Frequently Asked Questions

Q: I just received a GCS but i dont have the password for it. Can you advise me on the password?

A: Please see our getting started documentation which contains all relevant information.

Q: What is the lead time for a custom GCS?

A: Depending on the complexity of the build and availability of parts our customers can expect a lead time between 12-18 weeks.

Q: Do you have a catalogue of available parts that can be integrated within a custom unit?

A: We are able to integrate almost all electronics components within our GCS, however we are also currently developing a list of components that we have experience with and which will give our customers a wide range of possibilities.

Q: I want to test a gcs before I make a custom order. Is there any way to order just 1 unit?

A: Yes this is possible through our DEV Kit option. This is a standard product our customers purchase before determining the custom solution they want going forward.

Q: What is the Minimum order quantity of a custom GCS?

A: The minimum order quantity is currently 10.

Q: I have an issue with my Custom GCS. Who can I contact?

A: For all issues and support contact gcssupport@uxvtechnologies.com

Q: What kinds of customizations are possible on a custom order?

A: We are able to integrate almost all electronics components within our GCS as long as they fit within the size and space constraint. All our customers have sufficiently implemented the components they require for their operations.

Q: We are connecting microhard communication to the tab3 GCS. Is there a limitation for how much DB can I put?

A: Yes the current limitation comes from the power draw of the microhard pmddl and the maximum DB is 18. The Aeronav and micronav GCS do not have a limitation.

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Q: Is there any software I can use to map buttons and joystick layout?

A: Yes we have our own custom NavSuite software which enables this. Please contact gcssupport@uxvtechologies.com to get the latest version.

Q: We discovered that front joysticks have quite a high deadband at the centre.
Is it possible to lower it down, even if the centre will not be perfect?

A: Yes it is possible to turn down the deadband in NavSuite all the way down to 0.

Q: We have noticed that both panels of the station have some kind of buzzer.
What's the purpose of these sounds and is it possible to mute it down?

A: The purpose of these buzzeres is to notify errors on startup. These can of course be removed in the custom version.

Q: I would like to make ethernet leads to ODU, can you provide me with the documentation to make this possible?

A: Please contact gcssupport@uxvtechologies.com for documentation on ODU cable assembly.

Q:Could you send me the pinout for the backplane (2x12 pins)? I would like to design a special adapter for our robots/drones.

A: Unfortunately this is proprietary information. However we offer Navbays that integrate with our Navigator Tab 3's.

Q: What kinds of radios are possible to be integrated into the GCS?

A: We are able to integrate most radios from our partners these include DTC, Doodle Labs, and Silvus.

Q: The joystick on my Navigator Tab 3 doesn't work? Is this a software issue or hardware issue?

A: Please contact gcssuport@uxvtechnologies.com describing the issue. If its a hardware issue and RMA will be scheduled, otherwise a remote support call will be made to troubleshoot and repair the issue.

Q: I am not able to install NavSuite on my android device from the play store, is there a possible fix for this issue?

A: It is possible that app access is not enabled in android. Please enable it by going to Settings > Apps > Special app access > Install unknown apps. **Otherwise please contact gcssupport@uxvtehnologies.com**

Q: What signals will be provided in the ODU connector?

A: The signal going through ODU is Ethernet

Q: Does the power management system in the G2NAv case have any control over the monitors, and if there is any other way for us to turn the monitors on/off without breaking the monitors power input directly?

A: Unfortunately we don't have this feature on the G2Nav.

Q:We are having a bit of a problem using Linux on Skycontroller. Touchscreen works barely with fingers and not at all with a stylus pen. So far we have tried Ubuntu 22.04 and 20.04, and CentOS with elrepo kernel (as suggested in https://dev.qgroundcontrol.com/master/en/getting_started/CentOS.html), but the issue persists. Do you know how it could be fixed?

A: We have encountered this issue once before, and the fix was to flash windows, this is a risk the customer takes on their end.

Q: I'm trying to model a case for my product which includes your controller. Do you have a STEP file that I can use in our modelling?

A: Yes we have STEP files available however it is proprietary information therefore we require an NDA to be signed before we can share this with customers. Please contact gcssupport@uxvtechnologies.com