



FIELD DATA / PRECISE COORDINATES

Technical publications • Edition 1.0 • 2026

PROFESSIONAL FIELD USER GUIDE

HelloGeo MetaSync

Complete User Guide — install, connect, capture, validate, manage, sync and export field survey data

DOCUMENT	Complete User Guide
DOCUMENT ID	HG-MS-UG-1.0
EDITION	1.0 — Publication-ready editable master
ANDROID REFERENCE UI	1.0.4 / versionCode 11
DISTRIBUTION	Google Play + Apple App Store
FOR	Surveyors, drone teams, engineers and geospatial field operators

Task-first field reference • Release date: 31 August 2026

hellogeo.world

Publication notice and rights [Contents](#)

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Control	Publication statement
Document owner	HelloGeo Technologies Private Limited
Audience	MetaSync field operators, supervisors, trainers, customer administrators and support teams
Distribution	Authorized product publication; may accompany approved MetaSync deployments
Editable master	DOCX — controlled authoring copy; track and approve changes before release
Publication copy	PDF — fixed-layout reference derived from the controlled master
Support	See Support, escalation and evidence package
Privacy	See privacy contact and policy in Support and Reference Register

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Accuracy, safety and professional responsibility

GNSS and RTK results depend on satellite geometry, correction-service quality, antenna configuration, multipath, obstruction, atmospheric conditions, datum/CRS selection and operator method. A displayed accuracy or an RTK Fixed state is not, by itself, a legal survey certification. Validate control points against the governing project specification and applicable law. Do not use the app as the sole source for life-safety, navigation, emergency response or boundary decisions.

Standards position

This publication uses selected global standards and industry references as design and control baselines. It does not claim that MetaSync, HelloGeo or this document is certified, accredited or independently assessed against any named standard unless a separate signed certificate says so.

Publication control [Contents](#)

Field	Controlled value
Document ID	HG-MS-UG-1.0
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Official listings verified	Google Play and Apple App Store — 31 August 2026
Scope	Cross-platform installation, Android reference UI, field preparation, GNSS/RTK workflow, collection/media management, sync, export, privacy and troubleshooting
Review interval	At every product release and at least annually

Revision history

Edition	Date	Change	Status
0.x	11 Aug 2026	Supplied PDF source baseline	Superseded for publication
1.0	31 August 2026	Reframed, cross-platform store references, QR codes, global terminology, security/privacy, accessibility and release governance	Publication-ready

How statements are qualified

Label	Meaning
Source-verified	Appears in the supplied MetaSync technical or user publication baseline.
Store-verified	Appears on the official Google Play or Apple App Store listing on the verification date.
Recommended control	A publication or operational baseline to validate and implement; not a claim of current product behavior.
Open item	A known gap or behavior requiring evidence, remediation or explicit acceptance.

RELEASE GOVERNANCE Product, Engineering, Security/Privacy and Legal owners should approve functional claims, open-item exposure, jurisdictional terms and support contacts before uncontrolled public distribution. This master is structurally publishable and remains editable for that approval cycle.

Contents

Publication notice and rights— Copyright, controlled distribution, safety and standards-positioning

- Trademarks and third-party material
- Accuracy, safety and professional responsibility
- Standards position

Publication control— Edition, provenance, revision history, claim labels and release governance

- Revision history
- How statements are qualified

Start here— What MetaSync does, who should use it, limits and the fastest safe workflow

- What you can do
- Fastest safe field workflow

Official distribution and installation— Verified store destinations, QR codes, compatibility and installation controls

- Install or update

Prepare for the field— Equipment, account, project control, safety and pre-start checks

- Equipment and access checklist
- Site and operator safety
- Stop conditions

Understand the interface— Android reference tabs, screen terms and platform differences

- Three main Android tabs
- Status cues
- Collection list and map

Sign in, activate and manage access— Account creation, OTP, licence/subscription and linked products

- Sign in or register
- Account panel

Grant permissions safely— Location, Nearby Devices/Bluetooth, camera, microphone and storage

- Change a denied permission

Choose the positioning source— Integrated GNSS versus Bluetooth RTK and when to use each

- Select a source

Connect the RTK receiver and corrections— Bluetooth pairing, NTRIP configuration, status checks and recovery

- Connect a HelloGeo Point or compatible receiver
- Configure NTRIP
- RTK connection check
- Recover from a dropped connection

Capture a survey point— Collection selection, stabilisation, averaged capture, review and save

- Before the first point
- Capture procedure
- Name points consistently

Judge quality and accuracy— Fix states, DOP, satellites, statistics, multipath and acceptance

- Fix-state quick reference
- Quality terms
- Improve a poor result

Manage Collections and maps— Create, rename, review, import, delete and spatially check survey points

- Map review before leaving site

Capture media and iPhone LiDAR— Photos, videos, Projects tab, consent and platform-specific 3D scanning

Photos and videos

LiDAR 3D scanning on iPhone

Sync, offline work and data protection— Saved versus synced state, degraded networks, restart risk and privacy

Understand saved and synced

Field procedure during network loss

Privacy and safe sharing

Export, import and HelloGeo Suite— Choose a format, verify it, round-trip CSV and hand off to Suite

Export a Collection

Import CSV

Upload or link to HelloGeo Suite

Troubleshoot in the field— Symptoms, likely causes, safe recovery and when to stop

Restart decision

Daily close-out

Quick reference— One-page operator checklist for common field sessions

Support, escalation and evidence package— Support contacts, triage details and privacy-safe evidence capture

Minimum evidence package

Glossary— Plain-language definitions used in the field workflow

Reference register— Source publications, official store records and standards used for cross-checking

Start here [Contents](#)

HelloGeo MetaSync helps field teams capture and organise location points for surveying, mapping, construction and photogrammetry. Use a compatible HelloGeo Point/Bluetooth RTK GNSS receiver for high-precision work, or the phone’s integrated GNSS for general positioning. Captured points live in Collections; media appears in the Projects tab on the supplied Android reference UI.

