Attaching the Propellers

- Taking the camera direction as the front, the left front arm and right rear arm must be equipped with propellers marked with A; The right front arm and left rear arm must be equipped with propellers marked with B. Use a screwdriver to install and make sure the screws are tightened.

Detaching the Propellers

- Use the screwdriver to detach the propellers from the motors.

- Please use the propellers provided by Veeniix, and do not mix propellers of different types.
- Please check whether the propeller is installed correctly and tightly before each flight.
- Before each flight, please check to make sure that the propellers are in good condition.

3.7 Intelligent Flight Battery

- The V11MINI 4K intelligent flight battery has a capacity of 2200mAh, a rated voltage of 7.6V, and with charge and discharge management functions. This battery uses high-energy and large-capacity batteries to increase the flight time of the aircraft.

Battery Features

1. Balance Protection: Automatically balance the internal battery cell voltage to protect the battery.

2. Overcharge Protection: Overcharge will seriously damage the battery. When the battery is full, remove the charger device in time.

3. Over-discharge Protection: Over-discharge will seriously damage the battery. When the battery is not used for flight, the battery will automatically discharge to protect the battery life.

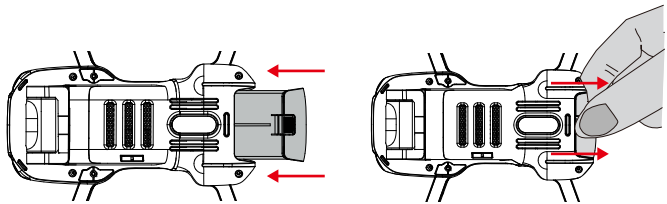
4. Short Circuit Protection: When the battery detects a short circuit, the output will be cut off to protect the battery.

5. Easy Charging: Use a standard 5V USB charger (Android-compatible) and avoid any charger exceeding 12V output.

⚠

- Please read carefully and strictly abide by Veeniix's Requirements in this User Manual, Quick Start Guide. The stickers on the battery surface before using the battery. The user shall bear the consequences caused by failure to use it as required.

Using the Battery



- Install the intelligent flight battery into the battery compartment and push it down until you hear a "click" from the battery buckle, indicating that it pops up and locks. Make sure the battery is in place.

- To remove the battery, press the buckles on both sides of the battery and pull it out of the battery compartment.

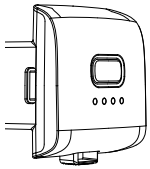
⚠

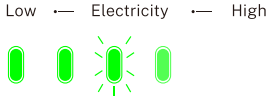
- Do not install the battery into the aircraft or remove the battery from the aircraft when the battery power is turned on. Otherwise, the poor contact of the battery interface during the operation may cause the battery to short-circuit and burn the aircraft.

- The battery must be installed or removed with the battery power turned off.

Checking Battery Power

- Turn on the power and check the current battery.





Powering On

- Press and hold the power button until the fourth indicator light illuminates, then release to check the current battery level.

Powering Off

- Press and hold the power button until all lights are off and release the power button. After closing, the indicators are off.

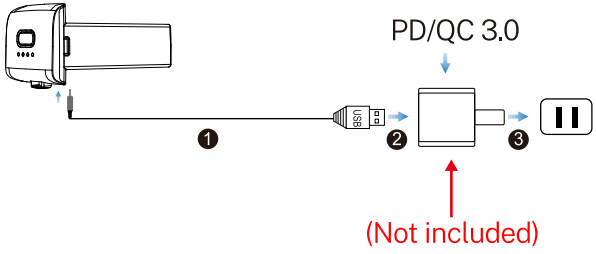
⚠

- Note: The drone has an automatic shutdown function. If there is no operation (not being taken off), the drone will automatically shut down after 10 minutes of being turned on.

Charging the Battery

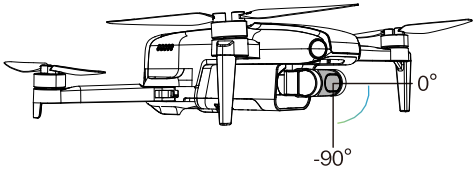
- Before using the intelligent flight battery, be sure to fully charge it.

1. Please use a 5V/2A or 5V/3A USB charging plug.
2. In the charging state, the battery power indicator will flash and indicate the current charge level; when the fourth indicator light is always on, it indicates that the charging is complete.
3. After charging is complete, please remove the charger in time.

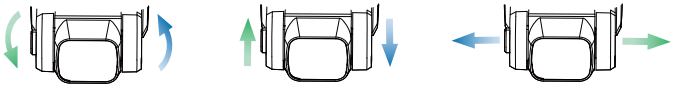


3.8 Camera Overview

- The camera features an upgraded 5GHz Wi-Fi FPV real-time transmission function, equipped with an 85° FOV lens, a 90° adjustable camera, and a three-axis brushless gimbal for stabilization. This setup allows for stable shooting of 4K HD video and 8K ultra-clear images, providing you with a wide field of view to fully enjoy unforgettable moments.



- The gimbal features a three-axis mechanical stabilization system, EIS electronic stabilization, and axes for roll and pitch. The yaw axis uses a brushless motor combined with EIS technology.



