Unlocking Steps on the DJI Fly APP for FPV.

1. Please power on the drone, the Goggles and the remote controller, and ensure that the smart phone (or other digital device) has been connected to the Goggles by a cable successfully;
2. Please ensure the firmware, the APP, and the flysafe database have been updated to the latest version;
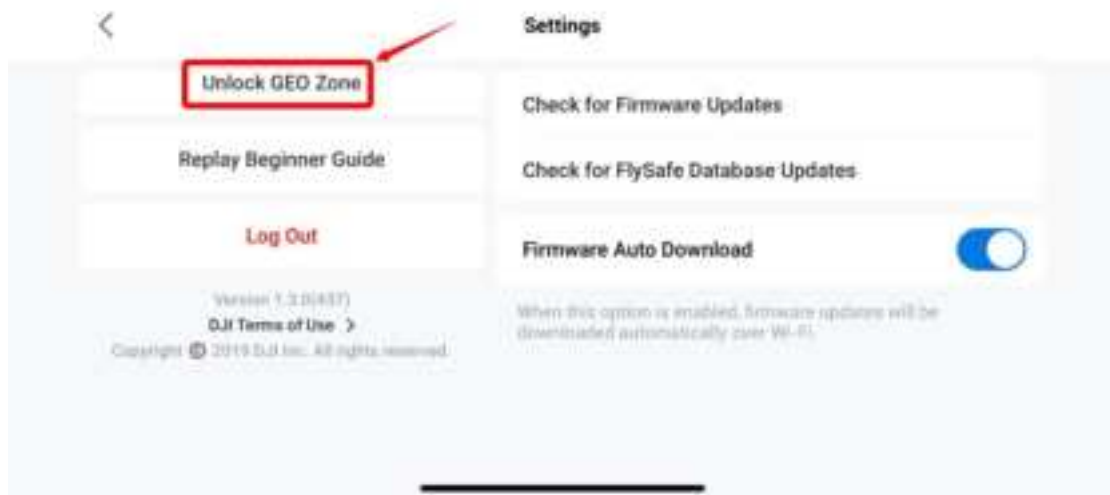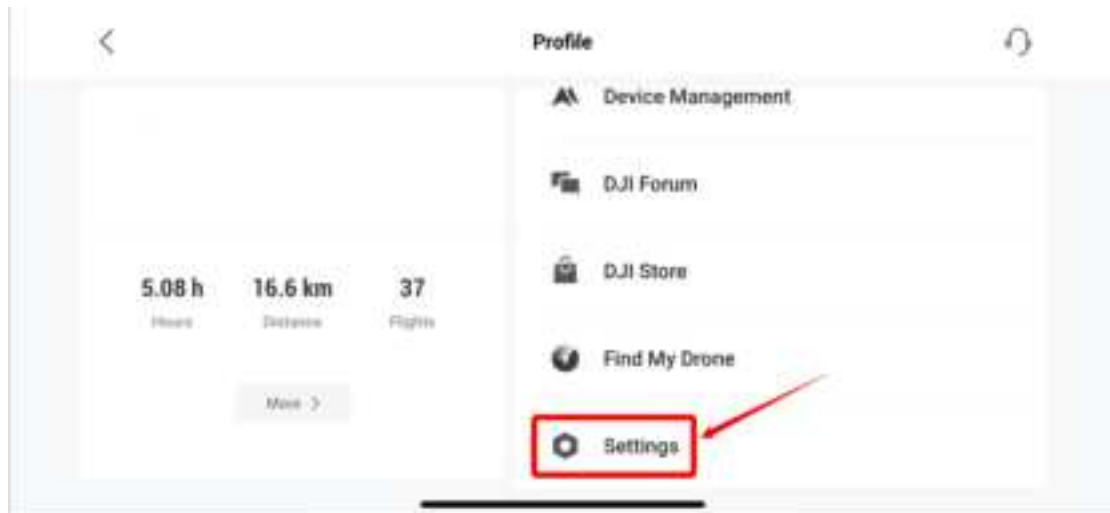3. Please ensure the DJI Fly APP has a good internet connection. Ensure the GPS satellites reach more than 10.
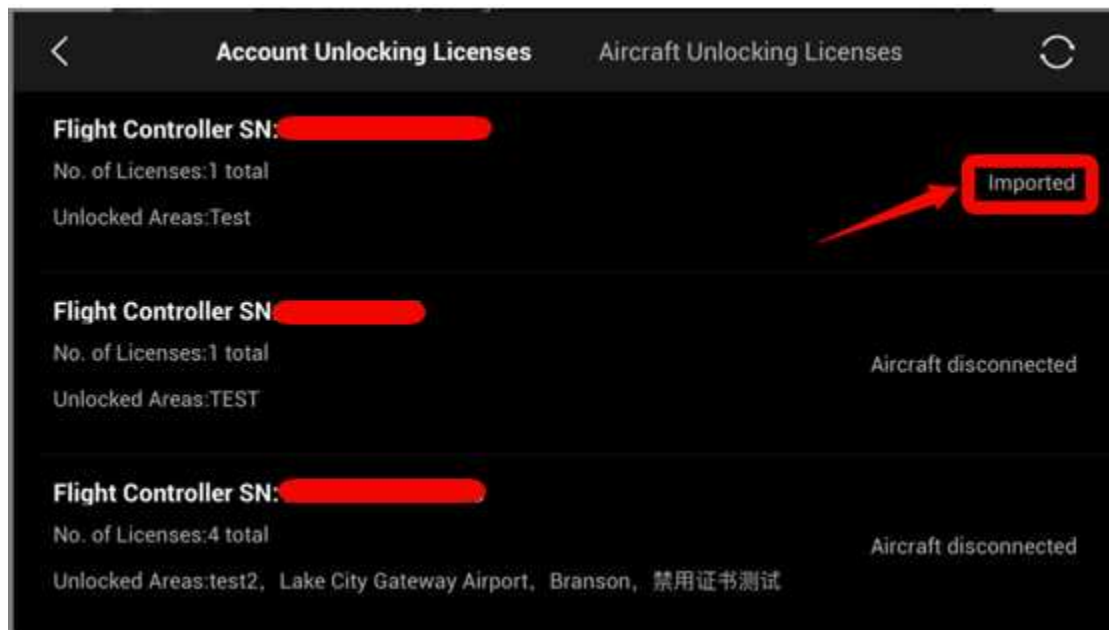
Step 1

