

TROUBLESHOOTING

MY GOPRO WON'T POWER ON

Make sure your GoPro is charged. To charge your camera, use the included USB-C cable and a computer. You can also use GoPro's Supercharger or USB-compatible Wall Charger or Auto Charger (all sold separately) or any charging device marked with output 5V 1A. (Supercharger's output is 5V 2A.)

MY GOPRO WON'T RESPOND WHEN I PRESS A BUTTON

RESETTING YOUR CAMERA

RESETTING THE CONNECTIONS

This option clears your connections list and resets the camera's password.

If you reset the connections, you must reconnect any desired devices to your GoPro.

1. From the main screen, swipe down.
2. Tap Connect > Reset Connections, and then tap Reset.

RESETTING ALL SETTINGS TO THE DEFAULTS

This option resets all of your camera settings to the defaults, except Date, Time, and your camera's username and password.

1. From the main screen, swipe down.
2. Tap Preferences > Camera Defaults, and then tap Reset.

RESTARTING YOUR GOPRO

If your camera is not responding, press and hold the Mode button [] for 8 seconds to shut down the camera and then restart it. All settings are retained.

RESTORING FACTORY SETTINGS

Follow the steps below to reset all settings and the camera's password, and unregister the camera from your GoPro Plus account. This option is useful if you are reselling your camera and want to reset it to its original state.

1. From the main screen, swipe down.
2. Tap Preferences > Factory Reset, and then tap Reset.

Restoring factory settings does not erase all content from your microSD card. To clear your microSD card, see [Reformatting Your microSD Card](#)

PLAYBACK ON MY COMPUTER IS CHOPPY

Choppy playback is typically not a problem with the file. If your footage skips, one of these situations is likely the cause:

- Using an incompatible video player. Not all video players support the H.264 codec. For best results, download the latest version of Quik for desktop for free at gopro.com/apps.
- The computer does not meet the minimum requirements for HD playback. The higher the resolution and frame rate of your video, the harder the computer has to work to play it back. Make sure that your Computer meets the minimum requirements for the playback software. If your computer does not meet the minimum requirements, record at 1080p60 with Protune off, and make sure that all other programs on your computer are closed. If that resolution does not improve the playback, try 720p30.

I FORGOT MY CAMERA'S USERNAME OR PASSWORD

Swipe down, then tap Connect > Name & Password.

I DON'T KNOW WHAT SOFTWARE VERSION I HAVE

From the main screen, swipe down. Then tap Preferences > About ThisGoPro. The Version Number displays the software version that you are running.

I CAN'T FIND MY CAMERA'S SERIAL NUMBER

The camera's serial number is listed in several places:

- In Preferences > About This GoPro
- On the inside of the battery bay (remove the battery to see it)
- On your camera's microSD card (in the version.txt file in the MSC folder)

For more answers to commonly asked questions, see gopro.com/help.