

DJI Care Enterprise Video Verification Tutorial

Please select the product model:

Zenmuse H30, Zenmuse H30T

Matrice 3D Series

Zenmuse L2

DJI Mavic 3E, DJI Mavic 3T

DJI Mavic 3M

Matrice 30 Series

Matrice 30T Dock Version

Matrice 300 RTK, Matrice 350 RTK

Zenmuse H20N

Zenmuse P1

Zenmuse L1

Matrice 600 Pro

Zenmuse H20, H20T

Mavic 2 Enterprise Series

Phantom 4 RTK

Zenmuse X5S

Zenmuse Z30

P4 Multispectral

Zenmuse H30, Zenmuse H30T Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Zenmuse H20 or H20T, please capture the following content in order.

Step 1: Show the serial number.

Capture the serial number in the video. Please make sure the numbers are clearly visible and not altered.

*The serial number is located on the gimbal axis.

Step 2: Install gimbal.

Install Zenmuse H30/H30T onto Matrice 300 RTK or Matrice 350 RTK.

Step 3: Power On.

Power on the remote controller and the aircraft, and then launch DJI Pilot 2.

Step 4: Show the gimbal performance.

Ensure the gimbal can finish self-inspection process, the gimbal should not vibrate and not make abnormal noise. Use the remote controller left dial and right dial to ensure the gimbal's tilt axis and pan axis can be controlled.

Open "aircraft status" list, and scroll down the list slowly to the bottom, ensuring there is no gimbal error reported.

Step 5: Check the firmware version.

Check the firmware version of the camera, ensuring it is updated to the latest version. Please go to DJI's official website and check the latest firmware version in the release notice.

Step 6: Capture photos.

Capture photos (There is no requirement for photo specifications), and then preview wide photo, zoom photo and infrared photo (only for H30T) in playback.

*You could tap "MENU" to enter the photo settings, choose "Current View", "Wide Photo", "Zoom Photo" and "Infrared Photo" in "Save Photo". If you press capture key, the wide photo, zoom photo and infrared photo will be saved. You can also take each type of picture individually.

Step 7: Check the zoom camera.

Go to image transmission page and use the zoom camera, ensuring image transmission is normal, and the camera can zoom in/out.

Step 8: Check the wide camera.

Use the wide camera, ensuring the image transmission is normal.

Step 9: Check the laser ranging function.

Enable the laser ranging function. The distance specifications should be displayed in the app normally.

Step 10: Check infrared thermal camera.

***This step is for Zenmuse H30T only**

Use infrared thermal camera, making it face toward a person, and capture the image transmission in the app. The difference between the actual temperature and the temperature indicated by the app should not be larger than 5°C.

Switch different palette modes in the app, ensuring the images can be displayed normally in different palette modes.

Step 11: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Matrice 3D Series Video Verification Steps

.Before shooting a verification video, please pay attention to the instructions below:

- Record the video in a bright and spacious environment, ensuring that the surrounding area is safe for video recording.
- Make sure that the video content is clear and visible.
- Do not shoot and edit your video in separate segments.

The verification video can be recorded with either DJI Pilot 2 or FlightHub 2. During recording, note to include the following requirements in sequence in the video.

Recording DJI Dock with Operations in DJI Pilot 2

Step 1: Power on the product.

Power on the remote controller and aircraft, and start screen recording. During recording, make sure that the product is connected.

Step 2: Check the status of the aircraft.

Launch DJI Pilot 2, tap the icon at the upper right corner to enter “HMS” interface. Scroll the screen and check whether there are no warnings shown for each module.

Step 3: Show the serial number and firmware version of the product.

Back to the Home page of the DJI Pilot 2 app, tap “Enter Camera View”, and then tap the icon at the upper right corner of the screen to enter “Common Settings”. Tap "About", slowly scroll down the screen, and stay on the interface showing the product’s serial number, firmware version and other information for 5 s.

Step 4: Check the RTK function.

- a) Enter RTK Settings, enable “RTK Positioning”, and set “RTK Service Type”.
- b) Scroll down the screen to check the RTK status. Make sure that the RTK signal is good, and the status of the aircraft’s positioning in the status table shows FIX.

Step 5: Check the status of the gimbal.

Toggle the dial on the remote controller left and right to confirm that the gimbal tilt is controllable.

Step 6: Check the image transmission and capture photos/videos.

Enter the camera view, switch between the zoom, wide-angle, and infrared camera views

respectively. Under the zoom camera view, adjust the zoom ratio to 7x.

Press the Shutter and Record buttons respectively to take photos and videos, and enter the Playback interface to view photos and videos.

* No requirements for camera parameters.

Step 7: Check the flight status.

Go back to the image transmission screen, push both control sticks to the bottom inner corner to start the motors. Then slightly push the throttle stick to take off the drone to 1 m above the ground, and make the drone hover in place for 10 s. Please keep a safe distance during operation.

Step 8: Land the drone.

Push the throttle stick down to land the drone. Make sure that the drone lands and motors stop normally. Please keep a safe distance during operation.

Step 9: Power off the product.

Stop screen recording and do not edit the video. Then power off the aircraft and remote controller.

Recording DJI Dock and Aircraft with Operations in DJI FlightHub 2

Step 1: Check time of the dock and aircraft.

