

Insta360 GO Ultra

User Manual

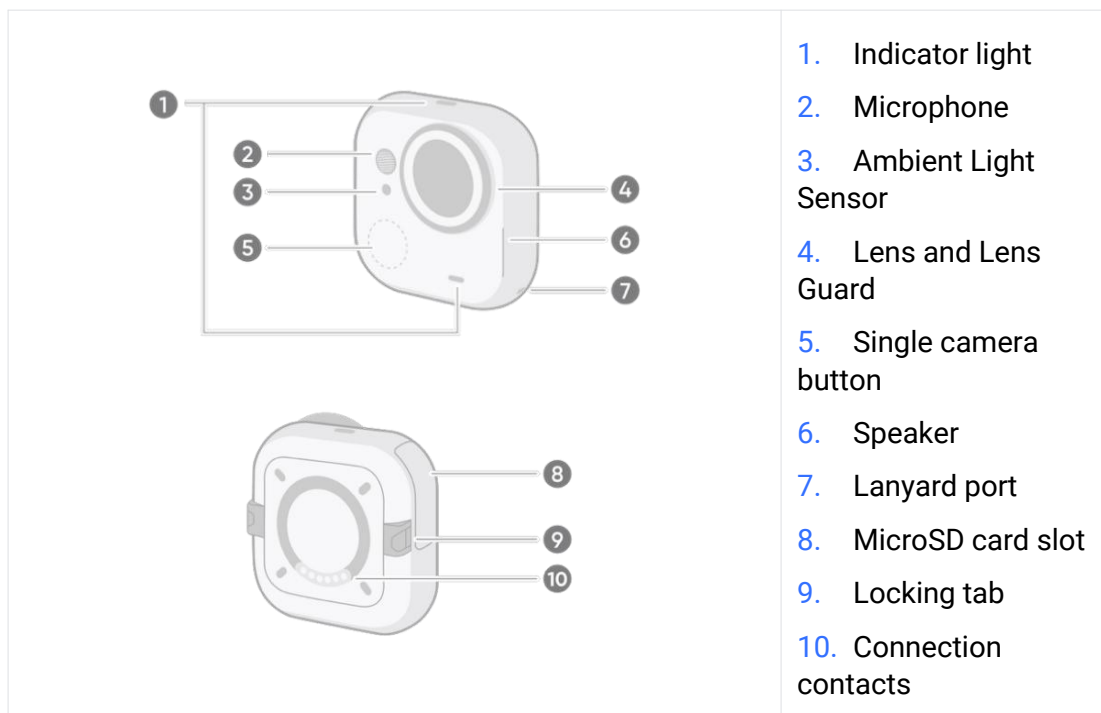
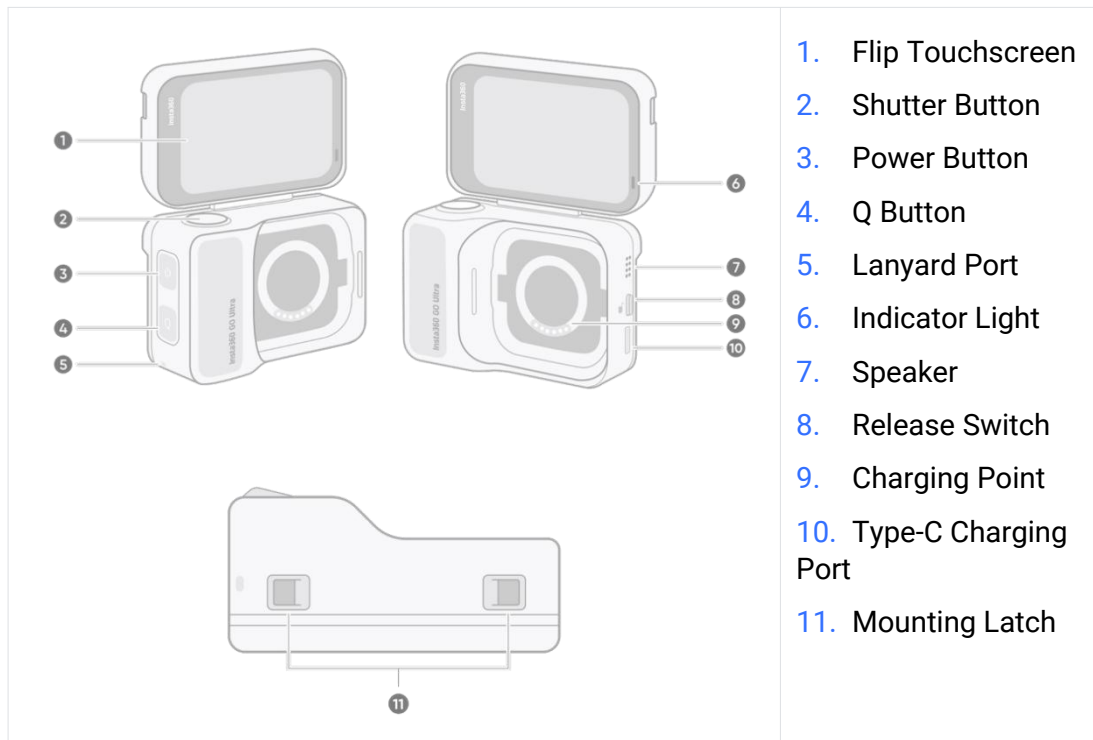


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1. Product Introduction

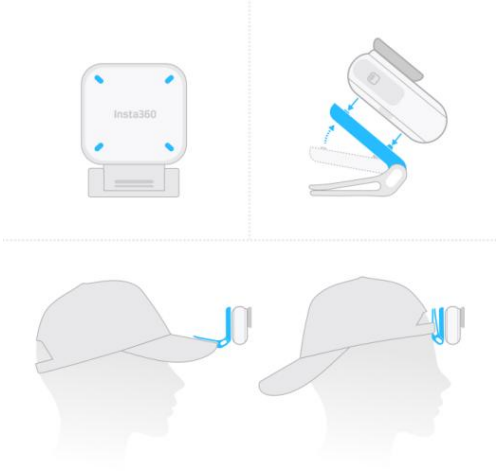

1.1 GO Ultra Introduction



1.2 Standard Accessories

GO Ultra and the Action Pod can be mounted on different accessories for flexible shooting wherever you go.

