



HERO



Join the GoPro Movement



@GoPro



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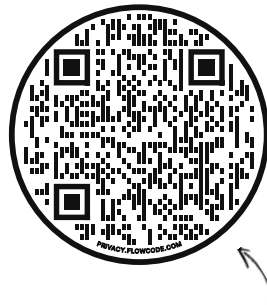
@GoPro



facebook.com/GoPro



pinterest.com/GoPro



Check Out the OOB

That's short for "Out-of-Box Experience." It's our mobile-friendly site that will help you get started with your GoPro right out of the box—from setup and recording to automatic highlight videos and saving your media.

gopro.com/OOB

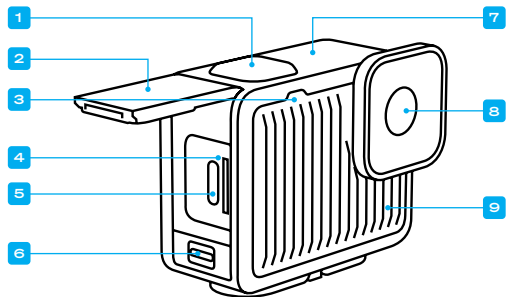
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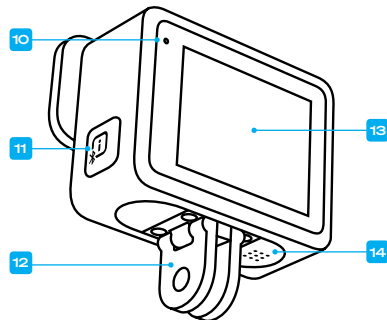
Meet HERO



- 1. Shutter Button 
- 2. Door
- 3. Status Light
- 4. microSD™ Card Slot
- 5. USB-C Port

- 6. Door Latch
- 7. Microphone
- 8. Lens
- 9. Microphone

Meet HERO



- 10. Status Light
- 11. Power/Mode Button 
(This button also turns on wireless connections.)
- 12. Folding Fingers

- 13. Touch Screen
- 14. Speaker

Learn how to use the accessories that came with your GoPro.
See [Mounting Your GoPro \(page 47\)](#).

Getting Started

SD CARDS

You'll need a microSD card (sold separately) to save your videos and photos. Use a brand-name card that fits these requirements:

- microSD, microSDHC™, or microSDXC™
- Rated Class A2 V30, UHS-3, or higher

For a list of recommended microSD cards, visit gopro.com/microsdcards.

Be sure your hands are clean and dry before handling your SD card. Check the manufacturer's guidelines to see your card's acceptable temperature range and other important information.

Heads Up: SD cards can degrade over time and affect your camera's ability to save your media. Try swapping out an older card for a new one if you're having any problems.

PRO TIP: Keep your SD card in good condition by reformatting it regularly. This will erase all of your media, so be sure to save it first.

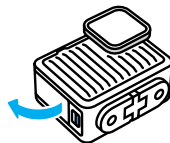
1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Preferences > Reset > Format SD Card.

To learn how to save your videos and photos, see [Saving Your Media \(starting page 30\)](#).

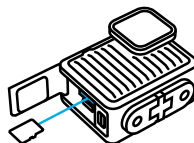
Getting Started

SD CARD SETUP + CHARGING YOUR CAMERA

1. Unlock the door latch and flip the door open.



With your camera off, insert the SD card into the card slot with the label facing the front of the camera.

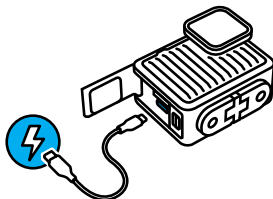


You can eject the card by pressing it into the slot with your fingernail.

NOTE: Only eject the SD card when your camera is off. Removing the SD card while your camera is on could permanently damage your camera.

Getting Started

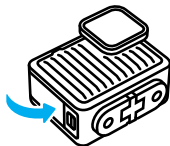
2. Connect your camera to a USB charger using the included USB C-C cable. The camera status light will turn off when it's done.



To learn more, see [Battery Information](#) (page 55).

Heads Up: The battery cannot be removed from the camera.

3. Unplug the cable and shut the door when charging is complete.
Be sure the door latch is closed and locked before using your camera.



NOTE: Your camera's door is removable. Be sure that the door is securely locked and sealed after closing.

Getting Started

UPDATING YOUR CAMERA

You must update your camera before you can use it.

Updating With the GoPro Quik App for Mobile

1. Download the app to your phone from the Apple® App Store® or Google Play™.
2. Make sure you have internet access, then turn on your GoPro by pressing the Power/Mode button .
3. Follow the app's on-screen instructions to complete the update.

Updating Manually

1. Visit gopro.com/update.
2. Choose HERO from the list of cameras.
3. Select *Update your camera manually* and follow the instructions.

PRO TIP: The app will check for the latest camera software every time it connects to your GoPro. This helps ensure that you'll always have the latest features and best performance from your GoPro. If new software is available, the app will tell you how to install it.

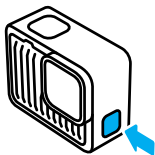


WARNING: Do not remove the SD card from your GoPro while the update is in progress. Removing your SD card during an update may permanently damage your GoPro.

