

TROUBLESHOOTING

This section aims to help technicians and partners in providing a diagnostic of the Parrot Bebop Drone and how to solve it if possible.

CHECKLIST BEFORE TAKE OFF

1. Bebop update
2. FreeFlight update
3. Compatible device (Android or iOS)
4. Before each take off, insure Bebop has been properly calibrated within FreeFlight
5. Before each take off, make sure GPS icon is green in FreeFlight
6. Bebop Drone should be operated into an open environment (refer to your local laws)

- **Error Message: “Motor Error (2)” or “Motor Error (11)” or “Stalled motor”**
 - One or more motors are potentially damaged (probably because of a fall)
 - Follow Parrot After Sales process
- **Unstable drone while hovering**
 - Wind Speed should not exceed the required values
 - Ground should be irregular (different colors and shape)
 - Make sure GPS icon in FreeFlight is green before taking off
- **Drone is not flying straight or slowly turn on itself**
 - Calibrate the Bebop Drone itself
- **Wooble effet (*wavy picture*) in the recorded video file**
 - Make sure all 4 propellers are tightly in position
 - Make sure all 4 propellers are in good shape, unharmed and aligned
 - Make sure the battery is tightly attached to the bebop
 - Make sure all 4 arms are not broken or bent
- **Error Message « Memory Full » is displayed while launching video record**
 - Connect Bebop to a computer using the USB cable provided
 - Remove any video or picture files from the Bebop ‘s internal memory
- **Straight lines on video appear curved (for example, horizon is curved)**
 - The frontal lens has been dislodged. Please contact Parrot After Sales Process
- **The “Return to home” feature doesn’t work**
 - Before each take off, make sure GPS icon is green in FreeFlight
- **Battery charger blinks red**
 - Contact Parrot After Sales
- **Bebop Drone flew Away on its own and is lost**
 - Contact Parrot After Sales