JOHN DEERE REMOTE DISPLAY ACCESS
VALUE AND WALK AROUND GUIDE

CLICK THE ARROW TO GET STARTED

JOHN DEERE

John Deere Remote Display Access

Remote support capabilities using John Deere Remote Display Access (RDA)

You are about to experience the features and value of RDA, the ability to remotely view a customer's GreenStar™ 3 2630 display from any internet connected device.

This walk around guide is designed to highlight the value and performance of RDA.

Features Include:

- ❑ Increased productivity with quicker problem resolution
- ❑ Improved service from John Deere dealer and support personnel
- ❑ Improved confidence in precision farming applications
- ❑ Maximizing profitability through increased machine uptime
- ❑ Saved time and reduce travel costs

JOHN DEERE

RDA Value Guide Menu

	Required Components		**Software and Platform Compatibility**
	Operation		**Product Demonstration**
	Product Limitations		**Subscription Management**
	Troubleshooting		**Resources**
	Frequently Asked Questions		

To get started, choose a section to review or explore all the new features by using the arrows below

JOHN DEERE

RDA Required Components

1. GreenStar™ 3 2630 Display (Ethernet Port Enabled)

2. Ethernet Cable *(Ordering Information Below)

3. Machine with JDLink™ Installed and Enabled (Select or Ultimate)

4. Computer or Mobile Device with Internet Access to View Display

5. Valid RDA Subscription (Upgrade to JDLink Subscription)

6. Latest Software Version on <u>both</u> the Display and MTG

*Ethernet Cables

Display Location	Cable Length	Part Number
S-series Combine	4 ft. (1.2m)	PFP11273
Universal Mount	9.5 ft. (2.9m)	PFP11274
Corner-post Mount	13.5 ft. (4.1m)*	PFP11275
MY11 and older SPFH	25 ft. (7.6m)	PFP11703

*13.5 ft cable will work for most machine configurations

JOHN DEERE

Software Compatibility

Component	Software Version
JDLink™ Terminal	7.01.370 or higher
GreenStar™ 3 2630 Display	3.10.1390 or higher

*Be sure to update both the display and terminal at the same time to the latest versions