Click on the bottom right corner of the computer screen to display the date and timestamp of the devices, and stay on the time settings page for five seconds.

Step 2: Check status of the devices.

Enter DJI FlightHub 2, and click "Devices" > "Dock" > "Device Maintenance".

Make sure that both the dock and aircraft are on and connected, with normal status displayed and no error messages.

Display complete SNs of the dock and aircraft.

Enable Remote Debugging mode.

On the "Dock Control" page, open and close the dock cover, and control to move the driving rods.

On the "Aircraft Control" page, click "Charge" to charge the aircraft.

Step 3: Check flight status.

On the "Route Planning" page, click "Create Route", and then click on the icon on the right to draw a flight route.

Add at least 2 waypoints, and include the action "Take Photo" in "Actions".

On the “Flight Route Library” page, select the newly created route, choose the device in use, and click “OK” to execute the flight task.

Step 4: Check camera status.

Click “Device Status Window” in the team page.

Click “M3TD/M3D Camera” button to check if the camera view is shown normally.

Then switch between the wide-angle, zoom, and infrared camera views.

Make sure the aircraft completes the entire takeoff and landing process.

Step 5: Check “Media Files”.

On the “Media Files” page, play back the captured photos.

Step 6: Close the dock cover and stop recording.

After closing the dock cover, stop recording, and do not make any additional edits to the video.

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Zenmuse L2 Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Zenmuse L2, please capture the following content in order.

Step 1: Show the serial number.

Capture the serial number. Please make sure the numbers are clearly visible and not altered.

*The serial number is located on the gimbal axis.

Step 2: Insert SD card.

Insert an empty micro SD card into the Zenmuse L2.

Step 3: Install gimbal.

Install the gimbal onto the single downward gimbal mount of the Matrice 350 RTK aircraft.

Step 4: Power On.

Power on the remote controller and the aircraft, and then launch DJI Pilot.

Step 5: Show the gimbal performance.

Ensure that the gimbal can finish self-inspection process, and that the gimbal does not shake or make abnormal sounds, or deviate.

Make sure that no error is reported in the app.

Use the left dial of the remote controller to see if the gimbal pitch axis is controllable, and if the gimbal stays steady while being controlled.

Switch the image transmission of the aircraft to the "Visible" mode, tap on the interface, and drag a selected point on the interface to see if the camera moves accordingly.

Step 6: Take a photo and a video.

Control the visible light camera to take a picture and video, and ensure that the current capacity of the micro SD card is displayed at the upper right corner of the DJI Pilot app interface.

Tap "Playback" to check the captured picture and video. For pictures, ensure that the full photo is properly displayed in the interface; and for videos, ensure that the video can be replayed.

Step 7: Check the firmware version.

Go to “General” - “About” to check the firmware version of the camera, ensuring it is updated to the latest version. Please go to DJI’s official website and check the latest firmware version in the release notice.

Step 8: Check the LiDAR function.

Enable RTK mode (to use network RTK or D-RTK) before taking off the aircraft. Manually control the aircraft to ascend to a safe height, and control the gimbal to rotate 90° and face downward. Fly the aircraft forward, backward, leftward, and rightward for 5 seconds each, and then re-center the gimbal. Once again, move the aircraft forward, backward, leftward, and rightward for 5 seconds each, and ensure that the image transmission of the aircraft under “Visible” mode does not shake or have rippling effects.

Enter the point cloud interface in DJI Pilot, set the rendering mode as "RGB", and tap to record the point cloud model. Ensure that a 3D point cloud can be visualized in real-time when tapping the point cloud image transmission interface.

Switch the color mode of the point cloud model, and ensure that the three modes can be switched between smoothly, and that the point cloud effects can be displayed normally after switching to the corresponding color mode.

Tap the preview icon at the upper right corner, switch to the point cloud model view, and check the model after selecting different perspectives. Ensure that the point cloud model can be viewed in different perspectives, and that it can be zoomed in or out and dragged.

Exit the model view, and switch the device to split mode. Manually control the gimbal to tilt, and ensure that the point cloud model is updated following the visible image transmission interface.

Stop recording the point cloud model, land the aircraft safely.

Step 9: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

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DJI Mavic 3E, DJI Mavic 3T Video Verification Steps

Before shooting a verification video, please pay attention to the instructions below:

- Show the aircraft, remote controller, and the app in the same shot.
- Shoot the video in a bright and spacious environment.
- Ensure that the video is clear and in focus.
- Do not shoot your video in sections and edit your video after shooting.

When recording a verification video for DJI Mavic 3E or DJI Mavic 3T, please capture the following content in order.

Step 1: Show the appearance and serial number of the product.

Show the appearance of the aircraft and remote controller, and ensure that there are no obvious signs of collision.

Show the serial number of the aircraft and remote controller, which should be clear and unaltered.

Step 2: Power on the product and check the status of gimbal auto-check.

Power on the remote controller and the aircraft, and ensure the gimbal auto-check can be completed.

Step 3: Check the status of aircraft auto-check.

Go to DJI Pilot 2, enter HMS and ensure that there are no warnings shown for each module.

Step 4: Check the firmware version.

Check the firmware version of the aircraft, and ensure that it is the latest version. You can go to DJI's official website to check the release notes and confirm the current firmware version.

