



FeiyuTech

FAQ • G6 PLUS

TABLE OF CONTENTS

SPECIFICATIONS

- 1) Why am I not seeing the battery icon on the display when the G6 Plus is off and charging?
- 2) What is the difference between the magic ring and the joystick on three axes control?
- 3) Can I mount a smartphone on the G6 Plus to do face/object tracking?

SET-UP & OPERATION

- 1) Is the G6 Plus able to charge cameras or smartphones?
- 2) Should I balance the G6 Plus before switching it on? How do I balance it?
- 3) Are smartphones attached to the G6 Plus able to shoot in portrait mode?
- 4) Is the motor location interchangeable when I mount the camera onto the G6 Plus?
- 5) How do I enter Fast Follow Mode?
- 6) How do I shoot Motion Controlled Time-lapse?
- 7) How do I connect the G6 Plus to the camera via Wi-Fi?
- 8) Can I turn off the Feiyu ON App when the Wi-Fi connection has been successfully established?
- 9) Does the use of the Feiyu ON app to connect the gimbal to the camera via Wi-Fi affect the wireless function of my phone?
- 10) How do I clear the Wi-Fi connection of the camera?
- 11) How do I use the roll control function?
- 12) How do I update the firmware of the G6 Plus via the Feiyu ON App?
- 13) What are the differences between the keyboard firmware and the gimbal firmware. Do I need to update both of them?
- 14) Is there any tips on how to update the firmware via the Feiyu ON App?

G6 PLUS





FeiyuTech

FAQ • G6 PLUS

TABLE OF CONTENTS

TROUBLESHOOTING

- 1) What is the operating temperature range of the G6 Plus?
- 2) I tried to turn on the G6 Plus after updating the Keyboard Firmware via the Feiyu ON app, but the display is white and I can't turn the gimbal on. Why is that?
- 3) After turning the gimbal on, it vibrates for 3-5 seconds and then stops. Is it normal?
- 4) The gimbal keeps vibrating and buzzing, and camera is moving backwards, how do I fix it?
- 5) The gimbal vibrates when an action camera or smartphone is mounted. How do I deal with it?
- 6) Why is the gimbal not level and how do I calibrate it?
- 7) The gimbal couldn't be powered on by pressing the function button for 2-3 seconds, nothing appears on the screen and it goes off if I don't keep pressing. What is wrong with the gimbal?
- 8) The G6 Plus spins out of control after I have updated the firmware via the Feiyu ON App. What should I do?
- 9) I updated the Keyboard Firmware via the Feiyu ON app and tried to restart the G6 Plus. However, even when I press and hold the function button for more than 20 seconds, the display does not light up and the gimbal turned off when I released the button. What should I do?
- 10) The Firmware update failed. I tried to switch the G6 Plus on, the display lighted up but the gimbal could not stabilize the camera or the gimbal did not move at all. How do I fix it?
- 11) What should I do if the version of either the Keyboard Firmware or the Gimbal Firmware fails to be checked?
- 12) How do I force a second firmware update using the Feiyu ON app when the 1st one gets stuck?
- 13) The knob ring got stuck; how do I unscrew it?

G6 PLUS





FeiyuTech

G6 PLUS



FAQ • G6 PLUS

SPECIFICATIONS

1) Why am I not seeing the battery icon on the display when the G6 Plus is off and charging?

The battery icon shows up for a few seconds when charging the G6 Plus, then the OLED goes to sleep mode. Single tap the function button to check the current charge status.

If the OLED is still black, check first if the USB cable or USB port is in good condition, then switch on the gimbal to see if the OLED functions properly.

If the OLED is not on even when you turn the gimbal on, there might be something wrong with the connection cable.

2) What is the difference between the magic ring and the joystick on three axes control?

The magic ring can precisely control the three axes with different settings of the sensitivity as a simulated wheel, which the joystick cannot do.

3) Can I mount a smartphone on the G6 Plus to do face/object tracking?

Attach the smartphone to the G6 Plus and balance it, click "Camera" to enter the camera interface when the gimbal is connected with Feiyu ON, then you can do face/object tracking.

SET UP & OPERATION

1) Is the G6 Plus able to charge cameras or smartphones?

No.

2) Should I balance the G6 Plus before switching it on? How do I balance it?

The G6 Plus works with different models of ILDC, action cameras and smartphones. For each of them, balancing before switching G6 Plus on is recommended.

Tutorial for installation and balancing

<https://www.youtube.com/watch?v=Vo85-8WWAHA>

For Perfect balance status please check the first part of the video.

https://www.youtube.com/watch?v=t_vDXAQsEJw

3) Are smartphones attached to the G6 Plus able to shoot in portrait mode?

Smartphones can only shoot in landscape mode when used with the G6 Plus.

