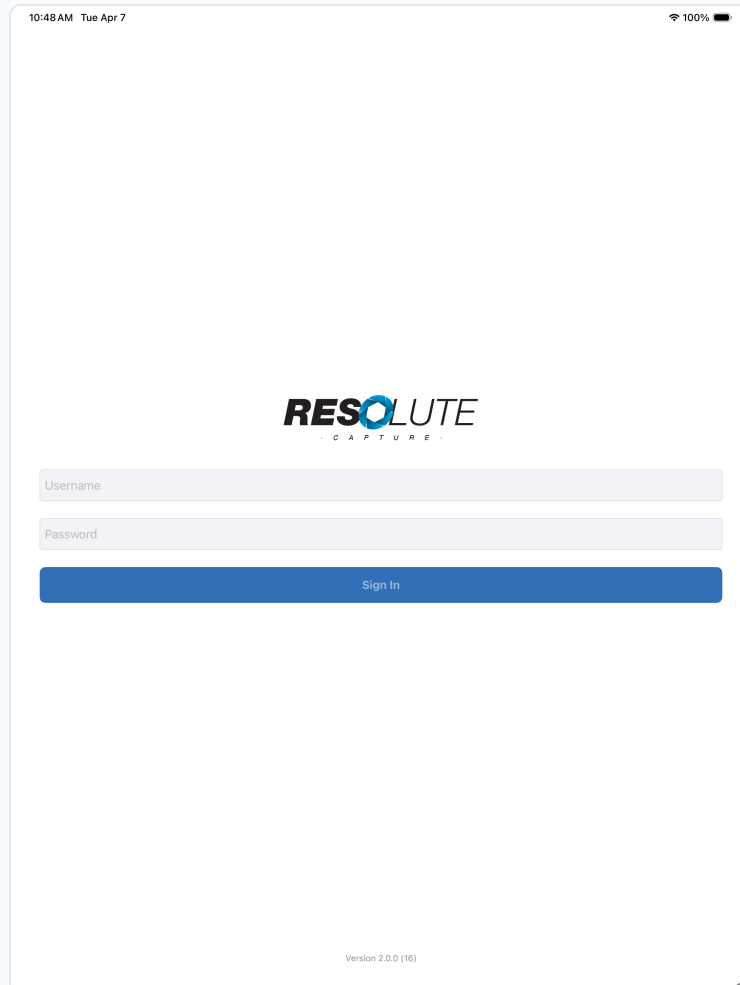


RESolute Capture User Guide

This guide explains the main RESolute Capture workflow: sign in, choose a project, open a section, work on the floor plan, capture photos at mapped locations, sync your work, and manage camera/settings tools.

Quick Start

1. Sign in with your RESolute username and password.
2. Open the **Projects** tab.
3. Select a project.
4. Select a section.
5. Use the floor plan to review locations, capture photos, and confirm map lock status before editing.
6. Run **Cloud Sync** before leaving the jobsite or switching projects.