Step 5: Show the gimbal and camera performance.

Follow the corresponding steps to record the video based on the product model.

DJI Mavic 3E

Toggle the gimbal dial on the remote controller to make sure the tilt axis can be controlled and gimbal can move to the limit position.

Enter the image transmission interface, switch the camera view between wide and zoom cameras. Make sure that the interface is not flickering or malfunctioning.

Toggle the camera settings dial on the remote controller, and the zoom camera can zoom in and out.

Press the shutter and record buttons to take a picture or video, and ensure that the picture or video can be played back.

DJI Mavic 3T

Toggle the gimbal dial on the remote controller to make sure the tilt axis can be controlled and gimbal can move to the limit position.

Enter the image transmission interface, switch the camera view between wide, zoom, and thermal cameras. Make sure that the interface is not flickering or malfunctioning.

Toggle the camera settings dial on the remote controller, and the zoom camera can zoom in and out.

Press the shutter and record buttons to take a picture or video, and ensure that the picture or video can be played back.

Step 6: Start the motors.

Push both control sticks to the bottom inner corner to start the motors. Then slightly push the control sticks to check if the motor speed is controllable (takeoff is not required). Please keep a safe distance during operation.

Step 7: Stop the motors.

Push both control sticks to the bottom inner corner again to stop the motors.

Step 8: Power off the product.

Power off the aircraft and remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

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DJI Mavic 3M Video Verification Steps

Before shooting a verification video, please pay attention to the instructions below:

- Record the video in a bright and spacious environment. Ensure that the surrounding environment is safe for recording.
- Ensure that the video is clear and in focus.
- Do not shoot your video in sections and edit your video after shooting.
- Make sure that the RTK Module is mounted to the aircraft, RTK is connected, and the status of the aircraft's positioning in the status table shows FIX.

When recording a verification video for DJI Mavic 3M, please capture the following content in order.

Step 1: Power on the product.

Power on the remote controller and aircraft, and start screen recording. During recording, make sure that the product is connected.

Step 2: Check the status of the aircraft.

Launch DJI Pilot 2, tap the icon at the upper right corner to enter "HMS" interface. Scroll the screen and check whether there are no warnings shown for each module.

Step 3: Show the serial number and firmware version of the product.

Back to the Home page of the DJI Pilot 2 app, tap "Enter Camera View", and then tap the icon at the upper right corner of the screen to enter "Common Settings". Tap "About", slowly scroll down the screen, and stay on the interface showing the product's serial number, firmware version and other information for 5 s.

Step 4: Check the RTK function.

- a) Enter RTK Settings, enable "RTK Positioning", and set "RTK Service Type".
- b) Scroll down the screen to check the RTK status. Make sure that the RTK signal is good, and the status of the aircraft's positioning in the status table shows FIX.

Step 5: Check the status of the gimbal.

Go to "Gimbal Settings" and tap "Gimbal Calibration". Make sure that the gimbal can be calibrated normally. After calibration, toggle the left dial on the remote controller, and check whether the gimbal tilt can be controlled.

Step 6: Check the image transmission and capture photos/videos.

Enter the image transmission screen, switch the camera view between visible light and multispectral cameras, and make sure that the image transmission screen is displayed normally. Press the Shutter and Record buttons respectively to take photos and videos, and enter the Playback interface to view photos and videos.

* No requirements for camera parameters.

Step 7: Check the flight status.

Go back to the image transmission screen, push both control sticks to the bottom inner corner to start the motors. Then slightly push the throttle stick to take off the drone to 1 m above the ground, and make the drone hover in place for 10 s. Please keep a safe distance during operation.

Step 8: Land the drone.

Push the throttle stick down to land the drone. Make sure that the drone lands and motors stop normally. Please keep a safe distance during operation.

Step 9: Power off the product.

Stop screen recording and do not edit the video. Then power off the aircraft and remote controller.

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Matrice 30 Series Video Verification Steps

Please take note of the following tips when shooting a video for verification.

- Show the drone, gimbal and camera, DJI RC Plus, and DJI Pilot app in the same shot.
- Record the video in an open and bright area without interference.
- Make sure that the video is clear and in focus.
- Do not split the video into multiple clips during shooting, and do not edit the video on later stage.

When recording a verification video for Matrice 30 Series, please capture the following content in order.

1. Show the product appearance and serial number (SN).

Make sure that the drone, gimbal and camera, and DJI RC Plus are cosmetically intact, and do not have any noticeable scratches or dents.

Show the SNs of the drone and DJI RC Plus, which should be clear and are not tampered.

* The drone SN is located at the drone side panel.

2. Power on the devices.

Power on your DJI RC Plus and drone, and open DJI Pilot.

3. Check the drone status.

Open DJI Pilot, go to the "Health Management System" module, and make sure that no "Critical" or "Warning" message is prompted.

4. Check the firmware version.

Check the drone firmware version, compare it with that specified in the Release Notes on DJI's official website, and make sure that it is the latest version.

5. Check the gimbal status.

Make sure that the gimbal self-check can be complete, and the gimbal does not vibrate or make abnormal sounds during self-check. Rotate the left and right dials to control the gimbal tilt axis and roll axis.