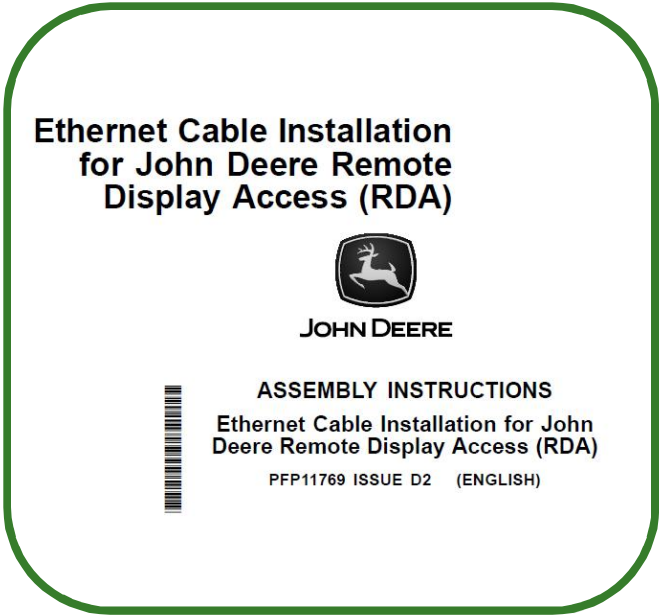# Platform Compatibility

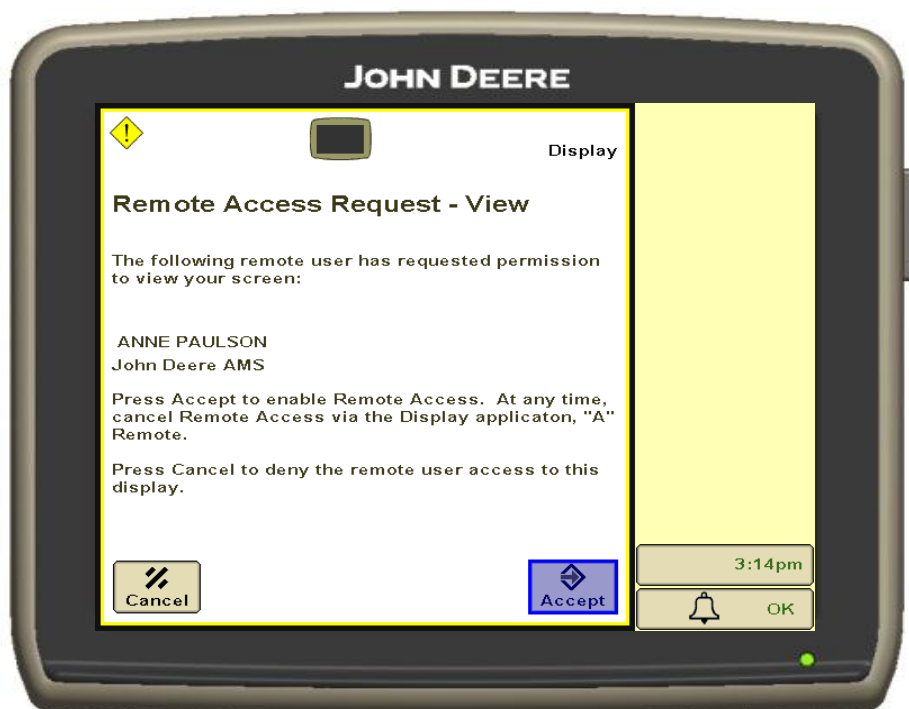| Ethernet Cable Installation Guide for: |
|---|
| 7/8/9R Tractors |
| 4940 Sprayer |
| S-Series Combines |
| 7760 Cotton Pickers |
| 7x50 SPFHs |

Ethernet Cable Installation for John Deere Remote Display Access (RDA)

JOHN DEERE

ASSEMBLY INSTRUCTIONS
Ethernet Cable Installation for John Deere Remote Display Access (RDA)
PFP11769 ISSUE D2   (ENGLISH)

JOHN DEERE

Operation

Utilize RDA from the following:

1. www.MyJohnDeere.com – Desktop and Mobile Access

2. www.JDLink.Deere.com
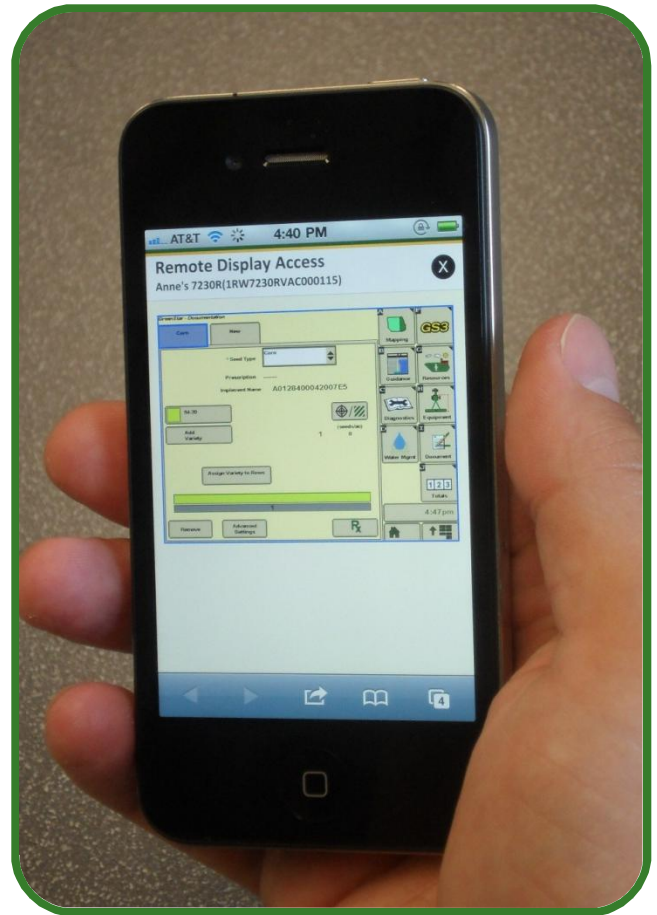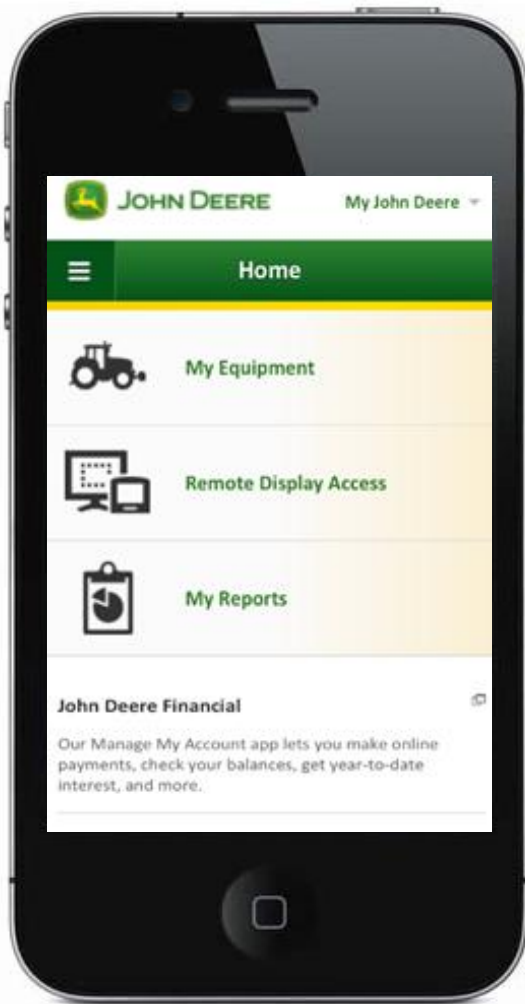
Access Through MyJohnDeere.com – Desktop

Steps:

1. Login with username and password

2. Select Remote Display Access from the toolbox in the upper left (RDA enabled machines will be sorted)

3. Find machine for the RDA connection

4. Select Remote Display Access icon to send the RDA request to the operator

Access Through MyJohnDeere.com – Mobile

Steps:

1. Login with username and password

2. Select Remote Display Access (RDA enabled machines will be sorted)

3. Find machine for the RDA connection

4. Select Remote Display Access icon to send the RDA request to the operator

JOHN DEERE

Access Through JDLink.com

Steps:

1. Login with username and password

2. Select Machine for RDA connection and Update Data

3. Select the pencil to open Machine Details

4. Select Remote Display Access in left column

5. Select View Display to send the RDA request to the operator

JOHN DEERE

Product Demonstration

There are 2 demo periods available for Remote Display Access. A 30 day RDA dealer demo and a 3 day RDA trial.

Requirements for both demo periods:

1. Existing JDLink™ Subscription

2. Ethernet cable installed

3. Display software version 3.10.1390

4. Terminal software version: 7.01.370

30 Day Remote Display Access Demo	3 Day Remote Display Access Trial
Dealers in Phase 2 and completed NMQ training	Customers or Dealers
Call Customer Contact Center	Start in JDLink.com or MyJohnDeere.com
30 consecutive day trial	3 consecutive day trial
Renewable	Non-renewable
2 per dealership location	1 per MTG

Product Limitations

Satellite Transfer

- Not compatible with satellite module, must have cellular coverage due to the size of data transfer.

Remote Control
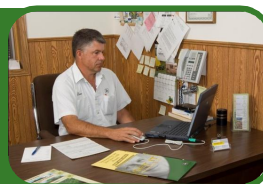
- Ability only to view screen remotely, not control. Must communicate with display operator.

Video Capability

- Cannot view video feeds through RDA

Compatibility with John Deere Machine Sync™

- Cannot run RDA and Machine Sync at the same time. RDA will be disabled when in the "Ready" state.