4) Is the motor location interchangeable when I mount the camera onto the G6 Plus?

The tilt axis of the G6 Plus can only rotate 260°, so the tilt motor should be on the right side of the camera. as the picture shows.



FAQ • G6 PLUS

5) How do I enter Fast Follow Mode?

Press and hold the trigger button in any of the follow modes and the gimbal will enter Fast Follow Mode. Release the trigger button and it will go back to the previous mode. Or choose "Motion mode" in the App to enter Fast Follow Mode.

6) How do I shoot Motion Controlled Time-lapse?

Motion Controlled Time-lapse combines auto-rotation with time-lapse, having the camera move based on the pre-set route and letting you see the recorded changes that take place slowly over time in a short time. It is more suitable for recording objects that move slowly, like the cloud, as well as the changes of street views between sunrise and sunset.



When using a smartphone to shoot Motion Controlled Time-lapse, set up the interval of time lapse in Feiyu ON, choose time-lapse mode, fourth-tap function button, set the start and the end positions and the route between them, then tap shutter button to start shooting. When auto-rotation is done, the G6 Plus stops at the end position. You can reset the gimbal by double-tapping the trigger button.

7) How do I connect the G6 Plus to the camera via Wi-Fi?

If your camera is in the control list, you just need to input the Wi-Fi password of the camera in the Feiyu ON App for the first time when connecting the G6 Plus to the camera. It is fine to turn off the App after successfully establishing a connection.

Find more details in this tutorial.

<https://www.youtube.com/watch?v=aq8RTccnVky>

8) Can I turn off the Feiyu On App when the Wi-Fi connection has been successfully established?

The Feiyu On App is just the assistant to establish the Wi-Fi connection. Once the connection has been established successfully, you can turn off the App.

9) Does the use of the Feiyu ON app to connect the gimbal to the camera via Wi-Fi affect the wireless function of my phone?

The App just works as a medium for inputting the Wi-Fi password of the camera. The password will be sent from the phone to the gimbal via Bluetooth. That won't affect the Wi-Fi function of your phone.

10) How do I clear the Wi-Fi connection of the camera?

Press the trigger button, setting button and shutter button at the same time until "clean" shows on the display, then move the joystick to the right to clear the Wi-Fi connection.

G6 PLUS



FAQ • G6 PLUS

11) How do I use the roll control function?

The horizontal adjustment button on the back cover of the G6 Plus can control the Roll axis to rotate. This function is mainly used for making creative videos, showing the changes on view from horizontal to sloping. Here is a sample.



12) How do I update the firmware of the G6 Plus via the Feiyu ON App?

Feiyu ON can update the Gimbal Firmware and Keyboard Firmware for the G6 Plus.

- 1 The Keyboard Firmware is involved in camera control, including adding more cameras to the list of controllable models, fixing the bugs on camera connection and control.
- 2 The Gimbal Firmware is involved in gimbal control as well as adding more functions and fixing bugs in functions.

You don't have to update both firmware at the same time. Just choose the one that needs updating.

Please refer to the following tutorial for further details on how to update the firmware of the G6 Plus.

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

13) What are the differences between the keyboard firmware and the gimbal firmware. Do I need to update both of them?

There are two types of firmware in the G6 Plus.

- 1 The Keyboard Firmware is involved in camera control, including adding more cameras to the list of controllable models, fixing the bugs on camera connection and control.
- 2 The Gimbal Firmware is involved in gimbal control as well as adding more functions and fixing bugs in functions.

You don't have to update both firmware at the same time. Just choose the one that needs updating.

Please refer to the following tutorial for further details on how to update the firmware of the G6 Plus.

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

G6 PLUS





FeiyuTech

G6 PLUS



FAQ • G6 PLUS

14) Is there any tips on how to update the firmware via the Feiyu ON App?

Please note the following points.

- 1 Please disconnect the Wi-Fi from the camera when updating the firmware.
- 2 Make sure the batteries are fully charged, and don't shut off the phone or gimbal while updating the firmware.
- 3 If the firmware update is interrupted, please try to enter force update mode (Check question#51) and connect to Feiyu ON to update again.
- 4 Long press the function button for about 10 seconds until the logo FY shows on the screen when you switch on the gimbal for the first time after updating the keyboard firmware.

TROUBLESHOOTING

1) What is the operating temperature range of the G6 Plus?

-10 to 45 degrees Celsius.

2) I tried to turn on the G6 Plus after updating the Keyboard Firmware via the Feiyu ON app, but the display is white and I can't turn the gimbal on. Why is that?

Long press the function button for about 10 seconds after updating the Keyboard Firmware via the App, then release the button when the display shows **FJ**. The G6 Plus will fail to turn on if you only press the function button for 2-3 seconds.

