

Camera

Cable

Software

Power

1

Pre-Shoot Checklist

Complete the pre-shoot checklist for a smooth and seamless tethered shoot.

✓ **Complete all 15 items before connecting — prevents 90%+ of issues before they start.**

CAMERA SETTINGS

- Set correct USB connection mode for your camera make/model Camera
 - Sony → USB Connection: PC Remote
 - Canon → USB Connection App: Photo Import / Remote Control
 - Nikon → USB: MTP/PTP
 - Fujifilm → Connection Mode: USB Tether Auto
- Verify specific camera settings per the exact make and model Camera
- Update camera firmware to the most recent version Camera
- Turn USB Power Delivery/Power Supply OFF in camera if USB-C cable has Power Delivery Power
- Start the shoot with a fully charged battery — never let charge fall below 25% Power
- If possible, remove memory card(s) from camera before shooting tethered Camera

CABLE & HARDWARE

- Inspect cable for visual damage on both ends and along the housing Cable
- Install tethering cable tips in the proper direction at both ends Cable
- If using extension cables, confirm they are installed in the proper direction Cable
- Confirm cable management device (camera side) is installed and properly supports the cable Cable

SOFTWARE

- Verify tethering compatibility for your camera + software (Capture One, Lightroom, Smart Shooter) Software
- If possible, update tethering software to the current version Software
- Close ALL other software that might connect to camera before starting — Dropbox, Google Drive, photo apps. Reopen only after camera is connected. Software
- Capture One only: Settings → Capture → select your camera brand + connection type only. Uncheck everything else. Restart after any change. Software
- Confirm battery charge is above 25% — swap or charge before starting if needed Power

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Troubleshooting

If connection drops during a shoot — work through these steps in order

■ *These 8 steps resolve 98% of mid-shoot connection issues. Try each before moving on.*

- Turn camera OFF then back ON — do not unplug or remove the cable Camera Power
- Turn camera OFF, unplug cable at the camera end, plug back in firmly, then turn camera ON Power Cable
- Inspect cable connections at both camera and computer — look for bent pins or damage Cable
- Close tethering software completely and restart it Software
- Inspect full cable housing for damage — bends, crushing, moisture, or environmental damage Cable
- Check battery level. Below 25%: swap for a fresh battery. Above 25%: remove and reinsert. Power
- Confirm no background software is trying to control the camera (other tethering apps, Dropbox, Google Drive, photo managers) Software
- Enable Airplane Mode on camera if available — or manually turn OFF Wi-Fi and Bluetooth in camera settings Camera

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Advanced Troubleshooting

If sections 1 & 2 did not resolve the issue — isolate the cause

■ Use these steps to systematically isolate whether the issue is cable, port, software, camera, or OS.

1 Restart your computer fully

2 Capture One: Settings → Capture → uncheck ALL manufacturers/services → restart. Then re-select only your camera + connection → restart again.

Software

3 Turn USB Power Delivery / Power Supply OFF in camera — even if your cable does not have Power Delivery

Power

4 Remove any hub or extension cable — connect tethering cable directly to computer port

Cable

5 Swap to a different cable to test whether the cable is faulty. For USB-C: test against a self-powered data device (hard drive or card reader) to confirm data transfer works.

Cable

6 Try a different USB port on the same computer, then test on a completely different computer

7 Remove memory card from camera

Camera

8 Install and test a different tethering application — only one tethering app open at a time

Software

9 Swap to a different camera body to determine if there is damage to the original camera's USB port

Camera

10 Disconnect all other peripherals and cables connected to both camera and computer

11 Check OS-level permissions for your tethering software

Mac (Intel): System Settings → Privacy & Security → Files & Folders → grant access to all locations

Mac (M-Series): System Settings → Privacy & Security → Accessories → set to Always Allow

Windows: Device Manager → Universal Serial Bus Controllers → Properties → Power Management → uncheck "Allow computer to turn off this device"

12 Last resort: shoot to card and import manually after the shoot

Still stuck? Contact Tether Tools directly.

techsupport@tethertools.com

1-888-854-6565 · Mon–Fri business hours

COMMUNITY RESOURCES

r/captureone	reddit.com/r/captureone
r/Lightroom	reddit.com/r/Lightroom
r/smartshooter	reddit.com/r/smartshooter
r/Photoassistants	reddit.com/r/Photoassistants