Xiro XPLORER FAQ

**About buying Xiro Smart Drone**

**Q1 : What is the relationship between Shenzhen Zero and Beijing Zero?**

We, Shenzhen Zero, is a joint ventures of Rapoo Technology and Beijing Zero Tech, aim for consumer oriented mini-UAV research, development, production and sales.

**Q2 : How to buy XIRO XPLORER UAV products?**

A:

1. Search XIRO official website for online purchase;

2. Search XIRO shop in Amazon to make a purchase;

3. Call us at 4008073888 to get further sales channel information.

**Q3 : What is the difference between XIRO XPLORER Standard, V and G version?**

A:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Model** | **Aircraft** | **Gimbal** | **Camera** | **Built-in Video Transfer** | **Follow Me** | **Ground station** | **Wi-Fi Extender** |
| XPLORER | √ | No | No | No | No | No | No |
| XPLORER V | √ | √ | √ | √ | √ | √ | √ |
| XPLORER G | √ | √ | Support, not included | √ | √ | √ | √ |
| Battery capacity is 5200mAh, Gimbal and Camera of V version are in one single piece of hardware, cannot be separated; users are required to buy their own GoPro Camera on G versions  **XPLORER Standard Edition can be upgraded to Ground Station function by just purchase a Wi-Fi Extender.** | | | | | | | |

**Q4 : Can XIRO use other flight control system?**

A: No, our aircraft is tailor made with own developed flight control system, other flight control systems cannot be used.

**Q5 : Can XIRO XPLORER Standard version fly indoor?**

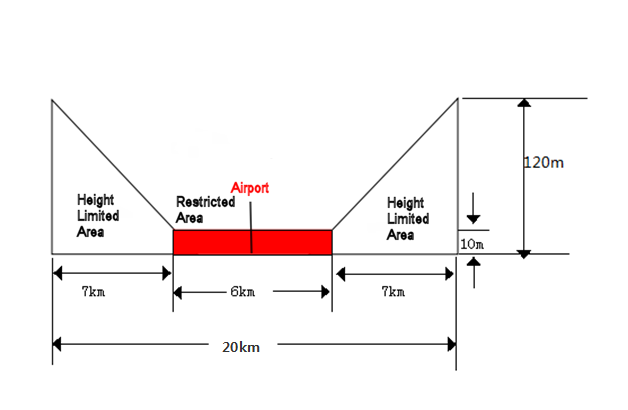
A: It is strongly recommended that novices do not fly indoor, without GPS signal, it needs much higher flying technique to stabilize and fly. The drone can be damaged by if the control skill is not good enough.

**Q6 : Can XIRO XPLORER fly near the airport?**

A: Due to safety concern, XIRO XPLORER will be restricted to fly within 3km range from the airport. Flying is also restricted within Ring 5 of Beijing. **Different region also has its own restricted zone, please follow the regulations for the local government.**

XPLORER will not take off in restricted area, and from 3km to 7km, the flying height will increase along with the distance from the airport, to the maximum 120m.

**Diagram is as follows:**



**Aircraft-related basic functions**

**Q1 : Why the propeller could not be installed on the motor?**

A:

1. the propeller and the motor do not match, please check the color of middle circle of the propeller and motor matches (silver propeller matching silver ring motor, black propeller matching Black motor);
2. Check if the propeller placed upside down;
3. When installing the propeller, make sure the propeller circle holes match the motor in the middle;
4. When installing the propeller rotation direction, identifies the direction of locked and unlocked on the propeller, rotate the propeller accordingly;
5. XIRO XPLORER also support self-tightened propeller with the same specification ( 9445 );
6. If you still cannot install the propeller after following the above steps, please contact XIRO for assistance.

**Q2 : Why the aircraft does not light after motor starts?**

A: Please check the left side of the remote control LED lamp brightness control wheel, clockwise for upward to the light position.

**Q3 : During takeoff or landing, why the drone rollover after pushing the throttle? How to ensure stable landing?**

A:

**Take off:**

Only push the throttle on takeoff, give other operations at the same time could cause aircraft rollover; release throttle while the aircraft just left the ground can also lead to rollover.

