SNAP Gᵢ
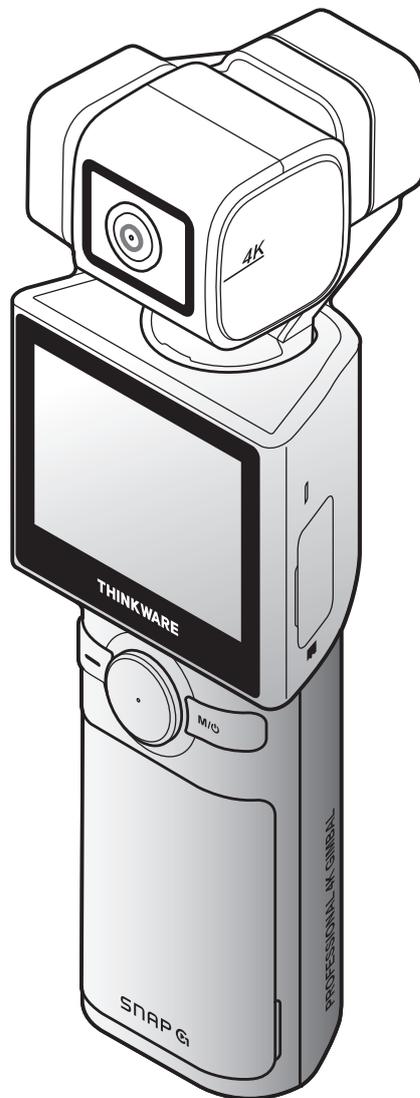# USER GUIDE

SNAP G is a portable gimbal camera that combines ease of use and functionality.
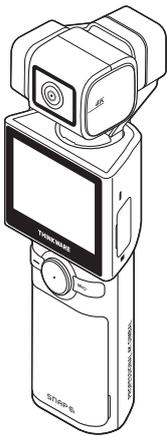
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1. Basic information overview

1.1 Included items

1.1.1 Standard items

Quick start guide

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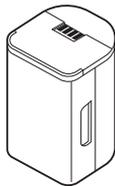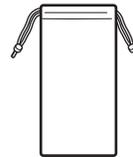
Battery

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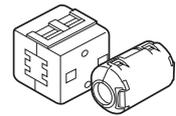
Ferrite core

1.1.2 Accessories (sold separately)

Mini tripod / Microphone / Backpack mount / Battery charger / ND filter / LCD protective film / Hard protective case (small) / Hard protective case (large)

> Visit the THINKWARE homepage (http://thinkware.com) to buy extra included items and accessories.

1.2 Part names

1.2.1 Main unit (front/back view)

Camera

LCD

LED status

Recording button

Joystick

Battery cover

Mode/Power button

Pan motor

M4 mount connector

Speaker

Trigger

Strap holder

1.2.2 Main unit (side view)

Microphone

External microphone port

Roll motor

Microphone

USB-C port

USB port/SD card slot cover

microSD card slot
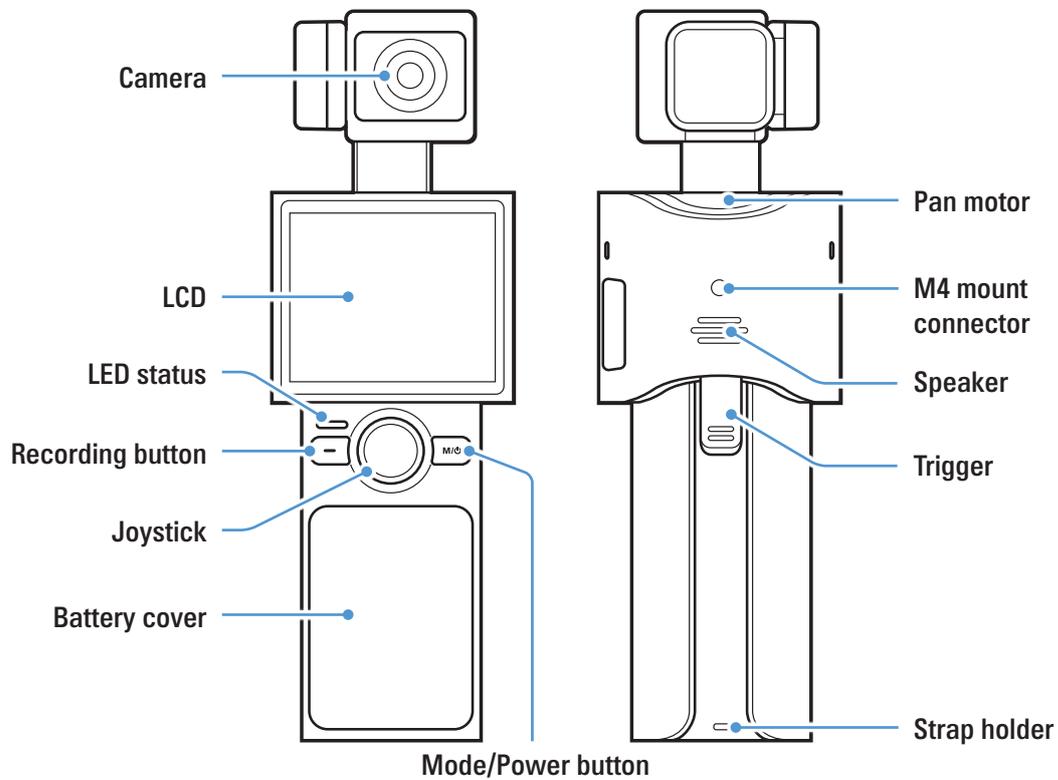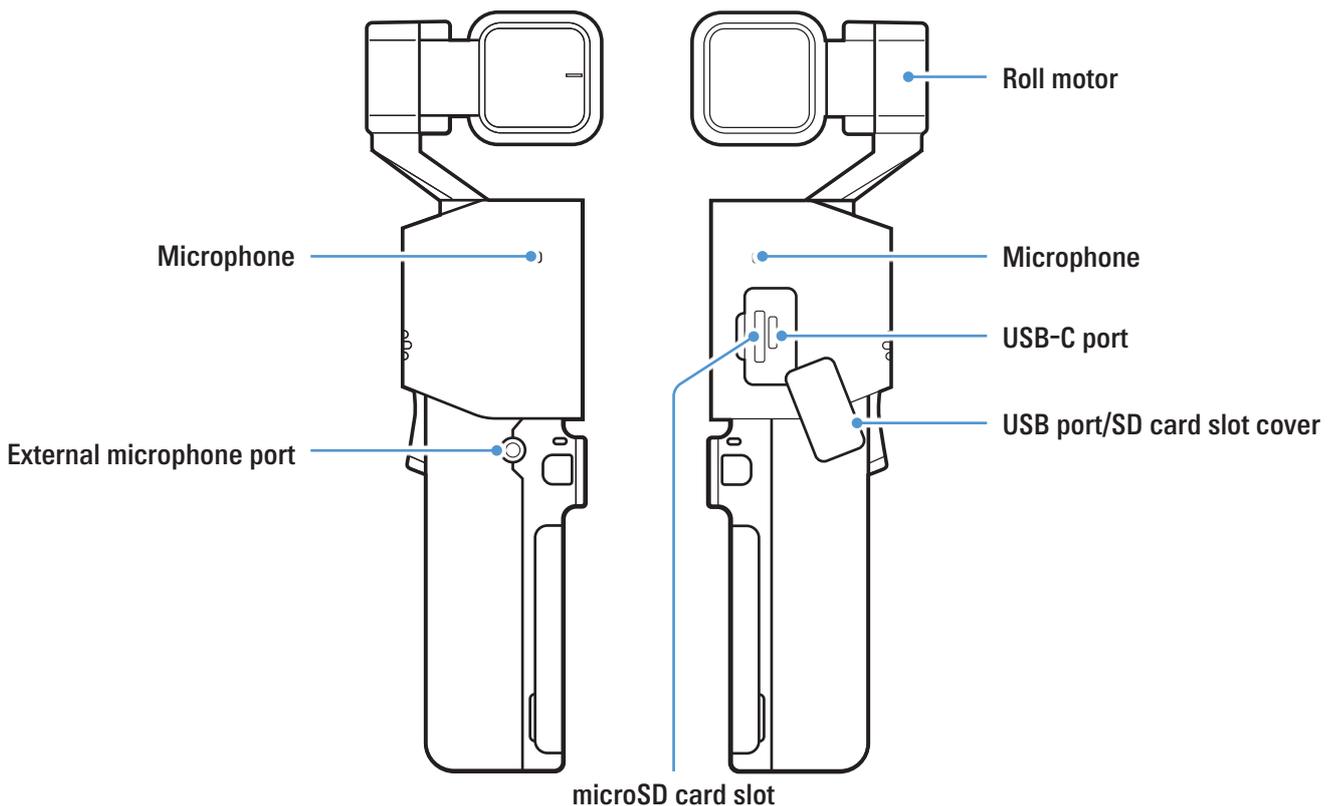
1.2.3   Main unit (top/bottom view)

