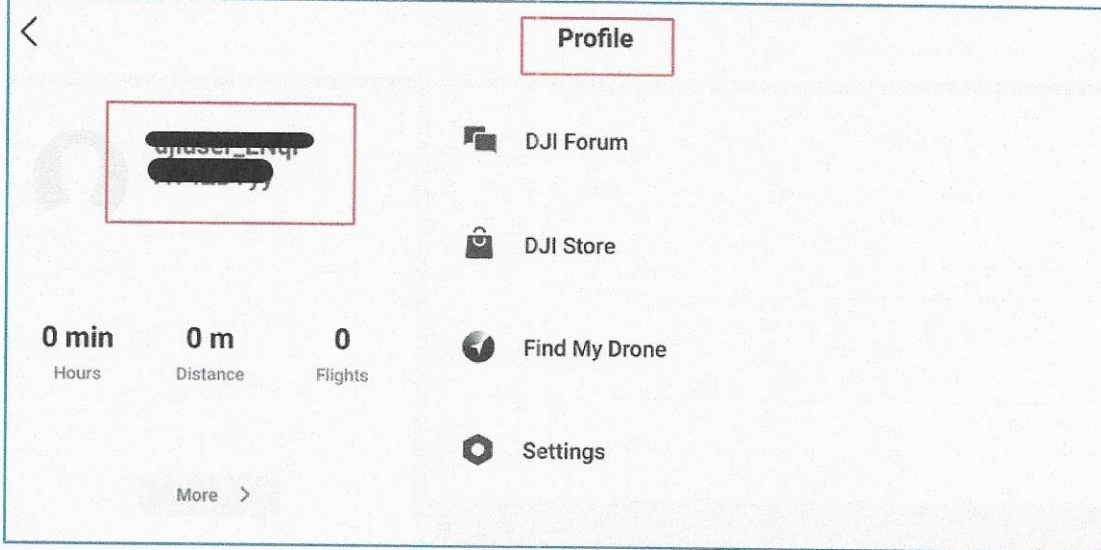


Preparations before unlocking the drone on the APP:

1. Power on the aircraft and the remote controller, ensure that the remote controller has been linked to the aircraft successfully;
2. Check and ensure the firmware, APP and flysafe database have been upgraded to the latest version;
3. Check and ensure that the internet has a good connection, ensure that the GPS satellites reach more than 10.