**Landing:**

Land location on rugged or landing too fast.

Ensure a flat landing location, use the one button landing on the remote control.

**Q4 Why the aircraft cannot take off when push throttle lever?**

A:

1. Power on the aircraft first, and then unlock and start the aircraft by remote control, and push the throttle to take off.

2. Aircraft motor fails, get it back to service center for maintenance.

**Q5 : Why the yellow light keep slow flashing before takeoff?**

A:

1. The aircraft is in indoor (attitude mode);

2. When the aircraft is in outdoor, the yellow light means GPS signal has not fixed, please wait 20 seconds in open area for fixing GPS signal.

**Q6 : Why do drift occurs when an aircraft in hover?**

A:

1. The GPS signal is week or not fixed, small drift may happens;

2. GPS signal can be blocked by tall buildings and trees;

3. Magnetic interference or compass not calibrated.

**Q7 : Why do aircraft cannot hover after take off in attitude mode?**

A: GPS not fixed, drift will occurs. Recommend that beginners do not take off in attitude mode.

**Q8 : Why the tail lights stay on during the flight?**

A:

1. Low battery, enter the automatic return mode;
2. Aircraft entered the auto return mode;
3. Aircraft lost connection with the remote control, enter the auto return mode, there are obstacles blocking between aircraft and remote control, check that the distance is within range.

**Q9 : What is the meaning of tail lights in bright white during flight?**

A: When the aircraft making steep movements, it may result in aircraft shaking, the white light will be used to notify user, this phenomenon is normal, but we do not recommend user to fly in too steep movements. However, if the light still on while in smooth flying, it is recommended to land the aircraft immediately and contact after sale customer service.

**Q10 : What is the meaning of 4 red lights flashing slow, and then red light flashing fast?**

A:4 red lights flashing slow is low power alarm, aircraft must return to replace battery. If 4 red lights flashing fast, it means battery is in critical low, aircraft will perform a series of protective actions.

**GPS model critical low power alarm action:**

When the distance from Home closer than 100 meters, the aircraft began a slow descent until landing. When the distance from Home more than 100 meters, the aircraft will performs an automatic return.

**Attitude mode critical low power alarm action:**

Tail light red light flash fast, aircraft began to land automatically.

**Q11 : Why the aircraft return automatically?**

A:

1. Severe low voltage alarms, and Home point distance greater than 100 meters;
2. Aircraft lost connection with the remote control;
3. One key return button on the remote control being pushed.

**Q12 : What should I do if the aircraft lost signal when hovering?**

A:

1. If the aircraft when flying next to the building, yellow light will flash slowly, meaning the GPS signal is lost. User should move the aircraft away from buildings;
2. If the aircraft flash red light in open area, user should press the one key return button to let the aircraft do the automatic return.

**Q13 : When the aircraft is not within the scope of the eye sight, and Wi-Fi signal is lost, how to guarantee the safety of aircraft operation?**

A: Press the key to return to aircraft automatic return or enter the headless mode, controls the aircraft return.

**Q14 : Why the aircraft flying at different altitude on different waypoint?**

A: In Route flight mode, the aircraft will maintain the same altitude and speed from starting point to 1st point (Route flight only available in advance mode, 8m/s fix flying speed); after arriving 1st point, it will fly according to the height set by the route (default initial value 50 meters), if current height 20 meters, it will begin to climb after arriving 1st point until it match the height set for 2nd point.

**If the distance between 2 waypoint is very near, it may not be able to reach the preset height when it arrive the 2nd waypoint, it this case, the aircraft will continue to go to next waypoint while climbing (will not climb to preset height in the same position).**

**Q15 : How many waypoint can be set in route flight mode? After set up the route, why the aircraft failed to execute?**

A: We can have up to 16 waypoints in Route flight mode, make sure the waypoints turn from red to green in the APP to indicate the upload is successful.

**Q16 : Why there is no response when pressing the power button on the aircraft?**

A: Short press the power key will not start the aircraft, pressing the power button for at least 2 seconds, the aircraft will play a tune to indicate the power is on. If it remains no response, check whether the battery charge sufficiently, and installed correctly.

