

OBSBOT Tail Air Troubleshooting Guide

Before Use (Setup & Connection)

- ? Unable to Connect to WiFi or Mobile Data
 - 1. Please do not use VPN.
 - 2. Please try to long press the power button for 10s to turn off the Tail Air and reboot it to see if it helps.
 - 3. Please make sure you are using the latest app and firmware version. <https://www.obsbot.com/download/obsbot-tail-air>
- ? Device Hotspot Often Disconnects/Not Shown in App WiFi List
 - Please check in your phone's WiFi list to see if the camera's hotspot is available.
- ? Tail Air Fails to Work with PTZ Controller
 - Camera uses Sony VISCA. Make sure your PTZ controller supports it.

During Use

- ? Video in Use Error When Enabling Virtual Camera
 - 1. Whether the Obsbot Start is connected to the camera or not.
 - 2. Whether the camera has turned on RTSP or NDI mode.
 - 3. Whether the camera is live streaming or not.
 - If any one of the above situations exists, the error message will pop up.
- ? NDI Page Shows "No Video Encoding Found"
 - For Windows users
 - Ensure the encoding format is set to **H.264** for proper video output.
 - If using H.265, install the HEVC Video Extension from Microsoft Store.
 - For MacOS users
 - No additional plugin is required.
 - Both **H.264** and **H.265** are supported.
- ? Tail Air Audio Distortion During Recording
 - Try the following steps to see if the issue improves.
 - 1. Turn off the Auto Gain feature.
 - 2. Turn off or reduce the Noise Reduction feature.
 - 3. Lower the microphone volume (adjust to approximately 10%).

Operations (Hardware Functions, Connections, Settings)

- ? SD Card Cannot Stay Inserted / Pops Out
 - Could you please try to push the SD card in a bit more? When the SD card is pushed in to the locking point, you will hear the click sound.
- ? Tail Air Battery Drops Rapidly When Charging via PC
 - 1. Check usage
 - Ensure the power supply is running.
 - 2. Check power connection
 - Use the included CTC 1-to-2 dock to separate power and data.
 - Use a 5V/2A (or higher) adapter for power and check if the issue persists.
 - ⚠️ **NOTE:** Do not charge the Air via a computer, as power may be insufficient. Battery still drains fast? Please contact support. ✅
- ? No Video Output via HDMI
 - 1. Ensure the camera has the latest firmware.
 - 2. Make sure the camera is not in NDI or UVC mode.
 - 3. Tail Air cannot output HDMI in portrait mode—use landscape mode.
 - 4. Try a different HDMI cable.
- ? Switch to an External Microphone
 - 1. Check App Microphone Settings
 - If the app uses the default mic, it will always use the built-in microphone.
 - 2. Turn off the default/internal microphone option in the app.
 - 3. choose **Line-In** or **Microphone Input** to use the external mic.

🗨️ If the problem remains, please contact us at service@obsbot.com

