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iPad® Setting Guidelines for the V-Mixer Remote Control Application

Supplemental information supporting a successful and steady connection between the V-Mixer and its Remote iPad app.

Introduction

This document shows how to increase V-mixer iPad remote control app connection stability. The iPad is designed to work with various applications often running in a multi-task mode, however, the V-mixer remote app requires continuous communication with the V-mixer to maintain the connection. Therefore it is a good idea to "lock" the app to the V-Mixer and maintain a steady connection for the duration of the event.

Keep in mind that V-Mixer can be controlled with or without an iPad app so even when the iPad is disconnected, the V-Mixer can be fully controlled via the on-board buttons and screen.

The following "best practice" will help ensure a reliable V-Mixer remote app connection and smooth operation for events.

Contents

Reasons

Whenever the iPad sends a reminder or notification, or is switched to another app, the V-Mixer remote app releases control and disconnects from the V-Mixer.

To go back online simply touch the ONLINE function and slide the toggle to ON and in a few seconds you are connected again. For some this may not be a big issue but it can become a bother if it continues to happen especially in the middle of an event.

Close All Running Apps

It is a good idea to not have any other apps running while running the V-Mixer Remote App. Double-tap the Home button to bring up the list of running apps. To close an app in iOS7, simply swipe upwards on the thumbnail to dismiss it. Swipe left and right to scroll through the list of apps. In iOS6, simply touch the red x mark in the upper corner to dismiss the app.

Turn OFF Automatic Downloads

You don't want a session being interrupted by the automatic downloading of music, apps, ibooks or other updates. Go to Settings > iTunes & App Store and make sure all Automatic Downloads are set to OFF.

Turn OFF Background App Refresh (iOS7 and higher)

If you have taken care of shutting down all other apps, then this step is not needed but is still recommended to eliminate the possibility of an app taking network resources away from the V-Mixer Remote app.

To turn OFF Background App Refresh, go to Settings > General > Background App Refresh and slide to OFF. This may also improve battery life.

"Lock" the App using Guided Access Mode

The best way to avoid a disconnecting issue is to use Guided Access Mode since the app can never be disrupted by notifications or other applications. It will lock in the currently running app and won't exit (disconnect) without permission. For more detailed information please follow the support link from Apple: http://support.apple.com/kb/HT5509
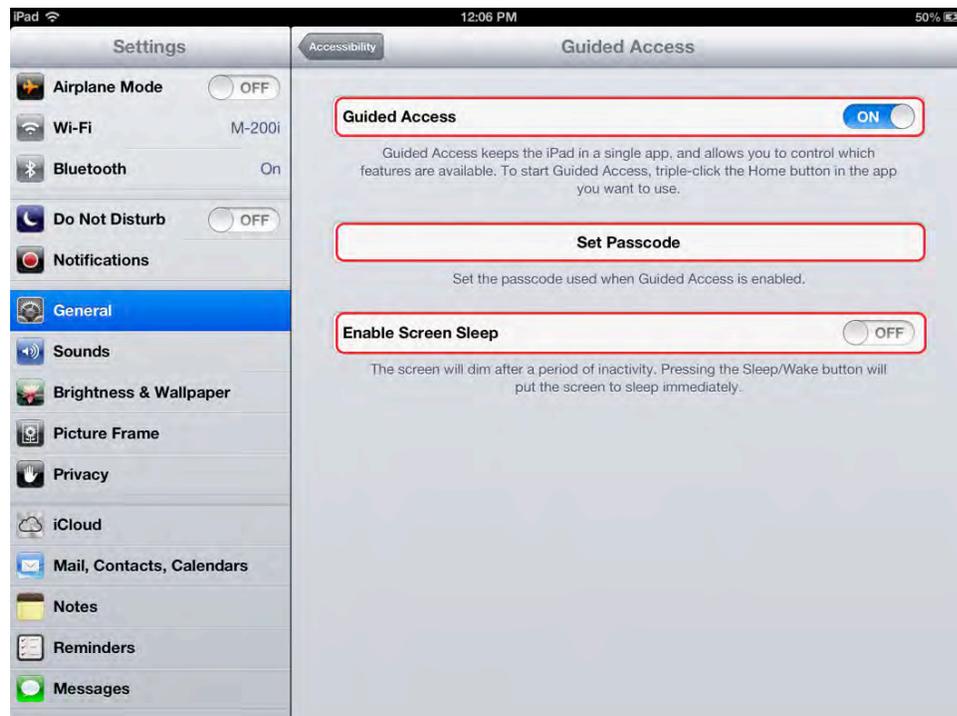
Instructions