**Q17 : How to stop aircraft motor?**

A: After landing, pull the remote throttle rudder joystick down to the end, until the propeller stops.

**Q18 : How to use the point and fly function??**

A: Make sure the aircraft is not in attitude mode or Gear 1 on the remote control, the aircraft must be in the GPS flight mode.

**Q19 : Does the aircraft have auto-follow function? What is the distance and height of Follow me and rotate around me?**

A: V/G version of aircraft support Follow me feature (Standard Edition user can buy the Wi-Fi Extender to add this function), make sure the aircraft in GPS flight mode. When the distance between the mobile device and the aircraft is more than 5 meters, it will use the current distance, if less than 5 meters, it will fall back to 5 meters. Height to keep the current default height.

**Q20 : Why sometimes when the aircraft descends to the ground, motor does not stop automatically, and releasing throttle will make it take off again??**

A: When a landing aircraft to the ground, pull throttle rudder joystick 3 seconds will automatically stop the motor. If not, the aircraft may take off again.

**Q21 : Why aircraft power switch on properly, but the flight battery falls?**

A: The flight battery falls means it is not properly installed, please be sure to battery is securely locked and won’t be pulled out by force.

**Q22 : Do we need pairing the remote control and the aircraft before the first flight?**

A: No, factory already did the pairing prior to packaging.

**Q23 : What is the height and range limit?**

A: According to the regulations: the range within the visual range radius of 500 meters, the relative height of less than 120 metres.

**Q24 : How long can it fly per charge?**

A:

With Gimbal, the flying time is approximately 16 minutes;

Without Gimbal, the flying time is approximately 23 minutes.

**Q25 : Maximum tilt angle of the aircraft? Maximum angular velocity? Maximum flight speed is? Maximum speed, maximum rate of decline?**

A: The maximum tilt angle of 35°, maximum rotational speed of up to 200°/ sec; in the case of no-load maximum flying speed of 8M/ seconds, but does not recommend users to fly at maximum speed; maximum climbing speed of 3M/ seconds , the largest rate of decline for 2m / Second.

**Q26 : What is the use of Micro USB interface on the aircraft body?**

A: The Micro USB interface can be used to check flight control firmware version; the flight control firmware upgrade; and aircraft parameter configuration function.

**Q27: What is the basic control of the aircraft?**

A:

|  |  |
| --- | --- |
| **Aircraft function example** | |
| **Start motor** | Lower left (Left Rod), Lower right (Right Rod) to start the motors, then push the throttle rudder up (the left rod) |
| **Floor down** | After the plane landing smoothly, pull throttle rudder, last until the motor automatically stops;  After landing, Lower left (Left Rod), Lower right (Right Rod) to stop motor operations (cannot do this during flight) |
| **Hovering** | GPS mode, after the plane took off, release all control rod, automatic location hovering in the air |
| **One-click Automatic takeoff**  **One-click Automatic landing** | In GPS mode, starter motor, push the right most button on the remote control, automatic fly up to 3 meter position hover (after this action is completed, press the key again)  In GPS mode, push the right most button on the remote control, automatic descend height slowly from its current location until landed, stops motor (after this action is completed, press the key again) |
| **One-click Auto return** | In GPS mode, press the H button in the middle of the remote control, if the distance is more than 25 meters, height is less than 20 meters, it will climb to 20 meters and go back to home position, land automatically and stop motor after landing (after this action is completed, press the key again) |
| In GPS mode, press the H button in the middle of the remote control, if the distance is less than 25 meters, it will go back to home position, land automatically and stop motor after landing (after this action is completed, press the key again) |
| **Headless mode flight** | In GPS mode, press the left most button on the remote control, head yourself directly to the aircraft. Regardless of head towards there, aircraft will towards this direction as forward direction, other direction followed by analogy ( press the key again to exit no head flight mode) |
| **Break action** | Lower left (Left Rod), Lower right (Right Rod) stops the motors (for emergency response measures, this usually can't operate the normal flight) |
| **Return Home after Lost connection** | In GPS mode, when remote control lost communication with the flight, unable to control the plane, the plane will return automatically. (You can restart the remote control to regain the control) |
| **Low battery protection** | If low battery happens In GPS mode, and the aircraft distance over 100m, it’ll return to home location automatically; if distance is less than 100m, it will land slowly. (User cannot take control when the aircraft coming home, but can take control when descending, not recommended in low battery status) |

**Q28 : Can the aircraft connect to another mobile device? If so, how to connect?**

A: Yes, disconnect the aircraft with the first mobile device, and then reconnect a second mobile device.

