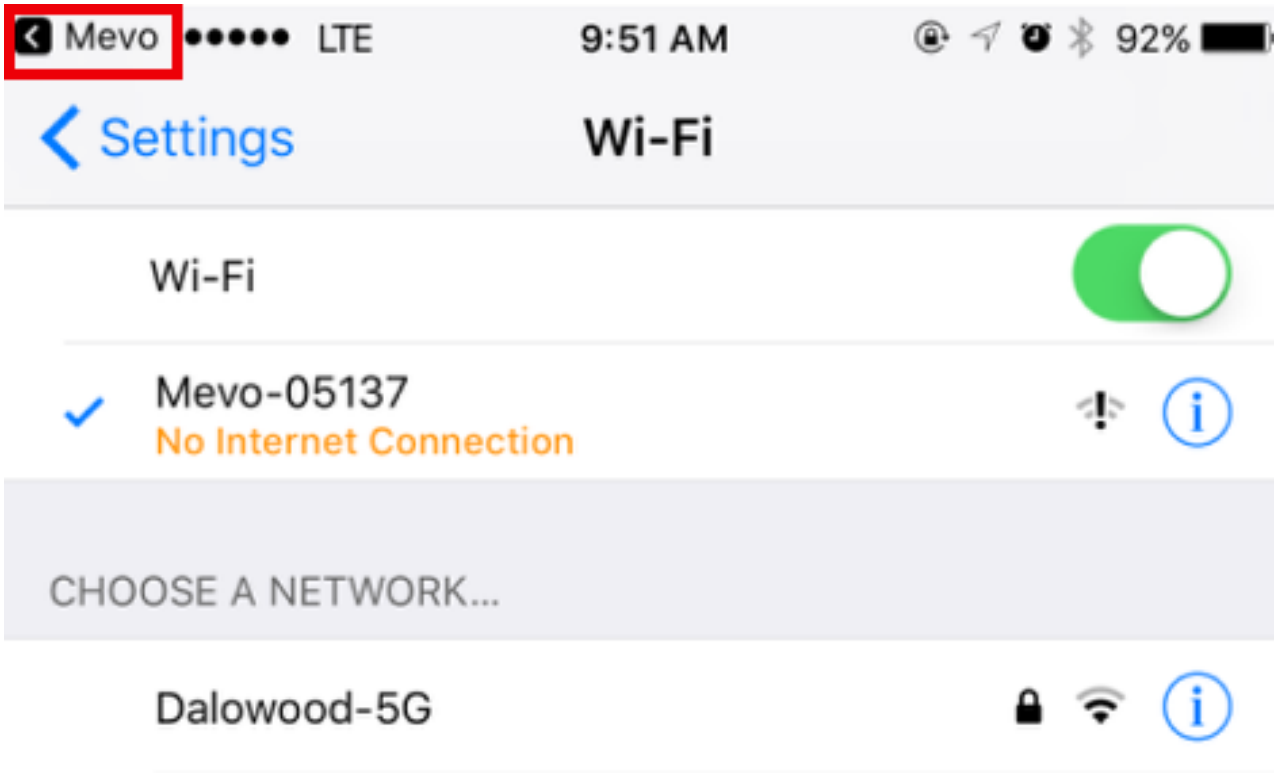


Navigate to the Wi-Fi menu in your iOS settings. Your device will search for nearby networks. After a moment, you should see a network named Mevo-#####. Tap it to connect your device to your Mevo.

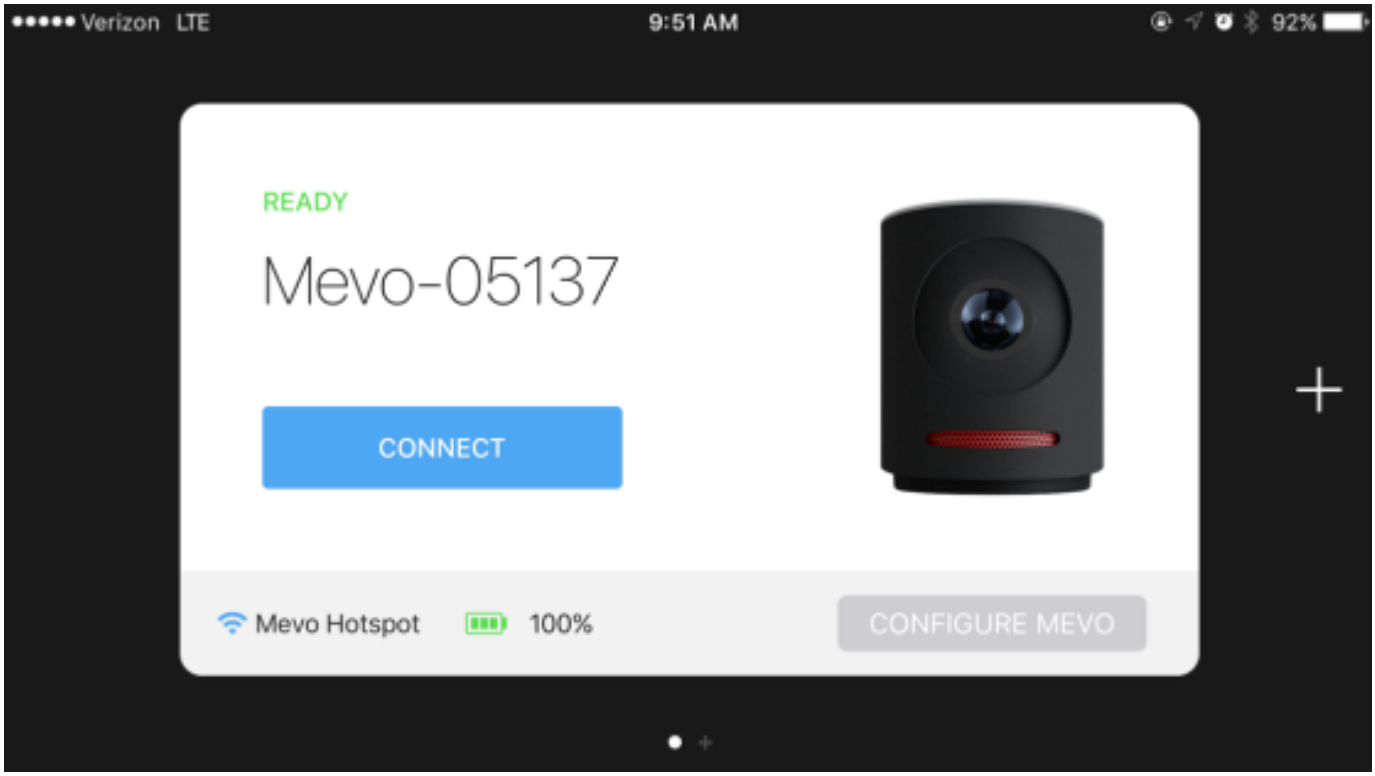


The 'No Internet Connection' message is normal because the Mevo hotspot does not actually produce an internet connection.

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.

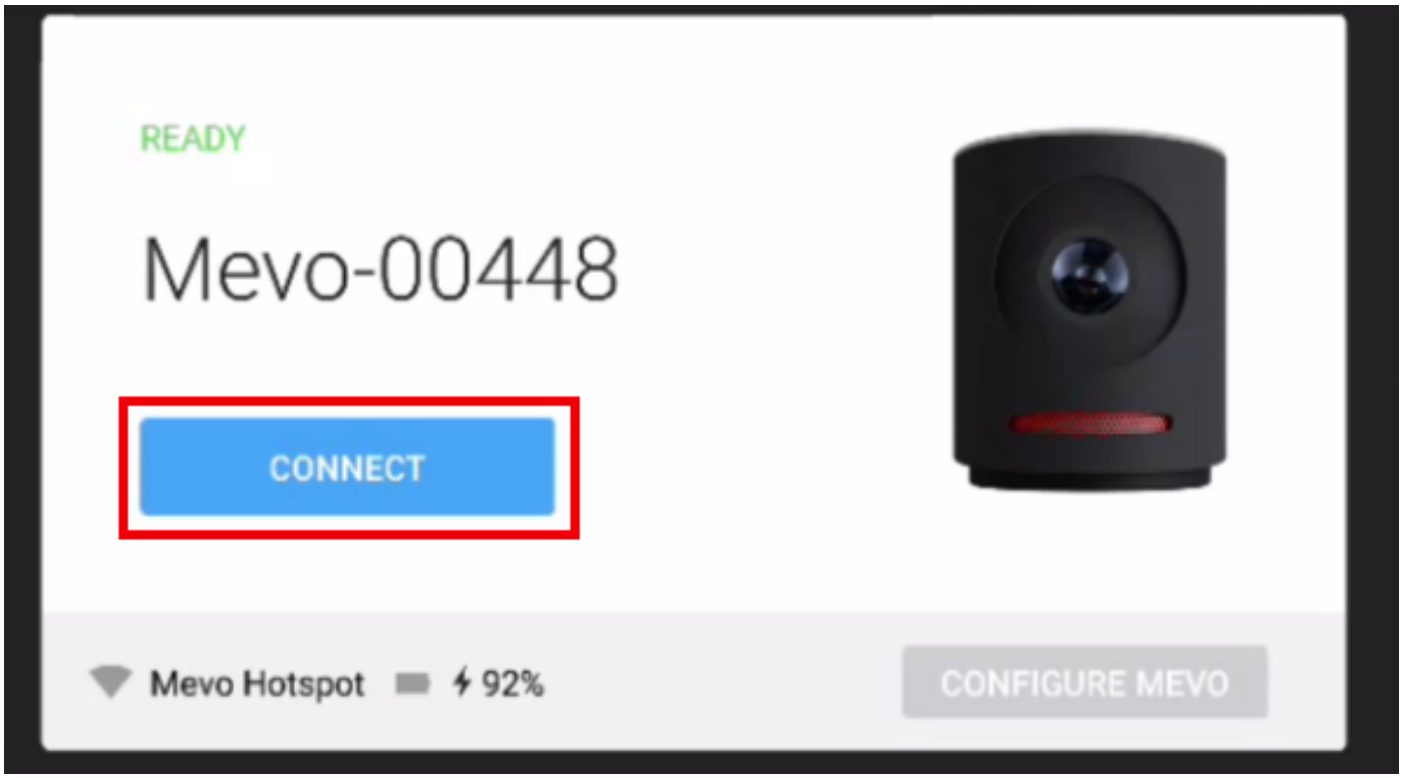


Once you tap Connect on your app, the blue light will spin around the top of the camera, then turn solid blue at the front.

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.

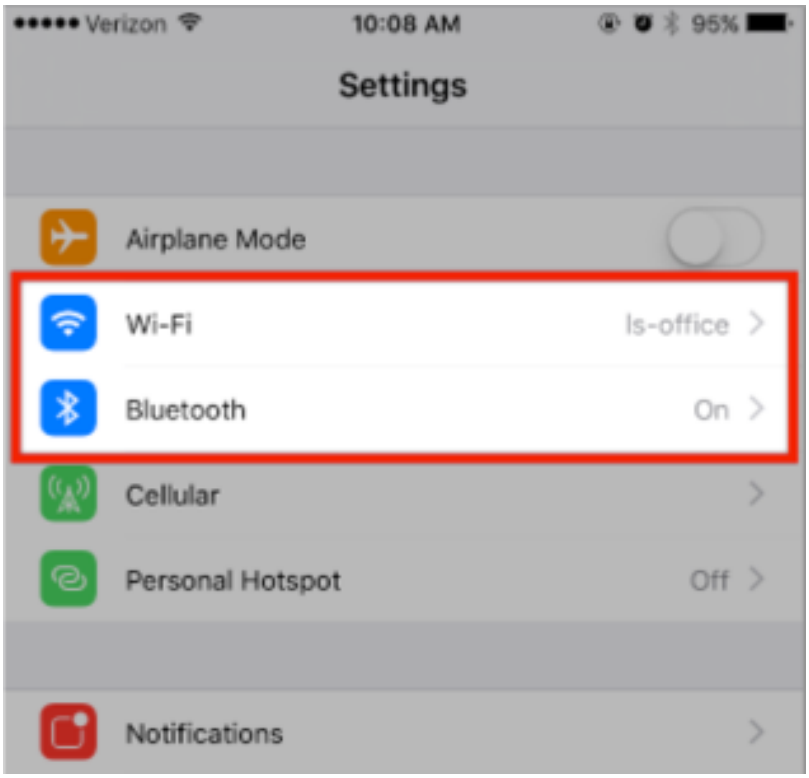
> The option to Change Wi-Fi On Mevo will allow you to connect your Mevo to the same Wi-Fi network to which your mobile device is connected.

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.

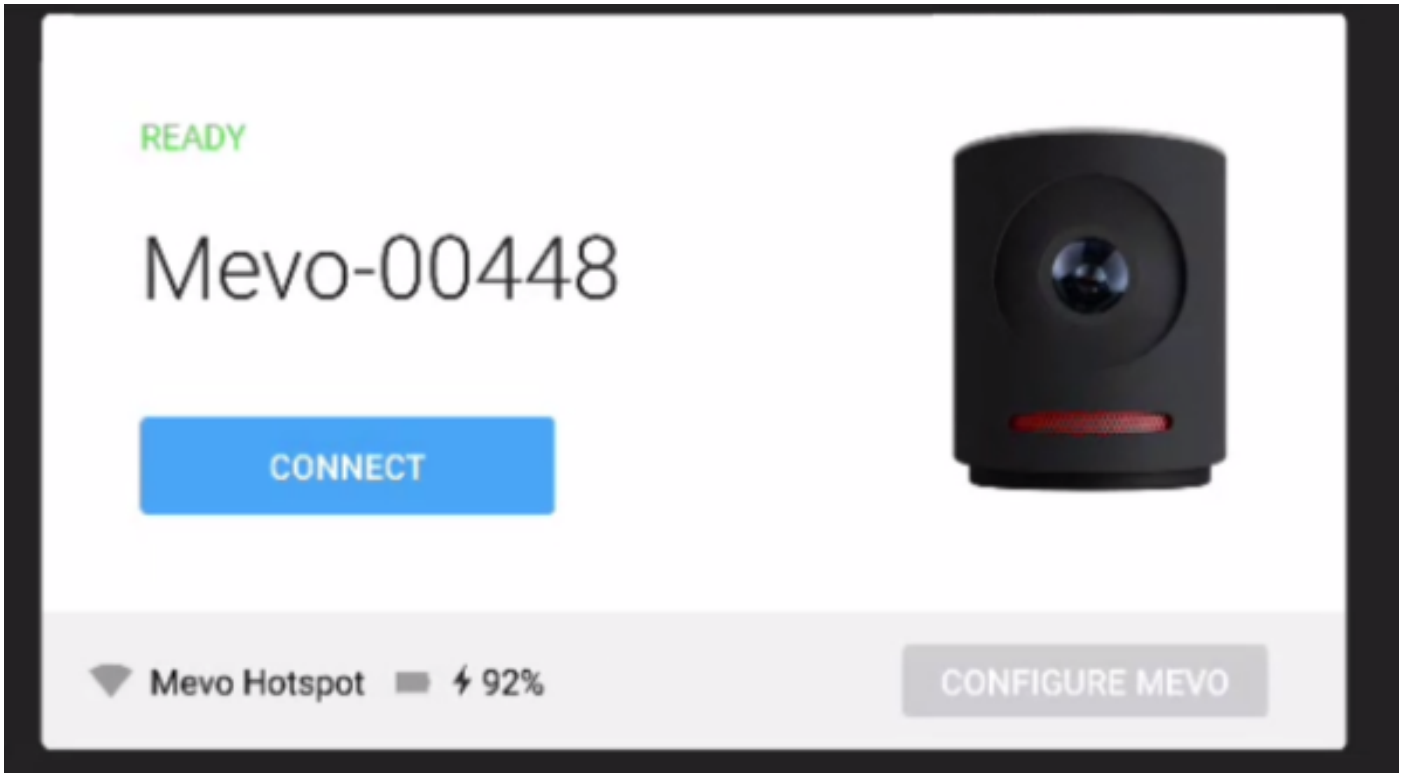


Launch the Mevo app.

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.

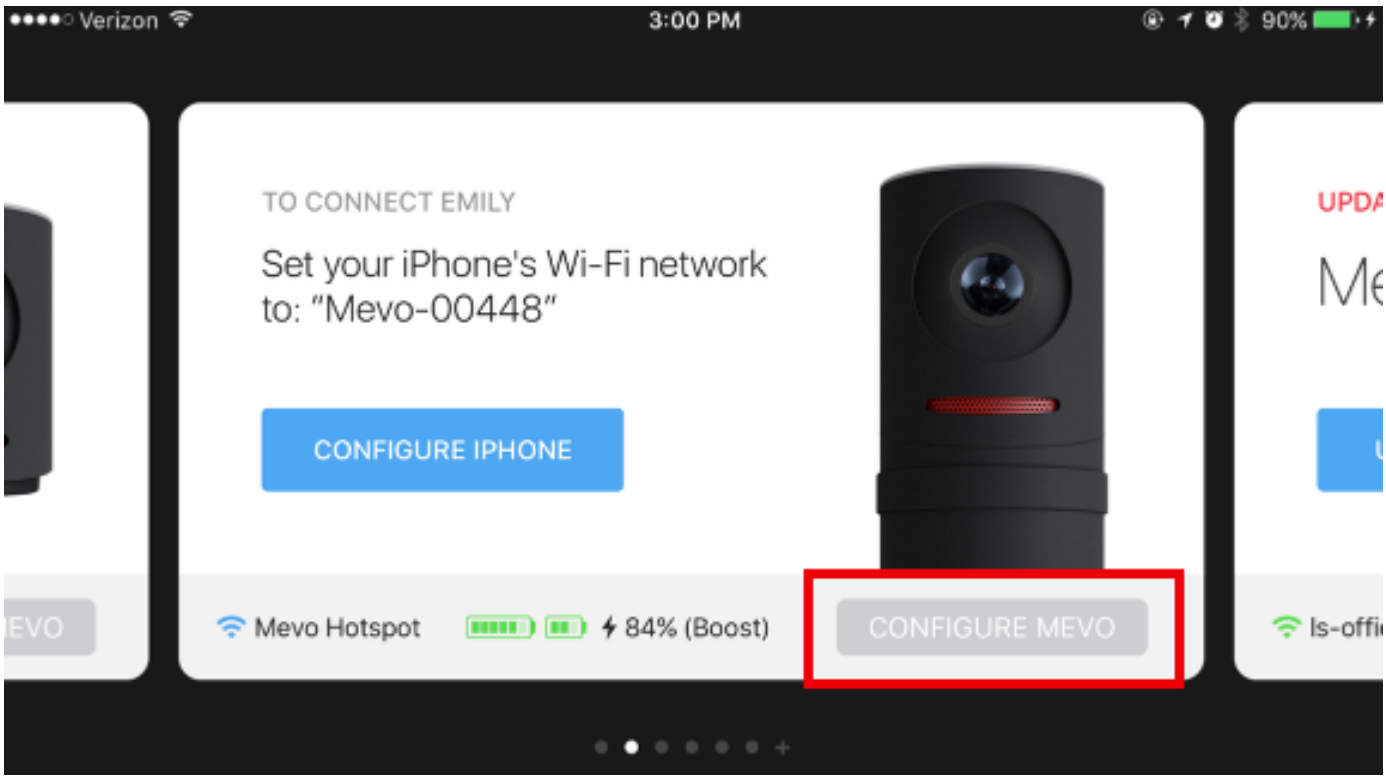
When your camera's connection card appears, tap the blue Connect button.



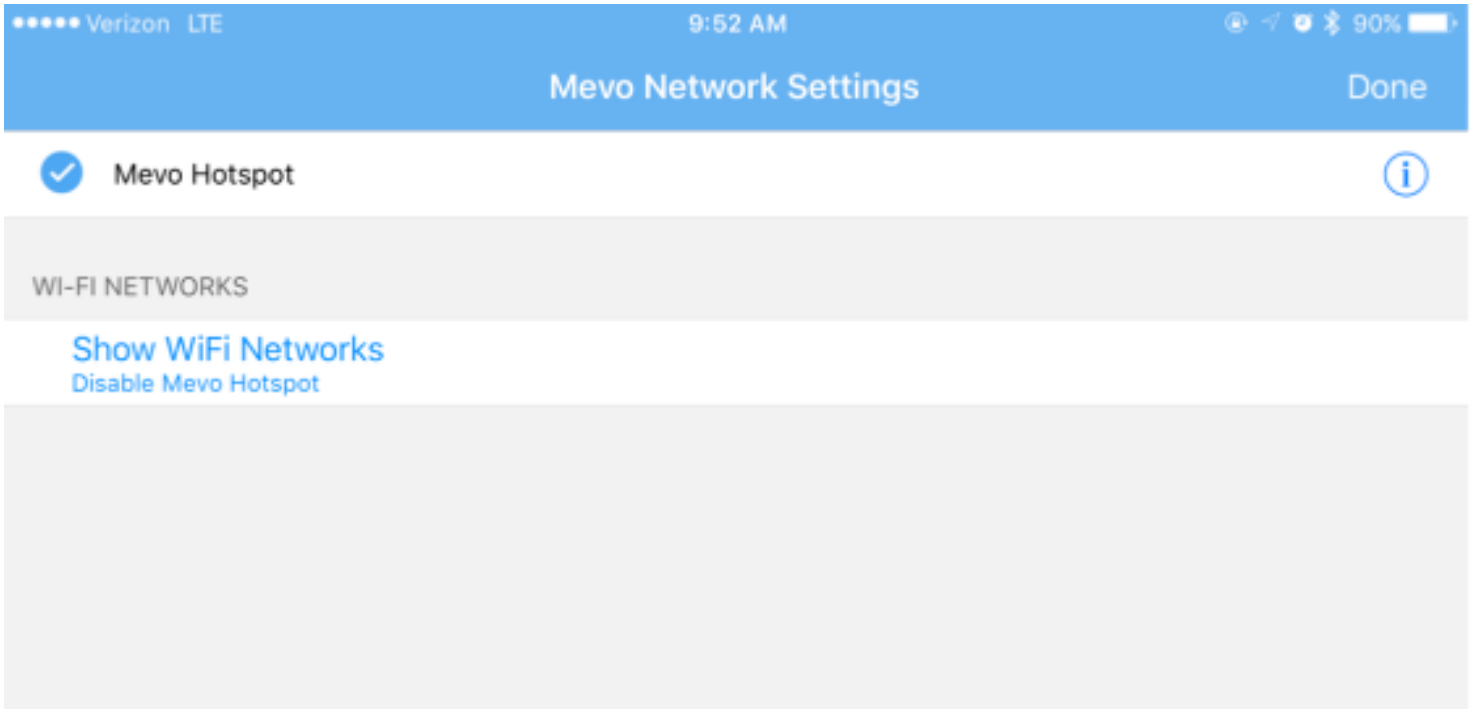
A message will pop up giving you two network options. Select Change Wi-Fi On Mevo.

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.

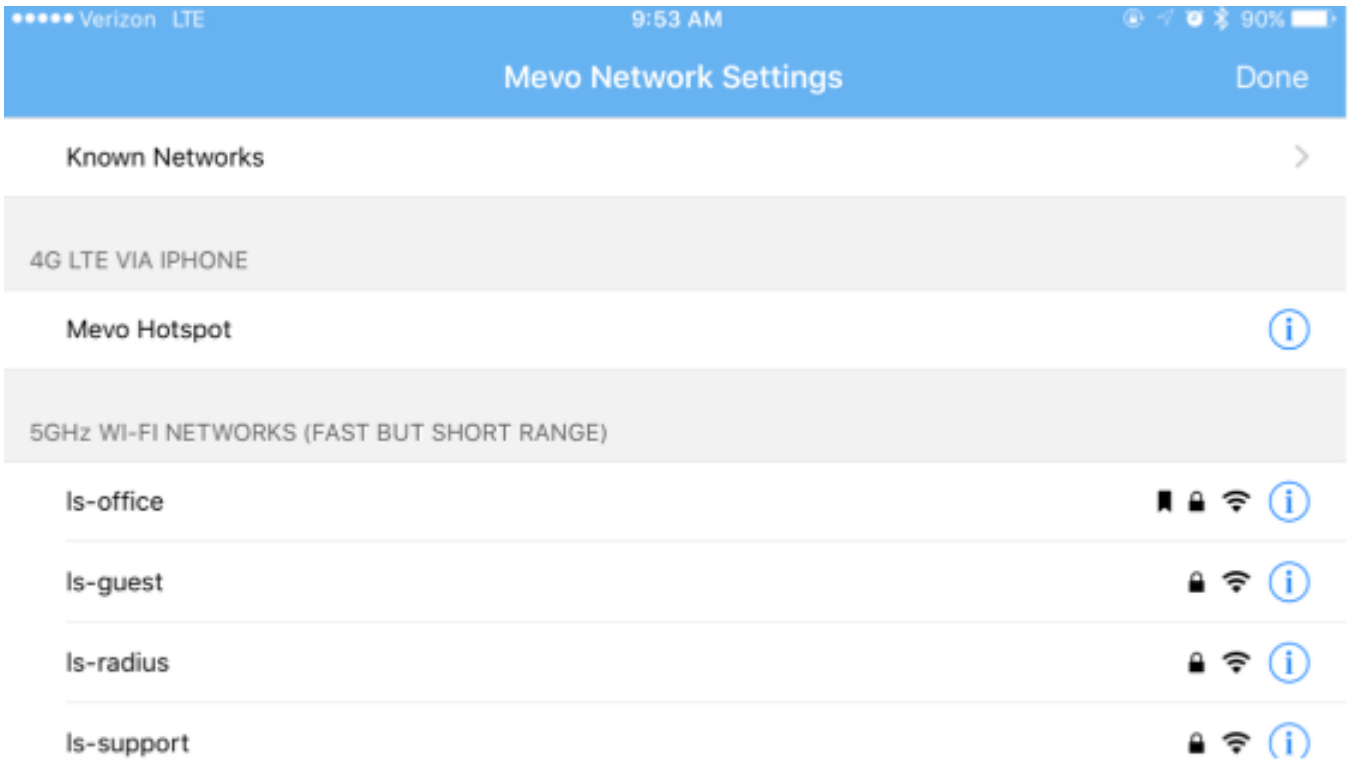
On the bottom right of the card, tap the Configure Mevo button.



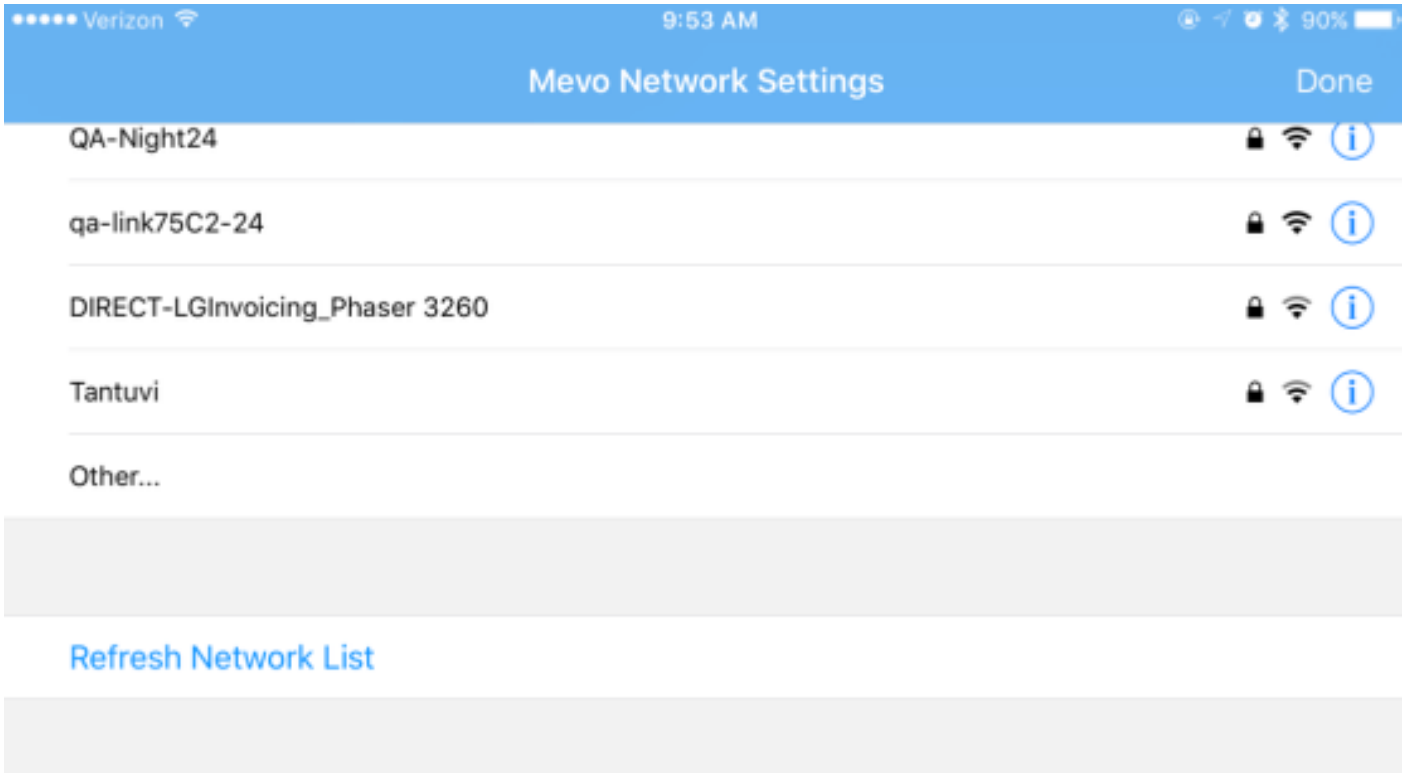
Tap Show WiFi Networks.



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



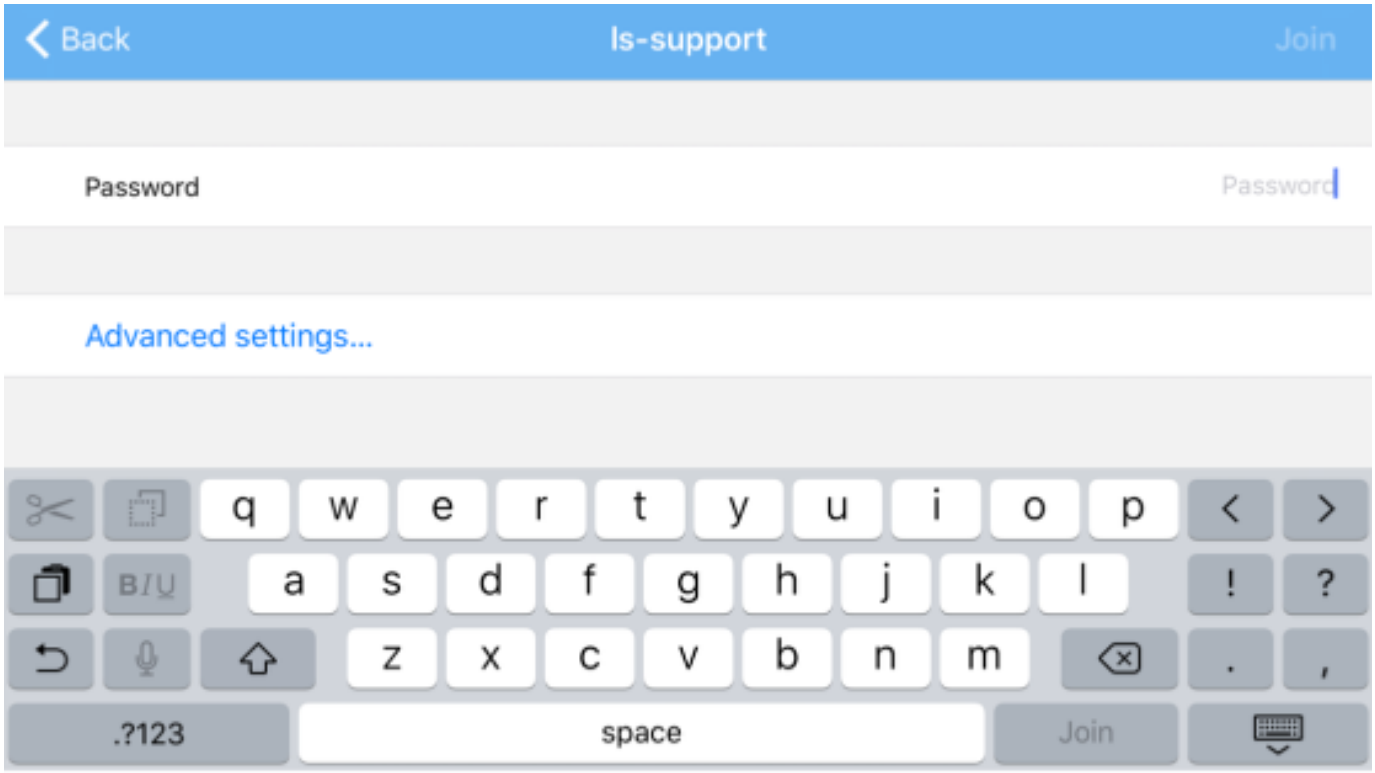
If your desired network does not appear, check your connection, then scroll down and tap Refresh Network List at the bottom of the menu to refresh the list.



Tap the network you want to connect to.

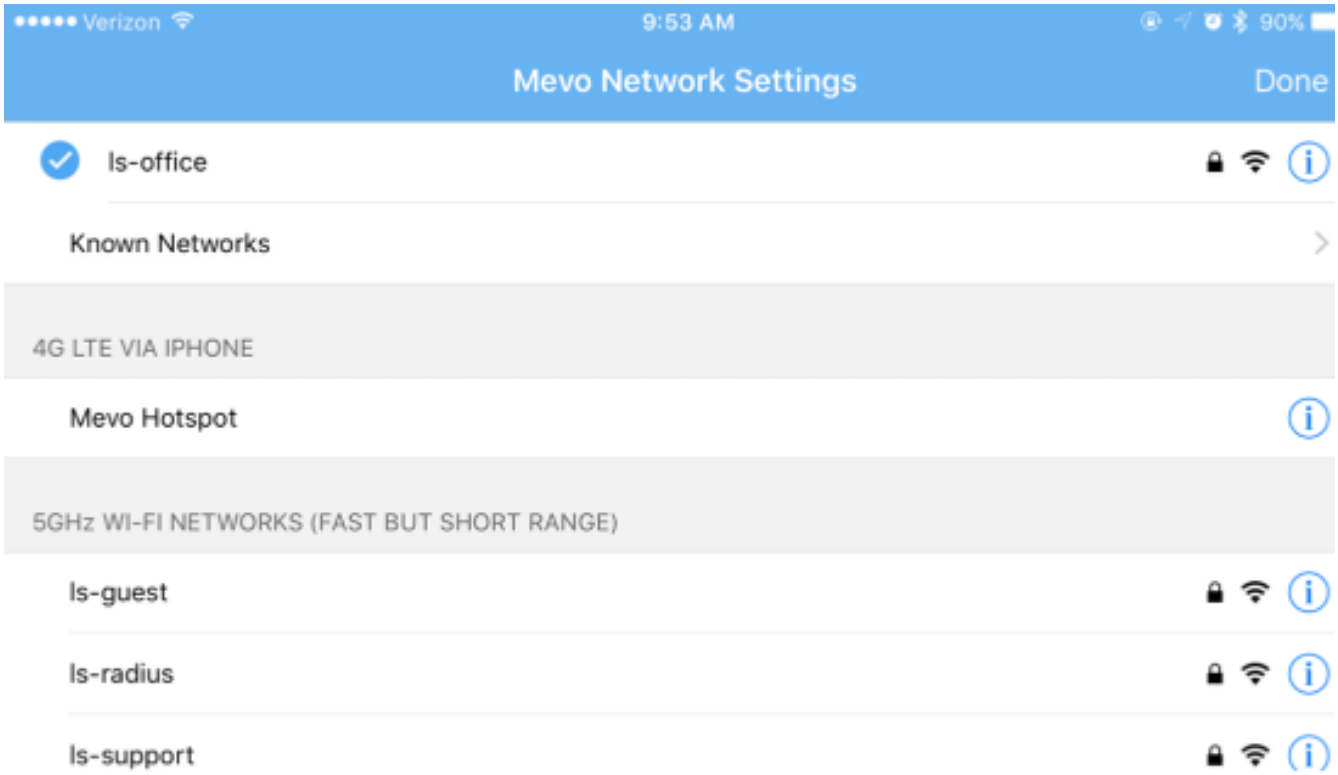
5GHz networks are more reliable for connecting and streaming and are recommended in favor of 2.4GHz networks.

Enter the network's password (if necessary).

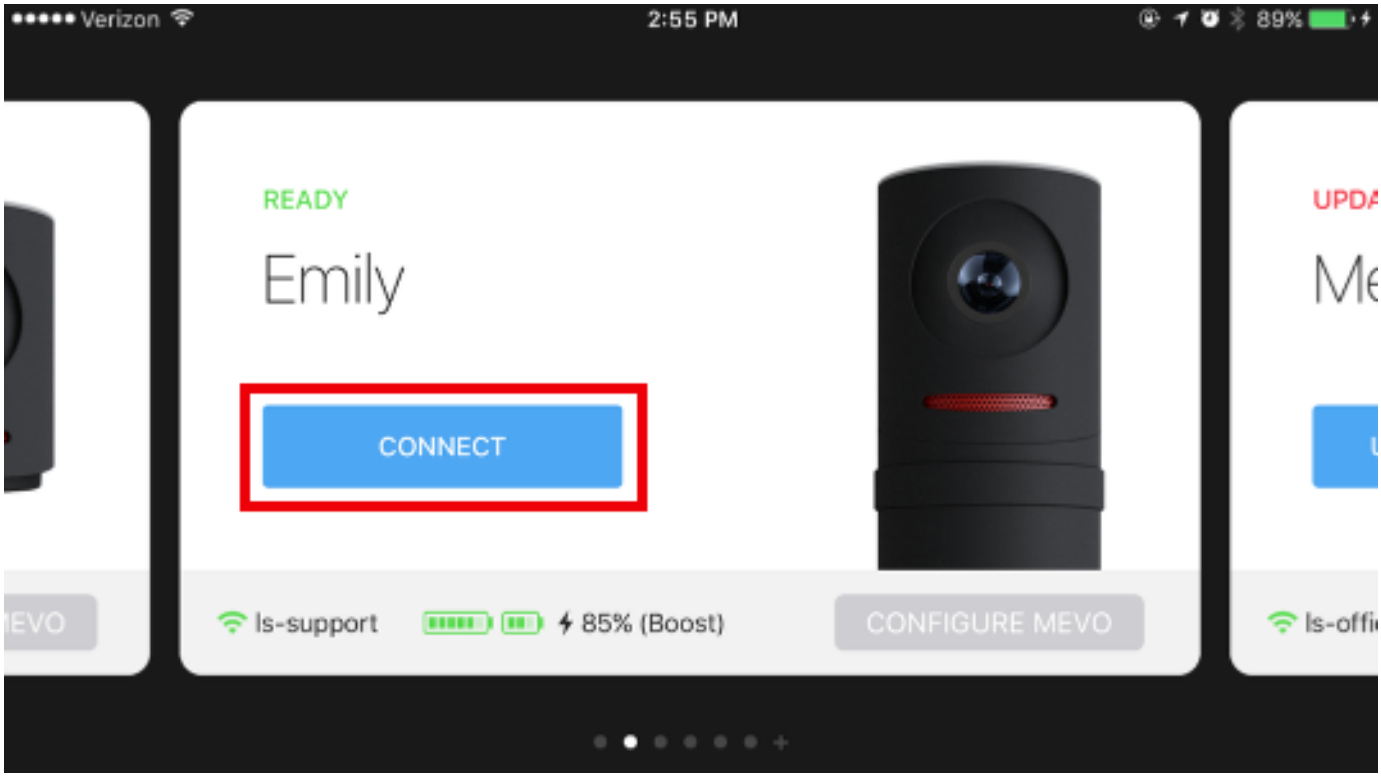


After a moment, your Mevo will be connected to your network. This will also be indicated by the LED ring showing a solid green light above the bars icon on the back of the camera.

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.

Mevo Camera's Built-in Microphone

The Mevo camera comes with a built-in microphone.

If you are using the Mevo's built-in microphone, be sure to place the Mevo close to your subjects, no more than five to ten feet away. The Mevo and its built-in mic work best when it is on-stage, and close to the action.

The Mevo's microphone is directional to the 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 Mevo's default built-in microphone has automatic gain adjustment, and will adjust itself for the louder or quieter audio of your live event.

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.

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.
- 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, 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 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.

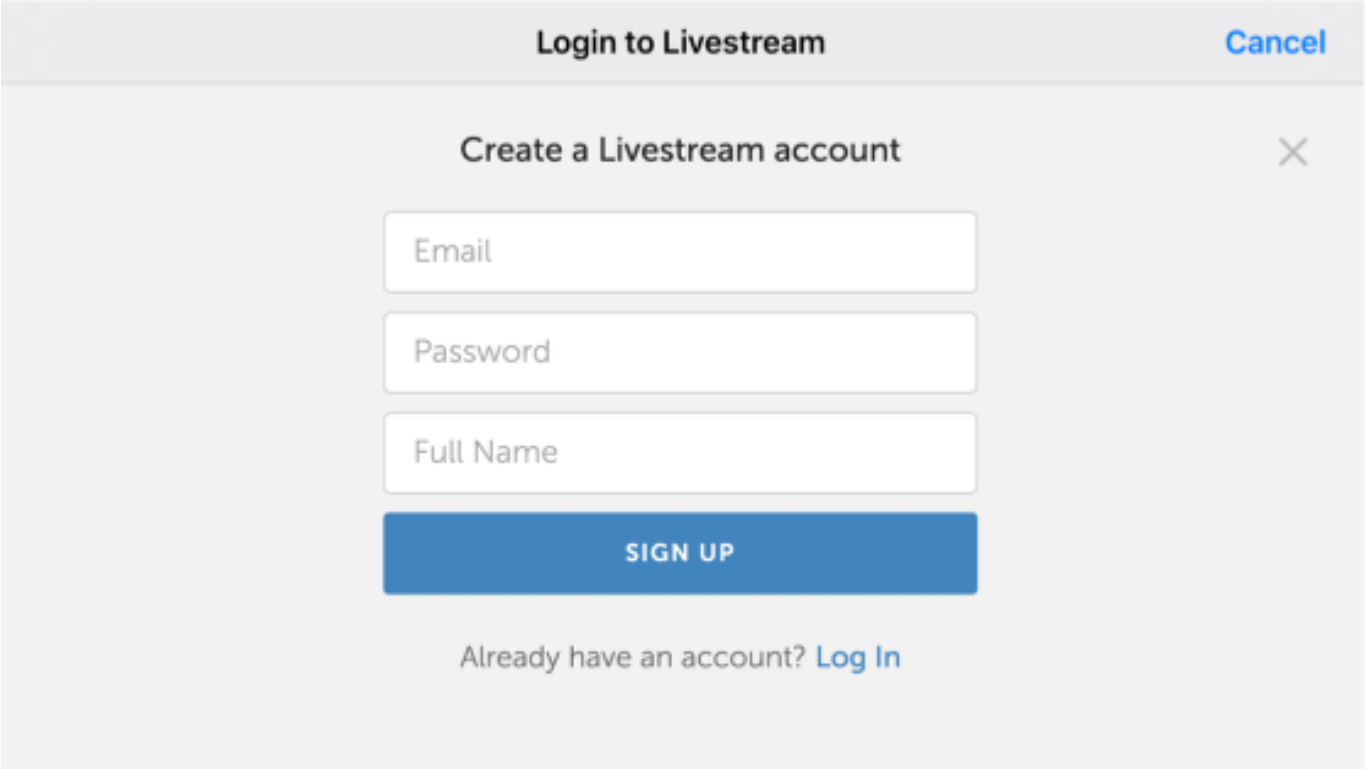
Stream to Livestream with Mevo

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.

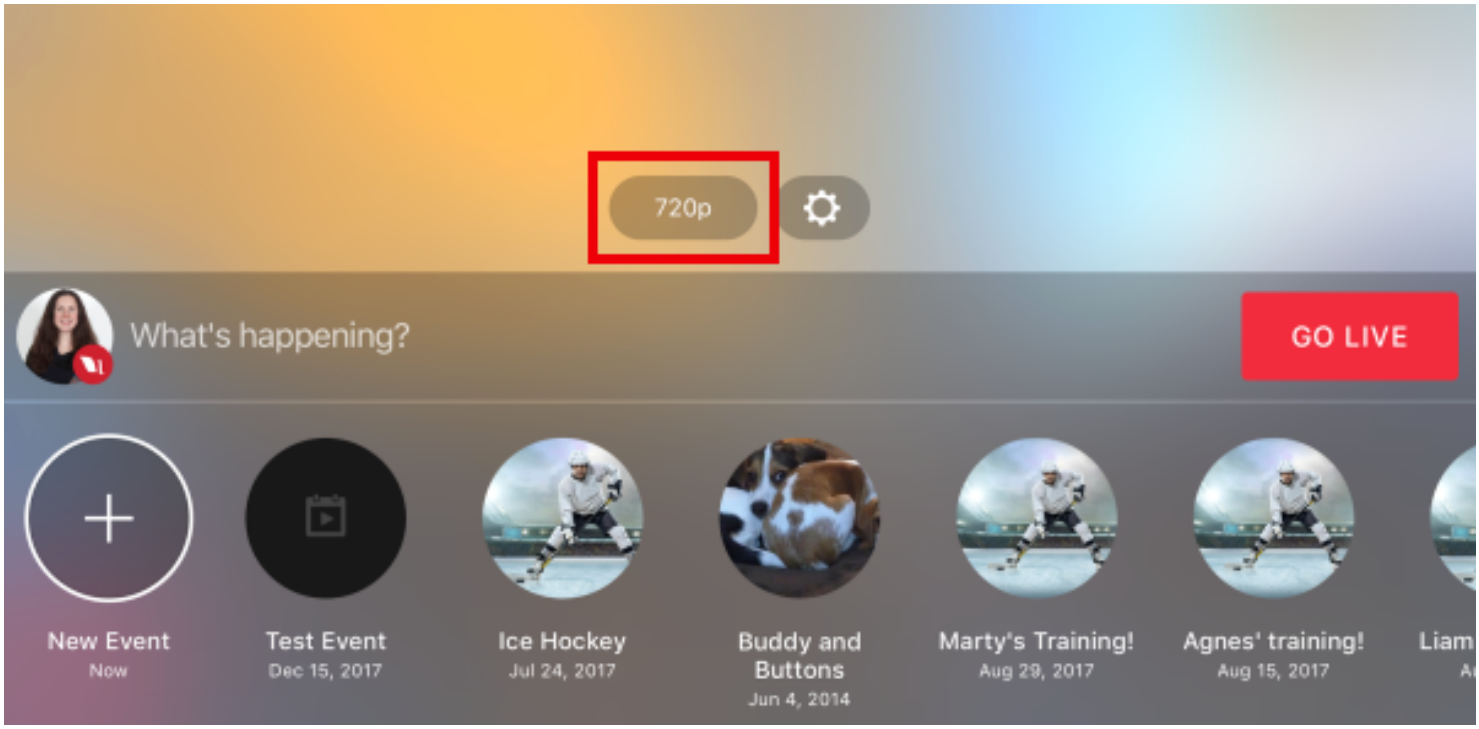
To stream to Livestream, tap the Livestream logo in the menu that appears.

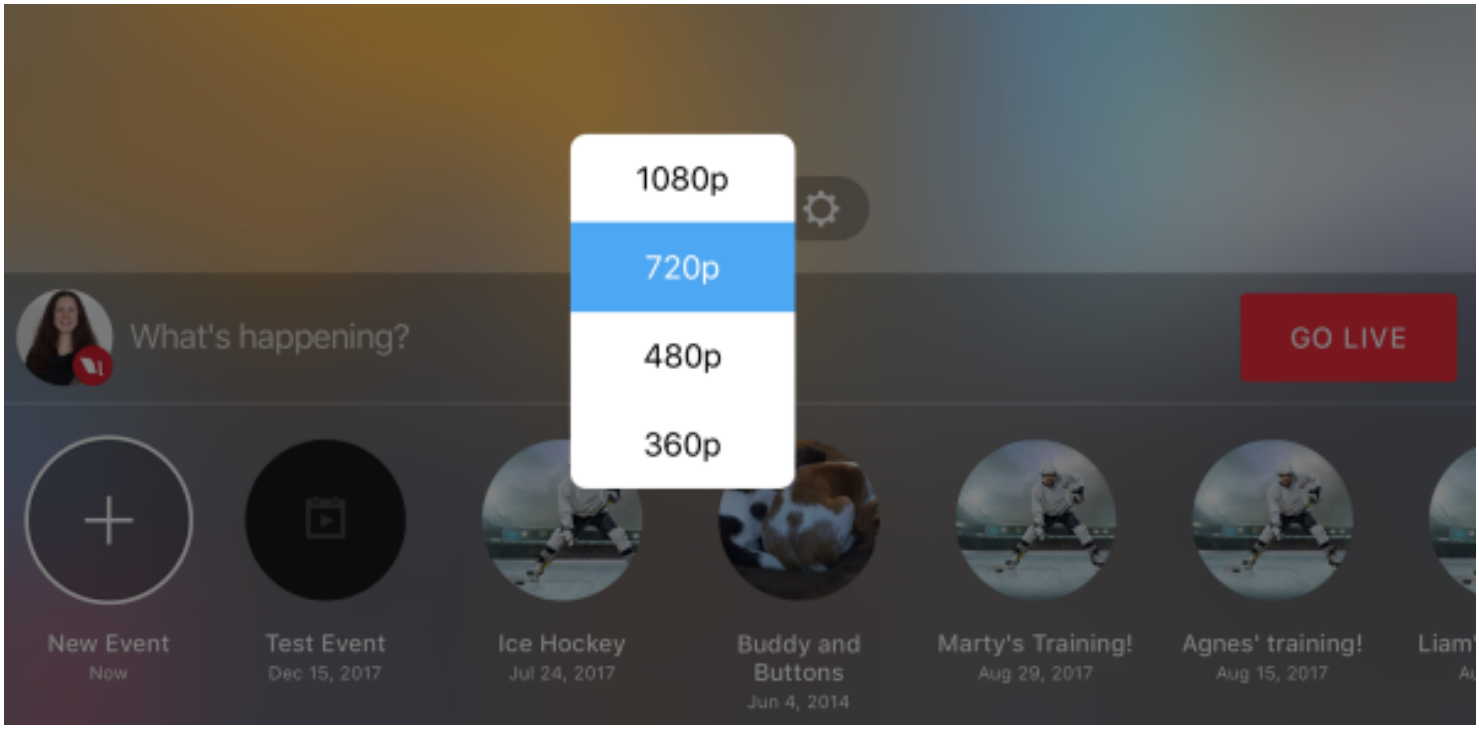
You will be redirected to a page prompting you to create a Livestream account. If you do not have an account on Livestream.com, fill in the requested information. If you already have an account on Livestream.com, tap the blue 'Log In' link below instead.

Mevo does not stream to Original Livestream.

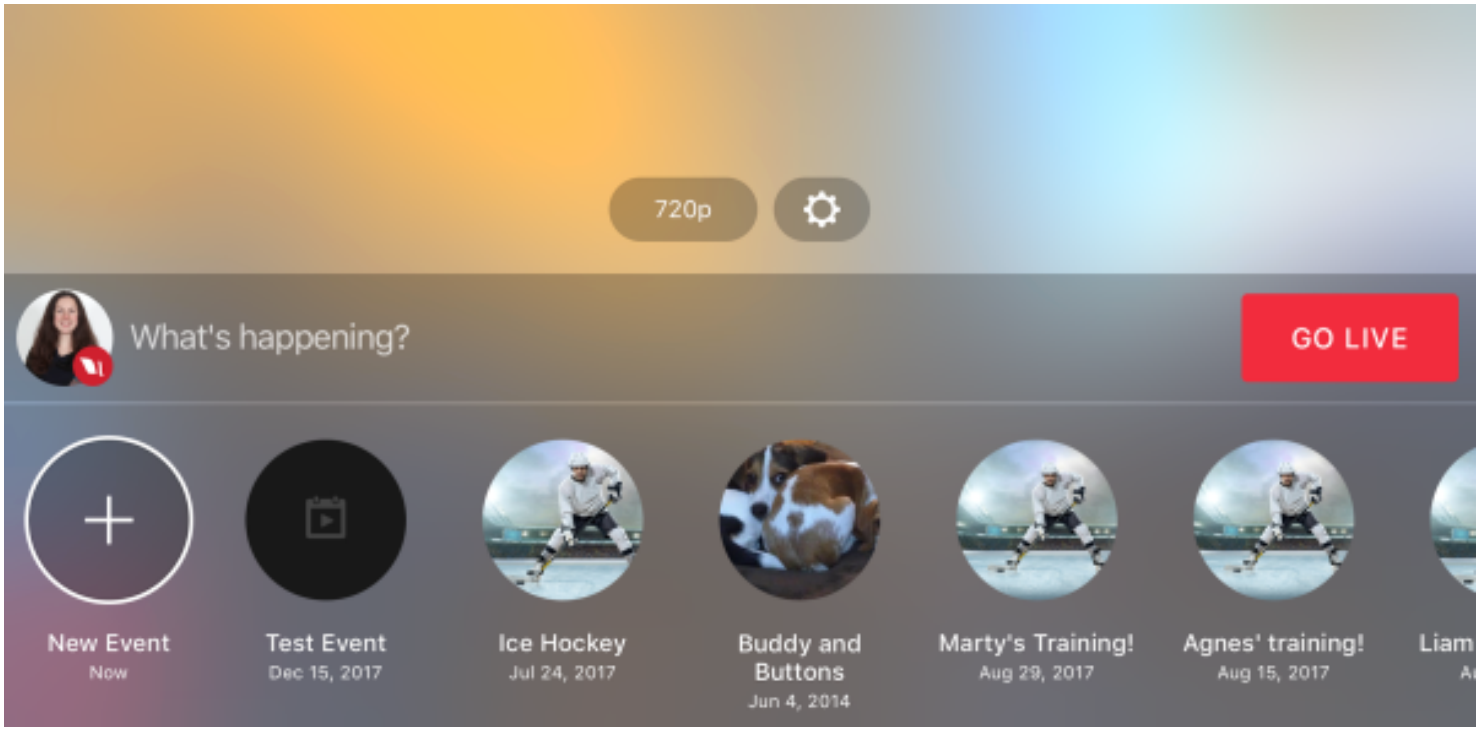


Once you are logged into an account, you can configure your livestream. By default, the streaming quality will be set to 720p. Tap the 720p icon to choose between other quality options.

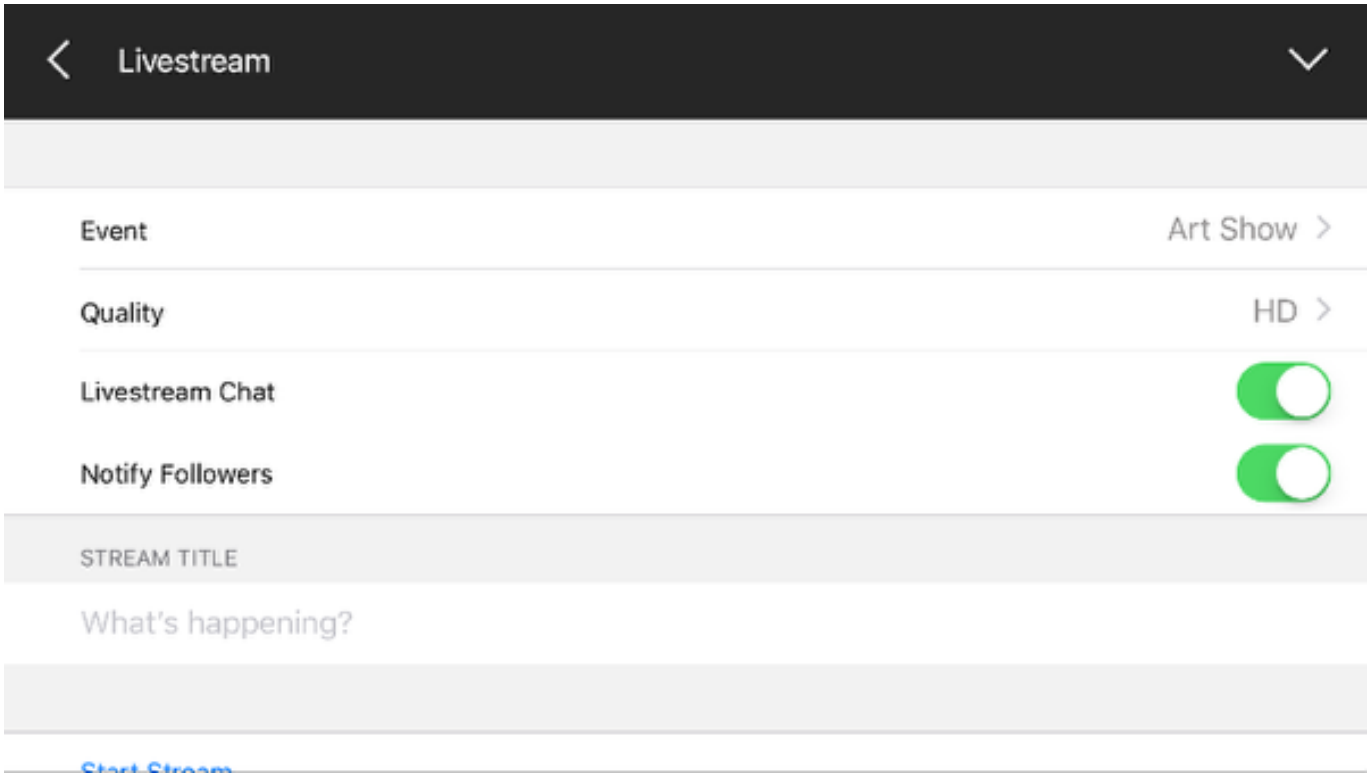




In the bottom left corner is a New Event option. If you have events created on your Livestream account already, you can scroll sideways to select the event you want to stream to or keep New Event selected to stream to a new event on your Livestream account.

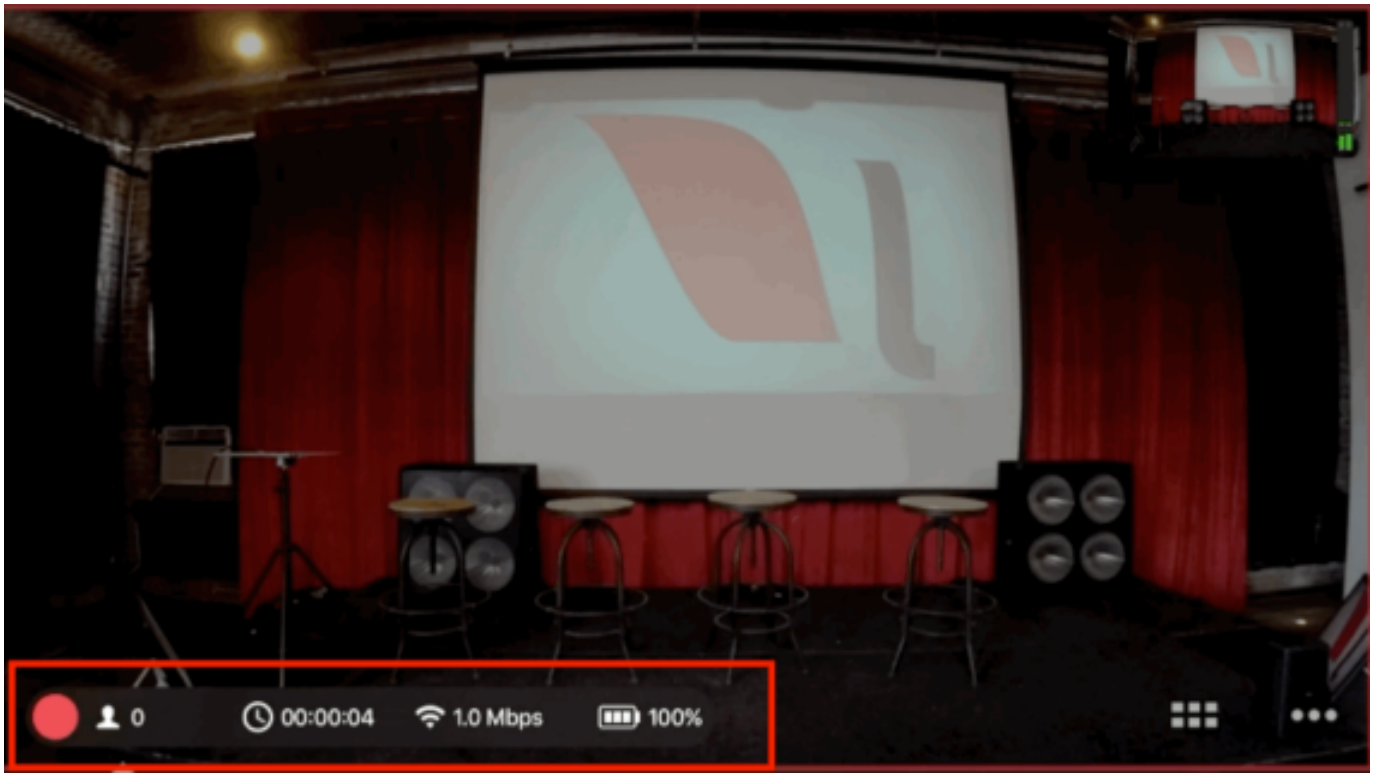


You can adjust other settings for your stream by tapping the gearwheel icon.



Tap What's happening? to give your stream a title if you wish. Then tap the red Go Live button to start streaming. The LED ring on the camera will spin briefly. Then your stream will begin.

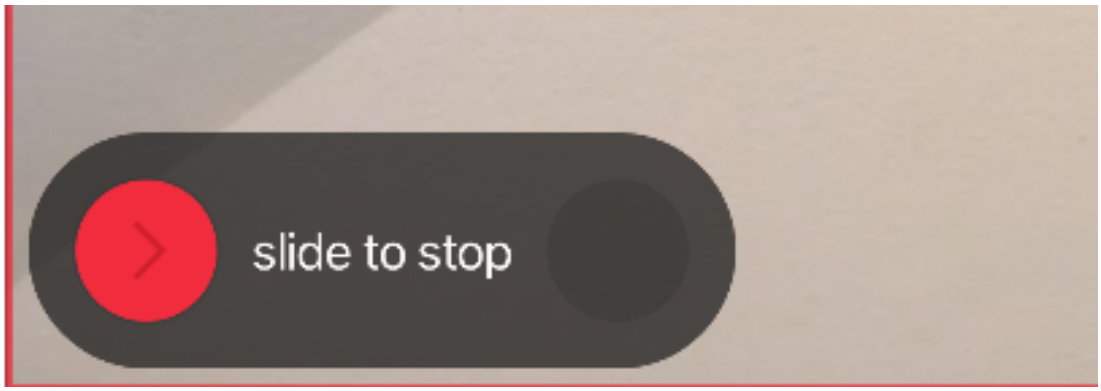
Tap small red dot on the bottom left corner to see more information about your stream, including viewer count, battery percentage, bitrate, and a timer.



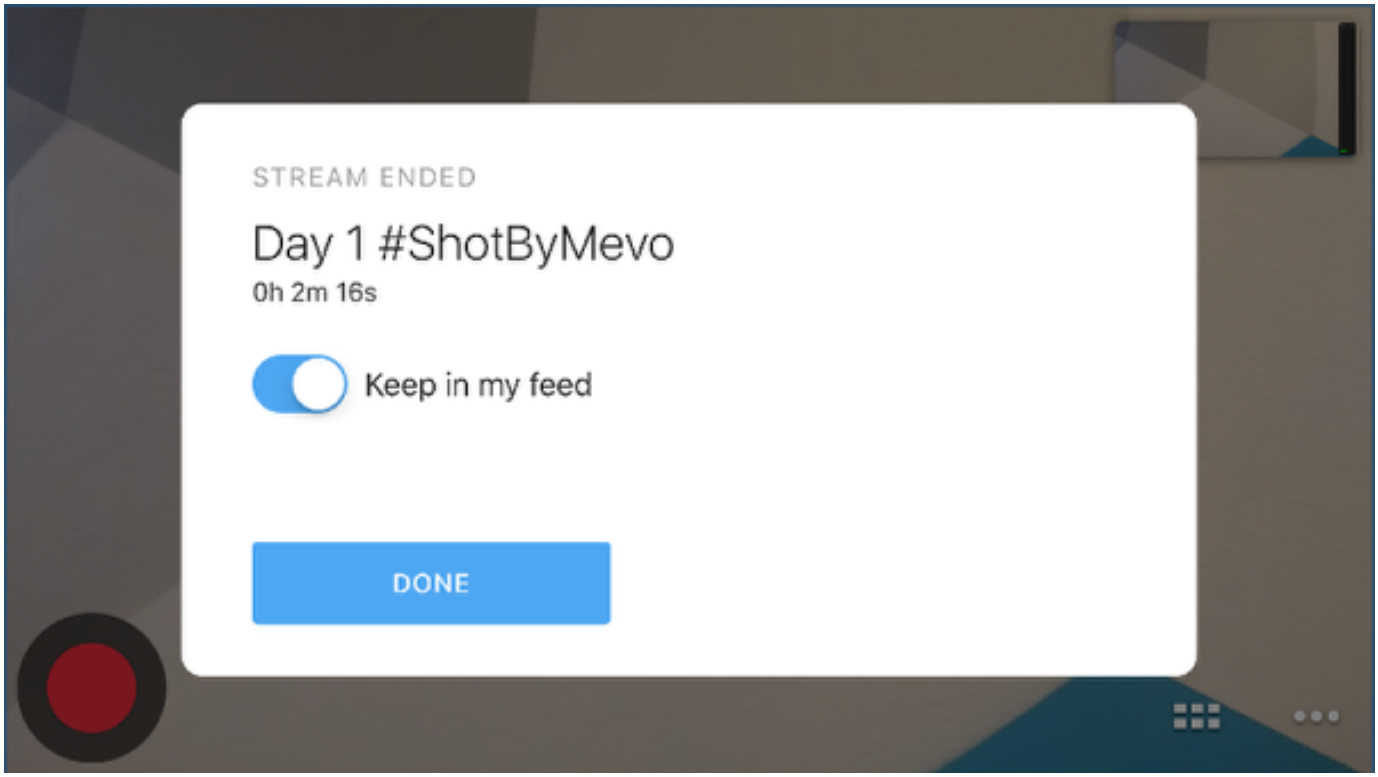
Tap the information bar again to collapse it.

> 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.



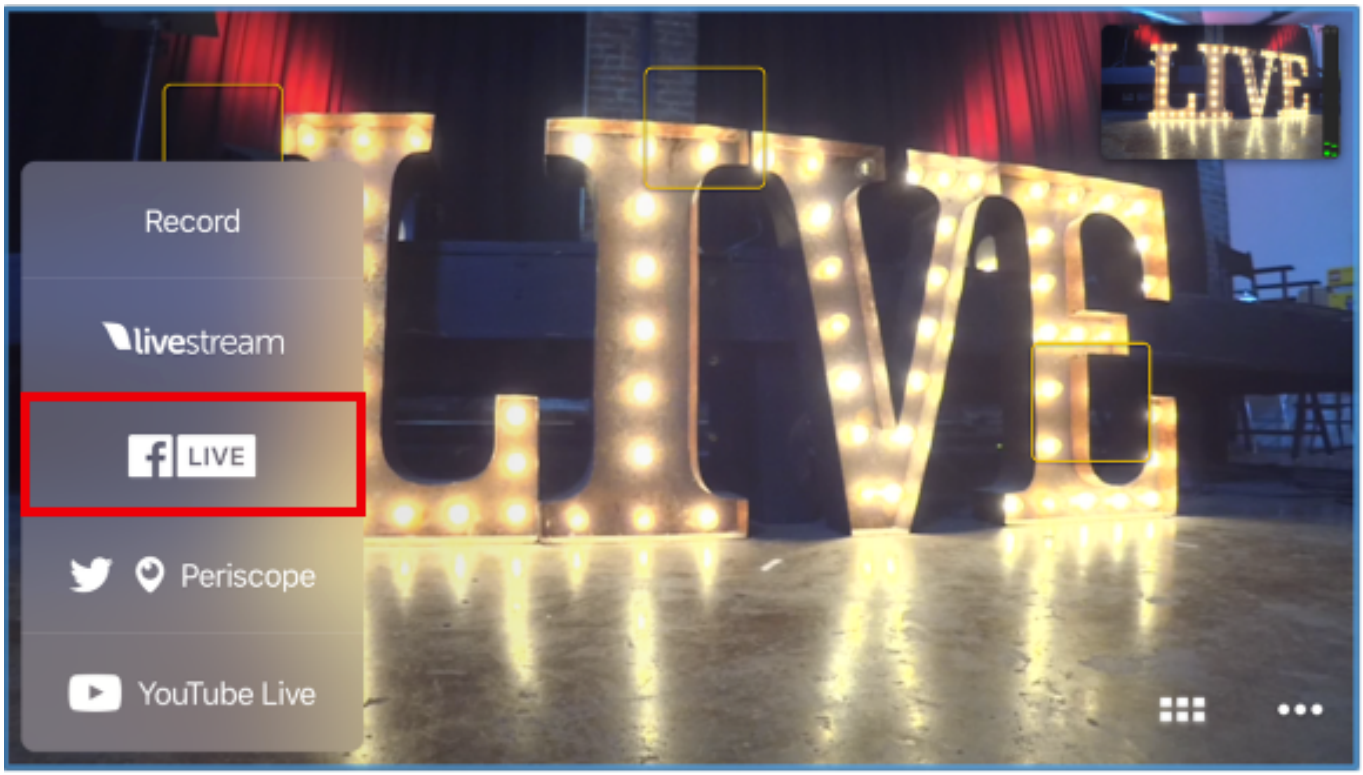
Choose whether or not to post the video on demand on your event page. Then tap Done.


STREAM ENDED
Day 1 #ShotByMevo
0h 2m 16s
Keep in my feed
DONE

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.

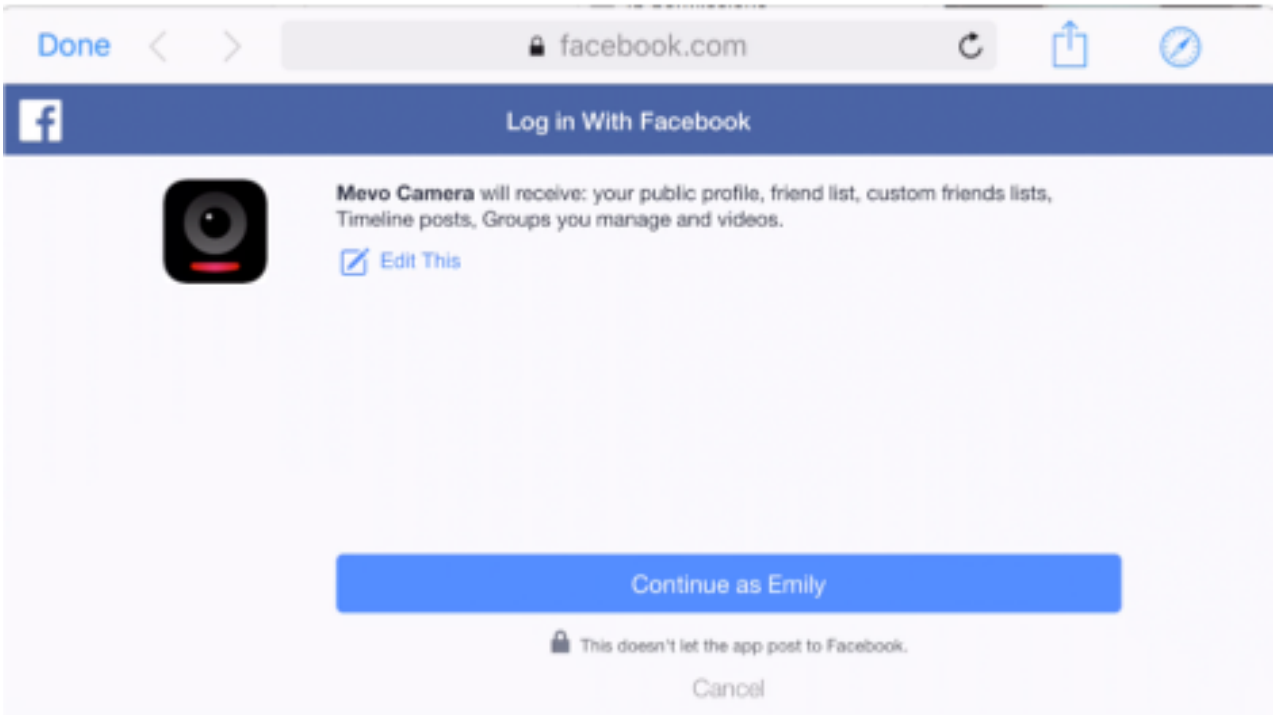
To log in and stream to Facebook Live, tap this red button, then tap the Facebook Live icon.

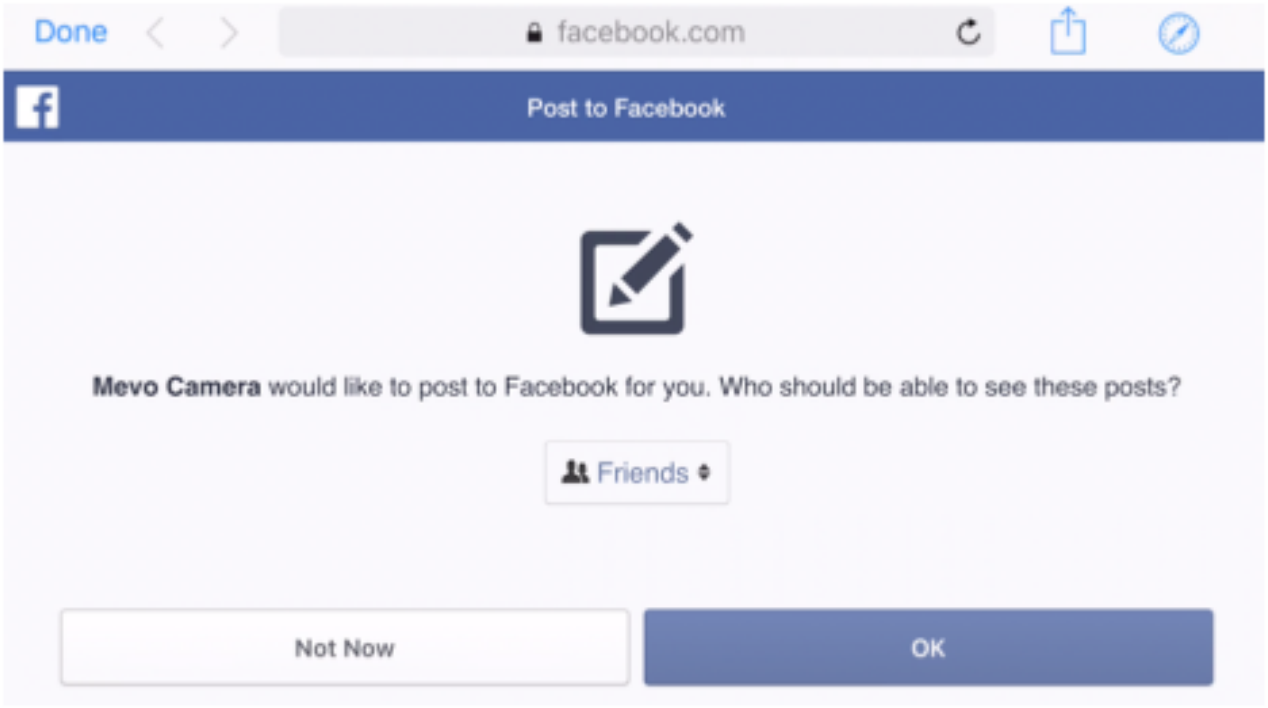


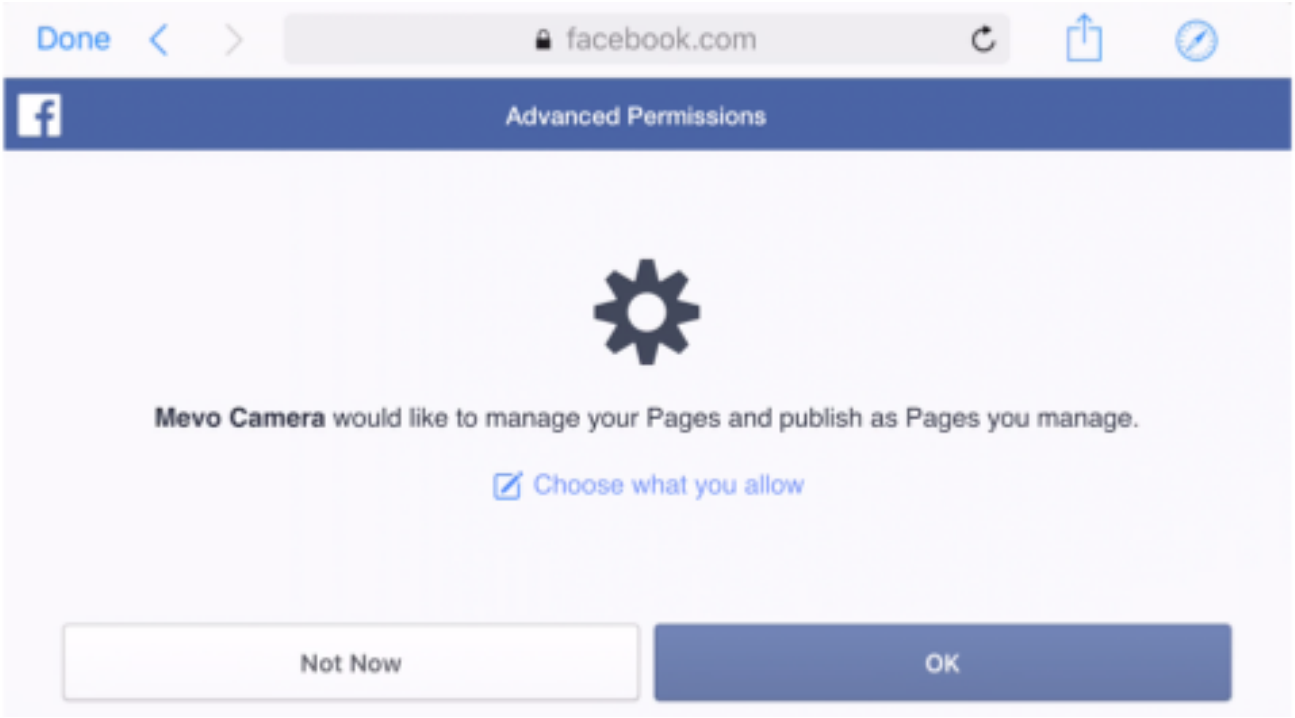
Facebook will open in a browser window and request that you log in and grant certain permissions.

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.


Done
facebook.com
Log in With Facebook
Mevo Camera will receive: your public profile, friend list, custom friends lists, Timeline posts, Groups you manage and videos.
Edit This
Continue as Emily
This doesn't let the app post to Facebook.
Cancel


Done
facebook.com
Post to Facebook
Mevo Camera would like to post to Facebook for you. Who should be able to see these posts?
Friends
Not Now
OK

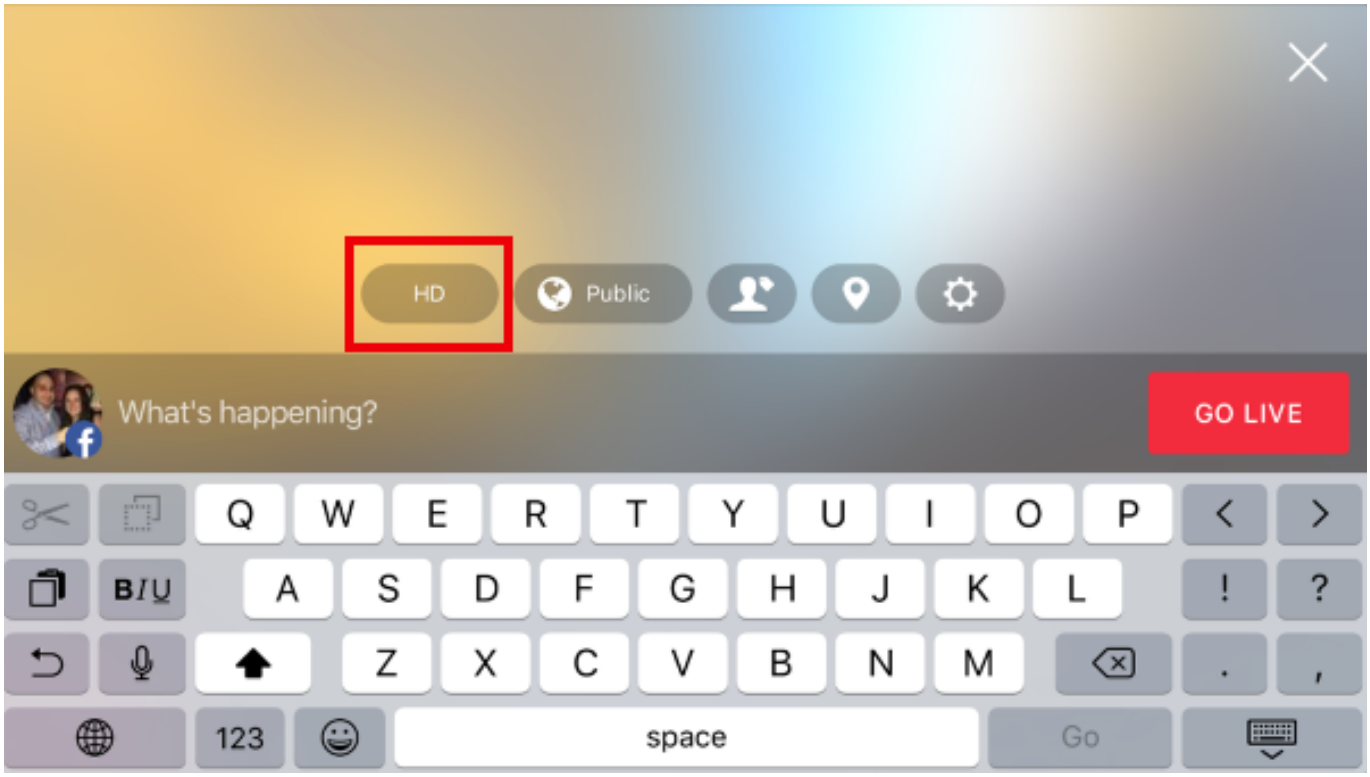


Once you allow Facebook permissions, the following screen will appear.

Some features shown are only available on the Mevo Beta app version 1.5. Please note that this is a Beta and is not recommended for use in production environments. Learn how to download the beta app.

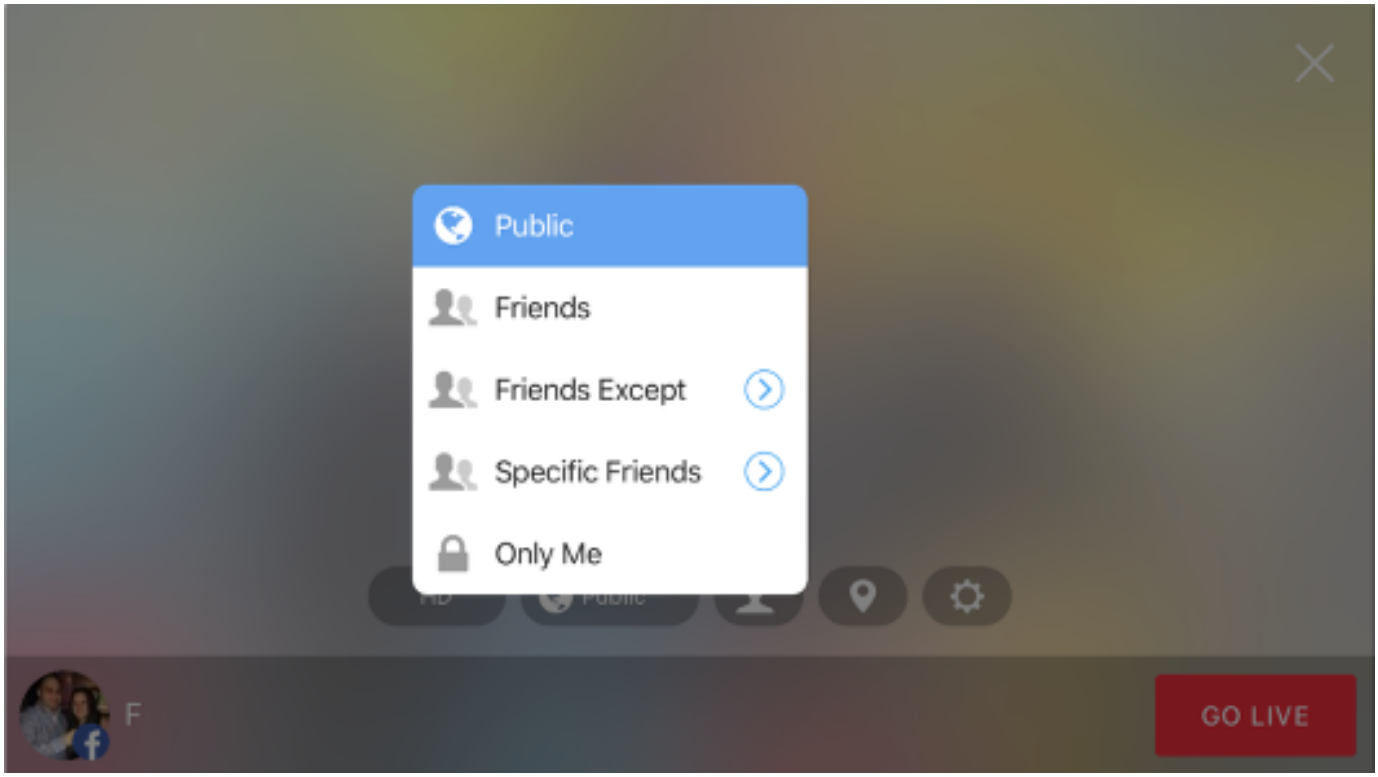
Choose your Facebook streaming destination, such as your personal profile, or any group or page of which you are the admin.

Choose a quality for your stream by tapping the default HD icon.

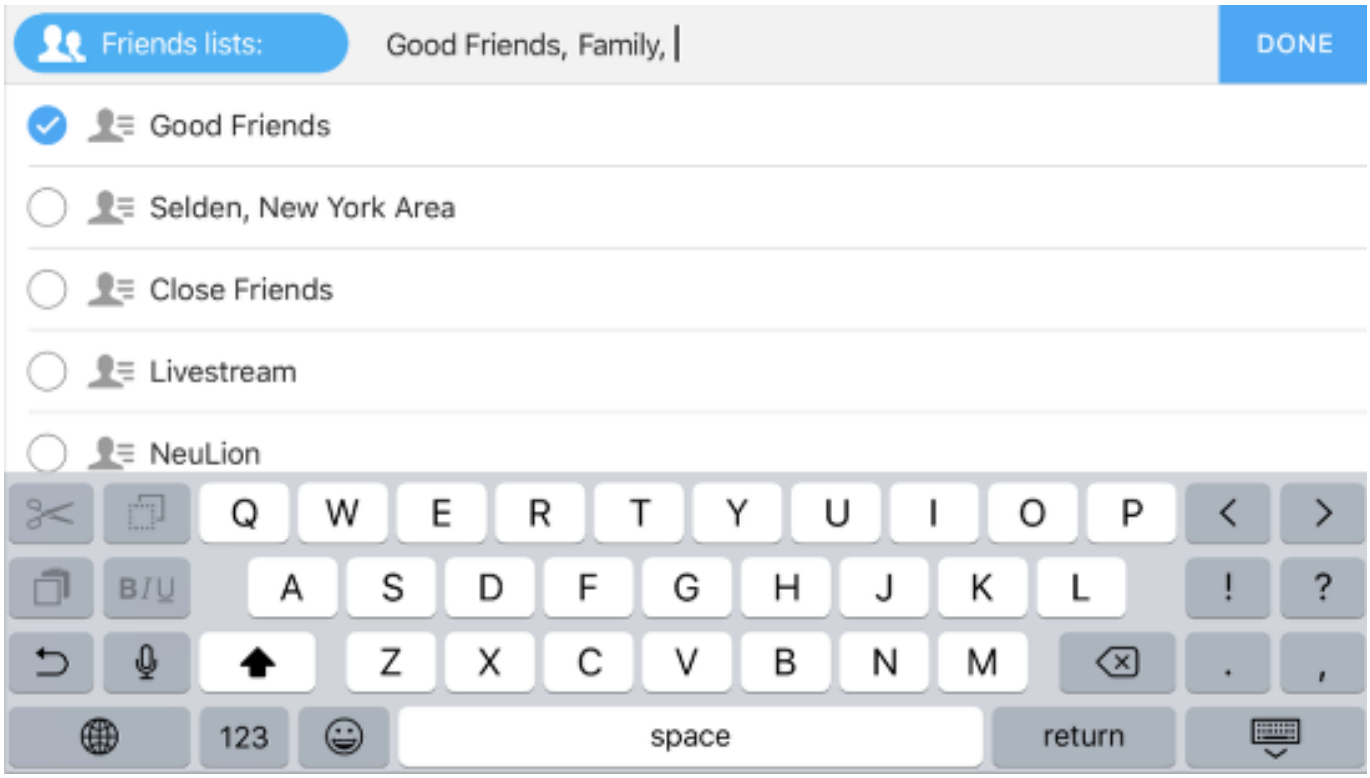


Further to the right, select your desired audience type.

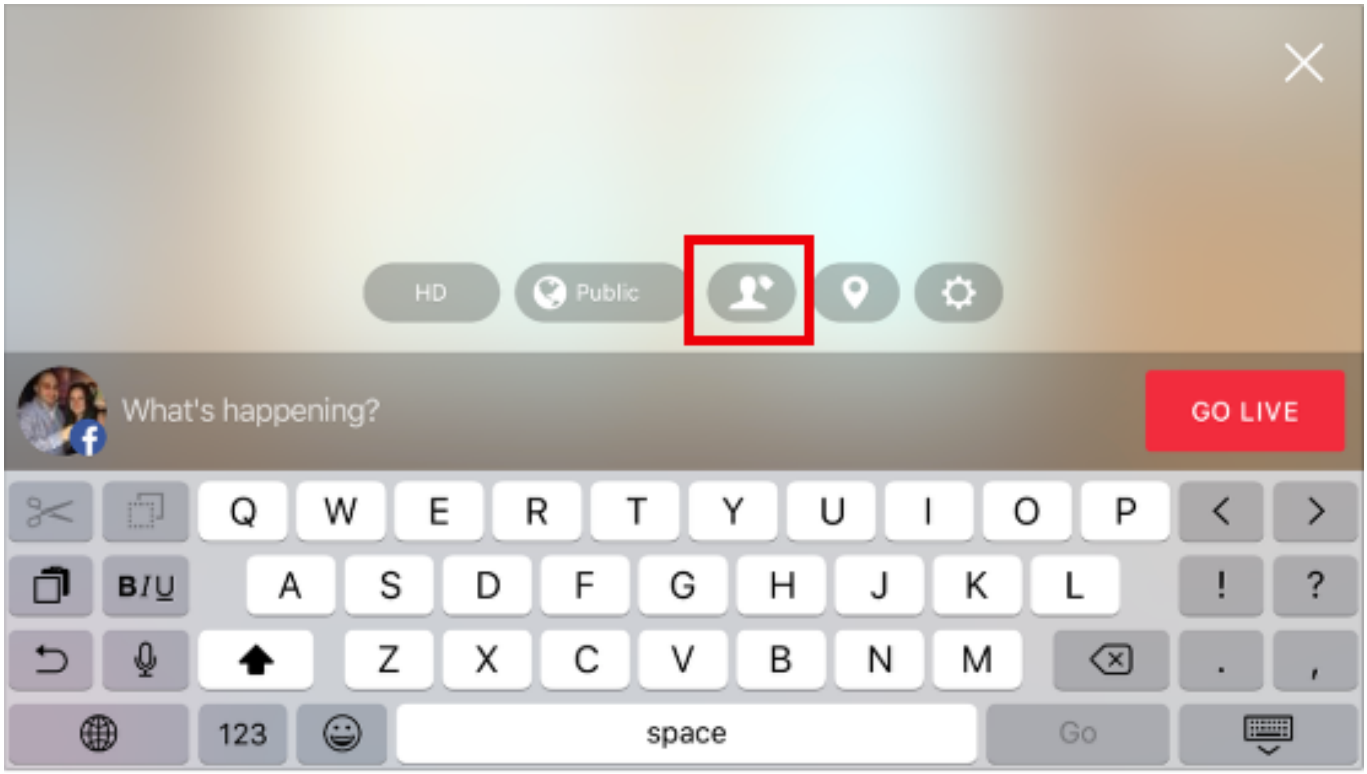
Note: Groups and pages will only have 'Public' as the available option; followers and members of those pages and groups will be the default audience.

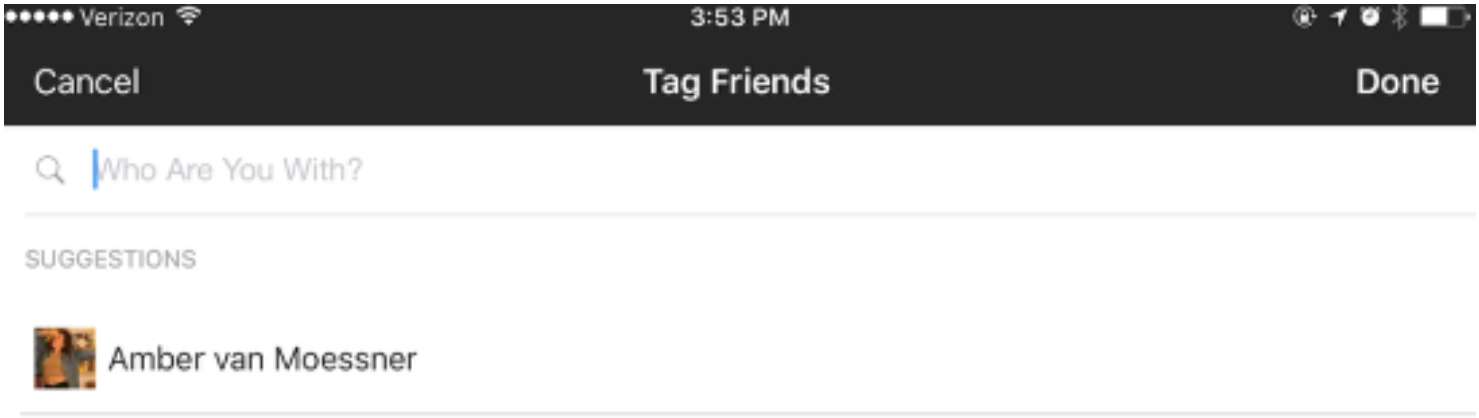


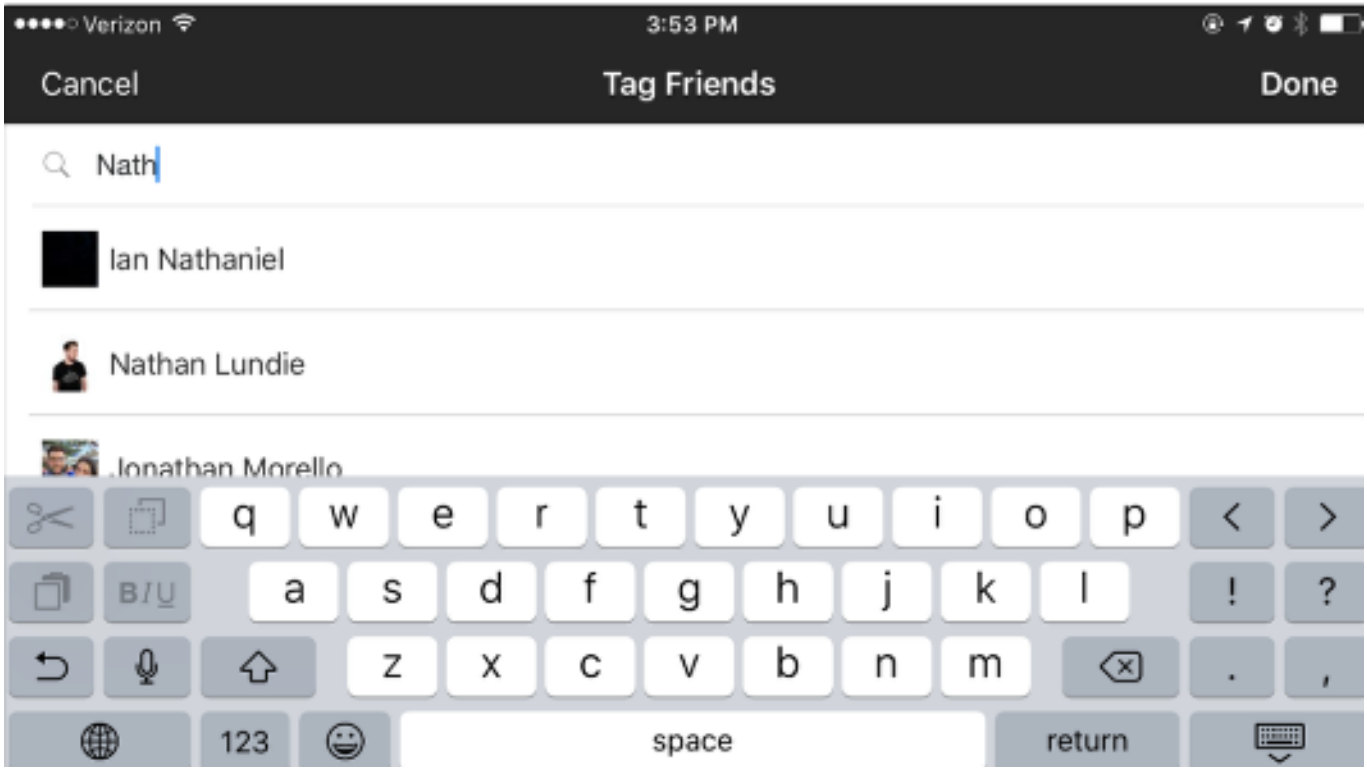
Choosing "Friends Except" will allow all of your Facebook friends to see your stream except for those people or groups you specify. Choosing "Specific Friends" will allow keep your stream private only to people or groups you select.



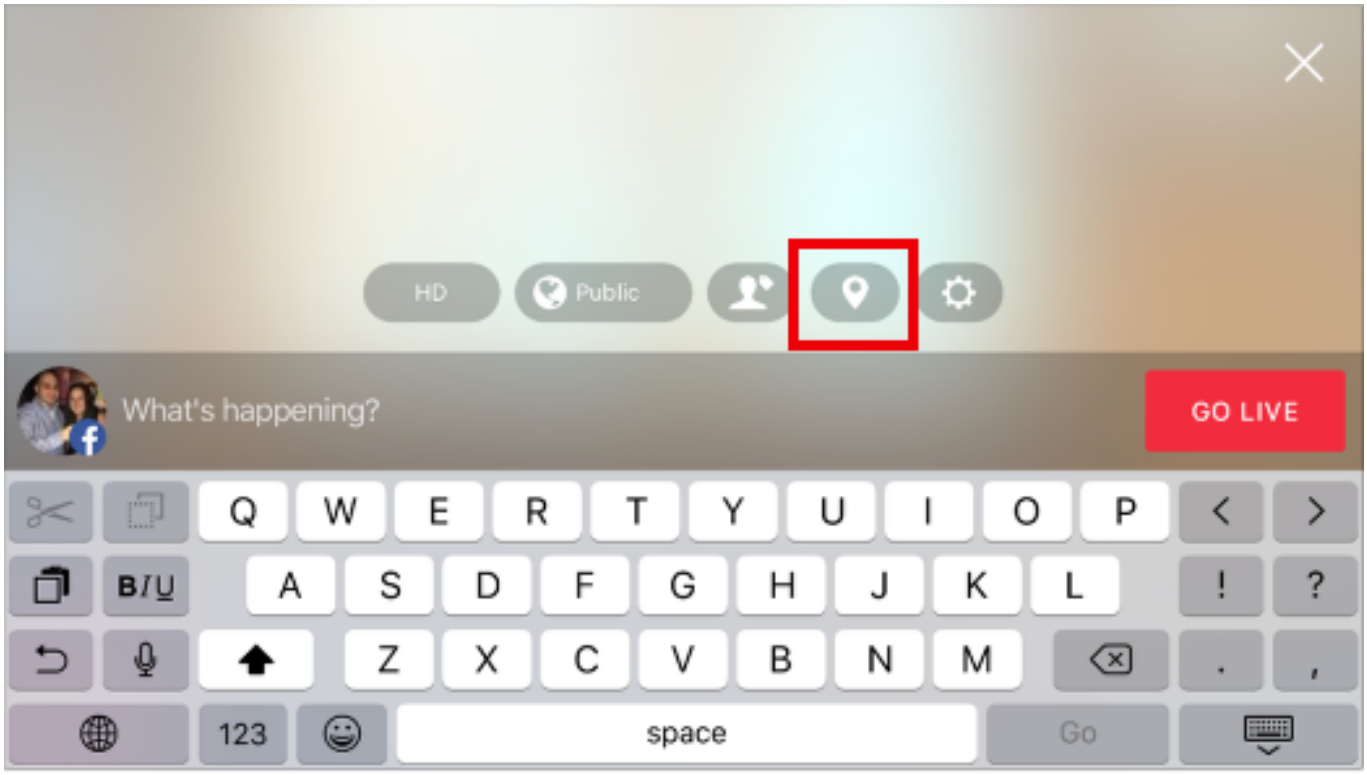
Next, tap the person icon to tag a friend in the post that will be created when you start your stream. Start typing a friend's name to allow them to appear.

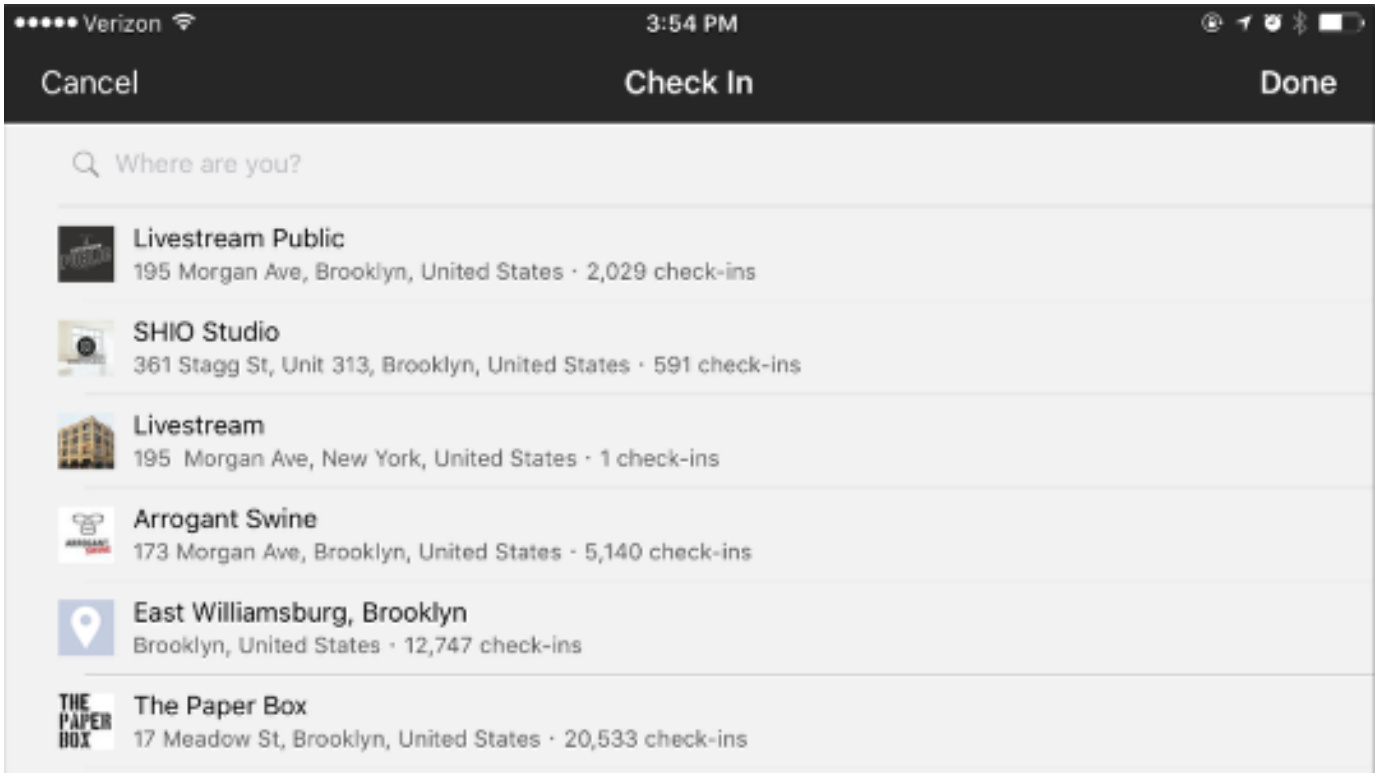






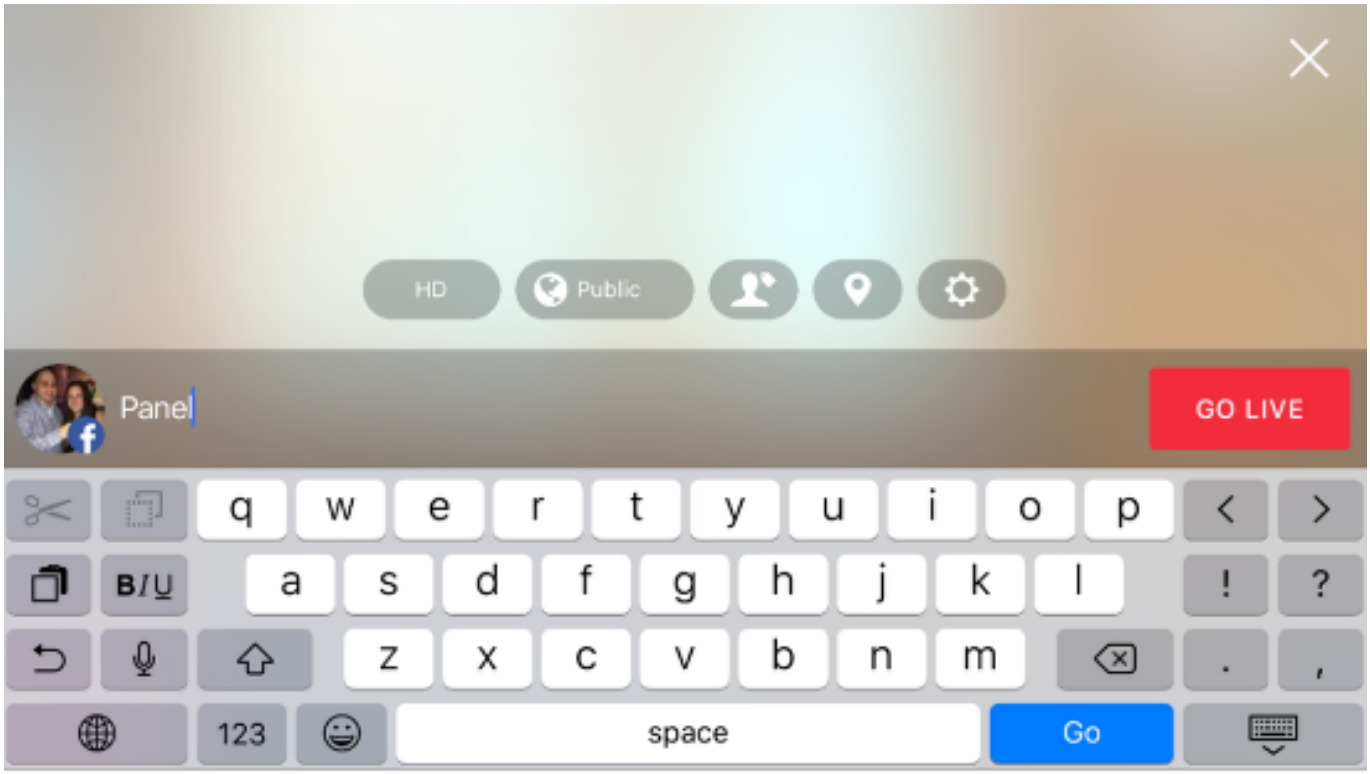
Tag your location by tapping the pin icon.





Tapping the gearwheel icon will open Facebook's settings, which includes many of the above streaming configurations as well as enabling chat, embedding, geoblocking restrictions for Facebook pages, and continuous streaming. To close the settings, tap the dropdown arrow in the upper right corner.

Give your stream a title, then tap Go Live. The LED ring on the camera will spin red briefly. After this, your stream will begin.

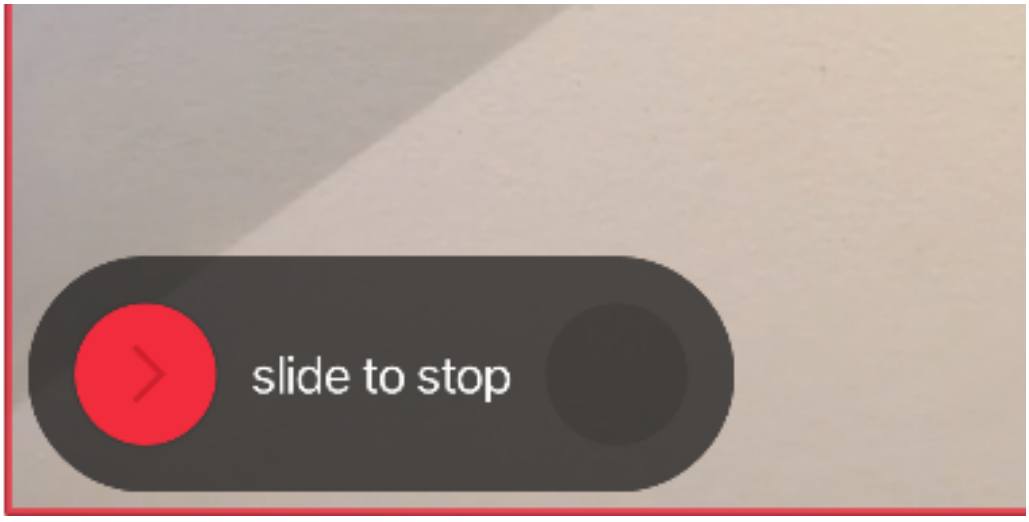


Tap the icon on the bottom left corner to see more information about your stream, including viewer count, battery percentage, bitrate, and a timer.

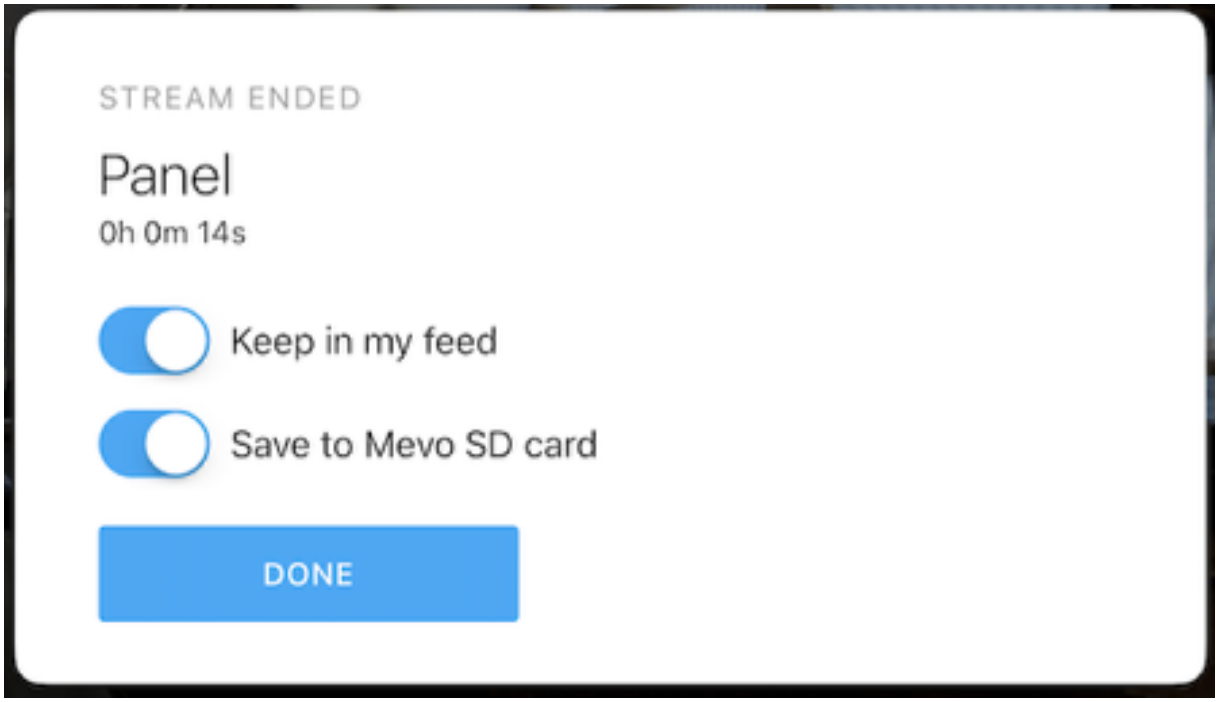
Tap the information bar again to collapse it.

Tip: 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 the feed or not. After making your selection, tap Done.


STREAM ENDED
Panel
0h 0m 14s
Keep in my feed
Save to Mevo SD card
DONE

Stream to Twitter and Periscope with Mevo

Take your streams to the next level with Mevo by Livestream, now supporting one-step streaming to Twitter and Periscope. Edit video in real-time with Mevo's intuitive mobile app allowing you to zoom, pan and cut with ease. Stream live to your fans and friends from virtually anywhere via Wi-Fi or LTE. It's like a TV studio in your pocket. We hope you enjoy this new feature. To learn more about Mevo visit our homepage http://getmevo.com.

Here's how to do it:

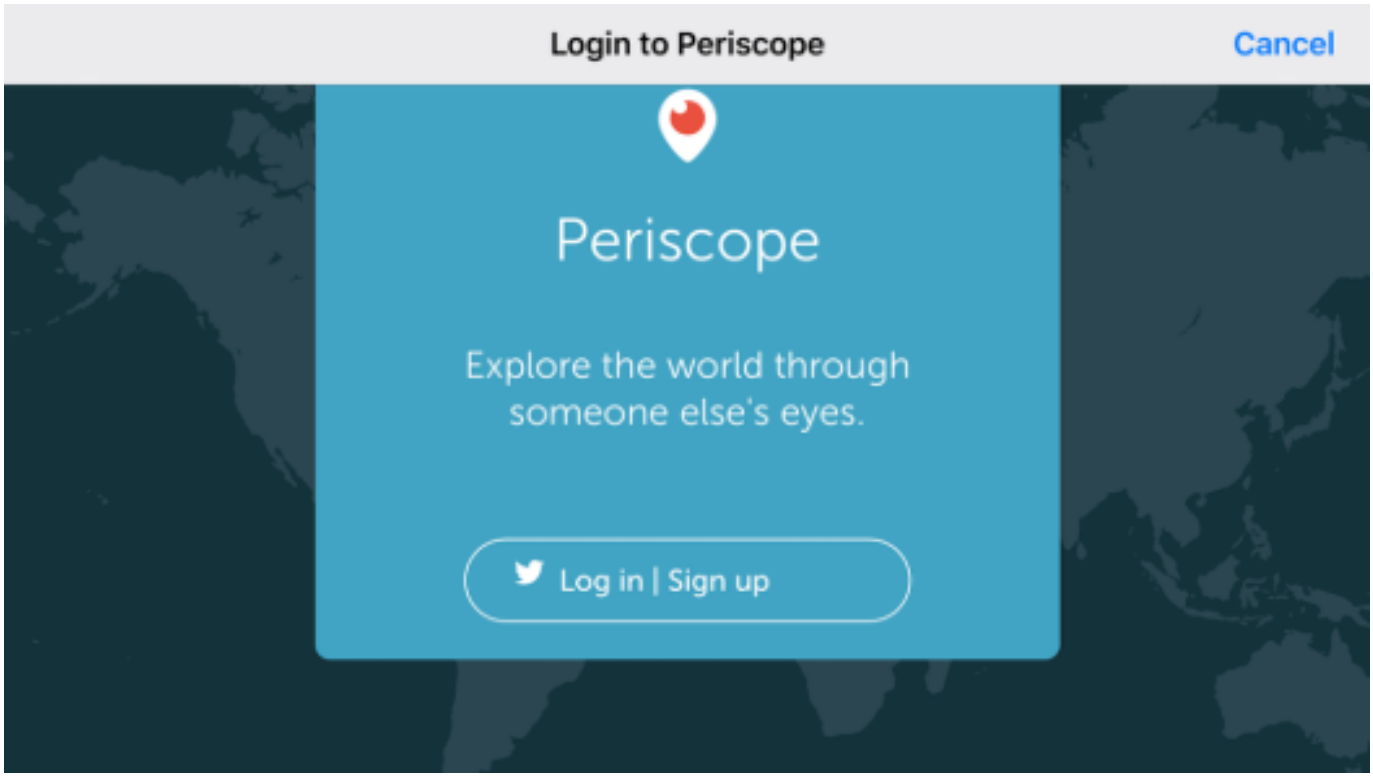
Once you power on Mevo, launch the Mevo app and connect Mevo to your mobile device, you will be brought to your live editor view.

Tap the red button in the lower right corner.

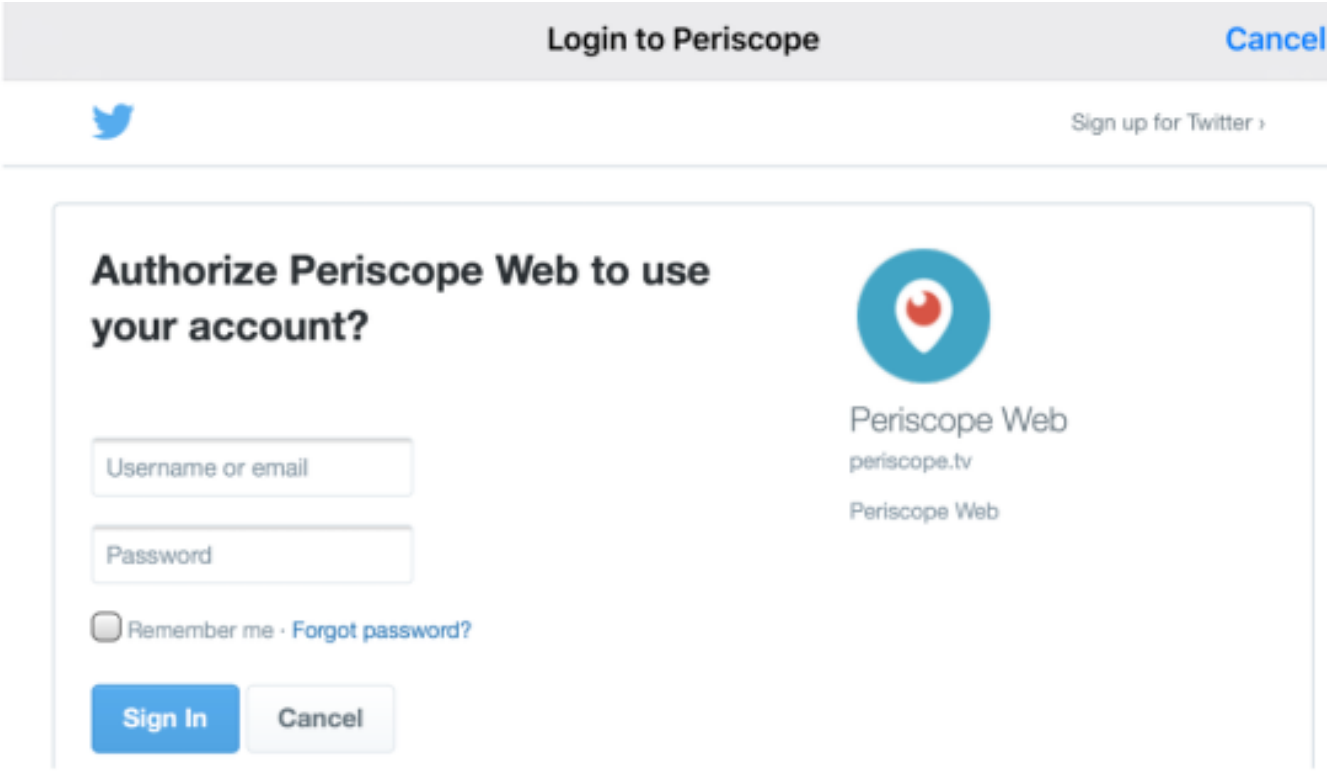
Tap Periscope.

Periscope and Twitter streaming support is available in version 1.2.0 of the Mevo app. Please update your app if you do not see this feature.

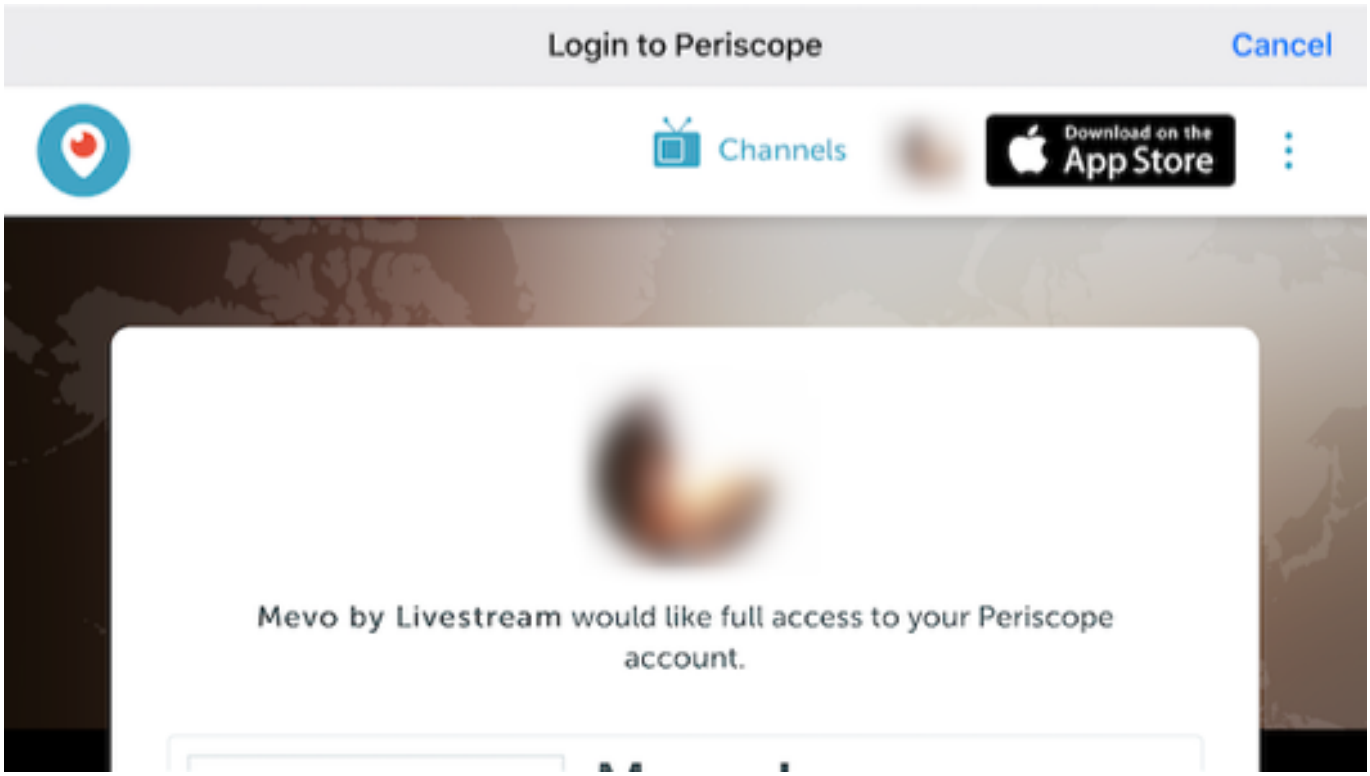
You will be prompted to log in to your Periscope account. Tap the Log in | Sign up button.

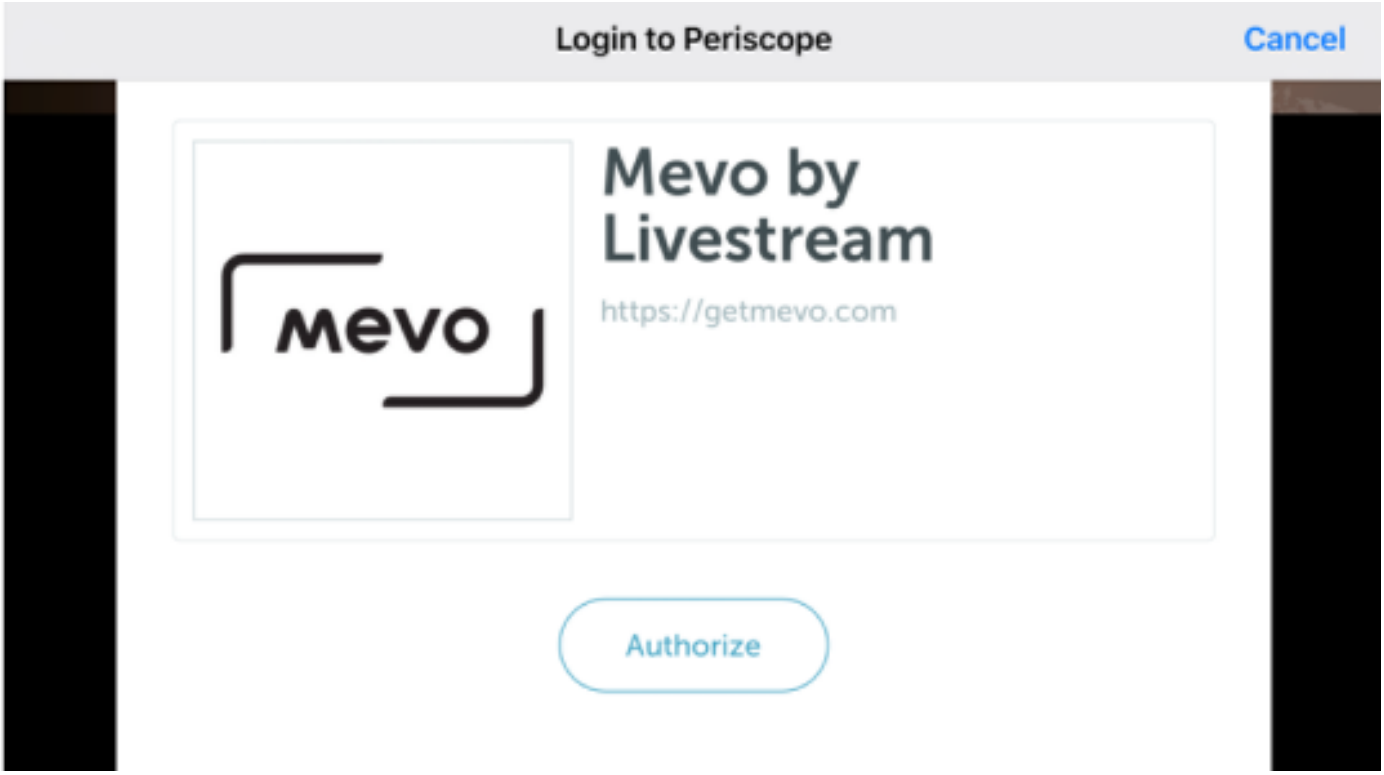


Enter your username and password, then tap Sign In.



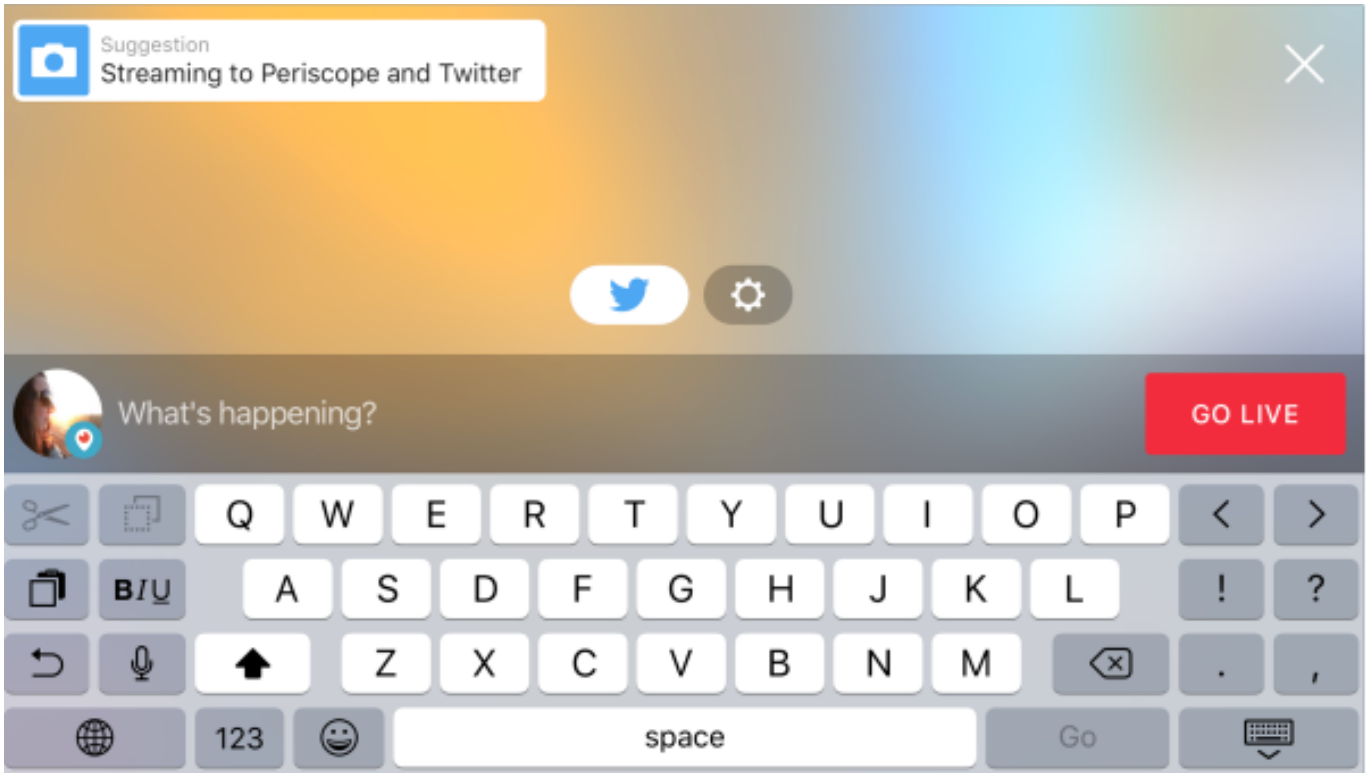
The app will take a moment to log you in to your account, and then prompt you to authorize Mevo to access your Periscope account. Scroll down and tap Authorize.





After authorizing Mevo, you can set a title for your stream.

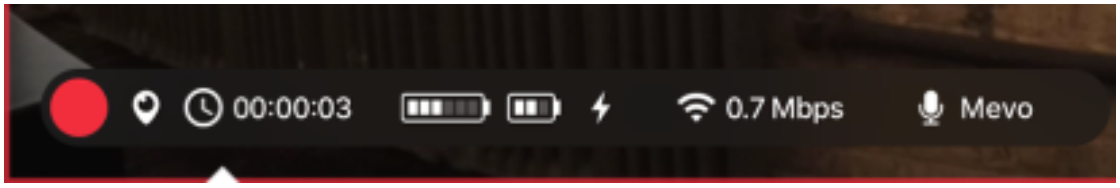
By default, the broadcast will also be shared to Twitter. Tap the Twitter icon to disable this



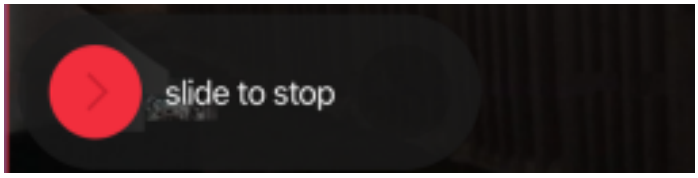
When you are ready to start streaming, tap Go Live.

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.

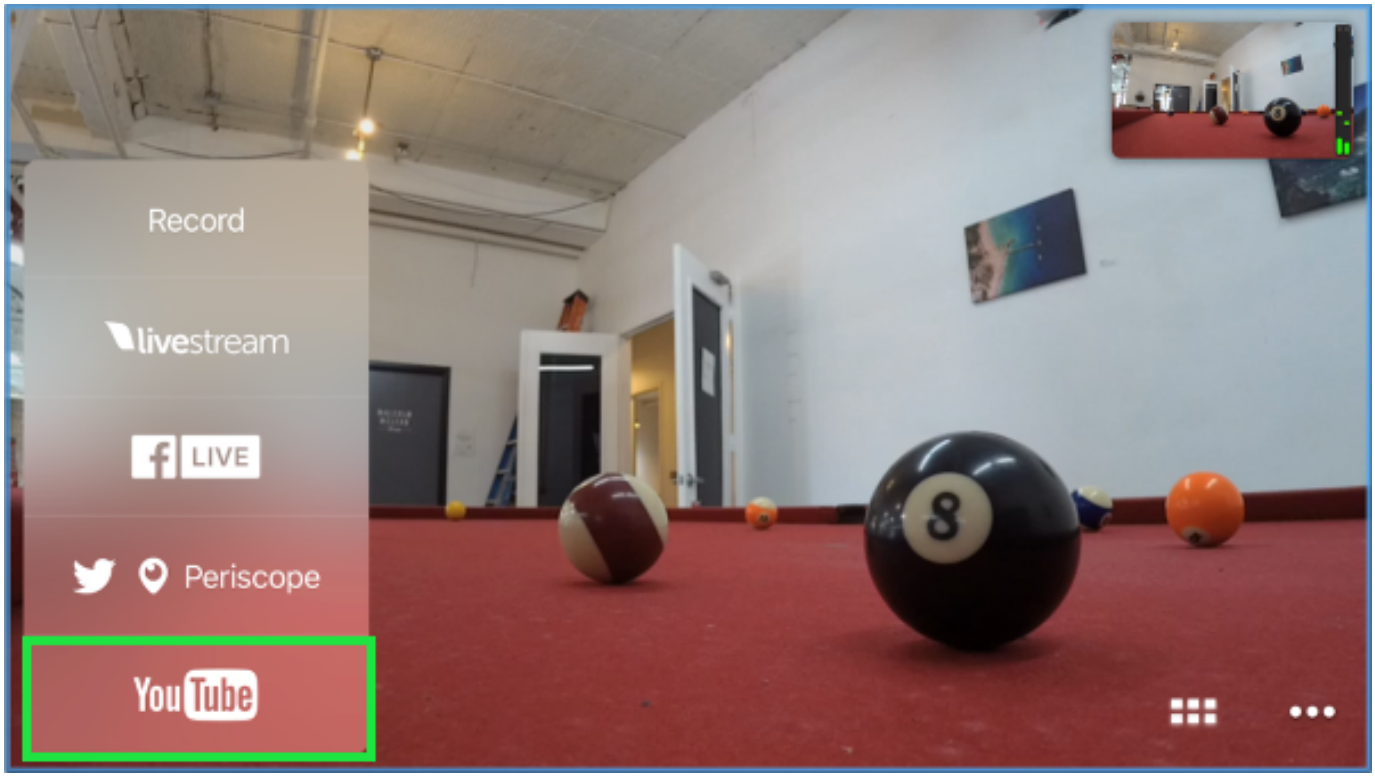

slide to stop

Stream to YouTube Live with Mevo

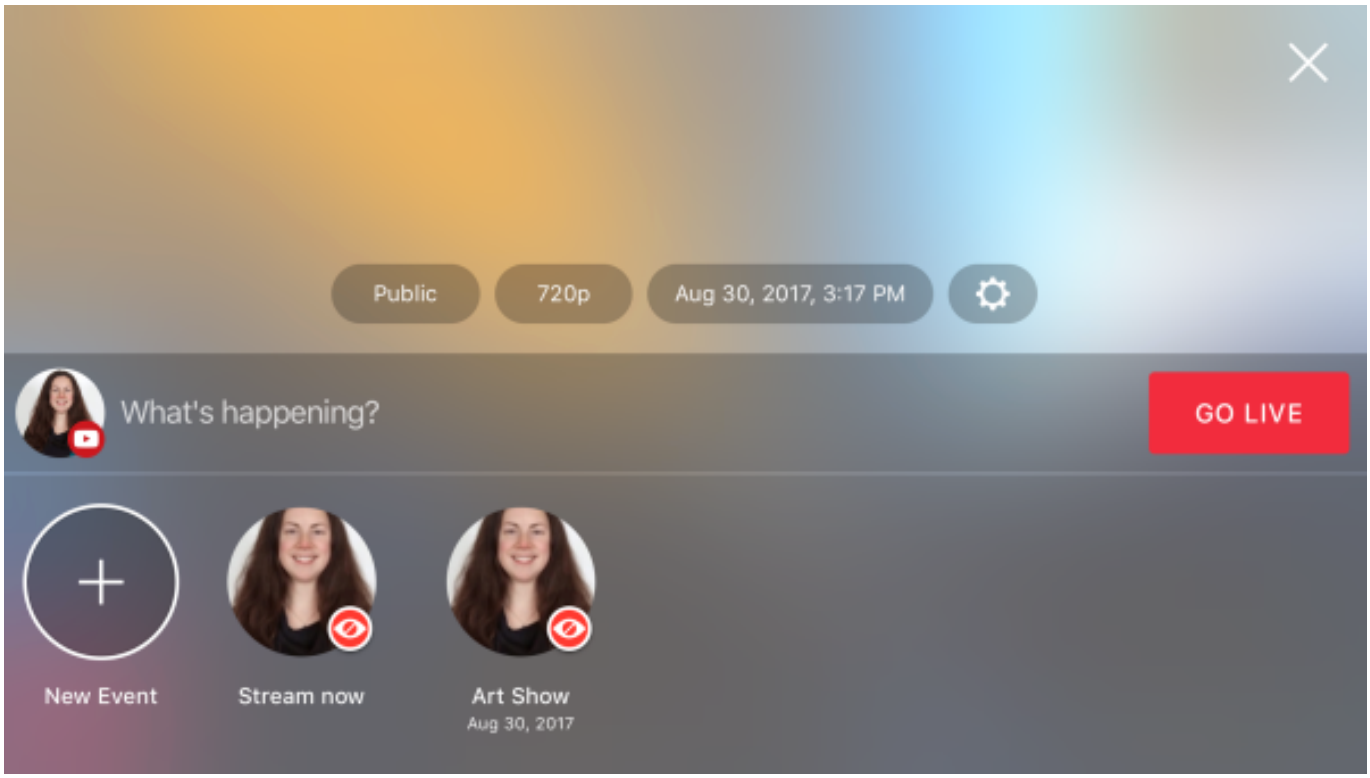
Mevo producers can now choose YouTube as a streaming destination for their events, either to a YouTube event or via YouTube's Stream Now option.

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

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



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 a pre-existing event on your YouTube channel, or select Stream Now to stream directly to your channel page rather than an pre-configured event page on your YouTube account.



Above your event name, choose your audience setting: either Public, Unlisted, or Private. Public is shareable and discoverable; unlisted is not discoverable but can be viewed and shared by anyone with the URL. Private can only be viewed by you and specific viewers with whom you share the stream.

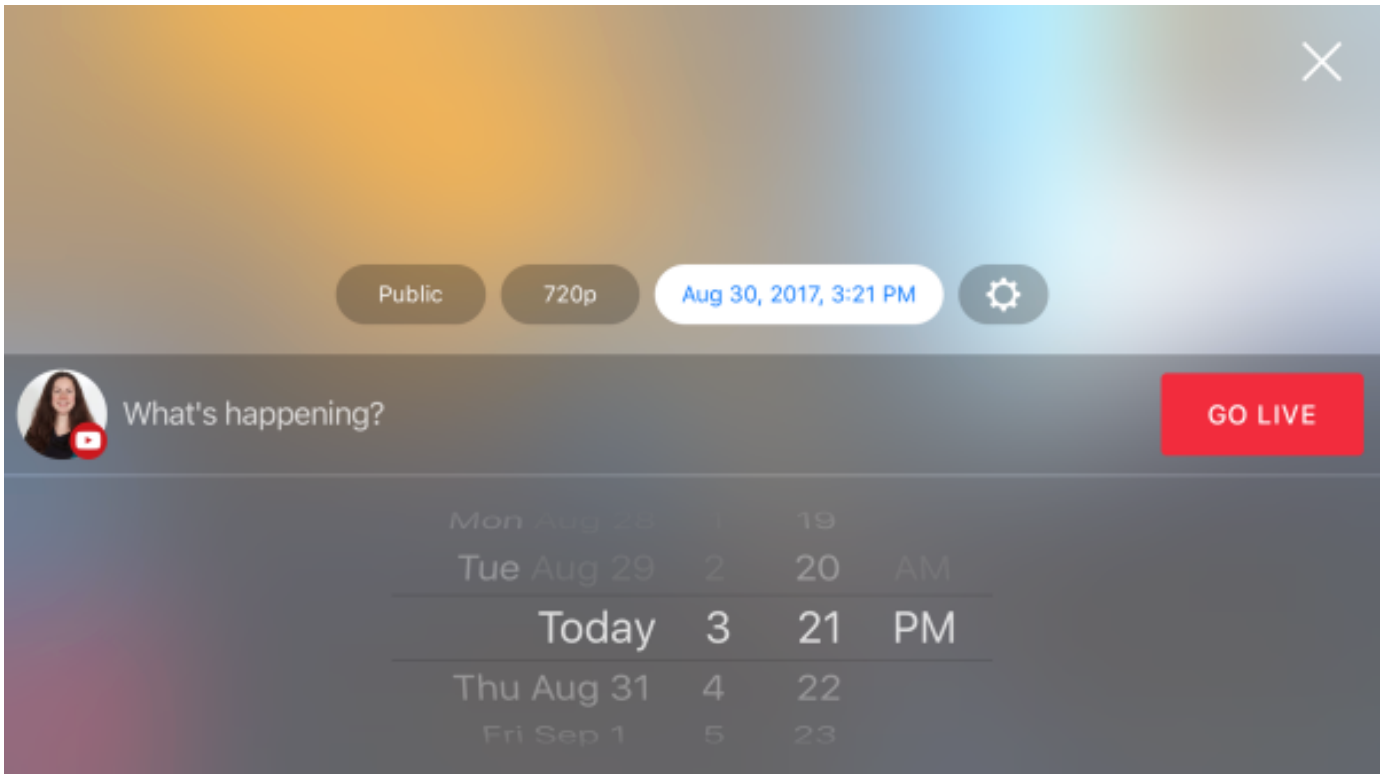
Next, choose your streaming quality. The options are:

- 1080p (1920x1080)
- 720p (1280x720)
- 480p (853x480)
- 360p (640x360)

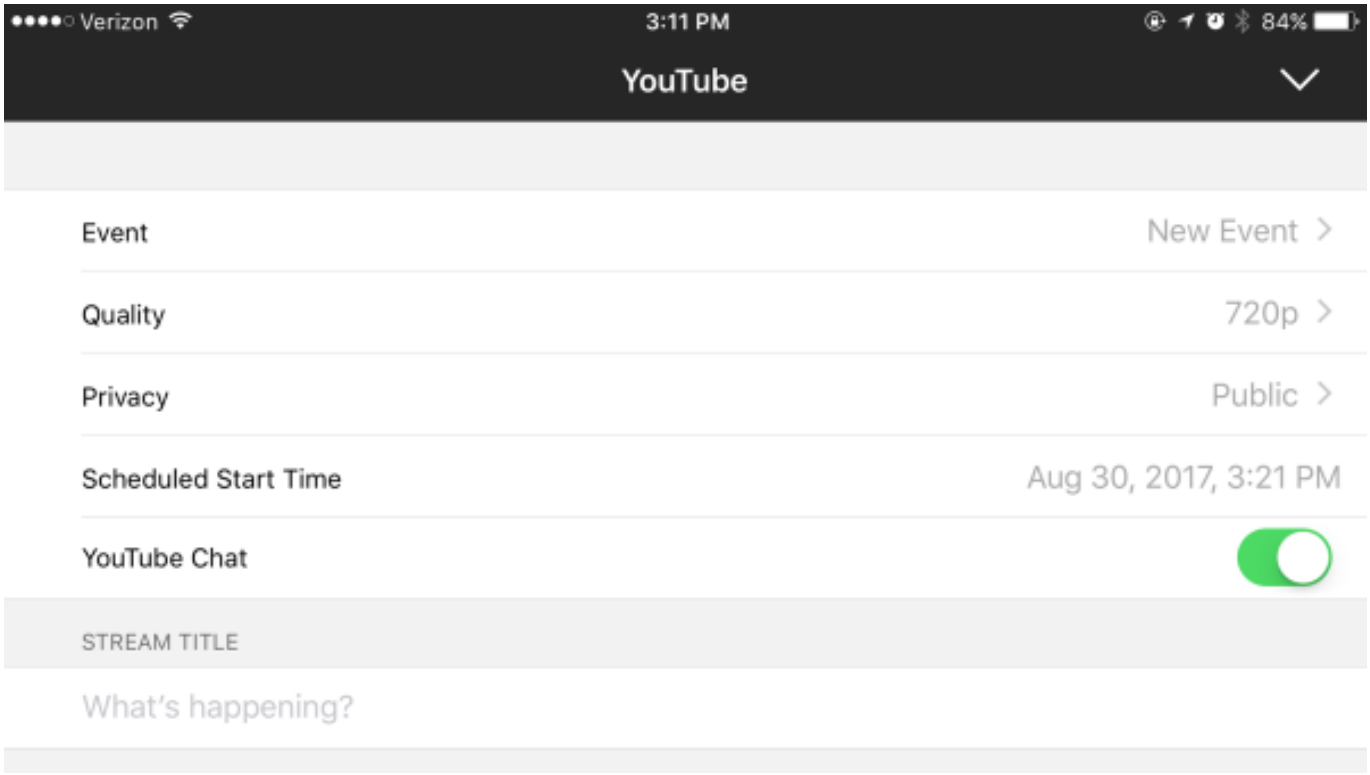
Not sure which quality you should choose? Check out our guidelines.

Tap your desired option to select it.

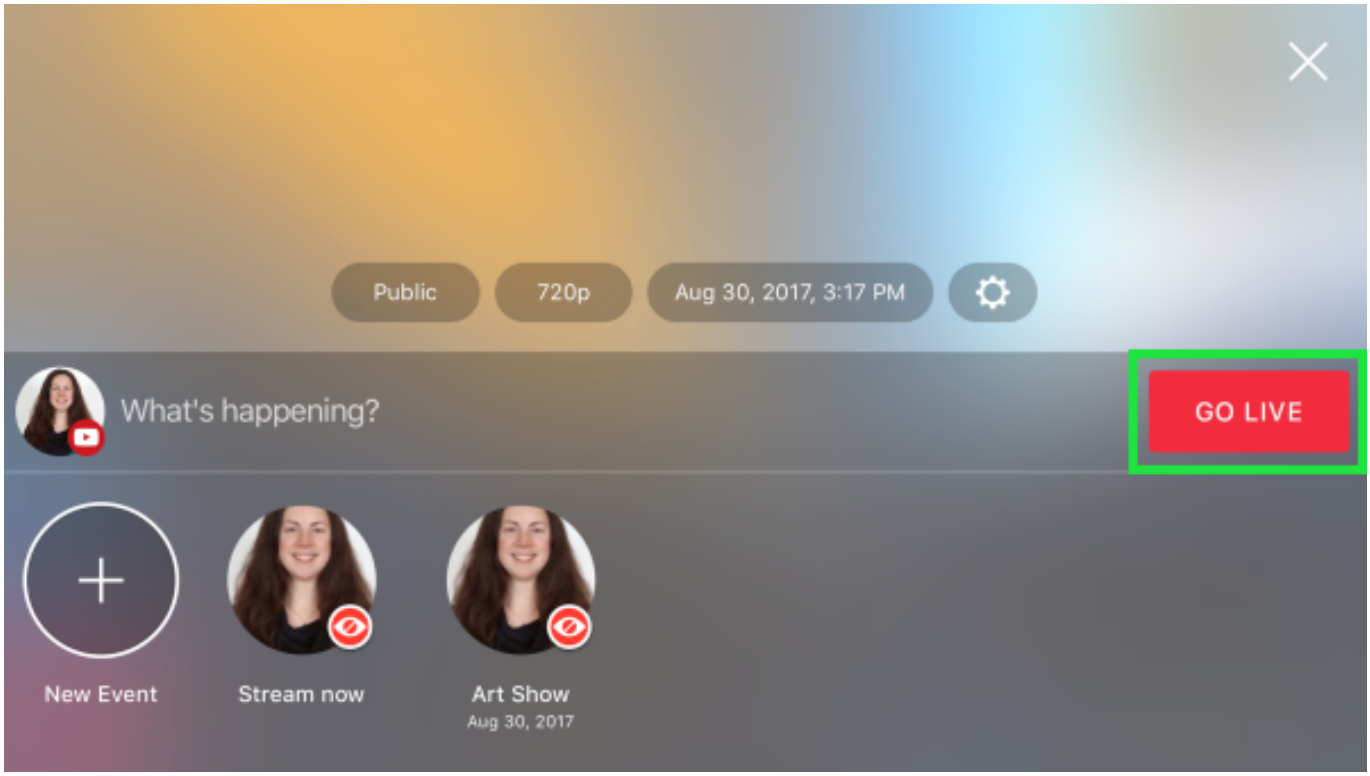
When streaming to a pre-configured event, you can adjust the start date and time as needed by tapping the date and time option. This option is grayed out when Stream Now is selected.



To access more settings for YouTube, tap the gearwheel icon. You can configure the destination, audience, and destination settings here as well as enable YouTube chat. The dropdown arrow in the upper right corner will close this menu.