Powering on Your GoPro

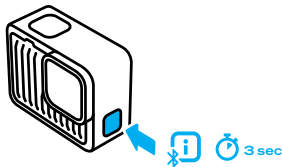
POWERING ON

Press the Power/Mode button  to turn on your camera.



POWERING OFF

Press and hold the Power/Mode button  for 3 seconds to turn it off.



WARNING: Use caution when using your GoPro and its mounts and accessories. Always be aware of your surroundings to avoid injuring yourself and others.

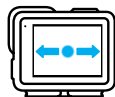
Be sure to follow all local laws including all privacy laws, which may restrict recording in certain areas.

Using the Touch Screen

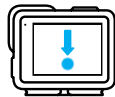
USING THE TOUCH SCREEN



Tap
Select an item to turn it on or off.



Swipe Left or Right
Switch between capture modes.



Swipe Down From the Top of the Screen
Access your camera's Dashboard.

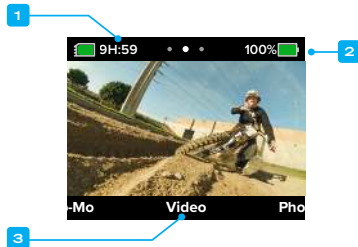


Swipe up From the Bottom of the Screen
See the last photo or video you captured.

Using the Touch Screen

TOUCH SCREEN INFO

The touch screen gives you access to your camera's capture settings.



1. Recording Time/Photos Remaining
2. Battery Status
3. Current Mode

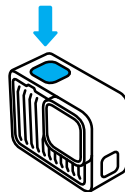
PRO TIP: Press the Power/Mode button  to quickly jump back to this screen from almost anywhere.

Getting the Shot

You can press the Shutter button  to start recording whether your GoPro is on or off.

WHEN YOUR GOPRO IS ON

1. Simply press the Shutter button  to start recording.



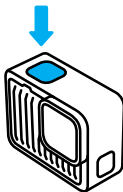
2. Press the Shutter button  again to stop recording (Video and Slo-Mo only).

Getting the Shot

WHEN YOUR GOPRO IS OFF

Pressing the Shutter button  when your GoPro is off will start QuikCapture—the fastest and easiest way to power on your GoPro and start recording video.

1. With your camera off, press the Shutter button .



2. Press the Shutter button  again to stop recording and turn off your camera.

PRO TIP: Since it only turns the camera on when it's recording, QuikCapture is a great way to maximize battery life.

Changing Capture Modes

Here are your GoPro's capture modes:

VIDEO

Records ultra HD 4K video at 30/25 frames per second with a wide field of view. All footage uses the 16:9 aspect ratio for full-screen playback on your TV or phone. Simply press the Shutter button  to start recording, and then press it again to stop.

PHOTO

HERO captures 12MP photos with a wide field of view in the ultra versatile 4:3 aspect ratio. Simply press of the Shutter button  to take a photo.

SLO-MO

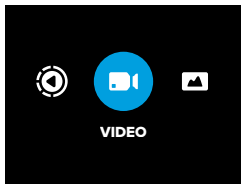
Everything looks more awesome in slo-mo. HERO records 2.7K video at 60/50 frames per second, which gives you the option to play back the footage at 2x slow motion or regular speed. All footage is captured with a wide field of view in the 16:9 aspect ratio for full-screen playback on your TV or phone. Simply press the Shutter button  to start recording, and then press it again to stop.

Heads Up: Frame rates are listed in the 60Hz (NTSC) and 50Hz (PAL) video format, which depends on your region.

Changing Capture Modes

SWAPPING MODES

Using the touch screen, simply swipe left or right to the capture mode that you want.



After landing on the capture mode you want, simply press the Shutter button  to get the shot.

PRO TIP: With your GoPro on, you can press the Power/Mode button  to switch modes. This is especially helpful if the screen is wet and having trouble sensing your commands.

Battery Saver

OPTIMIZING BATTERY LIFE

Extend your camera's runtime by activating Battery Saver. This high-efficiency mode maximizes battery life by reducing the video resolution from the default 4K setting to 1080p when recording video. You'll sacrifice a little video quality, but you'll be able to record longer and minimize the size of your video files.

TURNING BATTERY SAVER ON

1. Swipe down on the screen to access the Dashboard.
2. Tap .

PRO TIP: By recording standard HDTV 1080p, Battery Saver is ideal for recording footage for playback on mobile devices that struggle to play back higher-resolution video.

HyperSmooth Video Stabilization

HYPERSMOOTH VIDEO STABILIZATION WITH THE GOPRO QUIK APP

An epic mountain bike run. An amazing surf shot. Unforgettable point-of-view footage of chasing your kids through the park. These iconic GoPro shots are always filled with bumps, twists, and turns. All of them need video stabilization to look their best.

Your footage is automatically stabilized in the GoPro Quik app. The app uses HyperSmooth video stabilization to transform even the shakiest footage into silky smooth cinematic shots.

Use the app to save your stabilized footage, then share it or use it to create your own highlight videos.

Heads Up: Footage will not be stabilized when played back on your camera or when viewing it in your media library on gopro.com.

