

FAQ • VLOG Pocket

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SET UP & OPERATION

1) In what instances will the gimbal shut down automatically?

Low battery: When the battery is running low, red indicator lights will flash three times (repeatedly)

Protection status:

- The gimbal's handle rotates rapidly: Hold the gimbal or place it on a desk with a tripod.
- The temperature of the motors is too high (55°): Usually, it is caused by the smartphone not being balanced properly.
- The motors are excessively loaded: Before turning on the gimbal, please ensure your smartphone is balanced properly, the logo on the phone adapter is facing up, and the clamps on the three axes are unlocked.

2) What are the different ways of connecting my smartphone to the gimbal?

Pairing the Bluetooth directly: in your smartphone's Bluetooth setting: You could take pictures and record videos on your own smartphone with the Bluetooth shutter.

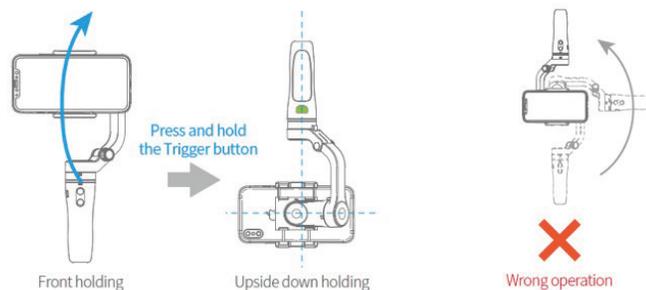
Connecting the Bluetooth via the App: You could get more settings, such as tracking function, gimbal setting and so on.

3) How do I switch to landscape mode?

Hold the gimbal, press and hold the trigger button, turn the handle to the inverted holding position and release the trigger button after adjusting the phone to the Appropriate angle. When in the upside-down position, the gimbal allows you to take pictures in any angle.

Tips: Double tapping the trigger button is recommended before operating the landscape mode.

Caution: Please do not rotate the gimbal to the upside-down position without following the aforementioned steps



4) How do I switch to photo/video mode when connected to Wi-Fi?

Double-tap the shutter button.



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TROUBLESHOOTING

1) The gimbal does not turn on after interrupting the firmware upgrade. How do I fix this?

Please follow the steps outlined below:

- a) Press and hold the function button, trigger button and setting button simultaneously. Blue indicator lights will start flashing
- b) Go to the App and restart the firmware upgrade

2) Why does the pan axis start vibrating when I manually lock the tilt axis?

The preferred angle to manually lock the tilt axis is $\pm 40^\circ$. If the angle is more than $\pm 40^\circ$, that will cause the pan axis to vibrate.

3) My gimbal spins out of control when I turn it on. What should I do?

- Make sure the clamps of the 3-axis are unlocked;
- Make sure the “VLOG pocket” logo on the phone adapter is facing up

4) I cannot find any stabilizer. How do I fix it?

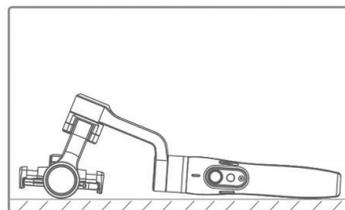
- 1 Please ensure the gimbal is not connected to another device via Bluetooth. If it is the case, a green indicator light will flash every 5 seconds.
- 2 In the event the gimbal was connected to another device, turn off the Bluetooth connection on the other device and check if a Bluetooth connection was established between your smartphone and the gimbal.

If yes, please forget or cancel pairing. Then, turn the Bluetooth off and on and run the App to begin the Bluetooth pairing process.
- 3 Go away (about 10 meters) and connect again.

5) What do I do when the gimbal doesn't stay in the horizontal position?

Please try to initialize the gimbal first.

- When the gimbal is on, tap the function button 5 times. The motors will stop working and the indicator light will turn solid blue.
- Place the gimbal on a flat, horizontal surface. The gimbal will automatically reset after a few seconds of detecting no movement. Thereafter, the blue indicator light will flash three times to indicate the end of the reset process.
- After the initialization is successful, click the function button to turn on the gimbal



6) Face tracking is not working. What do I do?

Please make sure your smartphone and the gimbal are connected via Bluetooth, then turn off Portrait Orientation Lock on your iPhone.





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7) Why is the HDR photo function not working?

This function is only supported on iPhone 7 and above

If you have an iPhone 7 or above, you will need to set up the resolution to 30fps.