PROFESSIONAL USE A green or RTK Fixed indicator does not replace project control checks, equipment setup, an independent check point or qualified survey judgment. Follow your organisation’s field method and applicable law.

What you can do

- Choose integrated GNSS or a Bluetooth RTK receiver.
- Configure an NTRIP caster and receive real-time corrections.
- Capture, name and organise GCPs in Collections.
- Review point placement in a list or on a map.
- Capture reference photos and videos; compatible iPhone versions also list LiDAR 3D scanning.
- Import CSV points and export CSV, PDF, GCP or Metashape formats when available in your platform/build.
- Synchronise survey data with HelloGeo services and hand off to HelloGeo Suite where enabled.

Fastest safe field workflow

Stage	Operator action	Do not proceed until
Prepare	Charge devices, confirm access, CRS and correction service	Project method and control values are known
Connect	Choose source; pair receiver; start NTRIP if required	Connection and correction states are visible
Stabilise	Set antenna correctly; wait for acceptable fix/quality	Project acceptance criteria are met
Capture	Remain still; use averaged capture when required	Point review shows correct source, mode and coordinates
Check	Compare against a known point and inspect map/list	No CRS, height, name or location error is visible
Protect	Sync and/or export before closing the app	Saved and synced/exported states are confirmed

Official distribution and installation [Contents](#)

Use only the official distribution pages below. The QR codes encode the full store URLs printed beneath them. Store metadata, availability, pricing and compatibility can change after this publication date; the live listing is authoritative.

GOOGLE PLAY



Android package com.hellogeo.metasync
Developer shown: HelloGeo
[Open official listing](#)

APPLE APP STORE



Listing ID 6791463289
Provider shown: HELLOGEO TECHNOLOGIES PRIVATE LIMITED
[Open official listing](#)

INSTALL CONTROL Before installing, confirm the application name is “HelloGeo MetaSync” and the listed developer/provider matches HelloGeo. Do not sideload packages or use copied QR codes from untrusted sources.

Platform	Channel	Compatibility baseline	Listing-described scope
Android	Google Play	Minimum Android 7.0 / API 24 in supplied baseline	RTK/GPS, NTRIP, GCP collections, import/export, cloud sync, media, map
iPhone	Apple App Store	iOS 16.4 or later per listing	RTK-GNSS, NTRIP, GCP, CRS/height options, LiDAR scan, point-cloud preview, cloud sync

PLATFORM SCOPE Android internal architecture is source-verified from the supplied technical publication. iOS functions above are official App Store listing statements, not a source-code or feature-parity audit. LiDAR requires compatible device hardware.

Install or update

1. Scan the correct QR code or select Open official listing.
2. Confirm the name “HelloGeo MetaSync” and the HelloGeo developer/provider identity.
3. Review the live compatibility, privacy and in-app purchase information for your region.
4. Install or update from the official store. Do not sideload an APK/IPA supplied through an untrusted message or QR code.
5. Open the app, record its version/build in your field log and complete sign-in/activation.

STORE CHANGES The app and store listings can change after this guide is printed. The live listing and in-app release notes control availability, price, compatibility and current UI.

Prepare for the field [Contents](#)

Equipment and access checklist

Item	Confirm before departure
Mobile device	Supported OS, protective case, sufficient storage, screen visible outdoors
Power	Charged phone, receiver and backup power; cables checked
Positioning	Phone GNSS or compatible RTK GNSS receiver; antenna/pole/bipod as required
Corrections	NTRIP caster host, port, mountpoint, username/password and internet/data access
Project control	Collection name, CRS/EPSG code, axis order, datum/reference frame and height type
Quality method	Required fix state, accuracy, occupation time/epochs, check point and rejection rules
Account	Verified login, licence/entitlement and HelloGeo Suite link if needed
Recovery	Export/share destination, support contact and a plan for network loss

