

# WINGQUAD

AFTER SALES TECHNICAL SUPPORT

## FREQUENTLY ASKED QUESTIONS



<b>LAS</b>	<b>AFTER SALES TECHNICAL SUPPORT: FREQUENTLY ASKED QUESTIONS</b>		<b>DOCUMENT CODE</b> UM-URP-V01
<b>Version:</b>	V01	<b>Issue date:</b>	29/01/2021
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<b>Reviewed by:</b>	Andrés Cruz	<b>Publication date:</b>	08/03/21

<b>Abstract:</b>
<p>This document lists certain questions that frequently arise in users who purchase a WingQuad drone from LAS.</p> <p>To solve your doubts, consult the index of this document, in some answers you will find links that will redirect you to download manuals or to watch demonstrative videos that may be useful to you.</p>

## Additional Related Documents

<b>Code</b>	<b>Description</b>	<b>Date</b>	<b>Author</b>
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## Reviews

<b>Review</b>	<b>Description</b>	<b>Date</b>	<b>Author</b>
V01	Initial review	03/03/21	GA - CL
-	-	-	-

## Approval



**Eng. Andrés Cruz**  
Technical Department

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## 4. FREQUENTLY ASKED QUESTIONS ABOUT THE EQUIPMENT

### 4.1. ¿How to assemble the drone?

#### 4.1.1. If your drone is Wing Quad 3 model:

To make the correct assembly of your drone, follow the steps of the demonstration video by entering the following link:

[Link](#)

#### 4.1.2. If your drone is Wing Quad 5 model:

To make the correct assembly of your drone, follow the steps of the demonstration video by entering the following link:

[Link](#)

### 4.2. Why are the GPS lights blinking red?

Because one or more sensors are not calibrated or there is an error.

### 4.3. Why are the GPS lights blinking blue?

Because the drone does not have enough GPS signal to work.

### 4.4. Why are the GPS lights blinking green?

Because the drone is operational and ready to fly.

### 4.5. Can I use QGround Control to drive my Wing Quad?

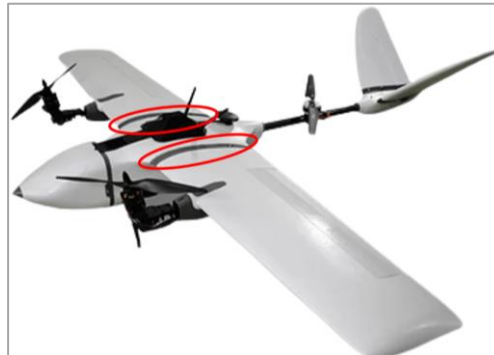
Yes it is possible, but LAS is not responsible if the drone misconfigures due to the change of any operating parameter made by the user.

### 4.6. What should be done if one or more engines ring?

Note: it applies to beeps coming from a motor, not from the central body of the drone.

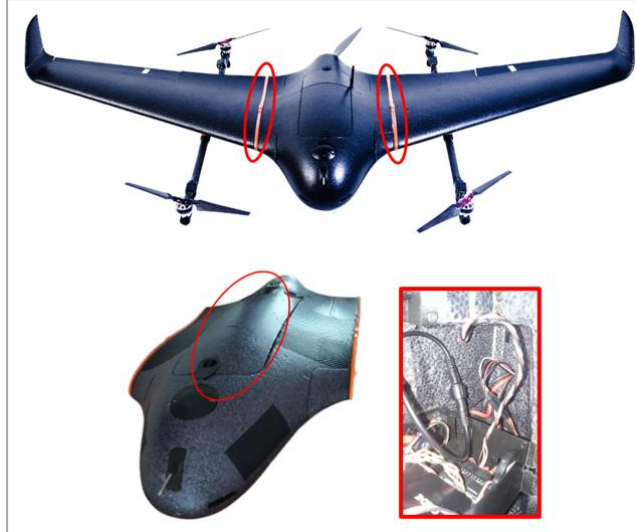
#### 4.6.1. If your drone is Wing Quad 3 model:

Make sure the wings are well connected to the body. The connection pins must be correctly seated, and when joining them you should hear a “click” sound.



#### 4.6.2. If your drone is Wing Quad 5 model:

Make sure the wings are well connected to the body. The connection pins must be correctly seated, and when joining them you should hear a “click” sound. Also, check that there are no free connections of the servomotor, power and speed controller cables in each wing, for this you must remove the cover of the drone and there you will find the powerbox.