6. Check the live view of each camera and shoot photos.

Enter the live view, click the L1/L2 button to switch among the wide-angle, zoom, and thermal cameras, and make sure that the video transmission of each camera is normal.

Click the R1/R2 button to control the zoom camera to zoom in or out.

Rotate the scroll wheel to adjust the EV value.

Click the shutter button and record button respectively, and then enter the playback page to view the captured photos and videos.

* There is no limit on the specifications of each camera. For Matrice 30 users, it is unnecessary to

shoot using the thermal camera.

7. Start the motors.

Push the control sticks to the bottom inner corners to start the motors. Slightly push the throttle stick to control the motor speed. It is unnecessary to take off the drone, but remember to keep a safe distance when starting the motors.

8. Stop the motors.

Push the control sticks to the bottom inner corners to stop the motors.

9. Test the RTK functions. (Choose and complete either of the following two options.)

A: For Matrice 30 Series + Network RTK or Custom Network RTK Users

Power on DJI RC Plus and the drone, and make sure the remote controller can get access to the Internet.

Open DJI Pilot, choose "Network RTK" or "Custom Network RTK" in the "Select RTK Service Type" module. Check the network RTK and drone RTK status, and make sure that the RTK signals are normal.

Shoot the LEDs at the drone tail.

B: For Matrice 30 Series + D-RTK 2 High Precision GNSS Mobile Station Enterprise Users

Power on DJI RC Plus, the drone, and mobile station.

Press and hold the mobile station mode switch, and switch the mobile station to Broadcast mode. Open DJI Pilot, tap "Select RTK Service Type" and select "D-RTK 2 Mobile Station", search and link the drone to the mobile station. Check the D-RTK 2 mobile station status, and the RTK signals should be normal.

Shoot the LEDs at the drone tail.

10. Power off the devices.

Power off the drone and DJI RC Plus, and stop video recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Matrice 30T Dock Version Video Verification Steps

.Before shooting a verification video, please pay attention to the instructions below:

- Record the video in a bright and spacious environment, ensuring that the surrounding area is safe for video recording.
- Make sure that the video content is clear and visible.
- Do not shoot and edit your video in separate segments.

The verification video can be recorded with either DJI Pilot 2 or FlightHub 2. During recording, note to include the following requirements in sequence in the video.

Recording DJI Dock with Operations in DJI Pilot 2

Step 1: Check time of the dock.

Display the dock's date and timestamp on your phone or computer, and keep it visible for five seconds.

Step 2: Take a photo of the serial number (SN) of the dock.

Capture the SN on the dock nameplate, and make sure it is clearly visible in the video.

Step 3: Check the dock status.

Connect the USB-C port on DJI RC Plus to the USB-A port on DJI Dock.

Make sure that the dock status is normal, with no error messages prompted.

Open the dock cover, move the driving rods, and make sure that the dock functions.

Turn on the integrated security camera, and make sure that the camera view is displayed properly.

Step 4: Check flight status.

Disconnect the remote controller, and exit Debugging mode.

Add at least 2 waypoints to create a flight route on DJI FlightHub 2, and execute the route.

Make sure the aircraft completes the entire takeoff and landing process.

Step 5: Close the dock cover and stop recording.

After closing the dock cover, stop recording, and do not make any additional edits to the video.

Recording DJI Dock and Aircraft with Operations in DJI FlightHub 2

Step 1: Check time of the dock and aircraft.

Click on the bottom right corner of the computer screen to display the date and timestamp of the devices, and stay on the time settings page for five seconds.

Step 2: Check status of the devices.

Enter DJI FlightHub 2, and click "Devices" > "Dock" > "Device Maintenance".

Make sure that both the dock and aircraft are on and connected, with normal status displayed and no error messages.

Display complete SNs of the dock and aircraft.

Enable Remote Debugging mode.

On the "Dock Control" page, open and close the dock cover, and control to move the driving rods.

On the "Aircraft Control" page, click "Charge" to charge the aircraft.

Step 3: Check flight status.

On the "Route Planning" page, click "Create Route", and then click on the icon on the right to draw a flight route.

Add at least 2 waypoints, and include the action "Take Photo" in "Actions".

On the "Flight Route Library" page, select the newly created route, choose the device in use, and click "OK" to execute the flight task.

Step 4: Check camera status.

On the Team page, open device status window, and make sure that the dock status is normal, with no error messages prompted.

Click "Live", and make sure that the camera view is displayed properly.

Click "FPV" and "M30/M30T Camera" respectively, and make sure that the camera views are displayed correctly.

On the "M30/M30T Camera" page, switch between camera views by clicking the camera type, including zoom camera, thermal camera and wide camera.

Make sure the aircraft completes the entire takeoff and landing process.

Step 5: Check "Media Files".

On the "Media Files" page, play back the captured photos.

Step 6: Close the dock cover and stop recording.

After closing the dock cover, stop recording, and do not make any additional edits to the video.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

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Matrice 300 RTK, Matrice 350 RTK Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Matrice 300 RTK or Matrice 350 RTK, please capture the following content in order.

Step 1: Show the serial number.

Capture the aircraft's serial number. Please make sure the numbers are clearly visible and not altered.

*The serial number is located at the aircraft nose.

Step 2: Install gimbal.