3) After turning the gimbal on, it vibrates for 3-5 seconds and then stops. Is it normal?

After turning the gimbal on, brief vibrations occur because the motors match with different cameras automatically, which is a normal adjusting process. You don't have to adjust the motor strength by yourself. It will work fine after automatically finishing the adjustment.

4) The gimbal keeps vibrating and buzzing, and camera is moving backwards, how do I fix it?

Please follow these steps to fix it.

- 1 Check whether or not the gimbal is balanced properly. Please refer to Question #16.
- 2 If the gimbal was perfectly balanced, it vibrated and buzzed mainly because the motor strength was more than required. Eliminate vibrations by decreasing the motor strength in Feiyu ON. Alternatively, choose "Auto-adaption" in the app then RESTART the gimbal.
- 3 If nothing changed, updating the latest version of the Gimbal Firmware is recommended.

Please refer to the following video. <https://www.youtube.com/watch?v=d-Vd4Fiyt6Y&t=2s>

FAQ • G6 PLUS

5) The gimbal vibrates when an action camera or smartphone is mounted. How do I deal with it?

A suggestion to this problem is to choose the front row (see below) when attaching either a smartphone or an action camera to the G6 Plus because the center of gravity of either of them lies a distance away from the geometric center. If you still experience vibrations, follow the tips outlined in Question 4.

6) Why is the gimbal not level and how do I calibrate it?

Due to the following reasons, the gimbal might be not level.

- 1 The gimbal has not been used for a long period of time.
- 2 Extreme temperature variations between indoor and outdoor.
- 3 Extreme variations in geographical setting, such as from South to North region, or from lower altitudes to high altitudes.

Two ways to calibrate the gimbal:

- 1 Initialization.
- 2 If the initialization did not work, please connect the gimbal to the Feiyu ON App and choose horizontal calibration to make the gimbal level again. The interface is shown below.



7) The gimbal couldn't be powered on by pressing the function button for 2-3 seconds, nothing appears on the screen and it goes off if I don't keep pressing. What is wrong with the gimbal?

You have to long press the function button for about 10 seconds until the logo FY shows on the screen when you switch on the gimbal for the first time after updating keyboard firmware.

8) The G6 Plus spins out of control after I have updated the firmware via the Feiyu ON App. What should I do?

There are two things:

- 1 The internal cable connected to the tilt motor might be loose. Disassemble the chip cover and reconnect the loose cable;
- 2 Some of parameters become ZERO and the gimbal should be re-calibrated by a private software which is not available to end-users.

G6 PLUS



FAQ • G6 PLUS

- 9) I updated the Keyboard Firmware via the Feiyu ON app and tried to restart the G6 Plus. However, even when I press and hold the function button for more than 20 seconds, the display does not light up and the gimbal turned off when I released the button. What should I do?**

Please connect the G6 Plus to a power source with a USB cable to see if the battery icon shows up. If so, please update the Gimbal Firmware again with Windows and USB connector. If it still does not work, then the gimbal should be repaired.

Please check out the tutorial. <https://www.youtube.com/watch?v=KOERCQ2x0nI&feature=youtu.be>

- 10) The Firmware update failed. I tried to switch the G6 Plus on, the display lighted up but the gimbal could not stabilize the camera or the gimbal did not move at all. How do I fix it?**

Please update the Gimbal Firmware again with Windows and USB connector. For more details please check out the tutorial. <https://www.youtube.com/watch?v=KOERCQ2x0nI&feature=youtu.be>

- 11) What should I do if the version of either the Keyboard Firmware or the Gimbal Firmware fails to be checked?**

If that happens, please check whether or not network or WIFI is available. Or check it again a few minutes later.

- 12) How do I force a second firmware update using the Feiyu ON app when the 1st one gets stuck?**

Press the function button and setting button at the same time when the G6 Plus is off, then “gimbal update” will show on the display. Connect to Feiyu ON to update again.

- 13) The knob ring got stuck; how do I unscrew it?**

There are two situations when the knob ring is stuck.

- 1 The arm can be easily moved when the knob ring is stuck. Please use a wet towel to cover the knob ring and then try to twist it in the lock direction (T) – using the purlicue.

Alternatively, wrap tape around the knob ring and try to unscrew it again.

- 2 The arm is stuck, and the knob ring can't be tightened. Please use wet towel to cover the knob ring and then try to twist it in the unlock direction (L) – using the purlicue.

If WD-40 Multi-Use Product is available, spray WD-40 on the joint between the knob ring and cross arm then try again.

If the knob ring still could not be unscrewed no matter how hard you tried, the gimbal should be repaired.

Here is a tip: please make sure you tighten the knob ring when the gimbal is not used, and then put it in the bag to prevent the knob ring from moving in the unlock direction and get stuck.

G6 PLUS