Tilt motor

PUSH

Battery cover
release button

1/4" mount connector
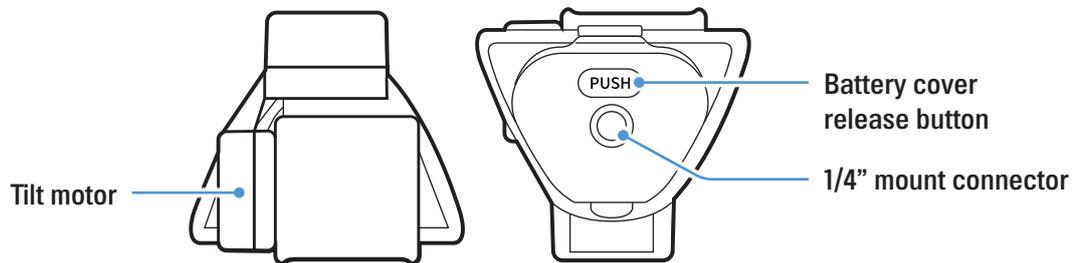
1.3   Removing and inserting the memory card

Before removing the memory card, ensure that the product is turned off. Gently push the bottom of the memory card with your fingernail to release it, and then remove it from the product.

To insert the memory card, open the USB/SD card slot cover, ensure that the memory card is in the correct direction, and insert it into the slot until you hear a click.
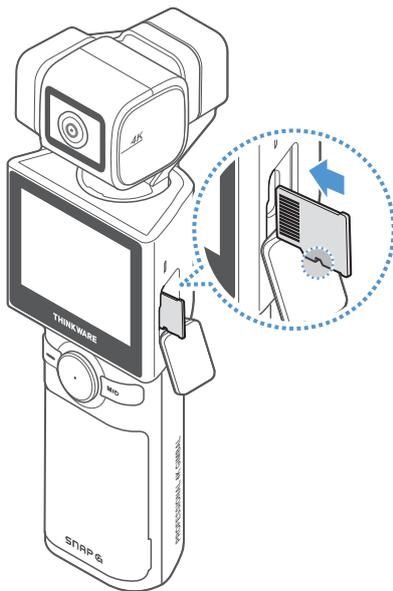
⚠ • Ensure that the memory card is in the correct direction before inserting it into the product. The product slot or the memory card may be damaged if it is inserted incorrectly.
• Format the memory card periodically to avoid memory card fragmentation and storage errors.

✎ • For more information about the recommended Micro SD cards, visit http://www.thinkware.com/help.
• The recommended Micro SD cards are subject to change and SD cards from manufacturers other than THINKWARE are not guaranteed to operate properly.

1.4 Removing and inserting the battery
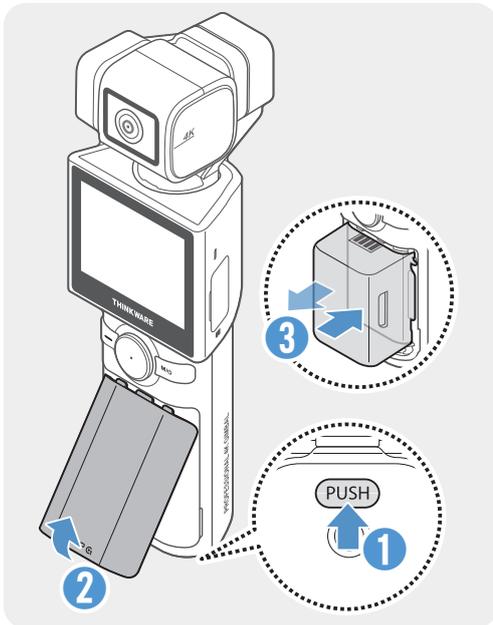
⚠ • For optimal performance, use a genuine SNAP G battery.

• The performance of the product may be limited and the camera performance is not guaranteed if you do not use an authentic SNAP G battery. For more information on battery safety and use, refer to the Battery Information Guide.

1 Open the battery cover by pressing the battery cover release button and take out the battery by holding the grooves on both sides of the battery.

2 Insert the new battery in the correct direction.

📝 The product uses a removable battery. Ensure that the battery cover is tightly closed and sealed before using the product.

1.5 Charging the product
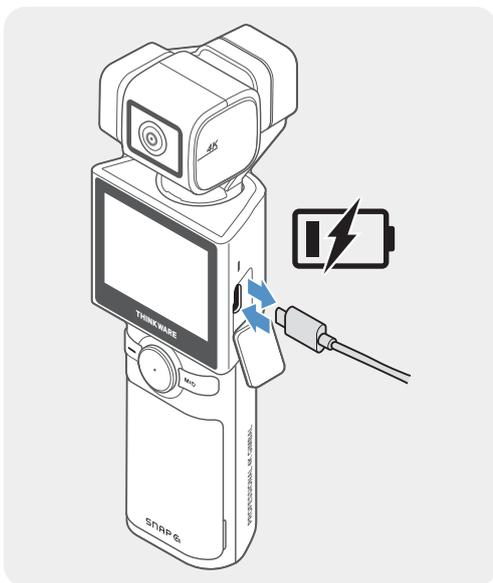
1 Connect the product to a USB adapter or computer USB port using the included USB cable.

