



FeiyuTech

# FAQ • VIMBLE 2S

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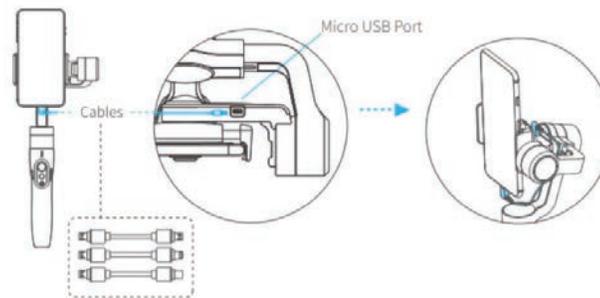
## SPECIFICATIONS

### 1) How long will a fully charged Vimble 2S last for?

Provided that the Vimble 2S is totally balanced when it is off, has not been used to charge a smartphone and was only put on a flat surface, it could be used for around 10 hours with a fully charged battery. When using the gimbal for shooting, it could be used for around 5 hours with a fully charged battery.

### 2) Is the Vimble 2S able to charge smartphones?

The Vimble 2S can charge smartphones via the Micro USB port as marked with charging cables, as shown below.



#### Please note:

- 1 When charging smartphones, please use the available charging cable with either a micro USB port, or Type C port, or Lightning port.
- 2 Please take off the shell so that the USB cable can make full contact with the smartphone while charging.

#### Charging parameters of the Micro USB:

Output voltage: DC 5V MAX Electric Current Output: 600 mA (could charge smartphones for approx. 2 hours while shooting)

### 3) Is it possible to connect external mics to the Vimble 2S?

If the headphone jack of your smartphone is not blocked by the Vimble 2S, you can directly connect external microphones to record. As shown in the picture below:

A headphone extension cord is recommended since it is light-weight. If video and audio wires for Live Broadcast are used, it is highly recommended to purchase extended wire holder to avoid interference with the gimbal.



### 4) What material is used in the body of the Vimble 2S?

PC, PA6 and other materials which are of high-strength, ideal for temperatures between -45 to 135 degrees Celsius.

### 5) What is the operating temperature range of the Vimble 2S?

-10 to 45 degrees Celsius.

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## 6) What kind of App does the Vimble 2S use? Where can I download it?

The App for the Vimble2 S is Feiyu On. For Android users, you can download the Feiyu On App from Feiyu official website, 360 mobile assistant, pea pod, Google play. For iOS users, you can download it from the App Store.

And other way is to scan the QR code to download the Feiyu on App (For Android users, please use the browser's scan code plugin to scan the QR code).

## SET UP & OPERATION

### 1) In what instances will my Vimble 2S shut down automatically?

#### 1 Low power

- Normally, you could figure out from the indicator light which will flash red three times

#### 2 Protection status

- The gimbal's handle is rotating rapidly— Hold the gimbal with your hand or place it on a flat surface with a tripod.
- The temperature of the motors is too high (55°)— Normally, it occurs when the smartphone is not balanced properly.
- The motors are excessively loaded— Before turning on the gimbal, please make sure the smartphone is installed and balanced properly. Check whether there is something stuck into the locker.



### 2) The indicator light is both red and green when the Vimble 2S is switched off and charging. Why is that?

This could be due to poor contact or the cable inside has worn out due to improper operations during transportation. Please unplug the USB cable and plug it in again. If the same thing happens, please send the gimbal to us for repair.

### 3) How do I switch to portrait mode?

**Method One:** When in landscape mode, pull your smartphone outward about 10 mm then rotate the quick-release adapter 90 degrees so that it can change to portrait mode.

**Method Two:** Only when pitch motor is placed on the right-hand side, and the gimbal is in landscape mode, long press the trigger button then single tap the function button to switch to portrait mode.



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## 4) How do I use the telescoping hand of the Vimble 2S? How can I take selfies with the Vimble 2S?

The telescoping hand can be extended and retracted for selfies regardless of whether the gimbal is on or off. Its max length is 180mm.

Two ways to take selfies:

**Method One:** Activate the Bluetooth on your smartphone, find Vimble 2S in the Bluetooth list and then connect.

Open the camera on your smartphone, switch to front camera, extend the telescoping hand, then click the Bluetooth shutter button on the Vimble 2S to take a selfie.

