

## Digital Director – Troubleshooting

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Please find below the most common FAQs to assist in the understanding and use of the product.

For details related to each specific camera model, refer to the “Compatibility Chart”.

### ***The App does not interact with the camera***

Make sure that DIGITAL DIRECTOR is properly connected to the iPad and the camera. All the devices (camera, DIGITAL DIRECTOR, iPad) must be switched on.

If the camera battery is low, the USB communication with the Digital Director may not work. Please ensure your camera battery is fully charged.

### ***The USB cable supplied with DIGITAL DIRECTOR does not connect to the camera***

If the camera has a USB connector that is not compatible with the one supplied with DIGITAL DIRECTOR, please use the one supplied with the camera (i.e. D810, D5300, 7D Mark II, 5Ds, ..).

### ***It is not possible to select shooting mode***

Shooting mode (M, Tv / S, Av / A, P) must be set on the camera body.

For some camera models, you must turn Live View off using the “LV OFF” icon on the Digital Director App. Select the desired mode on the camera body and then re-enable Live View using the “LV ON” icon from the Digital Director App.

### ***The camera symbol in photo/video mode is yellow***

The symbol indicates a mismatch in the communication between the camera and Digital Director.

For Canon, check that the photo / video mode selector on the camera body matches the photo / video mode chosen in the app.

If the symbol remains yellow, turn the camera off and on again.

Also check if there are any specific notes for your camera model in the camera compatibility chart.

### ***Photo mode Live View freezes during shooting/multi-shot***

Live View is suspended during shooting and while the camera stores the images on the card.

The duration of this “freeze” depends on many factors, including the camera model, drive mode, buffer, the card speed and many other external factors.

If Live View is not restored after the camera has completed the operation (see the indicator on the camera body), there may be a communication issue: turn the camera off and on again.

### ***Live View doesn't show the exposure preview***

To view the exposure preview in manual mode (“M”), you may need to enable the option in the camera menu or this feature may not be available: see specific instructions for your camera model.

### ***Aperture (“f”) cannot be changed in manual mode (“M”)***

For some camera models, if exposure preview is enabled in manual mode (“M”) and LV is active, aperture (“f”) cannot be changed. Turn LV off from the app, change aperture (“f”), then reactivate LV.

### ***Video mode, Shutter Speed and/or Aperture are blocked***

In general, this behavior is related to the camera model.

### ***Video Mode, shutter or aperture priority, exposure compensation blocked***

The Photo/Video Mode in Digital Director App does not align to the camera body.

In some cases, this behavior may be related to the camera model. Check for specific details in the compatibility chart.

In general, the issue can be solved by changing the photo / video mode on the App to the other position and back again and / or aligning the camera's Photo/Video switch to the desired mode.

### ***The “Auto Focus” doesn’t work***

Check that the lens is set to “Auto Focus” mode.

If the lens does not support autofocus, this function is not available.

When you wish to change focus points on the iPad, please ensure that the current focusing action has fully completed before choosing a new point.

If focus still appears to be blocked on a certain point, please also check that the “focus icon” is not displaying a “lock icon”: this means that the focus point has been manually locked. If this is the case, you can unlock it with a long press on the “focus icon” and the “lock icon” will disappear.

### ***The “Auto Focus” is not working as expected***

Check the AF mode settings in the camera menu (i.e. for Canon, recommended mode is “AF Live”).

If any of the “advanced” auto-focusing options are enabled (i.e. “continuous AF”, “movie servo AF”, ...), please note that AF behaviour may not be as expected or less responsive to the focusing commands sent by the app.

Please check if there are any specific notes for your camera model in the camera compatibility chart.

Moreover, please note that the focus point may behave unexpectedly if the digital zoom level is changed from the camera rather than from the Digital Director app: from inside the app, please try pressing the zoom (-) icon to confirm the system is operating in full view mode and then try to zoom in again using the zoom (+) icon as required.

### ***Cannot set a focus point near the edges of the image***

The “Auto Focus” area of your camera generally doesn’t extend to the edges of the image, so you cannot select such focus points.

