



IFOOTAGE NANO Camera Slider App User Guide

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IFOOTAGE NANO Camera Slider App



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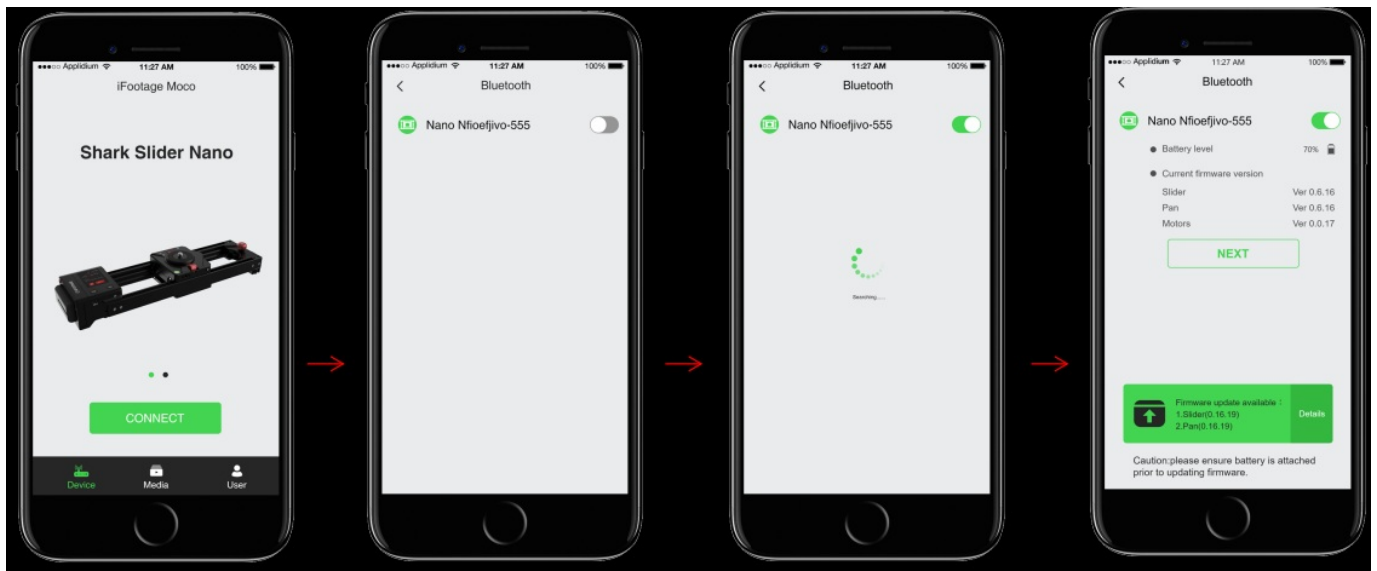
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Issues fixed in this firmware version

1. The upgrade time for the new version has been reduced to 15-25 minutes from the previous 30-40 minutes.
2. Previous versions of the software may have experienced issues with upgrades getting stuck at a certain point in the process. The latest version has been optimized to address this problem.