Using Voice Control

Voice Control gives you easy, hands-free control of your GoPro. It's great when you're busy with handlebars, ski poles, and more. Just tell your GoPro what you want it to do.

TURNING VOICE CONTROL ON + OFF

1. Swipe down on the screen to access the Dashboard.
2. Tap  to turn Voice Control on or off.

CAPTURING WITH VOICE CONTROL

With Voice Control on, you can simply tell your GoPro to start capturing.

Command	Description
GoPro, capture	Starts capturing with the mode your camera is set to.
GoPro, stop capture	Stops capture in Video and Slo-Mo modes.

PRO TIP: Saying “GoPro, capture” and “GoPro, stop capture” is the hands-free way of pressing the Shutter button . They will start and stop capture using the mode and settings you currently have on your camera.

Using Voice Control

LIST OF VOICE COMMANDS

There are 2 types of voice commands: Action commands and Mode commands.

Using Action Commands

These commands let you switch modes on the fly. If you just recorded a video, you can say, "GoPro, take a photo" to snap a photo without manually switching modes.

Action Command	Description
GoPro, start recording	Starts recording video.
GoPro, stop recording	Stops recording video.
GoPro, take a photo	Takes a single photo.
GoPro, turn off	Turns your camera off.

Using Voice Control

Using Mode Commands

Use these commands to switch capture modes on the go. Then say, "GoPro, capture" or press the Shutter button  to get the shot.

Mode Command	Description
GoPro, Video mode	Switches your camera to Video mode (does not start recording).
GoPro, Photo mode	Switches your camera to Photo mode (does not take a photo).

PRO TIP: If you're recording video you must stop recording by pressing the Shutter button  or by saying, "GoPro, stop capture" before trying a new command.

SEE A COMPLETE LIST OF COMMANDS ON YOUR CAMERA

1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Preferences > Voice Control > Commands.

CHANGING YOUR VOICE CONTROL LANGUAGE

1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Preferences > Voice Control > Language.

Heads Up: Voice Control may be affected by wind, noise, and your distance from the camera. Keep your camera clean and wipe away any debris for the best performance.

Screen Orientation

LOCKING THE SCREEN ORIENTATION

You can easily switch between landscape and portrait shots by rotating your camera. It can even capture photos and videos right-side up when it's mounted upside down.

The orientation is locked in when you press the Shutter button . If your camera tilts during recording, like on a mountain bike run, your footage will tilt with it. You'll capture every twist and turn.

You can lock the screen in landscape or portrait orientation. This is especially useful when you're using body and handheld mounts. That's when accidentally shooting in the wrong orientation is most likely to happen.

Swipe down on the screen to access the Dashboard.

1. Turn your camera to the orientation you want.
2. Tap  on the Dashboard.

The screen is now locked and will match the orientation of your camera.

Playing Back Your Media

Swipe up to see the last video or photo you took. Swipe left or right to flip through the other files on your SD card. Swipe down to exit the Media Gallery.



The Media Gallery includes the following playback options:

-  Pause playback
-  Resume playback
-  Delete the file from your SD card
-  Adjust the playback volume

Videos played back on your camera's touch screen will not be stabilized. Play back your footage on the GoPro Quik app to view and save your videos with HyperSmooth video stabilization. To learn more, see [HyperSmooth Video Stabilization \(page 20\)](#).

Heads Up: Slo-Mo footage will play back at regular speed when viewing it on your camera. View footage on the the GoPro Quik app to see it in slow motion.

Playing Back Your Media

VIEWING VIDEOS + PHOTOS WITH THE GOPRO QUIK APP

In addition to automatically stabilizing your videos, the GoPro Quik app gives you a wide array of options for viewing, editing, and getting creative with your media. You can access a convenient gallery view of all of the media stored on your camera's SD card, in the cloud, and in the app. You'll be able to edit highlight videos that were automatically "created" for you or create your own from scratch. You can also grab still images from your videos, crop your content, and more.

1. Connect your camera to the GoPro Quik app. For details, see [Connecting to the GoPro Quik App](#) (starting page 27).
2. Tap View Media  to access your content.
3. Use the controls on the app to play back, edit, and share your videos and photos.

EDITING WITH THE GOPRO QUIK APP

The GoPro Quik app is an essential tool to help you make the most of your photos and videos. The app makes it easy to:

- Play back, save, and share all of your videos with HyperSmooth video stabilization.
- Edit footage with easy-to-use tools that give you pro-quality results.
- Tweak videos created by the app or make your own from scratch.
- Check out your footage with dozens of filters or create video edits with auto-synced music.
- Grab still photos from your videos.
- Change the speed of your video with just a tap.
- Trim your video's length, adjust color, crop your shots, and more.

Connecting to the GoPro Quik App

GOPRO QUIK FOR MOBILE

Use the GoPro Quik app for mobile to control your GoPro—plus view, edit, and share your footage right from your phone or tablet.

1. Download the GoPro Quik app from the Apple® App Store® or Google Play™.
2. Swipe down on your GoPro's screen to access the Dashboard, and then swipe left and tap Pair Device.
3. Make sure that your phone's Wi-Fi and Bluetooth are on. Start the GoPro Quik app and follow the on-screen instructions to pair your camera.

