

# TROUBLE-SHOOTING

## ❓ What cameras don't support the VideoMic GO?-

The [VideoMic GO](#) is extremely user-friendly as there's no switches or battery to worry about - just plug in and go. All microphones need power however, and in the case of the VideoMic GO it is drawing a very small voltage commonly referred to as "plug-in power" from your camera (or recording device) via the audio cable.

Plug-in power has long been a standard for camera manufacturers, and so the VideoMic GO is compatible with the vast majority of cameras in the market.

While this is by no means a complete list, following is a list of cameras that we can confirm do not support the VideoMic GO. Please refer to the specifications of your particular camera for information on whether it supplies power via the microphone jack.

If you are experiencing issues getting your VideoMic GO to operate with a camera not listed above, firstly be sure to update your camera's firmware to the latest version (available from your camera manufacturer's website). If you are still experiencing issues please get in touch with us via our [support page](#).

## ❓ Will my RØDE VideoMic fit into the hot shoe mount of my camera?-

The RØDE cold shoe adaptor is a standard size adaptor, also known as a universal shoe mount. This standard shoe is suitable for the majority of camera attachments.

If your camera has a different, or custom adaptor, please contact your camera manufacturer for information on converters to fit the universal shoe connection.

🔗 Why do I get a low level noise sound when recording on my camera?-

- This is usually caused by the function of "Automatic Gain Control" or "AGC" on the camera.

Basically, when the camera cannot sense an audio input signal it automatically increases the gain of the input. It is increased so much that the noise floor in the camera microphone amplifier becomes audible .

The AGC can be disabled on some cameras and it is worth checking with your camera manufacturer for information on this, which can sometimes require a firmware update to the camera.

RØDE have created the VideoMic Pro to help combat this issue, the VideoMic Pro contains a 20dB pre amplifier, boosting the mic signal so that the camera will see a good signal level and not engage its AGC.

We recommend setting your audio levels manually to achieve an optimum signal to noise ratio and disabling the AGC of the camera.

🔗 Will the VideoMic range microphones connect to a tripod?-

Yes, all of our microphones in the VideoMic range have a standard 3/8 thread built into the bottom of the cold shoe mount for connection to a boom pole, mic stand or tripod.