



FeiyuTech

FAQ • AK4500

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SPECIFICATIONS

1) What are the different ways the AK4500 can control cameras?

- a) Shutter release cable:
 - Shutter release cable for Panasonic cameras *1
 - Shutter release cable for Canon camera *1
 - Shutter release cable for Sony cameras *1
- b) Wi-Fi control: The AK4500 could be connected via Wi-Fi to some types of Canon, Panasonic and Sony cameras. For further details, please refer to the list that was uploaded to our official website.
- c) USB cable control: four cables are available as accessories in the Standard version and partial cameras of Canon, Sony and Nikon are controllable.

2) Could the gimbal support charging batteries via USB port?

Battery charging via USB port on gimbal is not supported. Please use the charger provided to charge batteries.

SET UP & OPERATION

1) How do I use the USB shutter release cable with gimbal?

Please make sure that the firmware of the gimbal is the latest version (APP-gimbal upgrade-“USB HUB upgrade”).

Choose the correct shutter release cable according to the, “compatible Cameras for Reference for AK4500”.

Please make sure that one end of the USB cable is connected to the correct USB port on the left side of the gimbal’s fixing plate (Camera control) and that the other side of the USB cable is connected to the corresponding interface of the camera.

Please make sure the gimbal’s WiFi is not connected.

2) How do I connect to the Wi-Fi with Nikon cameras?

Nikon cameras do not support Wi-Fi connection.

Some of Nikon cameras could be controlled by the USB shutter release cable if connected properly (Such as Z6/Z7)

3) I took pictures with my Sony camera while being connected with the shutter release cable and I cannot locate the images in the Sony camera. Why is that?

Please make sure the storage for photos was set up properly. You could check with your Sony camera in “PC remote setting”

4) The AK series shows “LK” after being turned on and the gimbal cannot remain stable. How do I fix it?

- a) Please check whether or not the contact pins can rebound by single tapping them, and if all the pins are in good condition. We can see the contact pin is already damaged as below.
- b) Refresh the gimbal’s firmware, exclude the influence of the software issues





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TROUBLESHOOTING

1) The Canon/Nikon shutter release cable works properly but the Sony shutter release cable doesn't. Why is that?

Make sure that the settings of the Sony camera have been set up as per below: "USB power supply" is "off" / "USB connect" set up with "PC remote"

2) The AKF II does not work properly. What should I do?

- Please make sure the version of the gimbal's firmware and keyboard firmware is the latest.
- Please make sure the settings for the touch screen are set up properly. please check with following: Scroll setting-Camera ctrl-AKF II
- Make sure the function of the magic ring is set up with focus control (see photo)
- Make sure the gimbal did not connect with shutter release cable/supply power to another device.



3) Follow focus is skidding and does not work properly. How do I resolve this?

- Please make sure the lens support and lens were installed properly.
- Replace the low damping lens and make sure that the follow focus can work properly.

4) The gimbal vibrates at certain angles. How do I fix it?

Before turning the gimbal on, please make sure those three axes are well balanced. This is a video for your reference: <https://www.youtube.com/watch?v=JeVgVwyxwJo>

With regards to the vibration, it may be caused by the following:

- The three axes are not balanced properly
- After balancing the three axes, you did not tighten all the screws.
- For the long lens, please make sure the lens support is installed properly.
- The motor strength is too high. (You can identify which motor needs to be adjusted this way: Hold one of the motors in working status with your hand. If it stops vibrating, that's the right motor you should decrease the motor strength of)

5) I am taking pictures with the shutter release cable connected and the gimbal is not responding to other commands. Why is that?

Please allow some time, until the camera has finished the current operation.

6) After upgrading the keyboard firmware, the gimbal does not turn on. How do I fix this?

After the firmware upgrade is finished, the gimbal will buffer for a few minutes when turning on. Please press the power button for 8-10 seconds and let go until the screen is lit up completely.

