

Troubleshooting Top Issues when Planting with FieldView™



1. Confirm compatibility of your equipment system.

Ensure your equipment is compatible with the Climate FieldView™ Drive or Drive 2.0. Click [here](#), or scan QR code, to access the FieldView Planting & Seeding Compatibility Guide.



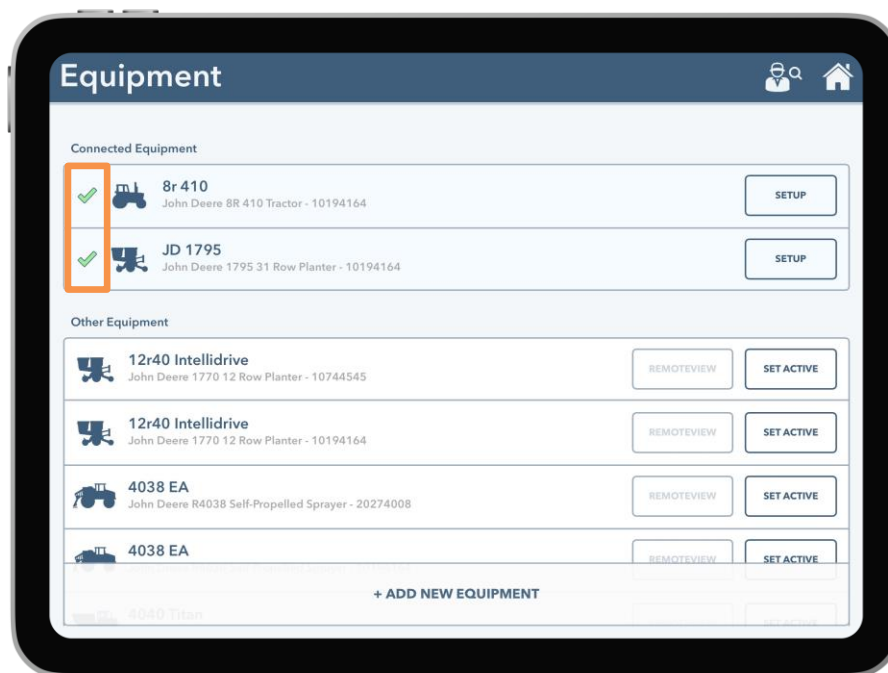
For any compatibility questions, reach out to the Climate Support Team.

2. Verify the FieldView™ Drive is connected.

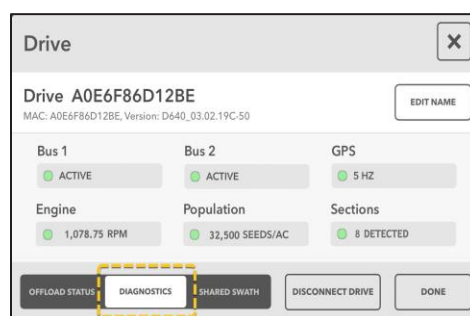
- Drive connectivity troubleshooting steps (page 2)
- Drive color meaning (page 3)

3. Verify the correct machine is set active, and the Drive is connected to the equipment.

- Navigate to the Equipment page to verify



- Go to **Map** > click  (located in the top right corner) > **Diagnostics**
 - Verify Bus 1 and/or Bus 2 are active
 - Verify GPS is active
 - Verify Sections are active
 - Verify Engine/RPMs are active (if applicable)
 - Verify Population is active



Still having mapping issues? Contact our Climate Support Team at 1-888-924-7475.

Drive Connectivity



If you experience messages indicating your FieldView™ Drive is out of range, the iPad® device is disconnected from FieldView™ Cab app, or if the FieldView Drive is Bluetooth connected but not connecting in FieldView Cab app, this means FieldView Drive is not collecting your field data and it is imperative to correct any of these issues as soon as possible.

If you receive these error messages, follow these steps to troubleshoot and solve these issues.

To ensure field data is being collected, **STOP** the field operation as soon as possible.

