

HERO7 Will Not Power On

What's the issue?

HERO7 is not turning on.

Where does it apply?

- HERO7 White, Silver & Black

How to fix it

Follow these instructions to get your HERO7 camera to power on again:

1. Disconnect the camera from any external power source and remove SD card. If you are using a HERO7 Black, remove and reinsert battery.
2. Press the Mode Button to see if the camera responds (look for LED illumination, beeps, or a response from the camera's screens).
3. If there's no response, attempt to reset camera by pressing and holding the Mode Button for 8-10 seconds. After releasing the button, leave the camera alone for ≈ 5 seconds and attempt to get a response from the camera by pressing the Mode Button.
4. **Note: This step is only for HERO7 Black, if you have HERO7 White or Silver, proceed to Step 5.** If still unable to get any sign of life from camera, remove the battery and connect to a 5V 2A wall charger (5V 1A minimum) using the GoPro USB Type-C cable, let it sit for 5 seconds and try to turn the camera on (with the battery still removed). NOTE: In a pinch, you can use a computer USB port, but we do not recommend using a multi-port USB hub when trying to charge the camera. If the camera does not turn on, try using a secondary USB Type-C cable.
5. If/when red LEDs illuminate, allow camera to remain charging for a few minutes.
6. Remove the camera from charging source and attempt to get a response from the camera by pressing the Mode button.
7. If provided with a response, allow camera to turn back off, insert the SD card and wait ≈ 5 seconds, then attempt to record a sample video.

If you are still unable to power on your HERO7 camera, check out [GoPro Support Hub](#) for more solutions or contact [GoPro Customer Support](#) to speak with an agent.

Troubleshooting GoPro App Connectivity Issues

What's the issue?

Unable to connect a GoPro camera to the GoPro App.

Where does it apply?

- GoPro App - iOS and Android
- All Wi-Fi enabled GoPro Cameras

How to fix it

Before You Get Started - A Note About Supported Wi-Fi Bands & Regional Connectivity Issues

In order to provide you with the best media offload experience, GoPro HERO6 and newer cameras set their broadcast Wi-Fi band to 5GHz by default. However, depending on your mobile device, or even your geographic region, this can occasionally lead to connectivity issues where your device may be unable to find and connect to your camera.

If you are having trouble connecting your camera to your mobile device, check to make sure your mobile device and geographic region support 5GHz Wi-Fi bands. If not, try switching your camera to 2.4GHz using the following instructions:

MAX, HERO8 Black, HERO7 Black, Silver & White

1. Swipe down on the camera's back LCD and tap Preferences
2. Tap Connections and scroll down to tap on Wi-Fi Band
3. Select 2.4GHz and attempt to reconnect to the camera.

HERO6 Black

1. Swipe down on the camera's back LCD and tap Connections
2. Scroll down to and tap on Wi-Fi Band.
3. Select 2.4GHz and attempt to reconnect to the camera.

Fusion

1. Press the Mode button to cycle to Settings, then press the shutter button to select it.
2. Press the shutter button to cycle to the Wi-Fi icon, then press the Mode button to cycle to BAND.
3. Finally, press the shutter button to switch to 2.4 GHz.
4. Try connecting to your camera again.

Please Note: There are additional factors that may affect your ability to connect to your GoPro, even in cases where your device and region support 5GHz Wi-Fi. Because of this, we recommend switching to 2.4Ghz as a first step to resolve connectivity issues.

If switching your Wi-Fi band did not resolve your connectivity issues, please try these

additional steps:

Remove the Camera Entry from the App's Device History & Re-Pair

Due to a number of factors, the connection between app and camera can become out of sync, particularly when attempting to reconnect to a previously paired camera.

PRO TIP: If you're having problems reconnecting to a camera that has previously been paired to the app, first try restarting your phone as this resets the bluetooth chip on your device and often does the trick. This *especially* works if you're having pairing issues after updating camera firmware.

The steps below will walk you through removing the camera entry from the app's device history and freshly pairing it again should restarting your phone not do the trick:

Android Devices

- Starting from the app's home screen, select the camera icon in the app's bottom-left corner.
- Press and hold the image of the camera and press "DELETE" on the window that appears.
- Delete the Bluetooth and Wi-Fi entries in your device's settings, using the instructions below, before attempting to re-pair to your GoPro.
- Attempt to pair the camera to the app again by putting your camera into pairing mode and selecting "Add Camera" in the Camera menu. Additional instructions to guide the pairing process can be found [HERE](#).

iOS Devices

- Starting from the app's Home Screen, select the camera icon in the app's bottom-left corner.
- Then, tap the pencil icon in the top-left corner of the Camera menu page.
- Tap "Remove Camera" to delete the camera entry from your app's history.
- Delete the Bluetooth and Wi-Fi entries in your device's settings, using the instructions below, before attempting to re-pair to your GoPro.
- Attempt to pair the camera to the app again by putting your camera into pairing mode and selecting "Add Camera" in the Camera menu. Additional instructions to guide the pairing process can be found [HERE](#).