Roll Axis Tilt Axis Yaw Axis

- The gimbal will not operate and will remain tilted when it is powered off or during compass calibration, which is normal. Once powered on and calibration is complete, the gimbal will automatically perform a self-check and enter working mode, taking approximately 20 seconds to stabilize in a level position. Be careful not to touch the drone during calibration.

- The drone's gimbal is a movable mechanical structure, and it is normal for the gimbal to appear tilted when powered off.
- If the drone takes off from grass, the gimbal may fail the self-check if it comes into contact with the grass. To avoid this, use a launch pad or cardboard to prevent the gimbal from hitting foreign objects.
- Taking off from a floor, roadside, or table may cause vibrations that lead to gimbal self-check failures. Avoid using the drone in areas that produce significant vibrations.
- External force interference or lifting the drone during thecalibration process can cause the gimbal to fail the self-check.The self-check takes about 20 seconds,so avoid touching the drone during calibration.
- The gimbal will not work during compass calibration. Once the calibration is complete, place the drone on a level surface, and it will automatically enter working mode.

Storing Photos and Videos

- V11MINI 4K is equipped with a micro SD card slot for storage space expansion.

  1.Card speed: 10M/s.
  2.File format: support FAT32 format.
  3.Memory capacity: a memory card with a memory capacity of 256G or less.

- The mobile phone and the memory card store photos and videos at the same time. If you want clearer videos, please download the video file on the memory card.

1. Check whether the capacity of the memory card is sufficient. If the capacity of the memory card is insufficient, videos and pictures cannot be stored.

2. If you cannot save pictures or videos, try formatting the memory card.

3. After installing the memory card, all photo and video files will be stored on the card instead of your mobile phone.

4. You must turn on the aircraft and connect App to copy or download the photos or videos stored in the aircraft memory card to the phone.

5. Please turn off the aircraft correctly, otherwise the camera parameters will not be saved and the video being recorded will be damaged. Veeniix is not responsible for any damage caused by the inability to read videos and photos.

6. Do not touch the SD card slot directly with your hand during use, and be cautious of high temperatures.

4 Remote Controller

4.1 Remote Controller Profile

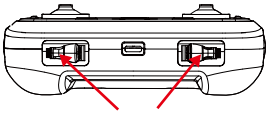
- V11MINI 4K remote controller uses the 5 GHz frequency band. The folding handle can stably place the mobile phone, and the maximum adjustable width is 3.15 inches.

- Remote controller built-in 1500mAh capacity battery, charging time is 80 minutes.

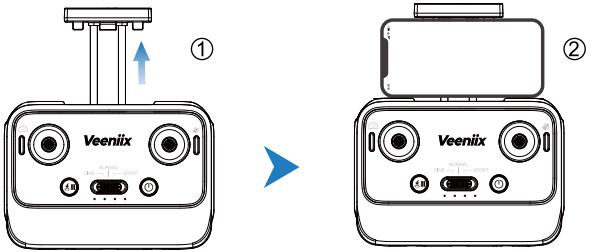
4.2 Using the Remote Controller

Install Joystick

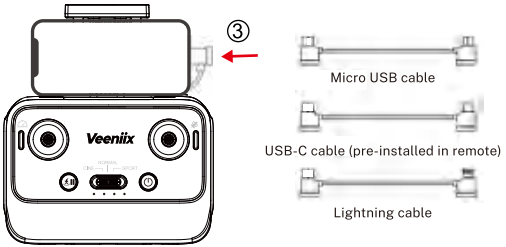
- When leaving the factory, the joystick is placed in the packaging bag of the product. When using, the joystick should be installed on the remote control as shown below.



- Unfold the phone clip and install the phone.



- Connect the phone with remote control via data cable.



- Note: Equipped with 3 different models of data cable, please choose the data cable suitable for your phone to connect. (The USB-C data cable is in the remote control, and the other two are in the packaging box)

  Please correctly set the USB Settings option that pops up. Select "Transterring tiles" for Android phones, and "Trust" for iPhones. Some USB Settings of Android phones are hidden in the "Developer options", you need to change the "Default USB configuration" to" Transferring files" after opening the developer mode.

Powering On/Off

- Turn on the remote control: Press the power button for 3 seconds to turn it on.

- Turn off the remote control: Press the power button for another 3 seconds to turn it off.

Charging the Controller Battery

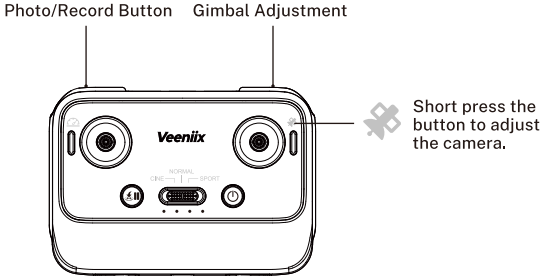
- Connect the remote controller Micro USB interface to the charger for charging. Do not use a fast charger that exceeds the rated power. A 5V/2A or 5V/3A charger is recommended.

