

Dear customer,

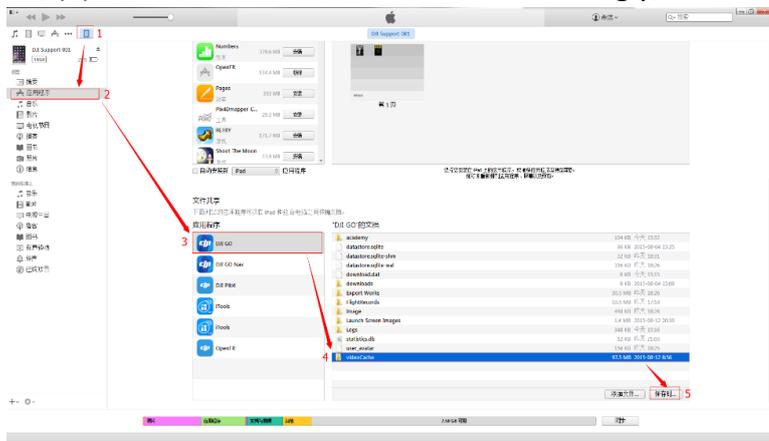
This document will guide you to export the Flight Record and Cached Video files generated by the DJI GO or DJI GO 4 Apps on your mobile device.

For Android phone or tablet, you can access the files at the below path of your device's internal storage:

- 1) For Flight Record files:
 - 1.1) For DJI GO: “/DJI/dji.pilot/FlightRecord”;
 - 1.2) For DJI GO 4: “/DJI/dji.go.v4/FlightRecord”.
- 2) For Cached Video files:
 - 1.1) For DJI GO: “/DJI/dji.pilot/DJI_RECORD”;
 - 1.2) For DJI GO 4: “/DJI/dji.go.v4/DJI_RECORD”.

For Apple's iOS device (iPhone or iPad), please:

1. Install and run [iTunes](#) and then connect your iPhone/iPad to your computer
2. In iTunes, go to “Account” > “Authorization” > “Authorize this computer”. Please use your apple account and password to complete the authorization
3. (1) Click on the device icon; (2) Go to “App” and then scroll down the page a little bit; (3) Choose “DJI GO” or “DJI GO 4” accordingly;



4. For Flight Record files, please click “FlightRecords” folder; for Cached Video files, please click the “videoCache” folder;
5. And then click “Save as...” then save the files to your computer's local storage;
6. For Flight Record files, please send us the entire folder; for Cached Video, please send the related files to us. It's most recommended to use Google Drive for the file transfer.

If you are having trouble exporting the video, please feel free to [contact us](#).

Best Regards,

DJI Support