trisio Lite2

Product FAQ (v1.0, 2022.10)

Question	Answer
How should I know if my Trisio Lite2 is fully charged?	You can tell the charging status by its indicator light: - Charging (camera off): green light flashing - Charging complete (camera off): light off - Charging (camera on): green light - Charging completed (camera on): blue light If your situation is different, please contact our after-sales team: support@trisio.com.
Can I shoot panoramas while charging the camera?	We do not recommend this practice. Shooting while charging will reduce the life of the battery. In addition, as the Trisio camera needs to be rotated when shooting, the charging cable may get tangled and interfere with the normal shooting of the camera, or even twist and drop the device.
Can I use my power bank to charge the camera?	The camera supports power bank charging and we recommend that you charge it with the camera switched off. Because the Trisio Lite2 panoramic camera needs to be rotated when shooting, the charging cable may interfere with the normal shooting of the camera or even damage the device. (Charging time may be extended due to differences in output voltage)

Do you have any recommended tripod?	Trisio Lite2 does not have any special tripod restrictions, the product includes an adapter for 1/4" screws to fit Trisio Lite2. We recommend that you use a tripod with a height of 1.5 meters or higher, standing steady and without a control handle, to ensure that your panoramic photos are captured well.
My Trisio cannot complete the shoot normally.	Please follow these steps separately to confirm. 1. Please check that your Trisio Lite2 has sufficient storage capacity. When the camera is low on memory, you will not be able to take new photos. To check the camera's memory and to delete or format it, please see "How to delete photos from the camera in bulk, or format the camera". Afterwards, please restart the app and try taking the picture again. 2. please try to connect to a different phone and take the picture. 3. Please disconnect from Wi-Fi and shoot directly from the camera's shoot button. 4. Look for an error code "xxxx" in the app when you cannot shoot properly, please contact support@trisio.com. If none of the above resolves the problem, please contact our after-sales staff at support@trisio.com and we will assist you with further troubleshooting or equipment repair and return.

I can't charge my Trisio / Camera cannot open.	First of all we recommend that you try a few different charging cables to troubleshoot the cable itself. A full charge takes approximately 2.5 hours via a conventional phone charger, and may take a little longer if you charge via the USB port of your computer or a power bank. We also recommend always charging with the phone switched off, otherwise the battery life may be reduced. If it consistently fails to charge, please contact our after-sales staff at support@trisio.com and we will assist you in further troubleshooting, or return or repair the device.
How to delete all images at one time? How to format my camera?	Before deleting camera data, please make sure you back up the data you need, as it will not be recoverable after deletion. There are several ways to delete photos in bulk or format the camera. 1. Go to the setting menu on the app's shooting page, click on "Camera storage", then select "Format" to quickly delete all pictures from the camera. 2. Go to Albums on the app's home page, select Camera, click the Delete button in the top right corner of the album you need to delete, and check the images you need to delete. 3. Connect Trisio Lite2 directly to your computer via the cable, go to your camera storage and delete the files directly from it.

How to connect the Trisio app with Wi-Fi?	Please follow these steps separately to confirm your connection. 1. Please make sure that the camera is switched on and that the indicator light is blue and always on. If the indicator light is not on, or if the voice indicates that the battery is low, please switch off and charge the camera. 2. Close the app, keep the camera on, press and hold the camera button for about 3 seconds to optimize the network signal, release the button when you hear the beep, and when you hear the beep again, search the Wi-Fi list on your phone for "trisio_******" and connect. 3. Make sure that the location service of your phone is turned on, and turn off the "Wi-Fi Assistant" function for Android phones. When connecting to Trisio camera Wi-Fi, you will be prompted that there is no Internet connection, please choose to continue connecting. 4. Turn off mobile data, Bluetooth and restart the app. 5. Uninstall the app and reinstall it. If all of the above have been tried and the problem persists, please contact our after-sales staff via support@trisio.com and we will assist you in troubleshooting the cause.

How to use the countdown function in the Trisio app?	The App has a countdown timer of 3, 5 and 10 seconds. This setting is used to control the extra waiting time before the panorama shot is started. This setting is only valid for shots taken by pressing the shoot button on the camera and is not valid for app-controlled shots. The purpose of this feature is to give the shooter extra time to duck before the photo starts.
How to set my app so that the panoramas won't be downloaded to my phone storage automatically?	By default, if you do not select an album before taking a picture, the picture will only be stored in the camera and will not be downloaded to your phone automatically. If you select an album before shooting, the panorama will be automatically stitched and downloaded to the corresponding album of your choice at the end of each shot. The panorama will not be downloaded to your phone without stitching the image through the app.
How to change the nadir?	In the app's shooting menu, select settings and click on "nadir logo", where users can change and upload their nadir. More detail please watch: https://youtu.be/3CdwtK9cq5w.
How to make the levelling function in the app?	For a video tutorial on the app's auto level correction feature, please visit the following link: https://youtu.be/ZVt9YtTVito.

How to transfer the images to the computer?	Our best recommendation is to connect Trisio Lite2 to your computer via a cable and manage all your photos via the desktop software Trisio Factory. Alternatively, you can also transfer panoramas already stored in your phone's albums via other third party tools such as Google Drive, Dropbox etc.
How to use the desktop software Trisio Factory to stitch panoramas?	1. Connect Trisio Lite2 to the computer via the USB-C cable and turn on Trisio Lite2 to confirm that the memory of Trisio Lite2 can be accessed via the computer; 2. Open Trisio Factory; 3. Select "Stitch Pictures"; 4. Select the original picture in Trisio Lite2 memory. The path is: Trisio Lite2 (usually shown as "USB flash driver") -> DCIM -> PICTURE; 5. Trisio Factory will automatically stitch and save the image.
Why I cannot open the .jpeg file on my PC/Mac from my Trisio?	The source files captured/stored in the camera via Trisio Lite2 are encrypted and cannot be opened directly. If you need to view them, please download our desktop application Trisio Factory (https://www.trisio.com/download/). Once installed, the encrypted files can be converted to the original image before stitching, or stitched directly into a panorama.
What does the error code 'xxxx' in the app mean?	If you experience a fault during use and the app displays the corresponding error code, please contact our after-sales service for further support: support@trisio.com.

I think the lens / connector was down, what should I do?	Please contact our after-sales team at support@trisio.com and one of our staff will help you with the process.
Trisio Factory is not working on Mac, how can I fix it?	Please follow these steps to successfully open Trisio Factory on your Mac computer: 1. Find and open "System Preferences -> Security & Privacy -> General"; 2. Click the lock button on the left corner to unlock it ("Click the lock to make changes"), and keep this setting page open; 3. Run Trisio Factory, choose "cancel" when you see the warning "Cannot be opened because the developer cannot be verified"; 4. Back to the setting page ("System Preferences -> Security & Privacy -> General"), click "Allow Anyway"; 5. Run Trisio Factory again and click "Open".