⚠ • Fully charge the battery before using the product for the first time.

• Use an adapter that supports 2A or higher. The product may not charge when using certain adapters.

• If you use a cable other than the included authentic cable, the product may not charge.

2 When charging is complete, the LED indicator of the product will turn off.

📝 • It takes 180 minutes to fully charge the battery. (You can charge two batteries at the same time by using SNAP G battery charger.)

• For the fastest charging of the product, use the SNAP G charger (sold separately).

• Charging time may vary depending on the charging environment.

1.6 Turning the product on/off
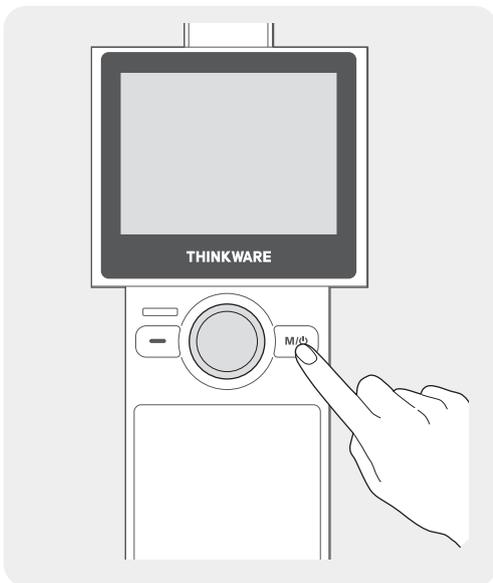
Press and hold the **M/⏻** button on the product to turn the product on. To turn the product off, press and hold the **M/⏻** button again.

> ⚠ Be careful when storing or carrying the product as the power may be turned on by pressing the power button.

> 📝 The welcome mode is turned on when the product is turned on. To turn welcome mode off, set it on the gimbal settings menu.

1.7 Checking the battery level

The remaining battery level can be checked through the battery icon displayed at the top-right part of the LCD screen.

1.8   Safety information for proper use

Read the following safety information to properly use the product.

Product operation

- If the product is impacted, it may malfunction or break down.
- Avoid contact with sand and liquid to protect the gimbal motor and sensors, etc.
- To prevent damage from high temperatures during product use, it may enter overheat protection mode and stop recording.
- Close the cover to prevent foreign objects from entering the memory slot and USB port before using the product.
- Be careful not to get foreign objects inside the battery cover.

- The proper operating temperature for the product is 10 – 35 °C.
- The battery life may vary depending on the product usage environment and settings.

Product management

- This product is not waterproof. Clean the product with a soft cloth without using any liquid.
- Foreign objects on the camera lens may crack or break the lens. Clean with a soft cloth.
- Do not use a pointed object or compressed air when removing foreign objects from the microphone hole.
- Store the product in the enclosed soft pouch. Do not impact the gimbal motor when storing the product.

2. Using the product

2.1 Overview of the LCD

2.1.1 Main menu tree

The main menu tree of the product is as follows.

Settings menu

Album

Gimbal quick setting
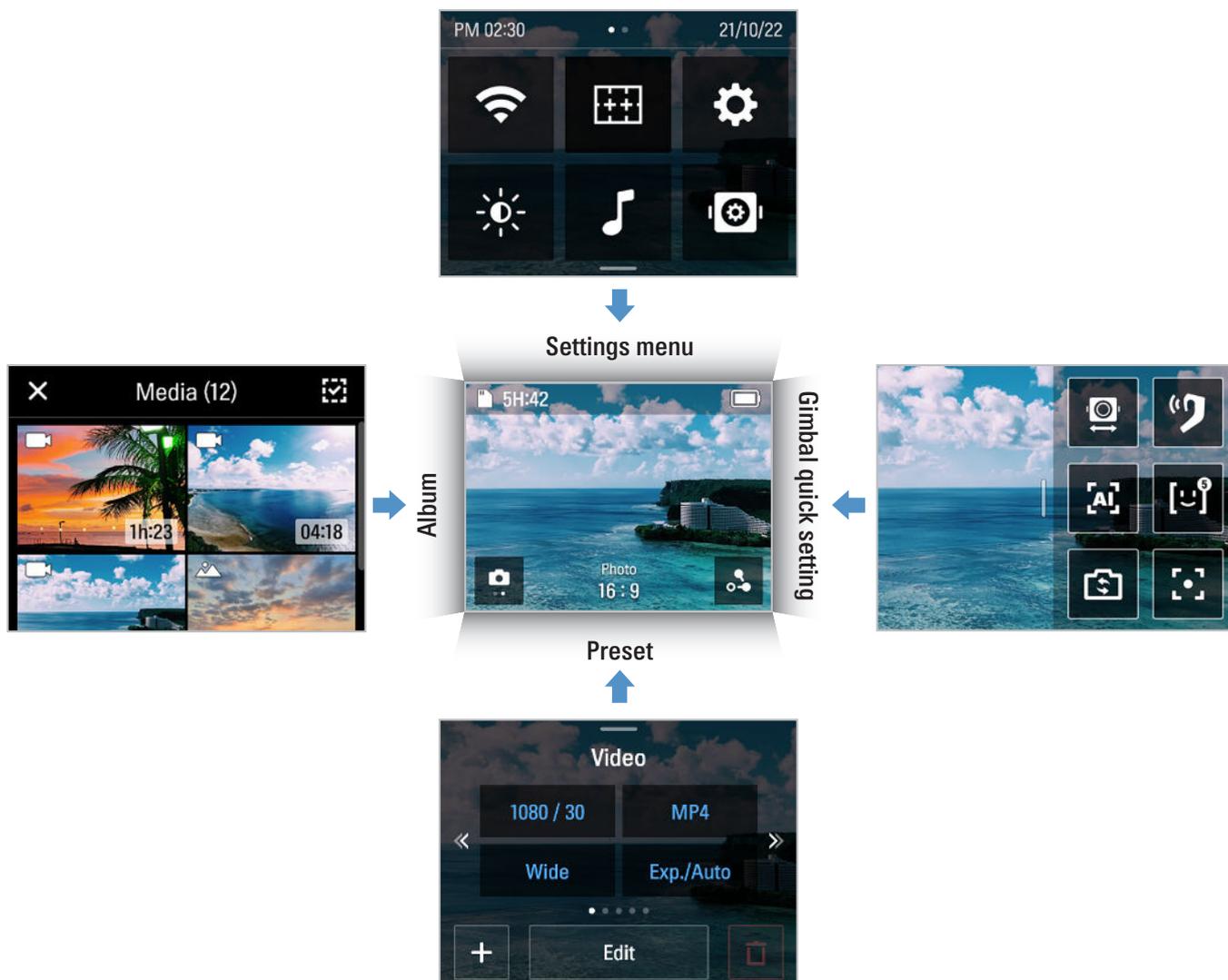
Preset

2.1.2 Using the LCD function

You can use the corresponding function by sliding the LCD in each direction.

