

Downloaded Customer Service ADVISOR™ Laptop Requirements



JOHN DEERE

IMPORTANT

The following information and hardware requirements are critical to the capability and proper functioning of web and downloaded Customer Service ADVISOR. Downloaded Customer Service ADVISOR is required for machine connectivity.

If each MyJohnDeere.com user id requires offline access for machine connection capability, each individual MyJohnDeere.com user must install Customer Service ADVISOR on separate devices using their unique MyJohnDeere.com id. Offline access and machine connection capability is only accessible to the MyJohnDeere.com id that installed Customer Service ADVISOR on that device. Web access will be available to other users on devices other than their own.

Key information:

1. Laptops will continue to be required to fully utilize all the features of downloaded Customer Service ADVISOR. You can access web Customer Service ADVISOR without installing downloaded Customer Service ADVISOR.
2. Without an internet or cellular connection, web Customer Service ADVISOR will not be available on mobile devices.
3. Live vehicle connectivity will not be available with mobile devices.
4. Customer Service ADVISOR does not test for compatibility with competitor's service tools.
5. Google Chrome™ or Windows Edge™ Chromium required for web Customer Service ADVISOR

Laptop Hardware Requirements (Downloaded Customer Service ADVISOR and Connectivity)

Note: These specifications are to load and utilize the downloaded Customer Service ADVISOR application and for machine connectivity.

Operating System Microsoft Windows 8.1 and Windows 10 Recommended (Minimum)

Service ADVISOR Configuration	Memory	OS Install	Processor
Manuals and online information (1)	8GB	64 Bit	Core i5
Offline with machine connectivity	8GB	64 Bit	Core i5
Online with machine connectivity (2)(3)	8GB	64 Bit	Core i5

- (1) Does not apply for mobile devices for web Customer Service ADVISOR
- (2) Cellular data usage charges and applicable data caps should be considered for web Customer Service ADVISOR

- (3) Downloaded Customer Service ADVISOR must also be installed for machine connectivity

Hard Drive: Internal or External

- 254 GB (available space) for Ag
- 133 GB (available space) for Turf
- 194 GB (available space) for C&F
- 33 GB (available space) for Power Systems
 - **Note: Recommended minimum 500 GB hard drive for the above downloaded data install**
 - **25GB free space is required on the computer hard drive even if using an external drive**

Network:

- 10/100/1000 network adapter (wireless adapter recommended)

Ports:

- 2 USB 2.0 (USB 3.0 recommended)
- Serial Port (optional; USB to serial adapter can be used)

Internet Browser:

- Google Chrome
- Windows Edge Chromium

Screen Resolution:

- 1024x768 (minimum)

Required:

- Bluetooth™ with WIDCOMM™ drivers (required for wireless EDL connection).
- Adobe Reader 32 bit is required to run Customer Service ADVISOR. Please go to the following link and download the latest Adobe™ installer.
<https://get.adobe.com/reader/>

Mobile Device Requirements for web Customer Service ADVISOR access

Manufacturer Requirements

Android™: (web only, no vehicle connectivity)

- Operating System: Android 5.0 Lollipop or greater
- Internet Browser: Chrome
- Screen Resolution: 320 x 480 (minimum)

*Screen resolution with an effective resolution under 650 in either dimension will result in some features being unavailable (split screen, data point tables, etc.)

Supported Android™ Devices: (web only, no vehicle connectivity)

Samsung Galaxy Tab S or greater

- Android 5.0 Lollipop™ OS or greater
- 1.9 GHz Exynos 5 Octa 5420 Processor
- Super AMOLED Display (2560 x 1600 resolution)

- 3 GB RAM
- 16 GB Storage Capacity

Samsung Galaxy Tab 4 or greater

- Android 5.0 Lollipop OS or greater
- 1.2 GHz quad-core processor
- WXGA Display (1280x800 Resolution)
- 1.5 GB RAM
- 8 GB Storage Capacity

Supported Apple® Devices: (web only, no vehicle connectivity)

Apple: (web only, no vehicle connectivity)

- Operating System: iOS 9 or greater
- Internet Browser: Safari®
- Screen Resolution: 320 x 480 (minimum)

*Screen resolution with an effective resolution under 650 in either dimension will result in some features being unavailable (split screen, data point tables, etc.)

iPad Air® 2 or greater & iPhone®

- Operating System: iOS 9 or greater
- A8X Chip with 64-bit Architecture; M8 Motion Co-processor
- 9.7-Inch Retina Display (2048 x 1536 resolution)
- 64 GB Storage Capacity

Windows:

- Operating System: Windows 8.1 Pro and Windows 10(after November 14, 2016)
- Internet Browser: Google Chrome, Windows Edge Chromium
- Screen Resolution: 320 x 480 (minimum)

*Screen resolution with an effective resolution under 650 in either dimension will result in some features being unavailable (split screen, data point tables, etc.)

Supported Windows Devices: (web and connectivity)

Microsoft Surface Pro™ 3/Pro 4 or greater

- Windows 8.1 Pro/Windows 10
- Intel 4th Generation Core i7 Processor
- 12-Inch HD Touchscreen Display (2160 x 1440 resolution)
- 8 GB RAM
- 64-bit
- 512 GB Storage Capacity

Trademarks are the property of their respective owners.