



Troubleshooting Guidance

Function	Problem	Solution
Update	<input type="checkbox"/> "Generic error" when trying to update the equipment	<input type="checkbox"/> It's possible that your equipment's version is too old or incompatible with the new versions. Check the release notes for a step-by-step guide on older versions; you will be redirected to the equipment formatting process with the new version. Follow the process as instructed in the document.
Update	<input type="checkbox"/> It doesn't recognize the update in the system manager's update screen	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Ensure that you have downloaded the correct software version. Remember, there are different versions for Ti5 standard, Ti7, Ti10, and Ti5+. Check the release notes for the correct version to download. To identify whether your Ti5 is standard or Ti5+, check the label on the back of the device. 2. Format the current USB drive or replace it, then try again.
Update	<input type="checkbox"/> I can't uninstall an update; it either shows an error or doesn't display the option to uninstall	<input type="checkbox"/> You cannot uninstall the current version; the only way to revert to an older version is by formatting via pendrive. Please contact the support department to request the specific formatting version needed to downgrade. Remember to specify which version you require.
Update	<input type="checkbox"/> I can't install a previous version on the equipment	<input type="checkbox"/> It's not possible to update to versions lower than the current one. For instance, if Ti5 is on version 4.0.1 and you attempt to install version 3.27.9 via an update file, this process will not proceed, as the file will not be recognized as valid for updating.
Remote access	<input type="checkbox"/> When clicking on Remote Access, it displays a connection error with the cloud using Wi-Fi	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Check signal strength: In the top right corner, click on the Wi-Fi icon and verify if the network is connected and if the signal strength is at least 60. 2. Reconnect to the network: Go to Menu > System Settings > Change system mode to Advanced (OK without password) > Network > Internal Wi-Fi > Show saved networks > Click on the saved network and confirm deletion > OK on this screen to return to the previous menu > Select the network again, enter the password, and confirm > The connected network will appear in bold. 3. If using a Wi-Fi antenna: Check the integrity of the Wi-Fi connector; if it's okay, replace the Wi-Fi antenna with a new one. 4. If using a USB Wi-Fi adapter: Test the network with another adapter.
Remote access	<input type="checkbox"/> When attempting to access Ti Hexagon remotely through the website, it displays an error. The Ti is connected to the cloud fine, but it does not allow remote access.	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Verify if the time on Ti Hexagon matches your computer's time. If it's not displayed on the operation screen, click and hold any information shown on the screen for 3 seconds and select 'Time'. 2. To synchronize the time, wait for the monitor to synchronize with GNSS, then restart it. 3. If the time continues to be incorrect, check the region settings to ensure the correct time zone.
Files	<input type="checkbox"/> Is there a maximum file size limit for uploading to the guidance?	<input type="checkbox"/> There is no specific limit; however, it's worth noting that the larger the file, the longer it takes to load on the operation screen.
Files	<input type="checkbox"/> Is it necessary to separate the files into folders for export?	<input type="checkbox"/> No need, just transfer all files directly to the root of the USB drive.
Mobile connection	<input type="checkbox"/> It does not connect to the 3G/4G network.	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Access Menu > System Settings > Change system mode to Advanced (OK without password) > Network > Mobile > verify if the mobile connection data has been entered correctly. 2. Replace the mobile data SIM card. 3. Replace the mobile data receiving antenna.
Reverse detector	<input type="checkbox"/> The reverse detector is not working.	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Ensure that the reverse detector is activated in MENU > VIRTUAL GUIDE > Reverse detector > Detect reverse (Yes). 2. Confirm the settings in the Reverse detector menu > Origin: GNSS. 3. Check on the operation screen if GNSS is synchronized. Without GNSS signal, reverse detector is not possible.