Sign in screen

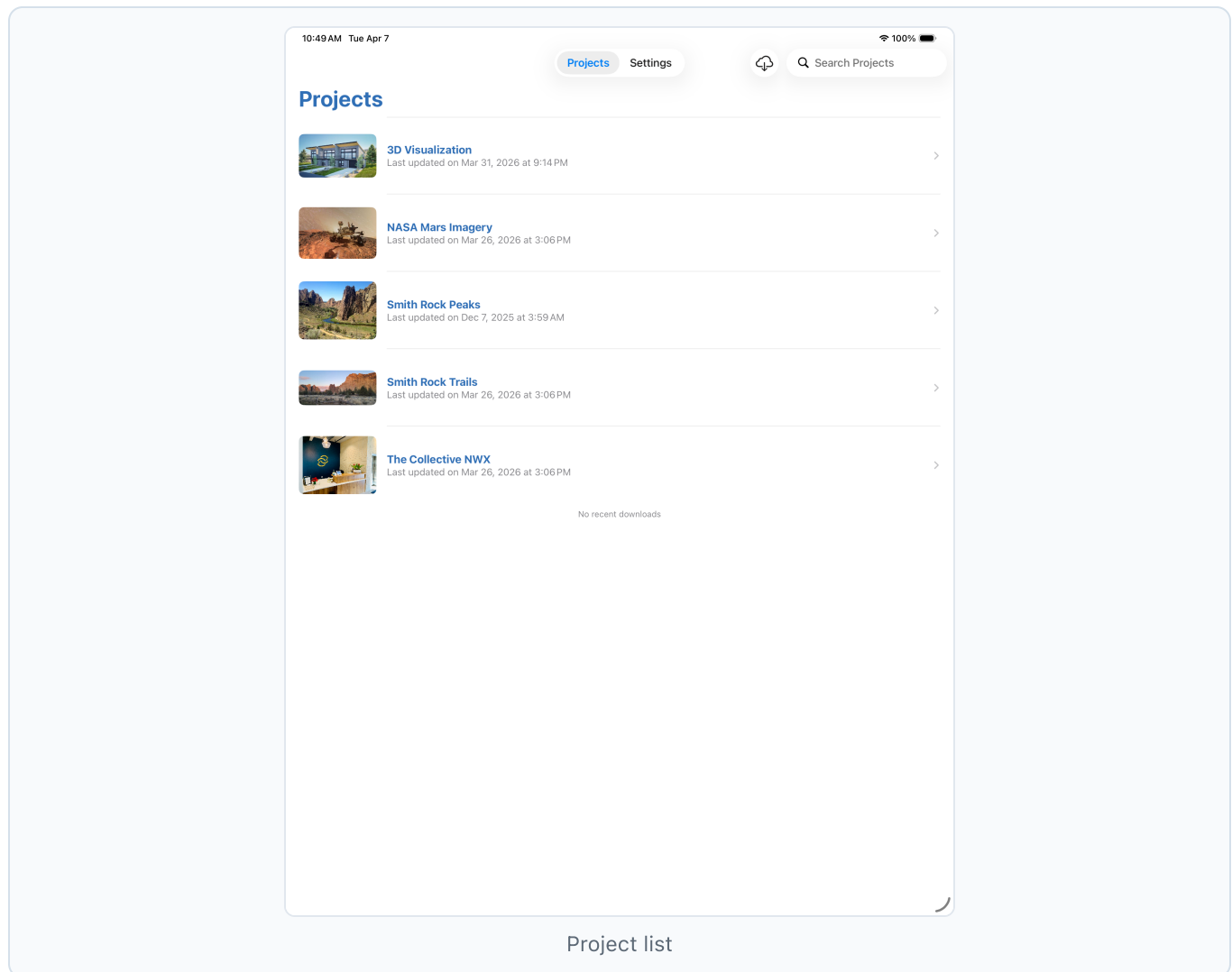
Signing In

Open the app and enter your username and password. After sign-in, the app opens the main workspace. If your session has expired, the app will ask you to sign in again.

The app stores your session so you do not need to sign in every time. Signing out removes that saved session from the device.

Projects

The **Projects** tab is the starting point for field work. Each row represents a project available to your account.



Use this screen to:

- search projects by name,
- open a project,
- refresh the project list with the cloud download button,
- check whether the app has recent downloaded project data.

