

# FAQ • AK2000S

## TABLE OF CONTENTS

### SPECIFICATIONS

- 1) Is the AK2000S waterproof?
- 2) What type of battery does the AK2000s use? What are the requirements for the charger?
- 3) Can the AK2000S provide power to the camera via USB?
- 4) What structure design does the quick release plate have?

### SET-UP & OPERATION

- 1) What are the ways to connect and control the camera?
- 2) There is delay when taking photos/recording videos with Sony A01 cable connected.
- 3) How do I connect the gimbal to Nikon cameras?

### TROUBLESHOOTING

- 1) The motors do not work after turning on the gimbal, what should I do?
- 2) The gimbal vibrates after switching to another camera. What's going on?
- 3) What should I do if the gimbal does not center or keeps drifting or not being level?
- 4) When connected via the Sony Multi control cable, it is impossible to control the recording and zooming after rebooting the gimbal. What should I do?
- 5) When connecting Panasonic cameras via the DC2.5 cable, the camera does not respond when trying to switch recording mode.
- 6) When using the AKF II, it doesn't stay firmly attached to the lens when rotating the magic ring to focus. What should I do?
- 7) I can't power up the gimbal after a keyboard firmware update. What should I do?
- 8) When the gimbal is off and being charged, the charging icon will disappear after a while. Is this normal?
- 9) The gimbal does not charge even when I switch to another cable. Why is that?



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# FAQ • AK2000S

## SPECIFICATIONS

### 1) Is the AK2000S waterproof?

No, it is not waterproof.

### 2) What type of battery does the AK2000s use? What are the requirements for the charger?

The AK2000s uses 2 pairs of 18650 INR batteries, they are built in to the gimbal and not removable. It should be charged with a USB Type C cable with a powered adapter whose power is less than 18W.

### 3) Can the AK2000S provide power to the camera via USB?

The Camera port can provide 5V power to Sony camera.

### 4) What structure design does the quick release plate have?

The quick release plate features a two-layer structure; the bottom plate and the secondary plate are compatible with the quick release plate of the ARCA panoramic gimbal tripod.

The secondary plate with the camera could be easily slid in/out, no need to readjust for different cameras.

## SET UP & OPERATION

### 1) What are the ways to connect and control the camera?

Cable control: With the standard USB control cable (Sony, Canon, Nikon, and Panasonic), use the shooting button to control camera focus, taking photos, recording, automatic continuous shooting (see the list of controllable cameras for details), use the mode button to switch between photos & Recording (not available for Panasonic).

Wi-Fi Control: build up the connection with the assist by Feiyu ON application, then you can control shooting, recording, zooming and focusing.

#### Note:

- 1 Only supports the compatible cameras from Sony, Canon and Panasonic.
- 2 Zoom and follow focus require camera support. See the list of compatible cameras for specific supported functions.
- 3 For Sony cameras, it is recommended to use the Sony Type C to Multi cable for faster and more stable control.

### 2) There is delay when taking photos/recording videos with Sony A01 cable connected.

It is recommended to use the Sony Multi to Type C cable for Sony cameras (some old cameras may not be supported).

### 3) How do I connect the gimbal to Nikon cameras?

Nikon cameras are not supported by AK2000s for Wi-Fi connection. Some of the Nikon cameras could be connected via USB cable (Z6/Z7/D850/D7500).



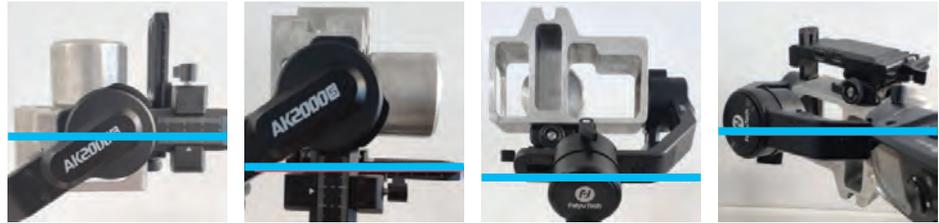
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# FAQ • AK2000S

## TROUBLESHOOTING

### 1) The motors do not work after turning on the gimbal, what should I do?

Make sure the gimbal/camera is balanced before turning on the gimbal. When properly balanced, the camera can stay at any angle without having to be supported (REVIEW) by your hand.



Make sure to unlock the 3-axis. Ensure the tilt motor is on the right side of the camera.



### 2) The gimbal vibrates after switching to another camera. What's going on?

First, make sure the gimbal is well balanced and follow the steps below: Slide the screen to the left > Motor strength > Auto adaptation > Confirm.

### 3) What should I do if the gimbal does not center or keeps drifting or not being level?

Adjust the dead zone to the minimum and initialize the gimbal.

### 4) When connected via the Sony Multi control cable, it is impossible to control the recording and zooming after rebooting the gimbal. What should I do?

You need to reconnect the cable after rebooting the gimbal.

### 5) When connecting Panasonic cameras via the DC2.5 cable, the camera does not respond when trying to switch recording mode.

The camera uses a mechanical button to switch recording mode, so it is not supported for digital control.

### 6) When using the AKF II, it doesn't stay firmly attached to the lens when rotating the magic ring to focus. What should I do?

The camera uses a mechanical button to switch recording mode, so it is not supported for digital control.

- 1 Make sure to install the lens support, and also install the camera fixing bracket on the top.
- 2 Make sure the lens is not too tight for the AKF II to carry.
- 3 Switch to another lens and test if the AKF II is faulty.

# FAQ • AK2000S

## 7) I can't power up the gimbal after a keyboard firmware update. What should I do?

After successfully updating, you need to hold the power button for around 10 seconds until the screen fully lights up to power on the gimbal.

## 8) When the gimbal is off and being charged, the charging icon will disappear after a while. Is this normal?

If the gimbal is charged when it is on, the charging icon will keep flashing, and will turn green when the battery is full.

If the gimbal is charged when it is off, the screen will show the charging status for 10s, and then the screen will turn black. Tap any button to wake it up, charging icon turns green when the battery is full.

## 9) The gimbal does not charge even when I switch to another cable. Why is that?

It is recommended to use the original TYPE C cable, or use a cable as shown in the picture below.