Install one or two gimbals onto the aircraft. You can choose from the Zenmuse H20, H20T, H20N, P1 and L1. If the aircraft is used with the downward dual gimbal connector, then mount cameras on both gimbal port 1 and 2.

Step 3: Power On.

Power on the remote controller and the aircraft, and then launch DJI Pilot.

Step 4: Check the flight status.

Open "Aircraft Status" list, and slowly scroll down the list to the bottom, ensuring there is no error reported.

Open HMS menu and ensure there is no red (warning state) or orange (caution state) notice under each module.

Step 5: Check the firmware version.

Check the firmware version of the aircraft, ensuring it is updated to the latest version. Please go to DJI's official website and check the latest firmware version in the release notice.

Step 6: Show the gimbal performance.

After making sure the gimbal can complete self-inspection process, use the left toggle wheel on the remote controller to demonstrate that the gimbal's tilt axis can be adjusted.

Step 7: Check the image transmission.

Go to the image transmission page and ensure the image transmission is normal.

Capture a photo or video.

*There is no requirement for photo/video specifications, and you only need to ensure the photo/video can be taken normally.

Step 8: Start the motors.

Push both sticks to the bottom inner or outer corners to start the motors. Toggle the throttle sticks to make sure the motor's speed is controllable.

*Please make sure to keep the aircraft in safe distance and the aircraft does not take off.

Step 9: Stop the motors.

Push both sticks to the bottom inner or outer corners to stop the motors.

Step 10: Check if RTK function is normal (Choose one of the tests below accordingly) .

A: For the aircraft with Custom Network RTK

Place aircraft in a safe and open environment.

Power on remote controller and aircraft. Ensure the remote controller can connect to the internet normally.

Launch DJI Pilot. Tap the satellite signal icon, and then choose Custom Network RTK as the RTK service type. Check network RTK state and aircraft RTK state and the RTK signal should be normal. Capture the blinking state of the aircraft status indicator.

B: For the aircraft with D-RTK 2 High-Precision GNSS Mobile Station for Matrice Series

Place aircraft and D-RTK 2 High-Precision GNSS Mobile Station for Matrice Series in a safe and open environment.

Power on remote controller, aircraft, and mobile station.

Press and hold the operating mode button of the mobile station, switching it to Broadcast mode.

Launch DJI Pilot. Tap satellite signal icon, choose D-RTK 2 Mobile Station as RTK service type, and then app will start to search for mobile stations. Connect the aircraft to the mobile station. Check the status of the D-RTK 2 mobile station and the RTK signal should be normal.

Capture the blinking state of the aircraft status indicator.

Step 11: Power off.

Power off the aircraft and the remote controller, and then stop recording.

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Zenmuse H20N Video Verification Steps

Please take note of the following tips when shooting a video for verification.

- Show the drone, gimbal and camera, DJI Smart Controller Enterprise, and DJI Pilot app in the same shot.
- Record the video in an open and bright area without interference.
- Make sure that the video is clear and in focus.
- Do not split the video into multiple clips during shooting, and do not edit the video on later stage.

When recording a verification video for Zenmuse H20N, please capture the following content in order.

1. Show the product appearance and serial number (SN).

Make sure that the gimbal and camera is cosmetically intact, and does not have any noticeable scratches or dents.

Show the gimbal SN, which should be clear and is not tampered.

* The gimbal SN is located at the gimbal axis.

2. Mount the gimbal onto the drone.

Mount the gimbal onto the Matrice 300 RTK drone.

3. Power on the devices.

Power on your DJI Smart Controller Enterprise and Matrice 300 RTK, and open DJI Pilot.

4. Check the gimbal status.

Make sure that the gimbal self-check can be complete, and the gimbal does not vibrate or make abnormal sounds during self-check. Rotate the left and right dials to control the gimbal tilt axis and roll axis.

Open the UAV Health Management System (HMS) in DJI Pilot, and make sure that no gimbal-related error message is prompted.

5. Check the firmware version.

Check the camera firmware version, compare it with that specified in the Release Notes on DJI's official website, and make sure that it is the latest version.

6. Shoot photos.

Shoot photos using different cameras (and note that there is no limit on the specifications of each camera). Play back the pictures captured using the zoom, wide-angle, and thermal cameras.

* You can tap "MENU" to enter the Camera Settings page, select to save photos from the current, wide-angle, zoom, or infrared camera. Then you can play back three types of photos after shooting. You can also switch among the three cameras to shoot photos.

7. Check the zoom camera.

Enter the live view, and enable the zoom camera. Make sure the video transmission is normal, and the zoom camera can focus normally.

8. Check the wide-angle camera.

Enable the wide-angle camera, and make sure that the video transmission is normal.

9. Check the laser ranging function.

Enable the laser rangefinder, and the DJI Pilot app can display the laser specifications normally.

10. Check the thermal camera.

Tap the zoom icon, select 2x and 8x zoom, and the thermal camera can capture photos accordingly. Enable the thermal camera, point the camera toward a human body with 2x zoom, and shoot the live view of the app. It is required that the accuracy of temperature measurement should be within $\pm 5^{\circ}\text{C}$.

Switch palettes in the app, and the camera view should be normal under different palette settings.