- Swipe Up: Moves to the preset mode.
- Swipe Down: Moves to the settings.
- Swipe Left: Moves to the gimbal quick settings.
- Swipe Right: Moves to the album.

📝 You can go back to the preview screen by swiping the LCD in the opposite direction of each direction on each mode screen.

2.1.3 Screen layout

Preview screen layout

When the product is turned on, the camera preview, recording mode, battery level, and micro SD card information are displayed on the LCD.

Num	Description
❶	Displays SD card information and status. (Estimated recordable time/SD card not inserted/ Insufficient memory capacity/Error)
❷	Displays the Wi-Fi status.
❸	Displays the battery status.
❹	Tap on the preview screen to hide or show the icons on the screen.
❺	• Displays the currently set mode. • Touch to change video and photo modes.
❻	• Displays the recording settings of the currently set mode. • Swipe or touch the screen to move to the settings.
❼	**In photo mode** • Touch to set the timer. **In video mode** • Touch to use dynamic motion recording mode.

Quick Setting Menu Screen
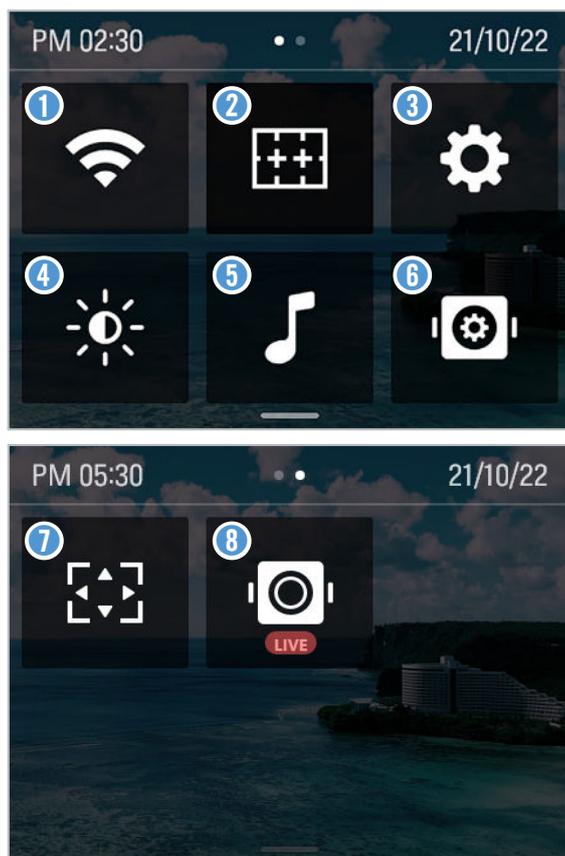
Num	Description
1	Turning Wi-Fi on/off
2	Turn the grid on/off (display grid in preview screen)
3	System settings
4	LCD brightness
5	Turn beep on/off
6	Gimbal settings
7	Switch to full screen (Switch the preview screen from 16:9 to full screen)
8	Turn live streaming on/off

Gimbal quick setting menu screen
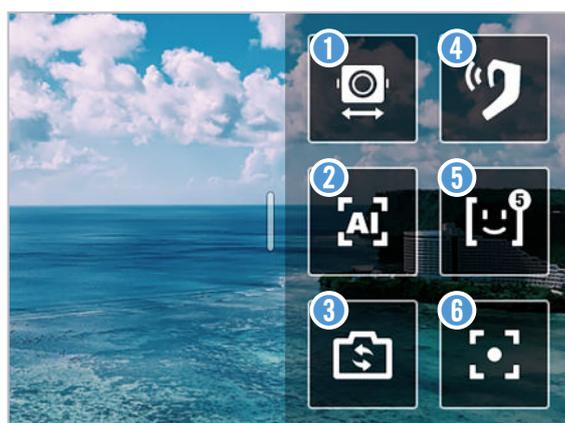
Num	Description
1	Gimbal mode settings
2	Switch tracking mode
3	Switch front/selfie mode
4	To be supported
5	Turn FACE ID on/off
6	Gimbal center alignment

2.2 Using the buttons

Refer to the table below to use the product's buttons, trigger and joystick.

> Press and hold the **M/⏻** button to turn on the product.

Joystick

Recording button   M button

Trigger
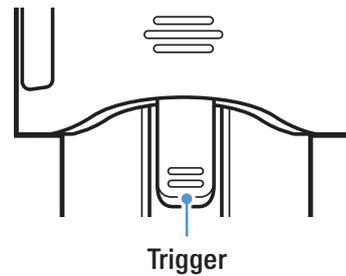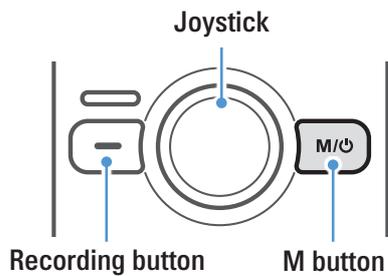
Buttons

Sort	Preview screen		Recording	
	Short press	Long press	Short press	Long press
▬	Start recording	-	Stop recording	-
M/⏻	Photo/video mode switching	Power off	-	Stop recording and power off

Joystick

Left	Right	Up	Down
Move the camera to the left	Move the camera to the right	Move the camera upward	Move the camera down

Trigger

Movement	Preview screen layout	Recording
Holding	Use the gimbal control mode set by the user (chosen from among the 5 control modes in gimbal settings)	
Press twice	Gimbal center alignment	
Press 3 times	Switch front/selfie mode	
Trigger + M button	Changing the detailed shooting mode	-
Trigger + Joystick up	Zoom in	
Trigger + Joystick down	Zoom out	

> • You can change the default and the gimbal mode when holding the trigger on the settings.
>
> • Some button functions are subject to change.

2.3   Overview of LED status and beep

LED status

Sort	Description
Turning on / Fully charged / Stop recording	LED off
Recording video	Red LED flickers slowly
Taking photo	Red LED flickers once
Panorama	Red LED flickers once per shoot
Firmware update / calibration	Red LED flickers quickly
Charging	Green LED on
Recording while charging	Light green and dark green LEDs alternately flicker

Buzzer

Sort	Description
Start recording video	1 single buzz
Stop recording video	2 single buzzes
Start taking photo	1 shutter sound
Calibration	3 consecutive buzzes

3. Overview of SNAP G features

3.1 Using AI tracking mode

AI tracking mode recognizes additional areas around a person's face, providing smart recognition extended tracking even for movements that change direction frequently and quickly.

> 🖊 Each time you press the [AI] button, it switches in the following order: AI tracking > Face tracking > Tracking mode off.