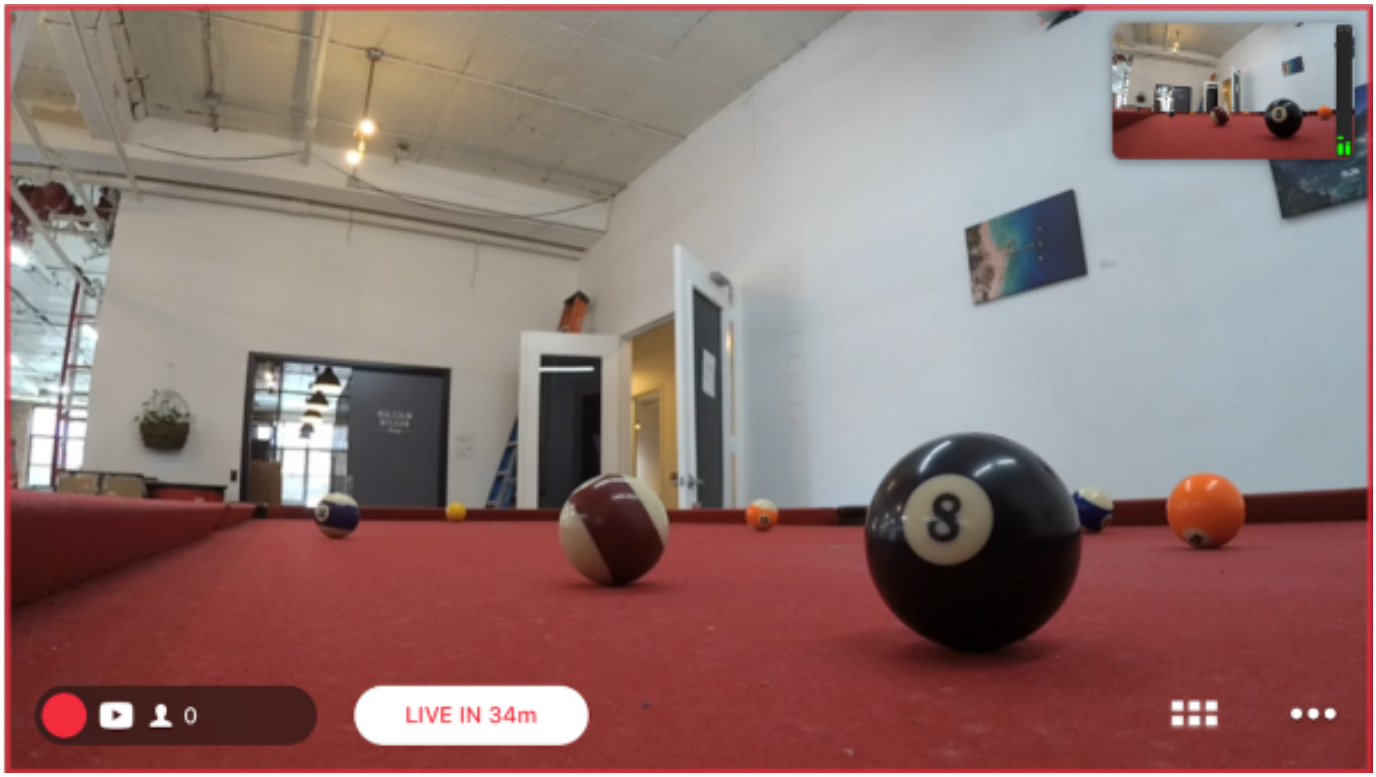


Tap the red Go Live button in the on the right side to start streaming to your selected YouTube destination from Mevo.



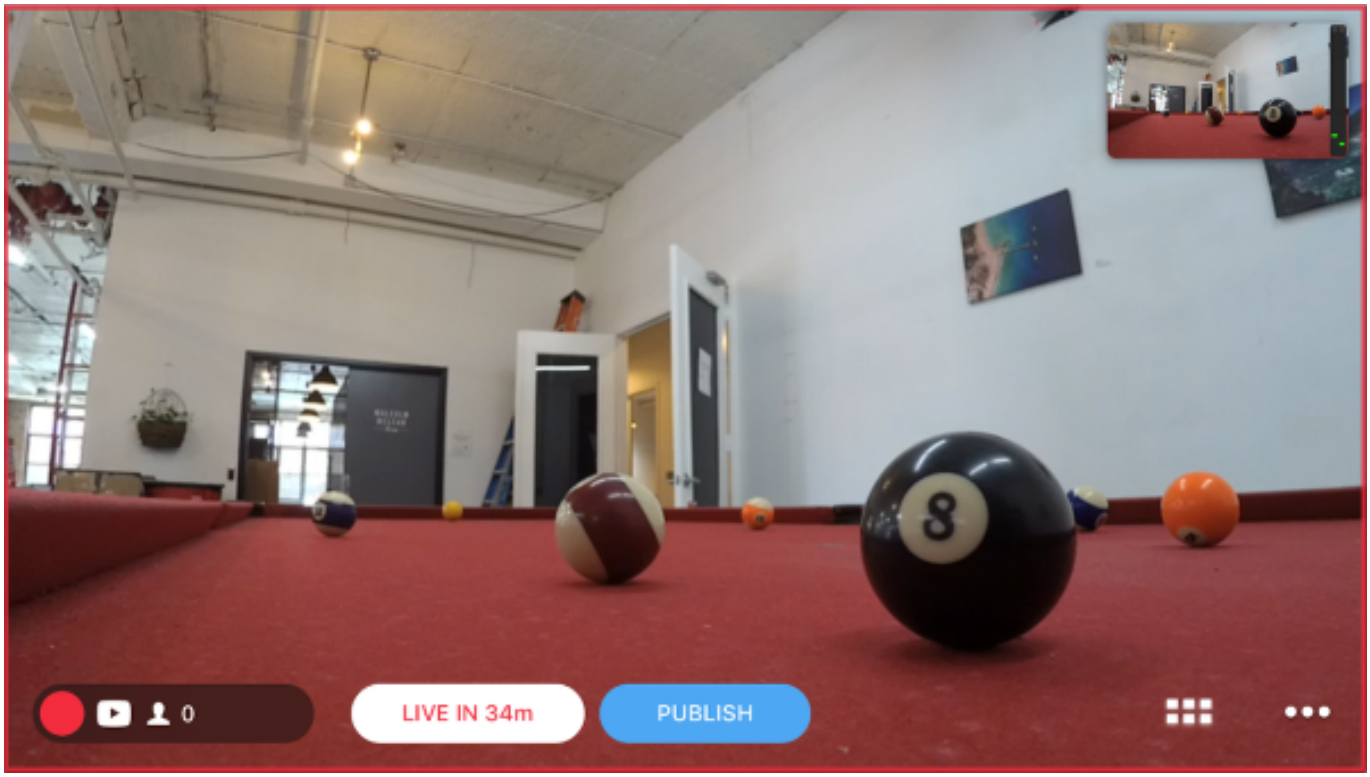
After a moment, Mevo will start sending the stream to YouTube. If you selected Stream Now, your channel is currently live.

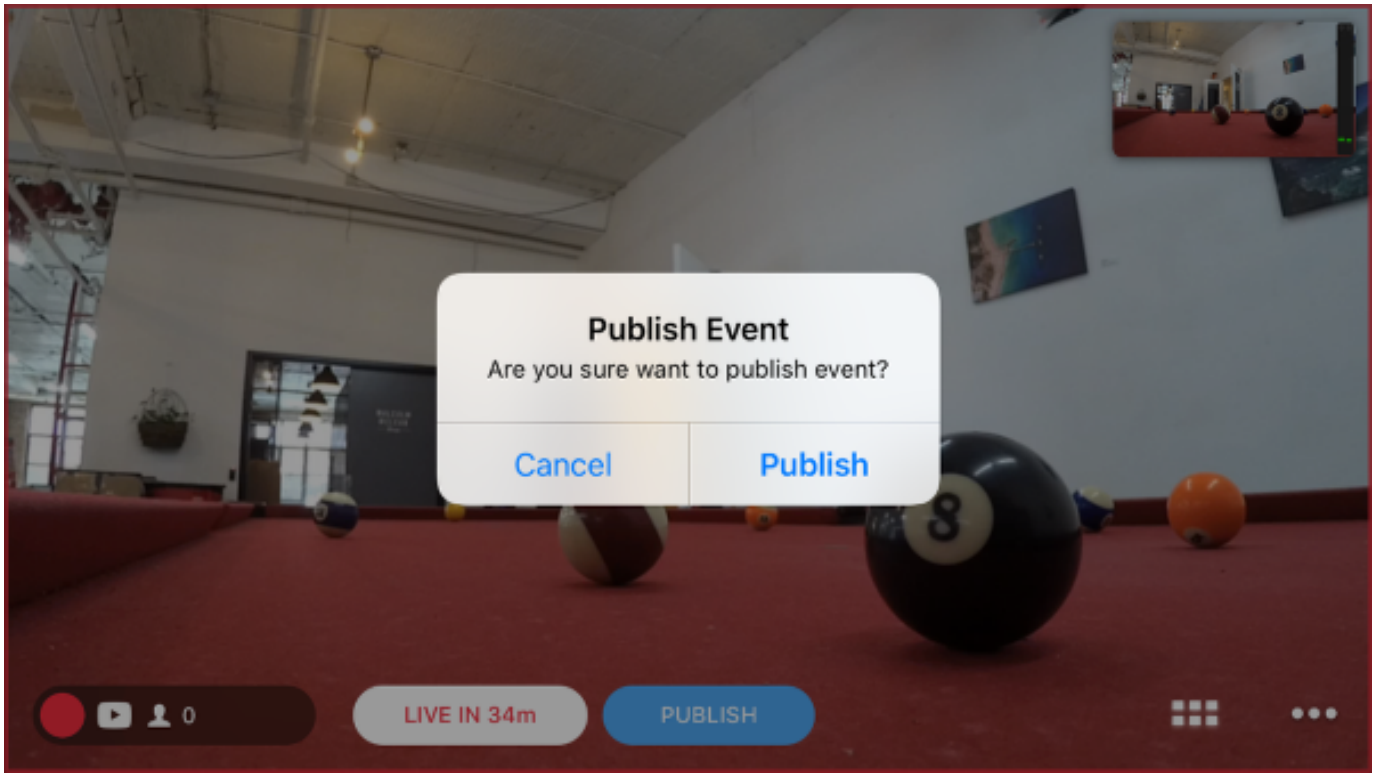
If you selected an event, you will instead see a countdown to the start time you previously configured.



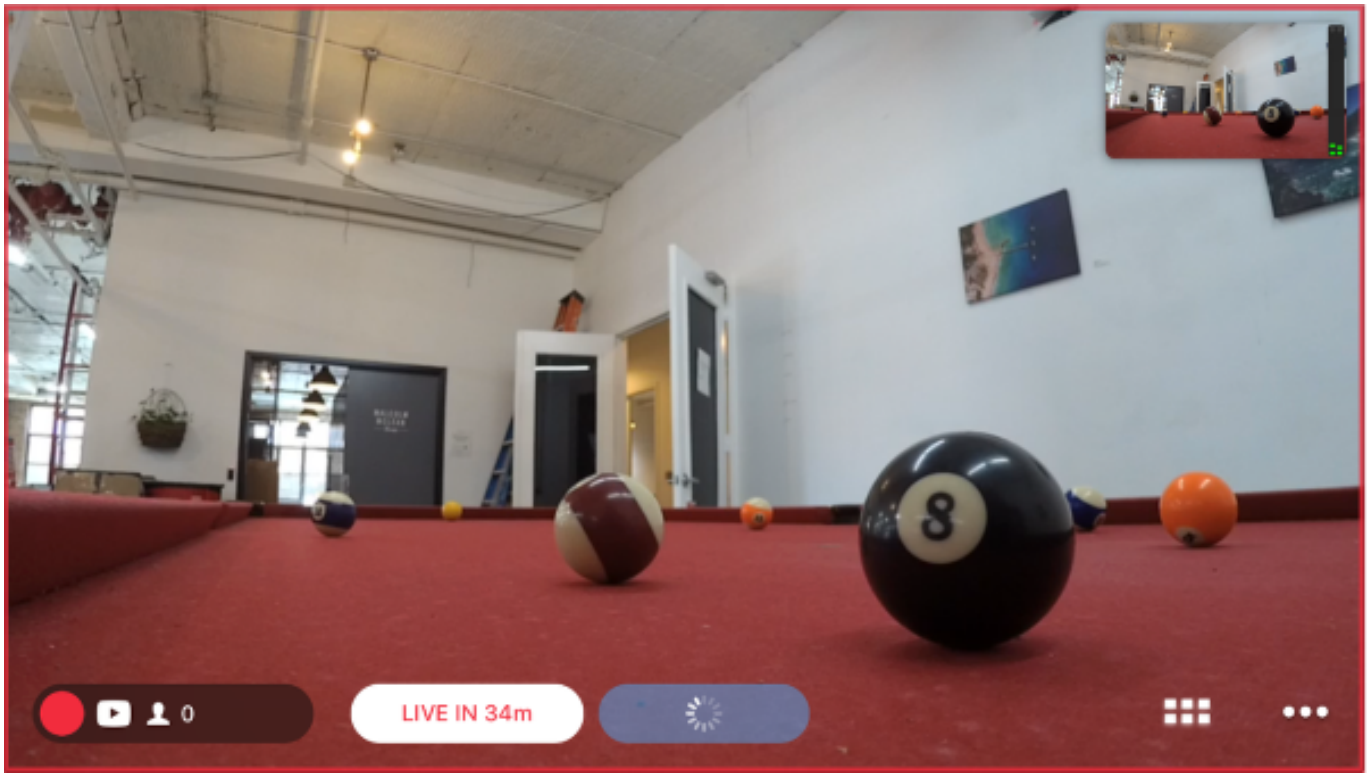
After a moment, a blue Publish button will appear. When you are ready to push your stream live to your channel, tap Publish.

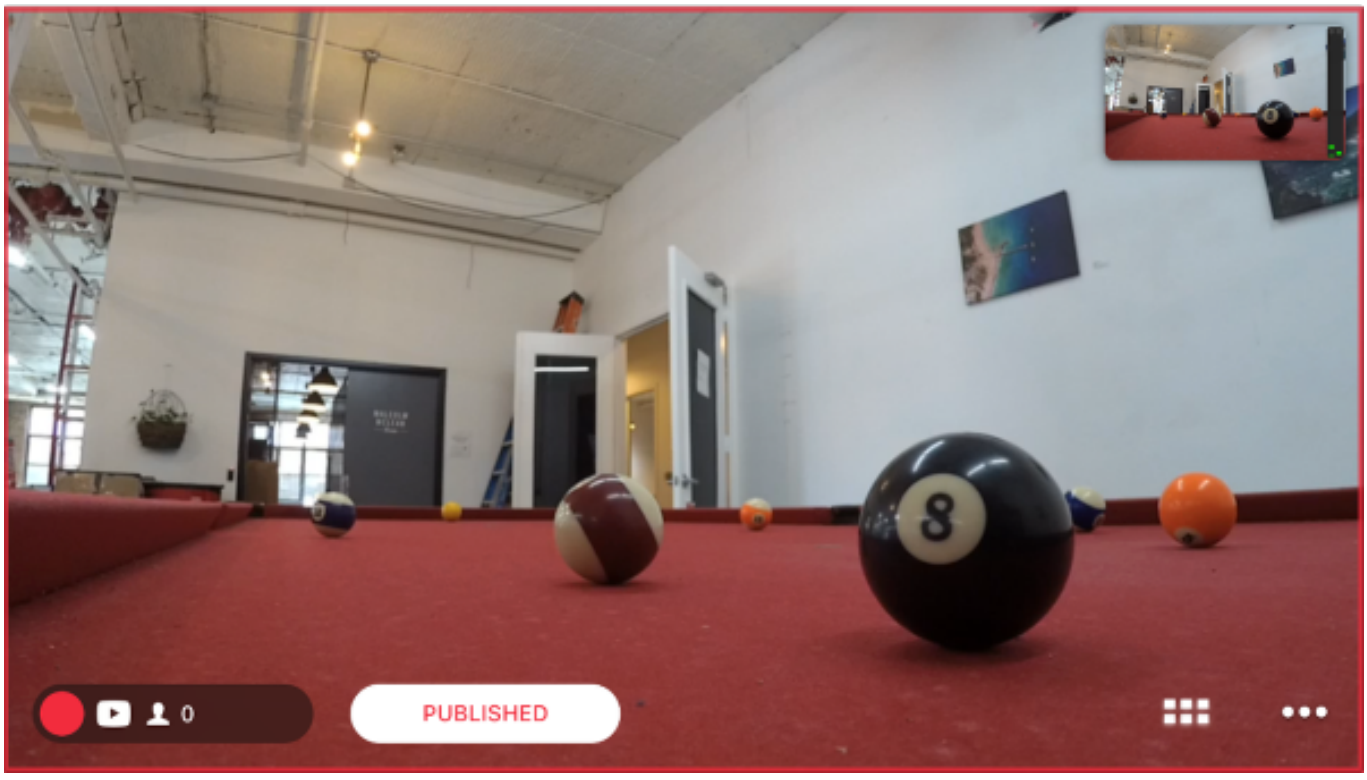
Please note that manually publishing your stream to your YouTube event is required even if the countdown ends. The stream will not publish at the set time automatically.



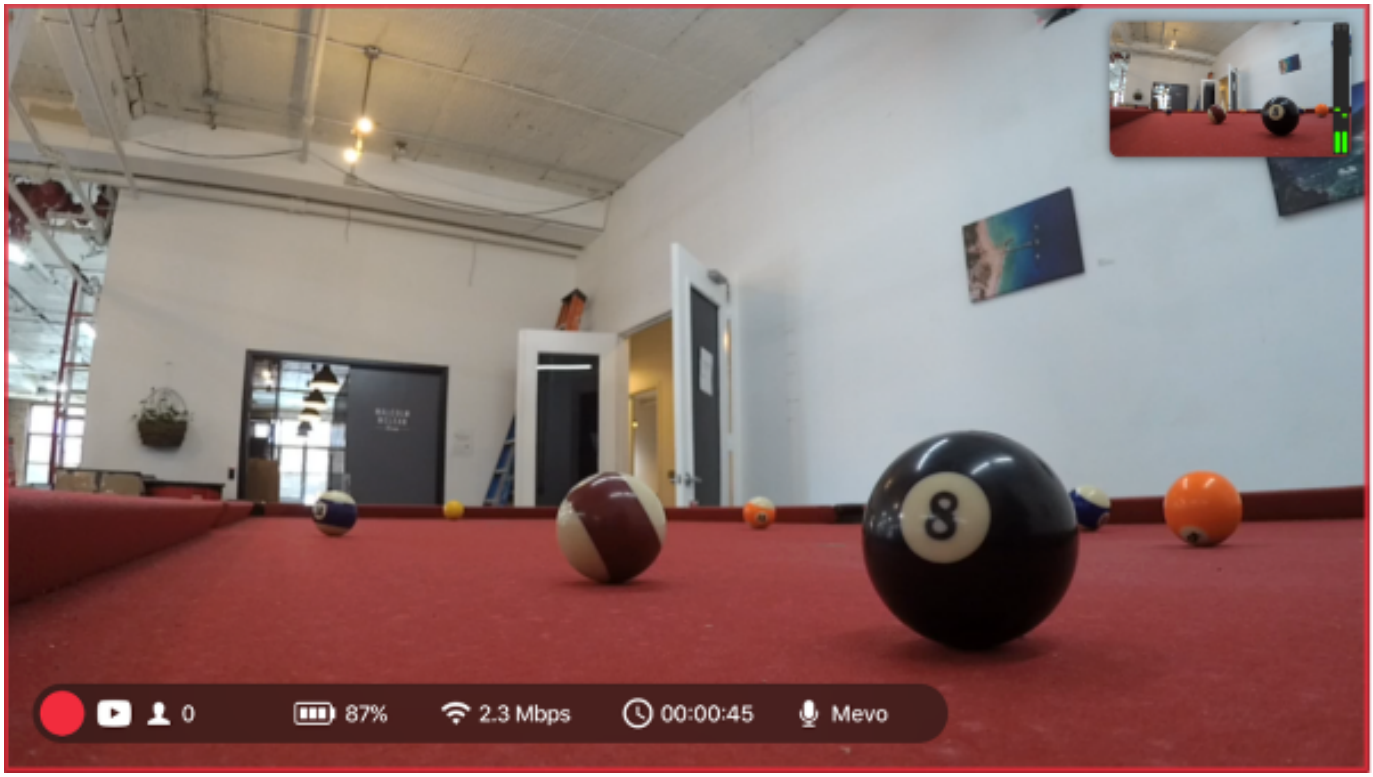


The blue button will indicating the stream is loading. After a few seconds, the countdown will indicate your stream has been published and is now live on your YouTube event page.

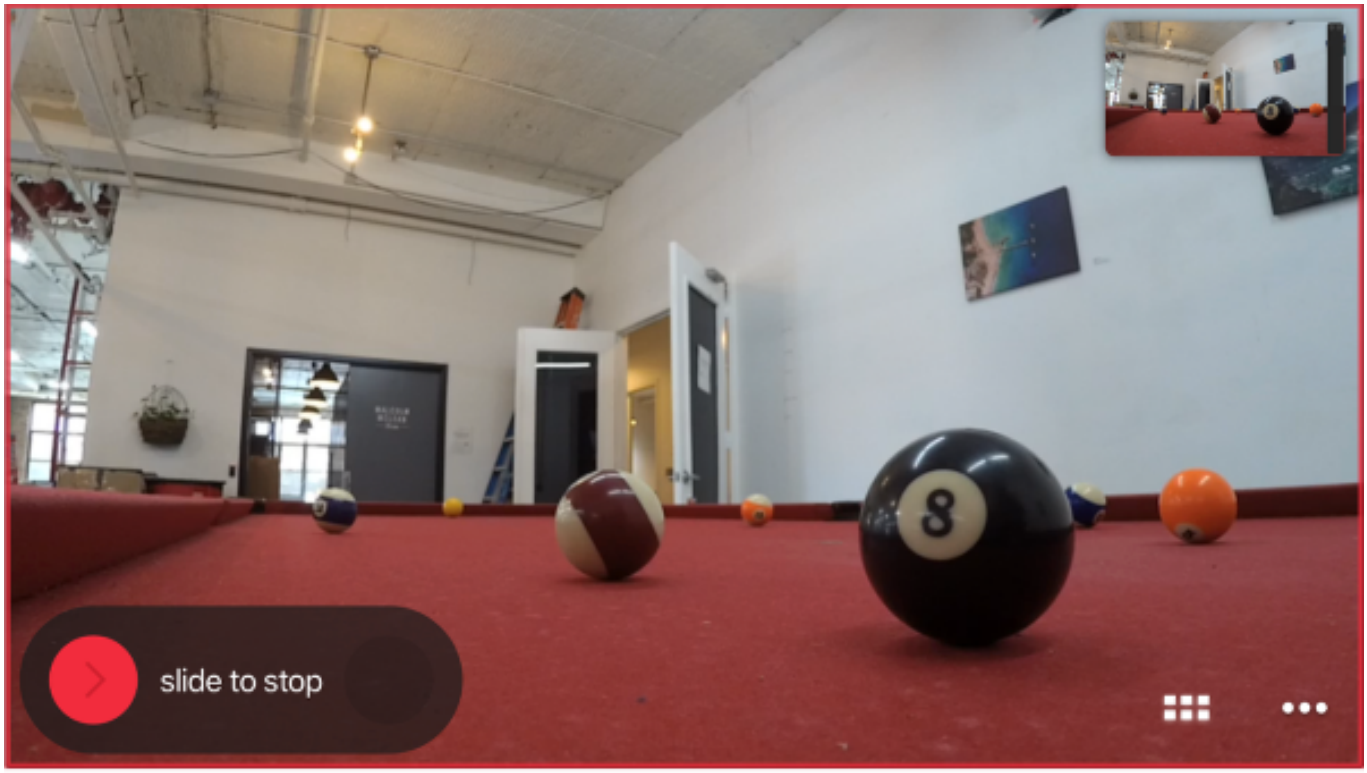




Tap the information bar in the lower left corner to reveal more information about your stream, including viewer count, battery levels, bitrate, timer, and audio source.

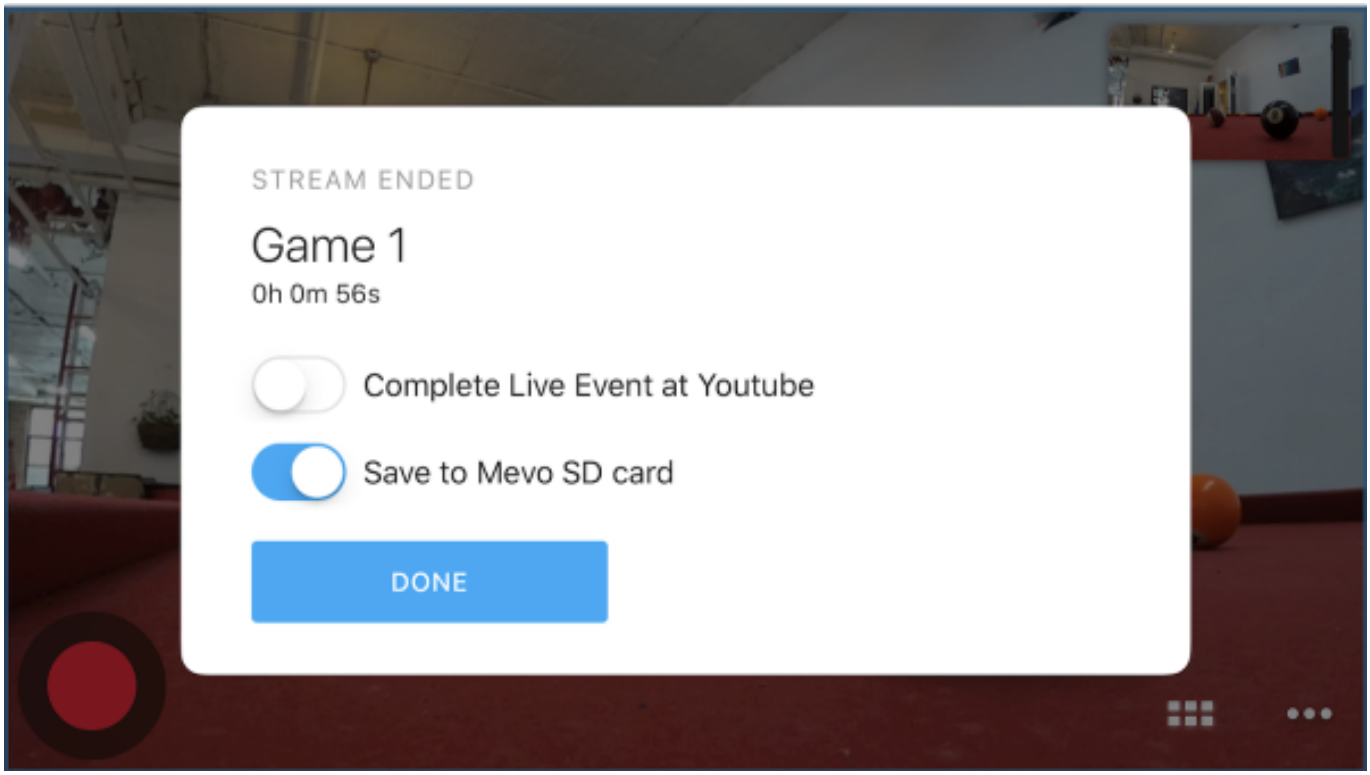


To end the stream, tap the red dot, then slide the larger red dot that appears to the right.



A card will appear indicating your stream has ended. If you 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.

You can also choose whether or not to save a recording of your stream to a microSD card inside your camera if you have one.



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.

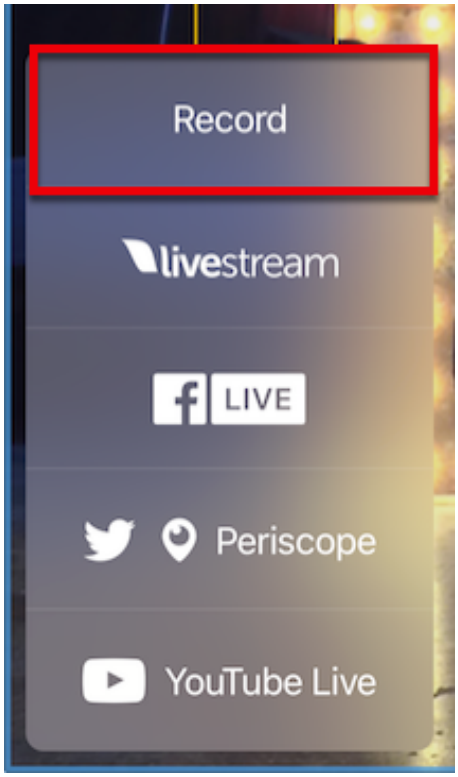
First, insert the microSD card into the slot on the back of the Mevo camera with the metal strips are facing up. Push the card all the way in; you should feel a soft click indicating it's securely inside the slot.

When your Mevo is on and connected to the Mevo app, you can start recording.

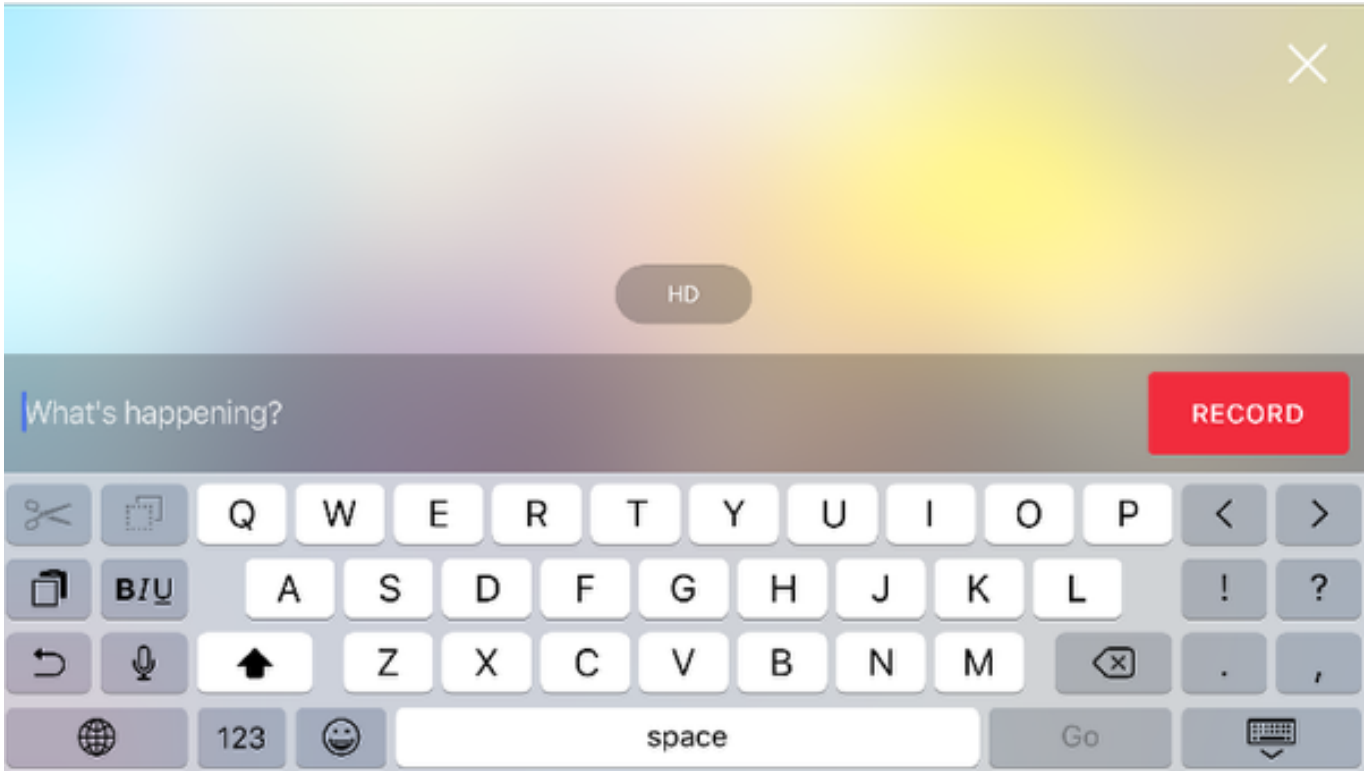
As a best practice, you may want to format your SD card first.

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

A few options will appear; tap **Record**.

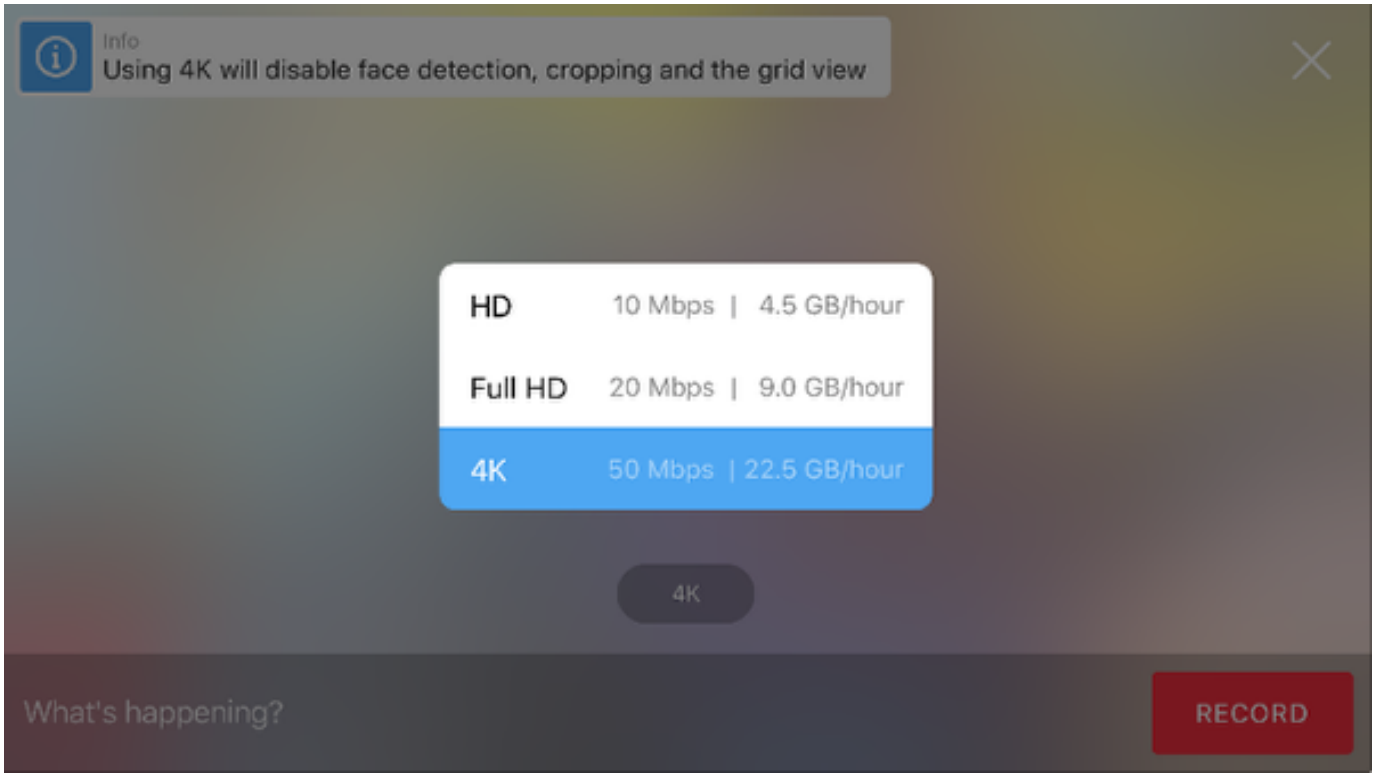


The below screen will appear, giving you the option to name your recording.



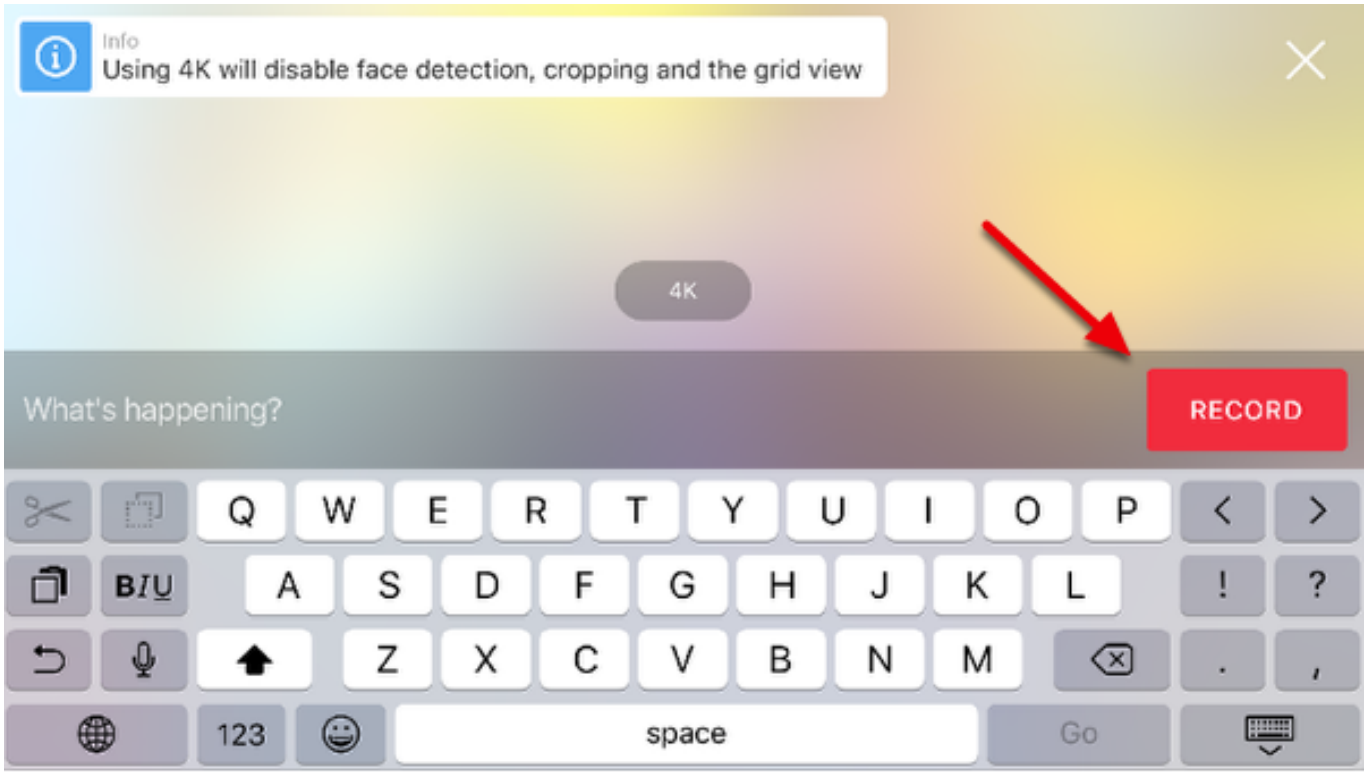
The recording quality is set to HD by default. Tap the HD button to reveal the following options

- HD (720p)
- Full HD (1080p)
- 4K (2160p)

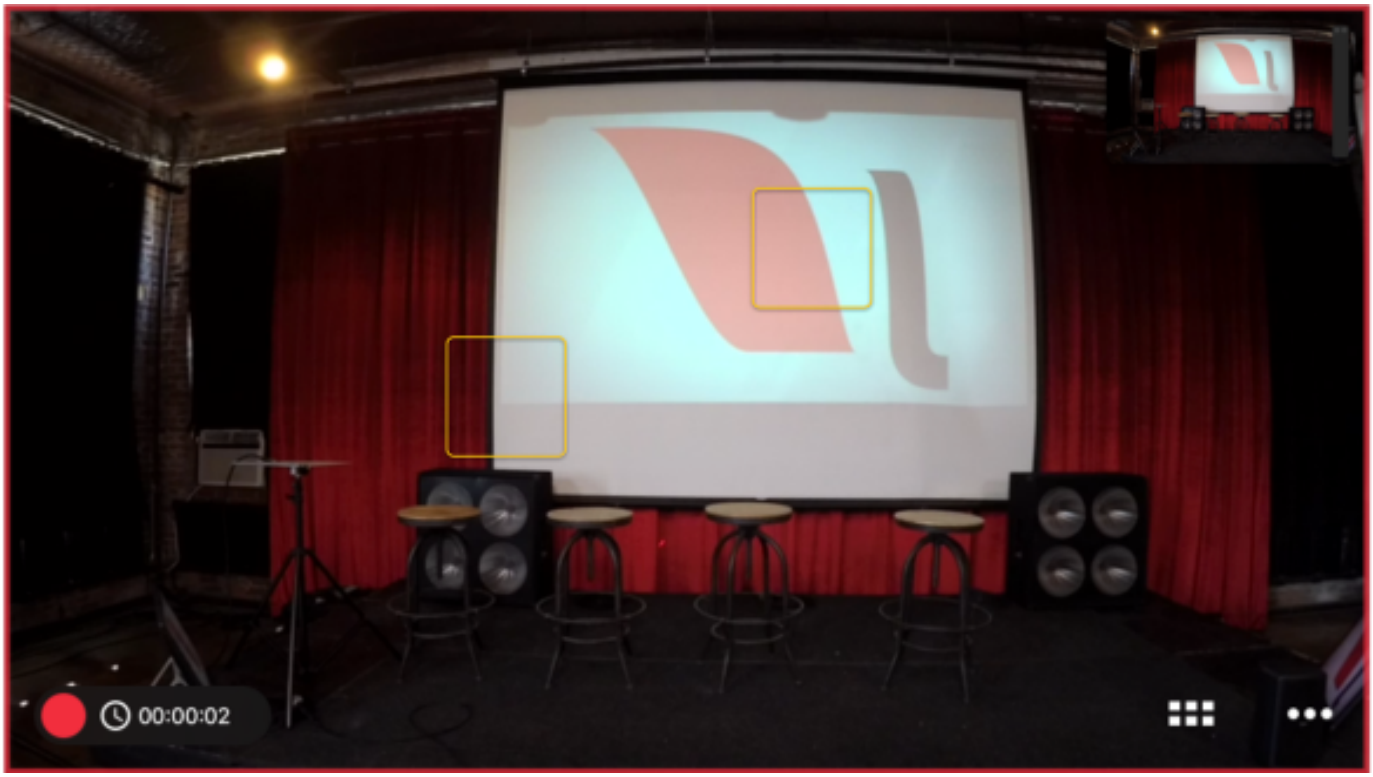


If you choose 4K, you can only record your wide shot. Live editing features will be disabled.

Tap the red Record button to start recording.



Your recording has started.



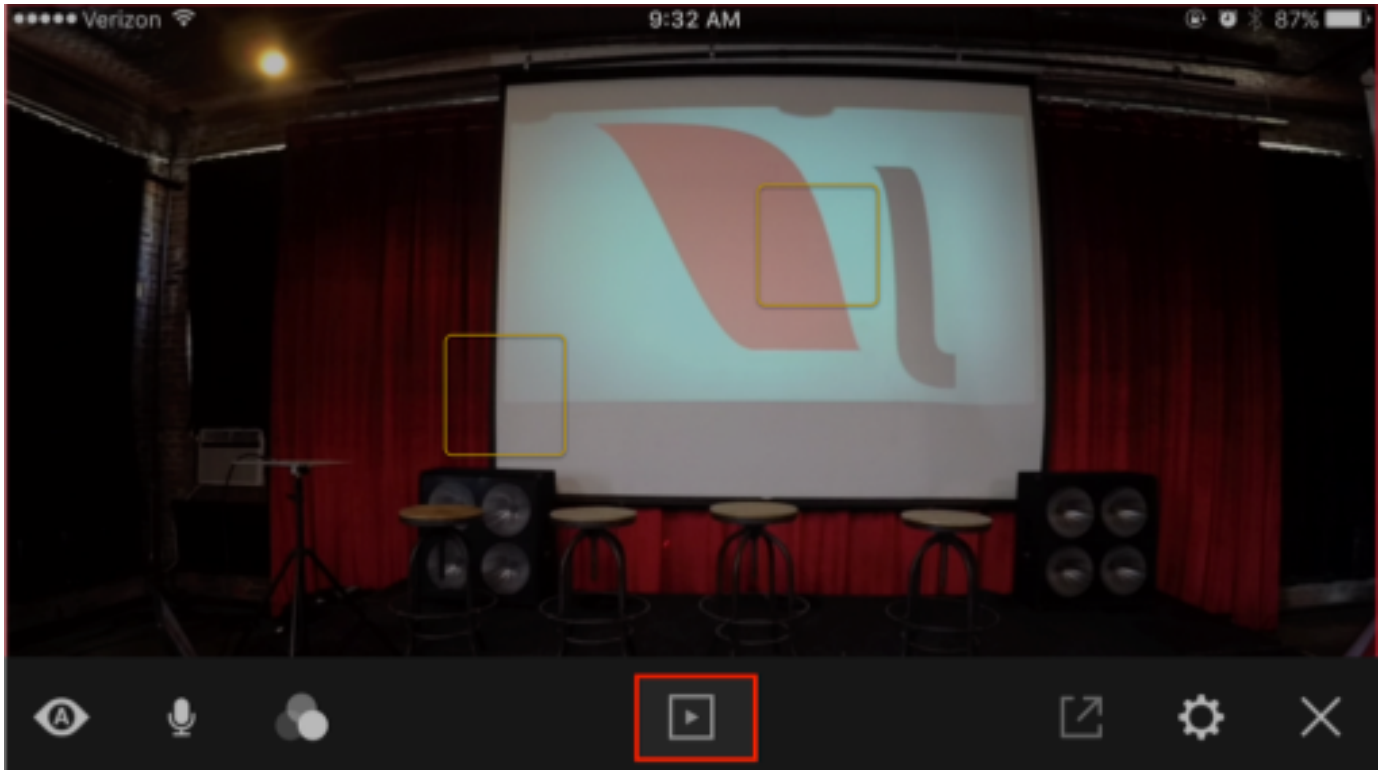
To finish recording, tap the red circle icon in the bottom left corner of the Mevo app. Then drag the circle to the right.

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

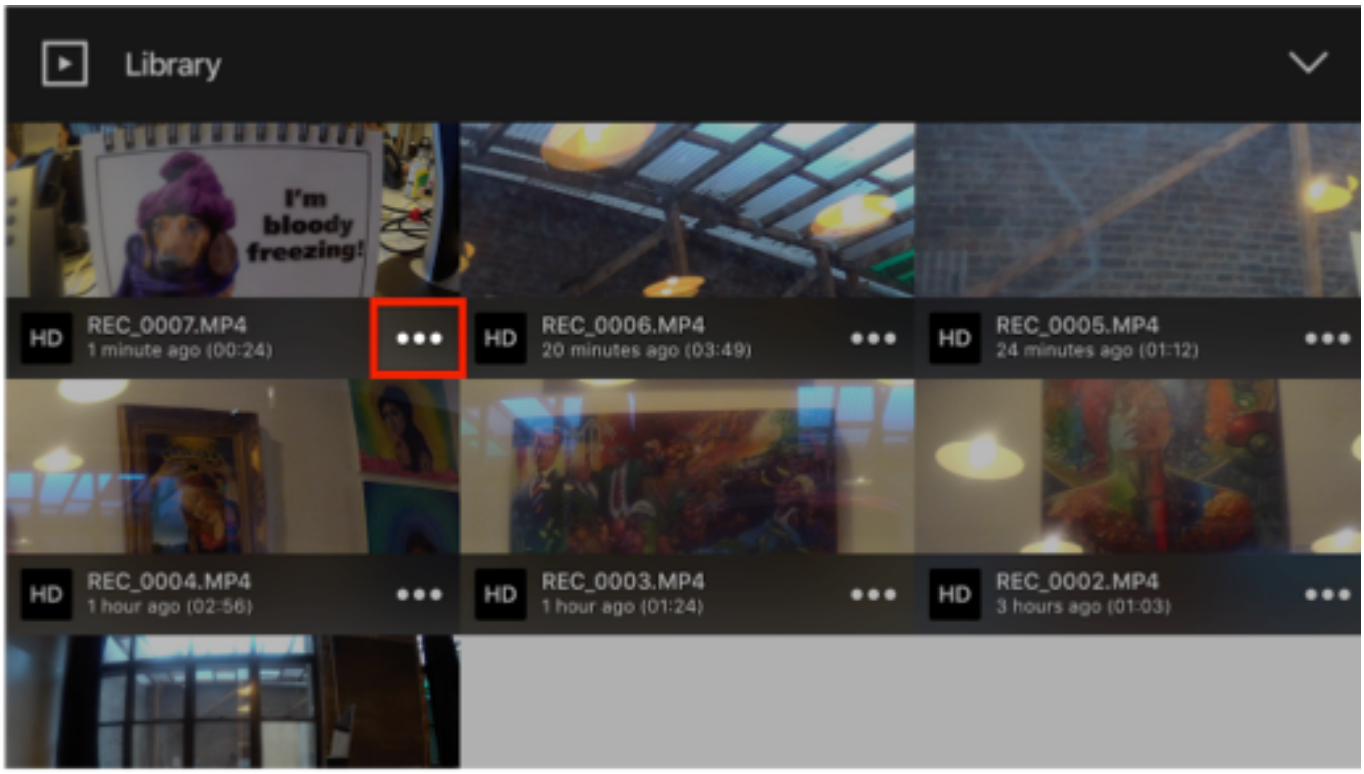
How Do I Find, Save, and Share my Recordings?

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.

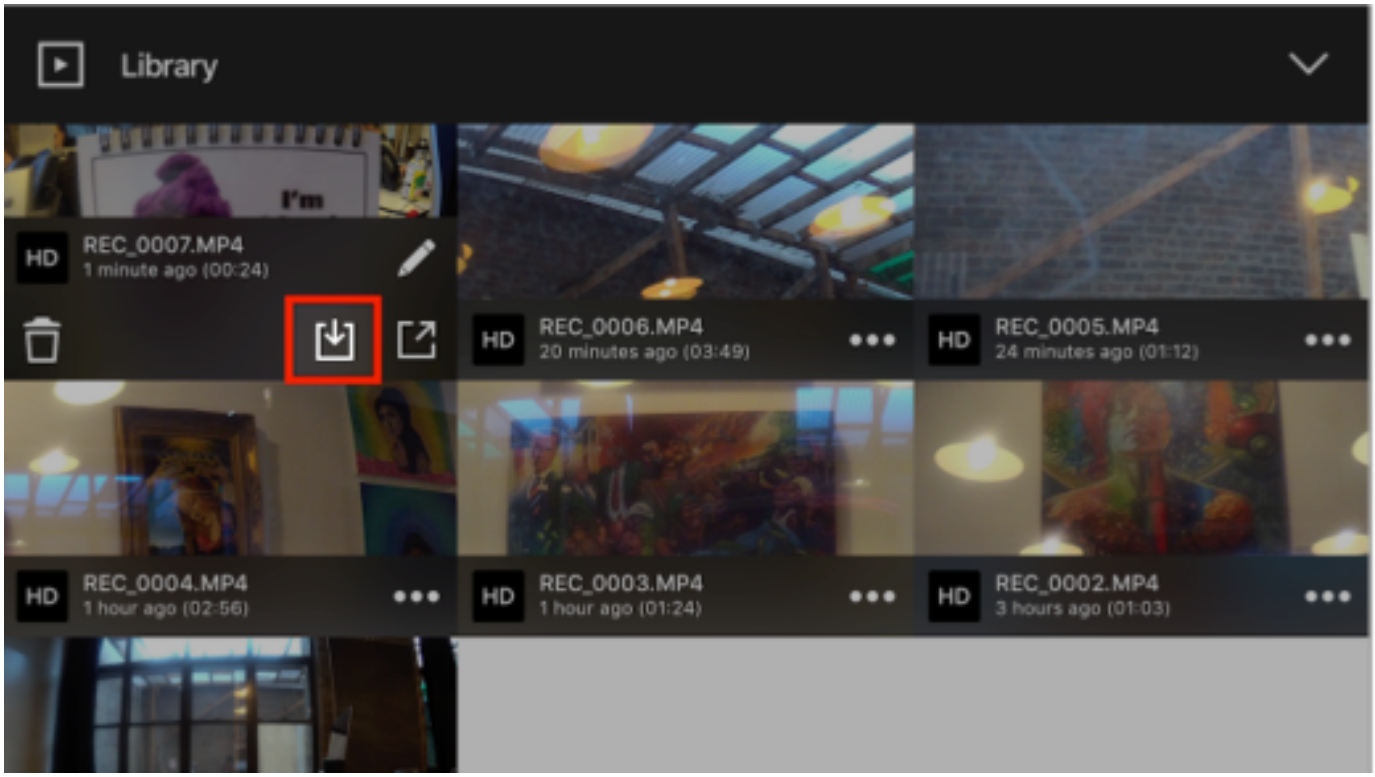


Once you are there, you will need to download the video from the microSD card onto your phone. Tap the video you want to share, then tap the options icon.

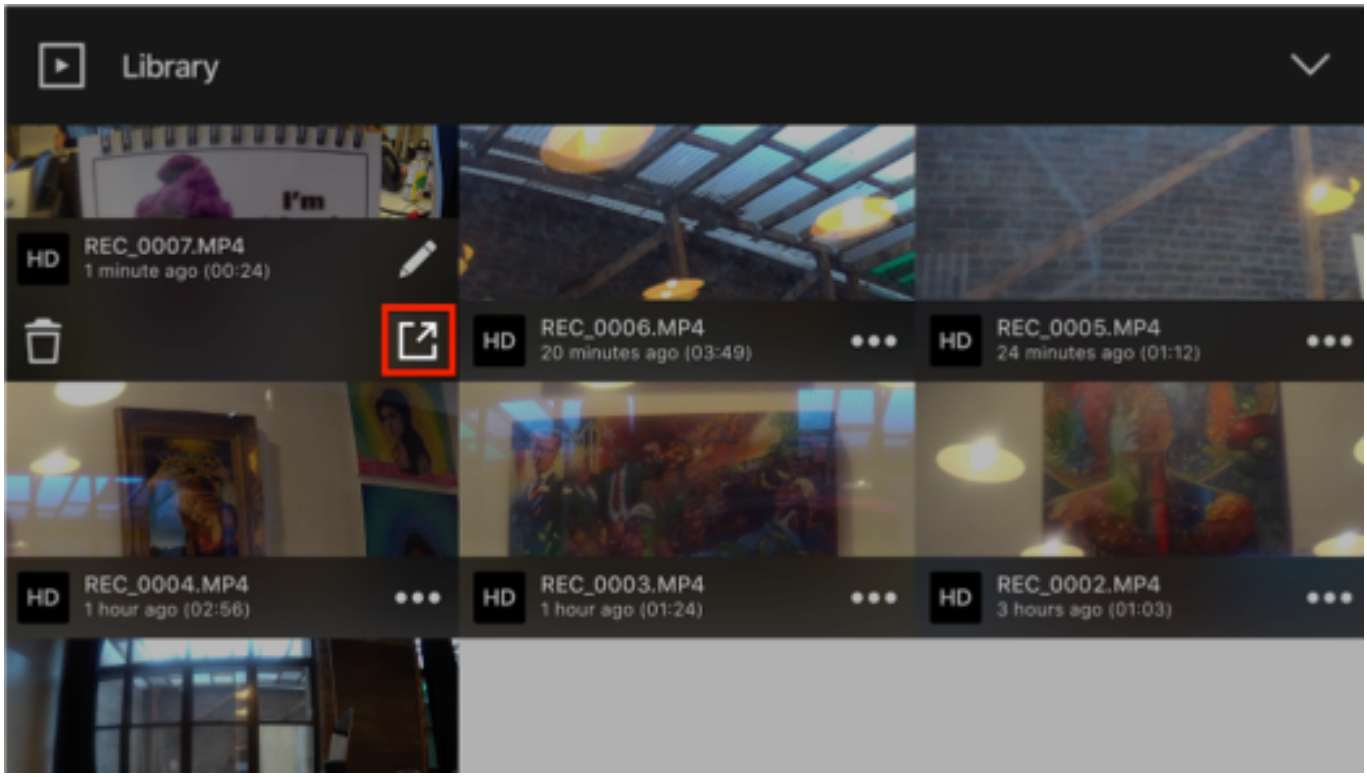


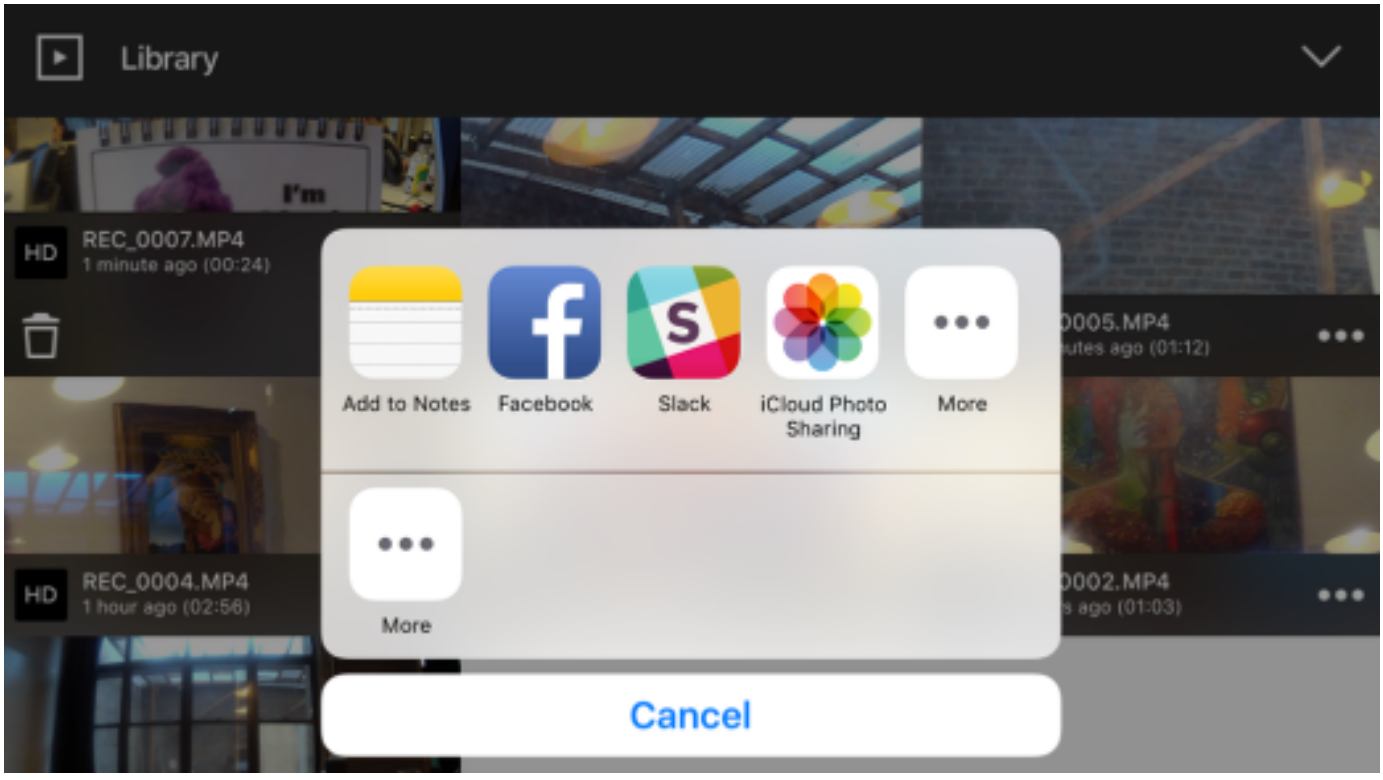
Next, tap the download icon.

> Important: 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. You can then tap the Share icon on the clip and upload it to any of the available apps.

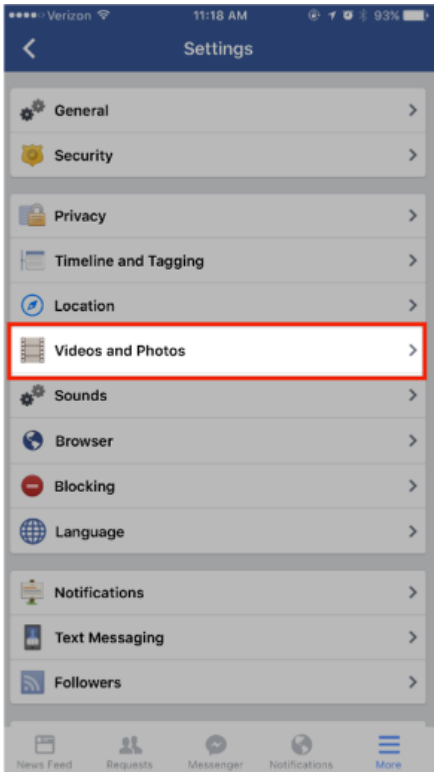


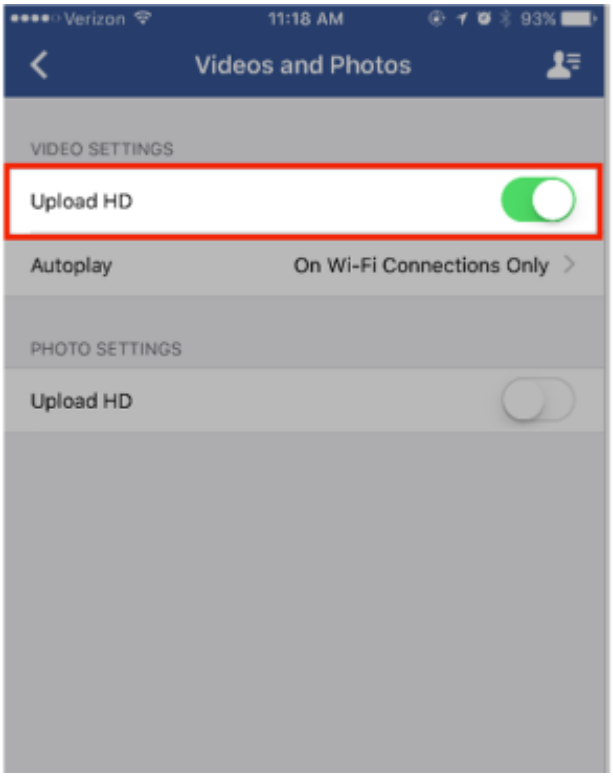


You can also share the file directly from the iOS Photos app on your device.

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.




Verizon
11:18 AM
93%
Videos and Photos
VIDEO SETTINGS
Upload HD
Autoplay
On Wi-Fi Connections Only
PHOTO SETTINGS
Upload HD

Mevo Tutorial Videos

Watch a full playlist of every Mevo Tutorial Video below.

View and learn about core features, advanced settings, and best practices.

Select individual videos from the playlist at this link.

FAQ: About Mevo

What is Mevo?

Mevo is the pocket-sized live event camera that lets you edit while you capture video. This category-creating live-editing 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.

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.

Next: What's Included with Mevo?

Where Can I Buy a Mevo?

Mevo and its accessories are available for purchase at getmevo.com, B&H, Best Buy, and Amazon.

Customers in Canada can purchase Mevo from Amazon Canada 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, Melbourn/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 one Mevo camera at a time.

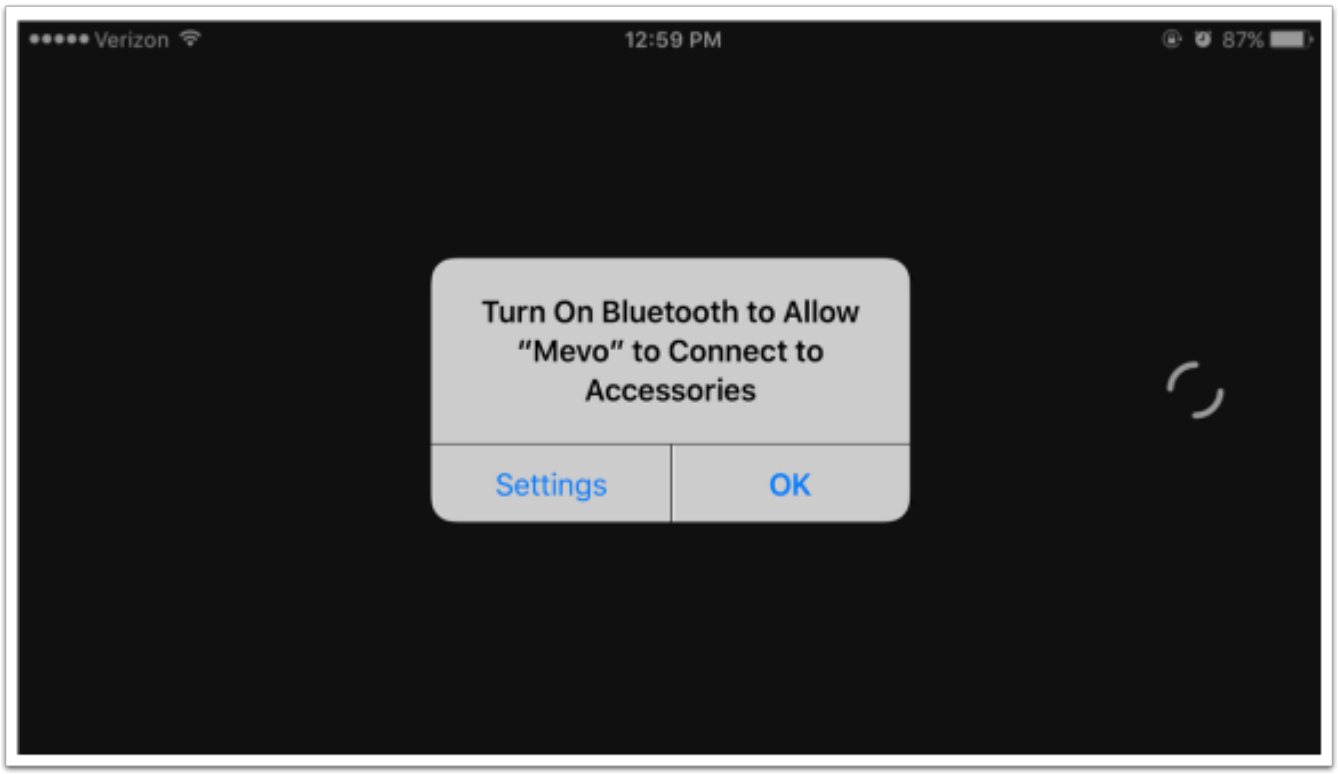
If you would like the ability to switch between multiple Mevo cameras, you can integrate Mevo as a remote camera source in the Livestream Studio production switcher. This allows you to wirelessly connect your Mevo to Livestream Studio, and thus gives you the ability to switch between multiple cameras.

You can learn more about Livestream Studio here.

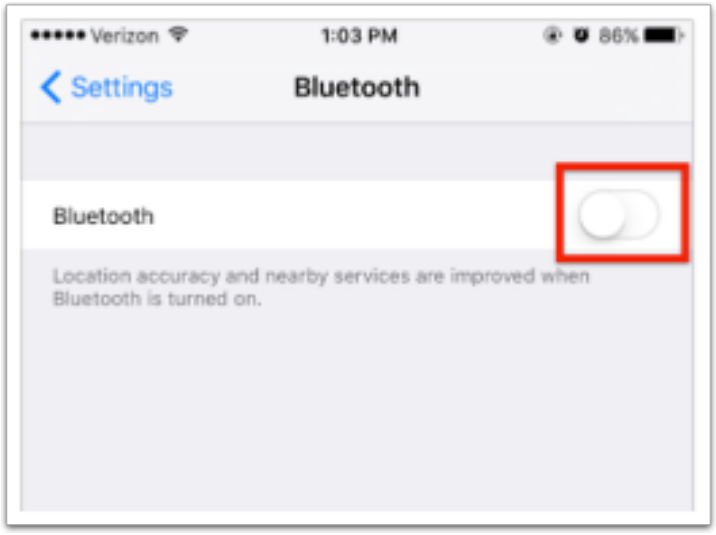
How Does Mevo Communicate With My Mobile Device?

In order to pair your Mevo to your mobile Device, you must have Bluetooth enabled on your 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.



That's it. Once you have Bluetooth turned on, go back to the Mevo app and you can proceed with pairing the app to your camera

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.

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 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.

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

The only software that can recognize Mevo's signal over a local network connection is Livestream Studio.

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

What Is the Warranty for Mevo?

Mevo has a one-year warranty beginning the day it is shipped to you. More can be found here: https://getmevo.com/warranty

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 Multiple Streaming Providers Simultaneously?

No, Mevo can only stream to either Livestream or Facebook Live or Periscope. The Mevo app will prompt you to choose which provider you wish to stream to; it will not allow you to choose both at the same time.

As an alternative, Livestream customers with a Premium plan or higher can configure their stream on their Livestream event to also stream to other providers. Learn more.

Can Mevo Stream to Other Streaming Platforms?

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

An option for Livestream customers with a Premium or Enterprise level plan is the ability to add custom streaming destinations if you stream via Livestream. This is also available to Mevo customers via the Livestream Mevo plan.

Can Mevo Stream via RTMP?

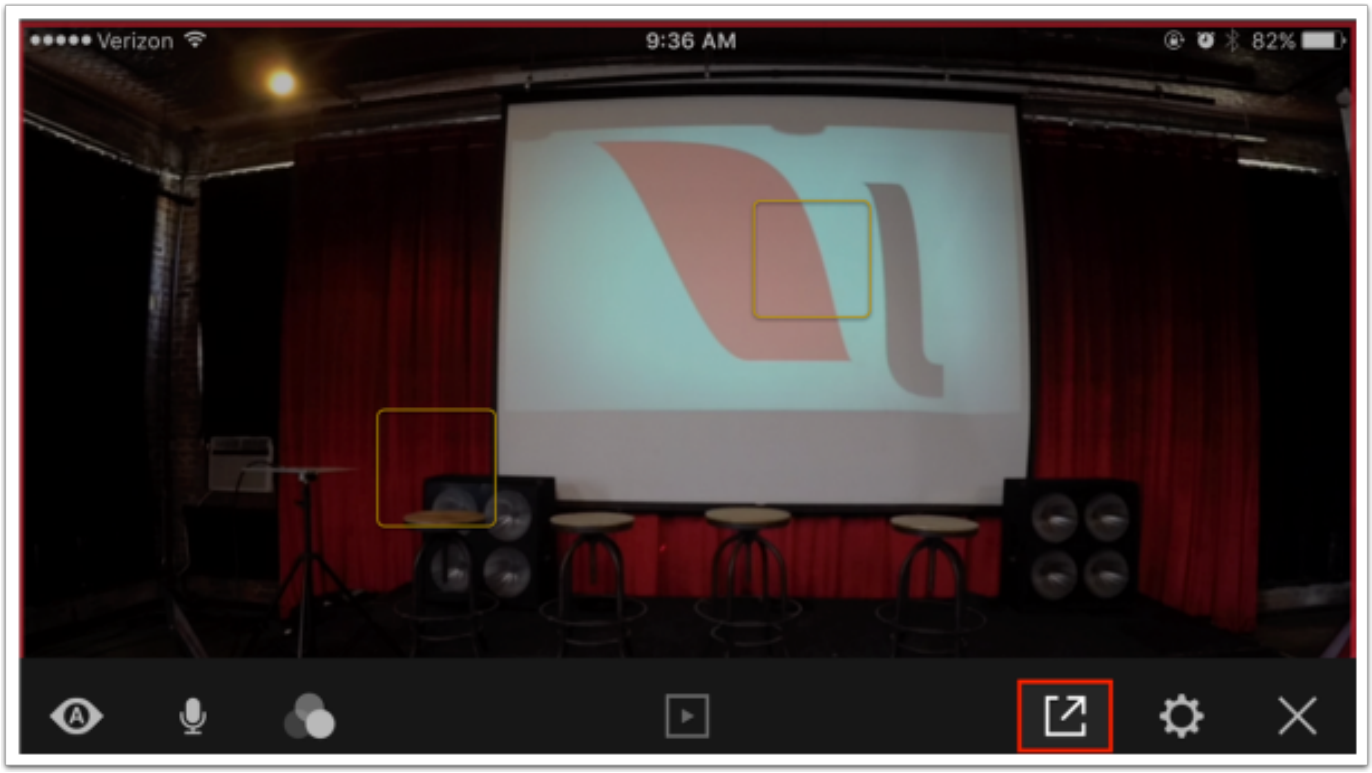
Currently, Mevo does not include the option to stream to a custom destination via an RTMP URL. At this time, streaming options with Mevo include direct integrations with Livestream, Facebook, Periscope, and YouTube.

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 great feature provided with 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 at. 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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Battery & Power

Checking Mevo's Battery Level

It is crucial for you to know the current charge level of your Mevo's battery.

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 charging your camera's battery while plugged into AC power, the light will blink green indefinitely. It will do this even once the battery is 100% full.

Once your Mevo is connected to your phone, you may also check your battery's charge level through the app.

Open your app settings, then check the battery icon at the top left, where you will a percentage of the charge you have remaining.

Note: 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 your use-case.

Broadly speaking, the Mevo by itself can stream and record for about one hour. If you add Mevo Boost to your setup, your camera can be actively recording or streaming for about 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
1080p	1.2 hours	10 hours
720p	1.2 hours	10 hours

Recording (Device connected by Wi-Fi)

Resolution	Mevo	Mevo + Mevo Boost
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

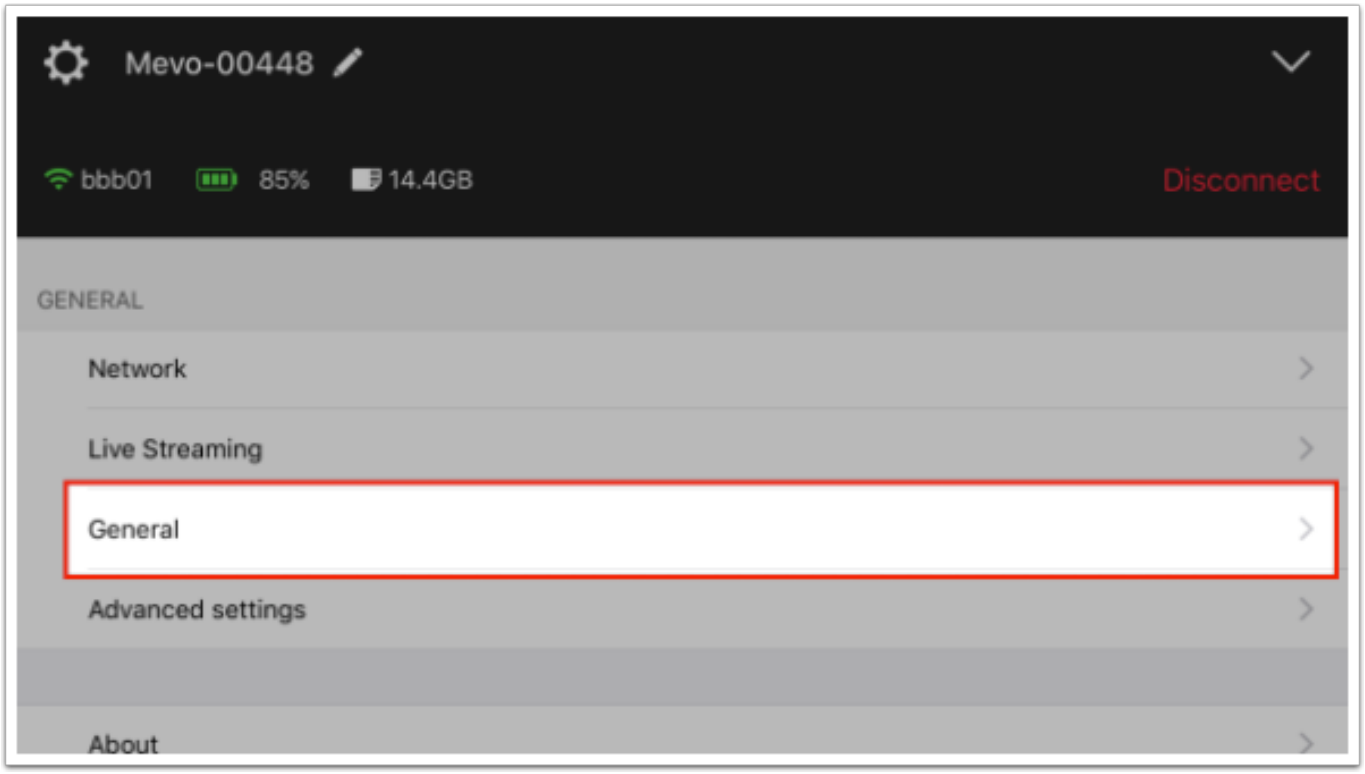
Idle

Mevo	Mevo + Mevo Boost
1.2 hours	10.75 hours

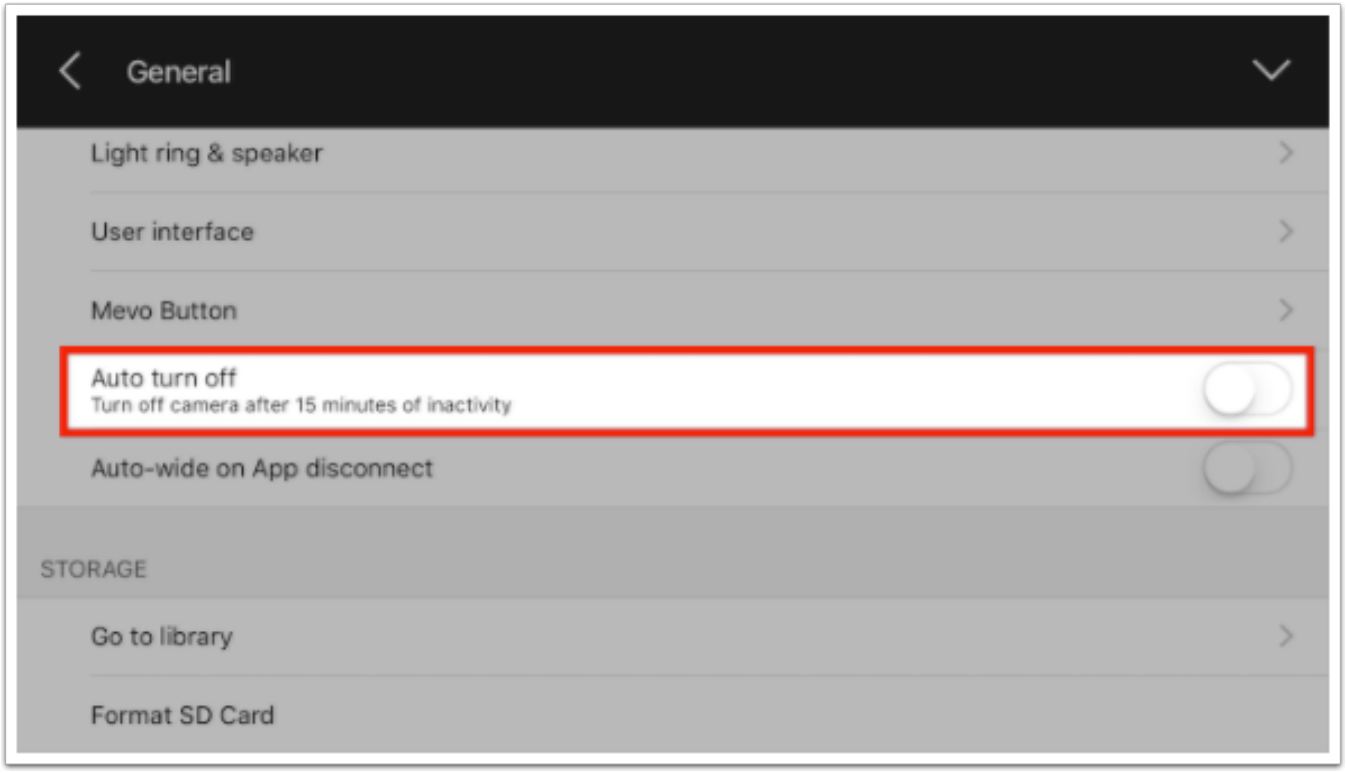
Will Mevo Turn off on Its Own?

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 by going to settings, then tapping '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 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.

Can the unit be charged over Ethernet (POE)?

Unfortunately, not at this time, but we're considering this for future release.

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

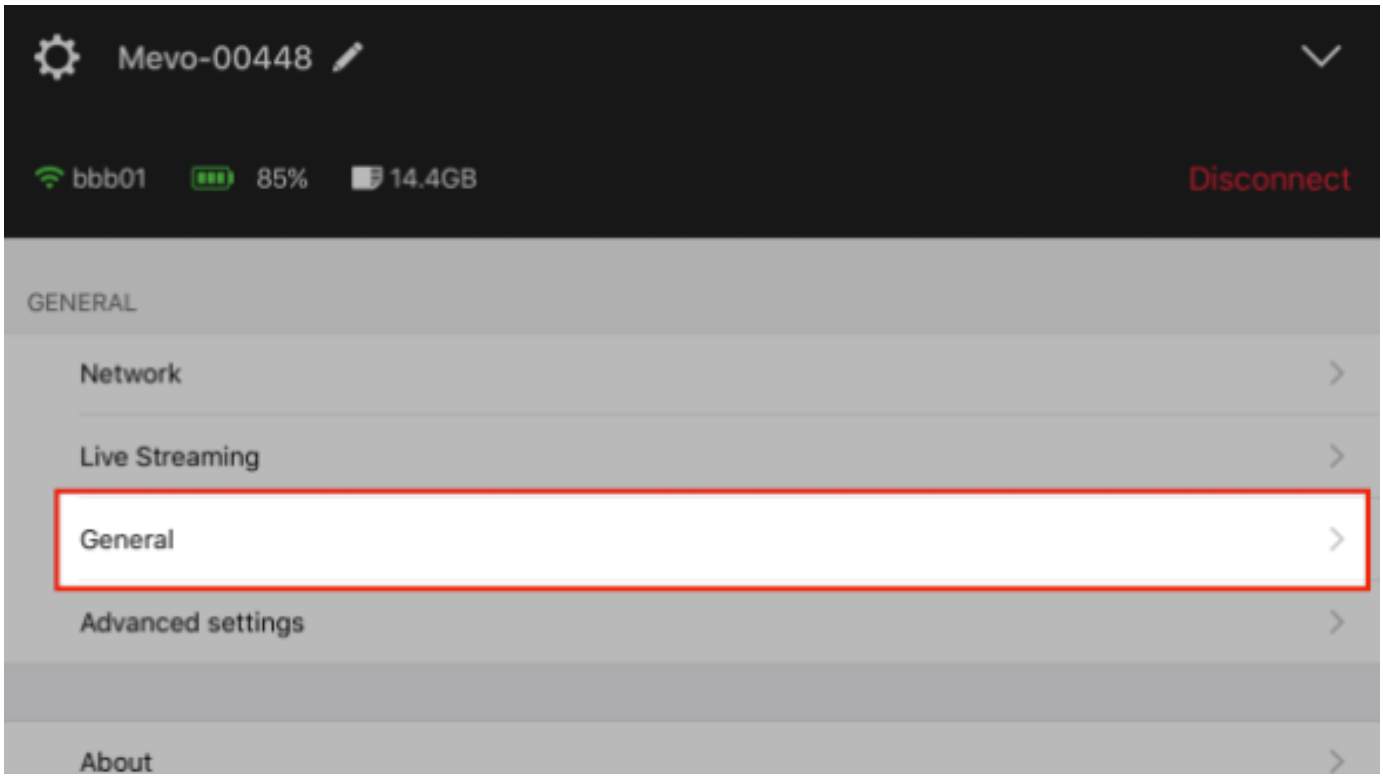
Night Mode: No

Full camera tech specs can be found here.

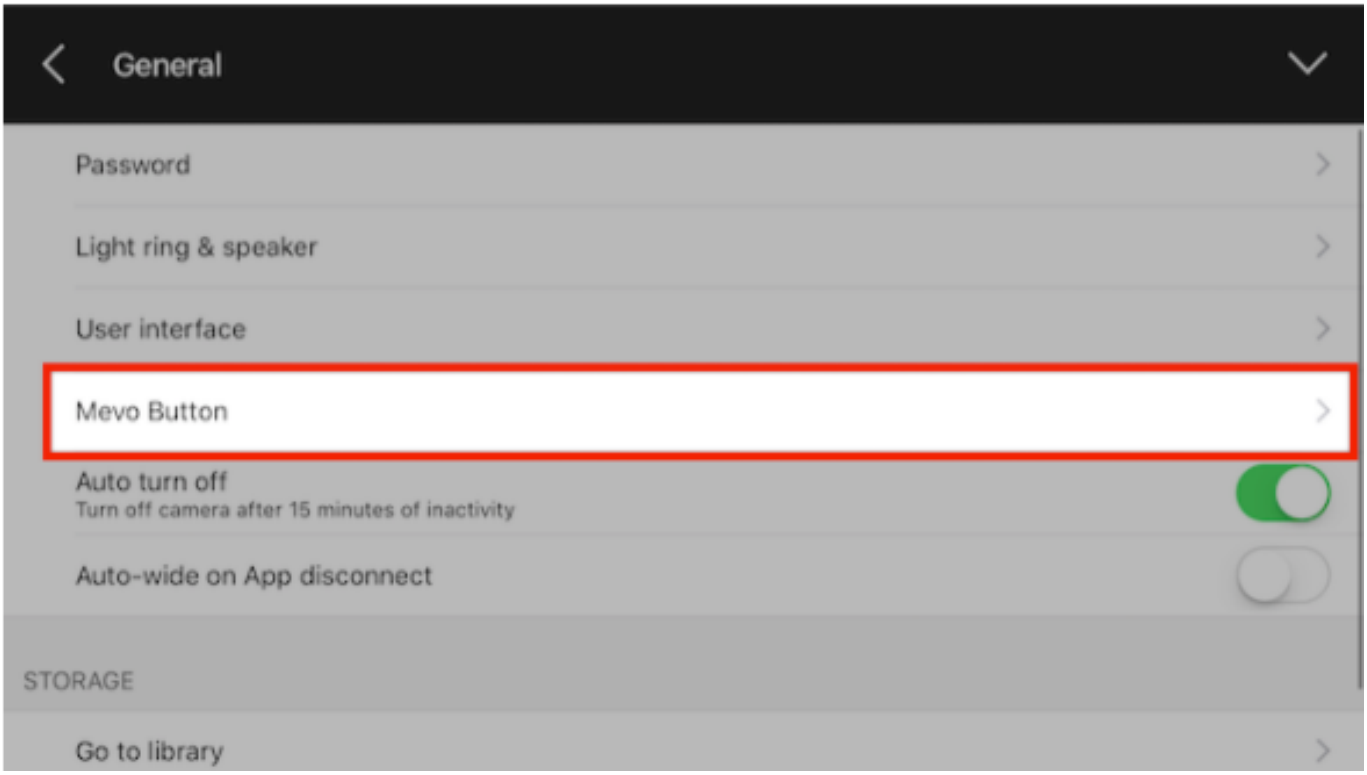
What Does the Mevo Button Do?

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.

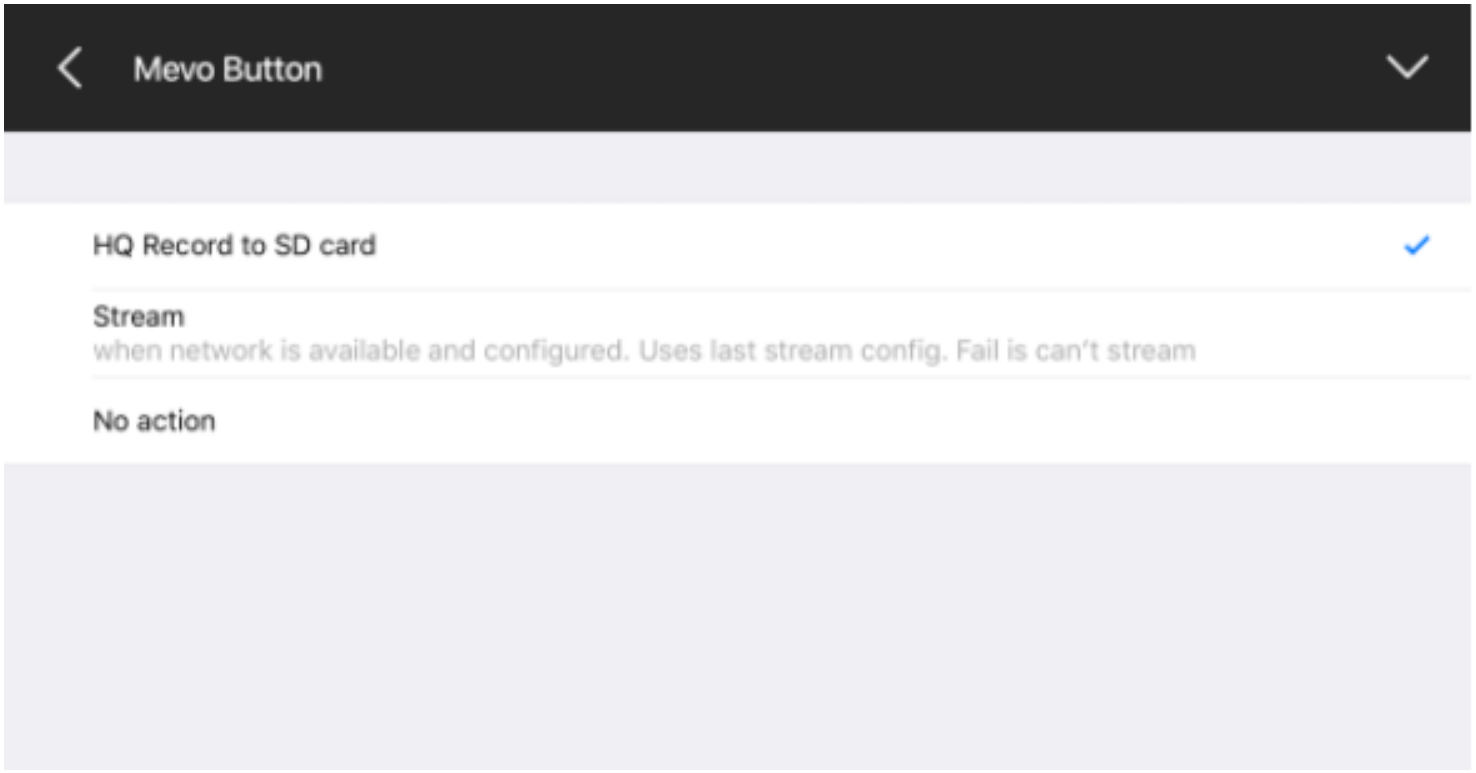


Tap Mevo Button.



You can choose between:

- HQ 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.


Mevo Button
HQ Record to SD card
Stream
when network is available and configured. Uses last stream config. Fail is can't stream
No action

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.

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.

Replacement Parts and Cables

You may purchase additional or replacement parts for lost or damaged Mevo accessories like its USB cable, AC power plug, or mount ring.

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 may find a K&M mic stand available for individual purchase at this time from the Mevo store. You may also find one 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.

Tip: 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 (LSDMI16GBB1NL633R)
- 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 (LSDMI32GBB1NL633R)
- 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)

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)

Important: 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 how many gigabytes-per-hour each recording quality will use. Use these rates as your guidelines.

HD = 10Mbps / 4.5 GB per hour

Full HD = 20Mbps / 9 GB per hour

4K = 50Mbps / 22.5 GB per hour

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 further 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

Can Mevo Output via USB, HDMI, or SDI?

No, unfortunately, the Mevo does not have a direct video output (e.g. to 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 the Mevo an Action Camera?

Mevo is the live event camera. We've optimized it to record and livestream long events from a stationary position.

Its unique strengths are:

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

Of course, you may choose to use it in other ways. You may choose to use it handheld with a Boost accessory, as a dashboard cam on your car, or hang it from the ceiling.

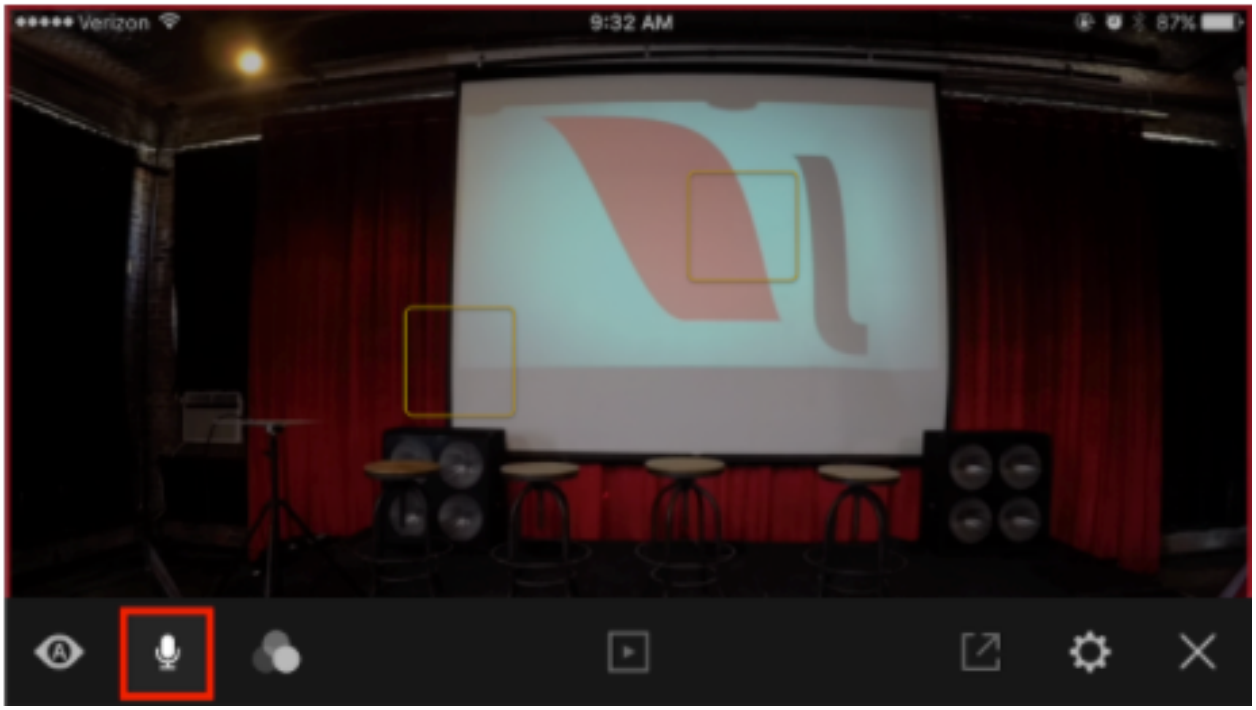
We always advise that you use it safely, and understand that it's not built to go underwater or to be thrown out of a plane. Otherwise, we can't wait to see where your imagination takes it.

Audio

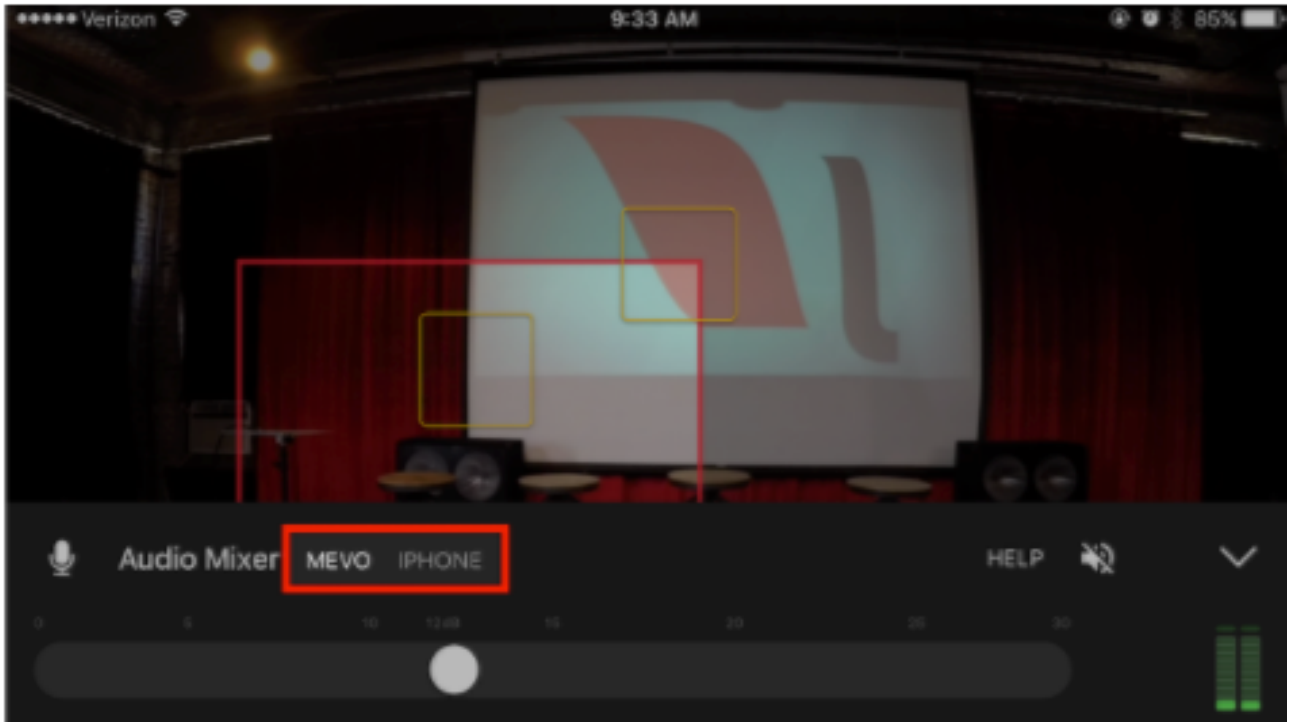
How Do I Control Audio?

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.



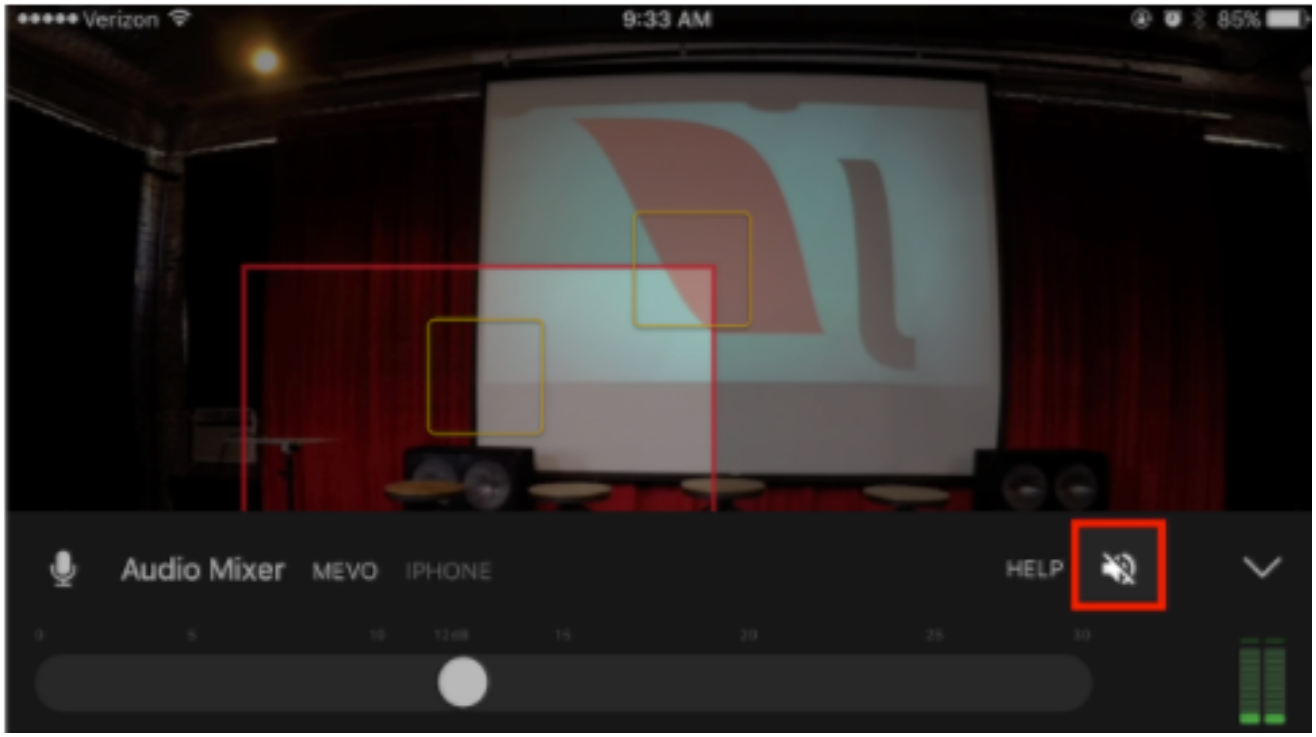
By default, Mevo is selected. This means that your audio source is the stereo microphones built into the Mevo camera.



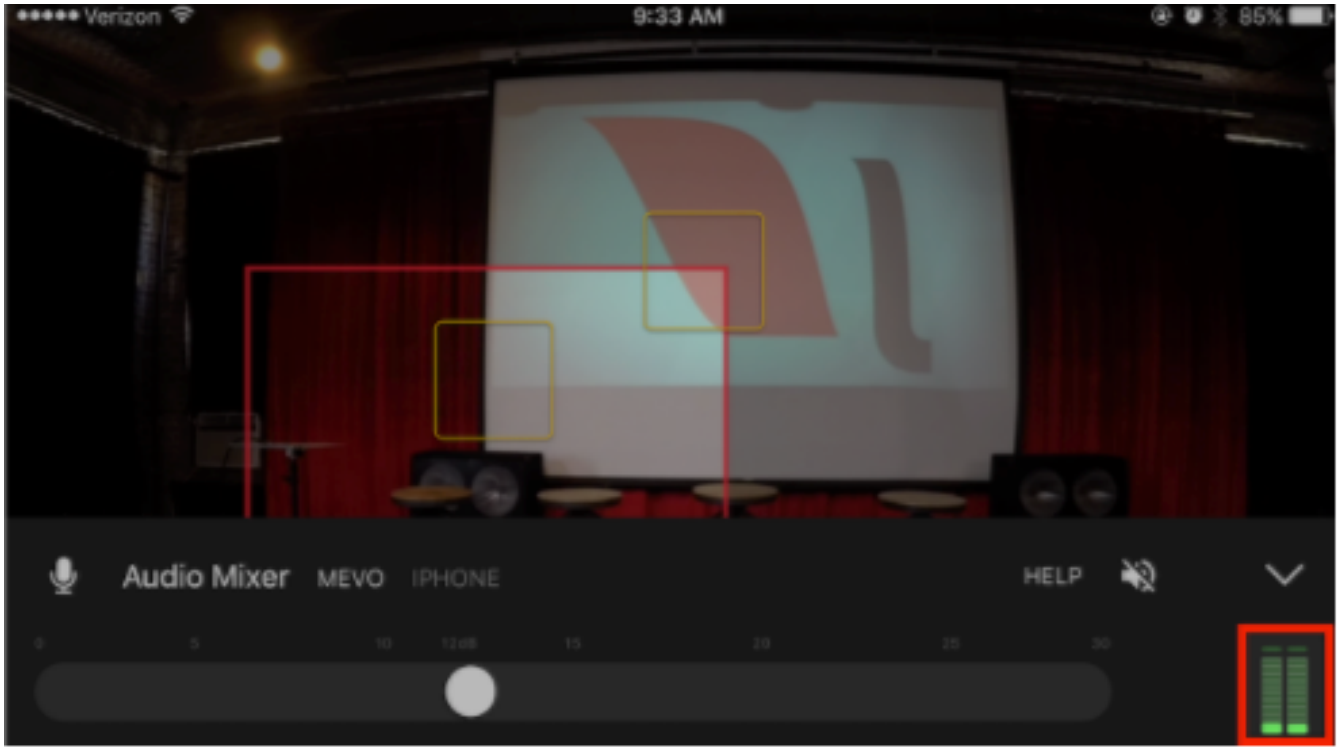
To learn more about using your mobile device as an audio source (e.g. "iPhone" as shown above), see here.

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.

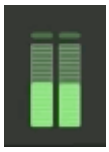


To the far right of the interface is the levels monitor. This indicates how loud or soft your audio is.



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.

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

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

- CableJive ProJive XLR Microphone Adapter
- IK Multimedia iRig 2 Guitar Interface Adapter
- RockIt Headphone/Microphone Splitter
    - Update as of May 1, 2017: We have received reports of the RockIt Headphone/ Microphone Splitter no longer working with Mevo and are currently in the process of re-testing it. We do not recommend using this splitter at this time.

Lightning plug (Stereo)

- Zoom iQ6 iOS Lightning X/Y Microphone
- Shure MVi Digital Audio Interface + USB & Lightning Cable
- 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 (Stereo - Compatible with Mevo Boost)

- Shure MOTIV MV51 Digital Large-Diaphragm Condenser Microphone (Silver)
- Shure MOTIV MV88 Digital Stereo Condenser Microphone for iOS
- 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

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.

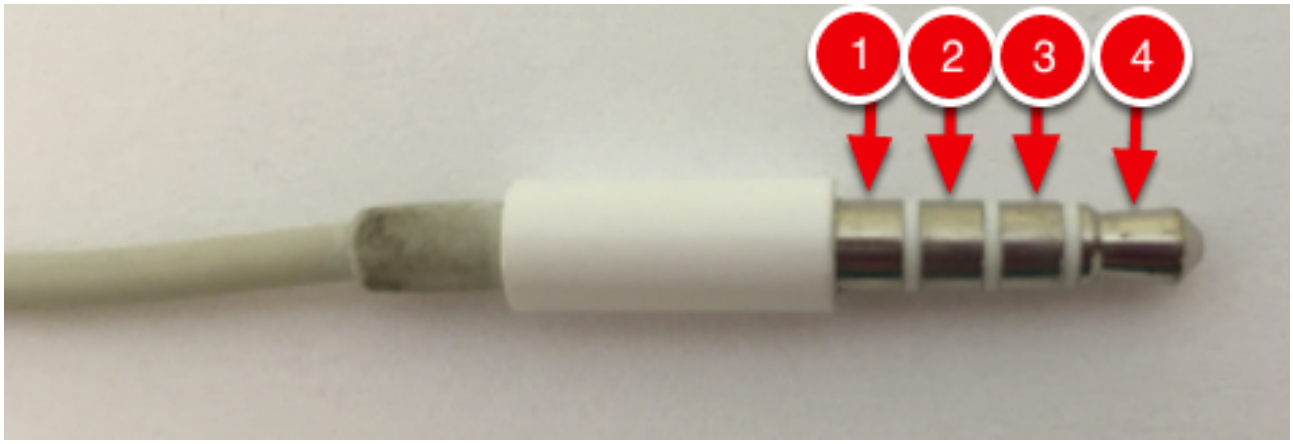
TRRS-to-Lightning adapter (included with iPhone 7 and later)

USB-to-lightning adapter

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

What is a TRRS plug?

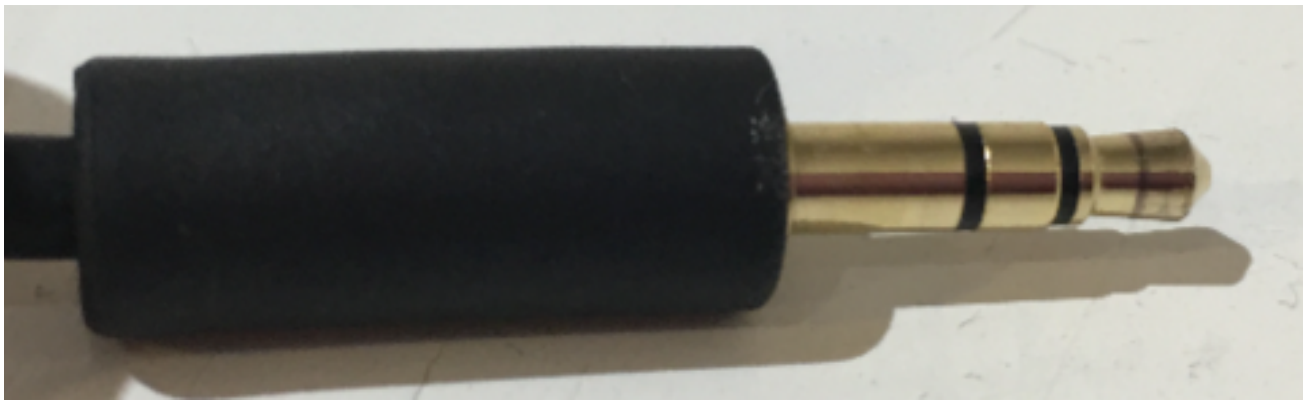
The key factor determining if your audio source is compatible with the 3.5mm port on mobile devices is the type of plug it has. It must exactly match the form factor seen in recent versions of the Apple earbuds with the built-in microphone, as pictured here:



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.

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.

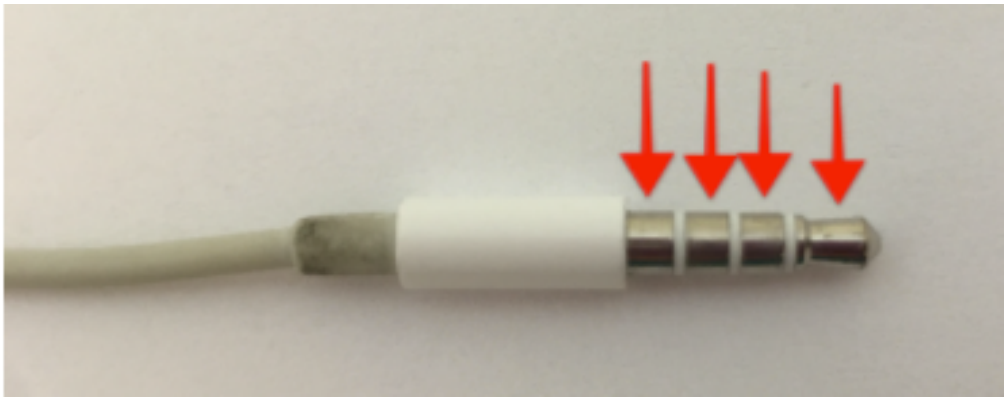
Learn more about the requirements for using external audio sources here.

Learn more about connecting USB audio devices to the Mevo Boost here.

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, charging port, or the USB port in a Mevo Boost.

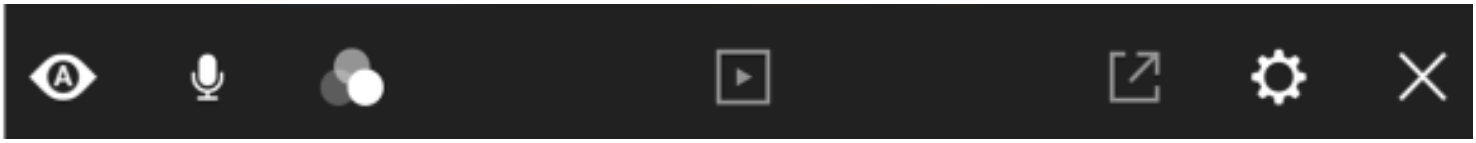
To bring audio in through your device's headphone port, you need a device that outputs audio via a 3.5mm TRRS plug. The easiest example of what one looks like is your mobile device's supplied earbuds, most of which include a built-in microphone. If you look at the plug on these earbuds, you will see three thin rings in between four wider chrome rings, indicating the device can sent 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.

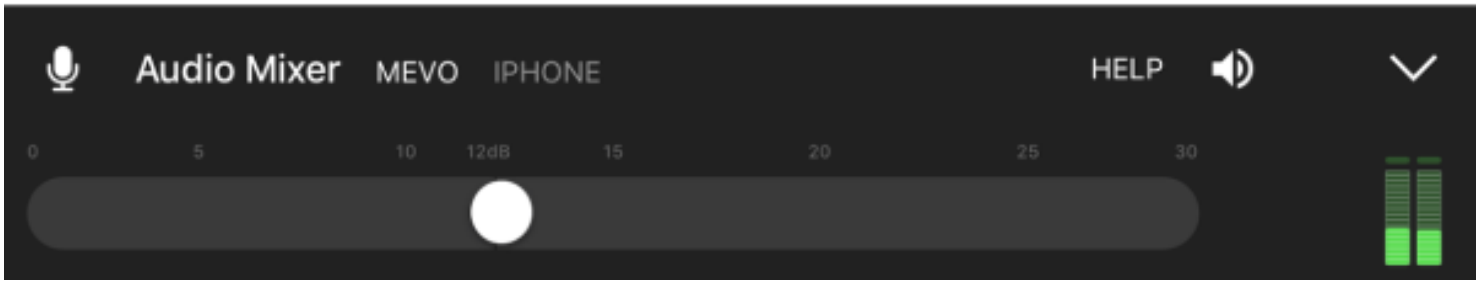
Be sure to review our supported external audio devices here.

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 (three dots) in the bottom right corner of the live edit view. The below menu will appear.

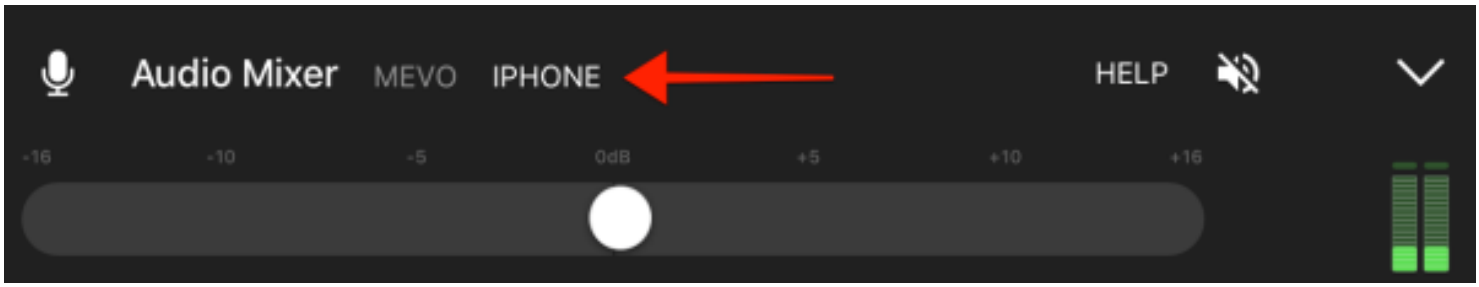


Next, tap on the microphone icon to open the Audio Mixer.

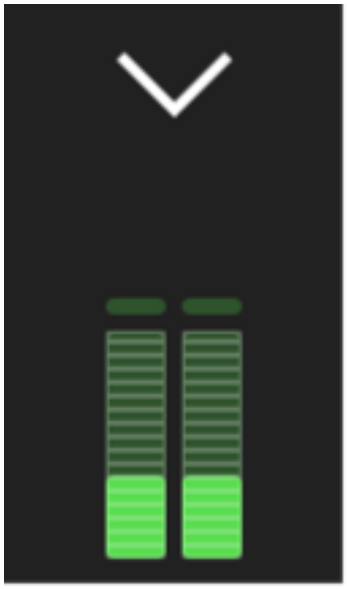
In the Audio Mixer, you will see "Mevo" is selected, and "iPhone" is greyed-out (if you are using an Android device, this will say "Phone" instead).



Tap "iPhone" ("Phone" on Android) to select 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.



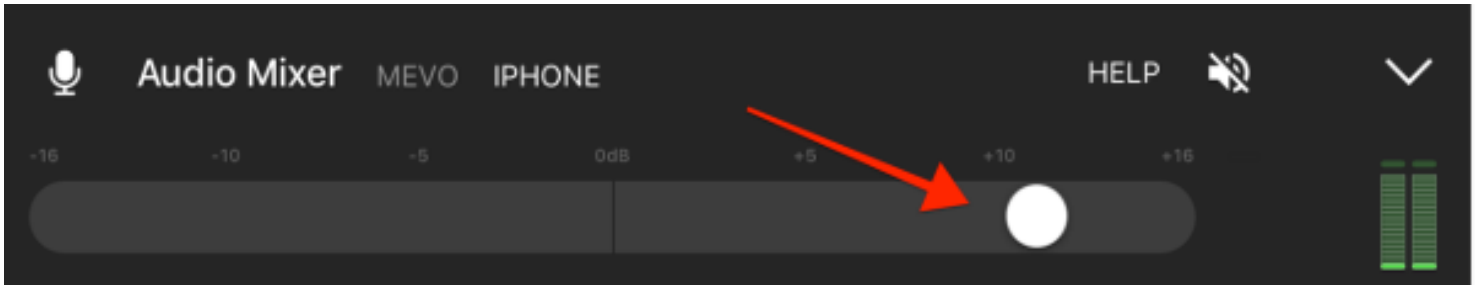
You will see your audio levels in the green bars to the right.



When inputting a stereo signal into the iPhone through the 3.5mm TRRS input, the output will be a mix of the left and right audio channels. When inputting a stereo signal into the iPhone through the Lightning port, 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.



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 ¼" end and a ⅛" inch TRRS end.

A music event. Loud room.

Most live event venues have a sound board. 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 out side 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 an ⅛" 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).

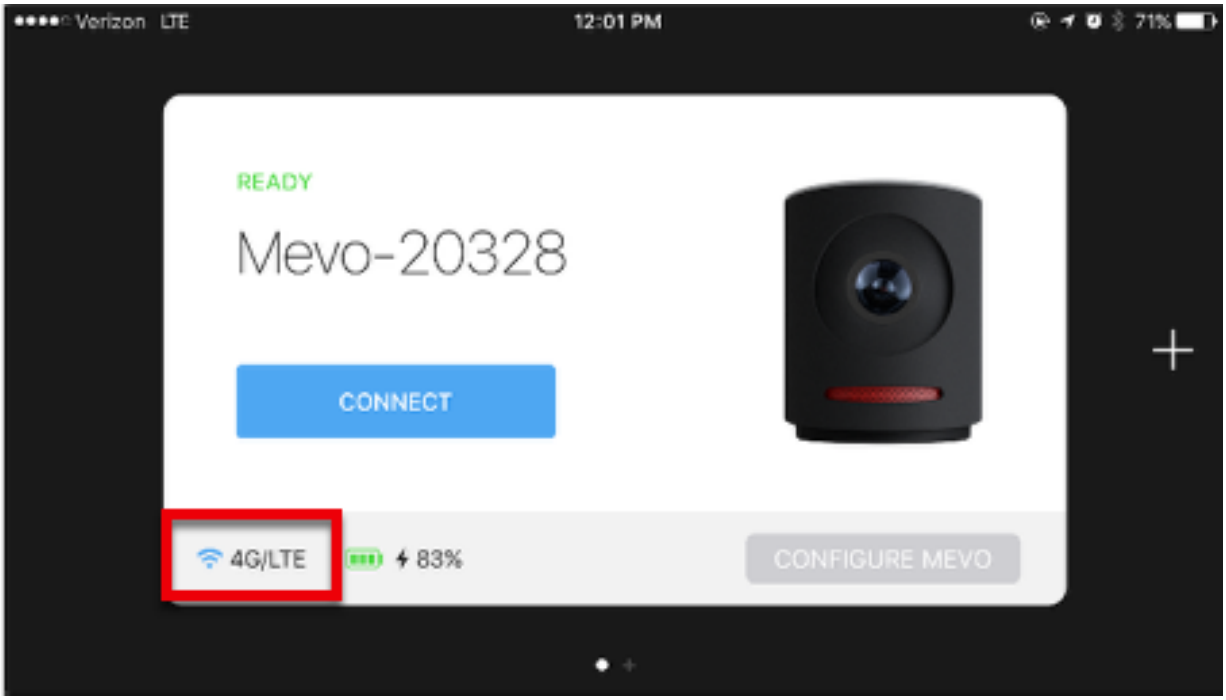
Plug the Mevo charging cable into the OTG cable's microUSB input, then plug it into a power outlet. This will charge the Mevo.

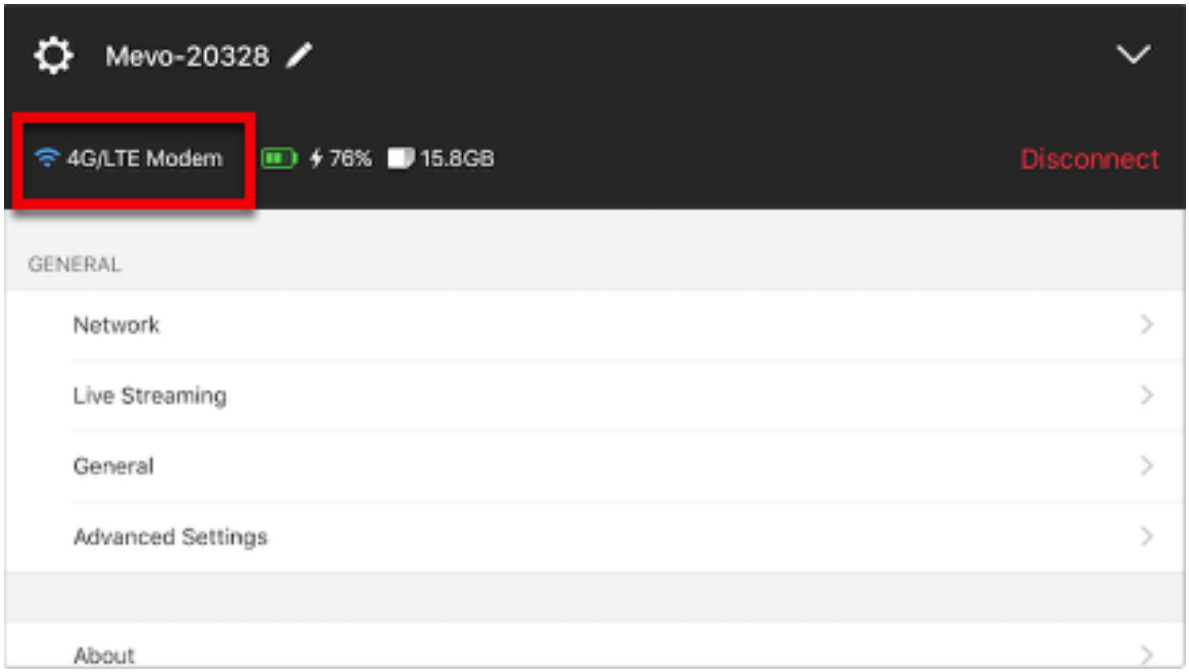
Now you can add other USB devices to your Mevo workflow, such as a USB audio device.

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.




Mevo-20328
4G/LTE Modem
76%
15.8GB
Disconnect
GENERAL
Network
Live Streaming
General
Advanced Settings
About

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.

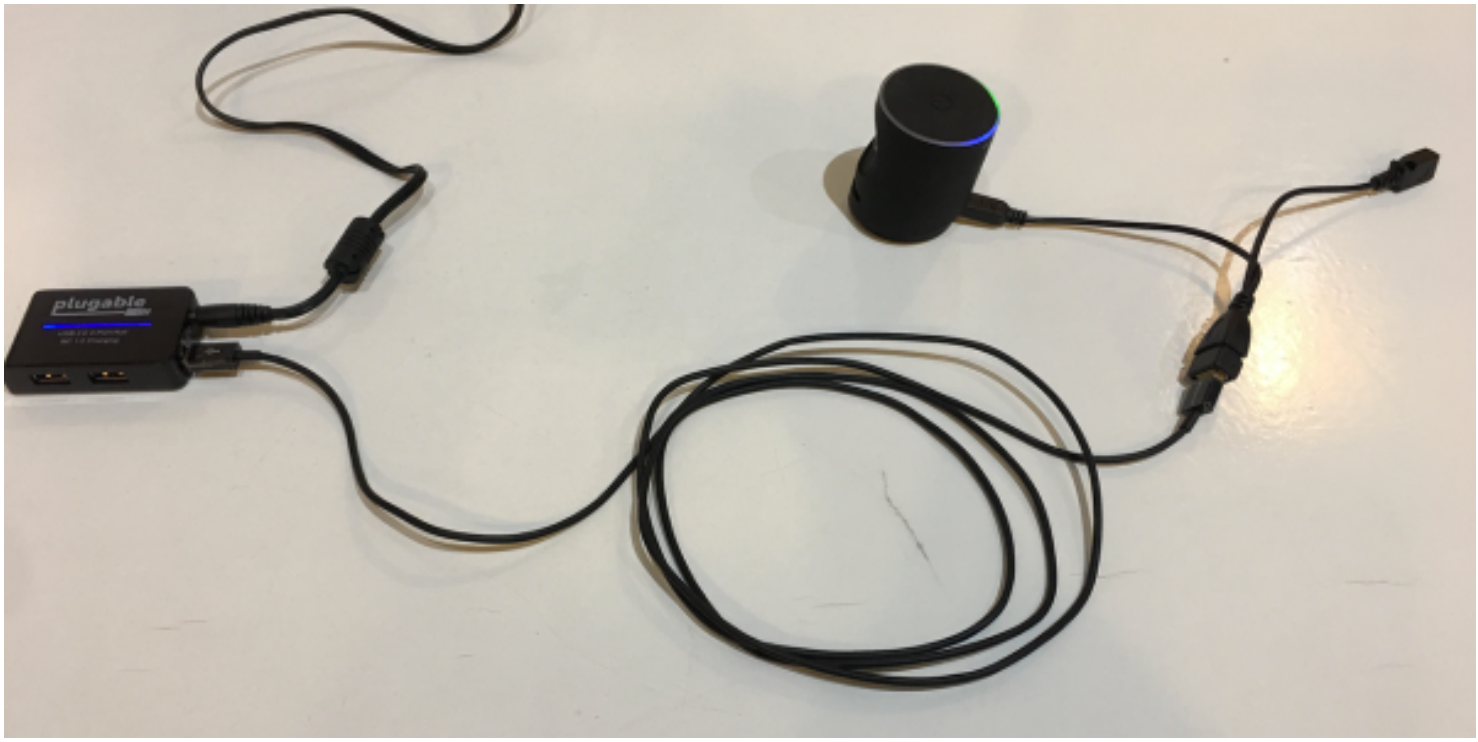
It's important that your USB hub be a powered hub, as it would need to provide power to your other connected devices.

Start by plugging your USB hub into a power source.

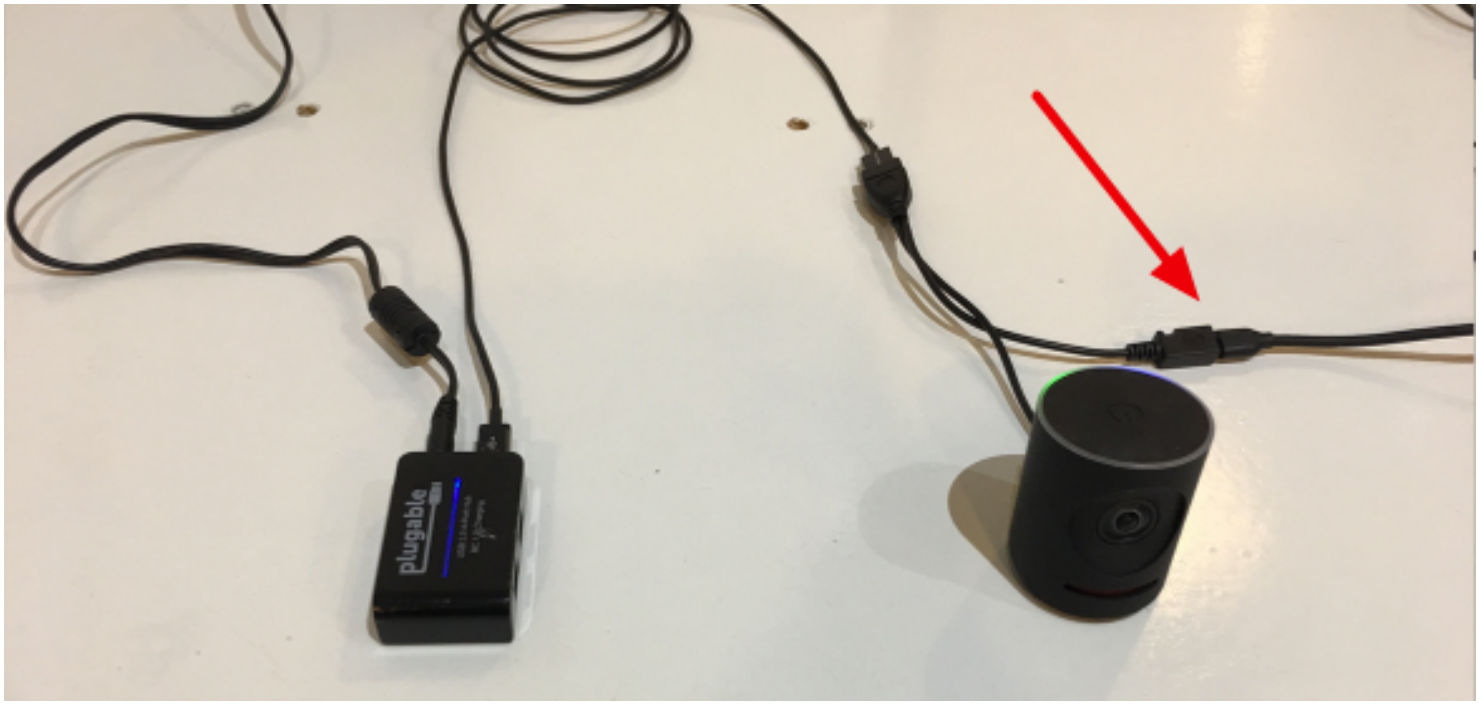
Then plug an OTG USB cable into your Mevo.

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)

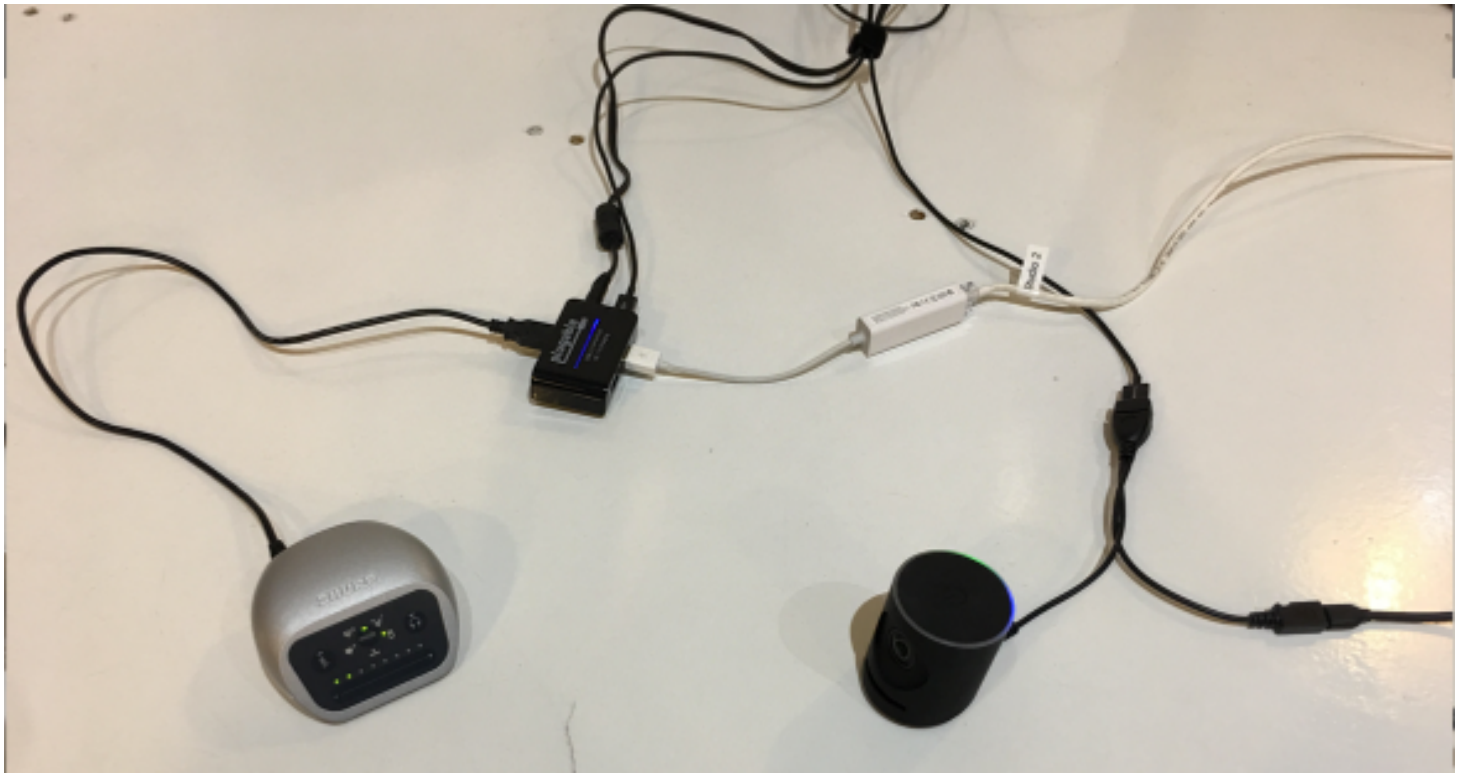
Plug the other end of the cable into the OTG cable attached to your Mevo.



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

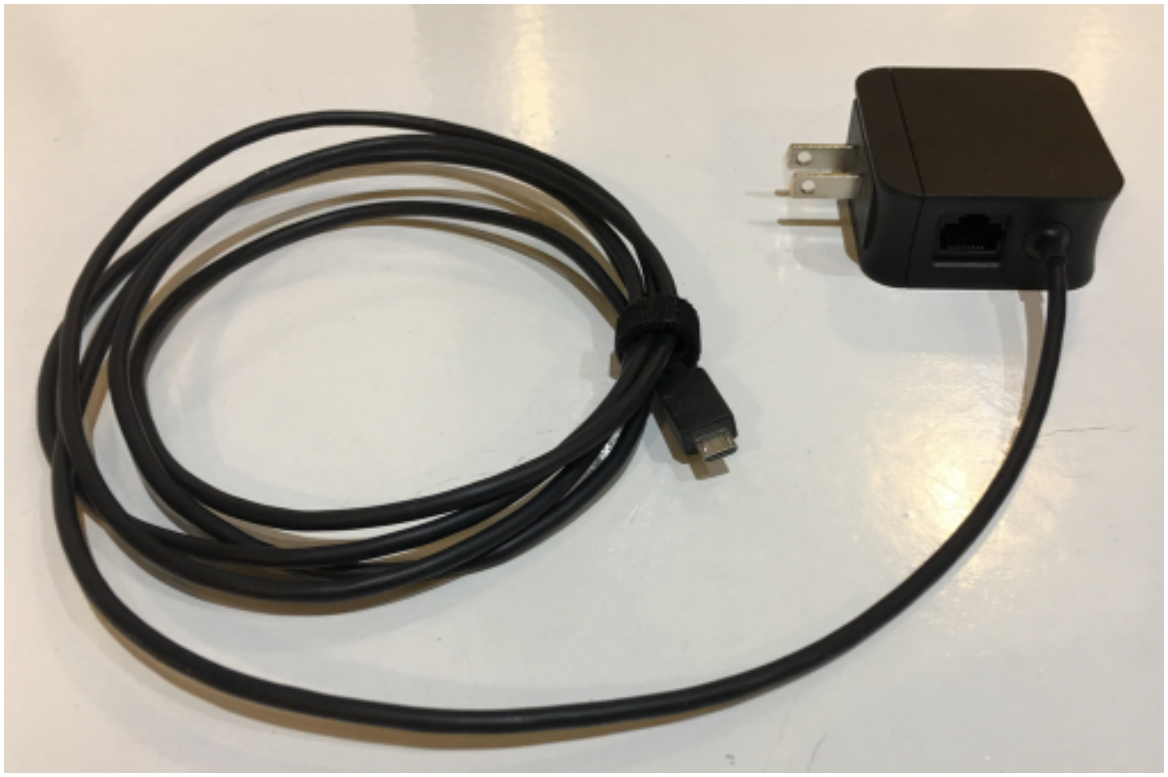


You can now attach more than one USB device to your Mevo, such as an audio adapter and an Ethernet adapter, or an audio adapter and a 4G USB modem.

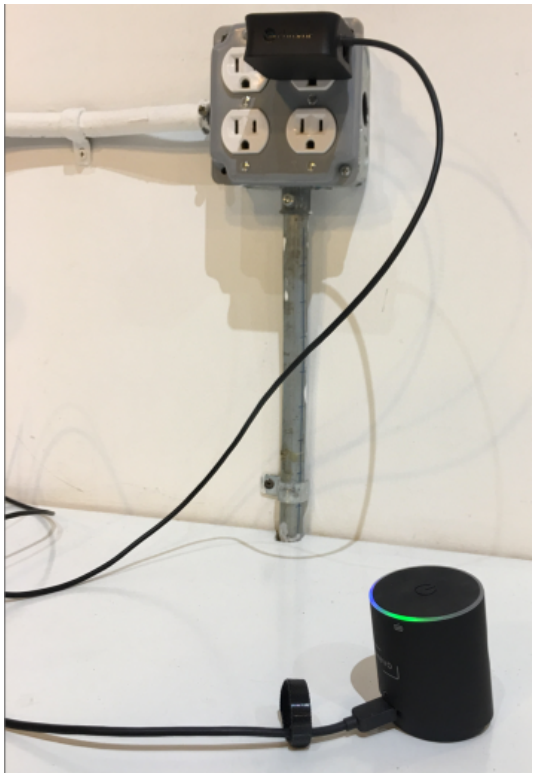


Connecting Mevo to Ethernet via the Chromecast Ethernet Adapter

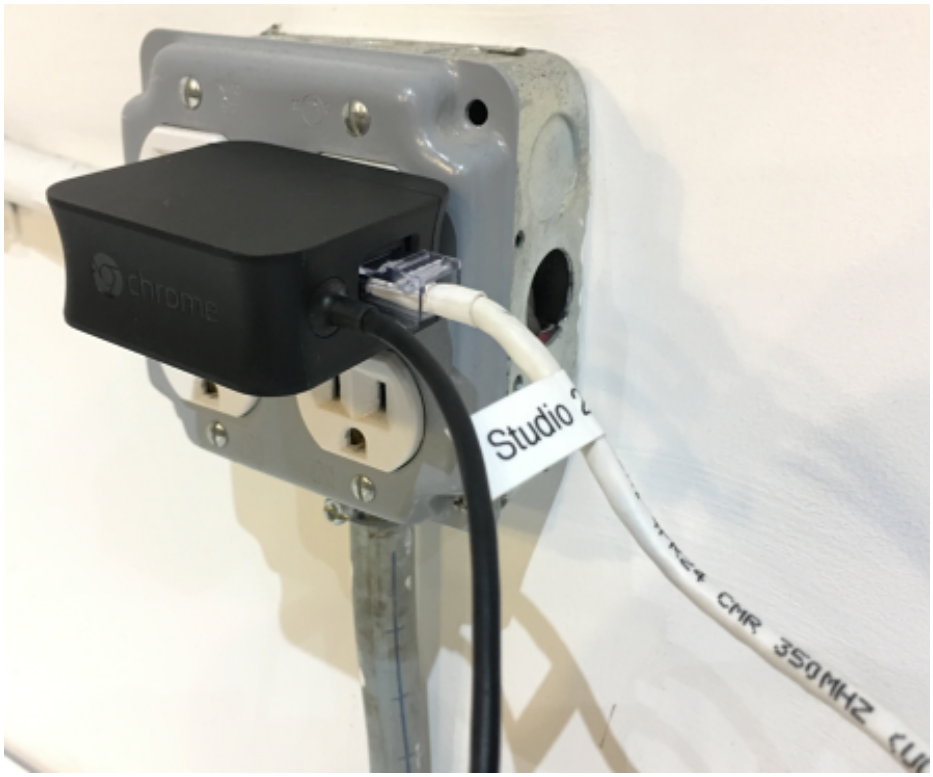
The Chromecast Ethernet Adapter was designed for Chromecast users who preferred to use the device over Ethernet rather than Wi-Fi. This device has been tested with Mevo and allows for streaming via an Ethernet connection without the need for a Mevo Boost.



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

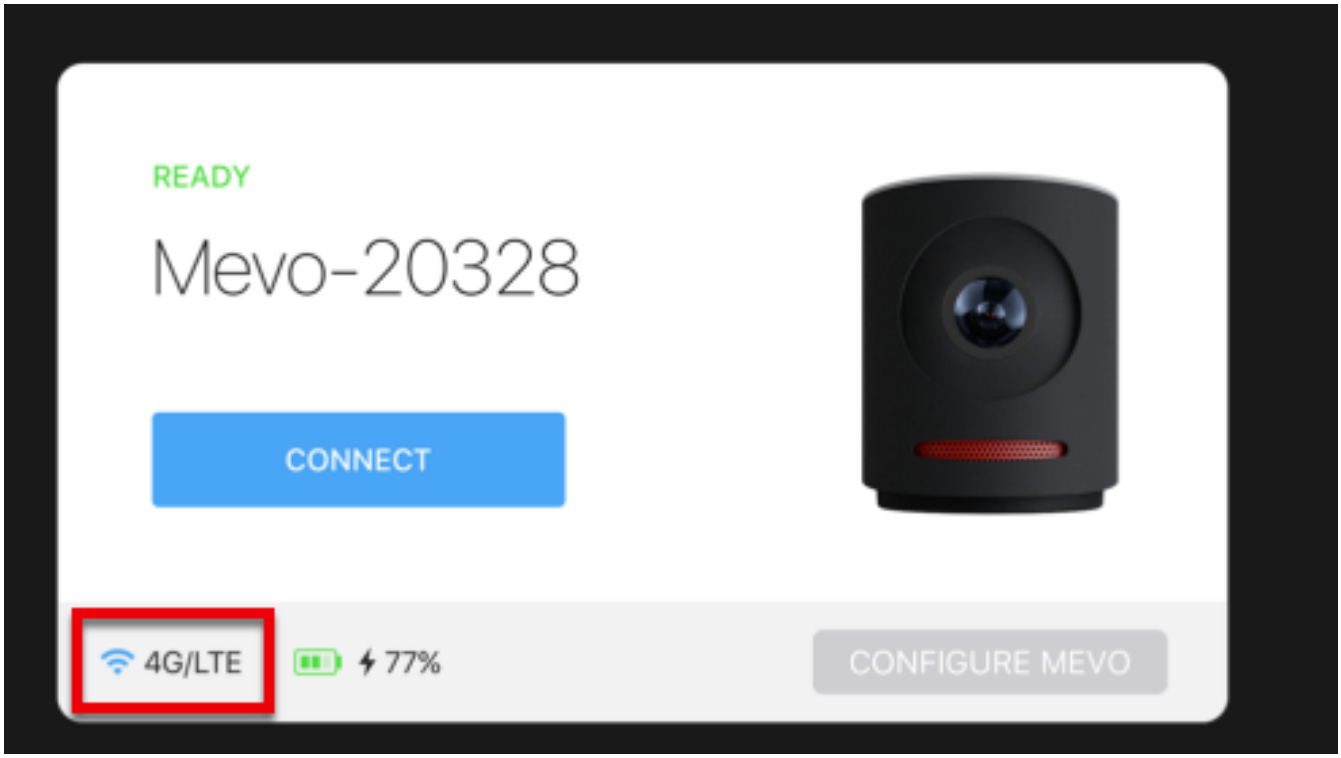


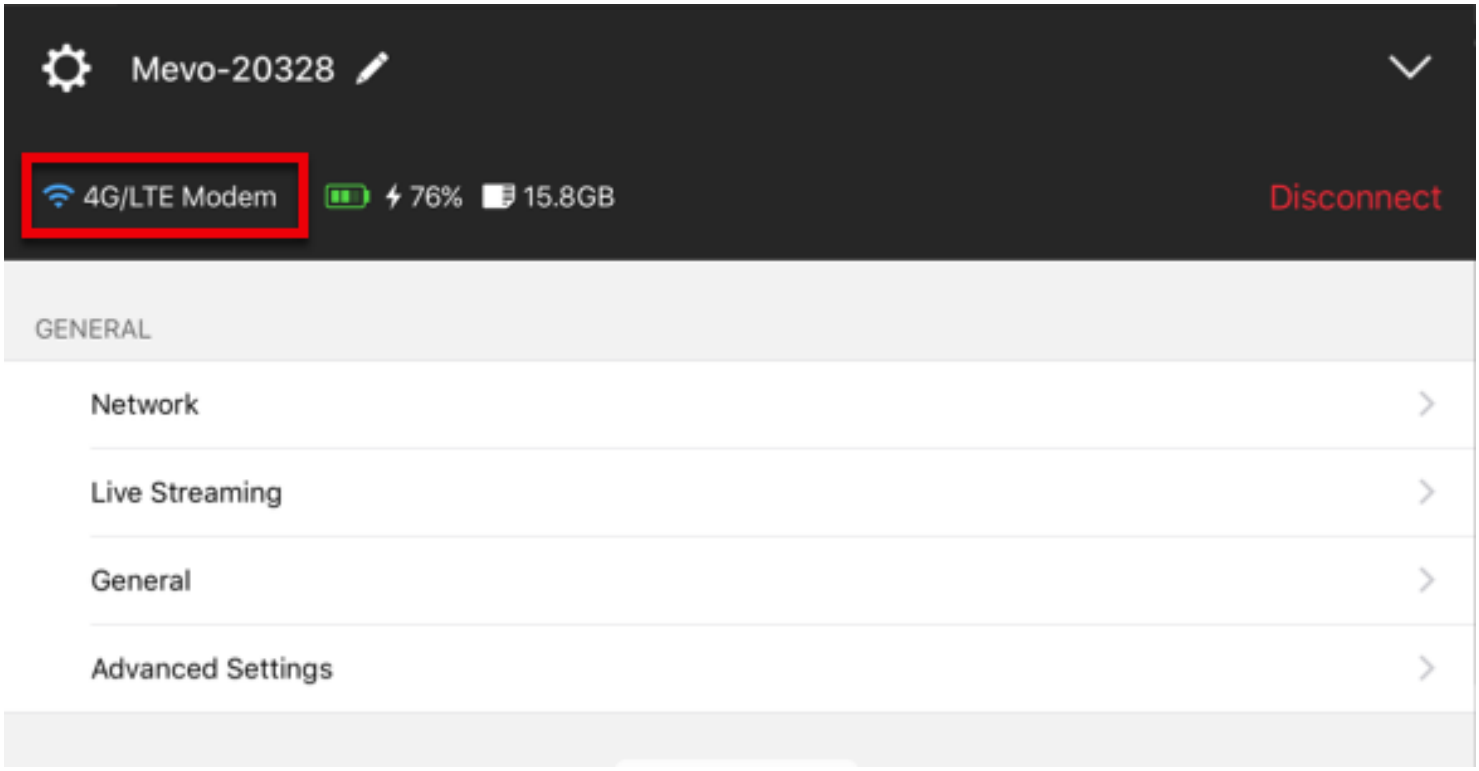
Connect an Ethernet cable from your modem to the adapter.



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. Be assured you are connected via Ethernet.




Mevo-20328
4G/LTE Modem
76%
15.8GB
Disconnect
GENERAL
Network
Live Streaming
General
Advanced Settings

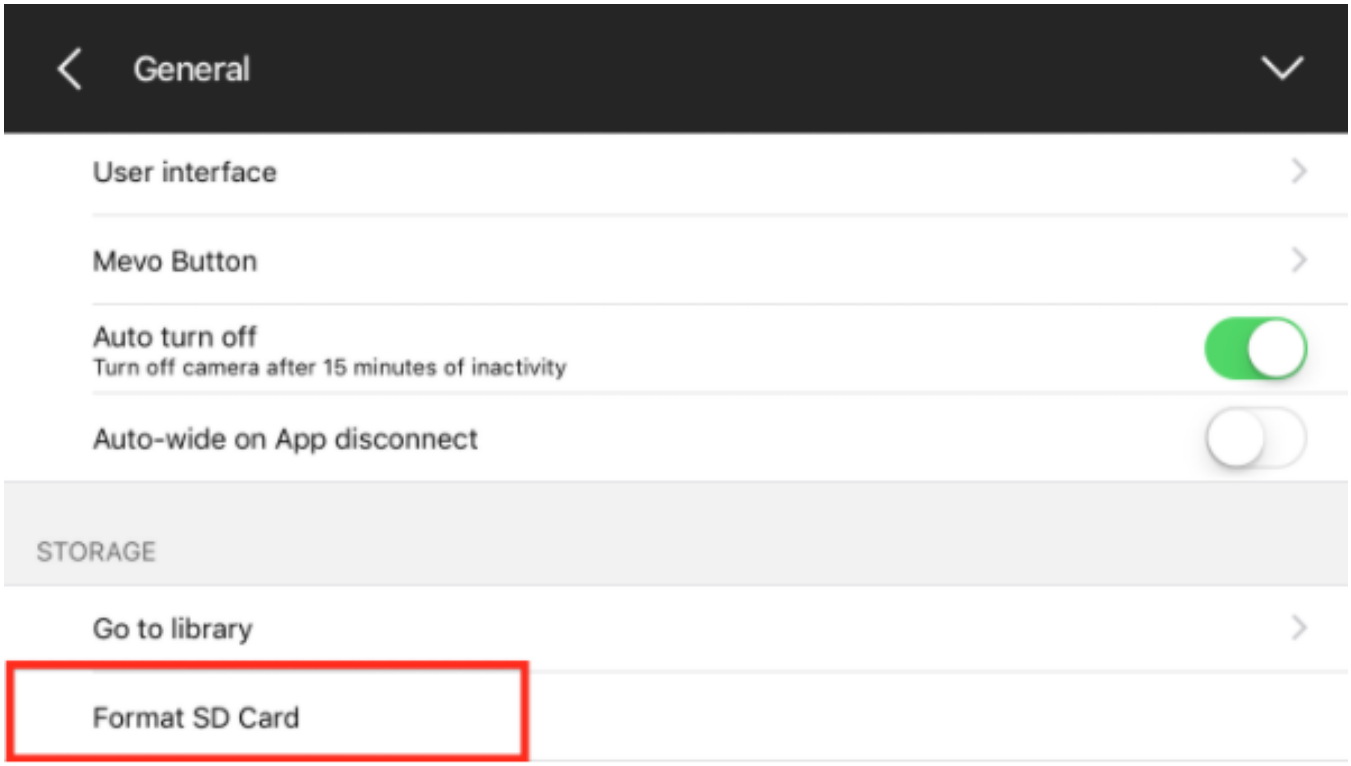
Troubleshooting

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.

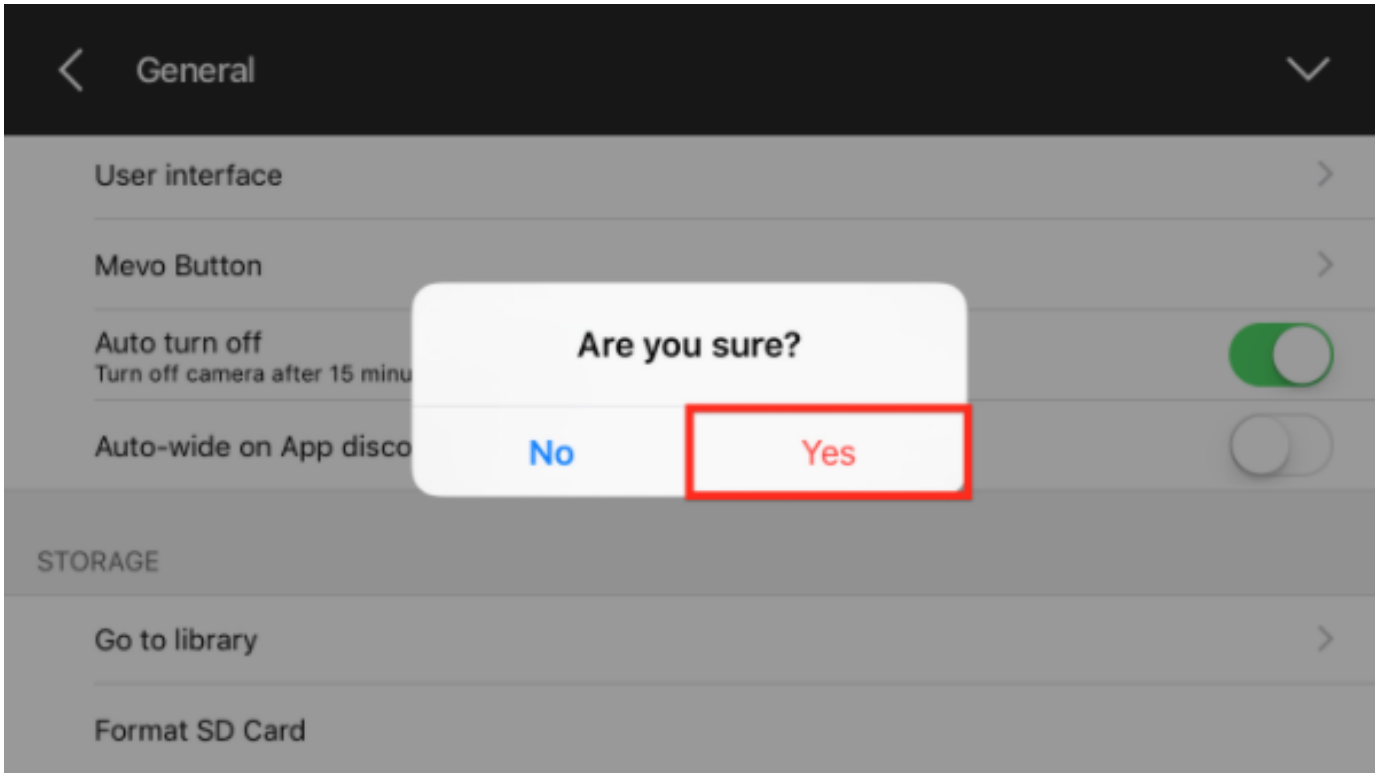
Once you connect your Mevo to the app, go to your main menu, and click on the gear wheel icon to get to your General Settings.