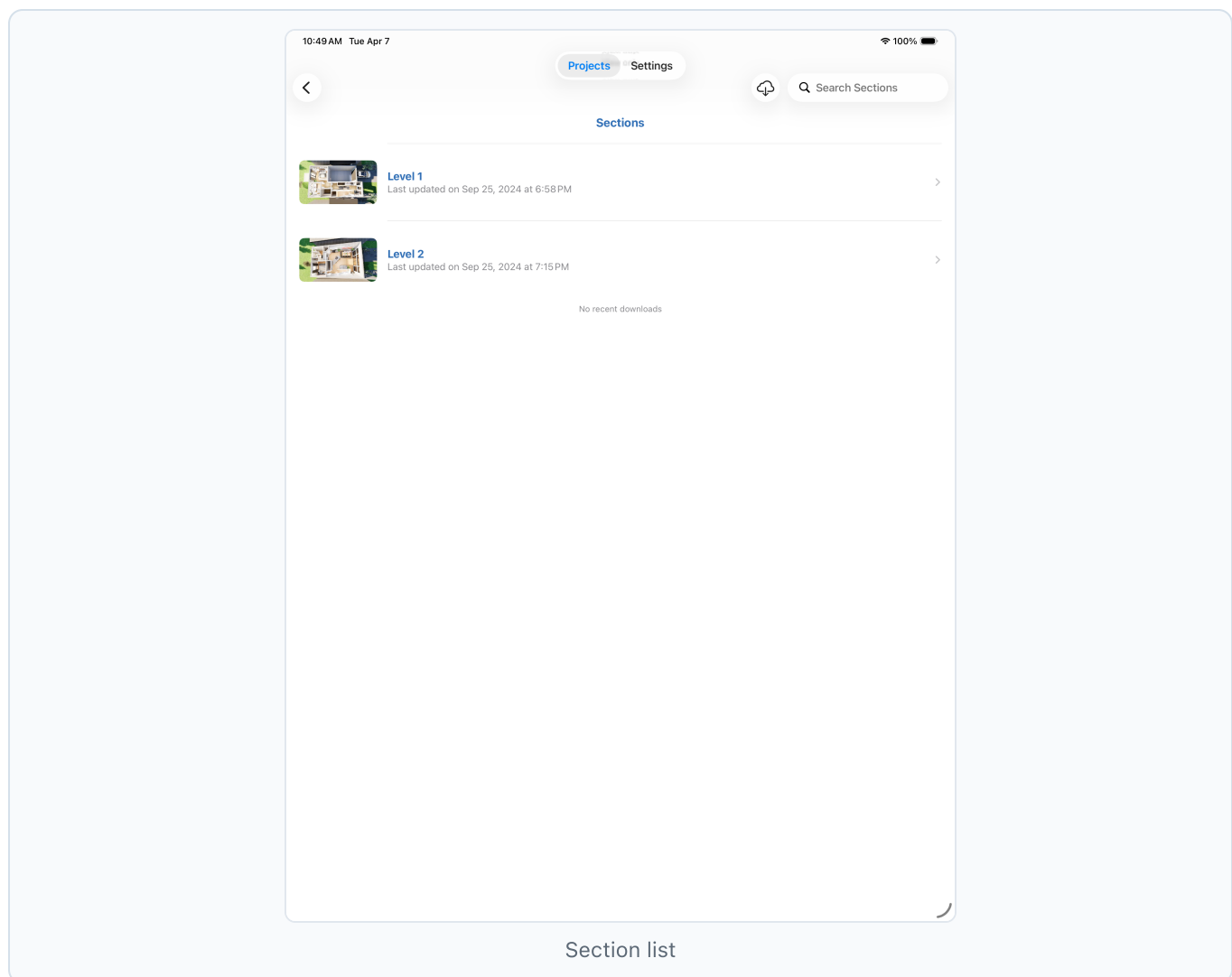
Project rows can include a thumbnail, the last updated time, and sync status. If a project has pending local work, the app can show an upload indicator so you know there are changes that still need to be synced.

If you are offline, still connected to camera Wi-Fi, or missing internet access, refresh may ask you to switch back to an internet-capable network before it can download project updates.

The cloud download button refreshes data from the server to your device. It is different from **Cloud Sync**, which sends local field changes from your device back to the server.

Sections

After you select a project, the app shows that project's sections. A section usually corresponds to a floor, area, or layout within the project.



Use this screen to:

- search sections by name,
- open the section layout,
- download section data for offline use with the cloud download button,

- confirm when the section was last downloaded.

If a project has no downloaded sections yet, the app can prompt you to download them. Downloading sections prepares downstream layout data so the floor plan, markers, and photos are available for field work.

If a section does not have an associated layout, the app will show an error instead of opening a blank map.

Floor Plan And Locations

The layout screen is the main working surface. It shows the selected section as a floor plan with mapped locations.



Floor plan with mapped locations

On the layout screen you can:

- pan and zoom the floor plan,
- tap a pin to view or edit a location,
- use the photo button to capture or attach photos,

- open the menu for map lock, Cloud Sync, and other layout actions.