AI tracking mode

1 Swipe left on the Preview screen to open the Quick menu, then change the tracking mode to AI tracking mode.

2
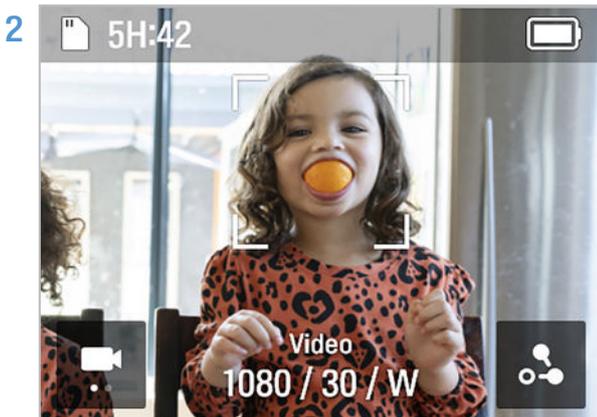
Face recognition mode will start in AI tracking mode. When a subject's face is detected, a square, white border is created around their face.

3
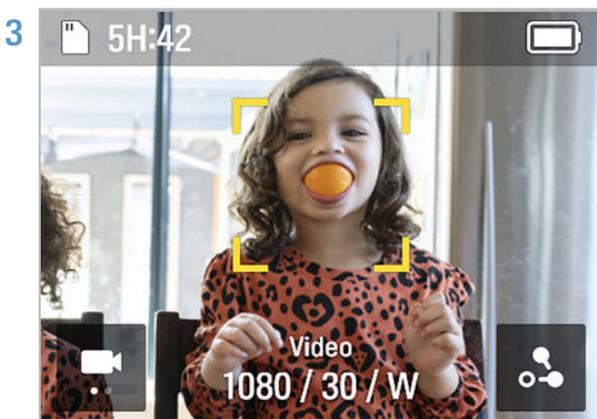
If you touch the inside of the square, white border, it turns yellow and tracking starts. When tracking starts, other people's faces will not be recognized.

> 🖊 To stop tracking, touch the square, yellow border.

Active tracking mode

Use Active tracking mode to track moving or specific objects in AI tracking mode.

In AI tracking mode, touch a specific target you want to record twice, then a square, yellow border will be created and active tracking mode will start.

To end tracking, touch the square, yellow border.

3.2 Face tracking mode

Face tracking mode recognizes and tracks a person's face.

Face tracking mode

1 Swipe left on the Preview screen to open the Quick menu, then change the tracking mode to Face tracking mode.

2
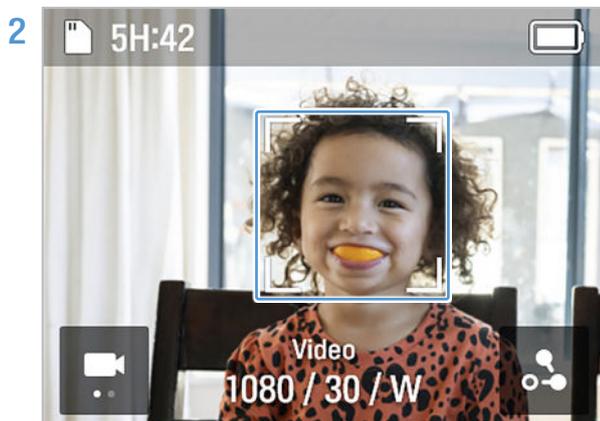
Face recognition mode will start in Face tracking mode. When a subject's face is detected, a square, white border is created around their face.

3

If you touch the inside of the square, white border, it turns yellow and tracking starts.

To end tracking, touch the yellow square border.

3.3 Using FACE ID

Once you register people's faces on FACE ID, the faces will be automatically recognized and tracked based on the camera angle without requiring any actions.

FACE ID registration

1
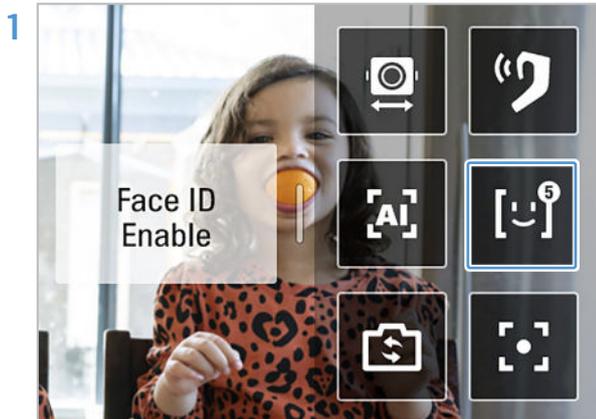
Swipe left on the preview screen to open the gimbal quick menu, then touch the FACE ID button to activate the feature.

2
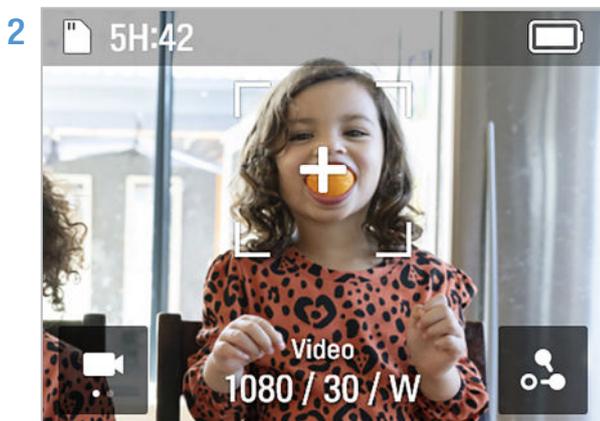
Start recording the person you want to register for FACE ID. When the product recognizes a face, a white square border will be created around the face and the **+** button inside the box will become activated.

3
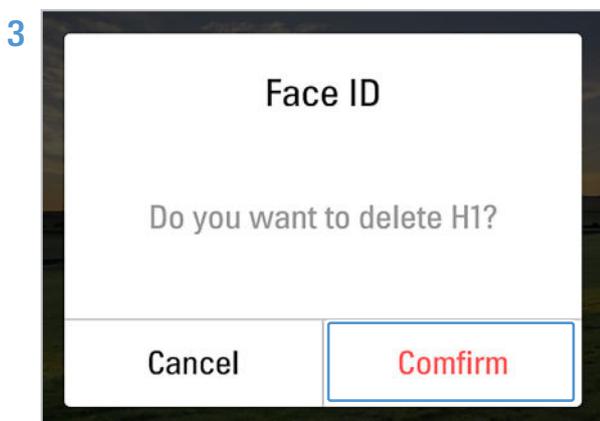
Touch the **+** button ❯ **Confirm** to complete FACE ID registration.

• The product tracks who has the highest registration priority.
• You can register up to five FACE IDs.

Check/delete FACE ID

1 Touch **System Settings > Recording Settings > FACE ID** to check the registered people by registration rank.

2 Touch the FACE ID you want to delete, then press 🗑 on the top right to delete the FACE ID.

3.4   Using dynamic motion recording mode

With the dynamic motion function, you can specify up to 4 recording points, and set the path and time to record before recording.

Dynamic motion recording mode

1 On the Video Preview screen, touch the (⚬) button **> motion settings**.

2 Set the time to record. The video length is automatically calculated and displayed based on the video settings value (speed, interval).

3 After setting the recording time, touch the (〈) button to return to the Motion Settings screen, and then touch the (✓) button in the upper-right corner to move to the Route Settings screen.