Accessories	Description	Figure
Magnet Pendant	<p>Steps:</p> <ol style="list-style-type: none"> 1. Adjust the length of the lanyard. 2. Place the camera icon side of the badge facing outwards and attach the GO Ultra single camera through the clothes. 3. Supports both horizontal and vertical attachment directions. Horizontal position can shoot 16:9 videos, and vertical position can shoot 9:16 videos. 4. After use, you can wind the lanyard outside and store the external rope through the magnetic suction piece of the adjustment buckle. <p>Precautions:</p> <ol style="list-style-type: none"> 1. Patients with pacemakers should not use it. 2. Do not attach the single camera to the silicone surface of the badge (please pay 	<p>The figure consists of four numbered illustrations. Illustration 1 shows a lanyard being adjusted with blue arrows indicating the movement. Illustration 2 shows a camera being attached to a pendant. Illustration 3 shows the pendant being attached to a shirt. Illustration 4 shows the pendant being attached to a shirt, with a blue arrow indicating the direction of attachment.</p>

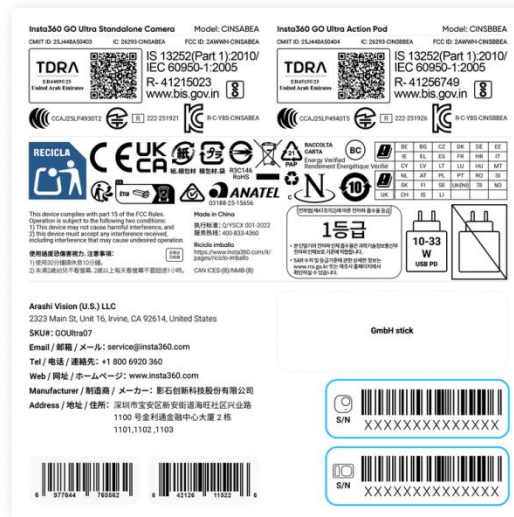
	<p>attention to the illustration).</p> <p>3. Rotate the gray silicone part of the badge to fine-tune the camera shooting angle. *Tip: It is recommended that female users and users with larger chest muscles rotate the badge 180 degrees before use to obtain a better horizontal view.</p>	
Easy Clip	<p>Steps:</p> <ol style="list-style-type: none"> 1. Fix GO Ultra on the clip surface. 2. Clip the clip to the edge of a hat or other place to shoot first-person video. 	
Magnet Pendant Safety Card	<p>Steps:</p> <ol style="list-style-type: none"> 1. Pass the rope at the end of the quick-release bean through the single camera lanyard opening; 2. Wrap the anti-lost rope around the magnetic lanyard and tighten it, and fix it on the magnetic lanyard; 3. Press the quick-release bean into the anti-lost rope buckle, making 	

	<p>sure to press it into place;</p> <p>4. Attach the single camera to the badge on the magnetic lanyard, either horizontally or vertically.</p>	
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1.3 Finding Your Serial Number

1. Product Box

The serial number is located on the back of the original product box.



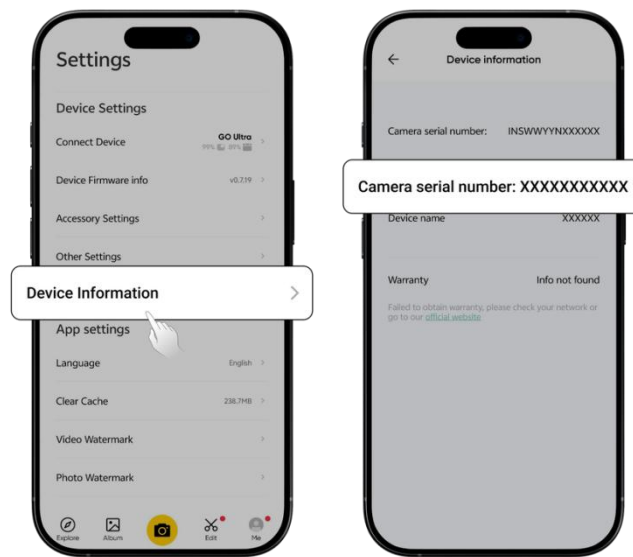
2. View through the camera settings page

- (1) Press the power button to turn on the camera;
- (2) Pull down to enter the camera settings page -> "Settings" -> "About Camera" to view the camera serial number.



3. Insta360 App

- (1) Connect the camera to the Insta360 App;
- (2) Enter the Insta360 App "My" page and click "Device Information" to view the camera serial number.



4. Insta360 Studio

- (1) Open Studio on your computer and import the original film;
- (2) Select the original film and open the file properties window in the right menu bar to view the camera serial number.

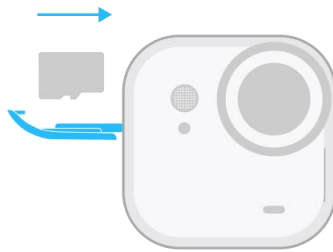


2. First Use

2.1 Image storage

The camera uses a MicroSD card to store the captured image files. Push open the memory card cover on the side of the single camera to insert the MicroSD card.

This device recommends using UHS-I, V30 and above micro SD/TF memory cards with exFAT format. Too low speed may cause the recording to fail. Do not use UHS-II, UHS-III or memory cards exceeding 1TB, as the recording may stop due to compatibility issues.



2.2 Powering On

Align the camera with the contact pins and insert it into the Action Pod. Press and hold the power button on the Action Pod for 2 seconds to power on.

To remove the camera, press and hold the release button while pulling out the camera module.



2.3 Activation

The first time you use GO Ultra, you need to activate it through the Insta360 App. You can download the Insta360 App in the following ways:

1. After turning on the camera for the first time, scan the QR code that appears on the screen.
2. Scan the QR code on the accessory box.
3. Find "Insta360 App" in "Downloads" on the Insta360 official website to download it.