## 5. FREQUENTLY ASKED QUESTIONS ABOUT BATTERIES

### 5.1. What amperage is recommended to charge the battery?

To determine the proper amperage and charge your battery follow the steps listed below:

5.1.1. Check the table for your charger power and battery voltage.

Voltage	80W	100W	120W
16.8V	4.7A	5.9A	7.1A
25.2V	3.1A	3.9A	4.76A

5.1.2. Charge the battery with the indicated amperage.

## 6. FREQUENTLY ASKED QUESTIONS ABOUT CALIBRATIONS

### 6.1. How to calibrate the magnetometer?

To perform the correct calibration of the magnetometer of your drone, download the user manual by entering the following link and follow the steps that are listed:

[https://drive.google.com/file/d/1esNhPM\\_242p2F5LTpjUmiPWvcnO7z9jo/view?usp=sharing](https://drive.google.com/file/d/1esNhPM_242p2F5LTpjUmiPWvcnO7z9jo/view?usp=sharing)

## 6.2. How to calibrate the airspeed?

To perform the correct calibration of the airspeed of your drone, download the user manual by entering the following link and follow the steps that are listed:

<https://drive.google.com/file/d/1zGZYL8drX9vTyhlz2TZcWfdw1ADm55qE/view?usp=sharing>

## 7. FREQUENTLY ASKED QUESTIONS ABOUT PLANNING

### 7.1. How to plan a surveillance mission?

To carry out the correct planning of a surveillance mission for your drone, download the user manual by entering the following link and follow the steps listed:

<https://drive.google.com/file/d/1IJeVzRNVzx40GioKWmDSI2tV7D9yWloG/view?usp=sharing>

### 7.2. How to plan a mapping mission?

To carry out the correct planning of a mapping mission for your drone, download the user manual by entering the following link and follow the steps listed:

<https://drive.google.com/file/d/1-uS-s74g7B1aOtoluffatvlofSlr9zy/view?usp=sharing>

### 7.3. How to upload a mission to the drone?

To correctly upload a mission to your drone, download the user manual by entering the following link and follow the steps listed:

[https://drive.google.com/file/d/1m\\_5uySqkt\\_HJmU3L7U1JLhLL2TvMpMbW/view?usp=sharing](https://drive.google.com/file/d/1m_5uySqkt_HJmU3L7U1JLhLL2TvMpMbW/view?usp=sharing)

## 8. FREQUENTLY ASKED QUESTIONS ABOUT UPDATES

### 8.1. How to update my RTK / PPK?

To carry out the correct update of the RTK / PPK of your drone, download the user manual by entering the following link and follow the steps that are listed:

[https://drive.google.com/file/d/1QTtOhGaLSe1fA0rqvG-Fr-4o\\_vGwhZB9/view?usp=sharing](https://drive.google.com/file/d/1QTtOhGaLSe1fA0rqvG-Fr-4o_vGwhZB9/view?usp=sharing)



## 9. FREQUENTLY ASKED QUESTIONS ABOUT INSTALLING

### 9.1. How to install the AirRails GCS application on the Herelink control?

To correctly install the AirRails GCS application in your Herelink control, download the user manual by entering the following link and follow the steps listed:

<https://drive.google.com/file/d/1Jk1xzgxIFYJuKKuR1AmtDNORts8nkyzh/view?usp=sharing>

### 9.2. How to install the QGroundControl application on a device?

To correctly install the QGroundControl application in your device, download the user manual by entering the following link and follow the steps listed:

[https://drive.google.com/file/d/1Fe5fd2tstJlLtOv3\\_RyPDlxI0-gy-Gug/view?usp=sharing](https://drive.google.com/file/d/1Fe5fd2tstJlLtOv3_RyPDlxI0-gy-Gug/view?usp=sharing)

## 10. FREQUENTLY ASKED QUESTIONS ABOUT CONFIGURATIONS

### 10.1. How to recognize the bluetooth name of the DA16S / DK32S controller?

To carry out the correct procedure to recognize the bluetooth name of your control, download the user manual by entering the following link and follow the steps listed:

<https://drive.google.com/file/d/1B8mo39ChAiCYru3s6oGtksGoDqoYSGwX/view?usp=sharing>

### 10.2. How to connect the drone to the Tablet?

To perform the correct procedure to connect the drone to the Tablet, download the user manual by entering the following link and follow the steps listed:

<https://drive.google.com/file/d/1cHbjJahLppASokDZqjKRBZJDabAJJiKi/vi ew?usp=sharing>

## 11. FREQUENTLY ASKED QUESTIONS ABOUT EQUIPMENT

### 11.1. How to place the camera and coupling on the drone?

To carry out the correct procedure to place the camera and coupling on the drone, download the user manual by entering the following link and follow the steps listed:

<https://drive.google.com/file/d/1GwedhB5zkcsLqIV32LSBwsE4YohedrkJ/view?usp=sharing>

## 12. FREQUENTLY ASKED QUESTIONS ABOUT DOWNLOADS

### 12.1. How to download the flight log files?

To carry out the correct procedure to download the flight log files, download the user manual by entering the following link and follow the steps listed:

[https://drive.google.com/file/d/1Fe5fd2tstJILtOv3\\_RyPDlxI0-gy-Gug/view?usp=sharing](https://drive.google.com/file/d/1Fe5fd2tstJILtOv3_RyPDlxI0-gy-Gug/view?usp=sharing)