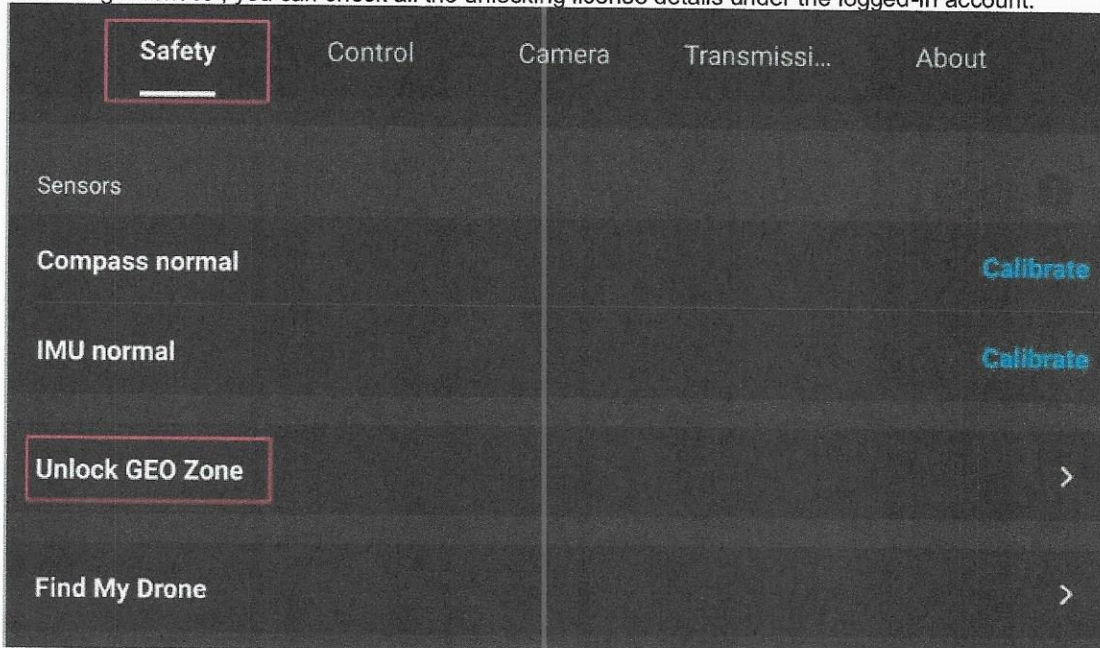
Step 1

Visit 'DJI Fly APP-Profile', log into the DJI account that was used to submit the custom unlocking request online.