Please visit '**DJI Fly APP-Profile**', make sure to log into the DJI account that was submitted correspondingly online.

Step 2

Please visit "**Profile > Settings > Unlock GEO Zone > Account Unlocking Licenses**", and you can view all the unlocking license details under the logged-in DJI account. Please choose the requested Flight Controller Serial Number and tap '**Import to Aircraft**', the page will Indicate "License imported successfully";

Profile

		A	Device Management
		F	DJI Forum
5.08 h	16.6 km	37	
Hours	Distance	Flights	DJI Store
	More >		Find My Drone
		O	Settings

Settings

Unlock GEO Zone	Check for Firmware Updates
Replay Beginner Guide	Check for FlySafe Database Updates
Log Out	Firmware Auto Download

Version 1.3.0(437)
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When this option is enabled, firmware updates will be downloaded automatically over Wi-Fi.

Account Unlocking Licenses   Aircraft Unlocking Licenses

Flight Controller SN:
No. of Licenses:1 total
Unlocked Areas:Test

Import to Aircraft

Flight Controller SN:
No. of Licenses:1 total
Unlocked Areas:TEST

Aircraft disconnected

Flight Controller SN:
No. of Licenses:4 total
Unlocked Areas:test2，Lake City Gateway Airport，Branson，禁用证书测试
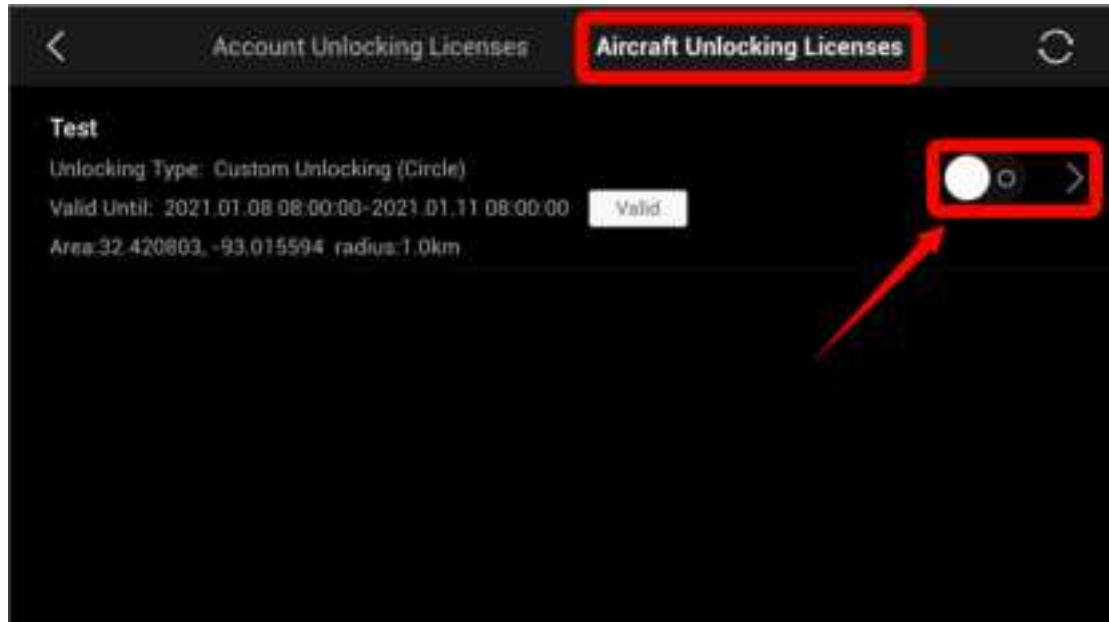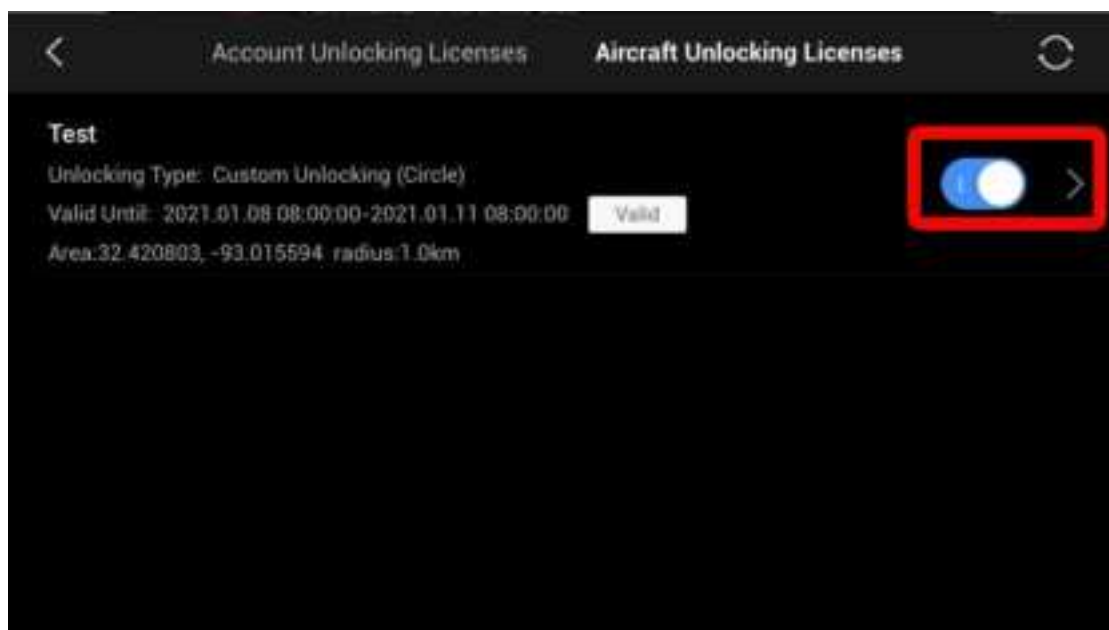
Aircraft disconnected

Step 3

Please visit 'Aircraft Unlocking Licenses'. Slide the switch of the license to the right side, and agree with the statements. The unlocking license will be activated;

Step 4

With the unlocking license activated, the Goggles and the smartphone (or other digital device) could be disconnected. There will be a purple circle on the map indicated the area that you have requested to unlock. The lower-left corner of the map shows the details of the license.