4
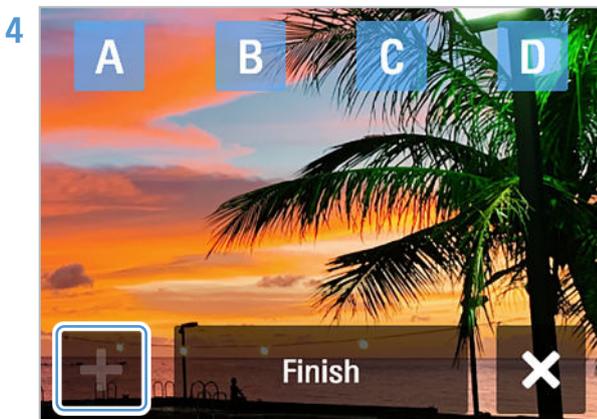
Use the joystick to select four desired shooting points (A-D) and press the **+** button to designate each shooting point.

5 Press the ▬ button on the product. The product shoots the selected points.

> 📝 • The route can be set up to 4 points (A/B/C/D).
>
> • Touching the **End** button on the Settings screen moves to the End Selection screen, and at the end, deletes all location information and moves to the Motion Settings screen.
>
> • While recording, all locations set as routes are displayed on the Preview screen, and the route completed, the route being recorded, and the route to be recorded are displayed as images to help you recognize the route.

Recording in Repeat mode

You can set two shooting points and take continuous and repeating shots at set time intervals.

With the joystick, select two recording points by pressing the **+** button, press the Repeat mode ( ) button, and press the ▬ button on the product.

> You cannot use the repeat mode if you set more paths than two recording points.

3.5 Updating the firmware

For optimal operation of the product, ensure that you keep the firmware up to date.

1 Visit www.thinkware.com/support.

2 Save the downloaded firmware file to the product's memory card.

3 Insert the memory card with the firmware to start updating the firmware.

> • For more information on product updates, visit www.thinkware.com/support.
> • If you save the firmware to the SD card and update the product at the same time, the update will proceed in the order of system firmware and gimbal firmware.

4. Using the SNAP G app

You can use various functions of the product by connecting the product to the **SNAP G app**.

4.1 Downloading the SNAP G app

1 On your smartphone, search for the **SNAP G app** in the Google Play Store or Apple App Store, or scan the QR code below to download and install the app.

2 Open the installed **SNAP G app**.

3 Press **Connect Camera**, find and connect to the Wi-Fi network that starts with SNAP G XXXXX (6 digit number) on the Wi-Fi settings screen of your smartphone.

> • The Wi-Fi password is **12345678**.
> • You can check the camera's Wi-Fi information on the connection settings menu.

4.2 Using live streaming

You can use the live streaming feature in the **SNAP G app** to stream stable and high-definition broadcasts.

Live streaming

1

Open the quick menu, then touch the Wi-Fi button to turn on Wi-Fi and connect the product and the **SNAP G app**.

2
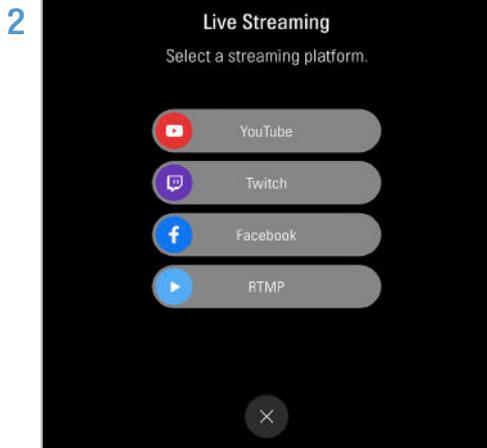
Select the desired broadcasting platform from the **Live streaming** menu in the app preview screen or the app home screen's setting menu, and then go to the streaming settings.

> 📝 Twitch live streaming will be supported.

3 Sign in to the registered or newly registered account for each broadcasting platform, set the transmission resolution and network items, and touch the **Streaming Settings Complete** button.

> 📝 To use mobile hotspot data, first enable hotspot data in your smartphone Wi-Fi settings, and then enter the hotspot's AP information.

4 When streaming setup is complete, the setting information is delivered to the product and the connection between the app and the product is disconnected.

5
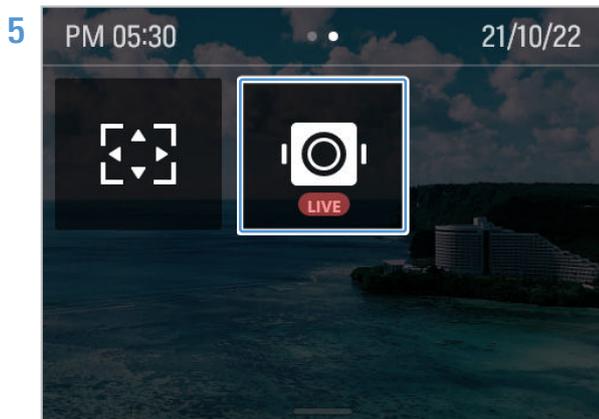
When the connection between the app and the product is disconnected, open the camera quick menu and then touch the live streaming button to start live streaming.

Quick live streaming

1
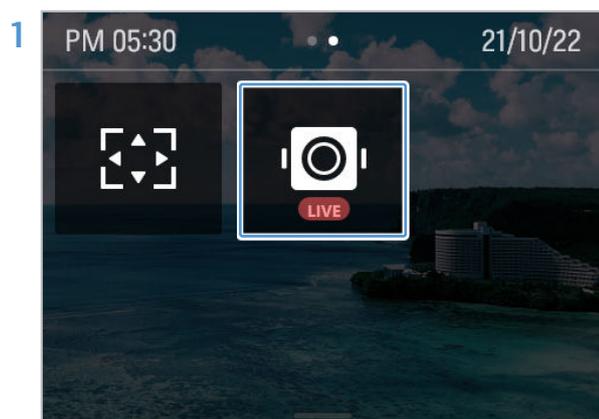
Swipe down on the preview screen to open the quick menu, then touch the live streaming button to start live streaming.

> 📝 This feature is available only when there is saved live streaming information. To save streaming information, connect to live streaming via the app.

2

The broadcasting platform icon is displayed in the status bar if live streaming is proceeding normally.

> ✎ The product connects with the AP set in the app. It will not connect in places where the corresponding AP is not present.

View live streaming information

1
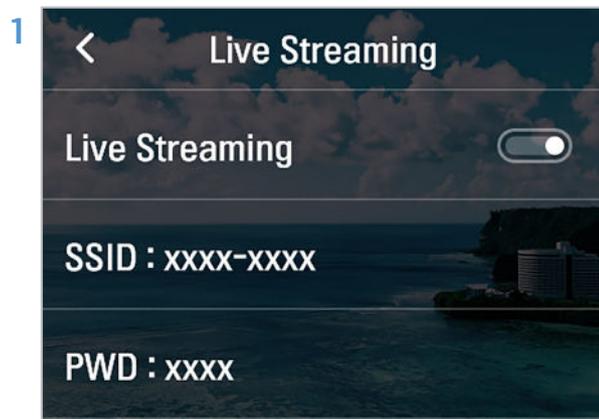
Swipe down on the preview screen to launch the quick menu, then touch ⚙ **> Connection settings > Live streaming**.