After downloading, please follow the steps below to activate:

1. Turn on the Wi-Fi and Bluetooth functions on your phone;
2. Open the Insta360 App, click the "Search for new devices" icon at the bottom of the App page, and find the camera you need to connect based on the camera and the last 6 digits of the serial number displayed in the pop-up window. Mobile phone authorization is required before connecting. When connecting for the first time, click to confirm the connection on the expansion cabin screen;

After the connection is successful, if there is a new version of the firmware, the App will pop up a new firmware version reminder. Please complete the camera firmware upgrade according to the App prompts. After the upgrade is complete, follow the prompts on the App page to complete the camera activation.

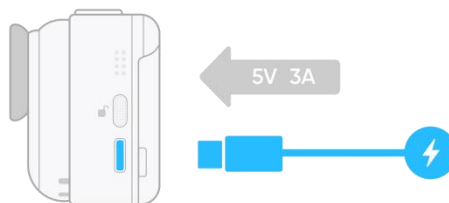
2.4 Charging

Use the official data cable in the package to connect the Type-C interface of the expansion compartment to the charger for charging.

1. Place GO Ultra in the expansion compartment and use the official data cable to connect the camera and the charger for charging;
2. During the shutdown charging process, the GO Ultra single camera and expansion compartment indicator lights are always on and orange. After fully charged, the expansion compartment indicator light turns green and always on.

Notes:

1. When charging in the expansion compartment, make sure that the single camera is completely fastened to the expansion compartment without looseness or inequality.
2. It is recommended to use a charger to charge the camera. The maximum input current and voltage is 5V 3A. If connected to a computer or other mobile power supply, the power supply may be too small to charge the single camera and expansion compartment at the same time.



GO Ultra Charging Time

0-80%: in 12 minutes

0%-100%: in 20 minutes

Action Pod Charging Time

0-80%: in 18 minutes

80%-100%: in 40 minutes

- **GO Ultra charging time:** measured in a 25°C (77°F) laboratory environment, using a sufficiently charged Action Pod ($\geq 70\%$), without connecting to an external power supply, and with the camera turned off.
- **Action Pod charging time:** measured in a 25°C (77°F) laboratory environment, using a 30W USB-C charger that supports the PD 3.0 PPS protocol, with the expansion module turned off and without connecting a the Standalone Camera. Actual charging time may vary under different conditions.

3. Basic Use

3.1 Buttons

Action Pod Buttons

Power Button



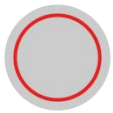
Camera Status	Operation	Descriptions
Powered off	Press once	<ul style="list-style-type: none"> Power on <p>When you power on the device for the first time, press and hold for 2 seconds to power it on; after activation, you can power it on with a single click.</p>
Powered on	Press once	<ul style="list-style-type: none"> Touch screen: <ul style="list-style-type: none"> When the screen is on: turn off the screen and lock the screen. When the screen is off: turn on the screen and unlock it.
	Long press	<ul style="list-style-type: none"> 2 seconds: Power off. 7 seconds: Force shutdown.

Q Button



Camera Status	Operation	Descriptions
Powered on	Press once	<p>Quickly access preset shooting modes and parameters. Press again to switch between different presets.</p> <p>The first time you press it, it will default to the Shooting Mode page. Tap the switch icon in the upper left corner to change to the Presets page or customize the Quick Button in Settings.</p>

Shutter Button



Camera Status	Operation	Descriptions
Powered off	Press once	<ul style="list-style-type: none"> Start shooting with QuickCapture. <ul style="list-style-type: none"> Short press: Start recording video. Double press: Start taking photos. <p>* Must be enabled on the camera first.</p>
Powered on	Press once	<ul style="list-style-type: none"> On Preview Page: <ul style="list-style-type: none"> Tap to start taking photos/recording videos. In the video recording mode, tap again to stop recording. On other interfaces: Tap to return to the

		<p>preview interface and start shooting in the selected mode.</p> <ul style="list-style-type: none"> When the App is connected to the camera for the first time, you can short-press the expansion module shutter button or the GO Ultra single camera button to confirm the connection. <p>* When recording, tap the red pause button on the screen to pause recording, tap the flashing red dot button or the shutter button to continue recording, and tap the stop button in the lower right corner to terminate recording.</p>
	Long press	<p>Quickly cancel and delete recording.</p> <p>* Must enable "Long press Shutter Button to cancel recording" first.</p>

GO Ultra Button

Control GO Ultra when you take it out of the Action Pod.

Camera Status	Operation	Descriptions
Powered off	Long press	<ul style="list-style-type: none"> 2 seconds: Power on.
	Press once/ double click	<ul style="list-style-type: none"> Start QuickCapture. <ul style="list-style-type: none"> Short press: start recording using the current mode. Double press: Start taking a photo by default. <p>* Must be enabled on the camera first.</p>
Powered on	Press once	<ul style="list-style-type: none"> Start taking photos/recording videos. In video recording mode, tap again to stop

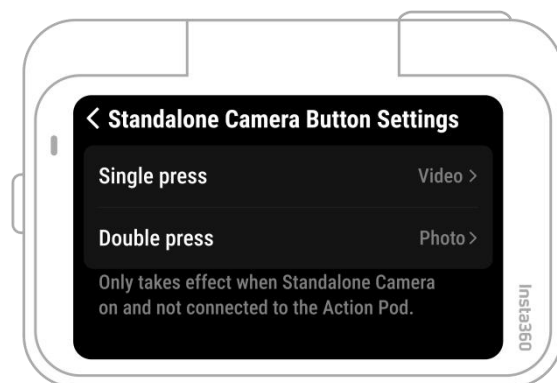
		recording. <ul style="list-style-type: none"> When the App is connected to the GO Ultra single camera for the first time, you can short press the Action Pod shutter button or the GO Ultra button to confirm the connection.
	Double Press	<ul style="list-style-type: none"> Starts taking photos by default. <p>* You can customize the double-click button settings in the settings page. This setting only takes effect when the device is powered on and not connected to the expansion dock.</p>
	Long press	<ul style="list-style-type: none"> 2 seconds: Shutdown. 7 seconds: Force shutdown.

GO Ultra Button Customization

You can customize the GO Ultra button according to your preferences through the Action Pod.

1. Turn on the camera and enter the camera menu.
2. Select "Single Camera Button Settings" in "Settings" to customize the function of the GO Ultra's single camera button when it's powered on.

