



Troubleshooting Guide

Common Issues – External Guide

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Light Depletion on the Device

EZTRAC



EZTRAC HE



STEALTHNET



The following steps apply to EZTrac, EZTrac HE & StealthNet

1. Check the installation for loose connections.
2. Confirm the power source the device is connected to is working.
 - a. Use a voltmeter to measure output.
 - b. Install an alternative device to check power.
 - c. Install the device on a different power source to check for lights.
3. **Frequent Issue:** FOR EZTRAC & STEALTHNET:
 - a. Confirm the device is receiving power from the truck - reference “StealthNet & EZTrac Running Without Primary Power” (Page 6)
4. If there are still no lights on the device, contact ResellerHelpDesk@phillips-connect.com

SOLARNET



1. If the lights on the SolarNet do not appear when the device is in motion and the device isn't communicating, ensure the solar panel is unobstructed and able to receive solar charge.
2. Check the solar panel for physical damage.
3. For hardwired SolarNet devices, check the connections for loose or damaged wires.
4. Check the battery level in MyGeotab
5. If there is no damage to the solar panel, the device or the optional harness, and there are no lights on the device, contact ResellerHelpDesk@phillips-connect.com

ASSETTRAC



1. **Frequent Issue:** If lights do not appear on the front of the AssetTrac device when the yellow ship mode plug is removed, reinsert the plug and remove it again until the lights flash.



AssetTrac Not Reporting



Battery Depletion

1. AssetTrac devices come “pre-loaded” with 5,000 events on them. 1 Report = 1 Event. Once those events are depleted, the device is a throw away device.
 - a. The battery is not rechargeable or changeable.
2. Contact ResellerHelpDesk@philips-connect.com to check for battery depletion.

Issues with Activation

1. To activate the device, remove the yellow ship plug. Three LED lights should begin to appear on the device.
2. If lights do not appear after removing the ship mode plug, reinsert and remove the plug again.

Faulty Harnesses

1. Available harness types include:
 - a. StealthNet
 - i. 5-pin ABS Harness
 - ii. 4-pin ABS Harness
 - iii. 3-wire 15’ Nose Box Harness
 - iv. 12V Car Adaptor
 - b. SolarNet
 - i. Nose Box Harness
 - c. AssetTrac
 - i. 2-wire Harness
2. If there is physical damage to the harness, or replacing the harness fixes the solution, RMA the harness or request a replacement.

Physical Defects

1. If device is received out of the box with physical defects, RMA the device.

Issues with GPS

INACCURATE/NO LOCATION, BREADCRUMB TRAIL ERRORS, INTERMITTENT TRACKING

1. Phillips Connect devices need a clear view of the sky or the ground to communicate with GPS.
2. Devices that are not able to connect to GPS will not show accurate location or trips.
 - a. Ensure there is nothing obstructing the device where it is installed, specifically metal.
 - b. Ensure the asset is not inside a shop or building.
 - c. Ensure the device is in an area with good coverage (see attached cell coverage maps)



