



Titan Remote App FAQ

General app usage

Portrait/Landscape orientation

- iPhones and Android phones are locked to portrait mode.
- Android tablets will apply the current orientation of the device on opening. This will persist until the app is closed and reopened.
- iPads should be able to freely rotate while in the app.

Dark/Light modes

The app will, on all platforms, follow the dark/light display mode setting of the device. If this is changed while the app is running, the app will update to reflect that.

Apple devices show a spinner icon when connected to network

When apple devices are connected to a non-internet network there may be a continuous spinning icon next to the network name in WIFI settings. This is expected behaviour and not an indication of network health - the remote app should function without issue.

Connecting Android devices to a non-internet network

When connecting to such a network for the first time, the device will query whether you wish to do so. Ensure that either 'Connect only at this time' or 'Always Connect' are chosen.

Android static IP setup

Instead of an entry for the subnet mask, Android network settings use a Network Prefix Length value to represent them. Below is a chart of some common subnet masks and their equivalent network prefix lengths:

Console Subnet Mask	Network Prefix Length
255.0.0.0	8
255.255.0.0	16
255.255.255.0	24



Discovery page

Console discovery takes a long time to happen (1+ minutes)

- Seems related to apple airport access points.
- Check network connection strength and settings.
- Ensure mobile device is not too far away from the WIFI access point and line of sight isn't blocked.
- If possible, try switching to a different/newer WIFI access point as this can have a noticeable impact for discovery speed.

Console discovery doesn't happen at all

- Check network connection strength and settings.
- Ensure mobile device is not too far away from the WIFI access point and line of sight isn't blocked.
- Ensure console(s) are correctly set up on the network.
- Some networks may block discovery. For these situations, an option to manually add consoles to the discovery page has been added. Tap the '+' icon and enter the console IP address to do this. If it doesn't work, troubleshoot the network for connectivity issues.

Removing entries from the discovery page

- Manually added entries can be removed by swiping left over them, then selecting the delete button that appears.
- Consoles that were automatically discovered on the current or previous networks cannot be removed. If the entries in question are greyed out, restarting the app without changing networks will refresh the discovery list without them.

In-Session

Understanding the connection health indicators

While connected to a console, the top of the screen will contain a coloured bar displaying the console name and the current response time.

- The bar will be coloured green if the connection is active and will turn red if connection is lost.

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- The response time measures how long it takes to exchange information with the connected console. The value will turn yellow if this exceeds 250ms, and red if over 1000ms. Higher values will correspond with a reduced reaction time while interacting with the app.

If either the top bar changes to red or the response time is a high value

- Ensure the console and wireless access point have a stable network connection.
- Ensure mobile device is not too far away from the WIFI access point and line of sight isn't blocked.
- Check that the WIFI network is on a different channel to other nearby networks or otherwise subject to interference.

Changing record settings

The app will follow the current record settings of the console it is connected to.

Unable to find certain actions in the app

Some actions, such as memory release/kill, can be accessed via hold-down menus. The availability of these menus is indicated by the presence of a small target icon in a given handle.

Missing legends or handles

There may be instances where picture legends and/or text legends are not displayed on some handles, and rarer instances where handles are not drawn at all. There are two commonly known ways by which these can occur:

- A brief disruption in connection to the console, leading to a loss of data.
- Changing between pages or scrolling a page very quickly.

These can normally be resolved by changing to a different page, waiting a couple of seconds, then changing back.

Wheel scrolling

The behaviour for wheels is slightly different to consoles - an up/down arrow tap will navigate between functions (e.g. preset colours, gobos) and between different attributes with contained % values. Attribute % values can be adjusted via up/down drags as normal.

Fan

As on the console, an attribute can be fanned. This is done by pinching the relevant wheel. The curve that is followed will always be Line. This cannot be changed.

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Programmer

- The remote app's programmer is separate from the connected console's. You cannot add or change information in one programmer from the other.
- You can clear the remote programmer from the connected console via [Clear] > {Clear All Programmers}.

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