After the initial connection, your GoPro and the app should sync when both are on with wireless connections on.

Setting the Connection Speed

Your GoPro is set to use the 5GHz Wi-Fi band (the fastest available) when connecting to your mobile device.

Change the Wi-Fi band to 2.4GHz if your device or region does not support 5GHz.

1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Connections > Wi-Fi Band.

THE GOPRO QUIK APP FOR DESKTOP

Turn your footage into incredible video edits that sync across all of your devices. Start an edit on your phone and pick it up later on your laptop.

Download the GoPro Quik app for desktop from the Mac® App Store®.

Connecting to Other Devices

Your GoPro can be paired with the Waterproof Shutter Remote (sold separately) for starting and stopping recording when your camera is out of reach. Make sure that the remote is in pairing mode, and then follow these steps on your GoPro:

1. Swipe down on the rear screen to access the Dashboard, and then swipe left.
2. Tap **+** Pair Device. Your GoPro will automatically start searching for compatible devices.
3. Your GoPro will find all available devices. Tap the one you want to pair.

After pairing the first time, your GoPro and the device will connect automatically when both are on with wireless connections on.

Heads Up: Pressing the Power/Mode  button will turn on wireless connections automatically.

Automatic Highlight Videos

NOTE: Cloud-based features including automatic highlight videos and Auto Upload are unavailable in China.

GET AMAZING HIGHLIGHT VIDEOS SENT TO YOUR PHONE

Have highlight videos of your adventures sent to your phone automatically. All you have to do is sign up for a GoPro Premium or Premium+ subscription and connect your camera to your Wi-Fi network.

1. Subscribe to GoPro at gopro.com/subscription.
2. Set up your GoPro to automatically upload your footage to the cloud. For details, see [Auto Uploading to the Cloud \(page 30\)](#).
3. Follow the app's onscreen instructions to complete the setup.

Heads Up: Be sure to allow notifications so that you'll know when a new highlight video is ready.

Once set up, simply plug in your GoPro to charge while it's connected to your home Wi-Fi network. While it's charging, your footage will be automatically uploaded to the cloud and used to create highlight videos complete with beat-synced music and effects. You'll get a notification on your phone letting you know when your video is ready to watch and share.

Saving Your Media

AUTO UPLOADING TO THE CLOUD

With a GoPro Premium or Premium+ subscription, you can automatically upload your media to the cloud where you can view, edit, and share it from any device.

1. Subscribe to GoPro at gopro.com/subscription or through the GoPro Quik app.
2. Connect your camera to the GoPro Quik app. For details, see [Connecting to the GoPro Quik App \(starting page 27\)](#).
3. Tap  on the camera chooser screen.
4. Connect your camera to a power outlet. The upload will start automatically.

After first-time setup, your camera won't need to connect to the app to start Auto Upload.

Heads Up: Your original files remain on your camera even after they've been backed up to the cloud unless you've turned on Auto Clear.

SWITCHING TO MANUAL CLOUD UPLOAD

You can also manually upload your media to the cloud at any time. (Your GoPro must be connected to a power outlet, and Auto Upload must be off.)

1. Connect your camera to a power outlet.
2. Swipe down to access the Dashboard.
3. Swipe right and tap .

Saving Your Media

ACCESSING YOUR CLOUD MEDIA

1. Open the GoPro Quik app.
2. Tap  and select Cloud to view, edit, and share your content.

PRO TIP: Use your cloud media to create video edits with the GoPro Quik app without downloading it to your phone.

TURNING OFF AUTO UPLOAD

You can keep your camera from trying to upload every time it's connected to a power outlet and fully charged.

1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Auto Upload > Auto Upload.
3. Tap Off.

CONNECTING TO A DIFFERENT WIRELESS NETWORK

1. Connect your camera to the GoPro Quik app. For details, see [Connecting to the GoPro Quik App \(starting page 27\)](#).
2. After connecting, tap Manage Auto Upload on the app.
3. Tap Wi-Fi Networks on the app.
4. Choose a Wi-Fi network.
5. Enter the Wi-Fi password.
6. Tap Connect.

Saving Your Media

SAVING TO YOUR PHONE WIRELESSLY

Wirelessly save your photos and videos to the GoPro Quik app for easy access and sharing on your phone.

1. Connect your camera to the GoPro Quik app. For details, see [Connecting to the GoPro Quik App \(starting page 27\)](#).
2. Tap Download to download all of your new footage to the app.
3. Tap View Media  for a gallery view of all of your media. Tap to select individual files or use  to select multiple files and then tap download to save the selected files to the app.

SAVING TO A COMPUTER

Copy your media from your SD card to a computer for playback and editing.

1. Remove the SD card from your camera.
2. Insert the card into an SD card reader or adapter.
3. Plug the card reader into your computer's USB port, or insert the adapter into the SD card slot.
4. Copy your files into the GoPro Quik app.

Heads Up: Videos saved directly from your SD card to your computer will not be stabilized. For stabilized footage, use the GoPro Quik app to automatically stabilize your video with HyperSmooth video stabilization before saving it.