**Aircraft led status details**

**Q1 : What is the meaning of aircraft tail lights?**

A:

|  |  |
| --- | --- |
| Aircraft lights | |
| Yellow-green alternately flashing | **Power-on self test 15 seconds** |
| Green slow Flash | **GPS mode,GPS satellite number not less than 6 stars** |
| Green fast Flash | **Headless mode** |
| Yellow light slowly flashes | **attitude mode, GPS star is less than 6 stars** |
| Red slow Flash | **Low battery alarm** |
| Red fast Flash | **Critical battery alarm** |
| Red always On | **Returning to land** |
| Red-yellow alternately slow Flash | **Notify to recalibrate compass** |
| Green On | **Horizontal magnetic calibration** |
| Yellow On | **Perpendicular magnetic calibration** |

**Q2 : What is the meaning of LED light on the top of the aircraft?**

A:

|  |  |
| --- | --- |
| **Aircraft status indicator at the top** | |
| **Green light blinking** | No GPS, the aircraft may have a lot of drift |
| **Green permanent** | GPS mode, safe flight |

**Remote control**

**Q1 : What are the remote control led display status?**

A:

|  |  |  |
| --- | --- | --- |
| Remote control led status | **Remote control 4 LEDs no display** | No battery for the remote control, please recharge. |
| **Remote control left 1 led display red** | Gimbal and Wi-Fi Extender not connected, please check the Gimbal installation |
| **Remote control left 2 led display red** | Exception alerts, see APP Note:   1. Aircraft low battery 2. Aircraft critical battery 3. Magnetic abnormal 4. GPS abnormal 5. Gimbal and Aircraft connection problem 6. No fly zone |
| **Remote control left 3 led display red** | GPS not connecting or GPS satellite number less than 6. According to mobile device APP displays information to find detail: aircraft around the obstruction of signal can cause GPS star numbers cannot be reached 6, please move the aircraft to the open place, around the fuselage with no obstruction. |
| **Remote control left 4 led display red** | Remote control battery low, please recharge. |

**Q2 : How to use the remote control function of the left and right joystick?**

A: Remote control factory settings default United States manual

|  |  |  |
| --- | --- | --- |
| About Rod features using the remote control instructions | | |
| **Left joystick function** | Throttle rudder (up) | Throttle rudder up for aircraft climbing |
| Throttle control (down) | Throttle rudder down the plane descend |
| Rudder (pushing to the left) | Rudder right pushes for left rotation and control Gimbal heading |
| Rudder (pushed to the right) | Rudder right pushes for right rotation and control Gimbal heading |
| **Right joystick function** | Elevator (up) | The elevator up for aircraft flying forward |
| Elevator (pushing down) | Elevator down for aircraft flying backward |
| Aileron (pushing to the left) | Fly Left |
| Aileron (pushed to the right) | Fly Right |

**Q3 : What is the battery capacity of the remote control? How long does it last? How long can the charging is completed?**

A: Remote control battery capacity for 4000mAh, sustainable use of full load 2 hours. Using XPLORER special charger for about 4 hours to the battery charging is completed.

