M300 RTK Known Issue List

M300 RTK Released Version In This List

Released Date:	2021.10.13
Aircraft Firmware:	v03.00.01.01
Remote Controller Firmware:	v03.00.01.02
Pilot App Android:	V3.0.1.4（M300）
D-RTK 2 Mobile Station for Matrice:	v03.00.00.16（D-RTK 2 Mobile Station：v02.02.0505）
Intelligent Battery Station:	v03.00.01.01
Intelligent Flight Battery:	v01.02.05.31
Zenmuse H20/H20T:	v03.00.01.02
Zenmuse P1:	v03.00.01.04
Zenmuse L1:	v03.00.02.00
Zenmuse Z30:	v01.00.07.10
Zenmuse XT2:	v01.00.03.50
Zenmuse XT S:	v01.00.00.09
DJI X-Port:	v01.03.02.00
DJI Skyport:	v01.04.00.00
DJI Skyport V2:	v01.03.02.00
DJI Assistant 2 (Enterprise Series):	v2.1.2

http://www.dji.com/matrice-300

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M300 RTK Known Issue List

Unsolved Issues In The Version V3

NO.	Issue Description	Workaround Solution
Released Date：2021.10.13; Aircraft Firmware：v03.00.01.01		
1	Panorama function of Zenmuse H20 Series may not work when it is hot swapped with the other payload while aircraft is on, for example Zenmuse P1 to Zenmuse H20 series.	Please restart the aircraft and try again
2	When using WIFI connection there are two possible problems: 1. Network RTK service connection may deteriorate when WIFI connection is unstable. 2. WIFI signal may interfere with Image transmission signal, which will decrease quality and coverage of live video. **NOTE:** Network RTK is only available in China mainland	Suggest to use 4G dongle to connect the network
4	The selection button of "Network RTK" does not shown up in the [RTK]-[RTK Service] on the Pilot APP, when the aircraft is activated indoor. **NOTE:** Network RTK is only available in the China mainland	Put the aircraft and Remote Controller outdoor Refresh GNSS statue Check the [RTK] page on the Pilot APP [Network RTK] button will automatically appear in the list of [Select RTK Service Type] It will be optimized in the later version
5	When CSM Radar is removed from Aircraft and continue to execute the Manual Flight or Mission Flight, the remote controller makes a beeping obstacle avoidance sound however there	Re-install the CSM Radar on the aircraft Open the Pilot APP, Go into the Manual Flight Find [Obstacle Sensing setting] Go into [Horizontal] page Click the [Horizontal Radar Obstacle Avoidance] off

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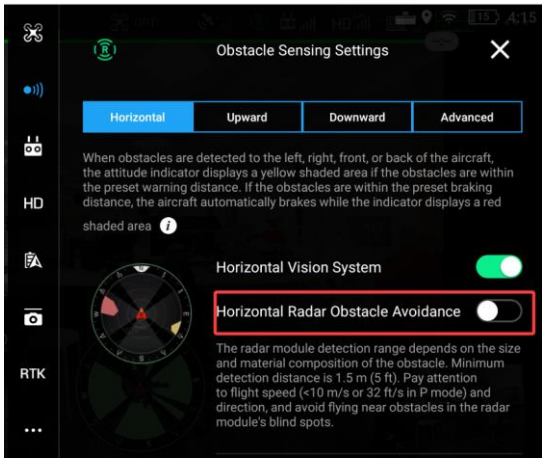
	is no obstacle around.	Restart the flight, the alarm is settled down.  It will be optimized in the later verison。

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M300 RTK Known Issue List

Unsolved Issues In The Version V2.2

NO.	Issue Description	Workaround Solution
Released Date： 2021.03.03; Aircraft Firmware： v02.02.02.01		
1.	Mission flight cannot be saved. When trying to save a mission flight, there is a notification “table MAPPING_WAYLINE has no column named PHONE...".	Go into Apps (circle with the four squares in it on the Smart Controller Home Screen). Then Settings Scroll down to storage Click on Apps Click on Pilot app and then clear data Click the back button Re-open the Pilot App and create the mission, will then be able to save the mission. Note: This action will clean all the missions in the mission library, so it is suggested to back up all your mission files first.
2.	Smart Controller Enterprise doesn't have Internet access after connecting to a Wi-Fi hotspot.	Please check whether the IP address of the Wi-Fi is 192.168.50.xx. If so, please modify the IP to be outside of this specified IP address.
3.	In High-res Grid Photo, the position of some pictures taken by the zoom camera are different with the shooting area planned.	If the camera pitch angle is ≥50°, there will be a deviation between the planned shooting area and the actual one. This issue will be optimized in later firmware versions.
Released Date：2021.02.01，Aircraft Firmware：v02.02.01.02		