Site and operator safety

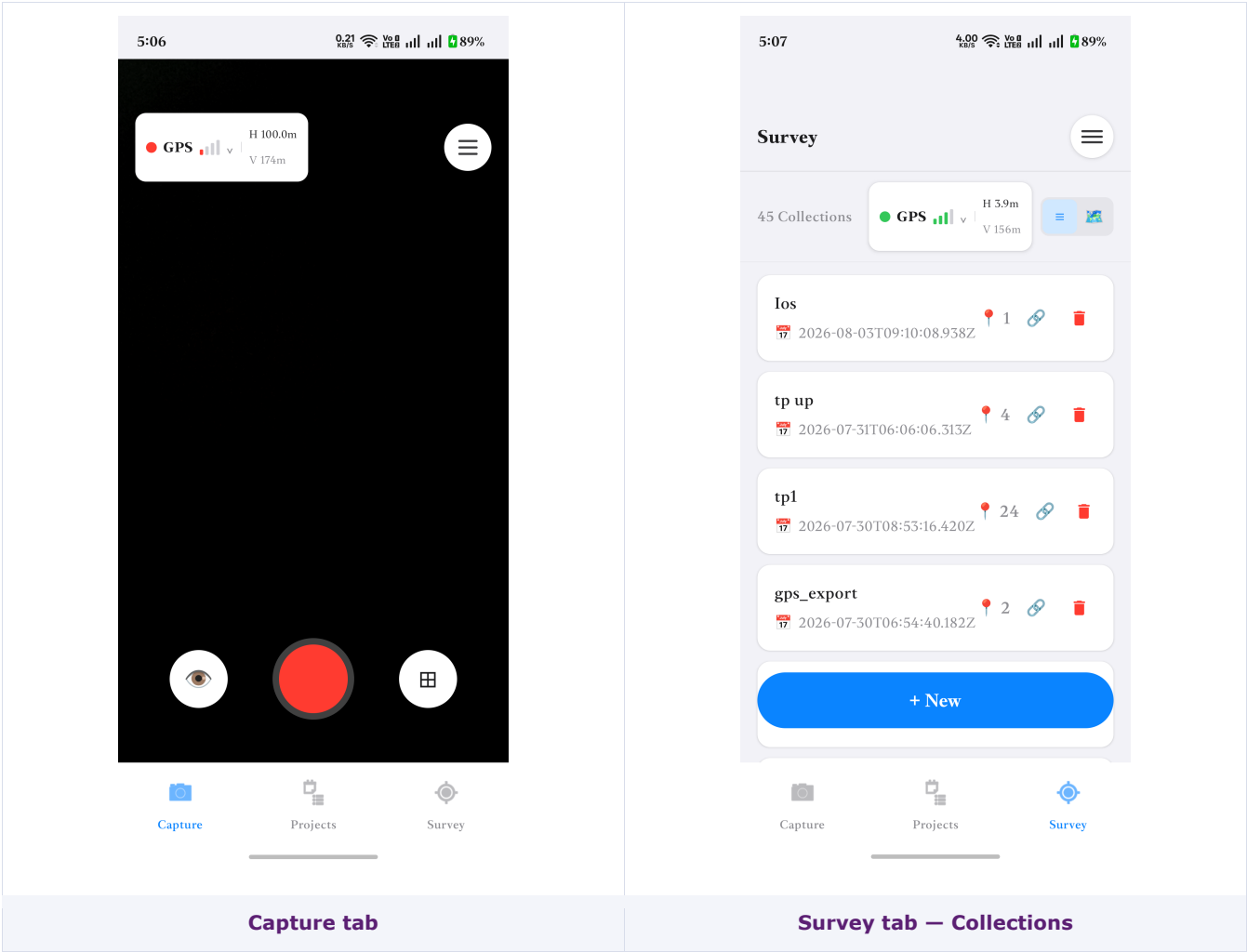
- Complete the site risk assessment and follow PPE, traffic, rail, utility, height and restricted-area rules.
- Do not operate the screen while walking through hazards or driving. Use a spotter where site procedure requires one.
- Do not place an antenna or pole near energised conductors, moving plant, unstable ground or lightning risk.
- Protect customer locations and media. Obtain any required permission before photographing, recording or scanning surroundings.
- Stop if the fix, coordinate reference, antenna setup or control check is uncertain. Re-measure rather than accepting an unexplained result.

Stop conditions

DO NOT SAVE AS ACCEPTED CONTROL No Fix; unexpected 0,0; wrong hemisphere/zone; wrong CRS or height type; unstable/poor quality outside project tolerance; receiver/correction status unknown; antenna setup disturbed; save/sync status unclear; or check-point result outside tolerance.

Understand the interface [Contents](#)

The screenshots in this edition come from the supplied Android 1.0.4 publication and show a privacy-redacted account. They are reference images, not a guarantee that every current Android or iPhone build has identical labels, positions or entitlements.



Reference UI captured from the supplied Android 1.0.4 publication baseline; current store UI may differ.

Three main Android tabs

Tab	Use it for	Key distinction
Capture	Choose source, view fix/accuracy, capture point, photo or video	Live field work starts here
Projects	Browse, share or delete captured photos and videos	This is a media view, not the server Collection object
Survey	Create/open Collections, review points, map, import, export and sync	A Collection groups GCP points

Status cues

Cue	Meaning	Operator response
GPS source badge	Selected source, connection and fix/accuracy information	Tap to change source or investigate status
Green	Usable/good state in supplied UI, including RTK Fixed context	Still apply project thresholds and check point
Orange	Intermediate/RTK Float or wait state	Remain stable; improve correction/sky conditions
Red	No usable fix or error	Do not accept point; troubleshoot
Saved / sync state	Local commit vs cloud acknowledgement	Confirm both where cloud durability is required

Collection list and map

5:08

7.00 KB/s VoLTE 89%

< Survey

tp1

24 Points

GPS

H 9.9m

V 155m

tp1_global_1

GPS

28.443059, 77.059603

Alt: 222.95m • Acc: 0.0m

tp1_global_2

GPS

28.442915, 77.059794

Alt: 220.81m • Acc: 0.0m

WGS 84 (Geographic) - EPSG:4326

Import

+ New

Capture

Projects

Survey

Points inside a Collection

5:08

0.02 KB/s VoLTE 89%

< Survey

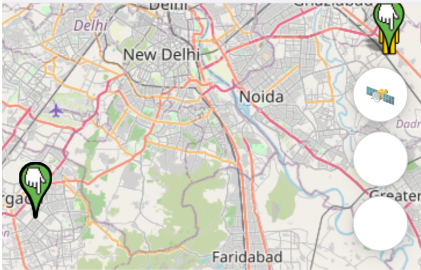
tp1

24 Points

GPS

H 9.9m

V 156m



WGS 84 (Geographic) - EPSG:4326

Import

+ New

Capture

Projects

Survey

Collection map

Reference UI captured from the supplied Android 1.0.4 publication baseline; current store UI may differ.