**Q4 : What is the difference in the Three Gear switch on the remote control?**

A:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Three-Gear switch functions** | | | | | | |
| **Series** | **Height** | **Distances** | **Horizontal speed** | **Vertical speed** | **Supported modes** | **Not supported mode** |
| Primary mode | 50m | 100m | 2m/ seconds | 2m/ seconds | GPS mode, headless mode, one key return home mode | Route flights, Follow Me and Fly around me function |
| Intermediate mode | 120m | 300m | 6 m/ seconds | 2 m/ seconds | GPS mode, headless mode, one key return home, attitude mode and point mode | Route flights, Follow Me and Fly around me function |
| Advanced mode | 120m | 500m | 8 m/ seconds | 3 m/ seconds | GPS mode, the headless mode, one key return home, attitude mode, point mode, route flight, Follow Me and Fly around me function | No |

**Q5 : What is the function of each button on the remote control?**

A:

|  |  |
| --- | --- |
| **Single button** | |
| Two-way switch on the back | Power switch of the remote control, left is on, right is off |
| Left corner roller | Adjusting planes LED light brightness. Push up for brighten, pushed down to dim |
| Right corner roller | Adjust pan/tilt tilt angle. |
| Headless mode keys | Enter the headless mode, the green tail light flash fast |
| One key return key | Enter the auto return mode, the green tail light always |
| One key take off | Push to takeoff, the aircraft rises automatically to 3 meters height. |
| One key landing | Push to land, aircraft landing place in the current location. |

**Q6 : How to switch the remote control frequency?**

A:

|  |  |
| --- | --- |
| **Remote control transmitter frequencies FCC/CE switch** | |
| Keep remote control in the following position before switch on: upper-left corner (left joystick) + Upper right corner (right joystick), then switch on the remote control. The remote control will enter the transmitter power switch mode and display the current remote control's power modes, user can then by turning the round wheel on the right side to switch the remote control transmitter power. | The 2nd and 3rd lights on the left flashing red light means currently under **FCC mode.** |
| The 2nd and 3rd lights on the left flashing green light means currently under **CE mode.** |

**Q7 : How to pair the aircraft and the remote controller?**

A: Hold the position upper-right corner (left joystick) and lower left corner (right joystick), switch on the remote control the 2nd, 3rd and 4th LED on the remote controller will flash red and green alternatively. Use a paper clip to the push the hole in the bottom of the aircraft flight control to trigger the pairing, reboot the aircraft afterward.

**Q8 : How to calibrate the compass?**

A,: Place the aircraft on a flat, level place, switch on the remote controller and the aircraft, keep the left joystick downward, press the IOC button 6 times, the aircraft taillights will turn green. Keep the aircraft in horizontal position, rotate it 720 degree slowly, until the taillights into Yellow (Flashing fast). Then turn the aircraft to the upright position (with head face down), rotate 720 degree slowly. The taillight will turn to green or yellow with slow flashing when compete.

**Q9 : How to change remote control mode?**

A: (Remote control to factory settings the default United States model)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Remote control switch** | | | | |
| Lower Right corner (left joystick) + Upper left corner (right joystick), Power on Remote control, Press the H button to make the switch | Japan mode | European mode | China mode | United States models |
| 2nd LED red, 3rd LED off | 2nd LED green, 3rd LED off | 2nd LED green, 3rd LED green | 2nd LED red, 3rd LED red |

**Q10 : How to control the motor when power is on?**

A: Start motor: After power on the aircraft, Lower left (left joystick) + Lower right (right joystick)

Stop motor: After landing, Lower left (left joystick) + Lower right (right joystick)

**Q11 : Will the remote controller alert user when battery is low?**

A: When the remote control is low power, remote control motor vibration, while the rightmost led lights.

**Q12 : What is the meaning of LED lights on the remote control?**

A:

|  |  |  |  |
| --- | --- | --- | --- |
| Remote led display | | | |
| **Wi-Fi Extender indicator light** | **Flight battery indicator lights** | **GPS positioning indicator lights** | **Remote control battery indicator lights** |
| Green ( Wi-Fi signal is connected properly)  Red (Wi-Fi extender connected, no Gimbal)  Off (no Wi-Fi extender) | Green (connected with the aircraft normal),  Red light (abnormal aircraft alert) | Green ( GPS satellite number >=6)  Red ( GPS satellite <6)  2nd and 3rd LED flashing Red (connection between aircraft and remote control error) | Green (normal),  Red light flashing (battery low);  When remote contol is off: RED (charging), Off (Completed charging) |

**Q13 : What is the use of USB interface on the Remote control?**

A: It can be used to charge battery, and when connected with PC software, it can be used to do fly joystick calibration and flight data read.