* This setting only works when the camera is powered on and not connected to the Action Pod.



3.2 Using GO Ultra and Action Pod

Press the expansion compartment unlock button to take out the single camera.

- In-place use logic: Use it as an integrated camera, and the GO Ultra button function is disabled.



- Non-in-place usage

The Action Pod is used as a Bluetooth remote control for image transmission and is used with a single camera.



* When GO Ultra is not in Action Pod and the Action Pod is used for remote preview, data is transmitted via Bluetooth, and the preview video quality is reduced. The clarity of the actual recorded video is not affected and is subject to the recording parameters.

3.3 How to quickly distinguish horizontal and vertical shooting modes

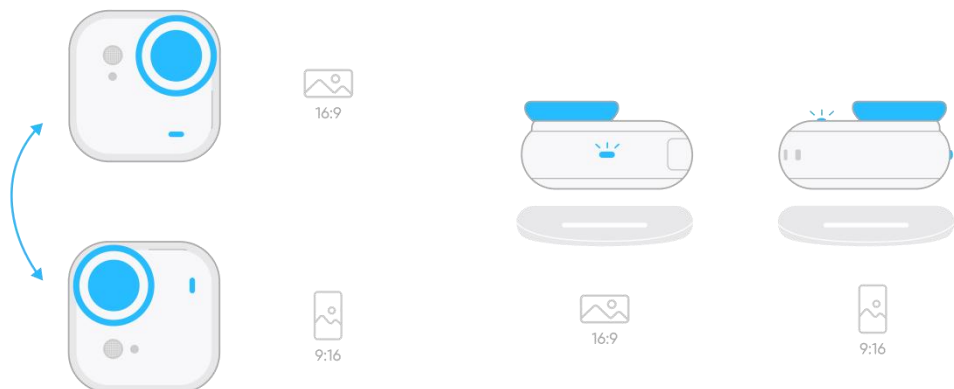
You can quickly distinguish horizontal and vertical shooting modes by observing the camera position and the direction of the indicator light.

When using a single camera to take selfies, facing the single camera perspective:

- Horizontal shooting: the camera is in the upper right corner of the body, and the indicator light is horizontal.
- Vertical shooting: the camera is in the upper left corner of the body, and the indicator light is vertical.

When the single camera is attached to the magnetic lanyard, look down at the single camera perspective:


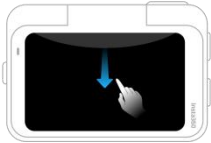
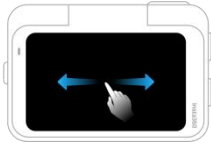
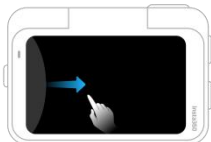
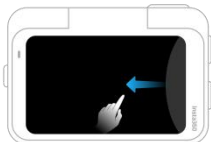
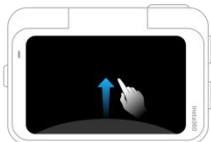
- Horizontal shooting: the camera is on the left, and you can see an indicator light.
- Vertical shooting: the camera is on the right, and you can see two indicator lights.



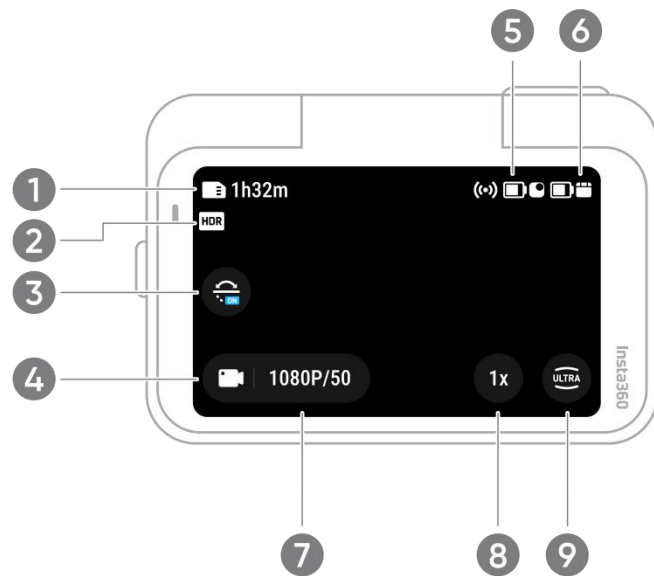
3.4 Using the Touchscreen

Touch screen operation

The touchscreen's main display shows the current shooting mode. The menu bar shows the battery level, storage capacity, and current shooting parameters. By swiping or tapping the screen, you can achieve the following:

 <p>Tap the screen Hide/show information on the touchscreen.</p>	 <p>Swipe down from the top View Shortcut Menu.</p>	 <p>Swipe left and right in the center Enter the shooting parameter settings.</p>
 <p>Swipe right from the left Enter the album page.</p>	 <p>Swipe left from the right Enter the shooting parameter settings.</p>	 <p>Swipe up from the bottom Enter the shooting parameter settings.</p>

Shooting Interface



1. Storage: Shows the remaining number of photos or the length of video footage that can be stored on the microSD card.
2. HDR: Shows whether HDR is enabled.
3. Tilt Fix: Turn on/off.
4. Shooting Mode: Tap the icon and swipe to select a different shooting mode.
5. GO Ultra Battery Status: Current battery level of GO Ultra
6. Action Pod Battery Status: Current battery level of Action Pod.
7. Shooting Specifications: Current shooting mode settings.
8. Clarity Zoom: Toggle between 1-2x focus, long press to slide zoom.
9. Field of View: Change the Field of View.