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Sign in, activate and manage access [Contents](#)

Sign in or register

- 6. Open MetaSync and choose the sign-in or registration path shown by your build.
- 7. Use your organisation-approved email account. Complete the OTP/email verification step if requested.
- 8. If the build requests a licence key, use the unique key issued through your authorised registration channel.
- 9. Confirm the correct account and subscription/licence state before creating field data.
- 10. Link HelloGeo Suite only to the intended organisation account.

ACCOUNT SECURITY Never share an OTP, password, licence key, access token or NTRIP credential through screenshots, exports or support tickets. Sign out on shared devices and follow your organisation’s device-lock policy.

Account panel

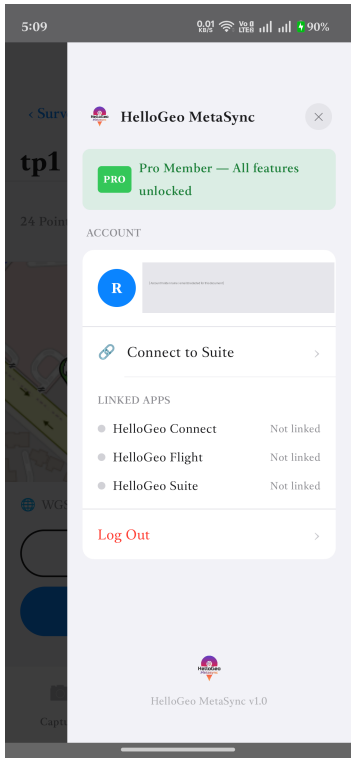


Figure 1 — Android account panel showing subscription and linked-product controls.

Area	Use	Control
Subscription/licence	View or manage available features	Entitlements and limits can change; in-app state is authoritative
Connect to Suite	Link survey workflow to HelloGeo Suite	Verify organisation and account before linking
Linked apps	See HelloGeo Connect, Flight or Suite status	Link only when required by workflow
Log out	End local account session	Sync/export first; protect unsynchronised data

Grant permissions safely [Contents](#)

MetaSync requests platform permissions for the task you start. A denied permission should disable or limit only the related function. Wording varies by Android/iOS version.

Permission	Needed for	If denied
Location	Phone GNSS and location-based survey work; older Android BLE scan behavior	Phone position unavailable; some receiver discovery may be limited
Nearby Devices / Bluetooth	Discover and connect a GNSS receiver	RTK receiver cannot be selected/connected
Camera	Take photos; iPhone scanning features as supported	Media/camera workflow unavailable
Microphone	Record video audio	Video may be silent or recording blocked by platform behavior
Photos/files	Read/write/import/export/share where the platform requires permission	Selected file/media workflow unavailable

Change a denied permission

11. Open the device Settings app.
12. Open Apps (Android) or MetaSync in Settings (iPhone).
13. Select Permissions/Privacy and allow only the capability required for your task.
14. Return to MetaSync and retry. If the control still fails, restart the app and record the OS/app version for support.

Choose the positioning source [Contents](#)

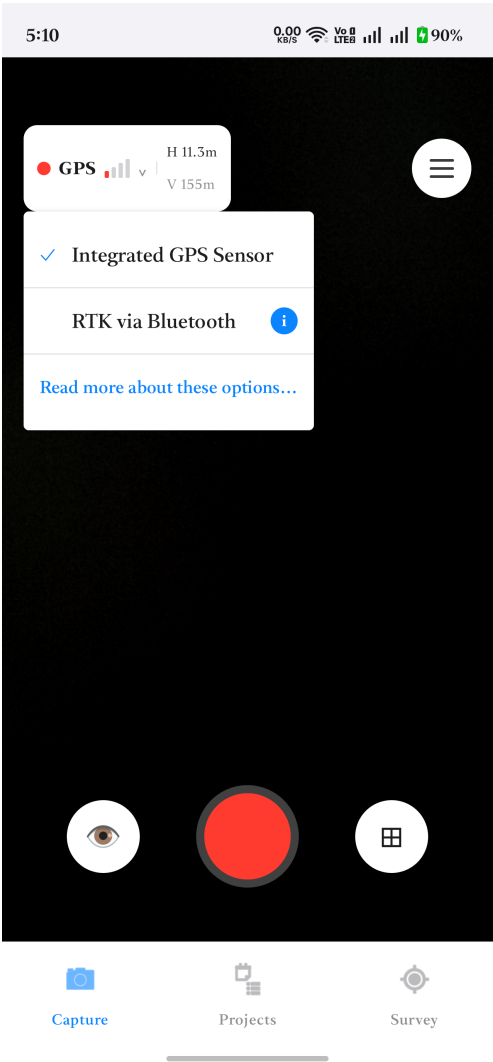


Figure 2 — Android positioning-source selector.

Source	Use when	Typical result	Required warning
Integrated GPS Sensor	Reconnaissance or general location capture	Often metre-level and device/environment dependent	Not survey-grade merely because digits are displayed
RTK via Bluetooth	Project needs high-precision GCP or engineering observations	Centimetre-level may be achievable after suitable RTK correction/fix	Receiver, NTRIP, setup and project acceptance required

Select a source

- 15. Open the Capture tab.
- 16. Tap the positioning/GPS badge near the top-left of the reference Android UI.
- 17. Choose Integrated GPS Sensor or RTK via Bluetooth.
- 18. Confirm the badge now identifies the intended source. Never assume automatic fallback used the source you planned.
- 19. Wait for live coordinates and accuracy/fix information before starting the point workflow.