11. Power off the devices.

Power off the drone and DJI Smart Controller Enterprise, and stop video recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Zenmuse P1 Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Zenmuse P1, please capture the following content in order.

Step 1: Show the serial number.

Capture the serial numbers on the camera rear cover and lens. Please make sure the numbers are clearly visible and not altered.

Step 2: Install gimbal.

Install the gimbal onto the Matrice 300 RTK aircraft.

Step 3: Power On.

Power on the remote controller and the aircraft.

Step 4: Show the gimbal performance.

Ensure that the gimbal can finish self-inspection process, and that the gimbal does not shake or make abnormal sounds.

Launch DJI Pilot, tap to enter the "Manual Flight" interface, and tap the bell icon at the upper left corner. Make sure that no error messages are prompted in the app.

Enter the image transmission interface of the Zenmuse P1, and ensure that the interface is not flickering or malfunctioning.

Use the left and right dials of the remote controller to see if the gimbal is controllable, and if it can reach the end points (pitch: -125° to $+40^{\circ}$, pan: $\pm 320^{\circ}$).

Step 5: Take photos.

Focus the camera on an object over one meter away, and then tap the display to focus until the app beeps.

After the camera focuses successfully, take two photos, which shall then be provided to DJI after finishing recording.

*There is no requirement for photo/video specifications, and you only need to ensure the photo/video can be taken normally.

Step 6: Check the firmware version

Check the firmware version of the camera, ensuring it is updated to the latest version. Please go to

DJI's official website and check the latest firmware version in the release notice.

Step 7: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Zenmuse L1 Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Zenmuse L1, please capture the following content in order.

Step 1: Show the serial number.

Capture the serial number. Please make sure the numbers are clearly visible and not altered.

*The serial number is located on the gimbal axis.

Step 2: Insert SD card.

Insert an empty micro SD card into the Zenmuse L1.

Step 3: Install gimbal.

Install the gimbal onto the single downward gimbal mount of the Matrice 300 RTK aircraft.

Step 4: Power On.

Power on the remote controller and the aircraft, and then launch DJI Pilot.

Step 5: Show the gimbal performance.

Ensure that the gimbal can finish self-inspection process, and that the gimbal does not shake or make abnormal sounds, or deviate.

Make sure that no error is reported in the app.

Use the left dial of the remote controller to see if the gimbal pitch axis is controllable, and if the gimbal stays steady while being controlled.

Switch the image transmission of the aircraft to the "Visible" mode, tap on the interface, and drag a selected point on the interface to see if the camera moves accordingly.

Step 6: Take a photo and a video.

Control the visible light camera to take a picture and video, and ensure that the current capacity of the micro SD card is displayed at the upper right corner of the DJI Pilot app interface.

Tap "Playback" to check the captured picture and video. For pictures, ensure that the full photo is properly displayed in the interface; and for videos, ensure that the video can be replayed.

Step 7: Check the firmware version.

Go to “General” - “About” to check the firmware version of the camera, ensuring it is updated to the latest version. Please go to DJI’s official website and check the latest firmware version in the release notice.

Step 8: Check the camera function.

Enable RTK mode (to use network RTK or D-RTK) before taking off the aircraft. Manually control the aircraft to ascend to a safe height, and control the gimbal to rotate 90° and face downward. Fly the aircraft forward, backward, leftward, and rightward for 5 seconds each, and then re-center the gimbal. Once again, move the aircraft forward, backward, leftward, and rightward for 5 seconds each, and ensure that the image transmission of the aircraft under “Visible” mode does not shake or have rippling effects.

Enter the point cloud interface in DJI Pilot, set the rendering mode as "RGB", and tap to record the point cloud model. Ensure that a 3D point cloud can be visualized in real-time when tapping the point cloud image transmission interface.

Switch the color mode of the point cloud model, and ensure that the three modes can be switched between smoothly, and that the point cloud effects can be displayed normally after switching to the corresponding color mode.

Tap the preview icon at the upper right corner, switch to the point cloud model view, and check the model after selecting different perspectives. Ensure that the point cloud model can be viewed in different perspectives, and that it can be zoomed in or out and dragged.

Exit the model view, and switch the device to split mode. Manually control the gimbal to tilt, and ensure that the point cloud model is updated following the visible image transmission interface.

Stop recording the point cloud model, land the aircraft safely.

Step 9: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Matrice 600 Pro Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Matrice 600 Pro, please capture the following content in order.

Step 1: Show the serial number.

Capture the aircraft's serial number. Please make sure the numbers are clearly visible and not altered.

*The serial number is below the No.1 battery compartment.

Step 2: Assemble the landing gear.

Assemble the landing gear (hover the Matrice 600 Pro, turn on the landing gear switch, make sure takeoff and landing are normal.)

Put the Matrice 600 Pro on flat ground. Show the aircraft's top and six arms in the video. Make sure the Matrice 600 Pro in the video is clear and focused.

Step 3: Power On.

Power on the Matrice 600 and the remote controller. Make sure all 6 batteries can operate normally. Make sure the linking between aircraft and remote controller is normal.

Step 4: Launch DJI Assistant 2.

Connect the Matrice 600 Pro to a PC with a USB cable, and launch DJI Assistant 2.

Step 5: Check the flight status.