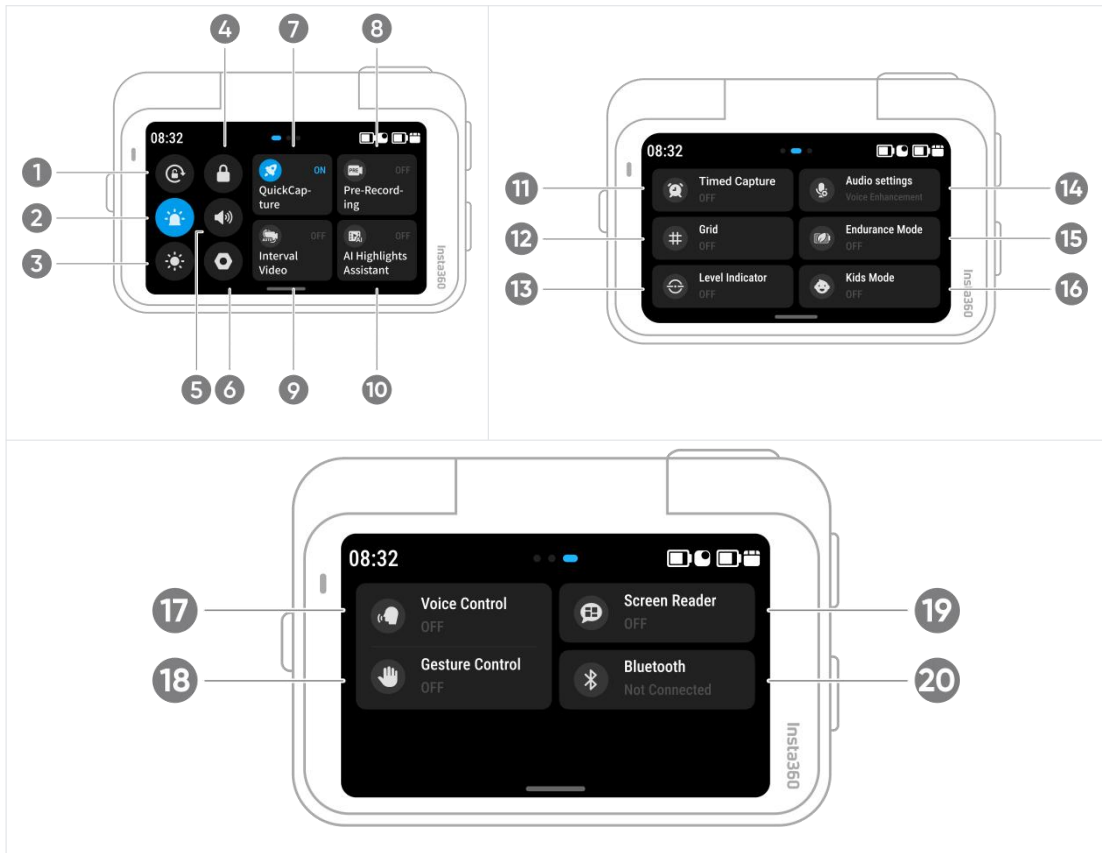
Shooting Modes

Tap the shooting mode icon and swipe or swipe left and right from the center of the screen to select a different shooting mode.

Shooting mode	Description
Video	Shoot a video with the option to choose your aspect ratio after recording. FlowState Stabilization and Horizon Lock applied in post via app or Studio.
Pure Video	Suitable for video shooting in low light environment at night, the picture is purer.
Free Frame	Anti-shake processing is required in the App or Studio, and the picture ratio and horizontal lock can be adjusted again.
TimeShift	Take a hyperlapse (sped-up) video while moving.
Timelapse	Suitable for shooting static timelapse videos.
Loop Recording	Record continuously and save only the last fixed-length segment.
Slow Motion	Shoot a slow-motion video.
Photo	Suitable for taking photos in most scenarios. You can choose to turn on Live photo. When this function is turned on, the resolution will switch from 50 million pixels to 12.5 million pixels.
Starlapse	Shoot and store multiple photos and automatically combine Starlapse effects.
Burst Photo	Take multiple photos in quick succession.
Interval	The camera automatically takes a photo at a specific time interval.

Shortcut Menu

Swipe down on the touchscreen to view the Shortcut Menu.

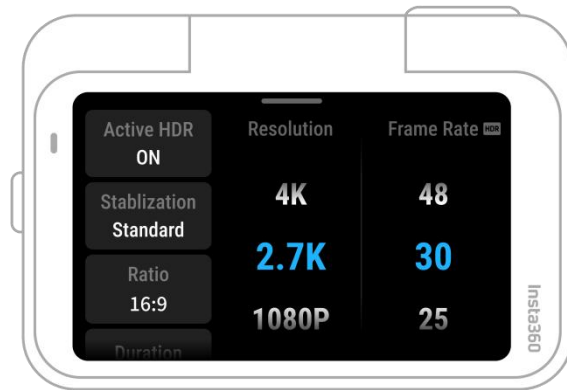


1. **Rotation Lock:** Turn on/off.
2. **Lock Screen:** Tap to lock touchscreen. Swipe up on the touchscreen to unlock. Or press the power button while the screen is off to unlock it.
3. **Indicator Light Brightness:** Indicator brightness level setting only takes effect for GO 3S.
4. **Prompt Sound:** Set the camera speaker volume. There are four options: High, Medium, Low and Mute.
5. **Adjust Brightness:** Slide the bar to adjust the screen brightness.
6. **Camera settings:** Click to enter more camera settings.
7. **Quick Shooting:** After enabling, you can use the expansion module shutter button or the GO Ultra single camera button independently to start quick shooting. You can also set the corresponding mode and shooting/recording specifications for single-click and double-click operations.
8. **Pre-recording:** Turn on/off. Once enabled, it saves 10-30 seconds of video before you press the Shutter Button. Only supported in Video and FreeFrame Video.
11. **Timed Capture:** OFF
12. **Grid:** OFF
13. **Level Indicator:** OFF
14. **Audio settings:** Voice Enhancement
15. **Endurance Mode:** OFF
16. **Kids Mode:** OFF
17. **Voice Control:** OFF
18. **Gesture Control:** OFF
19. **Screen Reader:** OFF
20. **Bluetooth:** Not Connected