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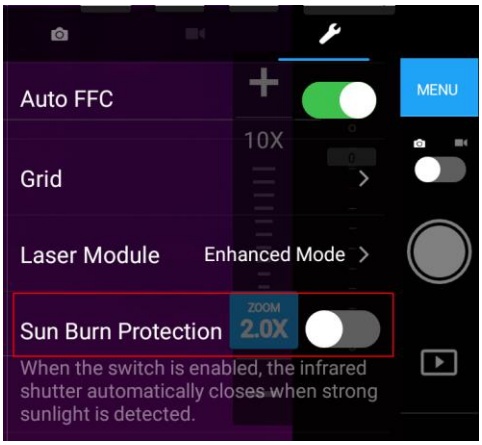
1.	When H20T is aimed at an object with a high temperature, the Sun Burn Protection function may be triggered, and there will be an option to allow you to disable the protection. However, after you disable it, later the Protection will still be triggered.	Please disable the Sun Burn Protection function in the camera setting page. 
2.	Pilot App crashes after the DSM file imported for terrain follow mission planning.	The DSM imported should be in .tif format, needs to be 20MB or smaller, with spatial resolution less than 10m. Utilize WGS 84 / EPSG: 4326 for coordinate reference system. Vertical datum for elevation data should be ellipsoidal. Otherwise the .tif document can not be processed by Pilot App. The gsddsm.tif file generated from 2D Reconstruction using Fruit Tree mode in DJI Terra can be imported for terrain follow mission planning.
3.	When flying a terrain follow mission, if there are significant elevation changes, the flight speed may be slow.	The flight speed will be optimized in later versions.
4.	When planning a Linear Flight Mission, if Camera Type is not selected, you cannot click on the map to add waypoints	Please switch to Flight Band page, then edit the waypoints on the map.
5.	When the screen record function has been activated for a long time, Pilot App may be less responsive	It will be optimized in later versions.
6.	When a flight mission is executed, sometimes there is a notification “Failed to upload flight mission: cannot create folder”	Please try to execute the mission again.

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M300 RTK Known Issue List

Resolved Issue in This Version

NO.	Issue Description	Workaround solution	How its solved
1.	Unable to set values in mission planning after updating system.	Go into Apps (circle with the four squares in it on the Smart Controller Home Screen). Then Settings Scroll down to storage Click on Apps Click on Pilot app and then clear data Click the back button Re-open the Pilot App and create the mission, will then be able to save the mission. Note: This action will clean all the missions in the mission library, so it is suggested to back up all your mission files first.	Solved in RC version v03.00.01.02
2.	When planning a Linear Flight Mission, if Camera Type is not selected, you cannot click on the map to add waypoints	Please select Camera Type first then plan the flight area.	Solved in RC version v03.00.01.02
3.	In Obstacle Sensing settings, when the Obstacle Braking Distance on the upward direction is set to be >5m, the aircraft may still brake at a 5m distance from the obstacle		Solved in Aircraft version v03.00.01.01
4.	When a CSM Radar is connected to the aircraft, the radar icon R is not shown on Pilot App.	Please check whether the radar connection is tight, and try to restart the aircraft and Pilot App.	Solved in Aircraft version

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			v03.00.01.01
5.	During a mapping/oblique/linear flight mission, if you move the pitch stick on the RC, the aircraft heading will turn 180°		Solved in Aircraft version v03.00.01.01
6.	If “Frame arm LEDs are off automatically during shooting" is enabled in the camera settings of H20 Series, the anti-collision beacon will also be turned off during video shooting.	If you need the anti-collision beacon on during the video shooting, please disable “Frame arm LEDs are off automatically during shooting".	Considering the anti-collision beacon may affect the shooting quality, so it is designed to be turned off during video shooting. If you need it on during the video shooting, please disable “Frame arm LEDs are off automatically during shooting". The notification on the APP will be optimized in the later version
7.	When upgrading a battery firmware while the battery is not fully charged, the upgrade process	It is suggested to upgrade the battery firmware after it is fully charged. Will	Solved in Aircraft

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	may take longer time.	be optimized in later versions.	version v03.00.01.01

Resolved Issue Recording

	Issue Description	Workaround solution	How its solved
1.	When a mapping mission is paused either in flight or while landing to swap batteries, if the operator tries to resume the mission, a message will pop up that says: "Map interactions should happen on the UI thread..." and they will not be able to resume the mission.	Change map service before starting mission flight to resolve issue. Click on the "..." of the top right corner of live video screen of Pilot Go to "..." in sub menu Select "Mapbox" in "Map Switch", and plan the mission on the map, save the mission Then switch to "AMap" Then you can execute the mission normally, but will not have map imagery during the mission with AMap. If background map imagery is required during the mission please use the Pilot PE app V1.8 available on the DJI Downloads website.	Solved in RC version v02.02.01.02
2.	In Dual RC Mode, if the RC has gimbal control only, the gimbal pitch stick will trigger camera zooming.	By assigning the Control Stick Mode of the RC with gimbal control to Mode 2 this issue can be avoided. Can make this change in the Checklist or Remote Controller Settings of the Pilot app.	Solved in RC version v02.02.01.02