2 Check the AP SSID and password stored in the product.

> ✎ To change the broadcasting platform, connect to the new broadcasting platform in the app.

5. Using recording modes

You can check the screen of each recording mode and change the settings.

5.1 Using video modes

Video mode screen
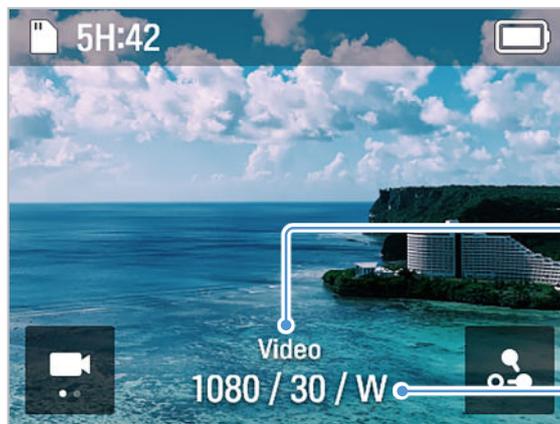
Preset name
(Video, Slow motion, Hyperlapse, Timelapse, SNV)

Resolution · Frame/Speed/ Interval · angle of view

Mode	Description
Video	Records high-definition videos with up to 4K @60FPS resolution.
Slow motion	Suitable for fast-moving subjects, records 4x slower at 120 FPS.
Timelapse	Records a short video of a long-duration activity with video frames at set intervals.
Hyperlapse	You can record while moving with video frames at set intervals. Records long hours of activity in short, dynamic videos.
SNV	Records with optimal brightness at 4K @15FPS resolution in extremely low light conditions.

Switching video modes

On the Preset settings screen, swipe left or right on the screen or touch the arrow to change the video mode. You can switch to 5 different video modes (Video, slow motion, hyperlapse, timelapse, SNV).
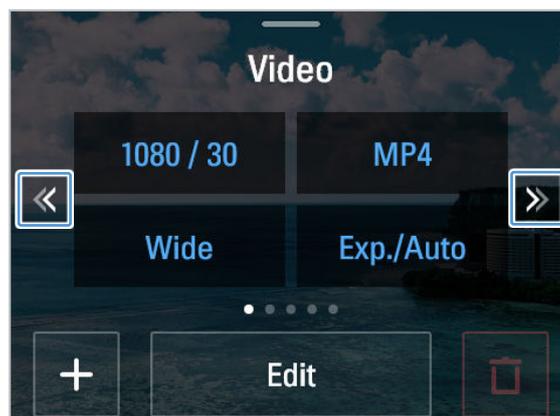
Video recording settings

Touch the Edit button to change the recording environment to the desired setting.

You can set the file format, the angle of view when recording, the color temperature, and the brightness of the screen.

Video setting value

Settings	Detailed setting value
Resolution/ Frame	1080p @24, 30, 60, 120fps 2.7K @24, 30, 60fps 4K @24, 30, 60fps
File format	MP4/MOV
Angle of view	Wide/Linear/Narrow angle (4K @60fps linear/narrow angle not supported, 4K @30fps not supported narrow angle 2.7K @60fps linear/narrow angle not supported)
Exposure	Auto/Manual
White balance	Auto/Sunlight/Cloudy/Incandescent/ Fluorescent/Custom

Slow motion setting value

Settings	Detailed setting value
Resolution/ Speed	Resolution: 1080p Speed: 4x
File format	MP4/MOV
Angle of view	Wide/Linear/Narrow angle (4K narrow angle not supported)
Exposure	Auto/Manual
White balance	Auto/Sunlight/Cloudy/Incandescent/ Fluorescent/Custom

Time lapse setting value

Settings	Detailed setting value
Resolution/ Speed	Resolution: 1080p, 4K Interval: 0.5, 1, 2, 3, 5, 10, 15, 30, 60
File format	Video/Photo + Video
Angle of view	Wide angle/linear/narrow angle (4K linear/non-narrow angle not supported)
Exposure	Auto/Manual
White balance	Auto/Sunlight/Cloudy/Incandescent/ Fluorescent/Custom

Hyperlapse setting value

Settings	Detailed setting value
Resolution/ Speed	Resolution: 1080p, 2.7K, 4K Speed: 2x, 5x, 10x, 15x, 30x
File format	MP4/MOV
Angle of view	Wide angle/linear/narrow angle (4K linear/narrow angle not supported)
Exposure	Auto/Manual
White balance	Auto/Sunlight/Cloudy/Incandescent/ Fluorescent/Custom

SNV setting value

Settings	Detailed setting value
Resolution/ Frame	Speed: 4K @15fps
File format	MP4/MOV
Angle of view	Wide/Linear
Exposure	Auto
White balance	Auto

5.2 Using photo modes

Using photo modes

Preset name
(Photo, Panorama)

Screen ratio

Mode	Description
Photo	Takes a single 12-Megapixel picture.
Panorama	Takes multiple photos with the set aspect ratio and saves them to be edited into a single photo.

> When you enter the album after connecting the **SNAP G app** and the product, the panoramic photos are edited into a single photo.

Switching photo modes

On the preset setting screen, swipe left or right or touch the arrow to change the photo mode. You can switch to 2 different photo modes (Photo/Panorama).
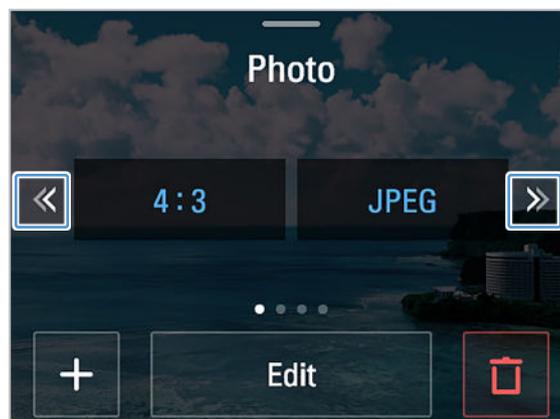
Photo mode setting

Touch the Edit button to change the recording environment to the desired setting.

Photo settings value	
Settings	Detailed settings value
Screen ratio	16:9, 4:3, 1:1
File format	JPEG + RAW
Exposure	Auto Manual
White balance	Auto, Sunlight, Cloudy, Incandescent, Fluorescent, Custom

Panorama setting value	
Settings	Detailed setting value
Screen ratio	180°, 360°, 3x3
File format	JPEG + RAW
Exposure	Auto Manual
White balance	Auto, Sunlight, Cloudy, Incandescent, Fluorescent, Custom

5.3 Setting presets

You can add presets with frequently used settings in photo or video mode.

1

Touch the **+** button on the photo or video preset screen.

2

Select the desired mode for setting the preset, set the detailed setting value, and touch the OK button to create a customized preset.

