FAQ

Frequently Asked Questions

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I want to buy mcpro24fps app but I would like to test all its functions on my phone before the purchase. Is there a trial version of the application?

Yes! We created mcpro24fps Demo app so that you can independently test the functionality of the application on your specific phone model before making a purchase. Everything available in the mcpro24fps Demo app will also be available in the paid version of the mcpro24fps app.

Additionally, you can buy it on Google Play and get a refund within 48 hours. However, it's worth noting that Google Play may deny this option to accounts that frequently request app refunds.

Where can I find any manuals or tutorials on how to use mcpro24fps?

There are several excellent options for learning:

- Check out our most comprehensive [User Guide](#).
- Subscribe to our official [YouTube channel](#). There you can find our special tutorial playlist on using mcpro24fps and its functions.
- Feel free to search [on YouTube](#), as dozens of talented creators have released hundreds of excellent tutorial videos in various languages around the world. Use the hashtag #mcpro24fps for searching

What Android phone is the best choice for shooting with mcpro24fps?

At first glance, this seems like a simple question, but it's actually quite complex. Due to the wide variety of Android devices and the frequent disparities between manufacturer software and Android OS specifications, the capabilities of the application can vary significantly across different devices. Additionally, manufacturers often intentionally restrict functionality for third-party camera apps. However, our application strives to provide maximum functionality and even bypass certain limitations.

In this scenario, an effective approach would be:

- Consult other users in the official Telegram community to gather insights on the strengths and weaknesses of the phone models you're interested in.
- Explore app reviews on Google Play for the specific phone model you're considering.
- Watch videos on YouTube shot using the app by searching for the hashtag #mcpro24fps.
- Install the free mcpro24fps Demo app and personally evaluate all available features on the phone model you're interested in.

Does the app support working with gimbals?

Officially, the application does not support the function of working with stabilizers. Sometimes in the application you can set the functionality of the Start/Stop Recording button on the stabilizer. As the experience of our users from real shooting processes shows, this is more than enough in most cases.

A good approach would be to inquire with owners of your gimbal model about its customization capabilities in our [Telegram chat](), or to install the [free mcpro24fps Demo]() app and personally test the possibility of such customization.

Why does the same function work on a phone with stock firmware but not on the same phone with custom firmware?

This question is better directed to the developers of custom firmware. Often, while improving one aspect, they may inadvertently break another. Our focus is on developing the application according to the technical specifications of the Android OS. Therefore, we recommend either using stock firmware or installing the [free mcpro24fps Demo](#) app to assess the compatibility of the modifications introduced by third-party developers into your custom firmware.

Not all of my phone's cameras appear in the camera menu. Why is that?

Most manufacturers deliberately restrict access to sensors for third-party applications, with exceptions for the main and front cameras. However, the mcpro24fps app often detects more cameras than the manufacturer allows. If there are still invisible modules in your phone, it's highly unlikely that they can be activated and used by a third-party application.

This issue is particularly prevalent in OnePlus devices, stemming from intentional limitations placed on the functionality of secondary camera modules. We recommend addressing the unfairness of such discrimination [on the manufacturer's forum](#).

Just a reminder that with the [free mcpro24fps Demo](#) app, you can independently test all the features you're interested in on your phone, explore the interface, and discover the unique tools of professional video camera.

Some of the filming modes available in the stock camera app are not present in the mcpro24fps app. Why?

In brief: The stock camera is an application developed by the device manufacturer, providing it with maximum access and capabilities. Third-party applications are restricted to functions permitted by the manufacturer.

More details: Access to these functions depends on the version of the API: Camera API (hal1) and Camera2 API (hal3). Some functions may only be available in one version of the API. This discrepancy often arises with the 60fps mode, available in the Camera API but not in the Camera2 API. Mcpro24fps exclusively supports the Camera2 API. Moreover, the 60fps mode is often confined to automatic exposure mode due to hardware limitations, which cannot be predicted in advance.

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Does GPU usage impact video quality?

Yes, it does. It depends on the GPU utilized and how the manufacturer integrates it with the sensor. When the GPU is activated, digital stabilization can be disabled, the strength of the noise reduction effect can vary, and the color space may change. The GPU continually processes and modifies the signal, even when it's merely passing through.

Activating the GPU enables adjustment of various settings that affect the signal, which are unavailable otherwise. While dimming is possible without a GPU, factors like chroma and discoloration of highlights and shadows are not. Saturation, shadow, and highlight adjustments may also behave differently. The GPU offers numerous possibilities for achieving the final image. However, it may also eliminate features like 10-bit recording.

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How can I learn about all the capabilities of my phone's camera module?

You can find a dedicated app in [our Telegram chat](#) by using the request #camera2info. This app will provide you with comprehensive information about your camera module. Additionally, you can use requests #camera2info2/3/4 to access different versions if the main version of the app does not work correctly on your phone.

The digital stabilization feature isn't functioning on my Xiaomi device. Why is this happening?

In discussions about Xiaomi phones, it's commonly mentioned that digital stabilization works in both the stock camera app and the GCam app. However, what's rarely mentioned, if ever, is the ability to adjust manual settings in either application.

If the option for digital stabilization is available within the program but fails to function, it's likely due to compatibility issues with the camera libraries. For Xiaomi devices, digital stabilization can only be activated by initiating a native capture session, which mcpro24fps doesn't support. Furthermore, attempting to implement such workarounds wouldn't make sense, as manual settings aren't supported by the camera libraries.

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I bought the app on Huawei AppGallery, but now I have a phone from a different brand. Will the purchased license from AppGallery apply to the app from Google Play?

No, because the app's license is provided by the store where the app was purchased. However, in this situation, the solution would be to install AppGallery on your new smartphone (regardless of its brand) and use it to install your purchased version of the app.

I am a talented creator. Do you collaborate with authors/bloggers/directors?

If you have an exciting creative project planned or already underway using an Android mobile phone, you can send us a brief description of yourself, your work, or your upcoming project via email or through [the feedback form](). We will definitely consider how we can collaborate.

If I haven't found the answer to your question here, how can I get assistance?

Answers to your inquiries are available through the following methods:

- You can reach out to us via the [feedback form](#) on our website.
- You can also ask questions to our community in [Telegram chat](#).

Do not forget to write the model of your phone with its type of processor and Android version. Example: Xiaomi Mi9 Lite/Snapdragon 710/Android 14.

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This is an incredible app! How can I support the developer?

There are a few simple ways to support mcpro24fps:

- Buy mcpro24fps from the [store of your choice](#);
- Rate the app with 5 stars and write a brief review;
- You can donate to us directly through the app interface (Settings menu - Other settings - Be Our Hero!).
- Share your best videos on YouTube using the hashtag #mcpro24fps, review the app, and realize your cinematic dreams, then share your experience with us!