Connect the RTK receiver and corrections [Contents](#)

Connect a HelloGeo Point or compatible receiver

20. Charge and power on the receiver. Assemble the antenna/pole exactly as required by your field method.
21. Enable Bluetooth/Nearby Devices on the phone and grant the requested MetaSync permission.
22. In MetaSync, choose RTK via Bluetooth and start receiver discovery.
23. Select the intended receiver. If device names are similar, confirm the approved identifier before pairing.
24. Wait for a connected state and incoming position information. A Bluetooth connection alone is not an RTK solution.
25. If the project requires corrections, configure and start NTRIP; then wait for the required fix state.

Configure NTRIP

Field	Enter	Check
Host	Caster hostname or approved IP	No spaces; use organisation-provided value
Port	Caster service port	Numeric and approved by provider
Mountpoint	Correction stream name	Correct region/service/format for project
Username	Assigned NTRIP account	Case and tenant as provided
Password	Assigned secret	Never include in screenshots/logs/support

SECRET HANDLING NTRIP settings may be remembered by the app. Use organisation-managed credentials, protect the device, and rotate the password after suspected disclosure. Do not paste a password into a support ticket.

RTK connection check

Check	Accept when	If not
Receiver	Intended device is connected and streaming	Move closer; check battery, permission and competing connections
Corrections	NTRIP is active for the selected mountpoint	Check network, caster, account and mountpoint
Fix	Project-required state, commonly RTK Fixed	Wait; improve sky view; check antenna/corrections
Accuracy / quality	Within project method and stable	Do not capture; investigate environment/setup
CRS / height	Correct project definition is selected and understood	Stop and confirm before recording

Recover from a dropped connection

26. Stop the current capture. Do not accept an observation with an unknown source or correction state.
27. Move within reliable receiver range and confirm receiver battery/power.
28. Reconnect Bluetooth. If NTRIP did not recover, rerun NTRIP setup as the supplied baseline may require manual recovery.
29. Wait for the required fix and stability again; restart the occupation time rather than combining uncertain epochs.
30. Record the event and verify the next point against a check point.

Capture a survey point [Contents](#)

Before the first point

31. Create or open the correct Collection in the Survey tab. Use a name that identifies project/site/date without exposing unnecessary personal data.
32. Confirm the project CRS/EPSG code, axis order, horizontal datum/reference frame and height requirement.
33. Occupy a known check point when your method requires one. Stop if the result is outside tolerance.

Capture procedure

34. Open Capture and confirm the intended positioning source.
35. Centre the antenna/phone over the point and measure/set antenna height if your project method requires it. MetaSync must not be assumed to apply an unverified antenna-height correction.
36. Wait for the required fix state, correction state and stable displayed quality. Keep a clear sky view and avoid reflective surfaces, buildings, trees and vehicles where practical.
37. Start capture. For survey work, use the averaged/multi-epoch workflow shown by your build and remain still for the required occupation time; the supplied guide uses about 30 seconds as an example.
38. Review the result: point name, coordinates, source, fix state, mode, accuracy/quality, CRS and Collection.
39. Save only when the result meets the project rule. If the app reports Point Not Saved, choose Retry after correcting the cause or Discard; do not assume success.
40. Confirm saved and, where required, synced status. Re-observe a check point periodically and at session end.

NO FABRICATED POINT If no usable fix is available, the correct outcome is no saved point. Never accept 0,0 or a blank/unknown source as field control.

Name points consistently

Good practice	Example	Avoid
Use stable project convention	GCP-NE-001	Untitled, test, point1 with no context
Keep ID unique in the Collection	CHK-02	Reusing a deleted/other-site identifier
Separate notes from ID	ID: GCP-04; note: kerb nail	Embedding long prose or secrets in ID
Record physical mark	Painted target / nail / corner	Unverifiable description

Judge quality and accuracy [Contents](#)

Fix-state quick reference

State	Meaning	Field action
No Fix	No usable position	Do not save
Single / autonomous	Uncorrected GNSS solution	General positioning only unless project explicitly permits
DGPS	Differentially corrected solution	Apply project tolerance; do not assume RTK precision
RTK Float	Carrier ambiguities not fixed	Wait or improve setup/conditions
RTK Fixed	Integer ambiguity fixed	Check accuracy/stability and project control; then capture

Quality terms

Term	What it tells you	What it does not prove
HDOP / PDOP / VDOP	Satellite geometry quality; lower is generally better	Absolute accuracy or correct datum
Satellites used	Number contributing to the solution	Good geometry or absence of multipath
Horizontal/vertical accuracy	Receiver/OS estimate according to its method	Independent ground truth
RMS / CEP50 / CEP95	Spread statistics from accepted epochs when computed	Legal certainty or bias-free coordinate
READY / WAIT / POOR	App quality-engine guidance	Project acceptance unless thresholds are approved

Improve a poor result

- Move to a clear sky view and away from walls, metal, glass, vehicles, trees and operating radio interference where possible.
- Stabilise and level the antenna/pole; prevent movement during the occupation.
- Check NTRIP connection, mountpoint, network coverage and correction continuity.
- Wait for the project-required fix and repeat the full observation rather than mixing unstable segments.
- Confirm CRS, zone, datum/reference frame and height type. A precise coordinate in the wrong CRS is still wrong.
- Measure a known check point or independently observe the point; investigate bias instead of averaging it away.