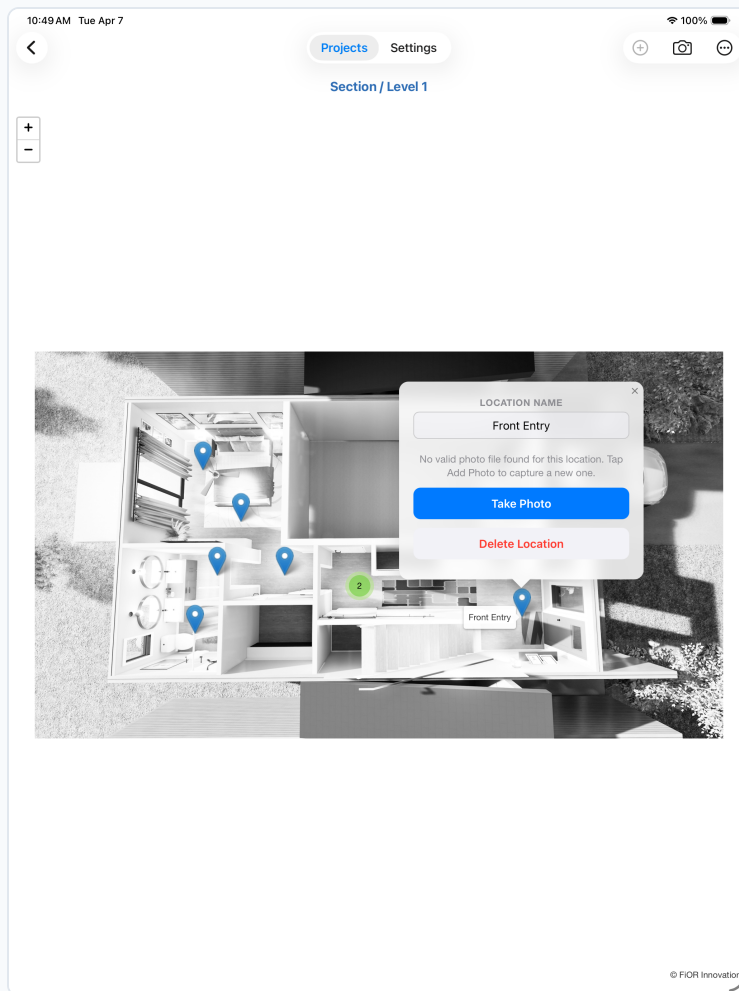
Green clustered markers indicate multiple nearby locations grouped together at the current zoom level. Zoom in to separate individual pins when you need to work with a specific location.

Map Lock controls whether map locations can be edited. Leave the map locked when you only need to review documentation. Unlock only when you need to make an allowed map change.

Some projects may be view-only. In a view-only project, capture and editing controls are disabled, but you can still review mapped documentation.

Location Details

Tapping a pin opens the location popup. The popup shows the location name and the available actions for that location.



Location popup

Use the popup to:

- name or rename the location,
- take a photo at the selected location,

- review equirectangular photos and photo status,
- delete the latest captured photo when needed and when it has not already been uploaded to the portal.

Photos already uploaded to the portal cannot be deleted from the app. If the popup says no valid photo file was found, capture a new photo or attach a valid photo source before syncing.

Capturing Photos

Photos are tied to the selected location on the floor plan. This keeps site documentation organized by physical position instead of leaving photos loose in the device library.

Typical capture flow:

1. Open the section layout.
2. Tap the pin for the location you are documenting.
3. Tap **Take Photo**.
4. Capture with the connected camera, device camera, or another available source.
5. Confirm the photo preview if shown.
6. Run **Cloud Sync** when you are back on an internet-capable network.

If a connected 360 camera is available, RESolute can use the saved camera workflow. If no camera is connected, the app can offer setup guidance, device camera capture, photo library import, or unlinked local photos depending on what is available on the device.

Cloud Sync

Cloud Sync is the step that sends local field work back to the server. Local changes remain saved on the device until Cloud Sync can complete.