9. **Interval recording:** After turning it on, you can choose different scenes to make the GO Ultra single camera automatically record videos of custom specifications at set time intervals. It will automatically shut down after each recording. When GO Ultra is shooting, pressing the shutter button will switch to manual shooting. After the current video recording is completed, the interval recording will continue. (*If it is set to shoot with a single camera, after the countdown ends, if the single camera is detected in the expansion cabin, the interval shooting will be paused and the countdown will be restarted.)
10. **AI Highlight Assistant:** Automatically identify highlight moments during shooting and can be used with the APP for faster editing.
11. **Timed Capture:** Click to use the timer shooting function in the current shooting mode. You can customize the start shooting time, frequency, specifications, shooting parameters, and field of view. This function supports video recording, night scene recording, free ratio recording, mobile time-lapse, time-lapse photography, loop recording, slow motion, starry sky time-lapse, Burst continuous shooting, normal photography, and interval photography modes.
12. **Audio settings:** Click to switch audio modes, select the radio device, adjust the gain of the external microphone and Bluetooth microphone, or switch to sports wind noise reduction, intelligent wind noise reduction, intelligent voice enhancement, stereo and other noise reduction modes.
13. **Grid:** Turn on/off.
14. **Long battery life mode:** By limiting the use of some functions, it is expected to extend the shooting time by 20%. Only ordinary video recording is supported, and the maximum recording specification is 4K/30 frames.
15. **Level Indicator:** Click to turn on/off the level meter.
16. **kids Mode:** Suitable for shooting children or when children are wearing the device, it can reduce the interference of sound and light on children, so as to reduce the possibility of children accidentally touching buttons.
17. **Voice Control:** Click to turn on/off voice control. After turning it on, you can select the language and use specific command words to realize functions such as recording, taking pictures or shutting down.
18. **Screen Reader:** Click to turn on/off voice control. After turning it on, some shooting operations and camera status will be broadcasted by voice.
19. **Gesture Control:** Click to turn on/off gesture control. After turning it on, you can take pictures or record videos by gestures.
20. **Bluetooth:** Click to pair Bluetooth devices.

Shooting Specification Settings

Swipe up from the bottom of the touchscreen to view shooting specification settings.



Shooting Mode	Parameters
Photo	Photo format, ratio, resolution, countdown
Video	Active HDR, stabilization level, ratio, duration, resolution, frame rate
Pure Video	Stabilization, ratio, duration, resolution, frame rate
Free Frame	Active HDR, ratio, duration, resolution, frame rate
TimeShift	Stabilization, ratio, duration, resolution, frame rate
Timelapse	Resolution, frame rate, scene, Stabilization, ratio, interval, Shoot length
Loop Recording	Active HDR, stabilization, ratio, loop duration, resolution, frame rate
Slow Motion	stabilization, ratio, duration, resolution, frame rate
Starlapse	Type, photo format, ratio, duration, resolution, countdown
Burst Photo	Continuous shooting number, pre-shooting, photo format, ratio, resolution, countdown
Interval	Interval duration, photo format, ratio, duration, resolution, countdown

Shooting Parameter Settings

Swipe left from the right edge of the touchscreen to see the shooting parameter settings.



Parameters	Description
Shutter Speed	Controls the time it takes for light to enter the camera. The faster the shutter speed, the clearer the image. Make this higher for dynamic shots and lower for low light conditions.
Sensitivity (ISO)	Reflects how sensitive the sensor is to light. A higher sensitivity means the camera can capture more light for a brighter image.
Exposure Compensation Value (EV)	In Auto Mode, you can adjust the EV to help with overexposure or underexposure.
White Balance (WB)	Removes unrealistic colors and tones so colors are accurately captured in the image. A higher white balance produces warmer tones and lower results in cooler tones.
Jitter Blur Reduction	Improves motion blur and stabilization in low light environments. In extreme environments, the image will be darker and may have some flickering.
Filters	Add different color tones and effects.
Metering Mode	Face Priority prioritizes the face for brightness. Matrix ensures accurate exposure of the whole image.

Sharpness	Adjusts the video screen's clarity and the image edges' sharpness.
Portrait Mode	Improves facial brightness and skin texture in portraits, creating bright and white portraits. Avoid using in high-intensity sports scenes.

Shooting Mode	Parameters	
	Auto	Manual
Photo	EV, Metering Mode, WB	Shutter, ISO, WB
Video	Filters, EV, Metering Mode, Low Light Stabilization, WB, Sharpness	Filters, Shutter, ISO, WB, Sharpness
Pure Video	Filter, EV, white balance, metering, shake blur improvement, video sharpness	
FreeFrame Video	Filters, EV, Metering Mode, Low Light Stabilization, WB, Sharpness	Filters, Shutter, ISO, WB, Sharpness
TimeShift	Filters, EV, WB, Sharpness	Filters, Shutter, ISO, WB, Sharpness
Timelapse	Filters, EV, WB, Sharpness	Filters, Shutter, ISO, WB, Sharpness
Loop Recording	Filters, EV, Metering Mode, Low Light Stabilization, WB, Sharpness	Filters, Shutter, ISO, WB, Sharpness
Slow Motion	EV, WB, Sharpness	Shutter, ISO, WB, Sharpness
Starlapase	EV, WB	Shutter, ISO, WB

Burst Photo	Filter, EV, White Balance	Filters, shutter speed, ISO, white balance
Interval	EV, WB	Shutter, ISO, WB

Album Page

Swipe right from the left of the touchscreen to enter the Album page.



3.5 Indicator Lights

Status	GO Ultra Indicator Light Status	Action Pod Indicator Light Status
Power on	After the green light flashes 3 times, it will stay on	After the green light flashes 3 times, it will stay on
Standby / Standby Charging / Standby Fully Charged Pre-recording File transfer mode	Solid cyan	Solid cyan
Power off	Flashing cyan five times	Flashing cyan five times
Charging (powered off)	Solid Orange (turns off when fully charged)	Solid Orange (turns green when fully charged)
Recording a video / Timelapse	Flashing red	Flashing red
Interval photo	Orange light flashing	/
Countdown	Longer than 1 second: Blue light flashes 1 second or less: Blue light flashes 3 times	Longer than 1 second: Blue light flashes 1 second or less: Blue light flashes 3 times
Updating firmware	Slowly flashing blue	Slowly flashing blue
Storage abnormality (card full, abnormal file writing, no card) and USB abnormality	Solid yellow	Solid yellow
The battery is too low, the memory card is insufficient, or the charging is abnormal.	Yellow light flashes 3 times every 5 seconds	Yellow light flashes 3 times every 5 seconds

Temperature abnormal	Flashing yellow three times	Flashing yellow three times
Find My Status	Red and blue lights flash alternately	Red and blue lights flash alternately

3.6 Apple Find My

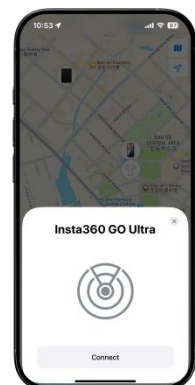
GO Ultra is compatible with Apple Find My, which allows you to quickly relocate your GO 3S from your Apple device, as long as GO Ultra has battery. You need to connect the camera first.

