Troubleshooting Top Issues when Harvesting with FieldView

1. Confirm compatibility of your equipment system.

Ensure your equipment is compatible with the FieldView™ Drive or Drive 2.0. Click here, or scan QR code, to access the FieldView Harvest Compatibility Guide.

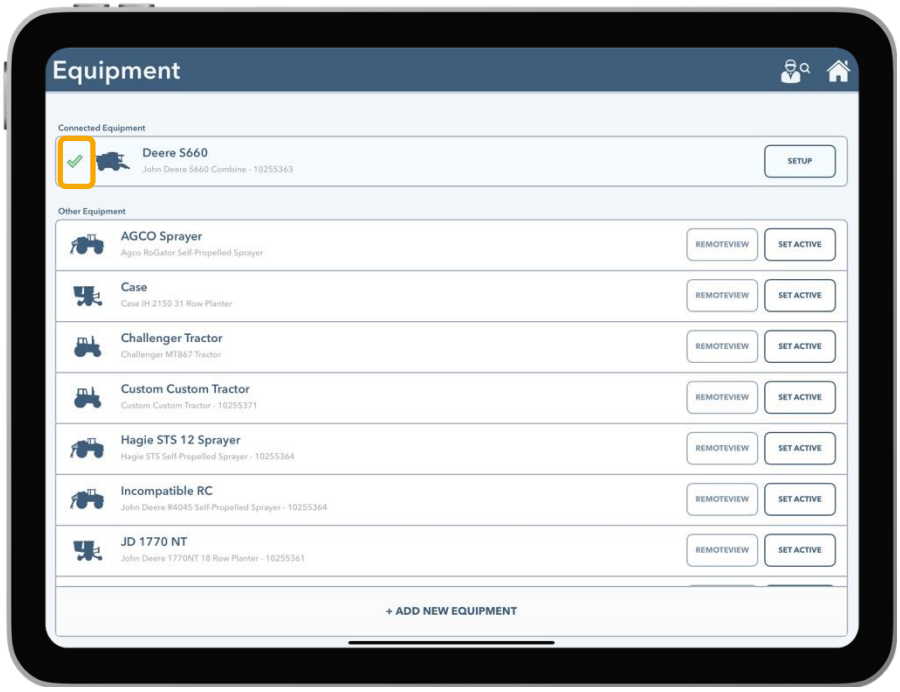
For any compatibility questions, reach out to the FieldView™ Support Team.

2. Verify the FieldView™ Drive is connected.

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

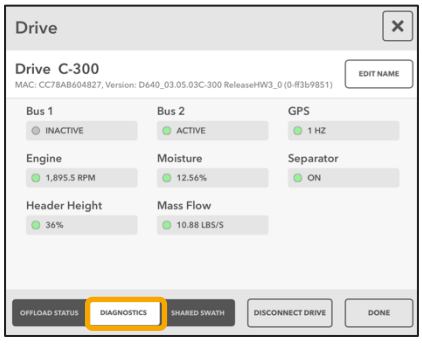
3. Verify the correct machine is set active, and the Drive is connected to the equipment.

- 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 Engine/RPMs are active
  - Verify Moisture is active
  - Verify Separator is active
  - Verify Header is active
  - Verify Mass Flow is active





Still having mapping issues? Contact our FieldView™ 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 FieldView 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	This is what you want!
	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 FieldView Support 1.888.924.7475	Call FieldView 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	This is what you want!
	Red	Contact FieldView Support, 1.888.924.7475	Call FieldView Support

Helpful Links / QR Codes

Harvest Compatibility Guide

How to Setup a Combine in FieldView™ Cab App

Updating FieldView Apps

Connecting and Troubleshooting Precision Planting® Gen 2 20|20

Connecting and Troubleshooting Precision Planting® Gen 3 20|20

Managing Field Boundaries (Mapping, Editing, Deleting)

FieldView™ Drive 2.0 Installation

Crop and Hybrid Fix for Uploaded Planting Data

Data Inbox Compatibility

For questions, please contact FieldView Support at 1.888.924.7475 or support@climate.com.