Manage Collections and maps [Contents](#)

Action	Reference workflow	Control
Create	Survey → New → name the Collection	Use correct project naming/CRS
Open	Select a Collection	Confirm point count and site before capture/import
Rename	Collection menu → Rename	Do not change stable IDs or break project convention
Map	Select the map icon/view	Basemap is a visual check, not survey control
Import	Open Collection → Import → select CSV	Use trusted schema/CRS; review count and known coordinate
Delete	Collection menu → Delete	Export/confirm backup; deletion may be irreversible
Upload to Suite	Collection action → HelloGeo Suite	Verify linked organisation and sync result

Map review before leaving site

- Confirm every expected point appears and no marker is at 0,0 or far outside the site.
- Check duplicates, swapped names, wrong zone/hemisphere and obvious axis-order errors.
- Compare with the physical collection plan and a known control location.
- Remember that a web basemap can be offset, generalised or stale; it is not measurement evidence.

Capture media and iPhone LiDAR [Contents](#)

Photos and videos

41. Open Capture and choose photo or video mode shown by your build.
42. Confirm camera/microphone permission and that the scene may legally and contractually be recorded.
43. Capture only the project-relevant view; avoid people, addresses, screens or documents that are not required.
44. Open Projects to review, share or delete the media. Confirm cloud upload/sync state if your workflow requires it.

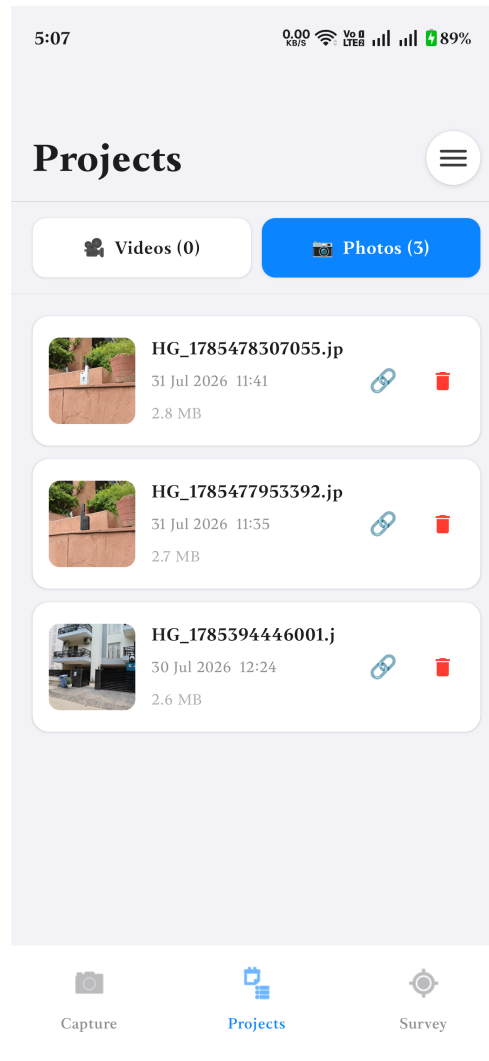


Figure 3 — Android Projects tab for captured media.

POINT ASSOCIATION The supplied Android technical baseline says there is no point-to-photo association in the current data model. Do not claim that a photo is automatically linked to a GCP unless the deployed build visibly proves that relationship.

LiDAR 3D scanning on iPhone

The official App Store listing describes LiDAR 3D scanning, coloured point clouds/meshes and an in-app preview. Availability depends on a compatible iPhone and the current iOS build. The supplied source documents did not include iOS screen-by-screen instructions, so use the in-app labels and your organisation's approved scan method.

- 45. Confirm the iPhone has compatible LiDAR hardware and required camera/environment permissions.
- 46. Define the scan purpose, area and privacy boundary; remove bystanders and confidential material where practical.
- 47. Move steadily with adequate overlap; avoid rapid motion, reflective/transparent surfaces and poorly lit areas.
- 48. Review the point cloud/mesh for holes, drift, scale and colour artefacts before leaving the site.
- 49. Export/sync using the current build’s supported format and verify the receiving workflow.

PLATFORM-SPECIFIC LiDAR is App Store-listed and is not part of the supplied Android architecture. A minimum iOS version does not guarantee LiDAR hardware.

Sync, offline work and data protection [Contents](#)

Understand saved and synced

State	Meaning	What to do
Captured	Observation exists in the active workflow	Review and commit
Saved	App accepted the point locally/in repository	Confirm it appears in the correct Collection
Sync pending	Cloud persistence not confirmed	Keep app open if possible; restore network; export
Synced	Server acknowledgement shown by current build	Cross-check after reopen/cross-device when critical
Sync failed	Cloud operation failed	Do not delete; retry safely; preserve evidence

OFFLINE LIMITATION The supplied Android architecture describes no local database. Capture may work while the app remains active without internet, but durability across app/process restart is not guaranteed by the source. Sync or export before closing, rebooting or updating the app.

Field procedure during network loss

- 50. Confirm the receiver and positioning source still operate; NTRIP may also stop if internet is unavailable.
- 51. Do not accept RTK status if corrections have stopped and the project method requires live corrections.
- 52. Capture only if your approved offline procedure permits it. Mark points as pending and keep the app active.
- 53. Create an export when available and store it in an approved secure location.
- 54. Restore connectivity, sign in if required, sync, then reopen the Collection and compare point count/metadata.

Privacy and safe sharing

MetaSync may process account identity, precise location, survey/project data, photos/videos, technical logs and—in the iPhone listing—environment scans. Store declarations are developer-provided and can

vary by feature or region. The HelloGeo privacy policy states that customer project data remains owned by the customer/lawful uploader and describes service-provider/legal sharing, retention and user rights.