Show the Matrice 600 Pro's firmware and Lightbridge 2's firmware in DJI Assistant 2, also show the battery page.

Click "Settings-ESC Settings-Motor Test" in DJI Assistant 2, then click the M1-M6 buttons in order to test the motor's status. (Capture the motor's rotation to see whether the rotation is normal.)

Show all the self-test information in DJI GO.

Step 6: Power off.

Power off the aircraft and the remote controller.

Step 7: Check propellers.

Gently rock the propellers up and down to see whether the propellers are loose or aged. Check the 12 propellers on the 6 motors to make sure the propellers are normal.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Zenmuse H20, H20T Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Zenmuse H20 or H20T, please capture the following content in order.

Step 1: Show the serial number.

Capture the serial number in the video. Please make sure the numbers are clearly visible and not altered.

*The serial number is located on the gimbal axis.

Step 2: Install gimbal.

Install Zenmuse H20/H20T onto Matrice 300 RTK.

Step 3: Power On.

Power on the remote controller and the aircraft, and then launch DJI Pilot.

Step 4: Show the gimbal performance.

Ensure the gimbal can finish self-inspection process, the gimbal should not vibrate and not make abnormal noise. Use the remote controller left dial and right dial to ensure the gimbal's tilt axis and pan axis can be controlled.

Open "aircraft status" list, and scroll down the list slowly to the bottom, ensuring there is no gimbal error reported.

Step 5: Check the firmware version.

Check the firmware version of the camera, ensuring it is updated to the latest version. Please go to DJI's official website and check the latest firmware version in the release notice.

Step 6: Capture photos.

Capture photos (There is no requirement for photo specifications), and then preview wide photo, zoom photo and infrared photo (only for H20T) in playback.

*You could tap "MENU" to enter the photo settings, choose "Current View", "Wide Photo", "Zoom Photo" and "Infrared Photo" in "Save Photo". If you press capture key, the wide photo, zoom photo and infrared photo will be saved. You can also take each type of picture individually.

Step 7: Check the zoom camera.

Go to image transmission page and use the zoom camera, ensuring image transmission is normal, and the camera can zoom in/out.

Step 8: Check the wide camera.

Use the wide camera, ensuring the image transmission is normal.

Step 9: Check the laser ranging function.

Enable the laser ranging function. The distance specifications should be displayed in the app normally.

Step 10: Check infrared thermal camera.

***This step is for Zenmuse H20T only**

Use infrared thermal camera, making it face toward a person, and capture the image transmission in the app. The difference between the actual temperature and the temperature indicated by the app should not be larger than 5°C.

Switch different palette modes in the app, ensuring the images can be displayed normally in different palette modes.

Step 11: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Mavic 2 Enterprise Series Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Mavic 2 Enterprise series, please capture the following content in order.

Step 1: Show the serial number.

Capture aircraft's and gimbal's serial numbers. Please make sure the numbers are clearly visible and not altered.

*The aircraft's serial number is within the battery compartment.

The gimbal's serial number is located on the gimbal axis.

Step 2: Power On.

Power on the remote controller and the aircraft, and then launch DJI Pilot.

Step 3: Show the gimbal performance.

After making sure the gimbal can complete self-inspection process, use the left toggle wheel on the remote controller to demonstrate that the gimbal's tilt axis can be adjusted can reach its limit.

Step 4: Check the flight status.

Open the "Aircraft Status List", and then slowly scroll down the list all the way to the bottom. Make sure there is no error reported.

Step 5: Check the firmware version.

Check the firmware version of the aircraft, ensuring it is the updated to the latest version. Please go to DJI's official website and check the latest firmware version in the release notice.

Step 6: Check the image transmission.

For Mavic 2 Enterprise Zoom, enter the image transmission interface and confirm the image transmission is normal.

For Mavic 2 Enterprise Dual, enter the image transmission page and switch between the Visible, IR, and FLIR MSX™ modes to check if the image transmission is normal. Adjust the accuracy of the FLIR MSX™ footage to ensure it can be adjusted.

For Mavic 2 Enterprise Advanced, Enter the image transmission page, and check if the image transmission is normal after switching the aircraft to “Visible”, “IR”, and “Split” modes.

Step 7: Capture a photo or a video

Capture a photo or a video and show it in playback.

*There is no requirement for photo/video specifications, and you only need to ensure the photo/video can be taken normally.

Step 8: Start the motors.

Push both sticks to the bottom inner or outer corners to start the motors. Toggle the throttle sticks to make sure the motors' speed is controllable.

*For safety reasons, please do not install propellers when operating the drone. If propellers have been installed already, please make sure to keep the aircraft in safe distance and the aircraft does not take off.

Step 9: Stop the motors.

Push both sticks to the bottom inner or outer corners to stop the motors.

Step 10: Test the RTK module.

Capture the serial number of the M2EA RTK module. Please make sure the numbers are clearly visible and not altered.

*The serial number is located at the bottom of the RTK module

Mount the RTK module onto the Mavic 2 Enterprise Advanced aircraft, and then place the aircraft in an outdoor open area.

Power on the remote controller and aircraft, and ensure that the remote controller can get access to the internet.

Open the DJI Pilot app, click on the “GPS” icon, select the RTK type as “Network RTK” or “Custom Network RTK”, and check the RTK network status and aircraft RTK status. Ensure that the RTK signal is normal.