**Q14 : Can one remote control connect to more than one aircraft?**

A: A remote control can be connected to more than one vehicle (no limit),all you have to do is pairing.

**Q15 : How to calibrate the remote control joystick?**

A: Connect the remote controller to the PC software by USB cable, use the PC Station software to calibrate, it takes about 15 seconds to finish.

**Q16 : What is the maximum size of mobile phone can be placed on the Remote controller?**

A: Remote control retractable stent supports mobile devices up to 5.5 inches size.

**Q17 : Can I control the aircraft by using the two joysticks together?**

A: Yes, you can use them together to make combo moves, but remember don’t put the joystick on: Lower Right + Lower Left combination.

**Q18 : When the aircraft flight or fly through the preset stations, operation the remote control is able to control the aircraft?**

A: In this case, the remote control cannot control the aircraft. User can regain control by putting the left joystick into one position more than 2s, the craft will automatically exit routes.

**Battery**

**Q1 : How to view the battery level?**

A: Pressing the button on the battery, the Battery indicator lights will show up;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Battery indicator | | | | |
| LED1 | LED2 | LED3 | LED4 | Current electricity |
| √ | √ | √ | √ | 75-100% |
| √ | √ | √ | × | 50-75% |
| √ | √ | × | × | 25-50% |
| √ | × | × | × | 0-25% |

Proper use of vehicle battery:

1. do not use damaged battery.

2. If you want to store batteries for a long time, make sure the battery level no more than 50%.

**Q2 : Can I immediately charge the battery after remove the battery from the aircraft?**

A: In order to avoid affecting the life of the battery, it is recommended that user until the battery to cool before charging.

**Q3 : Can I use third party charger to charge the vehicle battery? Can I charge remote control and aircraft battery at the same time?**

A: Do not use unofficial charger to charge the battery. You can use the same charger for remote controller and flight battery, but it is not recommended to charge them at them same time.

**Q4 : How to keep the battery in good performance?**

A: If you want to store batteries for a long time, make sure the battery level no more than 50% and store in room temperature.

**Q5 : What is battery conditioning? How to do it?**

A: After 20 times of use, it’s recommended to do a conditioning by full charging and discharging to maintain performance.

Complete charging and discharging process is as follows: when the battery charging is complete (battery LED lights), put it to on aircraft to fly until the critical battery occurs.

**Q6 : Does the aircraft have batteries self-discharge features?**

A: No, the aircraft do not feature battery discharge function.

**Q7 : How to check the vehicle's battery status during flight?**

A: The battery status can be checked in the APP inside map interface, camera interface and Photo Me interface.

**Q8 : What is the function of charger?**

A:

|  |  |  |
| --- | --- | --- |
| **Charging function** | | |
| Power Input | DC Jack for the connection of 15V adapter | For remote control and smart battery charging |
| External charging function | USB interface | In addition to charging the remote control, but also to low-power mobile device charging |

**Wi-Fi Extender**

**Q1 : What is Wi-Fi Extender?**

A: Acts like a wireless router Repeater for drones, used to extend transmission distance.

**Q2 : Do I need to reset the Wi-Fi extender? How to do it?**

A:

**In the following cases, users can try reset the Wi-Fi Extender:**

1. Unable to connect to the Wi-Fi Extender
2. Forget the Wi-Fi Extender password

**Reset procedure:**

Switch on the remote control while keeping the joystick in following position: upper right corner (left joystick) + upper left corner (right joystick) ,

Remote control will enter test mode, and then switch the remote control H key button to reset the Wi-Fi Extender.

**Q3 : How to check the firmware version of the Wi-Fi Extender? How to Wi-Fi Extender the firmware upgrade?**

A: Connect the Wi-Fi Extender to your mobile device, the APP will show the Wi-Fi extender firmware version under the settings tab. You can download the firmware in [www.zirodrone.com](http://www.zirodrone.com) and put it in your mobile device. Go to 192.168.2.254 address through your browser, select the firmware file and click upload to upgrade, restart your Wi-Fi Extender to complete the upgrade.