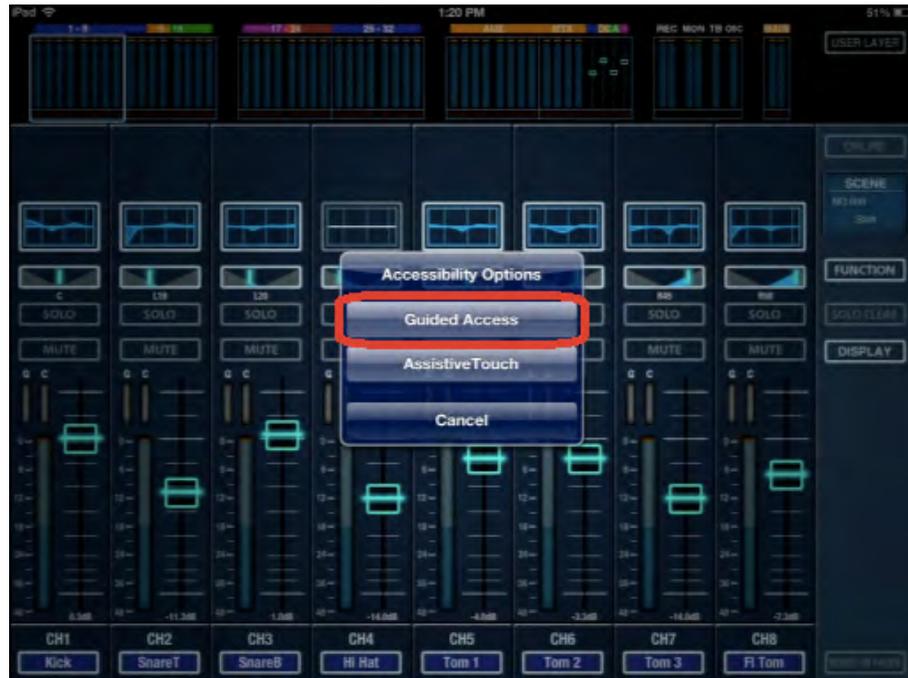Here are the steps to set up the Guided Access Mode on your iPad

1. On your iPad, go to Settings > General > Accessibility > Guided Access

2. In Guided Access, turn it ON, set the passcode and turn OFF the Enable Screen Sleep.

3. Launch the V-mixer remote app and **triple-tap the home button**. When the Accessibility Options window pops up, select Guided Access.
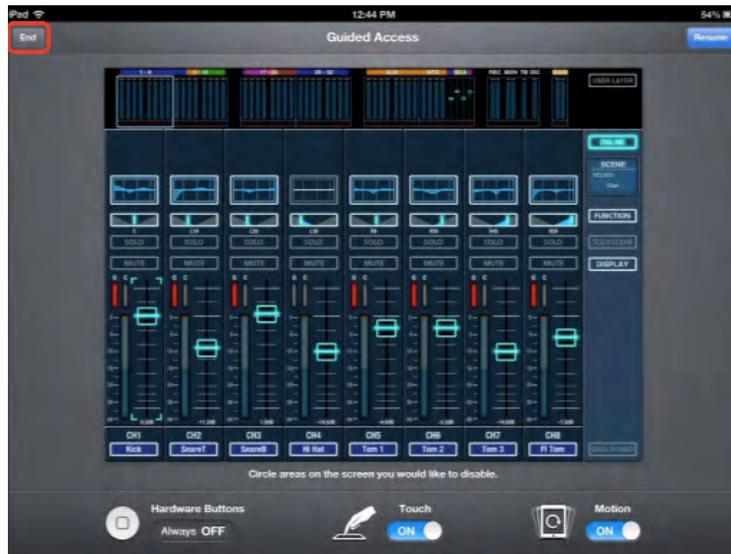

4. Hit the Start icon in the upper right corner of the iPad screen.

5. Once you start the Guided Access, hit ONLINE to connect to your V-mixer. The V-mixer remote app is now operating in Guided Access mode securing the connection to the V-mixer. You will not receive any notifications and/or exit this remote app until you triple tap the home button again.

6. To exit the Guided Access mode, triple-tap the home button. Then hit End icon.

NOTE: If you have any questions, please contact us via www.rolandsystemsgroup.com/support

* Only iOS 6 and above supports Guided Access Mode.
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