1. In **FieldView™ Cab** app go to **Map** >  (located in the top right corner) > **Disconnect Drive**
2. Unplug the FieldView Drive from the CANBUS port
3. Reset Network Settings on iPad® device - Go to **Settings** > **General** > **Transfer or Reset iPad** > **Reset** > **Reset Network Settings** (you will need to enter your device password if applicable)
4. Plug FieldView Drive back in
5. Connect through FieldView Cab app - **Settings** > **Devices**
 - If this is a new FieldView Drive, follow prompts in the FieldView Cab app for installing a new FieldView Drive.
 - If the FieldView Drive has been previously used, the FieldView Cab app should automatically find the FieldView Drive (tap to connect).

If the FieldView Drive is still not connecting, continue through these steps:

1. On the iPad® device, go to **Settings** > **Bluetooth** > **My Devices** > look for your FieldView Drive - touch the information button.  Select **Forget Device**, then **OK**.
2. Go back to **Bluetooth** page and turn **Bluetooth OFF**
3. **Reset Network Settings** on iPad® device (steps listed above)
4. Go back to **Bluetooth Settings**, turn **Bluetooth ON**
5. Connect to FieldView Drive in the **Bluetooth Settings** on your iPad® device (if your FieldView Drive was previously connected the FieldView Drive should automatically show up under My Devices and reconnect.)
6. Then connect FieldView Drive in **FieldView Cab app** - **Settings** > **Devices** > **+ Pair New Drive** and follow prompts OR tap on the FieldView Drive listed to connect.



If FieldView Drive still fails to connect, call The Climate Support Team @ 888-924-7475.

Drive Connectivity



FieldView™ Drive Color Meaning:

LED Status		Description	Next Steps
	Blink Green	Detects power, indicates successful installation	Wait until light is solid green
	Solid Green	CANBUS active (machine on), Bluetooth® disconnected, no errors	Connect to iPad® device via Settings > Bluetooth on iPad®
	Solid Blue	CANBUS is active, Bluetooth® connected, data session open, no errors	<i>This is what you want!</i>
	Pulse Blue	CANBUS is active, Bluetooth® connected, but no data session open, no errors	In the Cab App go to Settings > Devices > Tap to Connect
	Flash Blue	CANBUS is active, Bluetooth® scanning for device to connect, no errors	Try reconnecting your Bluetooth on your iPad® and Cab App
	Flash Red	CANBUS is active, error occurred, call Climate Support 1.888.924.7475	Call Climate Support: 1-888-924-7475

FieldView™ Drive 2.0 Color Meaning:

LED Status		Description	Next Steps
	Green	Power on, CAN activity is present, and not connected to an iPad® device or app	Connect to iPad® device via Settings > Bluetooth on iPad®
	Solid Yellow	No CAN activity is detected	Check to make sure your device is plugged in, and machine is turned on - follow connection steps above
	Flashing Yellow	Low power mode when the machine is turned off, and there are no connected devices	
	Magenta	Connected to Wi-Fi network and there is no Bluetooth connectivity	Drive is updating - wait for installation to complete
	Green and Cyan	When the device powers up after receiving a firmware upgrade, the LED will flash green and cyan while installing the upgrade	
	Flashing Green	If an OTA upgrade or Factory Reset is initiated, the LED will flash green during the process	Wait for the upgrade or reset to complete
	Solid Blue	If there is an app connected via Bluetooth and there are no clients on the Wi-Fi network. If the device has previously had a Bluetooth connection, it will intermittently scan for that device and attempt to connect. The LED will fast flash blue while scanning. The LED will return to the IDLE state when not scanning. If the device makes a Bluetooth connection to the iPad® device, but not to the app, then the LED will slowly blink blue	<i>This is what you want!</i>
	Red	Contact Climate Support, 1.888.924.7475	Call Climate Support

Helpful Links / QR Codes



[Planting & Seeding
Compatibility Guide](#)



[Manual
Scripting](#)



[Connecting and
Troubleshooting Precision
Planting® Gen 2 20|20](#)



[Mapping Applications While
Planting With FieldView™ Cab](#)



[How to Setup a Tractor and Planter in
FieldView™ Cab App](#)



[Enhanced
Scripting](#)



[Connecting and Troubleshooting
Precision Planting® Gen 3 20|20](#)



[Replanting with Climate
FieldView™](#)



[Updating FieldView Apps](#)



[FieldView Seed
Scripts](#)



[Pre-Load Hybrids and
Seed Treatments](#)



[Data Inbox Compatibility](#)



Data Inbox



Requirements:

