

AMS Compatibility Tool: *Frequently Asked Questions*

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Step 1

Q- What is the impact on the configuration results when entering optional information (serial number, model year, transmission, or axle)?

A-All components will show-up in the mandatory and optional picks on the component tab if no information is provided. Only components that are required for all machines and those dependent on any of these characteristics will show-up when the optional information is entered.

For example, an 8X20 Tractor requires a GreenStar Ready kit and an AutoTrac Ready kit to AutoTrac. There is 1 GreenStar Ready kit required for all 8X20 Tractors and 3 different AutoTrac kits to pick from, depending on the transmission and axle on the machine.

The GreenStar Ready kit and all 3 AutoTrac Ready kits will appear under the mandatory components on the component tab if the user only enters the minimum required information on Step 1.

The GreenStar Ready kit and 1 AutoTrac Ready kit will appear under the mandatory components when the optional information is entered on step 1 and matches the characteristics assigned to the component.

Q-I took the time to enter the optional information on Step 1 and it didn't change anything on my configuration. When do I enter a serial number, model year, axle or transmission type?

A-There are some AMS products with components that have no dependency on any of the optional information on step 1. The same parts and base codes are required for the AMS product regardless of the model year, transmission or axle. Feel free to leave the optional information blank on step 1. Continue to Step 2 or Step 3. Select desired product and hit save on the products tab. Go directly to the component tabs. Look under the mandatory components heading to see if there are any components limited by the optional information. Go back to step 1 and enter optional information if there are components dependent on it. Continue with the configuration if there is no components dependent on the optional information. Users can also remove unneeded information in the excel document, however, those changes will not be saved to configuration in the tool.

Q-Why are transmission and axle options available in the drop down box that are not actually compatible with the model I selected?

A-The options in transmission and axle are the same regardless of what model is selected. The tool will behave as if the field was blank if a transmission or axle options is selected that is not actually available for a specific model.(Example: Selecting "ProDrive" transmission on a 8120 Tractor.) The tool will work as designed when a model is selected with a transmission or axle that is available on a machine. It is important to confirm this optional information is what is actually on the machine.

Q-What happens when I select "yes" to GreenStar Ready, AutoTrac Ready or the MTG installed questions on step 1?

A-The label “Do not order – already on machine” will appear next to components that would already be on the machine.

Step 2 & Step 3

Q-Why does the label “Do not order- already on machine” not appear on the GreenStar Ready, AutoTrac Ready, or the MTG components on Step 2?

A-Everything on Step 2 should be on the machine as it is the place to enter “Existing AMS Products” already on the machine.

Q- Why are the Receiver, Display and Component tabs not populating? Why are the options on these tabs not changing based on the products I selected?

A-Pressing the save button on the products tab will populate these tabs and update these tabs when new products are added to the configuration

Q- Why do I have to hit save between every tab?

A-The system is designed that the “save” button populates other the tabs. John Deere is evaluating ways to implement an AutoSave feature in the future.

Q-Where is the descriptions for attachments? I only see the attachment name.

A-The attachment name is the only item that is being used in the tool. Descriptions will be added soon. Use the price pages or configurator to see the description until the feature is available in the tool.

Summary Screen

Q-How to I get my receiver and display information to show up on the summary screen?

A-Click save on the receiver or display tabs in Step 2 and/or Step 3.

Q-Why is the same component listed on existing and need to order list?

A-The tool does not cross reference the existing components to the new components. The user will need to determine if that component is required for the new product or if the existing component on the machine will support the new product.

Q- What do the components with “--N-“ mean? Is that something I order?

“--N-“ components are notes to better explain the components that are available and when they are needed. These are not orderable components.

Printing

Q-. How do I eliminate getting extra pages when printing the excel document?

A-Hide columns not being used in excel to minimize the number of pages that print.

Q-How do I minimize the amount of color I am using during the printing process?

A-Print documents in gray scale

Additional Information

Q- How do I get my drop down boxes to populate?

A-Confirm you are using Internet Explorer 7, 8 or 9. The AMS Compatibility Tool is only approved for use with Internet Explorer.

Updates and Email

Q-Why am I receiving emails from the AMS Compatibility Tool?

A-The tool will generate an email to communicate to the user there has been a change to a saved configuration younger than 30 days. The email is intended to help manage expectations and support dealer processes after the configuration has been exported from the tool. The email is generated when AMS:

- adds a mandatory component to a configuration.

- deletes an optional component from the configuration. (Only those configurations that have selected that component will receive an email)

Q- Will I get an email if a description or name of a part number or base code changes?

- No. An email is not generated when a description or name is updated.

Integration & Additional Products

Q- When will the AMS Compatibility Tool be integrated with JDQuote 2 or my business system?

A- The tool's initial scope is to provide a central location to identify what components are required for a single or multiple AMS solutions. John Deere is aware of benefits to integrate the results of the AMS Compatibility Tool into other tools used at the dealership. There are multiple potential integration points. John Deere will be evaluating options for integration.

Q-When will more products be available to configure in the AMS Compatibility Tool?

A-AMS will continue to load more products into the AMS Compatibility. Dealers can submit additional product and model request through the “suggestion for tool improvement” tab.

Q-When should I use the “suggestions for tool improvement” feedback option? When should I use the “configuration question” feedback option?

