



Troubleshooting Guide

StealthNet™, TrailerNet™



StealthNet™ with ABS



StealthNet™

1. Quick Overview

a. StealthNet™ With ABS Harness

- i. Unit has a cable that connects to in ABS power line to supply power to unit. (Figure 1)
 - 1. Pin 1 Main Power (Positive)
 - 2. Pin 2 Aux. Power (Positive)
 - 3. Pin 4 Ground

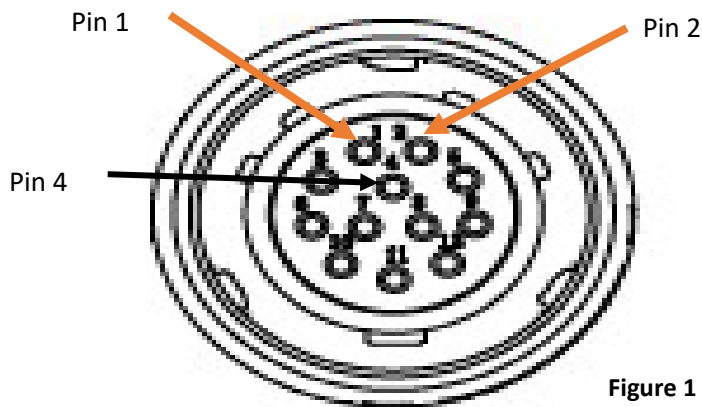


Figure 1

Looking at connector on cable that connects to Gateway.

b. StealthNet™ direct power connection.

- i. 10 wire or 3 wire cable
 - 1. Blue – Constant power
 - 2. Brown - Secondary power (connected to lighting circuit)
 - 3. White – Ground
 - 4. Violet – Reefer Trigger (connected to 12 Volt for Reefer)
 - a. If connected the Gateway will receive Temperature readings from Sensor.



- 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 may not show if the unit is not powered externally. Units working on Battery may need to sense vibration to get LEDs to light.
 - ii. The LED indicators behaviors are in the table 1.
- e. Location of indicator lights
 - i. Located on top of unit near center
- f. Meaning of the lights:
 - i. Red – GPS Locked
 - ii. Green – Cellular Connected
 - iii. Orange – Senses vibration

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, submit a ticket to
 - i. ResellerHelpDesk@phillips-connect.com
 - ii. (833) 213-5839

3. Not able to Connect to Cellular

- a. SIM card issues for non-carrier purchases must be diagnosed by Phillips Connect.
- b. Contact Phillips Connect for support.
 - i. ResellerHelpDesk@phillips-connect.com
 - ii. (833) 213-5839
- c. SIM card issues for carriers must be diagnosed by the carrier.
 - i. Contact the carrier for support.

4. If unit is not reporting and no LED indication

- a. Confirm the power source the device is connected to is working.
- b. Disconnect Connector from gateway.
 - i. Use a voltmeter to measure output.
 - ii. Verify Voltage on Pin 1 of the Cable Connector is at least 12 Volts. (Figure 1)
 1. If voltage is below 12 Volts or very low. Clean pins on 7-way connector (figure 2)
 2. If no voltage present, verify ABS fuse in Cab is good.
 - a. Check Cab 7-way connector for power. If no power on Middle pin, the ABS Fuse is blown. (Figure 2)

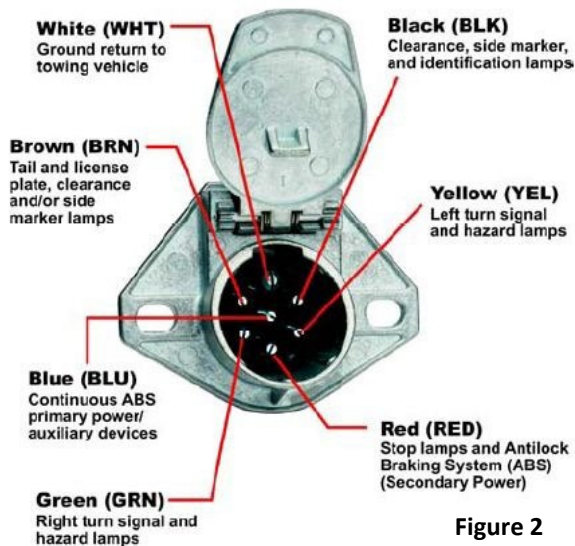


Figure 2



3. Check connection where the cable connects to the ABS Harness.
 - iii. Verify Ground (Pin 4) has continuity to chassis ground.
 - c. Check the installation of power cable for loose connections.
 - d. If the unit is a non-tethered unit.
 - i. 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. You may request an ABS cable or Cigarette lighter cable from Phillips Connect to charge the unit.
 - e. Install an alternative device to check power.
 - f. Install the device on a different power source to check for lights.
 - g. If there are still no lights on the device, submit a ticket.
 - i. ResellerHelpDesk@phillips-connect.com
 - ii. (833) 213-5839
5. **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
6. **Sensor's**
 - a. DoorV™ Sensor:
 - i. The DoorV™ Sensor is paired by the Factory upon shipment.
 - ii. If doorv™ sensor is not working, you can reset by placing a magnet next to the sensor (Flat Side) hold the Sensor there until the LED flashes. Then remove the magnet.
 1. If resetting the device does not solve the problem, contact Reseller Help desk. As listed in Section 5
 - b. TempV™ Sensor:
 - i. For the gateway to receive the temperature from a TempV™ sensor, The purple wire will need to be connected to Power (=> 5 volts).
 1. Connecting this will tell the Gateway that a TempV™ Sensor is connected and that the sensor is reporting a Temperature every 2 minutes.
 - a. Even though the Sensor reports every 2 minutes, The reading will only appear on the UI depending on the reporting configuration of the Gateway.
 - ii. The TempV™ sensor is paired by the Factory upon shipment.
 - iii. If the TempV™ Sensor is not sending Temperature. You can reset it just as mentioned in the Door sensor. Note that TempV™ sensors are not always sent with a magnet. You will need a Phillips Connect Magnet to reset the device.
 1. Prior to this contact Reseller help desk to verify the correct temperature device is paired the correct IMEI.
 - iv. If resetting the device doesn't correct the tempv™ sensor reporting, contact Reseller Help Desk as listed in Section 5