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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:

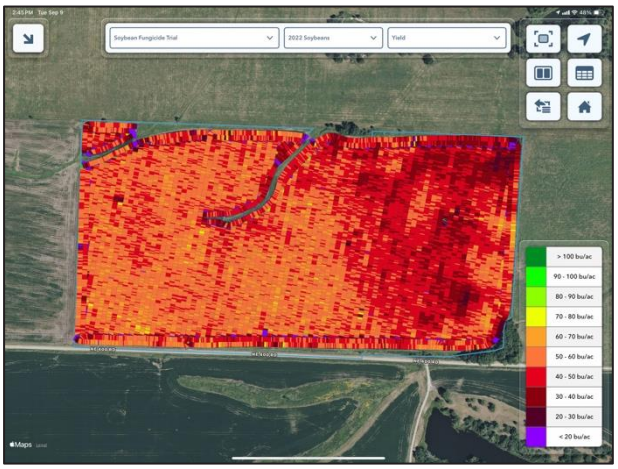
- Go to fieldview.com and click on:
  - **Data** > **Upload & Import** > **Browse for Files** > Select the **file** that contains data and click **Open** > **Select the data files** you wish to import, select **Import**

Visualize Your Data

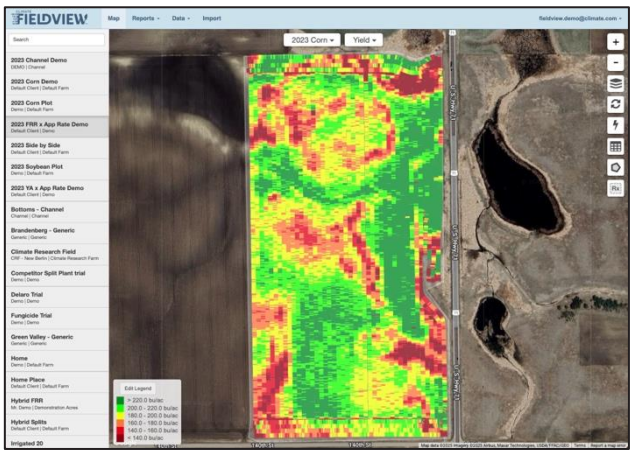
- FieldView.com > Fields



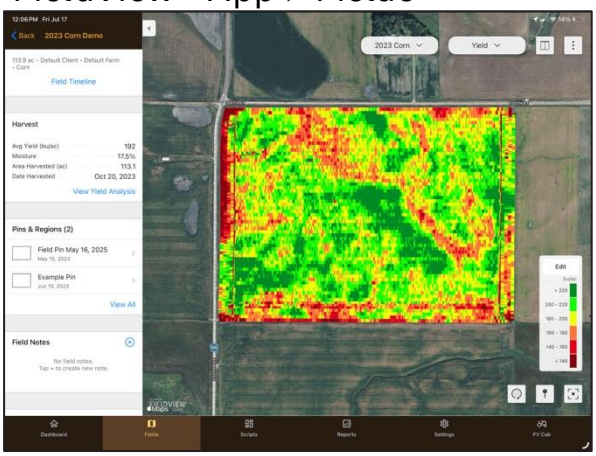
- FieldView™ Cab App > Map



- FieldViewPlus.com > Map



- FieldView™ App > Fields

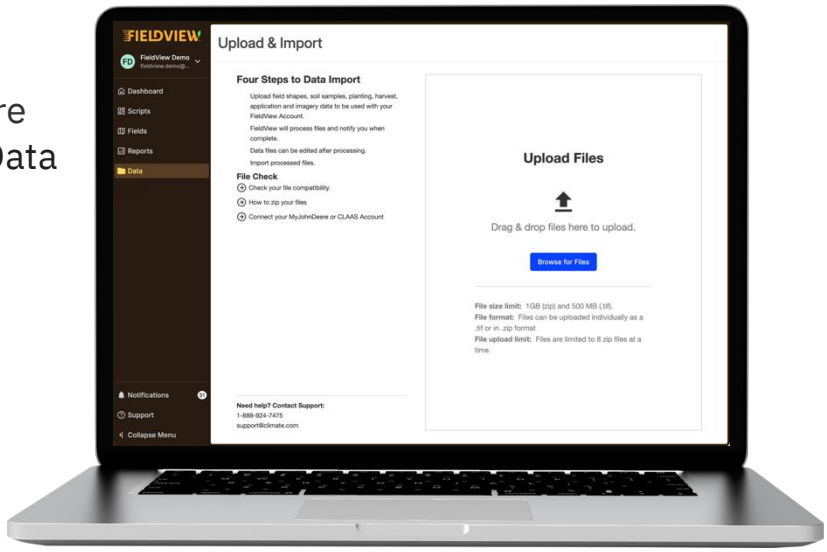


Data Inbox

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 FieldView™ platform.