**Method Two:** Activate the Bluetooth on your smartphone and connect to the Feiyu On App. Triple-click on the function button to switch to front camera or rear camera, extend the telescoping hand and then click on the Bluetooth shutter button on the Vimble 2S to take a selfie.

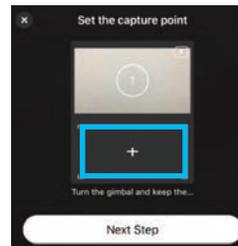
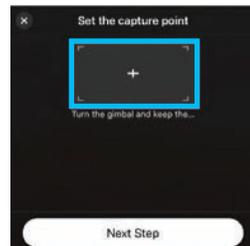


## 5) How do I perform tracking on Time-Lapse?

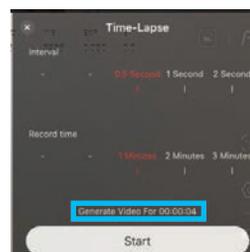
After connecting to the Feiyu On App successfully, please switch the shooting mode to video mode, click "Normal", then select Tracking On Time-Lapse. Kindly see below:



Click "+" to set up the position 1. Set up position 2 by clicking the "+" once more.



After setting up position 1 and 2, click "Next" to enter into time-lapse setting, click "Start" to start recording. Exit by clicking the recording button.



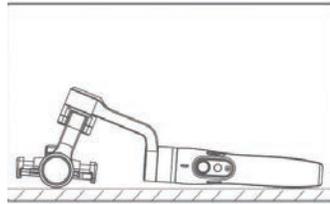
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## 6) How do I initialize the Vimble 2S?

**Instruction of initialization:** The LED will turn solid blue once you tap the function button 5 times. The gimbal will automatically detect whether or not it is placed on a static flat surface. Initialization will be done automatically (LED flashes blue three times to indicate initialization is done) once the gimbal has detected that it is placed on a static flat surface. Otherwise, the gimbal will keep trying to detect a flat surface. When initialization is done successfully, single tap the function button to wake up the gimbal.



## 7) Is it okay to charge my smartphone and my gimbal at the same time?

It is fine to charge both your gimbal and smartphone at the same time, as shown below. However, if the battery power is quite low and the charging current of the smartphone is overwhelming, the Vimble 2S will shut down.



## 8) How do I tell if the battery of the gimbal is low?

The indicator informs on the change in battery power. When the indicator turns into a circular red light, it means battery is low. When it flashes red three times (repeatedly), it means the battery is quite low and gimbal should be charged.

## 9) How do I clear the Bluetooth pairing history?

When Vimble2S is off, press the Bluetooth shutter, function button and trigger button at the same time for about 2-3 seconds. The indicator light will flash blue three times. Next, restart the gimbal.

## 10) How do I perform object tracking in the Feiyu On App?

Choose the object you want to track and when the blue box turns green, it means the object is locked. Then the gimbal makes adjustments so that the locked object moves to the center of screen, and always follows movements of the locked object afterwards.

It is better to choose the object which has big differences from its surroundings. If the object is in a complex environment, or the shape of the locked object is changed, there is some probability that tracking will fail.

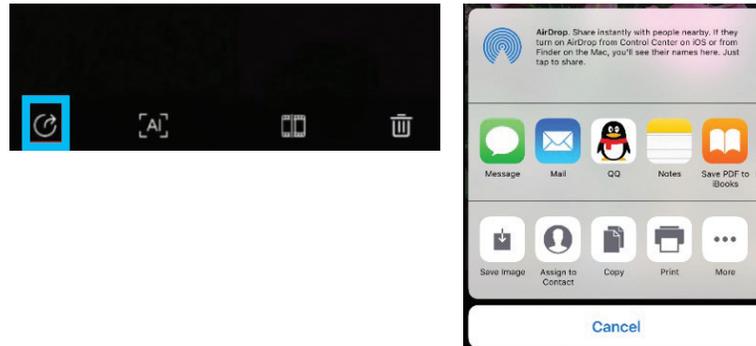
Object tracking could be performed in all working modes.



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## 11) How do I share pictures and videos in the Feiyu On App?

Open the Feiyu On App, click the album option, select the picture/video that you would like to share. Next, click on the sharing button, which is in the lower left corner of the camera interface in the app. The sharing platforms include QQ, QQ space, Sina Weibo, WeChat friends, WeChat friends circle, WeChat collection.



