



January 19, 2018

SUPPORT BULLETIN

New cable to support changes to Apple firmware

Problem:

Beginning with the release of iOS firmware version 11, there have been problems with the JD receiver recognizing the iOS device through the Beacon. After updating to iOS firmware 11, many users saw an immediate change in performance between the JD receiver and the Beacon including; extended wait time for JD receiver and Beacon to establish communication on power up, require multiple resets of the system to establish communication between JD receiver and Beacon on power up, and in some cases a complete failure of communication between the JD receiver and the Beacon on power up. The issues is noted on power up when the JD display flashes "no radio detected" as well as a lack of radio channel and network ID displayed.

These issues are due to the performance degradation of the iOS device itself after the firmware upgrade and in no part due to issues with the hardware sold initially from DigiFarm. However, DigiFarm has decided to produce a permanent hardware solution to alleviate this problem in the form of a new cable. This hardware will ensure constant communication between the JD receiver and the Beacon.

DigiFarm is using this opportunity to fix the JD/Beacon communication problem as well as improve upon the overall JD/Beacon solution with enhancements described below.

Please note: The Gateway modem is unaffected by these changes and does not require the new cable.

Solution:

DigiFarm has released a new JD cable will be a *mandatory upgrade* for all current JD Beacon users and will come standard in new JD Beacon kits to ensure performance and utmost reliability in the future.

The New cable part# is MD2029 and will Retail for \$350. For a limited Time DigiFarm will sell the cable to existing John Deere/Beacon V3.0 customers for \$200 net. The new part is available on the store and will begin shipping around the first week of March. All orders for JD beacon kits are on backorder awaiting the new cables. Please contact DigiFarm or your sales rep if there are any additional questions

Additional Benefits include –

- 1) GPS quality (Fix, Float, Autonomous) of the JD receiver can now be viewed on the DigiFarm portal. Previously portal would only display the iPad's GPS quality.
- 2) The JD display will show the radio connected on power up. Previously the display would not show radio detected until the iOS app was running.
- 3) Ability to update the cable (OTA) over the air in the event a software change is needed.

For Tech Support please call 319-531-7574 or email info@godigifarm.com and the message will be routed to the correct person. If you are working with a dealer, we ask that you call them first.