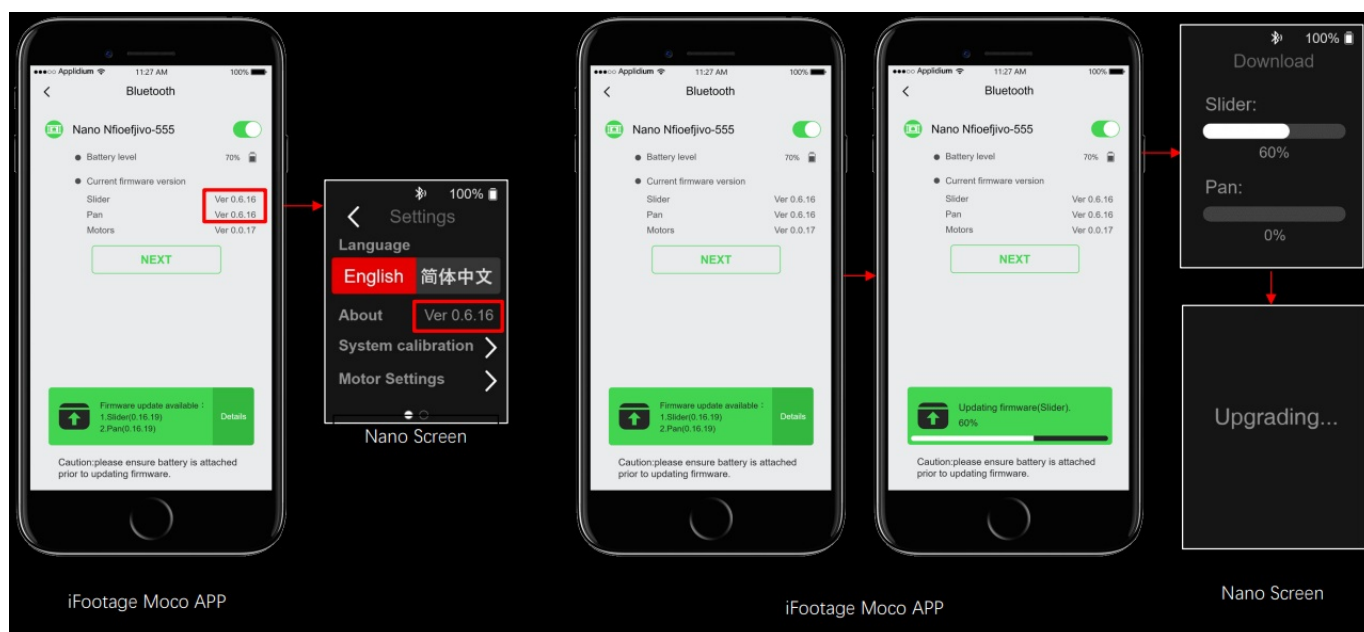
Update procedure

Step 1: Turn on your phone's Bluetooth.



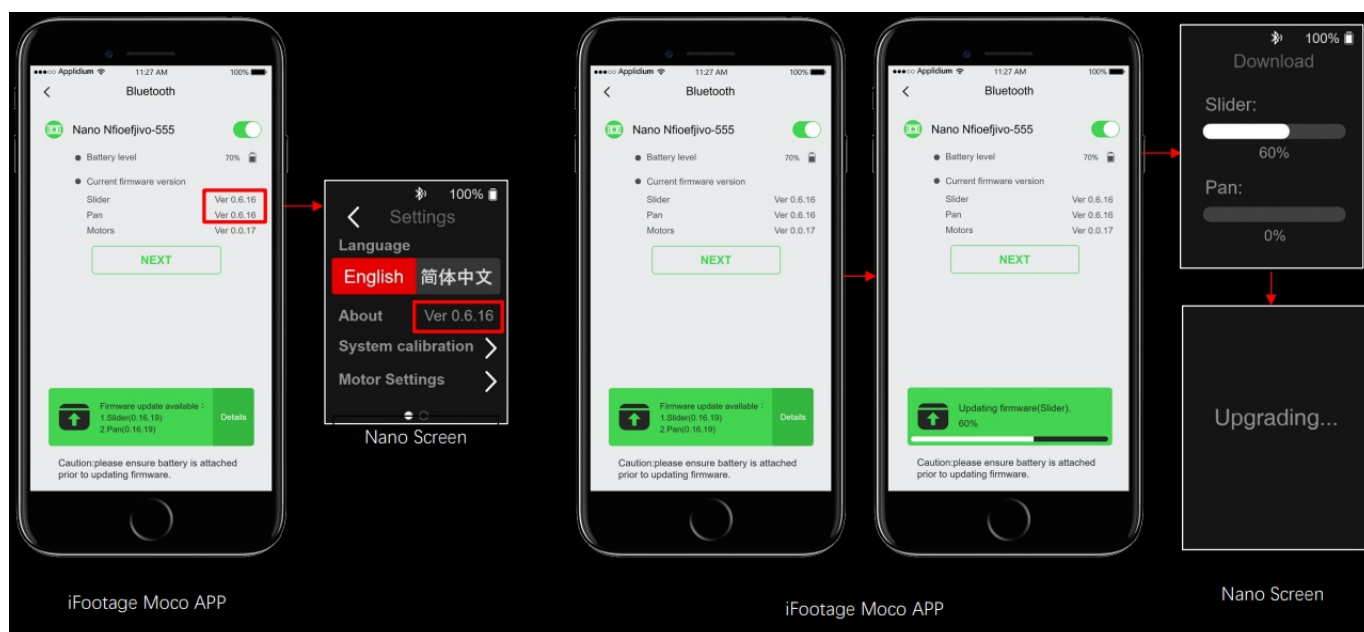
Step 2: Open the iFootage Moco app on your phone. With the phone as close to the Nano as possible, click on the "Connect" button in the app.

