

FAQ • G6

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SPECIFICATIONS

1) How strong is the water-proof feature of the G6? What is the IP Rating? Are there any precautions to take?

When using together with a water-proof sports camera, the G6 can operate normally in fog or sprinkles with its IP rating 55.

Precautions: Avoid contact with salty water (seawater for example) to avoid potential erosion.

Avoid charging while operating in the rain or overly humid environments.

2) Why can the GoPro not get charged when filming?

GoPro's are designed not to be charged during filming but charging through the gimbal can extend the GoPro's battery life in practice.

SET UP & OPERATION

1) How do I charge the GoPro with the G6?

The standard Type C charging cable of the G6 can be used to charge Hero 5/6/7, using the cable to connect the power supply port in the corner of the tilt axis and the charging port on the camera. The camera can be charged when the gimbal is powered on. If you need to charge other cameras, get additional cables and always charge in a dry environment.



2) How do I connect the G6 to the Wi-Fi of the camera?

GoPro Hero Series:

- 1 Turn on the camera, the gimbal and connect to the Feiyu ON App;
- 2 Use your finger to swipe the screen of the camera from top to bottom, tap on connection-Connect to new device- GoPro App, then the ID of the Wi-Fi and the pin will show up on the camera screen;
- 3 Tap "Connect to Wi-Fi" in the interface of the virtual joystick in the app, select GoPro on the list, key in the pin and connect to the Wi-Fi after finding the camera Wi-Fi on the list;
- 4 The status of the camera will still be pairing at this point. Do not interrupt the process by tapping the camera screen, operating the gimbal, disconnecting the Wi-Fi as doing so will terminate the connection. The camera will beep twice if successfully connected and the camera photo shooting sign will appear on the gimbal screen. Please press the setting button on the side of the handle and the camera will return to the shooting mode. The GoPro camera is under control when connecting completes.

Find out more detailed instructions in the video:

<https://www.youtube.com/watch?v=OhQIGUElwmM>



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2) How do I connect the G6 to the Wi-Fi of the camera? (Continued)

Sony RX0:

- 1 Turn on the camera, the gimbal and connect to the Feiyu ON app;
- 2 Press the menu button on the camera, using arrow buttons to navigate and select 'Network 1-Ctrl w/ smart phone', confirm and enter the lower-level menu;
- 3 Change the setting 'Ctrl w/ smart phone' into 'on', and navigate to 'Connection info', confirm and enter the lower-level menu;
- 4 Open the Wi-Fi and press the up-arrow button, the Wi-Fi information will be displayed on the screen;
- 5 Open the app joystick interface and tap 'Connect the Wi-Fi', select RX0, connect the camera Wi-Fi and key in the pin;
- 6 The camera working mode will be on the display once connected. Exit the menu and return to the shooting mode and the gimbal is ready to control the camera.

Find out more detailed instructions in the video:
<https://www.youtube.com/watch?v=OhQIGUEIwmM>

3) How do I control photo-taking on the gimbal after connecting to the camera?

After the camera and the G6 have been successfully connected, the shutter button on the gimbal can control the camera to start or end shooting.

Refer to the video for detailed steps:
<https://www.youtube.com/watch?v=OhQIGUEIwmM>



4) How do I set up the camera parameters on the G6?

When the camera has been connected (refer to Q9), press and hold the setting button on the side of the handle until the camera setting page appears on the screen of the gimbal. However, the joystick cannot rotate the gimbal in setting mode.

Hero 5/6: Turn the joystick to the left and right to select the camera setting, and turn the joystick up and down to set up the camera parameters. After the adjustment, move the cursor onto 'OK' and push the joystick to the right and "Setting" will appear on the display. Press the setting button once and it will return to the main interface of the display. Resolution, frame rate and width of view are all adjustable.

RX0: Turn the joystick to the left and right to select the camera setting, press and hold the setting button to enter the lower-level menu. Set up the parameters by turning the joystick to up and down again, and push the joystick to the right to confirm the adjustment. Press the setting button once, 'Setting' will appear on the display and the system will return to the main interface of the display. Parameters like white balance and ISO are adjustable for RX0.

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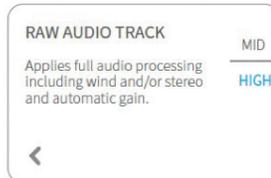
5) Is the G6 required to be balanced? How do I balance it?