  1. Charging: The four lights flash in turn.
  2. Charging is completed: 4 indicators are on.

Controlling the Camera

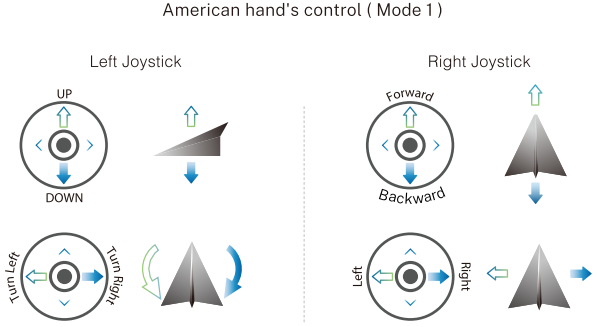
1. Photo/Record Button:
   Tap once to take a picture.
   Press and hold 3 seconds to start/stop recording.

2. Gimbal Adjustment:
   Turn the gimbal dial to adjust the Angle.
   Quick down or up with one click.



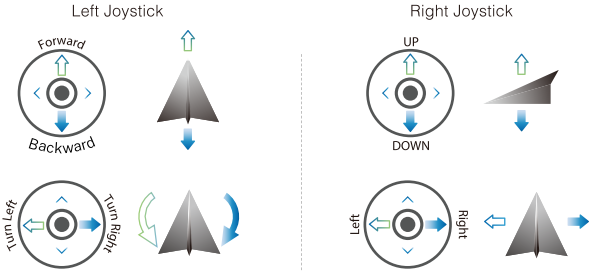
Joystick Control Aircraft

- The control method of the remote controller joystick is as follows:
  American hand's control（Mode 1）



- Switching to Japanese Hand's Control Stick:
  1.Turn on the aircraft.
  2.Press and hold the record button to turn on the power of the remote controller.

Japanese hand's control (Mode 2)

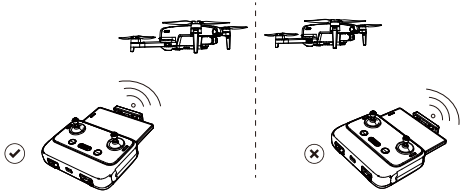


Smart RTH Button

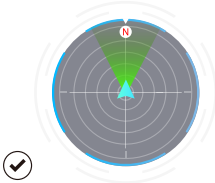
- Tap the smart RTH button on the remote controller, and the aircraft will activate the automatic return function. Tap it again to exit the smart return. The aircraft is hovering in the mid-air of the return. At this time, you can operate the joystick to control the aircraft.

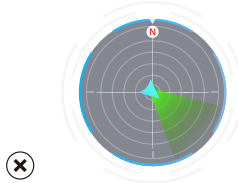
4.3 Communication Range of Remote Controller

- When controlling the aircraft, the position and distance between the remote controller and the aircraft should be adjusted in time, and the antenna position should be adjusted to ensure that the aircraft is always within the best communication range.



- Install the mobile phone into the remote controller bracket, refer to the aircraft flight direction of the Attitude Indicator in the App, and the attitude Indicator points straight ahead (perpendicular to the coordinates), indicating that the remote controller is facing the aircraft.



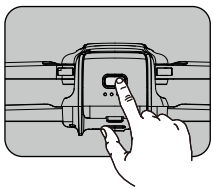


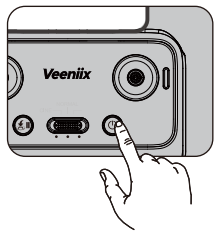
4.4 Matching the Remote Controller

- Each time drone flights, it needs to be matched with the remote control. The flight of the drone can be controlled only after the frequency pairing is successful. The steps for the pairing are as follows:

  1. Turn on aircraft.

  2. Turn on remote controller.





3. The drone and remote control will automatically complete the frequency pair, and the frequency alignment time is about 30 seconds.

4. Connect the mobile phone with the remote control to enter the App control interface; The phone displays information such as the power signal of the remote control and the camera screen indicates that the frequency is successfully matched.

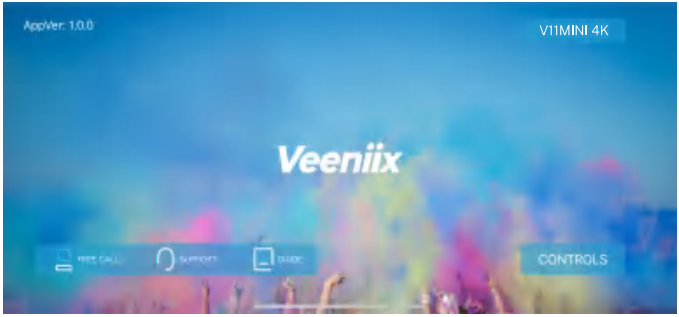
- The remote controller pairs with aircraft successfully :
  1.The drone lights will change from red to green,
  2.The green light of the remote control changes from blinking to steady on.

- The drone and the remote control will automatically connect, the connection time is about 30 seconds. Please check the remote control power before each flight. The remote control will sound a tone when the battery is low.
- The remote control will automatically shut down after being idle for 10 minutes, and the remote control can be restored to normal working state by flipping the joystick or pressing any key.
- When using the remote control handle to grip the mobile device, be sure to press tightly to avoid the mobile device slipping.
- Keep the battery at around 7.8-7.9V, and recharge it every month or so to keep the battery active.