Turn on the Bluetooth button on the Nano to pair it with your phone. Wait for a moment while the app automatically searches for the corresponding Nano ID to connect.

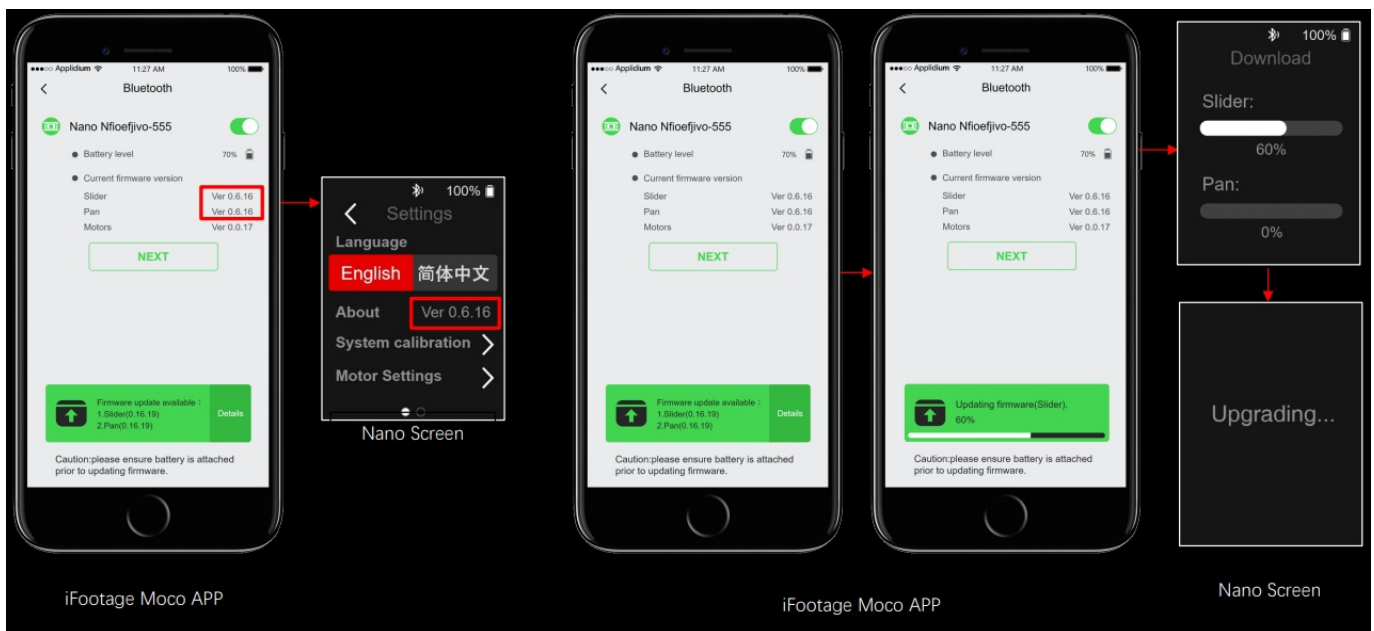


Step 3: Check the version number on your slider axis. Open the iFootage Moco app on your phone, click on the “Upgrade” button in the app.