Before Cloud Sync, the app checks whether the device has internet access. If the device is still connected to camera Wi-Fi, the app may ask you to switch back to office Wi-Fi or another internet-capable network.

During sync, the app can show:

- photo upload progress,
- metadata sync progress,
- rows for pending markers and photos,
- retryable error messages,
- completion status.

If you close the sync screen while Cloud Sync is still running, the sync can continue in the background. Use **Stop sync** only when you intentionally want to cancel the active sync.

Common sync messages:

- **Session expired**: sign in again.
- Temporary server error or timeout: retry when the connection is stable.
- Missing location name: return to the map, name the location, and sync again.

- Missing local photo file: retake or restore the photo before syncing that item.

Troubleshooting tips:

- For **Session expired**, finish any urgent local capture work first, then sign out and sign back in before starting sync again. Local pending work should remain on the device while you re-authenticate.
- For temporary server errors or timeouts, confirm the device is on office Wi-Fi or cellular internet rather than camera Wi-Fi. Wait a minute and retry; repeated **502**, **503**, **504**, or timeout messages usually mean the server or connection is temporarily unavailable.
- For a missing location name, open the section map, tap the unnamed pin, enter a clear location name, and save it. Then return to sync. Photos tied to unnamed locations may stay pending until the location has a usable name.
- For a missing local photo file, check whether the photo was deleted, moved, or never finished saving. Retake the photo when possible. If the photo still exists elsewhere on the device, restore or reattach it before retrying sync.
- If multiple items are blocked, fix the first visible blocker and run sync again. The next sync attempt may reveal the next item that needs attention.

Settings

Open the **Settings** tab for account, camera, map, network, support, and storage tools.

Settings can include:

- **Profile**: view account details and sign out.
- **Hardware**: set up cameras, reconnect saved cameras, and open camera guides.
- **Map**: adjust map clustering behavior.
- **Network**: save office Wi-Fi details used when moving from camera Wi-Fi back to internet access.
- **Quarantine files**: review local files that need recovery.
- **Developer**: admin-only diagnostics.
- **About**: version, storage, and migration log sharing.

Camera Setup And Saved Cameras

Camera tools are available from Settings and from photo capture flows. Saved camera records can include a camera name, Wi-Fi SSID, and device-local password details.

Use camera setup when:

- adding a new camera,
- reconnecting a saved camera,
- updating a camera's saved Wi-Fi name,
- clearing a saved password,
- checking camera capture guidance.

Camera passwords are device-local. Clearing a password removes the saved credential from this device and may require manual reconnection later.

Legacy Bluetooth Camera Scan is an iOS compatibility option for older camera discovery paths. Use it only when normal camera setup does not find a supported camera that is powered on and nearby. Android uses its own camera discovery flow and does not need this iOS-specific toggle.

Offline And Network Notes

RESolute is designed for field work where network state changes. A normal field session may involve:

1. internet access to download projects and sections,
2. camera Wi-Fi for capture,
3. internet access again to sync.

If a refresh or sync cannot start, first check whether the device is still connected to camera Wi-Fi. The app may offer recovery actions, including opening system Wi-Fi settings or using a saved office Wi-Fi network.

Troubleshooting

I do not see my project

Refresh the project list from the **Projects** tab. If refresh fails, confirm the device has internet access and that your session has not expired.

A section is empty

Use the download button on the section list. If the project has never been downloaded on this device, the app may ask whether to download project sections.

I cannot add pins or take photos

The project may be view-only, the map may be locked, or the device may be missing the required camera/photo access. If this is unexpected, confirm your project role and camera permissions.

Photos are not syncing

Check whether the location has a name and whether the photo file still exists locally. Photos can remain pending until those requirements are fixed.

Sync says the session expired

Sign out and sign back in. Then retry the sync.

The app is still on camera Wi-Fi

Switch back to office Wi-Fi or another internet-capable network before refreshing projects, downloading sections, or syncing.

Support

For help with RESolute Capture, contact FiOR Innovations:

- Email: support@fiorinnovations.com
- Phone: [541-385-1281](tel:541-385-1281)