5 Veeniix PRO App

5.1 Home

- After running Veeniix PRO App, enter the homepage.



FREE CALL

- Click to call customer support.

SUPPORT

- Click to access technical support, after-sales service.

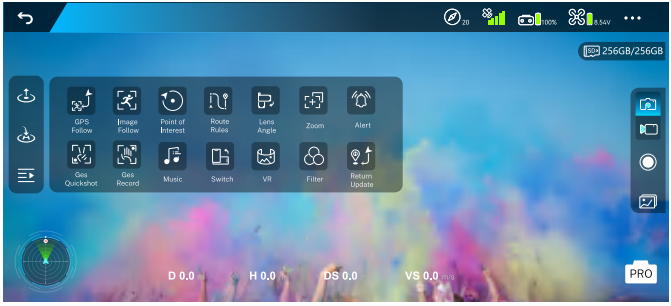
GUIDE

- Click to view the Help manual, Instructions videos and Quick start.

CONTROLS

- Operate the aircraft through the App page buttons to realize the functions of the aircraft.

5.2 Control Interface

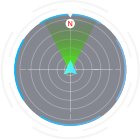


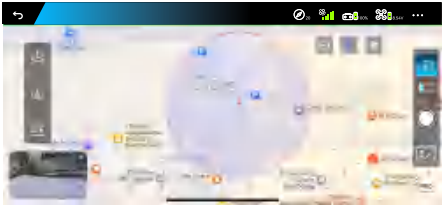
	Back		GPS Status
	Controller Battery Level		Aircraft Battery Level
	Auto Takeoff/Landing		Return to home
	Shutter		Photo/video
	Photo Album	PRO	Image Parameter Adjustment: White Balance Sharpening Contrast Brightness Saturation
SD	1. SD card capacity display 2. Format: Click to format when the memory card is loaded and cannot be recognized or save files		
	Compass Interference Value		A higher value indicates greater ambient interference. Reaching 200 will prompt compass calibration, and reaching 400 will force entry into compass calibration
	D 0.0m H 0.0m DS 0.0m/s VS 0.0m/s		D : Distance H : Height DS : flight speed VS : ascent and descent speed

	**GPS Follow**	Aircraft will lock onto the user and can track the user's movement as he moves
	**Image Follow**	The aircraft camera will slowly rotate to follow the target
	**Point of Interest**	The aircraft fly around in circle with the current position as the center
	**Route Rules**	Aircraft flies along the path marked on the App.
	**Lens Angle**	Adjust the shooting angle of the aircraft camera
	**Zoom**	Optional 5x zoom
	**Alert**	When the drone is not unlocked, tap "Alert" on the App will turn on the drone's buzzer
	**Ges Quickshot**	Recognize your gestures and automatically take photos
	**Ges Record**	Click to recognize your gesture automatically record
	**Music**	Select music for the video
	**Switch**	Switches three vertical screen functions
	**VR**	VR split screen interface, used with VR glasses
	**Filter**	Select a filter for your photo or video
	**Return Update**	Select a new return point location on the map

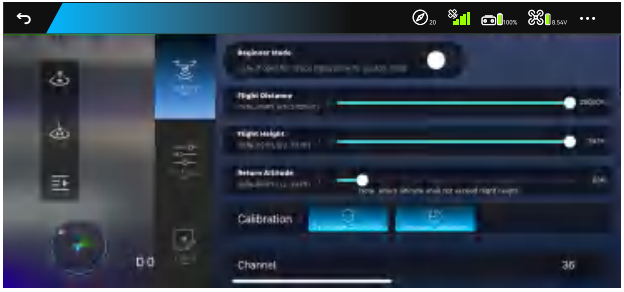
Attitude Indicator

- Display information of the orientation of the aircraft, and position of the remote controller.





Safety



- Beginner Mode: In this mode, the aircraft's farthest flight distance and altitude is 98ft so that the aircraft can fly more safely within sight.

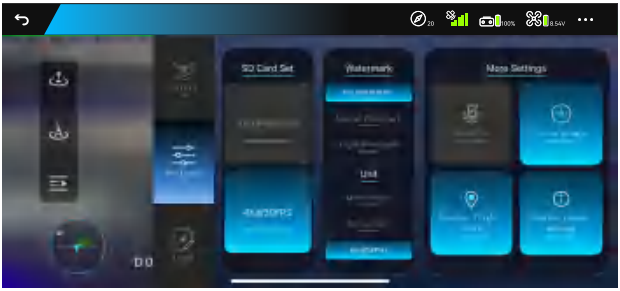
- Flight Distance: Set the longest distance to fly.

- Flight Height: Set the maximum flight height.

- Gyroscope Calibration: When the drone is unstable, it can be placed horizontally to re-calibrate.

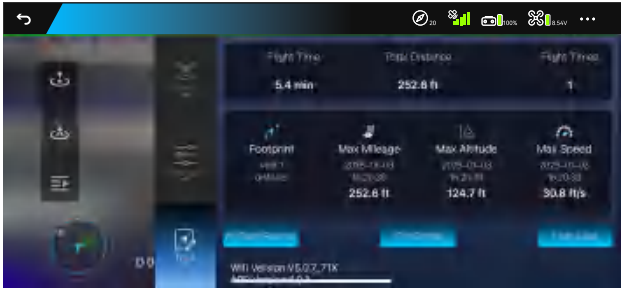
- Compass Calibration: Calibrate the compass first when flying in a new location or complex environment.