If you still want to focus at these positions while keeping the same framing, set the lens to manual mode and rotate the lens focus ring.

### ***The App’s manual focus doesn’t work***

The lens must be set to auto-focus to be controlled by the camera: check that the setting is correct.

### ***The Digital Zoom doesn’t work***

In some conditions (e.g. with AF method [+Tracking] selected or while recording in video mode,...) the digital zoom may be not available.

Moreover, the zoom may occasionally need to be reset to its minimum before being able to zoom in again: please try pressing the zoom (-) icon to confirm the system is operating in full view mode and then try to zoom in again using the zoom (+) icon as required.

### ***I do not see Live View in the App***

Verify that the Live View functionality is enabled in the camera menu;

Verify that the Photo / Video mode is aligned in both App and camera body;

Try switching Live View off / on from the app with the "LV OFF" / "LV ON" icon;

Note for Canon: if Live View is visible on the camera display, but not in the app, make sure that you have not turned it on with the camera body button: Live View needs to be activated from the app in order to receive the data stream.

Note for Nikon: Live View may not work if there is no card and/or option “CUSTOM SETTINGS MENU->Controls->Slot empty release lock: LOCK” is selected.

### ***Shutter speed with limited values (at 1/25, 1/30 or 1/50, 1/60)***

For some camera models, if you enable the video mode in manual, the shutter speed is limited by the camera body to speeds compatible with video recording: check the camera compatibility chart for any suggestions for your camera model.

### ***When changing aperture (f) I don't see any change in depth of field***

Nikon: depending on the camera model, the “real” change of aperture occurs only with Live View off. While it is active, only an exposure simulation is shown. If you want to see the effect of a variation of aperture with Live View, turn Live View off/on from the app (icon “LV OFF” / “LV ON”).

Canon: for depth of field preview, please tap the dedicated “depth of field” icon on the app.

### ***The histogram does not appear***

The histogram is disabled in some cases (combination of camera / shooting mode; Photo/Video) in which Live View does not simulate exposure.

### ***The camera has failed, there is an “error code” on its display screen***

First of all, consult your camera's user manual.

It has sometimes been found that, while in remote operation, this problem is related to a card that is not properly formatted or formatted with another camera: we recommend saving your photos and then formatting the card directly with the camera it will be used with.

### ***The camera is not behaving properly / not responding to some commands***

First of all, refer to the compatibility chart to make sure this is not a special case.

If you do not fall in one of the cases mentioned, try restarting the system (all components, camera, app, DIGITAL DIRECTOR).

If this behavior is not corrected, it may be that some features have been changed / compromised by special settings/custom settings of the camera: unplug the camera from DIGITAL DIRECTOR, reset the custom functions on the camera, turn off the camera, plug it back in and turn it on.

### ***In the Gallery, when a photo is selected a pop-up opens up saying: “Photo unavailable”, but the photo is actually on the memory card***

Check that you have not attempted to open the picture too soon after it showed in the gallery: wait for the images to refresh (the indicator at the top right of the gallery shows progress) and try again.

### ***It takes too long to enter the gallery and thumbnails load slowly***

Please check your memory card: using a slow card can affect the time it takes to refresh thumbnails.

Another factor that could negatively impact loading time is the presence of too many images on the memory card. It has sometimes been found that this problem is related to a card that is not properly formatted or formatted with another camera: we recommend saving your photos and then formatting the card directly with the camera it will be used with.

### ***Thumbnails are unavailable for new pictures***

By default, the Digital Director App is programmed to use the fastest image synchronization mode between the camera and Digital Director gallery. As this function's priority is synchronization speed, it is possible, though unlikely, that thumbnails may be unavailable for new pictures. If this occurs, please disable the “Optimize gallery speed” option in the Digital Director settings.

### ***The App's interface is not responding at all***

Check the setting of the lock/unlock switch in the top right corner of the app.

### ***There is a Live View re-start delay after each shot***

After an image is taken, it takes a while before Live View starts again. Please check the camera menu's image review time settings for photos taken on the camera's LCD Screen.