6. Setting the gimbal

You can customize the product setting by using Gimbal settings menu.

6.1 Setting the gimbal

Swipe down on the Preview screen to open the quick menu, then touch the Gimbal settings button to set the gimbal.

Setting menu	Description
Gimbal speed	Set gimbal speed.
Gimbal sensitivity	Set gimbal sensitivity.
Welcome mode	Turn Welcome mode on/off.
Calibration	Start the gimbal calibration.
Gimbal mode	• Default: Select the desired mode among **Pan/Follow/FPV**. • Trigger: Select the desired mode among **Pan/Follow/FPV/Lock/None**.
Reset	Reset the gimbal settings.

6.2 Using the gimbal mode

You can set and use the various gimbal modes.

Mode	Description
Pan mode	The roll and tilt directions are fixed and move according to the left and right movement of the user's hand.
Follow mode	The roll direction is fixed and move according to the left and right movement of the user's hand.
FPV mode	Pan, roll, and tilt directions move based on the movement of the user's hand.
Lock mode	Pan, roll, and tilt directions are fixed in one direction.
None mode	The product does not change any gimbal mode while holding down the trigger (keeps the default gimbal mode).

7. Viewing album

Swipe right on the preview screen to open the album and view the photos and videos.

7.1   Overview of the Album screen

Touch the thumbnails of each file to view them.

Displays the number of thumbnails (files).

File selection button:
Select to delete the file.

Closes the album list
screen and moves to the
preview screen.

Displays file thumbnails
and information.
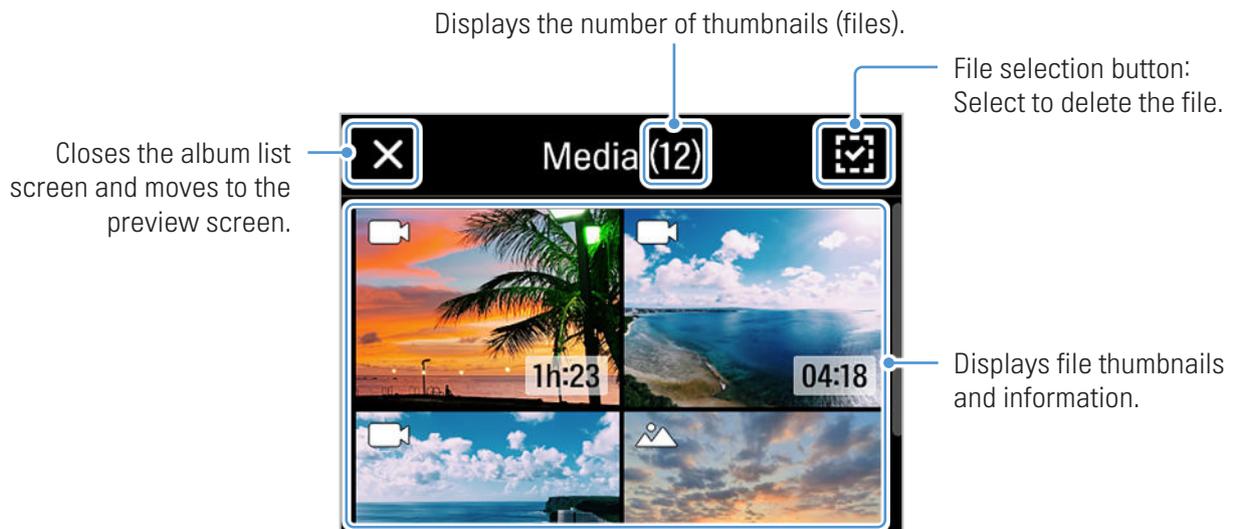
7.2   Deleting files in the album

You can delete files individually/selectively or all files with the File selection button.

1 Touch the File selection button and touch the file you want to delete.

2 Touch the Delete button on the top-right part of the screen.

3 In the Delete file pop-up window, touch Delete to delete the selected file.

8. Configuring the system settings

Swipe down on the Preview screen to open the Quick menu, then touch ⚙ ❯ **System Settings** to set the system.

8.1 Connection settings

Wi-Fi

Setting menu	Description
Wi-Fi use	Turn on/off Wi-Fi
Wi-Fi information	Display the information of the currently connected Wi-Fi.
Wi-Fi initialize	Initialize the currently connected Wi-Fi.

Live streaming

Turn live streaming on or off and view the information.

8.2 Recording settings

Setting menu	Description
Quick shot	Turn on/off the quick shot mode.
Upside down	Flip the screen upside down.
Mic settings	Set the built-in microphone quality.
Ext. mic volume	Adjust external microphone volume.
Output type	Select output type.
FACE ID	Manage the registered FACE ID.

8.3 Other settings

Setting menu	Description
Auto power off	Set the product to turn off automatically when the specified time is exceeded.
Auto LCD off	Set the product's LCD to turn off automatically when the specified time is exceeded.
Date & time	Set the date and time.
Indicator	Turn on/off the indicator.

8.4 System information

Setting menu	Description
Language	Select the desired language among **한국어/English/中文/繁體中文/Español/Français/Deutsch/日本語**.
Format SD card	Format SD card.
Firmware information	Check the firmware information.
System initialization	Initialize all the settings of the product.
Regulations	Check the product's certification status.

9. Specifications

To see the product specifications, refer to the following table.

Item		Specifications
General	Size	53 x 161.4 x 49.8mm
	Weight	234g (with battery)
	Wi-Fi/Bluetooth	Internal
	Usage time	About 2 hours (FHD 30fps / LCD off)
	Buttons	Recording / Power (M) / Joystick / Trigger
	Mount	1/4 mount, M4 mount
Battery	Type	Replaceable lithium-ion pack
	Storage	2,000mAh
	Voltage	3.7V
	Charging time	About 180 minutes
LCD	Screen size	2"
Gimbal	Pan mode	Software control angle -45° to 245°
	Tilt	Software control angle -42° to 122°
	Roll	Software control angle ±45°
	Gimbal mode	Pan, Follow, FPV, Lock, None
APP	APP	SNAP G - only app

Item		Specifications
Camera	Sensor	1/2.3" CMOS / 12.3MP
	Lens	FOV: 133.9° (diagonal) / F2.6
	Maximum image size	4,056 x 3,040
	Photo mode	Photo/Panorama
	Video mode	Video, Time lapse, Hyperlapse, Slow motion, Dynamic motion recording, SNV mode
	Tracking mode	FACE ID auto tracking, AI tracking, Face tracking, Active tracking
	Video resolution	[PAL] 4K @50, 25, 24fps 2.7K @50, 25, 24fps 1920 x 1080p @100, 50, 25, 24fps [NTSC] 4K @60, 30, 24fps 2.7K @60, 30, 24fps 1920 x 1080p @120, 60, 30, 24fps
	Photo ratio	16:9 / 4:3 / 1:1
	Photo file format	JPEG, RAW
	Video file format	MOV, MP4
	Memory card	microSD card (up to 512 GB), Micro SDXC, UHC-I U3 class, Class10
	Audio output	48 KHz AAC

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