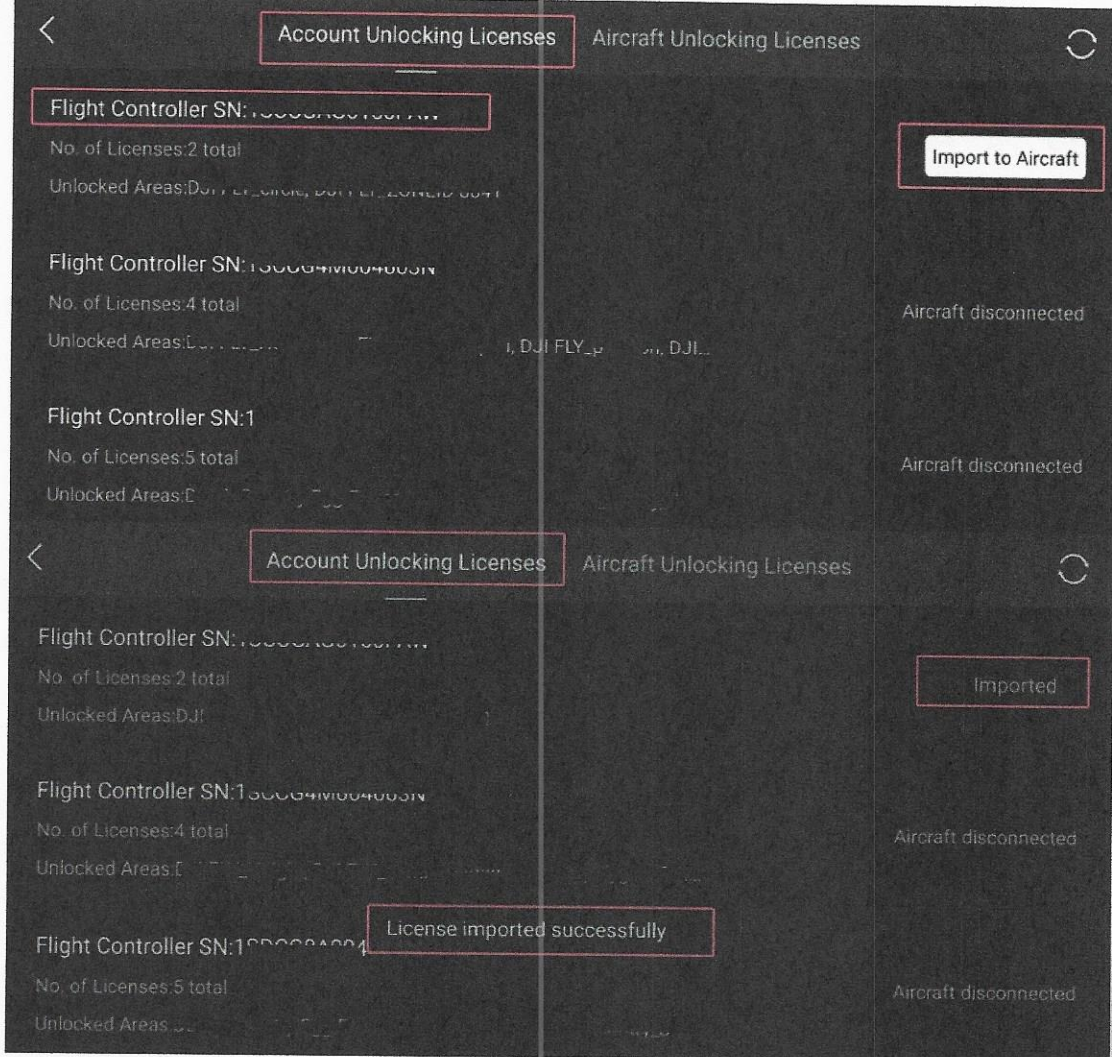


Step 2

Go to the camera view and tap '...' on the upper right corner, visit 'Safety-unlock GEO Zone-Account Unlocking Licenses', you can check all the unlocking license details under the logged-in account.