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3.	In the camera settings of the Zoom camera of the H20 Series, the option for Night Scene and 4K resolution are not displayed as options In some cases, the options related to the thermal camera are not displayed in the camera settings menu either.	The display of menu for different cameras is not shown correctly on DJI Pilot occasionally. This can be recovered by restarting the Pilot app: Opening the recent apps page of the Smart Controller Enterprise by holding the back button for 2 seconds and then while still holding push the 5D button to the left. Swipe up on the Pilot App to close it. Reopen the Pilot App. This issue will be solved in the next firmware version of H20 Series.	Solved in RC version v02.02.01.02
4.	Unsuccessful linking of M300 RTK to D-RTK 2 mobile station.	Currently the workaround solution is to use a special firmware version for the D-RTK 2. The special firmware solving the issue for both D-RTK 2 and D-RTK 2 for Matrice can be accessed by logging in using the following account with the applicable program of DJI Assistant 2 for Phantom or Matrice: account: djientsolution@outlook.com password：test2020 The D-RTK 2 version is 02.02.0602 The D-RTK 2 for Matrice version is 3.0.0.14 If the issue cannot be solved with the above firmware, please contact DJI Support. We will update the firmware of M300 RTK & D-RTK 2 moving forward to solve this issue permanently.	Solved in aircraft version v02.02.01.02 with D-RTK 2 for Matrice version V03.00.0016

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5.	When the Smart Controller Enterprise is powered on, you may find the date on the RC to be Jan-18-2013 occasionally by mistake. This will also impact the date & time for the log that is saved.	Whenever you power on the RC, check whether the date is correct or not. If it's wrong, connecting the RC to Internet will sync the network time and correct the date & time. Then you can start the mission and the flight log will be saved correctly. You can manually adjust date & time in the system settings of the smart controller enterprise alternatively when internet is not available. This issue will be solved in the next firmware release of the M300 RTK.	Solved in RC version v02.02.01.02
6.	During the flight, the live video screen may turn black for a few seconds, but the RC signal is still good and has not been lost.	The live video usually can recover by itself in a few seconds. If not, please go to the recent app page of Smart Controller Enterprise, swipe Pilot App and reopen it. Open the recent apps page of the Smart Controller Enterprise by holding the back button for 2 seconds and then while still holding push the 5D button to the left. Swipe up on the Pilot App to close it. Reopen the Pilot App.	Solved in RC version v02.02.01.02
7.	When creating a mission in Mapping/Oblique/Linear Flight Mission mode, you cannot save the parameters of a custom camera before creating a mapping area.	First draw the mapping area on the map, then you will be able to save the custom camera parameters.	Solved in RC version v02.02.01.02
8.	When connecting an external tablet to Smart Controller Enterprise and running the Pilot App on it, image/video playback and download can be slow.	This issue will be addressed in the next firmware version.	Solved in RC version v02.02.01.02

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9.	When taking a screen recording on the Smart Controller Enterprise, you cannot record the sound.	Sound recording will be supported in later firmware versions.	Starting from RC version v02.02.01.02, you can take screen recording with sound.
10.	In Mapping/ Oblique/ Linear Flight Mission mode, the camera is not taking photos during the flight.	Please confirm that the gimbal camera is connected to the 1st gimbal port of M300 RTK. In Mapping/Oblique/Linear Flight Mission mode, only the payload connecting to 1st gimbal port can take photos. Note: 1st gimbal port is the one on the right side when looking at the drone from the front.	In RC version v02.02.01.02, there will be a notification on the Prepare to Fly page reminding you that "No payload detected for Gimbal 1", because in a survey mission only the payload on the 1st gimbal can take photos.
11.	After updating Pilot App from 1.8.0R to 1.9.0, the aircraft cannot take off. **Note, the Pilot app for the M300RTK should not be updated to 1.9.0. The RC should be updated which will update the Pilot app to 1.9.0R.	Please contact DJI support to solve this issue. Note: M300 RTK need to work with specific Pilot versions that can be found and downloaded on this page: https://www.dji.com/downloads/djiapp/dji-pilot	Starting from aircraft version v02.02.01.02, installing the wrong Pilot version will not make the aircraft unable to take off. But please still keep using the correct Pilot version for M300 RTK.
12.	In mission flight mode, when pausing a mission, the voice notification is in Chinese.	This issue will be solved in later firmware versions.	Solved in RC version v02.02.01.02

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13.	With aircraft version v02.02.01.02, the absolute altitude value was incorrect in the metadata of photos taken by a PSDK camera such as PSDK 102S.	/	Solved in aircraft version v02.02.02.01

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