GNSS	<input type="checkbox"/> Does not sync with GNSS / Syncs and drops constantly / Capturing few satellites	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Ensure you are waiting the minimum time for synchronization as indicated on the alarm screen. Access it on the operation screen, top left corner, click on the triangle with an exclamation mark icon. When the alarm window opens, click on the error notification and read the instructions regarding it. 2. Check the integrity of the antenna cable and the antenna. If possible, replace them for a more effective test. 3. Inspect the antenna cable connector on the monitor for any apparent damage such as dents or oxidation. If damaged, it is recommended to seek authorized electronic assistance for replacement. 4. Verify the GNSS configuration: Access Menu > Settings > Change the system mode to Advanced (OK without password) > Return to the General Menu > GNSS > Configuration > Ensure the selected Port is Internal, and the Model is correctly selected. 5. Make sure the device is updated with the latest available software version.
GNSS	<input type="checkbox"/> Error "No GNSS communication" and does not synchronize satellite signal.	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Verify the GNSS configuration: Access Menu > Settings > Change the system mode to Advanced (OK without password) > Return to the General Menu > GNSS > Configuration > Ensure the selected Port and Model are correctly chosen for the respective monitor. 2. If the problem is not resolved, contact authorized electronic support.
Guidance	<input type="checkbox"/> Error "The distance between points A and B is too short" when creating the guideline through "Linear Guide Creation" function by entering coordinates.	<input type="checkbox"/> <ol style="list-style-type: none"> 1. Verify that the entered information is in DMS (degrees, minutes, and seconds), and ensure the conversion to DMS was done correctly; 2. Ensure that the latitude and longitude were correctly selected for points A and B: East (E), West (W), North (N), and South (S); 3. Check if a comma was used in the 'minutes' field; it is the only field that allows the use of a comma, and it's common for this information to be a decimal number.
Guidance	<input type="checkbox"/> Error "Minimum distance not reached" when creating point A-B.	<input type="checkbox"/> Confirm the pop-up and continue recording the Guide. You need to travel a minimum distance of 30 meters and a maximum of 20 km.

Guidance	<input type="checkbox"/> I forgot to save the guide after setting point A-B, and I need to save it.	<input type="checkbox"/> On the operation screen, swipe to the right and access the Guides icon > Click on the gear icon > The selected guide is the one you didn't save. Click on the Save icon in the top right corner > Enter the guide name > Confirm.
Time	<input type="checkbox"/> The time is incorrect even after synchronizing GNSS.	<input type="checkbox"/> 1. Restart the monitor. 2. Go to Menu > System Settings > Language and Region > Confirm the pop-up > For Brazil, set the time zone to UTC-3:00 (UTC minus three).
On/Off	<input type="checkbox"/> The equipment won't turn on.	<input type="checkbox"/> Check if there is voltage at the power connector and if the polarity is correctly installed on the battery: Black wire to negative (-) and red wire to positive (+). If the problem persists, seek authorized technical assistance.
On/Off	<input type="checkbox"/> The equipment won't turn off.	<input type="checkbox"/> Unplug the power cable and wait 1 minute before plugging it back in. When reconnecting the power cable, see if it turns on by itself. If it does, contact authorized technical assistance.
Map	<input type="checkbox"/> Error when importing the map: "Guide disabled because the error is too large."	<input type="checkbox"/> The imported .SHP file is distant from the area where the project was created. For example, a line project created in an area in the state of São Paulo cannot be executed in an area in Paraná.
Map	<input type="checkbox"/> Error when importing the map: "The shapefile has invalid points and will not be imported! Please check if the file is in WGS84 projection."	<input type="checkbox"/> Verify if the imported recommendation map meets the following criteria: 1. Coordinate Reference System: WGS84. 2. Polygon or multipolygon. 3. Attribute with recommendation. 4. Extensions: (.cpq), (.dbf), (.shp), (.shx).
Odometer	<input type="checkbox"/> Odometer does not appear on the operation screen.	<input type="checkbox"/> Activate the Odometer in MENU > VIRTUAL GUIDE > Odometer: On.