**Q4 : After installing the Wi-Fi Extender, why the 1st LED on the remote control turn into yellow after green?**

A: Yellow light means the Wi-Fi Extender is rebooting, wait until the 1st LED turn back to green to resume operation.

**Q5 : What is the Wi-Fi Extender basic features?**

A:

|  |  |  |
| --- | --- | --- |
| **Repeater function** | | |
| Data transmission | Remote control and flight data transmission | Real time aircraft data up to 120 metres high and 500 meters away |
| Remote control and Gimbal data transmission | Camera distance of up to 120 metres high and 500 meters away |
| Repeater Wi-Fi HotSpot links | Mobile devices connect Repeater Wi-Fi HotSpot | Show the aircraft real time data in your mobile device by connecting through Wi-Fi hotspot |

**APP**

**Q1 : How to obtain Xiro XPLORER mobile APP?**

A:

1. Search “XIRO” in Google Play Store;

2. Search “XIRO” in the Apple App Store;

**Q2 : Do we need to login? Is there any simulation APP?**

A: You can enter a valid email address and password to create account before first time use. Our official flight simulation software currently under development, so stay tuned.

**Q3 : Why I cannot start the Photo Me or camera function?**

A: You need to enable the Photo Me function in the setting tab for the first time use.

**Q4 : Which brand of mobile phones are supported? The Android version is required?**

A:APP supports all Android or iOS systems mobile phone. Android version required in 4.4.0 or above; iOS required version 8.0 or above.

**Q5 Why I cannot see the map in the APP?**

A: Please go to setting tab to turn on the Map function. Android platform can cache parts of maps, while iOS map cache cannot be saved, user have to download it every time. It is recommended to use 2G/3G/4G to download the map.

**Q6 How to check space of SD card to record video and photos?**

A: You can see the remaining shooting time and photo count on the upper right corner in the camera and Photo Me interface of the APP.

**Q7 : When flying, why mobile devices APP map shows the flight status data in grey font (normal for white)?**

A:

1. Wi-Fi Extender rebooting, fonts will return to normal after the Wi-Fi Extender is connected correctly;

2. the remote control and the aircraft lost connection.

**Q8 : Can we transfer photos and videos to mobile phone?**

A: Yes, users can transfer photos and videos thru App for storage.

**Q9 : How to connect the camera in APP?**

A:

1. In the APP interface, select the upper left corner for Wi-Fi hotspots

2. Go the Wi-Fi Settings of your mobile device, connect it to WiFi hotspots:XPLORER\_XXXXXX;

3. After a successful connection back to the APP interface, click on the APP lower right corner to enter personal settings, select connect camera and connect to UG3300\_XXXXXX, the default password is:4008073888;

4. After enter the password, APP will be prompted to restart your Wi-Fi Extender, click OK;

5. After clicking OK, the left most LED on the remote controller will turn from yellow to red, and then green, representing connection is successful;

6. If failed, please repeat the above steps.

**Q10 : How to APP product for repair?**

A: When you need to return to the drone for repair, be sure send back the flight status to us. Go to Settings in the APP, select “Repair”, fill in the appropriate information and click send.

**Aircraft**

**Q1 : Can V version and G version use 2.4G and 5.8G for real time video preview?**

A:V and G version using 2.4G to connect with Wi-Fi Extender for real time preview, 5.8G is used for connection between remote control and aircraft.

**Q2 : How to check the firmware version of Gimbal, how to upgrade?**

A: The firmware can be checked and upgrade through the XIRO PC software. Just connect it using USB and use the software to upgrade.

**Q3 : Why the gimbal will fall out after installation?**

A: That means the installation is not secure, please check the operating instructions carefully and follow the instructions to install correctly.

**Q4 : Why the gimbal cannot remain at the origin position after power on?**

A: It takes about 15 seconds for the gimbal to return to the original position, if it doesn’t, please contact us for inspection and maintenance.