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.

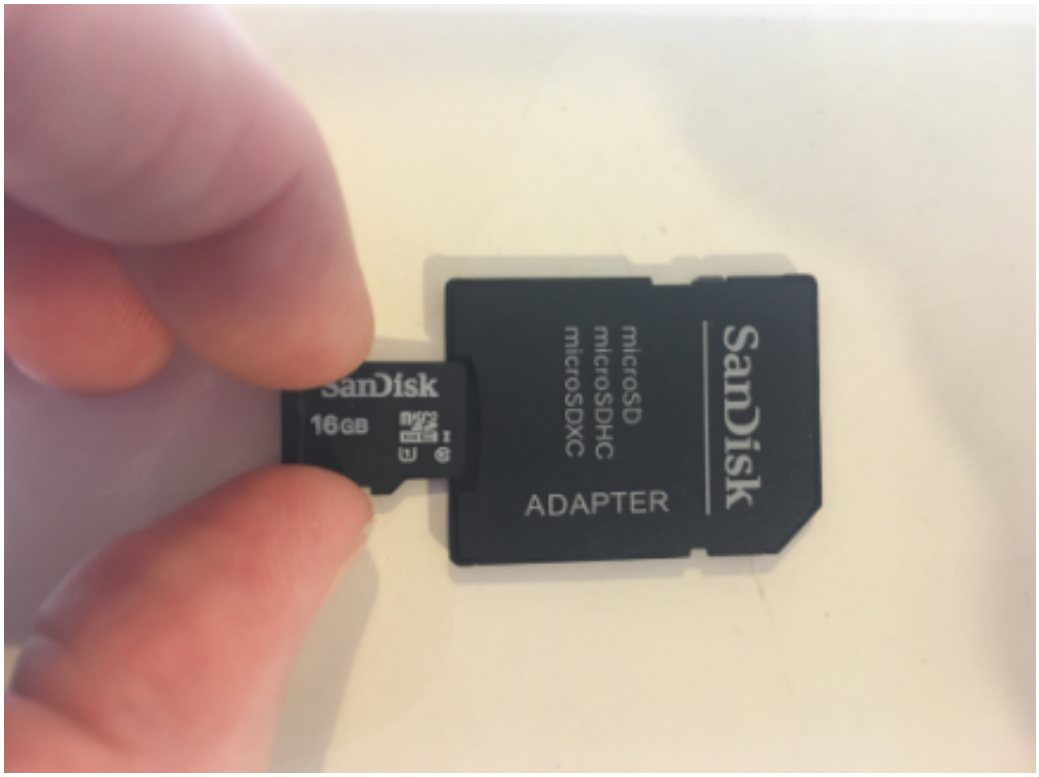
⚠ Only format if you have backed up any recordings or saved files on the card to another location. Formatting erases all the data stored on the card.



Once you tap Yes, 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).

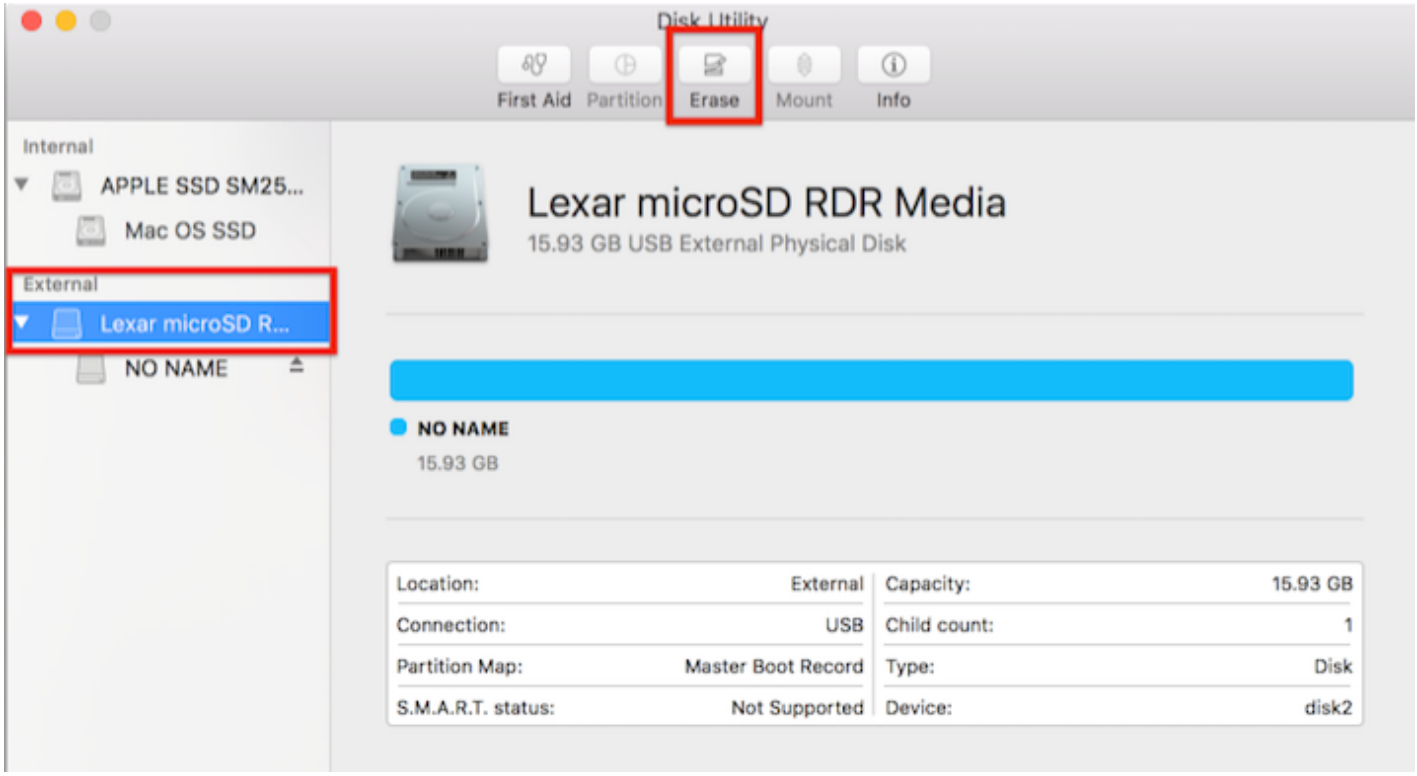
To do so, insert the microSD card into the SD card adapter.



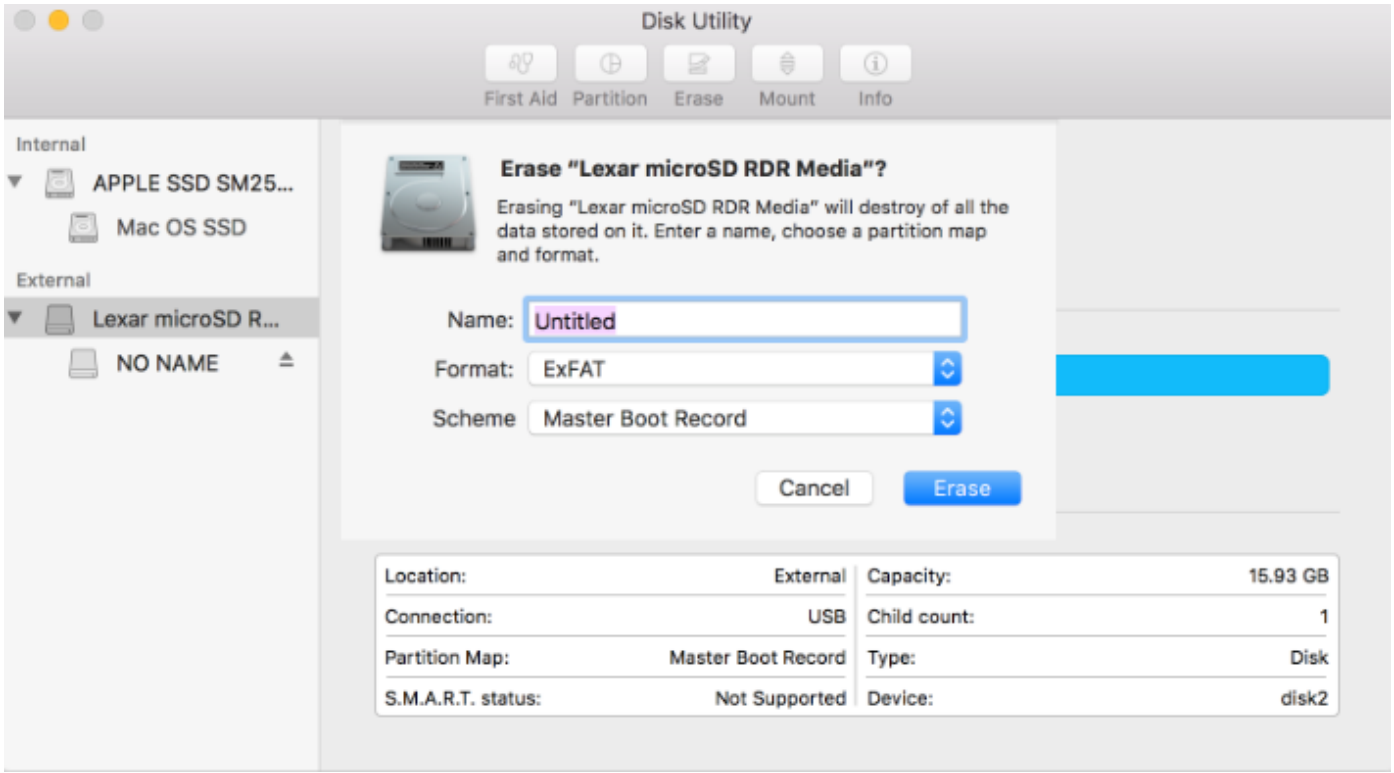
Connect the SD card adapter to your computer (many modern computers have SD card readers built in).

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

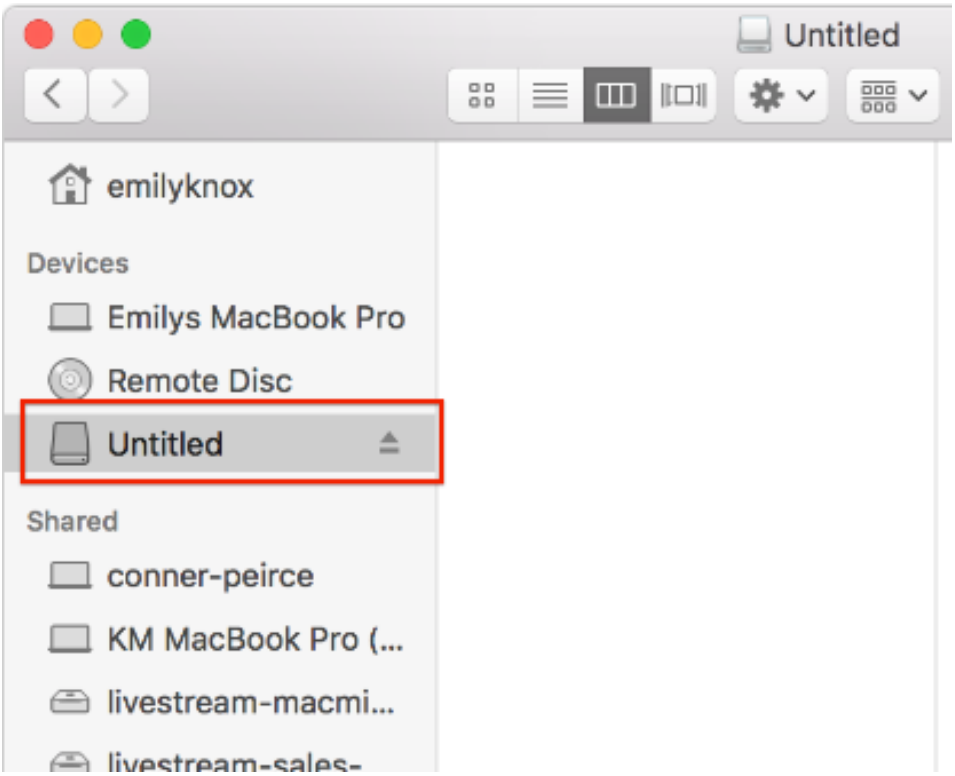
Select the SD card *reader* (under 'External') and click Erase.



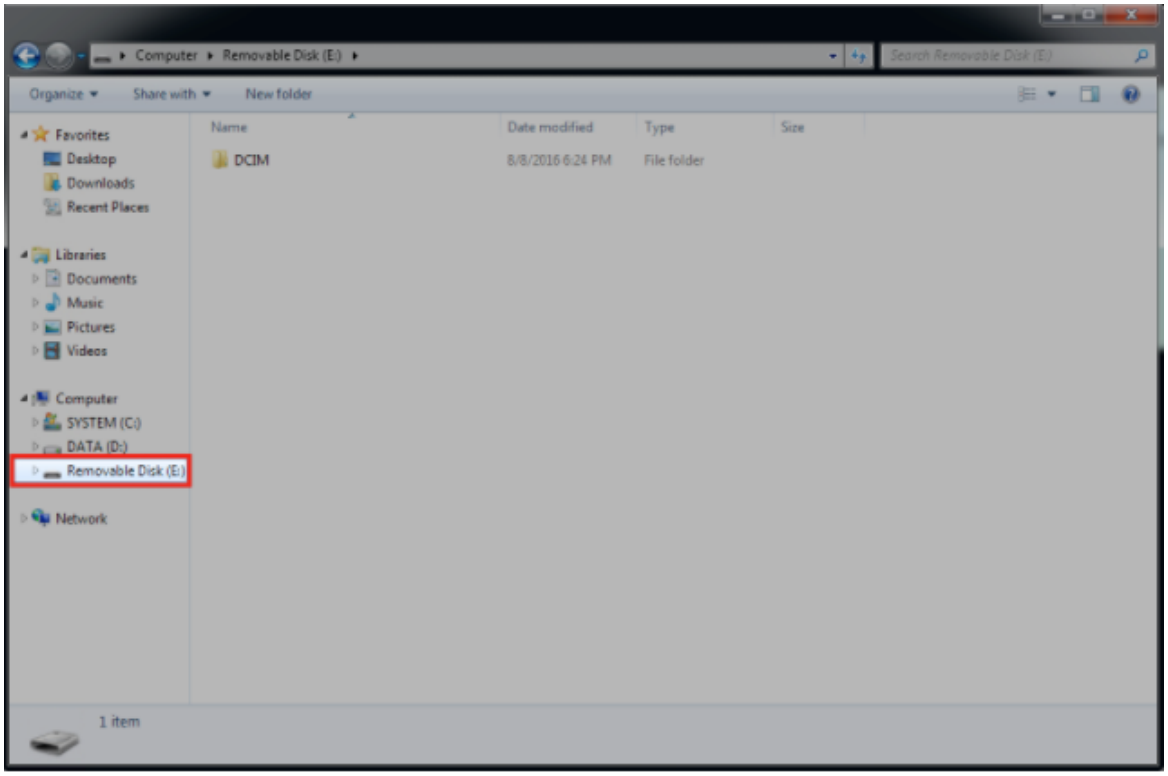
The prompt that pops up will give you the opportunity to name the card as well as choose a format and scheme. Select exFAT format and Master Boot Record scheme. Then click Erase.



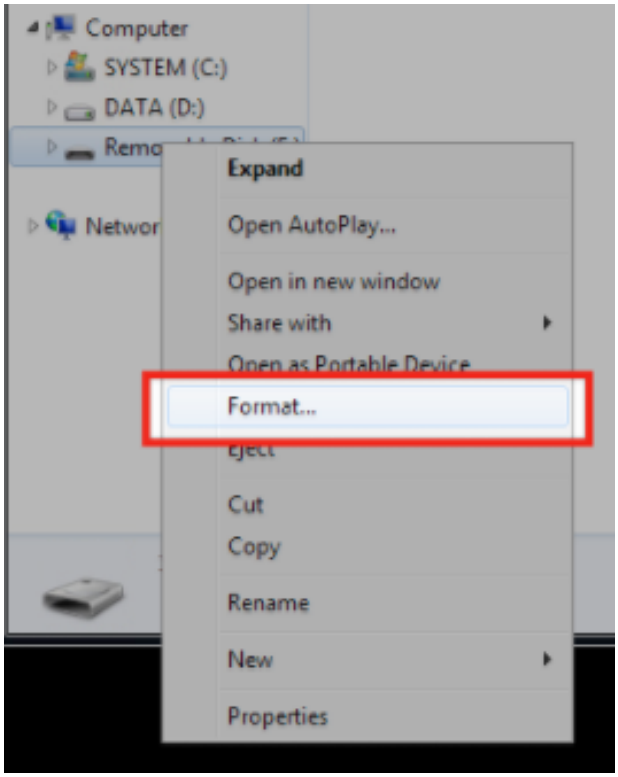
Your card will be formatted. Make sure you properly eject the SD card before removing it from your computer.



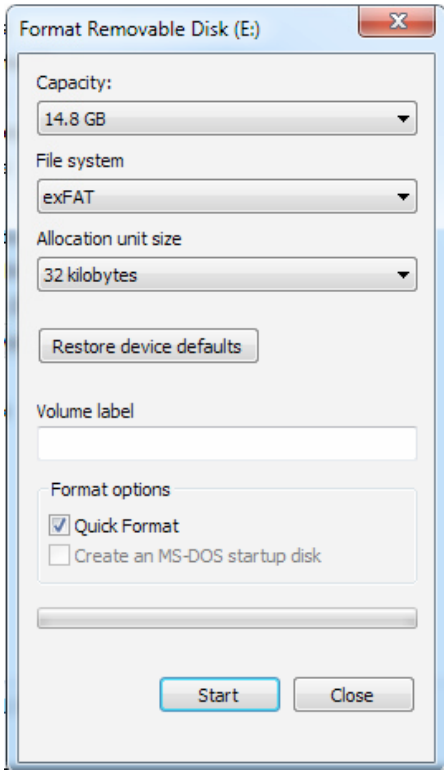
On Windows computers, go to the file explorer, and select your SD card drive.

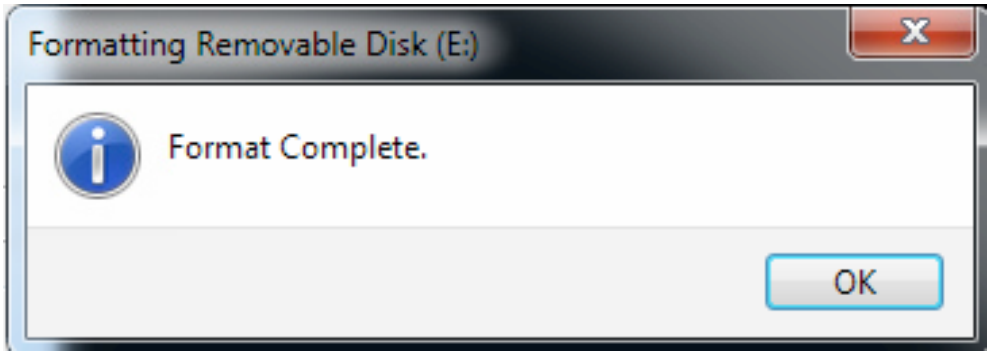


Right-click the icon, then select **Format**.



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 Facebook and Livestream 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.

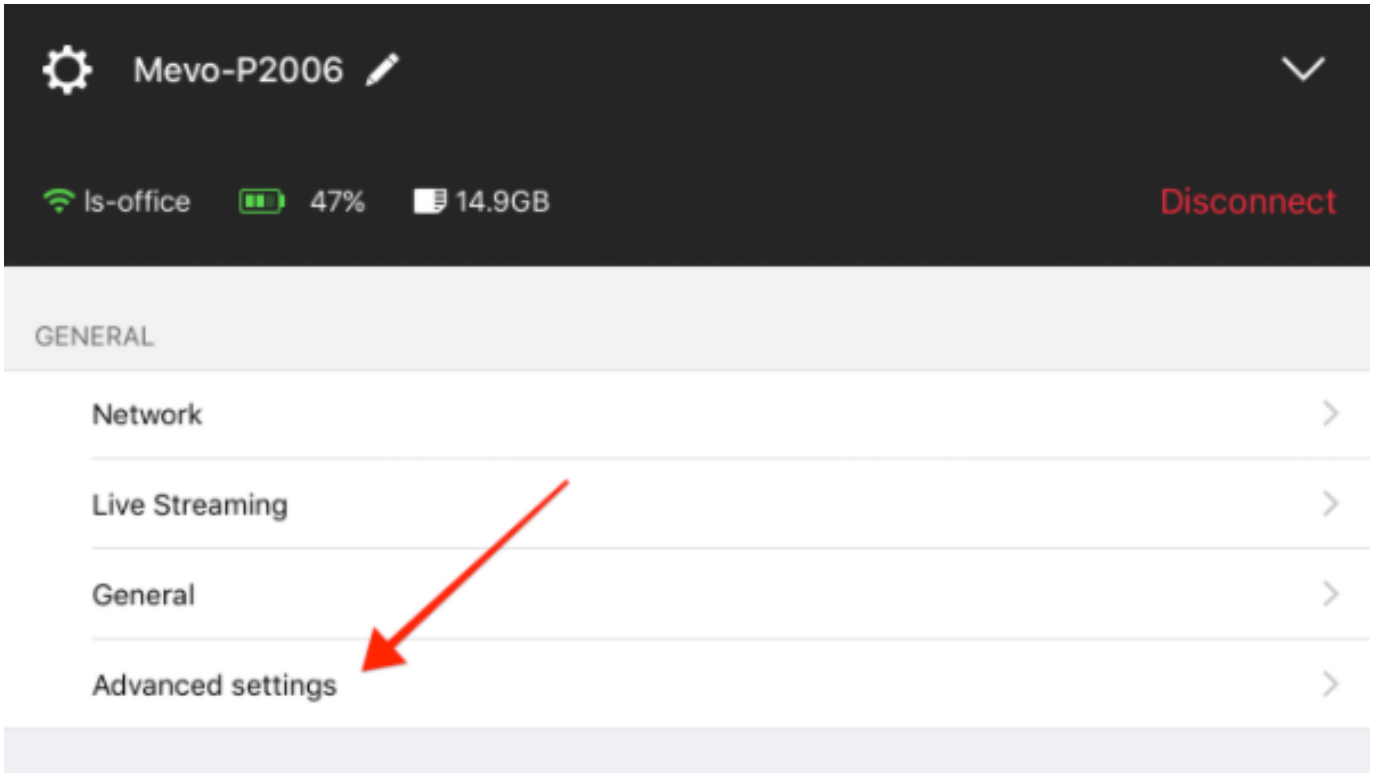
This will also set the camera back to an earlier firmware, which you will need to update.

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

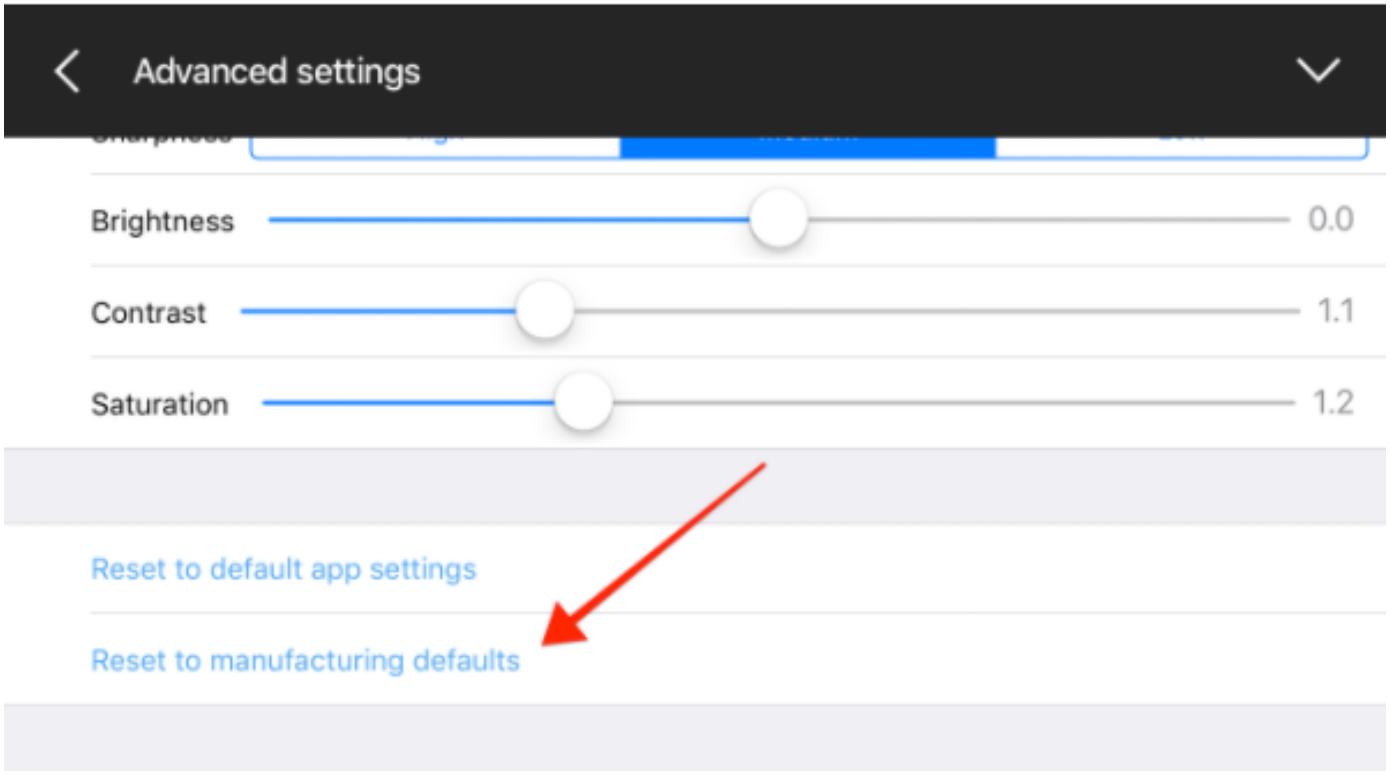
Reset via the App

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.

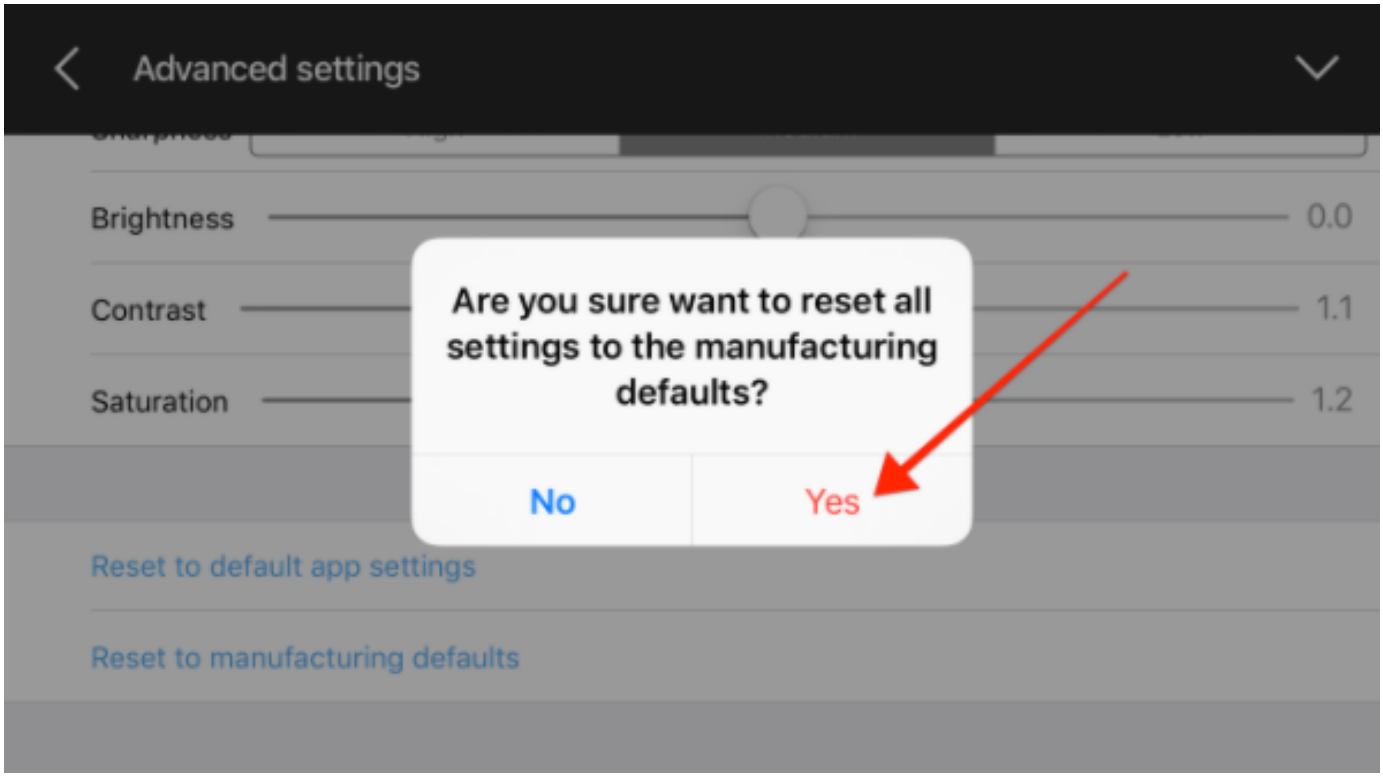
Then choose Advanced Settings.



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.

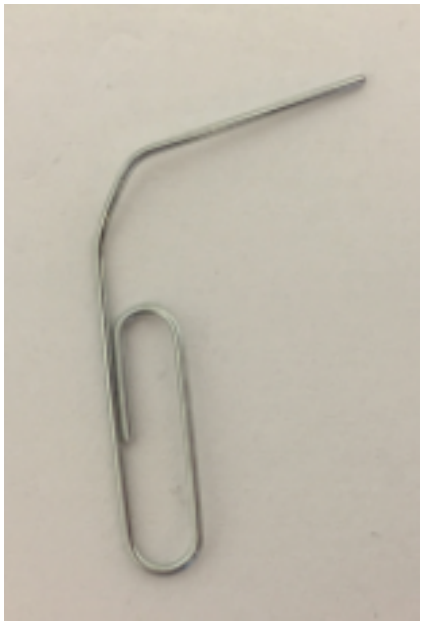
You will now go through the same startup process as when you used your new Mevo camera for the first time.

Reset via 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. Make sure 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 five seconds.

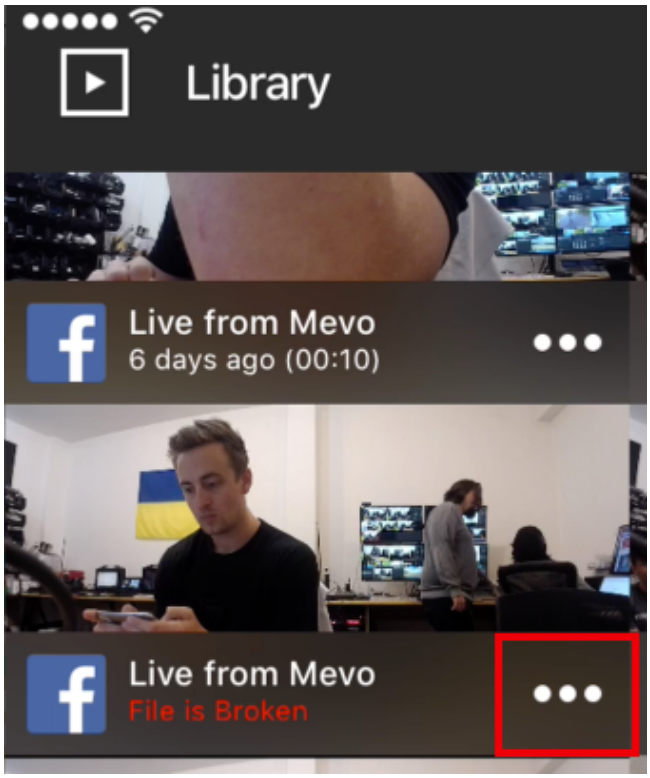
You will see your camera's ring light start spinning and blinking.

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

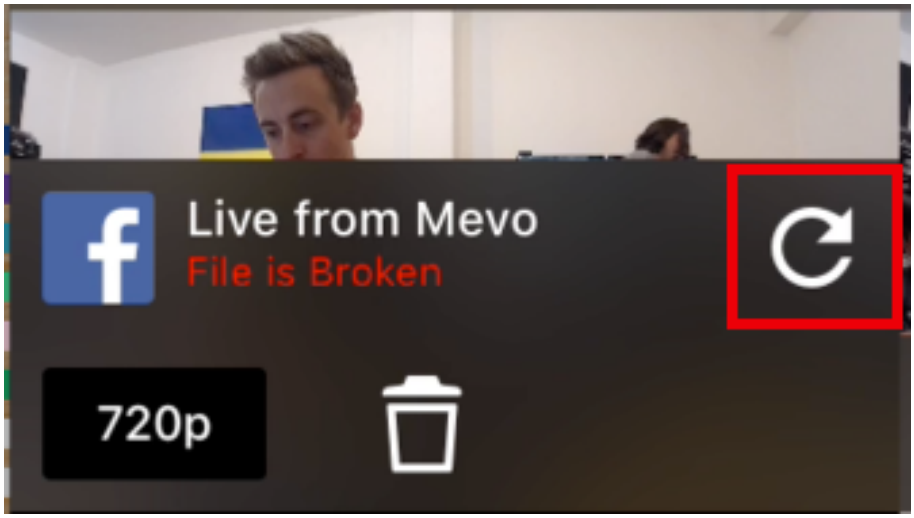
Recover a Broken Recording

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).

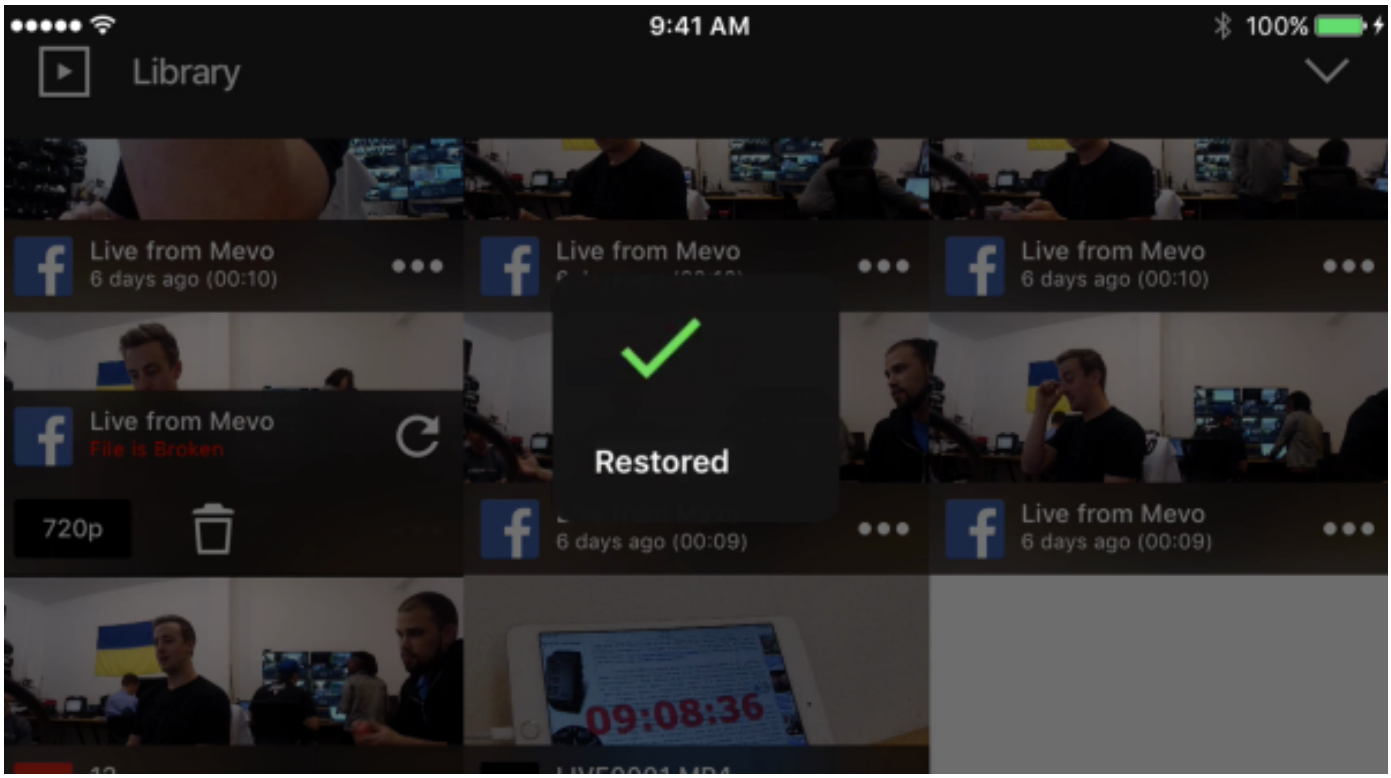
Tap the Options icon the corresponds to your broken file.



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.



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 9.3 and later.

Hardware:

iPhones

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

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
- Pad 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)

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

Hardware: Our team has tested the following devices successfully:

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

Does the Mevo App Work on iPads?

Yes, the Mevo iOS app can work on the following iPads running iOS 9 or later:

- iPad Air
- iPad Air 2
- iPad mini 2
- iPad mini 3
- iPad mini 4
- iPad Pro
- iPad (2017)

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 9.3 or above.

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?

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.

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.

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.

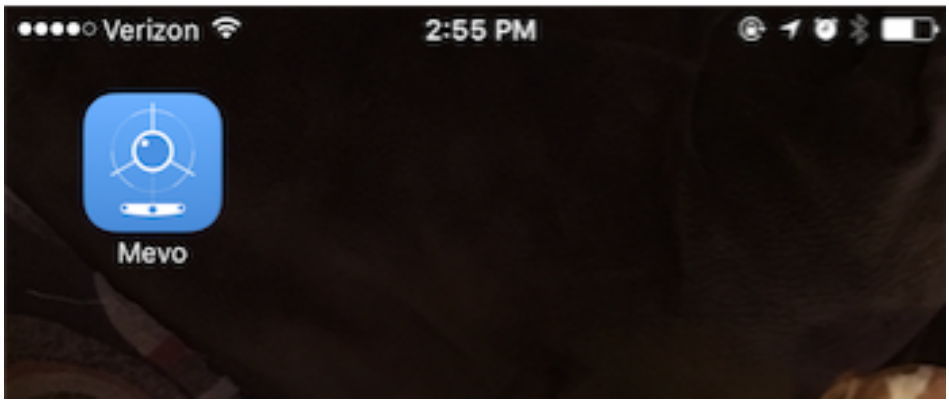
As a best practice, we recommend fully charging your device before your event. If you have a lengthy event, you may want to have a charger or external battery handy.

How do I Install a Beta Version of the Mevo app on iOS?

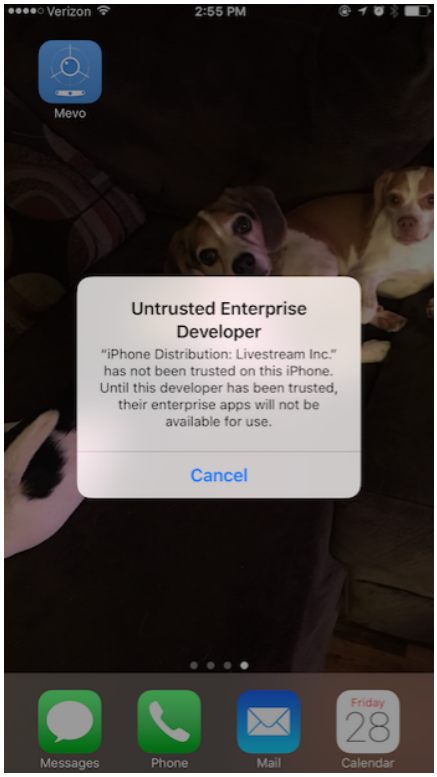
We occasionally release beta versions of future releases of the Mevo iOS app for customers to test. Please keep in mind that beta versions are not recommended for use in production environments.

To install the beta app, go to http://cdn.livestream.com/mevo/app/1.6.50/index.html on your iOS device's browser. When the page loads, tap 1.6.50 to start the download.

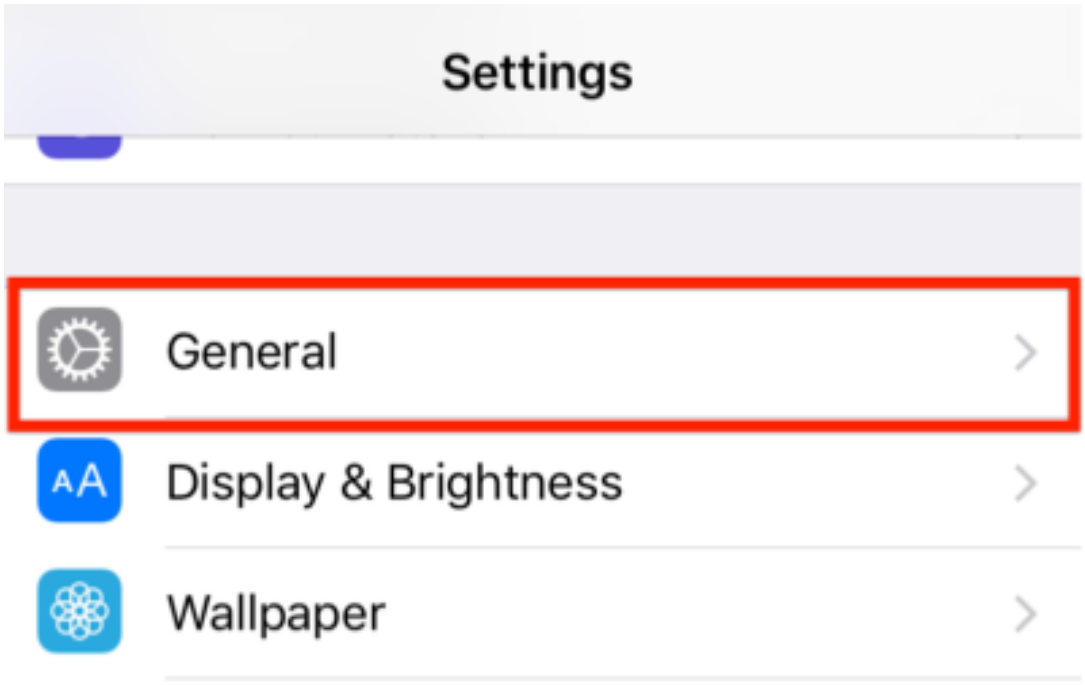
A new app will begin downloading that is separate from the version you would have downloaded from the App Store. When you navigate away from the browser, you will see a new app, shown below.



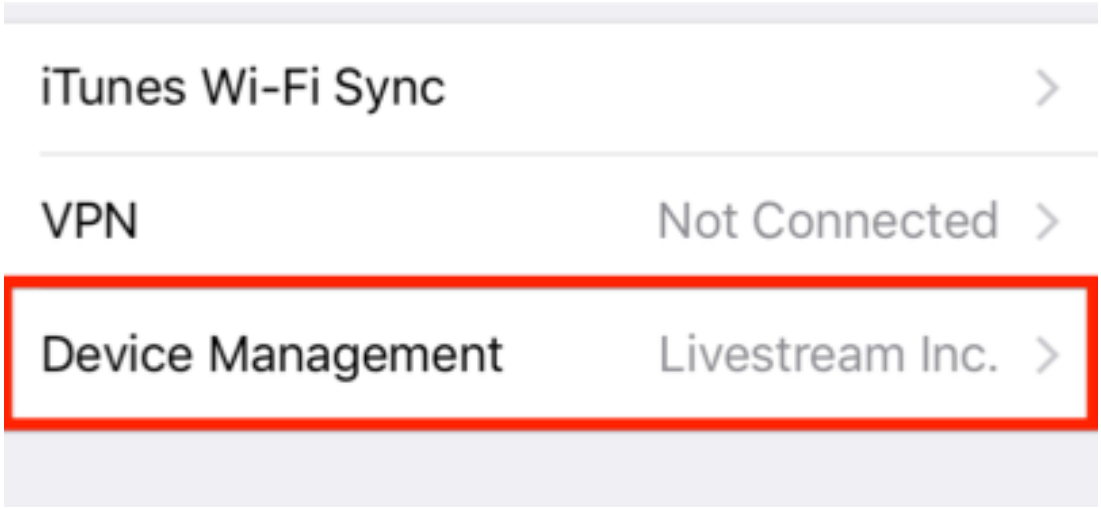
You may receive the warning message shown below.



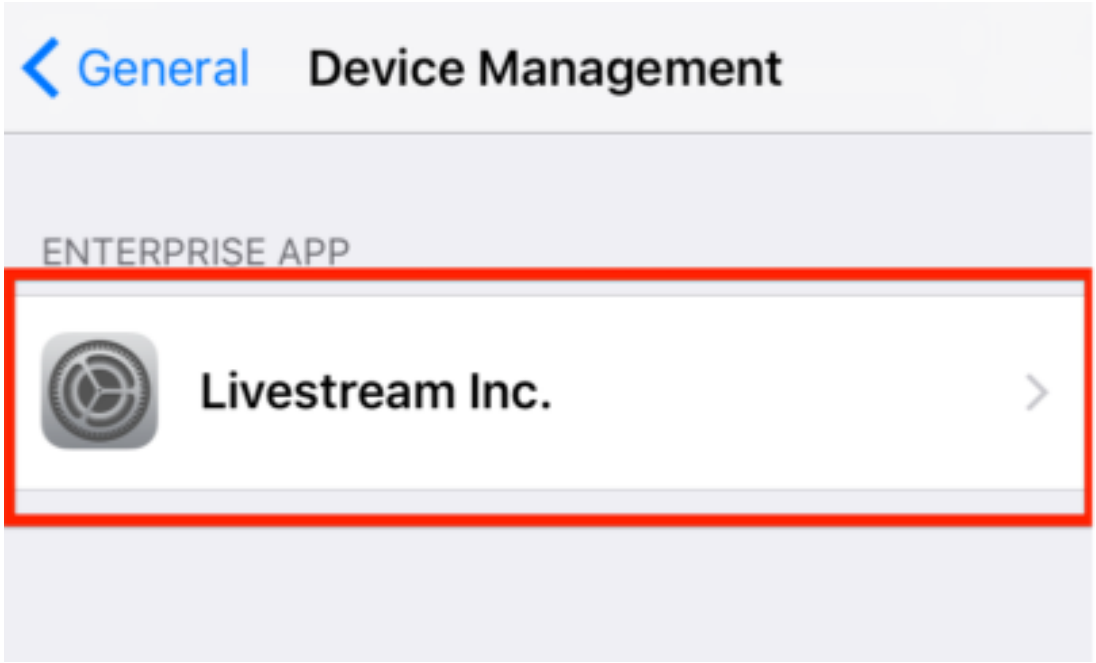
Because the beta is not downloaded from the App Store, you will need to authorize it to run on your iOS device before using it. To do this, go to your device Settings, then select General.



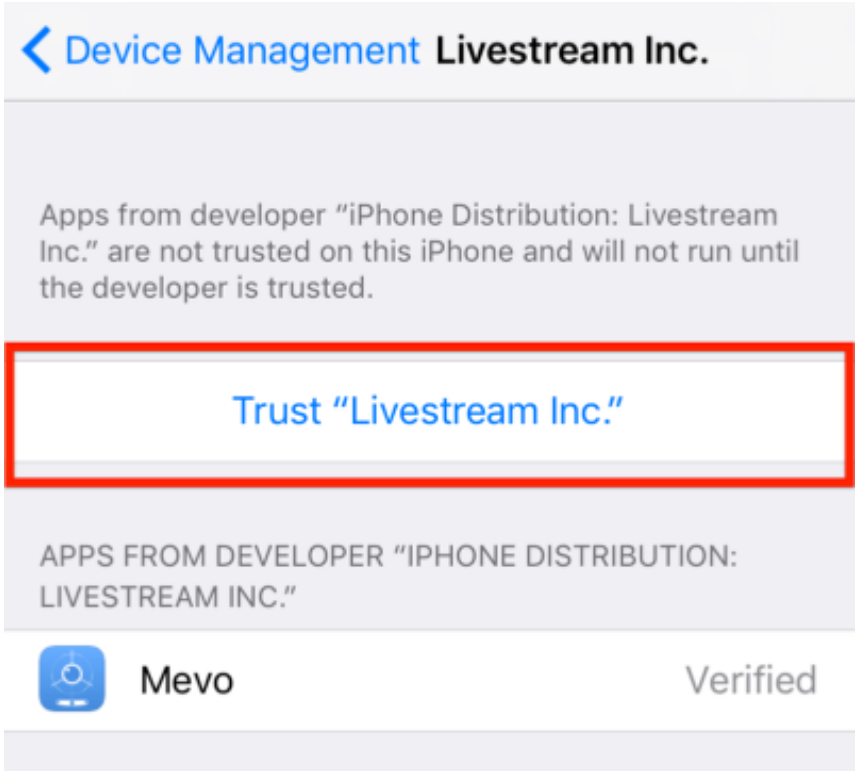
Then scroll down to select Device Management.

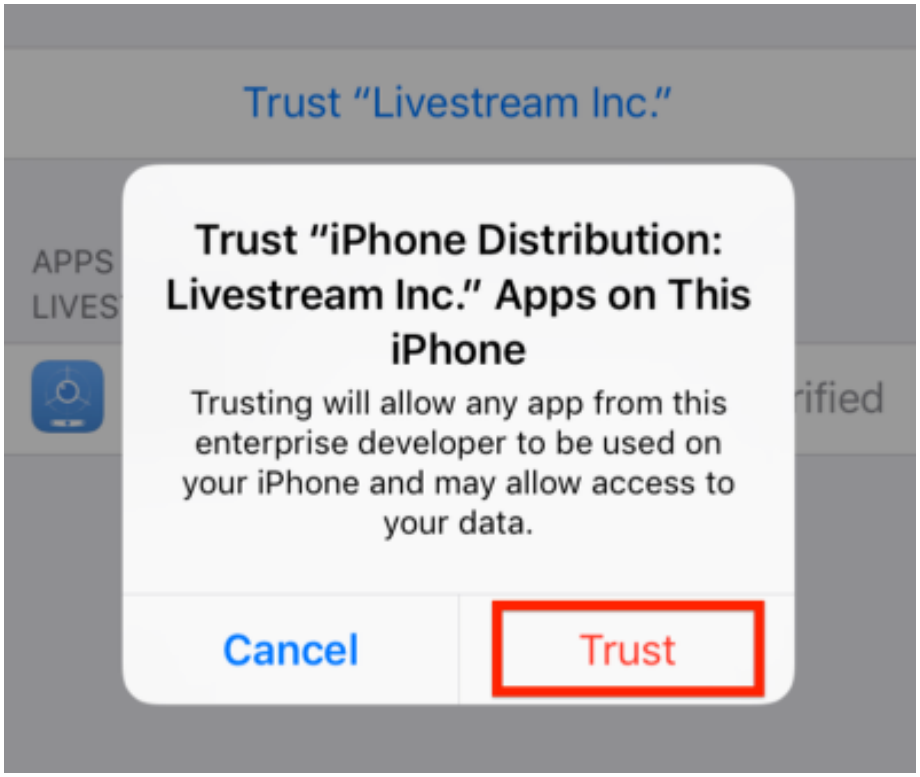


Select Livestream, Inc.



Tap Trust Livestream Inc., then Trust.



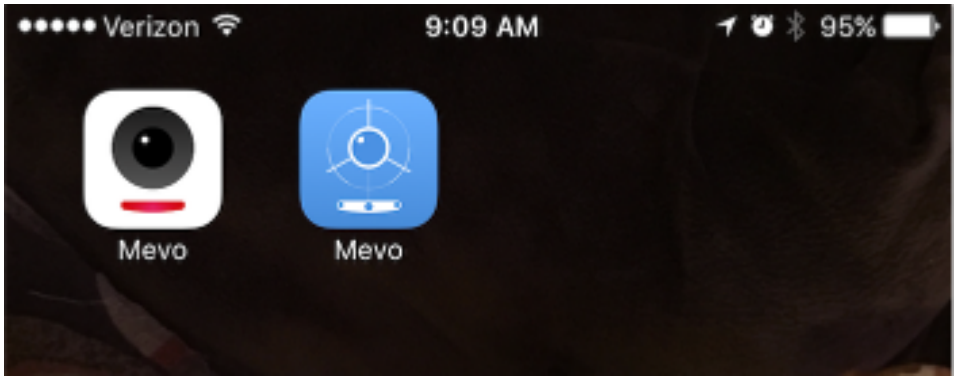


Once you have done this, you can launch the beta version of the Mevo app.

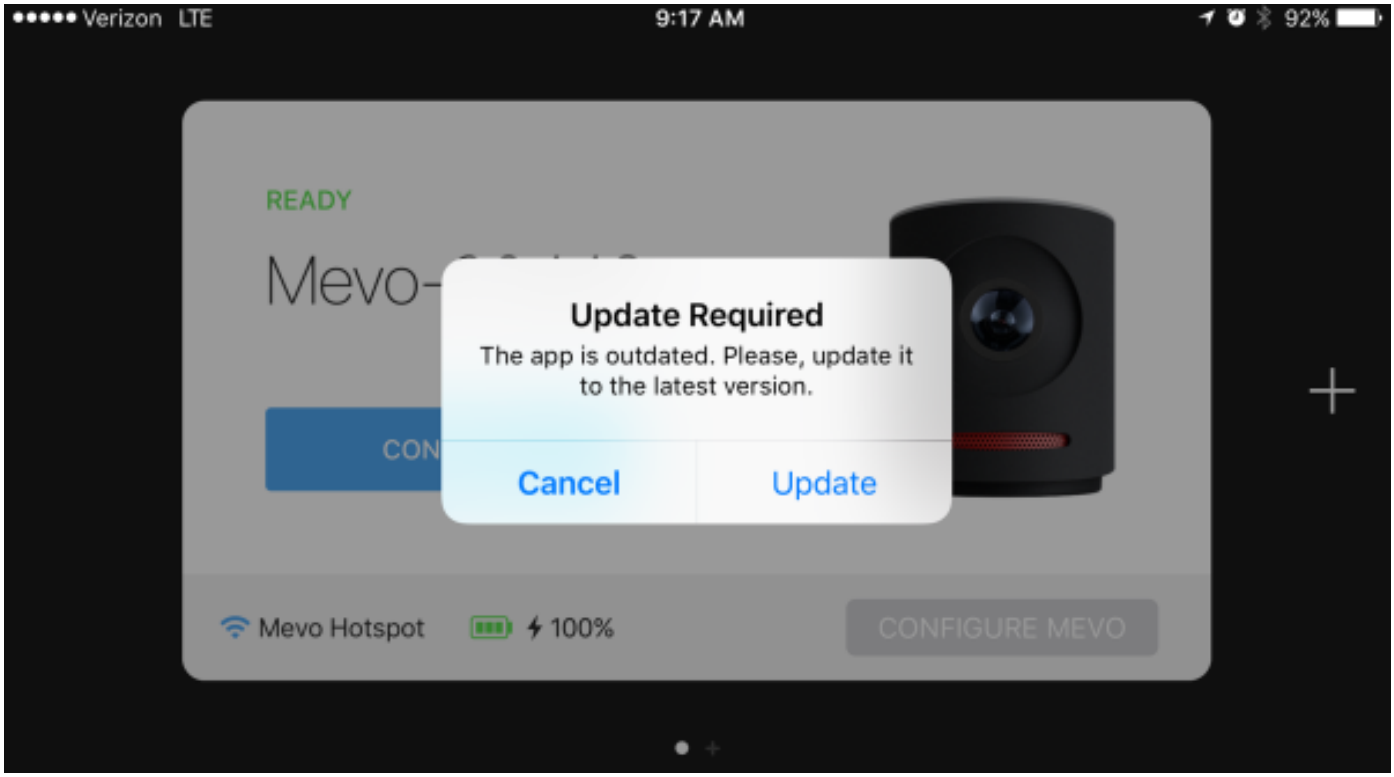
Use Production App Version While Beta is Installed

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.

Mevo Version 1.5 Release

Today we're releasing a newest app update for both iOS and Android. Exciting features include YouTube Live streaming support, 4K recording, 1080p recording & streaming, and more.

YouTube Live

After you upgrade your Mevo app, you'll see YouTube as a streaming destination when you hit the "Go Live" button. Click here for more information and directions to stream to YouTube Live.

4K Recording

Your Mevo can now capture wide shots in stunning 4K while recording. Please note that live editing features will be disabled in 4K recording mode. Learn more about Mevo's recording options.

1080p Streaming

We've enabled 1080p streaming for supported platforms (limited to YouTube and Livestream at this time). Ensure your internet connection can support 1080p streaming and learn more about this feature here.

Facebook Enhancements

We're rolling out some enhancements to our Facebook integration that you'll want to check out. These include:

- Scheduled Streams
    - Schedule a live event up to one week before the event start date.
    - Receive a Facebook custom link and pre-event lobby specifically for your event.
- Continuous streaming - No more four-hour cut-off on Facebook Live streams.
- Geo-tagging - Tag your location on Facebook through the Mevo app.
- Friend tagging - Tag your friends on Facebook through the Mevo app.

Learn more about Facebook options here.

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:

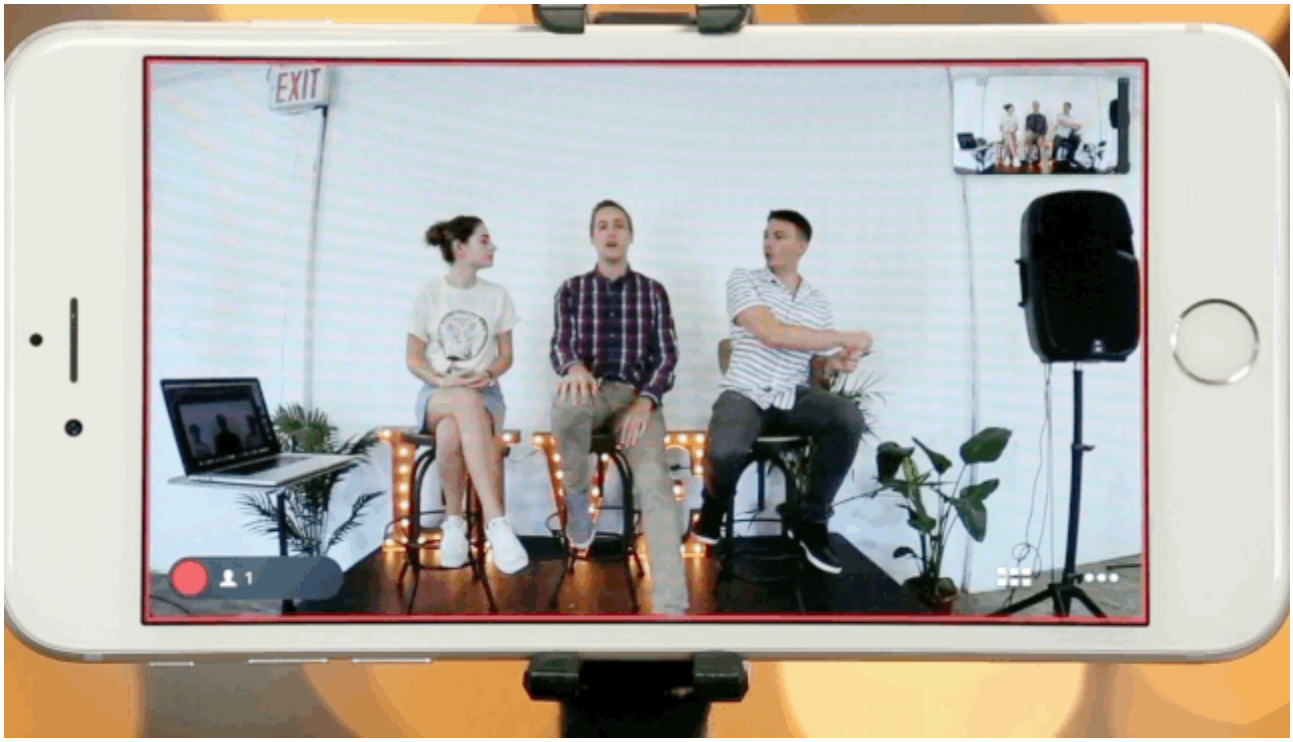
Pinch to zoom:

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.

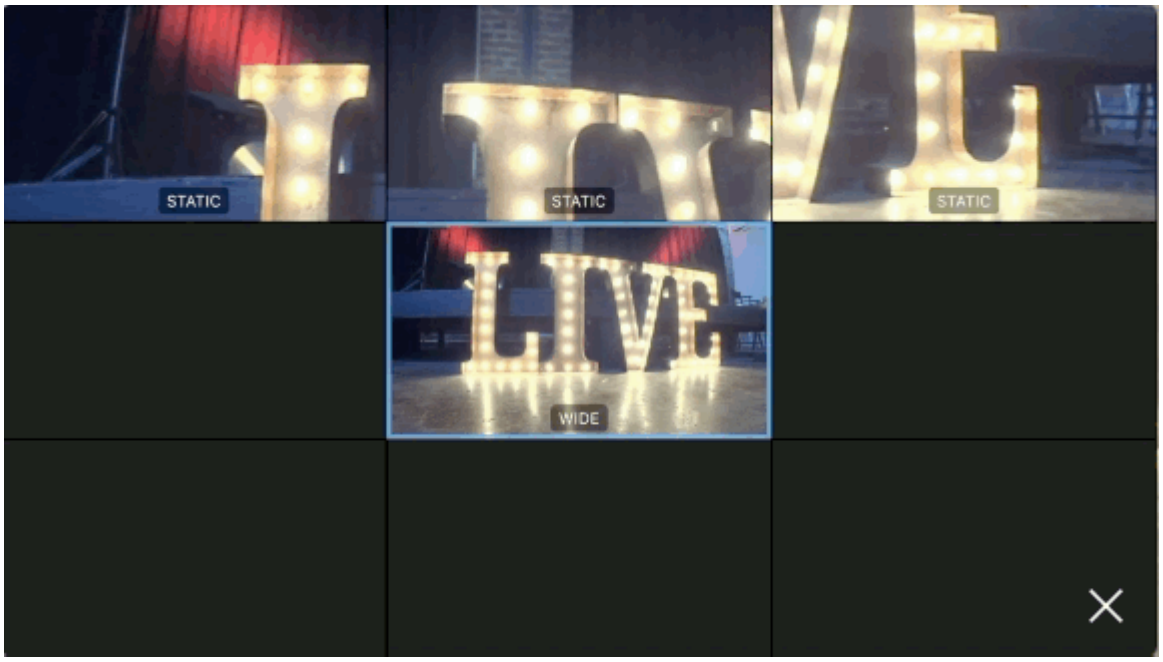
Tip: You can use your finger to drag the output monitor to another part of the screen.

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.

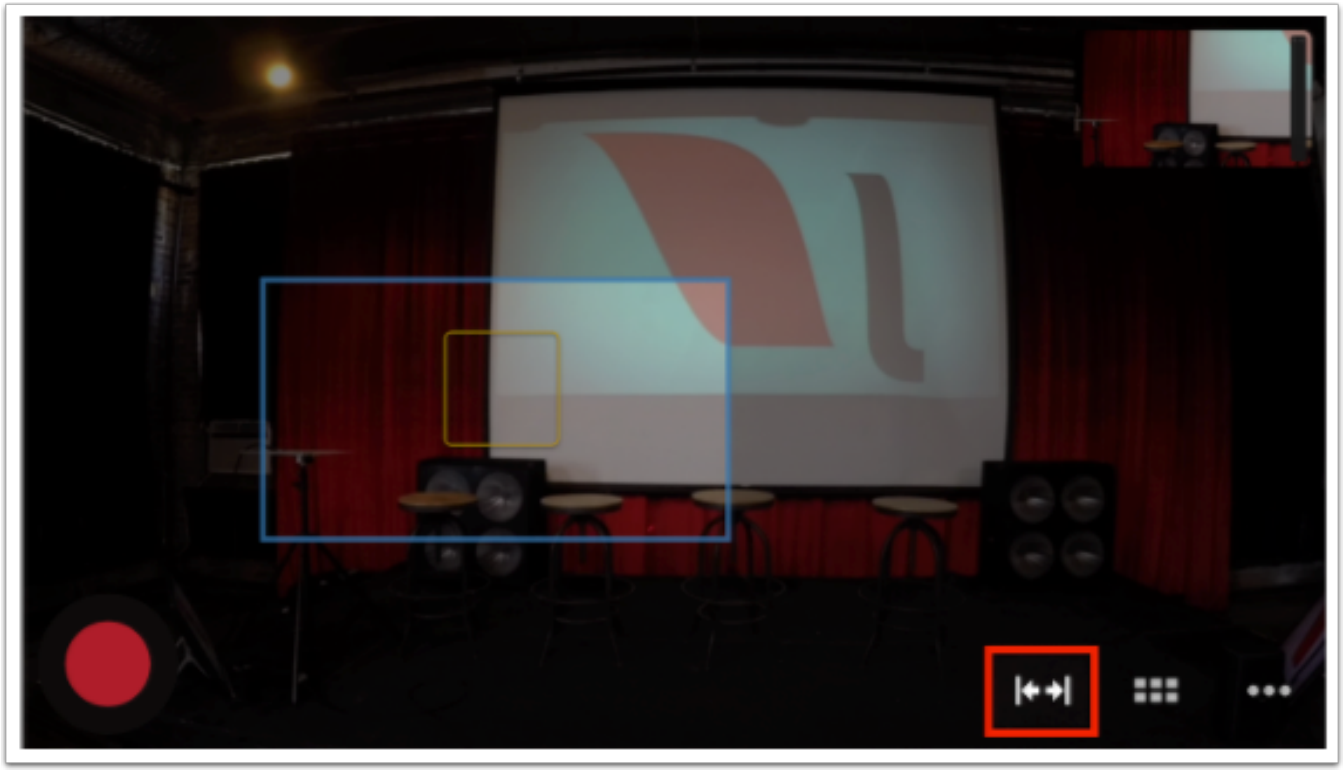


The icon with six squares, to the left of the options menu icon, is to bring up your Grid View. If you have several trackers set to follow faces or other action points, you can see each shot in this view. You can live edit your event in this view by tapping each shot.

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.

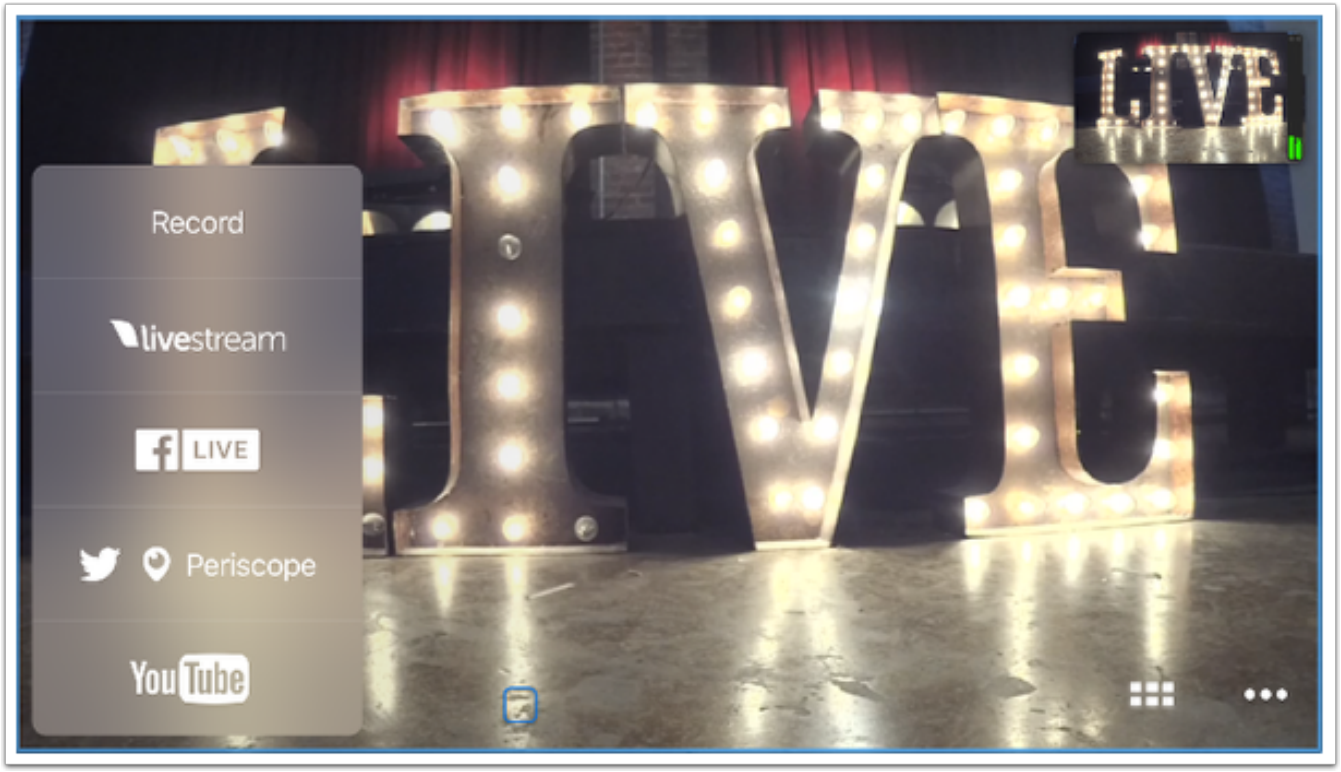


When you have taken a close-up shot (i.e. not in the full wide shot) a cut-to-wide icon will appear to the left of the grid icon. Tap this to cut back to your wide shot.



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 Livestream, Facebook Live, Periscope, or YouTube Live.


Record
livestream
LIVE
Periscope
YouTube
LIVE

Cut to Different Shots

While in Live Editing View, you can cut between multiple shots.

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.

Note: "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.

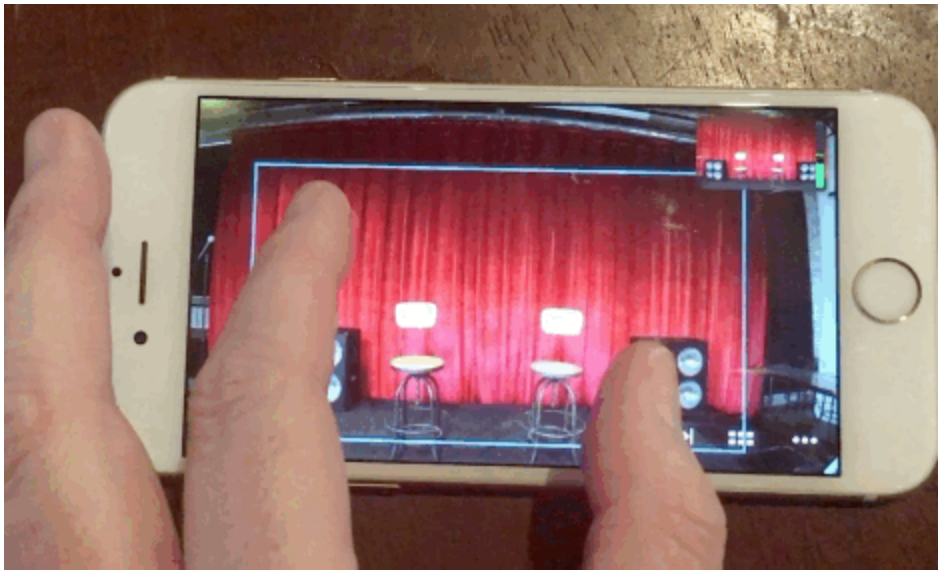
Zoom In and Zoom Out

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

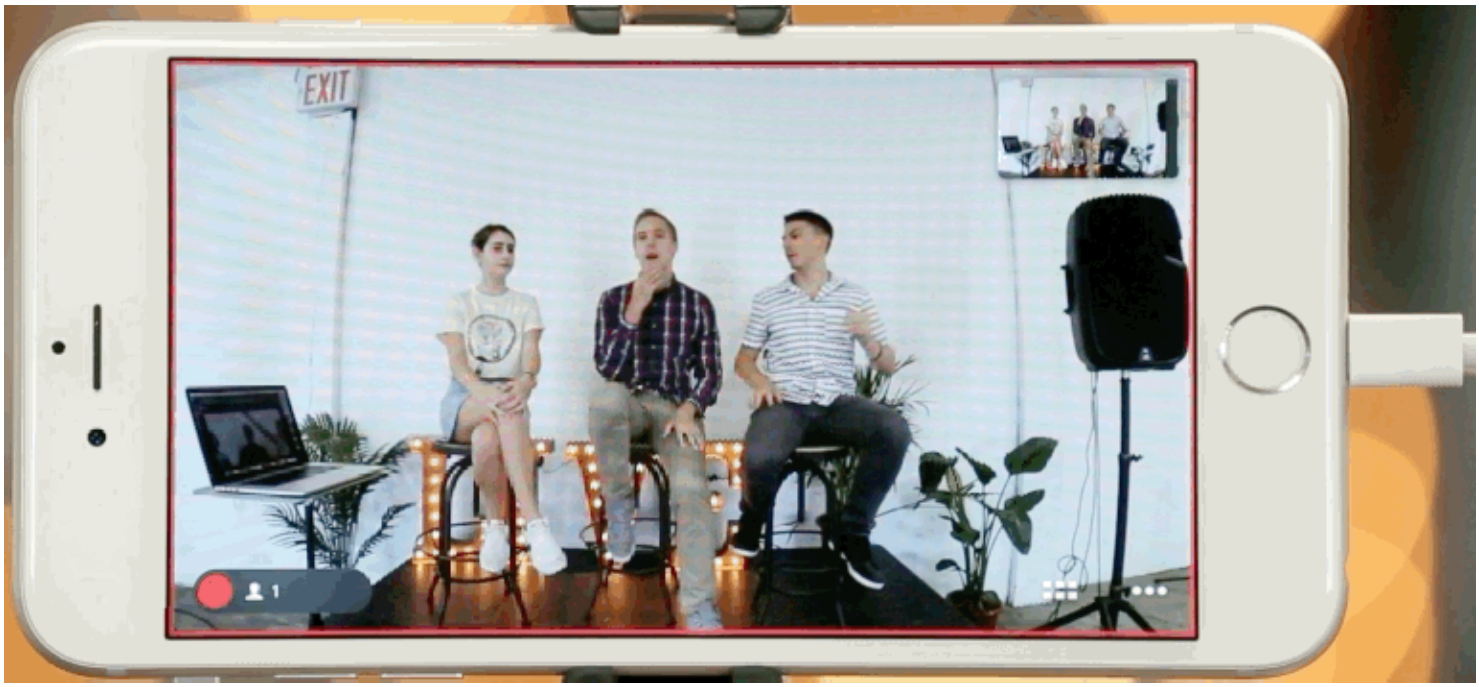
To pan a shot means to move your camera's view from side-to-side. Tilt is to move the shot top to bottom or bottom to top.

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 tracker 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.



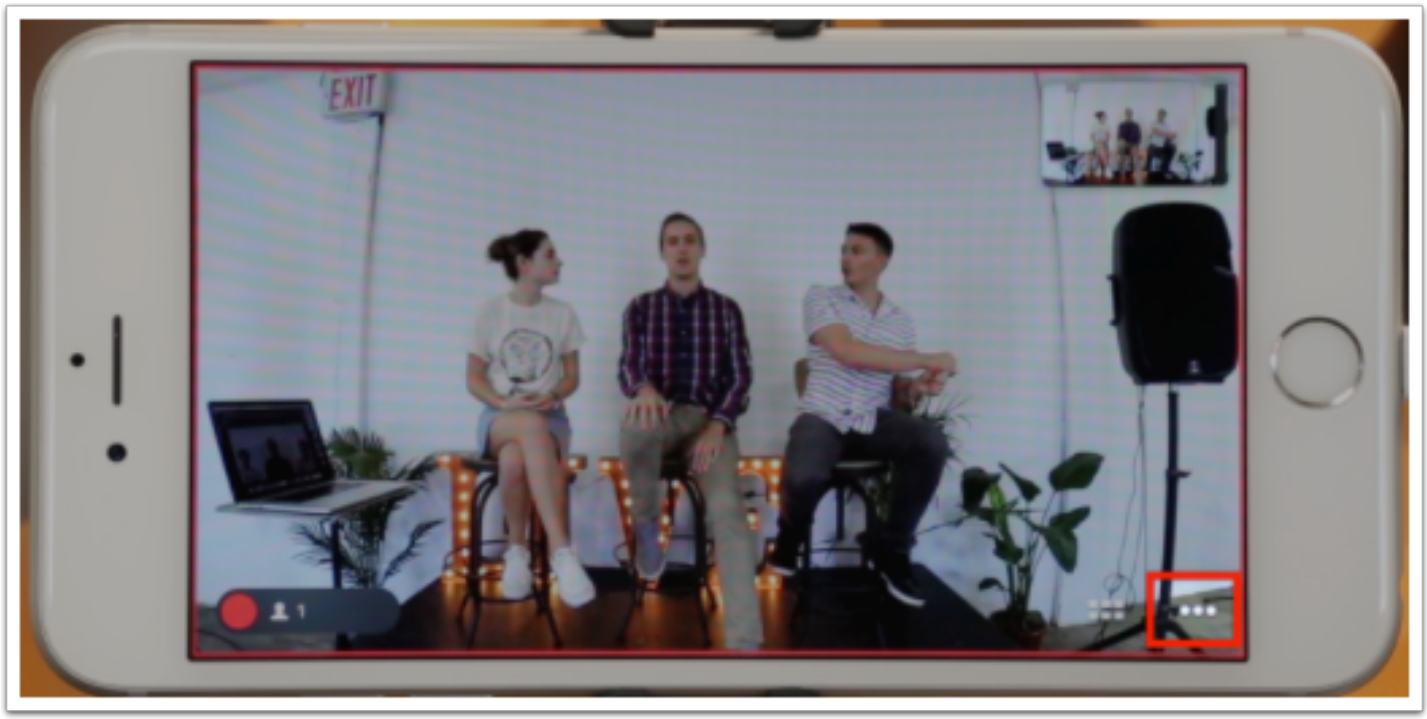
This will create a static shot. You can create up to eight of these.

In additional to these static shots, Mevo can also automatically detect faces.

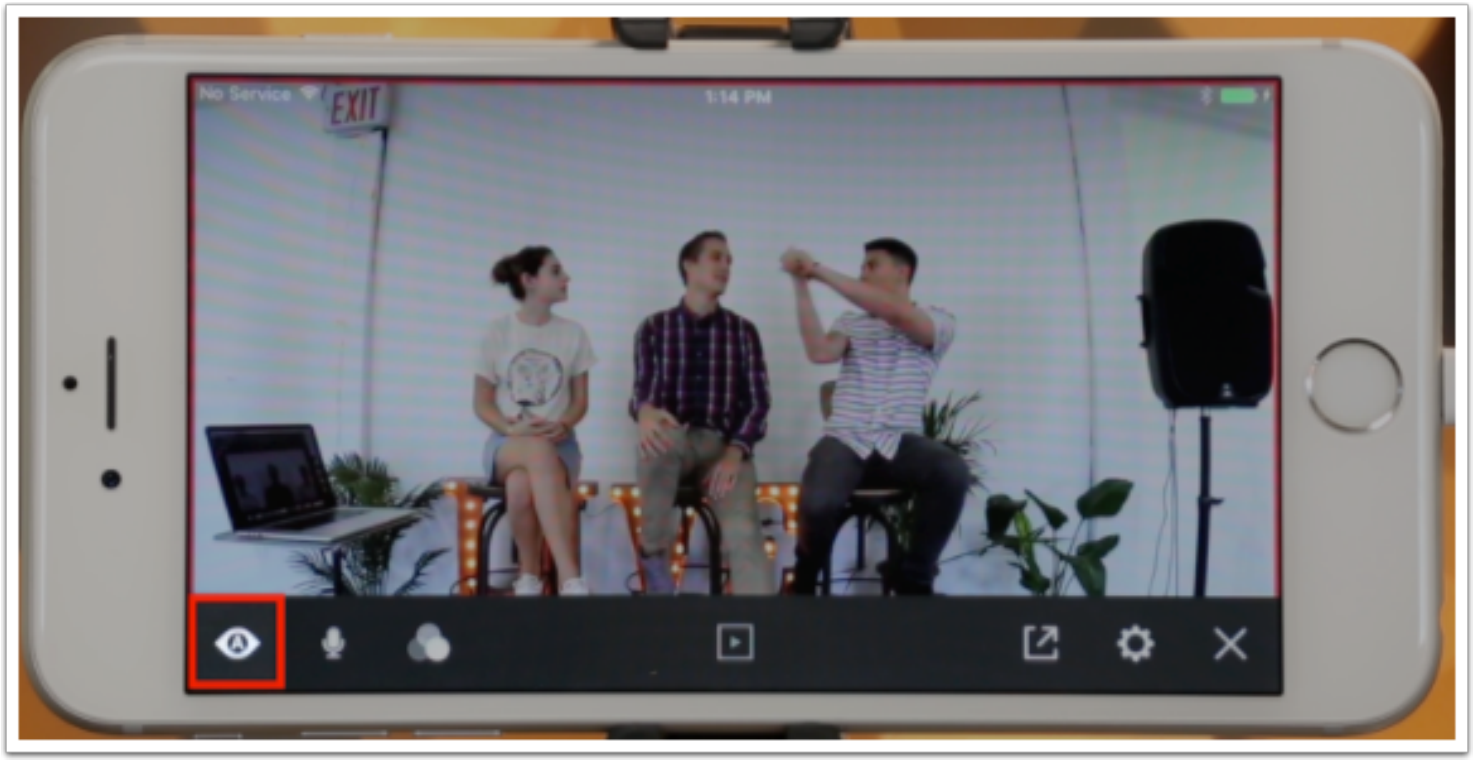
Enable Face Detection

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

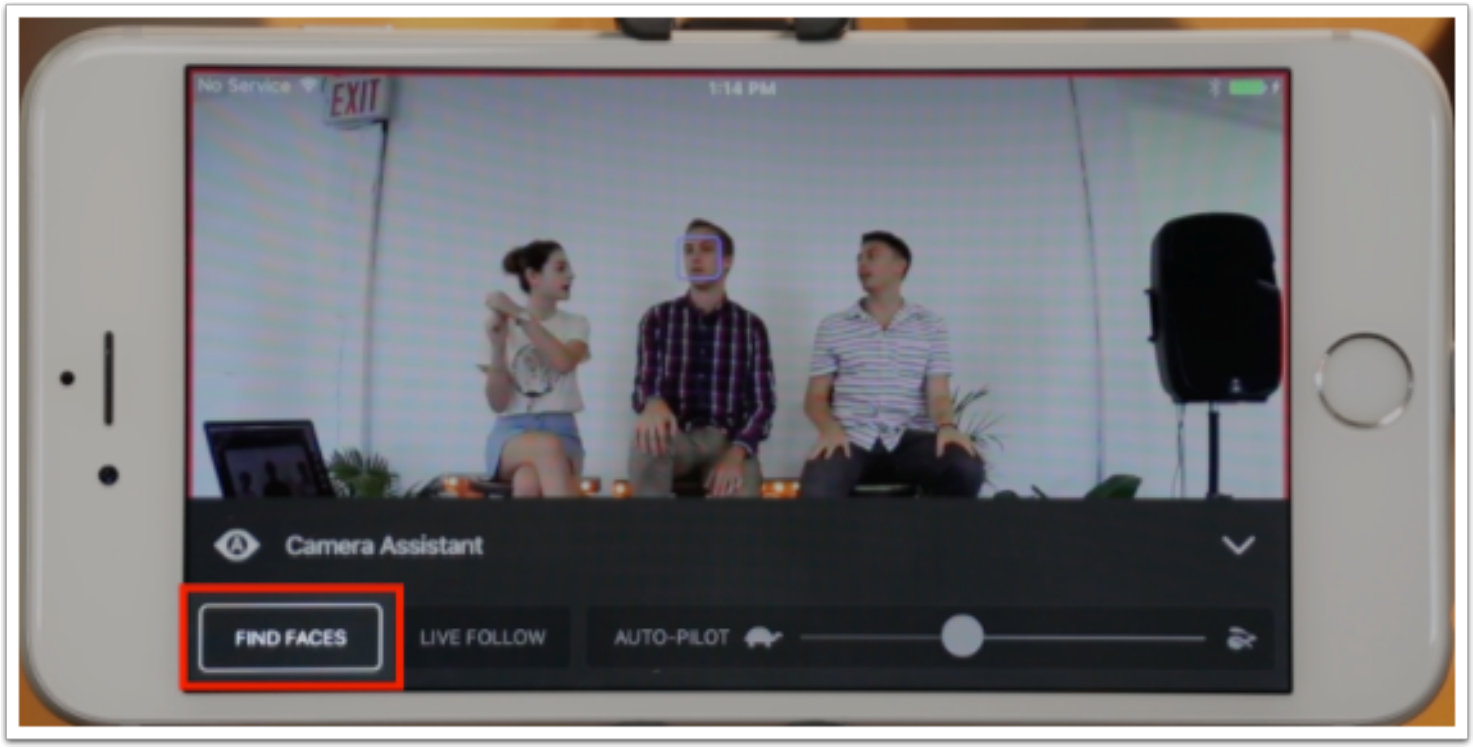
To turn on face detections, tap the 'more options' menu icon.



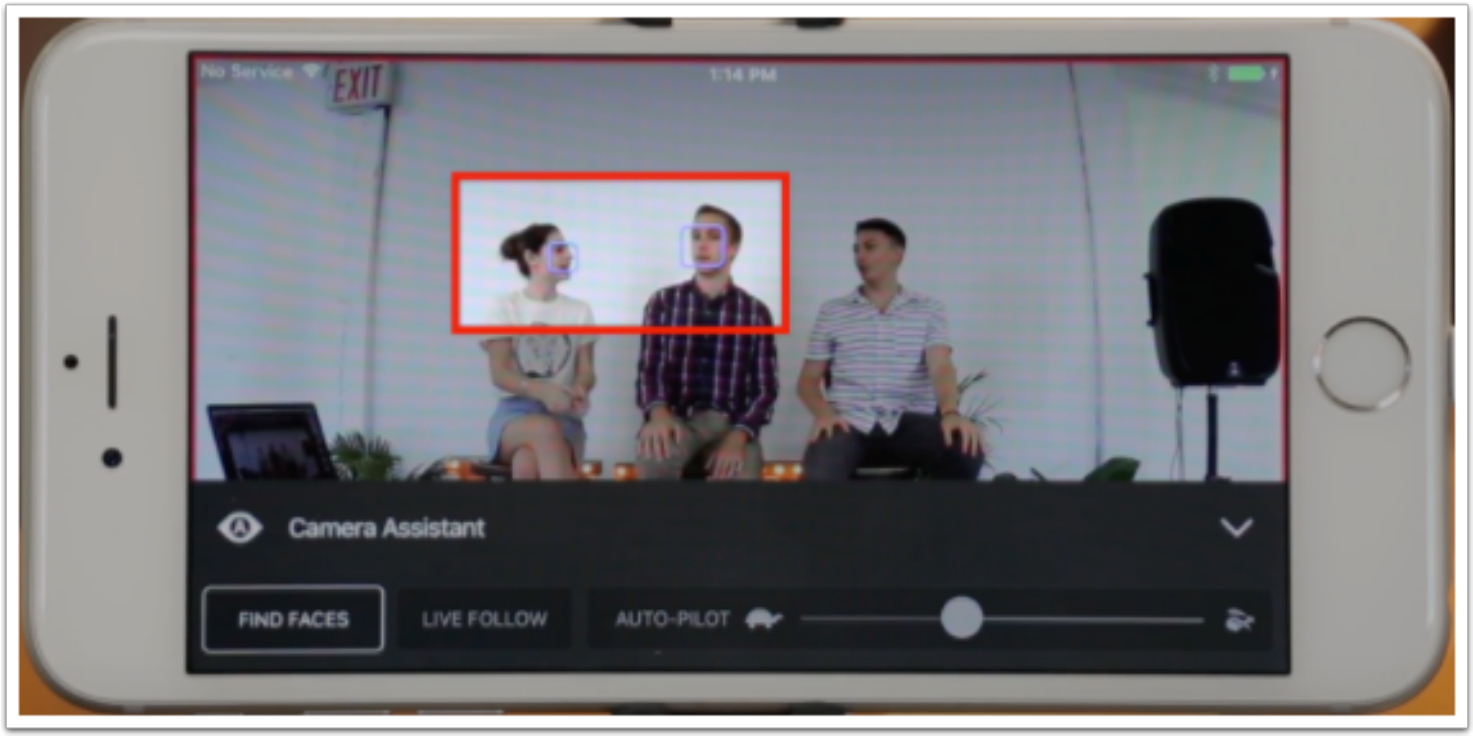
Tap the camera assistant icon to the far left.



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.



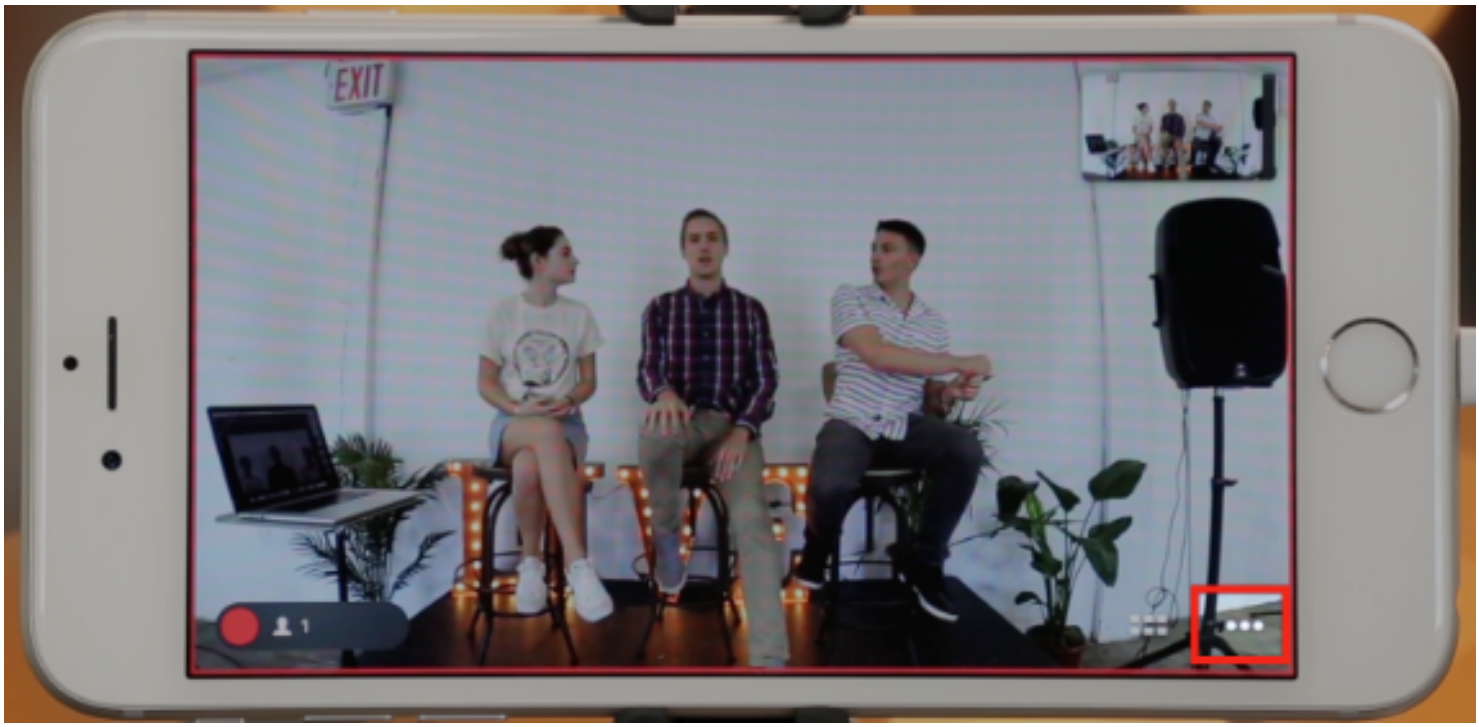
You can also set up to eight manual shots if there are more than four people in the view, or to easily cut to non-human objects. See here for instructions.

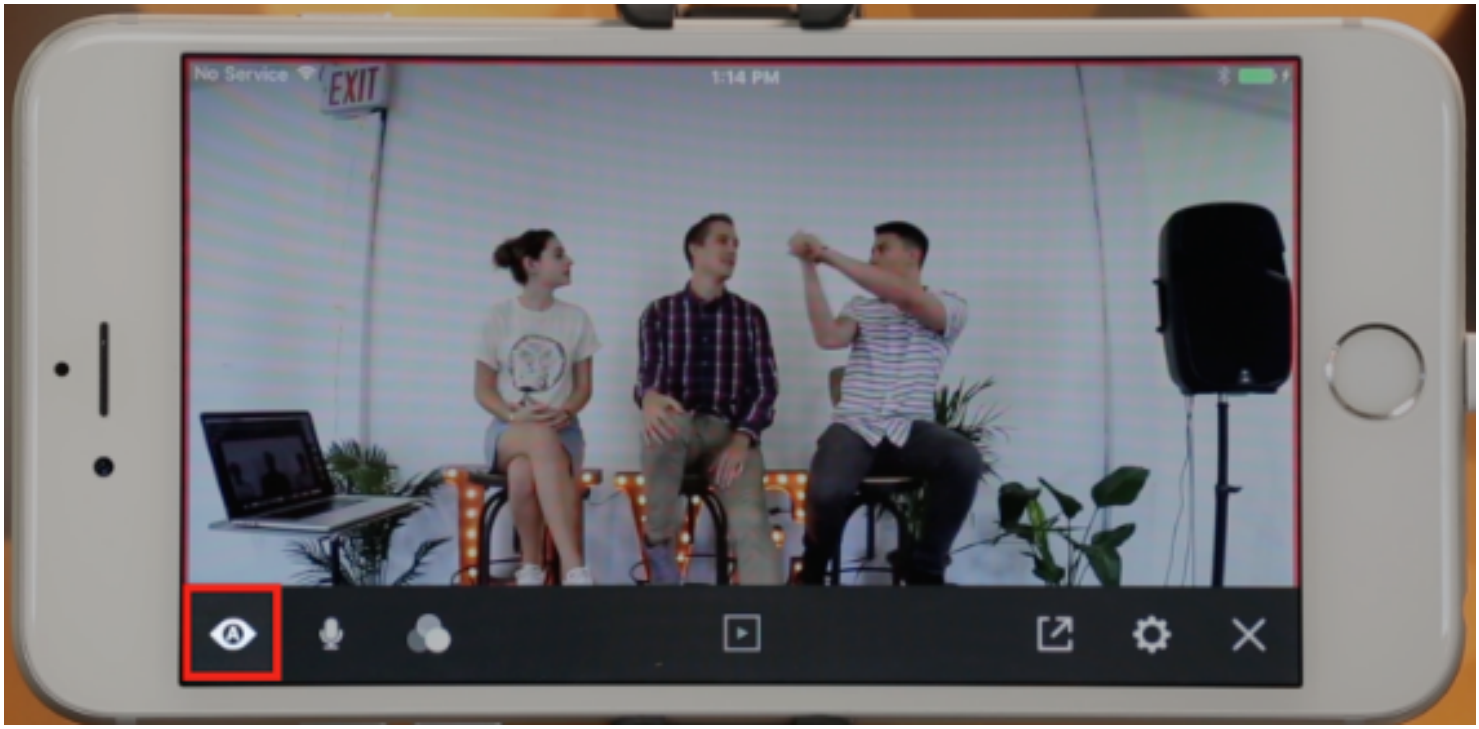
What is Live Follow, and When Should I Use It?

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.

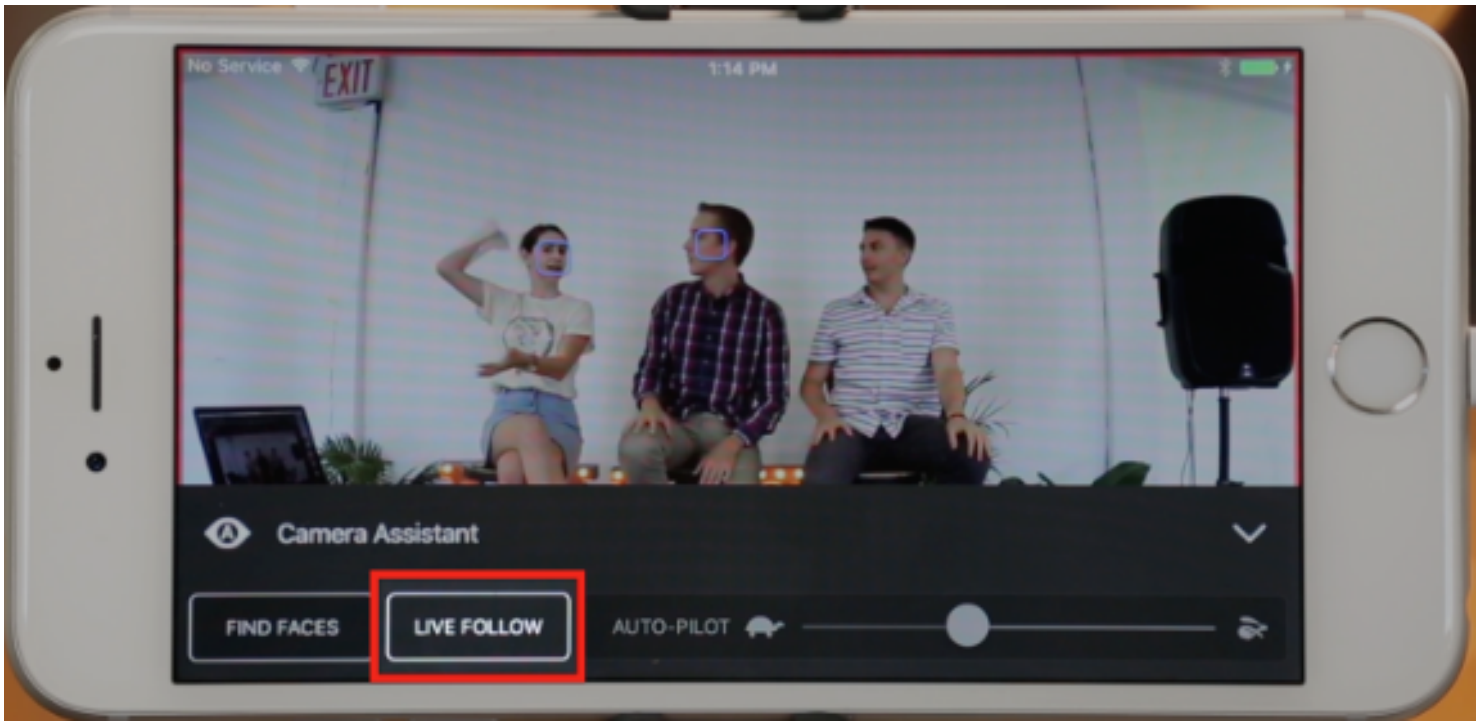
If your subjects are staying fairly static, such as a panel discussion or a meeting, we usually recommend disabling this feature to prevent unnecessary movements of the camera shot.

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.

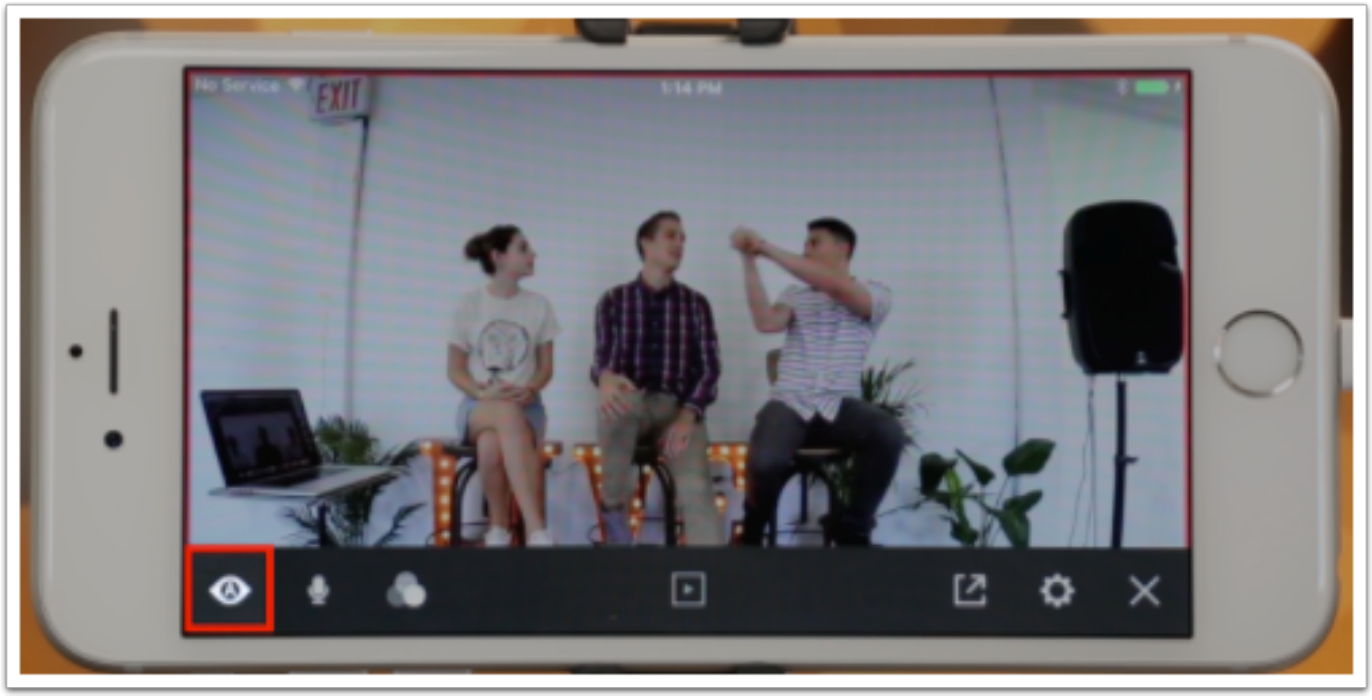


If you would rather keep your shots static to a specific area, turn Live Follow off.

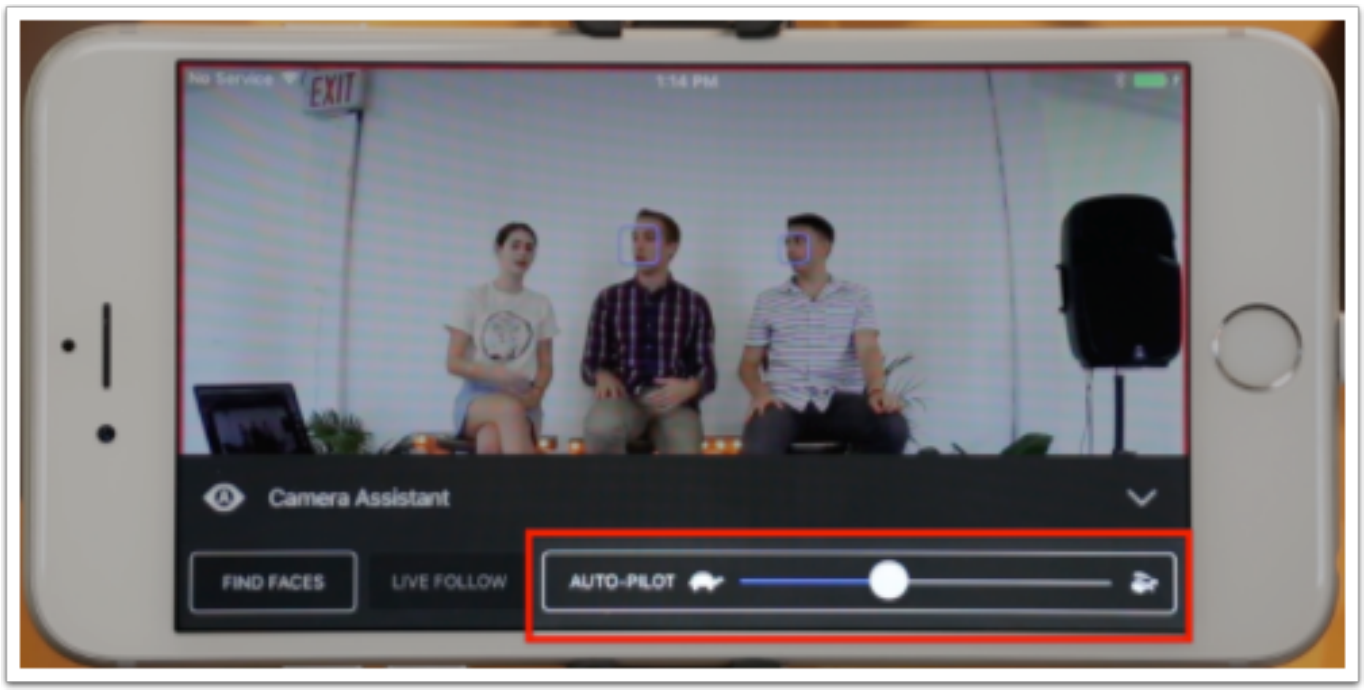
What is Autopilot?

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

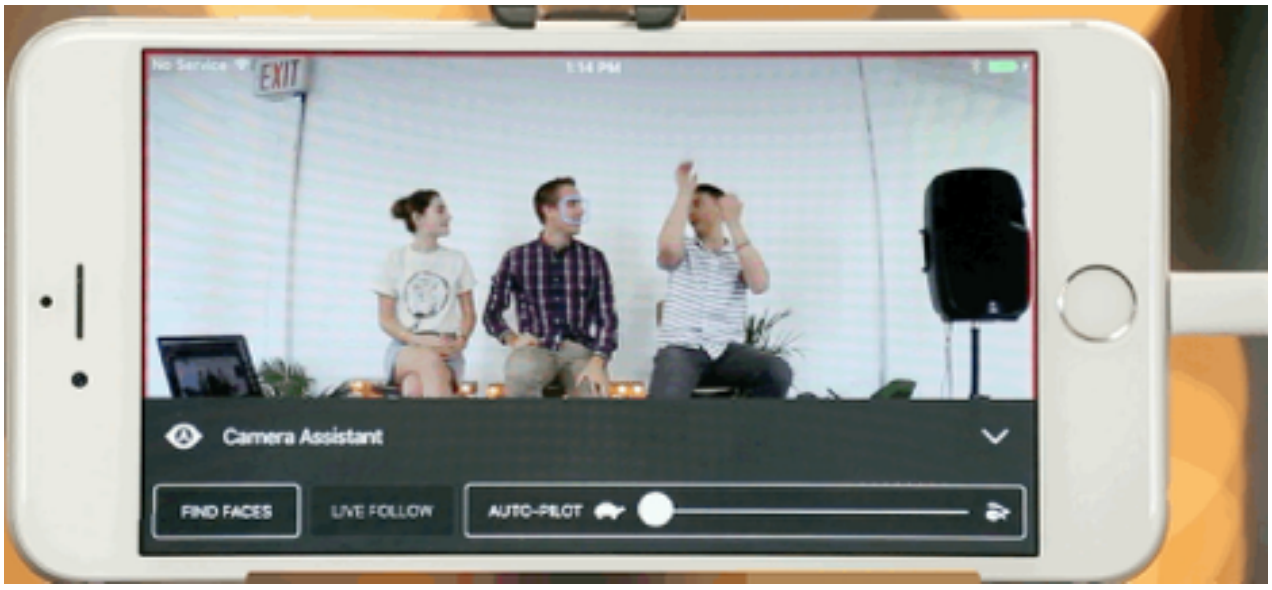
Go to the 'More Options' menu, then tap the 'Camera Assistant' icon.



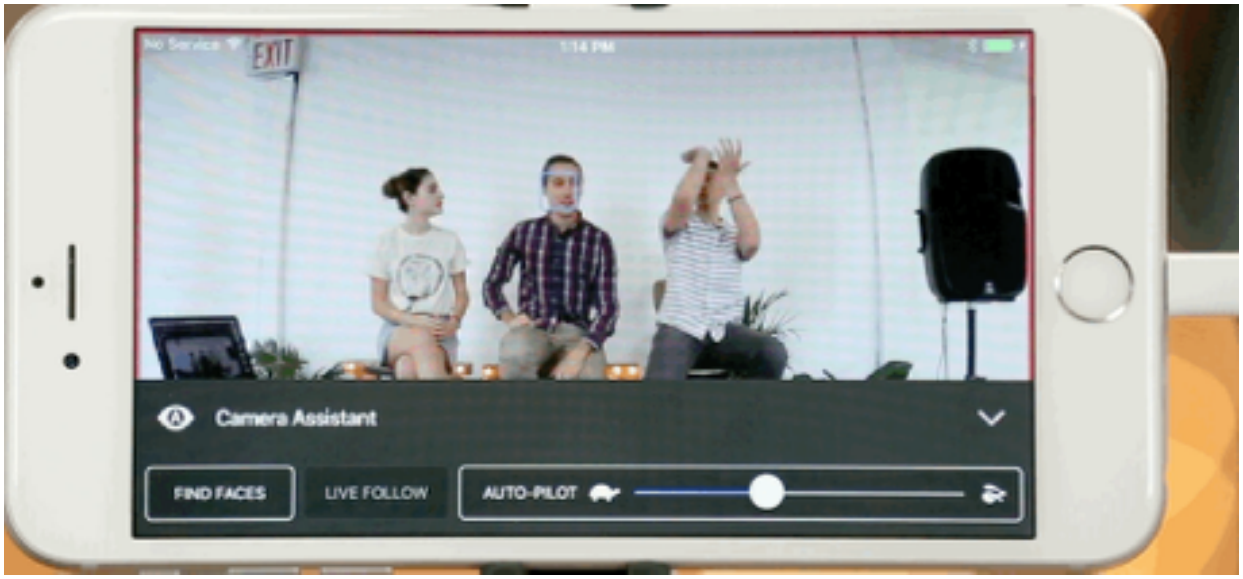
Tap on 'Auto-Pilot' to turn it on.



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.



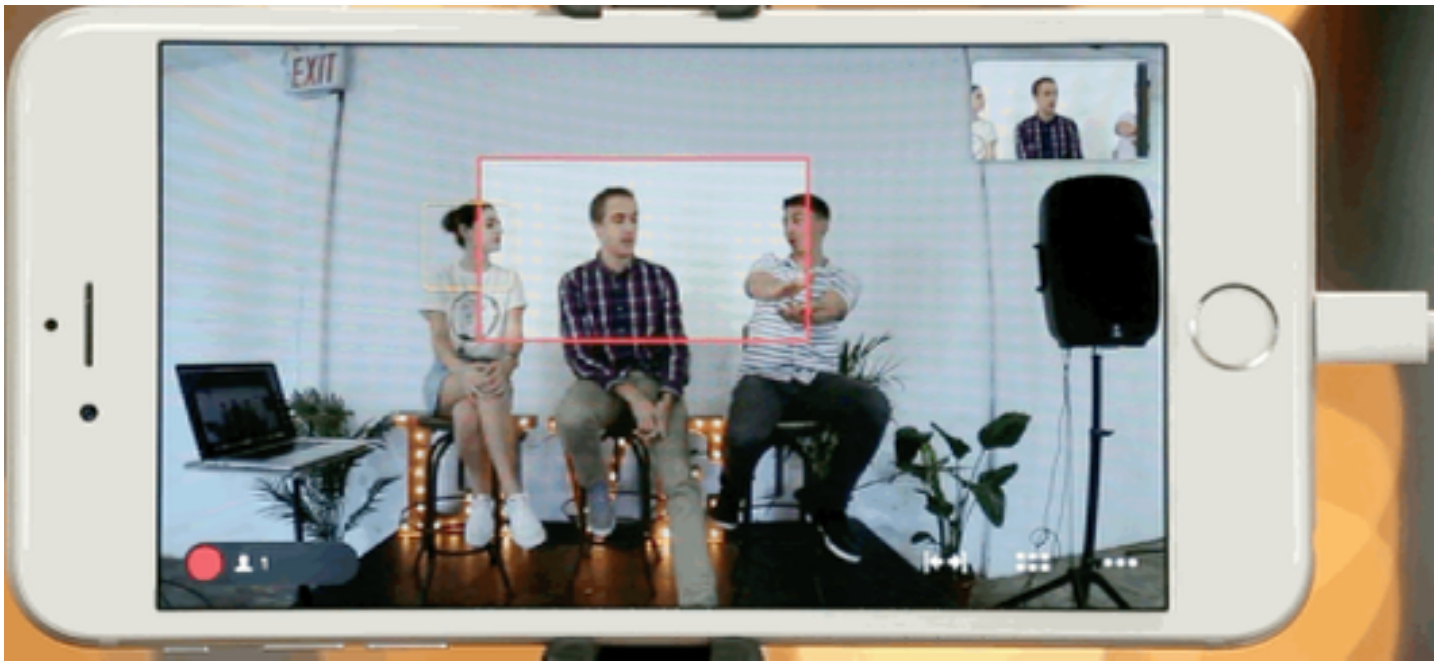
Moving the slider towards the right will make the autopilot cuts faster.



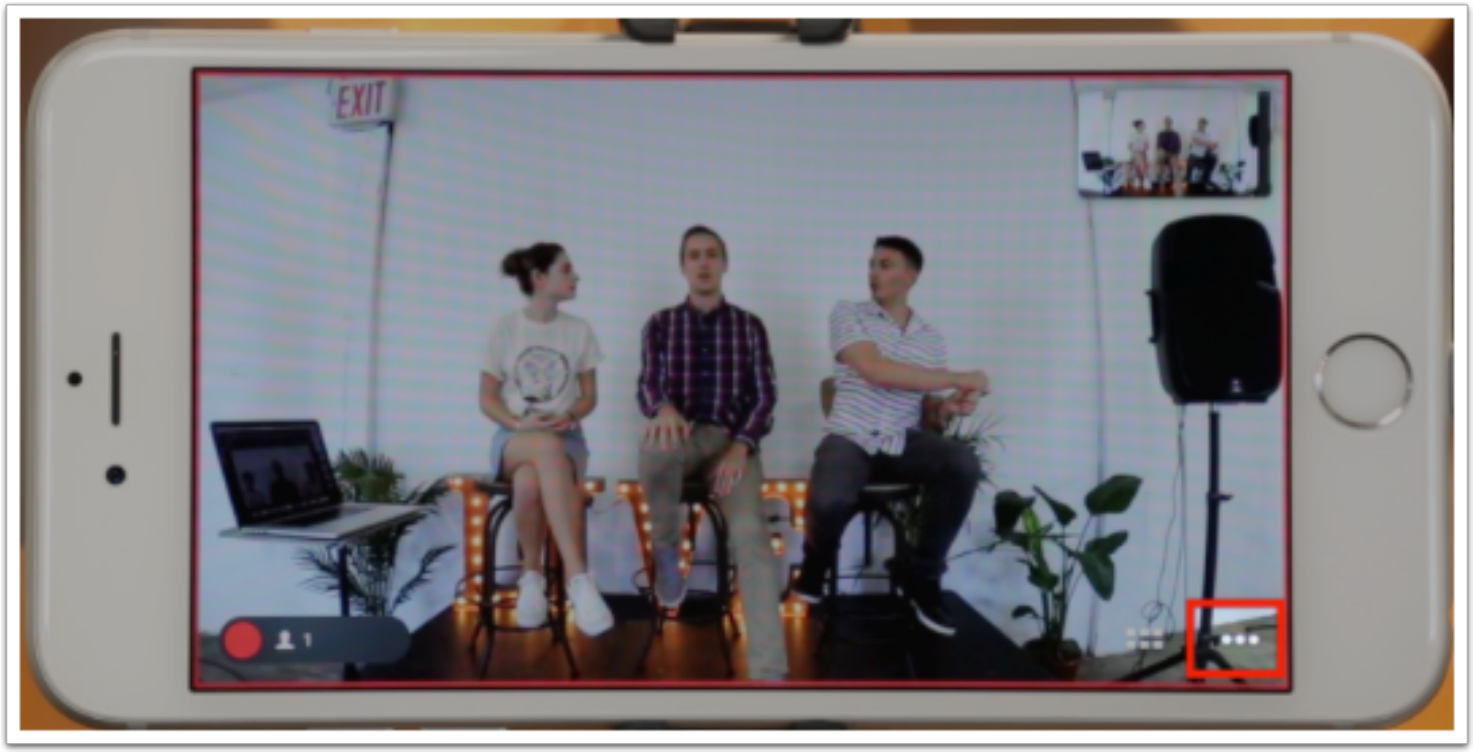
Choose your desired speed, exit the menu, and that's it. The Mevo app will automatically cut between any detected faces, manually placed trackers, and a wide shot.

Turn Off Static Shots and Face Detection

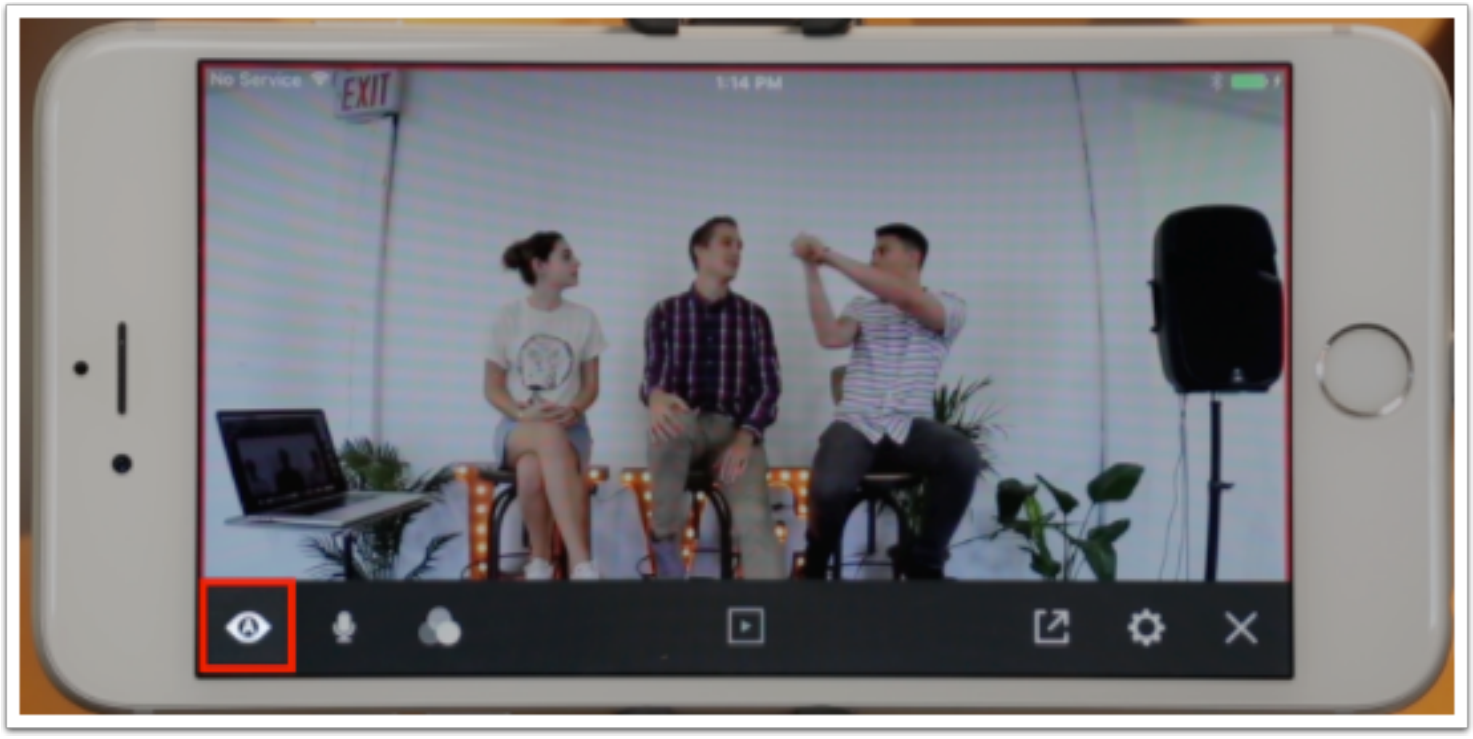
To turn off your manual shots (yellow), simply hold your finger over them. The box will expand briefly, then disappear.



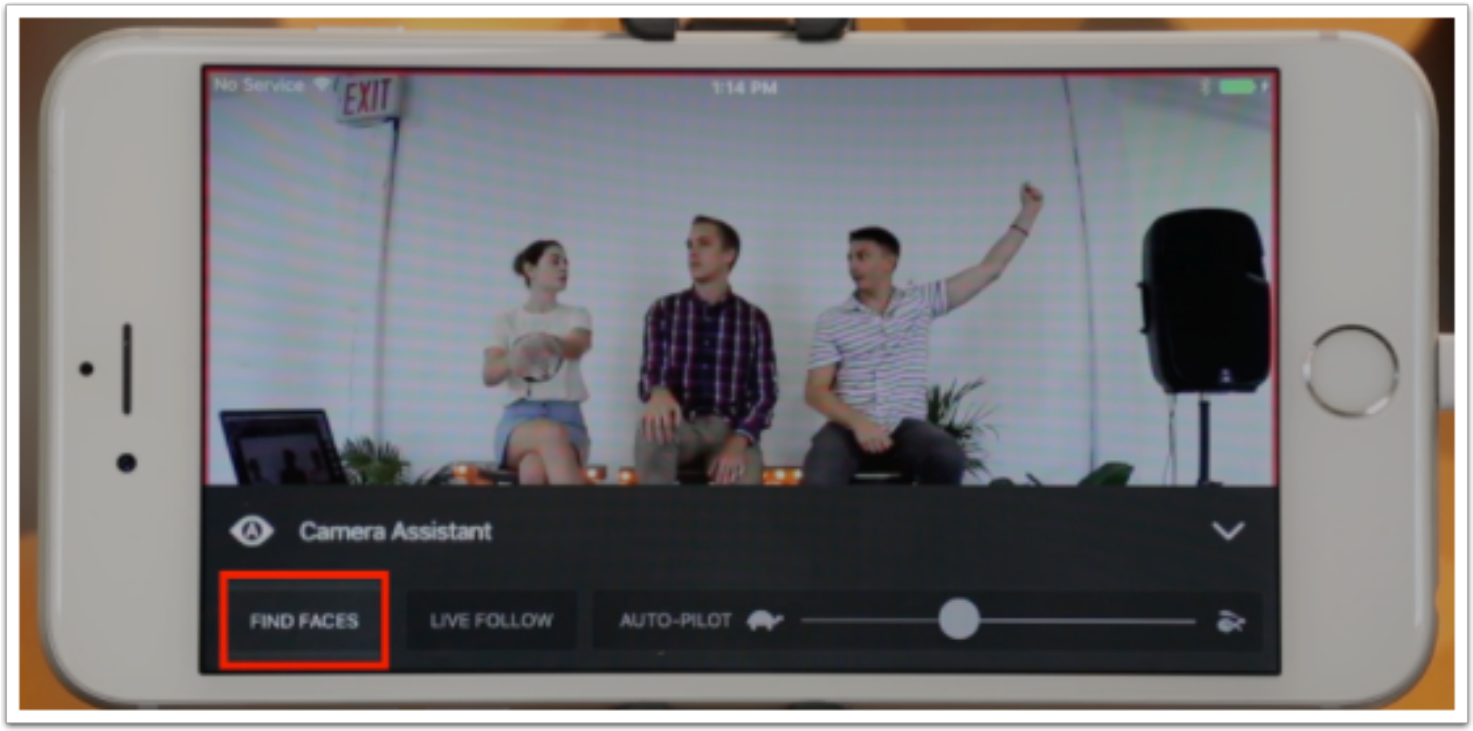
To turn off face detection, go to the '**More Options**' menu.



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.

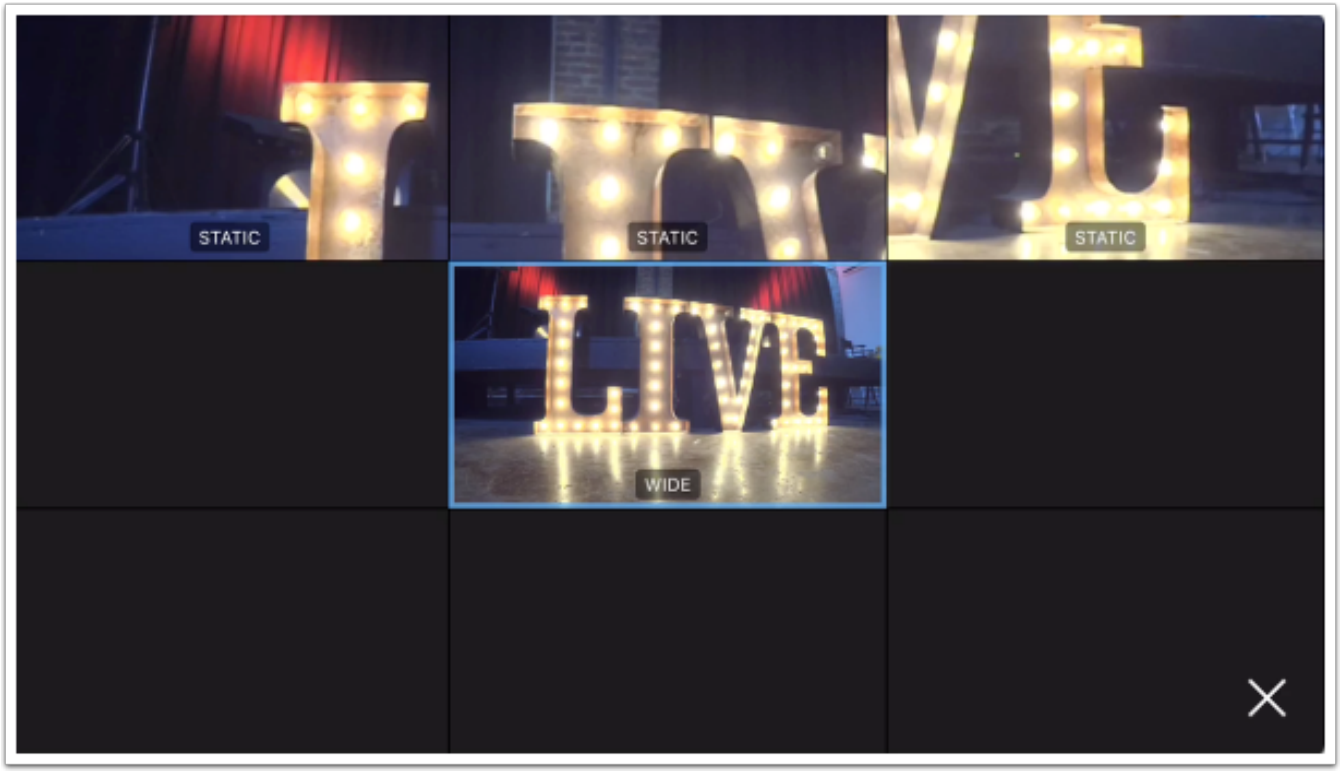
Grid View

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 are 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.)

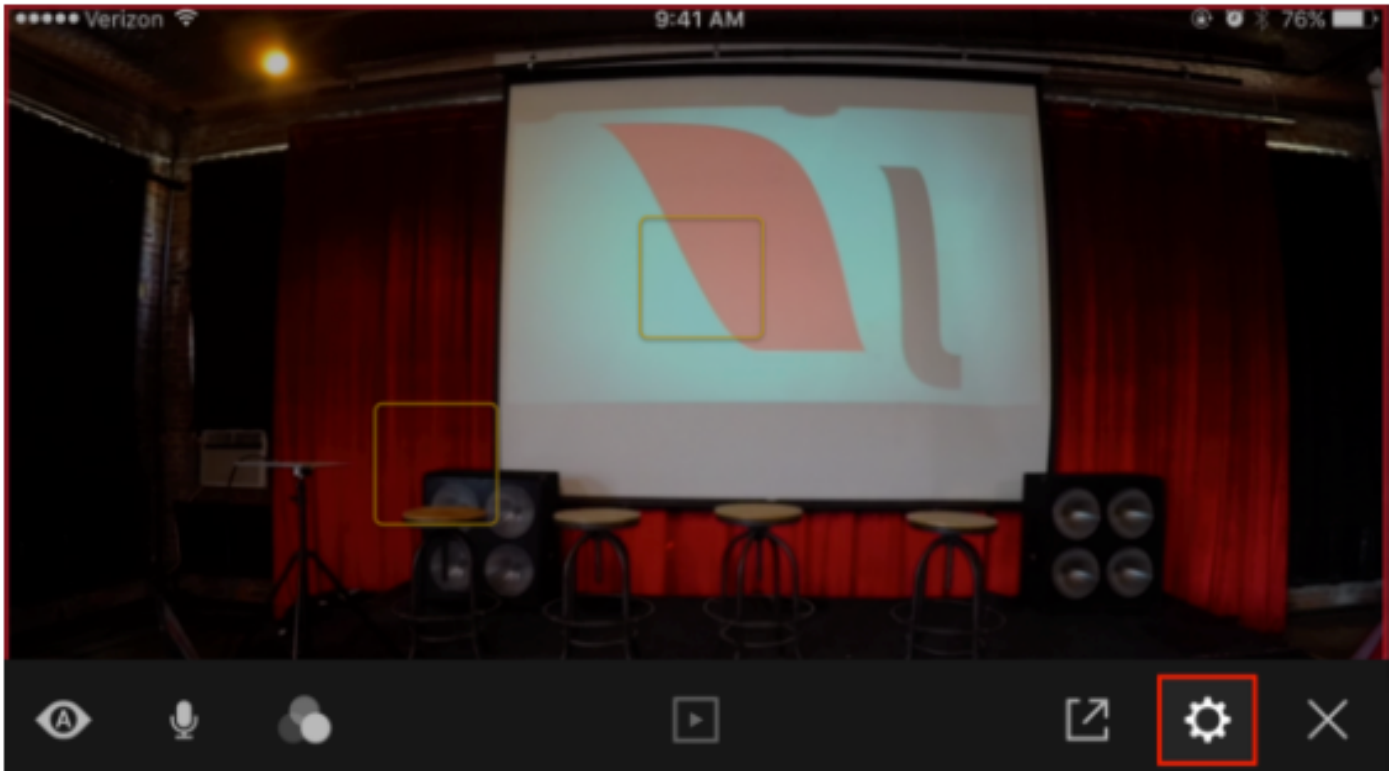
You can record your event to both your microSD card inside the camera and edit it later with any software you'd like, but the camera and app do not record individual shots for you to record with and edit later.

General Settings

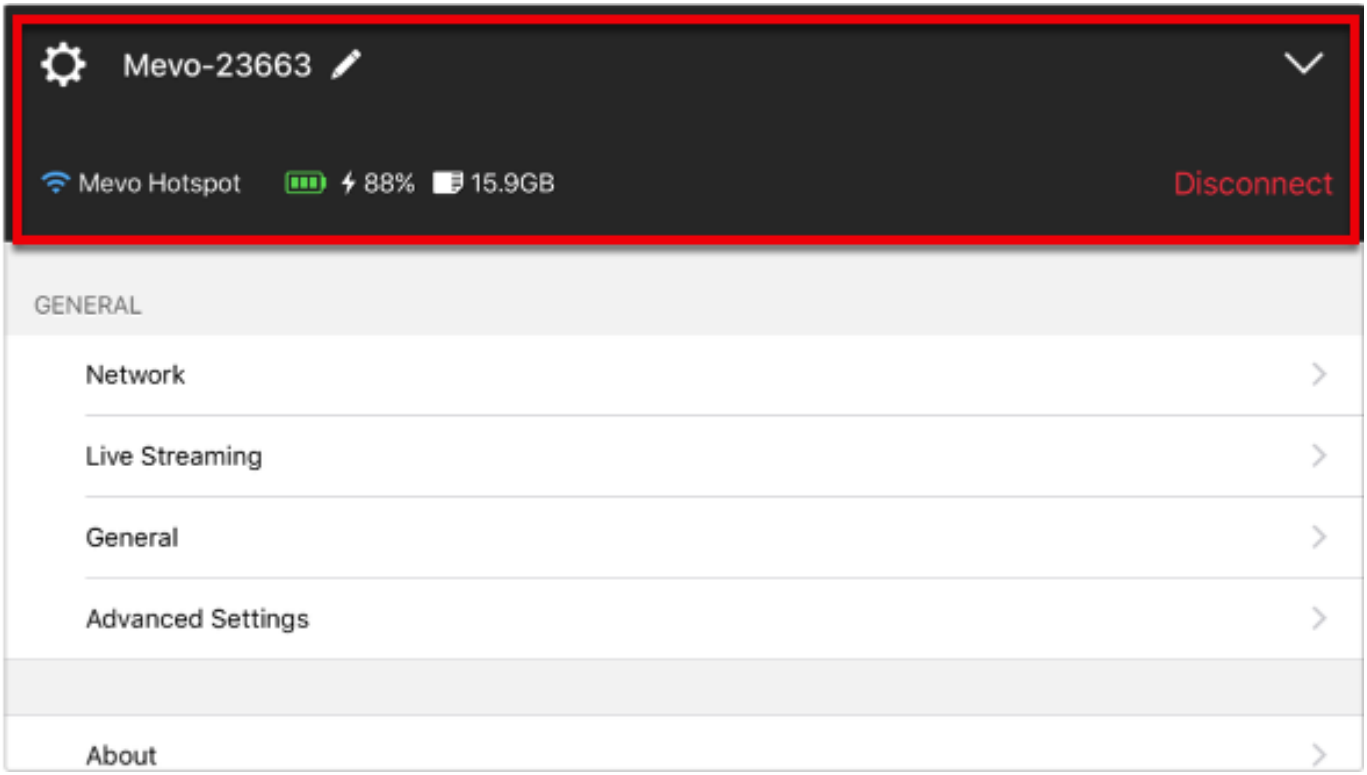
Where Do I Find Settings?

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 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:

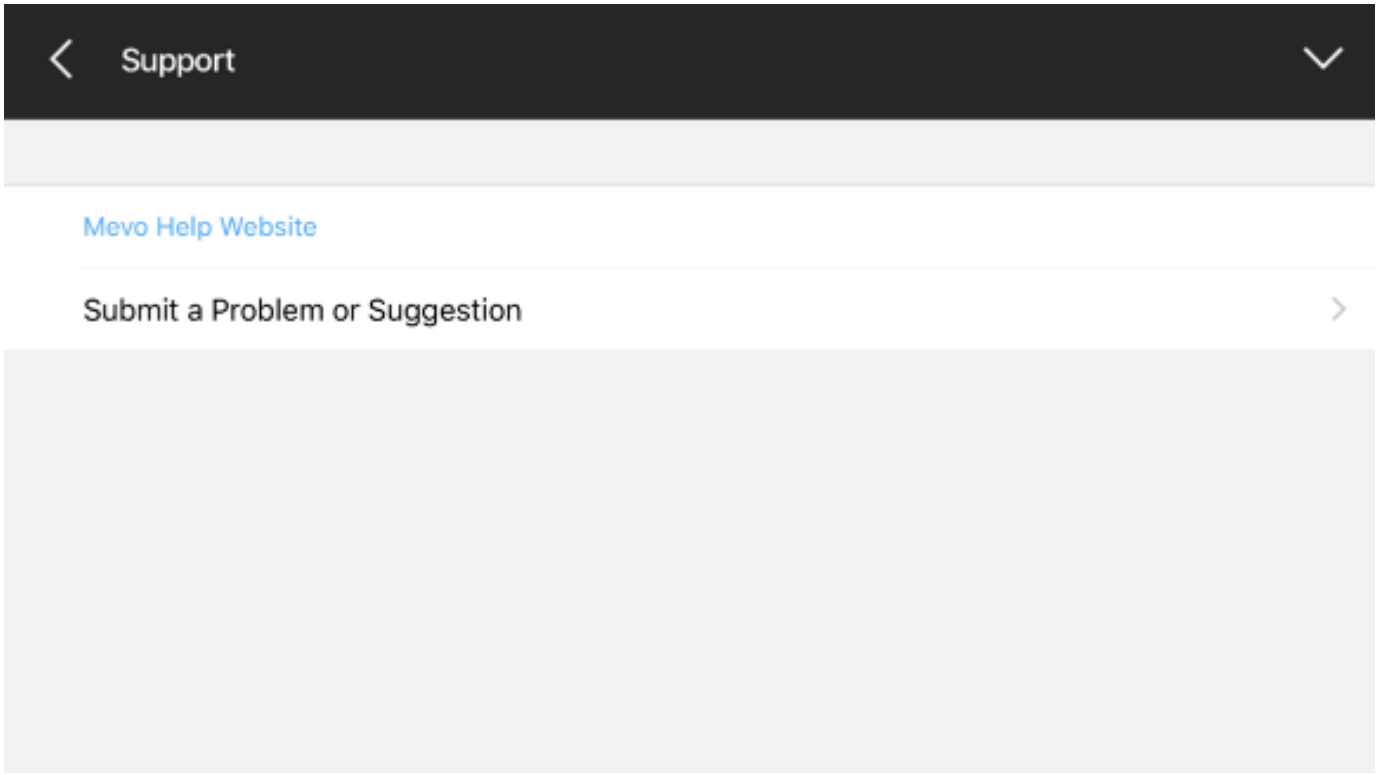
- EV correction
- White Balance
- Anti Flicker
- Filters
- Auto Exposure Mode
- Frame Rate
- Electronic Image Stabilization
- Brightness, Contrast, Saturation
- Sharpness
- Flip Video
- View Angle
- Mevo Remote Camera
- Echo Suppression
- Maximum Zoom and Tap Zoom settings
- Reset to Default App Settings
- 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

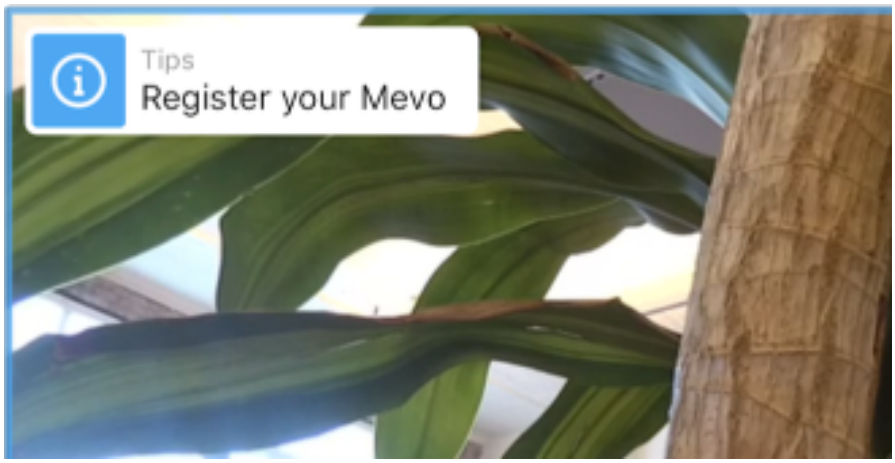
- Send Information to Livestream: This helps our developers improve the application but allowing Livestream to share crash data and see how the app is being used.

Support: Provides a link to getmevo.com/support or an area to submit a Help Center ticket.

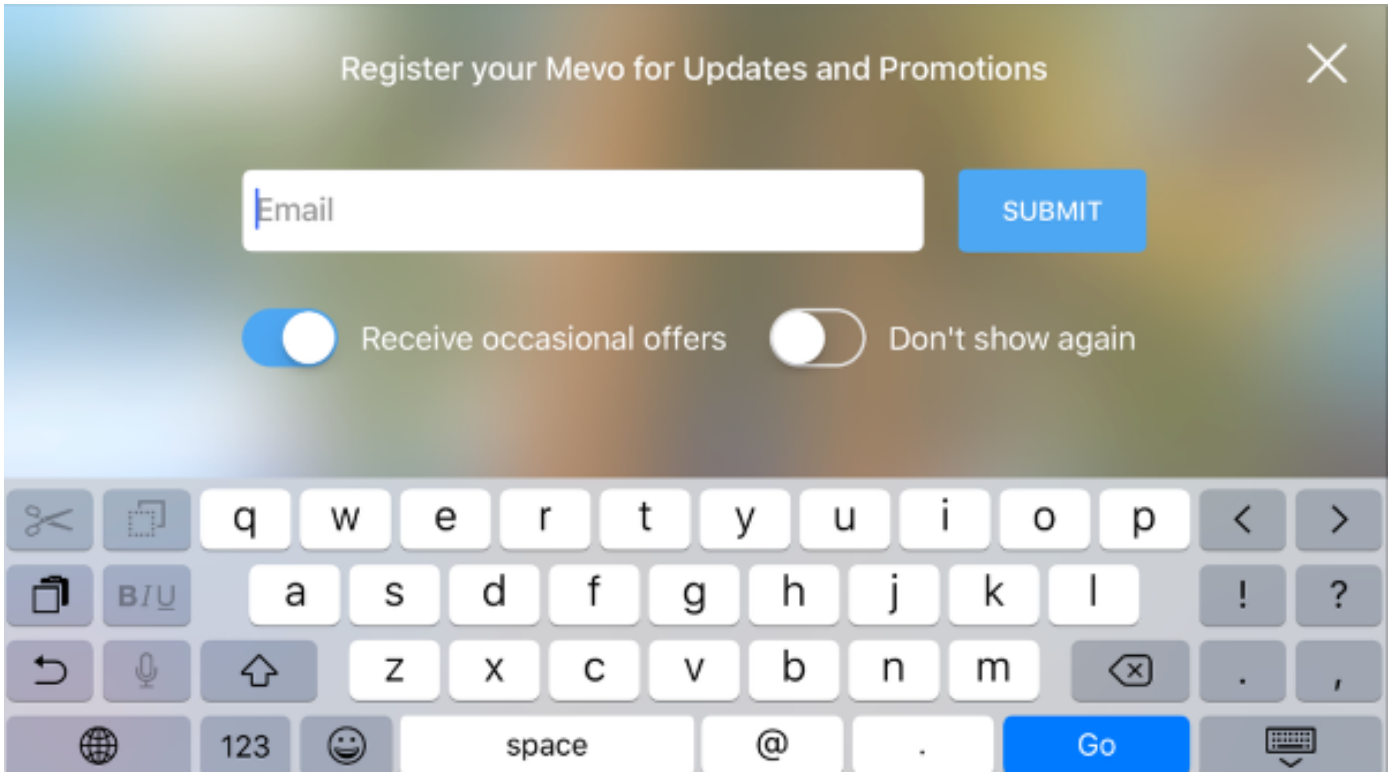


Register Your Mevo

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.

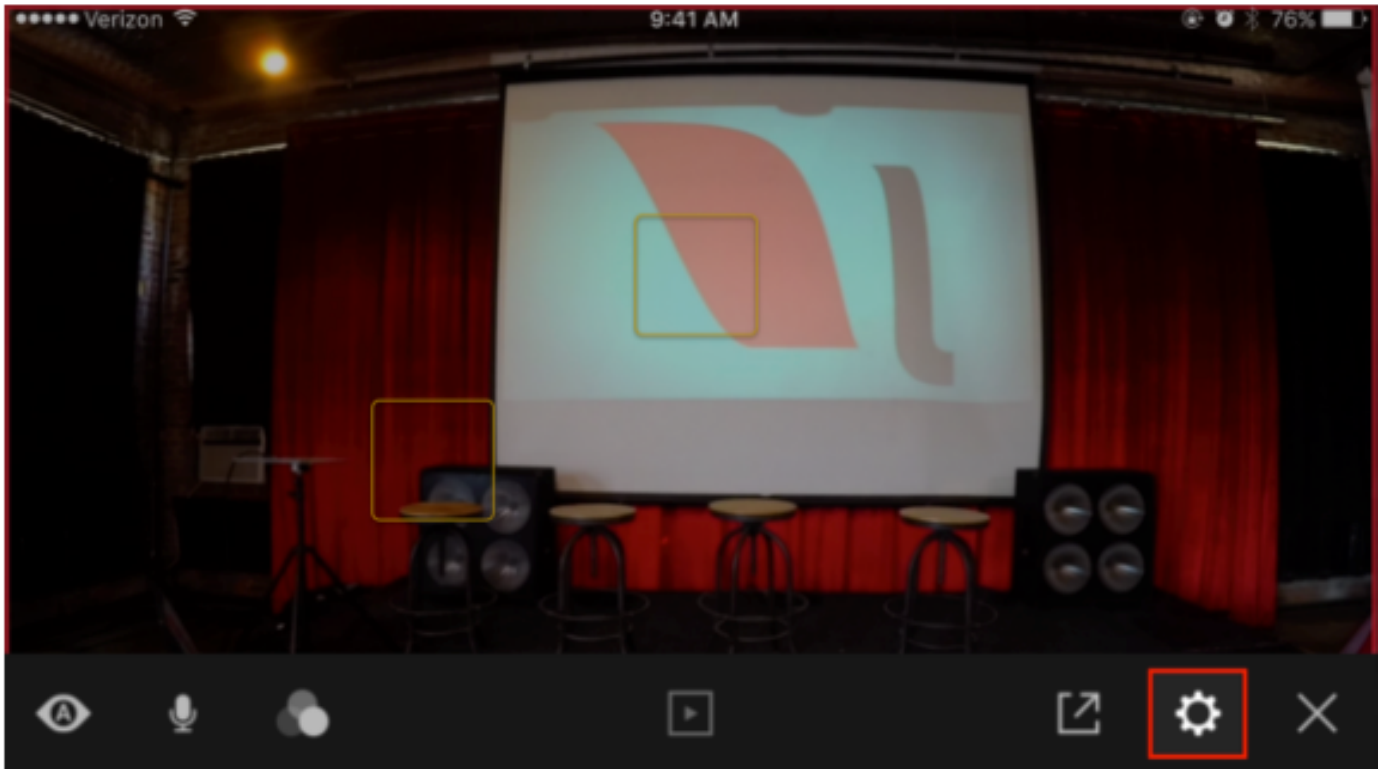


You can also access this screen by opening the settings menu, scroll down to Support, then select Mevo Registration.

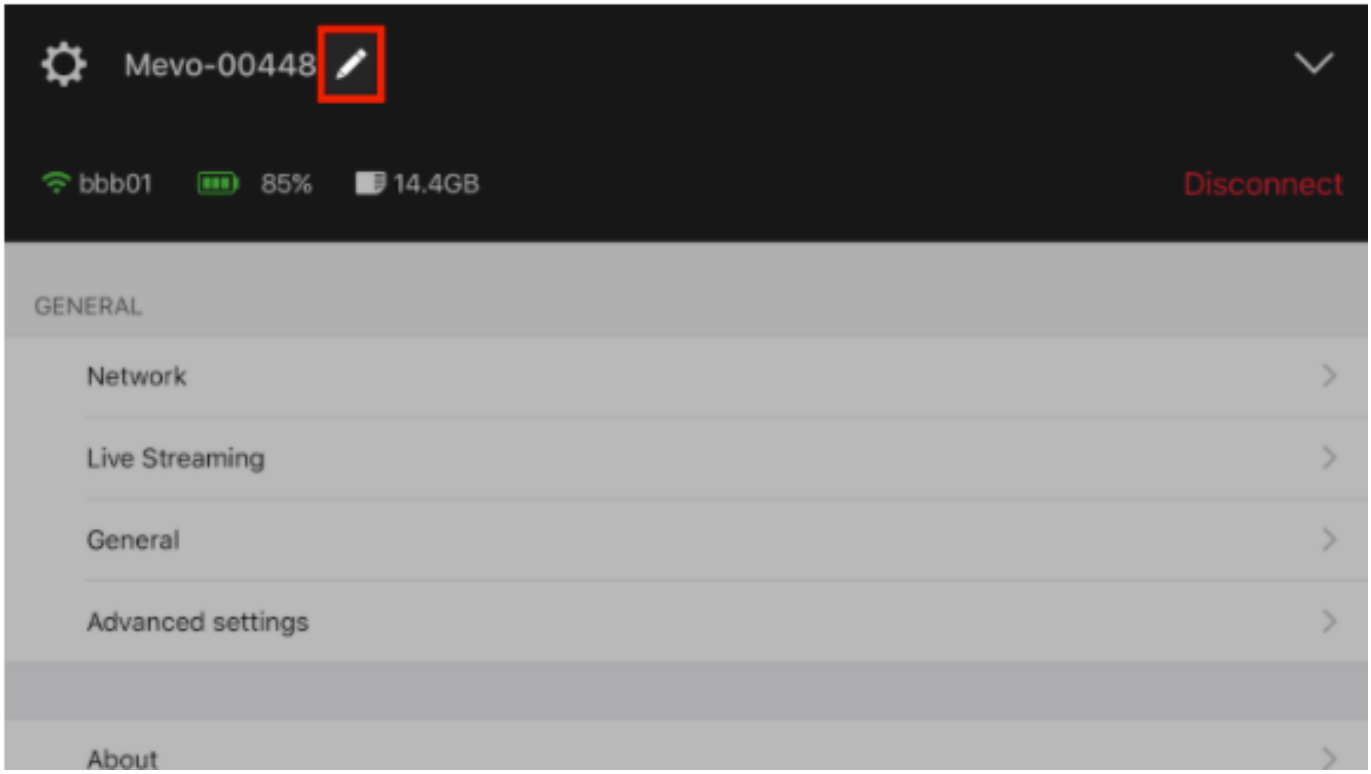
Rename Your Mevo

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

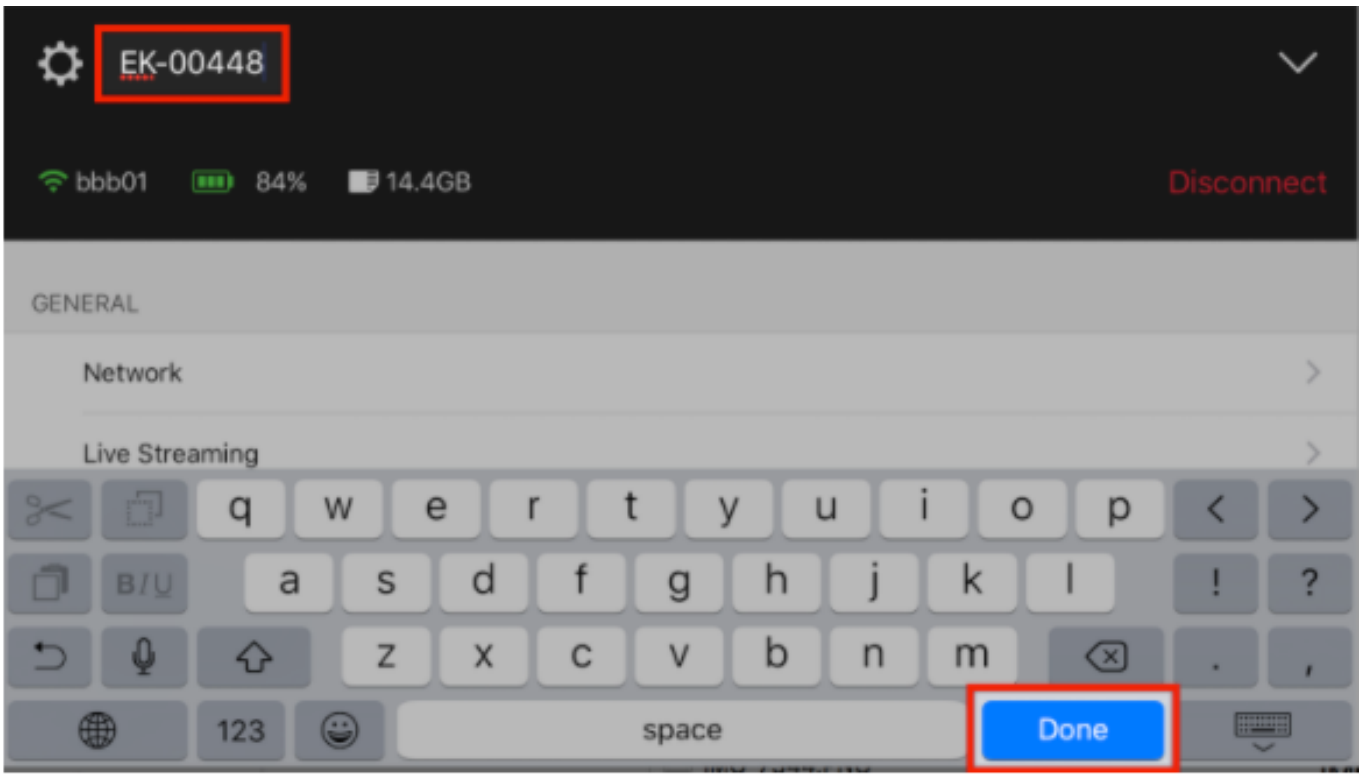
Go to More Options, and then tap the gearwheel to open Settings.