PRO TIP: Low-resolution video (LRV) and thumbnail (THM) files are hidden from view. These files are accessible on Mac® or Windows®.

Mac: Open the folder with the video files and press Command + Shift + . (dot).

Windows: From the Windows File Explorer, select View > Show > Hidden Items.

Deleting Your Media

AUTO CLEAR (DELETING MEDIA AUTOMATICALLY)

Your camera can be set to automatically delete all of the media from your camera's SD card once it has been safely uploaded to the cloud. This ensures that there's room on your SD card for new photos and videos the next time you use your GoPro.

Auto Upload will also recognize any new photos and videos on your SD card the next time your camera is plugged in for cloud backup. Only the new files will be saved to the cloud and deleted from your SD card.

1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Preferences > Auto Upload > Auto Clear.

MANAGE SD CARD (DELETING MEDIA MANUALLY)

This gives you several options for manually deleting media on your SD card. Options are based on whether or not your media has been uploaded and saved to the cloud.

- Delete only the media that has been uploaded and saved to the GoPro cloud, while keeping anything that has not been uploaded.
- Delete all media from your SD card, whether it has been uploaded and save to the GoPro cloud or not.
- Delete the other data on your SD card.

Your GoPro will always verify whether or not you want to delete the media before it permanently deletes it from your SD card.

1. Swipe down on the screen to access the Dashboard.
2. Swipe right and tap .

DELETING INDIVIDUAL FILES

You can delete individual files in your camera's Media Gallery or with the GoPro Quik app. For details, see [Playing Back Your Media \(starting page 25\)](#).

Deleting Your Media

GALLERY VIEW WITH THE GOPRO QUIK APP

Use the GoPro Quik app to see a gallery view of the media on your SD card. From there you can easily tap to select the files to delete.

1. Open the GoPro Quik app and tap  to access your GoPro.
2. Tap View Media to see the photos and videos on your SD card.
3. Tap  and then the thumbnails of the photos and videos you'd like to delete.
4. Tap  to delete the selected files.

PRO TIP: You can also tap  along the bottom navigation bar of the app to access a gallery view of all the media stored in the app, in the cloud, and on your phone.

REFORMATTING YOUR SD CARD

Reformatting is the fastest way to delete all of the media on your SD card. This will erase all of your media, so be sure to save it first.

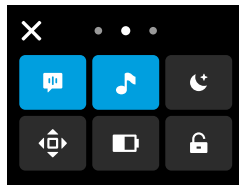
1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Preferences > Reset > Format SD Card.
3. Tap Format to delete all files and reformat your card.

PRO TIP: Reformatting your SD card regularly will also help keep it in good condition.

Setting Your Preferences

USING THE DASHBOARD

With your camera in landscape orientation, swipe down on the screen to access the Dashboard.



Dashboard Features

The Dashboard lets you quickly tap the following settings on and off:

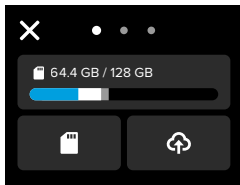
	Voice Control		Camera Beeps
	Screen Saver		Orientation Lock
	Battery Saver		Screen Lock

Tap "X" or swipe up from the bottom of the screen to exit the Dashboard.

Setting Your Preferences

SD CARD STATUS

With your camera in landscape orientation, swipe down on the screen to access the Dashboard, and then swipe right to access your SD card status. From this screen you can manage SD card storage and set up cloud upload with a GoPro subscription.



SD Card Storage

The tile on the left shows your SD card capacity.

- The blue bar shows the amount of media on your SD card that has been uploaded and saved to the GoPro cloud.
- The white bar shows the amount of media on your SD card that hasn't been uploaded to the GoPro cloud.
- The gray bar represents any other data on your SD card that your GoPro doesn't use and recognize (this data is not backed up to the GoPro cloud).

Setting Your Preferences

Manage SD Card

Tap  for options to manually delete files on your SD card. For details, see [Manage SD Card \(page 33\)](#).

Start Upload

Tap  to back up your media to the cloud with a GoPro subscription. There are 3 options available based on your camera's upload and connection status.

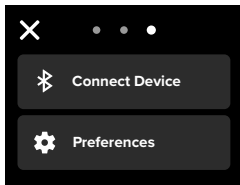
- Setup Auto Upload: Cloud upload has not been set up. Tap to set up cloud upload for your media.
- Start Upload: There is media on your SD card that has not been uploaded. Tap to start uploading your media manually.
- Cloud Upload (in gray): There is no media to upload or your camera is not connected to a network.

For information on uploading to the cloud, see [Auto Uploading to the Cloud \(page 30\)](#).

Setting Your Preferences

DEVICES, CONTROLS + PREFERENCES

With your camera in landscape orientation swipe down on the screen to access the Dashboard, and then swipe left to add devices, change and access preferences.



Pair Device

Tap to pair new devices with your GoPro.

Preferences

Tap to set up your GoPro exactly the way you want it.

Setting Your Preferences

AUTO UPLOAD

(AVAILABLE AFTER AUTO UPLOAD HAS BEEN SET UP)

Set up and turn on auto upload to the cloud with your GoPro subscription. For information on uploading to the cloud, see [Auto Uploading to the Cloud \(page 30\)](#).