SIM Card Issues

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

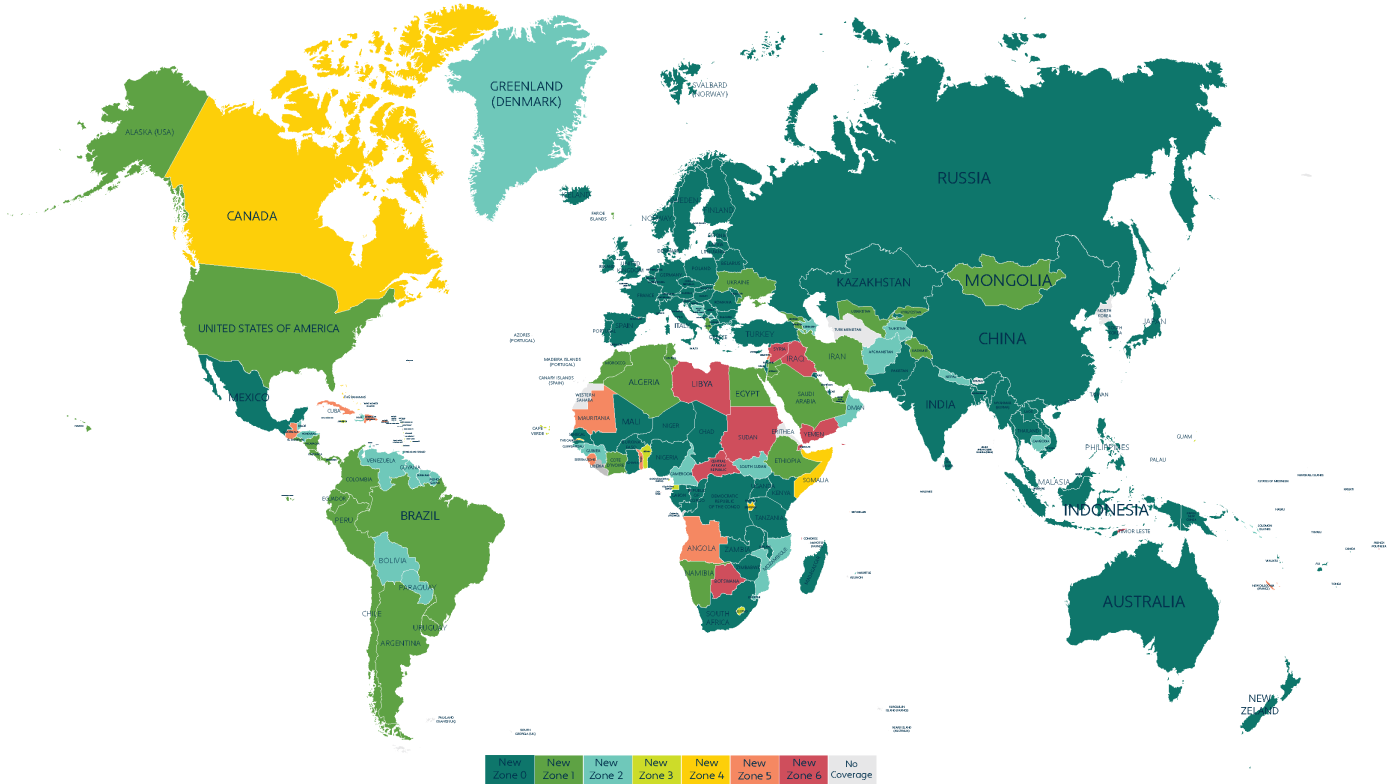
Device Not Visible on the Map

1. Devices not appearing on the map can be due to several factors.
 - a. Battery Depletion
 - b. Physical Damage
 - c. Provisioning Error
 - d. Cell/GPS Lock Issue
2. Contact Phillips Connect for support to diagnose issue.
 - a. ResellerHelpDesk@phillips-connect.com
 - b. (833) 213-5839



2021 IoT Coverage Map

We structure our global roaming coverage into zones - 0 to 6 - to give you flexibility in coverage and full control of your costs. Higher zones automatically include the zones below them. For example, Zone 2 includes all networks in Zone 0, Zone 1 and Zone 2. Accordingly, as we go up the zones, costs are expected to increase based on the larger number of networks included. Please contact us for more information on our zone structure.



Carriers we roam on:

Rogers:

https://www.rogers.com/mobility/network-coverage-map?icid=R_WIR_NTW_HEUQFZ

Sasktel

<https://www.sasktel.com/wps/wcm/connect/content/home/wireless/coverage-and-travel/coverage-travel>

(multiple maps based on coverage type, but the 4G map is the best one to view)

Videotron:

<https://www.nperf.com/en/map/CA/-/19589.Videotron-Mobile/signal/?ll=47.931066347509784&lg=-91.66992187500001&zoom=4>

AR Mexico

Telefonica Moviles Mexico

T-Mobile

<https://www.t-mobile.com/coverage/coverage-map>

Alaska

Sprint

<https://coverage.sprint.com/IMPACT.jsp?ECID=vanity:coverage>

AT&T

<https://www.att.com/maps/wireless-coverage.html>

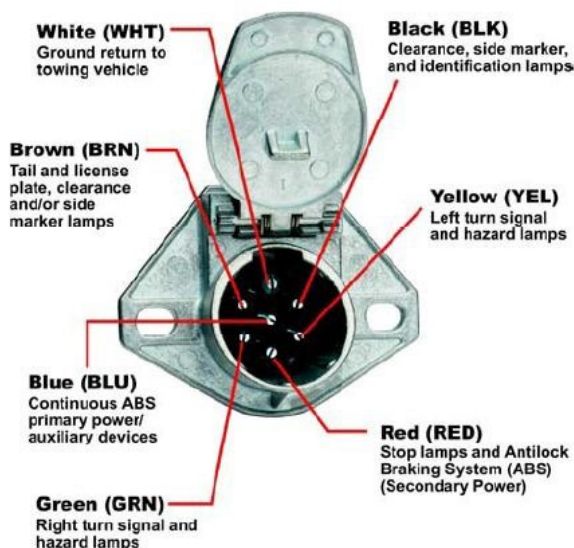


StealthNet: Devices Reporting without Primary Power (StealthNet with ABS Harness)

One of the most common troubleshooting issues encountered with the StealthNet device is that after several months of flawless reporting, the device will suddenly stop communicating due to battery depletion. This isn't an issue with the device itself, rather it almost always indicates a health issue with the tractor/trailer. There are two main issues that cause this:

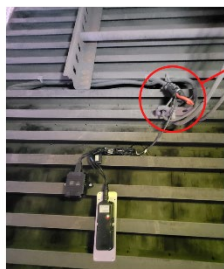
- Trailers are not receiving power from the tractor to the center pin
- A blown ABS fuse in the truck

Trailers are non-powered assets and are only powered when connected to a tractor. Most trailers use a J560 7-pin pigtail connection and eventually, through use and wear of the trailer, these pins can become worn and lose the ability to transmit power to certain components on the trailer. Most of the other pins in the 7-way are responsible for powering components such as lamps, turn signals and lights so it is obvious when there is an issue, however, it's difficult to tell when the center pin quits transmitting because there aren't any visual indicators that there's a problem.



The StealthNet is installed by using a harness that plugs directly into the ABS line underneath the trailer and is designed to draw power from the center pin to run and charge the device.

StealthNet Installation



Connected via the 5-pin ABS connection

If the center pin can't send power, the device will eventually run out of battery life and need to be recharged. The best way to ensure that there isn't an issue with a tractor/trailer after installing the StealthNet, is to check if the device is receiving power in MyGeotab under Engine & Maintenance → Engine and Device → Measurements. If the device isn't communicating and you have ensured that it is receiving power, please contact Geotab/Phillips Connect for support.