

Wired Asset Tracker Physical Troubleshooting Steps:

1 Check for Power

Is the device receiving power? This is indicated by the LEDs on the device. These LEDs and their flashing pattern will be important if troubleshooting is necessary.

2 Check Installation

The device should be installed outside of any enclosed metal areas such as a control panel or engine bay.

Is the device and the wiring harness installed properly and secured?

- For most installations:
 - **Black wire:** connect to a grounding contact
 - **Red wire:** connect to a constant power source
 - **White wire:** connect to a switched power source such as the ignition.
- For some installation:
 - **Black wire:** connect to a grounding contact
 - **White wire and red wire:** connect together

3 Check Battery

The device has an internal battery that will require initial and periodic charging. This is done by supplying a minimum of 11v to the device. Please ensure equipment is charged or connected to a power source to supply battery charge to device.

4 Check Signal

Is the equipment or vehicle in a garage or other enclosed parking area?

- If so, move equipment to open area to acquire initial signal

Does the area have a strong cellular network strength?

- If not, move equipment to area of strong cellular network strength

Note: *It can take up to a few hours for signal to be acquired once device is properly installed*

5 Still Need Help?

Give us a call at **1-877-732-4980**

In make sure your troubleshooting experience is as seamless as possible, please have the following ready:

- **Device access:** Please call us at a time when you are physically with both the device and the equipment
- **Equipment information:** On what type (year/make/model) of equipment is the device installed?
- **Installation information:** Where on the equipment is the device located? How are the wires connected?
- **Signal information:** Is the equipment or tracker in a garage or other enclosed area? Does the area have strong cellular network strength?
- **Lights information:** Are there lights? What color and pattern are the lights?

Wired Vehicle Tracker Physical Troubleshooting Steps:

1 Check for Power

Is the device receiving power? This is indicated by the LEDs on the device. These LEDs and their flashing pattern will be important if troubleshooting is necessary.

2 Check Installation

The device should be installed **outside** of any enclosed metal areas such as an engine bay. Most installation occurs inside the cab of the vehicle.

Is the device and the wiring harness installed properly and secured?

- For most installations:
 - **Black wire:** connect to a grounding contact
 - **Red wire:** connect to a constant power source
 - **White wire:** connect to a switched power source such as the ignition.

3 Check Battery

Please ensure vehicle has adequate battery. The tracker will require at least 11v of constant power to function.

Note: Try device on another vehicle or an external battery to test unit

4 Check Signal

Is the vehicle in a garage or other enclosed parking area?

- If so, move vehicle to open area to acquire initial signal

Does the area have a strong cellular network strength?

- If not, move vehicle to area of strong cellular network strength

Note: It can take up to a few hours for signal to be acquired once device is properly installed

5 Still Need Help?

Give us a call at 1-877-732-4980

In make sure your troubleshooting experience is as seamless as possible, please have the following ready:

- **Device access:** Please call us at a time when you are physically with both the device and the vehicle
- **Vehicle information:** On what type (year/make/model) of vehicle is the device installed?
- **Installation information:** Where in the cab of vehicle is the device installed? How are the wires connected?
- **Signal information:** Is the equipment or tracker in a garage or other enclosed area? Does the area have strong cellular network strength?
- **LED information:** Are there lights? What color and pattern are the lights?
- Has the device been tried on any other vehicle or on an external battery?

Plug-In Vehicle Tracker Physical Troubleshooting Steps:

1 Check for Power

Is the device receiving power? This is indicated by the LEDs on the device. These LEDs and their flashing pattern will be important if troubleshooting is necessary.

Please check the following:

- Ensure unit is properly secured in vehicle port and receiving power
- Try the unit in another vehicle to test functionality and power

2 Check Device Type

Our plug-in trackers only work with light-duty vehicles manufactured after 1996. For medium- or heavy-duty vehicles (class 4 or higher) a plug-in tracker is not recommended.

3 Check Signal

Is the equipment or vehicle in a garage or other enclosed parking area?

- If so, move equipment to open area to acquire initial signal

Does the area have a strong cellular network strength?

- If not, move equipment to area of strong cellular network strength

Note: It can take up to a few hours for signal to be acquired once device is properly installed

4 Still Need Help?

Give us a call at 1-877-732-4980

In make sure your troubleshooting experience is as seamless as possible, please have the following ready:

- **Device access:** Please call us at a time when you are physically with both the device and the vehicle
- **Vehicle information:** On what type (year/make/model) of vehicle is the device installed?
- **Installation information:** Is the device plugged into the port? What type of port does your vehicle have?
- **Signal information:** Is the equipment or tracker in a garage or other enclosed area? Does the area have strong cellular network strength?
- **LED information:** Are there lights? What color and pattern are the lights?
- Has the device been tried on any other vehicle or on an external battery?

Non-Wired Asset Tracker Physical Troubleshooting Steps:

Mini-Tracker, Solar Tracker, Long-Term Asset Tracker

1 Check Battery

The device has an internal battery that will require initial and periodic charging. Please ensure the device is charged by doing the following:

- **Mini-Tracker:** Use the supplied charging cable
- **Solar Tracker:** Place the device in direct sunlight for several hours
- **Long-Term Asset Tracker:** Install 3 LTC (Lithium Thionyl Chloride) specific batteries.

2 Check Power

This is indicated by the LED(s) on the device. The LED(s) and their flashing pattern will be important if troubleshooting is necessary. Please observe and note any flashing patterns.

3 Check Installation

The device should be installed outside of any enclosed metal areas such as a control panel or engine bay. Additionally, the Solar Tracker will need to be installed in a location that provides the most sunlight possible.

4 Check Signal

Is the equipment or vehicle in a garage or other enclosed parking area?

- If so, move equipment to open area to acquire initial signal

Does the area have a strong cellular network strength?

- If not, move equipment to area of strong cellular network strength

Note: *It can take up to a few hours for signal to be acquired once device is properly installed*

5 Perform Power Cycle

Please perform a power cycle (or awaken) the device by doing the following:

- **Mini-Tracker:** Press and hold the power button on top of the Mini-Tracker (it is reinforced to prevent accidental action—press hard!)
- **Solar Tracker:** Find the “wake/pairing” button on the end of the tracker. Hold this button down for 15 or more seconds and the device will send a message into the servers if there is enough charge on the internal battery.
- **Long-Term Asset Tracker:** Requires 3 LTC batteries. Remove them, wait 30 seconds, and reinstall them in the appropriate manner. **WARNING—Failure to install the batteries correctly will cause damage to the device.**

6 Still Need Help?

Give us a call at 1-877-732-4980

In make sure your troubleshooting experience is as seamless as possible, please have the following ready:

- **Device access:** Please call us at a time when you are physically with both the device and the equipment
- **Equipment information:** On what type (year/make/model) of equipment is the device installed?

- **Installation information:** Where is the device located?
- **Signal information:** Is the equipment or tracker in a garage or other enclosed area? Does the area have strong cellular network strength?
- **LED information:** Are there lights? What color and pattern are the lights?