Start Upload

Lets you start uploading media to the cloud immediately.

Auto Clear

Automatically clears all media from your SD card after it's been uploaded to the cloud.

CONNECTIONS

Wireless Connections

Turn your camera's wireless connections on and off.

Wireless Info

See your camera's name and password.

Wi-Fi Band

Choose 5GHz or 2.4GHz as your connection speed. Set 5GHz only if your phone and region support it.

To learn more, see [Setting the Connection Speed \(page 27\)](#).

Reset Connections

Clear all connections to your devices and reset your camera's password.

Setting Your Preferences

This means you'll have to reconnect each device.

GENERAL

Beep Volume

Choose High (default), Low, or Mute. The volume you set here can be toggled on or off using the Dashboard.

QuikCapture

QuikCapture is on by default. You can turn it off here. It can also be toggled on or off using the Dashboard.

Default Mode

Set the mode your GoPro captures in when you turn it on using the Power/Mode button . This setting does not affect QuikCapture.

Auto Power Off

Choose 1 Min, 5 Min (default), 15 Min, 30 Min, or Never.

LEDS

Set which status lights blink. Choose All On (default), All Off, or Front Off Only.

Setting Your Preferences

VOICE CONTROL

Turn Voice Control on and off. It can also be toggled on or off using the Dashboard.

Voice Language

Choose your Voice Control language.

Voice Commands

See a complete list of voice commands.

To learn more, see [Using Voice Control \(page 21\)](#).

DISPLAY

Screen Saver

Set the screen saver to 1, 2 (default), 3, or 5 minutes. Choose Never to leave your screen on.

Heads Up: The buttons and features on your camera still work even when the screen is off.

Brightness

Use the slider to adjust your screen's brightness.

Grid

Use a grid to frame your shot.

Setting Your Preferences

REGIONAL

Language

Choose the language that appears on the camera.

Regional Format

Choose the regional frame rate for recording and playback on a TV. The right format for your region will help prevent flicker on a TV/HDTV. 60Hz (NTSC) regions include North America, Japan, Taiwan, the Philippines, and parts of South America. 50Hz (PAL) regions include most of Europe and Africa, China, Australia, and India. Be sure to check your region to see which setting to use.

DATE/TIME

Date and time are automatically updated when you connect your camera to the GoPro app. All of your camera's date and time functions can be manually adjusted here.

Date

Manually set your camera's date.

Date Format

This is set automatically, based on the language that you chose at setup. You can also change it manually here.

Time Zone

Set your camera's time zone.

Time

Manually set the time.

Setting Your Preferences

Daylight Savings Time

Turn daylight savings time on if you are in a region that is currently observing daylight savings time. Your camera's clock will set itself one hour ahead. Turn daylight savings time off when daylight savings time is over to return to standard time.

ABOUT

Camera Info

Find your camera's name and serial number, and see which software version your camera is using.

REGULATORY

See your GoPro's certifications.

RESET

Format SD Card

Reformat your SD card. This will erase all of your media, so be sure to save it first.

Factory Reset

Restore all of your camera's settings and clear all connections.

Important Messages



CAMERA IS TOO HOT

The Temperature icon appears on the touch screen if your camera becomes too hot and needs to cool down. Your camera was designed to recognize when it's at risk of hitting its thermal limit and will shut down when needed. Simply let it sit and cool before using it again.

Heads Up: The operating ambient temperature range of your HERO is 14° F ~ 95 F (-10° C ~ 35° C) with a charging temperature of 32° F ~ 95° F (0° C ~ 35° C). High temperatures will cause your camera to use more power and drain the battery faster.

PRO TIP: Shooting video at a high resolution and frame rate will also cause your camera to heat up faster, especially in hot environments. Try switching to a lower resolution and frame rate to lower the risk of your GoPro getting too hot.

SD CARD ERROR

Your GoPro can detect a variety of problems with your SD card. Problems can be due to, but not limited to, electrostatic discharge. Restart your camera if this occurs. It will automatically try to repair any damaged files and restore your camera back to full function.

Important Messages



REPAIRING YOUR FILE

Your GoPro will automatically try to fix damaged files. Files can be damaged if your camera loses power while recording or if there's a problem saving the file. The File Repair icon will appear on the touch screen when a repair is in progress. Your camera will let you know when it's finished and if the file was fixed.

MEMORY CARD FULL

Your camera will let you know when your SD card is full. You'll need to move or delete some files if you want to keep recording.

SD CARD RATING

Your camera needs an SD card rated A2 V30, UHS-3, or higher to operate at its best. It will let you know if your card is rated below A2 V30/UHS-3 or if your card has degraded over time and can no longer perform up to its standards.

BATTERY LOW, POWERING OFF

A low-battery message will appear on the touch screen when the battery charge drops below 10%. If the charge runs out while recording video, your camera will stop recording, save the video, and turn itself off.

Resetting Your Camera

RESTARTING YOUR GOPRO

If your camera is not responding, press and hold the Mode button  for 10 seconds. This will restart your camera. There will be no changes to your settings.