Operation screen	<input type="checkbox"/> The equipment is convergence outside the prescription map.	<input type="checkbox"/> Configure the option in MENU > VIRTUAL GUIDE > Apply outside map: Off.
Operation screen	<input type="checkbox"/> Information such as coverage area, speed, error, etc., disappeared from the operation screen.	<input type="checkbox"/> To add again: on the operation screen, press and hold for 3 seconds on the area where the lost information was located. A window will open with options to place in that area of the screen. Remember, you can configure this in three areas on the screen: top left corner, center, and top right corner.
Operation screen	<input type="checkbox"/> How do I erase the coverage area on the operation screen? (applied area)	<input type="checkbox"/> On the operation screen, swipe to the right and access the View icon > Click on the Erase Trail icon (trail icon with a red X) > Confirm the pop-up "The trail will be erased, and the total input and applied area will be reset."
Operation screen	<input type="checkbox"/> How do I remove the flags/markers?	<input type="checkbox"/> For the point marking function, a layer is created over the operation map. To delete this layer, go to Menu > Settings > Change the system mode to Advanced (OK without password) > Return to the General Menu > Files > Select the "file-->trash" icon > Markers> Select the marking layers you want to delete and confirm.
Operation screen	<input type="checkbox"/> Operation screen rotating by itself	<input type="checkbox"/> The GNSS Min Speed is set to zero. To configure it again, go to: Menu > Settings > Change the system mode to Advanced (OK without password) > Return to the General Menu > GNSS > Configuration> Change "Min GPS Speed" to 1.6 and confirm all screens.
Perimeter	<input type="checkbox"/> I can't find the option to delete the perimeter.	<input type="checkbox"/> Go to Menu > System Settings > Change System Mode to Advanced > OK without password > Return to the General Menu > Files > Select the icon indicating "file to trash" > Select Prescription Map > Select the maps generated through the perimeter marking functionality that you want to delete > After confirming with OK, the files will be deleted immediately and cannot be recovered.
Perimeter	<input type="checkbox"/> I can't disable the perimeter map from the operation screen.	<input type="checkbox"/> 1. Go to Menu > Guidance > Select Erase perimeter; 2. You can also create a new job section to operate without the map generated by the perimeter.
Perimeter	<input type="checkbox"/> The map generated by the perimeter has disappeared from the operation screen.	<input type="checkbox"/> To select the created perimeter again, go to Menu > Guidance > Perimeter > All created perimeters will be listed, simply select the desired one and confirm on the screen.
Job section	<input type="checkbox"/> Error: "Warning! Unable to delete current job."	<input type="checkbox"/> The job section you are trying to delete is currently in operation. Switch to another job section and try deleting the section in question again.
Job section	<input type="checkbox"/> Quick start mode is not appearing.	<input type="checkbox"/> 1. The quick start mode works only for the Guidance functionality. If more products are activated on the monitor, this function will not appear again. 2. To check the activated products, go to: Menu > Settings > About > My Products
Password	<input type="checkbox"/> Error "Incorrect password" to access Advanced System Mode, how to resolve?	<input type="checkbox"/> Access Menu > Settings > Support > Enter password 40092704 > Go to Password change > Enter the new password and confirm.
Corrected signal	<input type="checkbox"/> No corrected signal precision / The corrected signal does not converge	<input type="checkbox"/> 1. Make sure you are waiting for the minimum synchronization time as indicated on the alarms screen. Access it on the operation screen, top left corner, click on the triangle icon with an exclamation mark. When the alarms window opens, click on the error notification and read the guidance provided. 2. Configuration for TerraStar C/C Pro: Go to Menu > Settings > Change System Mode to Advanced (OK without password) > Return to General Menu > GNSS > Configuration > Port is Internal > For Model, find the current selected name + TerraStar-C PRO (PPP) > Change Converged criteria to 0.10. 3. Configuration for TerraStar L: Go to Menu > Settings > Change System Mode to Advanced (OK without password) > Return to General Menu > GNSS > Configuration > Port is Internal > For Model, find the current selected name + TerraStar-L (PPP BASIC) > Change Converged criteria to 0.45. 4. Confirm signal reception: Go to Menu > Settings > Change System Mode to Advanced (OK without password) > Return to General Menu > GNSS > Information > TerraStar should show Enabled, otherwise proceed with item 5 below. 5. Request the sales representative who sold the corrected signal service to resend the signal.