**Q5 : Why the aircraft self rotation with gimbal installed?**

A: There maybe some problem with the gimbal, please contact us to carry out inspection and maintenance.

**Q6 : Why I cannot control the camera the pitch angle pan/tilt?**

A: Make sure the clamps on the camera has been removed, and communications between the remote control and the aircraft properly, also check if the gimbal securely installed. If the problem still exist, please contact us to carry out inspection and maintenance.

**Q7 : What is the maximum transmission distance?**

A: The maximum transmission distance between gimbal and Wi-Fi extender is 500 meters.

**Q8 : How many axis of V and G version of Xiro Xplorer?**

A: Both of them equipped with three-axis-stabilized pan/tilt.

**Cameras and photos**

**Q1 : How to switch on / off the camera on XPLORER V version?**

A: The camera will follow the power status of the aircraft.

**Q2 : I cannot connect the camera with mobile device.**

A:

1. Make sure the Wi-Fi Extender is connected correctly, mobile device is connected to the Wi-Fi Extender hotspot, camera powers on properly;

2. The connection between the camera and Wi-Fi Extender is normal, please check the left most LED is Green. If not, please contact us.

3. APP versions are up to date, system version meets the requirements of mobile devices: Android version required in 4.4.0 or above, iOS version required in 8.0 or above;

4. Try restart the APP.

**Q3 : How many photos and video can be taken using the supplied SD card?**

A: The supplied SD card is 8GB, the number of photos and videos available depends on the resolution and the scene, you can check the remaining SD memory for photo count and length of video in the APP.

**Q4 : When the SD card is full, will it still able to save?**

A: The video will be saved until the SD card is full.

**Q5 Why video file cannot be opened or damaged?**

A: User need to top recording before turn off the aircraft power, if not, the video file can be damaged. User can try to reinsert the SD card with damage video files back into the aircraft and wait sometime after power on, XPLORER will automatically try to repair damaged video files.

**Q6 : Why haven't reached the maximum transmission distance, mobile devices will not be able to receive picture or video?**

A: Flying environment has excessive building block, leading to unstable; or the aircraft and Wi-Fi Extender fault, please contact customer service for consultation, if necessary, please contact us for maintenance.

**Q7 : What is the spec of XPLORE V camera?**

A:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Screen resolution** | **Camera pixels** | **Photo size** | **Real-time image preview** | **The lens aperture** | **ISO** |
| 1080P | 14M | 4:3 | Max 640\*480p | F2.8 | Automatic, Manual adjustment ISO parameters of up to 1600 |

**Q8 : Can I set the camera parameters using APP for XPLORER G version?**

A: No, it is not supported.

**Q9 : Is XPLORER V include Wi-Fi transmission function?**

A: Both XPLORER V and G are equipped with Wi-Fi real time camera preview.

**Q10 : What is the material used in the aircraft body, what is the size of aircraft?**

A: With a PC material, using the metal coating process.

With camera: 400x400x136.5mm

Without camera: 400x400x72.5mm

**Q11 : Do standard version include selfie function? What do I need?**

A: The Standard Edition does not support the Follow me function, if you need to use it, purchase additional Wi-Fi Extender and Gimbal.

**After sales and maintenance**

**Q1 : What if I lost the aircraft during flight, how to determine the responsibility?**

A: The app will record the whole flight status if the Wi-Fi Extender is installed. We can check the height, range, speed and all other information if you send us the log file. We rely on data to determine the aircraft's failure.

**Q2 Product repair clause is?**

A: During the warranty period due to damage caused by abnormal quality of the product itself, we will be responsible for maintenance free, major component warranty provisions are as follows:

|  |  |
| --- | --- |
| **Key components** | **The warranty period** |
| Battery | 3 months |
| Motor | 6 months |
| Gimbal | 6 months |
| Flight control | 12 months |
| Repeater | 12 months |
| Remote control | 12 months |
| Camera | 12 months |
| Chargers | 12 months |
| Plane Body | No warranty |
| Propeller | No warranty |
| Propeller Protect | No warranty |