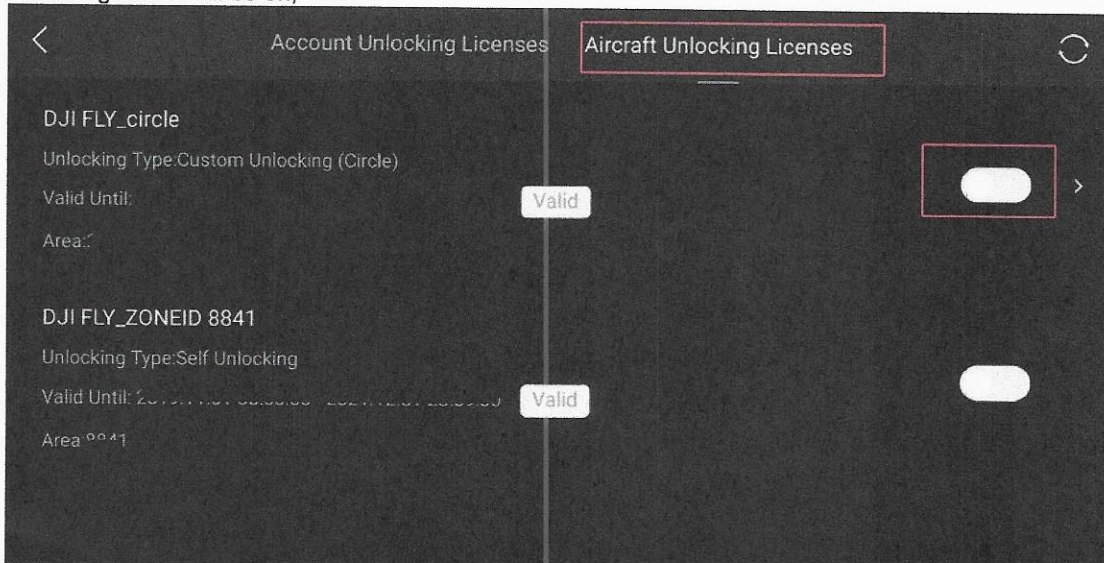


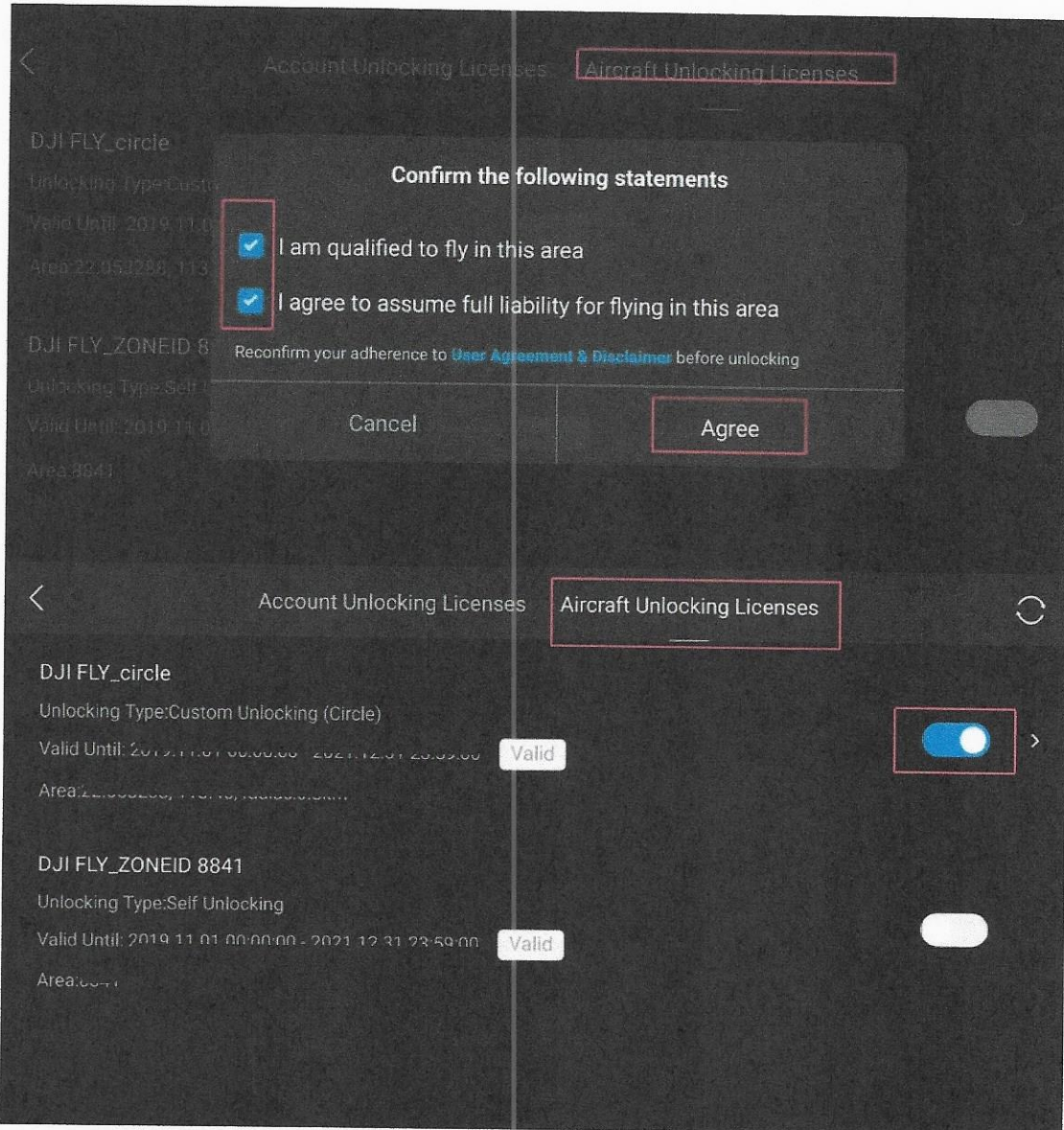
Choose the needed flight controller SN and tap 'Import to Aircraft', the page will show 'License imported successfully';



Step 3

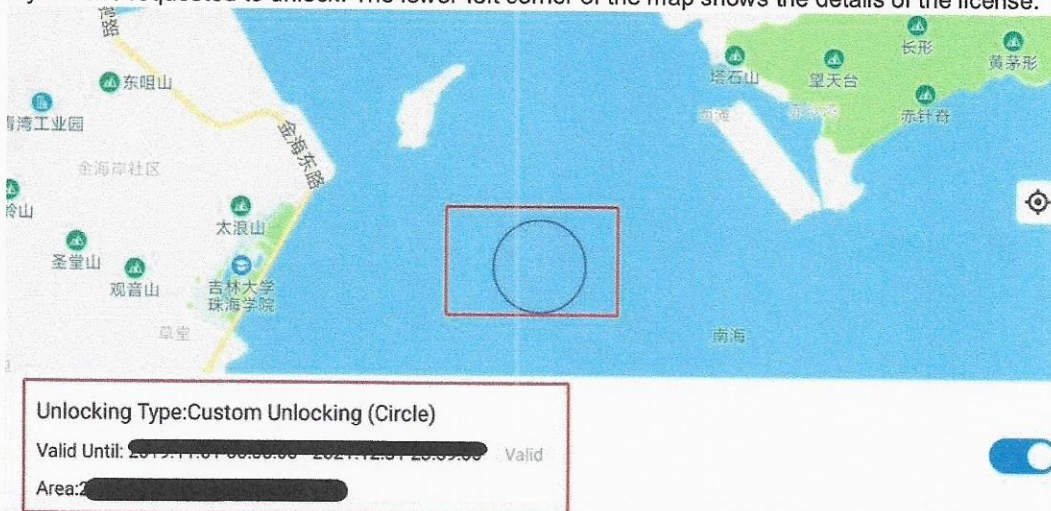
Tap 'Aircraft Unlocking Licenses', slide the switch to the right side and agree with the agreement, the unlocking button will be on;