Note：

1. Please go to 'Safety> Unlock GEO Zone to remove extra licenses'. The licenses will be unrecoverable after deletion, please proceed with caution.
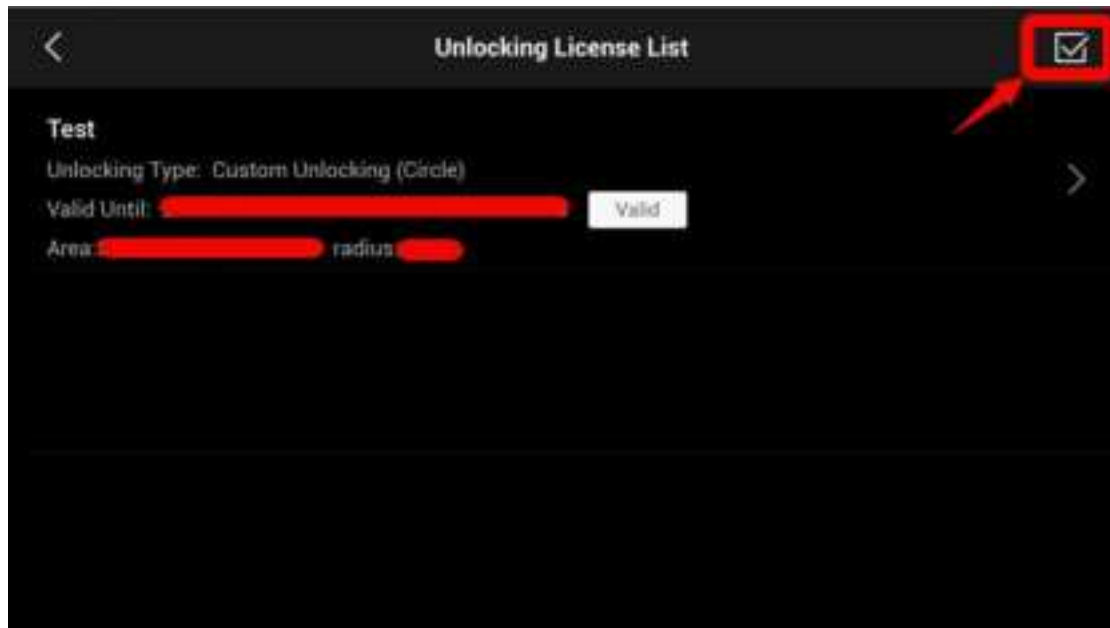
2. While unlocking license has been enabled, please take off aircrafts inside the Purple Circle; if aircraft takes off outside and goes into the unlocking area, it won't be able to go outside the purple circle.

Troubleshooting Steps for Unlocking Failure:
If the drone is failed to be unlocked, please:
1. Ensure that all of the DJI Fly APP, fly safe database, the firmware of the drone and remote controller has been updated to the latest version. Otherwise, the drone may not take off.
2. If all the firmware has been updated, please connect the drone with the APP, then log in to the DJI account which has been used for submitting the unlocking request, to download the unlocking license.
3. Ensure the mobile device has a good internet connection.
4. Turn on the drone and the remote controller and link them repeatedly.

If it doesn't work, please:
1. Log out and log in to your DJI account.
2. Uninstall and reinstall the APP.
3. Using another mobile device.

If this issue still exists, please send the below information to flysafe@dji.com for further assistance:
1. A video of the whole unlocking process (From turning on the drone until the unlock failure)
2. A screenshot to show the logged in DJI account.
3. A screenshot of the current flying coordinates.
4. Connect the drone with the App correctly, then make a screenshot of the app's Unlocking List page (General setting->Unlocking list-APP/Aircraft).

5. Connect the drone with the App correctly, then make a Picture of the APP's about page (General setting->About-Flight Controller SN).
6. A screenshot of the 'no fly zone' in the APP.
7. The operating system of the mobile device (Android system or IOS system)