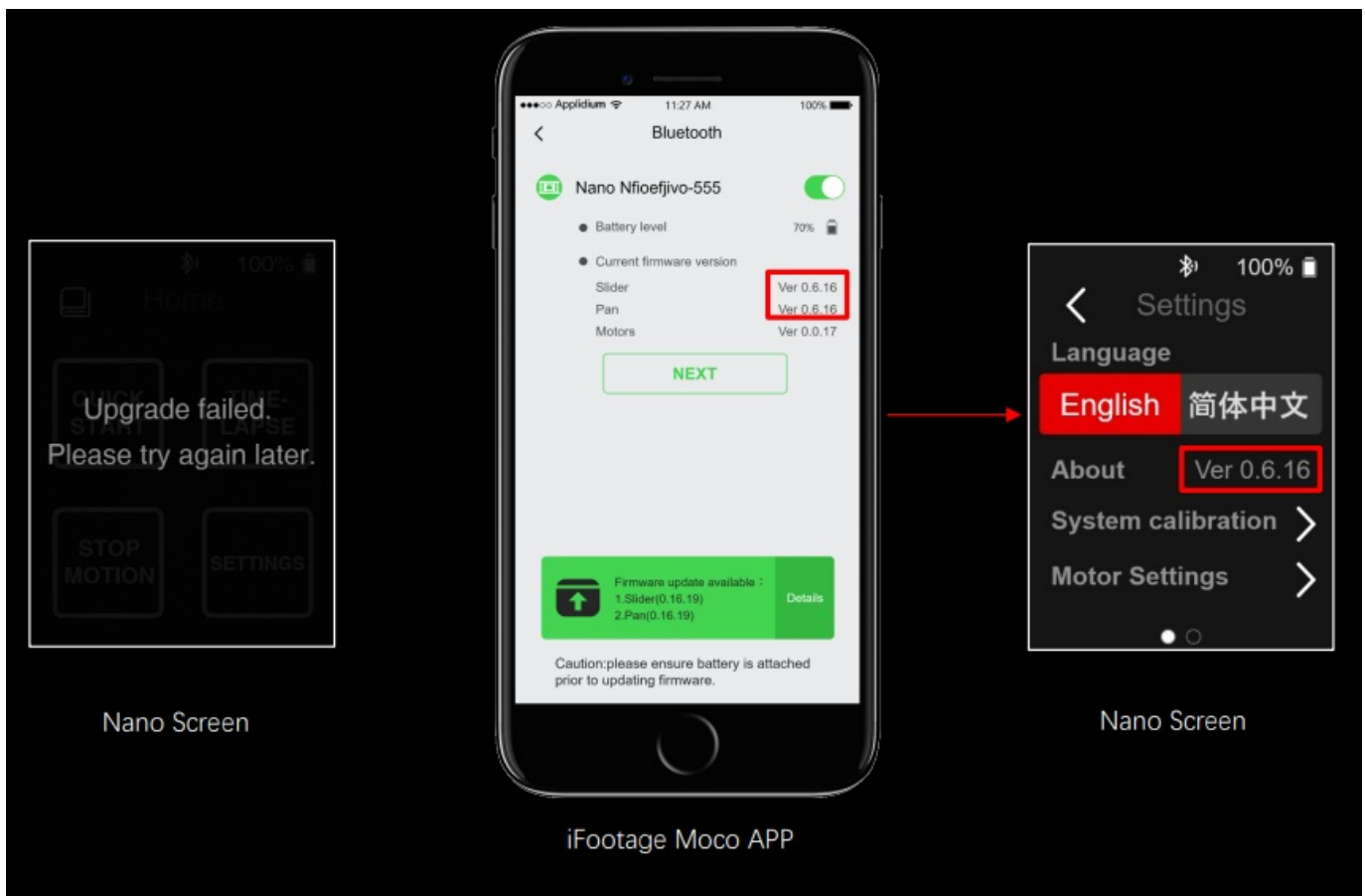
The app will automatically download the slider axis upgrade package and begin upgrading the device. Wait for the device to automatically restart after the upgrade. Check the Slider axis version number shown in the app to confirm that it is the latest version number. If the slider axis version number is the latest, this means that the slider axis firmware was upgraded successfully.