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.



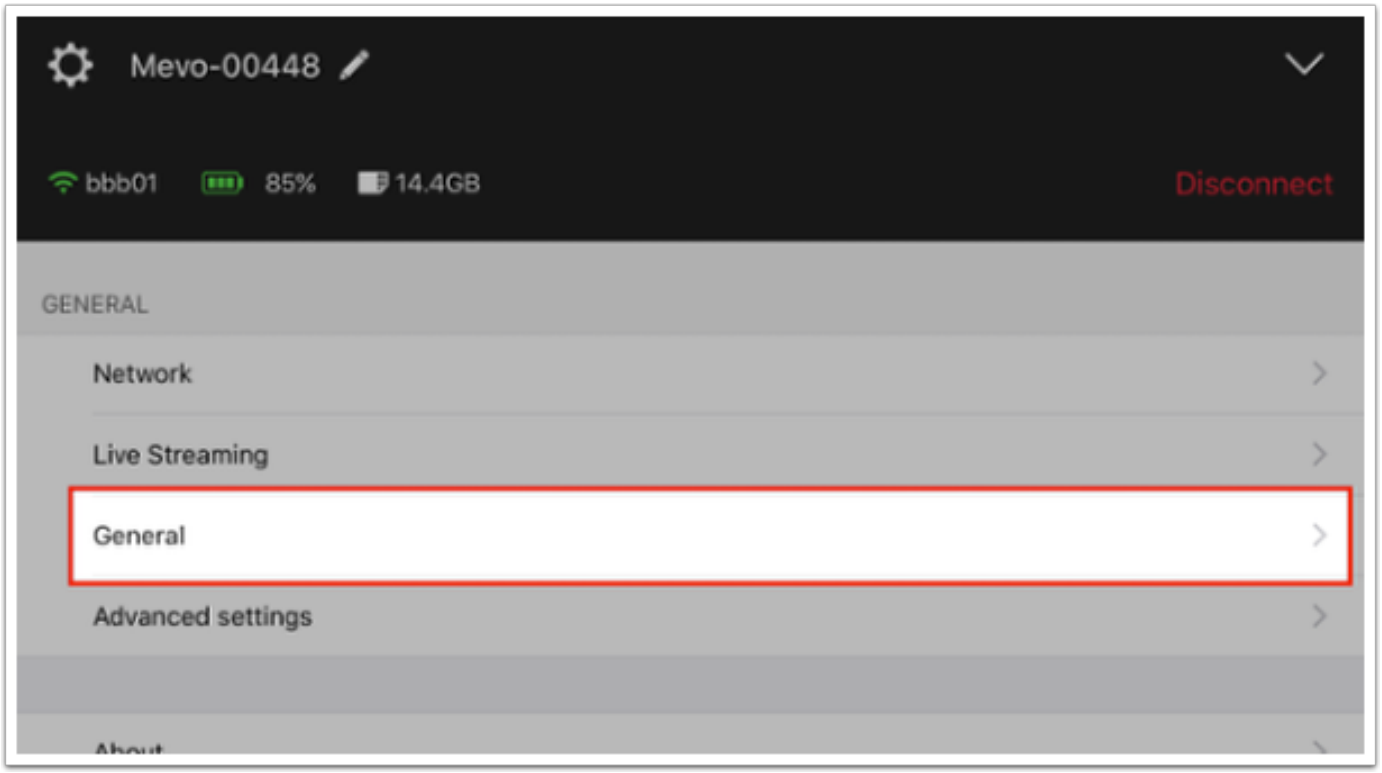
Your Mevo is now renamed.

> 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.

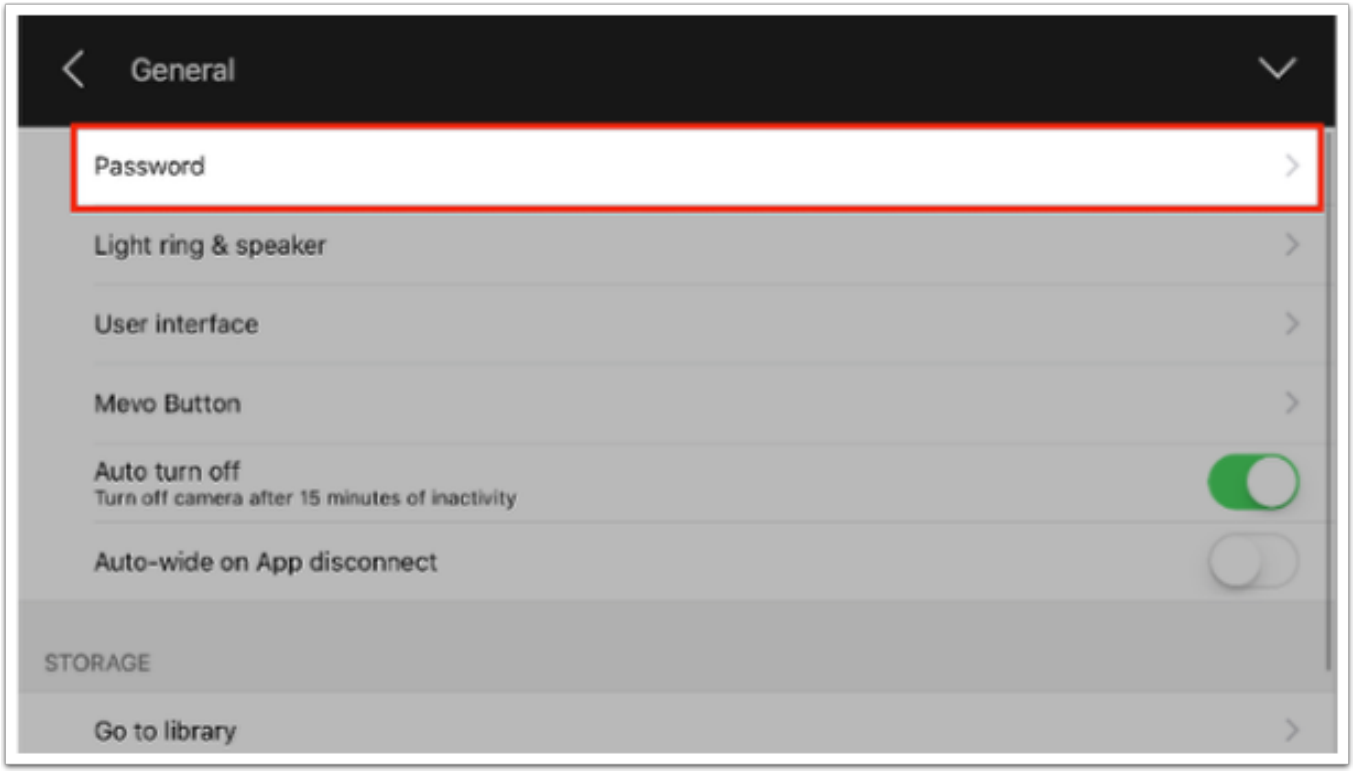
Password Protect Your Mevo

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 is particularly useful if using Mevo in its Hotspot mode.

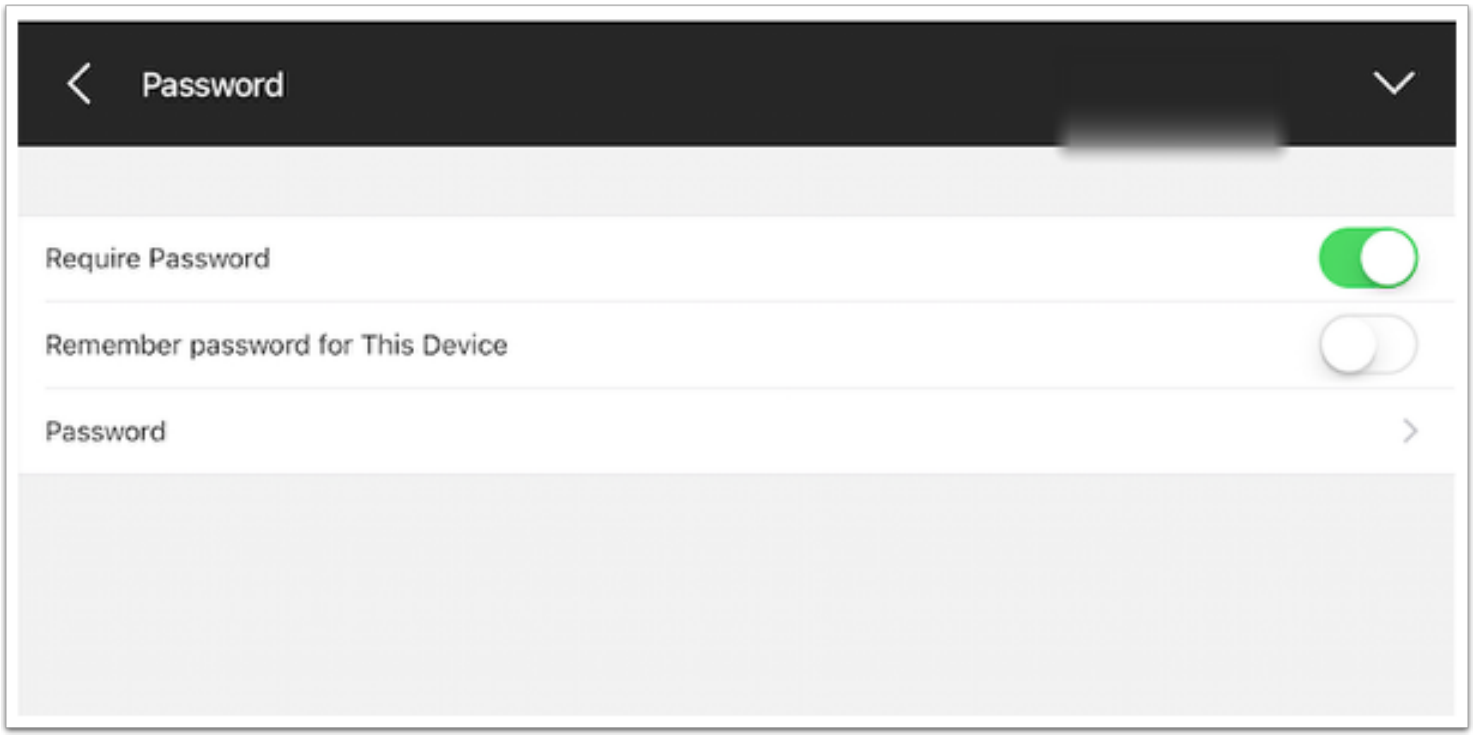
Navigate to your settings, then tap the 'General' menu.



Tap 'Password.'

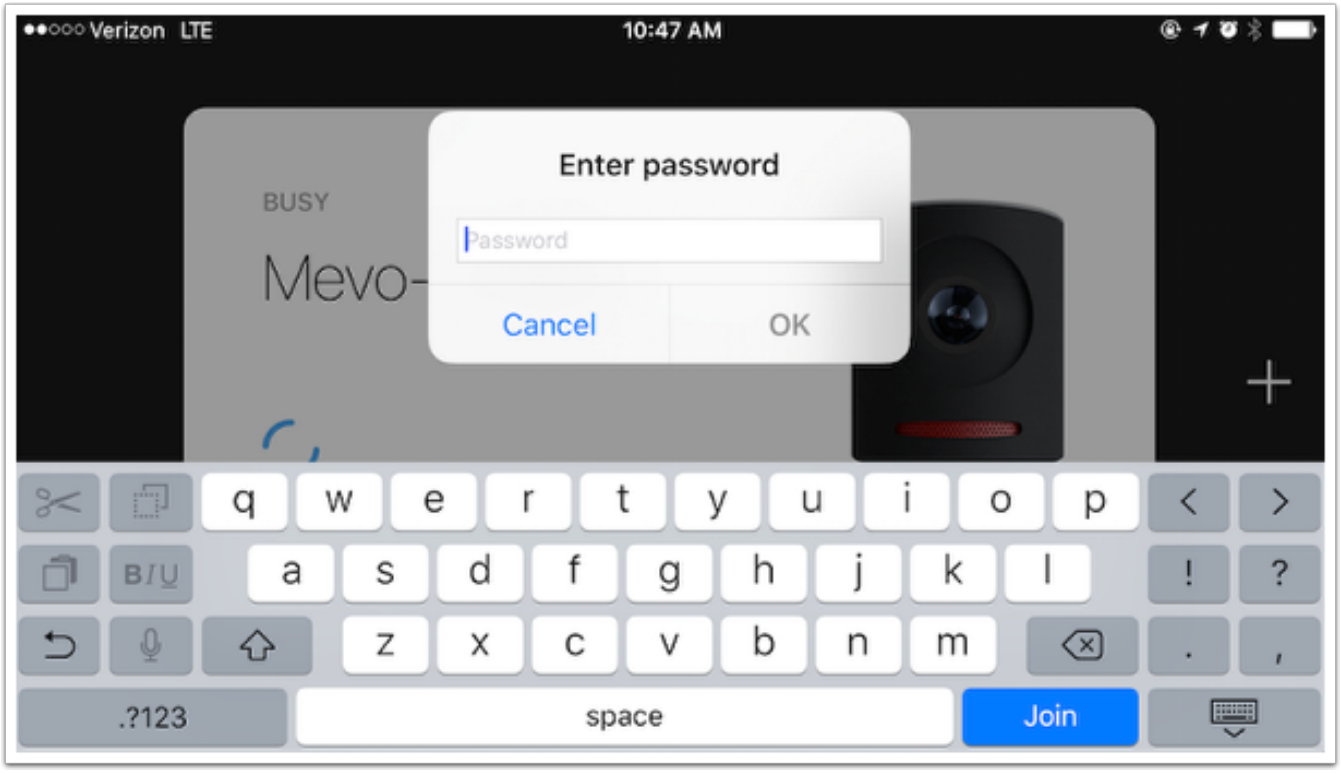


Toggle the 'Require Password' switch it on. You can also choose whether the device you are using remembers the password so that you don't need to enter the password every time you attempt to connect to Mevo.



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

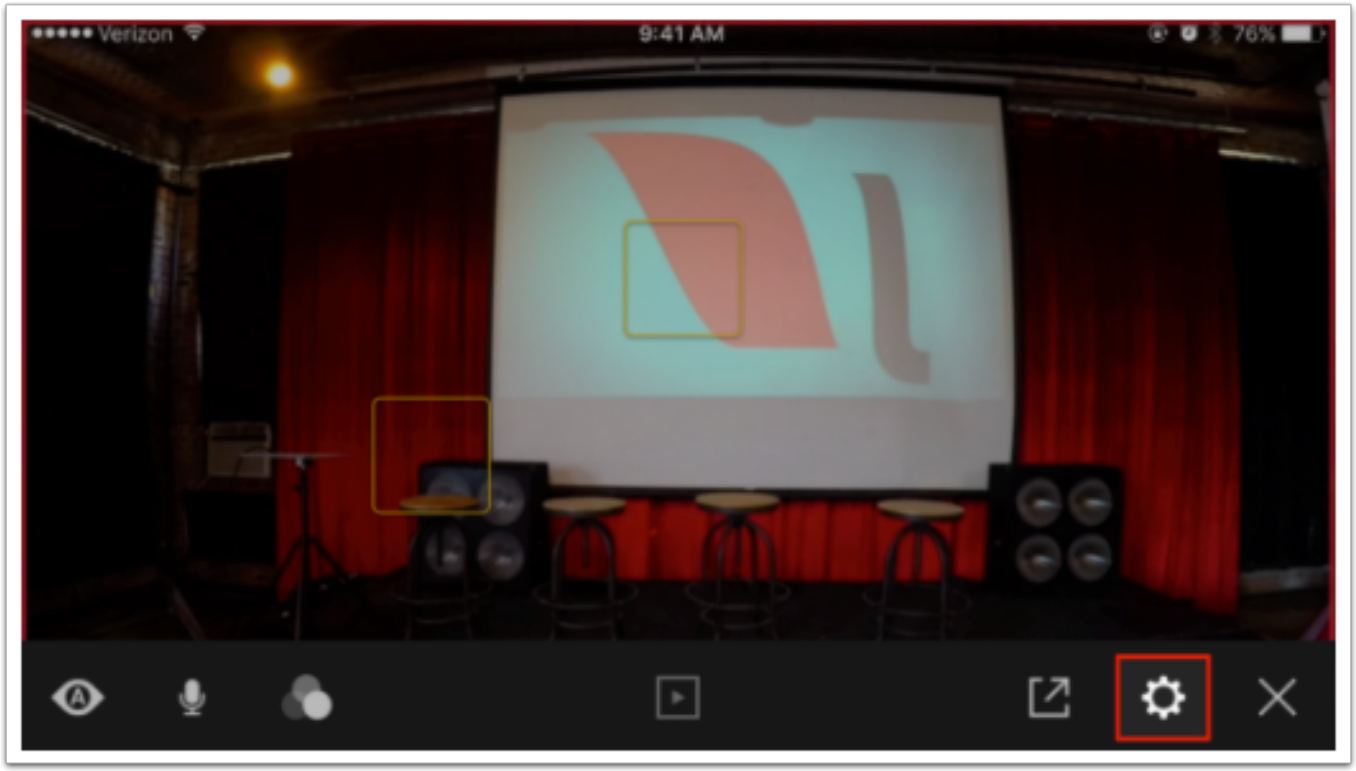
Now a password has been set and any time someone attempts to connect to your Mevo, they will be prompted to enter a password first.



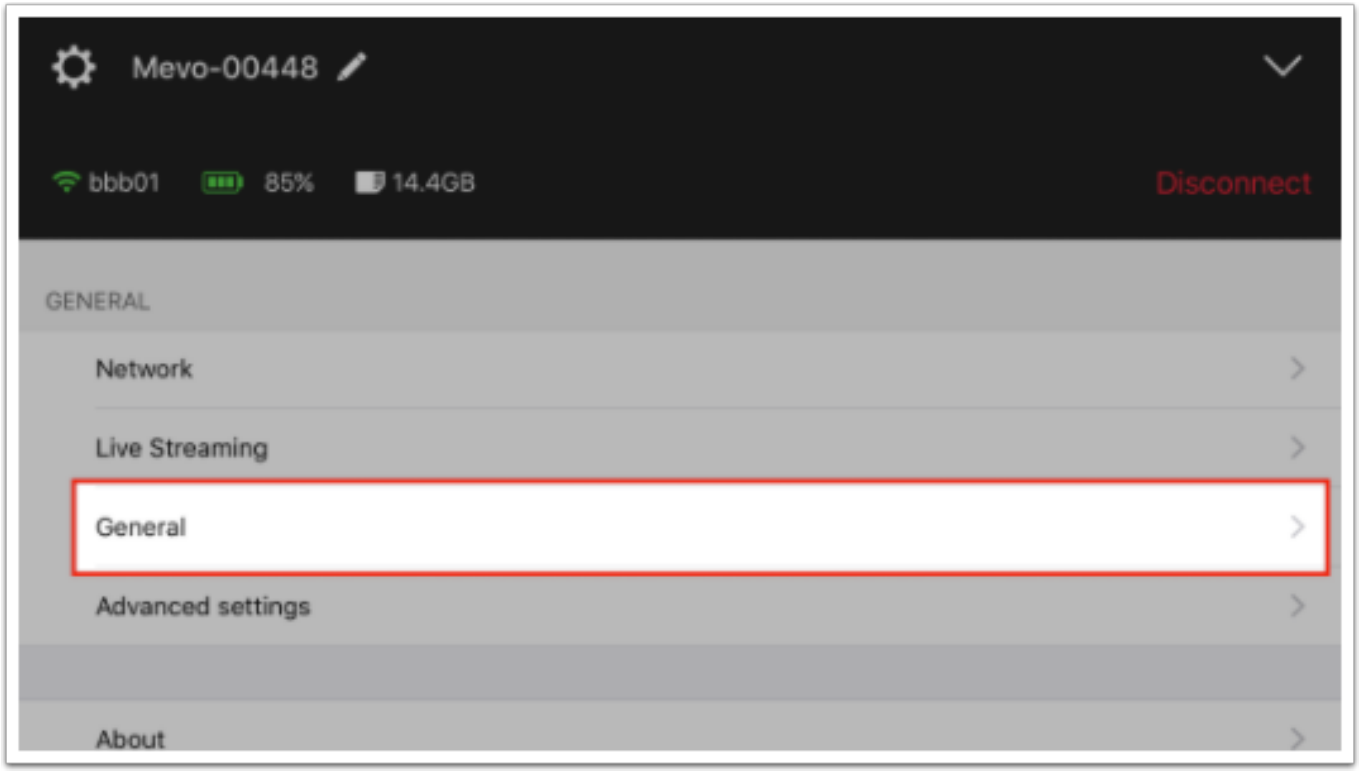
Turn Off Mevo's Sounds

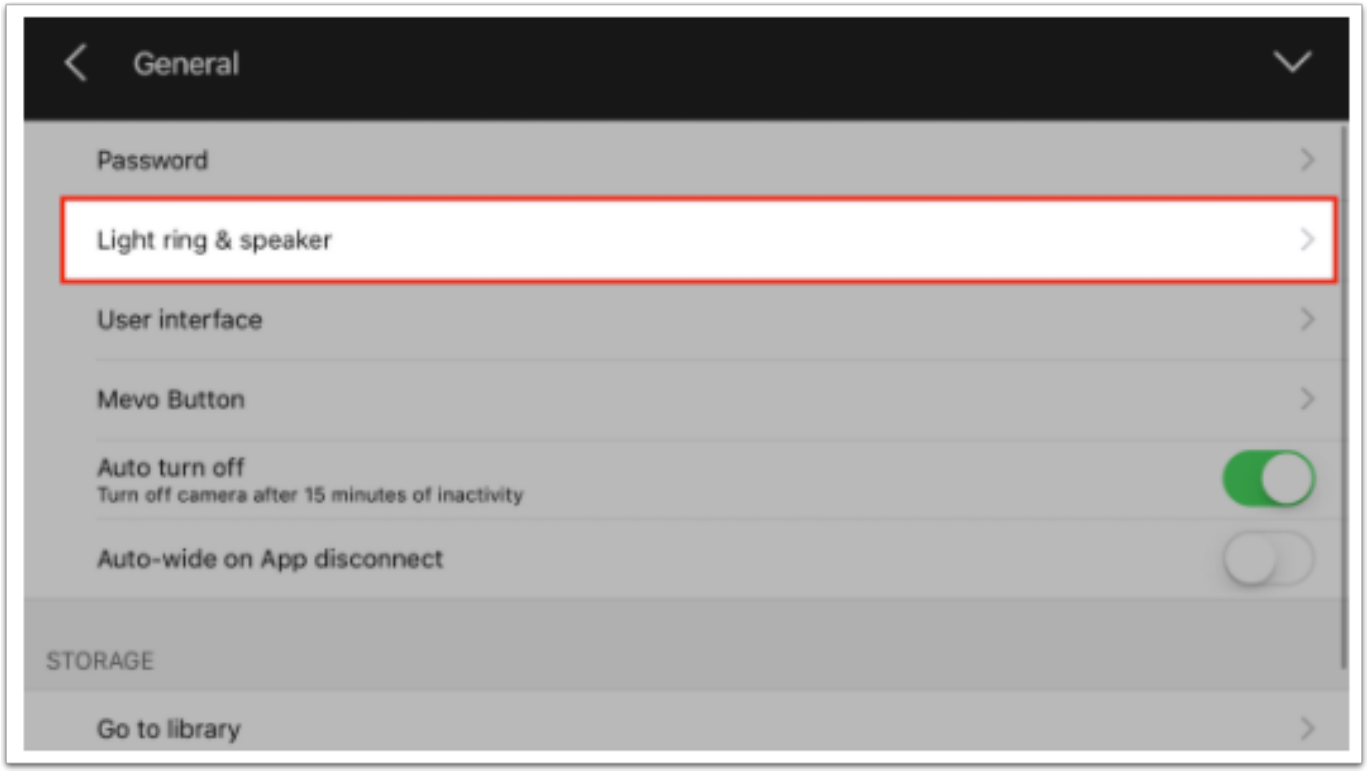
You may turn off your Mevo's chimes and beeps that it makes at start up and shut down if you prefer it to be silent.

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



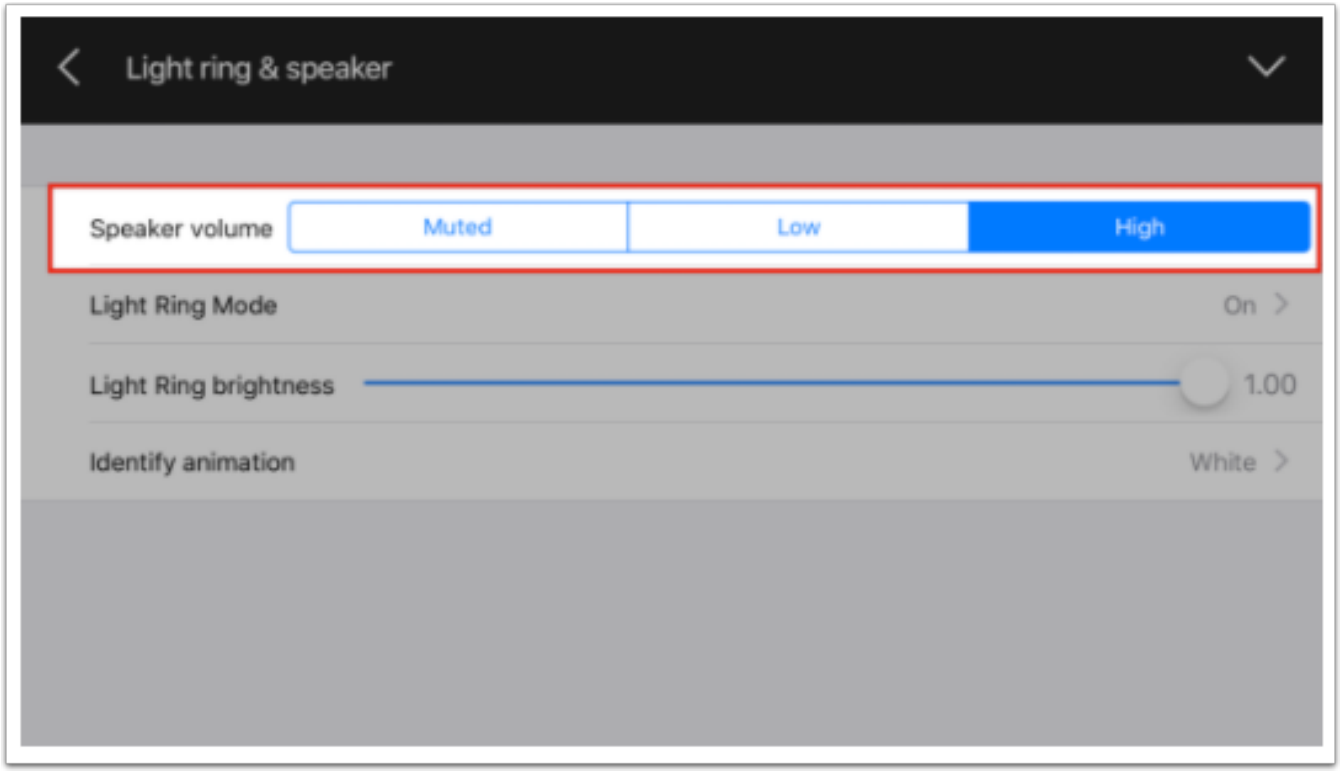
Tap General, then tap "Light ring speaker."





You may choose from the following options:

- Muted - turn off all Mevo chimes completely
- Low - keep all Mevo chimes at a lower volume
- High - default, keep Mevo chimes at normal volume, equal to when you first use it



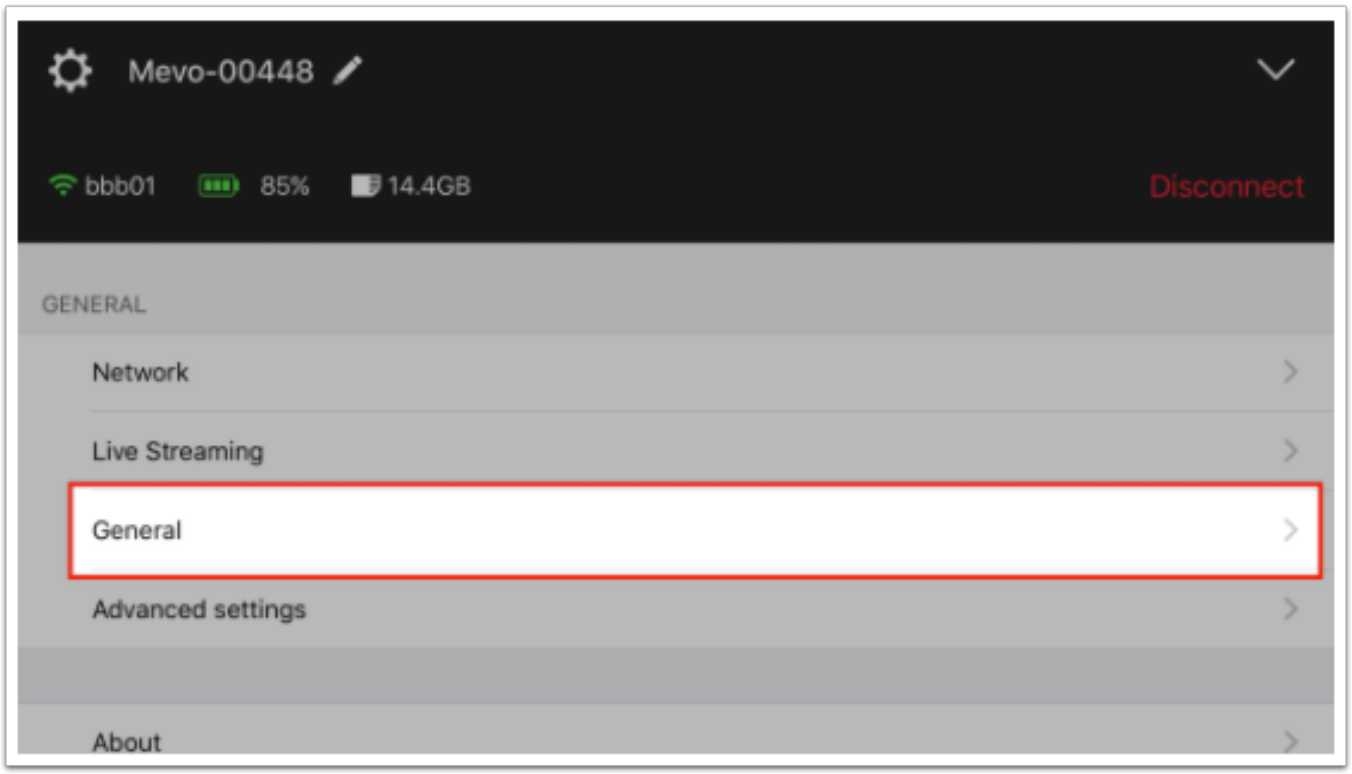
The next time your camera connects to the app, it will remember this setting.

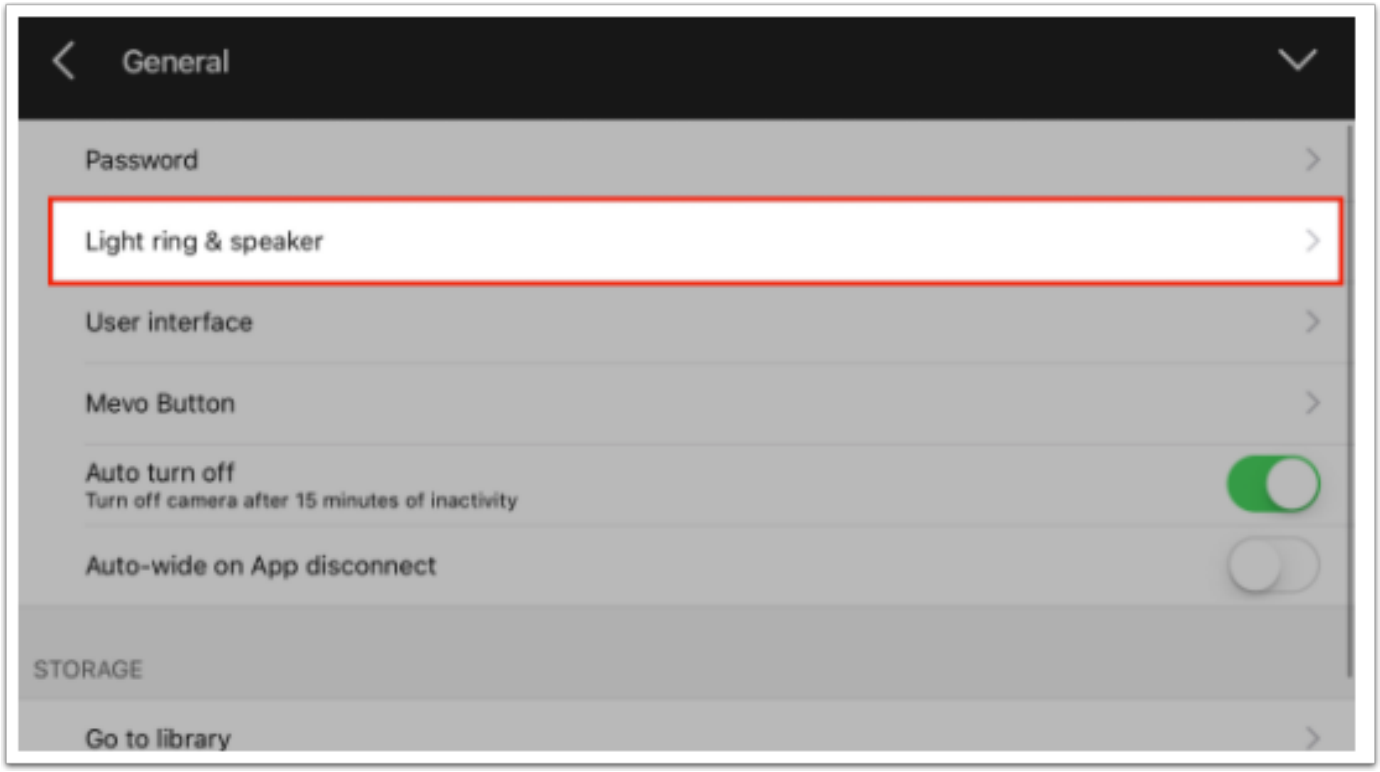
Change Mevo's LED Ring Settings

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.





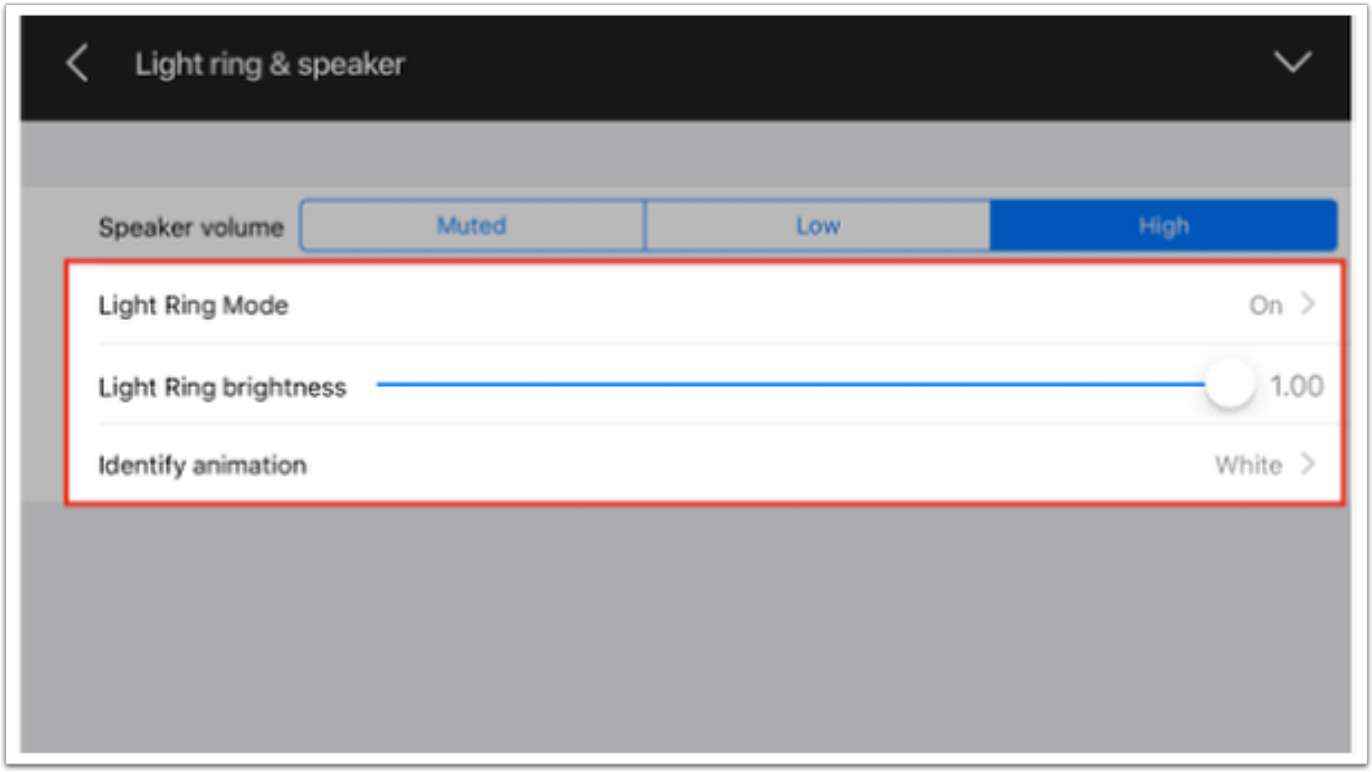
Here, you may adjust several of the light ring's settings. All changes will take effect once you close out of the app's menu by tapping the X.

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.

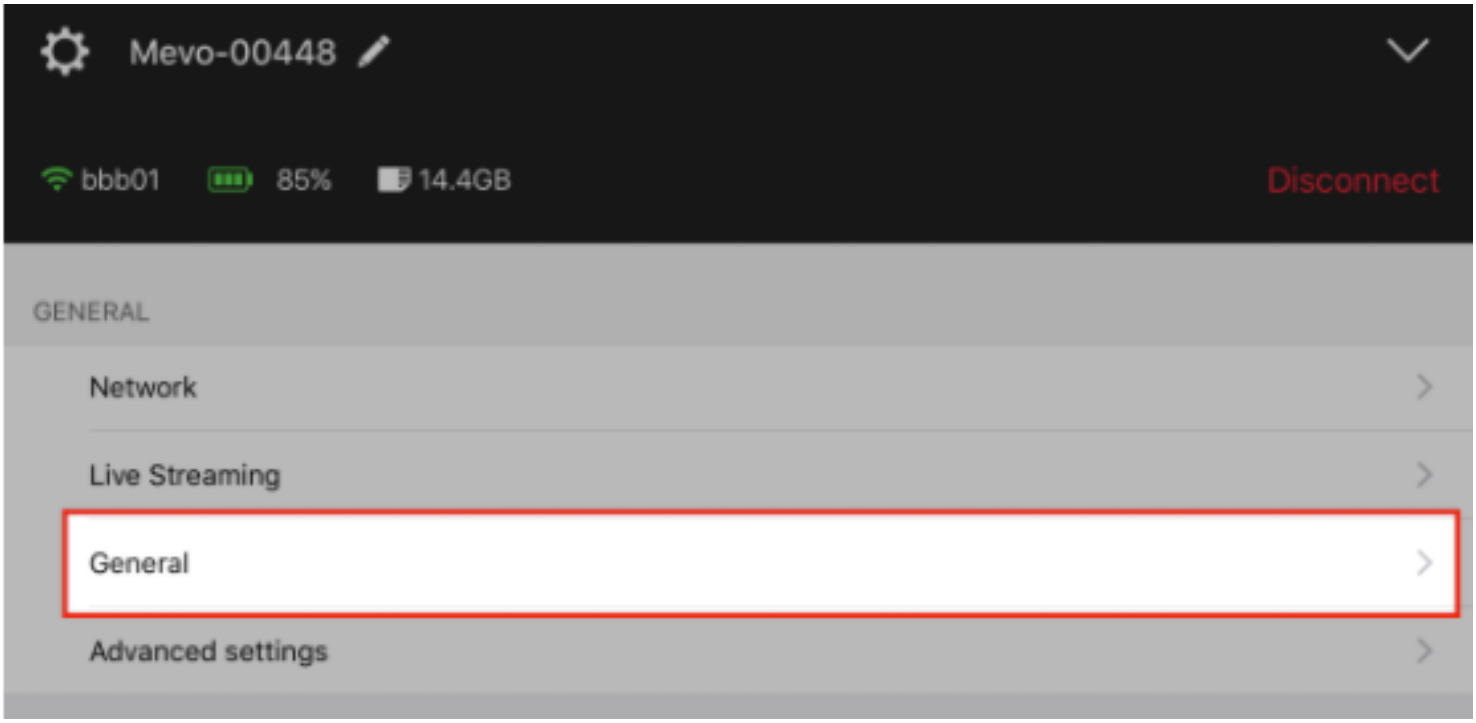
For Identify animation, you may choose which color spins around the ring when you power your Mevo on and off.


Light ring & speaker
Speaker volume
Muted
Low
High
Light Ring Mode
On
Light Ring brightness
1.00
Identify animation
White

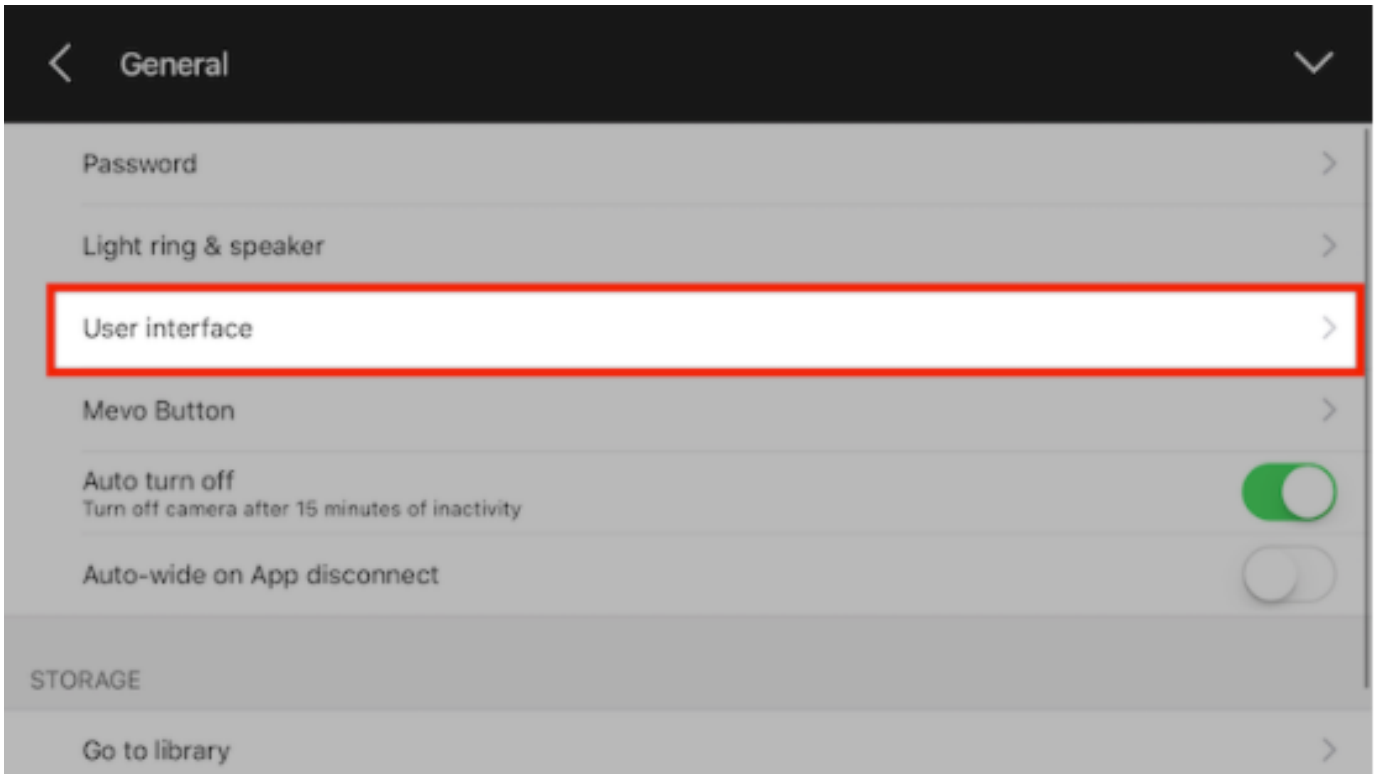
Remove the Live Output Preview Window

Yes, you can remove the live output preview if you wish.

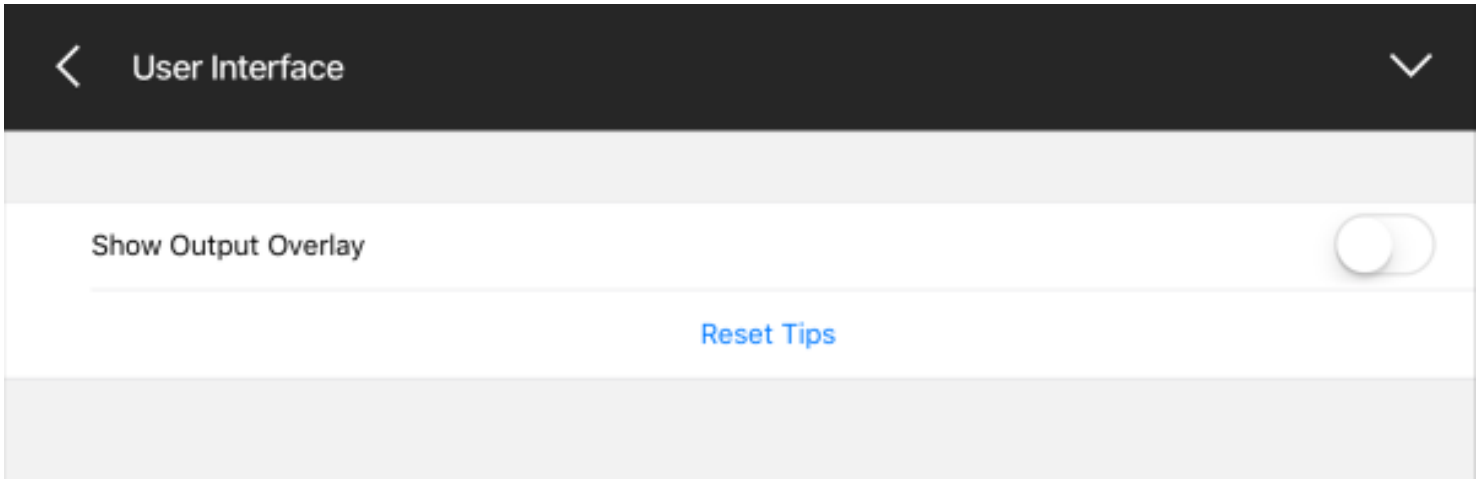
Navigate to to settings, then tap 'General.'



Tap 'User interface.'



Toggle Show Output Overlay off.

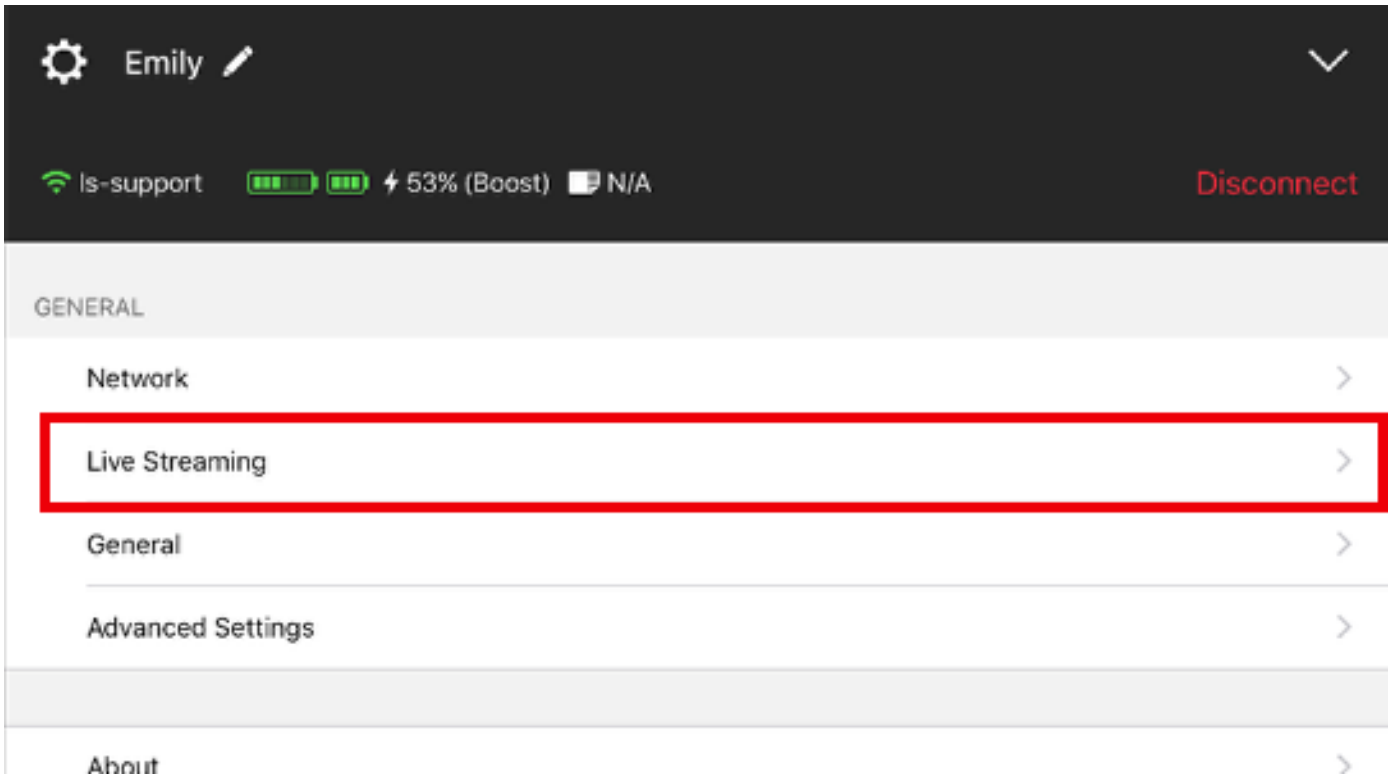


Now when you return to your live edit view, you will not see a live output preview.

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.

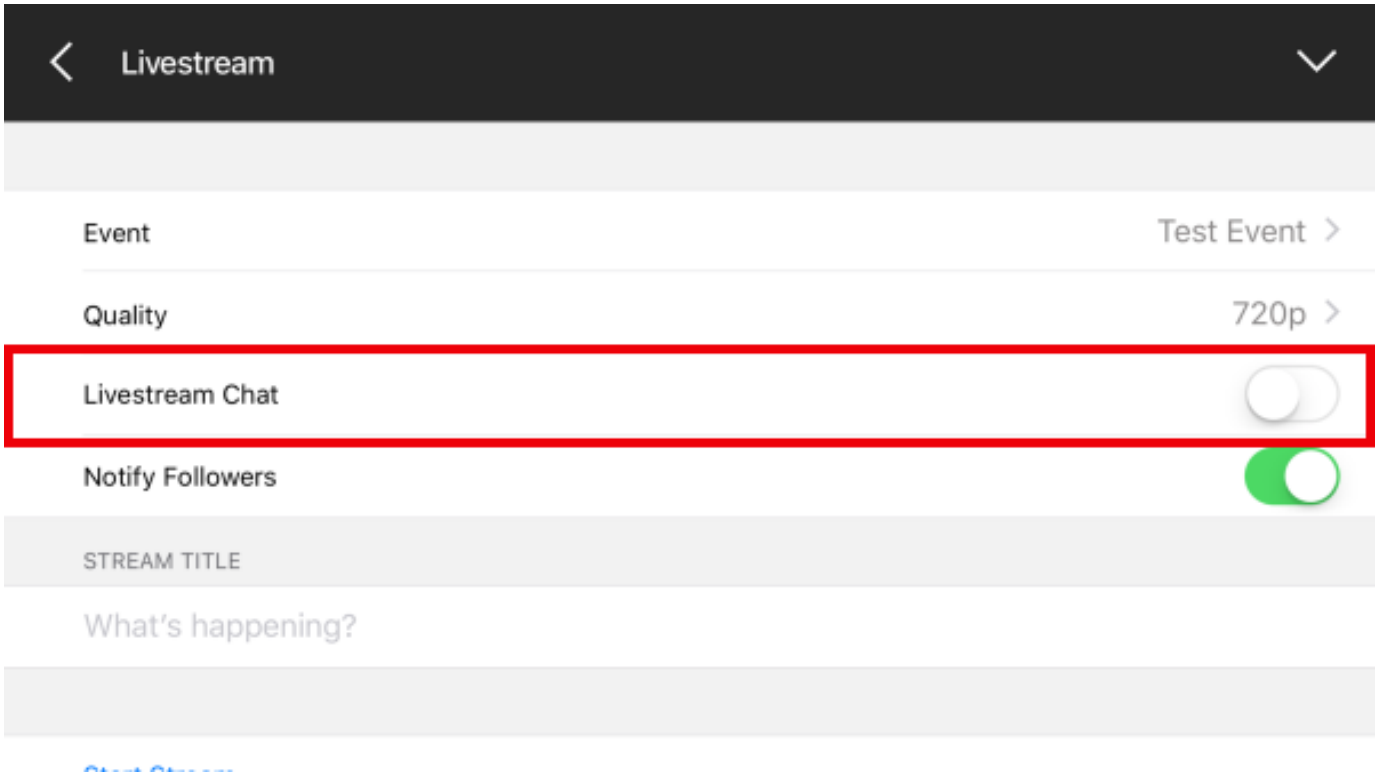
Go to **Settings**, and tap **Live Streaming**.



Select the provider you plan to use: Livestream, Facebook, or YouTube.

Periscope does not include a chat option.

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 live, toggle the switch off.



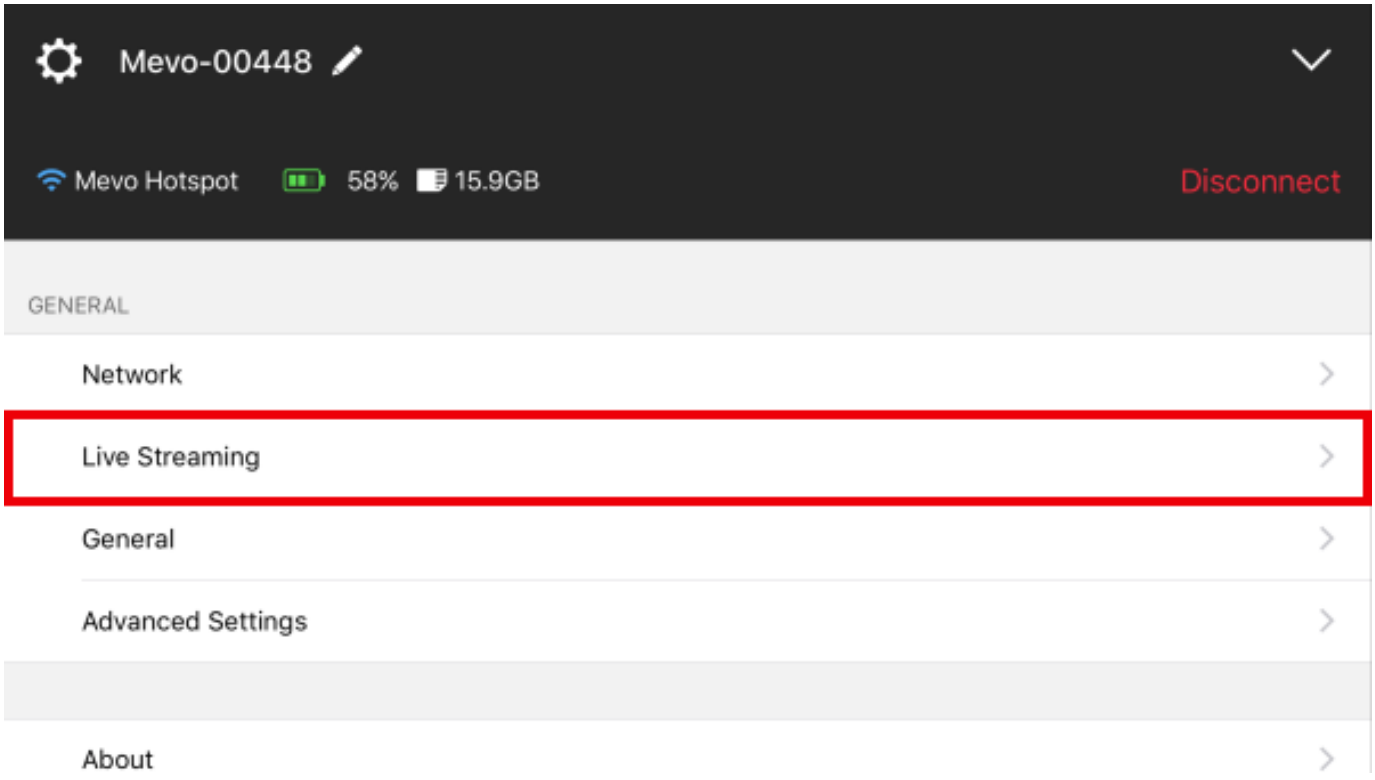
Now any comments will appear in the live edit view in real time.

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.

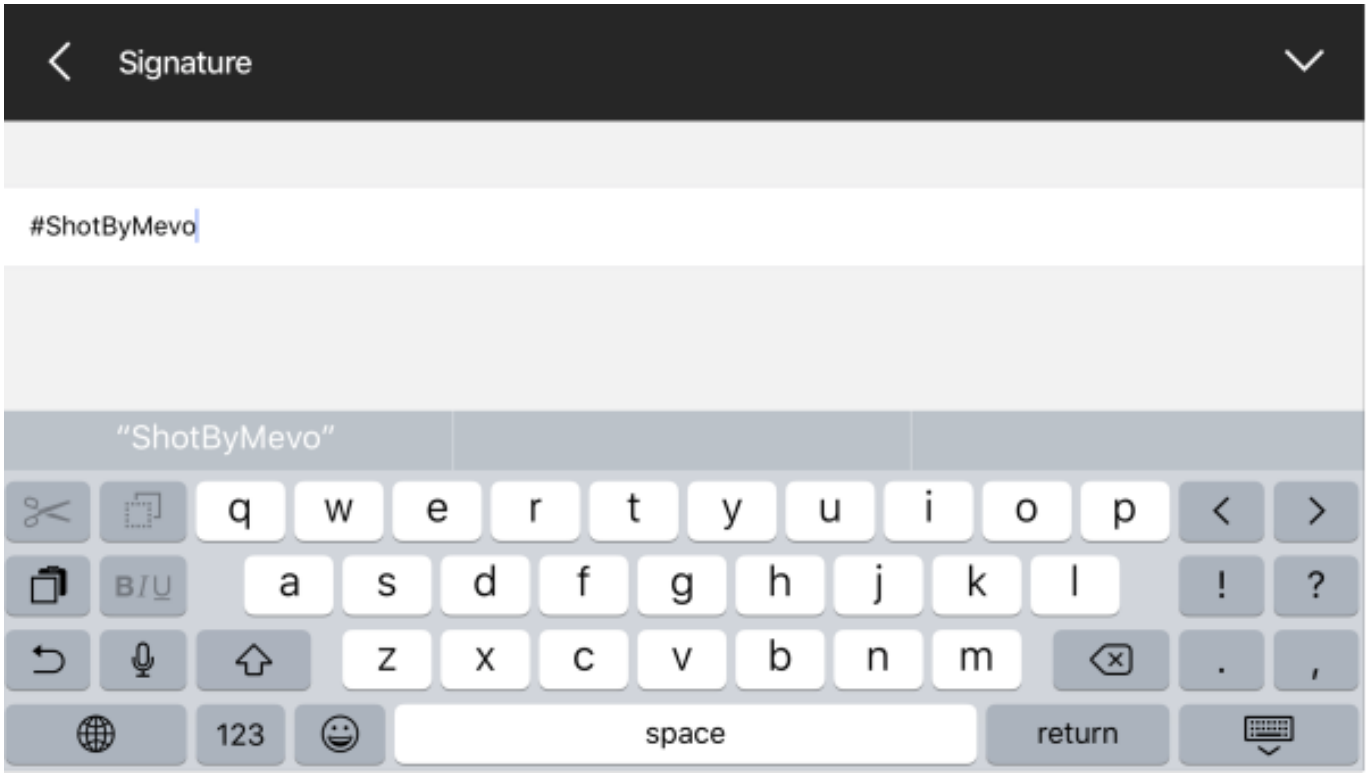
Tap the Live Streaming menu.



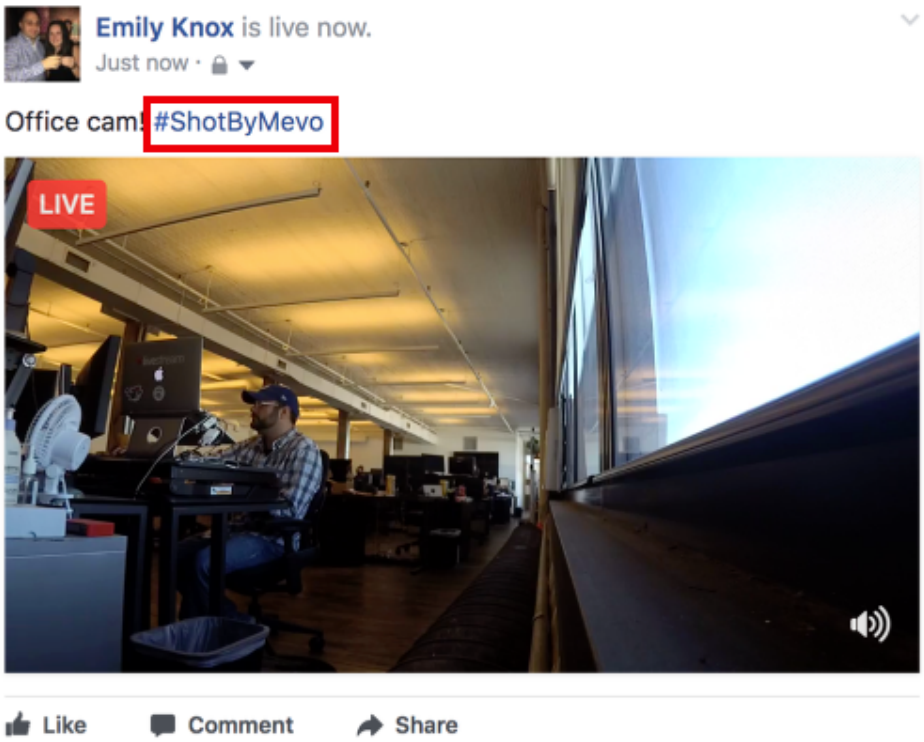
Below all the available providers is the Signature option. Tap this to reveal a keyboard and set a signature.

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.

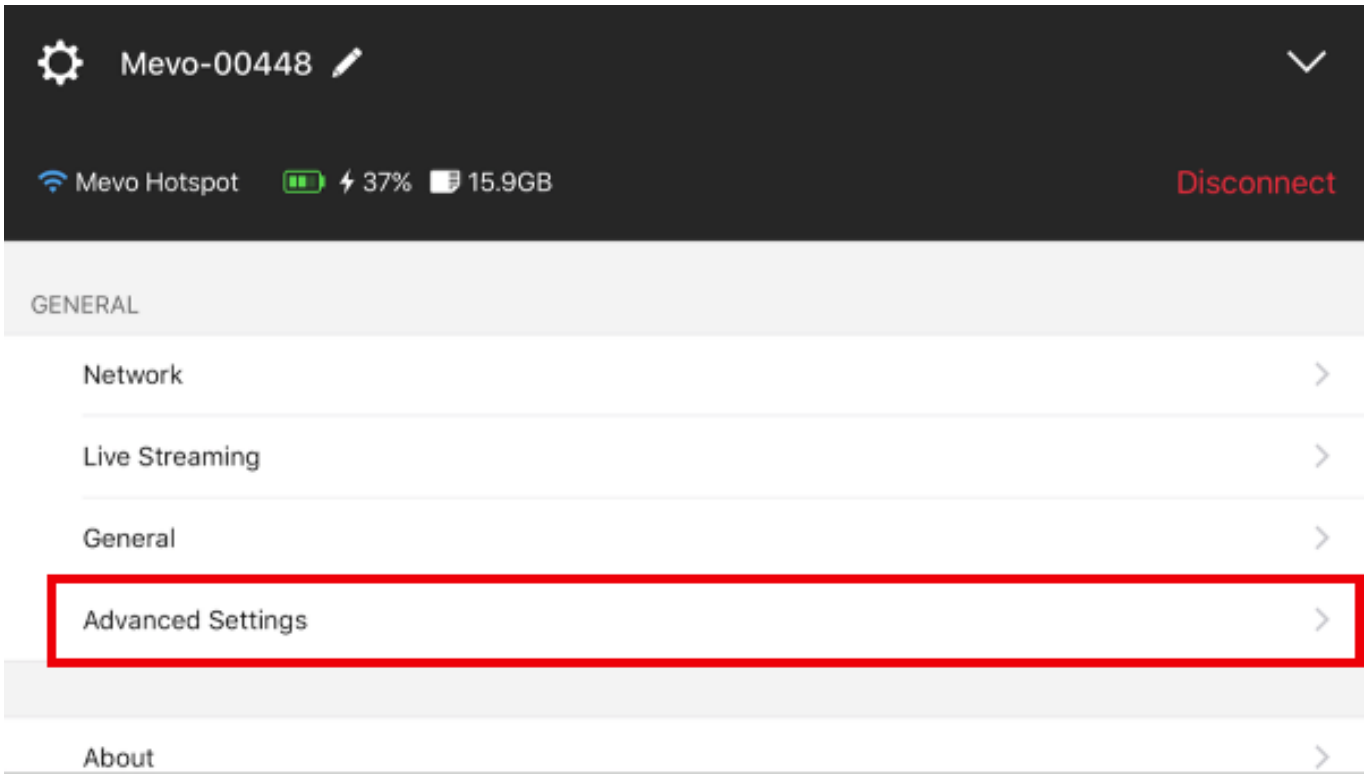


Advanced Settings

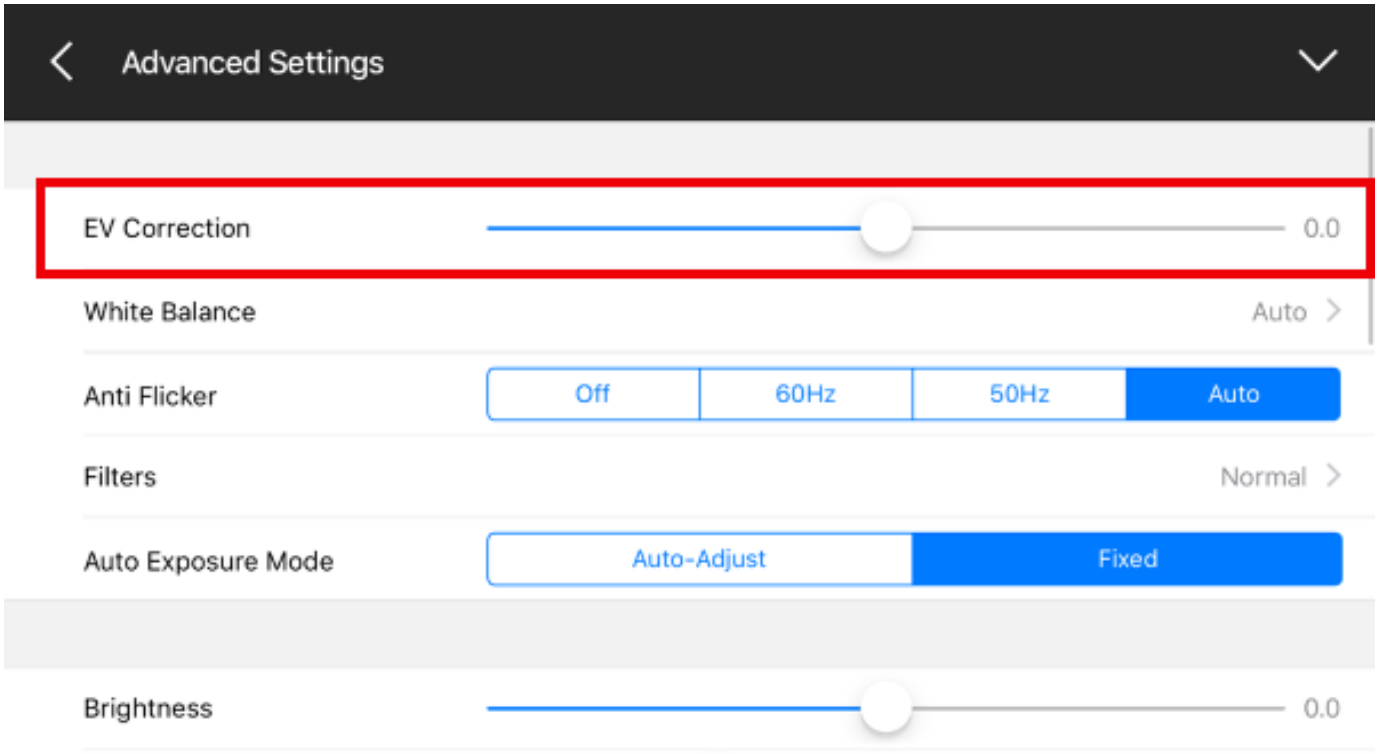
What is EV Correction?

EV stands for exposure value, which is a number that represents a combination of a camera's shutter speed and f-number. In simpler terms, this setting allows you to adjust how Mevo handles light exposure.

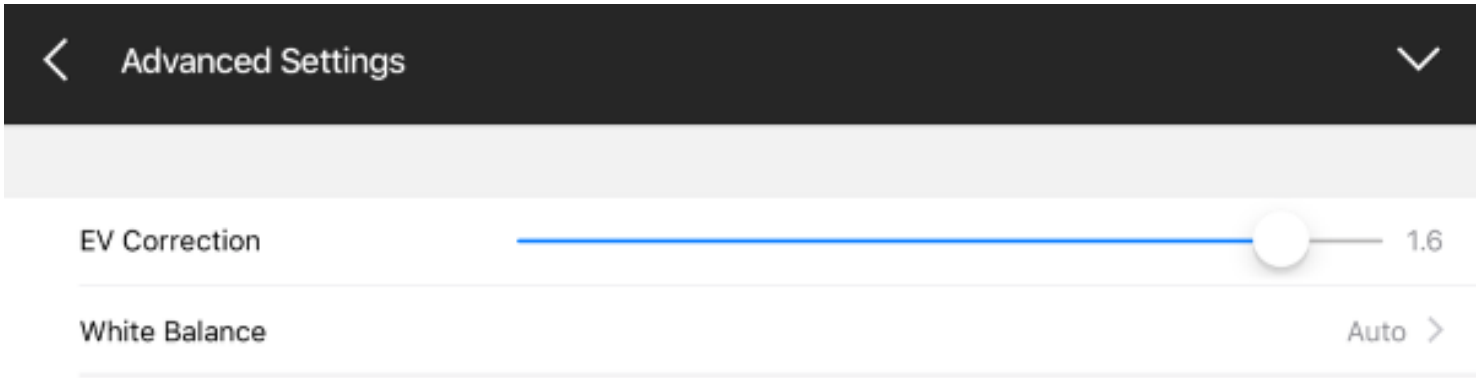
To find EV correction, go to settings, then tap Advanced settings.



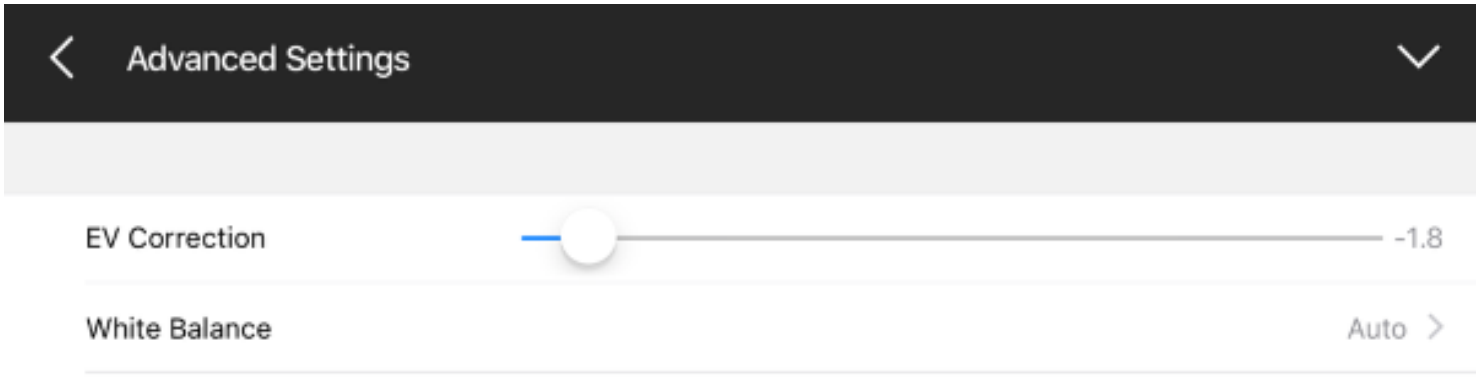
The first setting is EV correction followed by a slider set at 0.0. The range EV correction covers is -2.0 up to 2.0.



If you are in a darker venue or an area of lower light, you should consider dragging the slider to the right to let more light in.



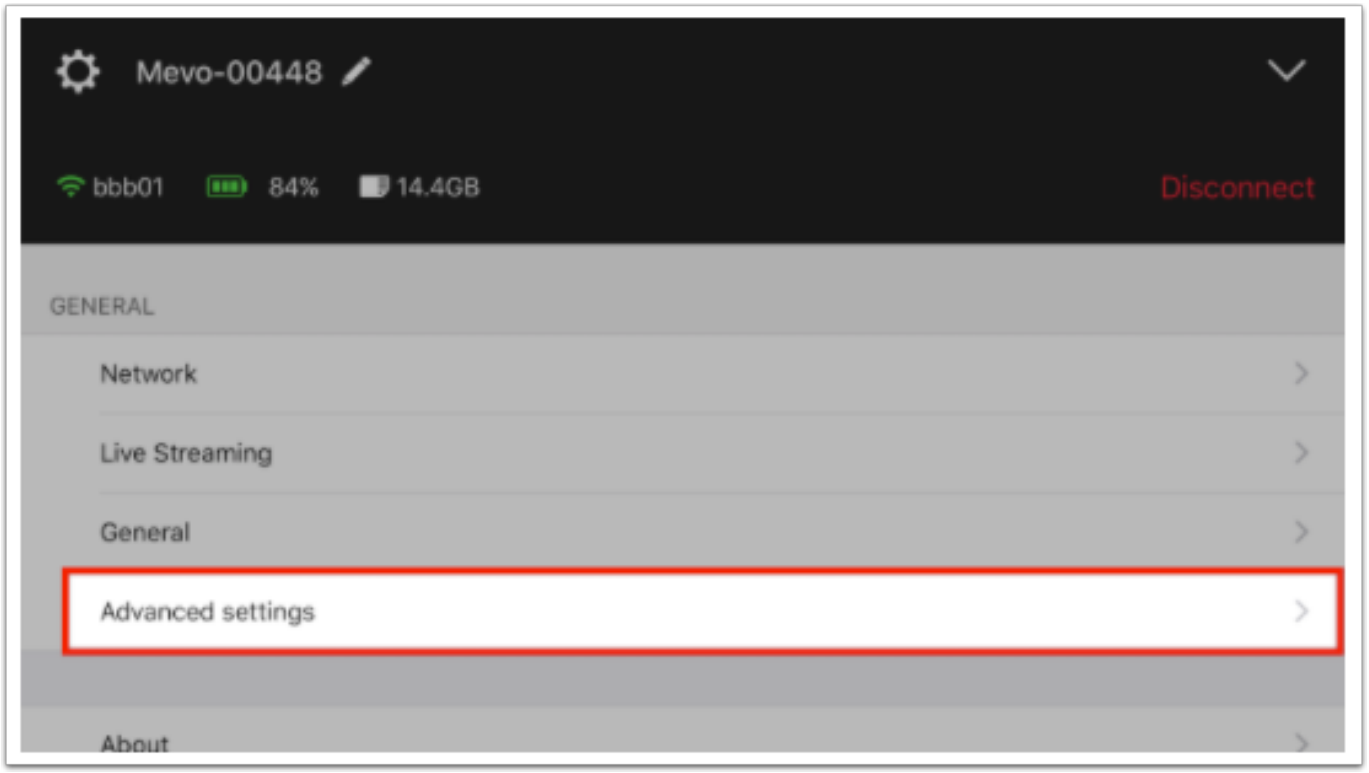
If you are in a very bright location, you may want to drag the slider to the left to allow more light into the lens.


Advanced Settings
EV Correction
-1.8
White Balance
Auto

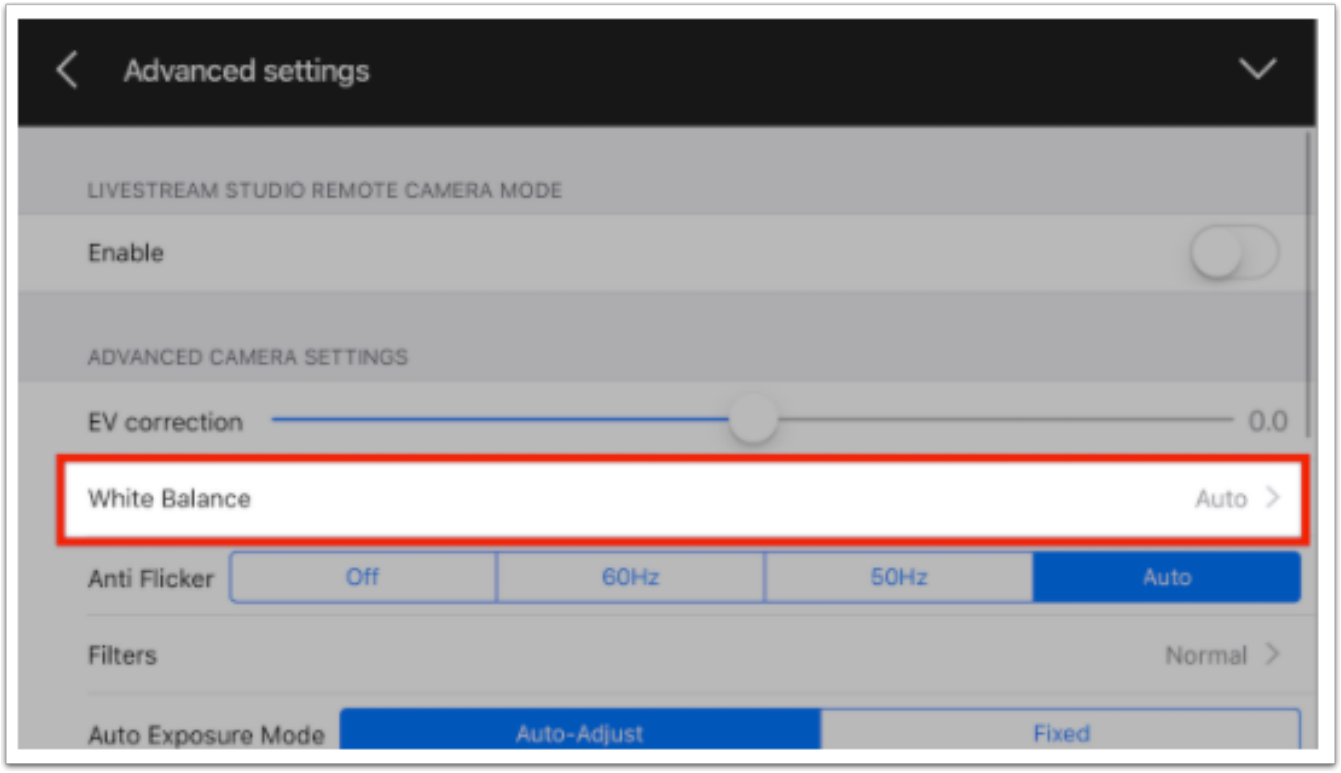
White Balance

In photography, white balance 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.

To set the white balance for Mevo, go to settings and tap '**Advanced settings**.'



Tap '**White Balance**.'



'Auto' will be set by default. There are other modes you can choose from that may better suit your lighting environment:

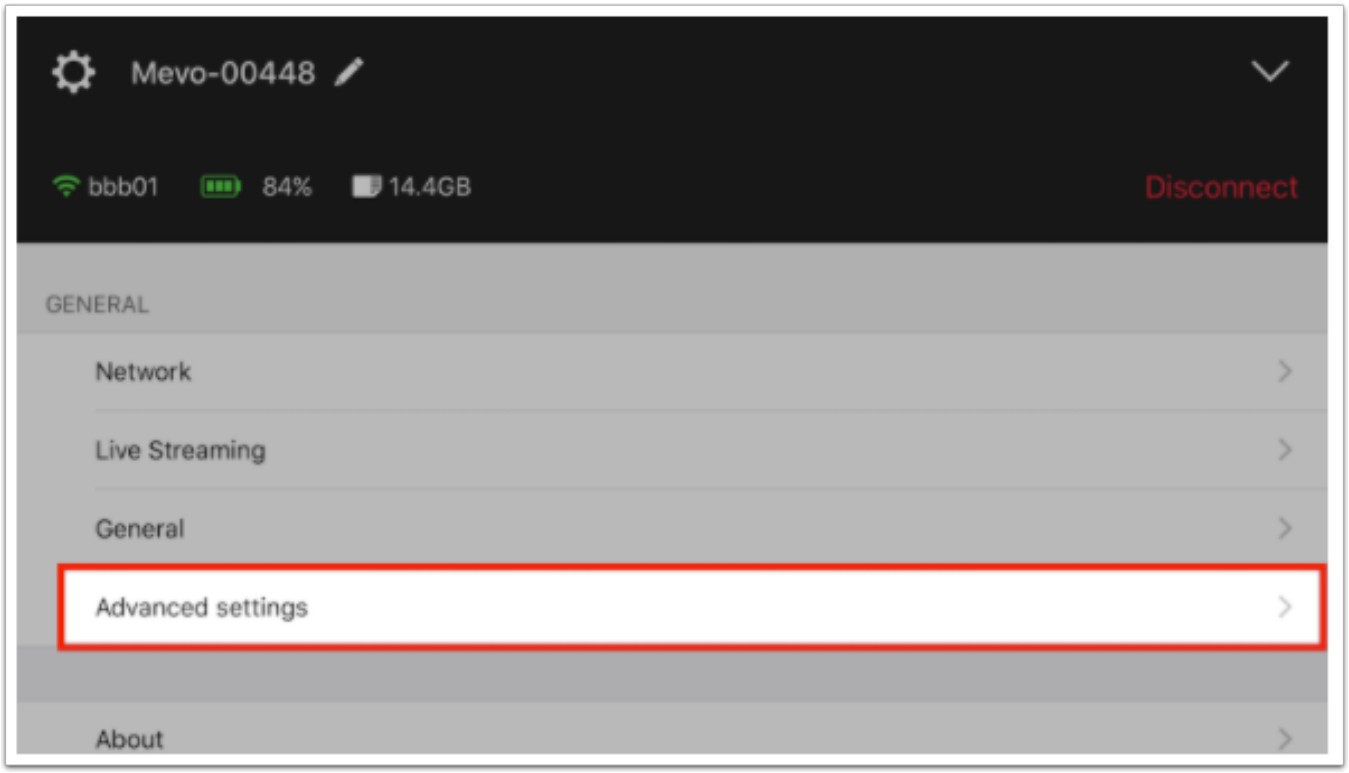
- Incandescent
- Sunny
- Cloudy
- Fluorescent

White Balance
Auto
Incandescent
Sunny
Cloudy
Fluorescent

What is Anti Flicker?

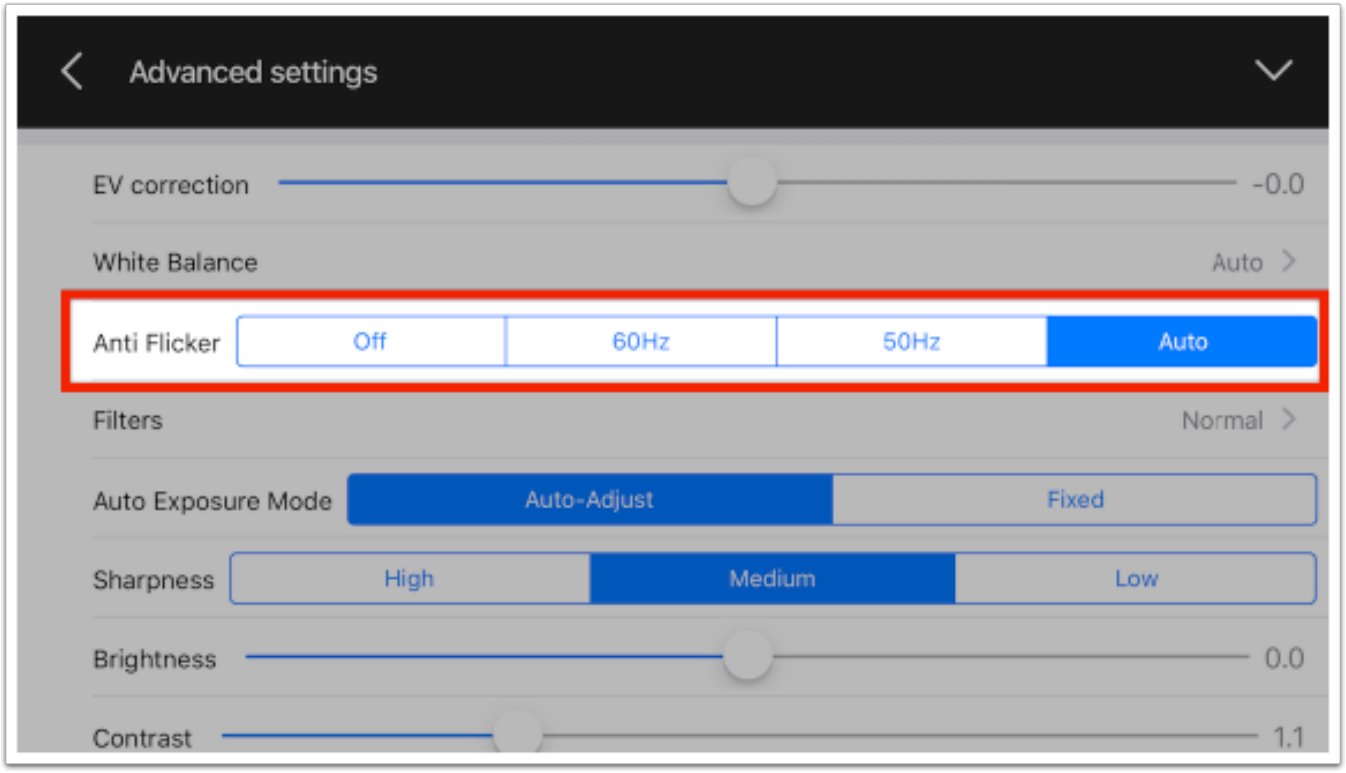
Anti Flicker is a setting that you should check if you are in a room with fluorescent lights or you plan on shooting a television screen. Many times when using a camera in these environments, there is a noticeable flicker in the image. This setting helps reduce this flicker.

Go to settings and tap 'Advanced Settings.'



Select 'Anti 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 matches power frequency



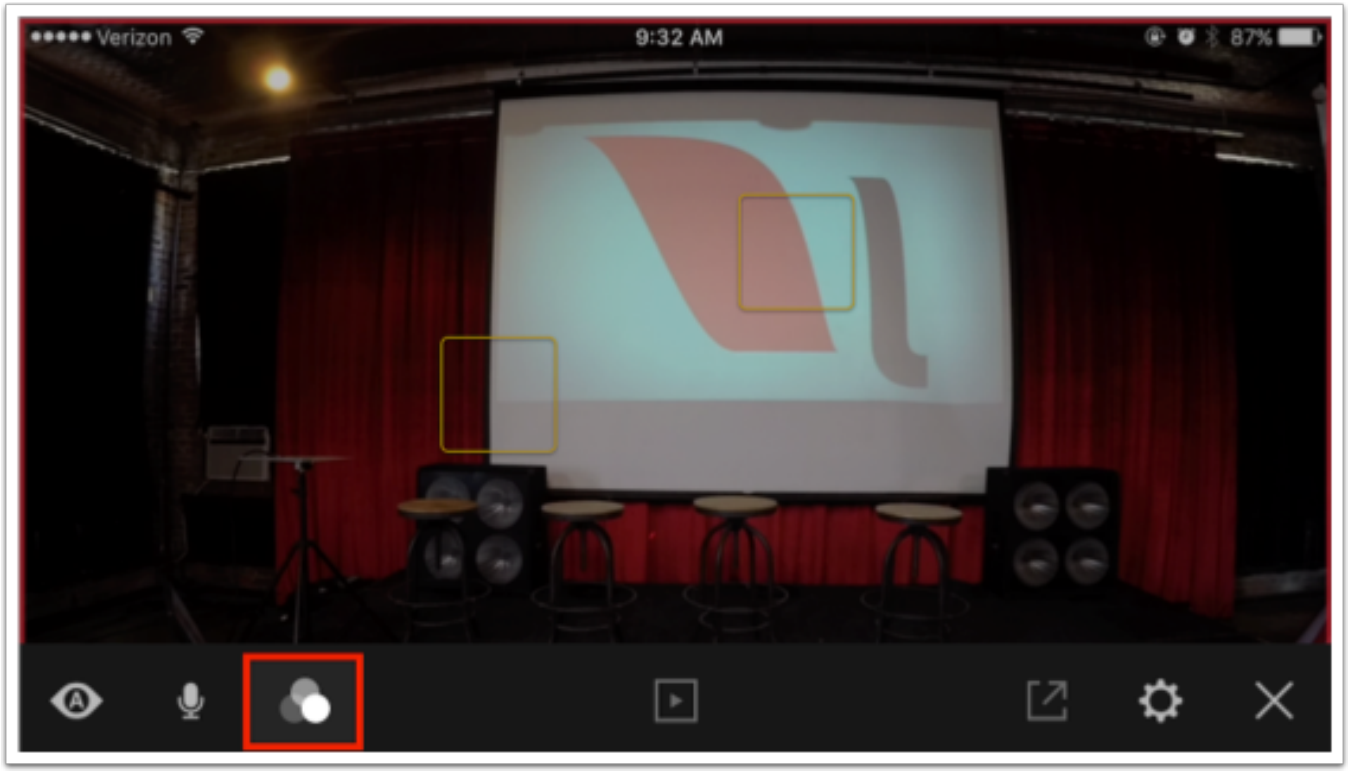
'Auto' is configured by default. Tap whichever option best suites your environment.

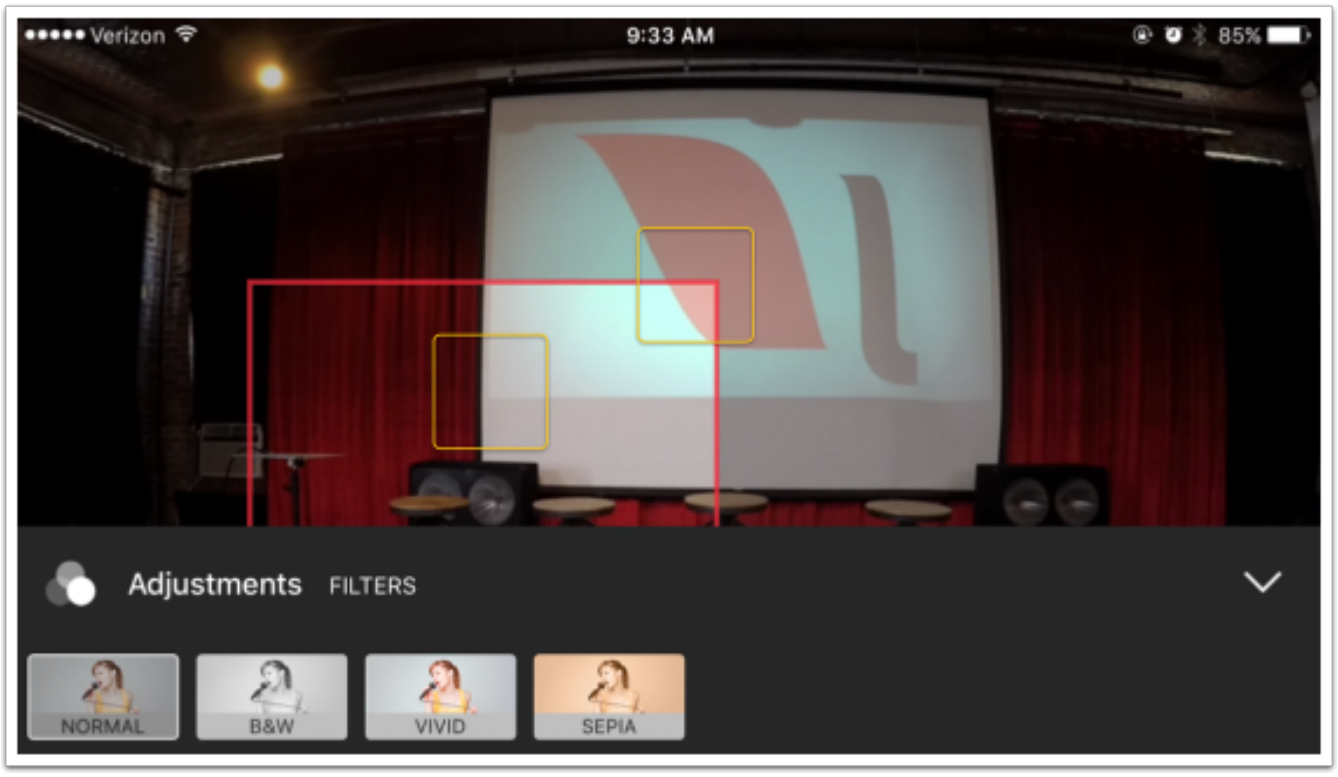
Where to Find Image Filters

There are a few image filters you can use to give your event a different look and feel.

Filter settings can be found in two locations within the Mevo app. Tap the 'More Options' menu in the bottom right corner.

You can quickly choose a filter by tapping the filter icon.



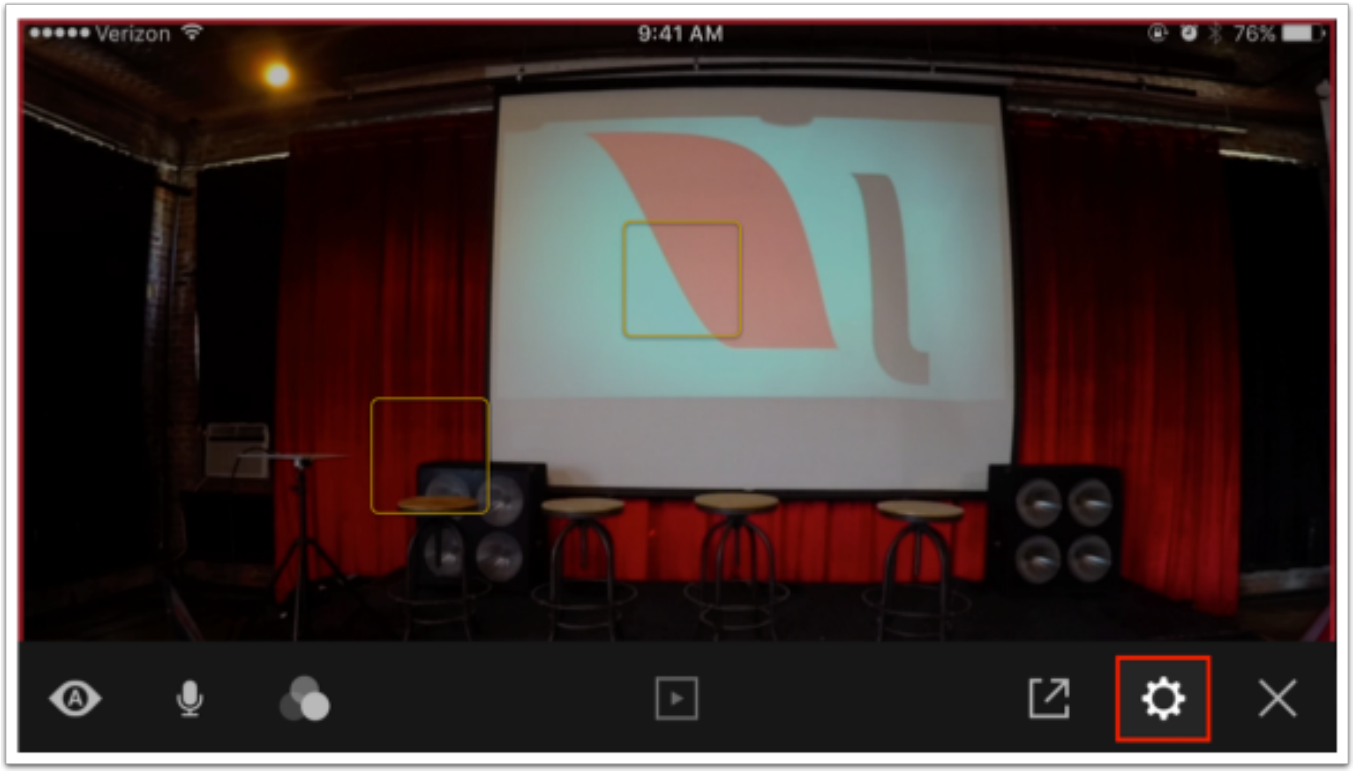


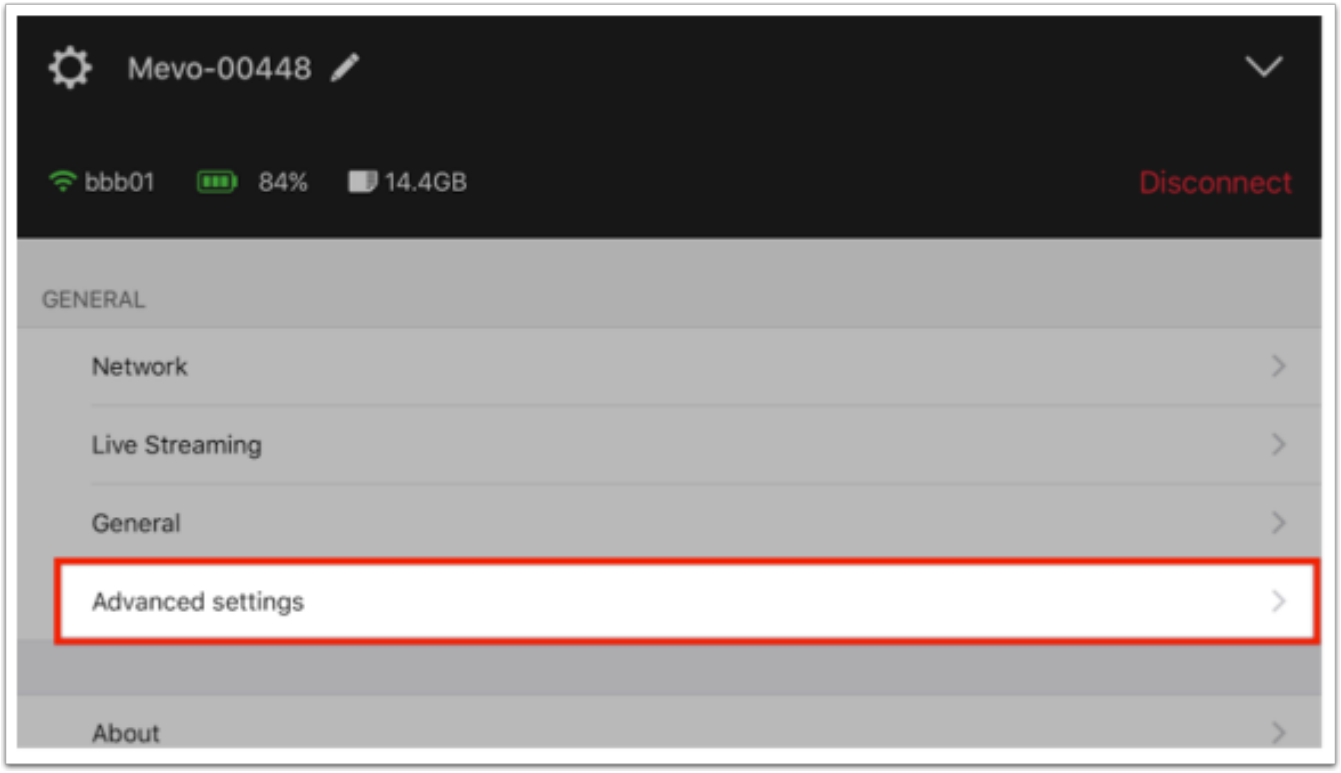
Options include

- Normal
- Black White

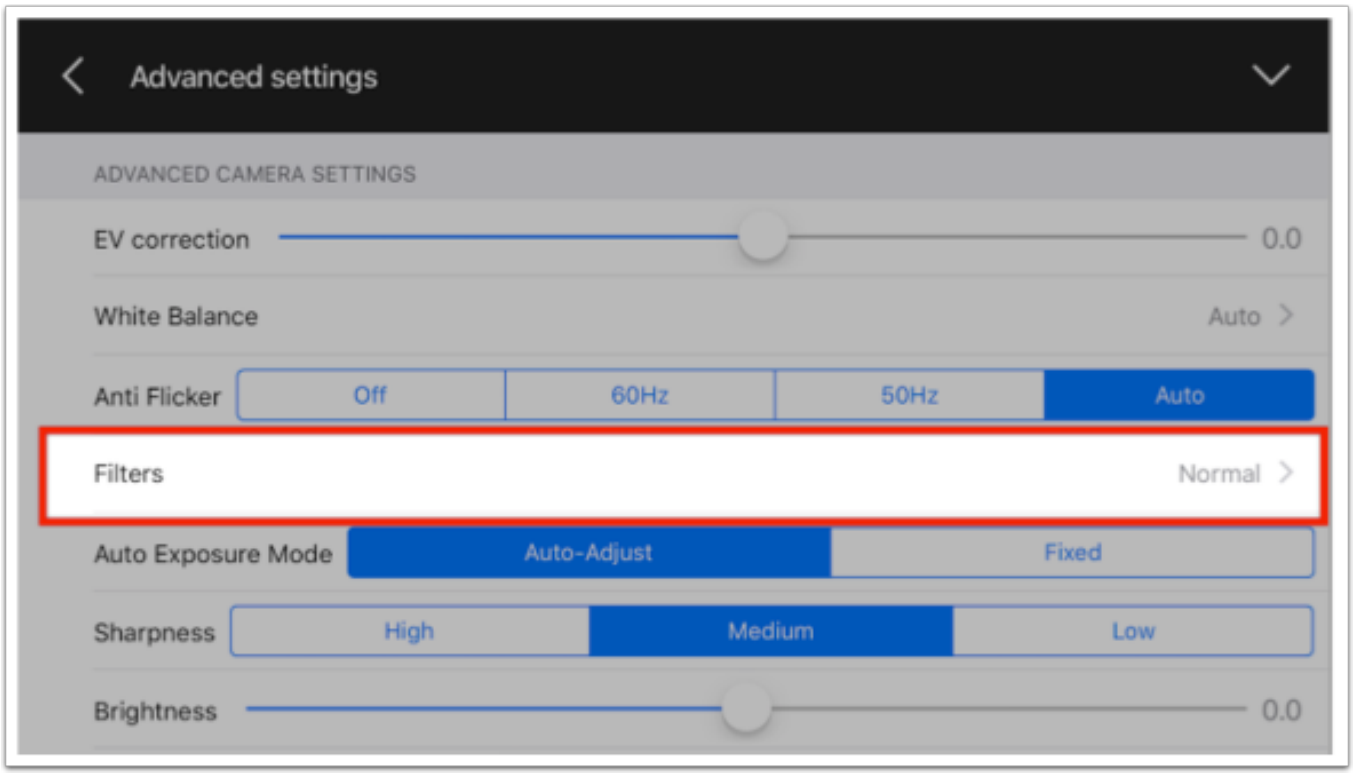
- Vivid
- Sepia

You can also find these options when tapping the gearwheel icon, then 'Advanced Settings.'





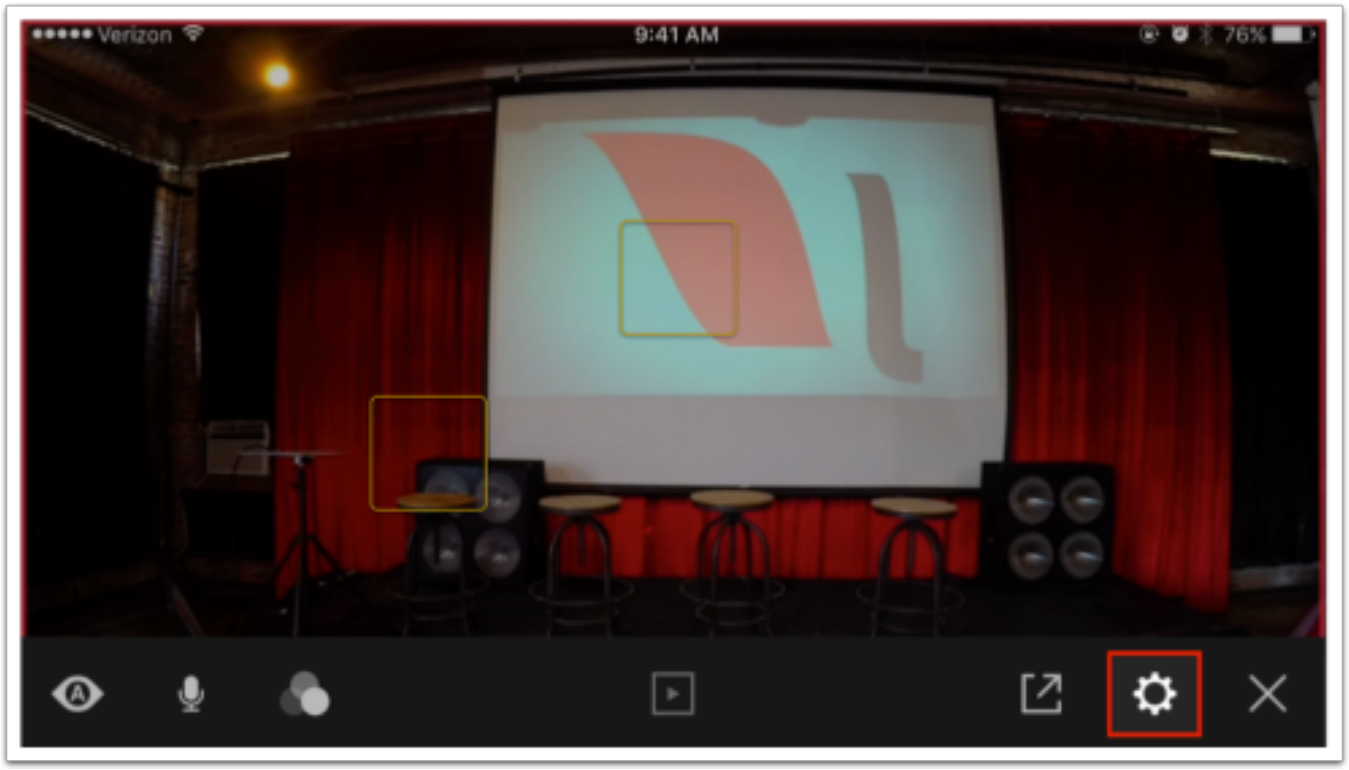
There, you will also find the filters menu.

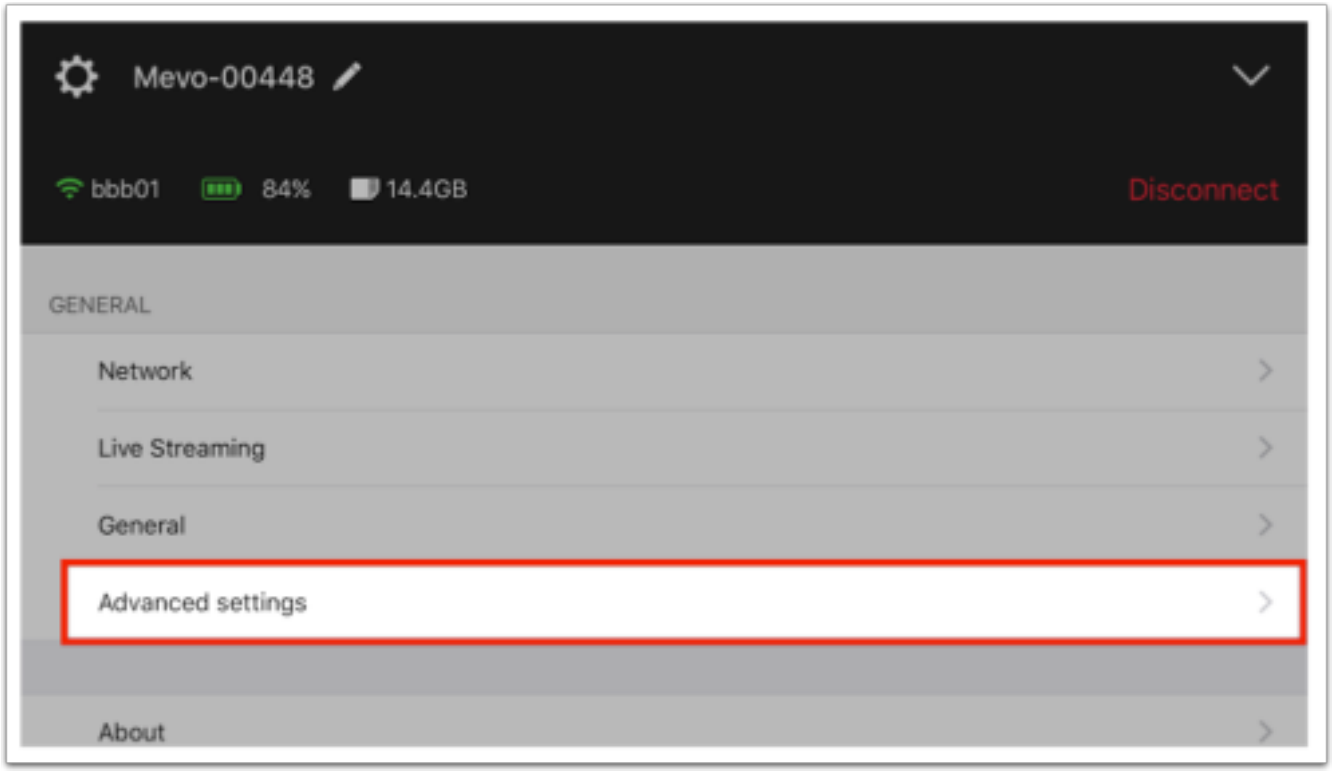


Auto Exposure Mode

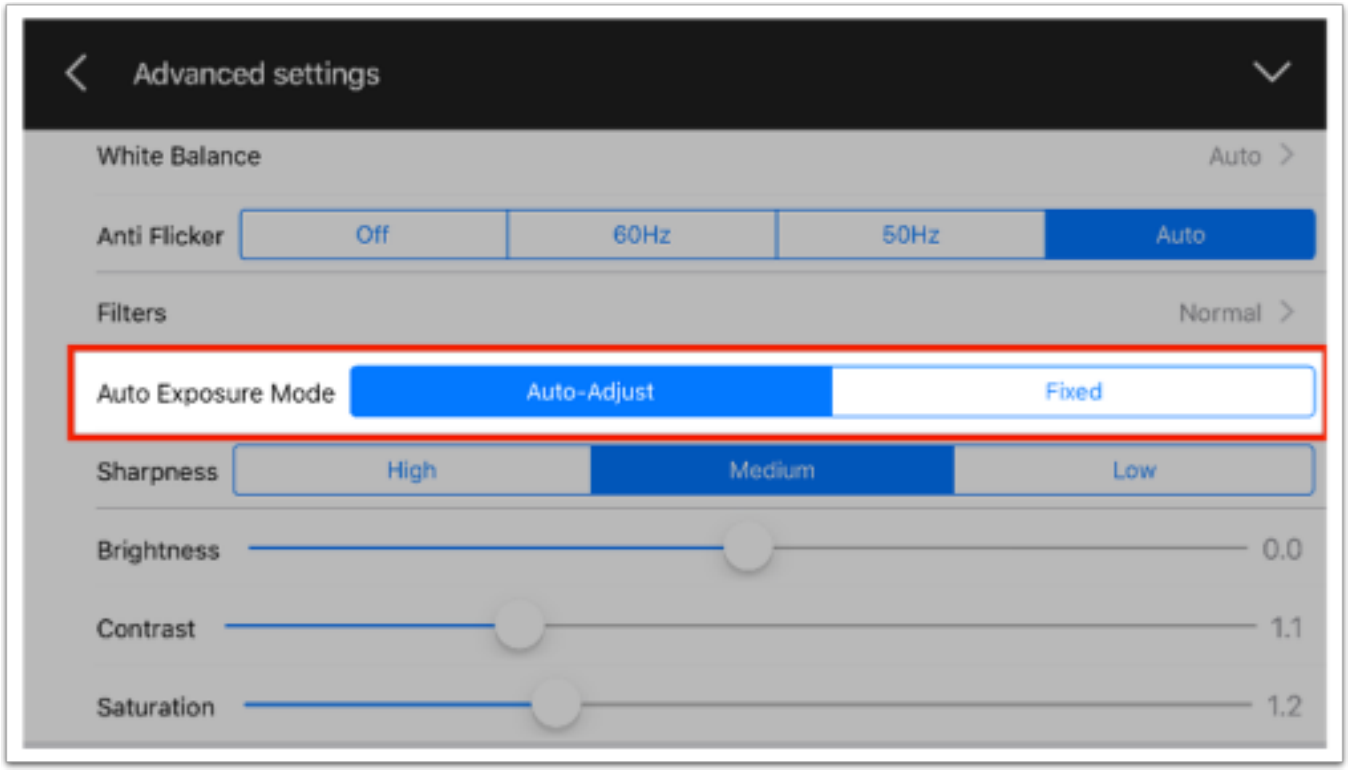
Auto Exposure Mode gives you the option to have the camera adjust its exposure based on changing lighting, or to keep it fixed to its original exposure level. You should consider keeping this enabled if you will be in a changing environment, such as an outdoor event at dusk.

Go to Settings, then tap 'Advanced Settings.'





About halfway down the '**Advanced Camera Settings**' section is '**Auto Exposure Mode**' with two options.



Auto-Adjust is selected by default.

Fixed will not adjust your camera's exposure. This is ideal for a settings that has set up lighting for a specific effect, such as a concert.

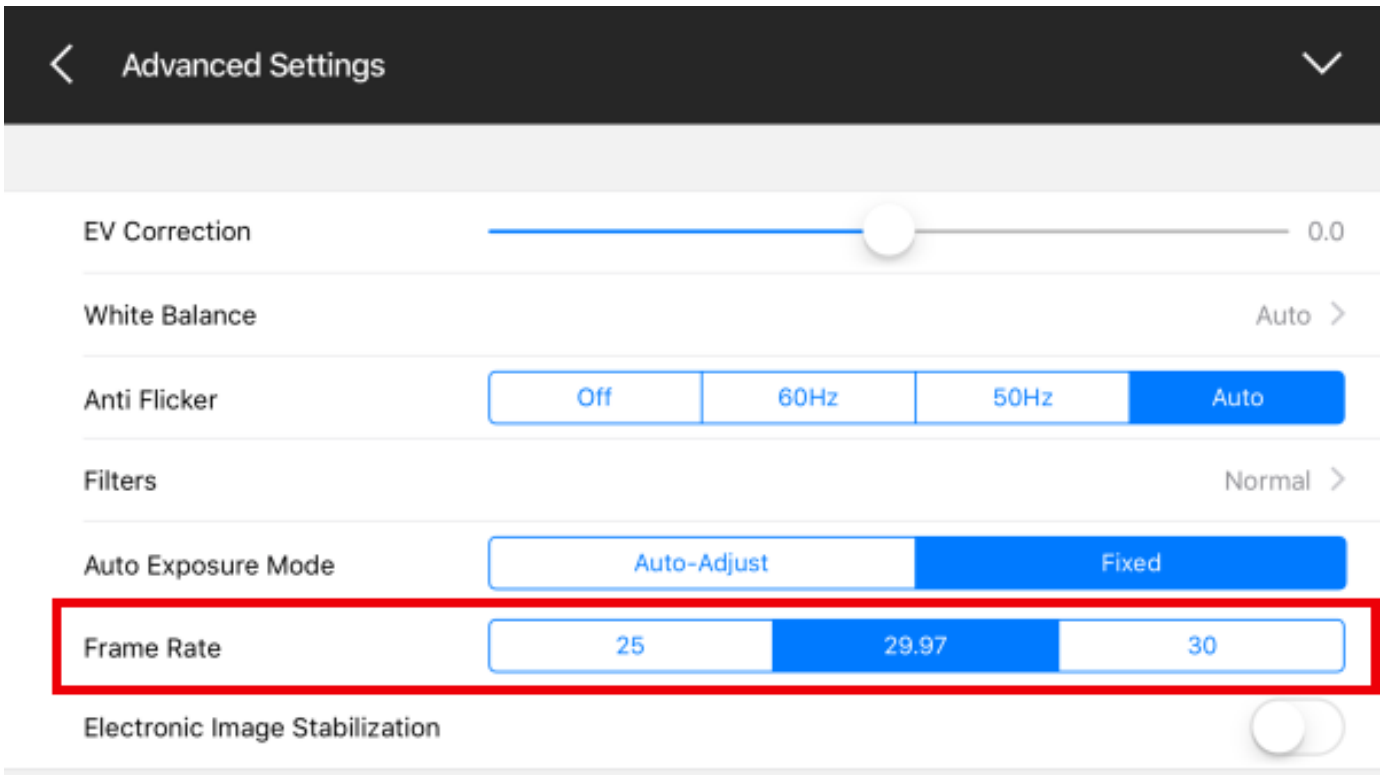
Tap whichever option you prefer; it will turn blue when it's selected.

Closing out the menu will save your settings.

Adjust Mevo's Frame Rate

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

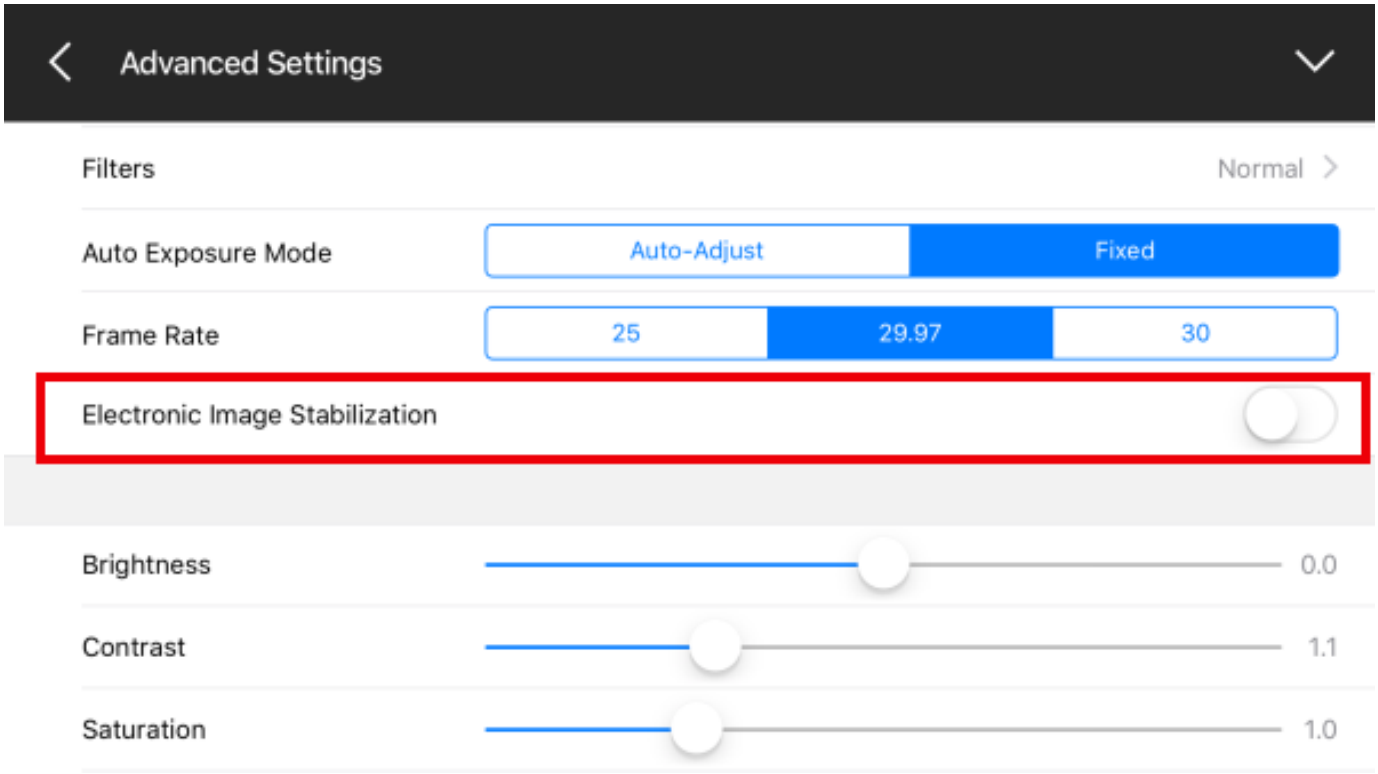
To change your frame rate, open the options menu and select Advanced Settings. The sixth option down is Frame Rate. Tap the desired frame rate you wish to use; your selection will turn blue.



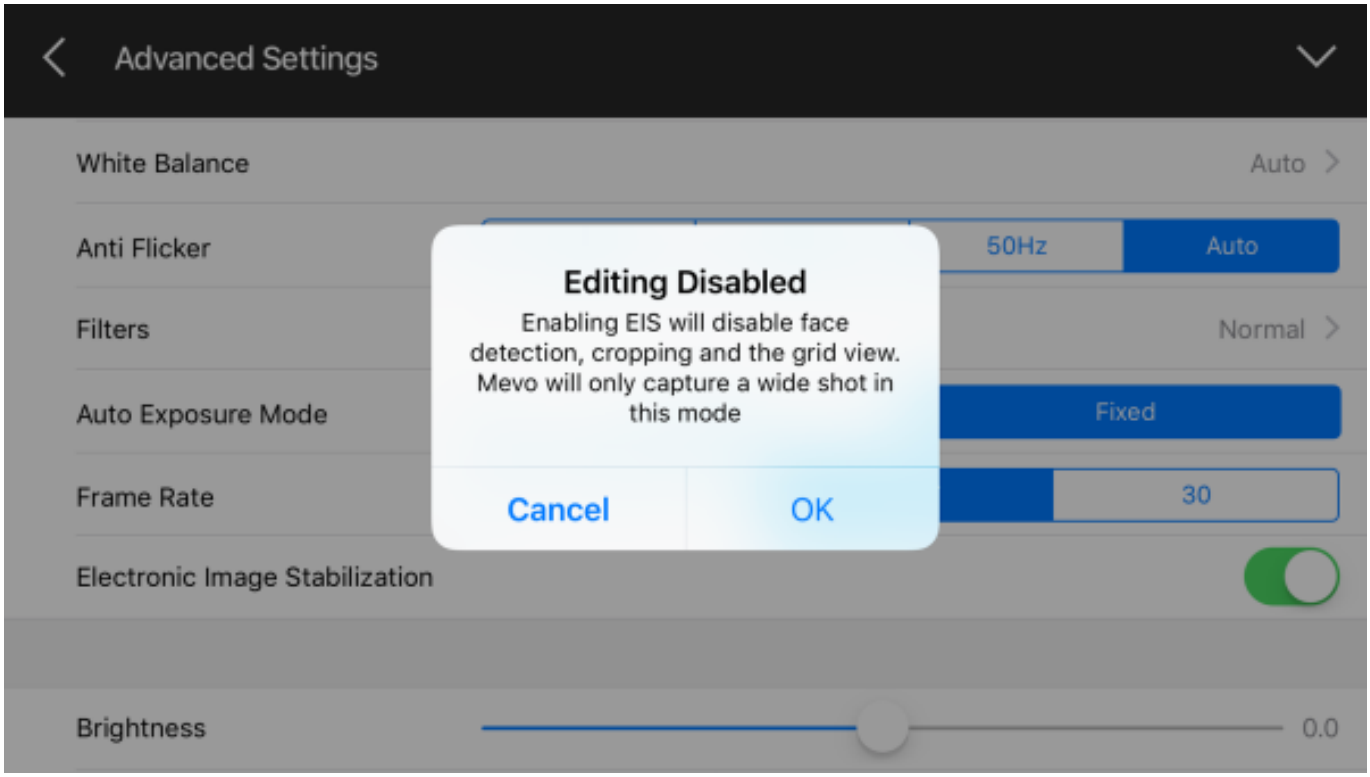
What is Electronic Image Stabilization?

Electronic Image Stabilization (EIS) minimizes blurriness and 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 be want to consider turning EIS on, although doing so will disable Mevo's live-editing features.

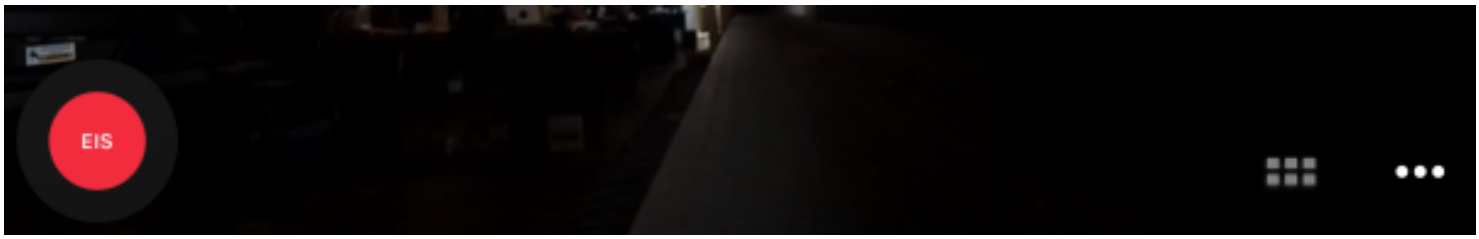
Navigate to the options menu and select Advanced Settings. The seventh option down is Electronic Image Stabilization with a toggle switch, which is off by default. Tap it to turn it on.



When turning on EIS, you will see a message warning you that face detection, live editing features, and the grid view will all be disabled. Mevo will only be able to capture a single wide shot. If you want to continue, tap OK.



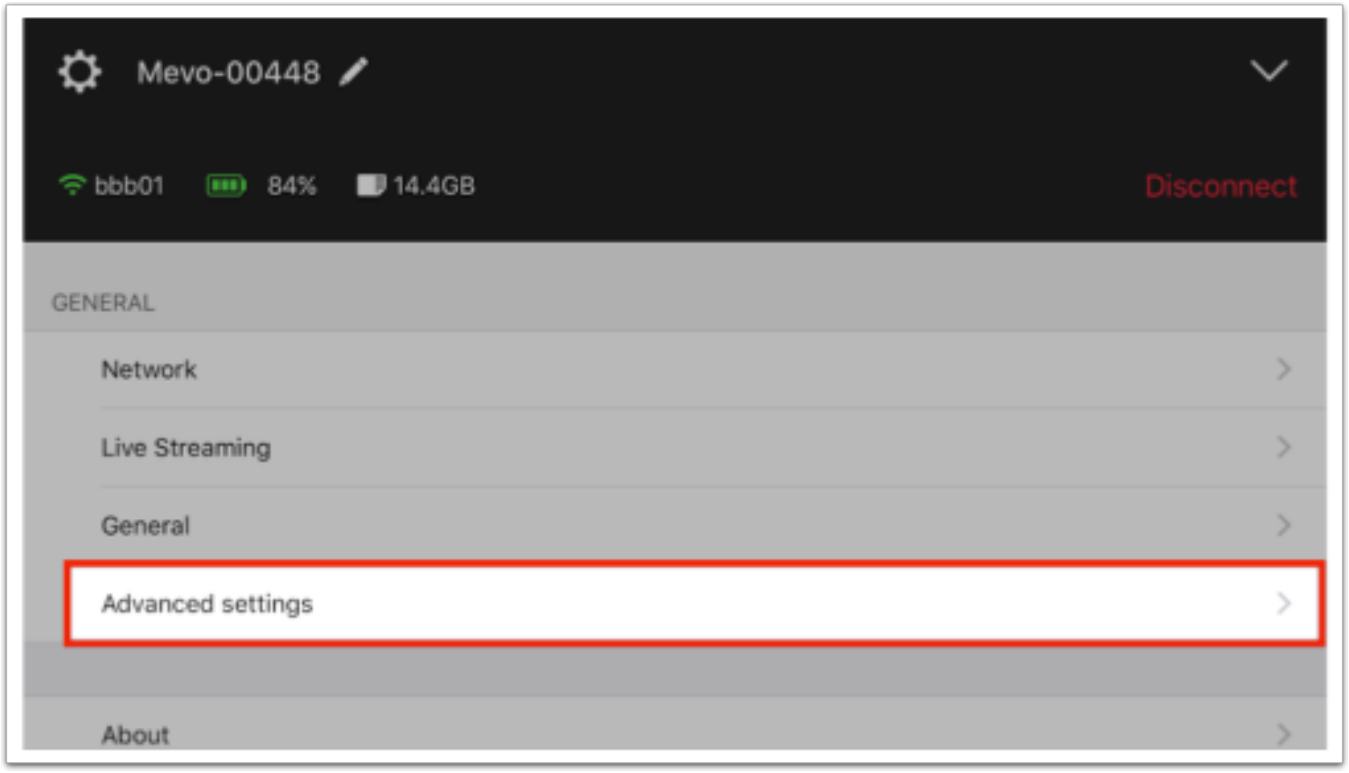
If you go back to the live edit view, you will notice EIS in the red button. This indicates that EIS is turned on. You will also notice that the grid view icon is grayed out, indicating it cannot be used while EIS is turned on.



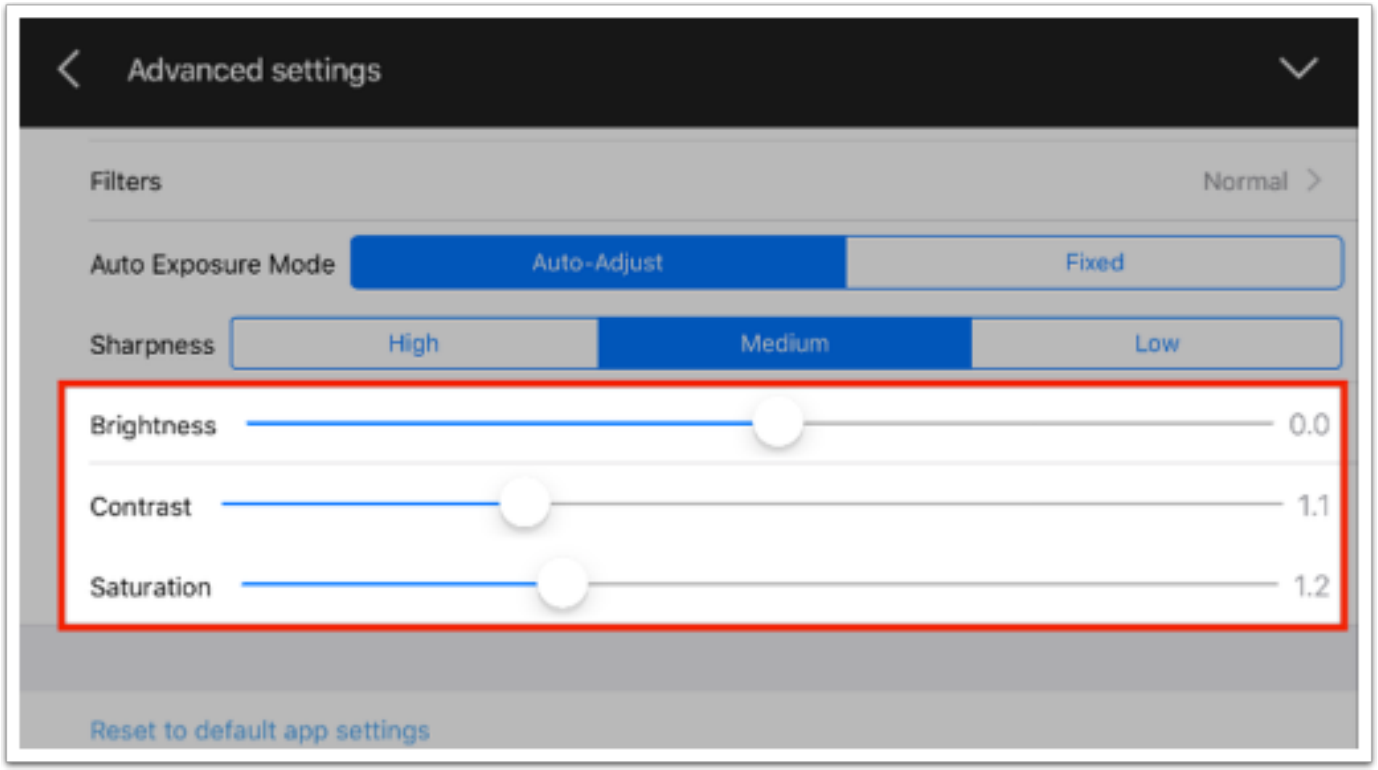
Can I Adjust Brightness, Contrast, & Saturation?

If you need to make manual adjustments to your video, there are options for Brightness, Contrast, and Saturation.

Go to Settings, then tap '**Advanced settings**.'



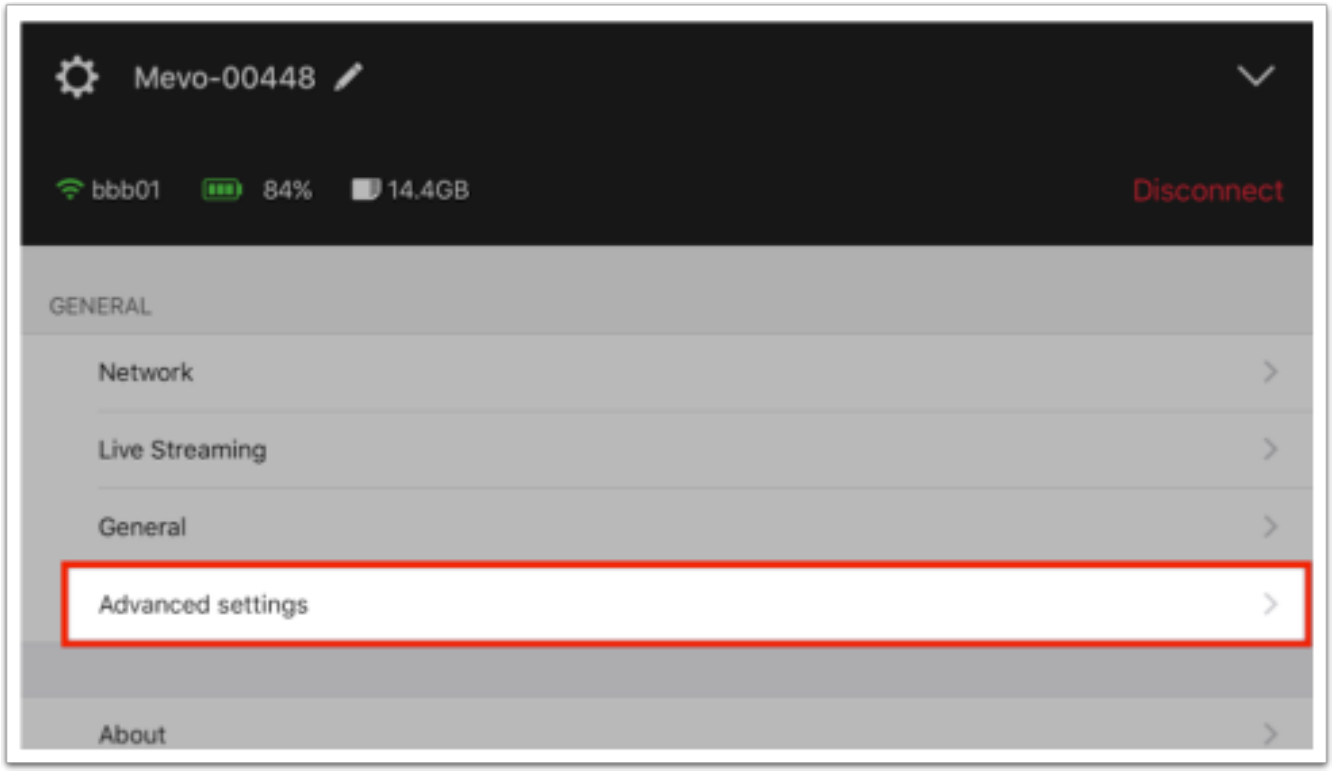
Scroll down and you will see three sliders, each for brightness, contrast and saturation. Use your finger to adjust the setting. It will save once you close out the menu.



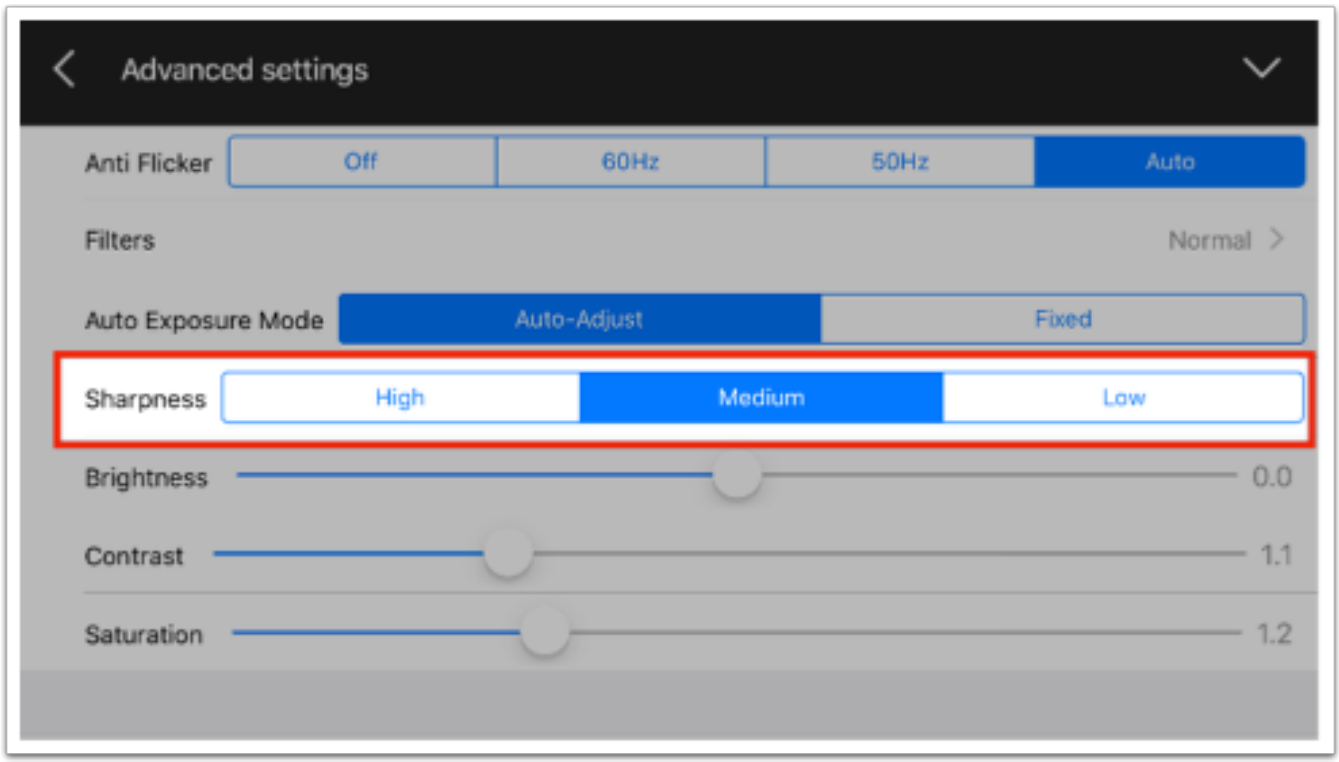
Sharpness Settings

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.

To adjust your sharpness settings, go to settings, then 'Advanced settings.'



Scroll down to '**Sharpness**,' which you can then adjust between High, Medium, and Low.

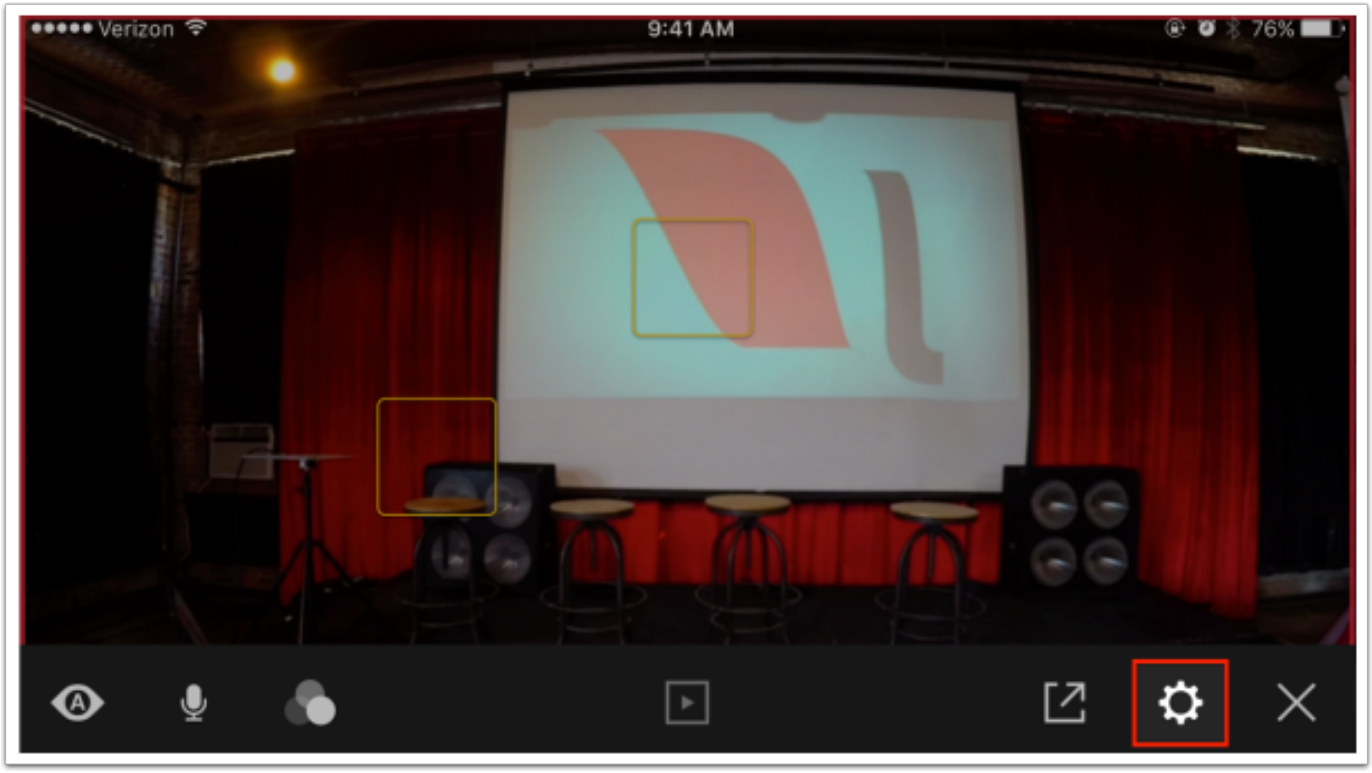


Low sharpness may be ideal for low activity events (panels, meetings), whereas high sharpness would help better define objects in higher activity events (dance recitals, sports). The default setting is Medium.

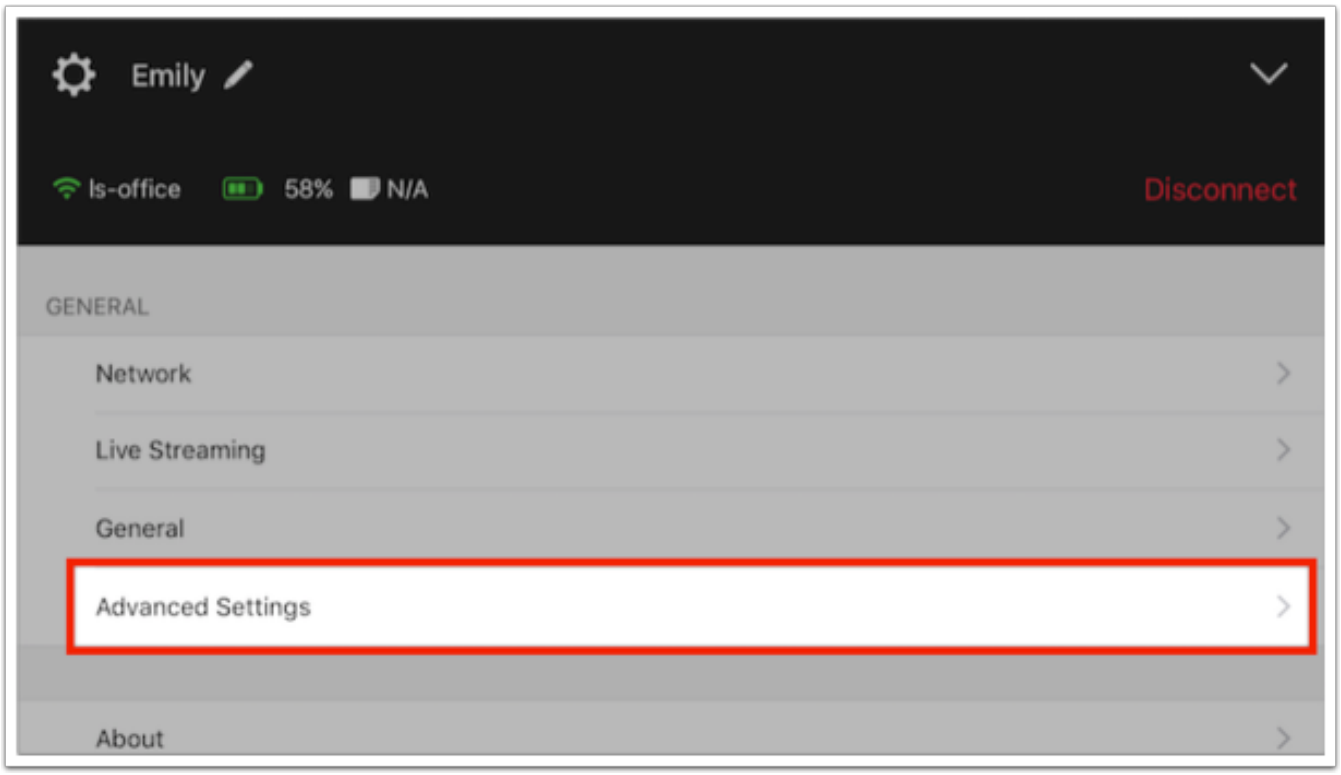
Flip Mevo's Image

The Mevo app can flip its image, in case you mount it upside down (such as from a ceiling).