The G6 is using a similar controllable sliding arm as the SPG to adjust the balance. Besides, the knob ring needs to be tightened on the thread during shipping or storage, otherwise it may get stuck after unexpected shocks.

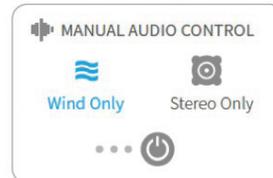
6) How do I deal with the motor sound in video recording of the G6?

If it is Hero 5/6, adjust the audio setting to 'wind noise only'.

[RAW AUDIO TRACK] HIGH



[MANUAL AUDIO CONTROL] Wind Only



The microphone of the camera should be kept as far away as possible from the motor when installing the camera. If cameras like Hero 6 with multiple microphones are in place, materials like foam stick can be used between the motor and the camera to reduce the noise.

7) Can the camera connect to the gimbal automatically?

If the camera and the gimbal have been paired successfully and have been operating synchronously, the gimbal and the camera will connect to each other automatically in the future once the camera Wi-Fi is on, without the PIN (unless the PIN has been changed).

8) How do I disconnect the G6 from the camera Wi-Fi?

In normal working mode, press the trigger button, setting button and shutter button simultaneously until the 'Clean' prompt appears on the screen. Thereafter, push the joystick to the right and remove the Wi-Fi connection.

9) How do I update the firmware using the G6's app?

Two main kinds of updates:

- 1 Keypad firmware update: The update is about the control part of the camera and consists of adding more compatible camera models, fixing camera connection and control bugs.
- 2 Gimbal firmware update: The update is about the control part of the gimbal and consists of adding new operation functions, fixing operation and function bugs.

Video of specific operation:

<https://www.youtube.com/watch?v=1Rx7TIZ3agk>

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TROUBLESHOOTING

1) The signal of Hero 6 is visible on the Wi-Fi list under the mobile phone available networks but cannot be found in the App. How do I resolve this?

Hero 6 has two Wi-Fi frequencies, 5Ghz and 2,4 Ghz. The Feiyu ON app can only detect any signal at 2.4Ghz. Please set up the frequency at 2.4Ghz in the GoPro.

2) When connecting to the Hero camera, the status changes to 'connected' in the App but the camera is still pairing. How do I resolve this issue?

The Wi-Fi of GoPro is not fully powered up during pairing, as it takes more time to connect to the gimbal. A more secure way is to connect the camera with the Quickstory App, ensure the Wi-Fi is powered up and later try to connect to the camera in the Feiyu ON App.

3) What do I do if a working G6 is not level?

You can use the horizontal calibration function in the App for actual-time adjustment or press the function button five times to initialize the machine if the gimbal becomes unbalanced after usage. Otherwise, you can push the horizontal adjustment button at the back of the handle for finetuning without pausing the filming process.

4) What do I do if my brand new G6 is not responding when being turned on and gives no indication when charging?

Firstly, make sure the battery has been installed correctly by its polarity. If battery polarity is reversed, it may burn out the gimbal. If the problem persists, you may charge the battery for 15 minutes with a suitable output charger to see if the phone turns on.

5) What do I do when the RX0 turns off when charging?

The body temperature of the camera will rise when charging and it will turn off automatically when overheating. Please adjust the temperature setting of 'automatic thermal protection' to 'high'.

6) I can find my G6 on the list in the app but it says 'Connection Failed' when I connect to Bluetooth. What do I do?

Reboot the Bluetooth on your mobile phone. The transmission of the Bluetooth can be overloaded.

7) When connecting the camera Wi-Fi to the app, the app shows the camera Wi-Fi has been connected, but the 'camera is not connected' is still on the gimbal display. Which one is more accurate?

The gimbal will prevail if any discrepancy occurs between the App and the gimbal. The information can be asymmetric regarding the data transmission among devices.



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8) What do I do if the camera cannot connect automatically even after re-inputting the pin in the App?

If the camera cannot connect, disconnect the Wi-Fi connection between the camera and gimbal. Press the trigger button at the back and setting button on the side and shutter button in operation mode at the same time and hold for 3 seconds until the prompt 'Clean' shows up on the screen and then reconnect the device.

If your date of manufacture falls in the range from 099 to 122, the firmware could be the culprit. Please update the firmware for the keypad using the enterprise version app.

9) What do I do if my brand new G6 won't turn on and has a black screen?

The cause can be poor battery contact in the battery compartment. You may wipe the fixed contact in the base and the negative terminal with a piece of cloth.

