

FAQ

PRODUCT

How many ways are there to fly the Mavic Air and how do I change control methods?

There are three ways to fly the Mavic Air. You can use the dedicated remote controller, your smartphone, or both together.

For the other two options, the Mavic Air connects to your smartphone via DJI GO 4.

How do I activate the Mavic Air?

Connect the Mavic Air with your mobile device and follow the instructions in DJI GO 4 to complete activation.

Is the Mavic Air waterproof?

No.

What Micro SD cards are recommended to use with the Mavic Air?

16 GB:

Sandisk Extreme

Kingston 16GB SDHC-I SDCAC/16GB

32 GB:

Sandisk Extreme V30

Sandisk Extreme V30 A1

Sandisk Extreme V30 Pro A1

64 GB:

Sandisk Extreme V30 A1

Sandisk Extreme Pro V30 A1

128 GB:

Sandisk Extreme V30 A1

Sandisk Extreme Plus V30 A1

Can I connect my phone and DJI Goggles simultaneously to the Mavic Air remote controller and still see a real-time video feed?

No. Although the two USB ports on the remote controller support video signal, they are unable to output video signal simultaneously.

Remote Controller

Can I connect my smartphone to the remote controller using an ordinary USB cable?

Yes. You can use an ordinary USB cable to connect your smartphone to the remote controller via the USB port at the bottom of the controller, but this may result in more discomfort when handling.

Different cables come with the aircraft to meet your needs.

Where can I find the Mavic Air's Wi-Fi name and password?

For safety reasons, every Mavic Air has a unique Wi-Fi name and password. These are listed on the side of the aircraft body, in the battery compartment, and on the carrying case. (For iOS systems, iOS v9.0 or later is required.)

Connect your smartphone to the aircraft's Wi-Fi by scanning the QR code with DJI GO 4 app for first-time use. Alternatively, you can manually type in the Wi-Fi name and password.

How can I change the Mavic Air's Wi-Fi name and password?

First, connect your smartphone to the aircraft via Wi-Fi. Next, enter the DJI GO 4 app and go to Wi-Fi Settings to change the Wi-Fi name and password. You can also change the Wi-Fi name and password with DJI Assistant 2 on a computer.

Is it possible to connect to the Mavic Air's Wi-Fi by using a third-party app to scan the QR code?

No. You can only scan the QR code to connect to the aircraft's Wi-Fi using DJI GO 4.

Propulsion

Should I take the propellers off when transporting the Mavic Air?

Doing so isn't necessary.

Why does the Mavic Air use non-foldable propellers?

The non-foldable propellers are more streamlined, making the Mavic Air smaller and more portable when folded.

What is the highest level of wind the Mavic Air can resist?

The Mavic Air can withstand wind speeds up to 10 m/s.

What is the Mavic Air's max service ceiling above sea level?

16,400 ft (5000 m).

Features

What is the maximum control range of the Mavic Air in SmartCapture?

The control range is 6.56 - 19.68 ft (2 - 6 m).

What Panorama modes does the Mavic Air support?

The Mavic Air supports the following panorama modes:

Vertical: The camera automatically takes three vertical photos, stitching them into one panorama.

Horizontal: The camera will take nine photos from different angles, stitching them into one panorama.

180°: The Mavic Air automatically rotates its body and gimbal shooting 21 pictures, stitching them together in DJI GO 4 for a breathtaking 180° panorama.

Sphere: The Mavic Air automatically rotates its body and gimbal to shoot 25 photos, stitching them together for an eye-catching spherical panorama.

When flying the Mavic Air close to me in SmartCapture mode, why does the aircraft remain at eye level?

SmartCapture only allows the Mavic Air to fly at eye level when it's 9.8 feet (3 meters) or less away from you. This is to ensure better flight safety and control precision. You can gesture to fly higher or lower when it's farther away from you.

Batteries

Can the Mavic Air Battery Charger be used to charge the aircraft and RC at the same time?

Yes.

What is the Battery to Power Bank Adaptor used for?

Users can insert the adaptor into a battery and turn it into a mobile power bank.

What functions does the power button perform?

The power button powers on and off the battery. To do this, press it once, and then press again, holding it for at least two seconds to power on or off the battery.

The power button also allows you to check the battery level. To do this, press the power button once and observe how many LEDs light up for the power level.

How long does it take to charge a battery fully?

It takes 55 minutes to charge a battery fully when using a standard USB charger or a Charging Hub.

How often should I charge my batteries?

It is recommended to charge batteries at least once every three months fully.

Updating Firmware

Can I use other apps while updating DJI GO 4?

No. If you do, the update will fail. You will then need to download the firmware and update again.

Why does DJI GO 4 remind me to reconnect to the Mavic Air's Wi-Fi right before it restarts to complete the update?

Before the update is complete, the aircraft will need to restart. Once it does, reconnect your mobile device to the Mavic Air's Wi-Fi. DJI GO 4 is just reminding you that you will need to do this for a successful update.

Can I disconnect from the internet once the firmware is downloaded successfully?

Yes.

What should I do if the aircraft and battery firmware versions are inconsistent?

Connect the Mavic Air to DJI GO 4, and the app will inform you of appropriate updates to ensure consistency.

What factors could lead to an update failure?

- Low-battery level. Make sure the battery level is higher than 50%.
- Powering off the Mavic Air or the remote controller during the update. If this happens, please restart the Mavic Air and the remote controller and begin the update again.
- Internet disconnection when downloading firmware.
- If update failure persists, or the remote controller does not link with the aircraft, there may be firmware inconsistencies between devices. In this case, use DJI Assistant 2 on your computer to update your aircraft and the remote controller to the latest versions separately.

Video Transmission

What is the Mavic Air's video transmission range?

When connected to the remote controller:

2.4GHz

FCC: 4000 m, CE: 2000 m, SRRC: 2000 m (unobstructed, free of interference, when FCC compliant).
5.8GHz

FCC: 4000 m, CE: 500 m, SRRC: 2500 m (unobstructed, free of interference, when FCC compliant).

When connected to a mobile device:

Max height: 50 m

Max distance: 80 m

What is the resolution of the Mavic Air's video transmission?

720p at 30 fps.

What is the latency of the Mavic Air's video transmission?

The video transmission latency to your mobile device is 170 to 240 ms. However, this is subject to the performance of your mobile device and signal interference.

Can frequency bands be manually adjusted during video transmission?

DJI GO 4 chooses a frequency band automatically by default, but users can manually select between 2.4 GHz and 5.8 GHz frequencies, according to actual needs.