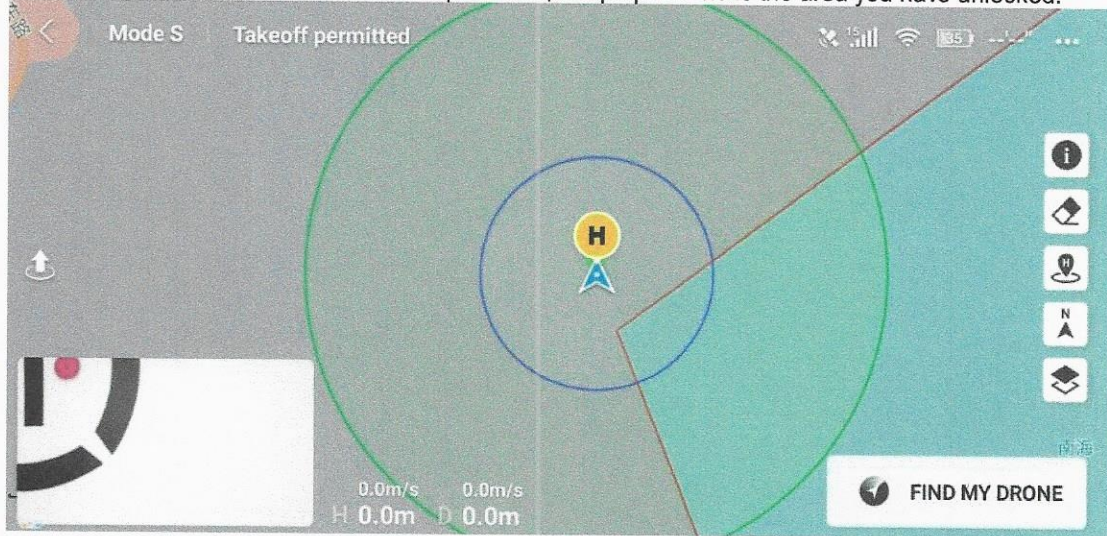
Step 4

With the unlocking license button turned on, 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.



Step 5

Visit Camera view, it will indicate Takeoff permitted, the purple circle is the area you have unlocked.



The green circle indicates the area that was set in the 'APP-Safety-Flight Protection' page (Default: Max Altitude:120m, Max Distance:2000m)

Note :

- 'Account Unlocking Licenses' only can save a maximum of 5 licenses. Once the max unlocking licenses reached, there will be a pop-up reminder on the APP when clicking 'import to aircraft'. Please go to 'Safety> unlock a zone' to remove unneeded licenses';
- 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:

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.

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. Repeat to turn on the drone and the remote controller and relink them, then connect to the mobile device, open the APP.

If it doesn't work, please:

1. Log out and log in to your DJI account.
2. Repeat to disconnect and reconnect the drone with the mobile device.
3. Uninstall and reinstall the APP.
4. Using another device.

If the issue still exists, please send the below information to flysafe@dji.com for further assistance, thanks for your cooperation!

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 screenshot 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 model of the mobile device (Android system or IOS system)