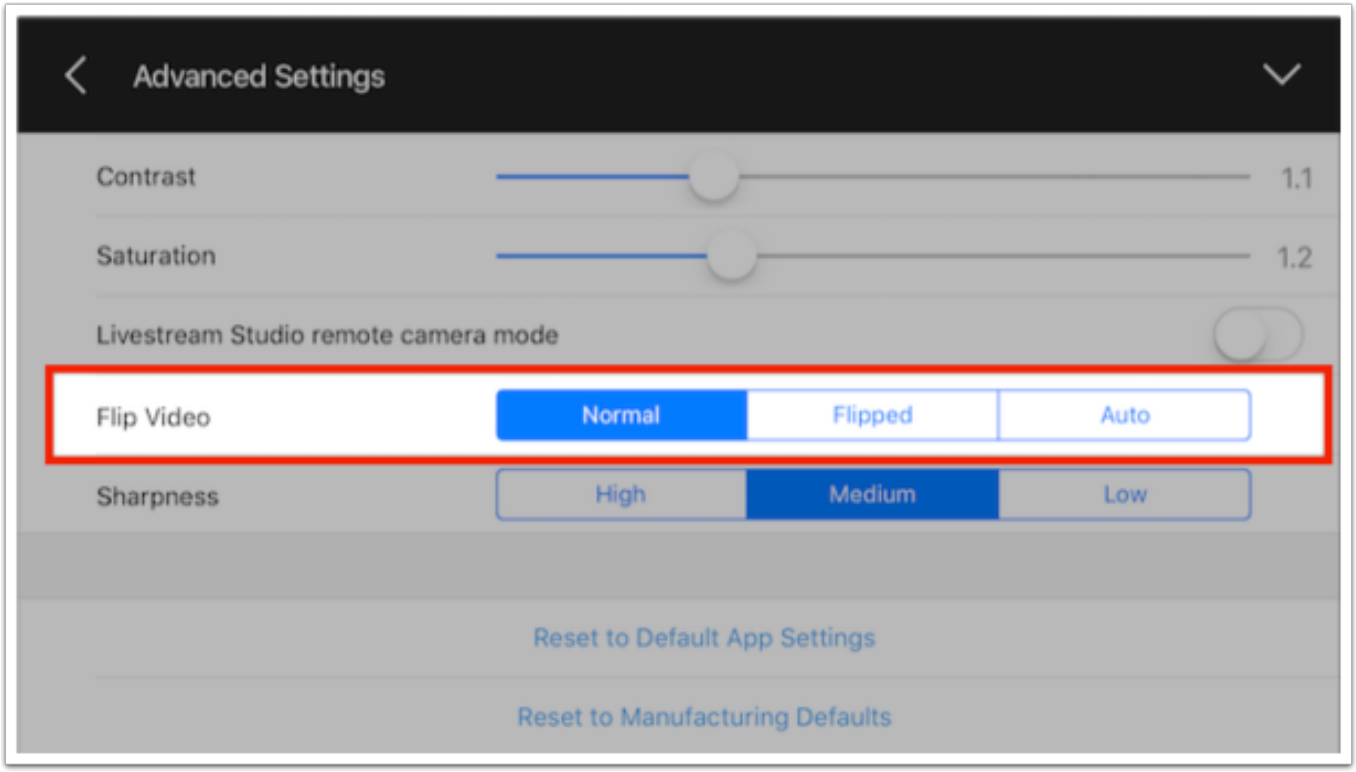
To flip the image, go to the Options Menu in the app, then tap on the gearwheel icon to access settings.



Tap 'Advanced Settings.'



Scroll down to find the 'Flip Video' option.



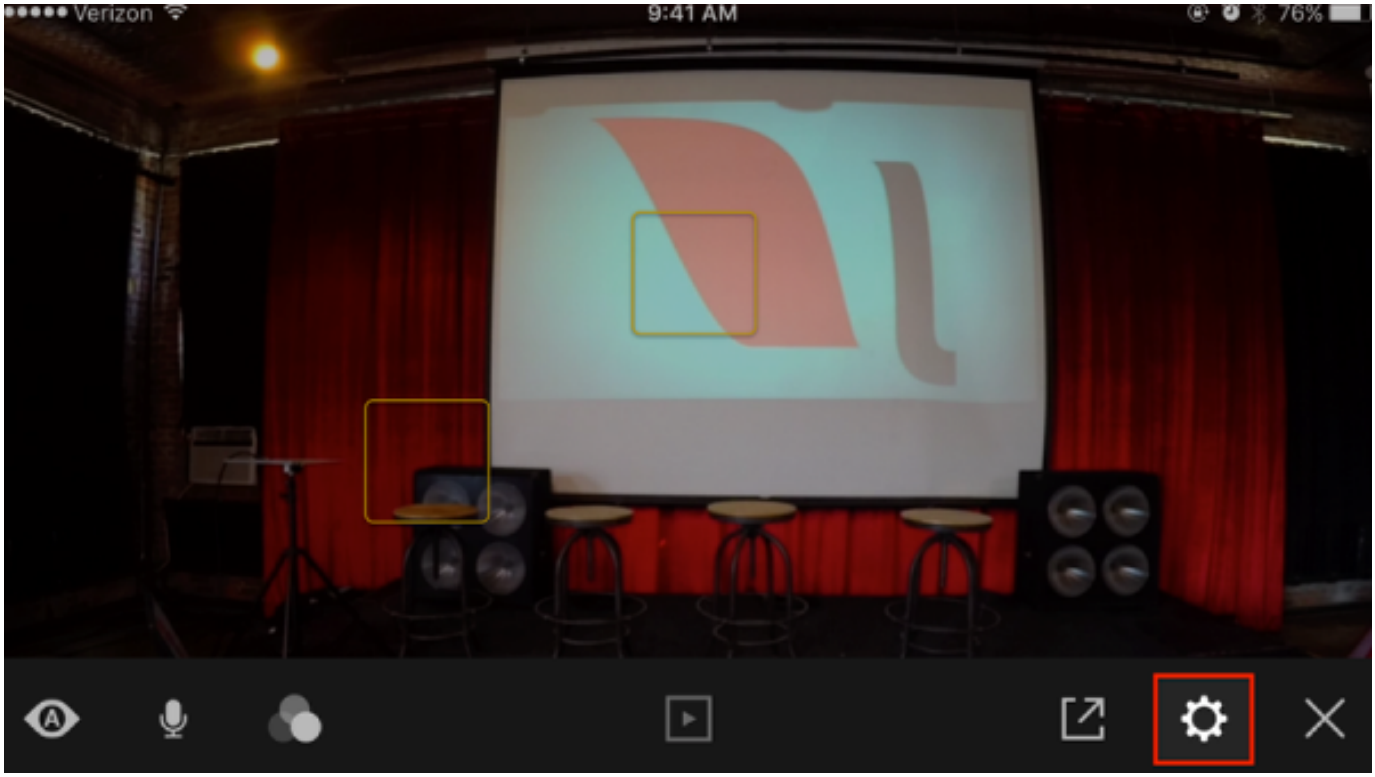
There are three options:

- Normal: The image will not flip if you turn the camera upside down.
- Flipped: The image will appear flipped unless you 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 adjusts, so we do not recommend going back and forth between the two orientations frequently.

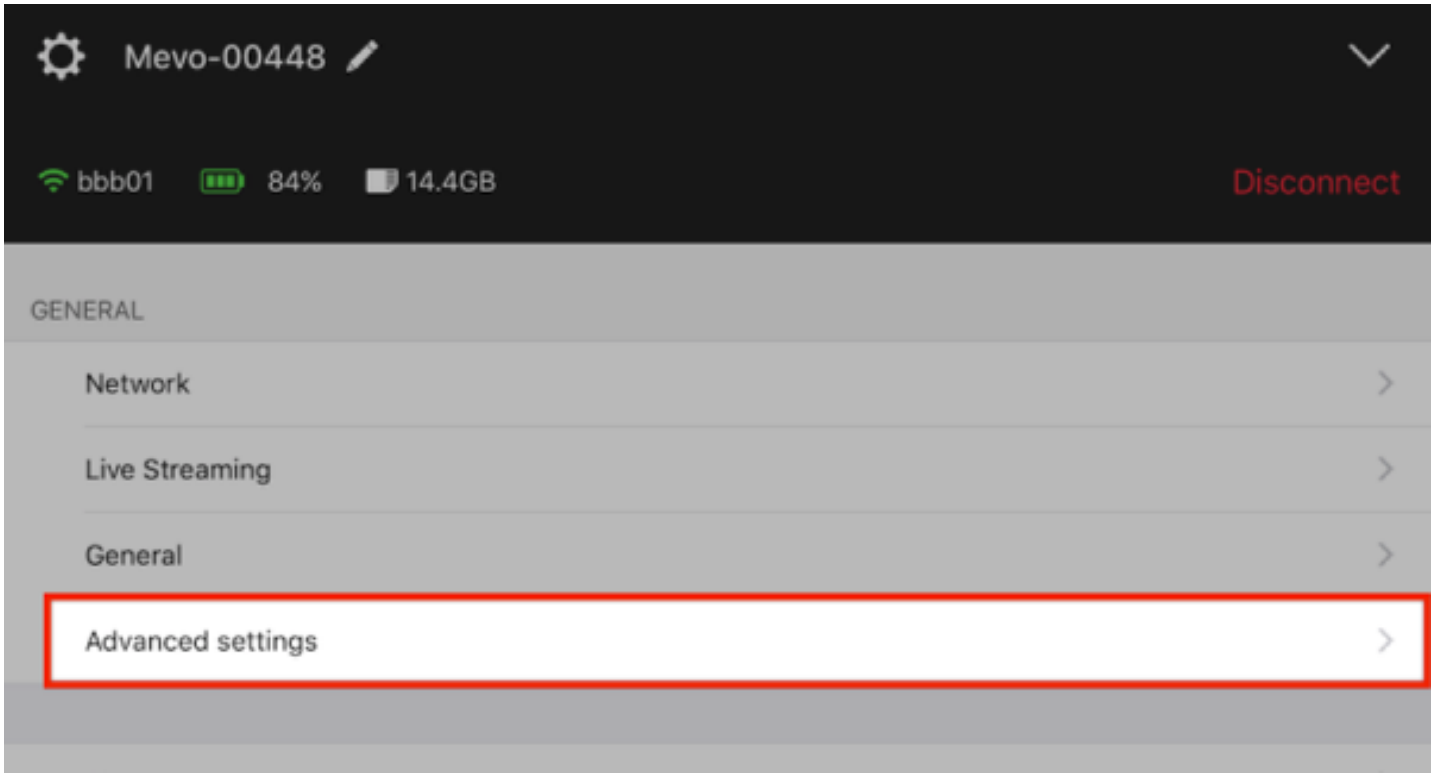
What is View Angle?

Mevo customers can adjust the appearance of their field of view with the view angle setting. The Mevo app includes a handful of preset configurations to adjust the cropping and dewarping of the image the Mevo captures.

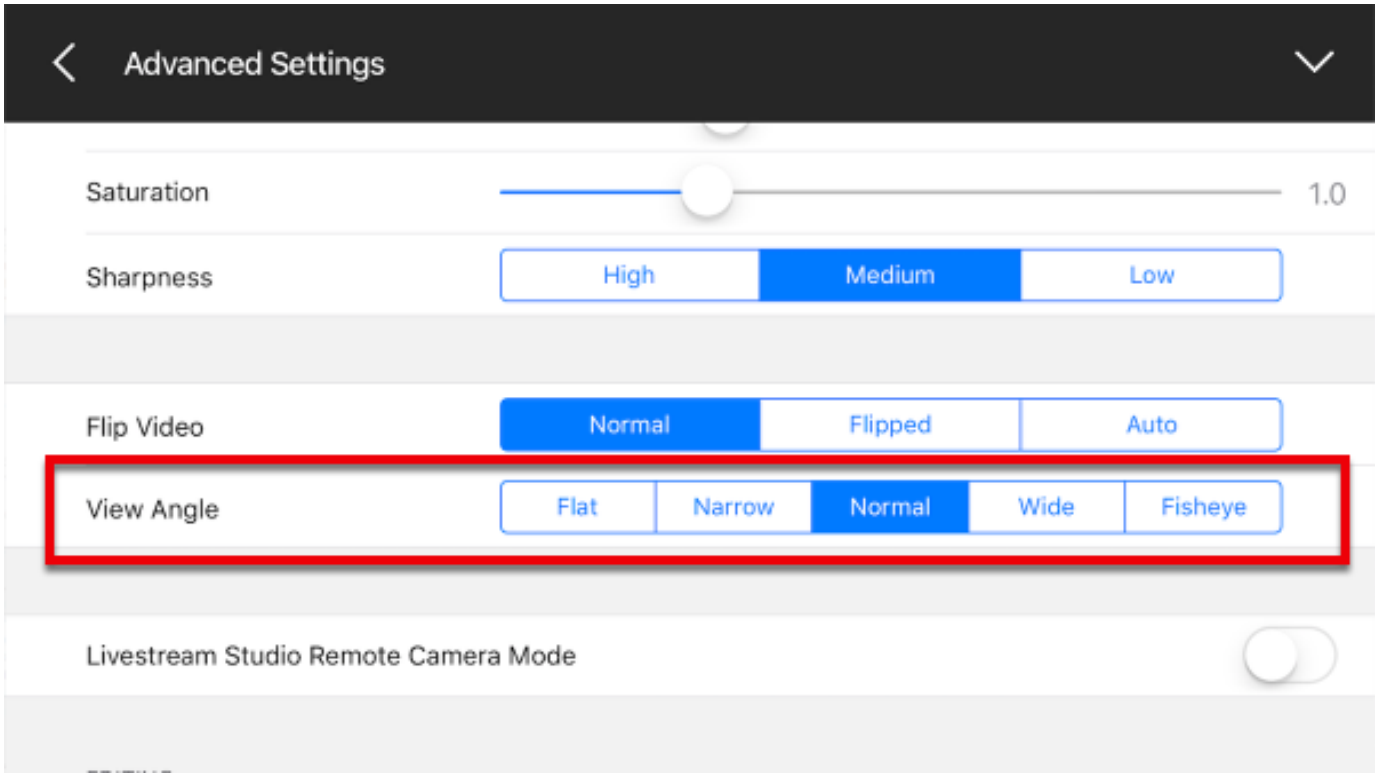
In the Live Edit view, tap the More Options icon in the lower right corner, then select the gearwheel to access the settings menu.



Select 'Advanced Settings.'



Scroll down to 'View Angle.' Here you will notice there are five options, with 'Normal' being set as default. Below are examples of the appearance of each setting.



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.

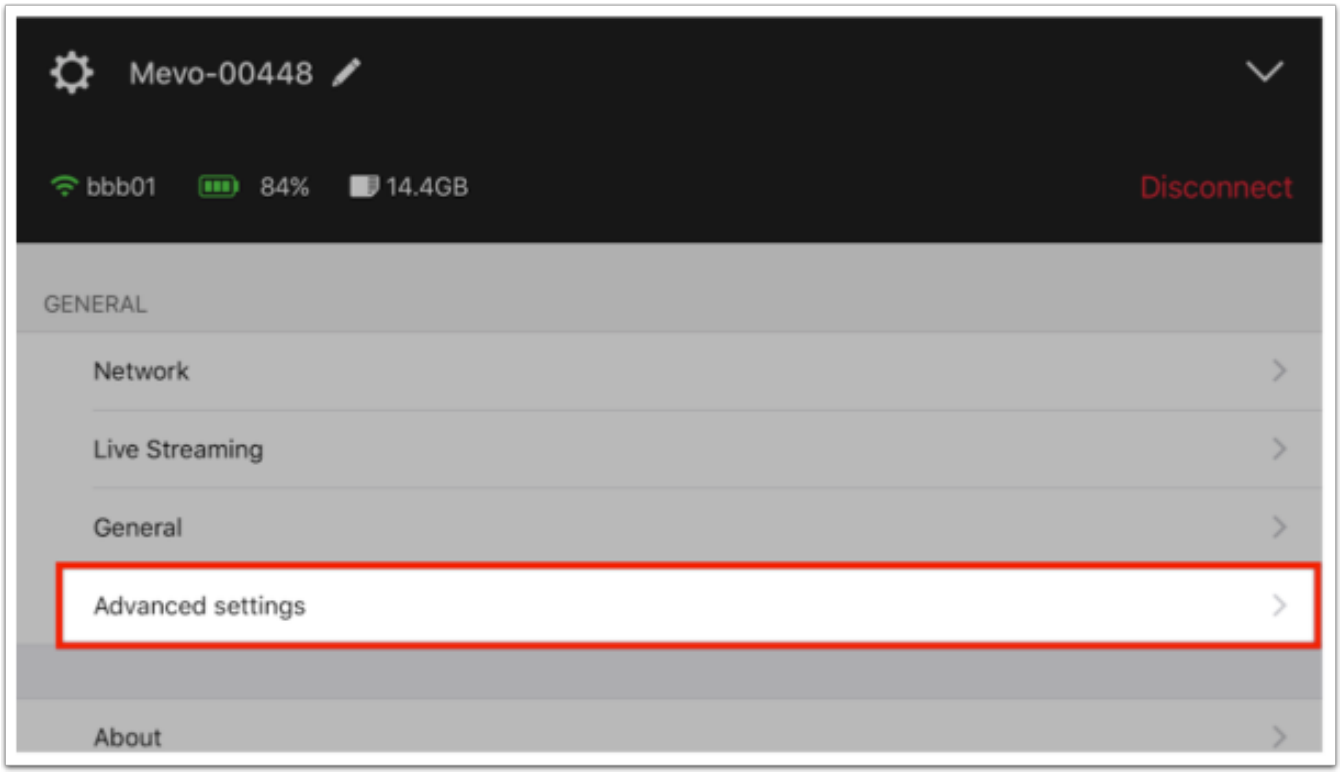
Enable Livestream Studio Remote Camera Mode

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.

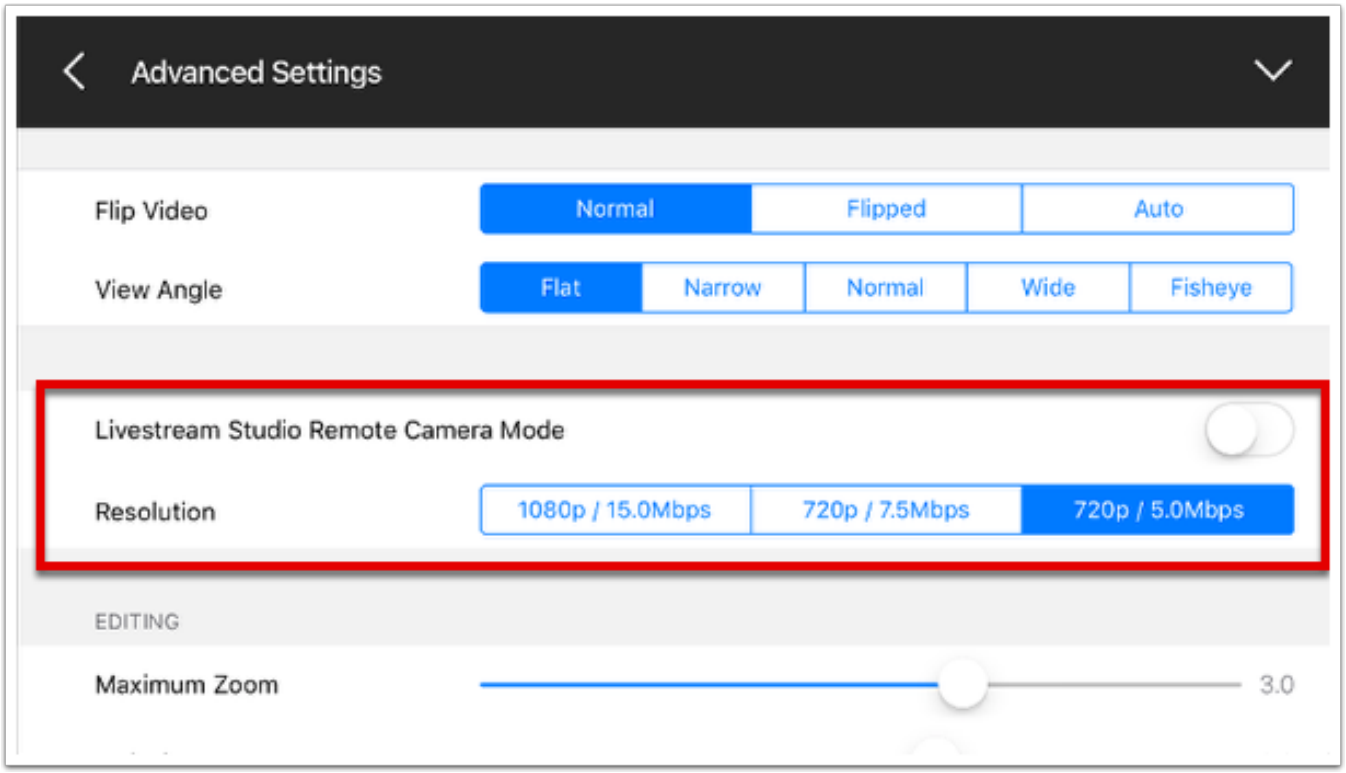
⚠ Please note that you cannot record locally to the microSD card when using Mevo as a remote camera source in Livestream Studio. However, Livestream Studio does include a recording option for just the camera source if you would like to record a backup.

First, make sure that your Mevo is on the same local network as your Livestream Studio machine either via Wi-Fi or Ethernet.

Open your Mevo app main menu, and choose 'Advanced Settings.'



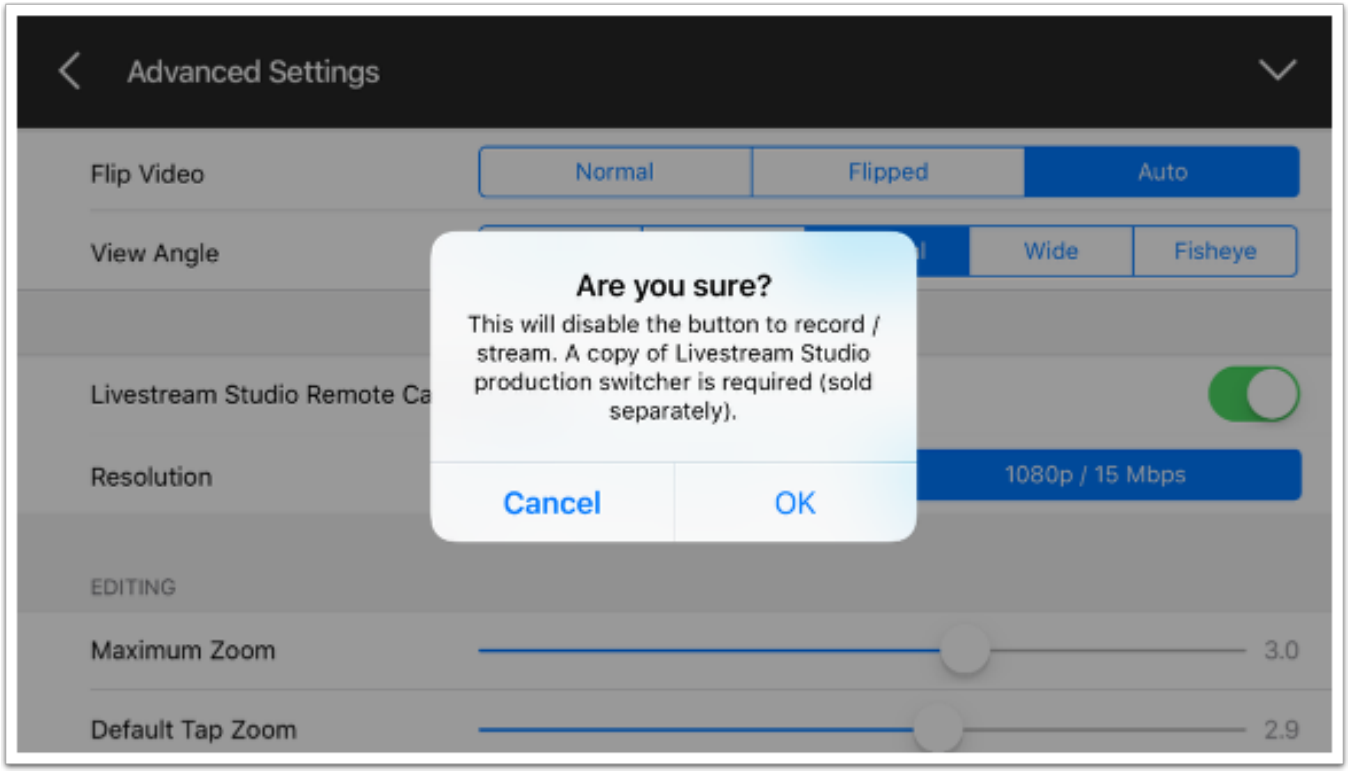
Scroll midway down the Advanced Settings menu. You see an option for Livestream Studio Remote Camera Mode.



First, choose whether you want your camera resolution to be 720p / 7.5Mbps, 720p / 5Mbps, or 1080p / 15Mbps. Best practice is for it to match the Project Format in Livestream Studio.

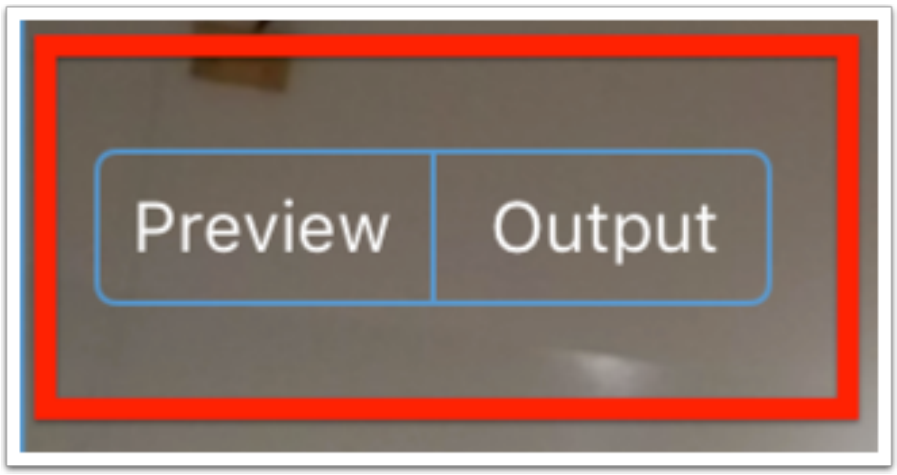
You cannot change your resolution while remote camera mode is enabled.

Toggle the switch on. You will see a warning message that indicates you need Livestream Studio in order to use this feature. Turning on this feature disables the ability to stream and record directly with Mevo.



Tap 'OK' to continue and then close out the menu. Your Mevo is now in Livestream Studio remote camera mode.

Back in your live editing mode, you will now see a window at the top left with two new controls. These controls are Preview and Output.



As long as your Mevo is on the same network as your Livestream Studio machine, you can then choose your Mevo as a source in the Remote Cam tab in Livestream Studio.

Note: If you have re-named your Mevo in the app, it will still show up in Studio with its original identification number.

Tap on Preview to control your Livestream Studio and place your Mevo Remote Cam source in Preview.

Tap on Output to control your Livestream Studio and take your Mevo Remote Cam source as the Studio Output. This is what your Studio viewers will see.

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.

Note: 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.

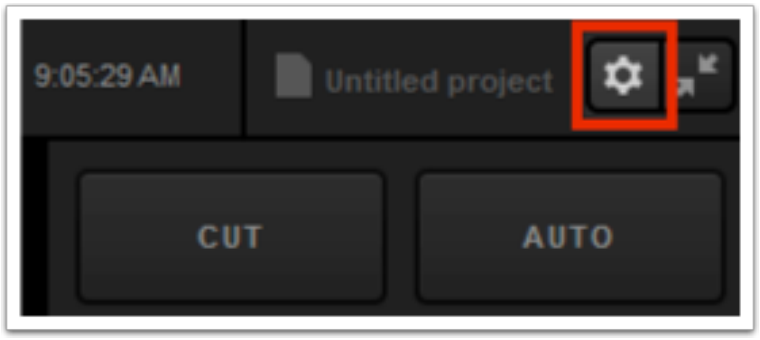
Tip: Once you have successfully added Mevo as a remote camera in Livestream Studio, check out these tips on how to optimize your Studio settings for quality and CPU.

Recommended Settings for Livestream Studio

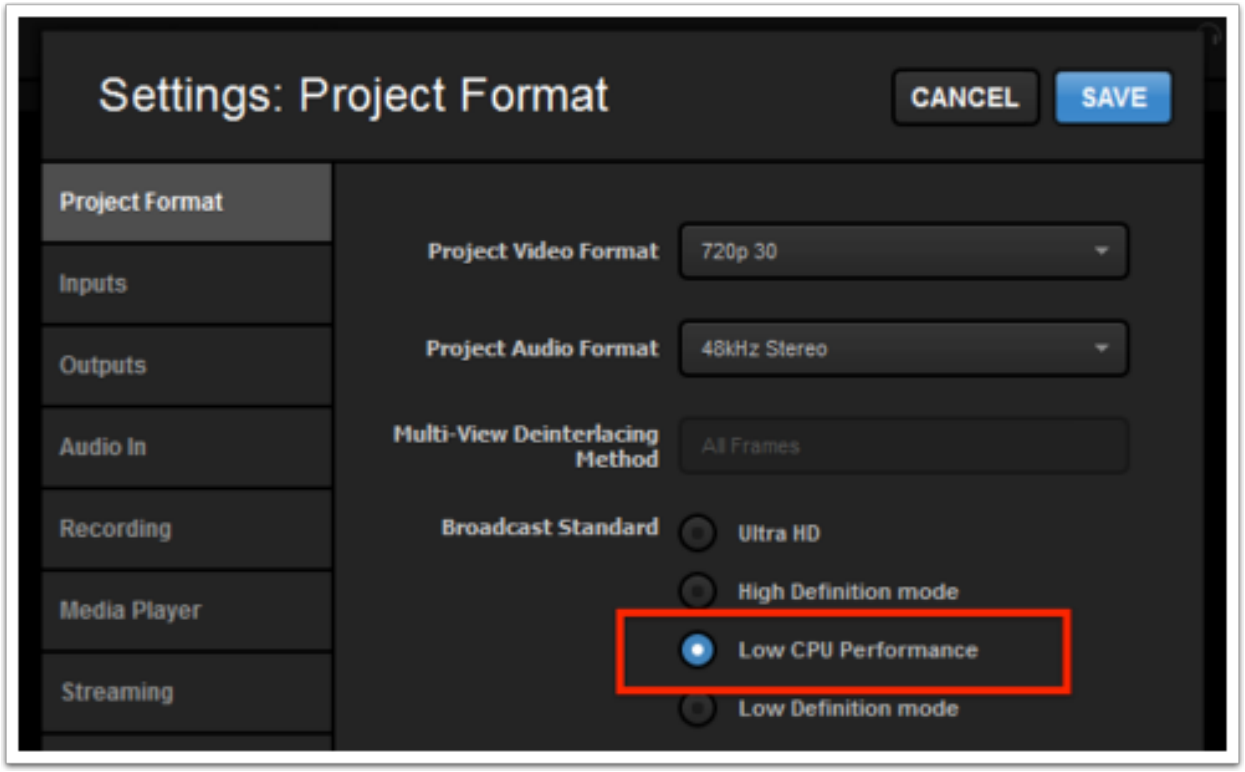
When using Mevo cameras as a remote source in Livestream Studio, we recommend adjusting your Studio project settings to match the Mevo camera resolution and frame rate. This will reduce CPU usage and increase video quality.

Project Video Format

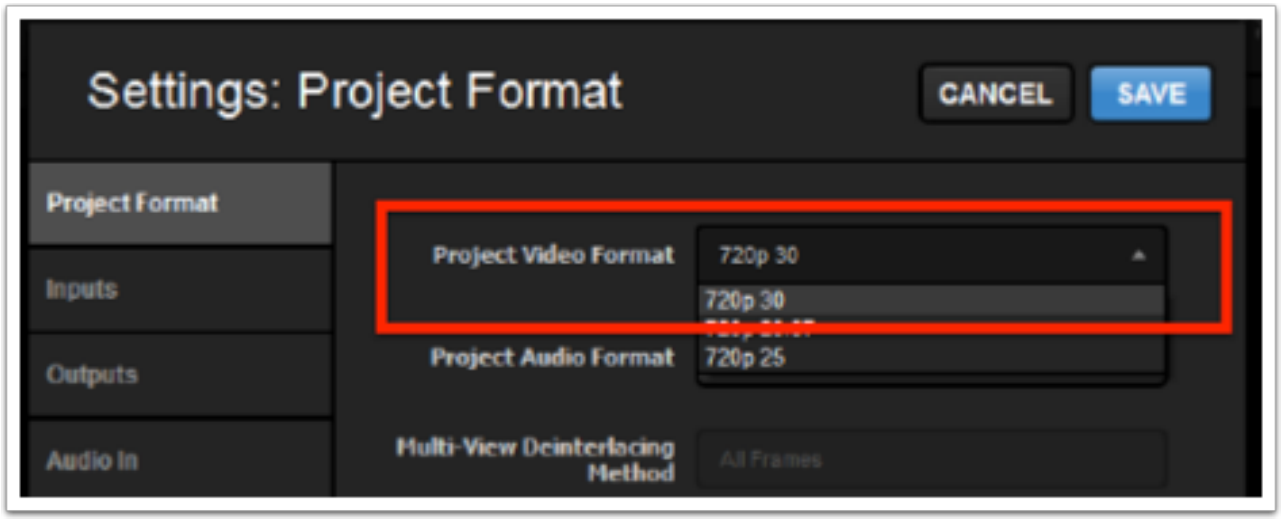
Click on the gearwheel in the upper right corner of Livestream Studio, then navigate to the 'Project Format' tab.



Under Broadcast Standard, select "Low CPU Performance."



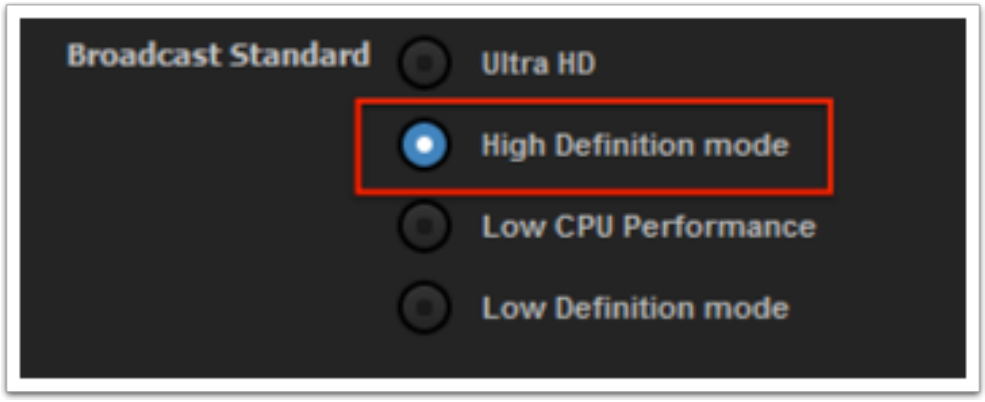
Once selected, go back up to the Project Video Format drop-down, and choose "720p30."



Save this Project Format.

Video Format When Outputting via SDI/HDMI

If you need to use SDI/HDMI output from Livestream Studio, you will need to select an HD format under the Broadcast Standard setting.

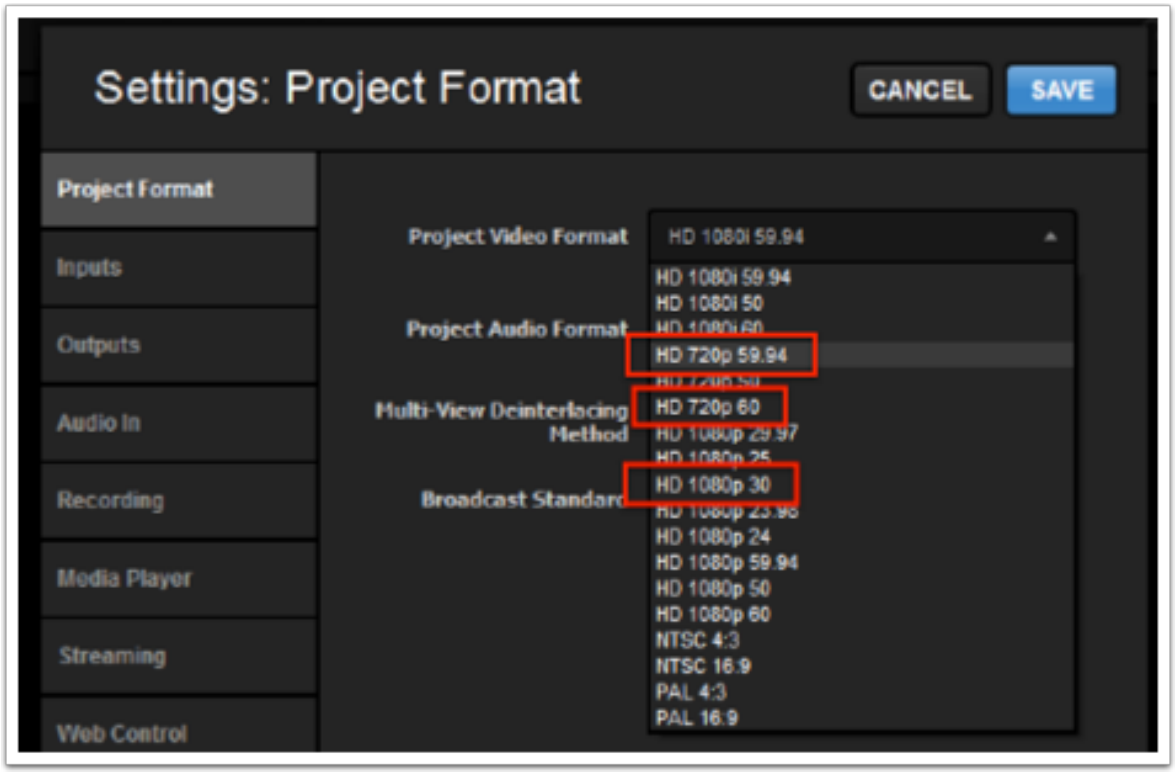


In this case, we recommend selecting one of the following as your Project Format:

720p59.94

720p60

1080p30

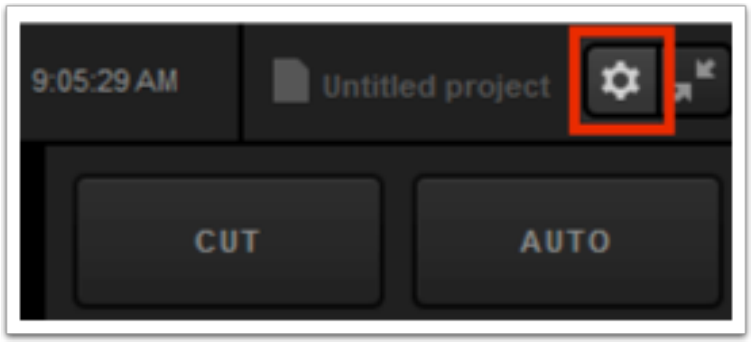


This workflow will increase CPU usage due to the need to re-size the Mevo inputs, but it will produce a good better video quality in your output.

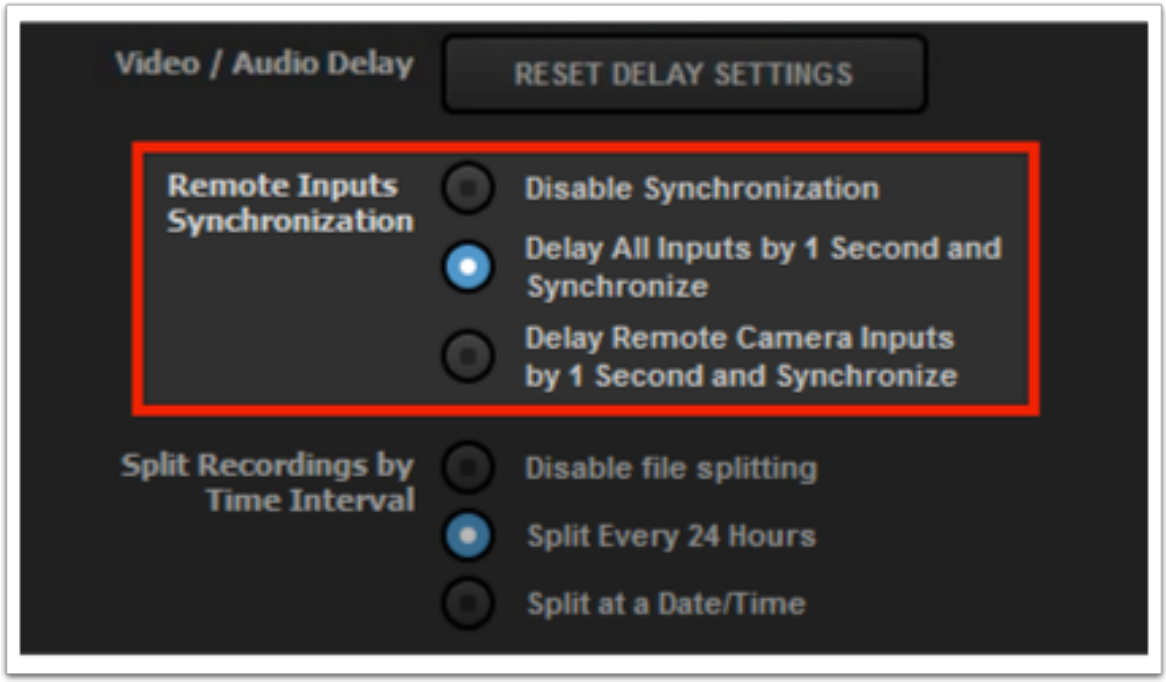
Input Synchronization

Livestream Studio has the ability to synchronize all input and remote input sources so that all cameras are in sync with each other.

Click the gearwheel in the upper right corner of Studio, then click the 'Advanced' tab.



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.



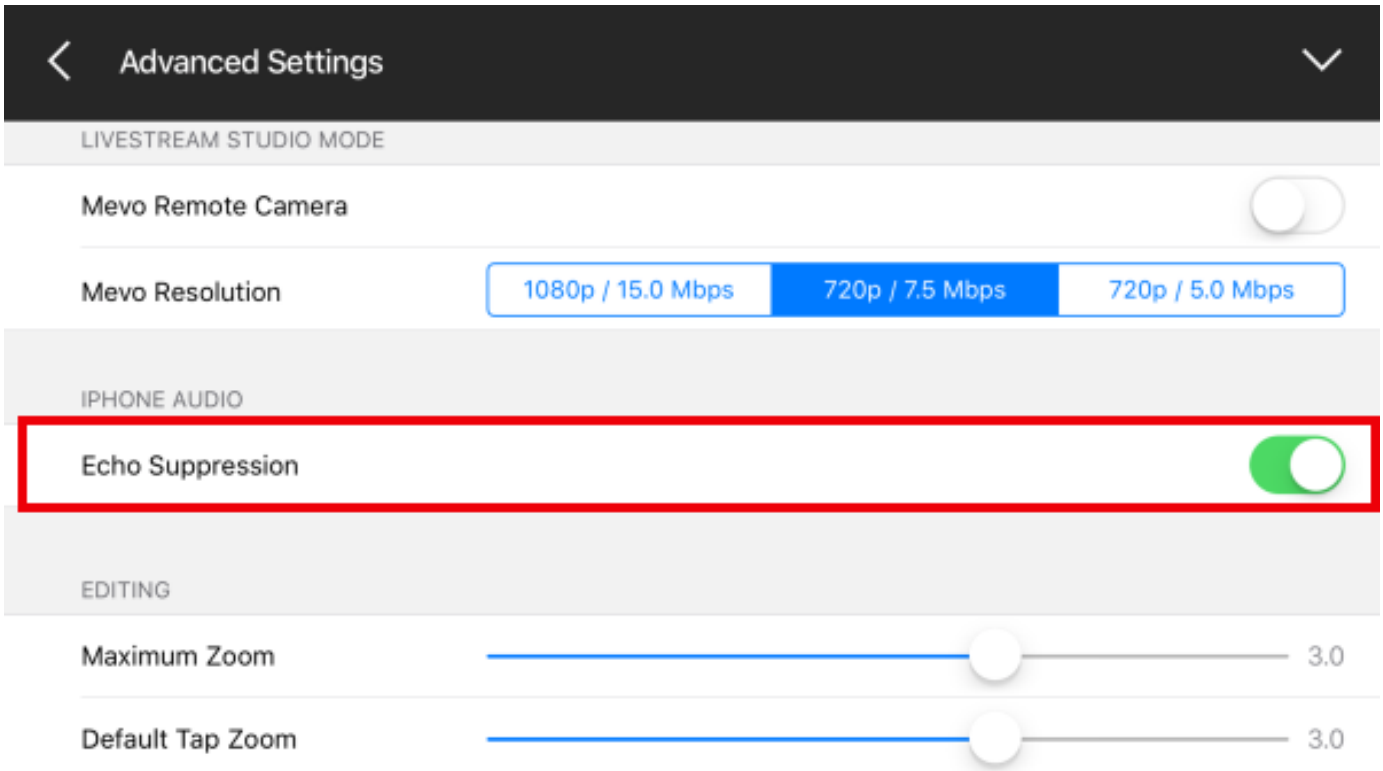
Echo Suppression

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 currently available in version 1.6.10 Beta of the Mevo app. Learn more here.

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 Supression. By default, it is turned off. Tap the switch to enable Echo Suppression, then close the settings.

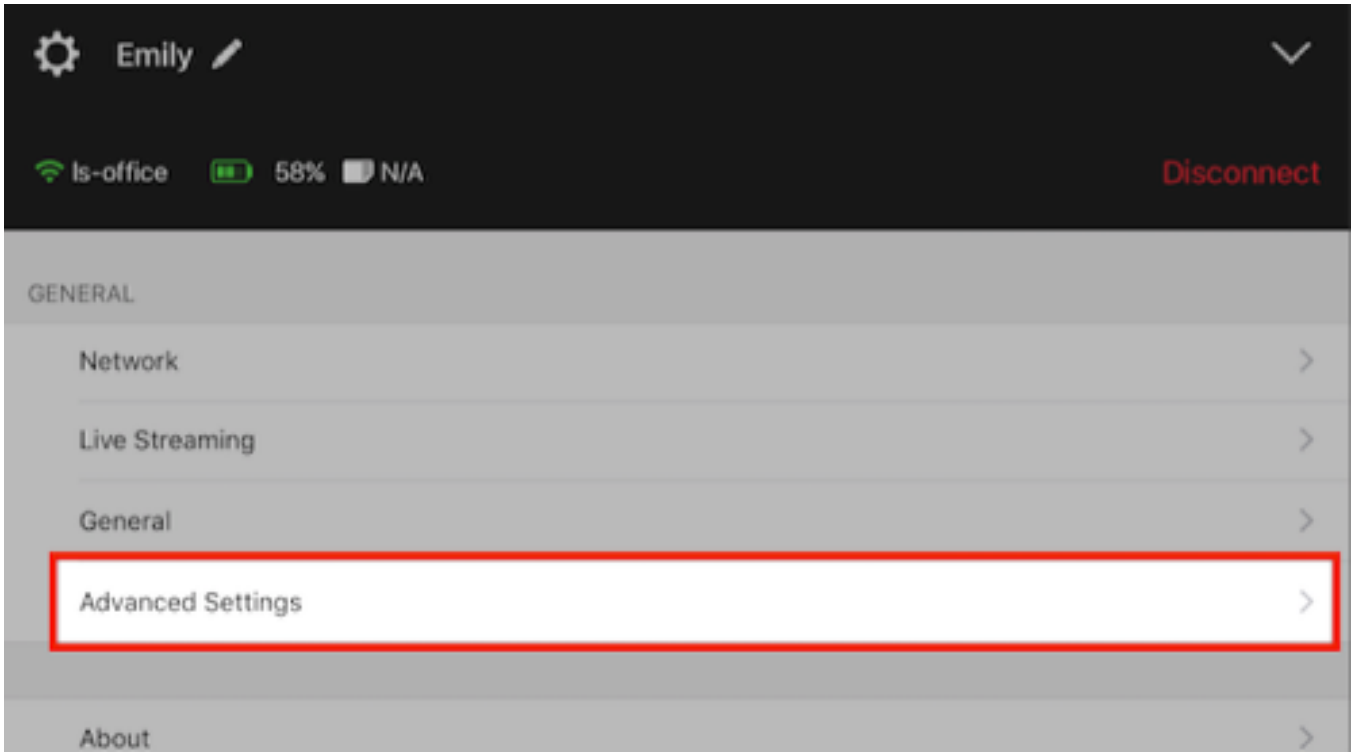
This is not a necessary step if you are using the Mevo's built-in microphone.



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.

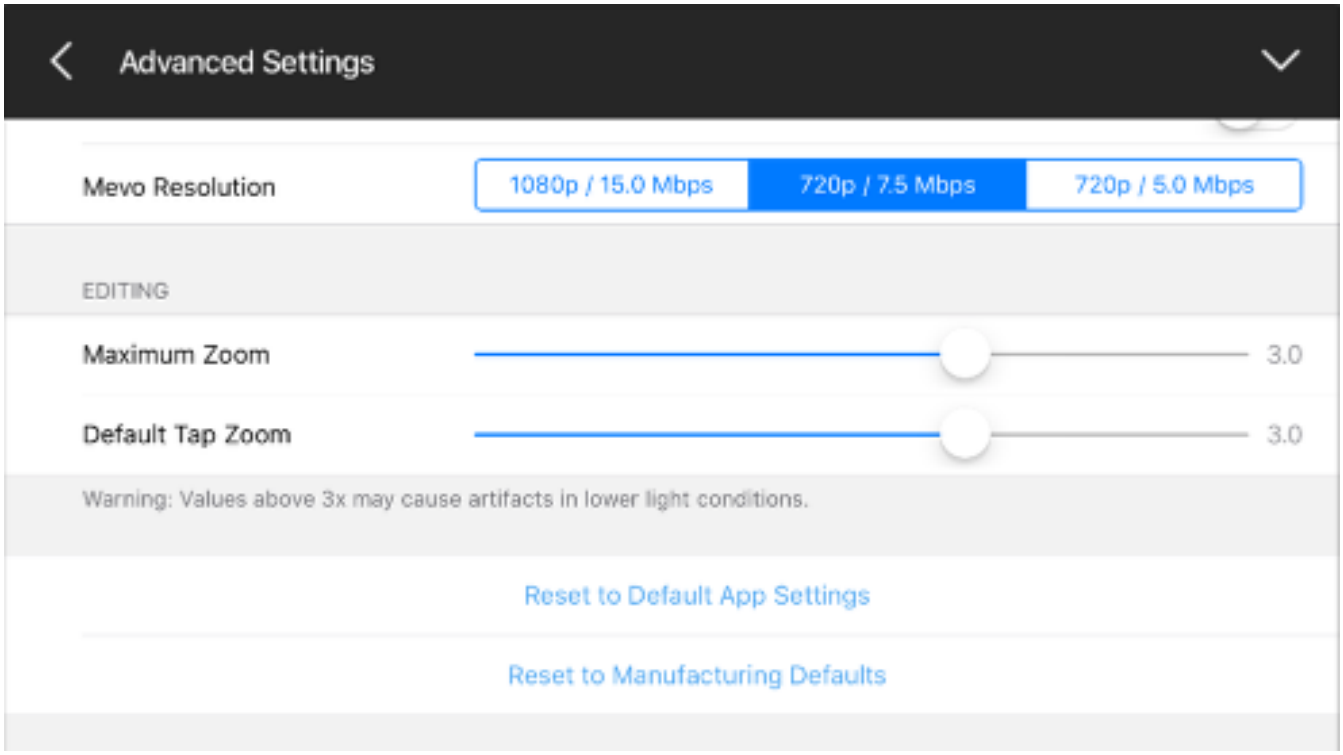
Navigate to Settings > Advanced Settings.



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.

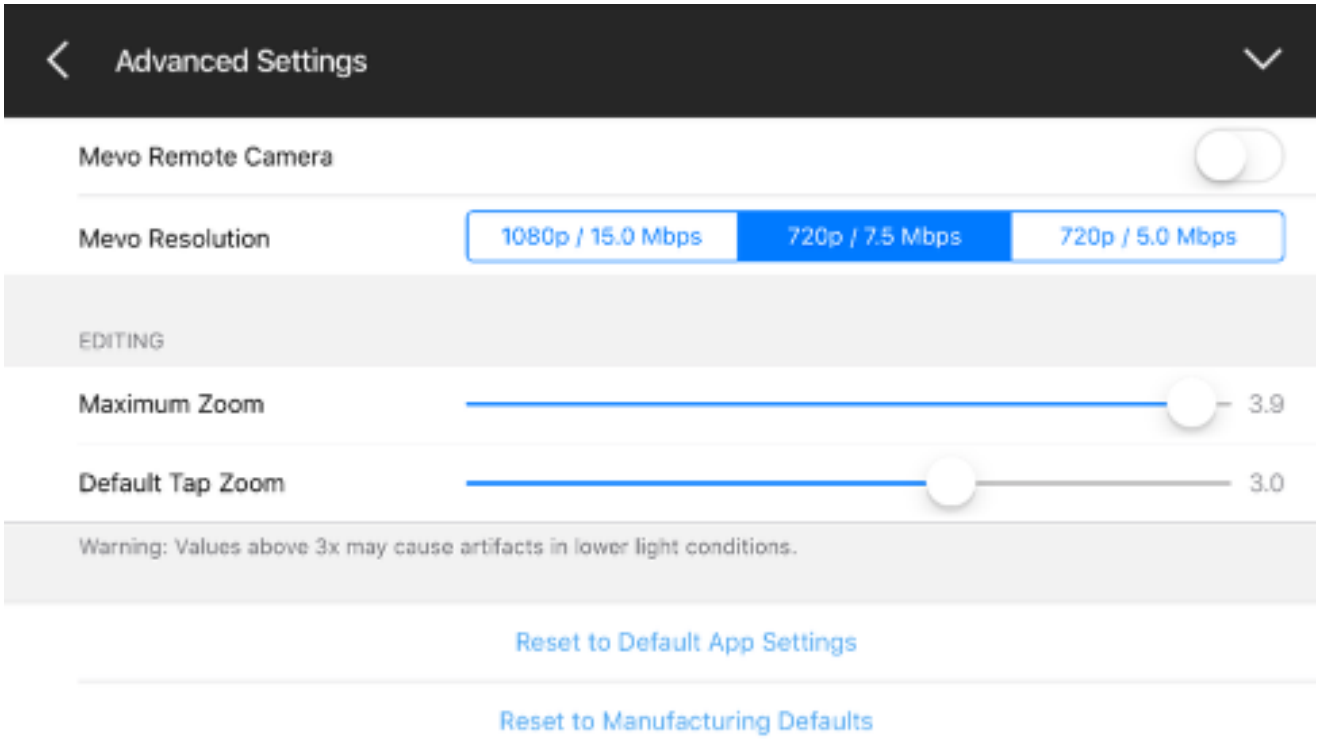


By default, both are set to 3X. This means whether you tap an area in the live edit view or zoom into it all the way, the crop will stop once it has zoomed in up to 3X digital magnification, which will look similar to the image below (note the output preview in the upper right corner).

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.

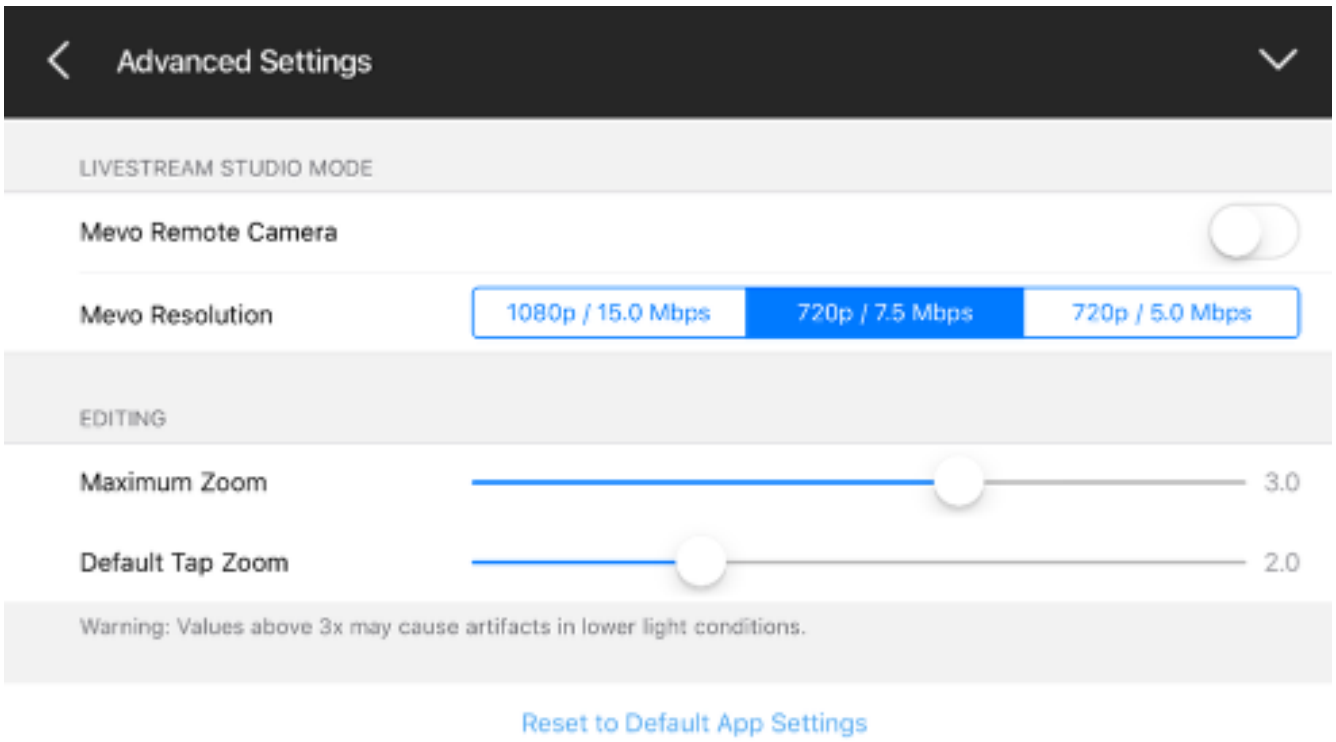
> It's important to keep in mind that the Default Tap Zoom will not exceed the value set for the Maximum Zoom.

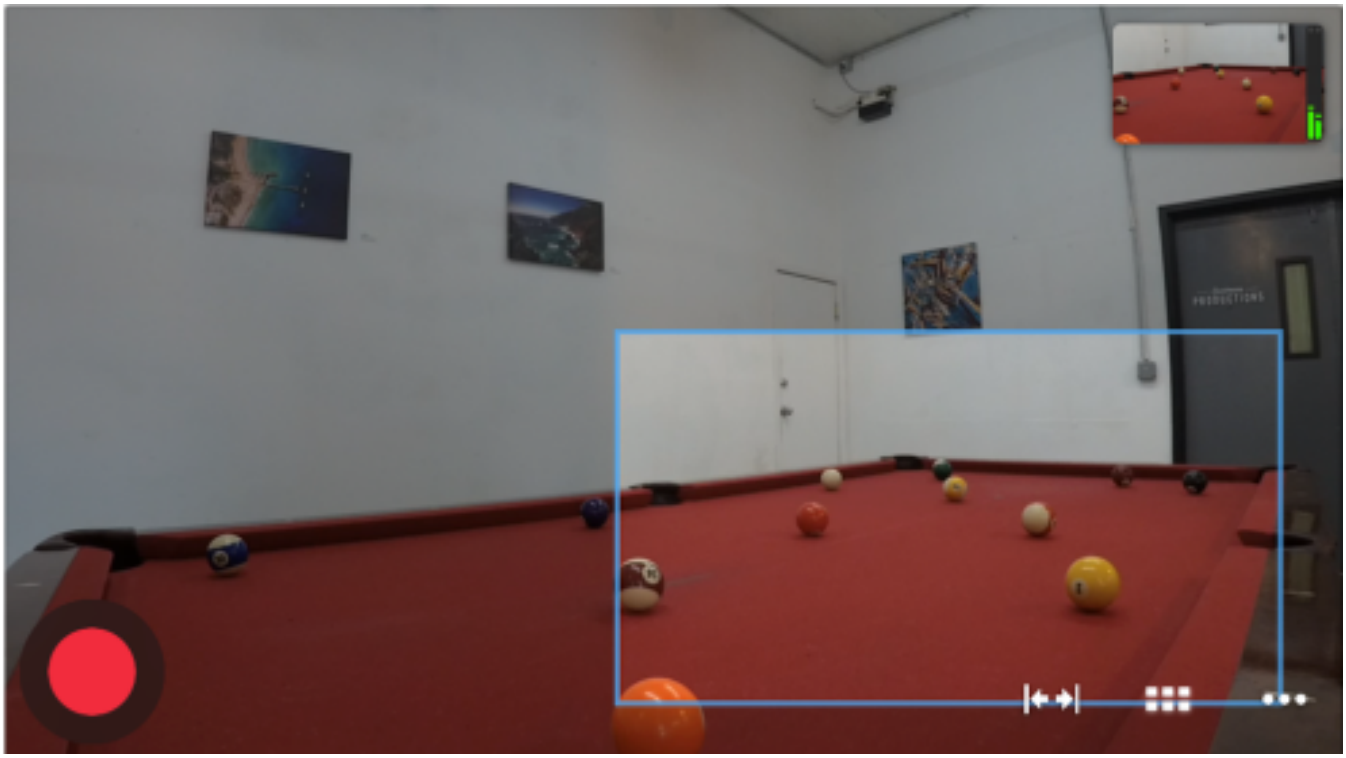
In this example, Maximum Zoom has been increased whereas Default Tap Zoom stays the same.



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.





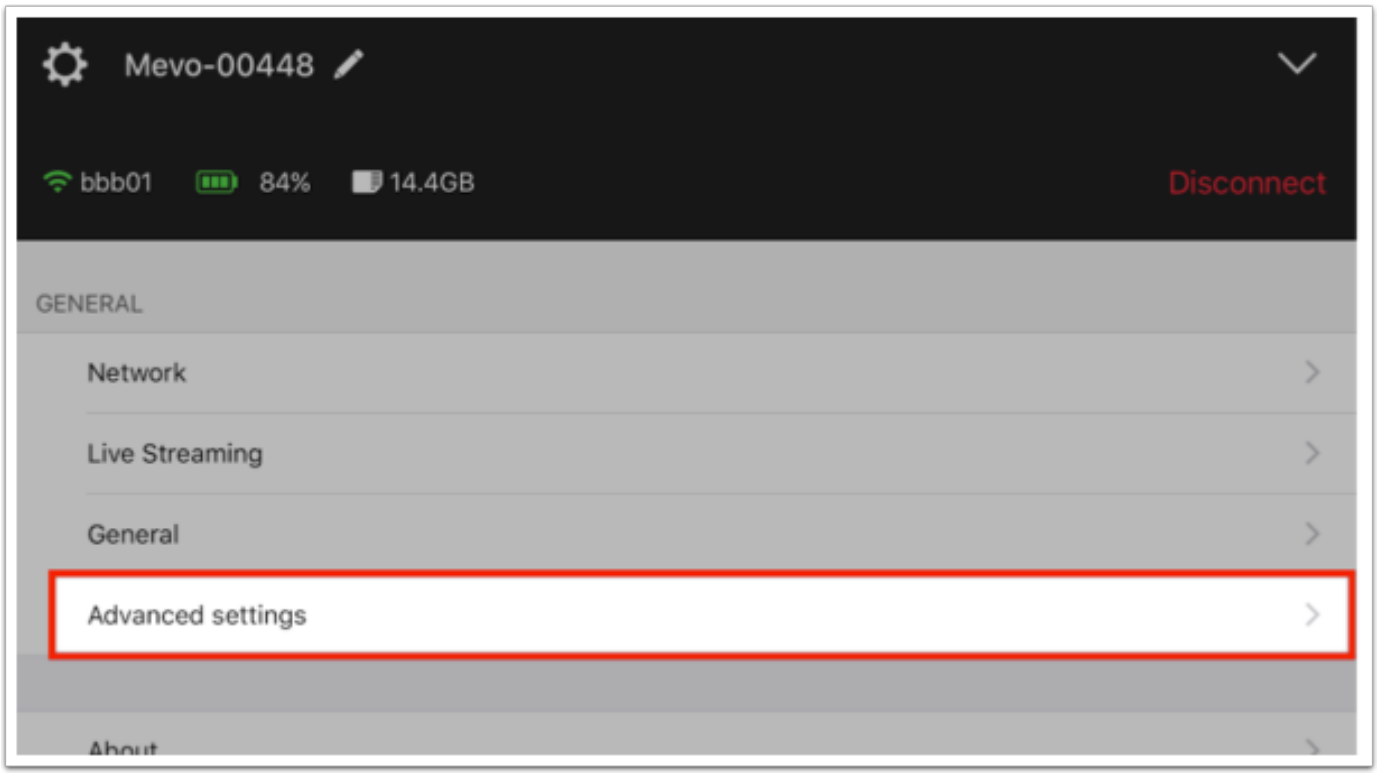
Can the App Mix in Graphics or Pre-Recorded Videos?

No, at this time the app can only switch between the various camera shots that you set, plus the ability to pan and zoom within each shot.

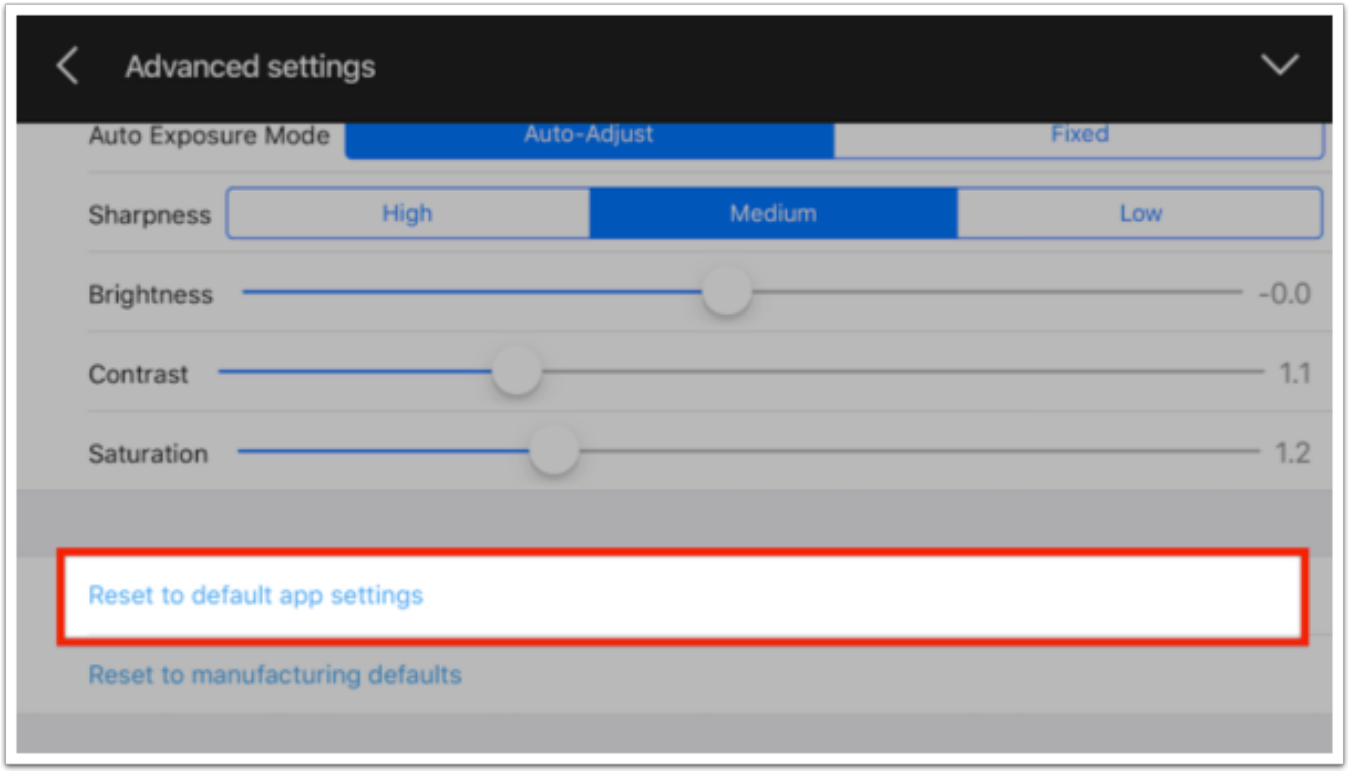
Mevo does integrate with Livestream Studio, which does include these features plus many more.

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.

How to Sign Up for the Mevo Android Beta Community

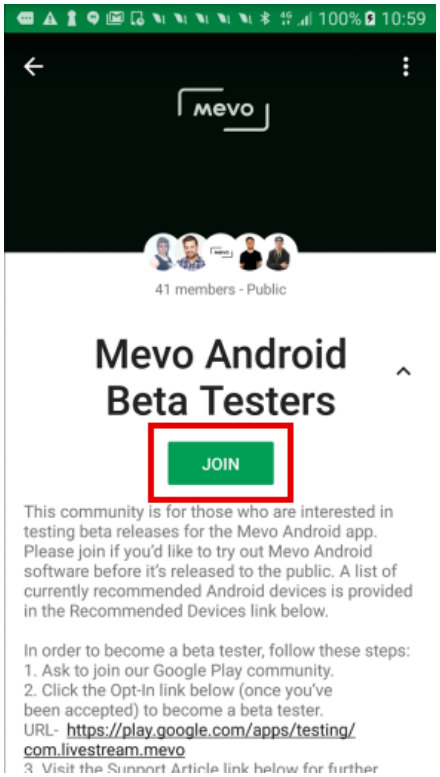
Customers with Android devices may apply to join our Beta Community in Google Play and test beta versions of the Mevo app on their Android devices.

Please note that this is for testing Beta versions and is not recommended for production environments.

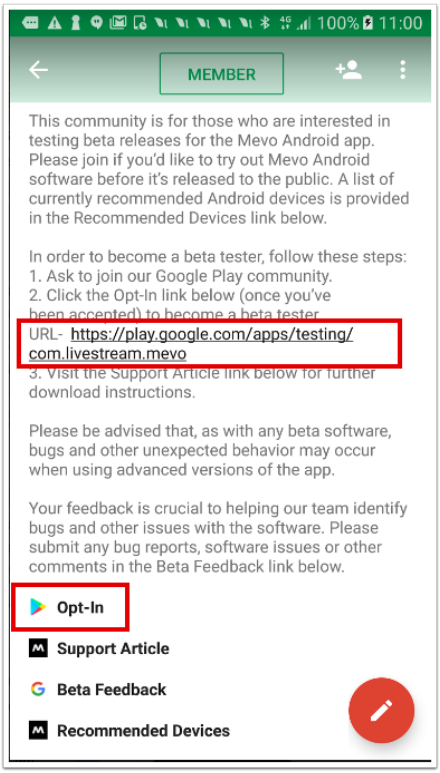
Before continuing, check our list of supported devices to make sure your Android device is compatible with the Mevo app.

In a web or mobile browser, go to our Beta Community and click **Join**.

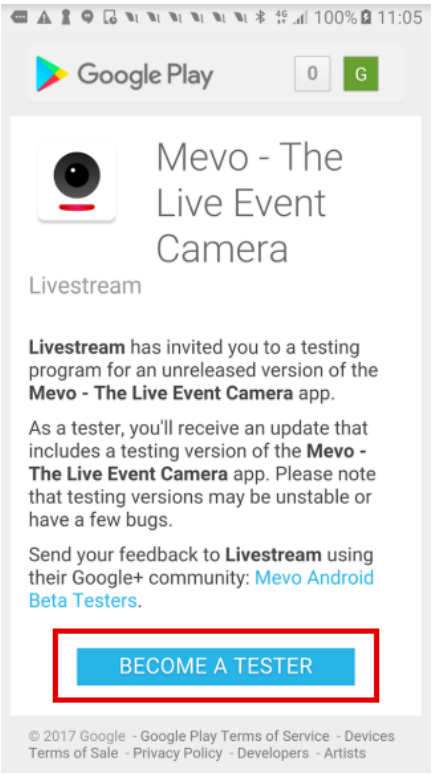
You must have a Google+ account in order to apply.



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.)

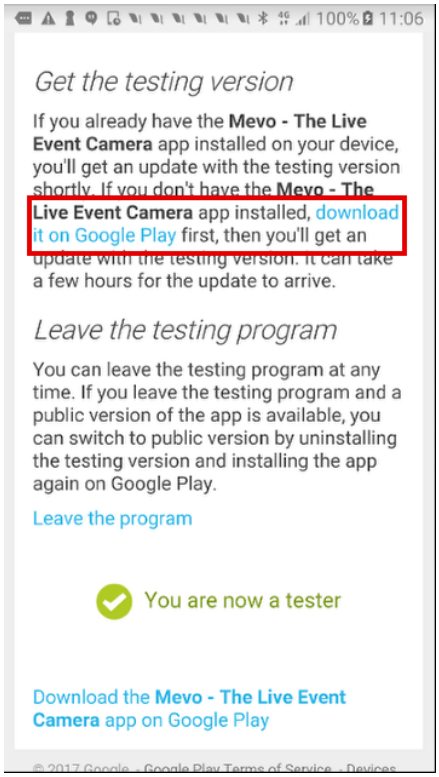


You will then see the following screen. Select Become a Tester to continue.

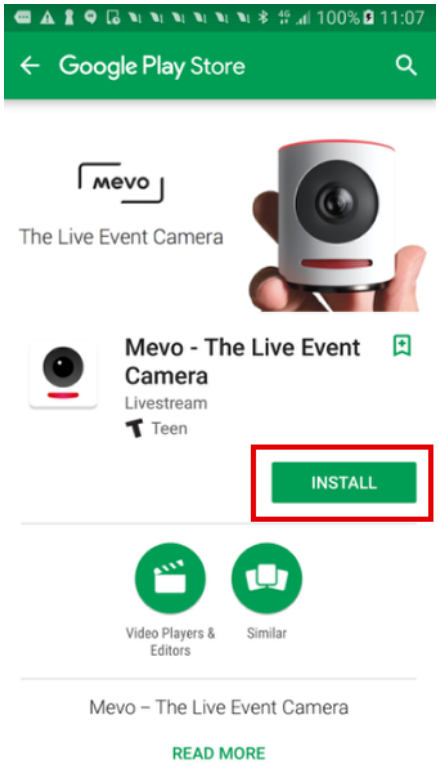


Once you see the "You are now a tester" message, click download it on Google Play to download the app.

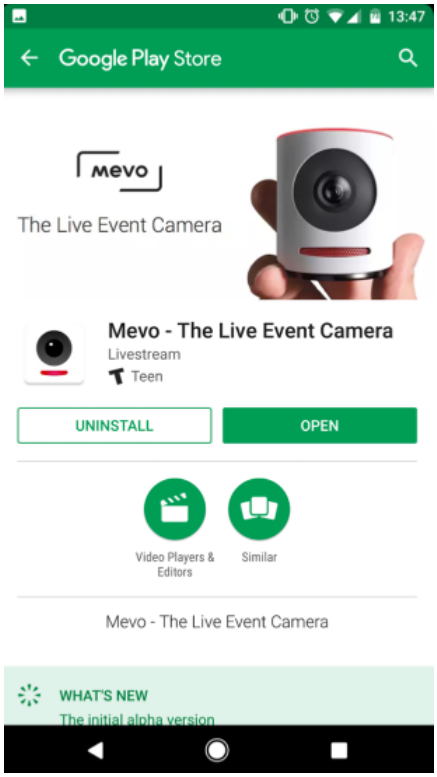
> Be advised that the beta may not download right away. On average, customers can expect the app to arrive within 30 minutes.



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.

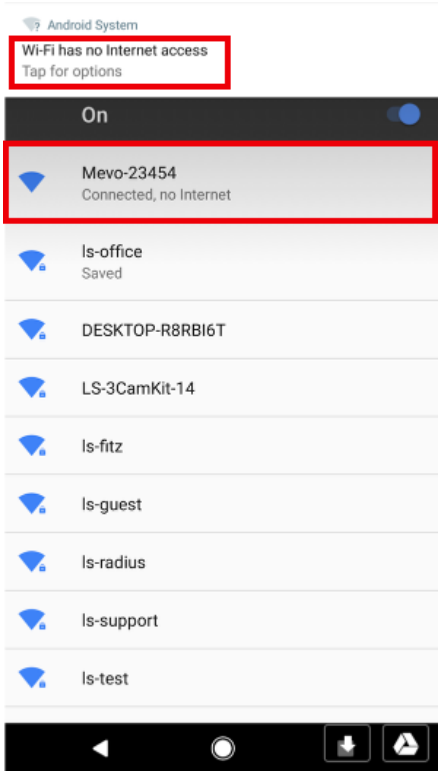
Connecting Android Devices to Mevo Hotspot

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.

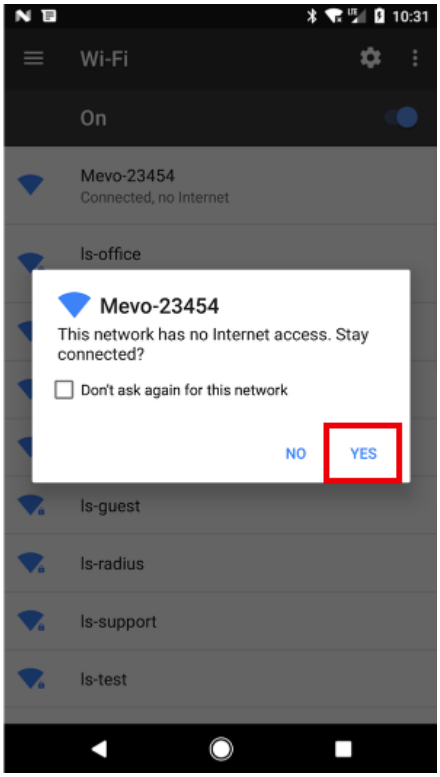
Open your Android's Wi-Fi menu and select your Mevo. This will allow you to communicate with your Mevo via its Wi-Fi hotspot.

> ⚠ Some devices, such as the Google Pixel, may display a warning that the Mevo network has no internet access. This is expected.

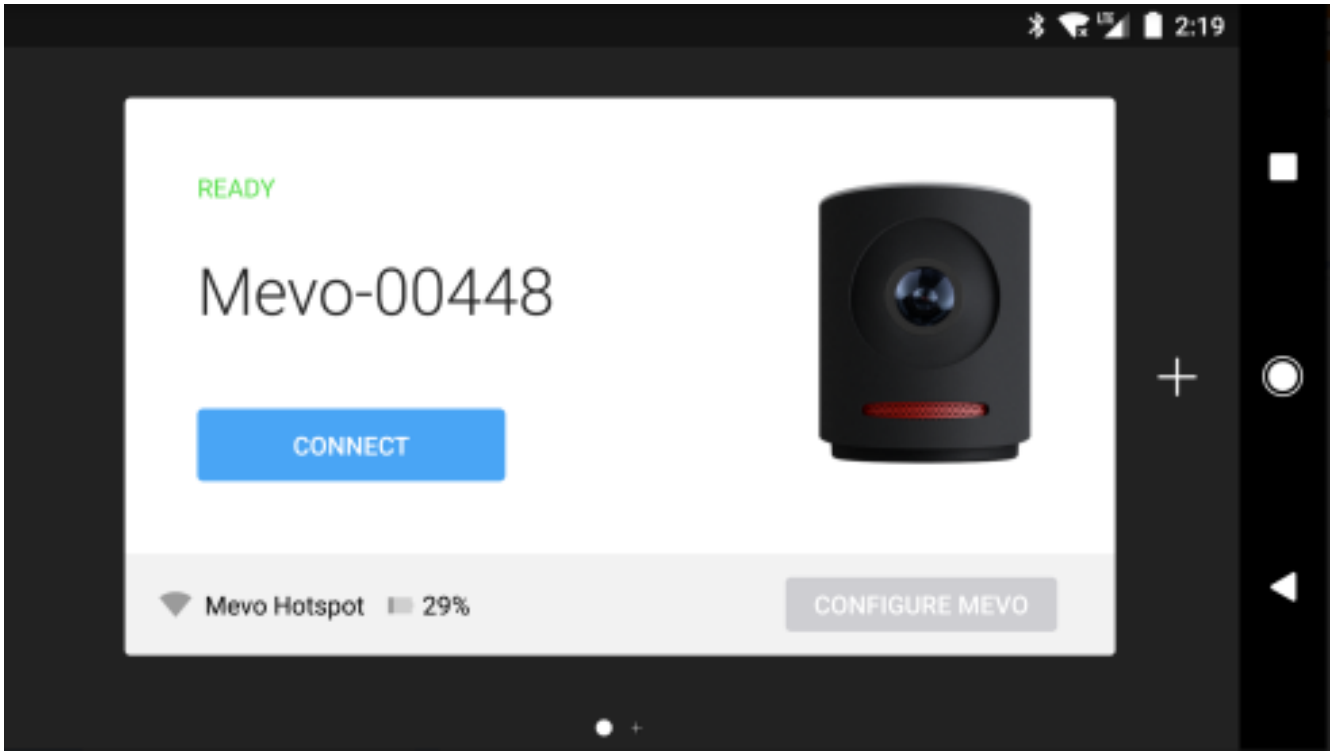
If you see this, tap Tap for options.



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

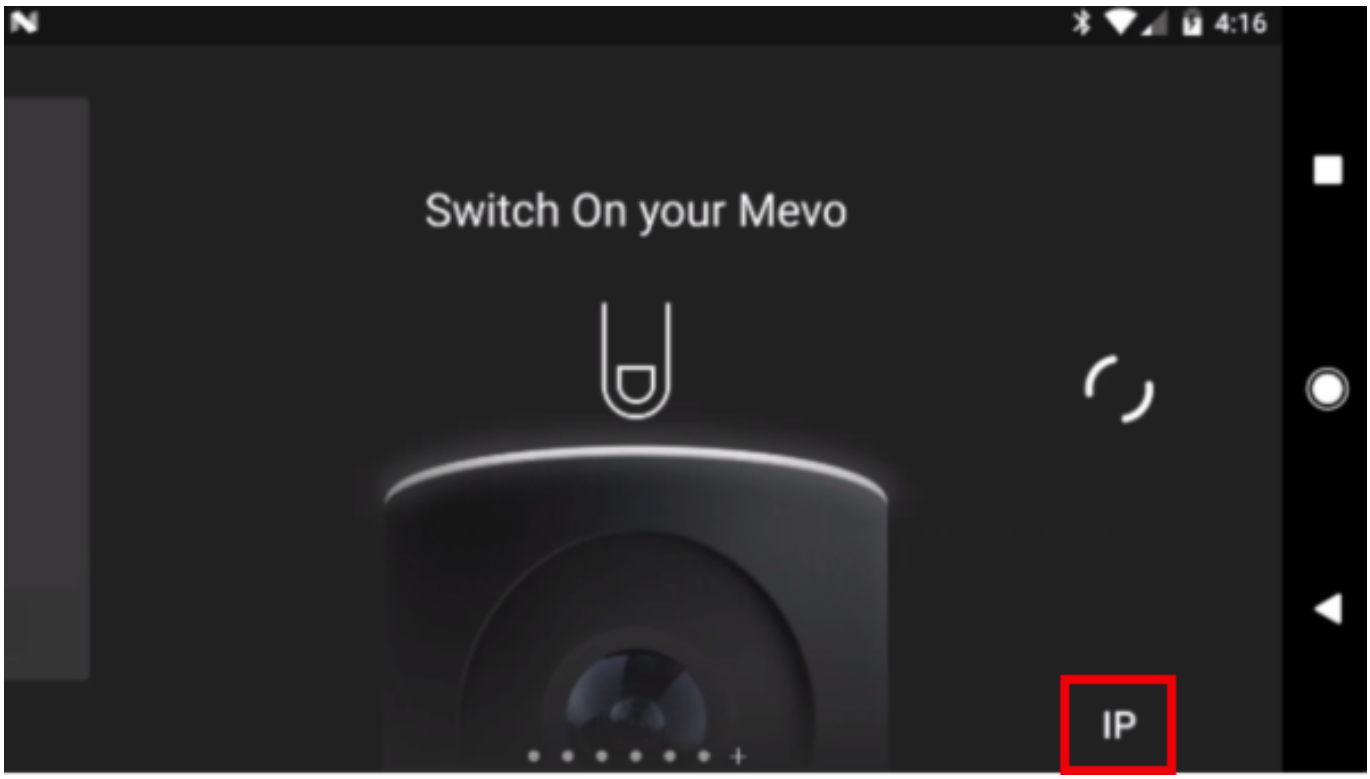
Android devices have some network configuration requirements in order to work with Mevo.

IPv6 Network Limitations

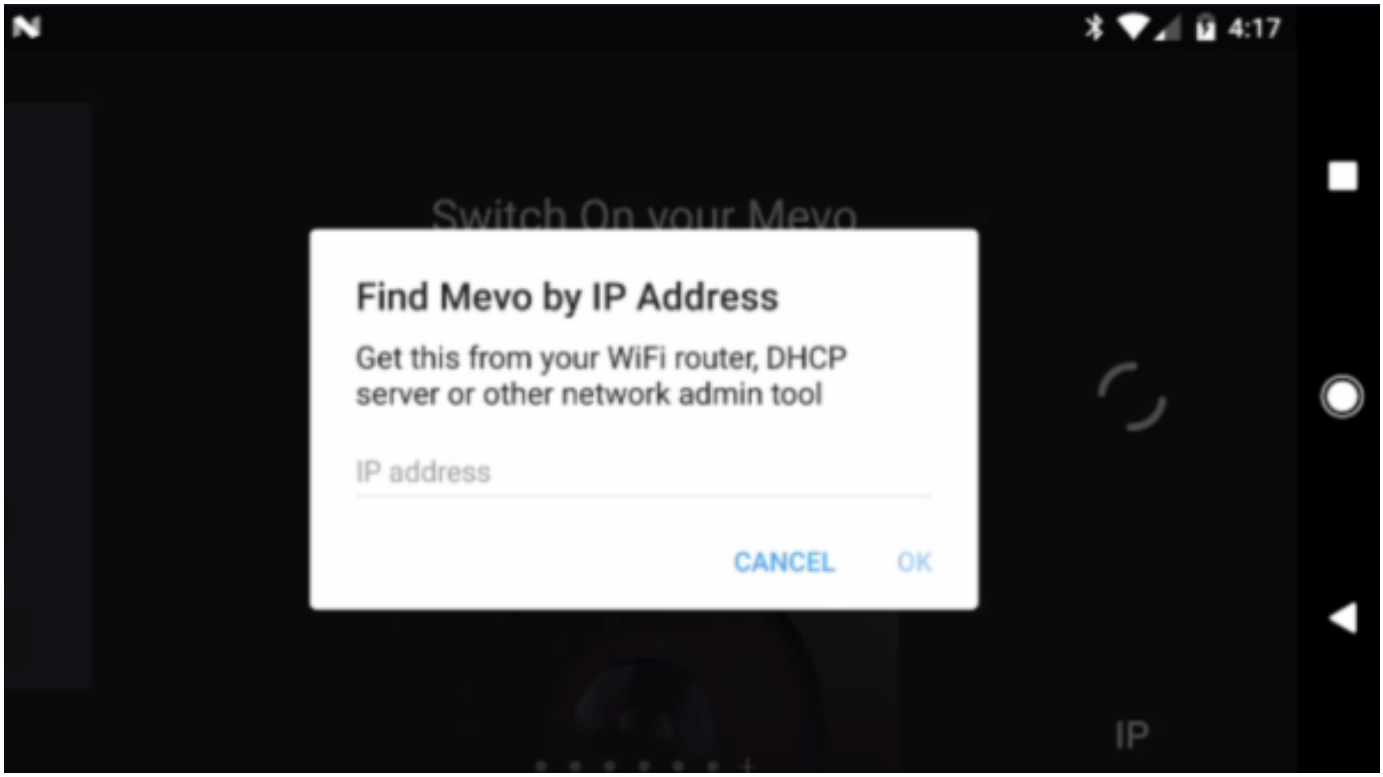
Android devices may have issues discovering Mevo over DHCP when using an IPv6-only network. If you use an IPv6 network, it is best to configure a static IP.

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.

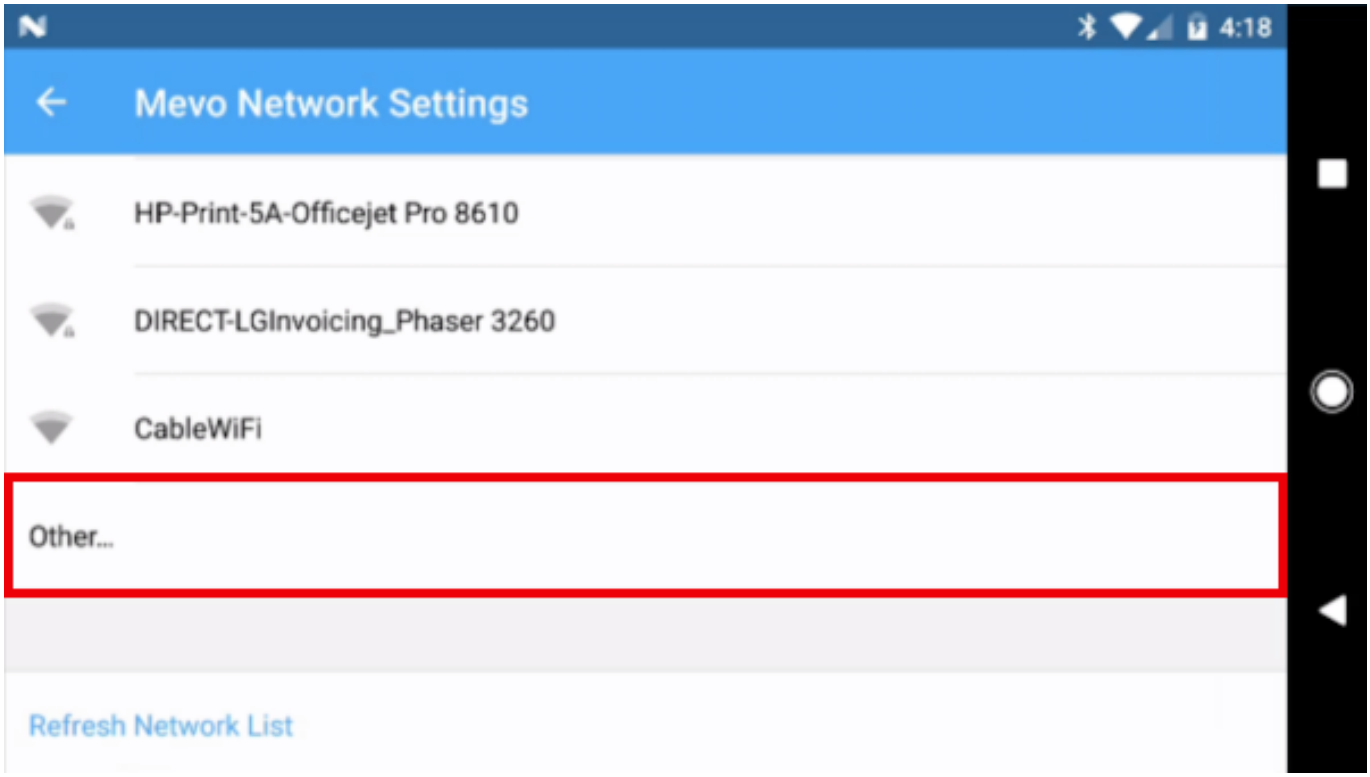


Type in your network's IP address, then type OK. Mevo will detect your camera via static IP.

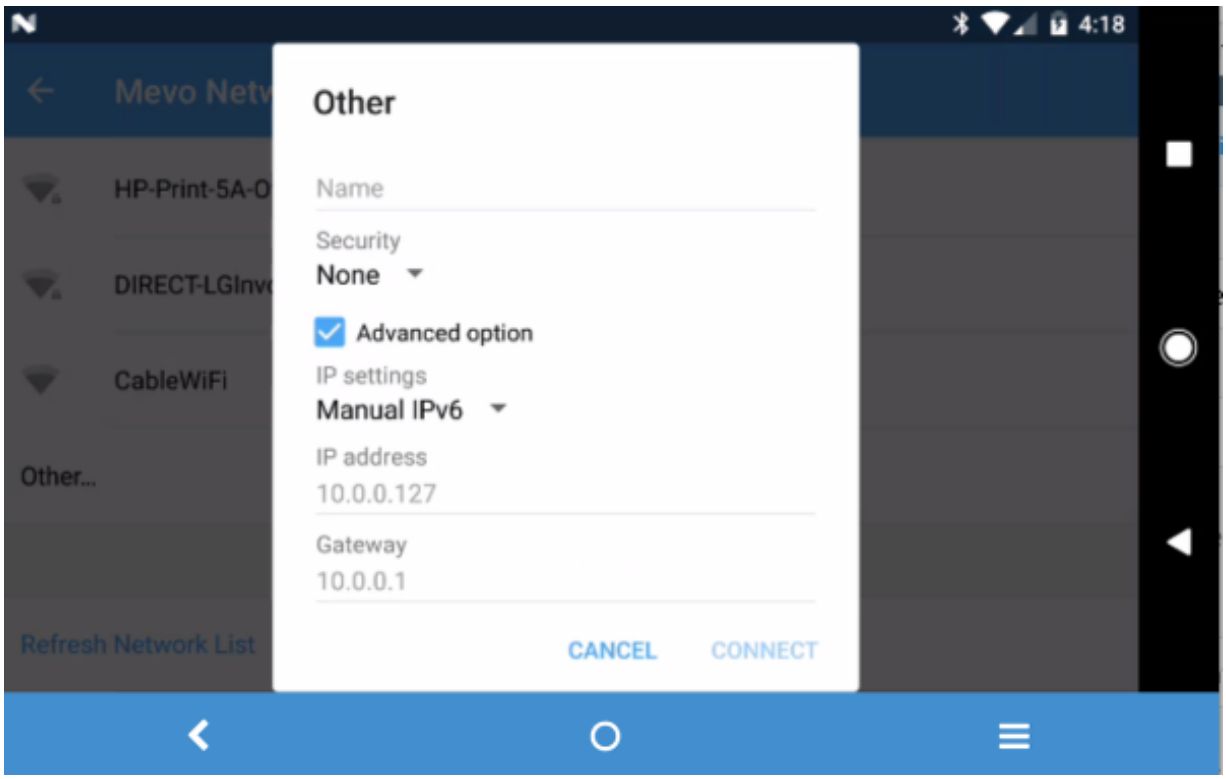


Add Network Information from Network Settings Menu

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.



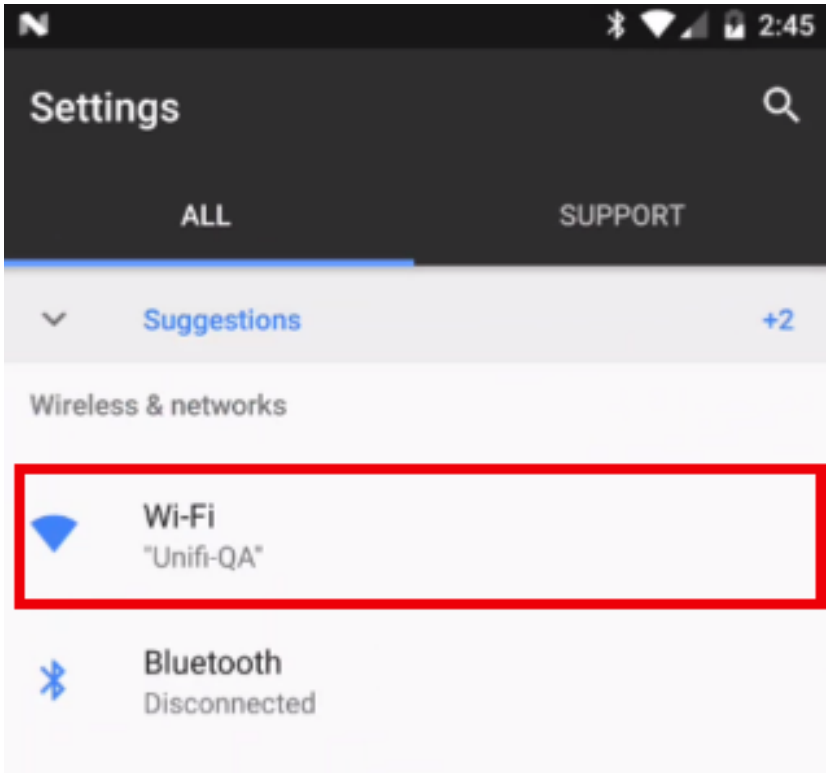
Disable Wi-Fi Network Switching to LTE

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.

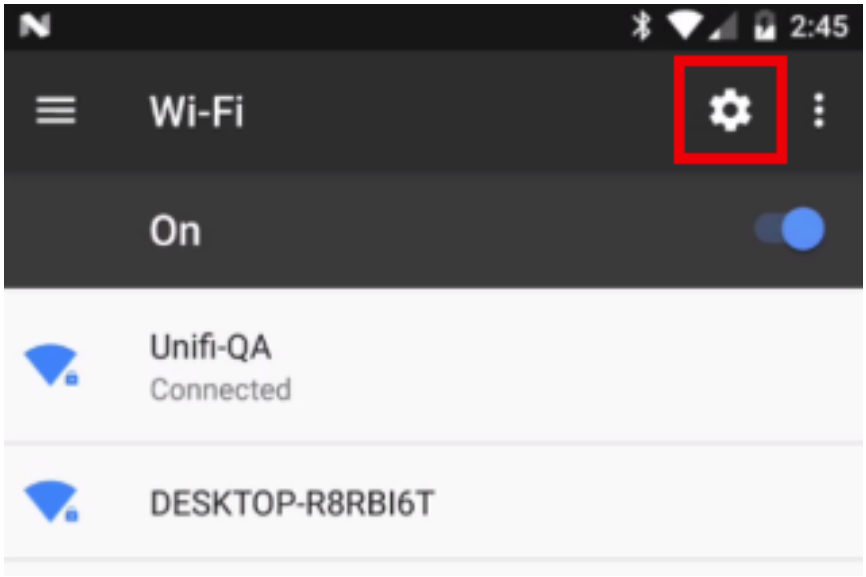
All devices start by navigating to your device Settings.

Google Pixel & Google Pixel XL

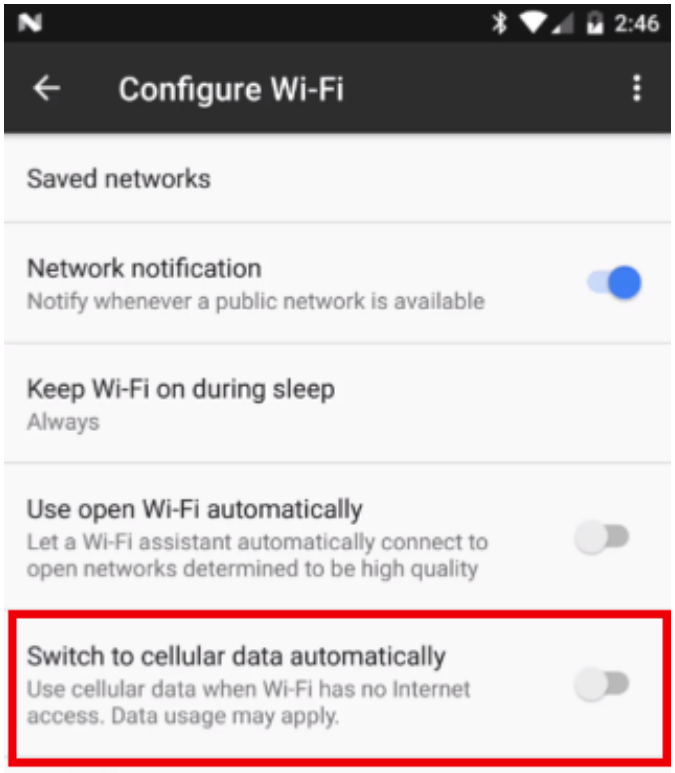
Select Wi-Fi.



Tap the gearwheel icon.

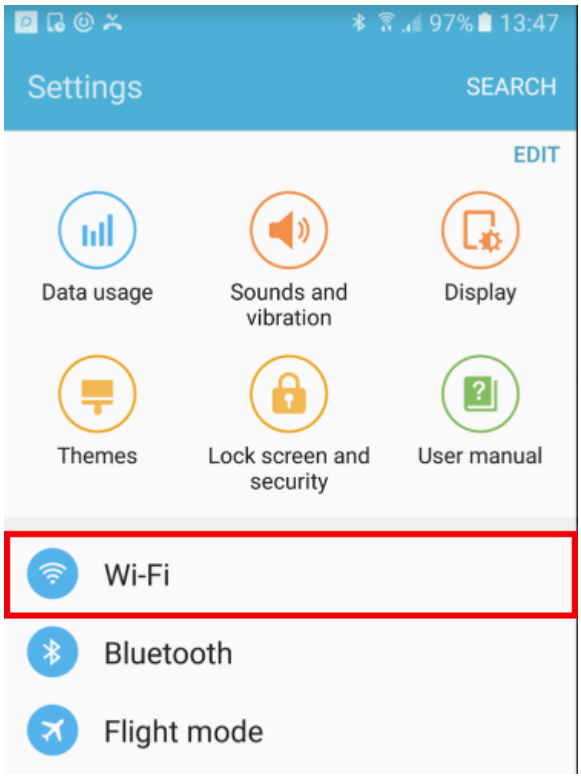


Ensure Switch to cellular data automatically is toggled off.

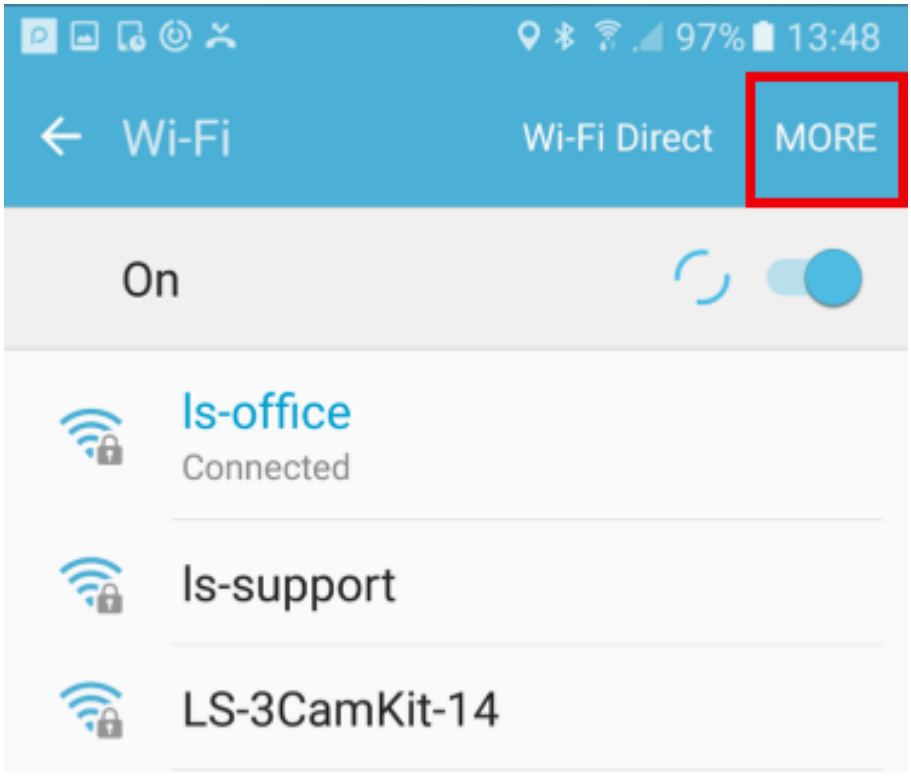


Samsung Galaxy S6

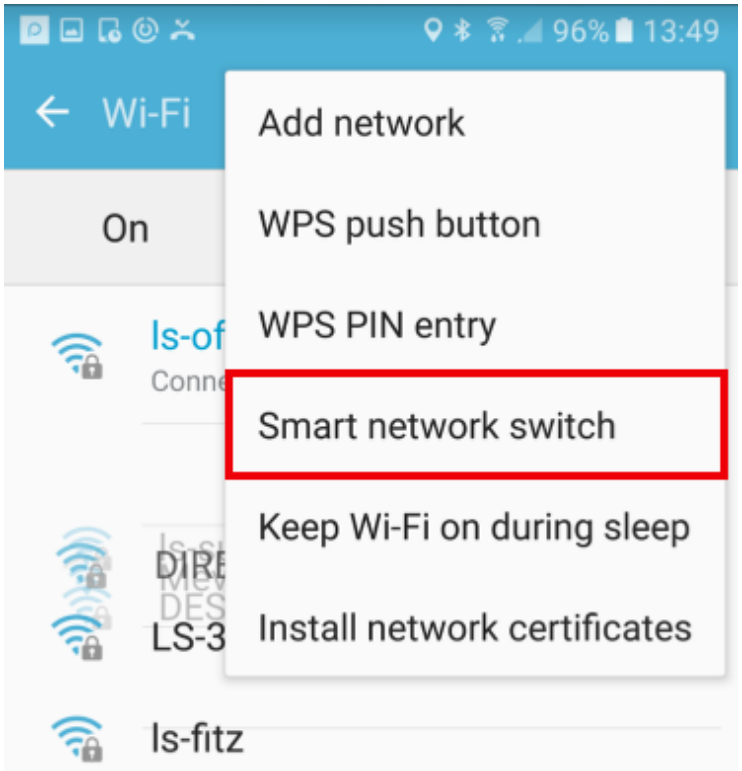
Select Wi-Fi.



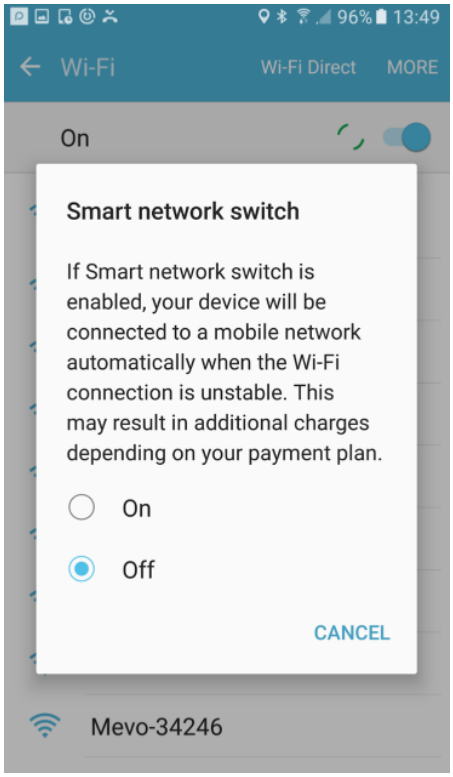
Tap More.



Tap Smart network switch.

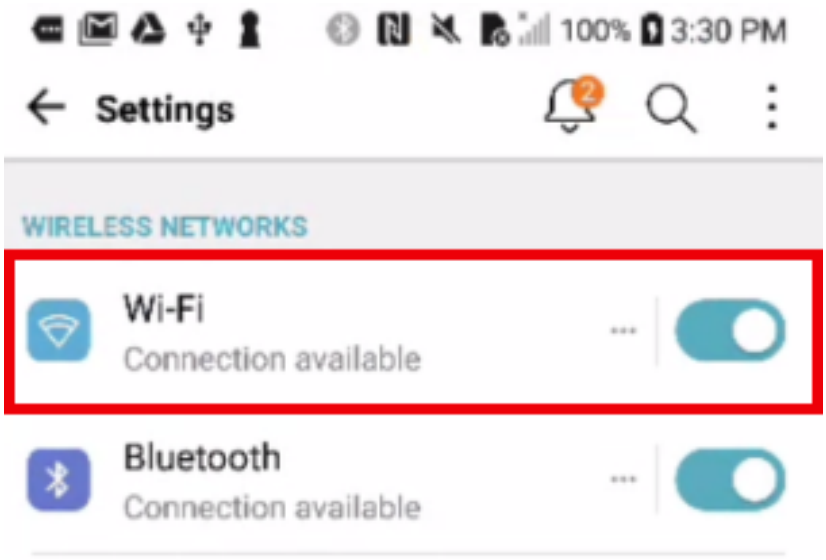


A pop-up will appear detailing what Smart network switch does. Select Off.

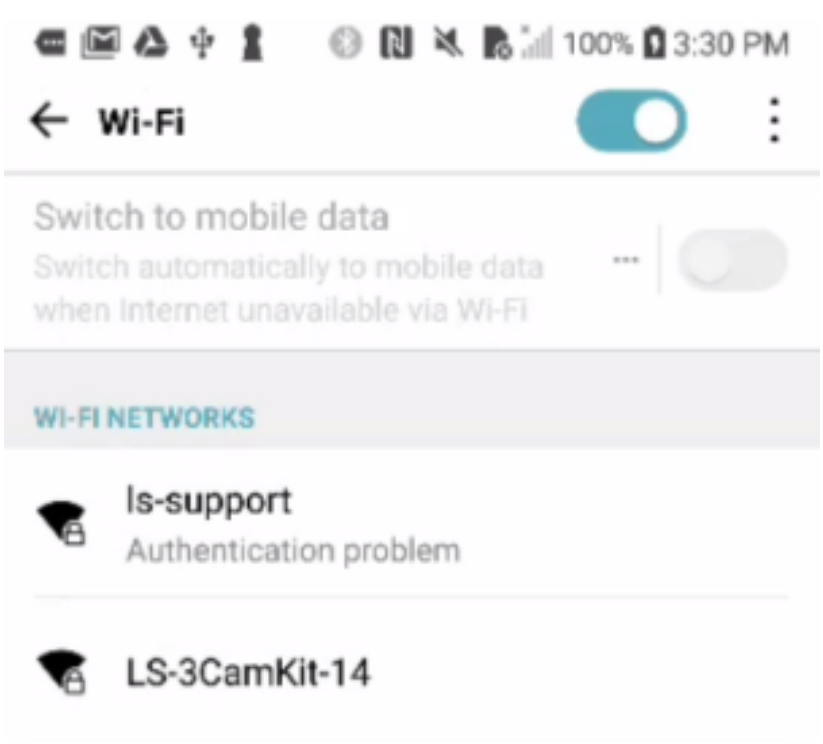


LG G6

In the settings menu, tap Wi-Fi.

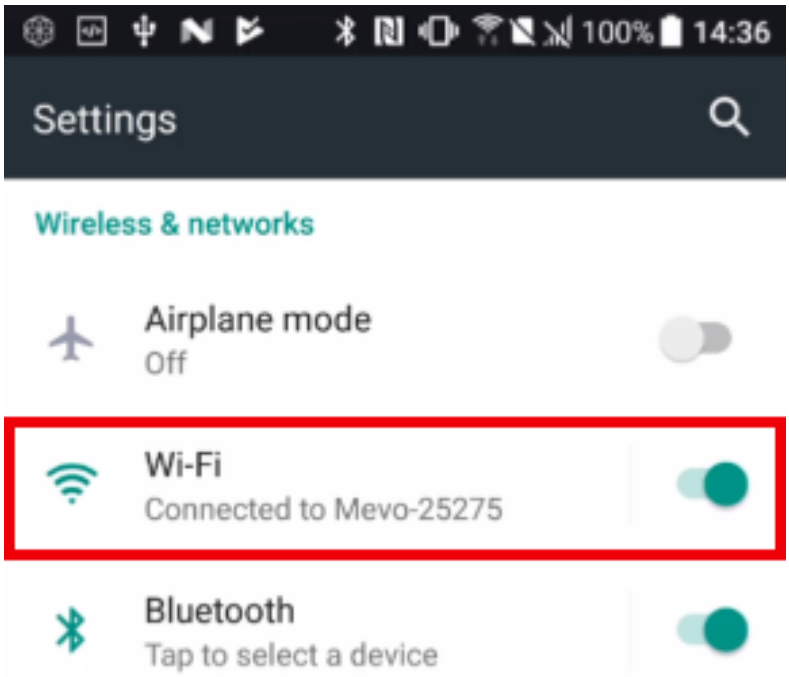


Ensure that Switch to mobile data is toggled off.

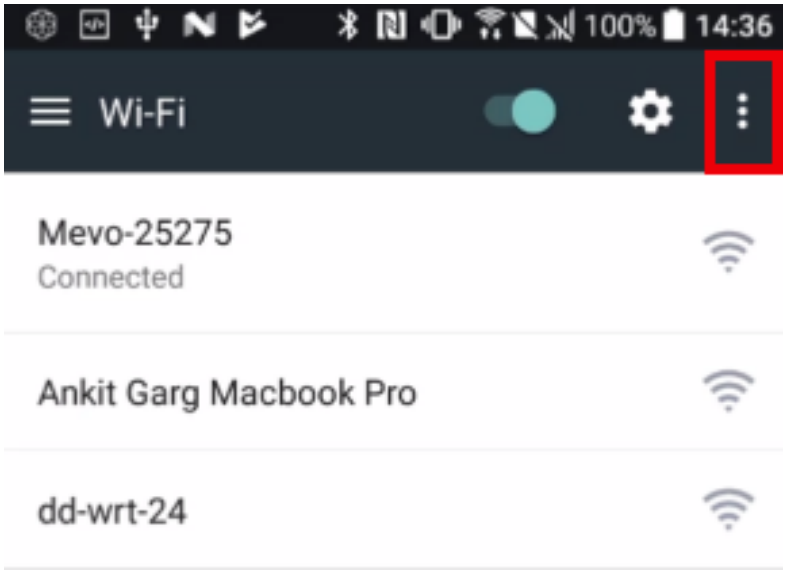


HTC 10

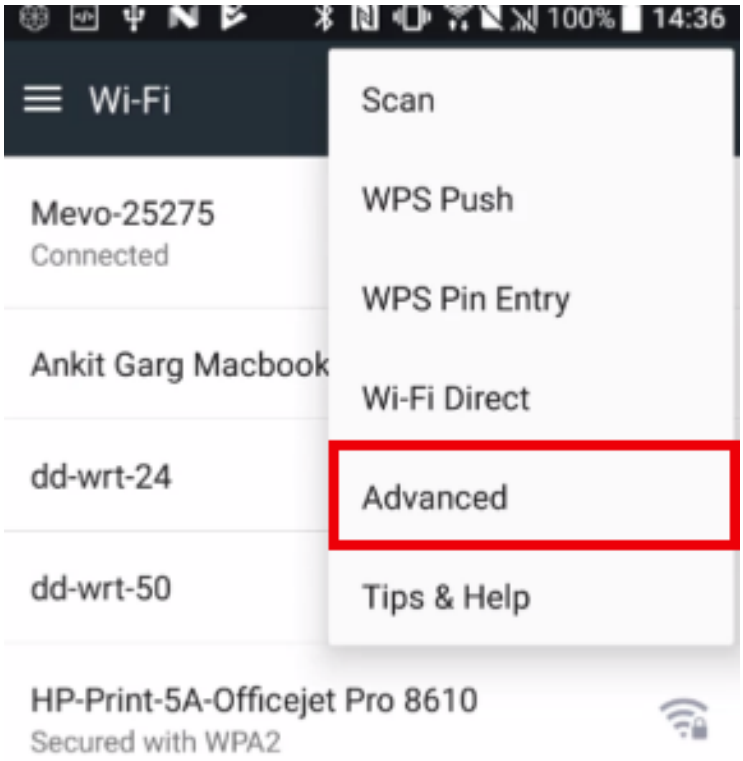
In the device's Settings menu, tap Wi-Fi.



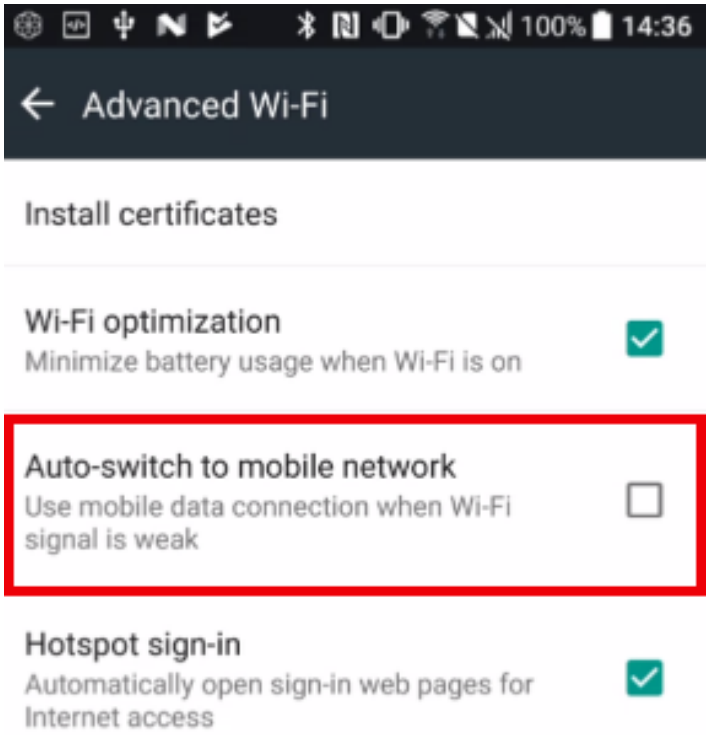
Tap the Options menu in the upper right corner



Tap Advanced.



Make sure Auto-switch to mobile network is unchecked.


100% 14:36
Advanced Wi-Fi
Install certificates
Wi-Fi optimization
Minimize battery usage when Wi-Fi is on
Auto-switch to mobile network
Use mobile data connection when Wi-Fi signal is weak
Hotspot sign-in
Automatically open sign-in web pages for Internet access

Troubleshooting

I Forgot the Password I Set for my Mevo

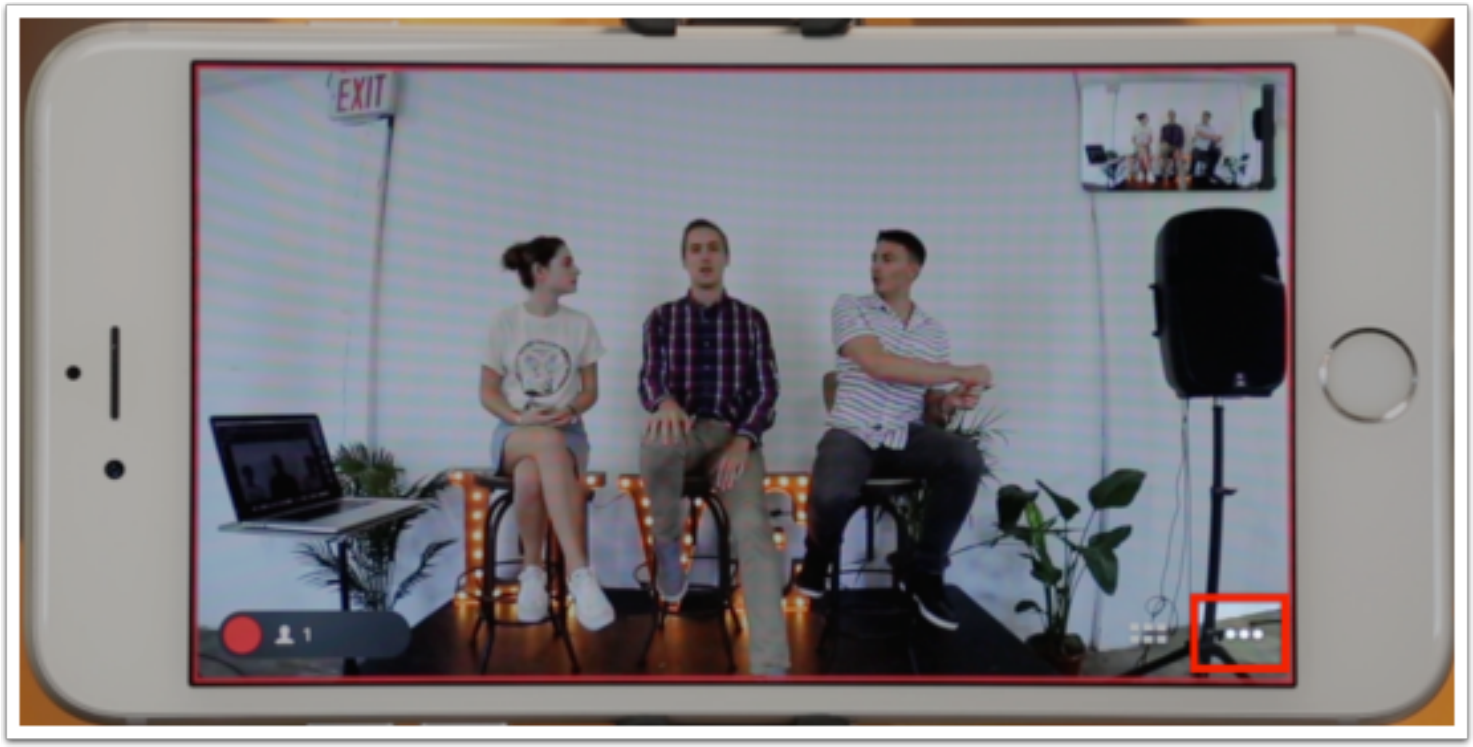
If you set a password to access your Mevo and no longer remember what that password is, the best solution is to reset your Mevo to factory settings.

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.

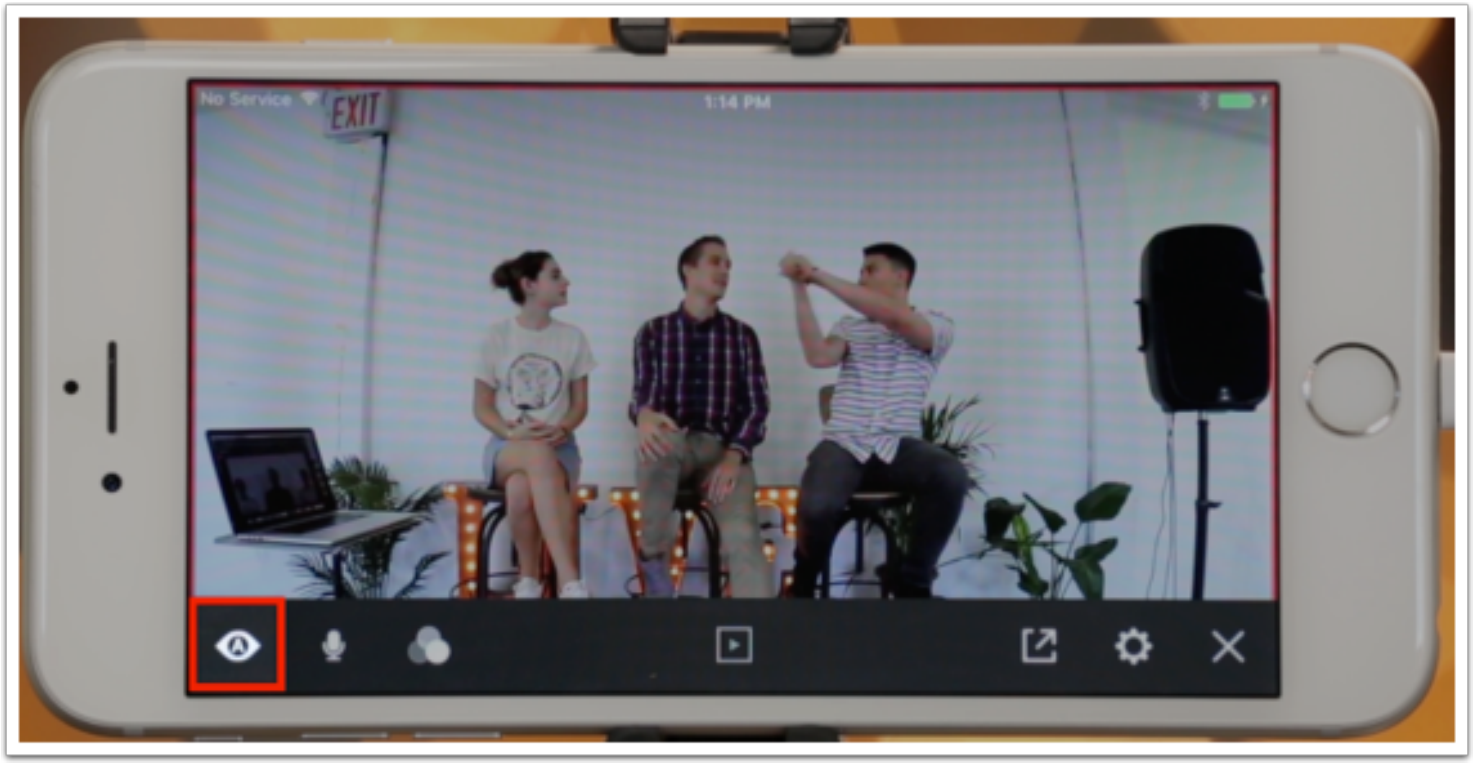
Why Is Mevo Changing the Shot on Its Own?

If you notice that your Mevo shot is editing on its own, it's likely that auto-pilot has been turned on.

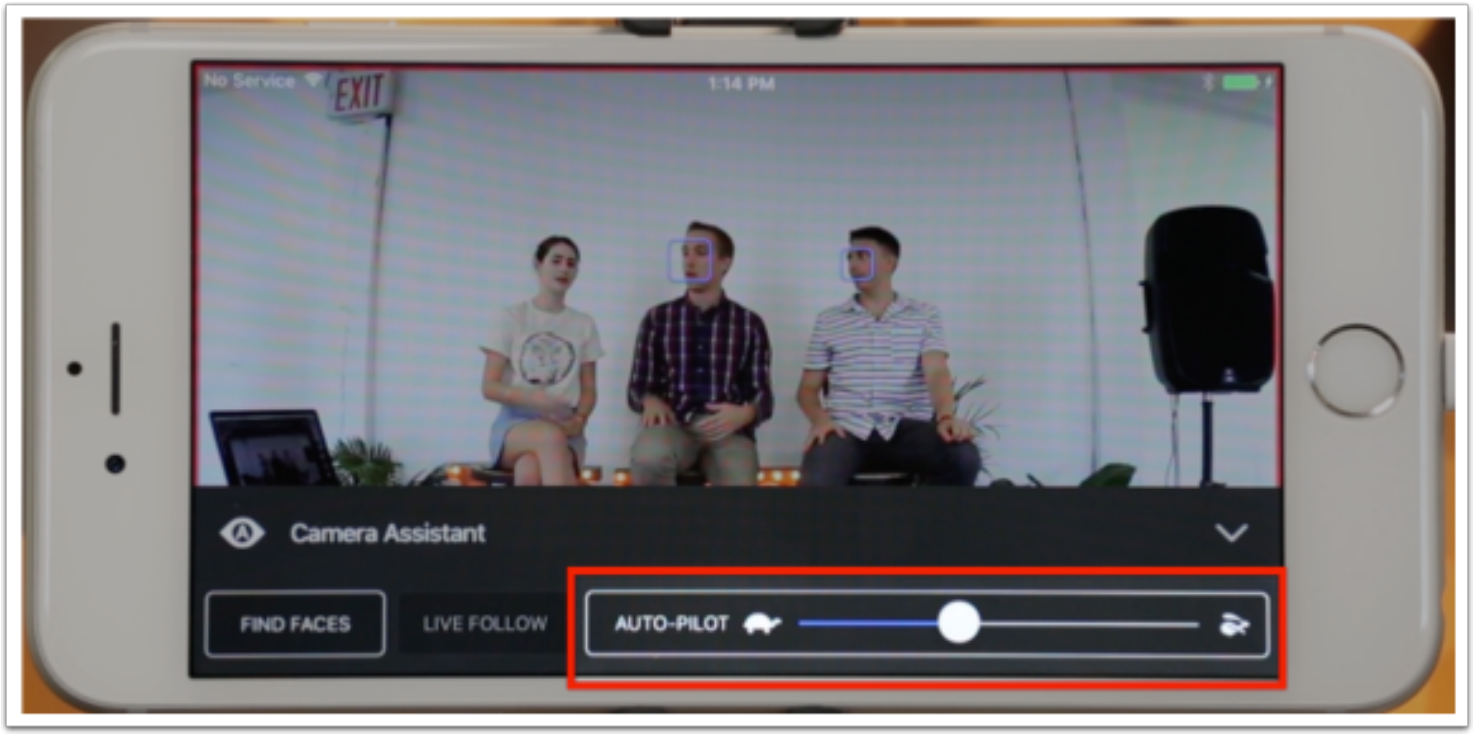
To turn off auto-pilot, tap the 'More Options' icon in the lower right corner.



Tap the 'Camera Assistant' icon.



Tap 'Auto-Pilot.' You should notice the white box that surrounds it go dark. This turns auto-pilot off.



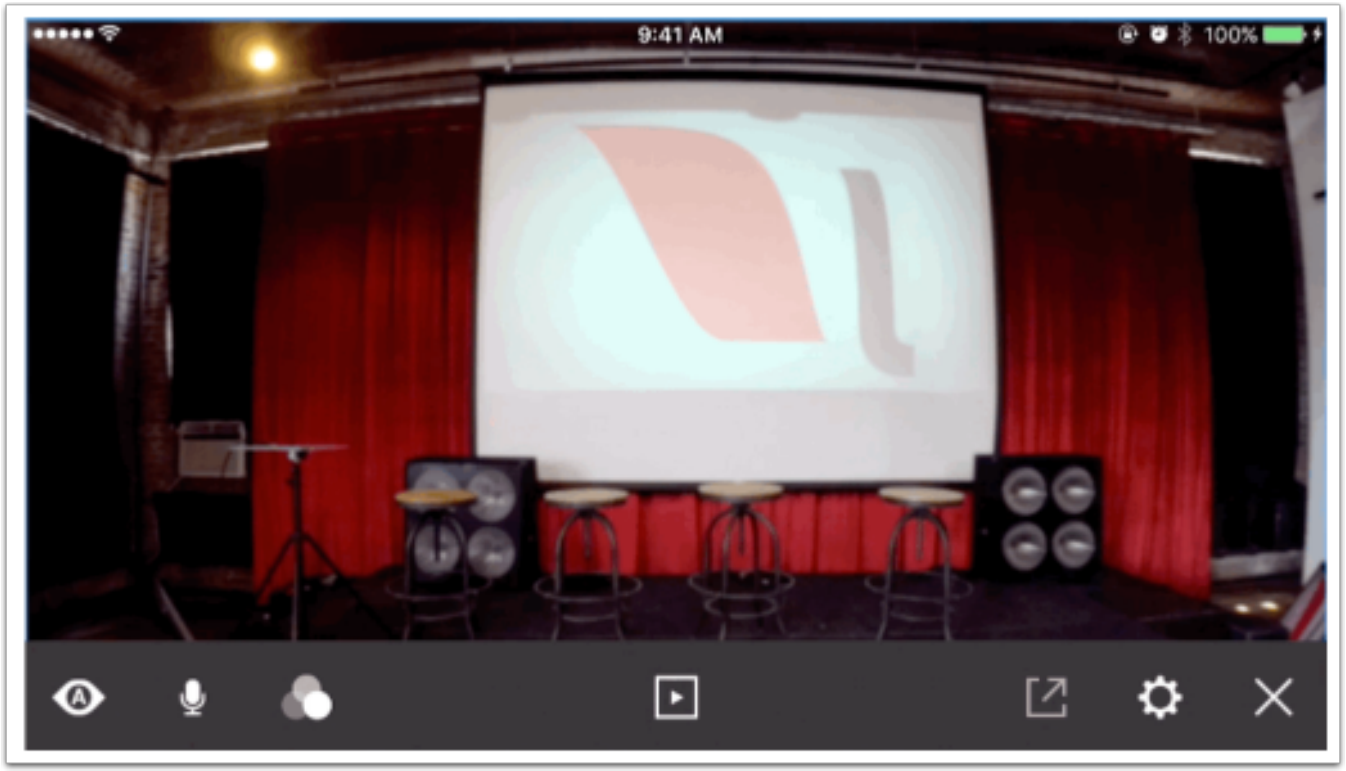
Now edits will only occur when you tap, pinch, or drag your fingers on the app

I Don't See the Red 'Go Live' Button

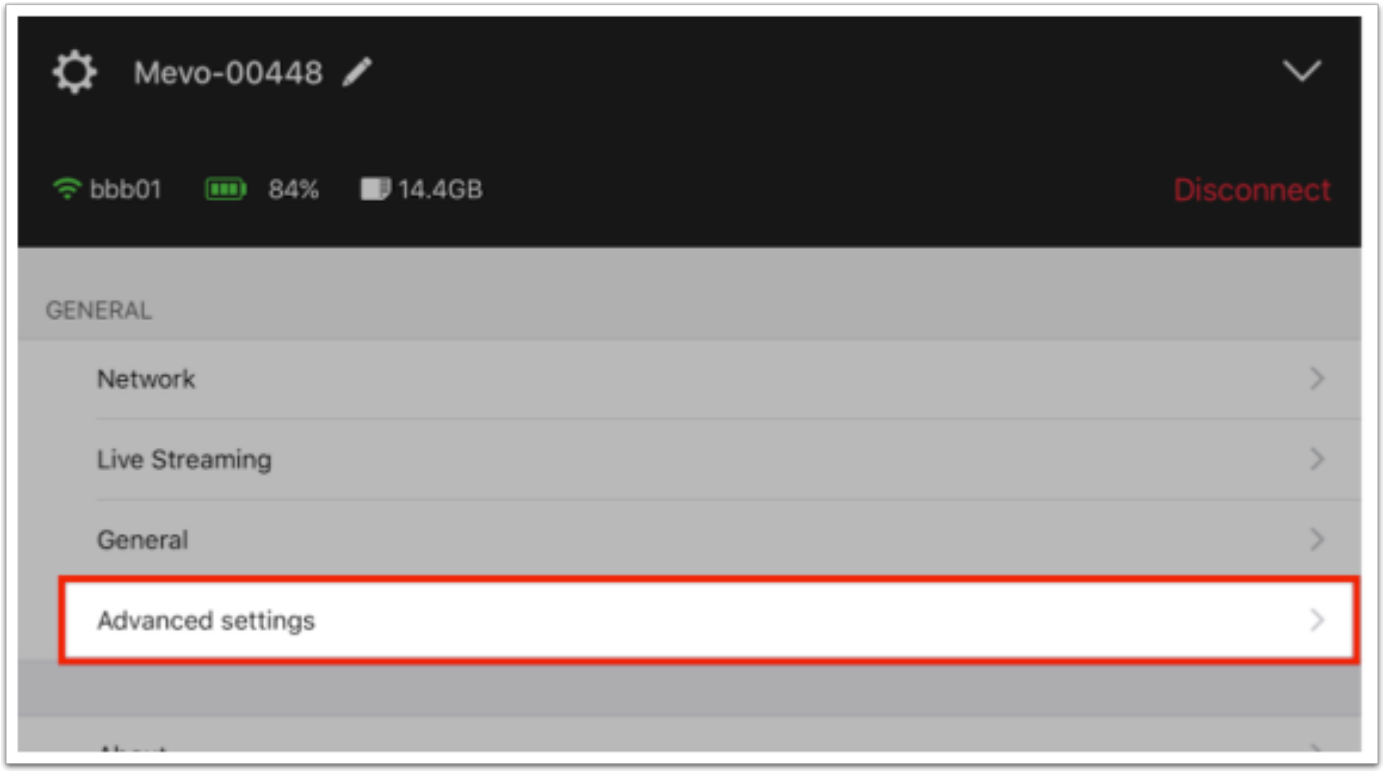
In the app's main view, there is a red button in the lower left corner.

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 'Livestream Studio Remote Camera mode' is toggled off. You cannot go live or record when the Mevo app is in this mode.


Mevo-00448
bbb01
84%
14.4GB
Disconnect
GENERAL
Network
Live Streaming
General
Advanced settings

Advanced settings
LIVESTREAM STUDIO REMOTE CAMERA MODE
Enable

Unable to Download Recording from SD Card to Mobile Device

If you cannot download a recording from your library, please try the following:

- 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.

Invalid Command Syntax Error Message

If you are receiving an error message saying "Invalid Command Syntax," 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 available, then relaunch the app and run any available firmware updates.

If no updates are available and you continue to see this error, please contact us.

Image is Pixelated

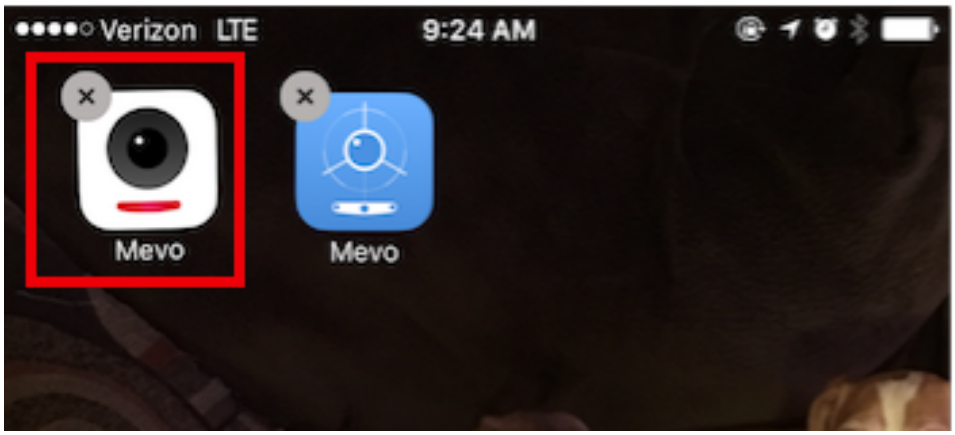
If you open the live edit view in the Mevo app and the image appears to be pixelated or choppy, we have a few tips on how to resolve this.

- 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.
- 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.



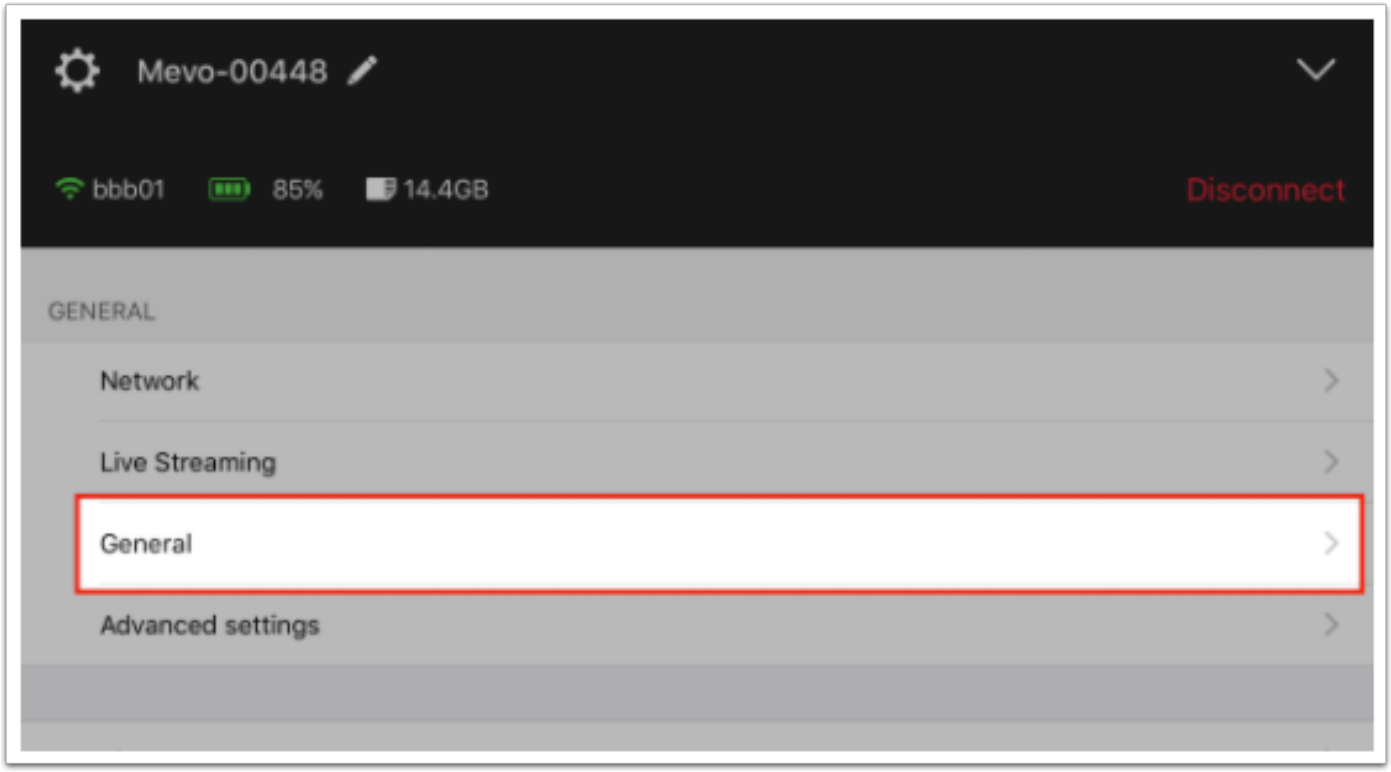
After it is removed, open the Beta app and log in to Facebook again. This time, once you allow Mevo's permissions within Facebook, Facebook will redirect to the Mevo Beta app and you will be logged in.

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.

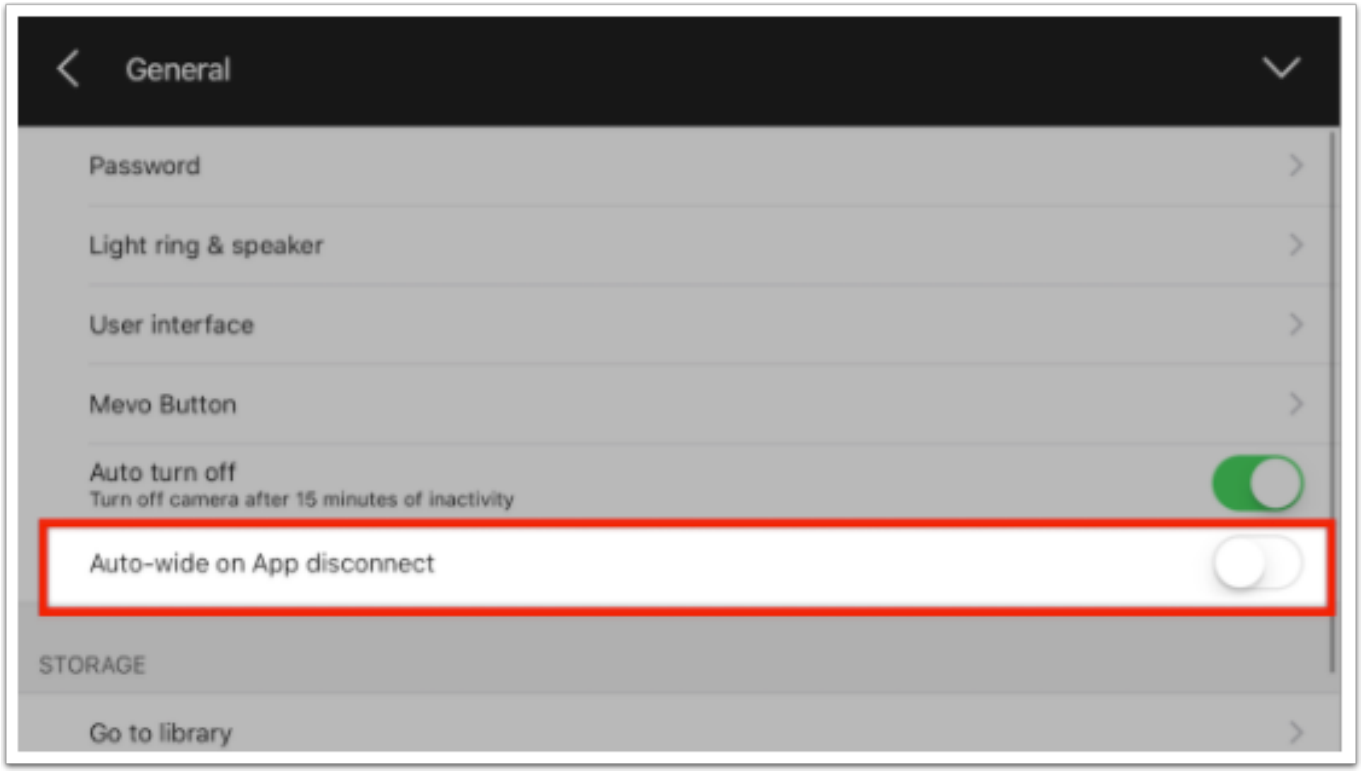
What Happens if the App Disconnects From Mevo?

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 that 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, 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.

Connectivity & Streaming

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Streaming & Internet 101

How Does Streaming Work?

Live streaming is sharing video to a live audience through the internet. This is different from uploading the video to the web and the viewers downloading a full video's data before watching it (e.g. YouTube, Vimeo).

To produce a stream yourself, you will need a video & audio source (e.g. Mevo), a fast internet connection, and a destination for your content such as Livestream or Facebook Live. We have some best practices for streaming here.

What is an ISP?

ISP is an abbreviation for Internet Service Provider. ISP's provide consumers, businesses, organizations, etc. with access to the internet. In order to stream, you must be connected to the internet. If your connection is not sufficient, contact your local ISP to inquire about improving your bandwidth.

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.

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.

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.

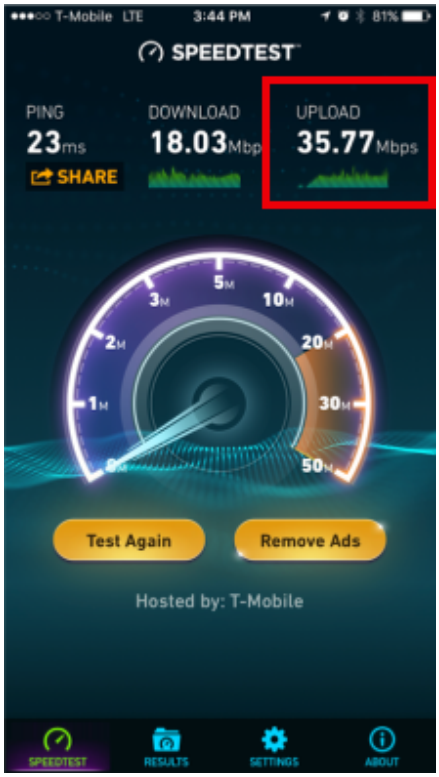
If the available dedicated upload speed is less than 5Mbps, or if the network provided cannot be dedicated to only you, then you should be prepared to lower the streaming quality to Medium or Low.

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.



You can see that the network in the above image is a 4G/LTE connection.

The key number you are looking for is the upload speed in Megabits per seconds (Mbps).

In this example, it was 35.77Mbps, which is a very fast speed.

Note: 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 number 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).

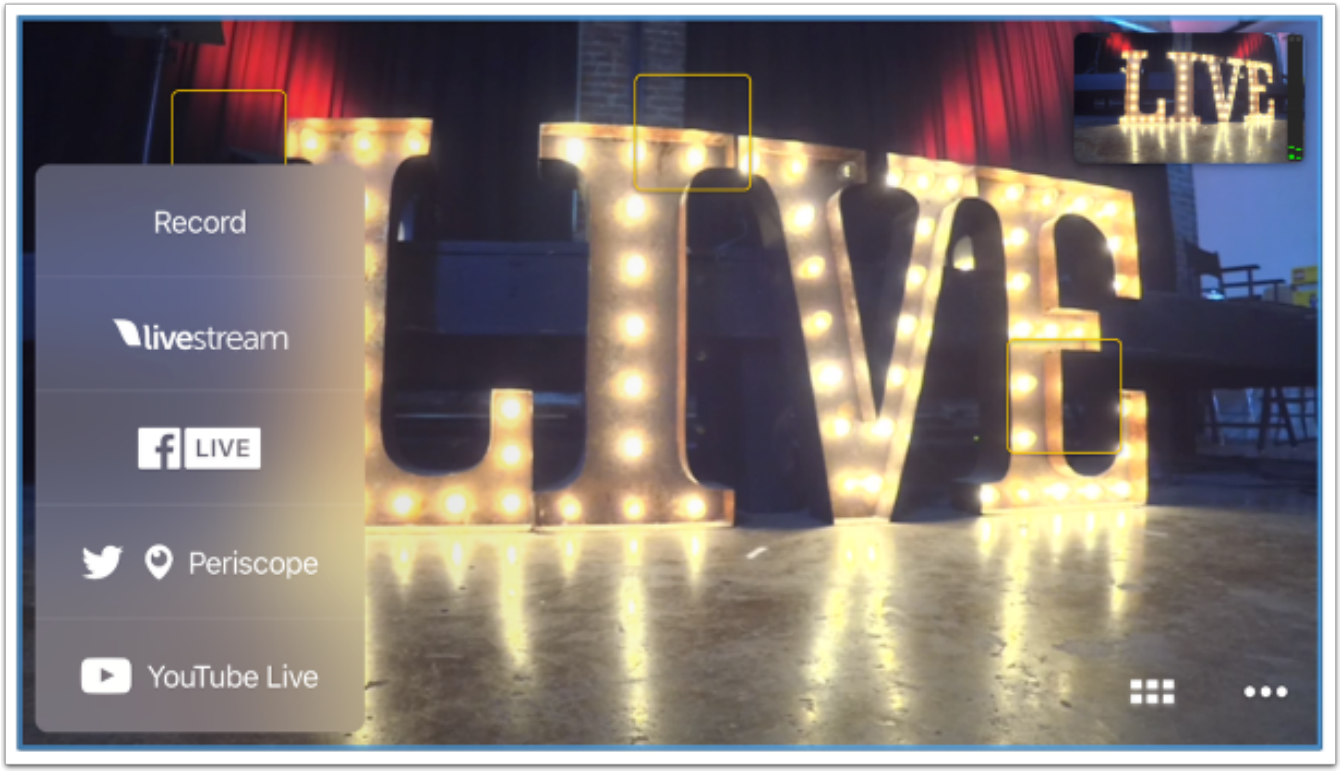
What are the Streaming Quality Options?

The available streaming quality options depend on which streaming destination you choose, as different providers support different streaming specifications.