When using DIGITAL DIRECTOR it is recommended to set the image review time for images taken in the camera menu to zero or off.

### ***Communication with the camera is lost after a few minutes***

Check the camera's stand-by/auto-power off settings: when the camera is in stand-by, communication with Digital Director is interrupted.

Disabling the stand-by function is recommended.

### ***It's not possible to send pics via FTP and/or email***

Make sure that the iPad is connected to a Wi-Fi network or a suitable mobile network enabled for data transfer.  
Make sure that the FTP is set up correctly.

### ***After taking an image, the App doesn't respond to any further commands***

While the camera is taking images, especially in continuous drive mode, the Digital Director App is deliberately buffered in order to prevent overloading the camera with information.

The buffer is displayed on the lock/unlock switch on the top right corner of the App.

### ***After taking one or more images the camera stops responding***

This situation can occur when using a slow memory card: while the camera is saving images onto the memory card, the USB connection can indeed be interrupted.

The USB connection is usually restored automatically, but in some cases it may require a system reset (camera and/or DIGITAL DIRECTOR power cycle and/or App kill and re-launch).

### ***Flash photography – Live View is dark or black***

If "Exposure Simulation" is enabled when using particular shooting parameters – e.g. when shooting with flash – Live View can be dark or black.

In order to restore framing control with Digital Director Live View, it may be necessary to disable "Exposure Simulation" (if possible).

Note for Canon users: please refer to the camera menu option "Exposure Simulation > Enable/Disable".

Note for Nikon users: in some camera models (i.e. D810, D750...), it is possible to Enable/Disable Exposure Simulation directly from the Digital Director App, using the "Nikon Live View Exposure Simulation (photo mode)" option; in other camera models (i.e. D7000...), this option is not available - please refer to the "Manual Movie Settings: On/Off" option in the camera menu.

### ***Flash photography – Built-in flash does not pop-up when pressing the flash button***

For certain cameras using Digital Director Live View, it may be necessary to temporarily turn Live View off ("LV OFF") in order to let the camera's built-in flash pop-up when pressing the flash button.

### ***Flash photography – External flash trigger is not working***

Based on the configuration (camera model, flash units, external remote triggers, ...) it is possible that specific camera options prevent the activation of external flash units.

If this happens, please check the relevant camera setup and user manual suggestions (i.e. for Canon 7D MarkII, using non-Canon external flash units requires disabling the "Silent LV shooting" option; i.e. for Nikon D4s, please check "Live View Shutter Release Options", switching between "Quiet" and "Silent").

### ***The App does not connect to the LED Lights***

Please make sure that:

- You are using Manfrotto LYKOS and/or Litepanels ASTRA LEDs with the dedicated Bluetooth module connected.
- The LED lights are turned on and the blue LED indicator on the dedicated Bluetooth module is blinking.
- The LED lights' batteries are charged or the LED lights are connected to the mains.
- Bluetooth is activated on the iPad.
- The LED lights are not connected to another device via Bluetooth.
- The Bluetooth accessories option is enabled in the Digital Director App settings.

If this is the first time the LEDs are being used with the device, please follow these instructions:

- Check the points above.
- Press the Bluetooth dongle button to turn off the Bluetooth dongle.
- Keep the Bluetooth dongle button pressed for 2/3 seconds until the blue light starts blinking rapidly. A pop-up window will appear on the Digital Director App saying "Bluetooth Pairing Request".
- Select "Pair" in this window in order to pair the devices.
- The devices are now connected.

### ***Intervalometer / Time lapse photography unavailable in video mode***

These functions are available in photo mode only.

### ***Intervalometer / Time lapse photography – missing pictures or irregular intervals between shots***

If shots are missing or if the interval between shots is not regular while using these functions, please check the following:

- If you are using AF, please check that the camera can properly focus on the subject in each shot. Disabling AF is suggested
- The shooting interval is long enough for the camera to capture each shot correctly. If bracketing is enabled please note that a longer interval time is required in order to take the three bracketing shots

Note: it may occur that Digital Director automatically uses longer intervals than the selected value in order to compensate long capture times.

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