

ICE PLANTER

CAPTURE THE MOMENT ▲ PROTECT YOUR GEAR

Unofficial GoPro Customer Support Tip Sheet

([GoPro Helmet Hero Wide](#), [Motorsports Hero/Hero Wide](#), [Surf Hero Wide](#), [Wrist Hero](#), [Hero Wide](#))

To make the most of your GoPro camera, we've put together a list of things you may want to keep in mind. As always, we welcome your comments, tips and ideas. Feel free to contact us at any time at IcePlanter.com or call toll free 877-499-3580 or support@iceplanter.com.

1. Be smart. Never risk your life or the lives of others for the sake of a video. Accidents happen in the blink of any eye - become familiar with your camera at home in advance - not while operating a vehicle or making a jump.
2. A free [GoPro firmware update](#) is available (Hero wide angle cameras only) that allow for a high capacity 4GB SD card to be used and improves the image quality in certain situations (Not for older GoPro Hero 3 or standard lens models) Do NOT use an SD card larger than 2GB until you apply the firmware update. On our site we have a [download link and instructions](#). By the way, we offer free shipping on [4GB SD cards](#).
3. Read ALL the GoPro manual and instructions provided with your camera. Wondering what all those little icons are on your LED readout? Click [here](#) for our image enhanced instructions.
4. Keep waterproof seals completely clean of ANY debris (sand, dust, hair, etc.). Be particularly careful while opening and closing the camera housing on a sandy beach or dirty environment.
5. Your GoPro camera labels pictures and videos with the same prefix. That is, "PICT004" could be a picture and "PICT005" could be a 30 minute video. Also, the thumbnail for each file may cause confusion as the video thumbnails are of the first frame - make sure you don't inadvertently delete a great video thinking it was a close-up photo of your thumb pressing the record button! We suggest you rename saved videos to distinguish them from pictures.
6. Take time to understand ALL the settings on your camera and the corresponding icons on the led screen. There are settings on the camera to delete the previous file and ALL data on the SD card. The control screen is very small (particularly while you're in a moving vehicle) make sure you do not accidentally cycle through the settings to the delete functions and accidentally delete media.
7. Each time you format the SD card (FAT is best) and reuse it, the camera will begin numbering at PICT001...so make sure if you're copying the media into the same folder you don't overwrite files with the same name. Better yet, we recommend that you create a separate folder for each day's media. Create a "GoPro" picture file then have subfolders named by date or activity.
8. Before you begin your activity, make sure you have available memory on your SD card - you'll be surprised how fast time goes by while you're out filming.
9. Do not use alkaline batteries - they will disappoint you, particularly in cold weather and in high vibration activities. [NiMH rechargeables](#) will save you hundreds of dollars and help protect the environment.
10. Your GoPro mounts are rugged but they are plastic and can break. Therefore, we recommend that you tie a thin tether line to the camera housing, particularly when on the water or a race track - be certain that this line is not attached anywhere where it might wrap around your neck or moving parts should the camera mount break.
11. Parents: Be aware of what your children are filming and uploading to the Web. Also, be sure not to publish addresses, license plate numbers or other personal information to the Web.
12. Visit GoProCamera.com for additional support information. Please note, that Ice Planter does not guarantee the accuracy of this information and is not liable for any damage or loss of equipment or data associated with its use.
13. If you've found this information helpful, please share this information on your social network pages, blogs and online forums by clicking this link!



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