YI | Help Center

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YI Action Camera

Small, yet Powerful.

Overview

Is there a QR code for YI Action Camera?

What are the key YI Action Camera features?

Where can I find the user manual?

Where can I find and download the YI Action app?

Where can I find and download the latest firmware?

How can I contact customer support?

Common Issues

How do I change my camera's Wi-Fi name and password?

How can I restore the camera to factory settings?

How do I upgrade the camera's firmware?

What's the minimum system requirement for mobile phones?

How do I clean the camera's body?

What are the optional accessories for Yi Action camera?

See all 8 articles

Connecting the Camera

Why can't I connect to the camera's Wi-Fi?

How do I connect the App to the camera?

What's the default Wi-Fi camera's name?

How do I connect the App to a second camera?

Why can't I find the camera's Wi-Fi?

How do I pair the Bluetooth remote?

Video/Photo

What are the video resolution modes?

I'm unable to view the media content I've captured?

How do I share my photos and videos to social networks?

Why can't I take a snapshot while I'm recording video?

Why can't I take photos or record videos?

What video standard does the camera support?

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Battery

Why is the camera so hot when it's charging?

How long does it take to charge the battery?

What's the battery life in normal conditions?

How do I save the camera's power?

How do I avoid damaging the battery ejection sheet?

How do I insert and remove the battery correctly?

Micro SD Card

Why does the app show the message "No SD card" when I have already inserted an SD card into the camera?

What type of SD card do I need?

How can I view the photos and videos saved on my SD card?

Powering On/Off

Why does the camera turn off automatically?

Other Issues

Why does the camera lag in dark environments?

Can I set white balance manually in the APP? What about exposure compensation?

Why isn't the camera beeping or the LED lights flashing while I'm using it?

What are the HDMI and USB port types?

What is a .thm file?

How can I make the camera's beep louder?

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