- Use the correct organisation account and approved Collection naming.
- Share exports only with verified recipients and an approved service/channel.
- Redact unnecessary names, emails, coordinates and imagery before support or external distribution.
- Never include credentials, OTPs, access tokens, payment details or NTRIP passwords in exports or screenshots.
- For access, correction, deletion, restriction or export requests, contact privacy@hellogeo.world.

Export, import and HelloGeo Suite [Contents](#)

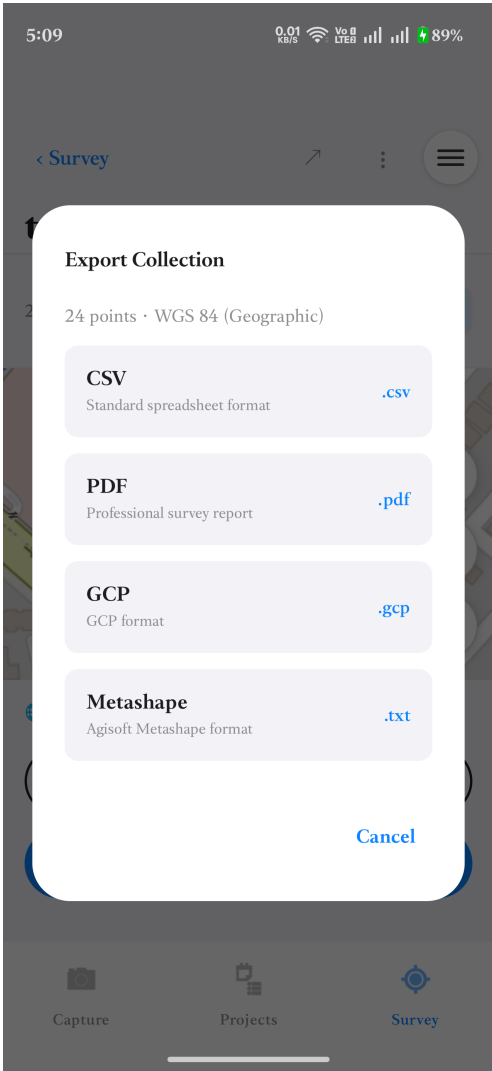


Figure 4 — Android export format selector.

Format	Use	Before sharing/importing
CSV	Complete tabular survey exchange and re-import	Verify headers, point count, CRS, units, nulls and known coordinate
PDF	Readable survey report for review	Verify report ID, summary, points, receiver/quality and pagination
GCP	Minimal ID/X/Y/Z control file	Confirm coordinate order, CRS and height type in target software
Metashape	Agisoft Metashape control-point input	Test delimiter/order and independently check one point

Export a Collection

- 55. Open Survey and select the intended Collection.
- 56. Review point count, names, map placement, CRS/height and quality before export.
- 57. Open the Collection menu and choose Export.
- 58. Select the format supported by your downstream system.
- 59. On Android, the supplied baseline stores files in Downloads/HelloGeo and offers Open, Share, Open Folder or Close.

60. Open the file and compare point count plus at least one known coordinate before sending it.

Import CSV

61. Use an approved template or a current MetaSync CSV. Preserve header names and encoding.
62. Confirm the source CRS, coordinate order, height type and units before import.
63. Open the correct Collection and choose Import; select the CSV.
64. Compare imported row count, IDs, nulls and a known coordinate. Do not accept a silent zero-row or partial import.

ROUND-TRIP CHECK A prior defect prevented MetaSync from re-importing its own CSV. The supplied baseline records this as fixed through header-name parsing. Keep export→import round-trip in every release and field-acceptance test.

Upload or link to HelloGeo Suite

65. Open the account panel and connect the intended HelloGeo Suite account if it is not already linked.
66. Open the Collection and select the Suite upload/sync action shown by your build.
67. Confirm the destination organisation/project, start the transfer and wait for explicit completion.
68. Open Suite and compare point count, coordinates, metadata and timestamps. Report any missing fields after a reload.

Troubleshoot in the field [Contents](#)

Symptom	Check	Safe action
Capture control disabled	No usable fix or permission/source not ready	Move to clear sky; verify source/permission/receiver
Receiver not listed	Power, proximity, Bluetooth/Nearby permission, another connection	Restart scan; disconnect competing device; re-pair
BLE drops	Weak signal/RSSI, distance, battery	Move closer; reconnect; repeat full occupation
NTRIP inactive	Internet, host/port, mountpoint, credentials	Correct config; rerun setup; never expose password
RTK remains Float	Sky/multipath, corrections, antenna, baseline/service	Wait/improve conditions; do not force acceptance
PDOP/VDOP blank	Receiver may not emit GSA	Leave blank; do not invent values
Point at 0,0	No-fix/fabricated coordinate regression	Do not save/use; capture evidence and update/escalate
Metadata blank after reopen	Known server GET persistence gap	Preserve original export; sync/reload evidence; support
Single-shot unexpectedly saved	Validation rejection or workflow fallback	Re-observe using averaged workflow; escalate
Export will not import	Schema/header/version/CRS	Use current header names; minimal round-trip; do not edit blindly
Save/sync failed	Network/auth/backend/storage	Keep data; retry safely; export; do not delete

Restart decision

BEFORE FORCE-CLOSING If a point is saved but not confirmed synced/exported, do not force-close, sign out, reboot, uninstall or update until you have preserved the data or accepted the documented restart risk.