Corrected signal	<input type="checkbox"/>	Error "This convergence criteria does not match your GNSS model correction precision"	<input type="checkbox"/>	Change the convergence criterion as follows: TerraStar C Pro = 0.10 TerraStar L = 0.45"
Corrected signal	<input type="checkbox"/>	How do I check if the signal has converged?	<input type="checkbox"/>	On the operation screen, click on the satellite icon located in the upper right corner > GNSS > In the GNSS Information window, confirm the accuracy: TerraStar C Pro = between 0.04m and 0.02m TerraStar L = 0.50m
Corrected signal	<input type="checkbox"/>	Signal loss during a specific time of day	<input type="checkbox"/>	It's possible that you're experiencing intense ionospheric interference due to solar activity. For more information, visit: https://novatel.com/tech-talk/ionospheric-scintillation/ionospheric-activity-forecast-tool
Corrected signal	<input type="checkbox"/>	Error when entering the TerraStar activation key	<input type="checkbox"/>	Make sure you are accessing the correct place to enter the key: go to Menu > Settings > Change System Mode to Advanced (OK without password) > Return to General Menu > GNSS > Configuration > GPS Activate > Enter the activation key again and click Activate.
Overlap	<input type="checkbox"/>	The markings on the operation screen are overlaying the already applied material.	<input type="checkbox"/>	<ol style="list-style-type: none"> 1. Check if the Side Overlap setting is set to zero; any value greater than zero will overlap the already applied area. Go to Menu > Guidance > Side Overlap, enter 0 (zero), and confirm. 2. The parameters "Distance between guidance lines" and "Line width" may have different values. To correct this, go to Menu > Guidance > adjust the "Distance between guidance lines" parameter to match the actual line width. If there's a discrepancy as mentioned, a prompt will appear indicating the difference; confirm with YES to adjust the implement width and correct any potential issues.
Touch / Display	<input type="checkbox"/>	Screen frozen, touchscreen not responsive.	<input type="checkbox"/>	<ol style="list-style-type: none"> 1. Click the on/off button and check if the shutdown pop-up appears on the screen. If it doesn't appear, unplug the device, plug it back in, and follow steps 2 and 3. If the shutdown pop-up appears on the screen and the device remains frozen, contact an authorized service center as the touch function may be defective. 2. Clean your device's memory through Menu > Files > Trash icon > delete unused files. 3. You can perform a factory reset, but remember this option clears all files and settings from the device. Backup your files before proceeding. To perform a factory reset, go to Menu > System Settings > Change System Mode to Advanced (OK without password) > About > System Manager > Confirm the pop-up > Select "Factory reset" > Confirm.
Touch / Display	<input type="checkbox"/>	Unable to change screen brightness, intensity remains the same.	<input type="checkbox"/>	Contact an authorized technical service, as the display likely has a hardware issue.
Touch / Display	<input type="checkbox"/>	Color contrast of the display is dull, gray, or blurred.	<input type="checkbox"/>	Contact an authorized technical service, as the display likely has a hardware issue.
USB	<input type="checkbox"/>	It doesn't recognize the USB drive during file transfer.	<input type="checkbox"/>	<ol style="list-style-type: none"> 1. Replace the pendrive with another model, preferably formatted. 2. Check for any visible damage to the USB connector on the device. 3. If the issue persists, contact an authorized technical support service, as the USB hardware may be damaged.