Verify Compatibility

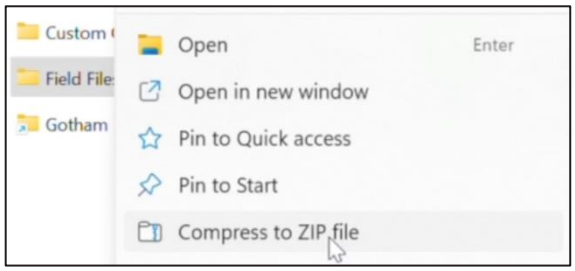
To ensure a successful upload of data, be sure to **check compatibility** via the FieldView™ Data Inbox Compatibility List.



Zipping a File

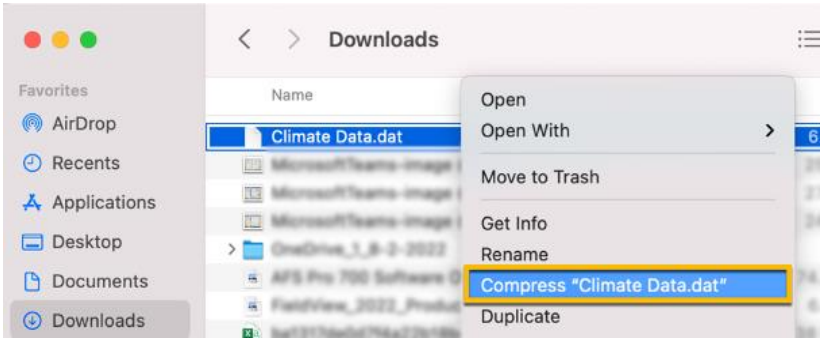
How to Zip a File on a PC:

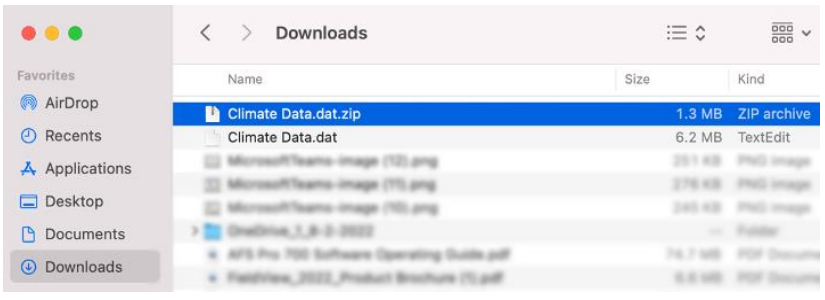
1. Locate the file that you would like to compress/zip on your laptop, desktop or USB drive.
2. Right click on the file or folder you would like to compress and select **Compress to ZIP file.**
3. **The new compressed/zipped** folder will appear on your desktop.



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 Upload & Import tab.