1. Turn on the camera, Select "Apple Find My" in the camera settings page and click "Start Pairing".
2. Open the "Find My" app on your Apple device, connect and add the Insta360 GO Ultra in "Items".
3. After the connection is successful, you can find the location of the GO Ultra through the "Find My" app.
4. If you want to unpair a single camera, you can triple-click the GO Ultra button and then press and hold it immediately. You can complete the reset after hearing two "beeps".

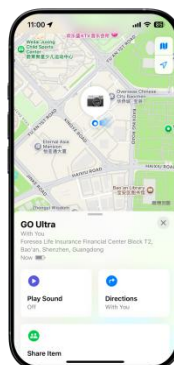
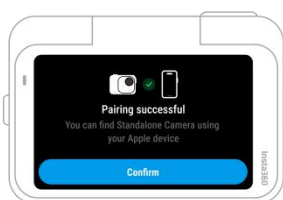
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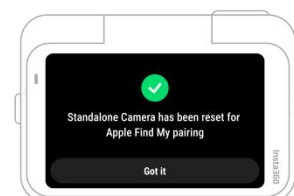
2



3



4



Note:

1. This function is not supported when the GO Ultra is out of power.
2. Only supports searching the GO Ultra, not the expansion compartment.
3. This function is only available for Apple devices.

4. Insta360 App

4.1 Connect to the Insta360 app

1. Turn on the camera;
2. Turn on the Wi-Fi and Bluetooth functions on your phone;
3. Open the Insta360 App, click the camera icon on the homepage to connect the camera, and follow the instructions on the interface. When connecting the camera for the first time, you need to click Confirm (or click the shutter button) in the expansion compartment to authorize.

If you are unable to connect to the app, go to your smartphone's Wi-Fi settings, find your camera, enter the password and return to the app. You can change the camera's Wi-Fi password on the app settings page.

Still can't connect to the Insta360 app?

1. Check if the Insta360 app has permission for the following: network permission, Bluetooth permission, or local network permission.
2. Check if Wi-Fi is enabled on your camera.
3. Make sure the camera is close enough to the phone.

4.2 Viewing Your Footage

You can browse and manage all the footage captured with your camera using either the Insta360 App or Insta360 Studio.

- **Insta360 App**
 - a. **Album Page**
 - i. Connect your camera to the Insta360 App;
 - ii. Go to the Album page to view all captured footage;
 - iii. Tap any file to preview photos or videos in the player;
 - iv. Tap the Export icon in the top-right corner of the player to save the file to your phone's gallery.
- **Insta360 Studio**
 - i. Download and open the Insta360 Studio desktop editing tool from the official website;
 - ii. Connect your camera to your computer with a data cable and import your footage;
 - iii. Browse all files from the footage list, with options for filtering and basic management..

4.3 Editing Your Footage

You can edit and enhance your footage with creative tools in both the Insta360 App and Insta360 Studio.

- **Via Insta360 App**

- a. **Editing Page**

- i. Connect your camera to the Insta360 app.
 - ii. Head to the Edit page. You can open and edit your material in "Create a Video", or use AI to automatically edit your clips with "Auto Edit". Try out the AI templates, themes and effects with FlashCut and Shot Lab for viral videos in seconds.

- b. **Album Page**

- i. Download and open Insta360 Studio on your computer from the Insta360 website.
 - ii. Connect your camera or SD card to your PC and import your media.
 - iii. Edit with Studio's extensive tools and library, or use its Adobe Premiere plugin for even more options.

- **Via Insta360 Studio**




- i. Download and open the Insta360 Studio desktop editing tool from the official website;
 - ii. Connect your camera to your computer and import your footage;
 - iii. Use the built-in editing tools and extensive effect library in Insta360 Studio to unleash your creativity.

4.4 File Transfer

You can download camera files to your phone or computer, then edit and export them using the Insta360 app or Insta360 Studio.

File transfer from camera to phone

- **Wireless Connection (iOS/Android)**

1. Connect the camera to the Insta360 app.
2. Open the app's album page.
3. Tap the top right icon to select the files you want to transfer.  and select the files you want to download or export.
 - Tap the export icon  to save it to your phone's album. Do not exit the app or lock your phone while exporting.
 - Tap the download icon  to download the footage to the app album.

If your camera can't connect to the Insta360 app, try the following:

1. Update the camera and app to the latest version. [How to update?](#)
2. Go to your phone's system page to check if Wi-Fi is connected.
 - If it is not connected, please enter the Wi-Fi password, restart the camera and phone, then try again.
 - If you're still having trouble connecting, you can go to the Wi-Fi page of your phone, tap on the camera's Wi-Fi from the list of networks, click "forget this network" and try to connect again.
3. Make sure your phone has opened the GPS and Bluetooth permissions for the Insta360 App.
 - If you're using an Android phone, please make sure WLAN+ or Auto Switch Wi-Fi is off (if there is such a setting).
 - If you have an iPhone, please go to your phone's system settings page, find Insta360, and check whether the "Local Network" setting is turned on.

File transfer from camera to computer (Mac/Windows)

1. Use the official Type-C cable to connect the camera to your computer.
2. Power on the camera and select 'USB Drive Mode'. Wait for the computer to recognize the camera drive.
3. Open DCIM > Camera01 folder and copy photos/videos from this folder to your computer.

If your camera can't connect to the camera, try the following:

1. Ensure the camera firmware is up to date. [How to update?](#)
2. Use the official data cable for transfer, as non-official cables may have compatibility issues.
3. Make sure the camera is powered on.