Settings



1. SD Card Resolution Saved: Set the smooth mode or default mode.
2. Watermark: Choose from 2 kinds of watermarks.
3. Unit: Switch between metric and imperial units of measurement.
4. Recording: When recording a video, you can record the sound into the video.
5. Voice prompt: Voice prompts the status of the drone when the App is opened or closed.
6. Display prompt message: Switch on or off the prompt bar.

Track



- All Flight Records: The date, location, distance, duration and maximum altitude of each flight.
- Find Drone: It shows the last position of the aircraft when it lost the image transmission signal. Open the map to find the position where the aircraft is disconnected from the App.
- Flight Logs: You can export the flight log data. If you encounter any issues during your drone flight, you can send the flight logs to our after-sales support team for assistance.
- Drone Information Display: App version, Wi-Fi version, ID number.

- Before using the Veeniix PRO App, please correctly enable the required permissions for the App.
- Allow Veeniix V11MINI 4K to get your location. Otherwise, the following functions cannot be realized.
- Allow Veeniix V11MINI 4K to connect to the mobile phone on the local network, otherwise you will not be able to see the aircraft image transmission screen.
- Allow Veeniix V11MINI 4K to access to albums, recordings and other permissions.
- When using the Veeniix PRO App on your phone, please keep your phone running smoothly and close other background software that you do not use.
- The map used in the map interface needs to be downloaded from the Internet before using.

6 Flight

- After the installation preparation is complete, please conduct flight training or training first. It is recommended to conduct training in the beginner mode. Please choose a suitable flight environment when flying. The flying altitude is limited to 393ft, and the local laws and regulations must be strictly observed during flight. Please be sure to read the V11MINI 4K Disclaimer and Safety Summary, and understand the safety precautions before flying.

6.1 Flight Environment Requirements

1. Do not fly in severe weather such as strong wind, snow, rain, and fog.

2. Choose an open place with no obstructions around as the flying field. The compass and GPS signals on the Aircraft will be interfered by buildings, mountains, and trees. It is recommended to fly in an open space with a diameter of 33ft without interference. It is recommended that the flight altitude be greater than 49ft to avoid ground obstacles and other signal interference from the ground.

3. When flying, keep in sight and control, and stay away from obstacles, crowds, etc. When flying on the water surface, please be more than 9ft above the water surface.

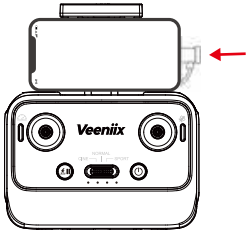
4. The remote control may be interfered by high-voltage lines, communication base stations or transmission towers. Please fly away from these areas.

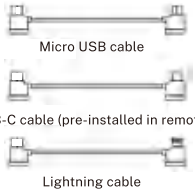
5. Please fly below 9842ft above sea level to ensure that the Air pressure setting function of the Aircraft can work normally.

6. When GPS is active, the Aircraft can achieve stable hovering, intelligent return to home, and intelligent flight functions. When the GPS function fails, these functions cannot be implemented. The Aircraft will be unable to hover, drifting away in the direction of the wind.

6.2 Connection&Settings

1. Choose the appropriate data cable to connect your phone to the remote controller.

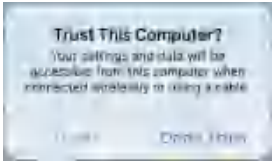




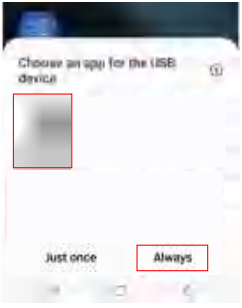
2. Tap the App, the first time to use the interface will pop up the permission setting.

Please allow the following permissions

1. Mobile phone location rights
2. Network rights
3. Recording rights
4. Album access rights

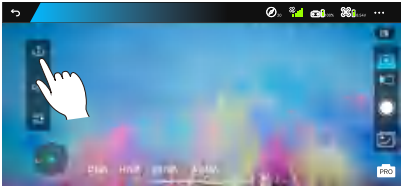


IPhone Settings



Android phone USB Settings

3. When you enter the operation interface and see the image transmission screen of the drone, the connection is successful.

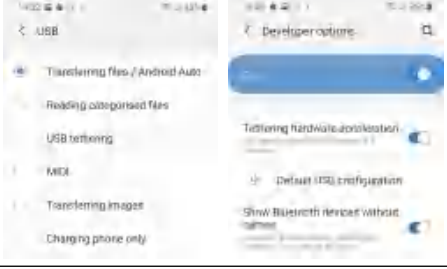


1. When connecting the data cable, ensure that the plug of the data cable is in place.

2. For some mobile phones, due to the reasons of the phone case, the plug of the data cable is not installed in place, resulting in data transmission failure, poor contact, and no way to see the transmitted image.