JOHN DEERE

Subscription Management

For New Machines:

Factory Installed Terminal: Upgrade to JDLink+RDA via StellarSupport.com

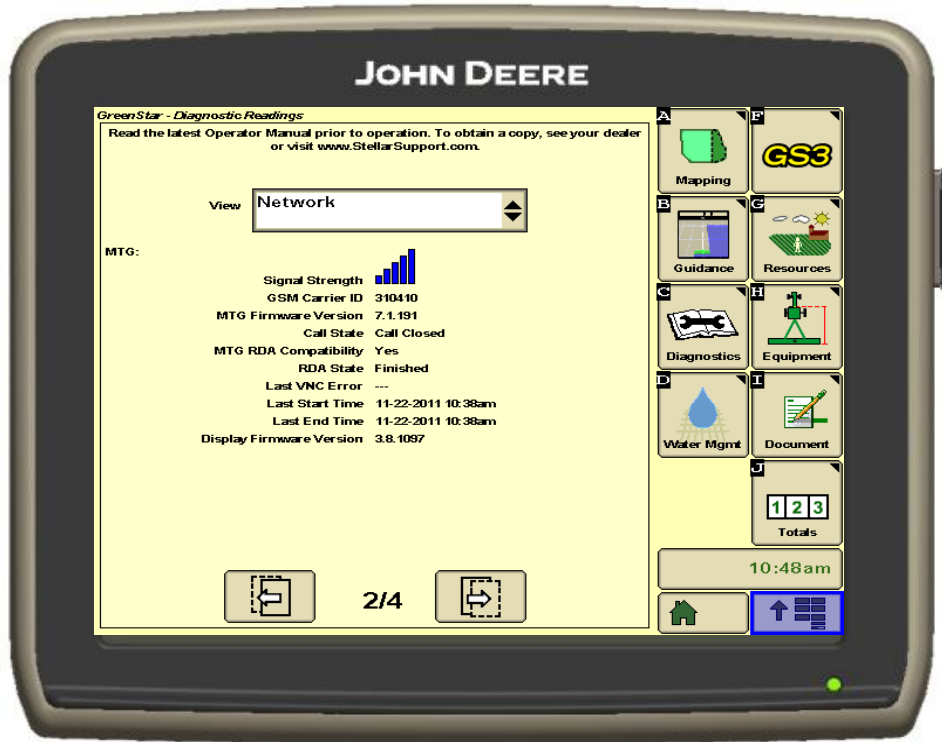Field Installed Terminal: Upgrade to JDLink+RDA at time of purchase through Complete Goods

For Existing Machines:

Active JDLink Terminal: Upgrade to JDLink+RDA via StellarSupport.com

The subscription end date for RDA will match the subscription end date for JDLink. For example: if there are 2 years of JDLink remaining when the subscription is upgraded to include RDA, 2 years of RDA will be purchased.

JDLink™ Select + Remote Display Access	JDLink™ Select Dual Mode + Remote Display Access	JDLink™ Ultimate + Remote Display Access	JDLink™ Ultimate Dual Mode + Remote Display Access