RESETTING CONNECTIONS

This will clear your device connections and reset your camera's password. Resetting connections means you'll have to reconnect all of your devices.

1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Connections > Reset Connections.

RESTORING FACTORY SETTINGS

This will restore all of your camera's original settings, clear all device connections, and deregister your camera from your GoPro subscription. This is useful if you're giving your camera to a friend and want to completely reset it to its original state.

1. Swipe down on the screen to access the Dashboard.
2. Swipe left and tap Preferences > Reset > Factory Reset.

Heads Up: Restoring the factory settings will not delete any content from your SD card or have any effect on your camera's software.

Mounting Your GoPro



1



2



3

MOUNTING HARDWARE

1. Mounting Buckle
2. Thumb Screw
3. Curved Adhesive Mount

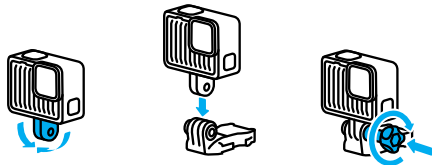
Mounting Your GoPro

USING THE MOUNTING FINGERS

Depending on the mount you're using, you'll either use a mounting buckle or attach your GoPro directly to the mount itself.

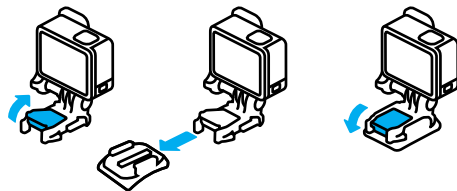
See [Using the Adhesive Mounts \(page 50\)](#) for tips on using adhesive mounts.

1. Flip the folding fingers down into the mounting position.
2. Interlock the folding fingers on your camera with the mounting fingers on the buckle.
3. Secure your camera to the mounting buckle with a thumb screw.



Mounting Your GoPro

4. Attach the mounting buckle to the mount.
 - a. Flip up the mounting buckle plug.
 - b. Slide the buckle into the mount until it clicks into place.
 - c. Press the plug back down so that it sits flush with the buckle.



Mounting Your GoPro

USING THE ADHESIVE MOUNTS

Follow these guidelines when attaching adhesive mounts to helmets, vehicles, and gear:

- Attach mounts at least 24 hours before you use them.
- Only attach the mounts to smooth surfaces. They won't stick properly to porous or textured surfaces.
- Firmly press mounts into place. Be sure the adhesive is in full contact with the surface.
- Only use on clean, dry surfaces. Wax, oil, dirt, or other debris will weaken the bond, and you could lose your camera.
- Attach mounts in dry, room-temperature conditions. They won't stick properly in cold or damp environments or on cold or damp surfaces.
- Check state and local regulations and laws to ensure that attaching a camera to equipment (such as hunting gear) is permitted. Always comply with regulations that restrict the use of consumer electronics or cameras.



WARNING: To avoid injury, do not use a tether when mounting your camera on a helmet. Do not mount the camera directly on skis or snowboards.

For more information about mounts, visit gopro.com.

Mounting Your GoPro

WARNING: Always use a helmet that meets applicable safety standards if you're using a GoPro helmet mount or strap.



Choose the right helmet for your sport or activity, and make sure that it's the right size and fit for you. Check to see that your helmet's in good condition, and always follow the manufacturer's instructions on safe use.

Replace any helmet that's been subjected to a major impact. No helmet can protect against injury in every accident. Be safe.

USING YOUR GOPRO IN + AROUND WATER

Your GoPro is waterproof to 16ft (5m) with the door locked. You won't need an additional housing before diving in.

The touch screen was designed to work when wet, but you may need to wipe it off if it has trouble sensing your commands.

PRO TIP: Use Floaty (sold separately) to keep your camera afloat in case it detaches from the mount.

For more information Floaty, visit gopro.com.

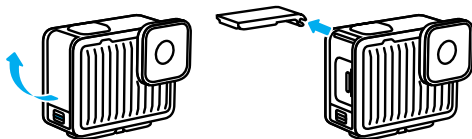
Removing the Door

There might be times when you need to remove your camera's door.

NOTE: Only remove the door in a dry, dust-free environment.
The camera is not waterproof when the door is open or removed.

REMOVING THE DOOR

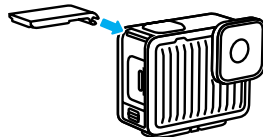
1. Unlock the latch, and then flip the door open.
2. With the door in a horizontal position, gently pull outward until it snaps off.



Removing the Door

REATTACHING THE DOOR

1. Line the door up with the small silver bar.
2. Press the door tightly into the small silver bar until it snaps into place and is securely attached.



WARNING: Your camera's door is removable. Be sure that the door is securely locked and sealed after closing.