3. Please set the permissions required by the App correctly to avoid the inability to preview the image.

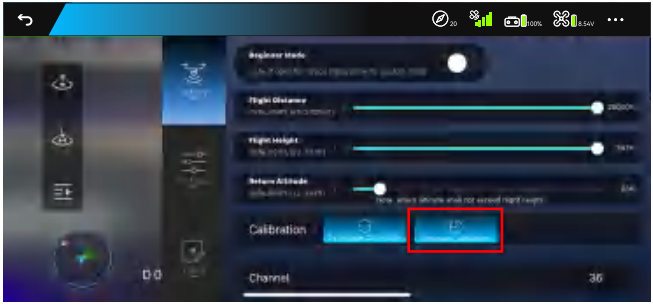
4. USB Settings on some Android phones are hidden in the "Developer options", you need to change the "Default USB configuration" to "Transferring files" after opening the developer mode.
(The way to open "Developer options" varies depending on the phone model. You can search Google for details).



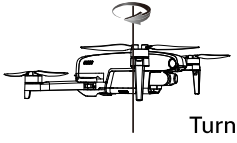
6.3 Calibration before Flight

Calibrate the Compass

- When the drone flies in a complex environment or when the magnetic field interference exceeds the set value, it is necessary to calibrate the compass.

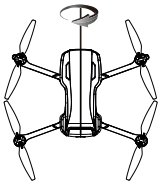


1. Push the left and right joysticks to the "11 o'clock" and "1 o'clock" hold for 2 seconds (as shown in picture 1) or tap "Compass calibration" on the App calibration interface (as shown in picture 2) to turn off the green light of the drone and enter the calibration step.



2. At this time, you need to follow the prompts to pick up the Aircraft at a distance of 3.28ft from the ground and rotate the Aircraft horizontally for 3 laps until the App interface prompts to enter the vertical calibration.

3. Pick up the Aircraft at a distance of 3.28ft from the ground, and rotate the Aircraft 3 laps vertically with the camera facing upwards until the prompt of vertical calibration on the App interface disappears. After the compass calibration is completed, place the Aircraft on a level ground. At this time, the three lights of the drone flash in turn.



Turn 3 times

- Before the flight, pay attention to the compass interference value on the App. (⌀)When the interference value is close to 120, we can manually calibrate the compass, or change the environment to fly. When the interference value exceeds 180, the drone will automatically enter the compass calibration.

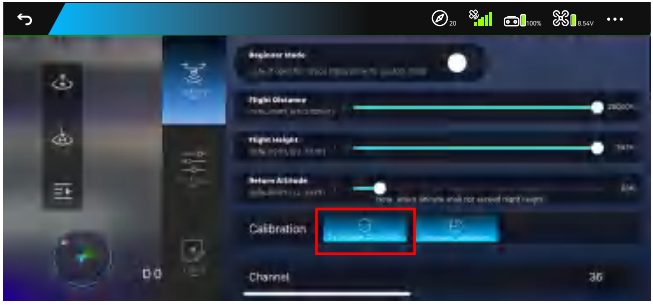
- When the Aircraft is flying in a circle or out of control in a complex environment, the aircraft compass calibration is not standard or interfered. Please land the Aircraft manually in time to manually calibrate the Aircraft (refer to the first step of calibrating the compass).

- When calibrating the Aircraft, please open the arm and keep the aircraft 1 meter above the ground to avoid the influence of the magnetic field of the motor.

Calibrate the Gyroscope

1. Make sure that the Aircraft is placed on a level ground.

2. It can be calibrated by gyroscope calibration function of App.



- Or push the right joystick of the remote control to the "5 clock" position for calibration.

3. The rear light flashes quickly, and the drone enters horizontal automatic calibration.

4. The light changes back to the original light state, indicating that the calibration is complete.

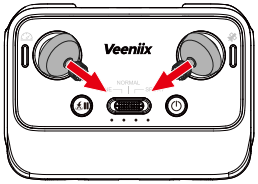
5. "Fly" is displayed in the App, and you can now prepare to take off.

- When the Aircraft's flight state is tilted and unstable, please land the Aircraft on a level ground for gyroscope/horizontal calibration.
- When the tilt Angle of the fuselage is greater than 10°, the horizontal correction cannot be performed.

6.4 Starting/Stopping the Motors

Starting the Motors

- Push the joysticks into 5 & 7 o'clock positions to start the motor. After the motor starts, please release the rocker immediately.



- Stopping the Motors
  After the motor starts rotating, there are two ways to stop:

- Method 1: After the Aircraft takes off, push the throttle stick to the lowest position and operate the Aircraft to land until the motor stops, then release the joystick.

- Method 2: When the flight is not taking off, Push the joysticks into 5 & 7 o'clock position to stop the motor. After the motor is turned off, please release the joystick immediately.

⚠

- When manually landing the aircraft, continue to pull down the remote control throttle lever, landing 1.6 ft (0.5 meters) will stop, confirm the landing continue to pull down the throttle lever, the drone will land and stop the motor.

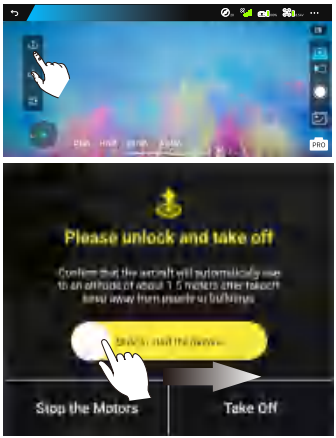
- Please choose the flat surface to landing.

