**Mission Started & Drone Hovers about 6 feet off Ground**:

**Issue**: In this scenario, the Pix4D project is opened, start is pushed and Pix4D uploads the mission and goes through its checklist. Pix4D shows it is ready to fly and the scientist holds the button down to take off. The drone takes off and hovers about 4 to 7 feet off the ground.

Fix: Push “Abort” (drone continues to hover) and then push “Start” again and allow Pix4D to go through its pre-flight checklist, including uploading the mission again. Once it is ready, hold the button down to take off. Drone will fly mission.

**Mission Started & Drone Won’t Take off:**

**Issue**: In this scenario, the Pix4D project is opened, start is pushed and Pix4D uploads the mission and goes through its checklist. Pix4D shows it is ready to fly and the scientist holds the button down to take off. The drone just sits on the ground. Everything is good, but the drone will not take off.

**Fix:** Abort mission. No matter what you try, the drone will not take off. This is recognized as an issue online, but there is no fix to get the drone to conduct the auto flight.

The solution is to create a new **Free Flight Mission** within your Project. Once created, Open the free flight mission. You will be zoomed to some ocean, so click the “Location” button found in the bottom left corner of the tablet/phone screen to zoom to your current location. Hold the controller joysticks down and to the inside to start the drone. Take the drone off to the elevation set in the mission that would not work and manually fly the preset grid lines. This is good practice and the grid lines give you the necessary overlap. Don’t worry if you zig and zag some, it is ok. Fly no faster than 29 to 32 feet per second to ensure you get good resolution on the photos.

**Drone will not connect to Pix4D**

**Issue**: The drone will not connect to Pix4D. It will connect to DJI Go4, etc. You have already tried plugging in and unplugging the cable several times.

**Fix:**

* Ensure the latest version of Pix4Dcapture is installed on the iOS or Android mobile device. Go to Play Store and ensure each of the following is updated:
  + Pix4Dcapture
  + DJI Go 4
  + Ctrl+DJI
* Ensure the latest drone firmware is installed.
* Ensure the area to fly is not a *no-fly* zone.
* Ensure the drone's SD card has enough space to store images.

If none of the above works then do this:

* Go to “Settings” then “Apps”
  + Force Quit Pix4Dcapture
  + Force Quit DJI Go 4
  + Force Quit Ctrl+DJI
* Disconnect the cable from the mobile device
* Turn off the remote controller
* Turn off the Drone
* Wait 30 seconds
* Turn on the Controller
* Turn on the Drone
* Plug in the cable to the mobile device
* Close any pop-ups
* Opencut Ctrl+DJI
  + Choose Pix4D (it will now hopefully be connected)

If possible, try another iOS or Android mobile device.

If possible, try another drone.

Try another USB cable.

**Free Flight Mission Started & Can’t Manually Engage/Start Rotors :**

**Issue**: An autoflight cannot be conducted and you need to fly the site “free flight”/manually. Everything works until you get ready to engage the rotors and start the UAV. The UAV won’t start so you can take off.

**Fix:** There seems to be an issue where it need the previous batter you used.

* Turn off UAV, take out battery and install the previous batter you used. It should recognize that batter, and start up. Once it starts up in Pix4D, shut it down and input a fully charged batter.
* Mission can now be flown.