Daily close-out

- Re-observe the project check point and compare with start-of-session result.
- Confirm Collection point count, map placement, names, CRS/height and quality flags.
- Sync and independently verify critical data after reopening or in HelloGeo Suite.
- Export the required formats and store them in the approved project repository.
- Record receiver, firmware, caster/mountpoint, app version, anomalies and corrective action.
- Secure/charge equipment and remove temporary local copies according to policy.

Quick reference [Contents](#)

Phase	Confirm
PRE-START	Correct app/store/version • account/licence • Collection • CRS/datum/height • receiver/power • NTRIP • project tolerances
CONNECT	Correct source • intended receiver • Bluetooth connected • NTRIP active • expected mountpoint • live coordinates
STABILISE	Antenna centred/level • clear sky • acceptable fix • accuracy/quality stable • check point within tolerance
CAPTURE	Averaged mode when required • remain still • full occupation • point name • source/fix/mode • coordinates/CRS
VERIFY	Saved state • map/list position • point count • periodic check point • no duplicate or 0,0
PROTECT	Synced state • export opened/checked • approved destination • no credentials/extra PII • session log complete

FIELD PRINCIPLE If you cannot explain where the coordinate came from, which CRS/height it uses, how its quality was accepted and where it was safely stored, it is not ready for downstream use.

Support, escalation and evidence package [Contents](#)

For product assistance, email the support contact below. If the issue affects account access, payment, privacy, security, data loss or a field-safety decision, state that category in the subject line so it can be routed correctly.

Channel	Contact	Use
Product support	support@hellogeo.world	General operation, sync, receiver, export and account issues
Store-listed technical contact	hellogeotechnical@gmail.com	Google Play listing contact as verified 31 Aug 2026
Privacy office	privacy@hellogeo.world	Access, correction, deletion, restriction, export or privacy concerns
Website	Open HelloGeo website	Product and company information

Minimum evidence package

- Document the app platform, app version/build, device model, OS version and whether the installation came from Google Play or the App Store.
- Provide the Collection name and point ID; never include NTRIP passwords, access tokens, OTPs, full payment data or unrelated customer records.
- Record time in ISO 8601 with time zone, positioning source, fix state, displayed accuracy, satellites/HDOP if visible, receiver model/firmware and NTRIP mountpoint if relevant.
- Attach the smallest reproducible export or redacted screenshot. For suspected data loss, stop destructive retries and preserve the original files and device state.
- Describe expected result, actual result, exact steps, network state and whether the issue survives restart or occurs only within one session.

PRIVACY-SAFE SCREENSHOTS Crop or redact names, email addresses, coordinates, project titles and media that are not required to diagnose the issue. Never photograph credentials or an NTRIP password screen.

Glossary [Contents](#)

Term	Meaning
Averaged capture	A point calculated from multiple accepted epochs after validation/outlier handling.
BLE	Bluetooth Low Energy connection used by the source-described HelloGeo Point workflow.
Collection	Named group of survey/GCP points; the primary point-management object.
CRS / EPSG code	Definition/identifier describing how coordinate values relate to the Earth.
Epoch	One GNSS position observation.
GCP	Ground Control Point with known coordinates used in mapping/photogrammetry.
GNSS	Satellite positioning systems; GPS is one GNSS constellation/term commonly used in UI.
HDOP	Horizontal dilution of precision; a geometry indicator, not a direct accuracy guarantee.
LiDAR	Laser-based 3D sensing available only on compatible hardware/builds.
Mountpoint	Named NTRIP correction stream.
NTRIP	Internet transport used to deliver GNSS correction data.
RTK Fixed	High-precision carrier-phase solution with fixed integer ambiguities.
RTK Float	Carrier-phase solution not yet fixed; generally less stable/precise.
Single-shot	One-location capture without genuine multi-epoch averaging.
Sync	Transfer/reconciliation with HelloGeo cloud services; not the same as local save.

Reference register [Contents](#)

ID	Reference	Location / record	Use in this edition
R1	HelloGeo MetaSync — Technical Documentation	Supplied PDF, dated 11 Aug 2026	Product architecture, Android baseline, limitations and field evidence
R2	HelloGeo MetaSync — User Guide	Supplied PDF, dated 11 Aug 2026	Operator workflow and reference UI
R3	Google Play — HelloGeo MetaSync	Open Google Play listing	Android distribution, feature and data-safety declaration
R4	Apple App Store — HelloGeo MetaSync	Open Apple App Store listing	iPhone distribution, iOS compatibility, LiDAR and privacy declaration
R5	HelloGeo Privacy Policy	Open privacy policy	Public privacy, ownership, retention, rights and contact baseline
R6	ISO/IEC/IEEE 26514:2022	Open ISO overview	Information-for-users structure and lifecycle reference

ID	Reference	Location / record	Use in this edition
R7	ISO 19111:2019 + amendments	Open ISO overview	Coordinate-reference terminology reference
R8	OWASP MASVS	Open OWASP MASVS	Mobile security verification control reference
R9	NIST Cybersecurity Framework 2.0	Open NIST CSF 2.0	Govern, identify, protect, detect, respond and recover reference
R10	WCAG 2.2	Open WCAG 2.2	Accessibility and usability reference
R11	Android Bluetooth permissions	Open Android guidance	Android runtime-permission terminology
R12	Android 16 / API 36	Open Android 16 reference	Correct platform/API mapping for the supplied target SDK

REFERENCE DATE Web references were verified 31 August 2026. Store and living-standard pages can change; retain an evidence snapshot in the product release record.