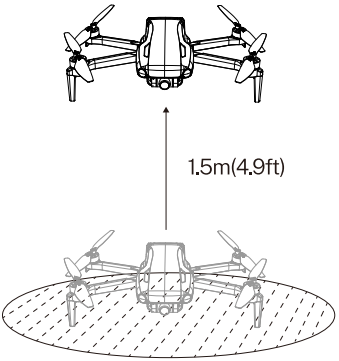
6.5 Auto Takeoff/Landing

Auto Takeoff

- After the Aircraft is calibrated, users can use the take-off function on the App:

1. Start the motor after confirming the safe take-off conditions.
2. Tap " " on the App to take off.
3. Slide to unlock motor.
4. Click the One-key Takeoff button on remote controller or enter the App and click to take off.
5. The Aircraft will take off automatically and hover at a distance of 1.5m(4.9ft) from the ground.

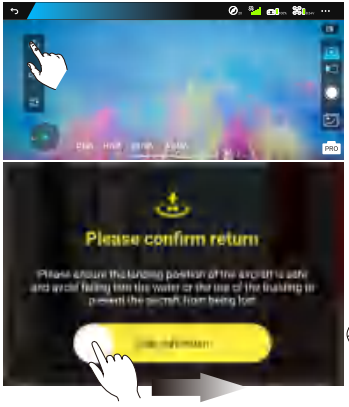


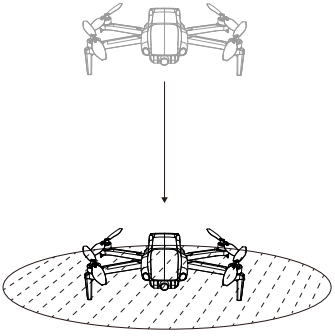


Auto Landing

- After the aircraft takes off, the user can choose to use the automatic landing function on the App:

1. Confirm the safe landing conditions, tap the " " on the App;
2. Slide to confirm automatic landing;
3. The aircraft descends to the ground and turns off its motors.





6.6 Basic Flight Steps

Basic Flight Steps

1. Place the Aircraft on a flat and open ground with the nose facing forward and the tail facing the pilot.
2. Press and hold to turn on the aircraft power.
3. Long press to turn on the remote control power, the drone and the remote control will automatically match the frequency, the time is about 30 seconds.
4. After a successful match, connect the phone to the remote control through the data cable (pay attention to the USB permission setting).
5. Open the Veeniix PRO App, and enter the operation interface.
6. GPS signal search is completed, and the drone light is green and on.
7. Unlock and start the motor.
8. Slowly push the throttle stick upward to let the Aircraft take off smoothly.
9. Pull down the throttle stick to lower the Aircraft.
10. After landing, pull the throttle stick to the lowest position and hold it until the motor stops.
11. Turn off the power of Aircraft and Remote control.

Aerial Photography Tips & Tricks

1. Perform pre-flight inspection.
2. It is recommended to take photos or videos in low-speed or medium-speed gear.
3. Choose sunny and less windy weather for shooting.
4. Push the stick as little as possible during the flight to make the Aircraft fly smoothly.

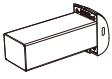
7 Appendix

7.1 Specification Parameter

Drone	Model	V11MINI 4K
	Weight (Including Battery)	<249g
	Motor Model	1503
	Operating Temperature Range	32° to 104°F (0° to 40°C)
	Satellite Systems	GPS / GLONASS
	Dimensions (L x W x H)	Unfolded: 32x19.2x5.8 cm
		Folded: 14.1x8.7x5.8 cm
Camera	Controllable Range of Camera (Up and down)	About -90° to +0°
	Focus Range	Fixed-focus
	Resolution of Photo	Phone 3840×2160P
		SD Card 8000×6000P
	Resolution of Video	Phone 1280×720P / 30FPS
		SD Card 3840×2160P / 30FPS 1920×1080P / 60FPS
	Photo Format	JEPG
	Video Format	MP4
	Supported SD Cards	Micro SD card (Class 10/U1 or later) 256G
	Supported File Systems	FAT32
5G Transmission	Operating Frequency	5.15-5.35 GHZ; 5.725-5.825 GHZ
	Video Transmission Frame Rate	30 FPS
Remote controller	Battery	1500 mAh Li-polymer
	Charging Time	About 80 minutes
	Operating Voltage	7.4V
	Mobile Device Holder	4.7 to 6.7 inches Smart Phones
	Operating Temperature	32°to 104°F (0°to 40°C)

Drone Battery	Capacity	2200mAh
	Voltage	7.6V
	Battery Type	Li-polymer
	Power	16.72Wh
	Net Weight	93 g/3.28 oz
	Max Charging Power	7.5W
	Max Charging Time	About 3 Hours (Depending on Charging Power)
	Charging Temperature Range	41° to 104°F (5° to 40°C)
Charging Cable	Interface Type	Type - C
	Input	100 - 240V, 50/60Hz, 0.5A
	Output	5V/1.5A or 5V/2A or 5V/3A
	Rated Power	≤ 15W
App	App Name	Veeniix PRO
	Mobile Phone System	Android 6.0 And Above System IOS 10.0.2 And Above System
	Connection Mode	Data Line Connection

7.2 Accessories



Intelligent Flight Battery

Spare Propeller

Remote Controller

- Always use original accessories. The use of non-original accessories may pose a risk to the safe use of the aircraft.

