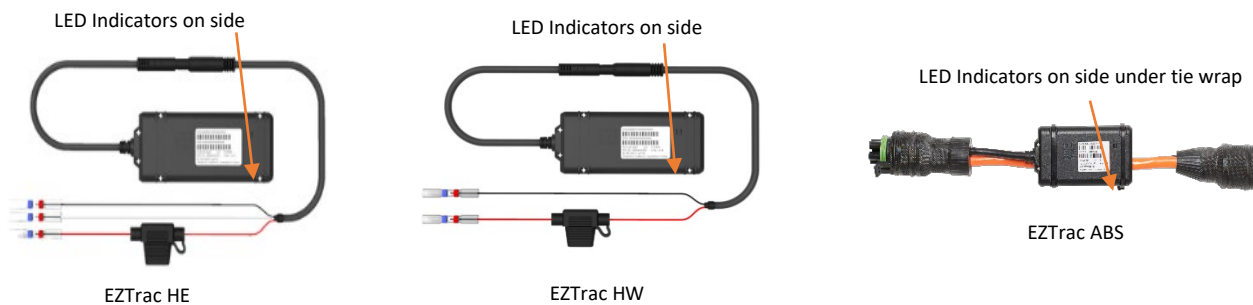




# Troubleshooting Guide

## EZ-Trac



## 1. Quick Overview

- a. EZTrac Versions (all require power, no battery installed in unit)
  - i. EZTrac HE – EZTrac Heavy Equipment.
  - ii. EZTrac HW – EZTrac Hard Wired.
  - iii. EZTrac ABS – EZTrac with ABS interconnect cable.
    1. EZTrac HE and EZTrac HW connections as follows:
      - a. Red Wire (Main Power) 6V- 28V
      - b. White Wire (Ignition) (Not Used on EZTrac HW)
      - c. Black Wire (Ground)
- b. LED Indicators
  - i. The LED indicators behaviors are in table 1.
- c. Location of indicator lights
  - i. Located on side of all EZTrac Versions
- d. Meaning of the lights:
  - i. Red – GPS Locked
  - ii. Green – Cellular Connected
  - iii. Orange – Senses vibration

Light Behavior	What it Means	What to Check
<b>Green, Red, &amp; Orange OFF</b>	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"> <li>Once the device starts moving, it will look for GPS and cellular data.</li> </ul>
<b>Green Blinking, Red Solid, Orange Blinking</b>	Attempting to lock cellular, GPS locked, vibration detected	<ul style="list-style-type: none"> <li>Could be a cellular coverage issue.</li> <li>Make sure that the device has a clear view of the sky or the ground.</li> </ul>
<b>Green Solid, Red Solid, Orange Blinking</b>	Perfect health; that's how it should be. Locked to cellular and GPS.	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Green Blinking, Red Blinking, Orange Blinking</b>	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"> <li>If this combination persists, please make sure the device has a clear view of the sky or the ground.</li> </ul>



<b>Green Solid, Red Blinking, Orange Blinking</b>	Locked to cellular and attempting to lock to GPS	<ul style="list-style-type: none"> <li>• Could indicate an issue with device interference.</li> <li>• Make sure the device has a clear view of the sky or the ground.</li> </ul>
<b>Green Blinking, Red Off</b>	Attempting to connect to cellular, GPS off	<ul style="list-style-type: none"> <li>• This indicates a cellular coverage issue.</li> </ul>
<b>Green Solid, Red Off</b>	Locked to cellular, GPS off	<ul style="list-style-type: none"> <li>• This indicates a device interference issue.</li> </ul>
<b>Green Off, Red Blinking</b>	Not connected to cellular, attempting to connect to GPS	<ul style="list-style-type: none"> <li>• This indicates a cellular coverage issue.</li> </ul>
<b>Green Off, Red Solid</b>	Not connected to cellular, connected to GPS	<ul style="list-style-type: none"> <li>• This indicates a cellular coverage issue.</li> </ul>

Table 1

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

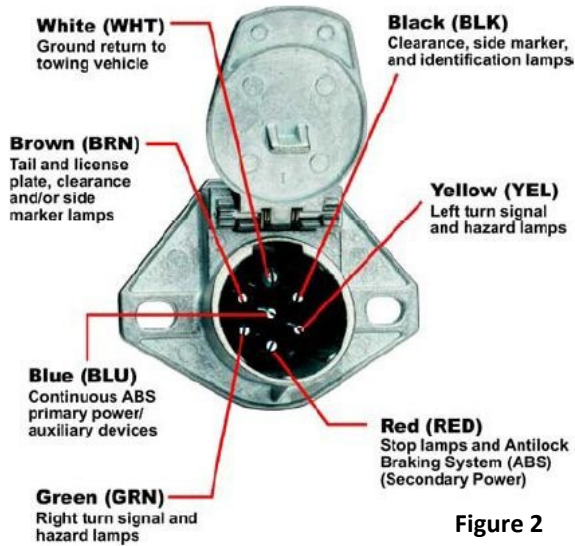
- a. Verify unit still attached to Asset.
- b. Inspect for Damage to unit
- c. Phillips Connect devices need a clear view of the sky or the ground to communicate with GPS.
- d. Devices that are not able to connect to GPS will not show accurate location or trips.
  - i. Ensure there is nothing obstructing 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](mailto:ResellerHelpDesk@phillips-connect.com)
  - ii. (833) 213-5839

## 3. If unit is not reporting

- a. Confirm the power source the device is connected to is working.
  - i. Verify all cables/wires are free of cuts and damage.
- b. Disconnect Connector from gateway.
  - i. Use a voltmeter to measure output.
  - ii. Verify Voltage on Red of the Cable Connector is at least 6 Volts and not over 36 Volts.
  - iii. If unit is powered Via ABS Cable, verify all cables on ABS harness are well seated.
    - a. The Cable is sealed, you will need to verify voltage on the ABS harness connector on trailer for voltage
    - b. If voltage is below 6 Volts or very low. Clean pins on 7-way connector
    - c. If no voltage present, verify ABS fuse in Cab is good.



- d. Check Cab 7-way connector for power. If no power on Middle pin, the ABS Fuse is blown. (Figure 2)



- 2. Check connection where the cable connects to the power source.
- iv. Verify Ground has continuity to chassis ground. (Figure 2)
- v. Check the installation of power cable for loose connections.

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

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