Take a video that can show the status of the aircraft status indicators.

Step 11: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Phantom 4 RTK Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Phantom 4 RTK, please capture the following content in order.

Step 1: Show the serial number.

Capture the aircraft's serial number. Please make sure the numbers are clearly visible and not altered.

*The serial number is located within the battery compartment.

Step 2: Power on.

Power on the remote controller and the aircraft, and then Launch GS RTK.

Step 3: Calibrate the compass.

Please calibrate the compass outdoors.

Step 4: Format the SD card.

Format the SD card in GS RTK (Please back up the data before formatting).

Step 5: Show the gimbal performance.

Use the gimbal dial on the remote controller, make sure the gimbal can move upwards and downwards to reach its limit.

Move the aircraft up, down, left, and right to show tilt and rotation movement of the gimbal.

Step 6: Check the flight status.

Open the "Aircraft Status List" and scroll down all the way to the bottom. Make sure there are no errors reported.

Step 7: Start the motors.

Push both sticks to the bottom inner or outer corners to start the motors. Toggle the throttle sticks to make sure the motors' speed is controllable.

*For safety reasons, please do not install propellers when operating the drone. If propellers have

been installed already, please make sure to keep the aircraft in safe distance and the aircraft does not take off.

Step 8: Stop the motors.

Push both sticks to the bottom inner or outer corners to stop the motors.

Step 9: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Zenmuse X5S Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Zenmuse X5S, please capture the following content in order.

Step 1: Show the serial number.

Capture the serial number in the video. Please make sure the numbers are clearly visible and not altered.

*The serial number is located on the gimbal axis.

Step 2: Install gimbal.

Install X5S onto aircraft.

Step 3: Power On.

Power on the remote controller and the aircraft.

Step 4: Show the gimbal performance.

After the gimbal finish self-inspection process, open "aircraft status" list. Scroll down the list slowly to the bottom, ensuring there is no gimbal error reported.

Use the gimbal dial on the remote controller, ensuring the gimbal's tilt axis can be adjusted without shaking or abnormal noise.

Step 5: Capture a photo.

Capture a photo.

*There is no requirement for photo specifications, and you only need to ensure the photo can be taken normally.

Step 6: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Zenmuse Z30 Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for Zenmuse Z30, please capture the following content in order.

Step 1: Show the serial number.

Capture the serial number in the video. Please make sure the numbers are clearly visible and not altered.

*The gimbal's serial number is located on the gimbal axis.

Step 2: Install gimbal.

Install Z30 onto aircraft.

Step 3: Power On.

Power on the remote controller and the aircraft.

Step 4: Show the gimbal performance.

After the gimbal finish self-inspection process, open "aircraft status" list. Scroll down the list slowly to the bottom, ensuring there is no gimbal error reported.

Use the gimbal dial on the remote controller, ensuring the gimbal's tilt axis can be adjusted without shaking or abnormal noise.

Step 5: Capture a photo.

Capture a photo.

*There is no requirement for photo specifications, and you only need to ensure the photo can be taken normally.

Step 6: Check the zoom function.

Go to image transmission page, ensuring image transmission is normal, and the camera can zoom in/out.

Step 7: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

P4 Multispectral Video Verification Steps

Before shooting the video, please pay attention to the instructions below.

- Show the aircraft, remote controller, and app in the same shot.
- Please shoot the video in a safe, bright and outdoor area.
- Please ensure the video is clear and focused.
- Please ensure the video is filmed in one take without interruption, and please do not edit the video.

When recording a verification video for P4 Multispectral, please capture the following content in order.

Step 1: Show the serial number.

Capture the aircraft's serial number. Please make sure the numbers are clearly visible and not altered.

*The serial number is located within the battery compartment.

Step 2: Power on.

Power on the remote controller and the aircraft, and then Launch GS RTK.

Step 3: Calibrate the compass.

Please calibrate the compass outdoors.

Step 4: Format the SD card.

Format the SD card in GS Pro (please back up the data before formatting).

Step 5: Show the gimbal and camera performance.

Please calibrate the gimbal in DJI GS Pro app

Move the aircraft up, down, left, and right to show tilt and rotation movement of the gimbal.

Use the gimbal dial on the remote controller, make sure the gimbal can move upwards and downwards to reach its limit.

Open the FPV window, make sure the RGB and Multispectral live view are normal functioning.

Step 6: Check the flight status.

Open the "Aircraft Status List" and scroll down all the way to the bottom. Make sure there are no errors reported.

Step 7: Start the motors.

Push both sticks to the bottom inner or outer corners to start the motors. Toggle the throttle sticks to make sure the motors' speed is controllable.

*For safety reasons, please do not install propellers when operating the drone. If propellers have been installed already, please make sure to keep the aircraft in safe distance and the aircraft does not take off.

Step 8: Stop the motors.

Push both sticks to the bottom inner or outer corners to stop the motors.

Step 9: Power off.

Power off the aircraft and the remote controller, and then stop recording.

If you have any questions, please feel free to [contact online customer service](#). Thank you for your understanding and support!

For more details about DJI Care Enterprise, please visit: <https://enterprise.dji.com/djicare-enterprise>.

Online Customer Service

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