- To upload, you must have raw files that have been exported from a compatible monitor or export from one of the Farm Management Information Systems referenced on our [compatibility page](#)
- File size must be less than 2 GB
- Must have an internet connection
- File must be zipped

Common Trouble Spots:

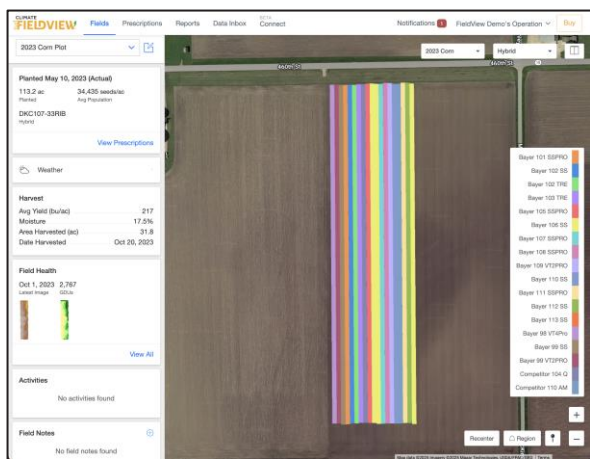
- Zipped files within a zipped folder could cause failures
- The zipped file cannot be a .7zip file or .winzip file

Steps for Importing:

- Go to climate.com and click on:
 - **Import > Upload Files > Select the file** that contains data and click **Open > Select the data files** you wish to import, select **Import**

Visualize Your Data

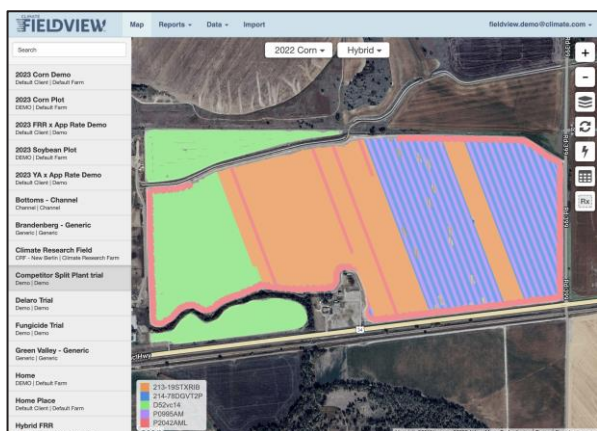
- Climate.com > Fields



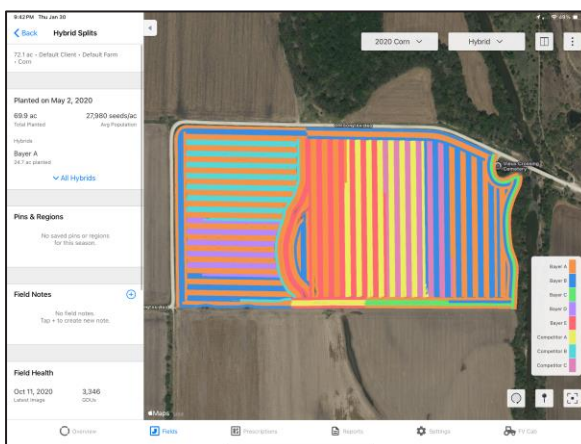
- FieldView™ Cab App > Map



- FieldViewPlus.com > Map



- FieldView™ App > Fields



Data Inbox



To upload historical data to be visualized in map layers, utilize the **Data Inbox** feature. Historical field boundary, planting, harvest, imagery, and soil test data files can be loaded into the Climate™ FieldView platform.

Verify Compatibility

To ensure a successful upload of data, be sure to **check compatibility** via the FieldView™ Data Inbox Compatibility List.

Zipping a File

How to Zip a File on a PC:

1. Locate the file that you would like to compress/zip on your laptop, desktop or USB drive.
2. Right click on the file or folder you would like to compress and select **Compress to ZIP file**.
3. The new compressed/zipped folder will appear on your desktop.

How to Zip a File on a Mac:

1. Locate the file that you would like to compress/zip on your laptop, desktop or USB drive.
2. Right click on the file or folder you would like to compress and select **Compress "name of file"**.
3. The new compressed/zipper folder will appear above the original file in Finder.

Once your file has been compressed, you can proceed with importing your data using FieldView's Data Inbox tab.

