



Troubleshooting Guide

AssetTrac



1. Quick Overview

- a. AssetTrac With Tether Harness
 - i. Optional cable that connects to Battery or ABS to supply power to unit. (Figure 1)
 1. Pin 2 Ground
 2. Pin 3 Power (12 Volts)
 - ii. Contact Reseller Help Desk or Sales to inquire about optional cable.
- b. AssetTrac Untethered (Most Common use)
 - i. The unit works on Battery. No External Power Connected.
 - ii. Designed to hold 5000 reports
 - iii. Battery designed to last 3+ Years
 1. Battery is not a rechargeable battery
- c. All units come with a Shipping Plug. This plug keeps the unit in ship mode and will not connect to GPS or Cell.
 - i. The Shipping plug needs to be removed prior to installation.
 - ii. The shipping plug can also be used to do a soft reset of the unit. This will just reboot the unit and not clear any trip data.
- d. LED Indicators
 - i. LED indicators will not show if the unit is not powered externally.
 - ii. The LED indicators behaviors are in the table 1. (Not Valid for units untethered)
- e. Location of indicator lights
 - i. Located on top of unit alongside of Solar Panel
- f. Meaning of the lights:
 - i. Red – GPS Locked
 - ii. Green – Cellular Connected
 - iii. Orange – Senses vibration

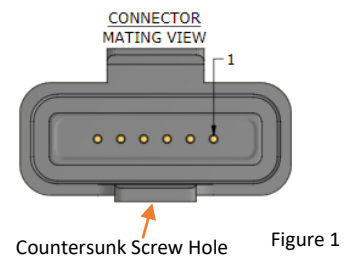


Figure 1



Light Behavior	What it Means	What to Check
Green, Red, & Orange OFF	GPS disconnected, cellular data session is off, device is either turned off (sleeping) or in low power mode (standby)	<ul style="list-style-type: none"> Once the device starts moving, it will look for GPS and cellular data.
Green Blinking, Red Solid, Orange Blinking	Attempting to lock cellular, GPS locked, vibration detected	<ul style="list-style-type: none"> Could be a cellular coverage issue. Make sure that the device has a clear view of the sky or the ground.
Green Solid, Red Solid, Orange Blinking	Perfect health; that's how it should be. Locked to cellular and GPS.	<ul style="list-style-type: none"> N/A
Green Blinking, Red Blinking, Orange Blinking	Attempting to lock to cellular and GPS; this is the combination you should see when the device wakes up (vibration detected)	<ul style="list-style-type: none"> If this combination persists, please make sure the device has a clear view of the sky or the ground.
Green Solid, Red Blinking, Orange Blinking	Locked to cellular and attempting to lock to GPS	<ul style="list-style-type: none"> Could indicate an issue with device interference. Make sure the device has a clear view of the sky or the ground.
Green Blinking, Red Off	Attempting to connect to cellular, GPS off	<ul style="list-style-type: none"> This indicates a cellular coverage issue.
Green Solid, Red Off	Locked to cellular, GPS off	<ul style="list-style-type: none"> This indicates a device interference issue.
Green Off, Red Blinking	Not connected to cellular, attempting to connect to GPS	<ul style="list-style-type: none"> This indicates a cellular coverage issue.
Green Off, Red Solid	Not connected to cellular, connected to GPS	<ul style="list-style-type: none"> This indicates a cellular coverage issue.

Table 1

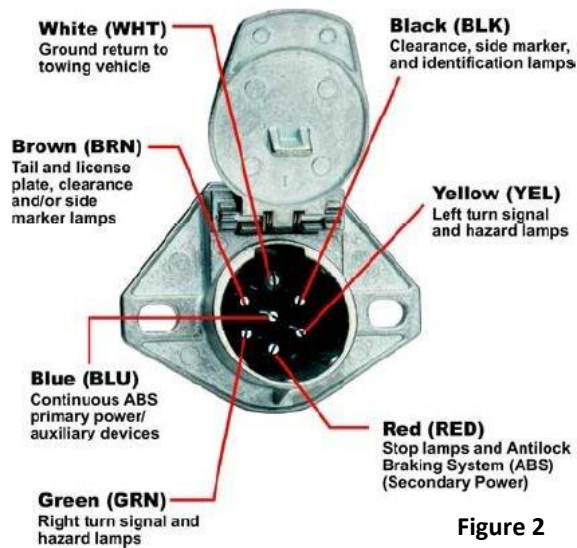
2. Not showing on Map or unable to lock on GPS

- a. Verify unit still attached to Asset.
- b. Inspect for Damage to unit
- c. Phillips Connect devices need a clear view of the sky or the ground to communicate with GPS.
- d. Devices that are not able to connect to GPS will not show accurate location or trips.
 - i. Ensure there is nothing obstructing the device where it is installed, specifically metal.
 - ii. Ensure the asset is not inside a shop or building.
 - iii. Ensure the device is in an area with good coverage
- e. To confirm whether the device is getting signal, contact Reseller Help Desk
 - i. ResellerHelpDesk@phillips-connect.com
 - ii. (833) 213-5839



3. If unit is not reporting

- a. If the unit is connected to a power source.
 - i. Confirm the power source the device is connected to is working.
 - 1. Verify all cables/wires are free of cuts and damage.
 - ii. Disconnect Connector from gateway.
 - 1. Use a voltmeter to measure output.
 - 2. Verify Voltage on Pin 3 of the Cable Connector is at least 12 Volts. (Figure 1)
 - 3. If unit is powered Via ABS Cable, verify all cables on ABS harness are well seated.
 - a. If voltage is below 12 Volts or very low. Clean pins on 7-way connector (figure 2)
 - b. If no voltage present, verify ABS fuse in Cab is good.
 - c. Check Cab 7-way connector for power. If no power on Middle pin, the ABS Fuse is blown. (Figure 2)



- 4. Check connection where the cable connects to the power source.
- iii. Verify Ground (Pin 4) has continuity to chassis ground. (Figure 2)
- iv. Check the installation of power cable for loose connections.
- b. If the unit is a non-tethered unit.
 - i. Check Unit for any damage.
 - ii. Verify Battery Voltage in UI is above 3.20 Volts
 - 1. If the battery drops below 3.20 Volts, the unit will go into a low voltage mode and will not report until the unit is above 3.45 Volts to restart the MCU
 - 2. If battery is at or below 3.20 Volts, the unit will need to be replaced.
 - iii. ResellerHelpDesk@phillips-connect.com
 - iv. (833) 213-5839

4. IMEI does not shown in UI to assign to an Asset

- a. Contact Phillips Connect for support.
 - i. ResellerHelpDesk@phillips-connect.com
 - ii. (833) 213-5839