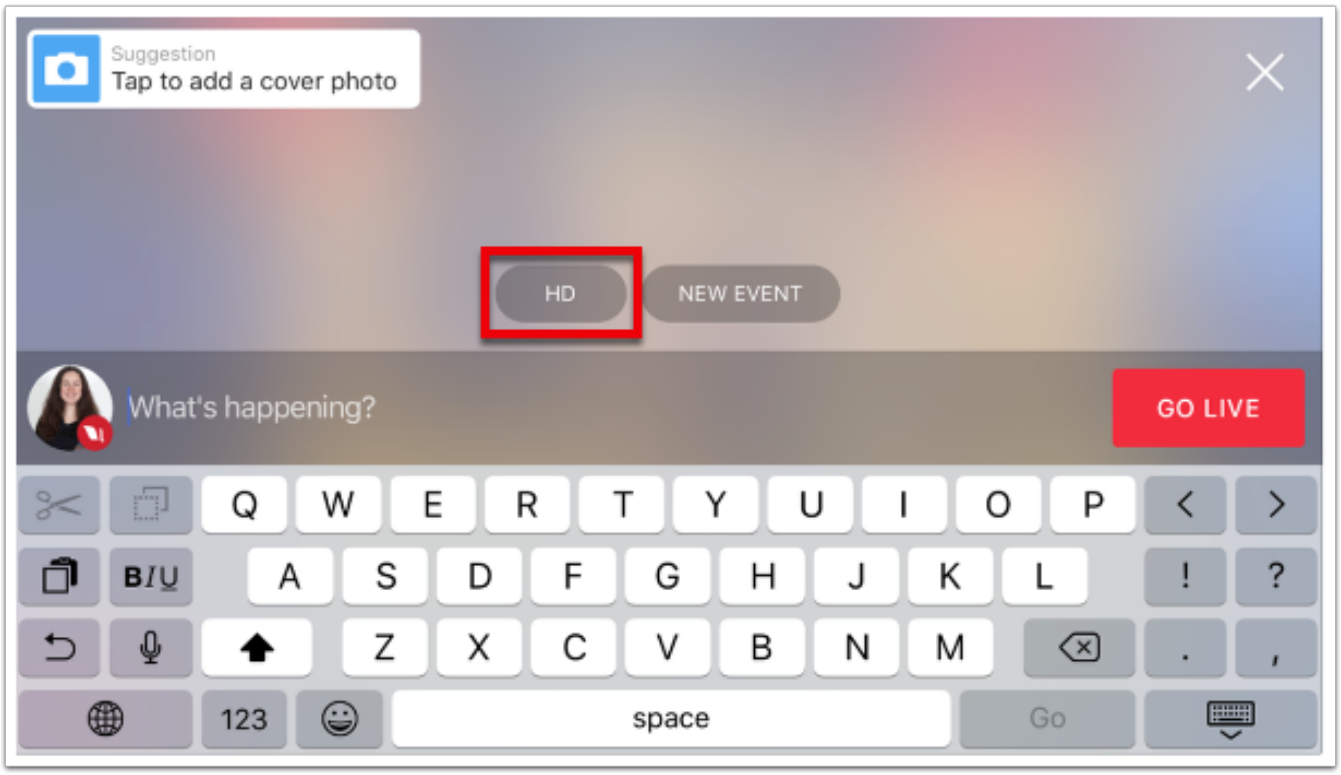
How to Find Streaming Quality Settings

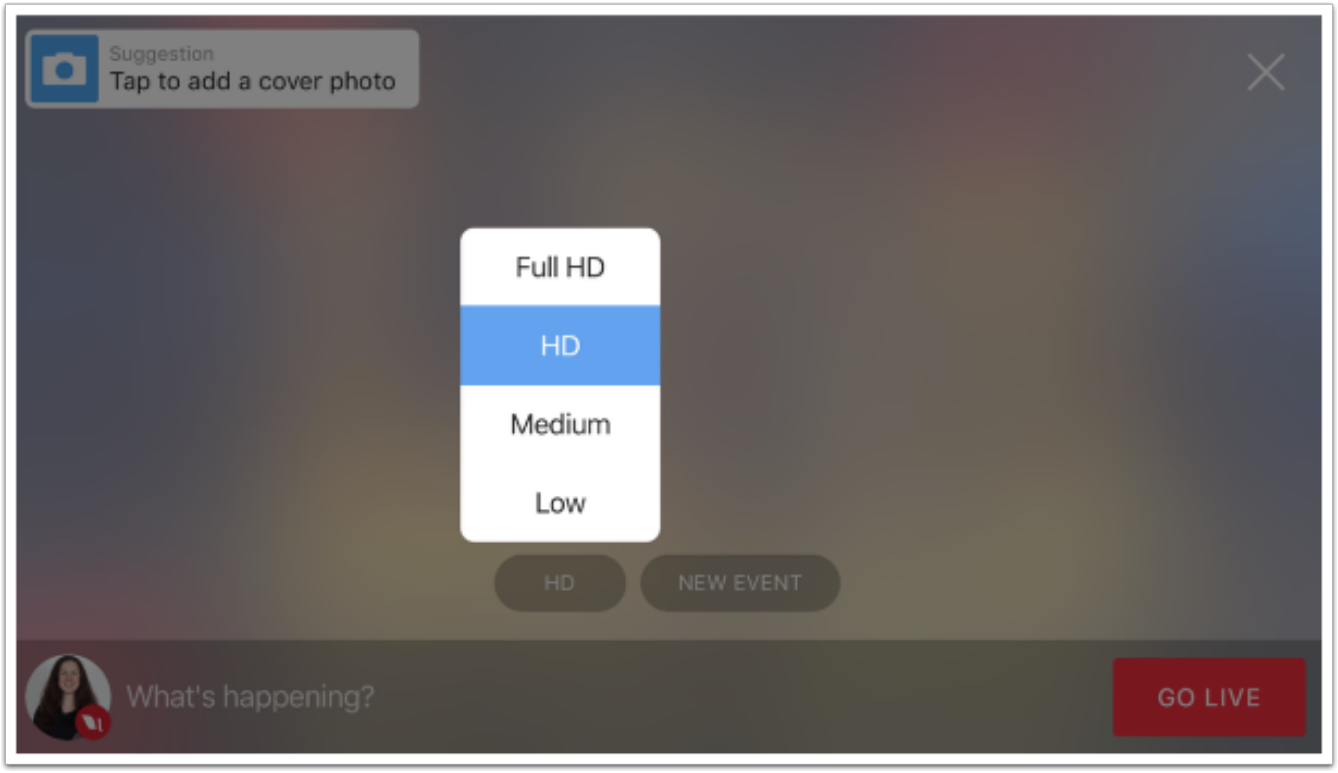
In the live edit view of the Mevo app, tap the red button in the lower left corner.

Select your desired streaming provider (this example will use Livestream).



By default, HD will be selected. Tap HD to see more options.





Livestream & YouTube Live

- Full HD = 1080p resolution (1920x1080) - 1.2-4Mbps
- HD = 720p resolution (1280x720) - 0.9-3.6Mbps
- Medium = 480p resolution (853x480 pixels) - 0.6-1.6Mbps
- Low = 360p resolution (640x360) - 0.4-1.1Mbps

Facebook Live

- HD = 720p resolution (1280x720) - 0.9-3.6Mbps
- Medium = 480p resolution (853x480 pixels) - 0.6-1.6Mbps
- Low = 360p resolution (640x360) - 0.4-1.1Mbps

Periscope

Periscope's streaming quality is locked to the following:

- 540p resolution (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.

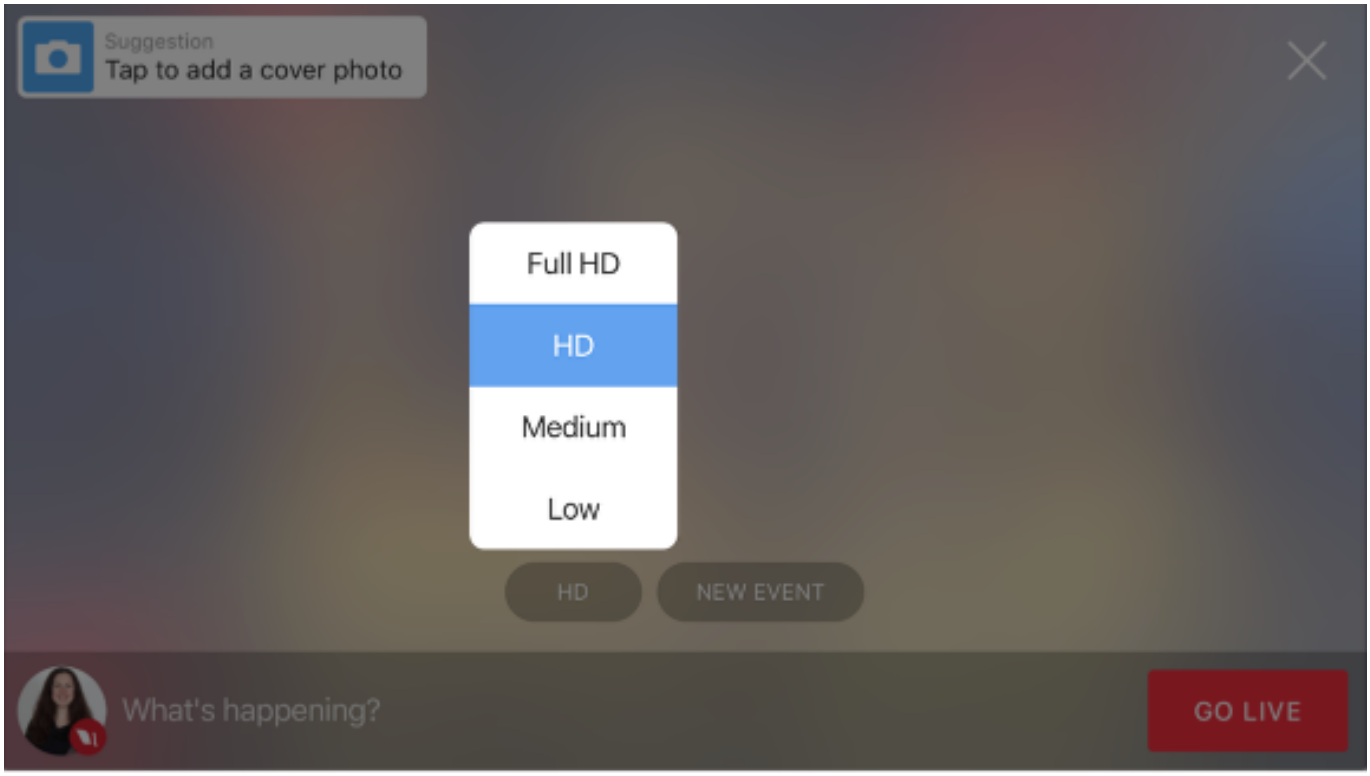
How Do I Choose Which Streaming Quality to Use?

To produce a stream with the best-available quality and stability for your viewers, you need to carefully choose your streaming quality.

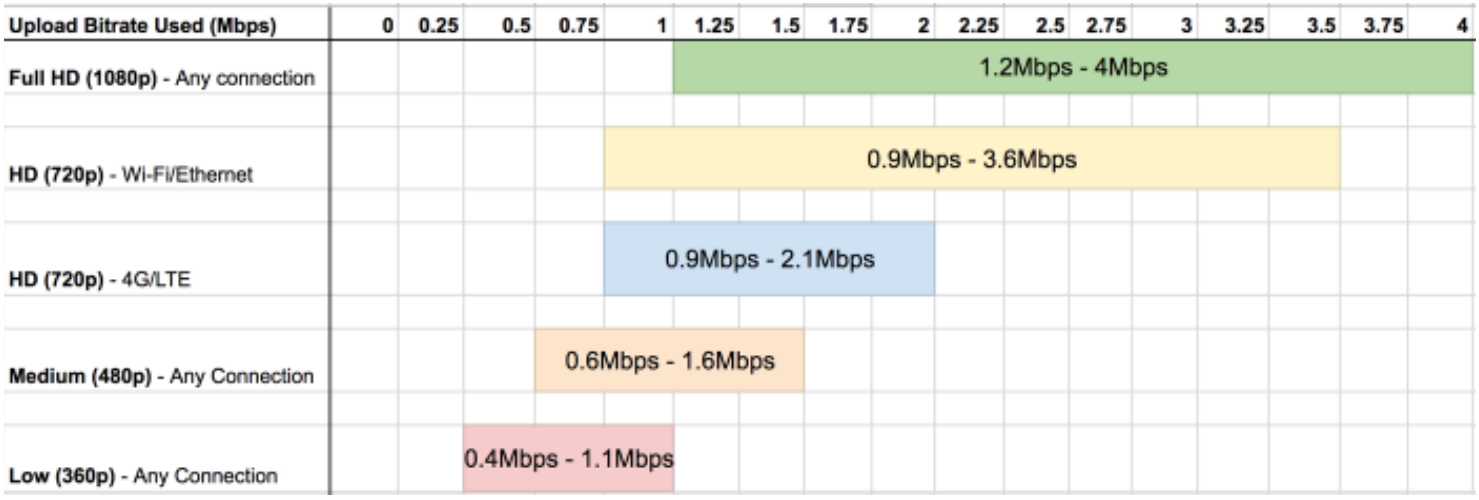
Tap the red button in the bottom left corner of the live edit view and select your desired option (either Record or stream to one of the available providers).

The streaming qualities you can choose from when going live are:

- Full HD - 1080p (1920x1080) - available for Livestream and YouTube only
- HD - 720p (1280x720)
- Medium - 480p (853x480)
- Low - 360p (640x360)



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 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 4G/LTE Data Will Mevo Use per Minute?

If you are streaming via your mobile device'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 these numbers can vary. Since data plans are typically measured in gigabytes, that is the measurement we have provided.

Low = 0.008 gigabytes per minute / 0.472 gigabytes per hour

Medium = 0.011 gigabytes per minute / 0.687 gigabytes per hour

HD = 0.015 gigabytes per minute / 0.901 gigabytes per hour

The bitrate ranges for each quality are detailed here.

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 for more information.

Note: Mevo does not stream to Original Livestream.

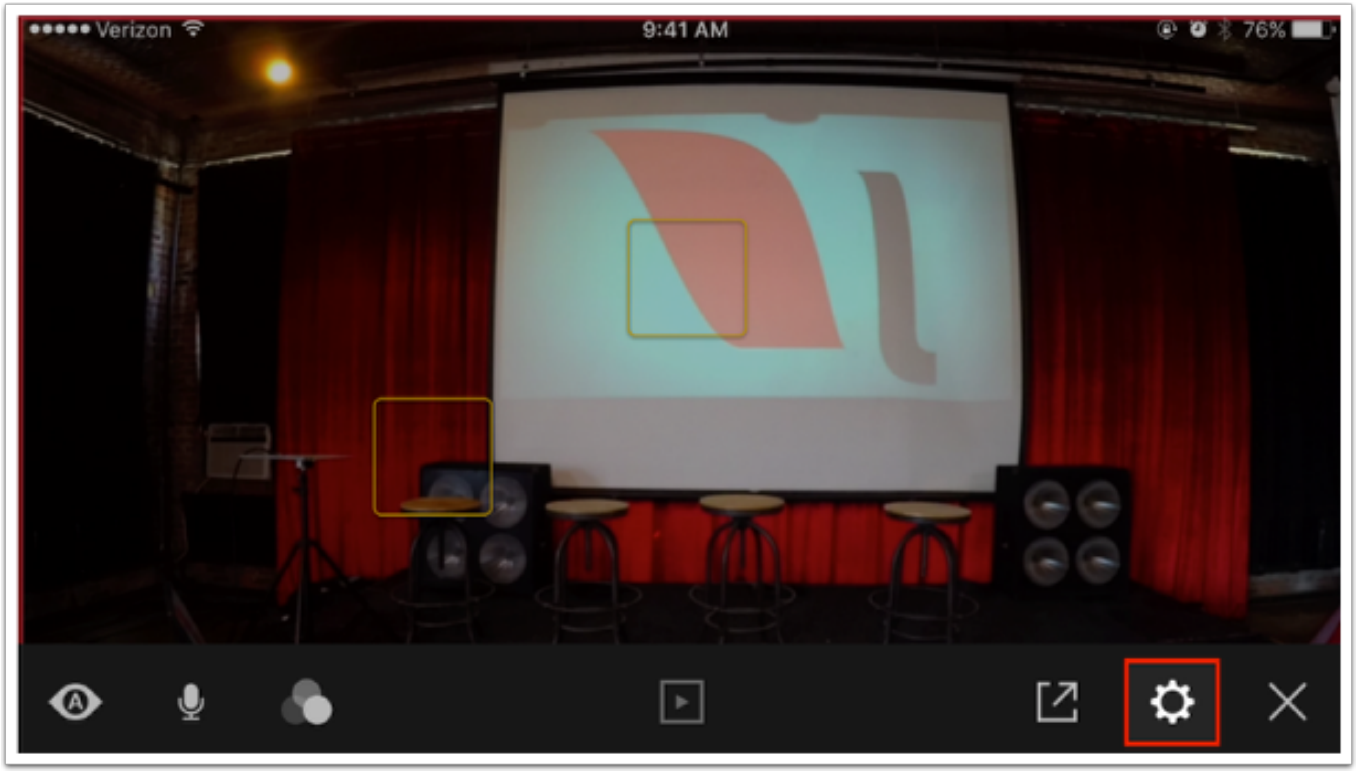
Will Mevo Work with My Existing Livestream Account and Plan?

Yes, Mevo can pair to any Livestream account, new or pre-existing.

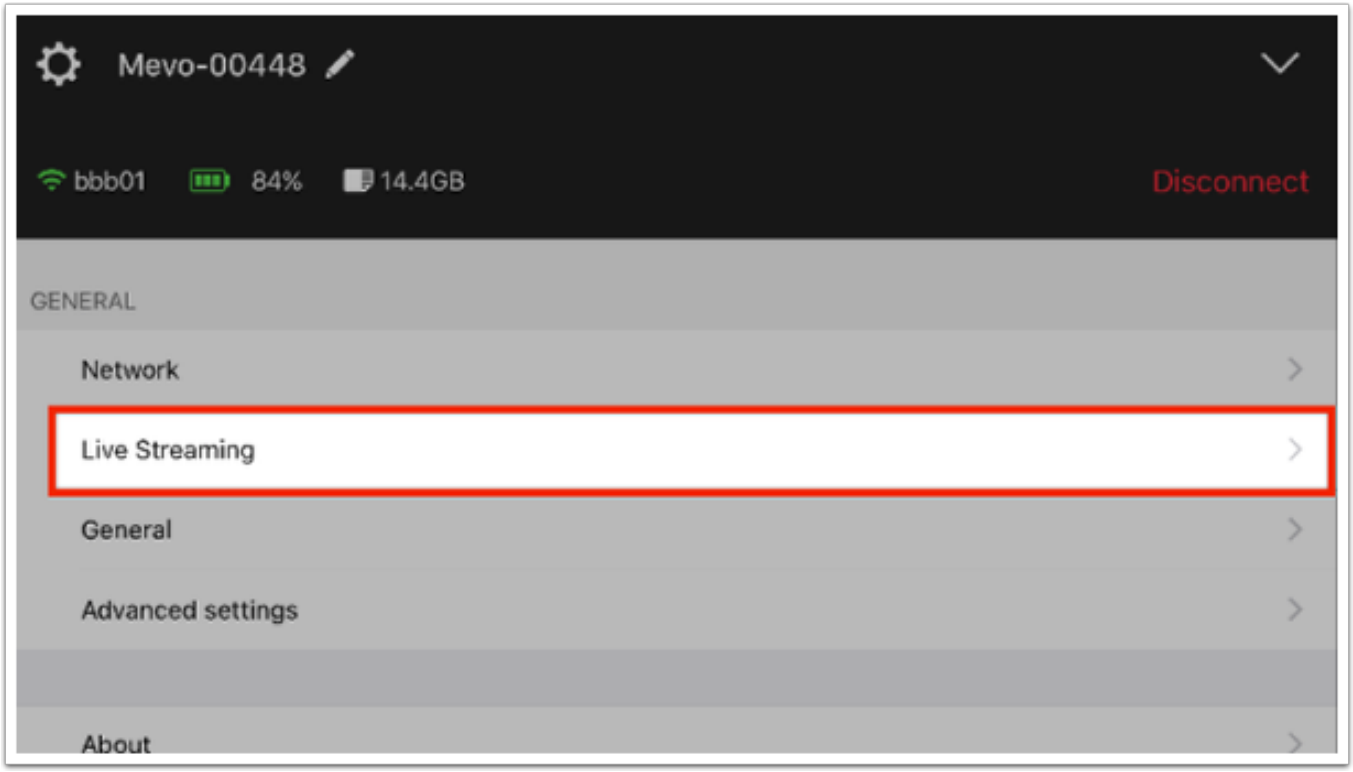
Configure Livestream Settings and Go Live

While you can configure your Livestream settings from the live edit view, the settings menu also gives you the option to pre-configure everything and go live in a step-by-step menu.

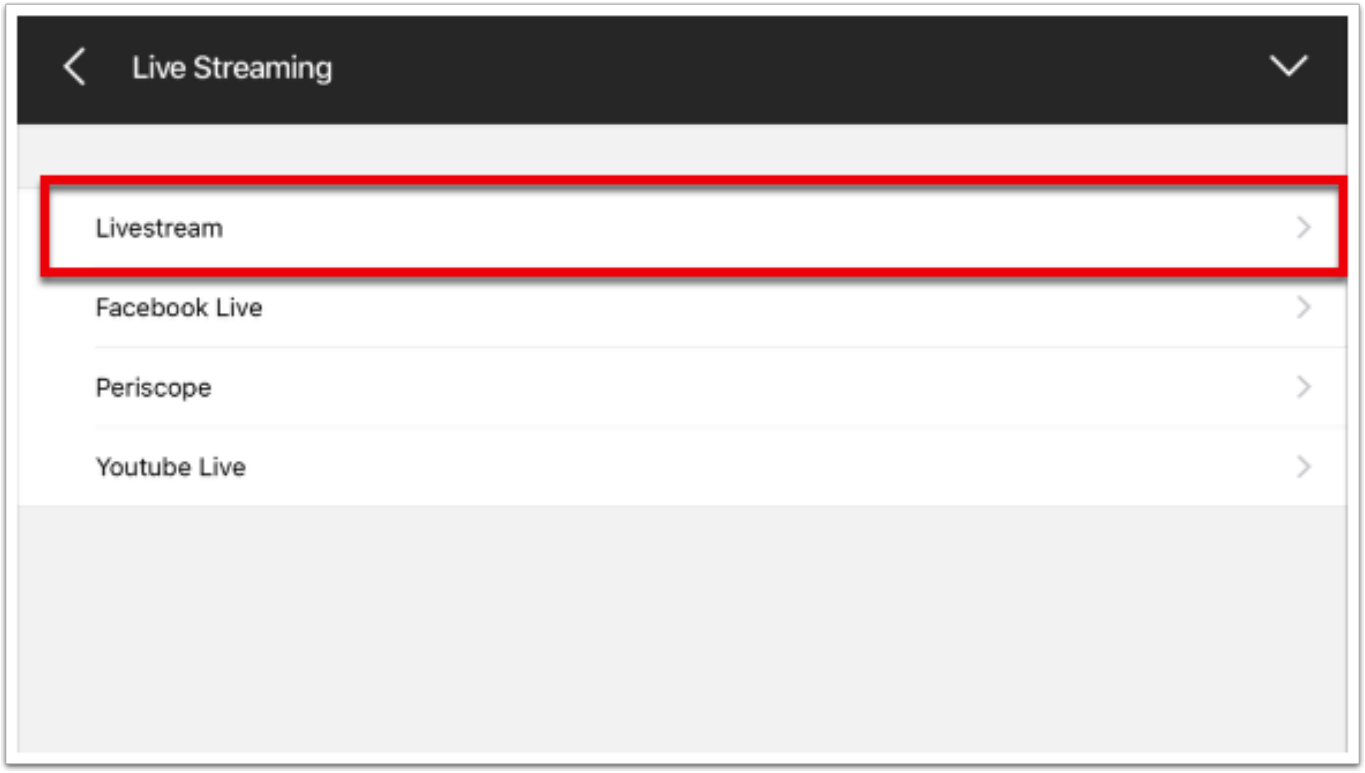
Go to the Options menu and tap the gear wheel to access Mevo's settings.



Navigate to the Live Streaming menu.

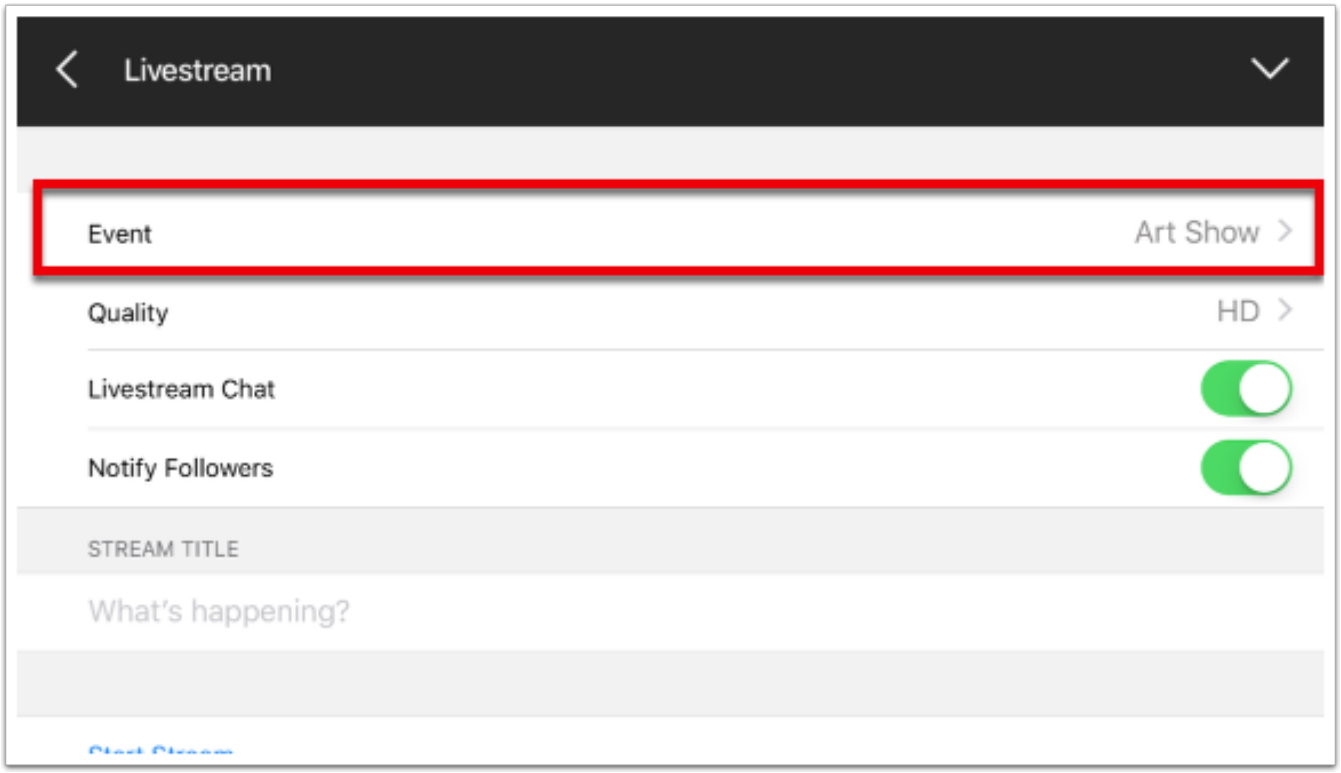


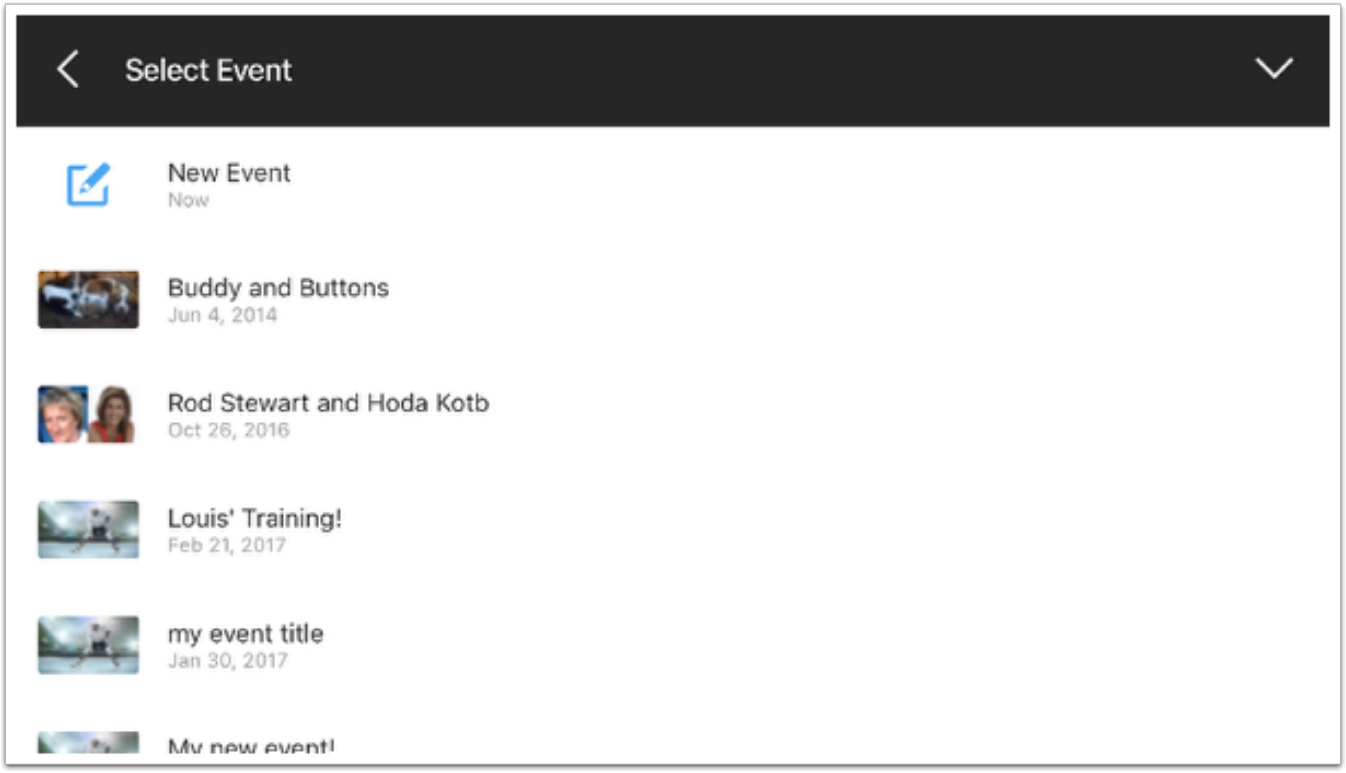
Select Livestream to configure Livestream settings.



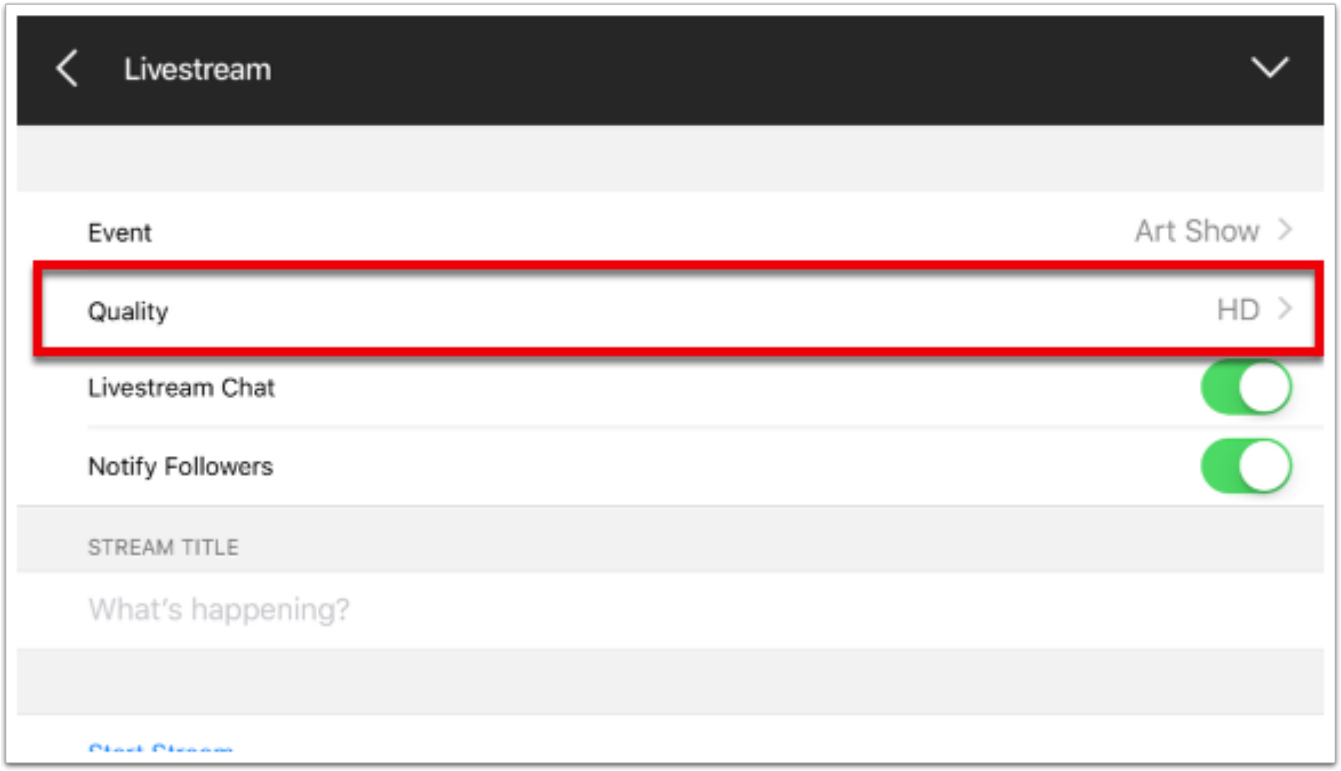
Configure Stream Settings

First, select the **Event** you wish to stream to. You can even create a new event if you wish by tapping **New Event**.

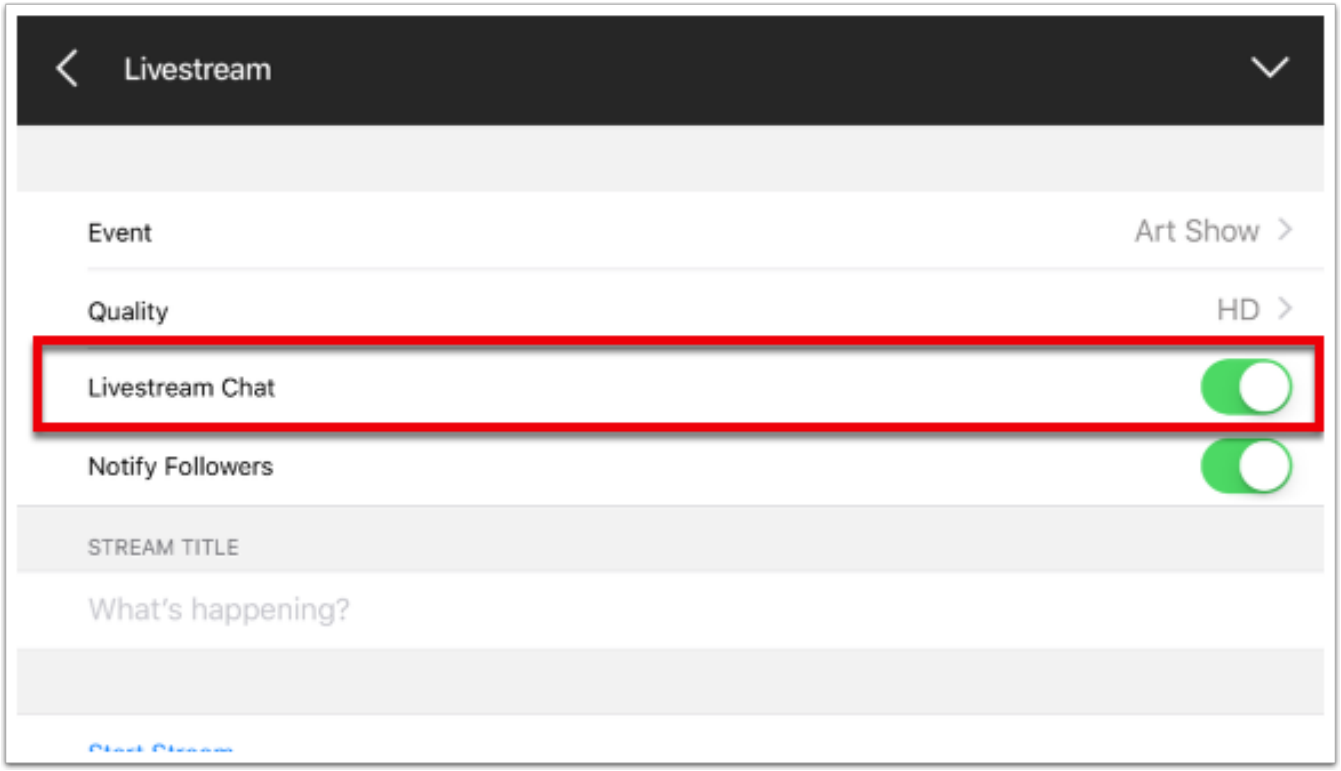




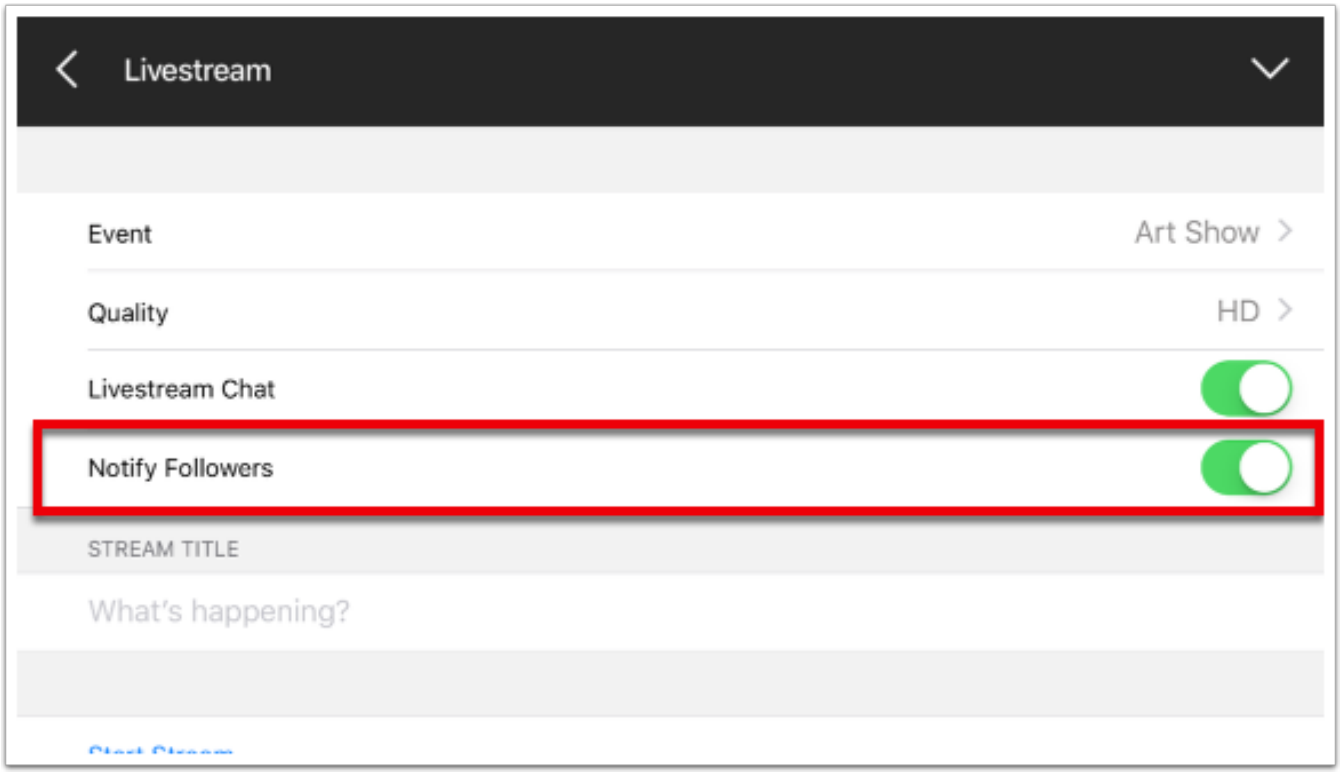
Next, choose the quality at which you want to stream at. Remember to test your upload speed and choose your quality accordingly.



If you wish to see chat messages in your live edit view during your event, toggle the Livestream Chat switch to On.

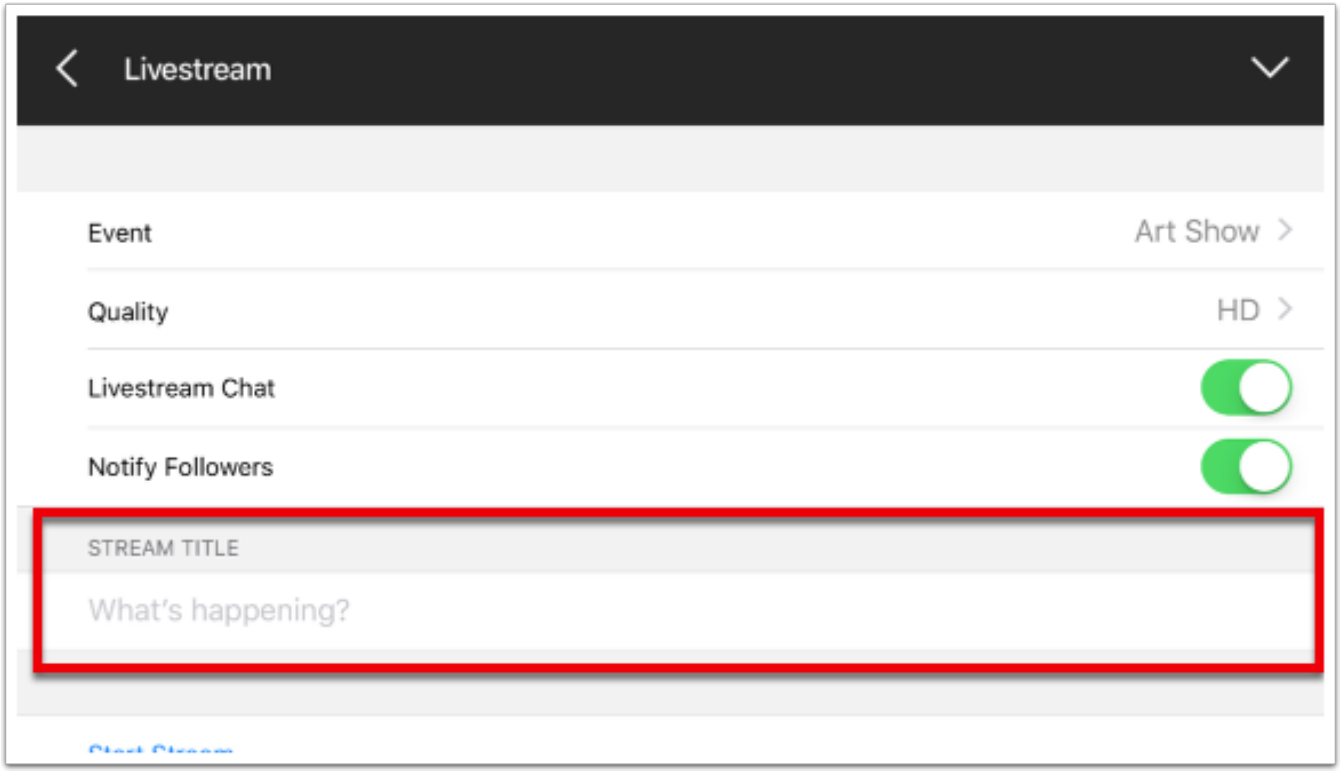


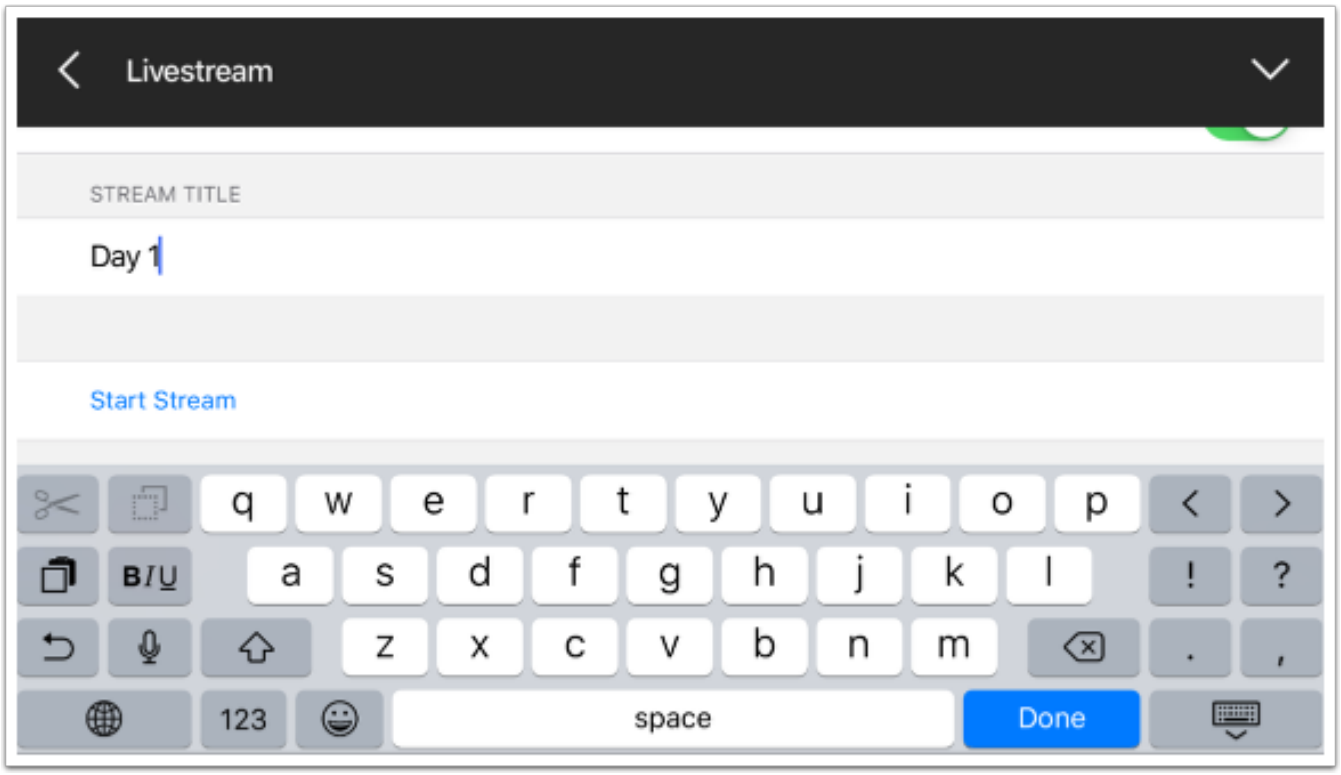
Finally, if you want to send a notifications to your Livestream followers that you are going live, toggle the Notify Followers switch to On.



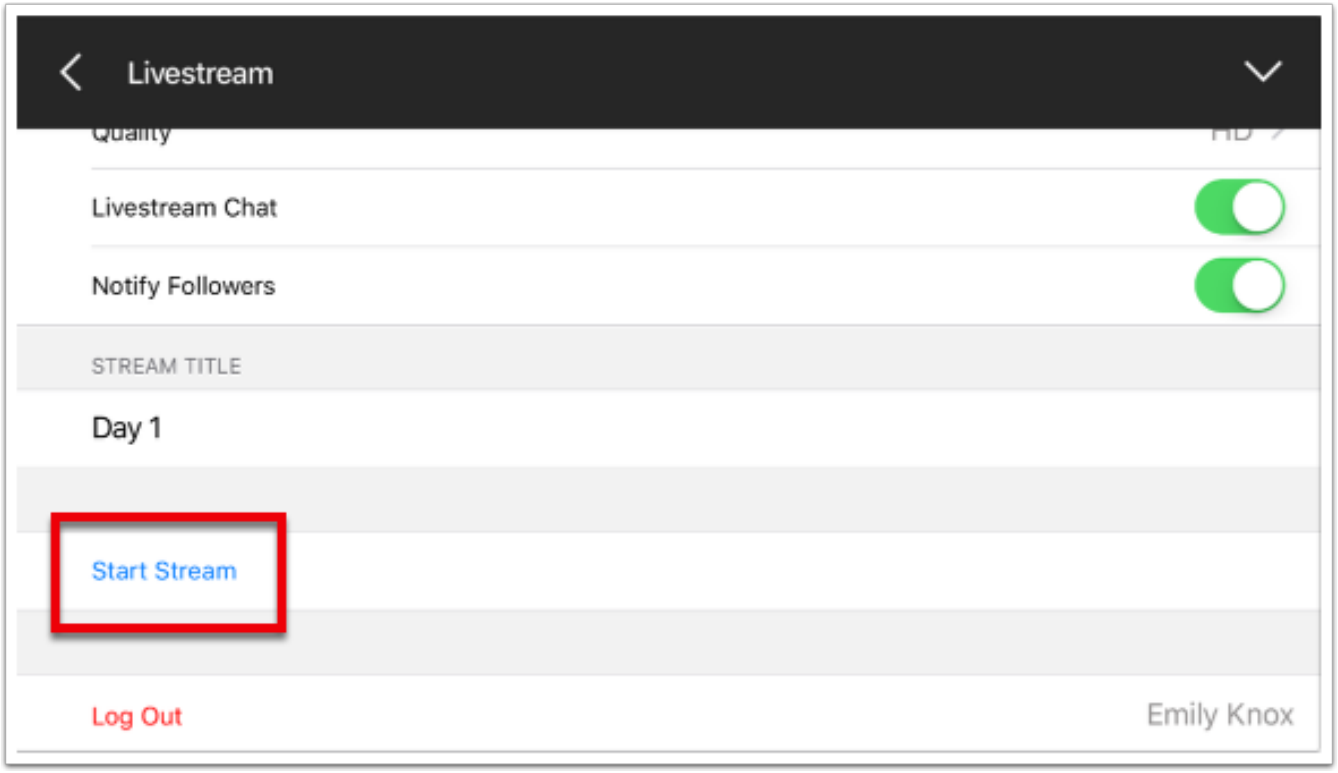
Go Live

You can start your stream directly from the settings. First, create a title for the broadcast by tapping on the Stream Title field. Tap Done when you are finished.

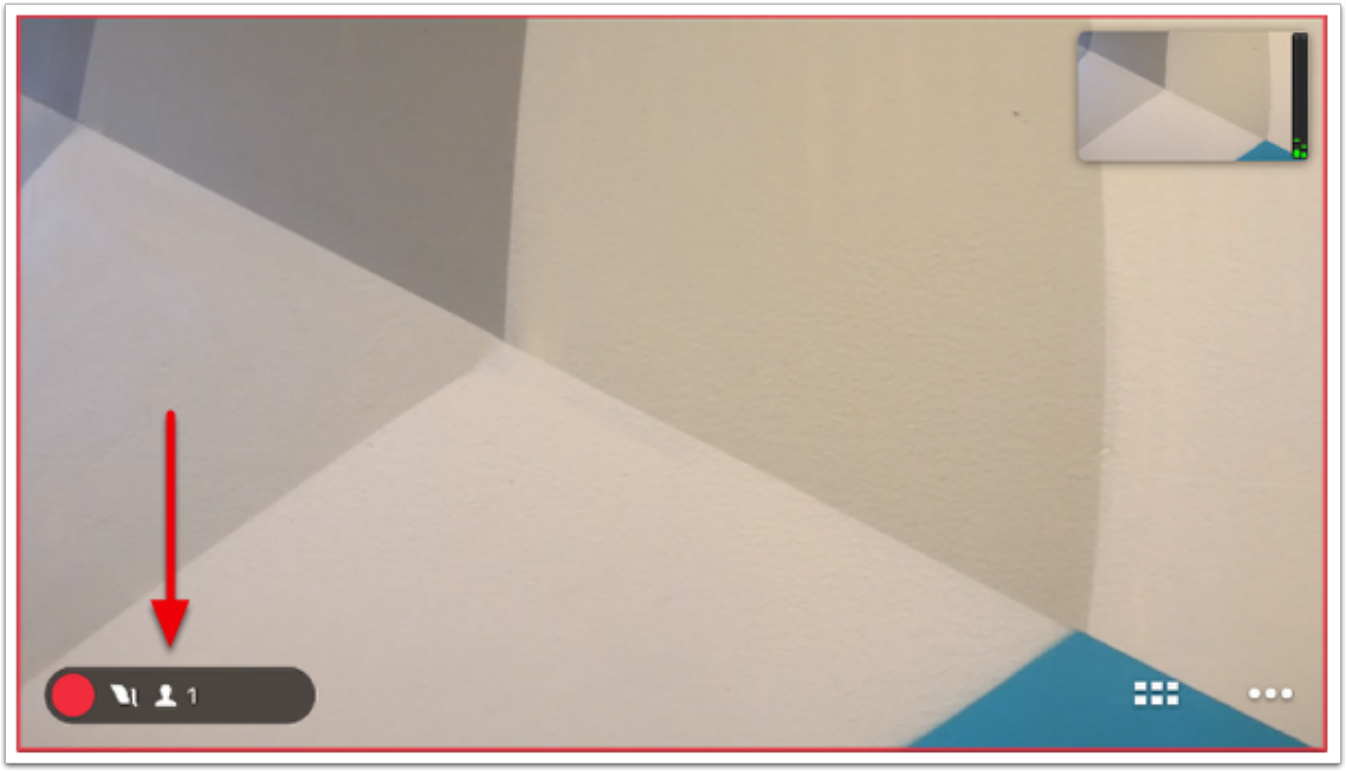


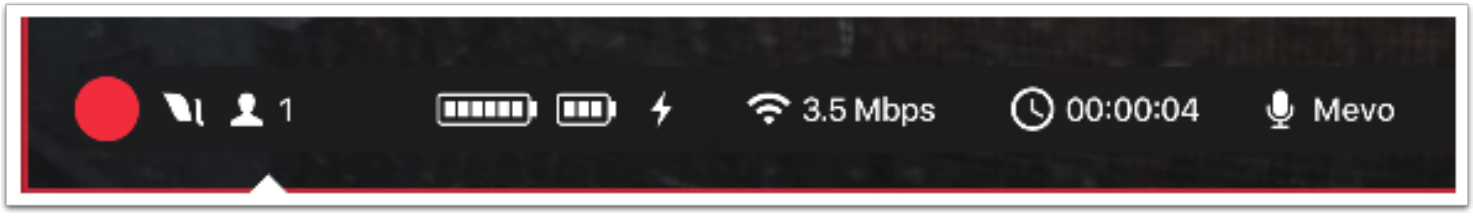


When you want to begin your broadcast, tap Start Stream.

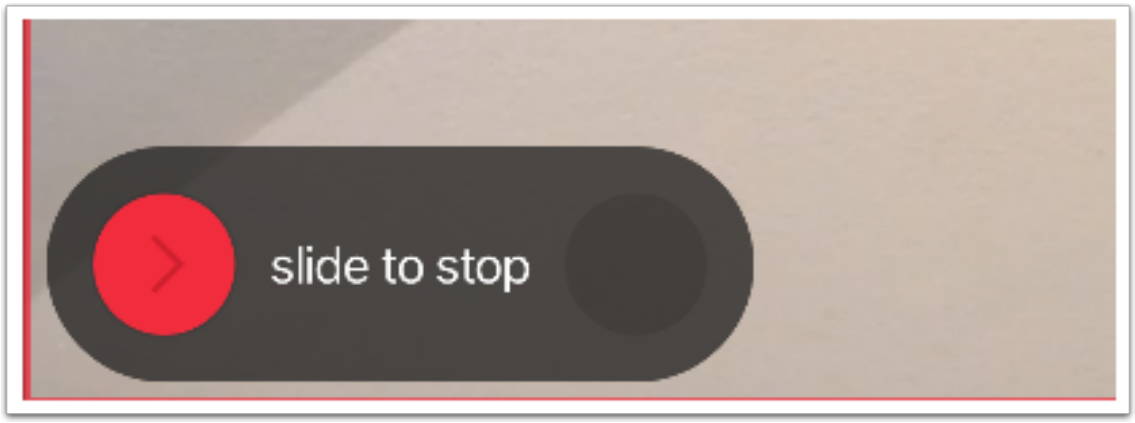


You will be redirected to the live edit view and your stream will have started. Tap the viewer indicator in the bottom right corner to see more information about your stream.

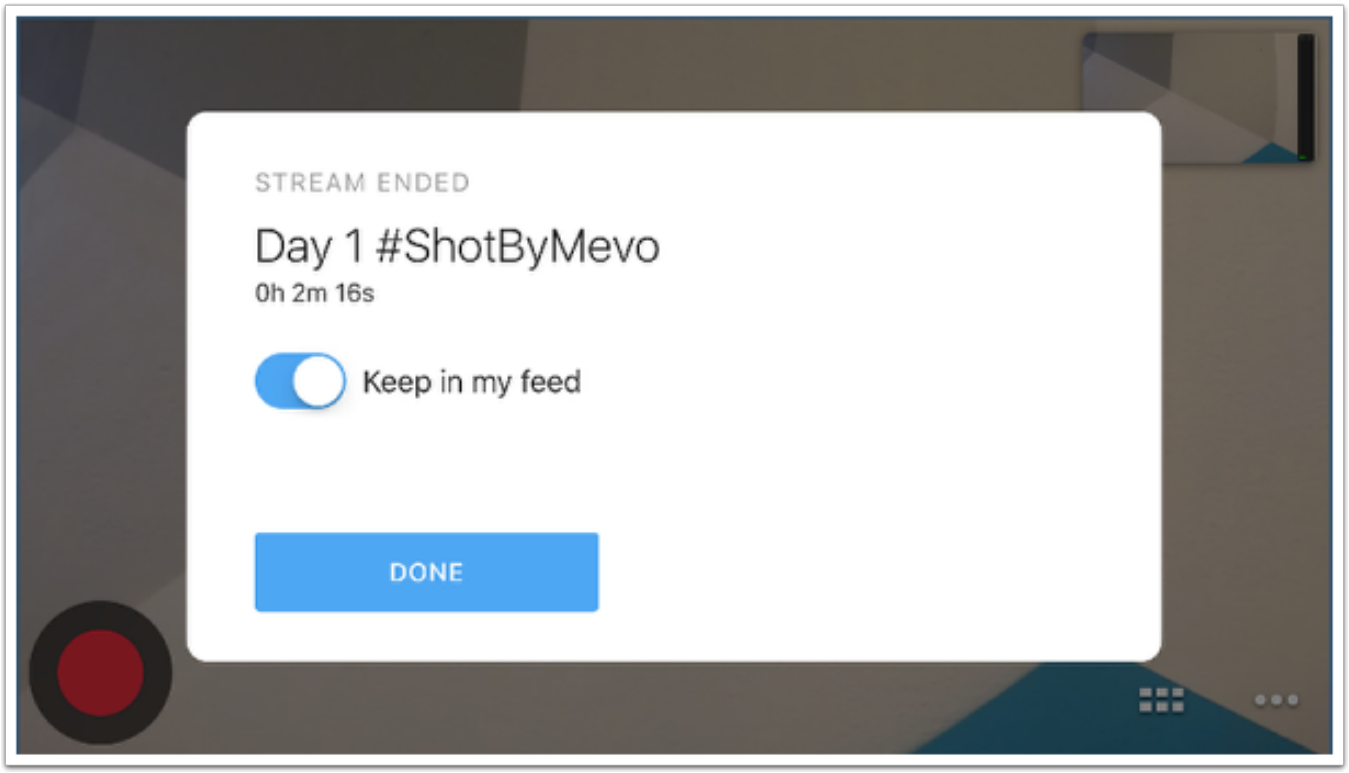




Tap the red button and slide it to the right to end the stream.

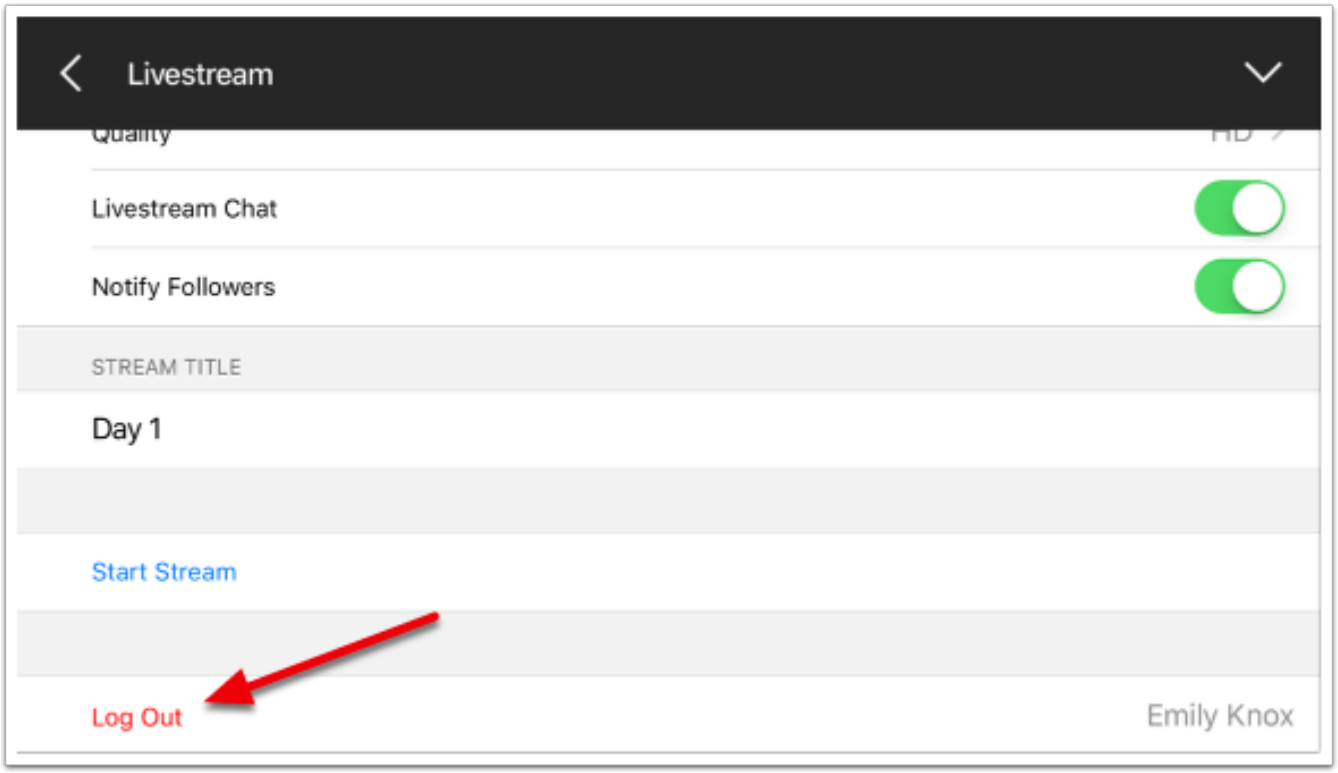


Choose whether or not to post the video on demand on your event page. Then tap Done.



Log Out of Livestream

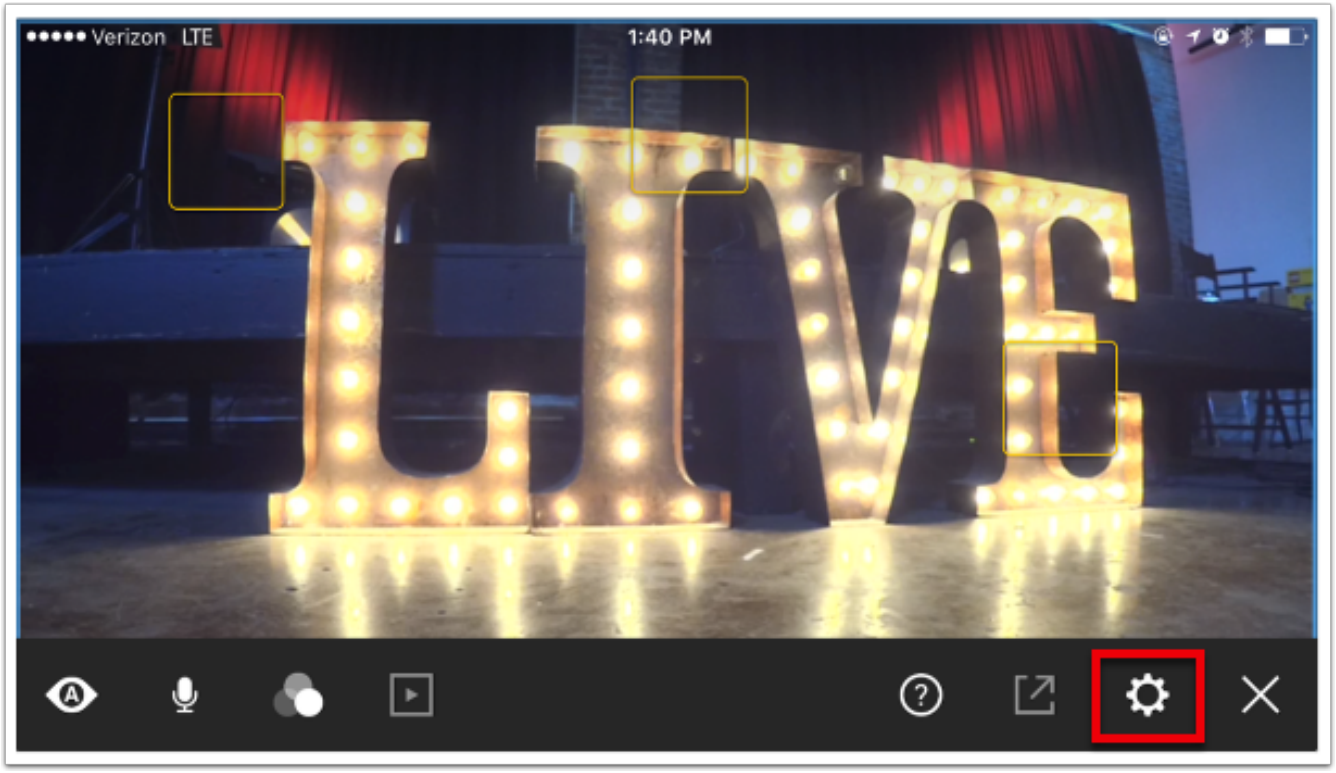
In Livestream settings, scroll down to the bottom of the menu and tap **Log Out**.



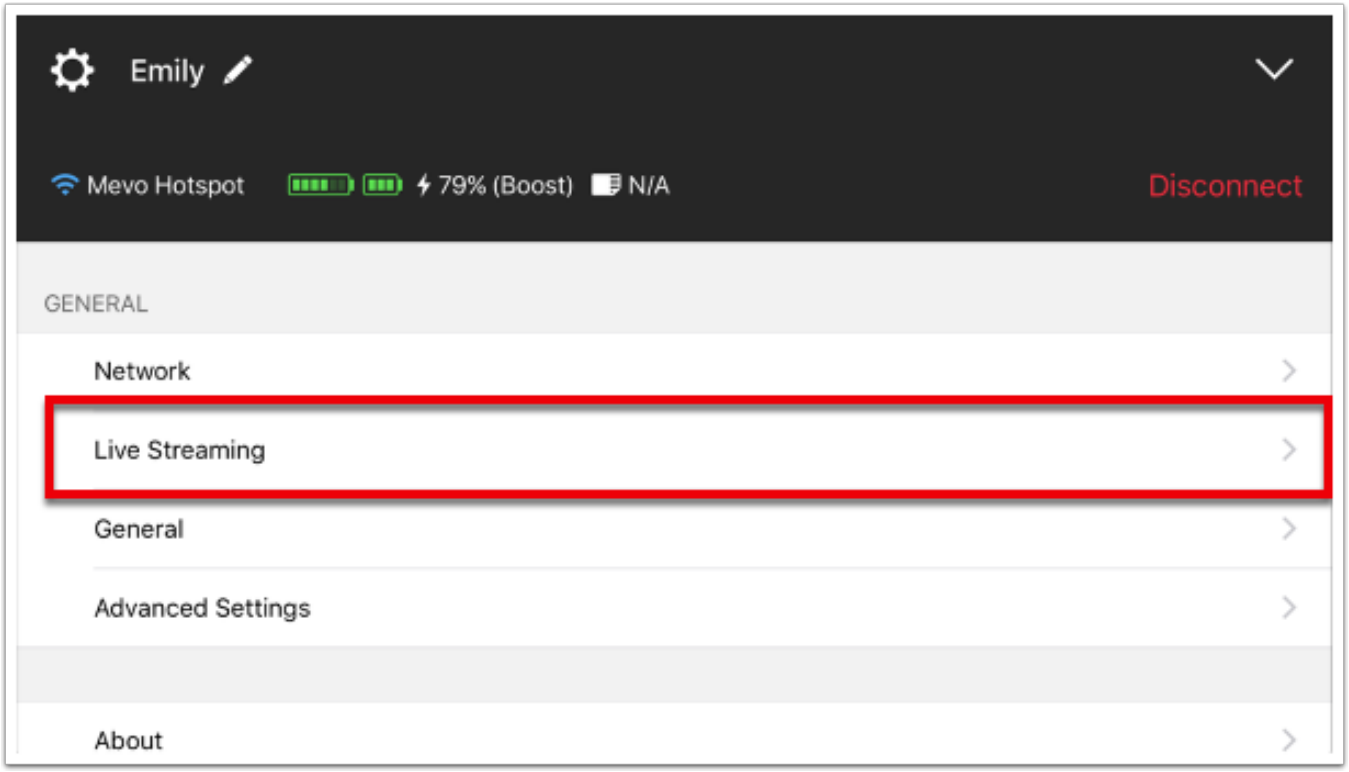
How Do I Notify my Livestream Followers When I Go Live?

Livestream allows you to choose whether or not to send a notification to your subscribed followers on Livestream when you go live via Mevo.

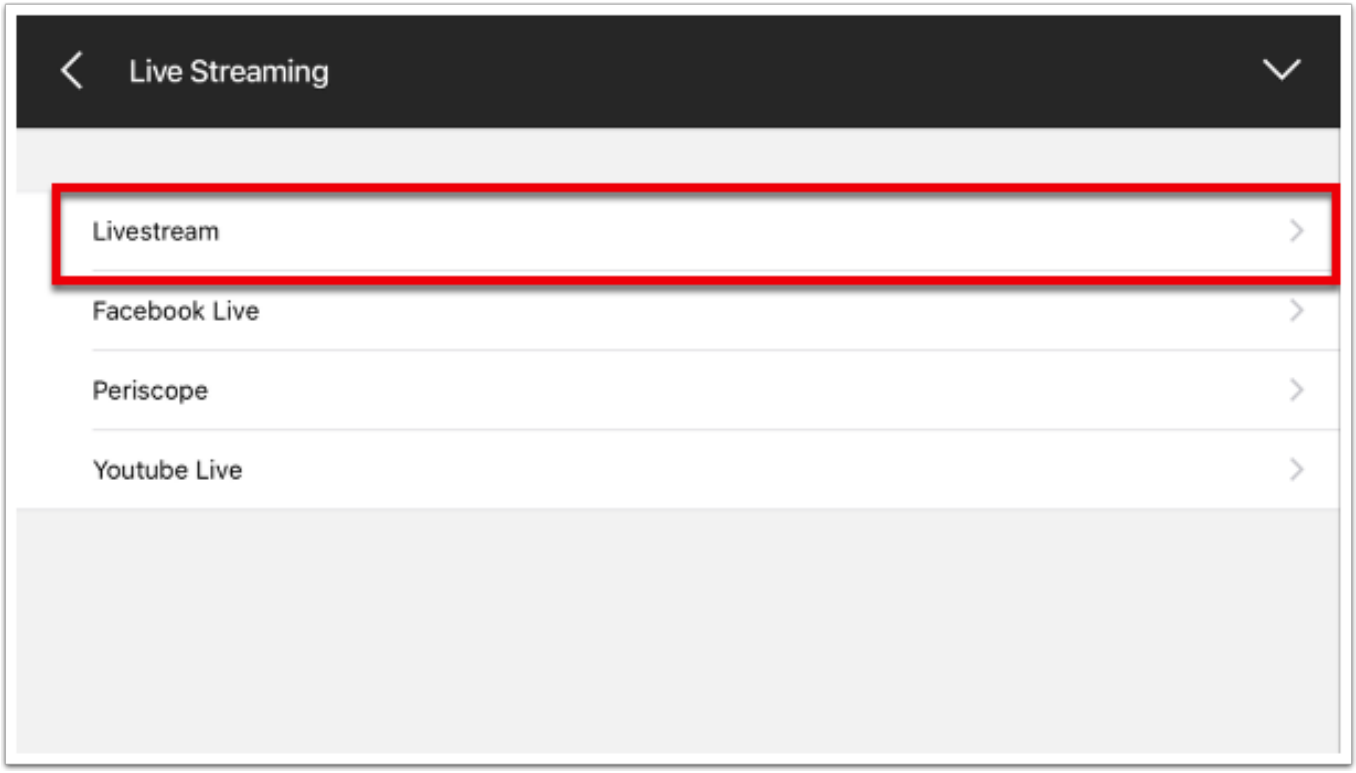
Navigate to Livestream's settings by tapping the More Options icon in the lower right corner of the live edit view, followed by the gearwheel.



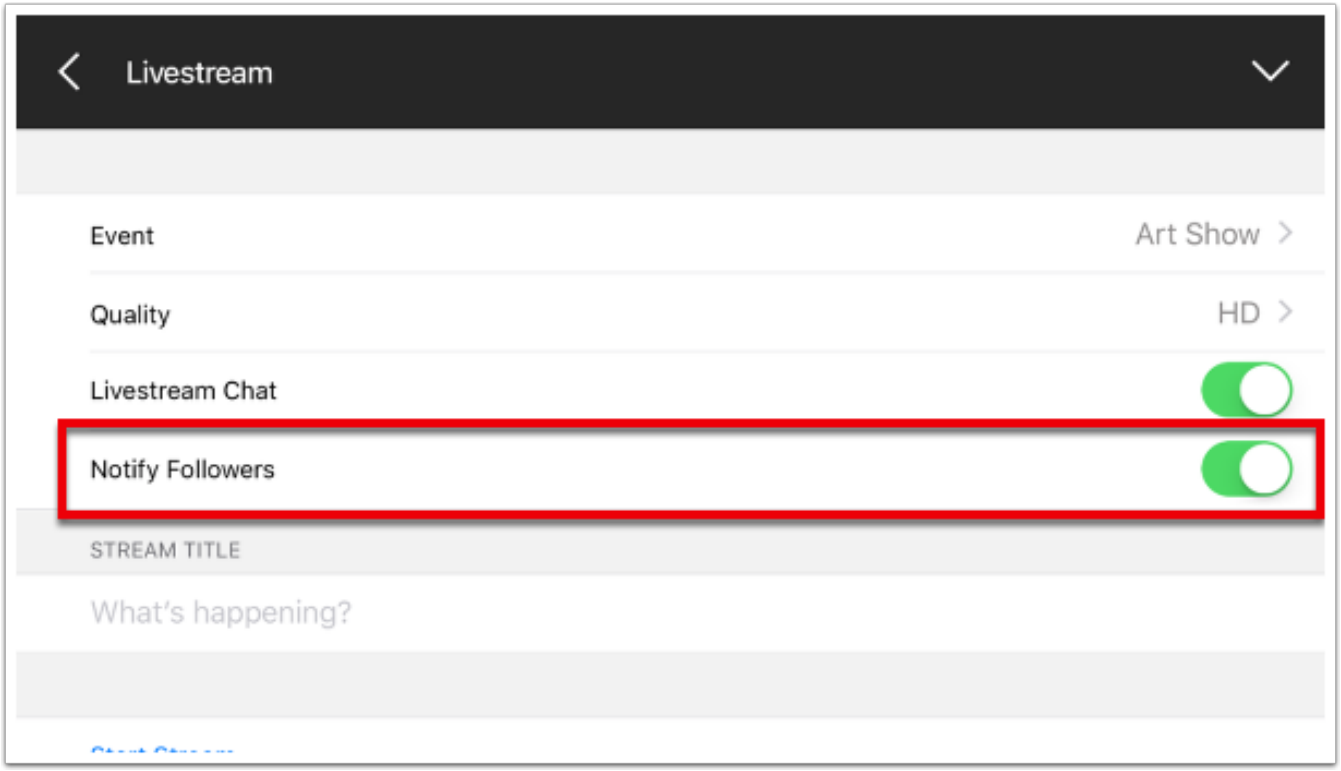
Select the Live Streaming menu.



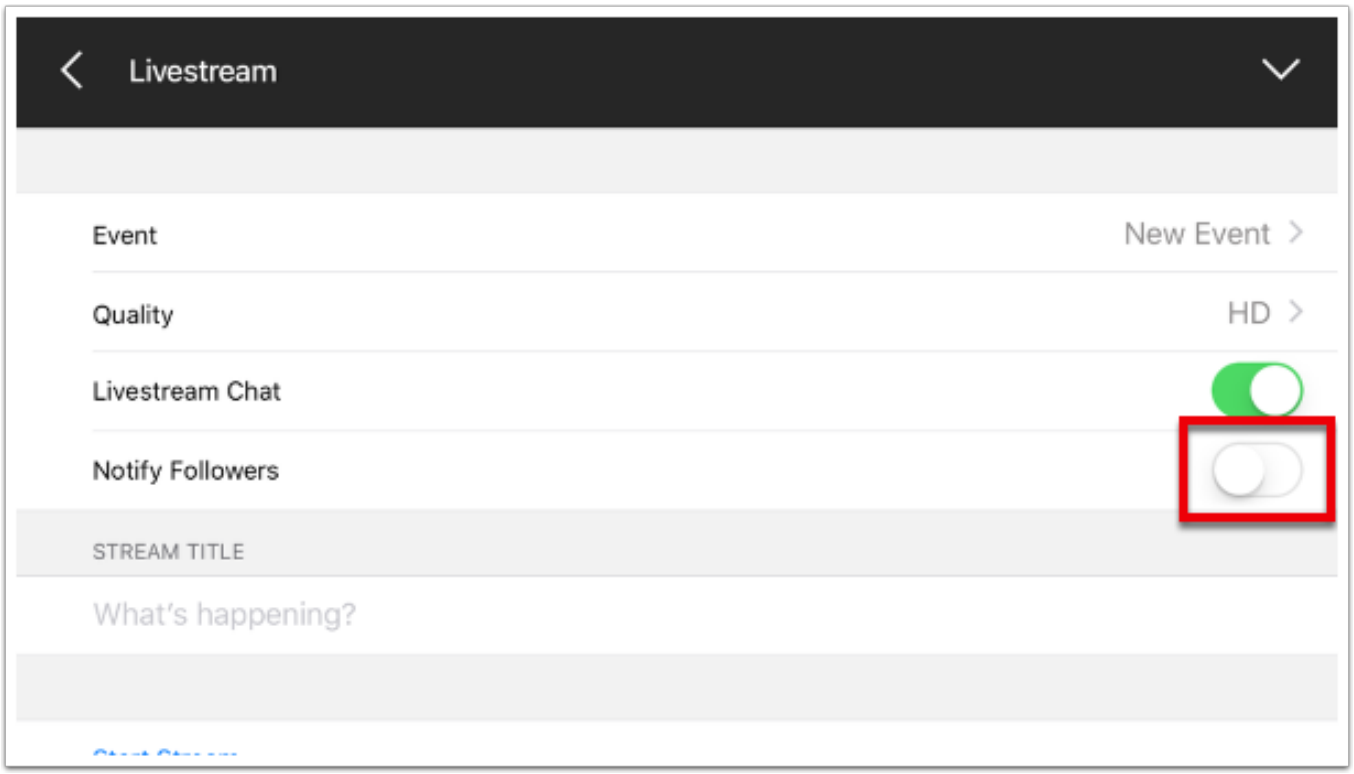
Tap Livestream.



The fourth 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.



Can Mevo Stream to Original Livestream?

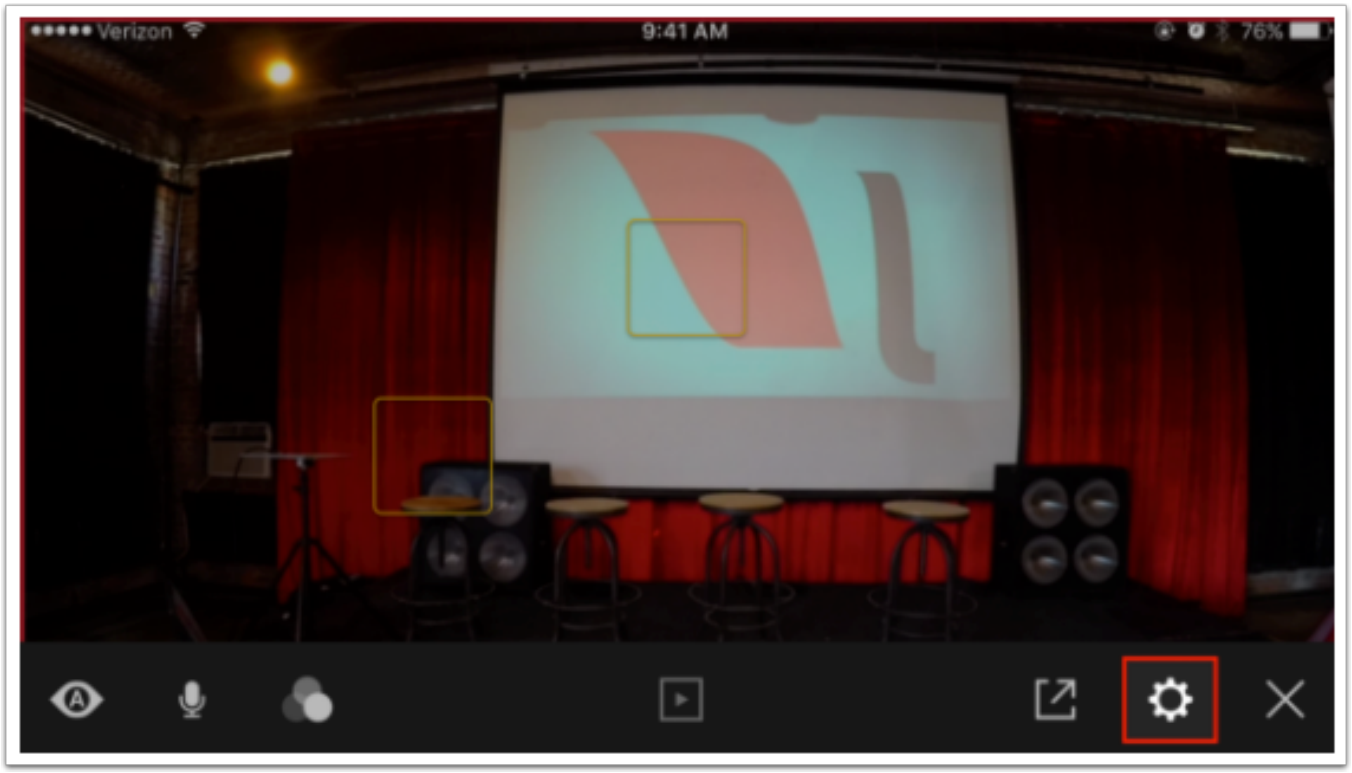
No, Mevo cannot stream to the legacy Original Livestream platform (secure.livestream.com). Mevo currently only streams to the current Livestream platform (livestream.com) and Facebook Live.

There are currently no plans to add Original Livestream as a streaming provider within the Mevo app. We apologize for the inconvenience.

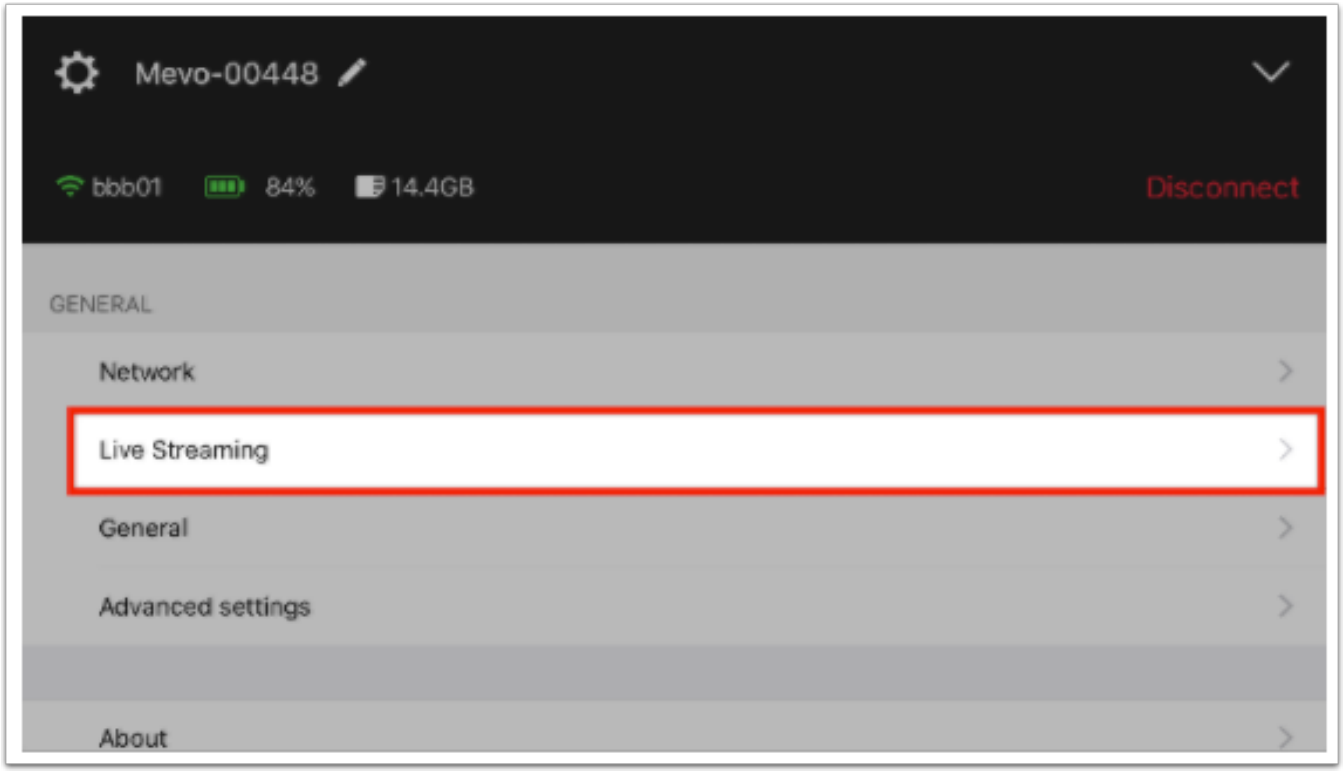
Logging Out Of Your Livestream Account

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.

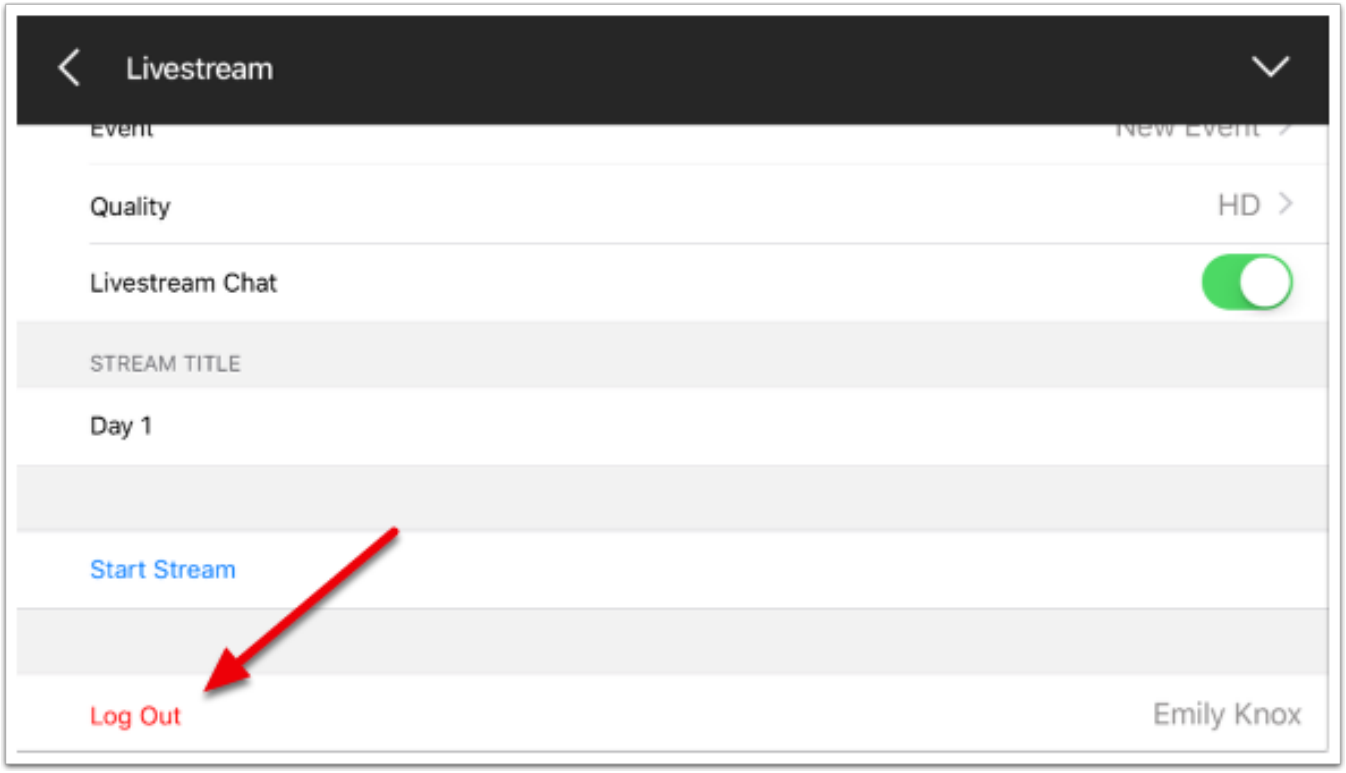
To log out of your Livestream account, open up your Mevo options menu, then tap on the gearwheel.



Tap on Live Streaming, then tap on Livestream.



in the Livestream menu, scroll down and 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.


Livestream
Quality
HD
Livestream Chat
STREAM TITLE
Day 1
Start Stream
Log Out
Emily Knox

Settings and Tips for Facebook Live

What is Facebook Live?

Facebook Live allows you to stream live events directly to your Facebook feed or groups.

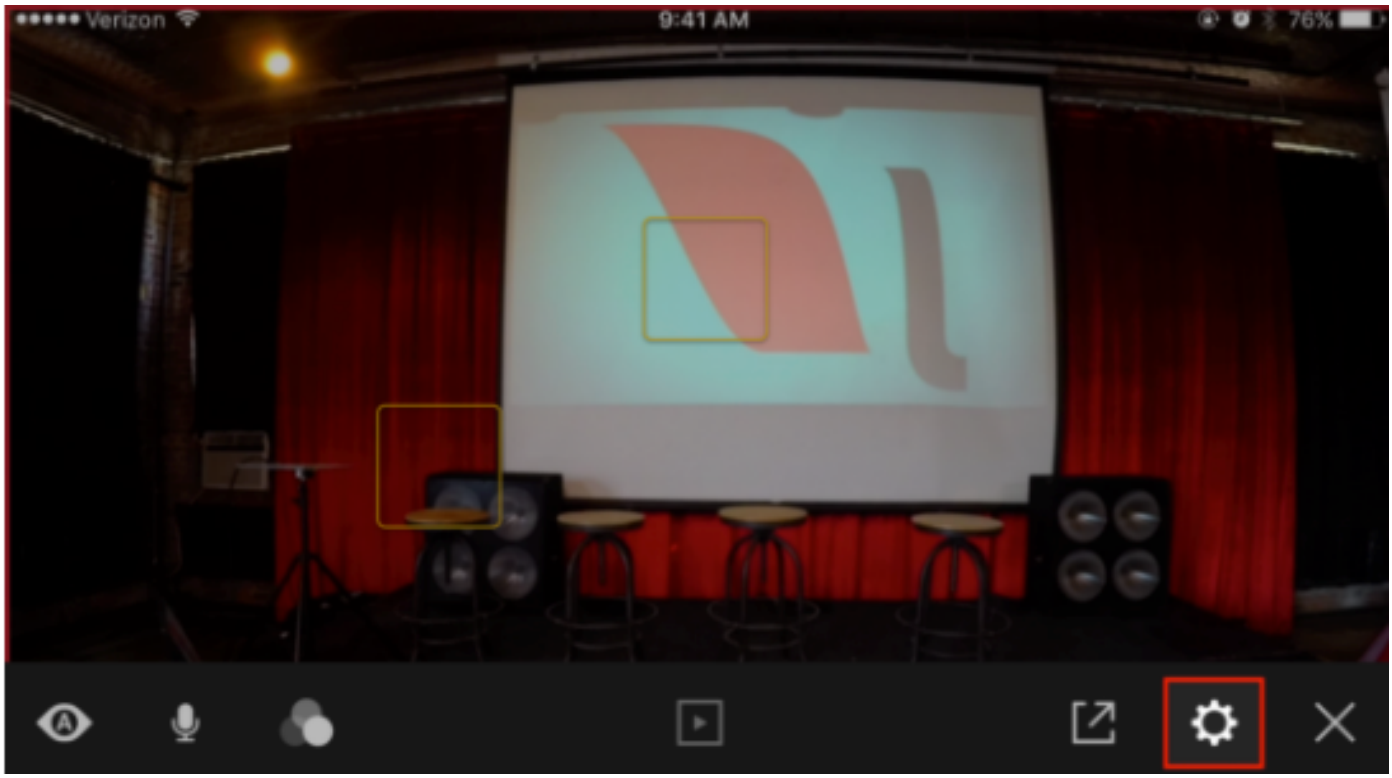
Use the Mevo to stream to Facebook Live in HD quality and share your events with the public or your friends.

Facebook Live current limits users to streaming up to four hours at a time.

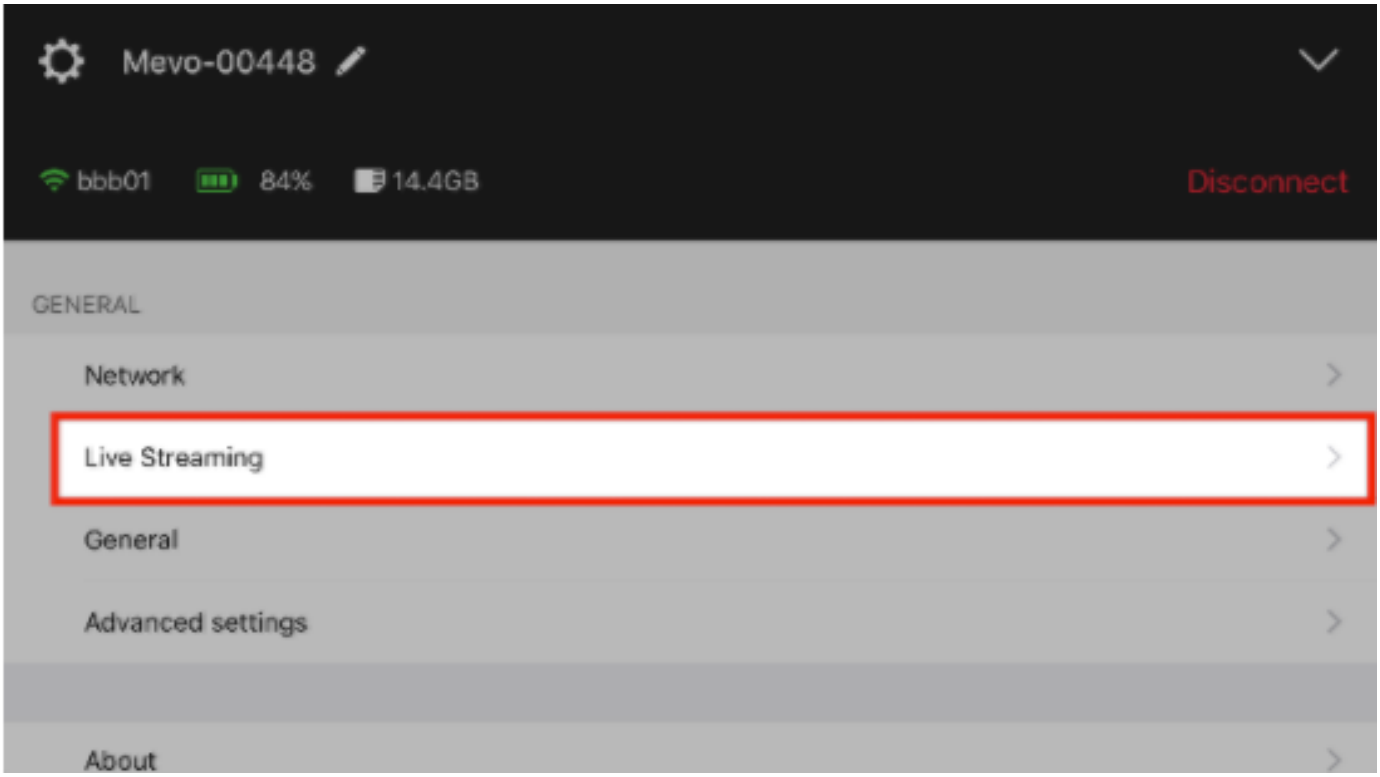
Facebook Account Settings and Options

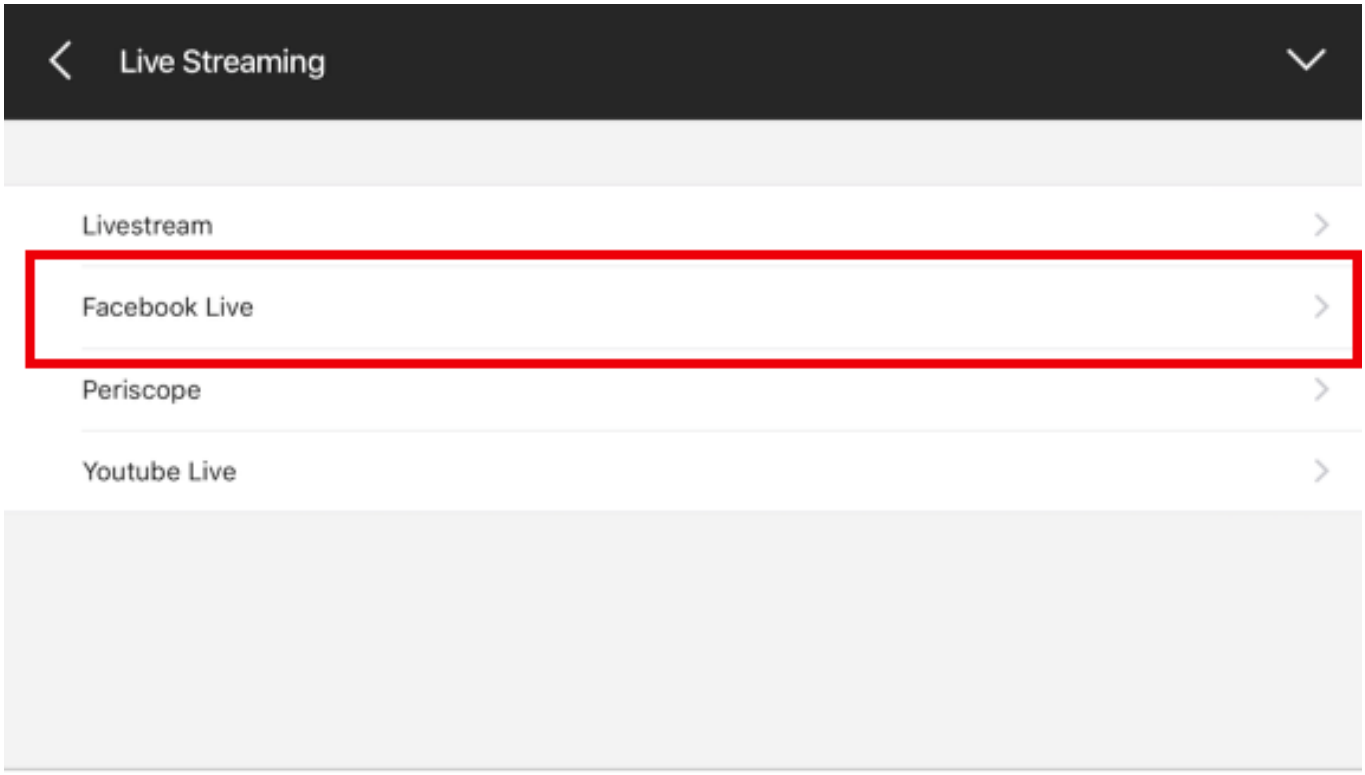
Mevo's settings allow you to change your Facebook stream's destination, audience, quality, among many other features such as enabling chat, continuous streaming, and more. You can also log out if you wish.

Open the Options menu in the app, then tap on the gearwheel icon.



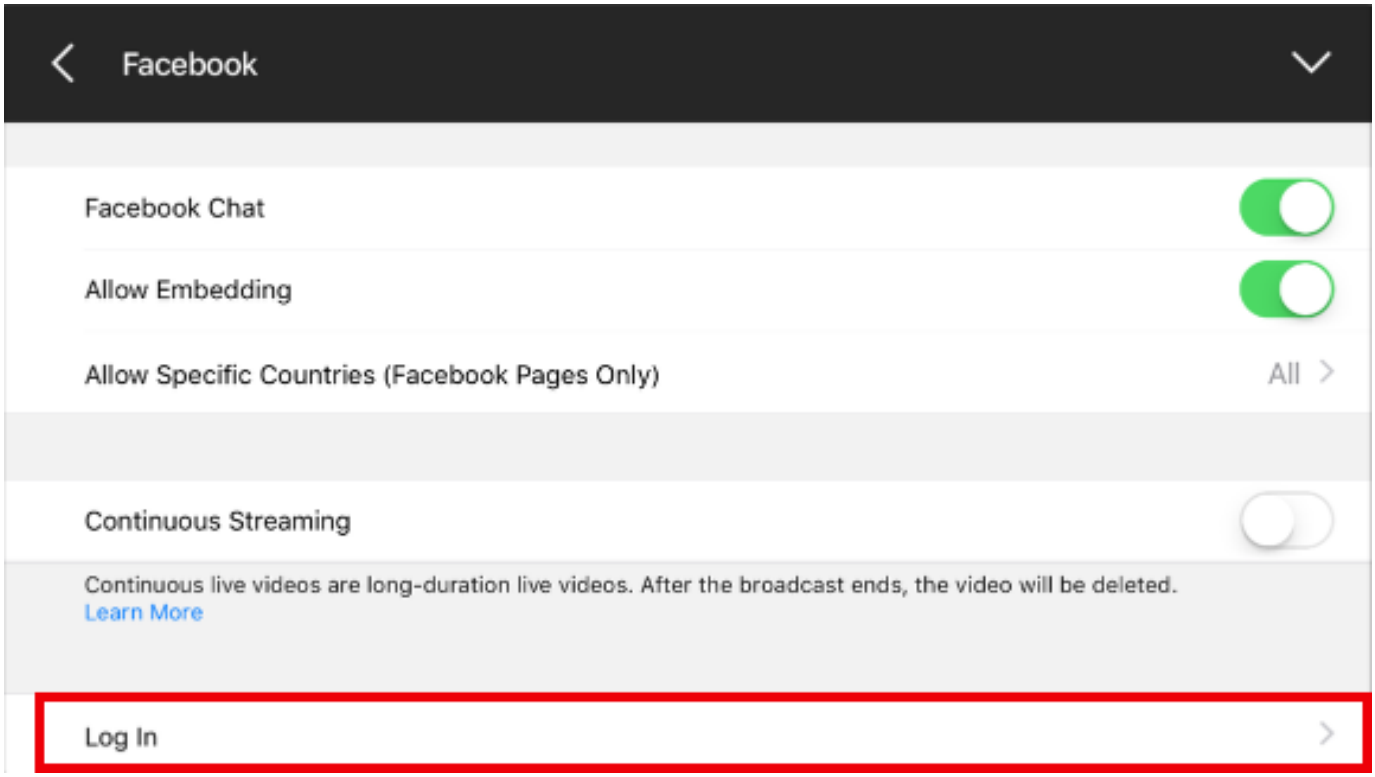
Tap on Live Streaming, then tap on Facebook Live.





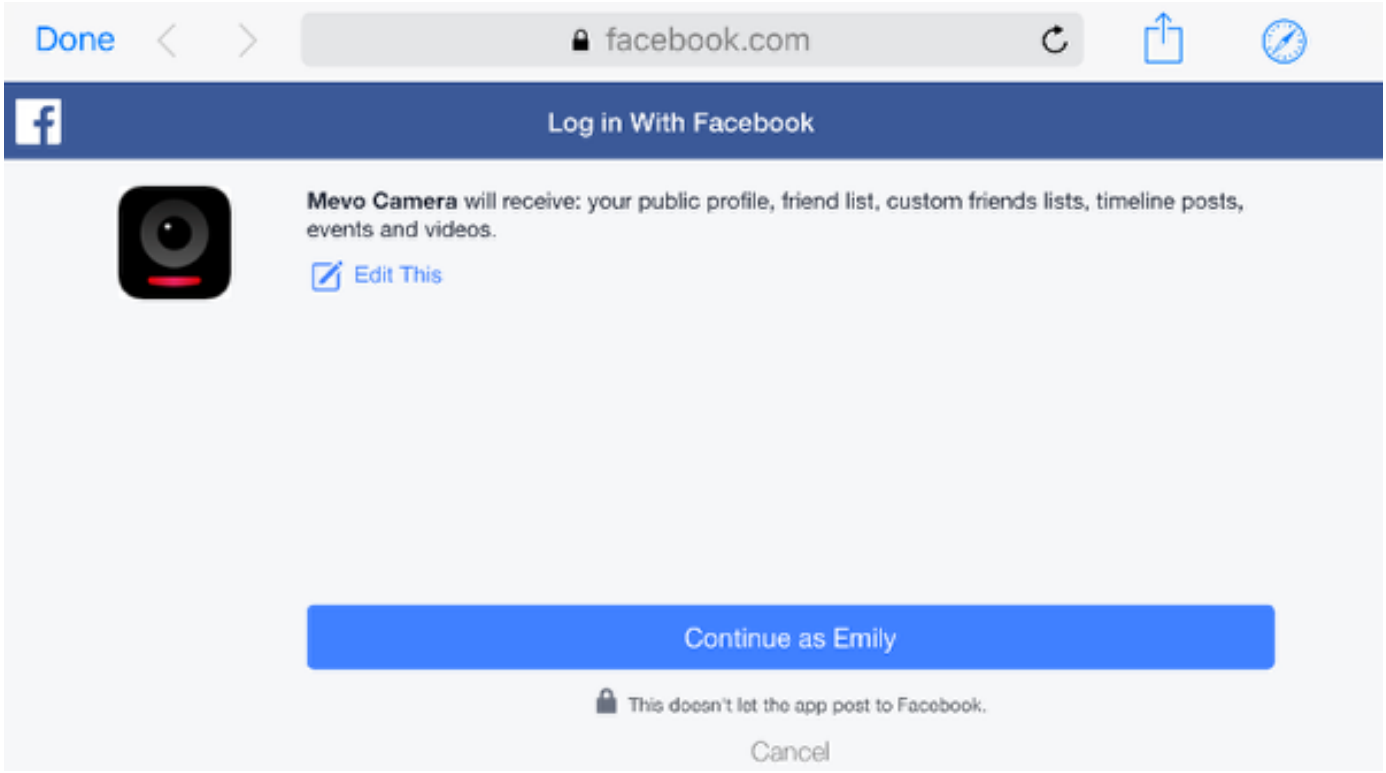
Log In To Facebook

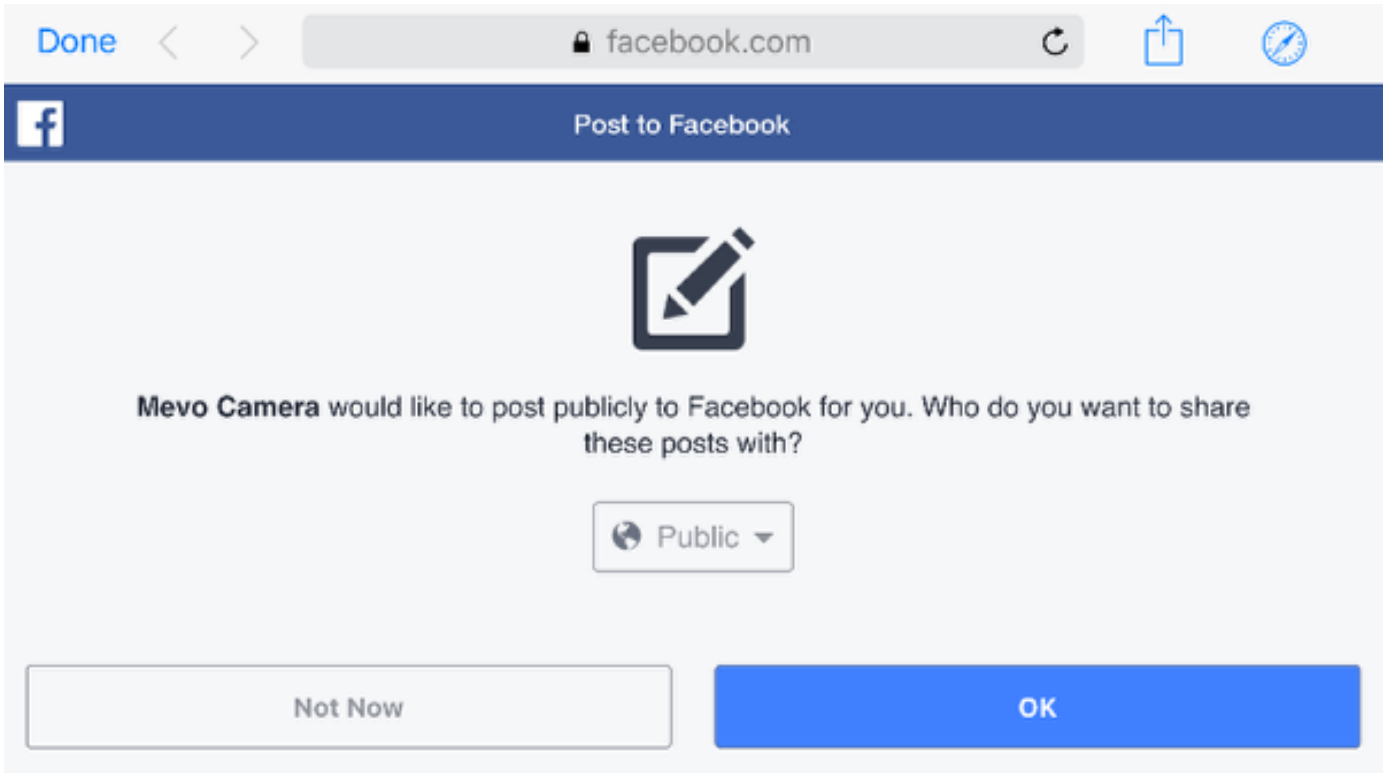
If you are not already logged in to a Facebook account, tap Log In at the bottom of the menu.



You will need to allow Facebook access to your profile, groups and pages you manage, and default audience.

⚠ 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.



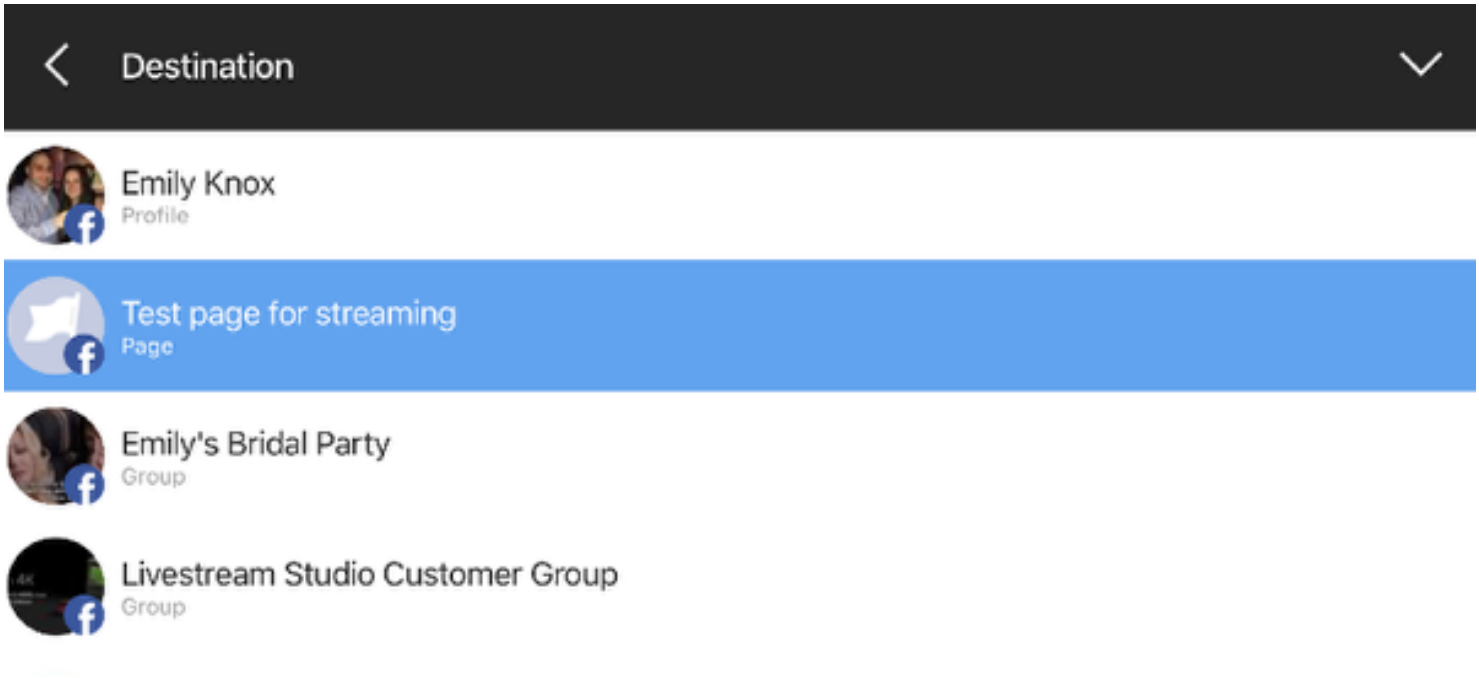


Once you allow all these permissions, you will be logged in and see more options in your settings menu.

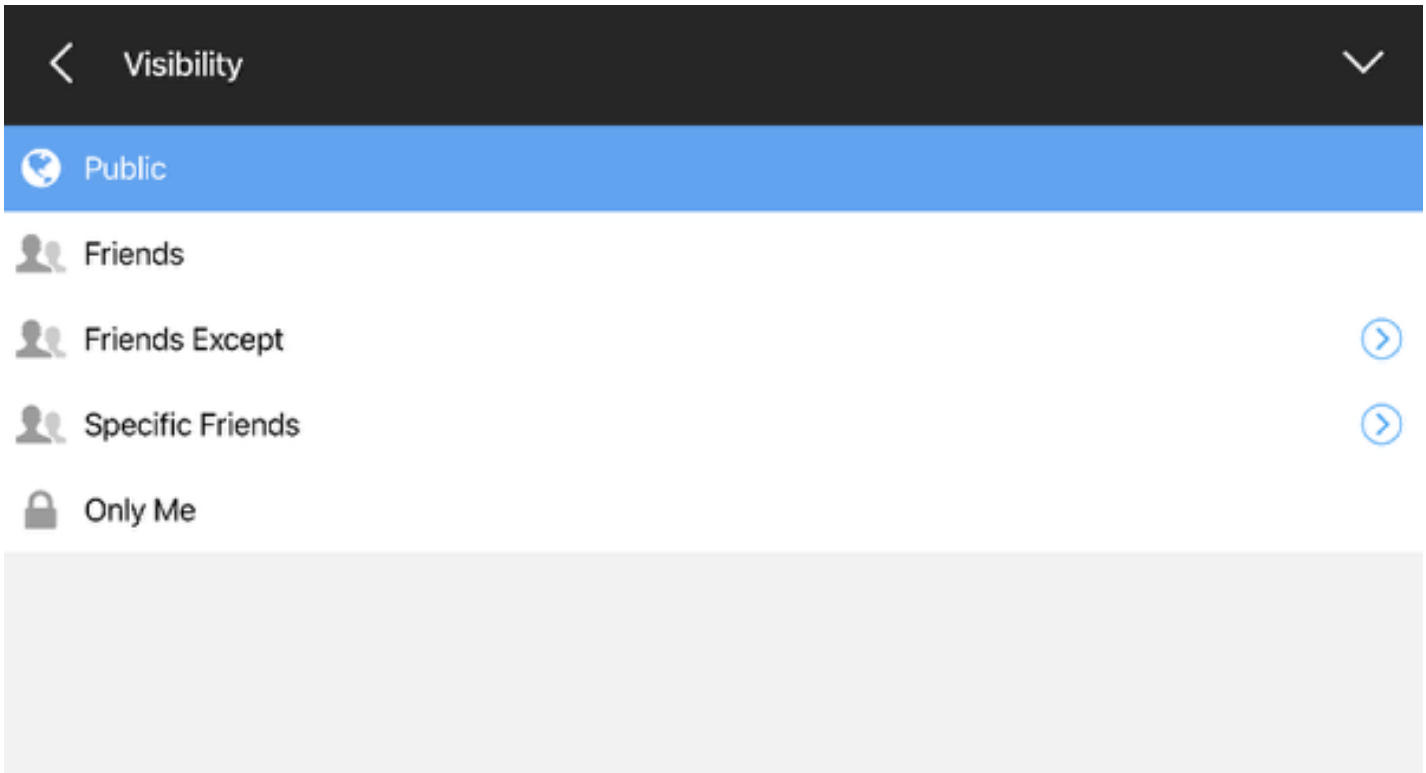
Configuring Stream Settings

In the Facebook settings, the first option you can configure is your stream Destination (in other words, where on Facebook your stream will be broadcast to). Tap it to choose between your personal account, any pages or groups of which you are an admin, or any events you RSVPed to. Once you tap your desired destination, the app will navigate back to the Facebook menu.

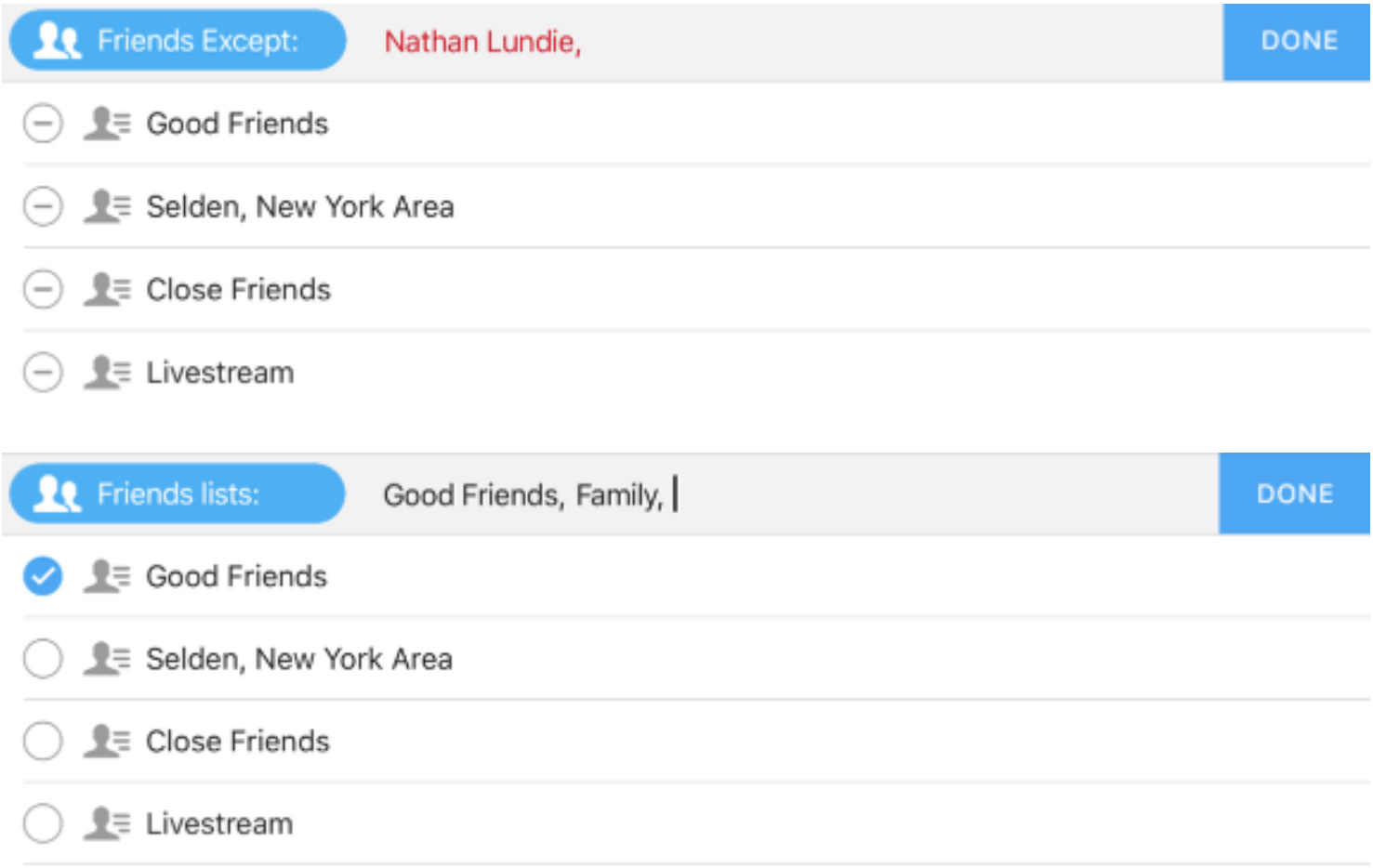
As of version 1.5 of the Mevo app, you can now use your Mevo to produce scheduled livestreams on Facebook.



Next is **Visibility**, where you can choose your audience (Public, Friends, custom audiences, or Only Me). **Public** will give your stream the most reach, whereas **Only Me** is ideal for testing. Once you select one, you will navigate back to the Facebook menu automatically.



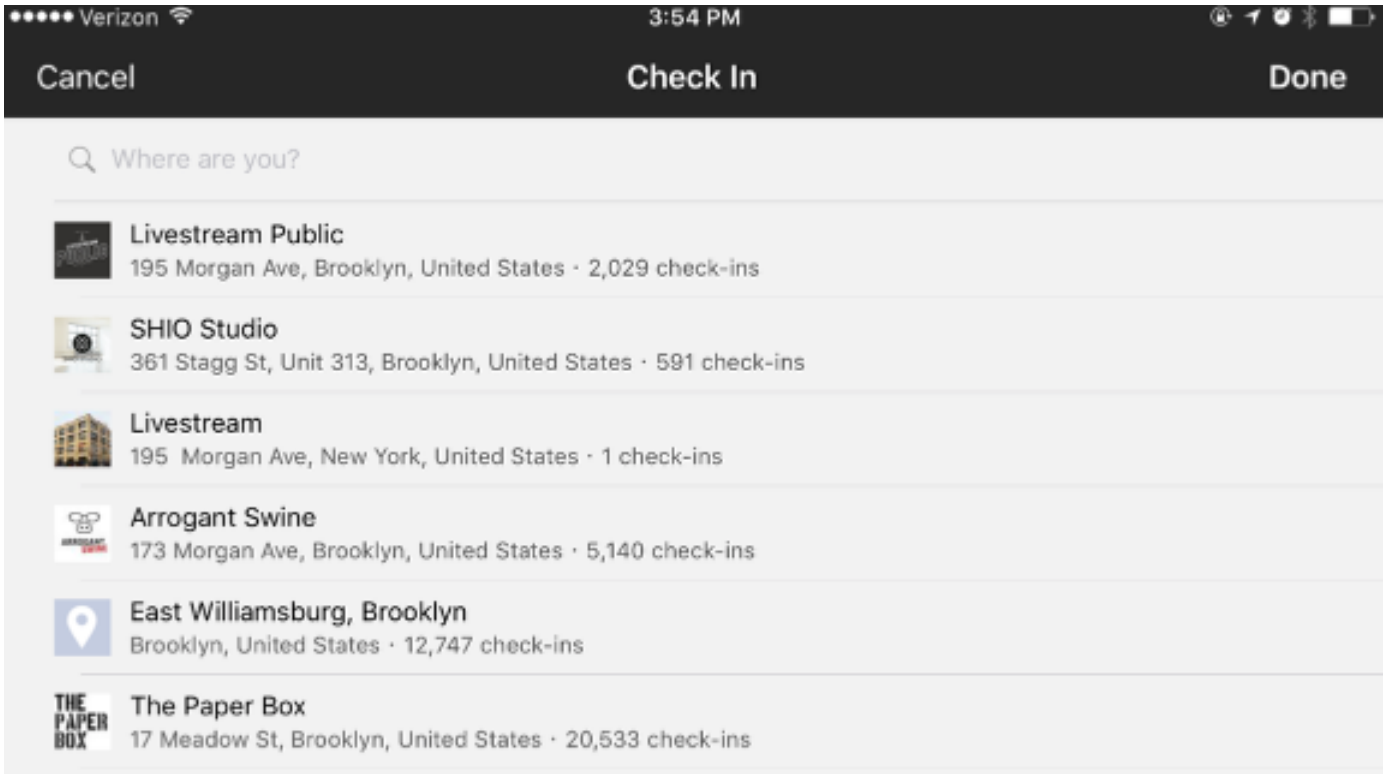
Selecting Friends Except allow you to stream to all of your Facebook friends, but list people or friend groups whom you do not want seeing the stream. Selecting Specific Friends will allow only those you choose to see your stream. Type a friend's name to add them to this list or select a friend group.



Next, choose your stream quality. Make sure to test your network's upload speed and choose your quality accordingly.

Please note that 1080p streaming is not supported on Facebook Live. HD will send at 720p.

You can add your location to your stream. Tap Geolocation and you can either type in your location or select it from the list.

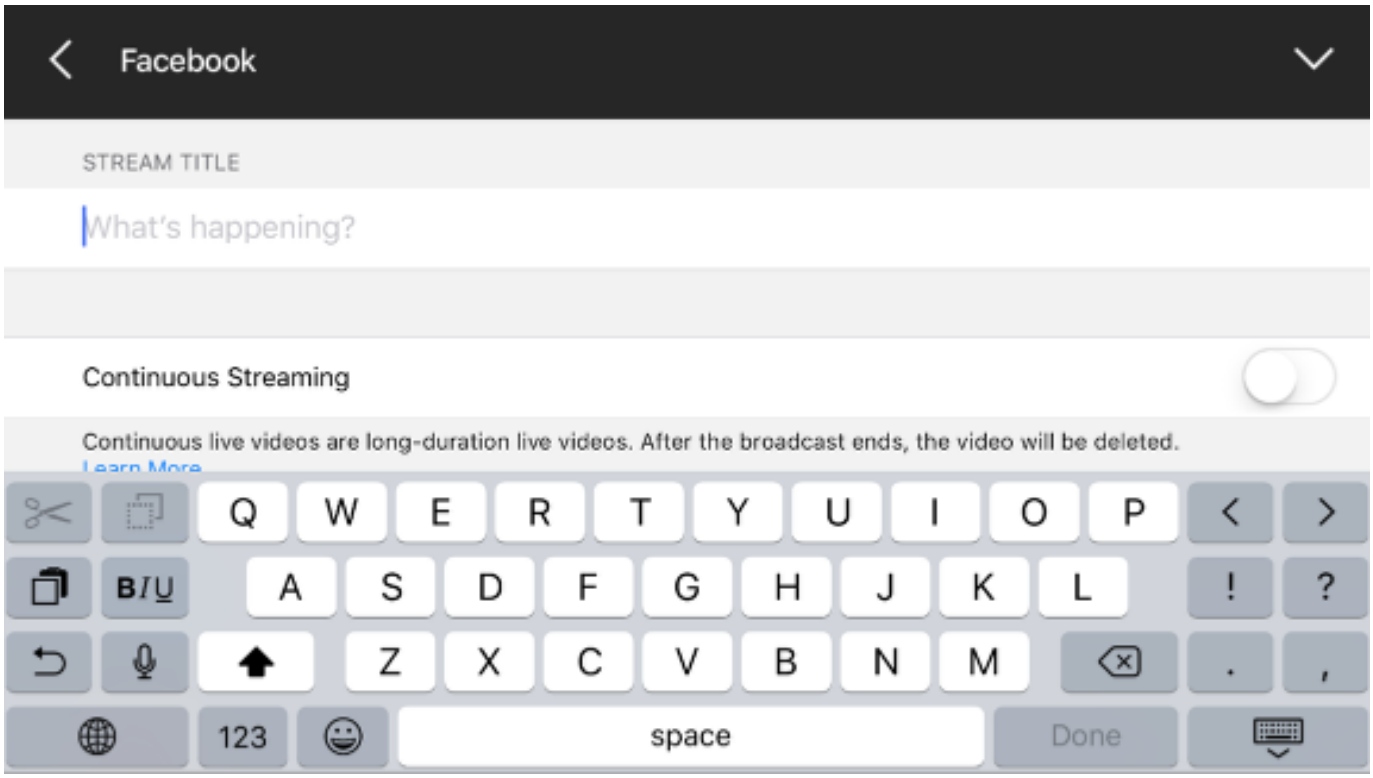


Next, you can toggle Facebook Chat and Allow Embedding on and off.

If you are are streaming to a Facebook Page, you can restrict your audience by country by tapping Allow Specific Countries.

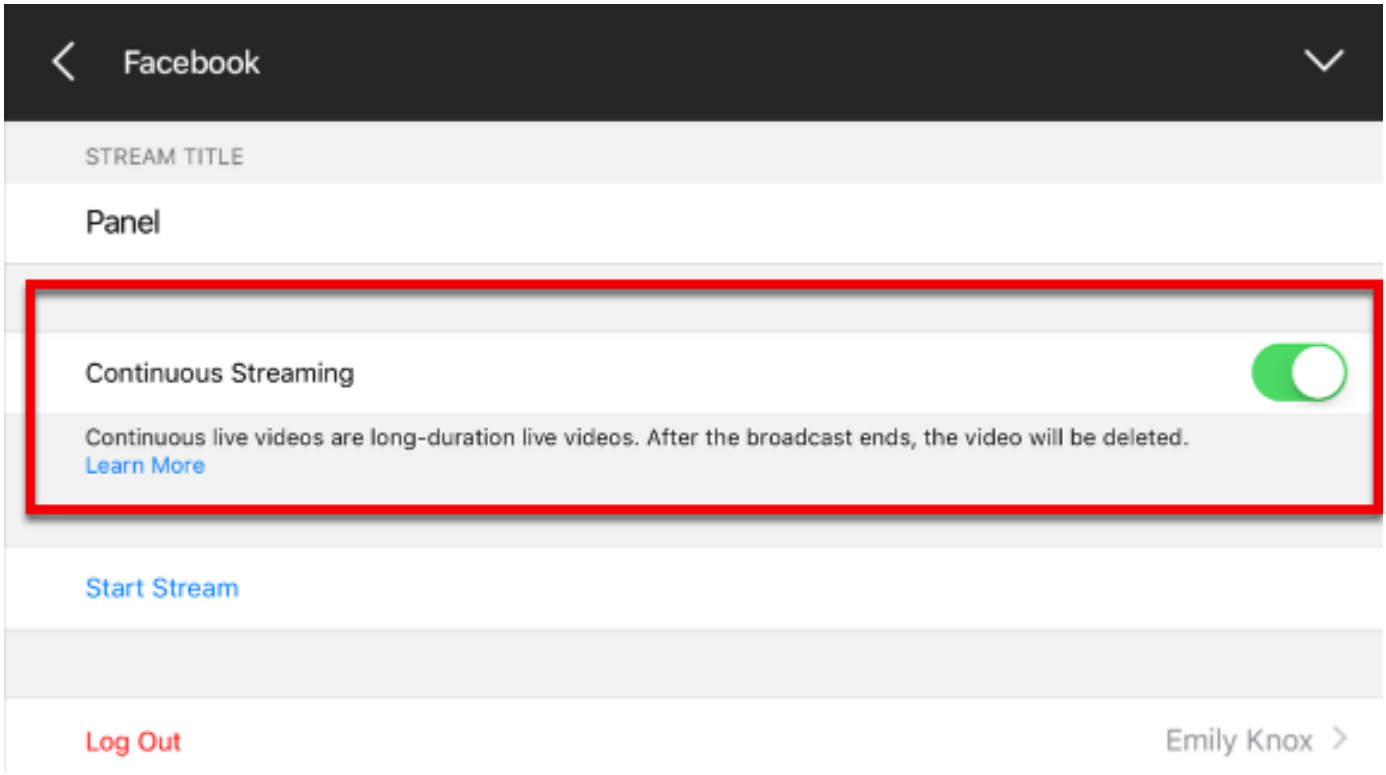
Going Live

Scroll down further in Facebook settings to go live to Facebook. First, tap under **Stream Title** to give your stream a title, then tap **Done**.

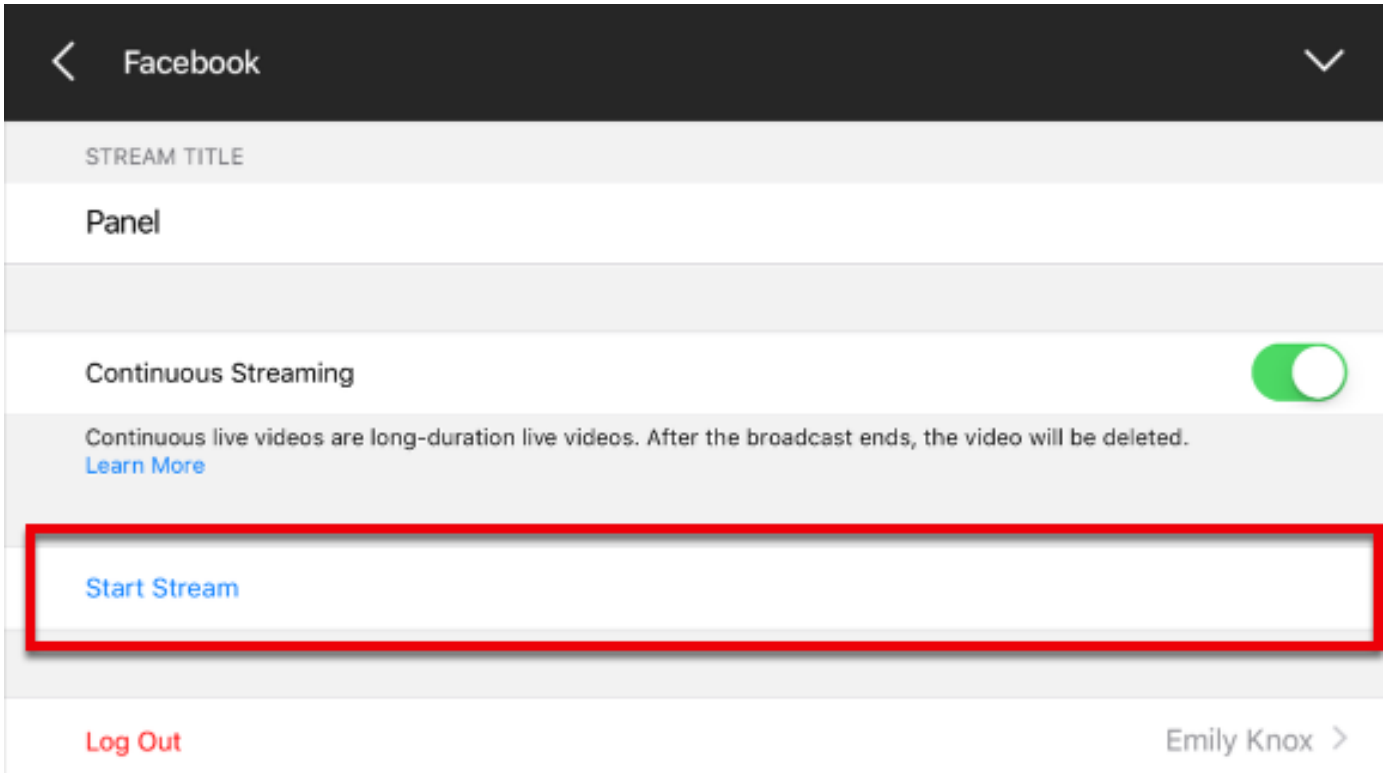


Continuous Streaming allows you to bypass Facebook's four-hour streaming limitation.

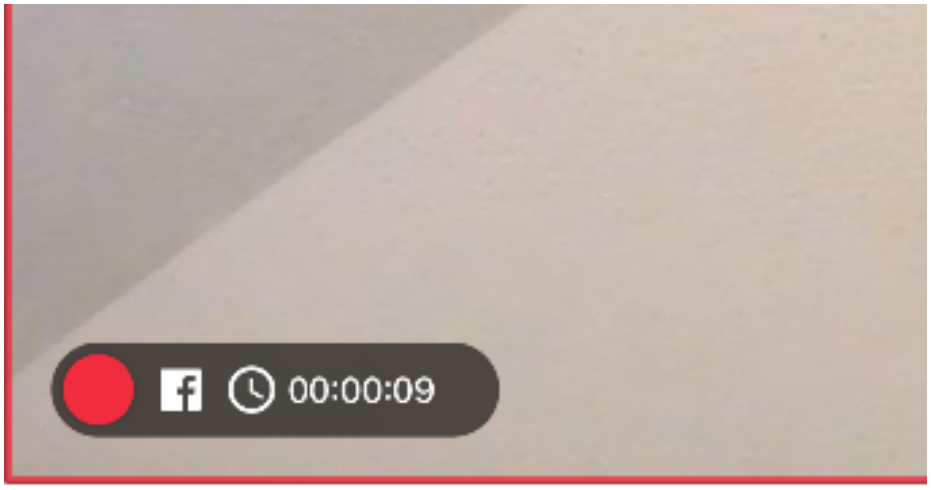
> ⚠ Turning this on will not save a video on-demand on Facebook.

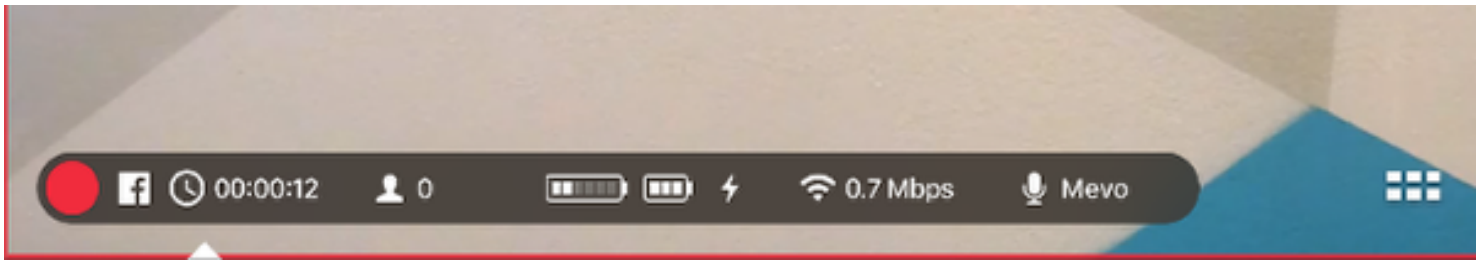


When you are ready to go live, tap Start Stream.

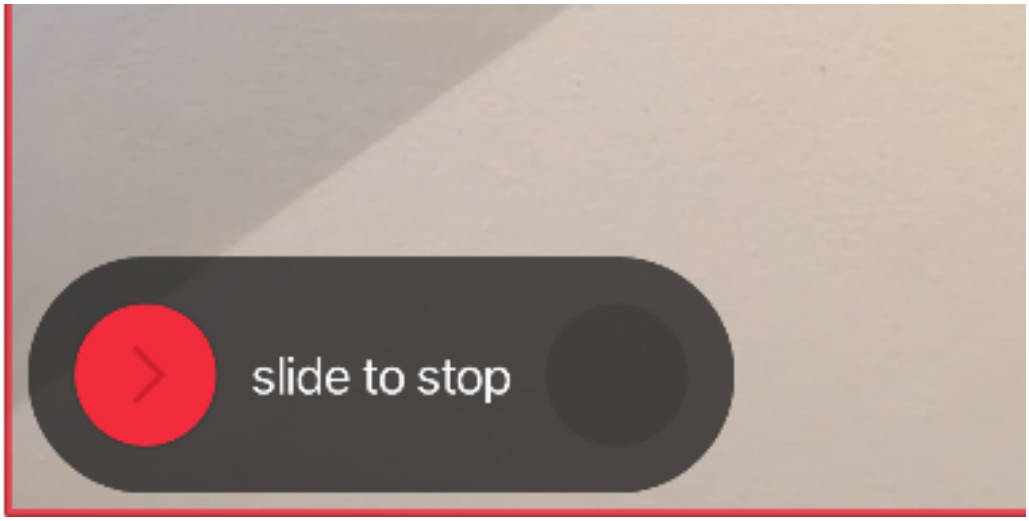


You will be redirected to the live edit view, where in the bottom right corner, you will see the Facebook logo and a timer. Tap it to see more information about your stream.

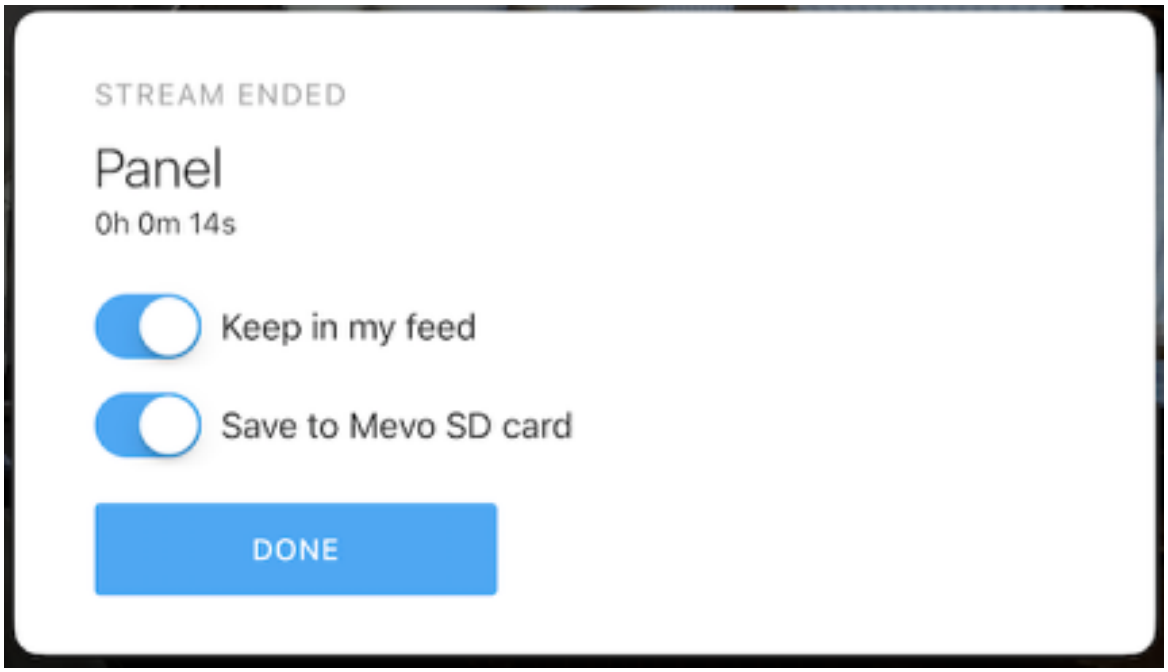




To end the stream, tap the red dot, and then slide the new, larger red dot to the right.

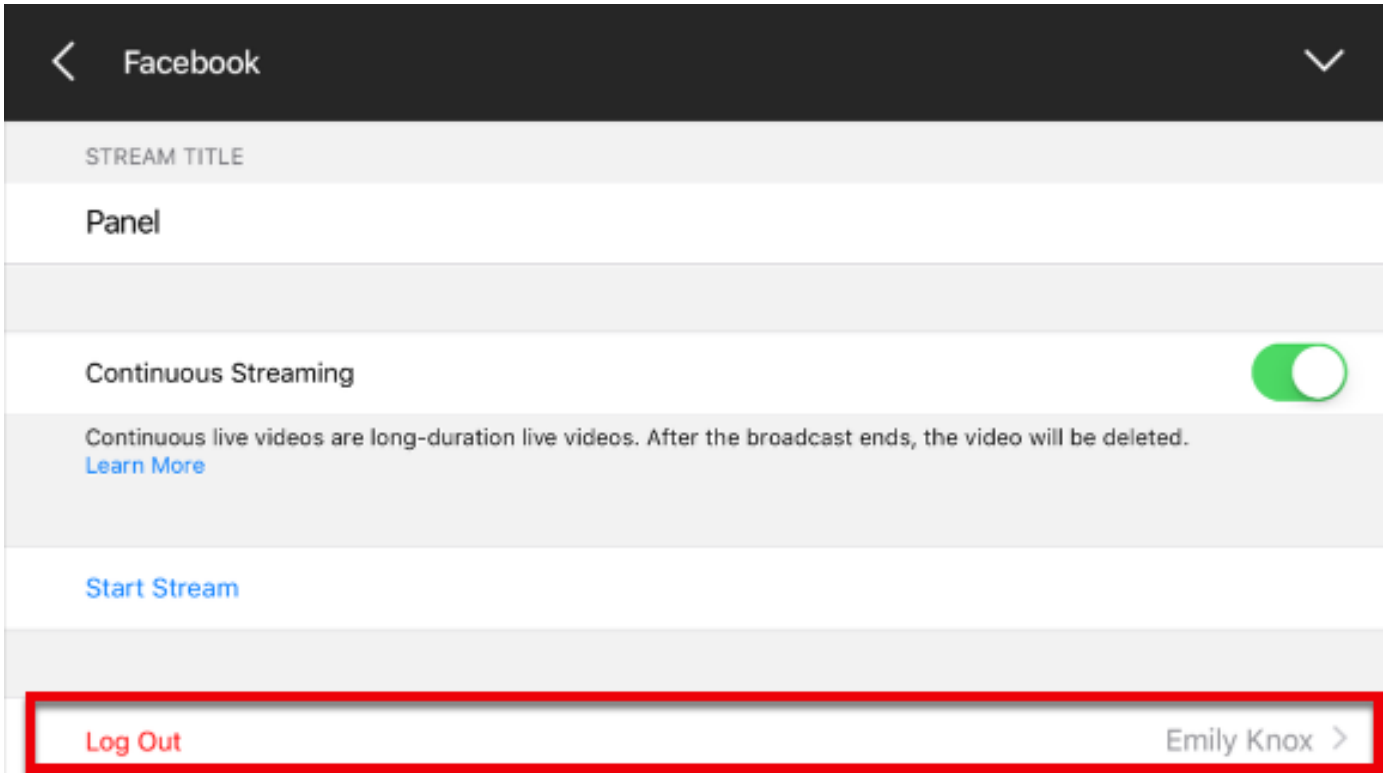


You can choose to keep your stream in the feed or not. After making your selection, tap Done.



Log Out of Facebook

Scroll to the bottom of Facebook settings. Here, you can tap Log Out to log your Mevo out of Facebook.

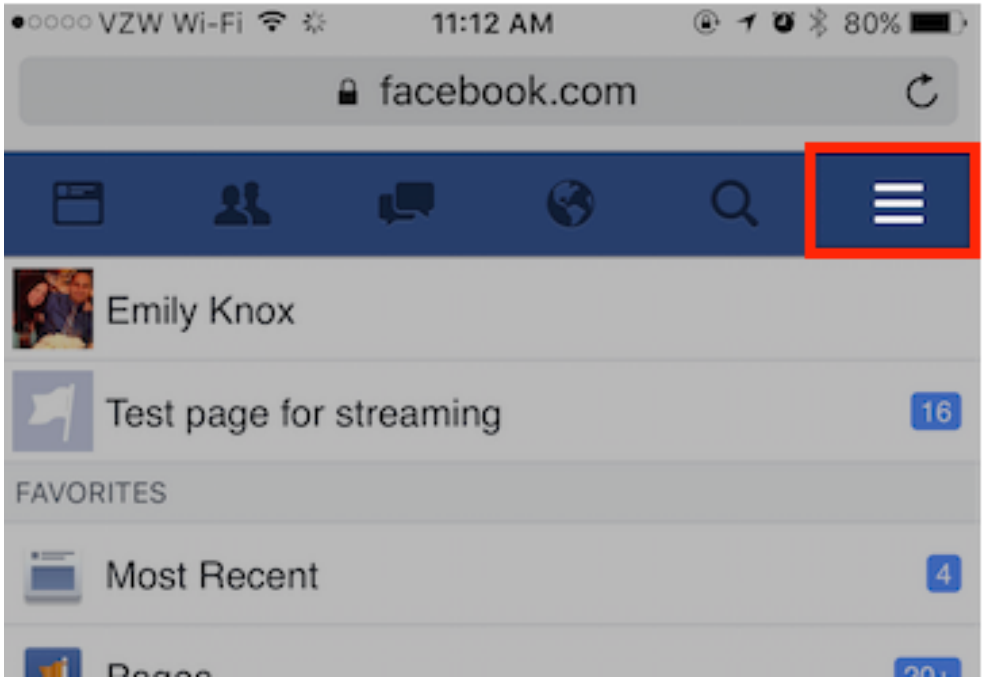

Facebook
STREAM TITLE
Panel
Continuous Streaming
Continuous live videos are long-duration live videos. After the broadcast ends, the video will be deleted.
Learn More
Start Stream
Log Out
Emily Knox

Log into a Different Facebook Account

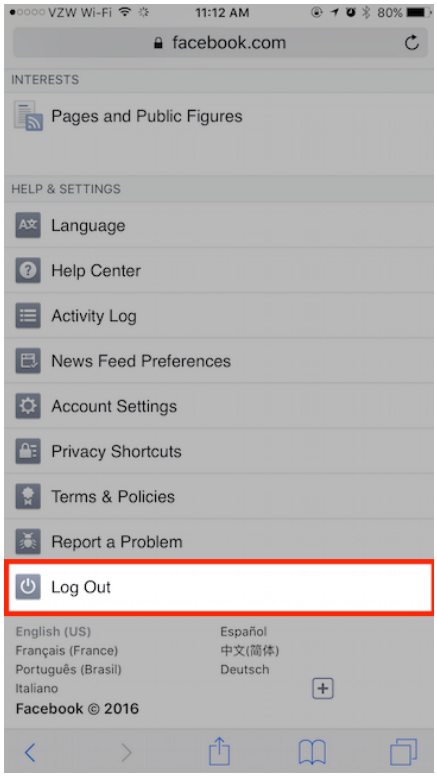
The Mevo app will default to whichever Facebook account is logged into your mobile device's browser.

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.

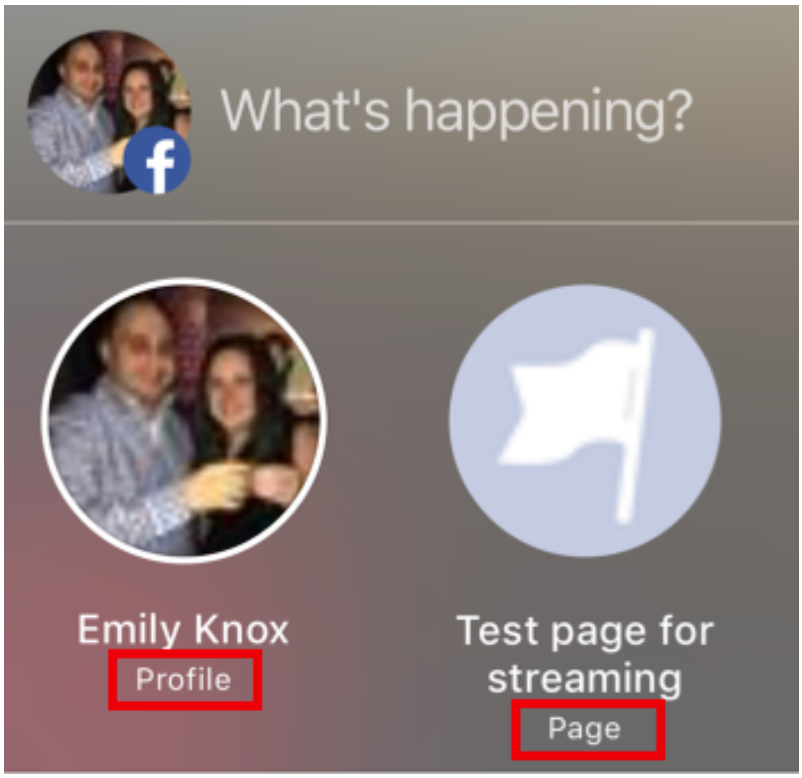
How Can I Stream to a Facebook Group or Page?