Reset the Wi-Fi on Your GoPro

MAX, HERO8 Black, HERO7 Black, Silver & White

1. Swipe down on the camera's back screen and tap Preferences and then Connections.
2. Scroll down and tap Reset Connections and confirm by tapping Reset.
3. Delete the Bluetooth and Wi-Fi entries in your device's settings, using the instructions described below, before attempting to re-pair to your GoPro using the instructions [HERE](#).

Fusion

1. Press the Mode button (side) until the Settings (wrench icon) menu is displayed. Enter Settings by pressing the Shutter button (front).
2. Press the Shutter button (front) three times, to bring up the Connections Settings.
3. Press the Mode button (side) repeatedly, until "RESET" is highlighted; press the Shutter button (front) to select.
4. Press the Mode button (side) once to toggle and highlight "RESET;" press the Shutter button (front) to reset the camera connections.
5. Delete the Bluetooth and Wi-Fi entries in your device's settings, using the instructions described below, before attempting to re-pair to your GoPro using the instructions [HERE](#).

HERO6 Black | HERO5 Black | HERO (2018)

1. From the camera's back screen, swipe down to open the menu.
2. Tap Connect > Reset Connections and then tap Reset.
3. Delete the Bluetooth and Wi-Fi entries in your device's settings, using the instructions described below, before attempting to re-pair to your GoPro using the instructions [HERE](#).

HERO5 Session

1. With your camera off, press the Menu button to turn on the status screen.
2. Press the Menu button repeatedly until you get to "Connections Settings".
3. Press the Shutter button to select "Connections Settings".
4. Press the Menu button repeatedly until you get to "Reset Connections".
5. Press the Shutter button to select "Reset Connections".
6. Press the Menu button to navigate to "Yes".
7. Press the Shutter button to select "Yes".
8. "Wi-fi Reset Successful" will appear on the status screen.
9. Delete the Bluetooth and Wi-Fi entries in your device's settings, using the instructions described below, before attempting to re-pair to your GoPro using the instructions [HERE](#).

HERO4 Session

1. Press and hold the INFO/Wi-Fi button for 8-10 seconds; you will be prompted with "Reset Wi-Fi."
2. Press the INFO/Wi-Fi button once to highlight YES.
3. Press the SHUTTER button once to select YES; the camera will prompt you that the reset has occurred, then turn off.
4. Follow the pairing instructions [HERE](#). You will set up a new name and password during the pairing process.
5. Delete the Bluetooth and Wi-Fi entries in your device's settings, using the instructions described below, before attempting to re-pair to your GoPro using the instructions [HERE](#).

HERO+ | HERO+ LCD

1. Turn the camera ON.
2. Press the Mode button repeatedly on the front of the camera until “Set Up” appears on the screen.
3. Select the shutter button on top of the camera.
4. Select the shutter button to select into the Wireless menu.
5. Press the Mode button until "Reset Wi-Fi" is highlighted.
6. Press the shutter button to select.
7. Press the Mode button to highlight “Reset”.
8. Press the shutter button to select.
9. Delete the Bluetooth and Wi-Fi entries in your device’s settings, using the instructions described below, before attempting to re-pair to your GoPro using the instructions [HERE](#).

HERO4 Black & Silver

1. Turn the camera ON.
2. Press the Mode button until “Set Up” appears on the screen.
3. Select the red shutter button on top of the camera.
4. Press the Mode button repeatedly on the front of the camera until “Reset Cam” is highlighted.
5. Press the Mode button to select “Reset Wi-Fi”.
6. Press the shutter button to select.
7. Press the mode button to highlight “Reset”
8. Press the shutter button to select.
9. Delete the Bluetooth and Wi-Fi entries in your device’s settings, using the instructions described below, before attempting to re-pair to your GoPro using the instructions [HERE](#).