Maintenance

Follow these tips to get the best performance from your camera:

- Your GoPro is waterproof to 16ft (5m)—no housing needed. Be sure the door is closed before using it in or around water, dirt, or sand.
- Before closing the door, be sure the seal is free of debris. Use a cloth to clean the seal if needed.
- Make sure your GoPro is dry and clean before opening the door. Rinse your camera with fresh water and dry it with a cloth if needed.
- If sand or debris hardens around the door, soak your camera in warm tap water for 15 minutes and then rinse thoroughly to remove the debris. Make sure your camera is dry before opening the door.
- For the best audio performance, shake your camera or blow on the mic to remove water and debris from the microphone holes. Do not use compressed air to blow into the mic holes. This could damage the internal waterproof membranes.
- After every use in salt water, rinse your camera with fresh water, and dry it with a soft cloth.
- The lens cover is made from extremely tough strengthened glass, but it can still be scratched or cracked. Keep it clean with a soft, lint-free cloth.
- If debris gets stuck between the lens and trim ring, flush it out with water or air. Do not insert foreign objects around the lens.

Battery Information

Your camera and battery are integrated. You cannot remove the battery from the camera. The battery is non-serviceable. Contact GoPro Customer Service for all battery related issues.

The battery icon displayed in the camera status screen will turn yellow if battery power drops below 40%. It will turn red if power drops below 20%. If the battery reaches 0% while recording, the camera saves the file and powers off.

RECORDING WHEN PLUGGED INTO A POWER SOURCE

You can use the USB C-C cable that came with your camera to record while your camera is plugged in to a USB-charging adapter or other external power source. This is perfect for capturing long videos.

Be careful not to touch the area near the SD card slot when recording. Disturbing the SD card could interrupt or stop the recording. Your camera will let you know if this happens. Your content will not be damaged or lost as a result of this disturbance, but you may need to restart your camera to continue. Even though your camera is charging, the battery will not charge during recording. It will start charging when you stop recording. You cannot record while your camera is plugged into a computer.

Heads Up: Because the door is open, your camera is not waterproof when charging.



WARNING: Using a non-GoPro wall charger or power cable could damage your camera battery and could lead to fire or leakage. Only use chargers marked Output 5V 1A. If you don't know your charger's voltage and current, use the included USB C-C cable to charge your camera with a computer.

Battery Information

BATTERY STORAGE + HANDLING

Your GoPro is full of sensitive components, including the battery. Avoid exposing your camera to very hot or cold temperatures. Extreme temperatures may temporarily shorten battery life or cause your camera to temporarily stop working properly. Avoid dramatic temperature or humidity changes, as condensation may form on or within the camera.

Do not dry your camera with an external heat source such as a microwave oven or a hair dryer. Damage to the camera or battery caused by contact with liquid inside the camera is not covered under the warranty.

Do not make any unauthorized alterations to your camera. Doing so may compromise safety, regulatory compliance, and performance, and may void the warranty.

Heads Up: Batteries have reduced capacity in cold weather. Maximize battery life in cold conditions by keeping your camera in a warm place before use.

PRO TIP: Fully charge your camera before storing it away to help maximize battery life.

Battery Information



WARNING: Do not drop, disassemble, open, crush, bend, deform, puncture, shred, microwave, incinerate, or paint your camera or battery. Do not insert foreign objects into any opening on the camera, such as the USB-C port. Do not use your camera if it's been damaged—for example, if cracked, punctured, or harmed by water. Disassembling or puncturing the integrated battery can cause an explosion or fire.

BATTERY DISPOSAL

Most rechargeable lithium-ion batteries are classified as non-hazardous waste and are safe for disposal in the normal municipal waste stream. Many regions require battery recycling. Check your local laws to make sure that you can dispose of your camera and its battery in your regular trash.

Lithium-ion batteries, however, do contain recyclable materials and are accepted for recycling by the Rechargeable Battery Recycling Corporation's (RBRC) Battery Recycling Program. We encourage you to visit [Call2Recycle at call2recycle.org](https://call2recycle.org) or call 1-800-BATTERY in North America to find a convenient recycling location.

Never dispose of a battery in a fire because it may explode.

Troubleshooting

MY GOPRO WON'T POWER ON

Make sure your GoPro is charged. See [Getting Started \(page 8\)](#).
If charging the battery doesn't work, try restarting your camera.
See [Resetting Your Camera \(page 46\)](#).

MY GOPRO WON'T RESPOND WHEN I PRESS A BUTTON

See [Resetting Your Camera \(page 46\)](#).

PLAYBACK ON MY COMPUTER IS CHOPPY

Choppy playback is usually not a problem with the file. If your footage skips, one of these issues is probably the cause:

- The computer doesn't work with HEVC files. Try downloading the latest version of the GoPro Player for Mac® or Windows® for free at gopro.com/apps.
- Your computer doesn't meet the minimum requirements of the software you're using for playback.

I DON'T KNOW WHICH SOFTWARE VERSION I HAVE

Swipe down on the screen to access the Dashboard, swipe left, and then tap Preferences > About > Camera Info.

I CAN'T FIND MY CAMERA'S SERIAL NUMBER

Open your camera's door and you'll find the serial number stamped next to the USB-C port. You can also find it by swiping down on the screen to access the Dashboard, swiping left, and then tapping Preferences > About > Camera Info.

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

Customer Support

GoPro is dedicated to providing the best possible service.
To reach GoPro Customer Support, visit gopro.com/help.

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Regulatory Information

To see the complete list of country certifications, refer to the Important Product + Safety Instructions included with your camera or visit gopro.com/help.