Mevo supports streaming to Facebook Groups, Pages, and Events.

You must login to the Mevo app with a Facebook account that is listed as an administrator for that Group or Page.

⚠ If you wish to stream to a Page, you must be either an Administrator or Editor of that Page. This does not apply to Groups or Events.

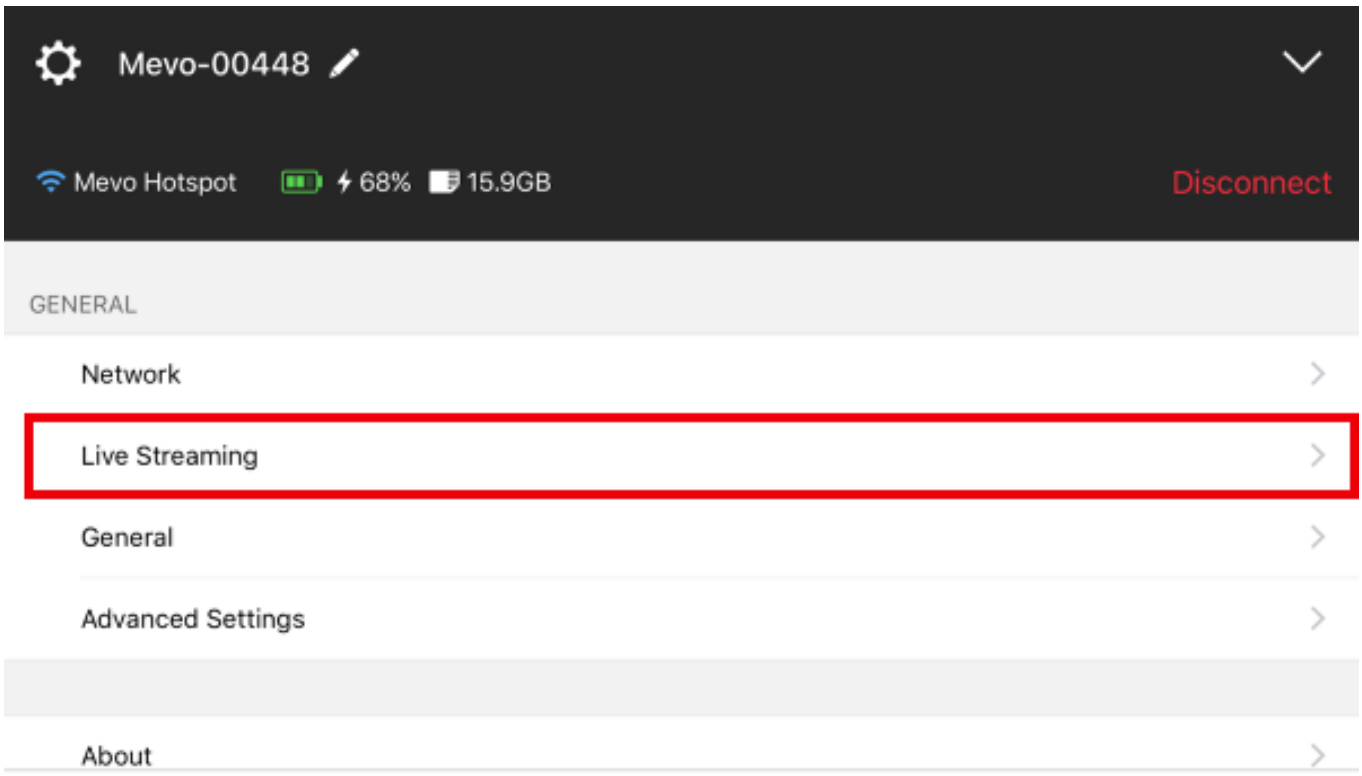
Once logged in, tap the red button to start a stream and select Facebook. Your profile will be listed first, followed by pages and groups of which you are an admin.



Scrolling to the left will reveal more groups and events.

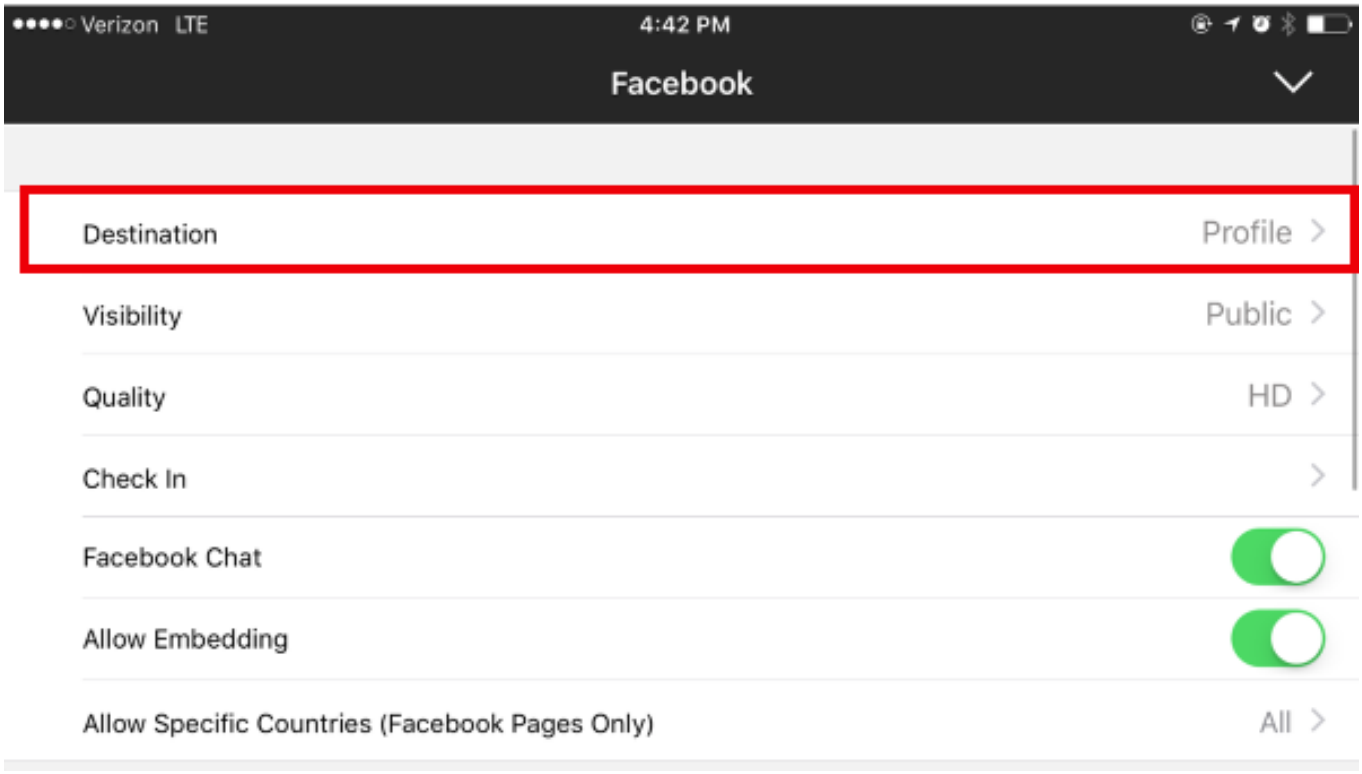
Once selected, start your stream like you would normally.

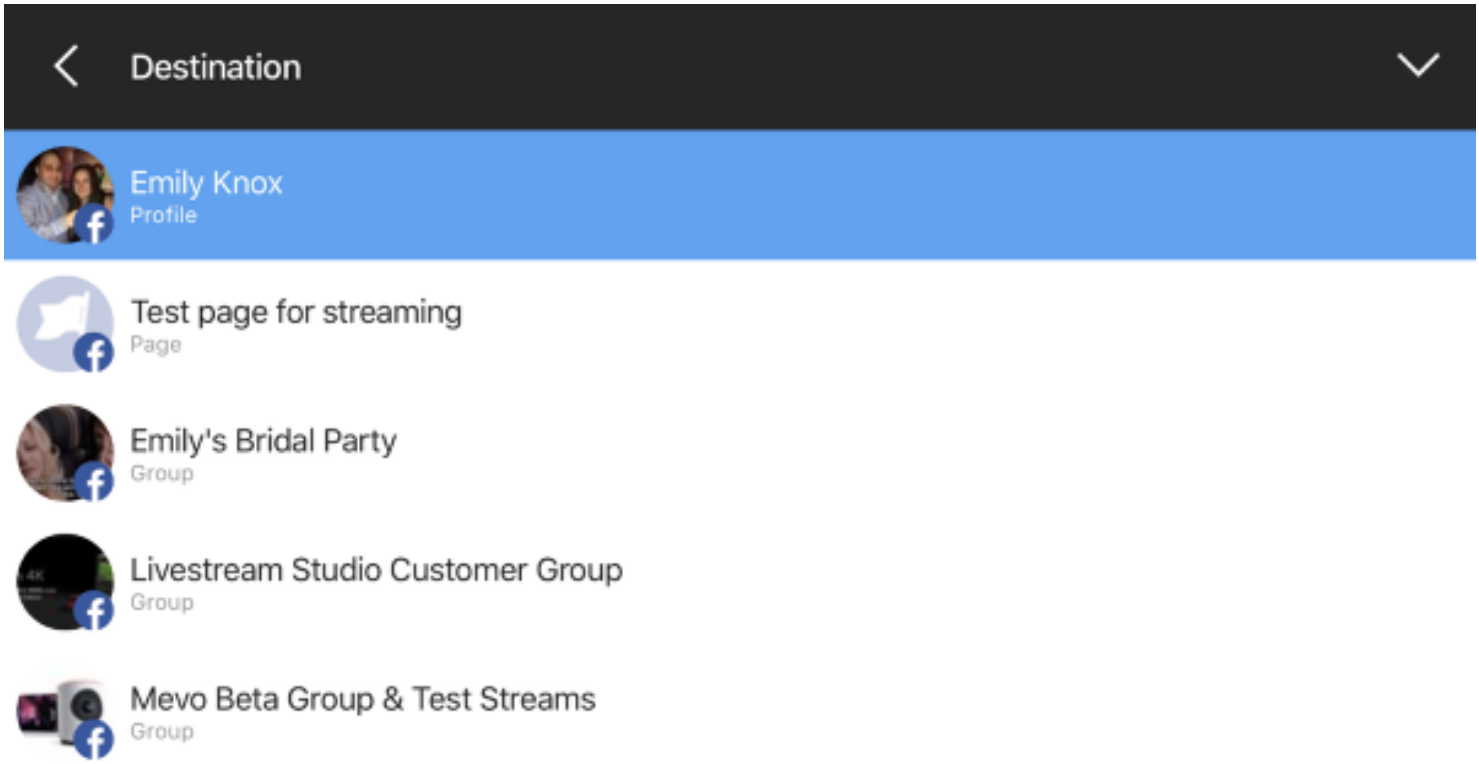
You can also determine your streaming destination via the settings menu. Open settings and select the Live Streaming menu.



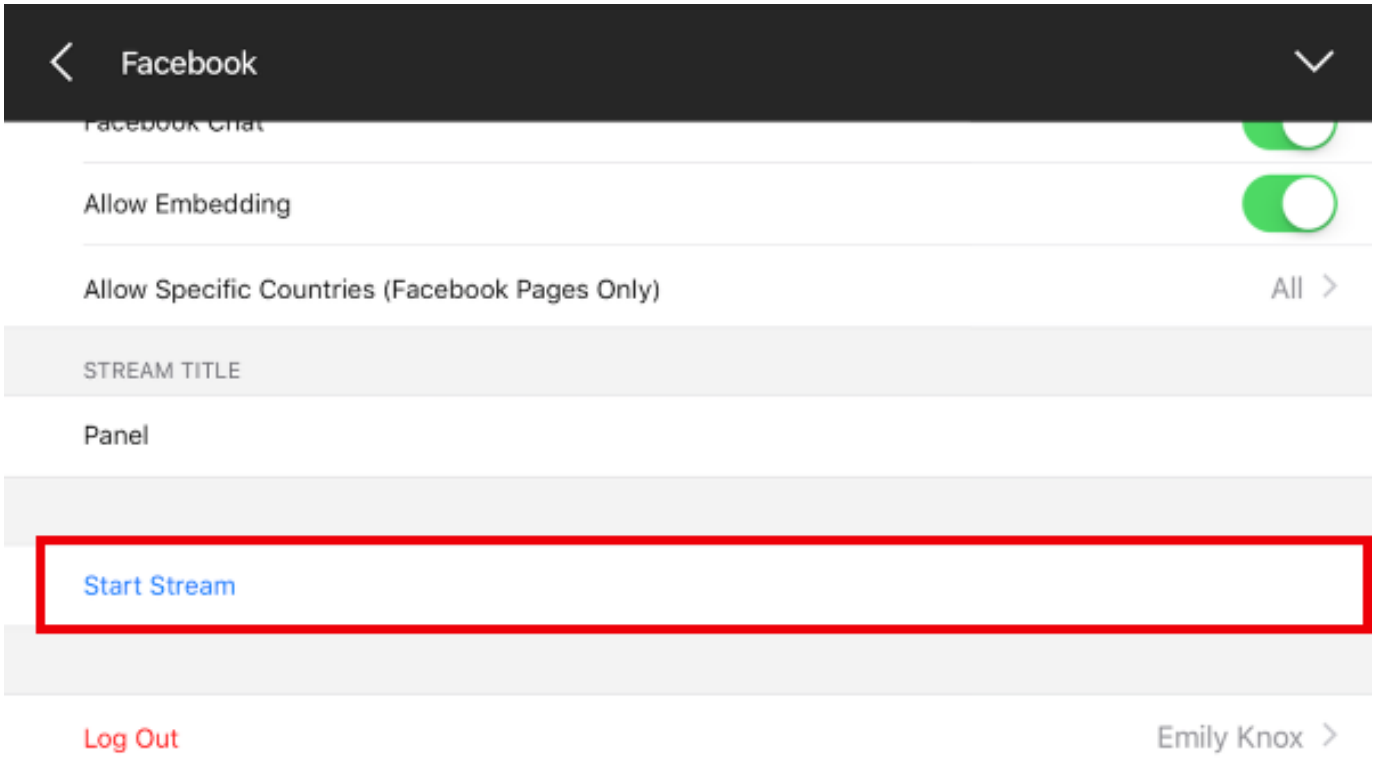
Select Facebook Live.

The top menu item is Destination, which by default is set to your profile. Tap this to choose between any groups or pages of which you are an admin.





Configure any other desired settings, then tap Start Stream at the bottom of the menu.

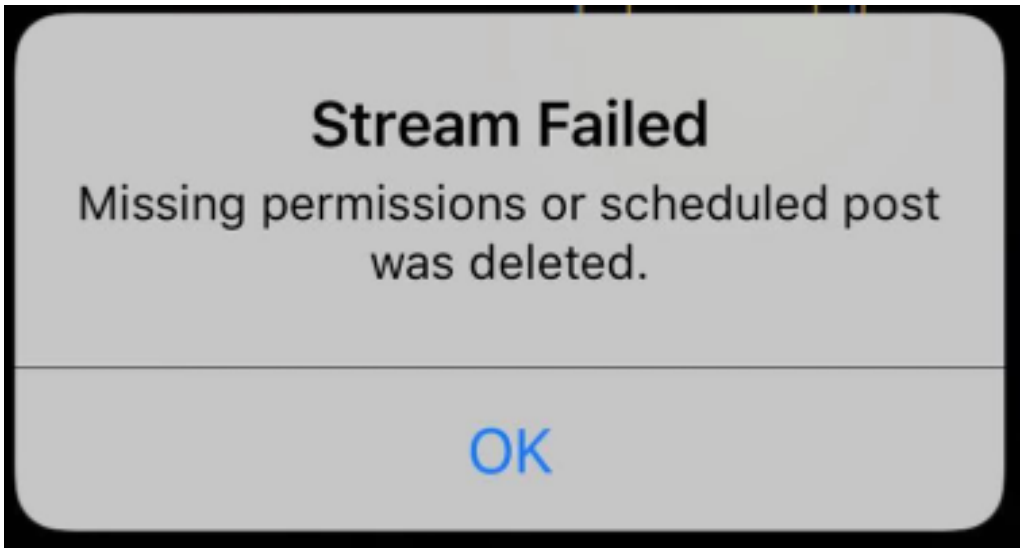


Missing Permissions Error in Facebook

We have received reports from customers who are unable to stream to their Groups even after adjusting their permissions as described below. We have released a Beta version of the iOS app that includes a fix for this. Please follow these instructions to install the beta and contact us if you continue to experience issues.

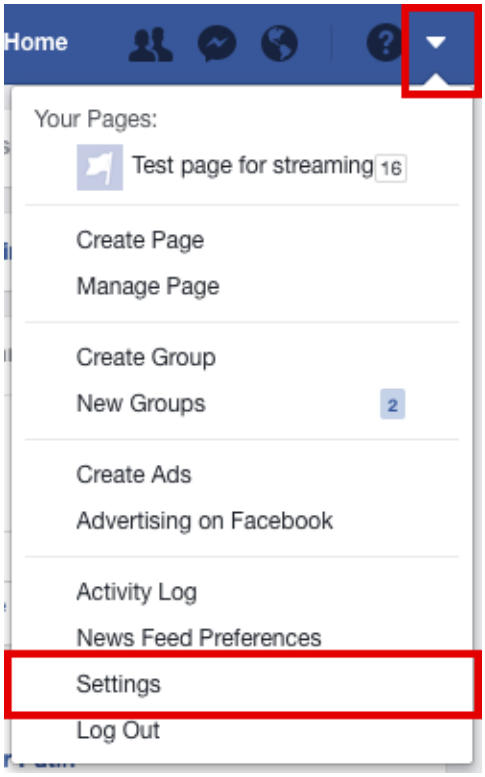
When you log into Facebook for the first time with your Mevo app, you are prompted to authorize the Mevo Camera app for Facebook and grant certain permissions.

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 Groups and Pages, even if you select Public in the app stream settings. When attempting to stream to a Group or Page in this case, you may see an error such as this:

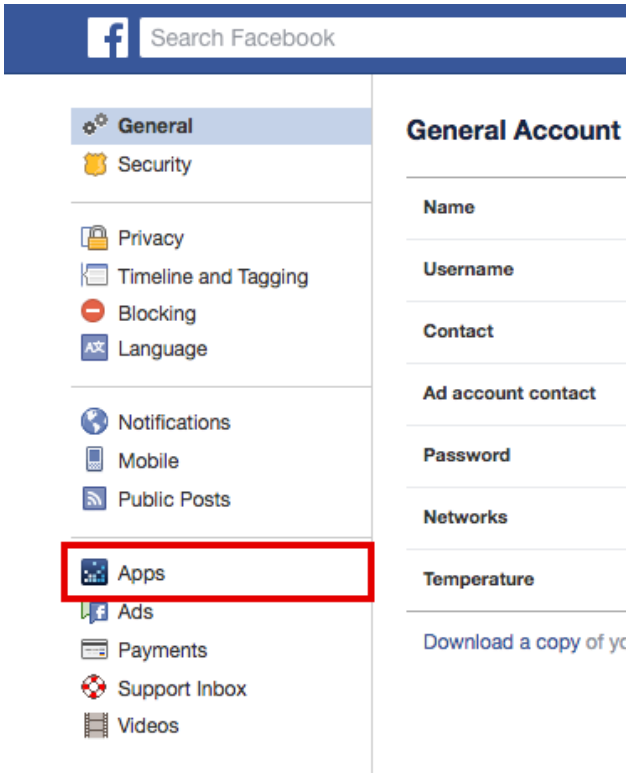


You must change the default setting in your Facebook account to allow public audiences to see your live video from Mevo.

To change the default setting, log into Facebook on a desktop browser. Open the settings drop-down menu in the upper right corner, then select Settings.

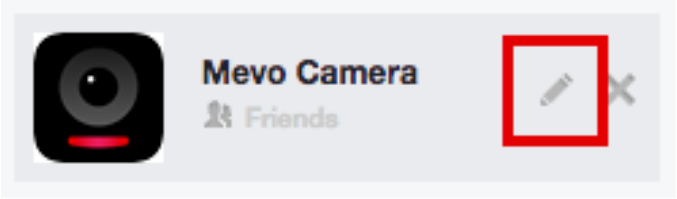


In the left navigation menu, select Apps.

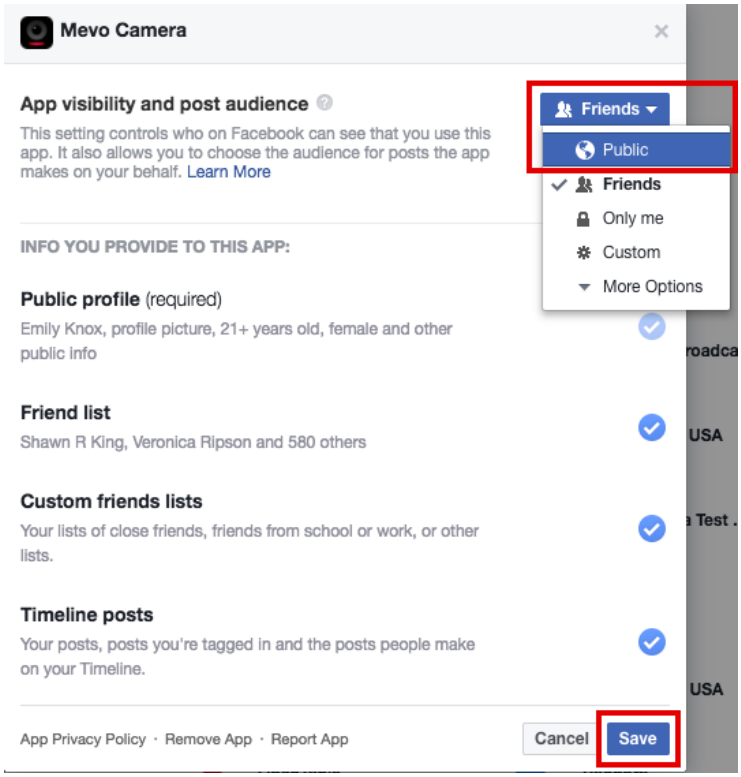


Find the Mevo Camera app in your Apps list (you may need to click Show All if you connected more than 15 apps on Facebook).

Click on the pencil icon to edit the Mevo Camera app settings, and then edit your post audience.



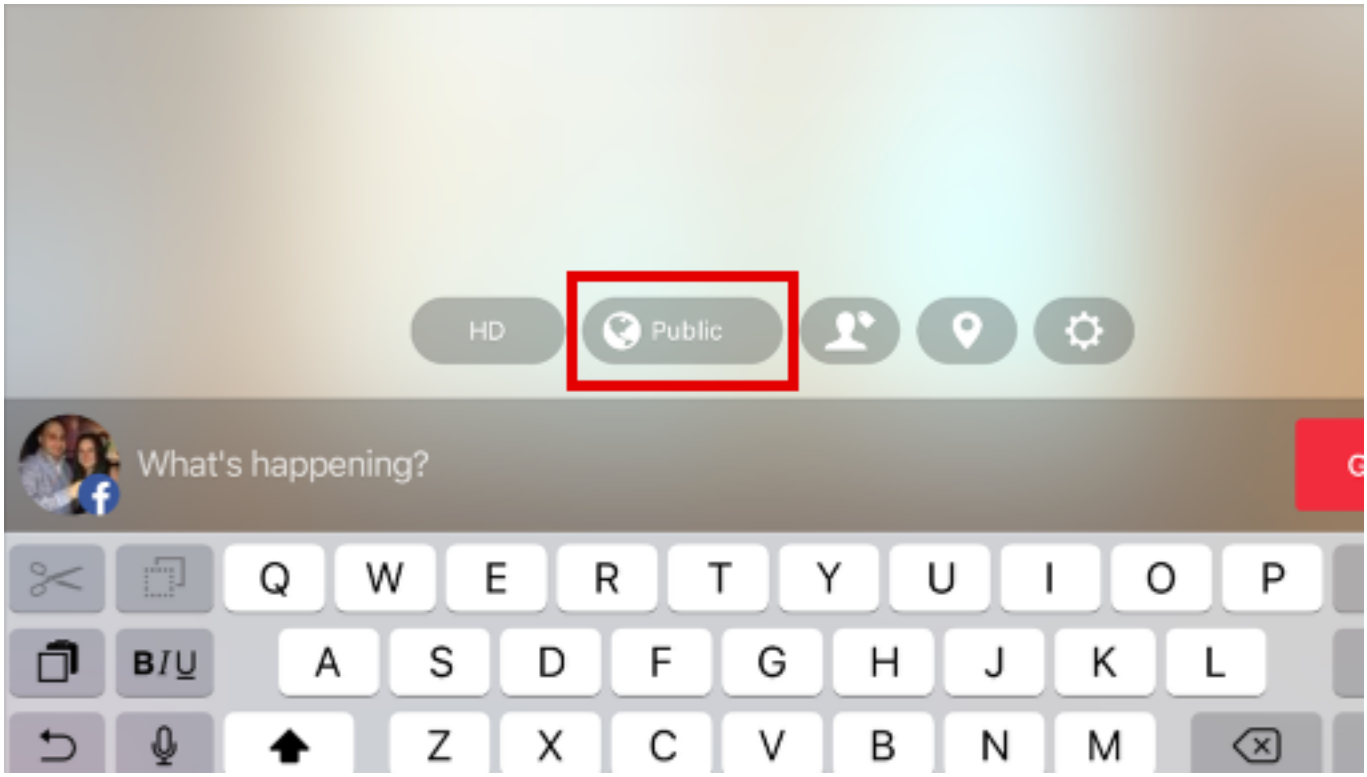
Change the App visibility and post audience to Public. Then save your settings.

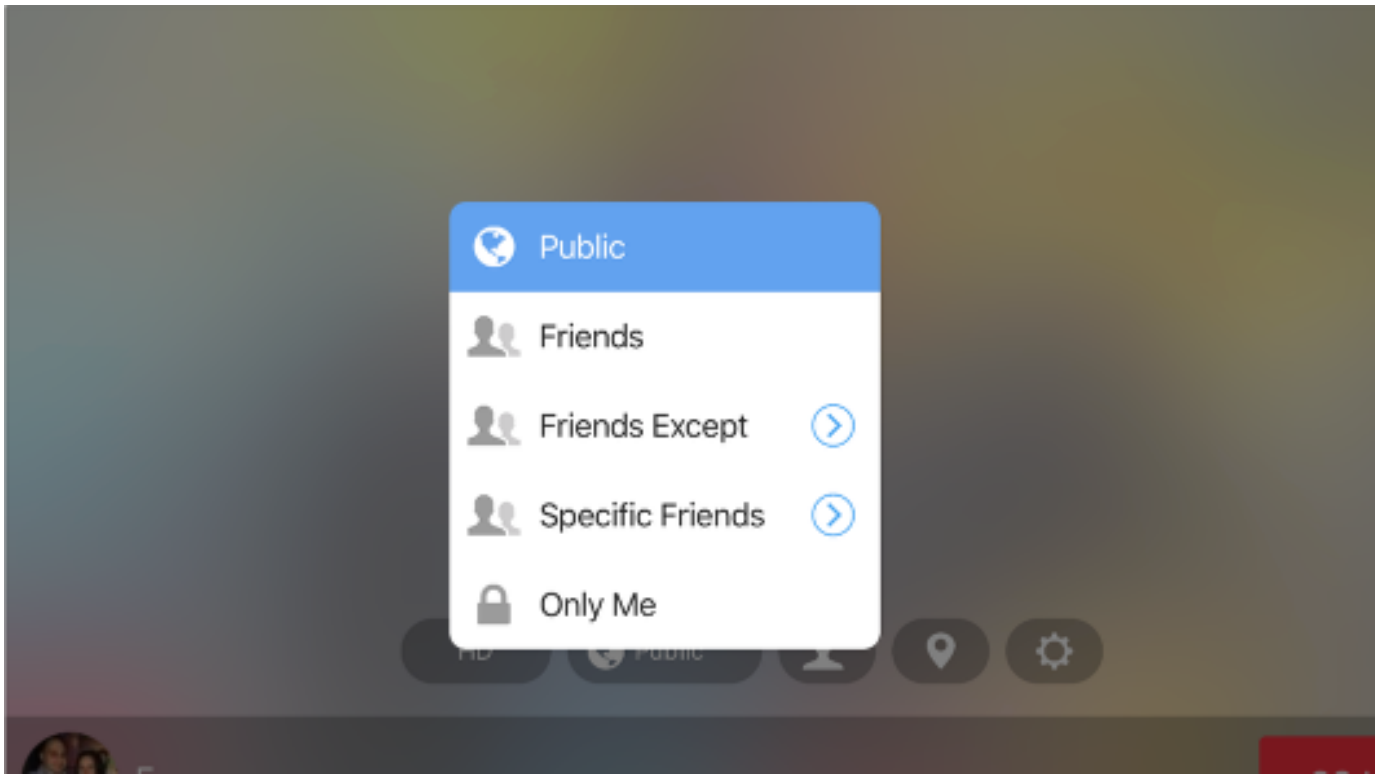


Now you have more flexibility with choosing your Facebook audience in the Mevo App. Selecting Public will allow a public audience to see your live video. You can still choose to have a restricted audience (e.g. Friends, Specific People, etc.) within the app.

When you select Facebook Live from the live edit view, tap the audience icon (second from the left) to change your audience type.

The audience option does not appear when streaming to a Group, Page, or Event.



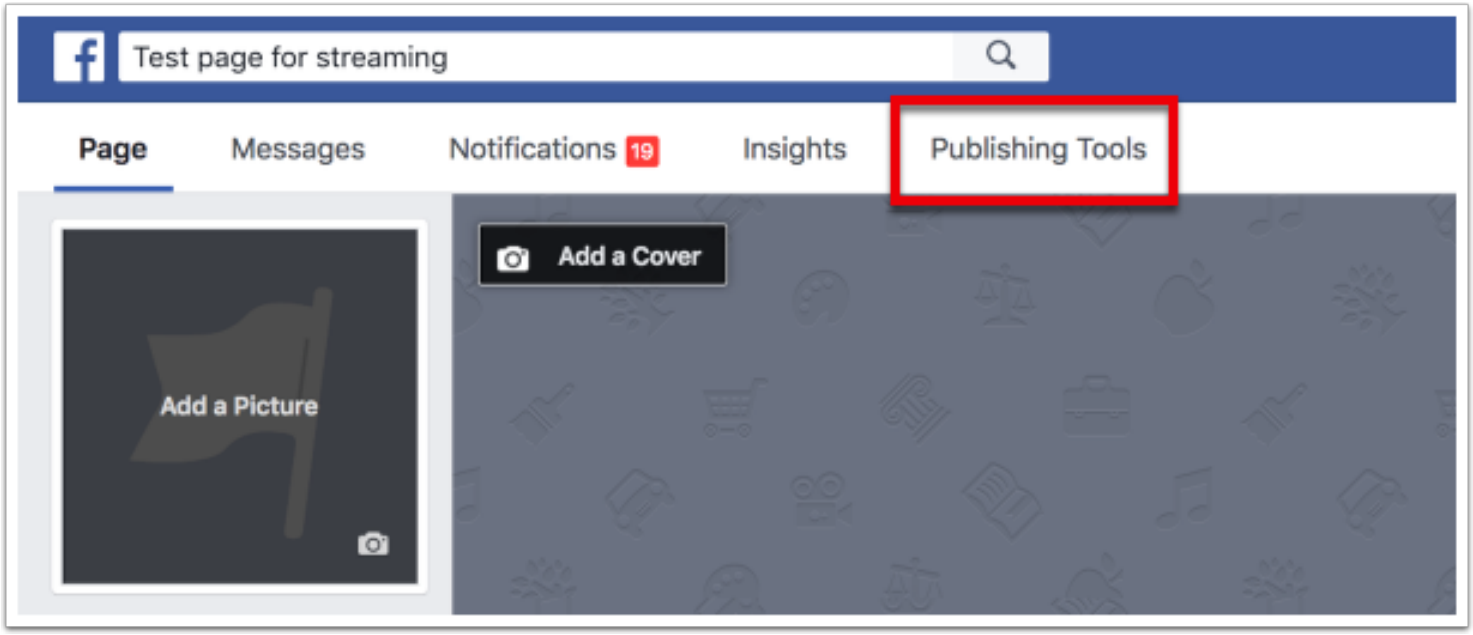


Stream to Scheduled Live Videos on Facebook

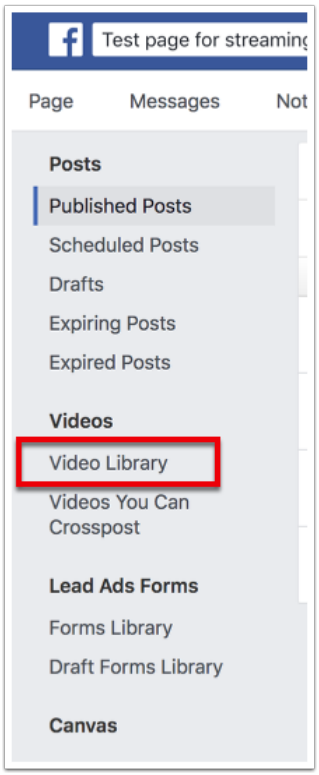
To stream to a scheduled livestream on Facebook with your Mevo, you must first create the scheduled post on Facebook via a web browser. After that, you can choose the scheduled livestream in the Mevo app before you go live.

Schedule a Live Video on Facebook

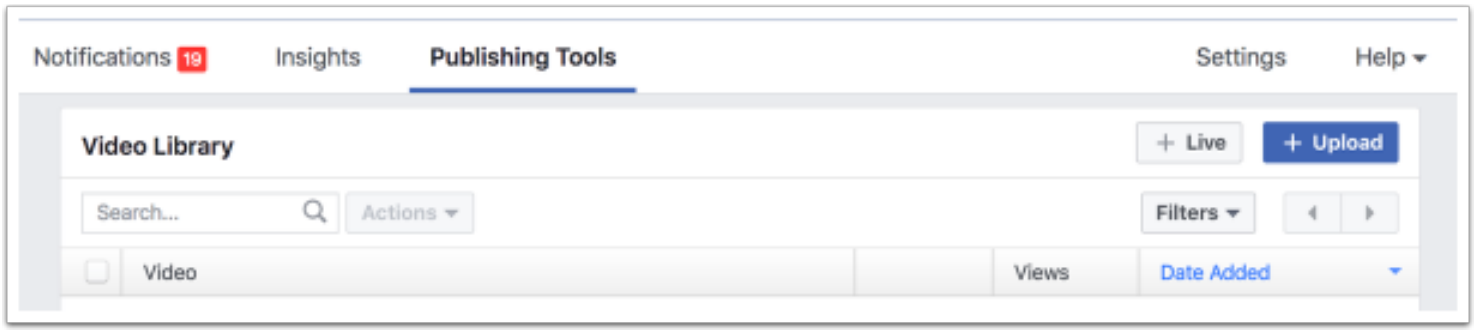
Log in to the admin account for your Facebook page and navigate to your page. Select the **Publishing Tools** tab.



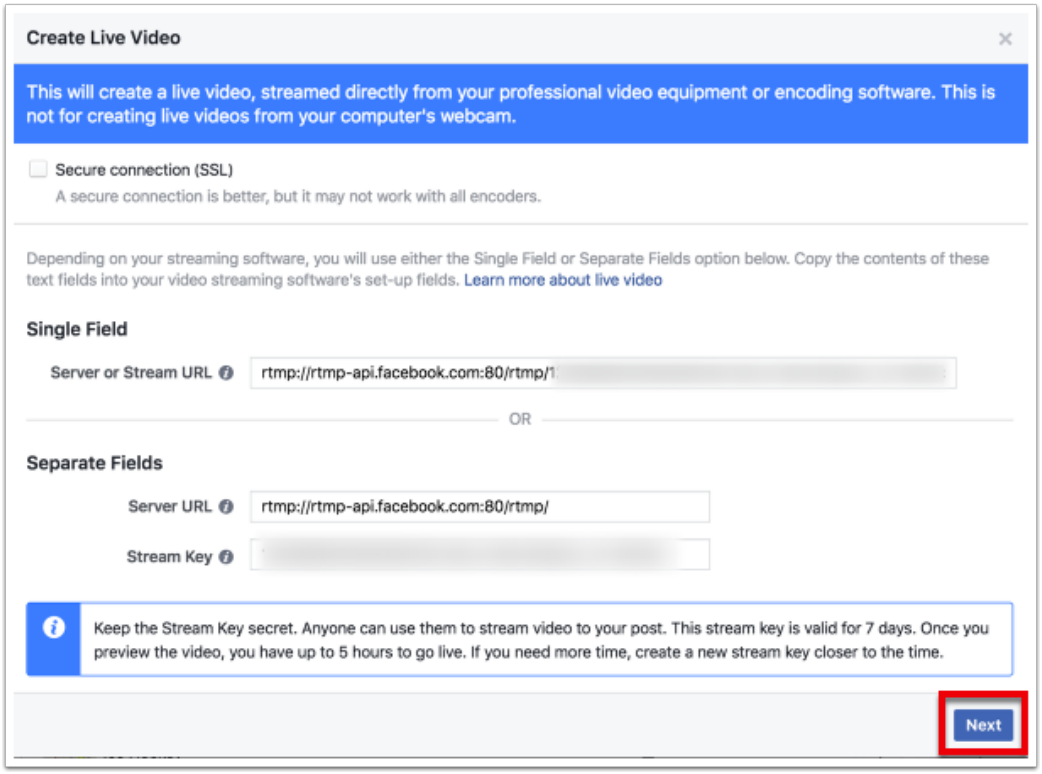
On the left navigation menu, select **Video Library**.



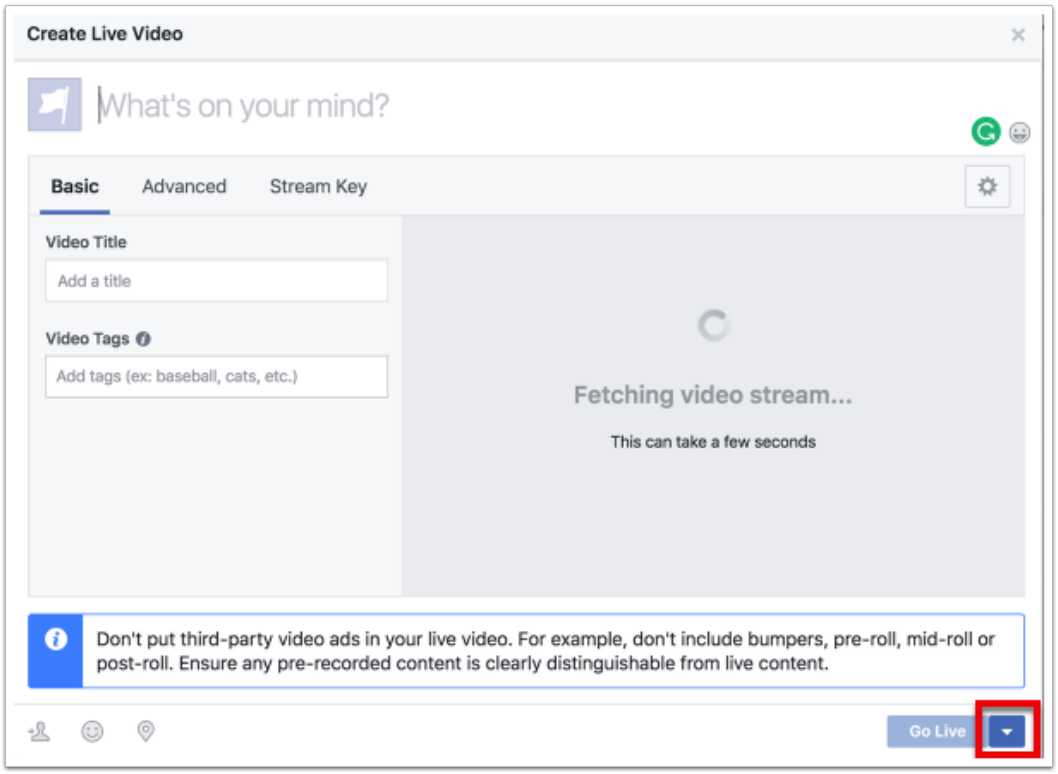
In the upper right corner of the Video Library, select +Live.



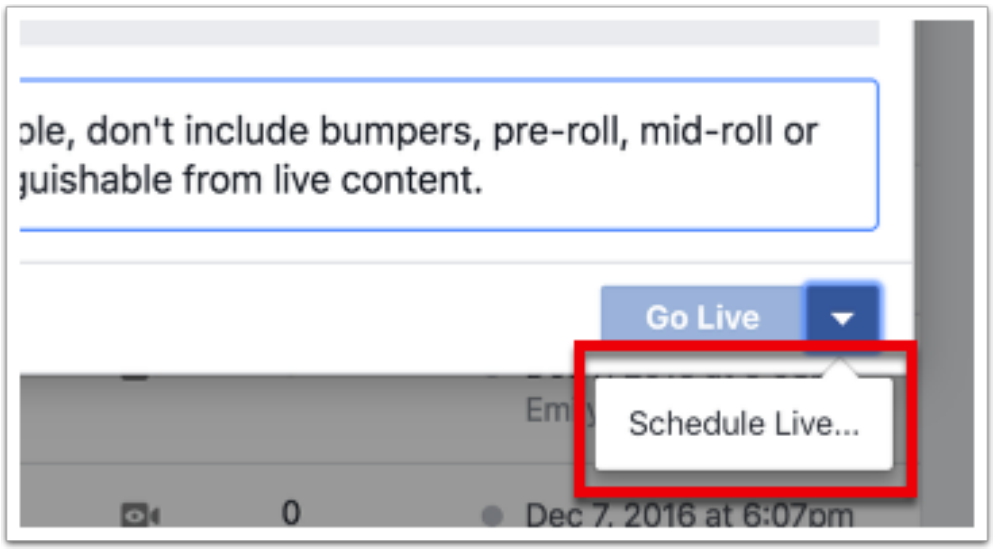
This window will open. Since you are using Mevo, you can disregard the information on this screen and click Next in the lower right corner.



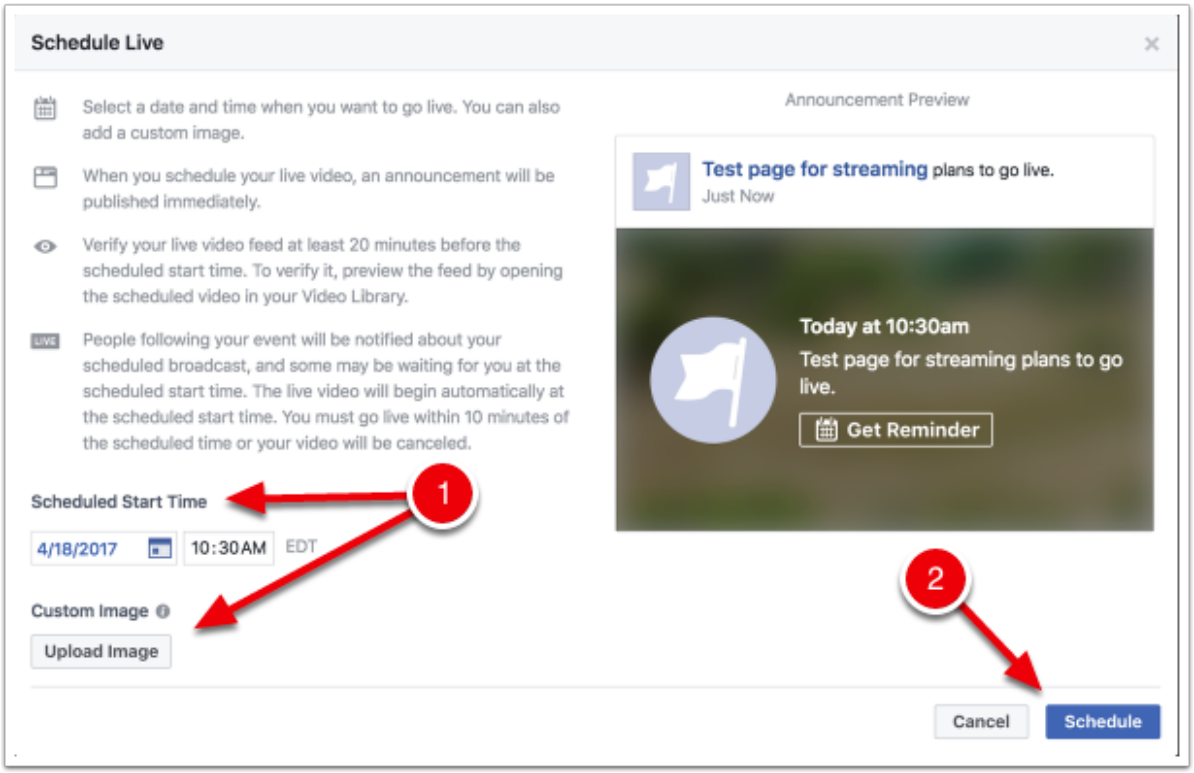
You can configure information about your live video as desired, such as a title and tags. Navigate to the lower right corner and click the dropdown arrow next to Go Live.



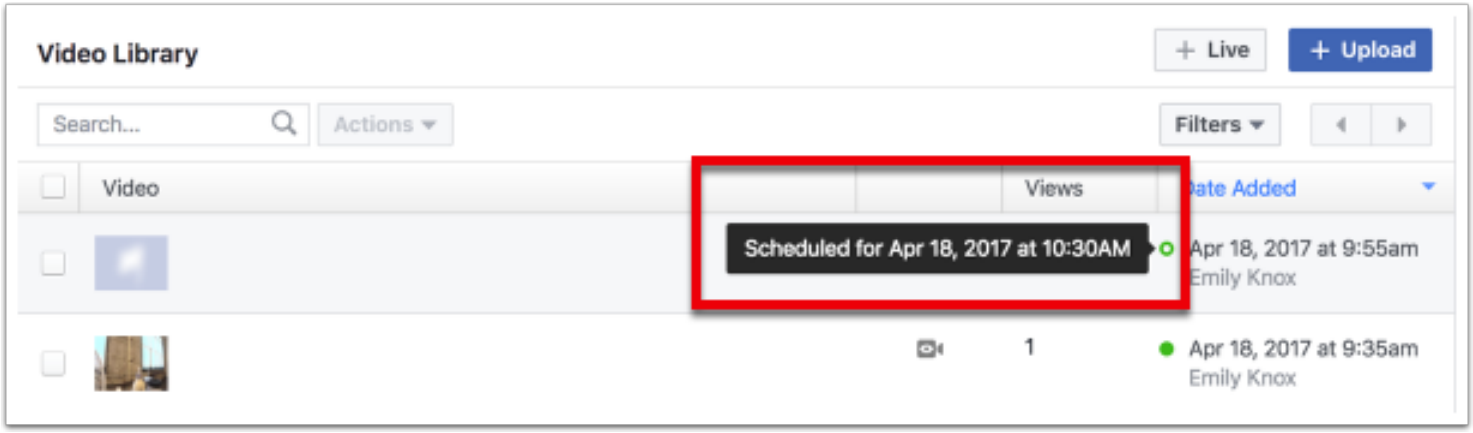
Click Schedule Live...



Set a start time for your live video and upload an image if you wish. When you are done, click Schedule.



After a moment, your scheduled Live Video will appear in your Video Library list and indicate that it is scheduled.



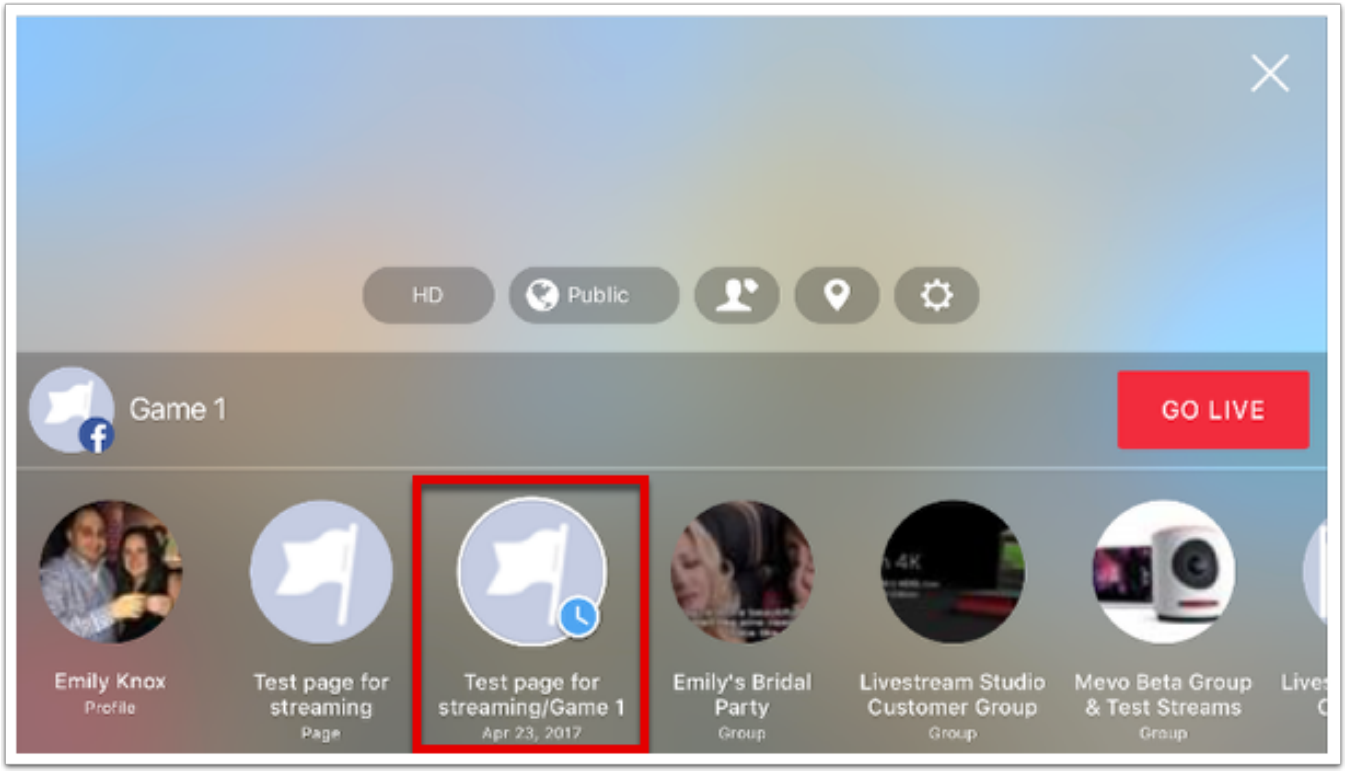
Go Live to the Scheduled Live Video via Mevo

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 are logged in to the same account.

Logged in to the wrong account? Here's how to connect to the right account.

Choose from various pages and groups of which you are the admin on the bottom of the screen. Select the page on which you have scheduled your live video; you will notice a clock icon on its image.



Configure your other stream settings as desired (quality, location, etc.) When you are ready to start streaming, tap Go Live.

Your stream will now appear on the schedule live video post.

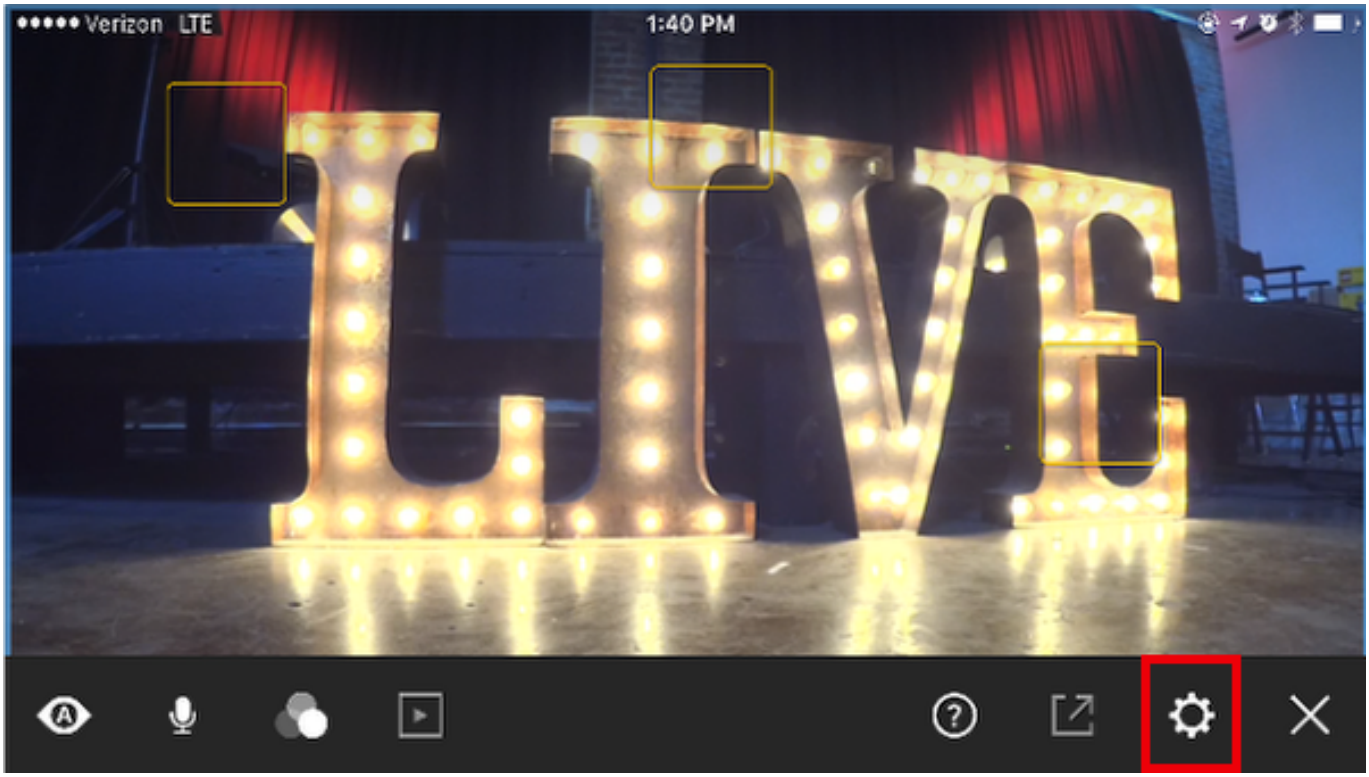
What is Continuous Streaming?

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.

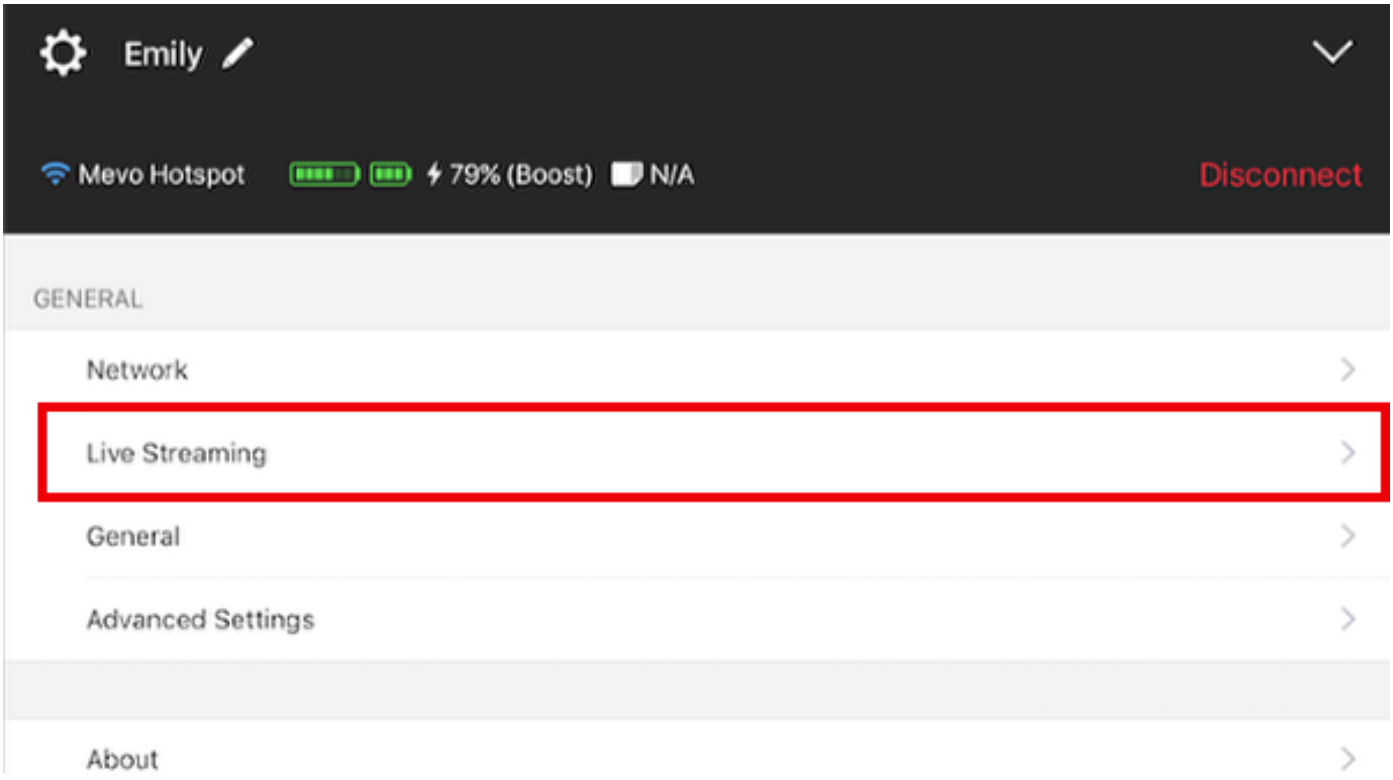
By default, Facebook has a time limit of four (4) hours per livestream. This means that if you are live for more than four hours, your stream will be cut off and will post as a video on-demand (VOD).

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:

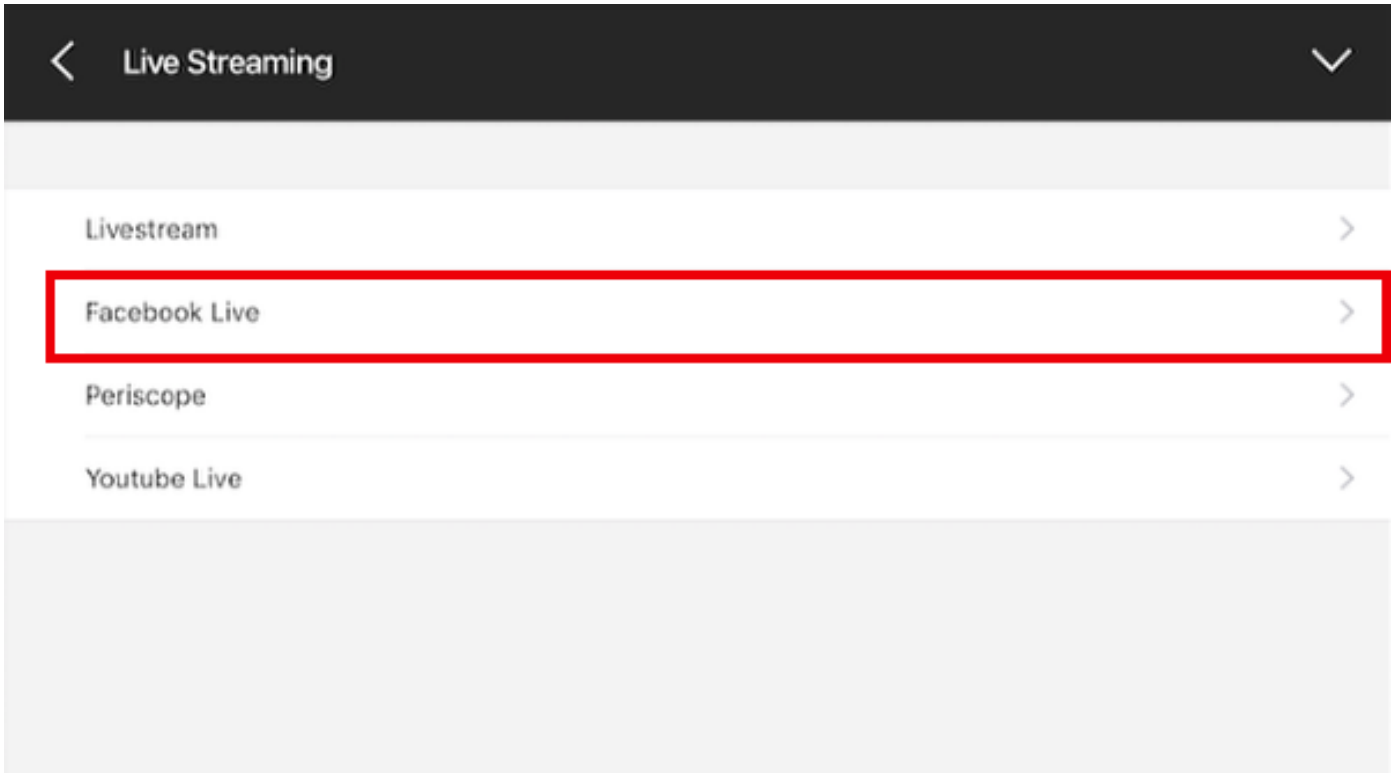
Navigate to the More Options > Settings menu.



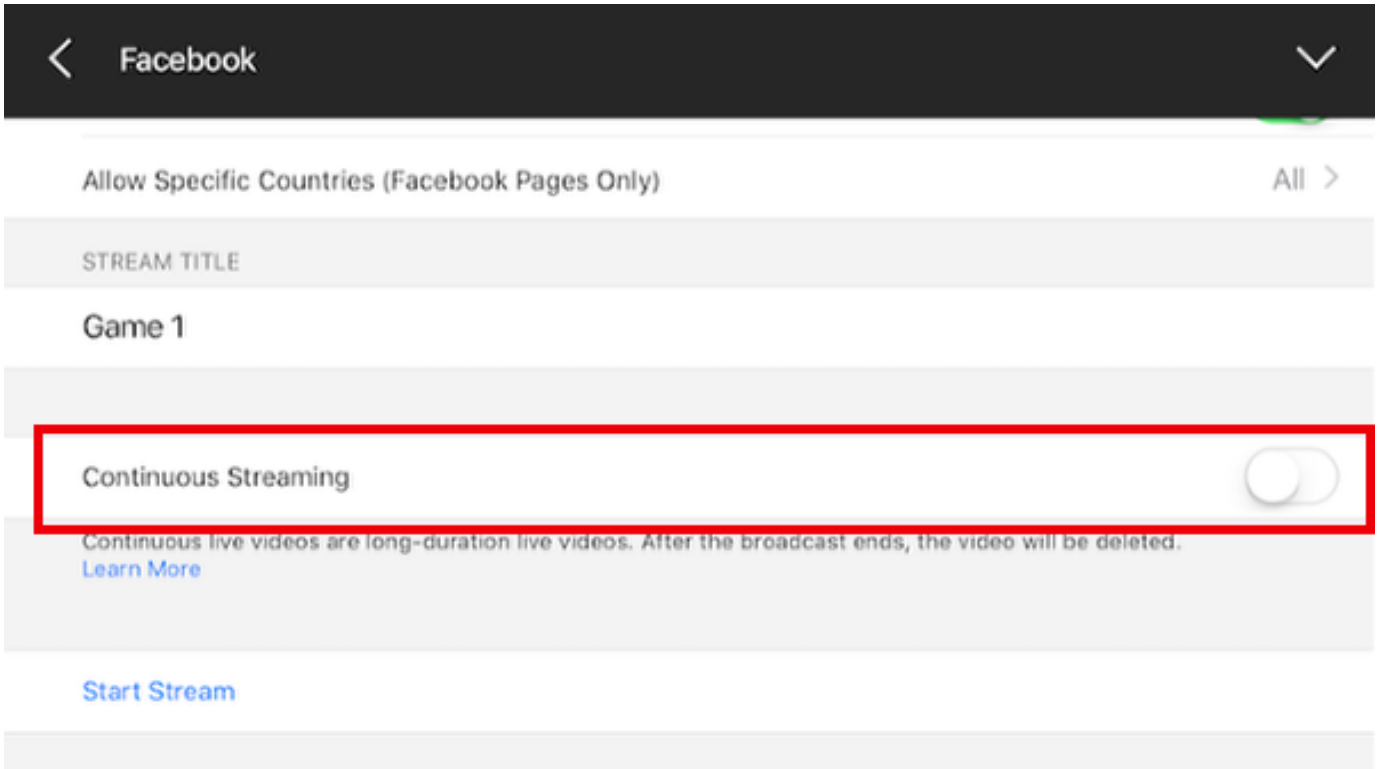
Tap Live Streaming.



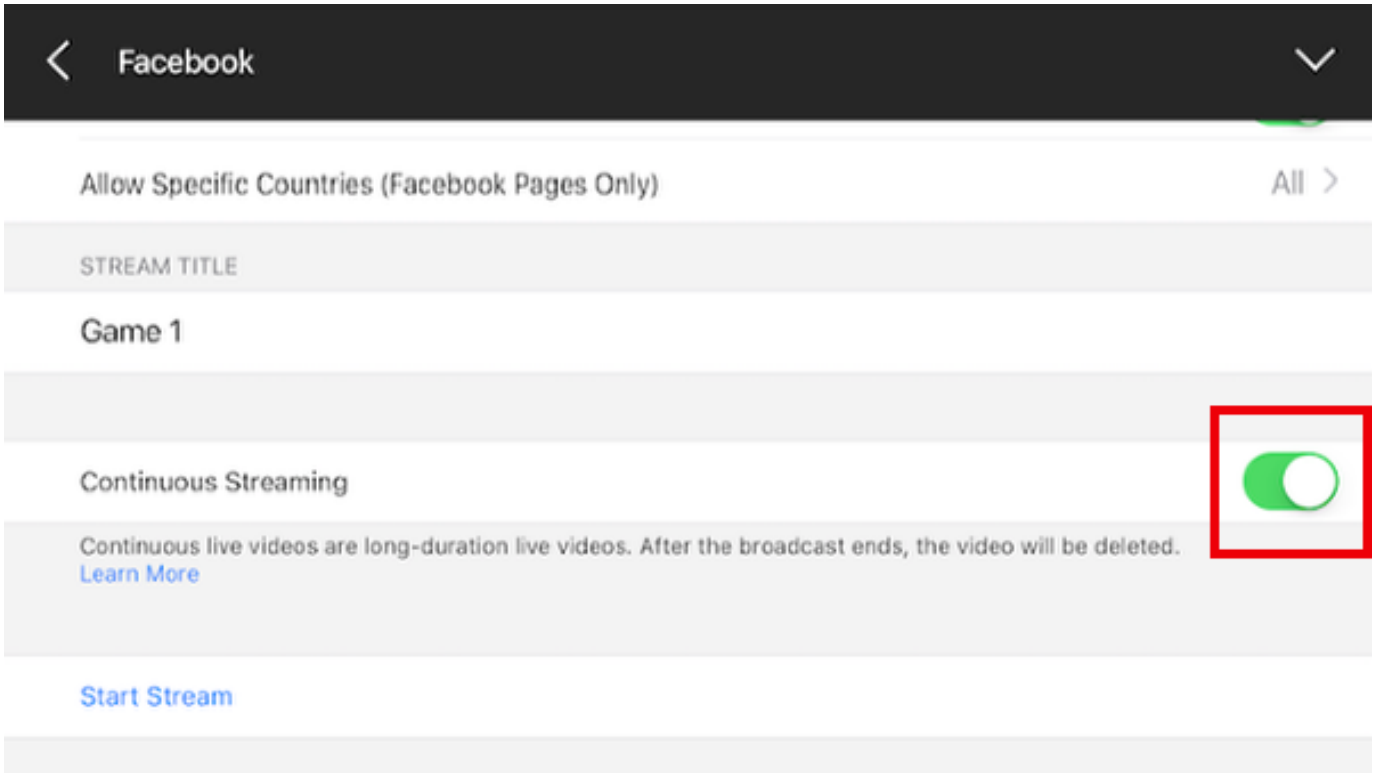
Tap Facebook Live.



There are a variety of settings for Facebook here. Scroll down to find the option for Continous Streaming.



Toggling this settings on will allow your stream to stay live for an unlimited amount of time.

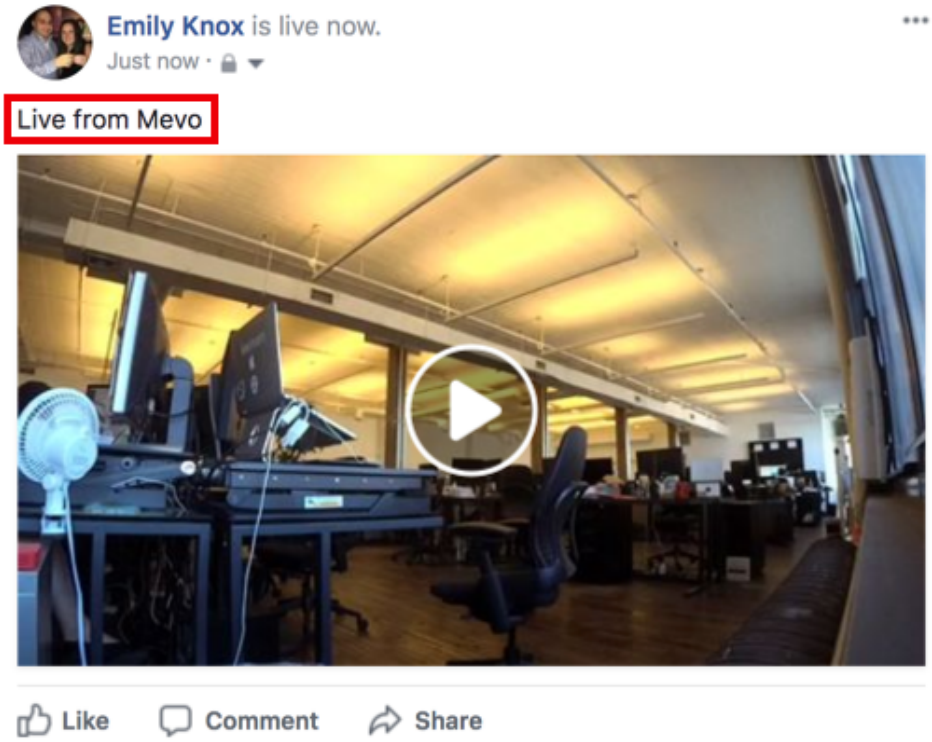


> ⚠ Important: When you turn on Continuous Streaming, your VOD will not save on your Facebook timeline. It can save on your microSD card provided there is enough space available.

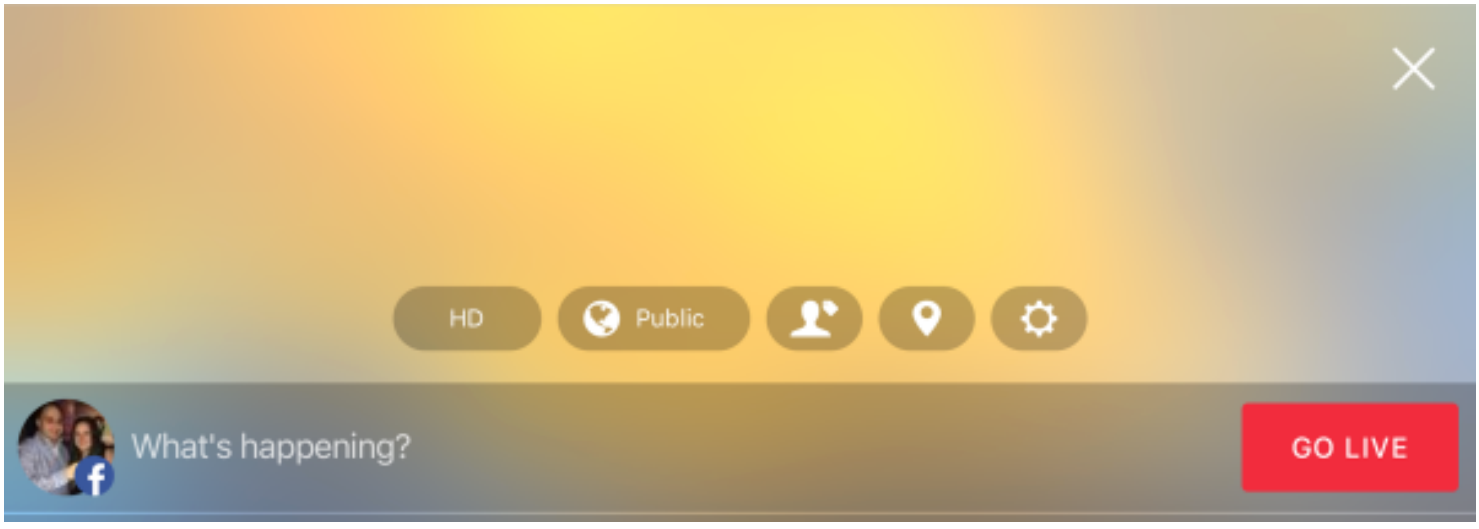
If saving VODs on your timeline is essential to your event, the other option is to turn Continuous Streaming off, and manually stop and restart your broadcast. When a broadcast ends, the 4-hour limit refreshes and you can go live again for another four hours without losing your VODs.

Why Am I Seeing 'Live From Mevo' on Facebook?

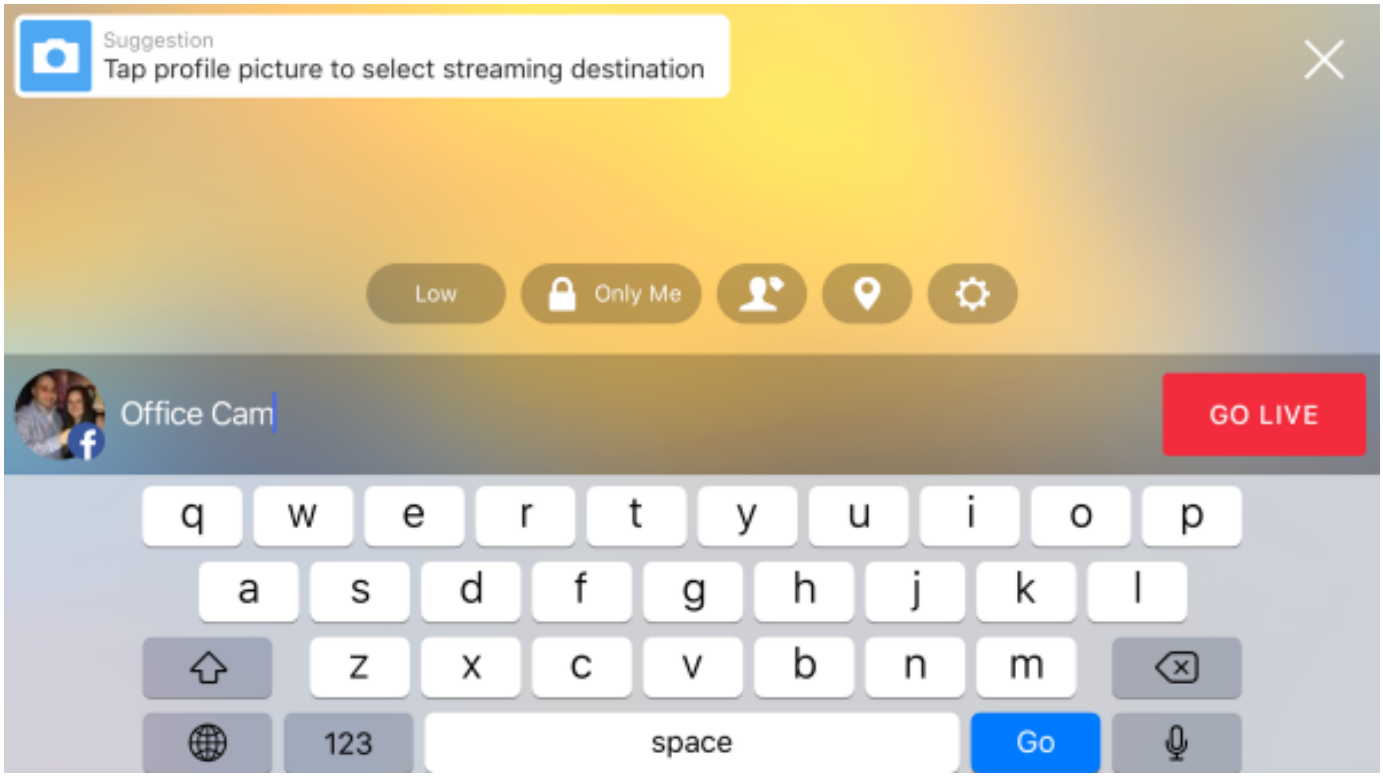
Sometimes when going live to Facebook, you may notice a "Live from Mevo" message in your post, as seen below.

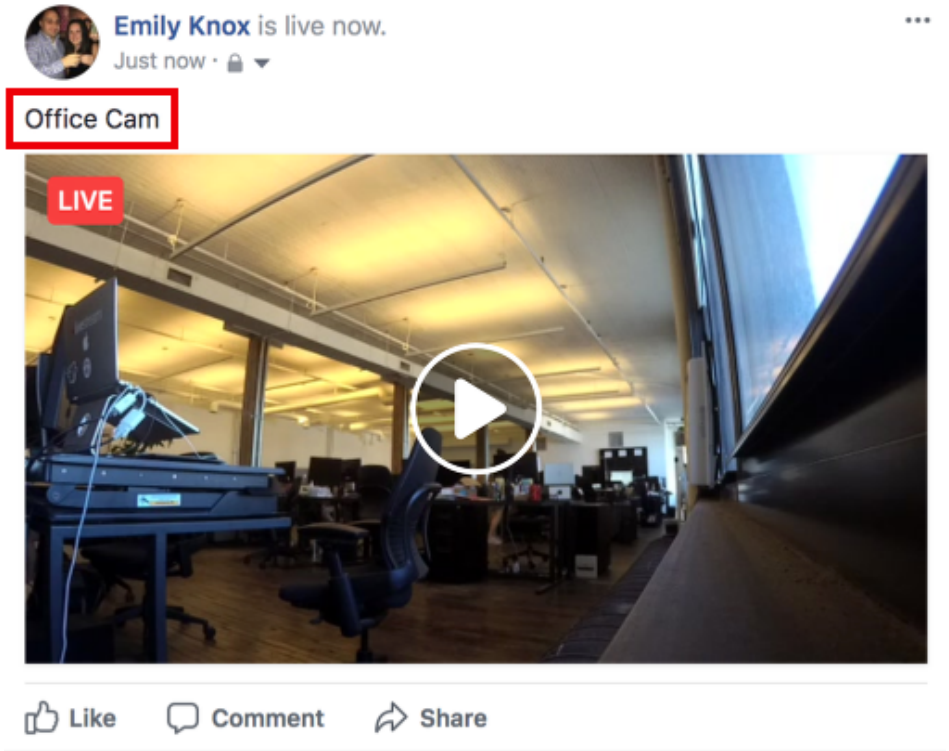


This appears as a default stream title if you do not type in a title for your stream in the Mevo app prior to going live. The title field says 'What's happening?' which you can tap on to type in your own title.

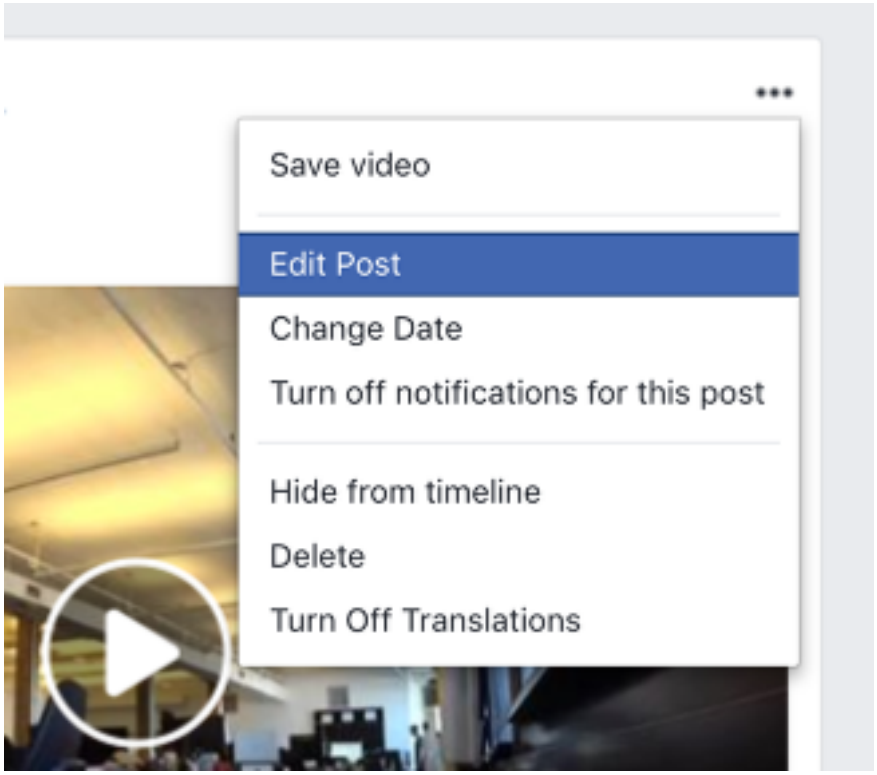


Type in a title, then go live. Instead of 'Live from Mevo,' you will see your title.

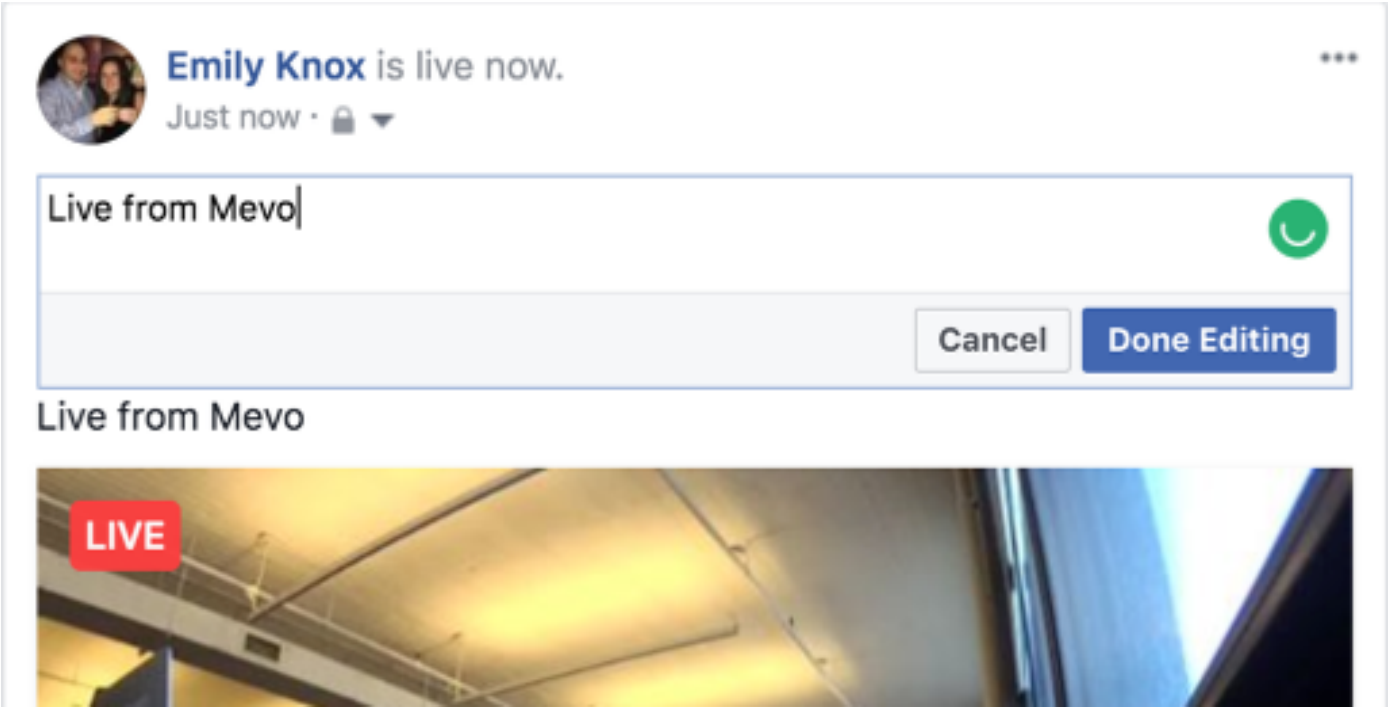




If you are in a situation in which you have gone live, forgot to enter a title but cannot stop your stream to enter the title, you can edit your post on Facebook instead. Click the options icon in the upper right corner of the Facebook post with your stream, then select Edit Post.



Type in your desired title, then click Done Editing.


Emily Knox is live now.
Just now
Live from Mevo
Cancel
Done Editing
Live from Mevo
LIVE

Is Mevo Compatible with Workplace by Facebook?

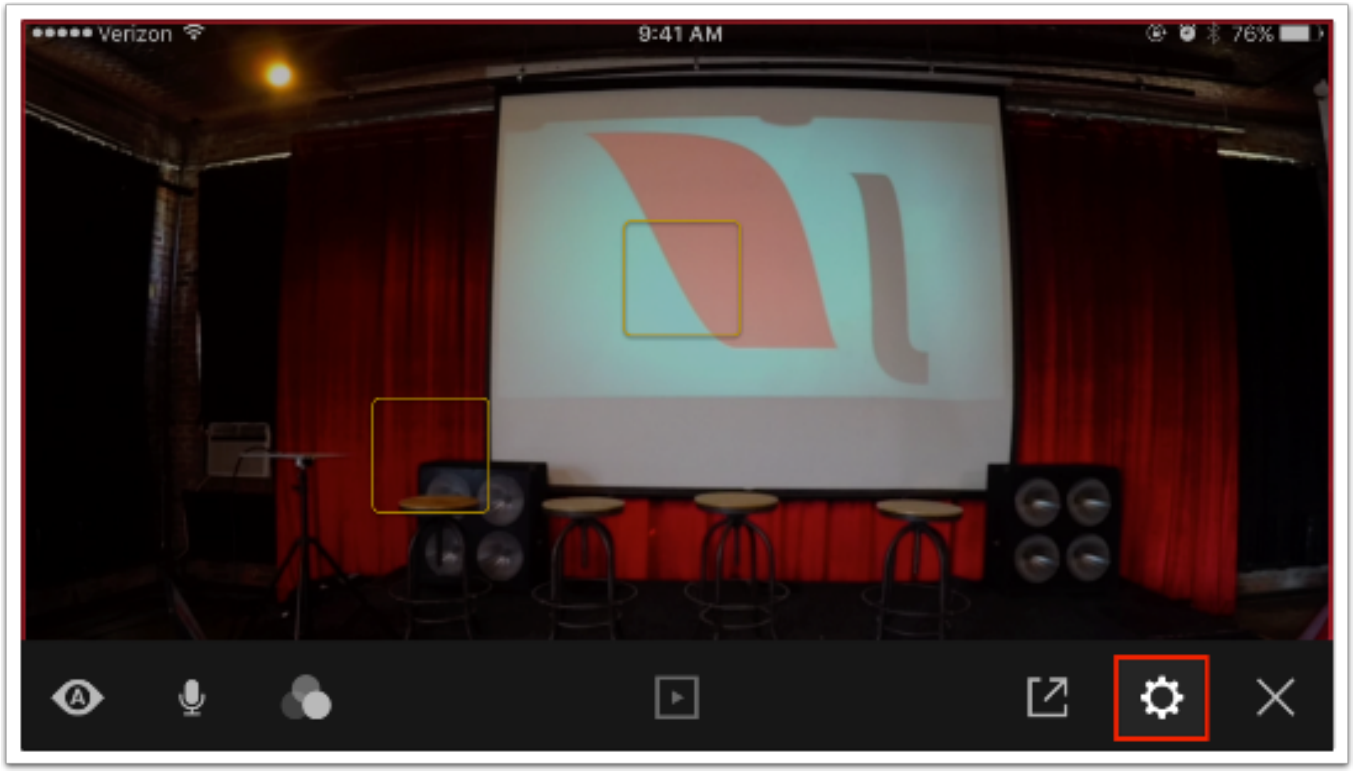
Mevo's Facebook integration currently does not include the ability to go live to Workplace by Facebook. Mevo can stream to profiles, pages, and groups on Facebook.

Settings and Tips for Periscope

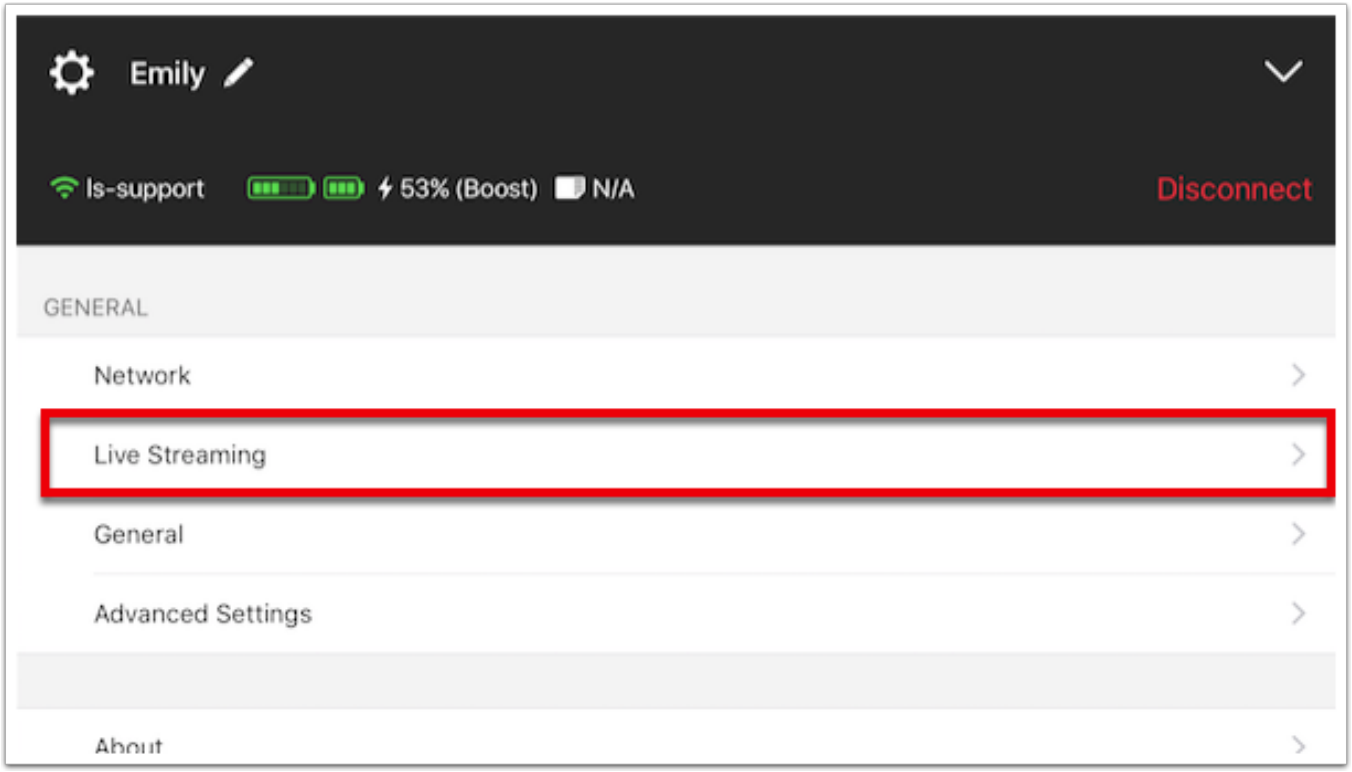
Configure Periscope Settings & Go Live

Streams to Periscope can be configured either by tapping the red button in the bottom right corner of the live edit view, or in advance via settings in the Mevo app.

Go to the More Options menu, then tap the gearwheel.



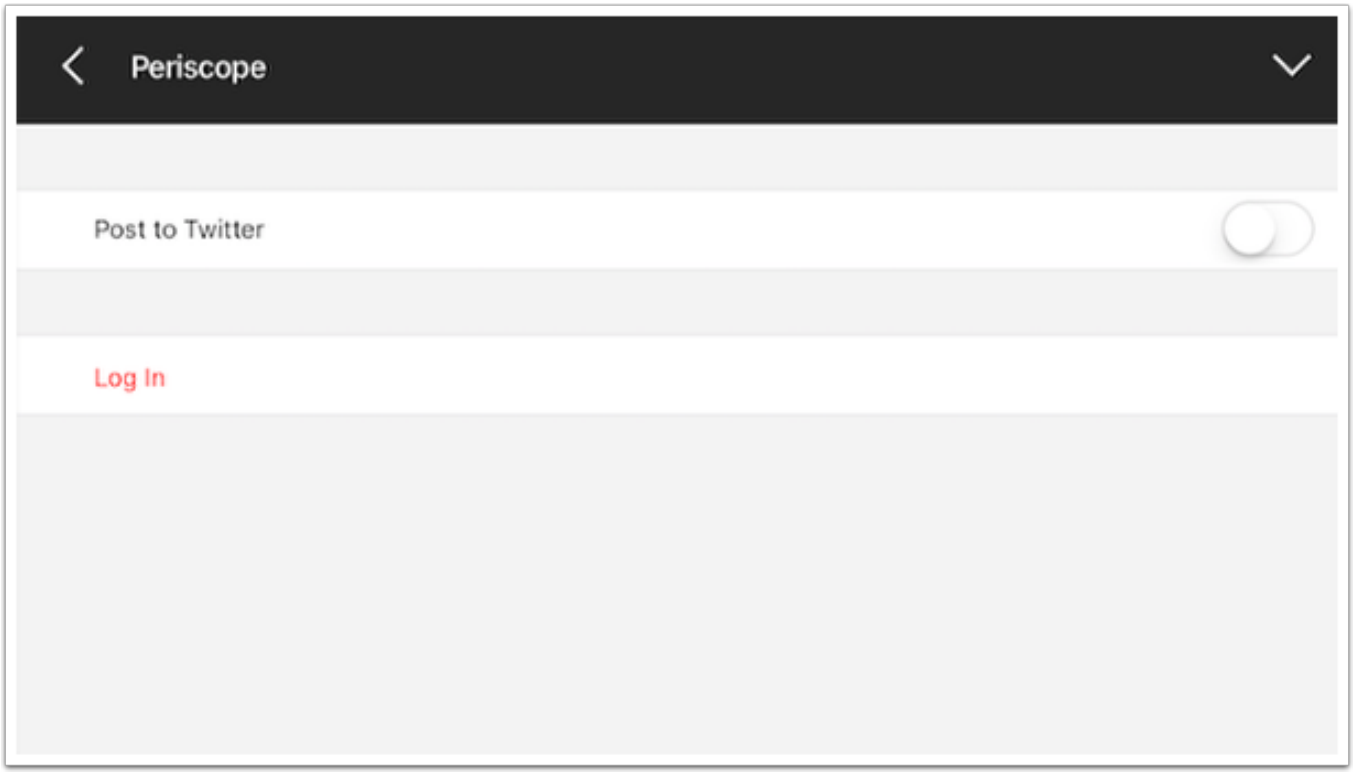
Navigate to the Live Streaming menu.



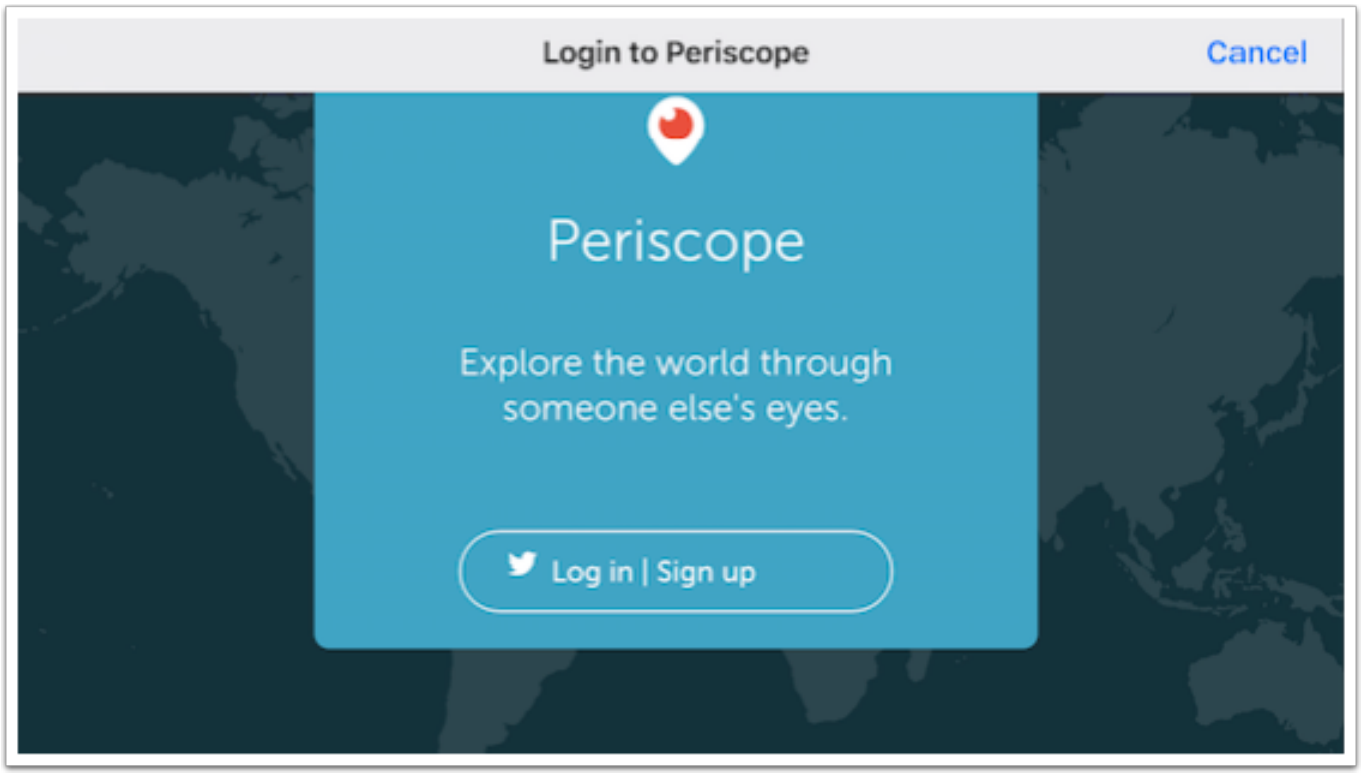
Select Periscope.

Log In to Periscope

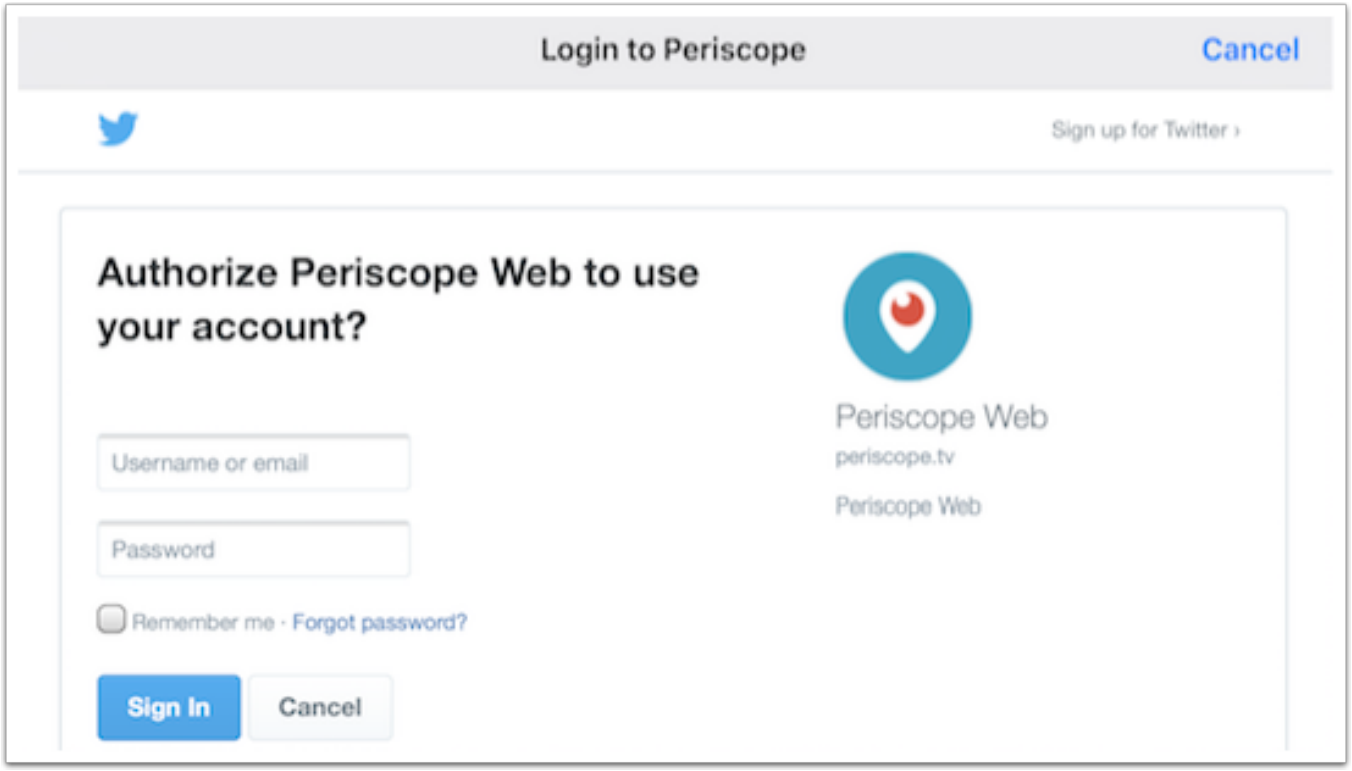
In the Periscope menu, tap **Log In** to log in to your account.



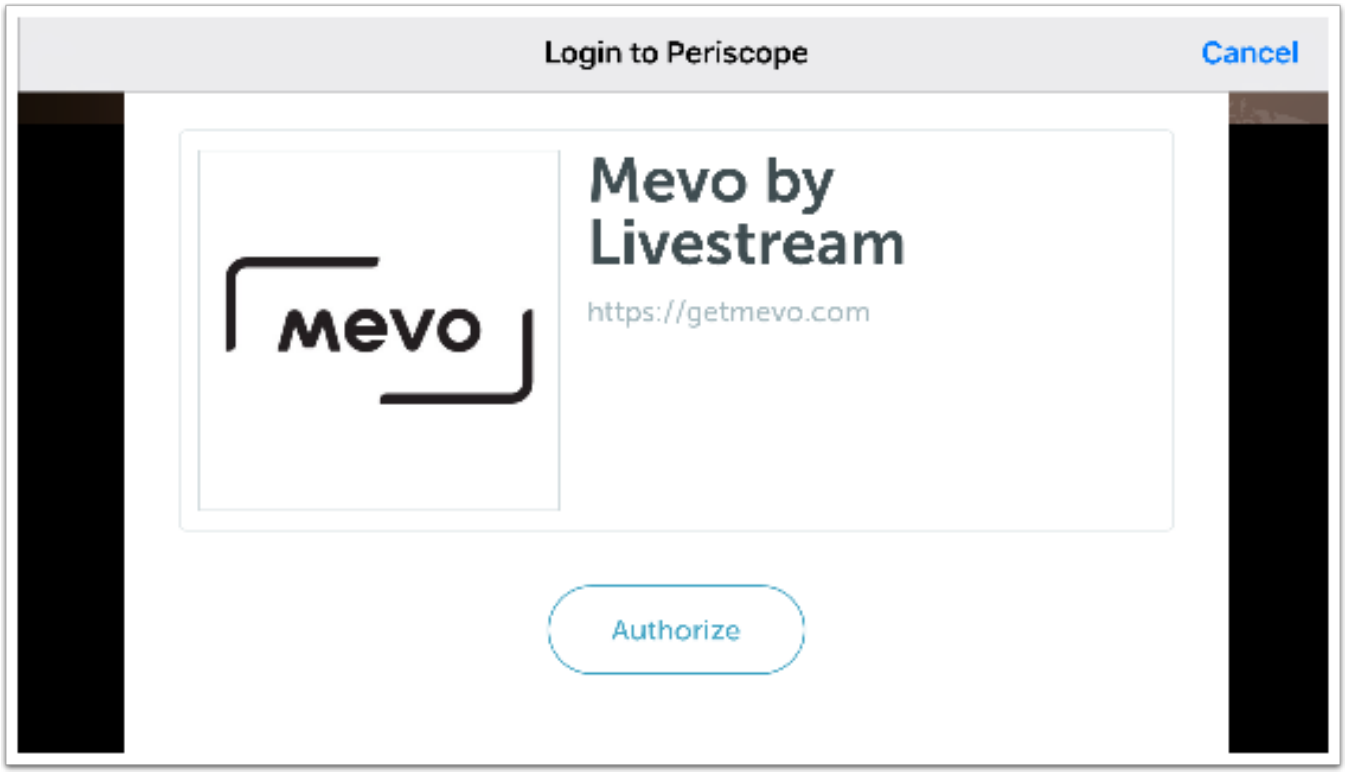
You will be brought to a Periscope landing page. Tap Log in | Sign up.



Enter your username and password, then tap Sign In.

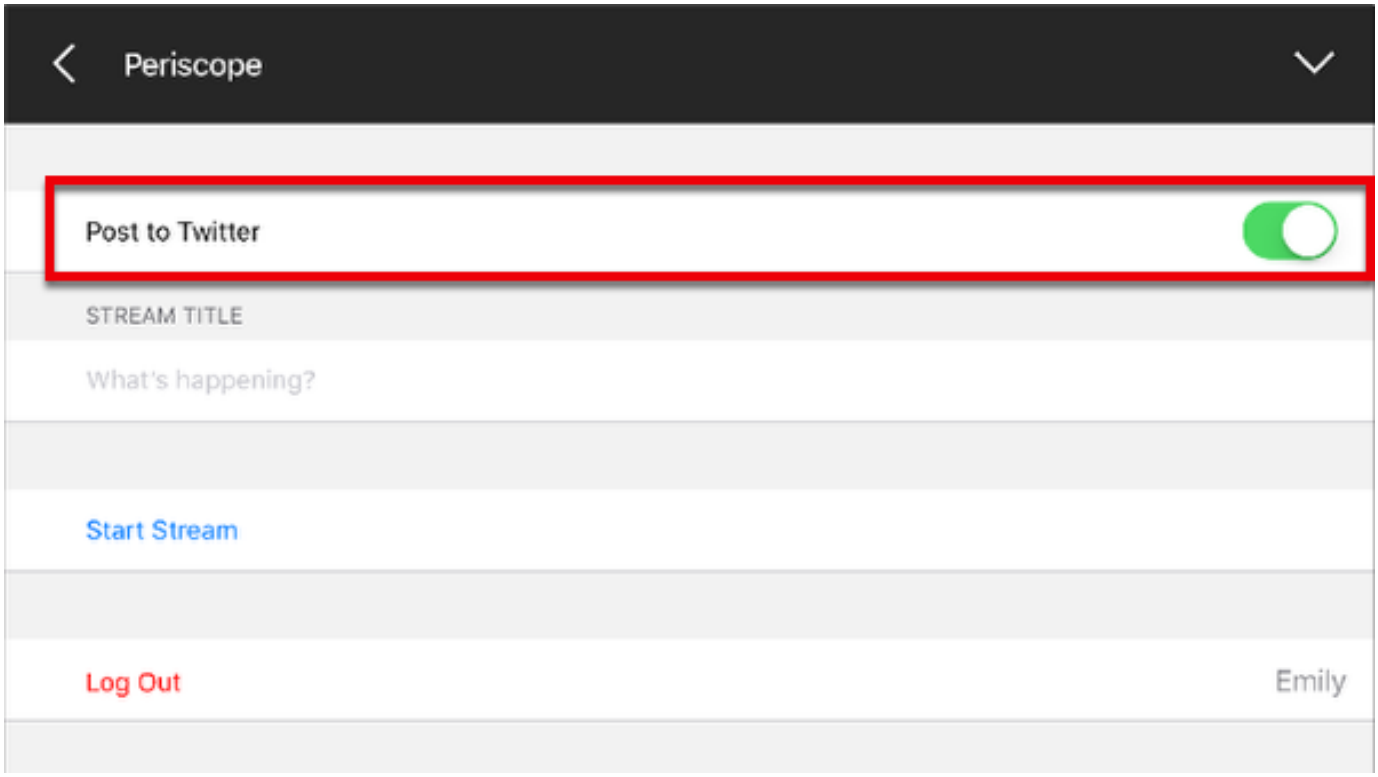


Once logged in, scroll down and tap Authorize in order to use Mevo to stream to Periscope. You will then be logged in to Periscope on the Mevo app.

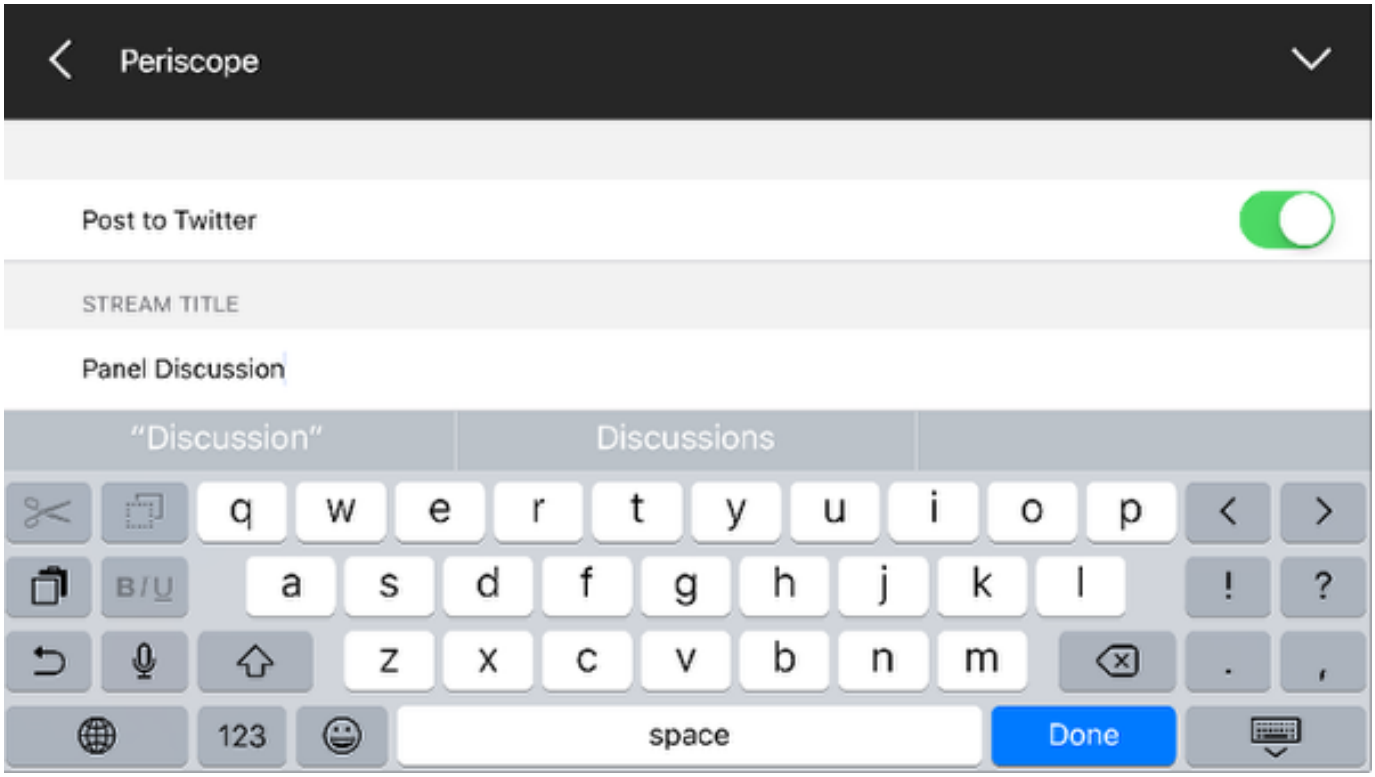


Configure Periscope Stream Settings

Once you are logged in, you can choose whether or not you want your stream posted in a tweet in addition to Periscope's native platform.



Tap the stream title field ("What's happening?") to give your stream a title. Then tap Done.

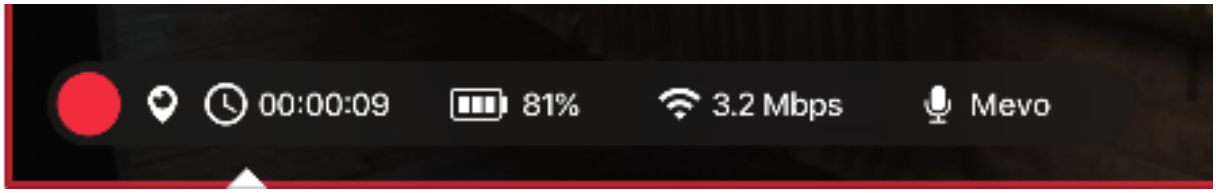


Go Live

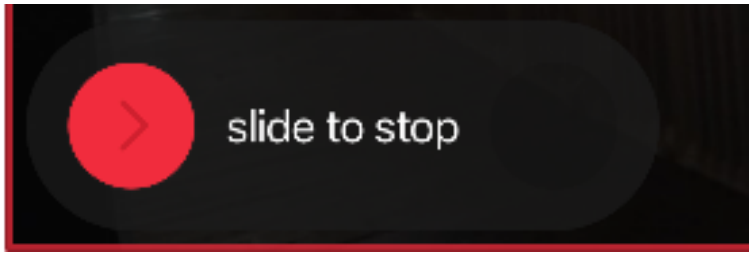
When you are ready to go live, tap **Start Stream**.

You will be redirected to the live edit view and your stream will go live momentarily.

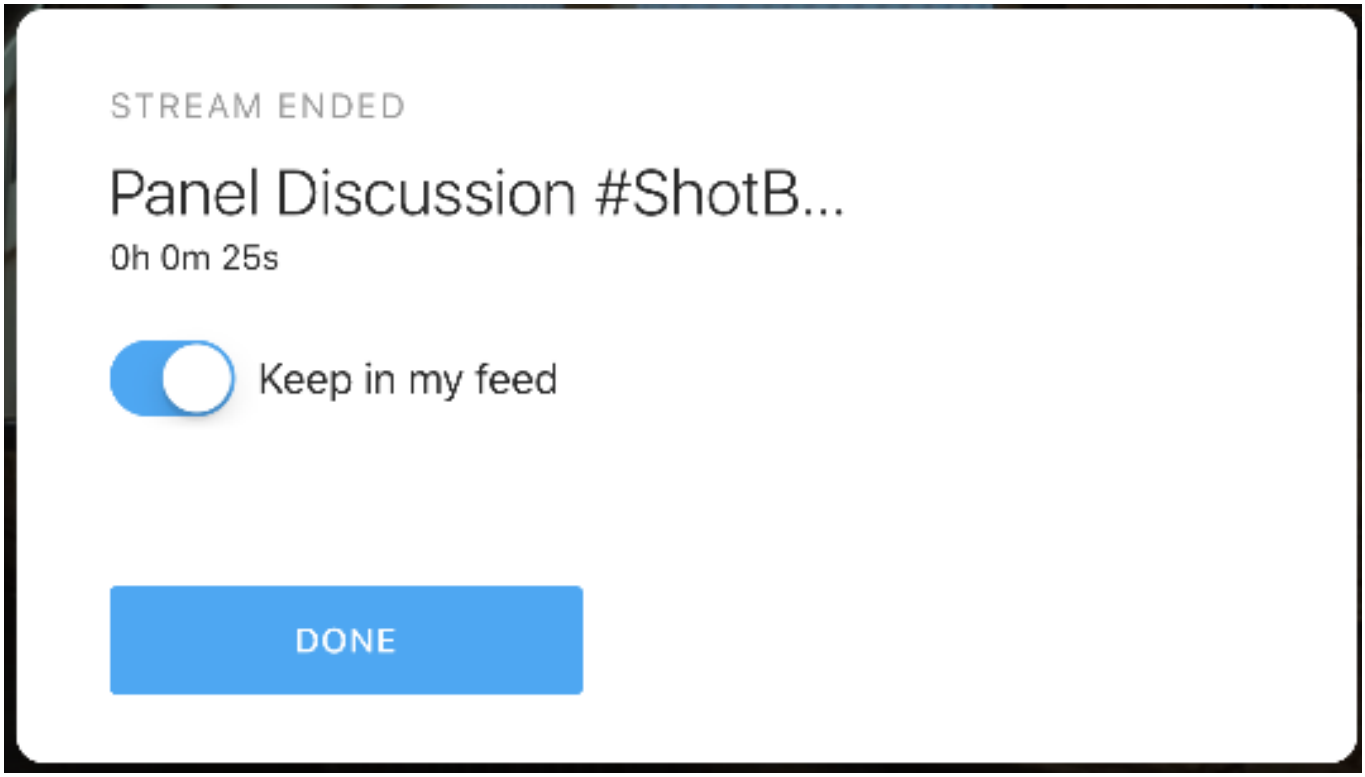
Tap timer in the bottom left corner to see more information about your stream.



When you are ready to end your stream, tap the small red dot, and then drag the larger red dot that appears to the right.



Choose whether or not to post the video on demand in your feed. Then tap Done.



Log Out of Periscope

To log out of Periscope, go back to the Live Streaming menu > Persicope, and tap Log Out.

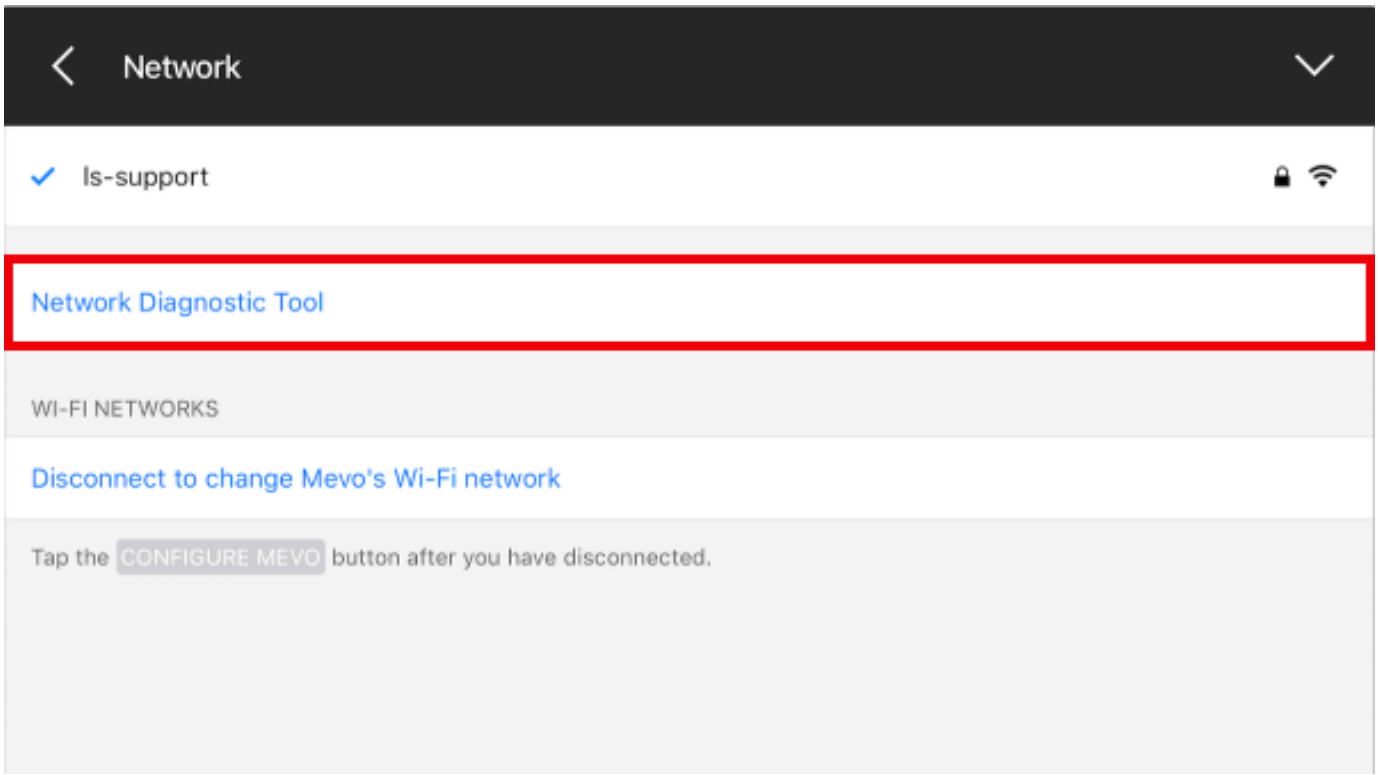
Periscope
Post to Twitter
STREAM TITLE
What's happening?
Start Stream
Log Out
Emily

Advanced Connectivity Options

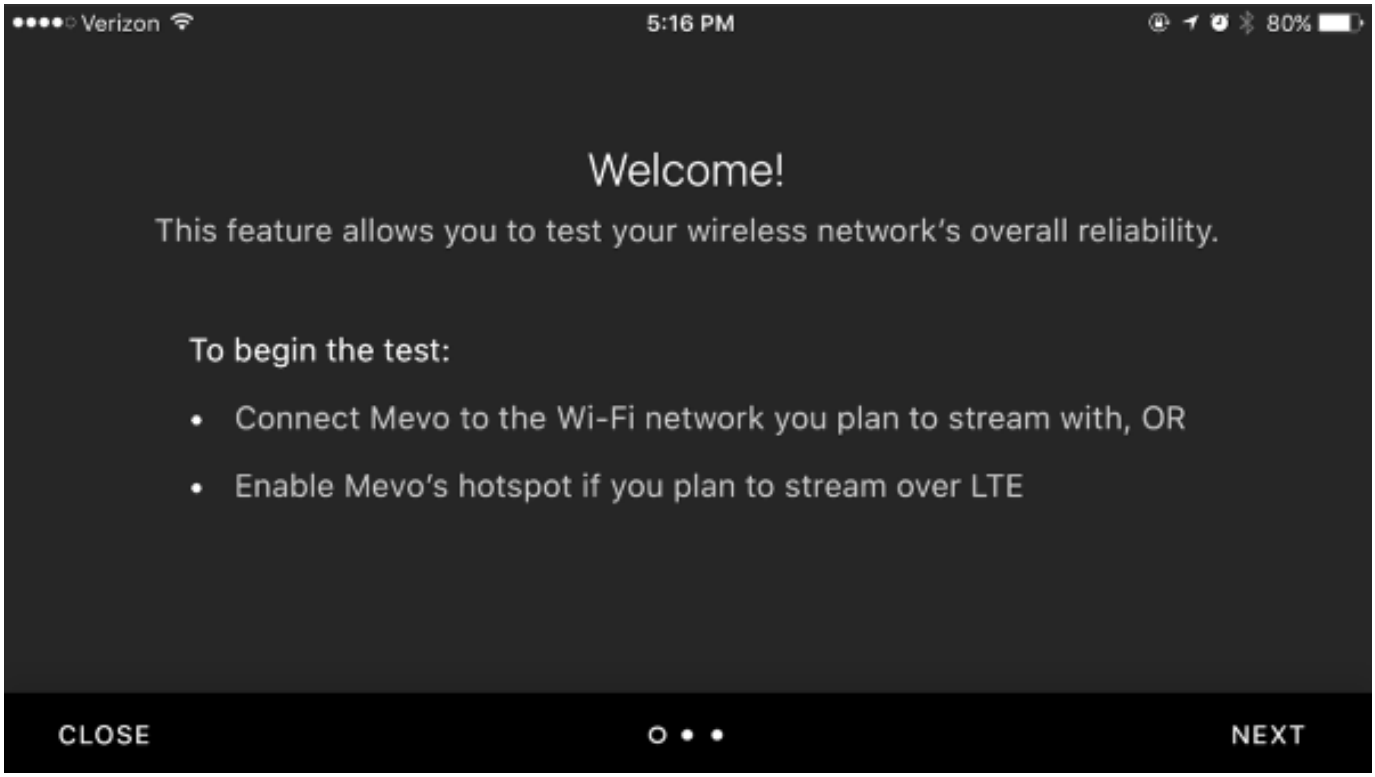
Test Your Connection Reliability with the Mevo App

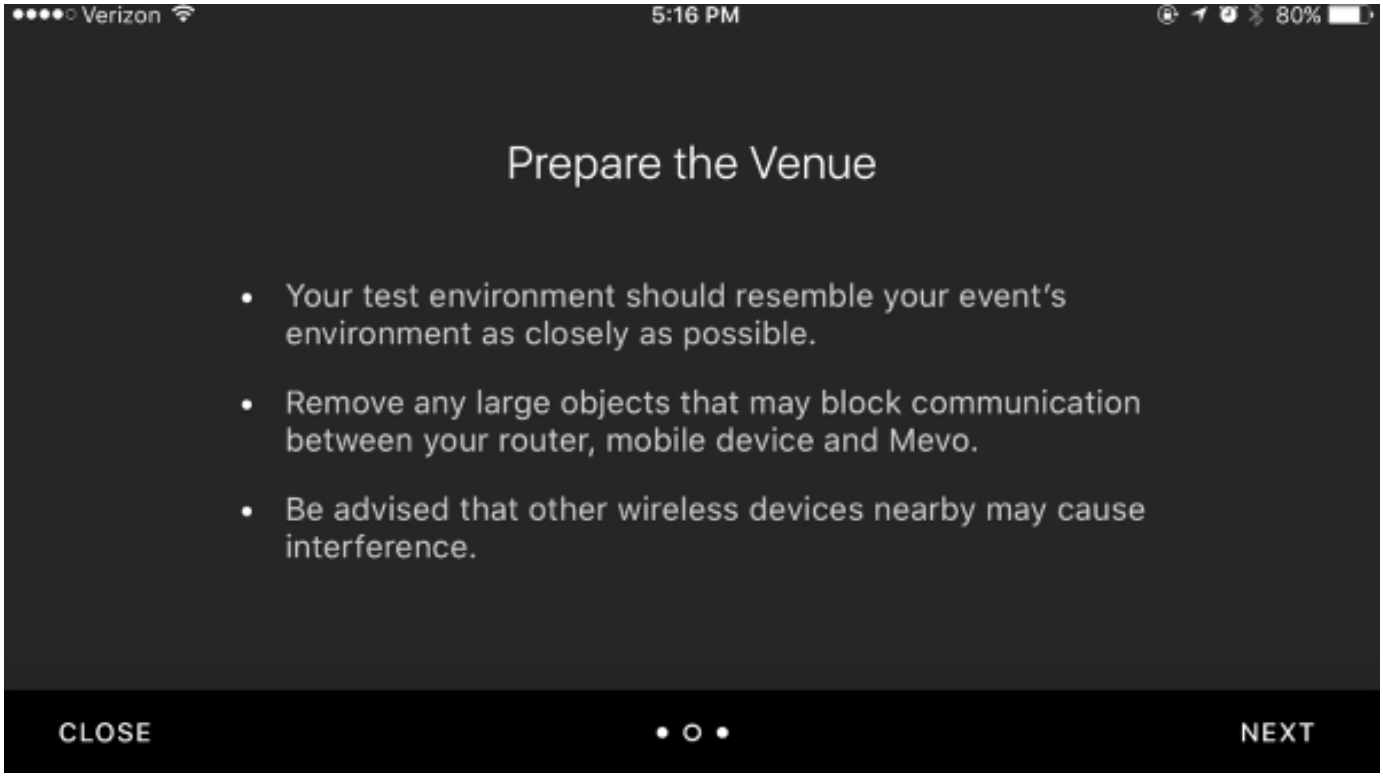
The Mevo app include a network diagnostic tool that can measure how reliably your network connection can transfer data in the Mevo's current environment.

To access the tool, open Mevo's settings menu and navigate to Network. Tap Network Diagnostic Tool.

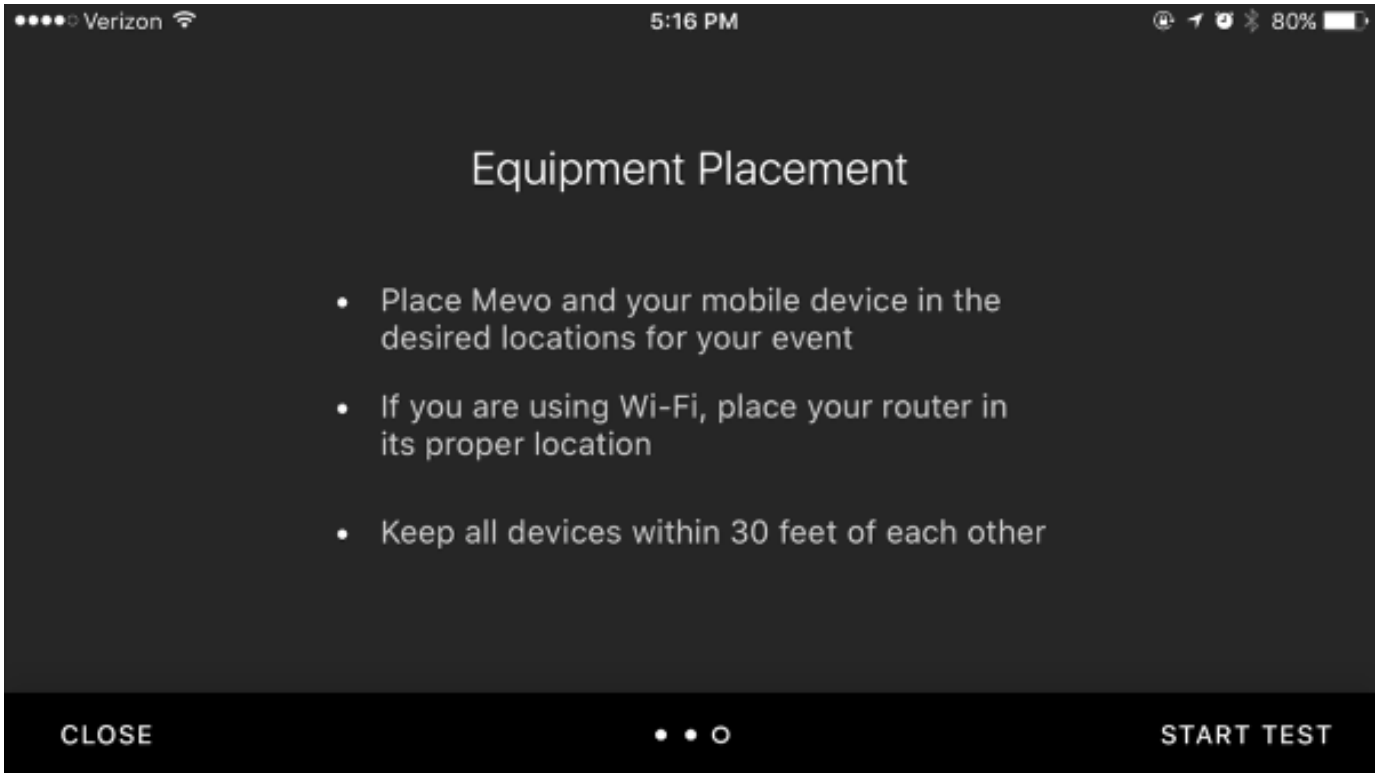


You will see the following welcome screen. Read through the preparate steps, then tap Next in the bottom right corner.

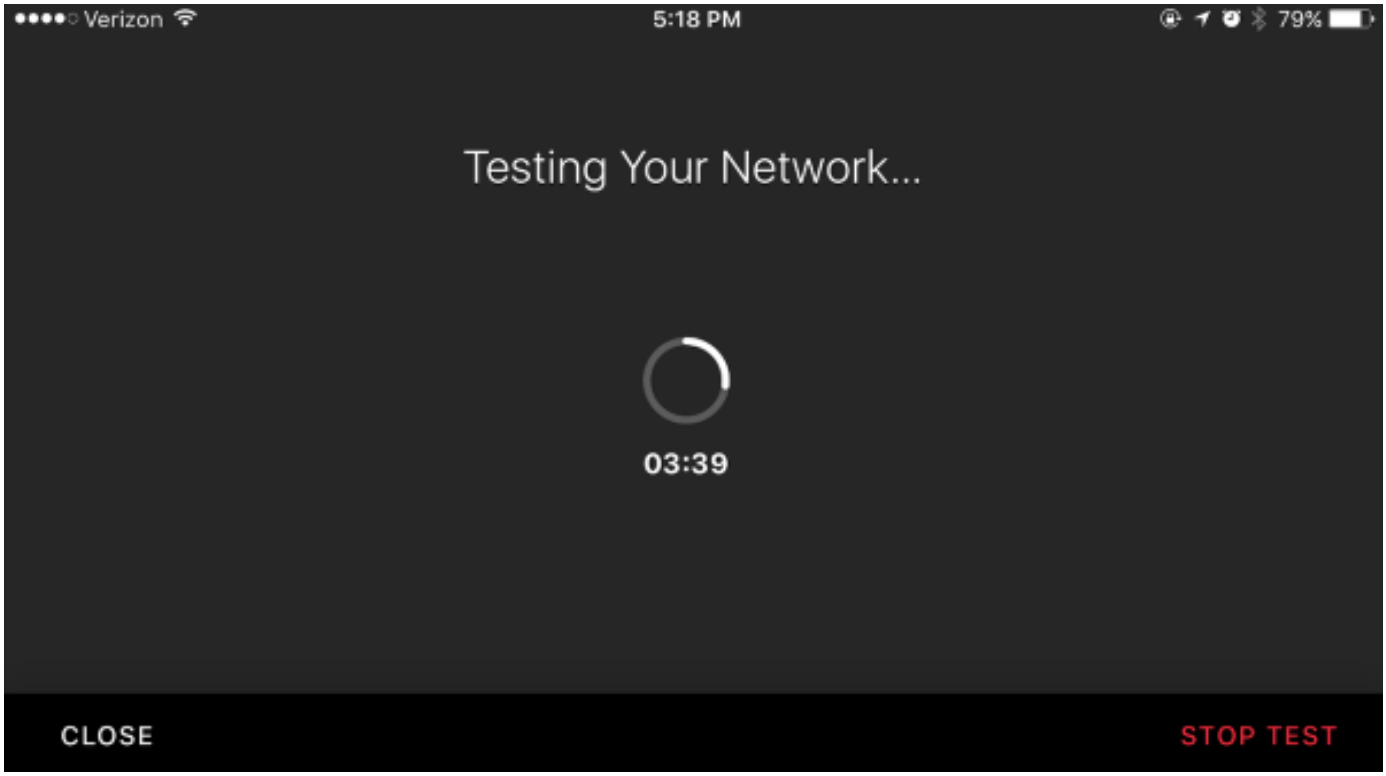




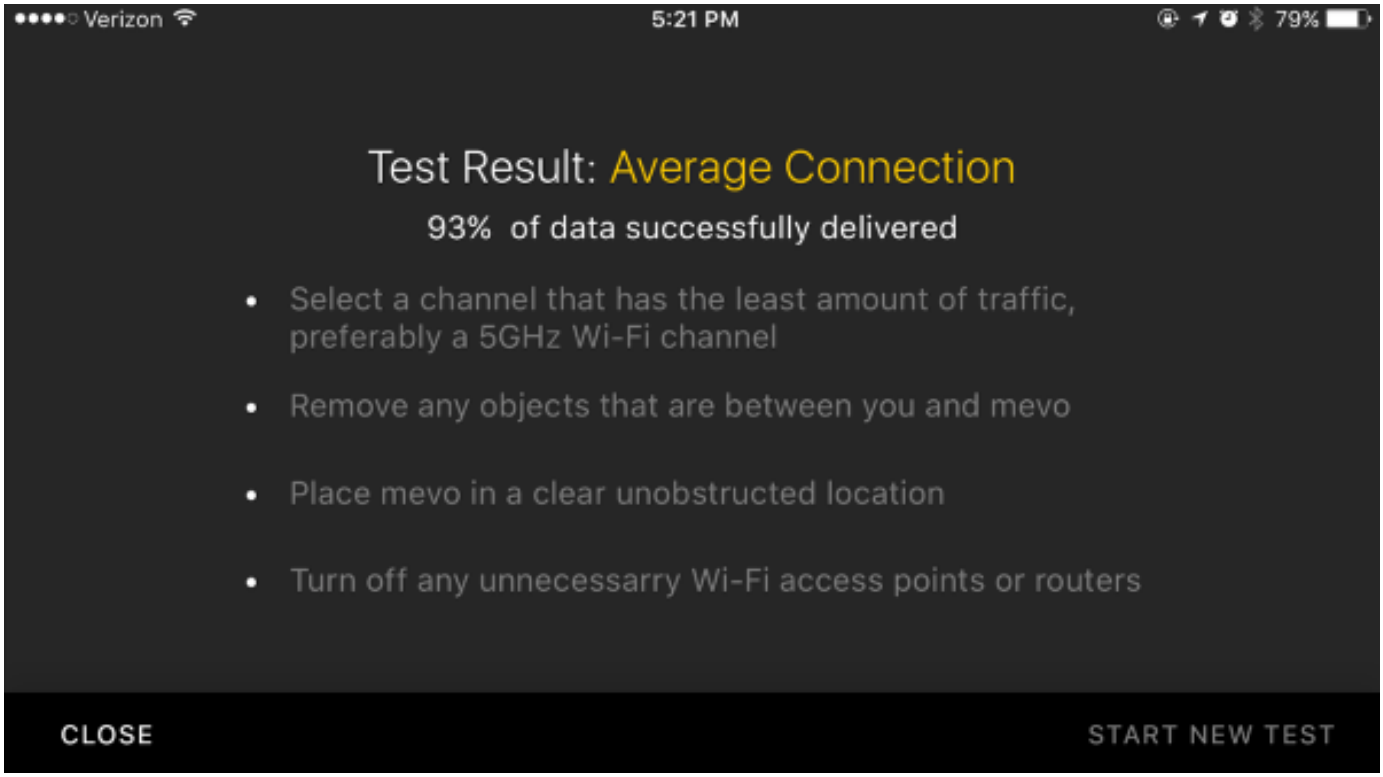
When your ready to start testing, tap Start Test.



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 short-range Wi-Fi hotspot.

You can read more about this at the following:

- What is the difference between Mevo Hotspot and local WiFi?
- 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:

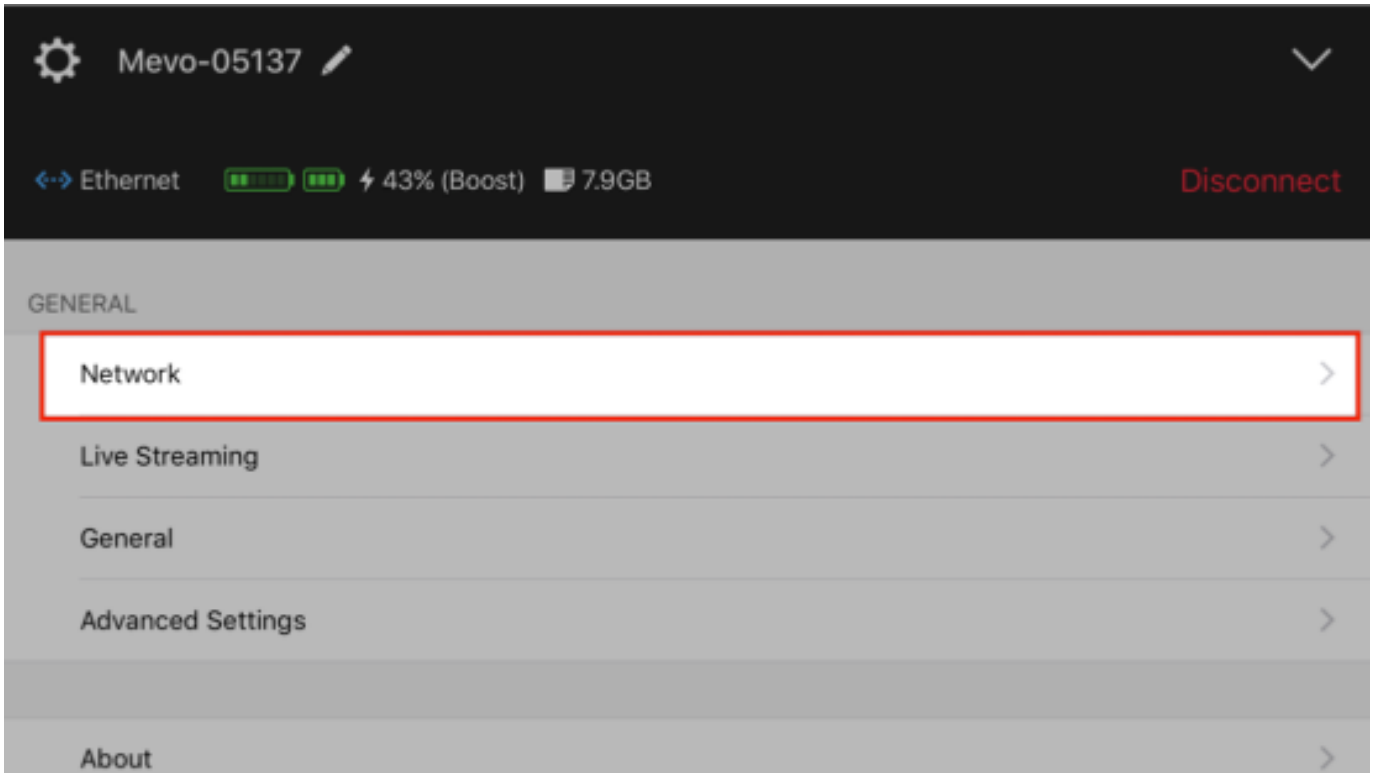
- Connect to Ethernet with Boost
- Connect via a 4G/LTE USB Modem with Boost

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.

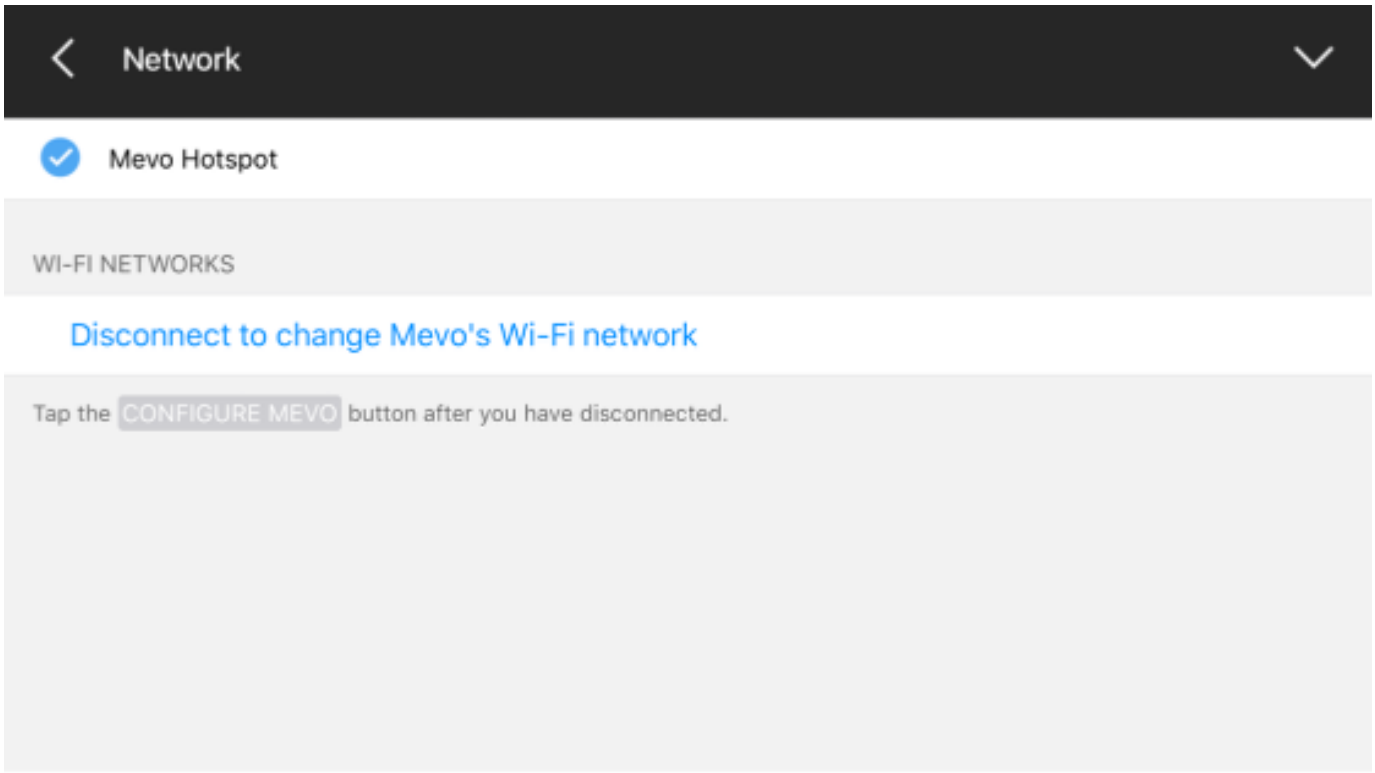
Tap the More Options icon, then tap the gearwheel to enter settings.

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:



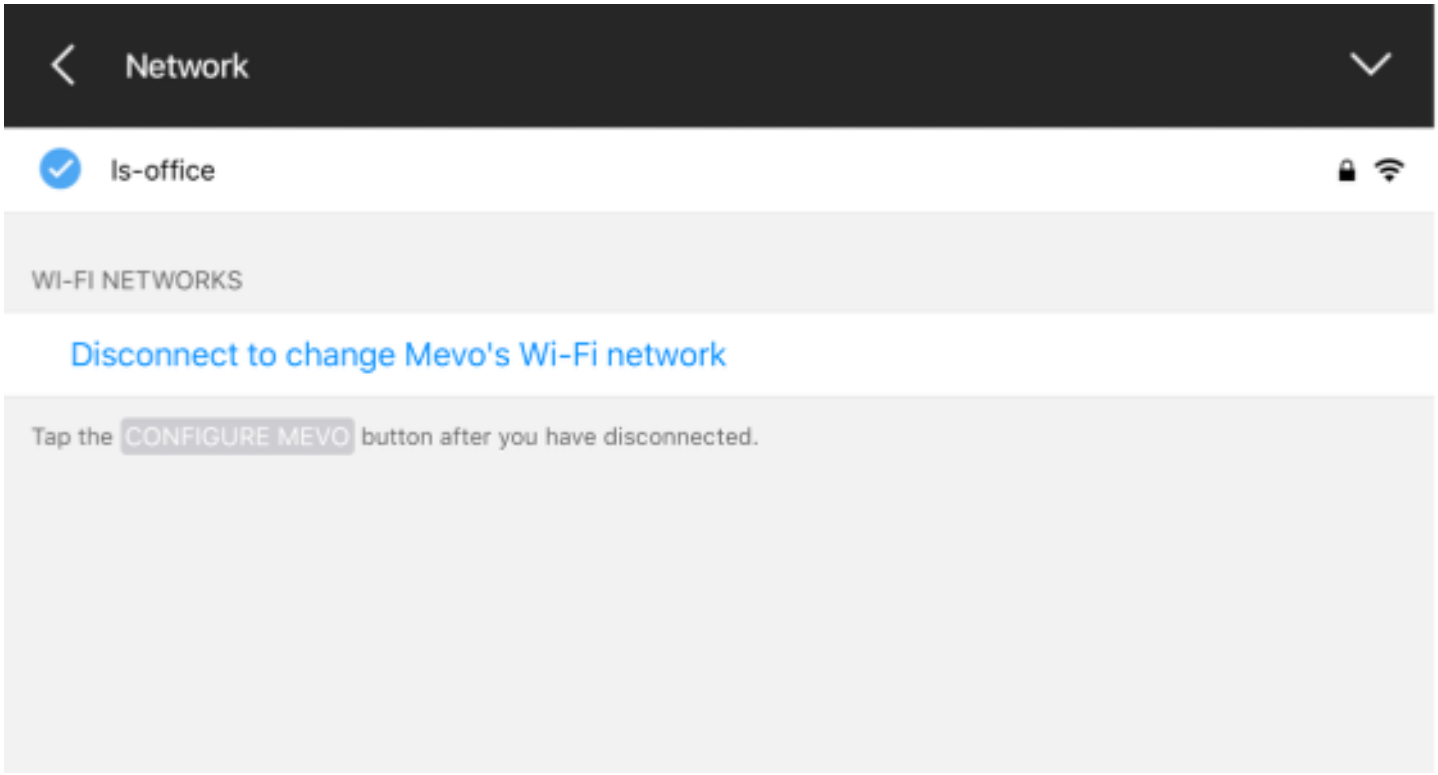
Tap Disconnect to change Mevo's Wi-Fi network.

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.

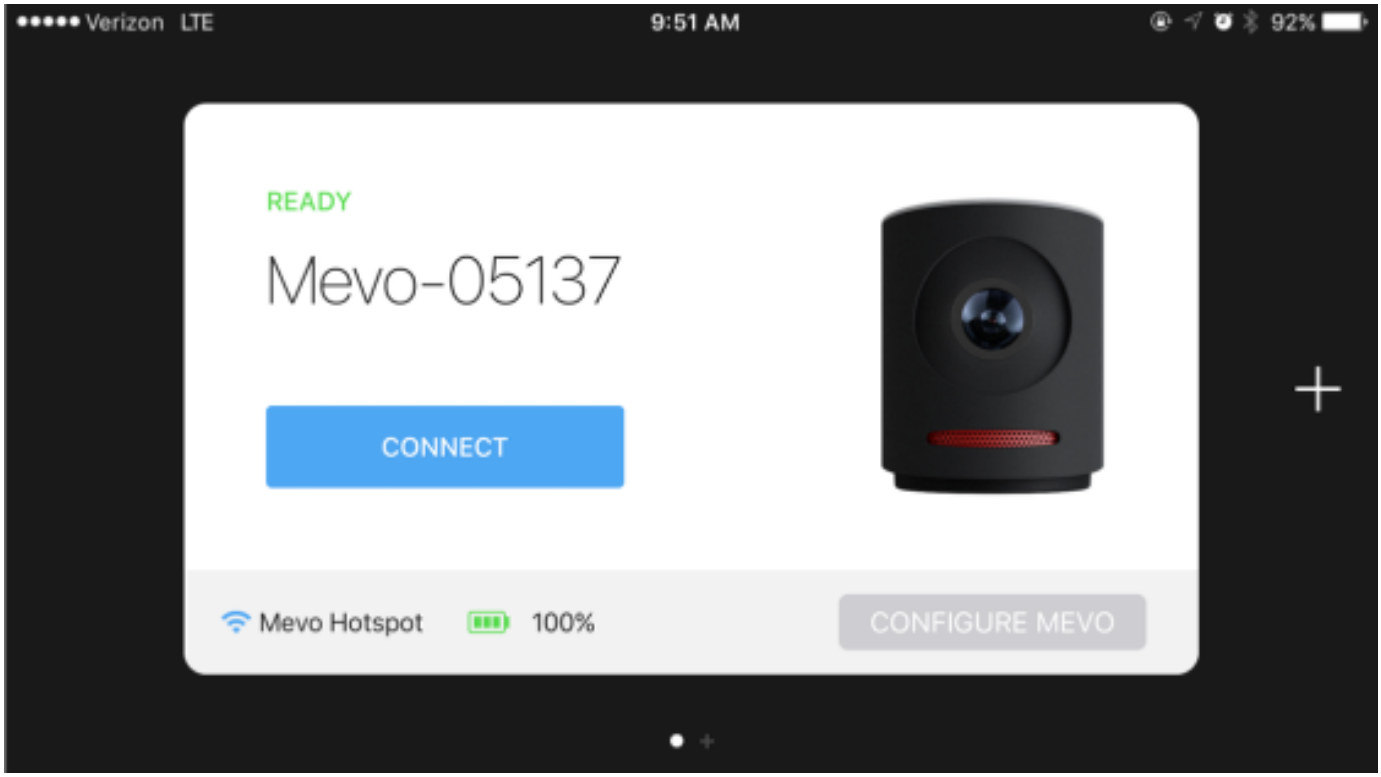
If you are on a Wi-Fi network and wish to switch to the Mevo Hotspot:

The network settings menu should indicate that you are connected to a WiFi network. Tap Disconnect to change Mevo's Wi-Fi network.