HERO3+ | HERO3

Please Note: Typically connection issues on the HERO3 or HERO3+ result from entering the wrong password. In order to get reconnected, please follow these instructions to reset the password on your camera: [Password Reset Instructions](#)

Delete or “Forget” the Camera’s Wi-Fi From Your Mobile Device

Android Devices

1. Open your list of Wi-Fi networks.
2. Go to Advanced.
3. Find and select your GoPro’s network
4. Tap the gear icon or press and hold it, then chose "Forget."
5. Attempt to pair the camera to the app again by putting your camera into pairing mode and selecting “Add Camera” in the Camera menu. Additional instructions to guide the pairing process can be found [HERE](#).

iOS Devices

1. Launch the Settings app.
2. Tap Wi-Fi.

3. Tap on your GoPro's network.
4. Tap "Forget This Network."
5. Tap "Forget" when prompted to confirm that you want to forget the network.
6. Attempt to pair the camera to the app again by putting your camera into pairing mode and selecting "Add Camera" in the Camera menu. Additional instructions to guide the pairing process can be found [HERE](#).

Remove the Camera's Bluetooth Entry From Your Mobile Device

Android Devices

Go to Settings > Bluetooth > Tap the gear icon next to your GoPro to enter Bluetooth Settings > tap "Forget". Bluetooth is now reset for that camera on your Android device.>

iOS Devices

Go to Settings > Bluetooth > Select the circle with the "i" in it next to your GoPro and then select "Forget this device". Bluetooth is now reset for that camera on your iOS device.

Android Specific Tips

Network Rating Provider

Beginning in Android 8.1, operating systems started to include advanced Wi-Fi settings intended to attribute a quality rating to accessible networks, save your preferred and known connections, and switch you to a stronger one automatically. This feature may cause issues connecting or reconnecting to your GoPro, because it categorizes your camera as a lower-quality access point. In order to remedy this issue, navigate to Settings > Network & Internet > Wi-Fi Preferences > Advanced > Network Rating Provider. Select None and attempt to connect/reconnect to your GoPro camera.

Smart Wi-Fi / Wi-Fi+

Similar to Network Rating Provider, some Smart Wi-Fi implementations categorize the Wi-Fi networks broadcast by your GoPro camera as having poor signal. Because of this, certain Smart Wi-Fi features need to be disabled. Follow these instructions to do so:

1. Disable "Smart Network Switch" or "Auto Network Switch" from the phone's Wi-Fi settings.
2. Go to: Wi-Fi Settings > Advanced > Disable "Smart Network Switch" or "Auto Network Switch."

Huawei-Specific Troubleshooting

1. Disable Wi-Fi+ from the device's Wi-Fi settings screen.
2. Turn ON location services (GPS) on your phone before connecting your camera.
3. Navigate to Settings > Advanced Settings > Location Access > Access My Location.

Additional Assistance

Have You Ever Deleted the GoPro App From Your Mobile Device?

Deleting the GoPro App from your mobile device can often cause reconnection problems that are a result of stale connection settings. In order to resolve this issue, use the instructions above to remove the Bluetooth and Wi-Fi entries from your mobile device's settings history.

Can't find the Wi-Fi network on your device?

- Open the Wireless Settings on your device and search for the Wi-Fi network.
- Turn off/on the Wi-Fi on your device.
- Power your camera off/on.
- Make sure the camera is in GoPro App mode and that you see a Wi-Fi icon on the camera's screen.
- If the Wi-Fi network is not present on your device, try another device if possible.
- Do a [manual update](#) on your camera.

Check your mobile device settings

- If you still can't get connected, close the GoPro App, forget the Wi-Fi network in your device's wireless network settings, and turn on Airplane Mode on your device.
- Turn off any Firewall apps, such as Droid Wall.
- Try reconnecting to the Wi-Fi network and launch the GoPro App.
- If you're unable to connect to your camera, then this means that your device's APN settings are preventing the GoPro App from working on your device. Apps that affect data compression/transfer and your device's APN settings conflict with the GoPro App. Uninstall those APN/data compression apps to restore your APN settings to default, then the GoPro App should work with or without Airplane Mode enabled.

Still having trouble?

Please contact Customer Support and provide the following information. We will gladly do everything we can to get you up and running with the GoPro App:

- A brief description of what you have tried
- Camera Model and firmware version (e.g. HERO6 v1.60)
- Phone Model (e.g. iPhone 7 or Samsung Galaxy S8)
- Mobile OS (e.g. iOS 10.1 or Android 5.1)
- Carrier (e.g. Sprint, AT&T, Verizon, etc.)
- GoPro App version