Step 4: Turn on the Bluetooth button on the corresponding Nano again, open the iFootage Moco app on your phone. The app will automatically search for the corresponding Nano ID, click the “Upgrade” button again in the app to upgrade the pan axis, wait for the product to automatically restart after the upgrade is complete.



Step 5: Click on the 'CONFIRM' button on the Slider touch screen, click on the 'back' button in the app. Click on the 'connect' button to complete the upgrade.



Determination of Upgrade Failure

1. If the progress bar on the phone and Nano does not change for more than 1 minute during the upgrade process, it is considered a failed upgrade. To restart the Nano manually, you can press and hold the power button to switch it off and then back on, or remove and reinstall the battery and then press and hold the power button to turn on the Nano.
2. If the upgrade progress bar on the phone and Nano shows 100% for more than 1 minute during the upgrade

process, it is determined that the upgrade has failed. To restart the Nano manually, you need to turn it off and back on again, and then re upgrade.

3. If the screen on the phone and Nano shows 0% for a long time (more than 1 minute) during the upgrade process after the slider axis firmware has been downloaded (100%), you need to manually restart the Nano. After rebooting, the Nano will be upgraded automatically under normal circumstances. Once the upgrade is completed, you can click the upgrade button again in the app to upgrade the pan axis.
4. If the Nano gets stuck on the LOGO screen for more than 1 minute after the upgrade and reboot, the reboot has failed. You need to pull out the battery and reinstall it, manually long press the power button to reboot, and then reconnect the app to check the firmware version number. If the version numbers of both the slider and pan axis are the new version number and there is no upgrade prompt, the Nano upgrade has been successful. If the version numbers of the slider and pan axis are not the same and there is an upgrade prompt, you need to continue upgrading.
5. If the upgrade fails after the upgrade, check the firmware version number by reconnecting to the app. If the version numbers of both the slider and pan axis are the latest version number and there is no upgrade prompt, the Nano upgrade has been successful. If the version numbers of the slider and pan axis are not the same and there is an upgrade prompt, continue upgrading.

Notes

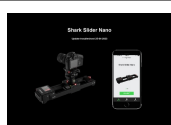
1. Keep the phone as close to the Nano device as possible during the upgrade to avoid Bluetooth disconnection. This will ensure a stable Bluetooth connection throughout the upgrade process.
2. Do not perform any other operations on either the phone or the Nano device during the upgrade process. This will prevent any interruptions or errors during the upgrade.
3. During the upgrade process, the Nano device should be powered using a quick charger (2A/5V) or directly powered by the battery. Do not use an ordinary charging adapter to power the Nano device during the upgrade. If an ordinary charging adapter is used, it may cause an upgrade exception, such as a black screen. If this happens, unplug the battery, reinstall it, and manually restart the Nano device.
4. If the upgrade process stays at a certain progress value for a long time (more than 1 minute), manually restart the Nano device and then reattempt the upgrade.
5. If the download is stuck at 100% after repeating the operation more than 7 times, and the firmware cannot be updated after rebooting, it may be a hardware failure. In this case, please contact your local distributor or reach out to cs@ifootagegear.com to go through the after-sales process.
6. If the firmware version is too low (e.g., below 0.6.9) and the upgrade repeatedly fails, please contact your local distributor or reach out to cs@ifootagegear.com to go through the after-sales process.
7. If after the upgrade, the Nano device appears to be stuck on the LOGO page during boot-up, remove and reinstall the battery, then manually reboot the Nano device by long-pressing the power button.
8. If the firmware version is too low, the upgrade may fail. After attempting the upgrade, if the version number of both the slide and pan axis have been raised and the app no longer has any update prompts, the upgrade has been successful. If the app still has update prompts, continue with the upgrade process.
9. During the upgrade process, if the device has finished receiving the firmware (reaching 100% progress) and has turned off automatically, a black screen may appear for about 1 to 2 minutes. If the screen is still black for more than 2 minutes, try to reboot the device by pressing and

holding the On/Off button or by unplugging the battery and reinstalling it to reboot the device.

Shark Slider Nano

Update troubleshoot 25-04-2023

Documents / Resources



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N3, S2, L1, DC2, E2, NANO Camera Slider App, Camera Slider App, Slider App, App

References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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