Suggestion for tool improvement can be used to share ideas that would make the tool more useful in your dealership, or request additional AMS products or models be loaded to the tool. Responses to this feedback will average around 3 business days.

The “Configuration Question” feedback option is designed to get clarification or provide specific feedback on the accuracy of a specific configuration. This feedback goes to the Order Fulfillment team. Response time will be similar to what dealers are familiar with today when contacting Order Fulfillment.

Receiver & Display Tab

Q – I have selected a product on the AMS Products tab and I am still not getting receiver or display options?

A- Press “save” on the AMS Products tab to populate the receiver, display and component tab in Step 2 or Step 3.

Q – Why can’t I select just a receiver or display in Step 2?

A- The tool is designed to support a complete solution. The solution must be selected on the AMS Product tab and user must hit “save” to populate the other tabs. Simply skip step 2 if the customer only has a receiver or display, and configure the desired product on step 3. The receiver or display can simply be deleted off the excel spread sheet or a check can be applied next to the display or receiver indicated that the customer already has it.

Q- Why am I getting two receiver or display brackets? One in the receiver/display summary and one in the GreenStar Ready kit.

A - Some AutoTrac Ready kits included the receiver and/or display bracket. User should verify the GreenStar Kit has the receiver bracket and select “yes” to the question “Is receiver bracket on machine?” This will assign the “do not order- already machine” next to the receiver bracket on the receiver tab. The configuration will only have a single receiver bracket which is required for the product. User will need to delete the display bracket from the excel document if the AutoTrac Ready kit has a display bracket.

Q- Why is a receiver and display bracket loaded for machine’s that include the receiver bracket in the AutoTrac Kit?

A – The receiver and display bracket will be needed in configurations where a product does not require AutoTrac, for example John Deere Machine Sync on combines.

Q-Where are the receiver and display brackets for AutoTrac Controller? They are not showing up on my configuration.

A-The brackets are included in AutoTrac Controller base code and option code.

Q – Where is the display wiring harness options to support camera capability on the GS3 2630 Display?

A-These components are not currently loaded in the tool. User should reference the Ag Sales Manual to identify what wiring harnesses are required.

Implement and Combine Head Configurations

Q - I selected Surface Water Pro™ Plus on Step 2. My customer wants iGrade™.Why can't I configure iGrade on Step 3?

A – The Compatibility Tool only has the ability to configure 1 product that is dependent on an implement. The recommended method of identifying components required for this situation: Configure iGrade™ and Surface Water Pro™ Plus in separate configurations and cross reference the summary sheets to identify what additional components are required.

Q- What does “FEE” mean when selecting a combine head?

A – Front End Equipment

Q-How many implement receivers can I configure?

A-The tool allows a user to configure an unlimited number of implement receivers. iGrade with dual scrapers is the only product loaded in the tool that will require two receivers. All other implement guidance products only require a single implement receiver. Reference the Ag Sales Manual for additional information about implement guidance products.

Q-Why is RTK not showing up as option for my implement receiver?

A-Implement receiver options are driven off the machine receiver options selected. Change machine receiver to get RTK option for implement receiver signals. Reference the Ag Sales Manual to learn more about the implement receiver configurations.

Q-Why are there no implement receiver signal options when I click on the implement receiver tab?

A-Click save on the machine receiver tab to populate the implement receiver tab. SF1 on the machine receiver is not a compatible option for Active Implement Guidance. Select SF2 or RTK to populate the implement receiver tab.

Q-When do I need to add a serial number or model year break for implements and heads?

A – Some components required for the corn head for AutoTrac™ RowSense™ have serial number or model year breaks. These breaks will show up with the components on the components tab.

Q- What do I do if my iTC Receiver (in dealer inventory) for my implement is only SF1 capable? The summary for the implement receiver tab only shows components required for an SF2 Ready receiver.

A-The additional component, SF1 to SF2 Ready Activation, should be selected on the components tab when wanting to upgrade an iTC from SF1 to RTK. The components listed on the implement receiver tab will also be required.

AutoTrac™

Q – When do I select the AutoTrac SF1 to SF2 upgrade? Where is it located at? Why does it show up on Step 2?

A – Users must select AutoTrac SF1 to SF2 Upgrade when AutoTrac SF1 is an existing product AND wants SF2 or RTK with a new product. Components, for all products, are the same on Step 2 and Step 3. Confirm this upgrade option is not selected on Step 2 if not showing up on the components tab in Step 3. This activation is generation specific. Select GS2 upgrade for GreenStar 2 2600 or 1800 Display. Select GS3 upgrade for the GreenStar 3 2630 Display.

Q-Does AutoTrac really require more than 1 one AutoTrac Machine Kit?

A-More than one AutoTrac machine kit will show up for some models under the mandatory components heading as the kit required is dependent on the serial number, model year, transmission or axle on the machine. The dependencies are shown with each component. Go to step 1 and enter the dependency in the optional field and only the required kit for the specific model configuration will show under mandatory products.

AutoTrac™ Controller

Q-I entered my model on Step 1. Why do I have to select the correct option code on the components tab?

A-There is no logic between step 1 and option codes. This functionality does not currently exist in the tool.

Q- Where are the receiver brackets, display brackets, GreenStar harnesses for AutoTrac Controller? They are not showing up on my configuration

A-These components are all included in the AutoTrac Controller base code and option code.