



## Troubleshooting Instructions for Customers

The following instructions are meant to assist you the customer in determining and resolving potential causes of device failure. Failure to properly troubleshoot your device according to the following instructions may disqualify you from warranty coverage. For information about warranty coverage, see Networkfleet's Warranty Policy document.

I. If the unit is not reporting any data to the website, then prior to inspecting the vehicle verify the following:

- Check on the Self-Service Portal: is the Unit active?
  - If not, submit it for activation.
  - If it is, then continue with checklist.
- Does the vehicle list show that the vehicle in question is registered?
  - If not, then register vehicle and check for reporting the next time it runs.
  - If it is, then continue with checklist.
- Does the vehicle list show that the vehicle has a valid unit serial number associated with it?
  - If unit serial number begins with 9000 then it is a placeholder number and not a valid unit serial number and will need to have the correct unit swapped in.
  - If the serial number is valid, then continue. However, it may be necessary to inspect the unit in the vehicle to confirm that the serial number as registered matches the installed unit.
- Is the vehicle outside with a clear view of the sky?
  - If not, then it will need to be moved to a location where the antenna is not blocked and it has a clear view of the sky. The vehicle will also need to run 5-10 minutes to verify proper location being reported.
  - If it is, then continue with checklist.
- Is the vehicle under good coverage? Check coverage by clicking on the following link:  
<http://www.wireless.att.com/coverageviewer/?open=13&cat=Support&page=Coverage%20Viewer>
  - Enter in the address that the vehicle is at and check the Voice Coverage legend to verify that the vehicle is in Best or Good coverage.
  - If it is in moderate or partner coverage areas, there may be delays in the unit sending location updates.
  - If it is in no coverage there will be no communication with the unit until it returns to coverage.

II. If all of the above have been validated, you will need to go to the vehicle in question and physically inspect the unit installation to confirm everything is correct:

- Vehicle Verification: Do the VIN and unit serial number match the registration information?
  - If the Networkfleet unit serial number that is actually installed in the vehicle does not match the number registered to the VIN on the website, contact Networkfleet Customer Care at 866.227.7323 to swap in the correct unit.
  - If the serial number of the unit matches what is registered, then continue with physical inspection.
- Is the antenna correctly located on the windshield, with nothing blocking it and the side with the sticky tape facing outward?
  - If not, then the antenna will need to be repositioned to the correct location on the windshield making sure that nothing is blocking it (such as decals, metalized glass, or a vehicle overhang)
  - If all looks well with the antenna location, then continue.
- Are the LEDs on the unit lit up?
  - If they are on, then note the pattern while the vehicle is running:
    - Is the red LED continuously blinking?
    - Is the yellow LED solid ON?
      - Either of these patterns indicates that the unit is not establishing a connection to the cellular network and you will need to continue by inspecting the antenna as indicated below.
      - If neither pattern shows then it should be reporting to the website. Contact Networkfleet Customer Care for further assistance.
  - If they are not lit, then troubleshoot as follows:



- For Light Duty unit or 4200 unit with OBD harness ONLY: check for blown fuse for the cigarette lighter/auxiliary.
  - If a blown fuse is found, replace it and re-check to verify LEDs on the unit are lit now.
- For Universal unit, 4200 w/3-wire harness unit, Light Duty unit with “stealth” harness, or Heavy Duty unit re-wired for constant power ONLY – Is the harness properly connected to the battery? Please refer to Installation Guide.
  - If not, then this will need to be corrected and LEDs re-checked.
- Are there cuts, nicks or exposed wire on the harness?
  - If there are, then the harness will need to be replaced.
- Is the harness plugged in at both ends? See the diagram in the Installation Guide.
  - If not, then connect the harness firmly to the unit and to the vehicle and re-check the LEDs.
- Are zip ties or retainer clips in place?
  - If these are missing, it may indicate tampering and they will need to be replaced and connections verified.
- Unplug the harness and inspect for water damage on the unit’s connector
  - If water damage is noted, then that is the likely reason for the unit to stop reporting, however water damage voids the unit warranty and it cannot be replaced through Networkfleet’s warranty program.
- Verify if the vehicle’s battery is in good condition by trying to start the vehicle.
  - If it cannot be started, then lack of power from the vehicle is the cause for no power to Networkfleet’s unit and the vehicle will need to be serviced.
- Light Duty unit ONLY – are there other devices plugged to the OBDII port?
  - If there are, then it’s possible that the other device(s) is/are interfering with the Networkfleet unit. Note the make and model of the other device and contact Networkfleet Customer Care for assistance.
- Once power has been verified at the unit (by checking if the LEDs are lit) OR if red LED is flashing/yellow LED is solid on, verify the following:
  - Are the antenna connectors OK and firmly connected to the unit?
    - If not, reconnect the antenna wires, run vehicle for 5-10 minutes, and re-check for reporting on the website.
  - Are there nicks or cuts on the antenna cables?
    - If there are, then the antenna will need to be replaced.

III. If the unit is reporting data to the website, but the location is not updating even though the vehicle is moving:

- Is the antenna correctly located on the windshield, with nothing blocking it and the side with the sticky tape facing outward?
  - If not, then the antenna will need to be repositioned to the correct location on the windshield making sure that nothing is blocking it (such as decals, metalized glass, or a vehicle overhang)
  - If all looks well with the antenna location, then continue.
- Are the antenna connectors OK and firmly connected to the unit?
  - If not, reconnect the antenna wires, run vehicle for 5-10 minutes, and re-check for reporting on the website.
- Are there nicks or cuts on the antenna cables?
  - If there are, then the antenna will need to be replaced.