7.3 Common Problems and Solutions

Question	Reason	Solutions
The drone cannot be unlocked	No GPS signal (green light flashing)	Fly in an open area with a strong GPS signal
	Compass interference (green light off)	Complete the compass calibration. For details, refer to page 55 of the manual
	Gyroscope calibration in progress (green light flashes rapidly for 1–2 seconds)	Place the drone on a level surface and wait for the gyroscope calibration to complete
	Drone has low battery (drone shows red light)	Please charge the battery in time
	The left and right joysticks are not in place	Push the left stick to the 5 o'clock direction and the right stick to the 7 o'clock direction simultaneously, or use the one-key takeoff function in the App
Flight is unstable	Flying too low, affected by aircraft airflow	Please fly the aircraft above 9.84ft(3 meters)
	The gyroscope is not calibrated	Place the aircraft on a horizontal surface and conduct gyroscope/horizontal calibration.For details, refer to page 58 of the manual
	The propellers become deformed and incomplete	Replace the propellers with new ones
	GPS signal is unstable. Flying near buildings and in obstructed places	Please fly the aircraft in an open area free of obstacles within the circle of radius 32.81 ft(10 meters)
Fly not far, fly out a distance to bounce back	In beginner mode, you will only be able to fly 30 metres in height and 30 metres in distance	Enter the setting interface of App, close the beginner mode, set the flight distance and height, and save the Settings
	When the drone enters the first low battery level, it can only fly up to 30 meters high and 30 meters far	Change to another battery for flight
After the drone is unlocked, it flips to the side during takeoff	4 propellers are installed backwards or a wrong propeller is installed	When installing the propeller, install it according to the corresponding mark
The drone suddenly crashed	1.The battery is not installed properly 2.The propeller is not securely installed and falls off	Check whether the battery or propeller is abnormal, and re-test after firm installation

Question	Reason	Solutions
Out of control, spinning around on its own, abnormal sound	Compass interference	Please manually land the aircraft in time and calibrate the compass. Please make sure to fly away from the buildings, trees, power lines, and signal towers
	The propellers become deformed and incomplete	Replace the propellers with new ones
Blurry or unclear image	The camera cover is not removed	Remove the camera cover before flying
	The camera lens is dirty	Use a clean cloth to clean the lens
	The lens film has not been removed	Please remove the lens film
	The video saved on the phone is only in 720P quality	Please insert an SD card into the drone, as videos saved on the SD card are in 4K quality
Video freezes, image transmission distance is short	Long-distance flight, with the transmission signal affected by obstacles	1. Choose a wide-open flying environment and ensure the drone's flight altitude is higher than the surrounding obstacles 2. Point the remote controller towards the drone's flight position
	Phone performance freezes	Close unused Apps running in the background to maintain the best performance of the phone
No image is displayed on the App	The phone is not connected to the remote controller	The phone and remote controller need to be connected via a cable. Please select the correct cable and ensure the connection is secure
	Wrong App downloaded	Download the correct App (Veeniix PRO)
	The drone cannot be paired with the remote controller	It takes about 30 seconds for the drone and the remote control to match, and the image captured by drone will be displayed once the match is successful
App crashes or functions abnormally	Wrong App downloaded	Download the correct App (Veeniix PRO)
	Some phone versions are old and incompatible with App	Please provide version and model of the phone, we will try to help you to solve it
GPS signal is weak	When the drone is indoors	GPS signals cannot be found indoors. Please search for GPS signals in an open area
	Under the tree, next to the building, in an obstructed place	Please stay away from obstacles for more than 32.81 feet(10 meters), and search for GPS signals in an open area

Question	Reason	Solutions
Unable to return home, drifting and flying away	The drone has lost GPS signal	Fly away from buildings or covered areas
	The drone's compass is being interfered with	Stay away from metal devices, electronic equipment, or signal towers
The remote control and the drone take a long time to match	It takes about 30 seconds to match the remote to the drone	Please wait patiently
Unable to charge battery/Not fully charged	Using inferior charger or charging on the computer with unstable voltage output	Ensure you use a charger with stable output power. Do not use a charger with an output lower than 5V
	Using inferior charging cables	Please use the original factory charging cable to charge
Short battery life	Flying in windy weather	Flying in windy weather will accelerate power loss
	The drone was not be charged when you received it	The batteries are fully charged with the correct USB charger before flying
	Flying in cold weather	In low temperatures, the chemical reaction of the lithium battery is slowed down and the energy cannot be fully released
The product has slight marks	We tested all drone before shipping	In order to give you the best experience, we tested functions of all drone before shipping. Therefore, it is inevitable that there will be slight traces. However, it can be guaranteed that all drone are 100% brand new

Veeniix®

veeniix.com

CONTACT US FOR MORE TECH SUPPORT

+1 (971) 391-2223 | Mon-Sun 8AM-5PM (PST)

veeniixtoy@gmail.com