App File Transfer to Mac

- iPhone

1. Connect your iPhone to your Mac.
2. In the Finder window on your Mac, select your iPhone.
3. Click the small triangle beside the Insta360 to open the folder.
4. Transfer from Insta360 app to Mac: Open the "DCIM" folder and drag the desired files to a folder on our Mac.
5. Transfer from Mac to Insta360 app: Create a new folder and name it "IMPORT" on your desktop, drag your files to the "IMPORT" folder, and then into the Insta360 app folder on your device. After transferring, restart the Insta360 app on the phone to see the files.

Notes:

- a. The folder must be named IMPORT with capital letters.
- b. You may not be able to see the transfer progress. Please wait patiently for it to finish.
- c. After transferring, restart the Insta360 app on your phone to see the files.

- Android

1. Install Android File Transfer on your Mac.
2. Connect your phone to the Mac and open Android File Transfer.
3. Find "data > com.arashivision insta360akiko > files > Insta360OneR > galleryOriginal", then do one of the following:
4. Browse the files and folders on your Android device, then copy and paste or drag them to a folder on your Mac.

App File Transfer to Windows PC

- iPhone

1. Install iTunes on your Windows PC. Connect your iPhone to your PC, open iTunes, then complete the authorization process according to the instructions.
2. After successful authorization, click the iPhone icon in the top left corner, and the iPhone's files will appear.
3. Click "File Sharing" and choose "Insta360" from the list.
 - Transfer from iPhone to Windows PC: Find the DCIM folder, then click Save. Choose your desired path and click Save.
 - Transfer from Windows PC to iPhone: Create a new folder and name it IMPORT, then copy the photos/videos to the IMPORT folder. Replace the IMPORT folder in the Insta360 app.

Notes:

1. The folder must be named IMPORT with capital letters.
2. After transferring, restart the Insta360 app on your phone to see the files.

- Android

1. Connect your Android phone to your PC. Choose "Manage Files" under "USB Connected" on the phone if required.
2. Click "My Computer/This Computer", find your phone model, and click "Internal Storage".
3. Find "data > com.arashivision insta360akiko > files > Insta360OneR > galleryOriginal", then do one of the following:
 - Transfer from Android to Windows PC: Copy the folder or files to your PC.
 - Transfer from Windows PC to Android: Copy files to this folder from your PC.

5. Maintenance

5.1 Firmware Update

Firmware updates will be regularly available for the camera to ensure it runs efficiently. Please update to the latest version for optimal results. Before updating, ensure the camera has at least 20% battery remaining.

- **Update via Insta360 app :**

Connect the camera to the Insta360 app. The app will notify you if a new firmware update is available. Follow the on-screen instructions to update the firmware.

If the camera firmware update fails, check the following and try the update again:

1. Ensure the camera is close to your phone.
2. Keep the Insta360 app running and do not exit or minimize it.
3. Ensure your phone has a strong and stable network connection.

- **Update via Computer :**

1. Make sure the camera is powered on.
2. Connect the camera to the computer using the USB Type-C cable and select USB Mode.
3. Download the latest firmware version from the official Insta360 website on your computer.
4. Once the computer has recognized the camera, copy the "Insta360GO3SFW.pkg" file to the camera's root directory.

Note:

1. Do not change the file name.
2. Disconnect the camera from the computer. The camera will automatically power off.
3. Power on the camera and wait a few moments for the firmware update to start. The indicator lights will slowly flash blue.

5.2 Waterproofing

1. GO Ultra (without expansion chamber) is waterproof to a depth of 10 meters and can be used for underwater shooting without an additional protective cover. When shooting underwater for a long time, please use it with the GO Ultra diving case.
2. Before taking underwater photos, please replace the built-in protective lens with an underwater high-definition lens to obtain the best shooting effect. (Underwater high-definition lens cannot be used with the diving case at the same time)
3. When the GO Ultra camera is placed in the expansion chamber, the expansion chamber has the IPX4 level of waterproof splash function. Do not use the expansion chamber alone underwater.
4. Before use, please make sure that the charging data contact points on the back of the camera and the expansion chamber are not stained or oxidized.
5. After using GO Ultra (without expansion chamber) underwater in seawater, please follow the following precautions:
 - Gently rinse the surface of the camera with clean water;
 - Soak in fresh water for 10 minutes;
 - Finally, wipe it dry with a soft cloth and place it in a ventilated place to dry naturally. After the surface of the camera is free of water, you can remove the battery and other operations.

To maintain optimal waterproof performance of your GO Ultra camera:

1. Do not use a hair dryer to blow the microphone and speaker, as this will damage the internal waterproof membrane.
2. Do not operate the camera for a long time (>1 hour) outside the recommended temperature range (working environment temperature -20 ° C~40 ° C) or in extremely humid environments, such as saunas or hot springs.
3. When storing, do not store it in an environment with excessive temperature or humidity, and avoid storing it with other substitutes such as perfumes and cosmetics to avoid contact corrosion and affect the use of the product.
4. Prevent the camera from entering the water at too fast a speed. The excessive impact with the water surface at once may cause water to enter the device.
5. Do not drop the camera or subject it to other impacts.
6. Do not disassemble the GO Ultra single camera.

5.3 Cleaning

1. If foreign objects, such as dirt or hair, are on the Lens Guard, clean it with clean water or use a lens pen, air blower or cloth.
2. If the lens contains foreign objects, such as dirt or hair, clean it with a lens pen, air blower or cloth.

5.4 After Underwater Use

After using GO Ultra with the AquaLens for underwater shooting, switch back to the standard Lens Guard for the best results. Because of the high humidity underwater, some moisture may remain on the lens when changing guards, which could lead to fogging in later shots.

To get back to clear shooting quickly, we recommend the following steps:

1. Shake the device 3-5 times to remove as much water as possible from the surface.
2. Remove the AquaLens and wipe the lens barrel thread area with a clean paper towel/cleaning cloth.
3. Shoot for about 5 minutes at 4K/60fps to allow the camera body to warm up slightly and help evaporate any residual moisture; or use a hair dryer on the cool setting and blow air onto the lens area for about 5 minutes.
4. Once you have confirmed that the lens barrel is completely dry, reinstall the standard Lens Guard onto the camera lens.

Note:

- The removed standard Lens Guard can be dried with a hair dryer on the cool setting to prevent fogging during the next underwater shoot.
- When replacing the Lens Guard, do so in a dry, well-ventilated environment to reduce the risk of moisture residue.

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