## 12) Why does the Android version of the app not have slow motion mode?

It is because some Android phones cannot support that function.

**Note:** slow motion is also not available in some iPhones such as like iPhone5S or iPhone 5

## 13) What are the do's and don'ts when using the Vimble 2S?

- 1 Please mount the smartphone and balance it before turning the gimbal on.
- 2 Vibration is normal for the first few seconds after turning on the gimbal. It will disappear when the auto-adjustment of the motor dynamic is done.
- 3 Forcing the motors to rotate will damage them because they cannot spin 360°
- 4 Keep the gimbal away from bumps when the telescoping hand is extended.
- 5 Please attach the tripod to the gimbal if it needs to be placed on a surface vertically.
- 6 Keep the gimbal away from water.
- 7 Quick charging is strictly prohibited.
- 8 Before turning the gimbal on, please make sure all the motor locks are unlocked.

## 14) Why should I input my email address when using the Vicool app for the first time?

It is set up that way because malfunction provided by customers could be resolved on a one-to-one basis.

## 15) How do I use the different scenes in the settings of the Feiyu On App?

Smooth mode is for shooting in everyday environment. Motion mode is for shooting with slight amount of movement. The parameters of each mode are slightly different from each other, such as motor dynamics.

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## TROUBLESHOOTING

### 1) Is it normal if the temperature of the motor increases when the Vimble 2S has been used in portrait mode for a long time?

Because the smartphone is not well balanced vertically when the Vimble 2S is in portrait mode, the roll motor should produce more power to balance the gimbal. Thus, it is normal for the roll motor's temperature to rise. This does not affect the performance of the gimbal but it is not recommended to use it for too long in that condition.

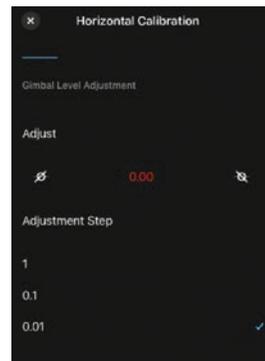
### 2) Why is the gimbal not level and how do I calibrate it?

In the following instances, the gimbal might be not level.

- 1 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 (Please refer to No. 6)
- 2 If the initialization did not work, please connect to the Feiyu On App when gimbal is on, then choose horizontal calibration. The interface is shown below.



### 3) The message “Connection Failed” is displayed when trying to connect to the Feiyu On App. How do I fix it?

Please follow the steps below:

- 1 Don't run the App. Pair the gimbal in the Bluetooth list of your smartphone, and check if the Bluetooth shutter button can control the volume
- 2 Forget the device or cancel pairing in the Bluetooth list of your smartphone. Close the Bluetooth of your smartphone and open it again, making sure the Bluetooth signal of gimbal is not connected or paired.
- 3 If it acts the same after following the steps outlined above, please restart the smartphone. And run the App to connect again.



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## 4) Why does the Vimble 2S vibrate after I turn it on?

- 1 Please make sure you have installed and balanced the smartphone properly.
- 2 Please try to restart the gimbal and see if that helps.

## 5) My iPhone moves randomly when performing face tracking or object tracking. How do I fix it?

- 1 Please make sure Portrait Orientation Lock in iPhone is turned off.
- 2 Please make sure you have paired the Bluetooth with Feiyu On App properly.



## 6) Why is the HDR photo function not working?

This function is only available on iPhone 7 and above.

If your phone is iPhone 7 or above, you will need to set up the resolution to 30fps.

## 7) The firmware upgrade failed. How do I fix it?

Please follow the steps below to force the keyboard firmware upgrade:

Press the function button and the shutter button at the same time. The indicator light will flash blue; run the App and find "VB2S\_DFU."

After opening the interface of the firmware upgrade in the App, tick "I know", and click "Updated"

When connecting to the App, the Bluetooth of the gimbal will display, "FY\_Vimble 2S\_DC."

## 8) What should I do if intermittent vibrations occur at certain angles?

- 1 Before turning the gimbal on, please make sure the smartphone is installed and balanced properly.
- 2 Check whether the smartphone is installed next to the tilt motor.

Please do not hold the smartphone with your hand while turning the gimbal on.