JOHN DEERE
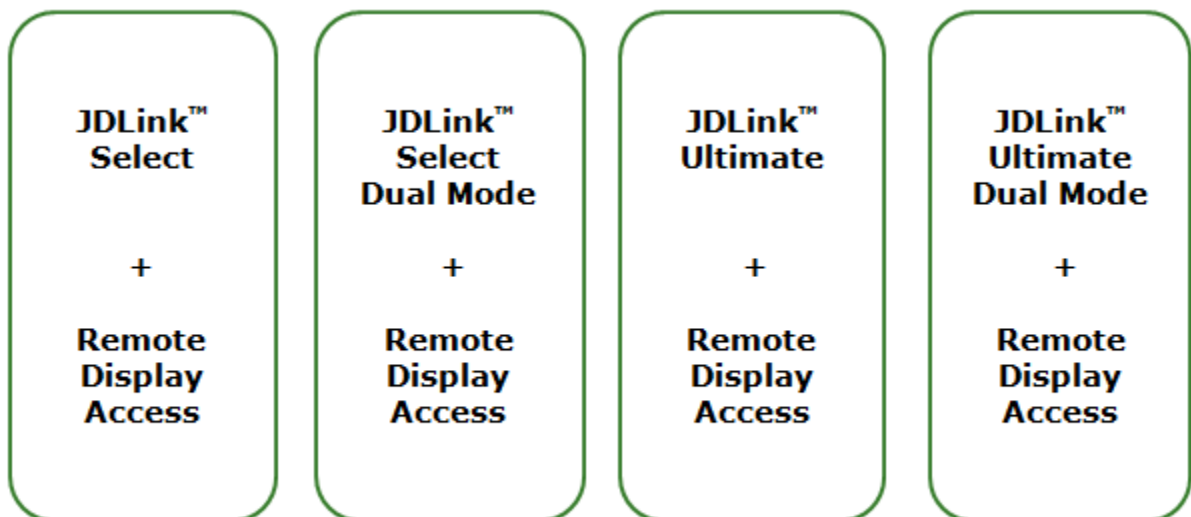
Troubleshooting – In Cab

Verify the following steps:

1. Ethernet cable properly installed

2. Adequate terminal signal strength

    (Main Menu→GS3→Diagnostics→Network Page 2)

3. Latest software versions for display and terminal

Verify the following steps:

1. Valid JDLink+RDA subscription

2. Display and terminal are connected (via ethernet cable)

   a) JDLink Terminal Details (look for display serial number)

   b) My John Deere Machine Details (look for display serial number)

3. Adequate internet connection

4. Pop-up blocker turned off

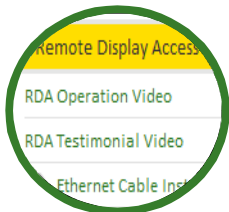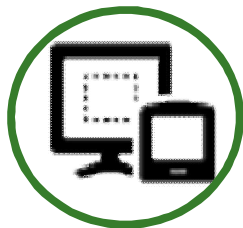5. Java Script enabled for browser

JOHN DEERE

Resources

Ag Sales Manual
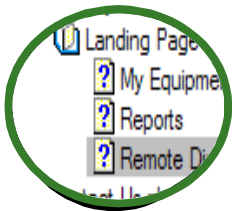
www.MyJohnDeere.com
and
JDLink.com
Online Help

www.StellarSupport.com
(RDA Support Docs and Videos)

Remote Display Access
(Pre-Order NMQ) DLM
CAP-10SW2JPC30EN
www.JDU.Deere.com

JOHN DEERE

Frequently Asked Questions

Is there a fee associated with every time I conduct an RDA session?
No, RDA will be an annual fee for unlimited RDA sessions.

What is the cost of the RDA subscription upgrade?
To upgrade the existing JDLink™ subscription to include RDA, a USD $350 charge will be incurred for each year remaining in the JDLink subscription that was upgraded.

What can I expect for latency of screen refresh rates?
Screen refresh rates at the web are affected by several factors. Internet connection, cell coverage and the amount of data being processed within the display CPU all affect how fast the screen refreshes at the web once a change is made either by pressing a button or a value changing.

Will my remote session time out if I forget to end the session?
Yes, he remote display access session will time out after 30 minutes. A warning will be given that the session is about to expire and there will be an option to extend the session.

Can I utilize Remote Display Access on the GS3™ CommandCenter?
No, RDA cannot be used with the GS3 CommandCenter. The CommandCenter does not have an Ethernet port to connect the MTG to the CommandCenter.

Is RDA an activation on the display?
No, RDA is an upgrade to the current JDLink subscription. There is no activation required for the display.

Why do I need a JDLink subscription to use RDA?
The MTG (sold with JDLink) on the vehicle is the cellular modem that is required to transfer the data wirelessly back to the web.

Customer Contact Center Information:
North America: 1-800-251-9928
Australia: 1800-114-357
New Zealand: 0800-452-672

John Deere Remote Display Access
Value and Walk Around Guide