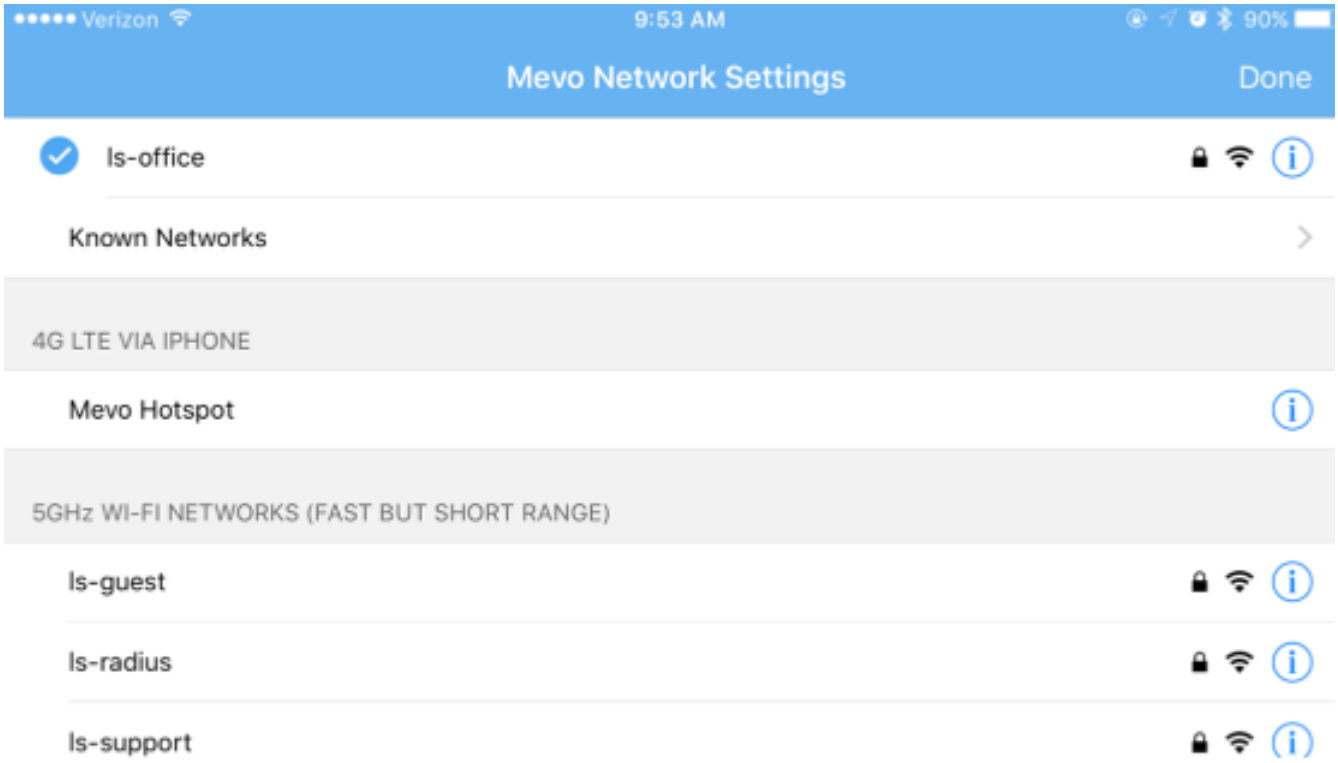


Your Mevo will disconnect from the app and update its status.

Then, tap Configure Mevo, to enter the Mevo Network Settings screen.



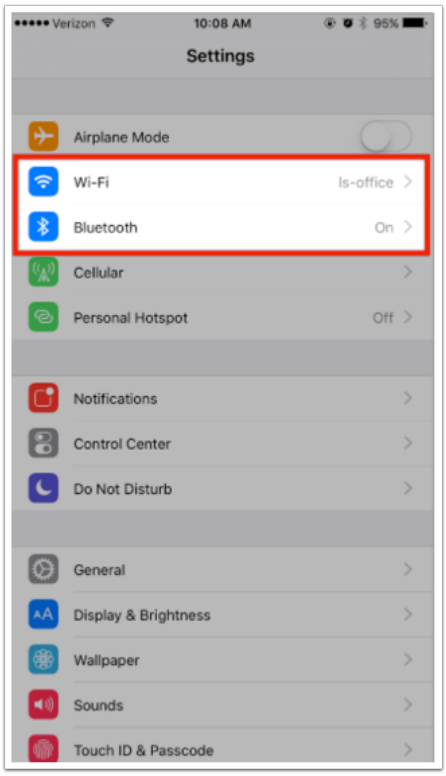
Tap Mevo Hotspot to switch to Mevo Hotspot mode. You can also tap the 'i' information bubble in order to change Mevo Hotspot Settings.



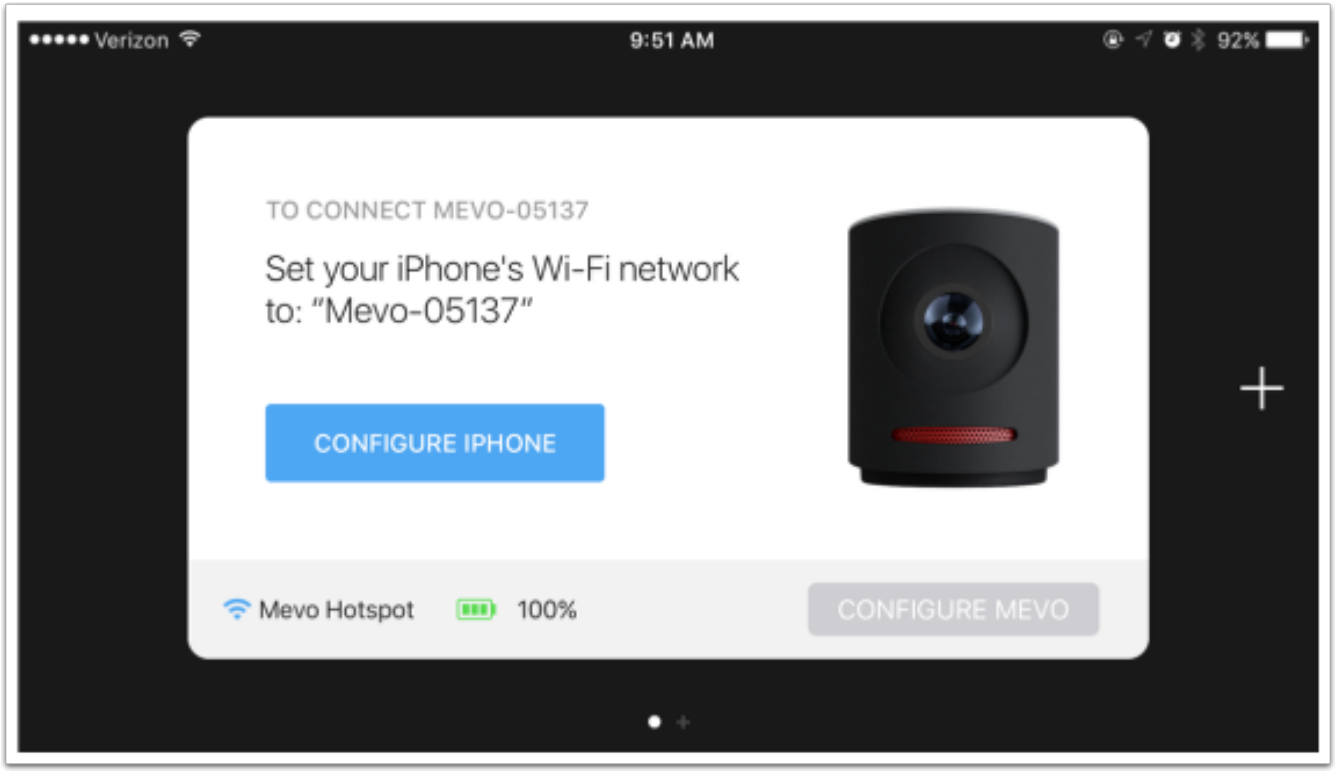
You can then connect to the hotspot per these instructions.

How to Connect Mevo to a WPA/WPA2 Enterprise Network

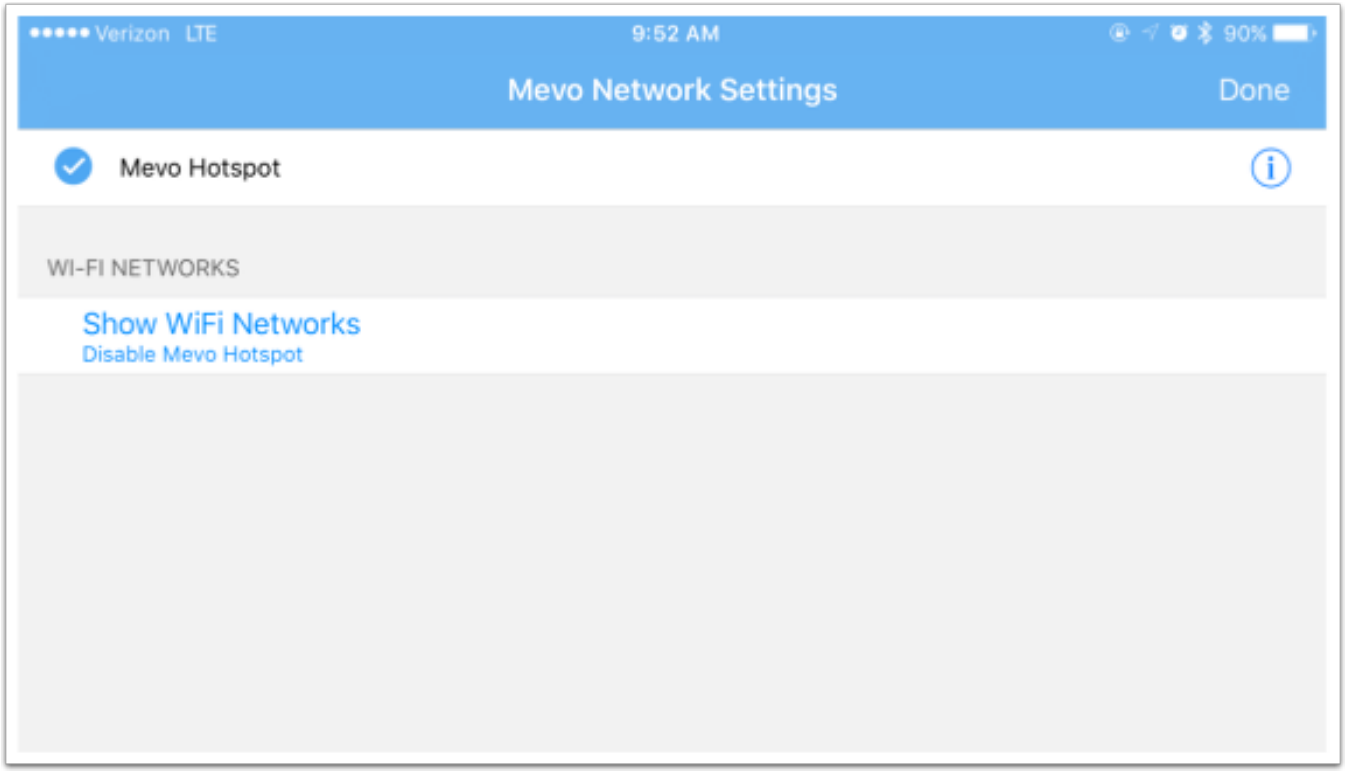
To join a WPA/WPA2 Enterprise Wi-Fi Network, first make sure that Bluetooth and Wi-Fi are enabled on your iOS device.



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

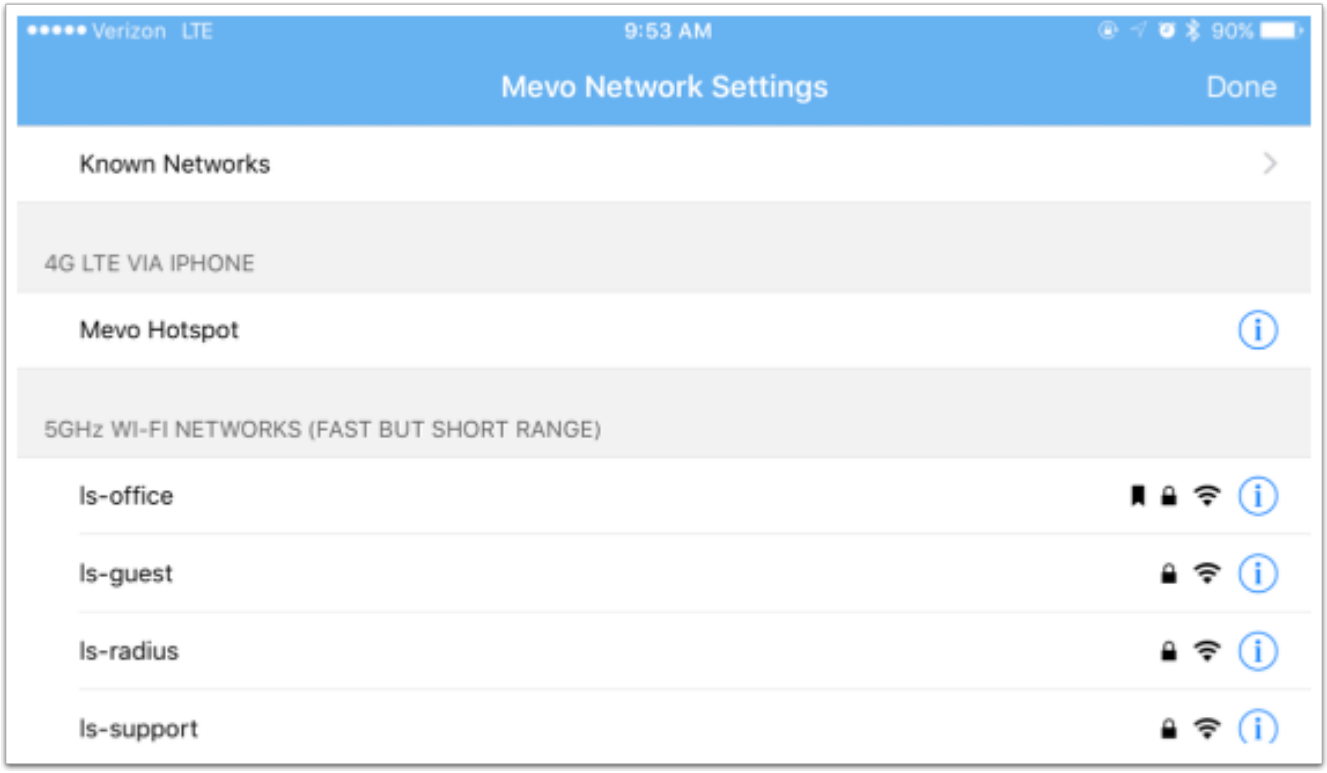


Tap 'Show WiFi Networks (Disable Mevo Hotspot).'

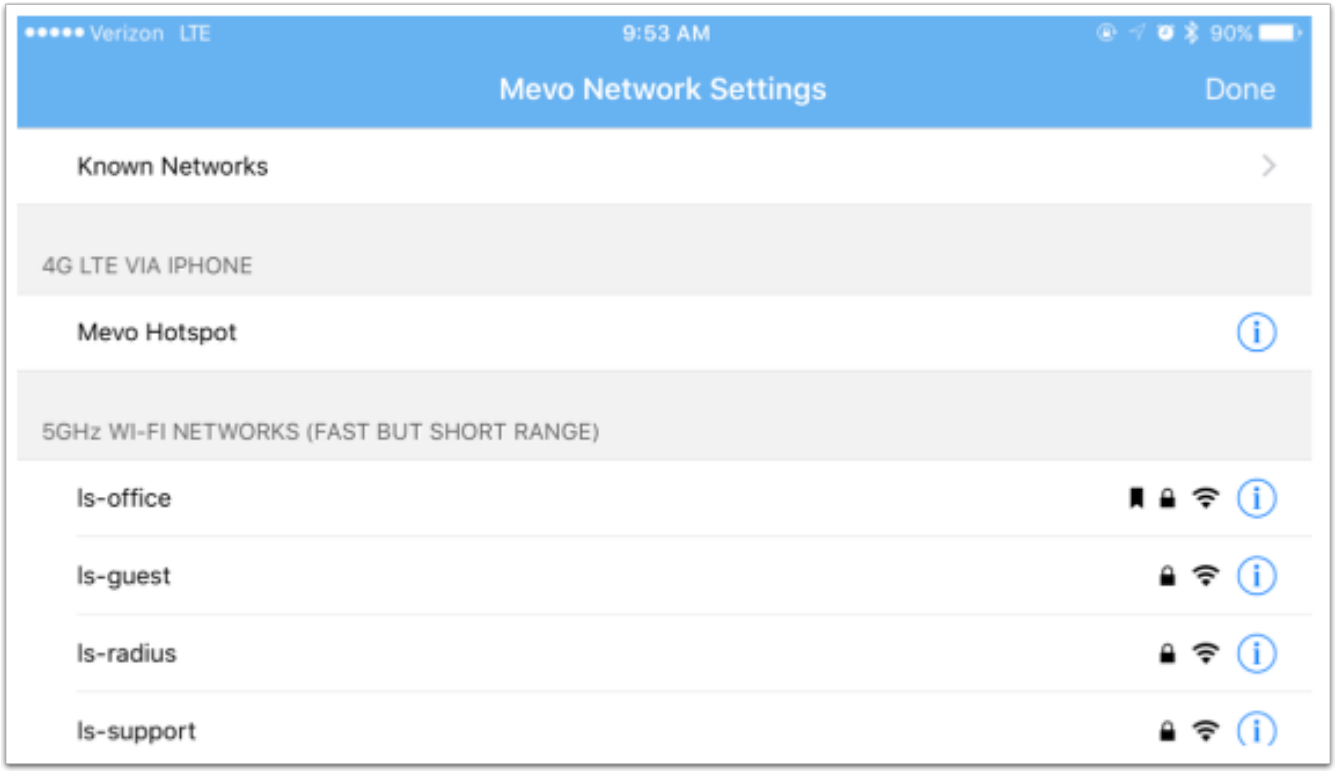


You will see a Loading wheel, and then see the following screen. Your available networks should populate in a list.

> Note: There may be a short delay for your app to update when changing your Mevo connection settings. Please be patient for a short moment after making changes to your Mevo connectivity.

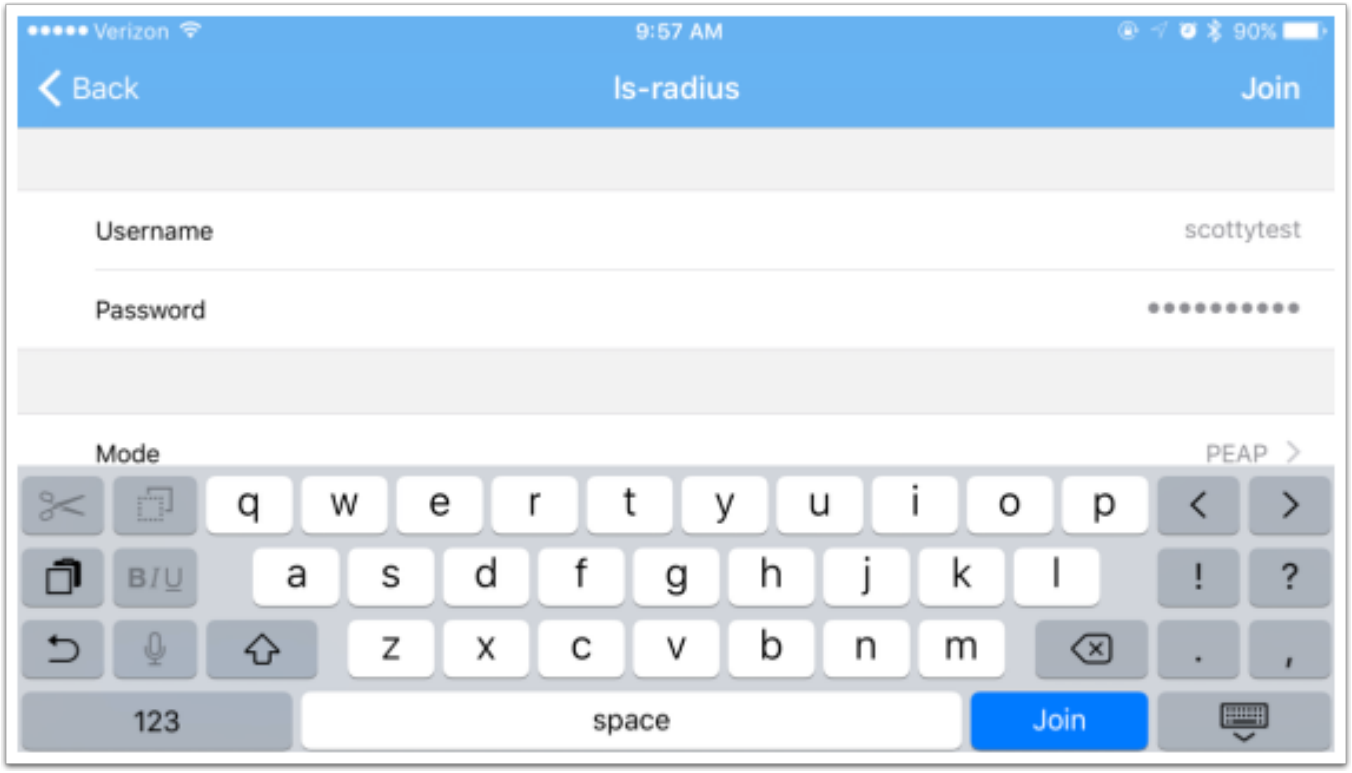


Select the network to join on your network list.



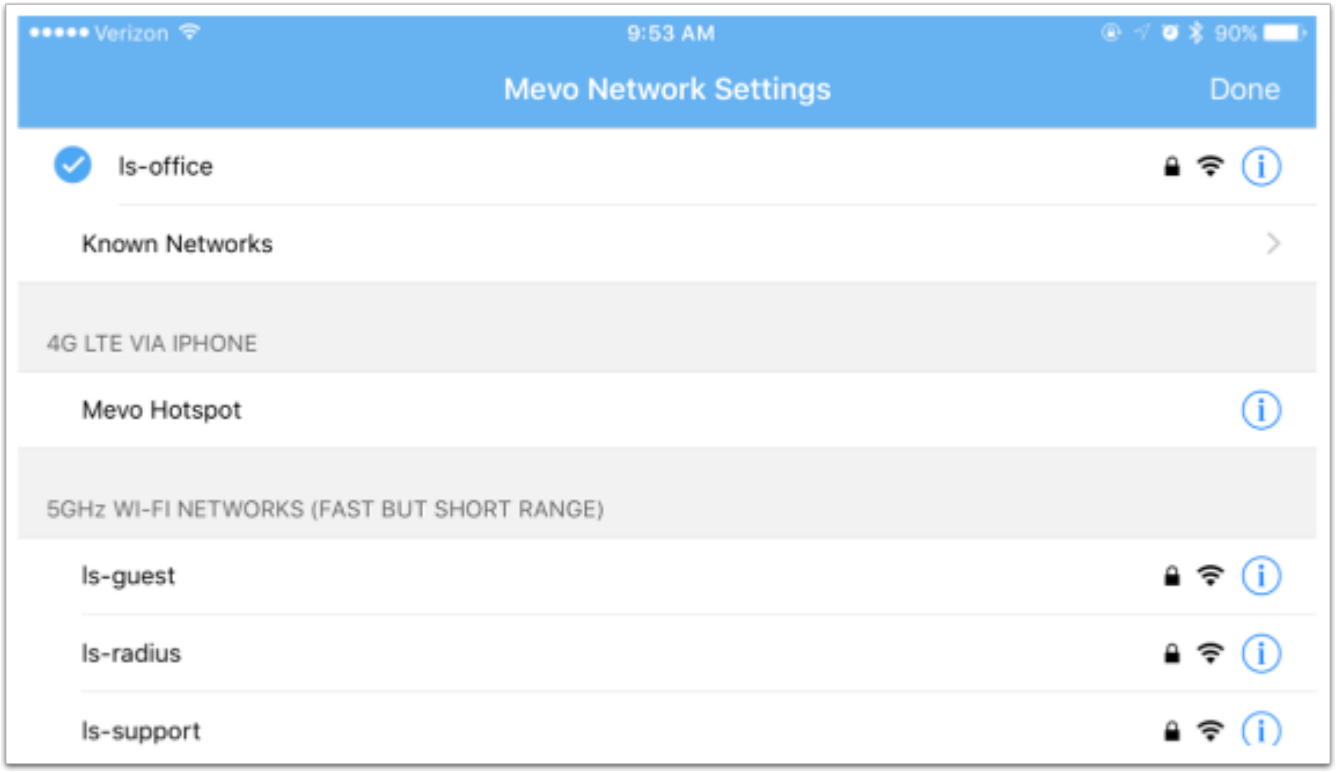
If the network you selected was an Enterprise network, you should now see this screen asking for your Enterprise network details.

Enter the username and password of the network provided to you by your network/IT administrator.



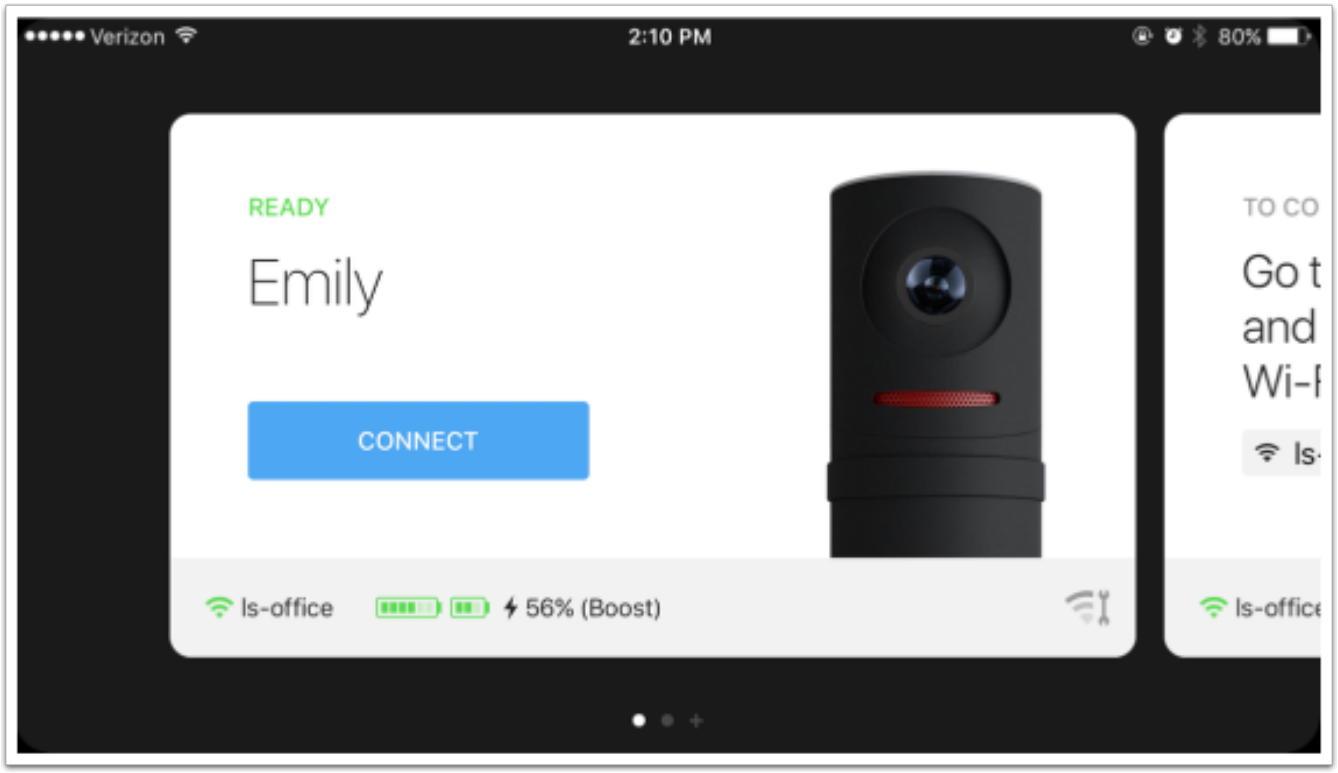
Then, change the Mode and Phase 2 to match the settings of the Enterprise network you are connecting to (this should also be provided to you by your network/IT administrator).

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,' 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.'



However, 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 hotels, convention centers, etc.

Can Mevo Join Enterprise WiFi Networks or Networks with Captive Portals?

Mevo can join most WiFi networks. Supported WiFi 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

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 WiFi, 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.

Note: *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.

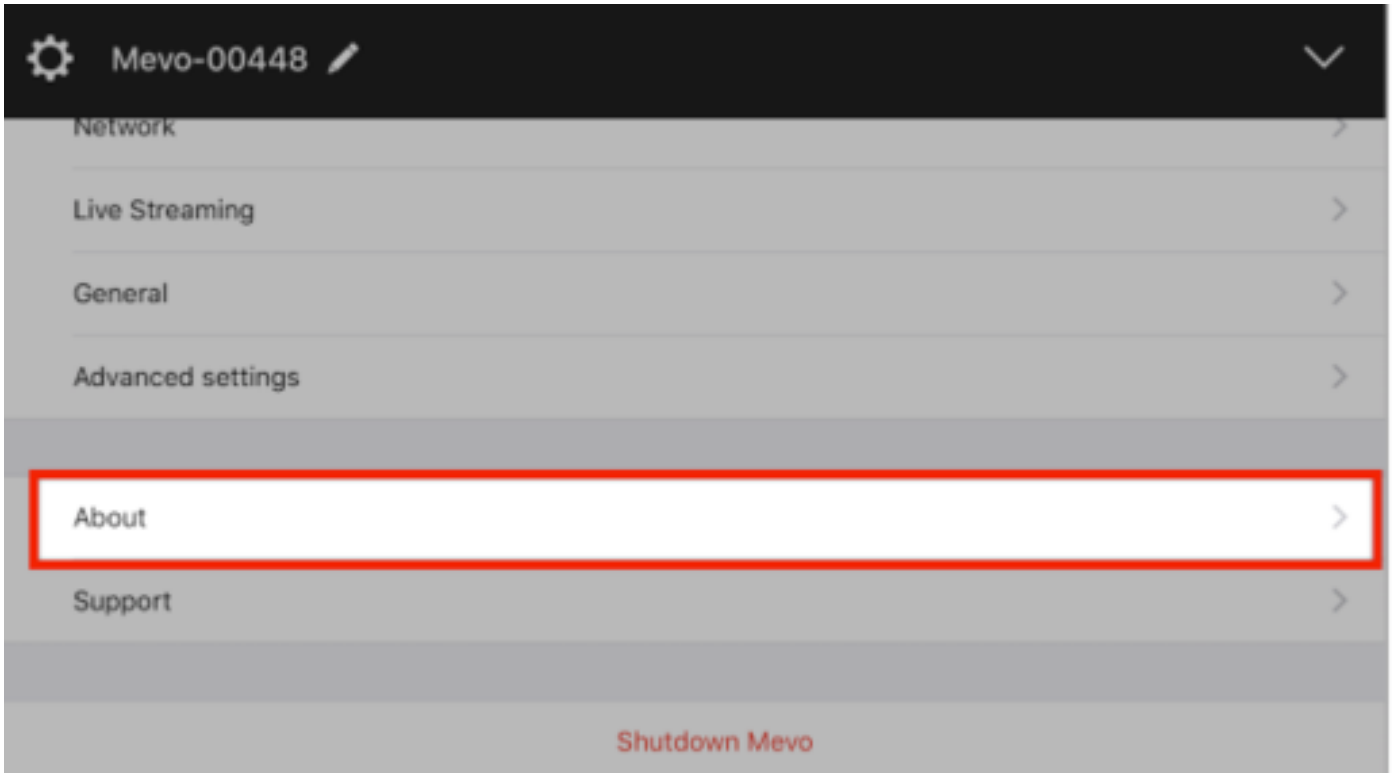
If the venue can only provide under 5Mbps dedicated upload speed, you should to be prepared to lower the quality to Medium or Low. In general, a higher video quality for a lower internet connection means more risk. Ensuring a stable stream will provide a better experience for your viewers.

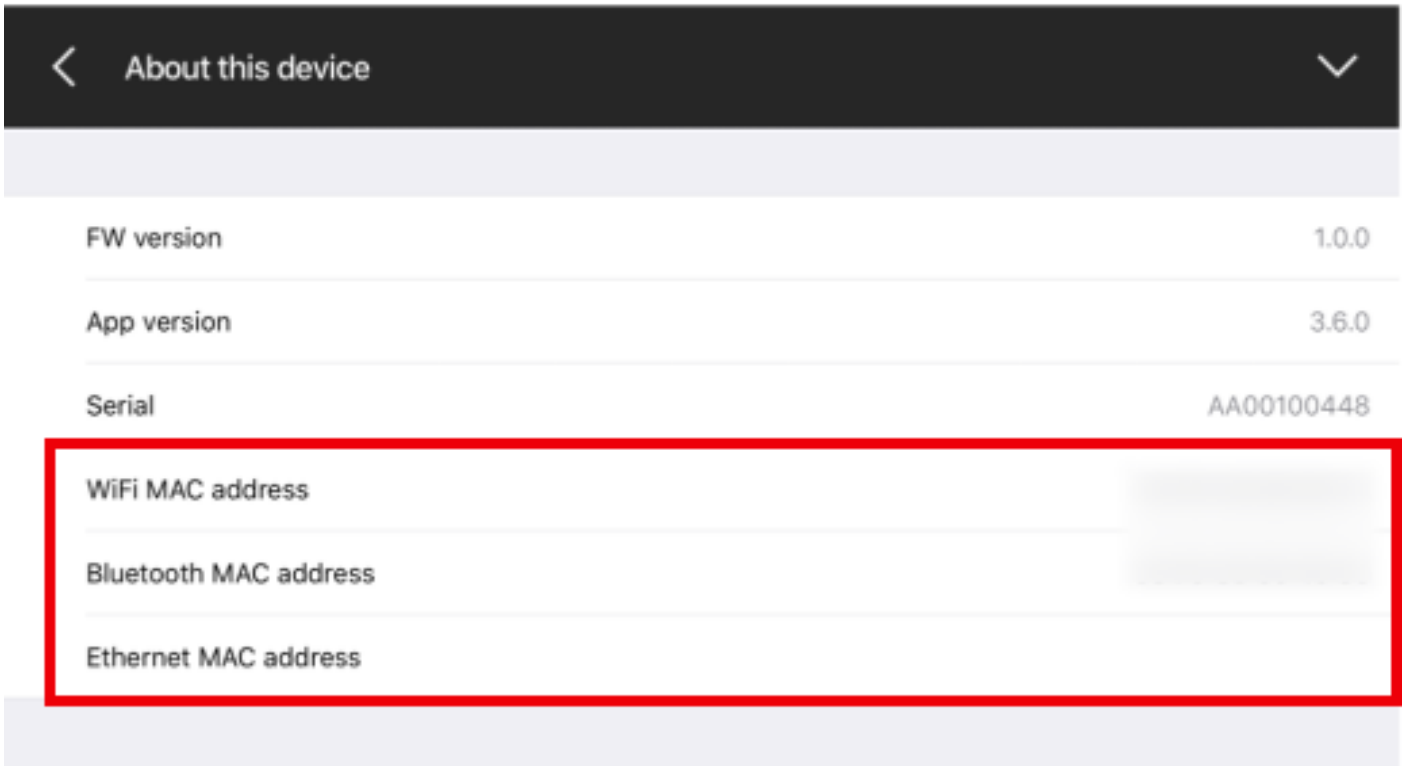
Does Mevo Have a MAC Address?

Yes, if you need to allow devices to connect to your network via MAC address, Mevo has one you can add.

Look on 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.


Mevo-00448
Network
Live Streaming
General
Advanced settings
About
Support
Shutdown Mevo


About this device
FW version
1.0.0
App version
3.6.0
Serial
AA00100448
WiFi MAC address
Bluetooth MAC address
Ethernet MAC address

Setting Up Your Apple Airport Extreme for Mevo

Overview

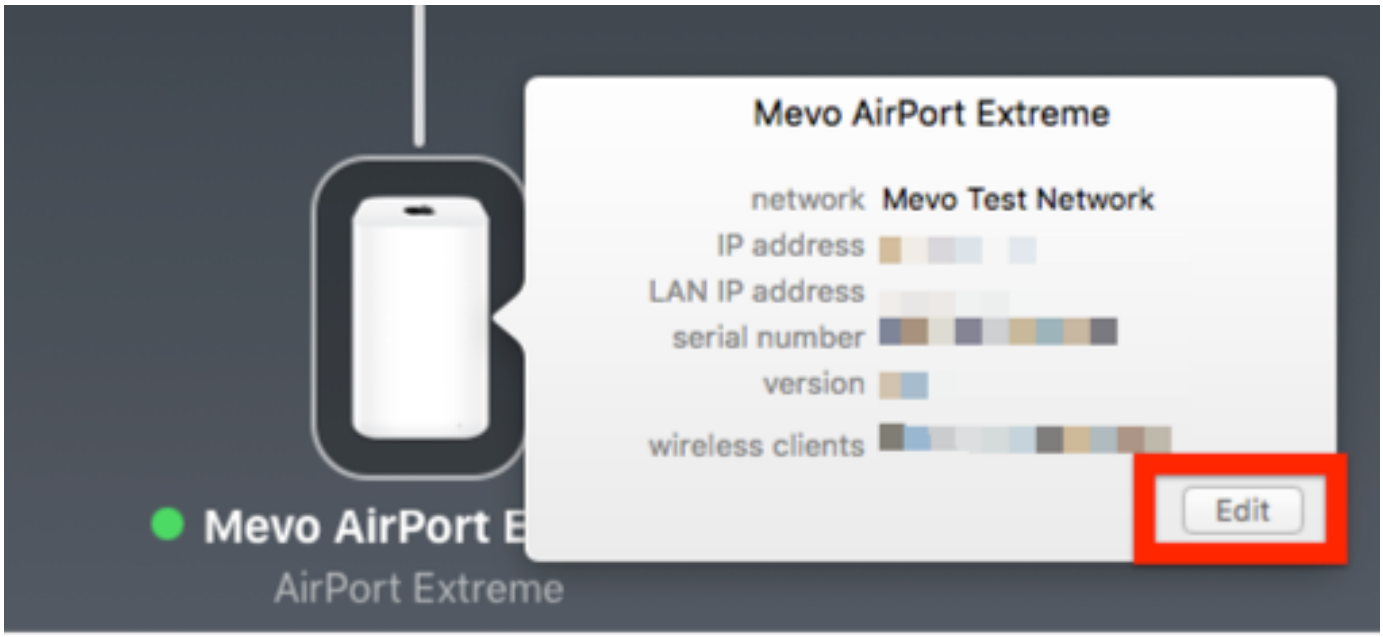
After extensive testing, we recommend using Apple's Airport Extreme router for the best connectivity experience with the Mevo.

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**.

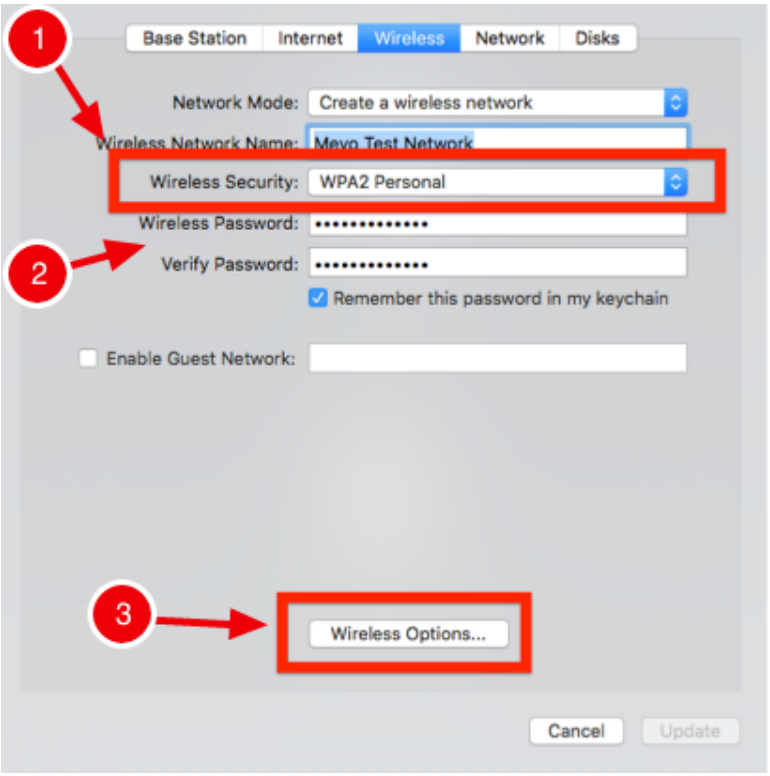


Choose the **Wireless** tab in the window that opens.

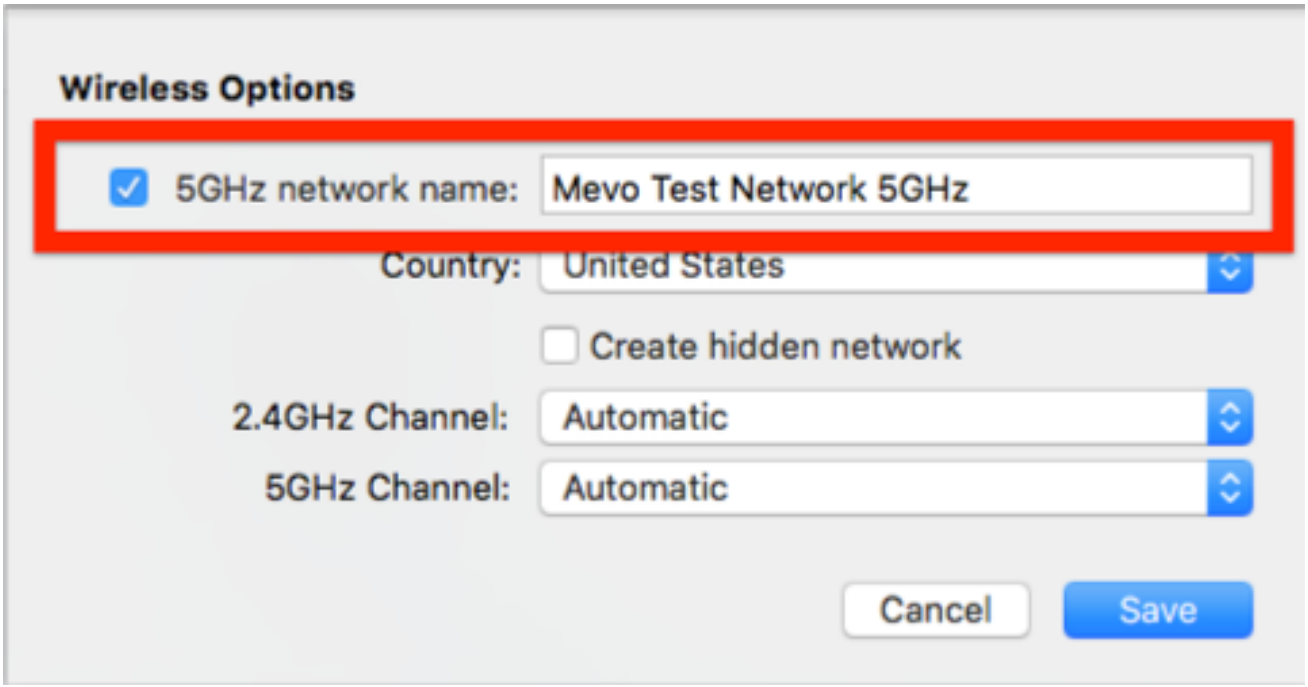
Under Wireless Security, select either WPA/WPA2 Personal, or WPA2 Personal.

Set a password for your network.

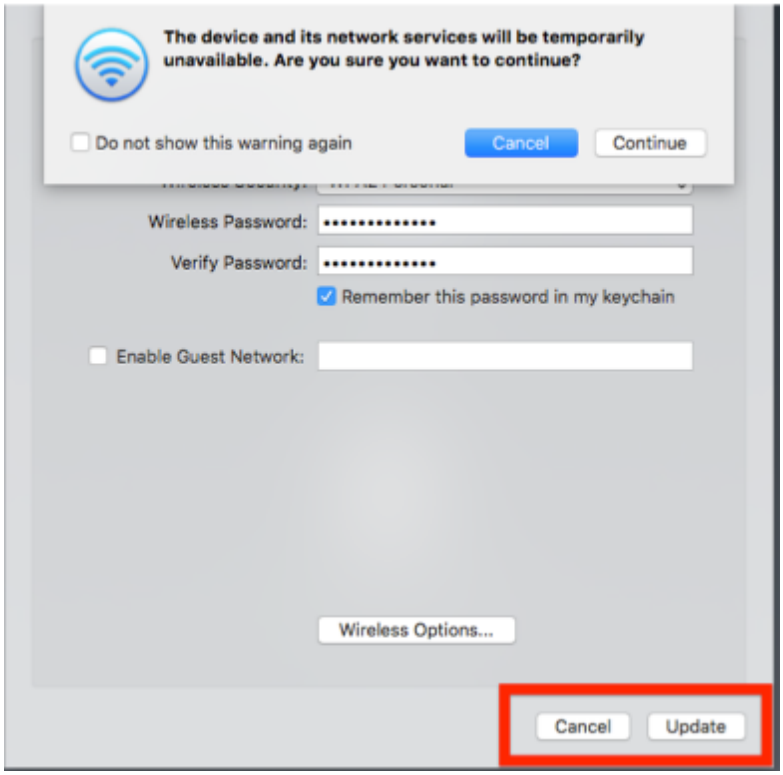
Then click Wireless Options.



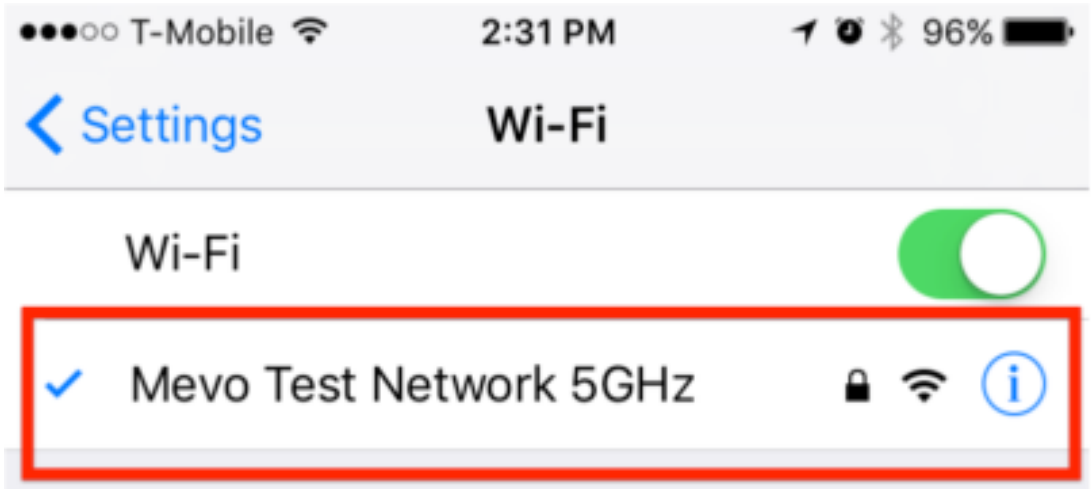
Check the box for 5GHz network name and change the name from its default, if you wish, then click Save.



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.



Back
Wi-Fi Networks
Done
Mevo Test Network 5GHz (5 GHz)

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.

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.

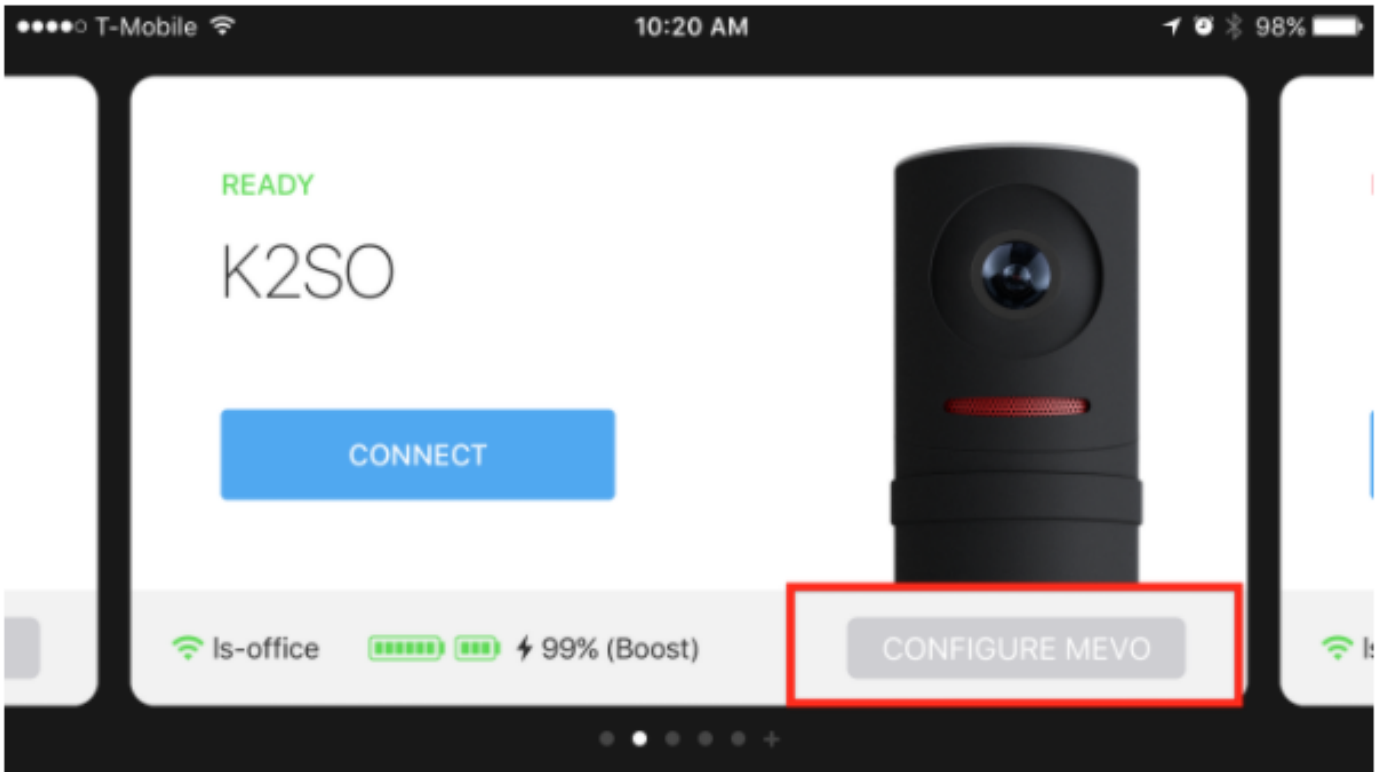
- Hard close the app and relaunch. Sometimes a simple reopen will refresh the Bluetooth communication between the app and the camera.
- Turn your mobile device's Bluetooth off, then turn it back on. Mevo uses Bluetooth to find nearby devices and check connection/usage status between the mobile device 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.

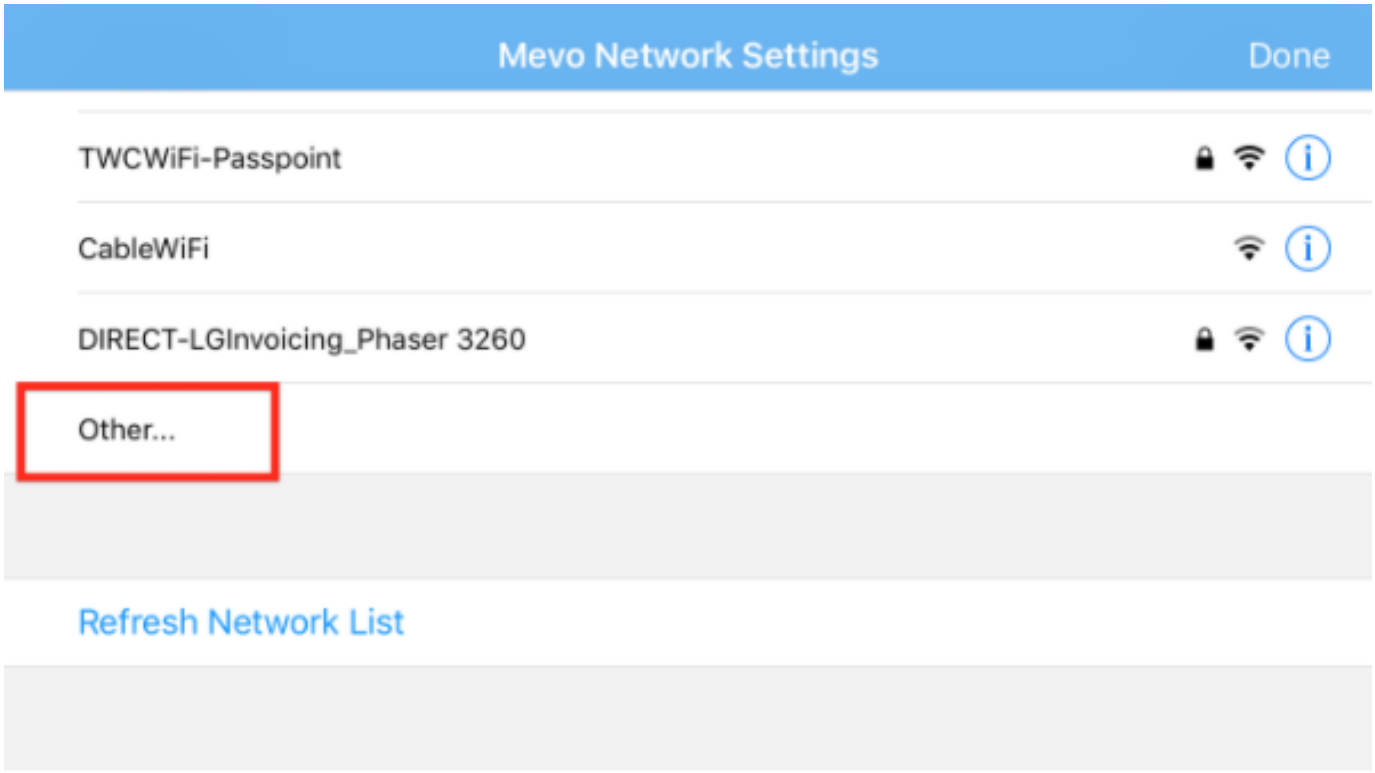
Mevo App is Not Listing my Wi-Fi Network.

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.

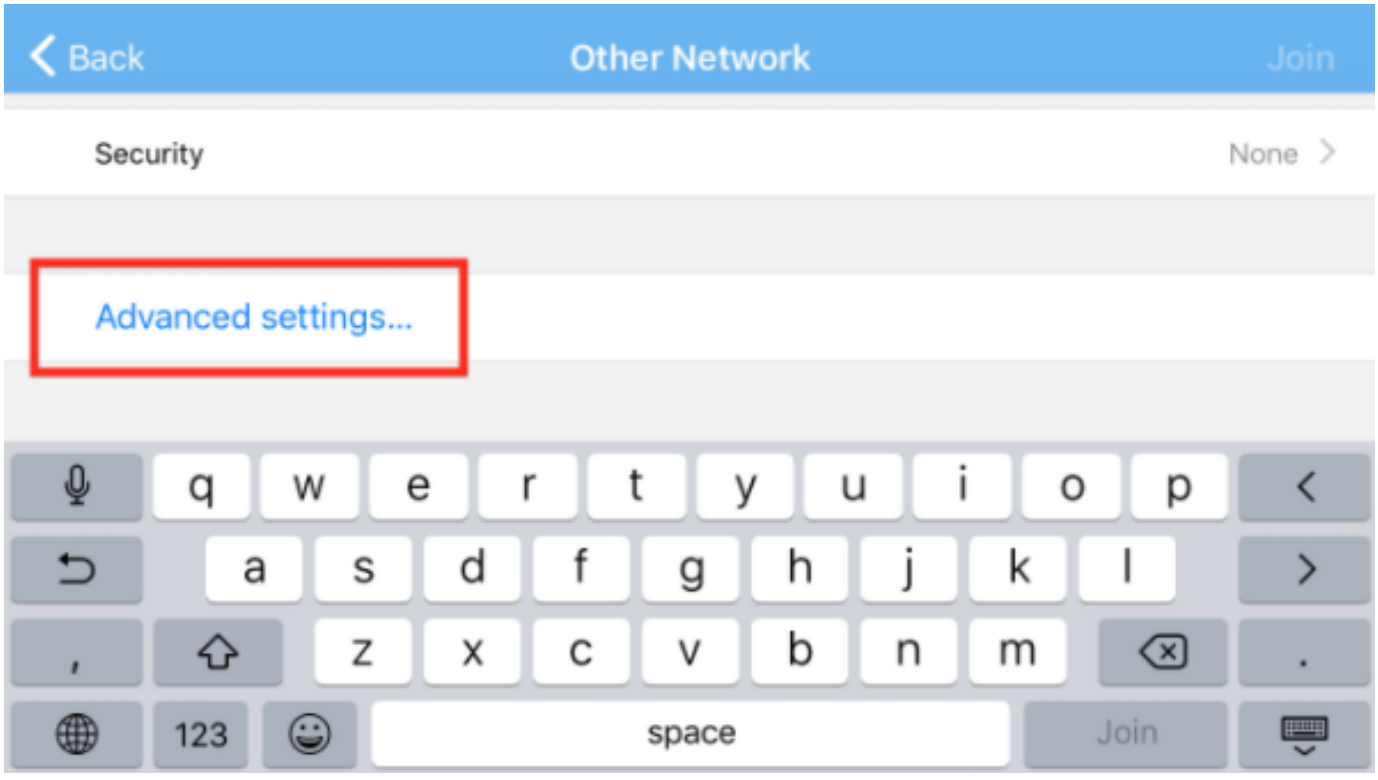
To connect your Mevo with its IP address, tap on Configure Mevo in the configuration card.



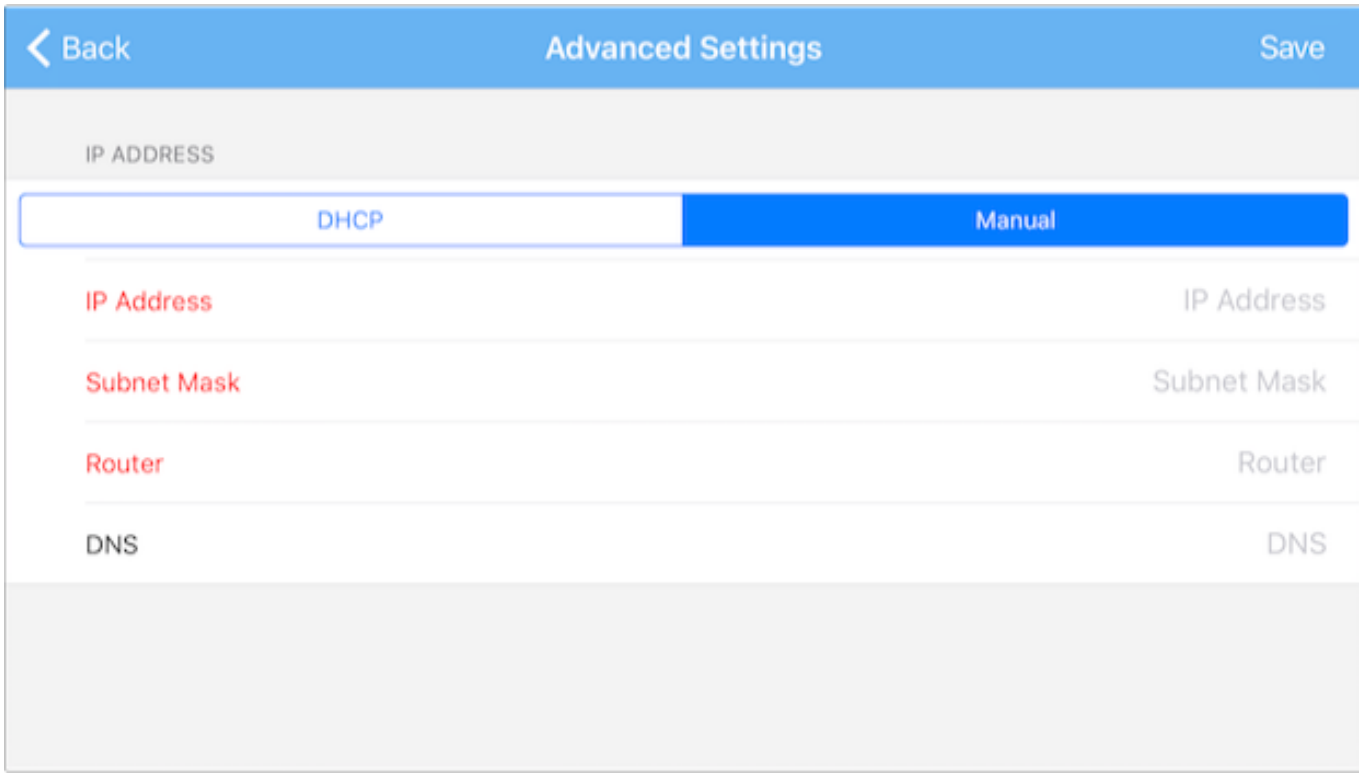
Scroll down the page of your available networks, and choose Other.



Scroll down to tap on Advanced Settings.



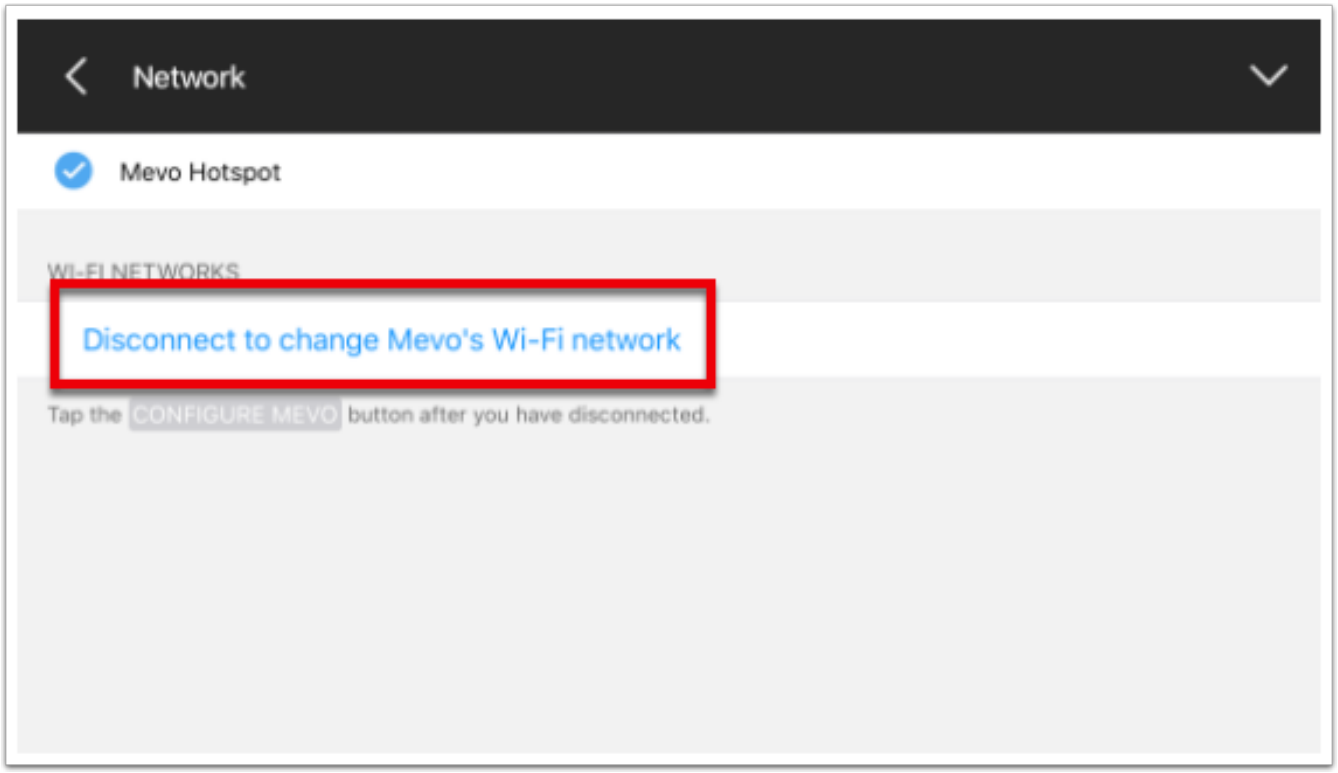
Choose Manual, and add the information provided by your network administrator.


Back
Advanced Settings
Save
IP ADDRESS
DHCP
Manual
IP Address
IP Address
Subnet Mask
Subnet Mask
Router
Router
DNS
DNS

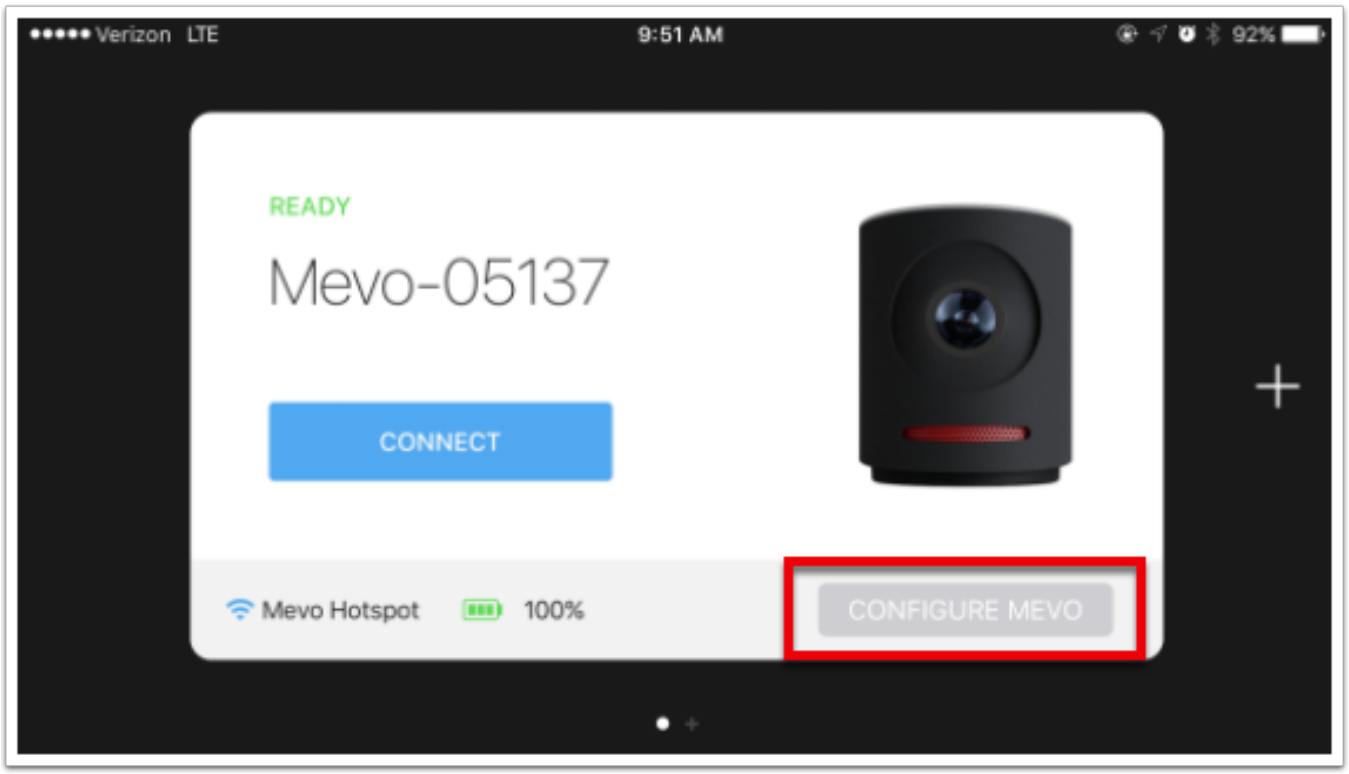
Unable to Connect Mobile Device to Mevo Hotspot

If you are unable to connect via the Mevo's own hotspot, please try the following.

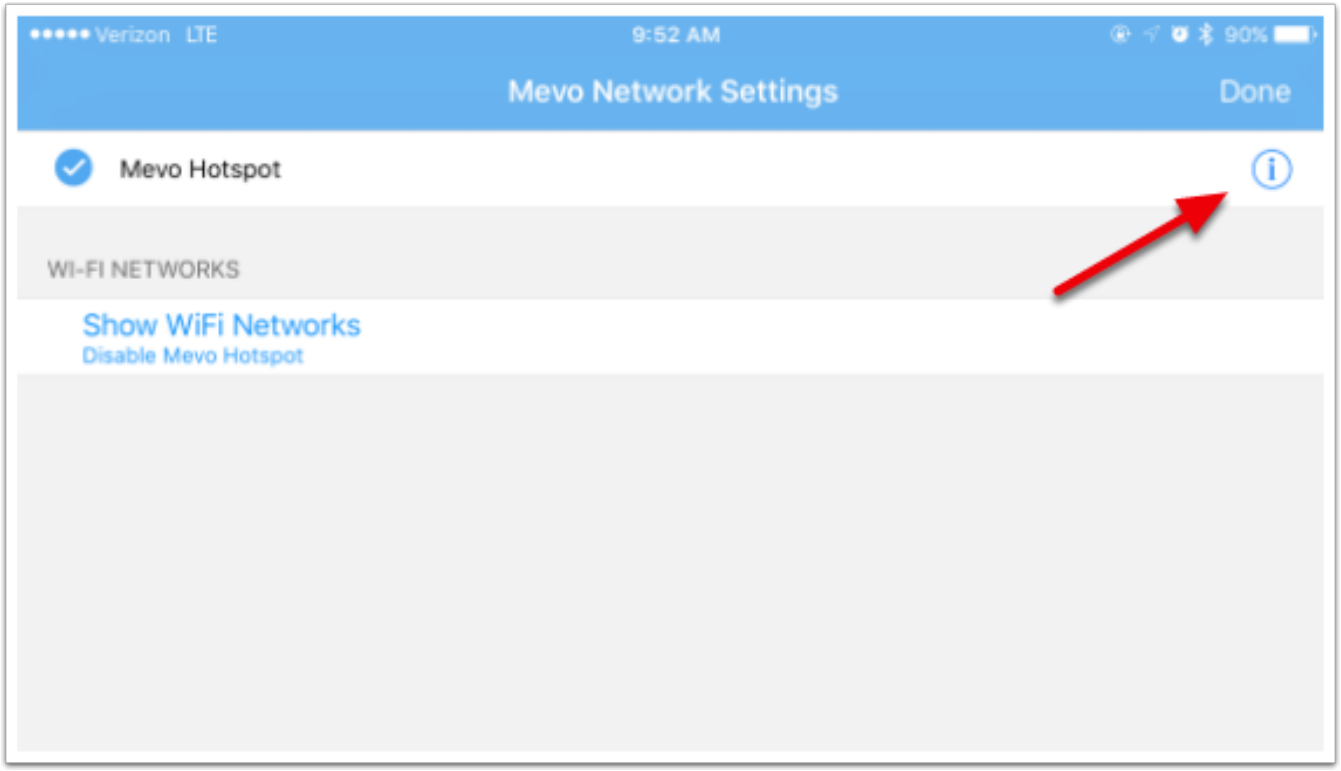
- Move closer to the camera. The Mevo Wi-Fi hotspot can range up to 30 meters. However, bear in mind there could be wireless interference if you're in an area with multiple wireless devices (e.g. an office, concert venue, convention center) so it's best to be as close to the camera as possible.
- Make 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 differentiations 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."



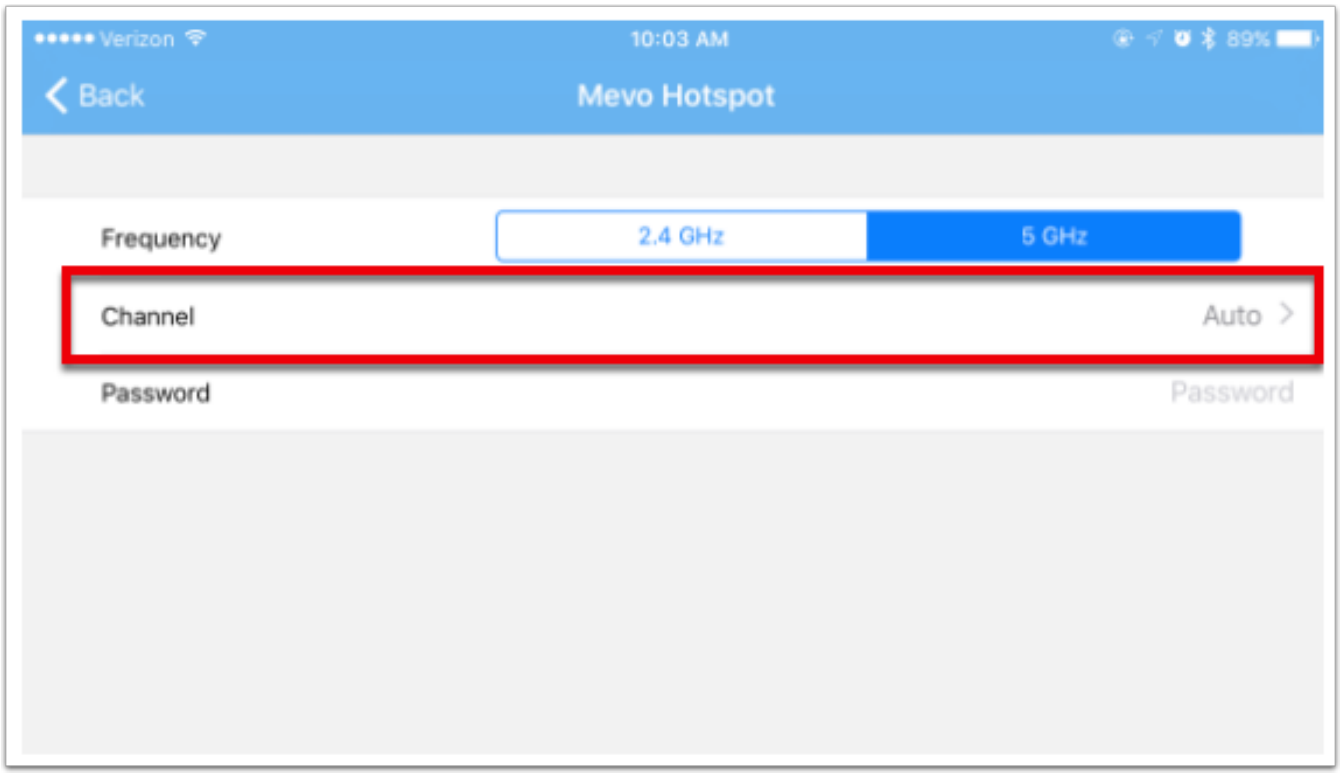
Tap "Configure Mevo."



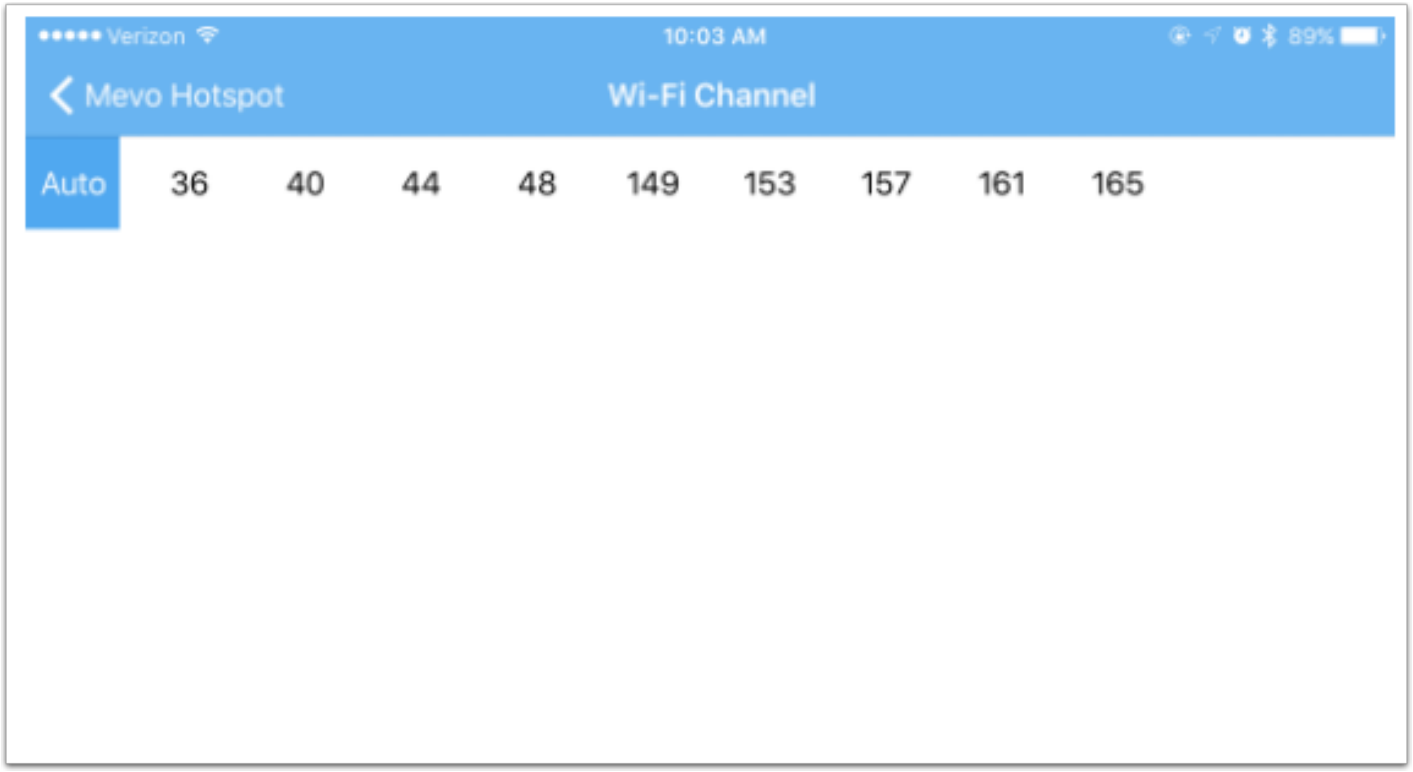
Tap the "i" information bubble next to Mevo Hotspot.



Tap "Channel."

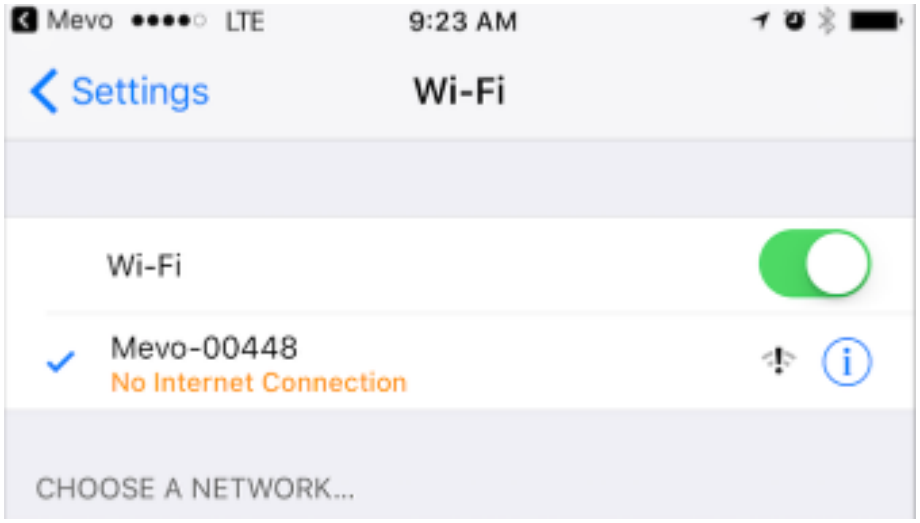


Set the Hotspot WiFi channel to one that is free from local interference. You can test WiFi channels in your local area by scanning your area for the best local WiFi channels via Windows or Mac laptops.


Verizon
10:03 AM
89%
Mevo Hotspot
Wi-Fi Channel
Auto
36
40
44
48
149
153
157
161
165

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.



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 actually 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 Internet 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.

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 water resistance.

Mevo can mount on top of the Mevo Boost, which then can mount onto a microphone stand or tripod.

Mevo Boost provide an additional 10 hours of streaming time. The back of the unit include an Ethernet port, a full USB port (for LTE USB modems), 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.

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.

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

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?

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 microUSB port is for plugging in the included USB cable to charge the Mevo Boost. It does not serve any other purpose.

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. Simply 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. Charging will start automatically.

This is a handy tool when you are using the Mevo app for prolonged events.

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

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.

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.

Can I Output Video Through the USB Plugs?

Mevo Boost includes a USB-A plus and a microUSB plug for charging and data. However, neither support the ability to output the video signal to another source (e.g. monitor, projector, computer, etc.)

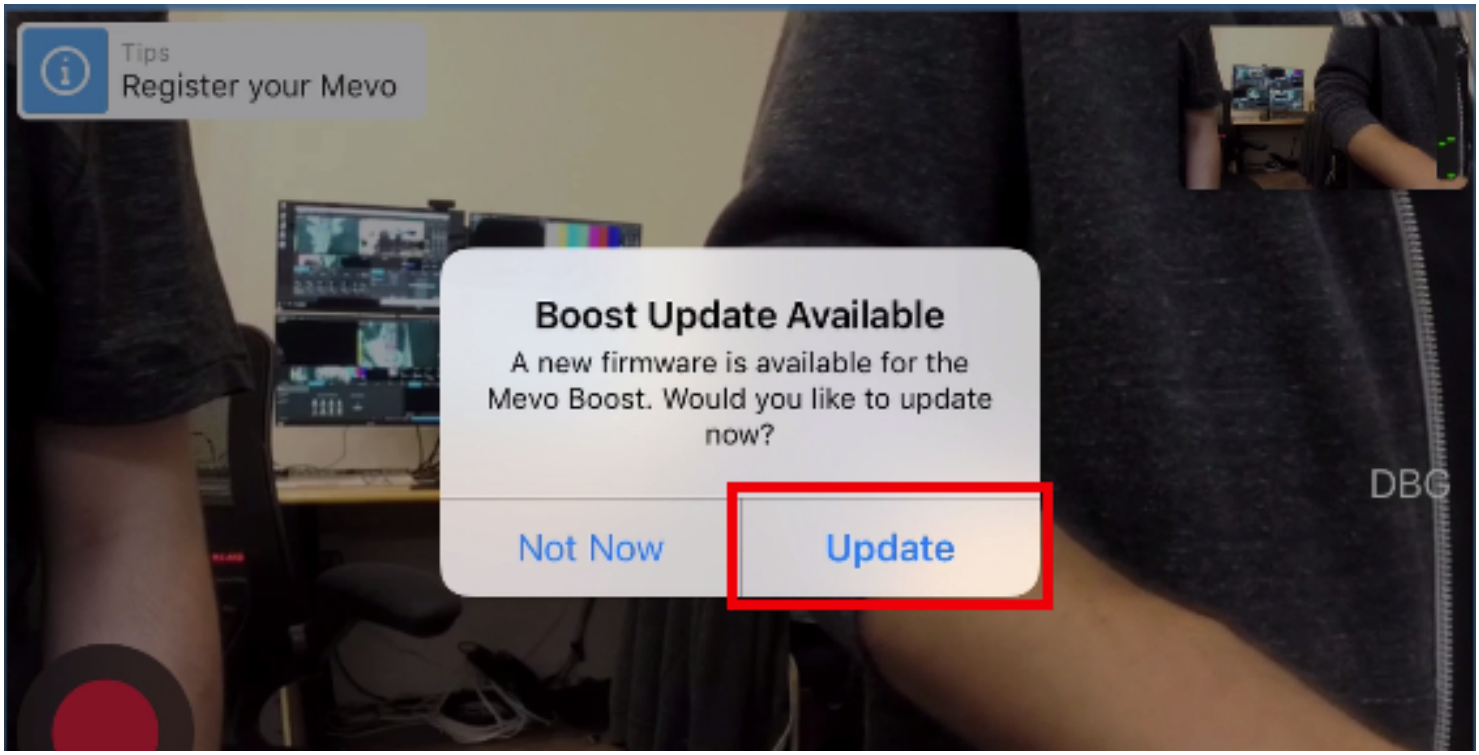
Does Mevo Boost Have an HDMI Output?

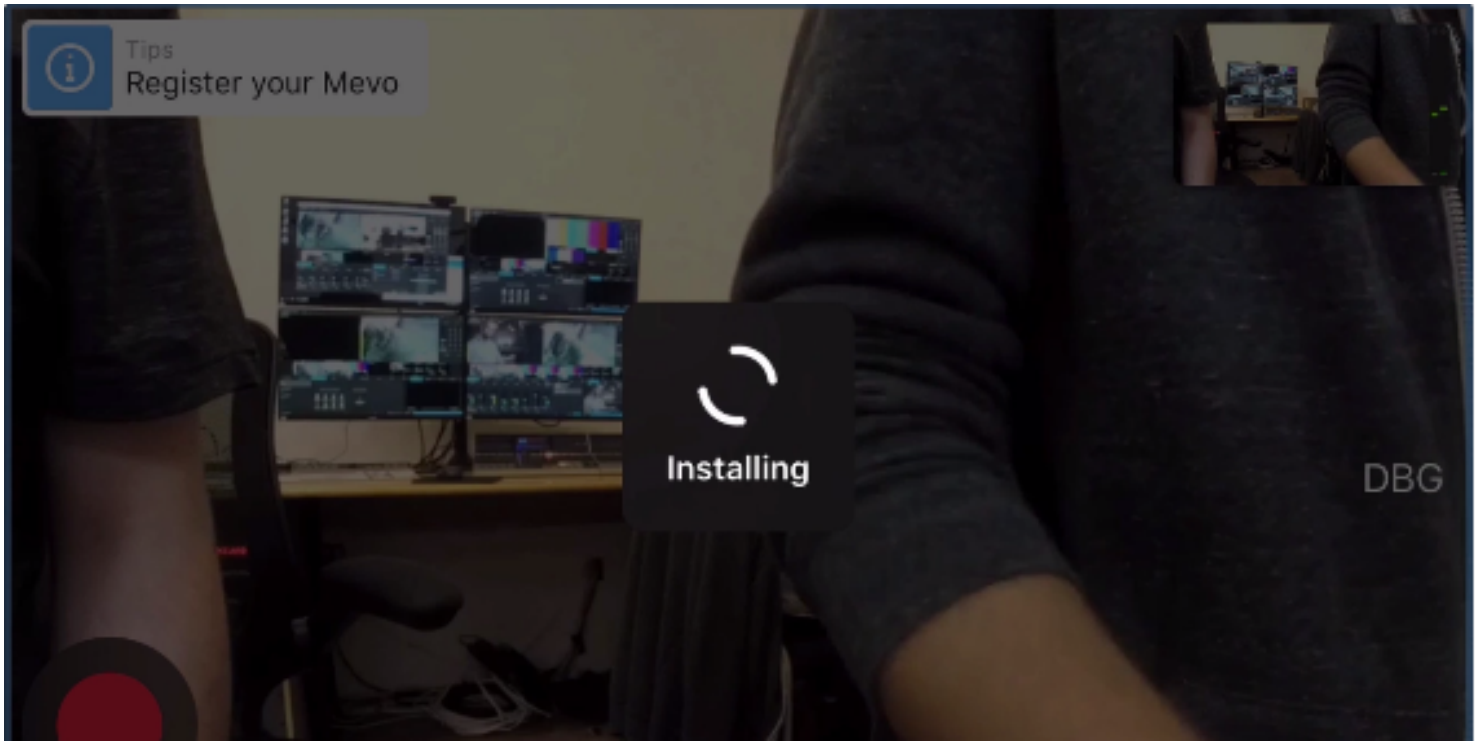
No, Mevo Boost does not have an HDMI output or any other video output. See here for full tech specs of Mevo Boost.

Boost Setup

Update Mevo Boost Firmware

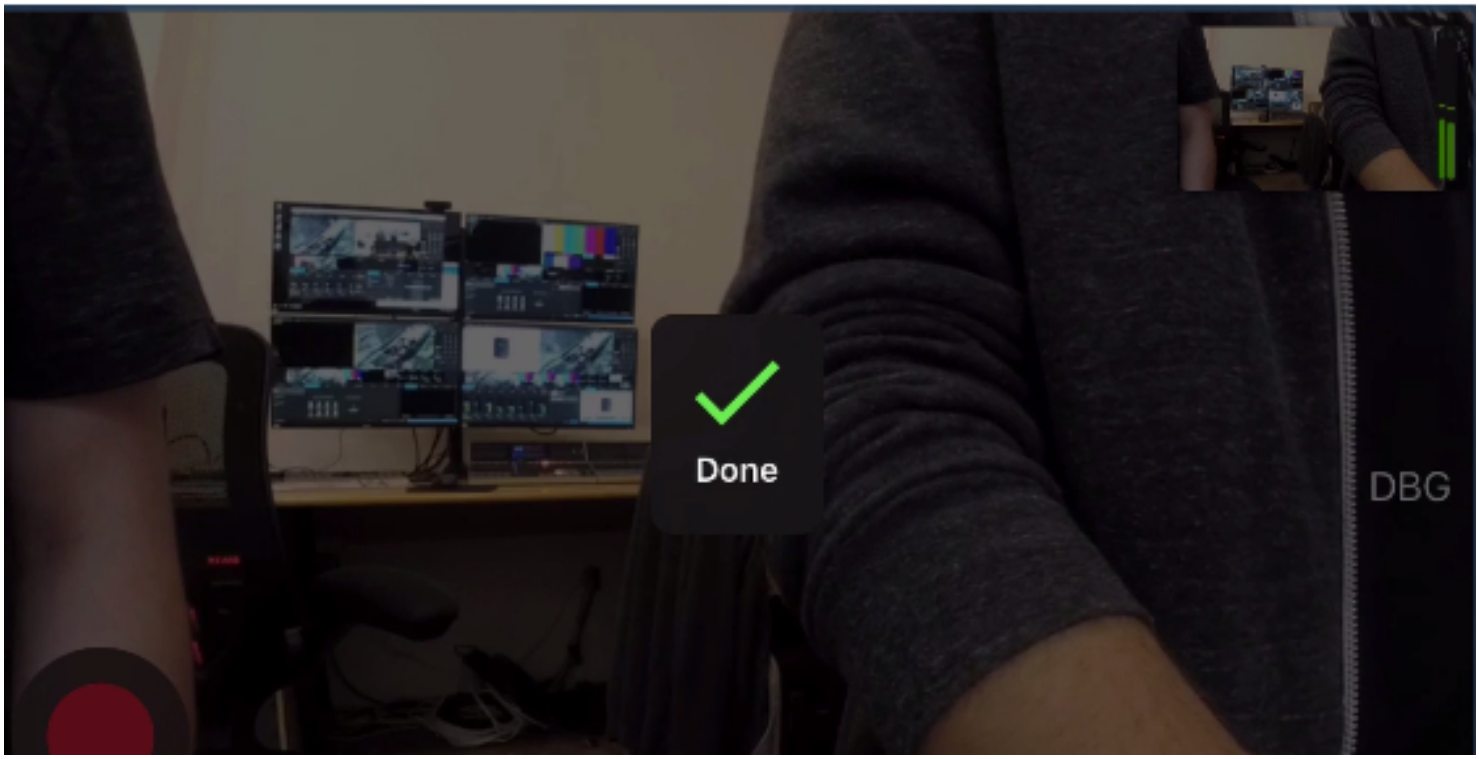
Make sure your Boost is powered on and your Mevo is properly mounted on it. When a firmware update for the Mevo Boost is available, the app will prompt you to update after you connect to your camera. Tap Update to proceed.





The update 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.


Done
DBG

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.

A003D1081

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.

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.

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

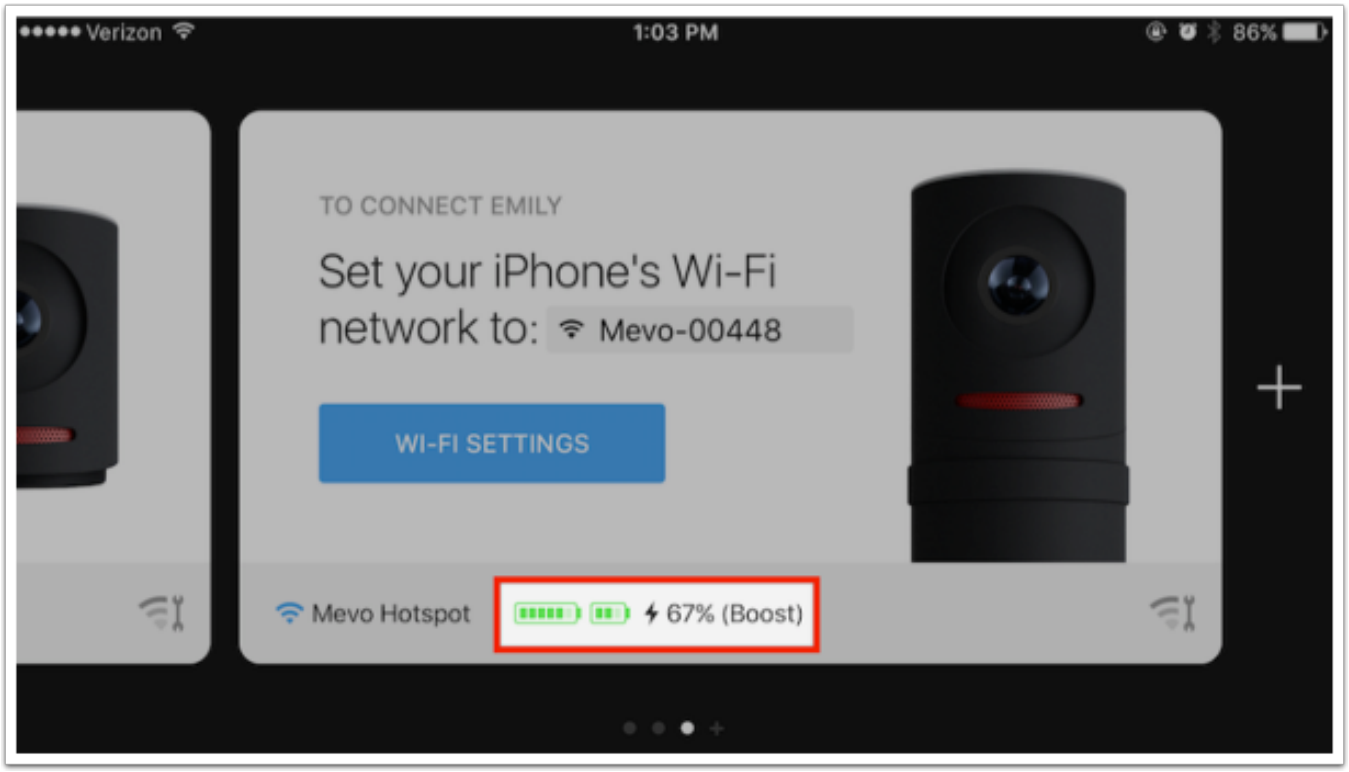
In addition to plugging your camera into a USB or wall outlet, you can charge Mevo by mounting it on top of a Mevo Boost and turning the Boost on.

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 in [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.

Note: Make sure your Mevo Boost is powered on first.

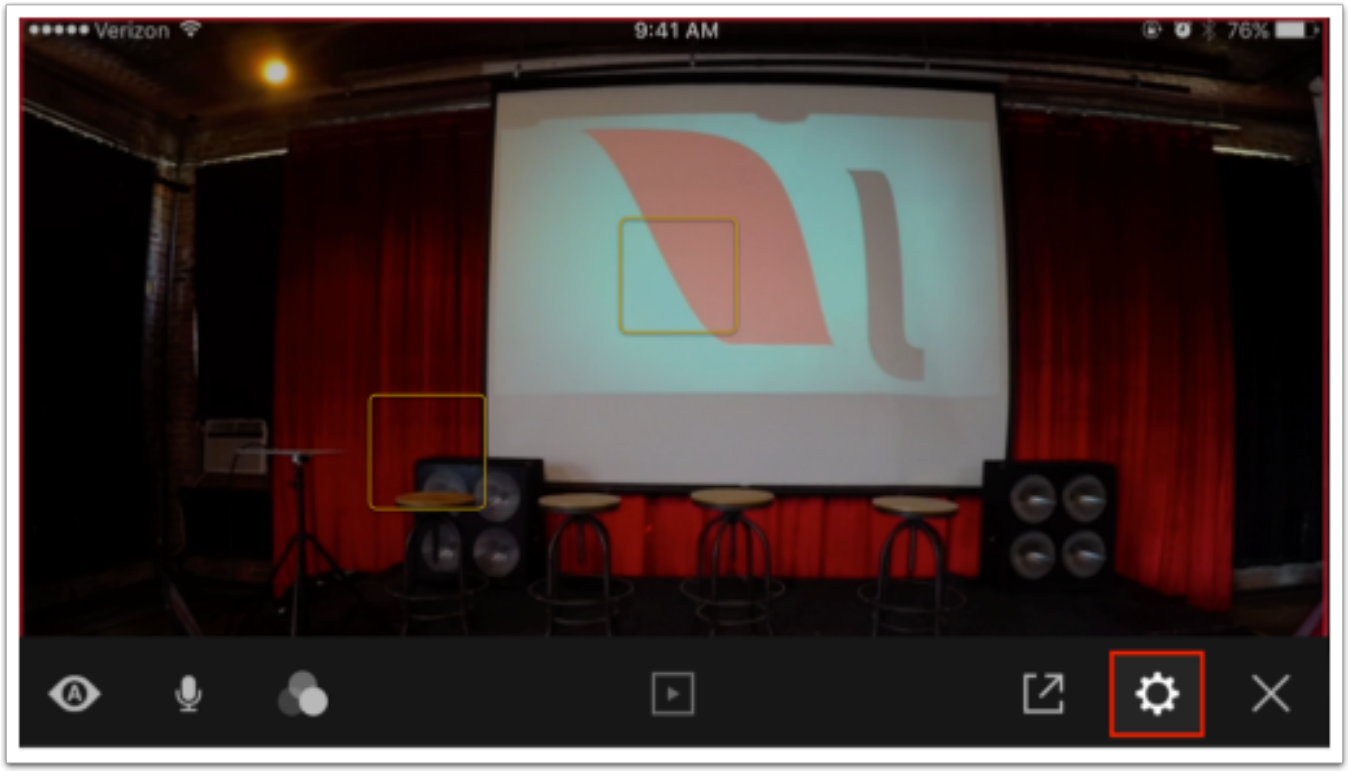
On the back of Mevo Boost below the outer lock ring, there is a button you can press. When you do so, up to five white LED's can light up from left to right.

The number of LED's that light up indicate how much power your Boost has left. They generally indicate battery power as follows:

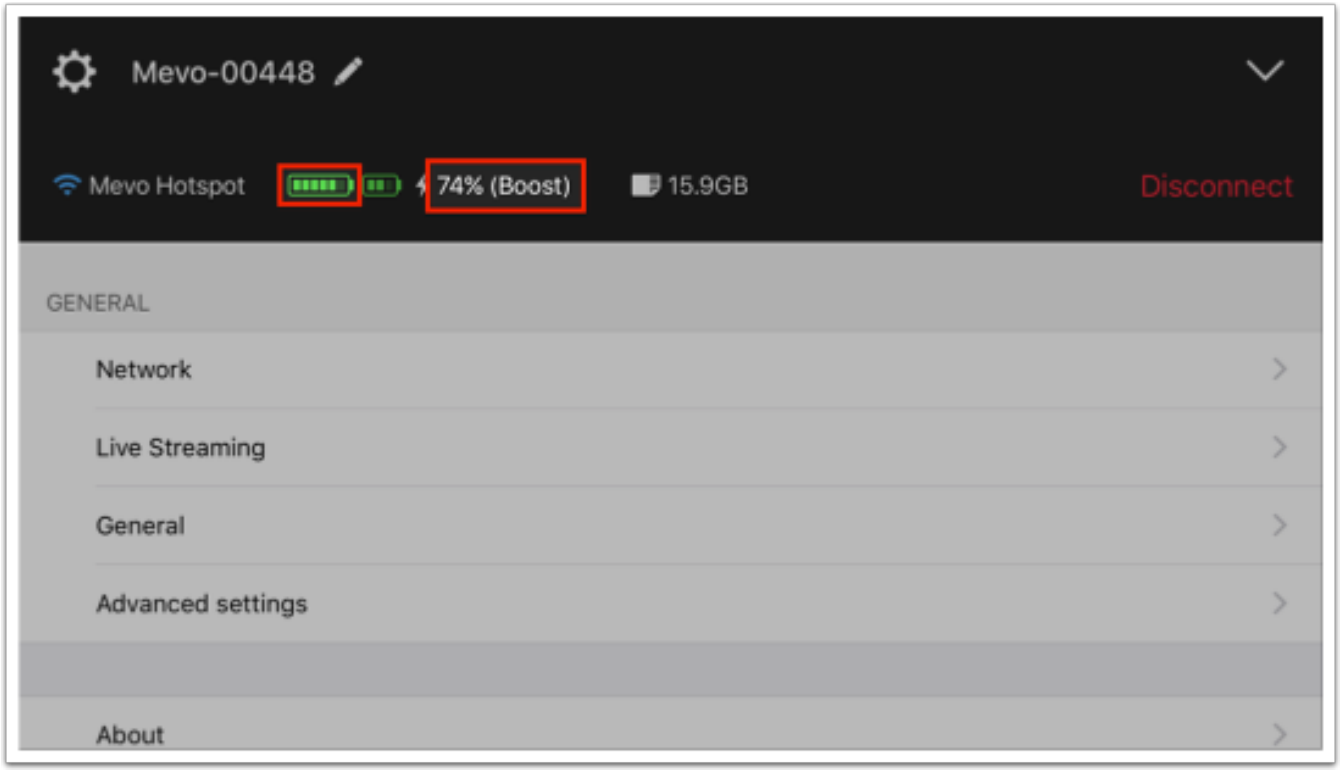
- 1 LED: 0-19%
- 2 LED: 20-39%
- 3 LED: 40-59%
- 4 LED: 60-79%

- 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

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.

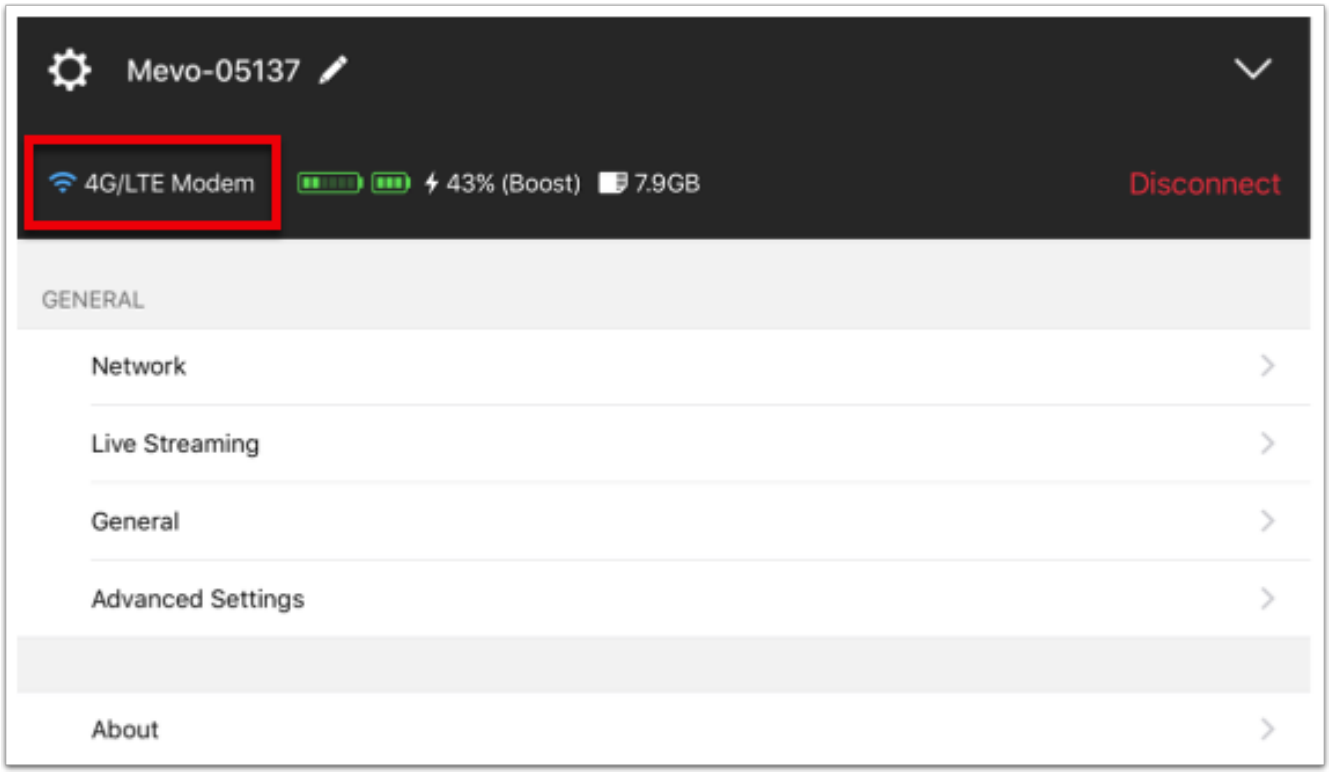
Connect via a 4G/LTE USB Modem with Boost

The USB-A port on the back of Mevo Boost can support 4G/LTE USB modems, allowing you to go live from the field.

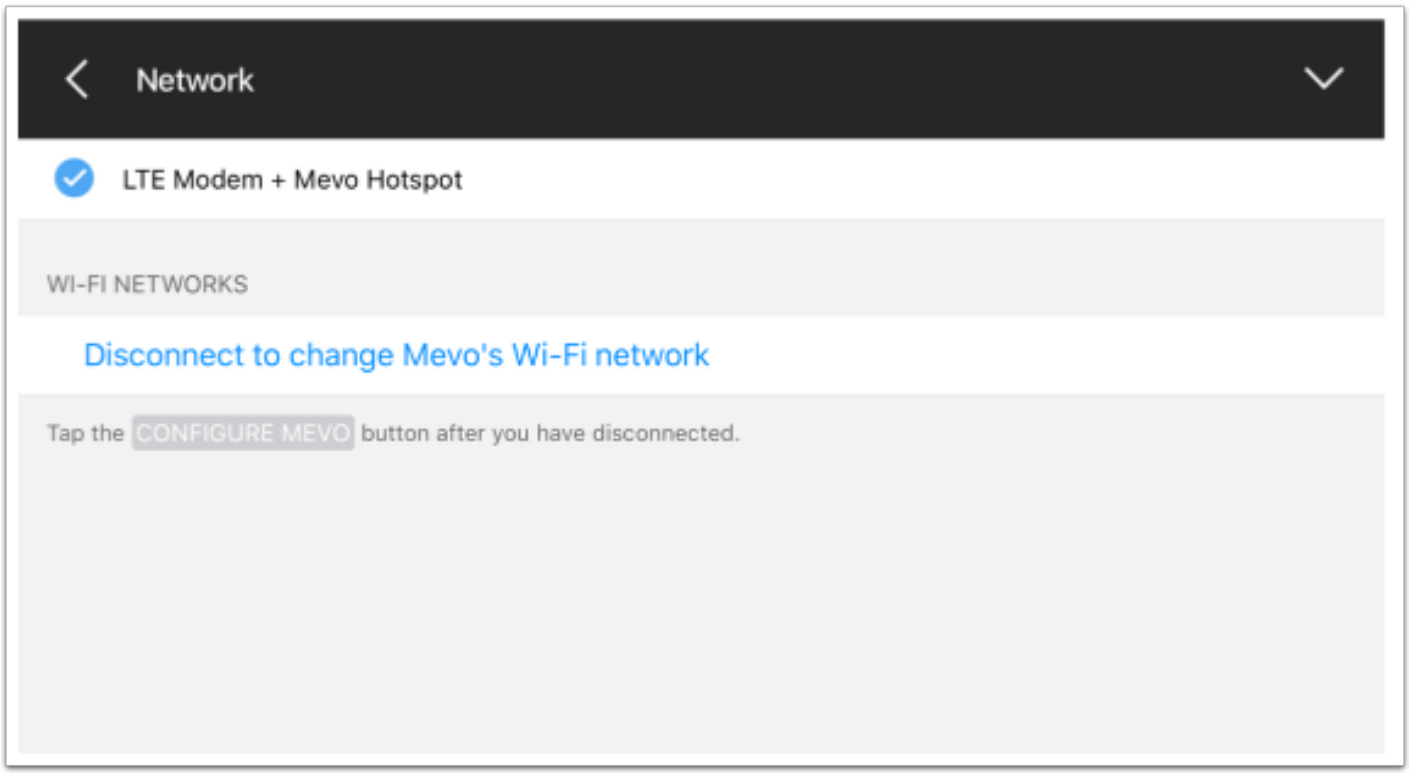
Turn on your Mevo Boost and Mevo camera and make sure your Mevo is in Hotspot mode.

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.

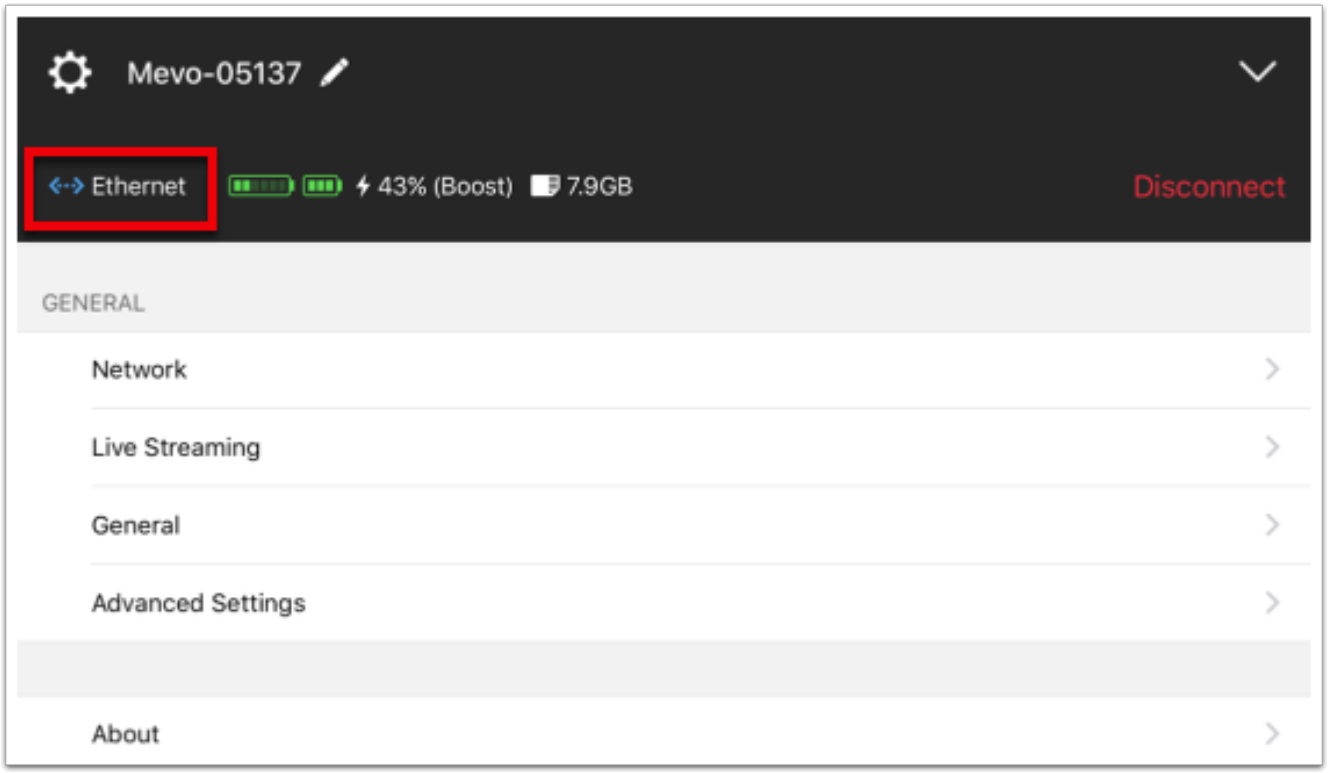


Connect to Ethernet with Boost

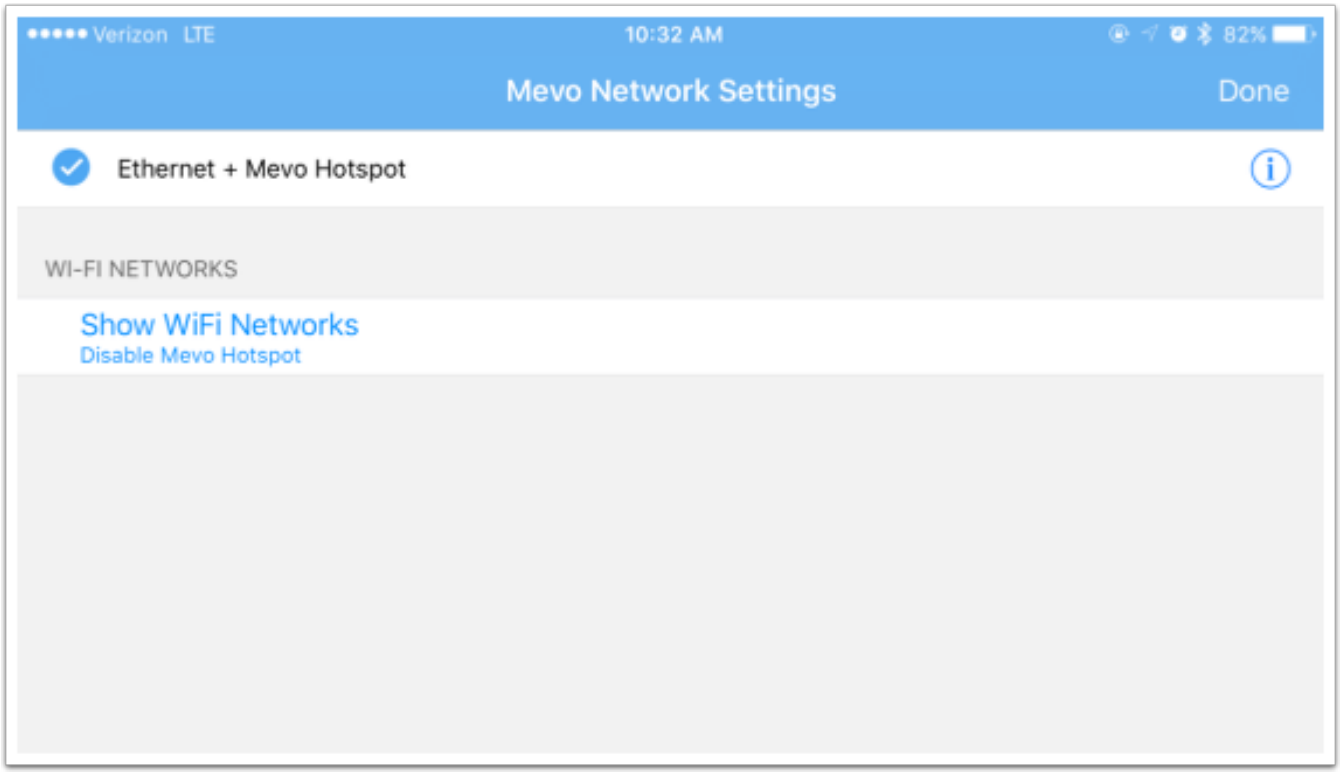
First, ensure your Mevo is turned on and in hotspot mode.

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.

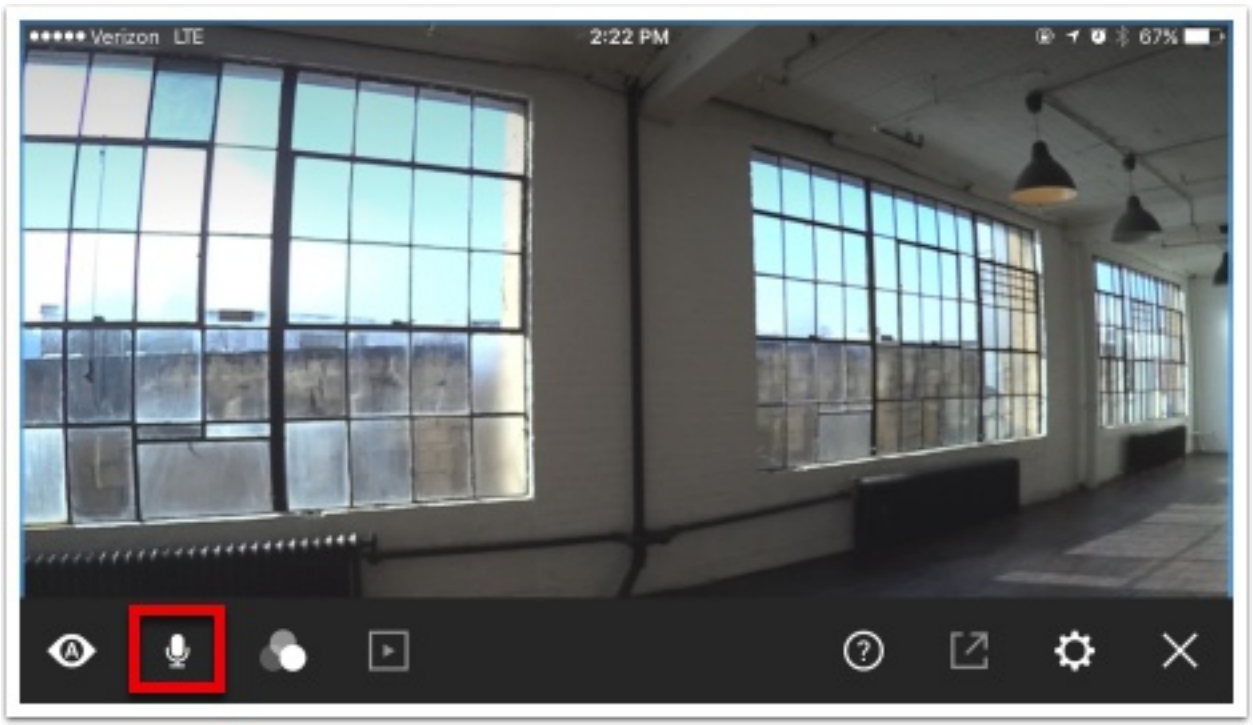
Start by preparing your USB audio equipment (e.g. connect microphone to a mixer via an XLR cable) before connecting it to the Mevo Boost.

Plug your audio device into the USB-A port in the back of the Mevo Boost.

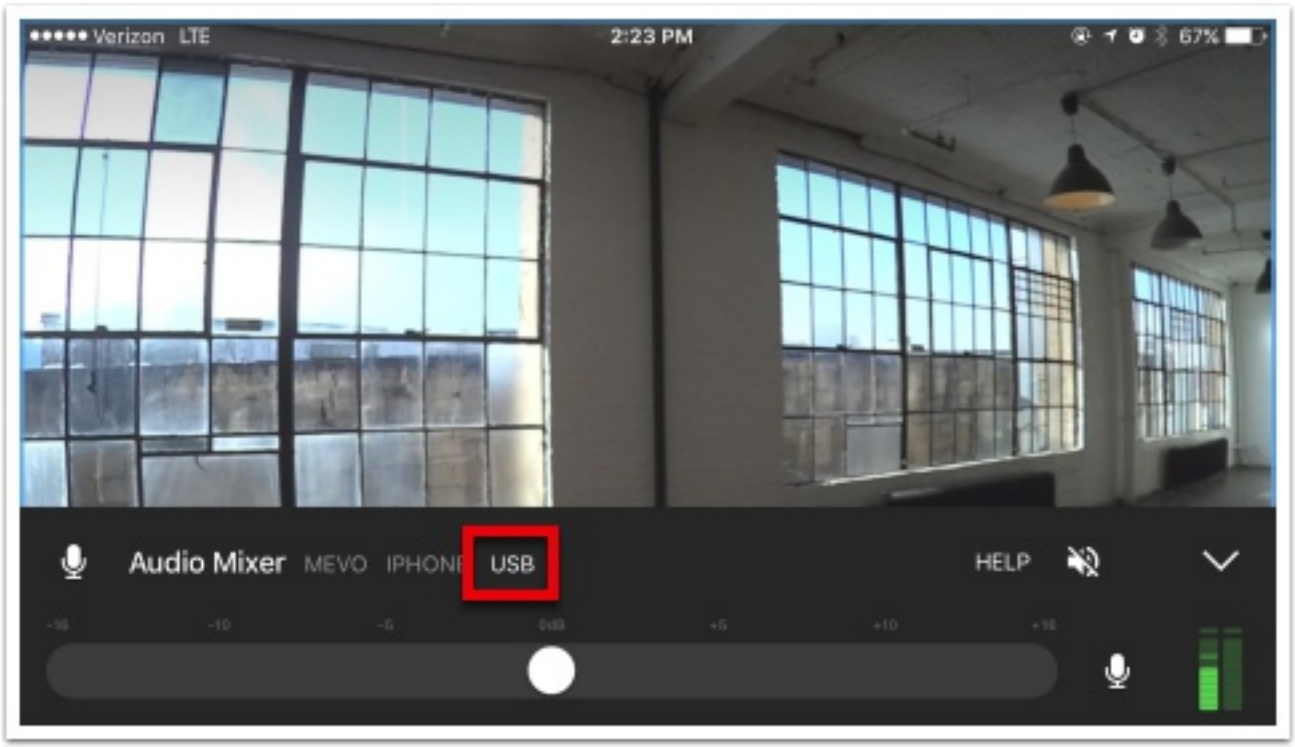
Power on the Mevo and the Mevo Boost.

Launch the Mevo app on your mobile device. After connecting the app to the camera, open the **More Options** menu.

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 MVi Digital Audio Interface + USB & Lightning Cable
- Shure MOTIV MV51 Digital Large-Diaphragm Condenser Microphone (Silver)
- Shure MOTIV MV88 Digital Stereo Condenser Microphone for iOS
- Shure X2U
- Onyx Blackjack
- Behringer Xenyx 502 mixer
- AllEasy USB analog audio adapter
- 7.1 Channel USB External Sound Card Audio Adapter for PC Laptop

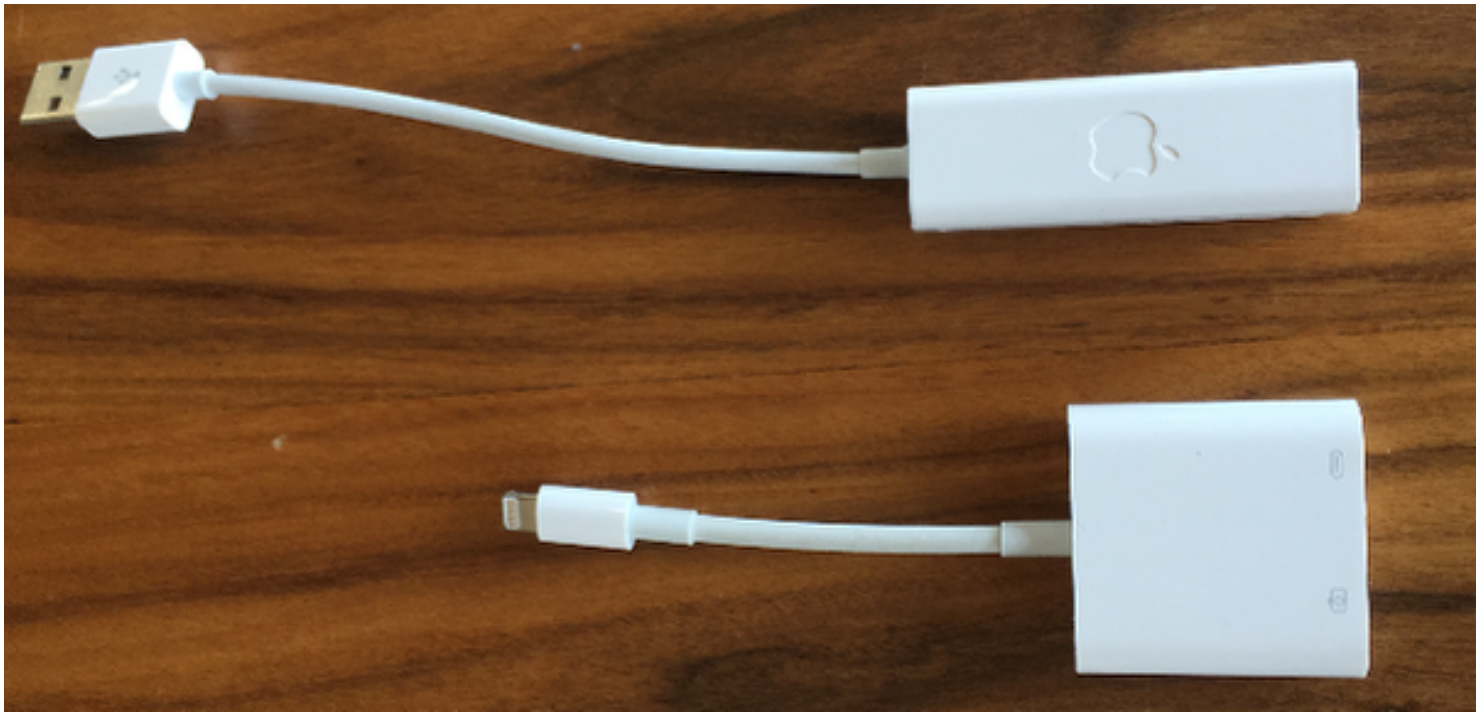
**Note: This product may not be detected by Mevo if it plugged into the Boost *after* to powering on the Mevo. It is always best practice to plug in your audio device before powering on the Mevo.

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 lighting-USB charging cable

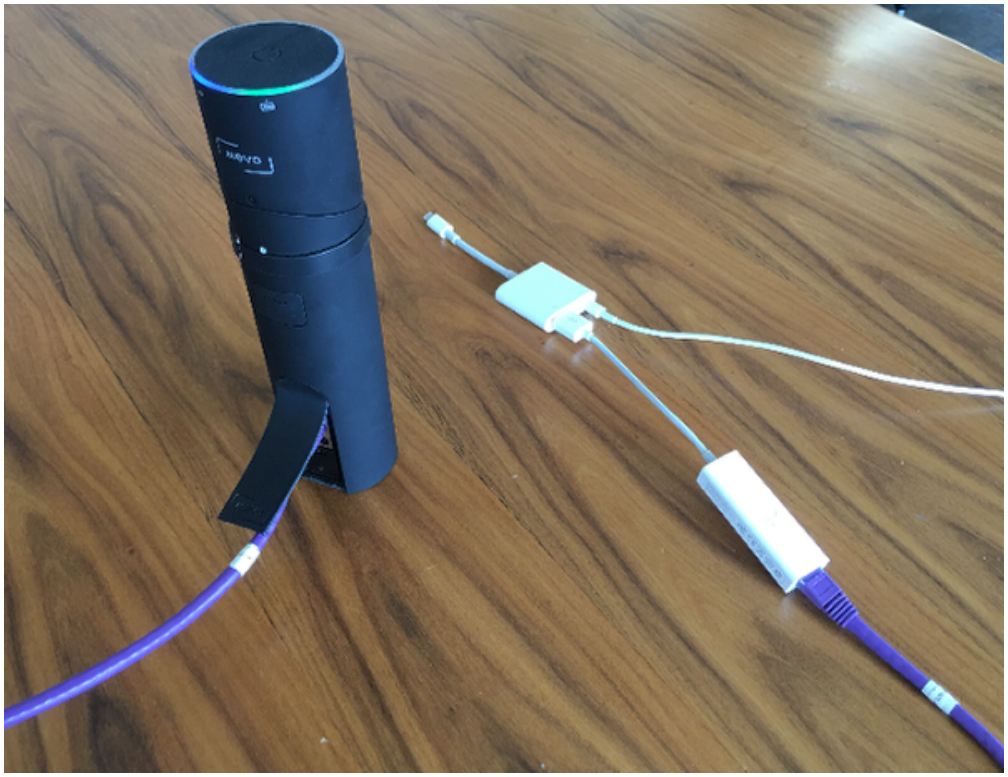


Connect the Ethernet-USB adapter to the USB port of the USB Camera adapter.

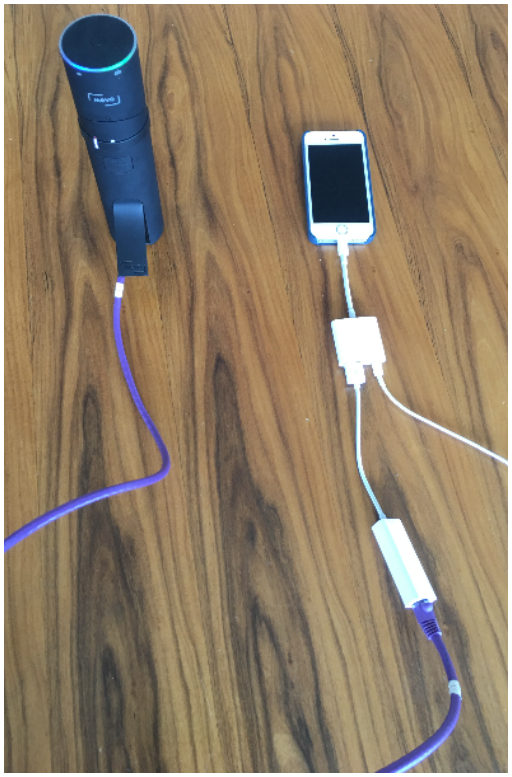
Your mobile device will not be able to use the Ethernet connection unless it is also being charged. Plus a charging cable into the lightning port on the camera adapter.

Plug your Ethernet cable into the Ethernet adapter.

Plug the other end of the Ethernet cable into the back of the Mevo Boost.

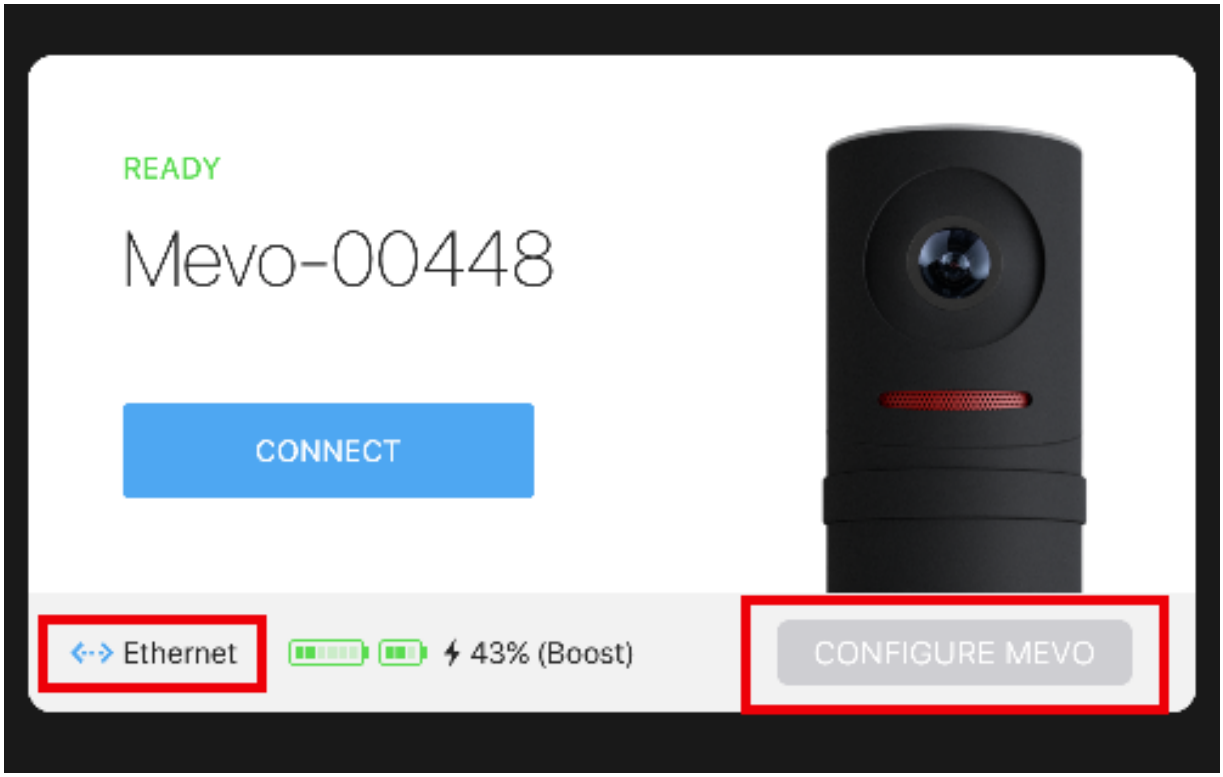


Connect your mobile device to the lightning plug of the USB camera adapter.

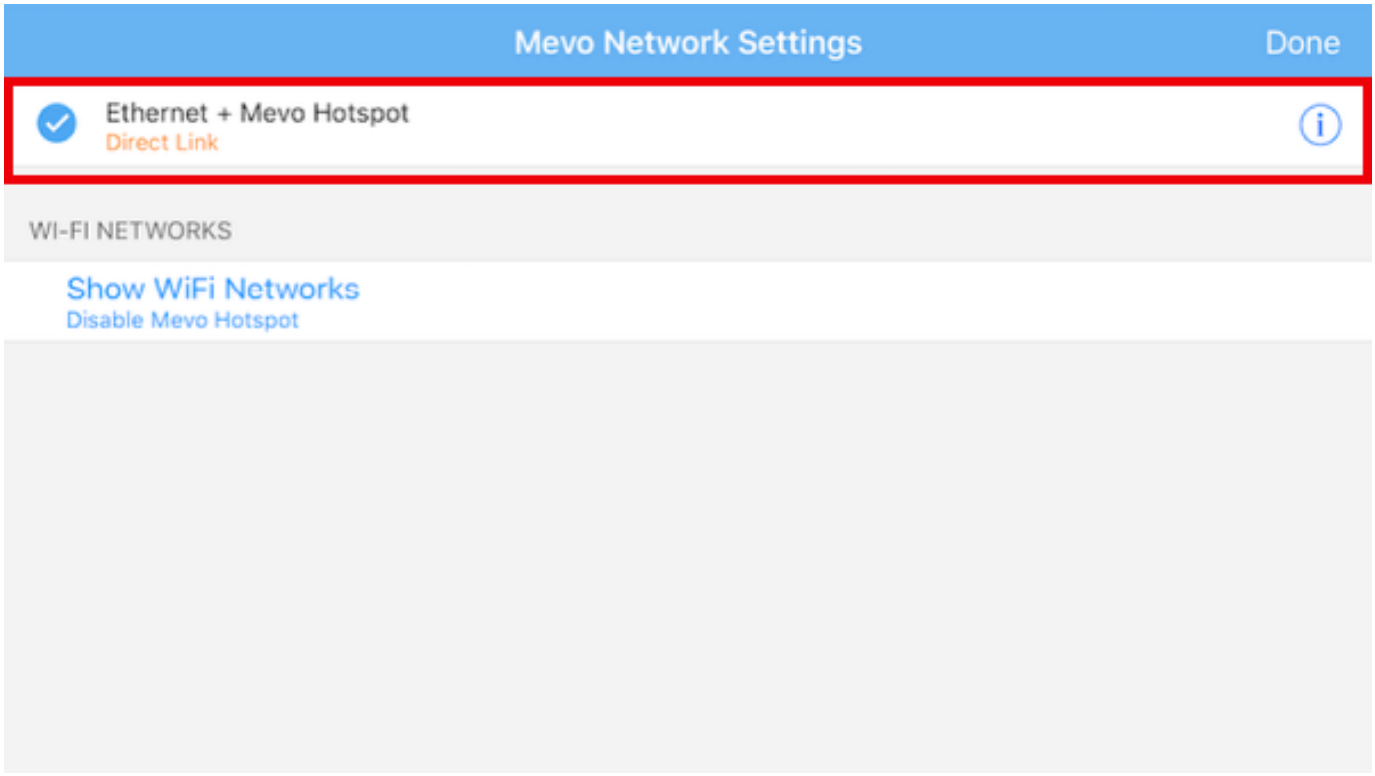


Make sure Mevo and Mevo Boost are both powered on and that Mevo is in hotspot mode.

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.

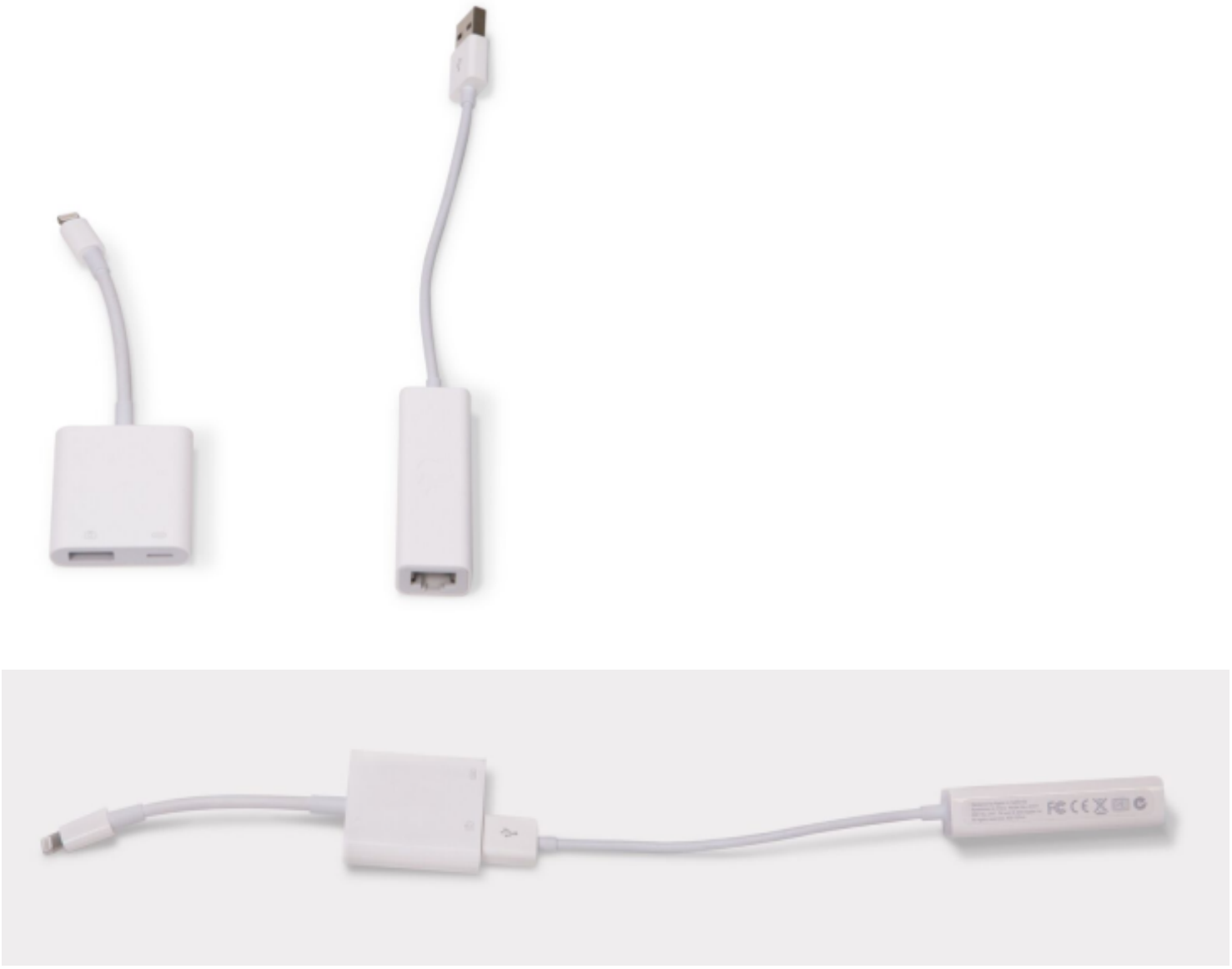
A consistent workflow is that your mobile device must be able to connect to an Ethernet adapter and a power source at the same time. Included in the below instructions are links to devices we have tested and recommend using.

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.

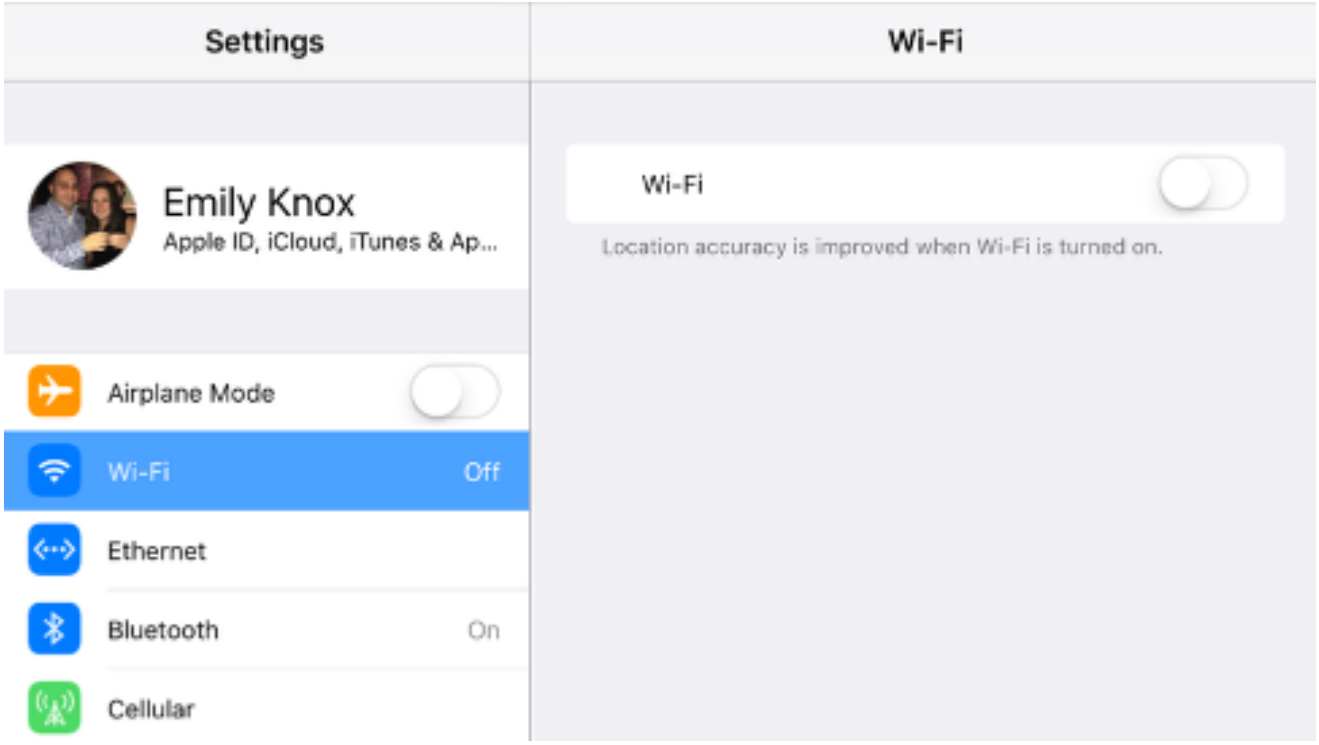


Connect the lightning plug end of the adapters into the lightning port of the iOS device (shown here is an iPad Air 2)

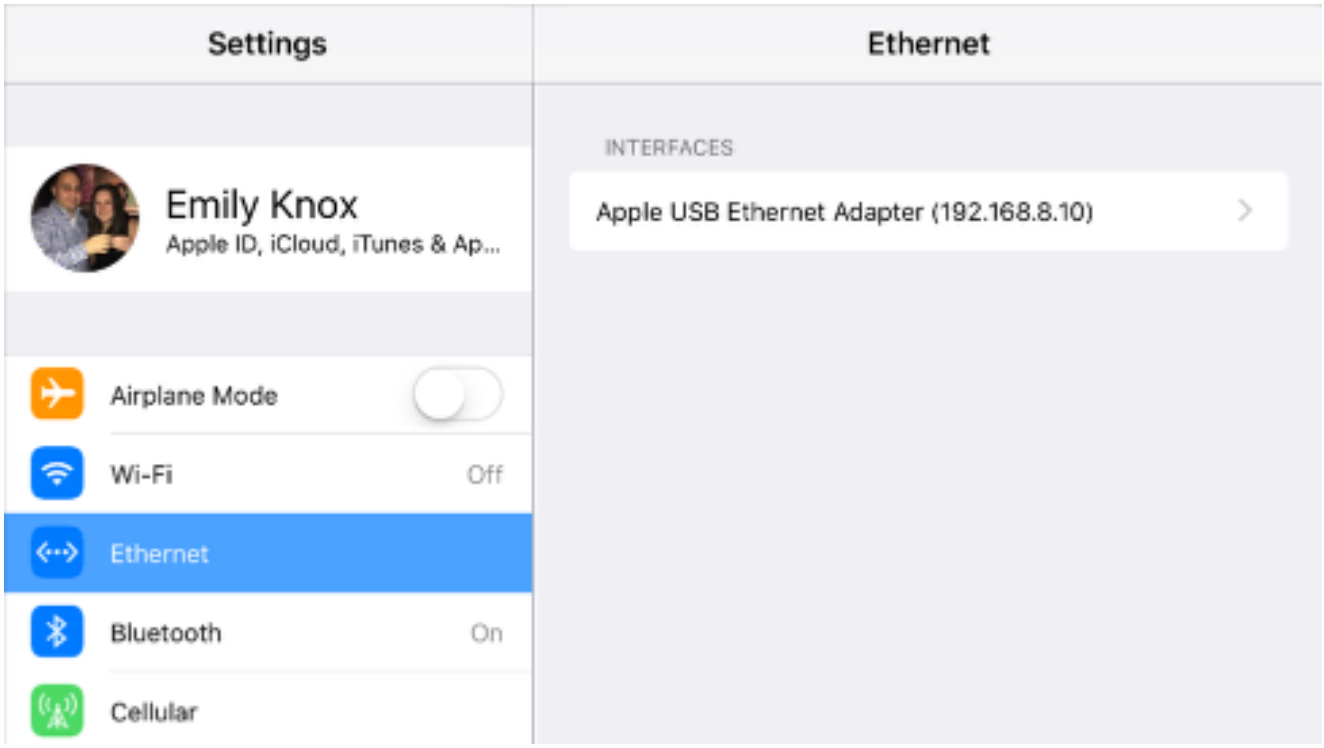
Run an Ethernet cable from the USB-to-Ethernet adapter to the same router that you have your Boost connected to.

Plug your iOS device's Lightning power cable into the Lightning adapter port; then plug it into AC power.

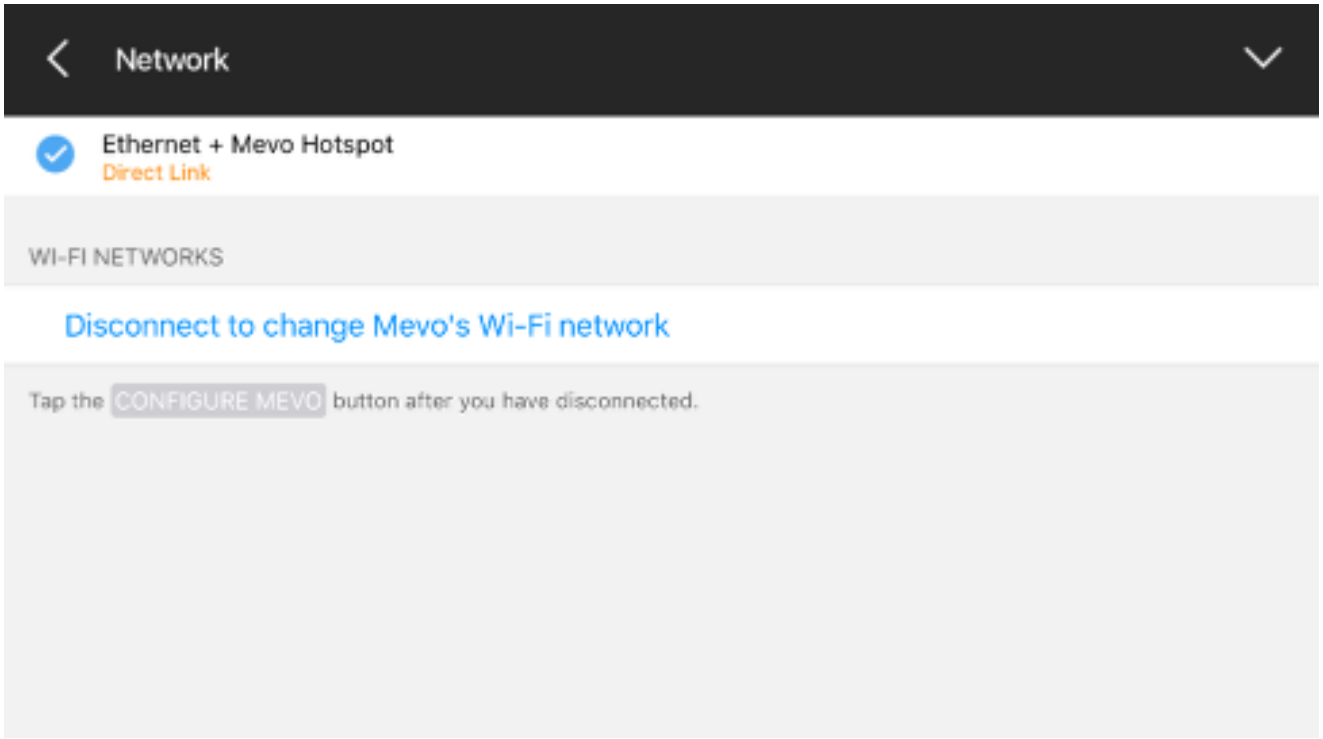
Open your mobile device's settings and disable your device's Wi-Fi.



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.