

Trouble Shooting Guide

1. Cannot find the power switch or download port.

- There is a rectangular protective cap that is snapped in on the front of the unit. Push up on the tab and pull the cap from the unit. You will see the control panel under the rectangular cap.

2. Cannot find the battery compartment

- On the bottom of the unit there are 2 or 4 screws that hold the battery lid in place. Unscrew them to put batteries in the unit. It is recommended to use Lithium AA batteries.

3. Software fails to find the unit when I click the “Find” button.

- Make sure that the unit is turned on (Green Light is On) when you click the “Find” button.
- Make sure your batteries are not too low on power.
- Turn the unit off and then back on.
- **IMPORTANT:** Make sure that the plug that goes into the actual GPS unit is **pushed in ALL THE WAY**. It may be necessary to **TWIST and PUSH** the connection at the same time just to make sure it is all the way in. If it is out just slightly, it will not work.

4. The software finds the unit but it does not download.

- Make sure your batteries are not too low on power.
- Turn the unit off and then back on again.
- **IMPORTANT:** Make sure that the plug that goes into the actual GPS unit is **pushed in ALL THE WAY**. It may be necessary to **TWIST and PUSH** the connection at the same time just to make sure it is all the way in. If it is out just slightly, it will not download.
- Make sure you name the file before you hit the Save button.
- Restart your computer. Turn the unit off and then back on. Try again.

5. The blue bar stops moving in the middle of a download

- When the GPS unit has been sitting for more than three minutes without moving, it will go into sleep mode. If you have a download that takes more than a couple of minutes, give the unit a nudge to reset the sleep timer so it doesn't shut off.