

Informer (CalAmp 4100) Checklist:

1. Ensure the device has power
 - a. Red wire has constant 12 volts
 - b. White wire has 12 volts with key on and 0 volts with key off and does not lose power when cranking the engine on
 - c. Black wire is grounded
2. Check the LED status of the device
 - a. Orange – Comm light, this is the cellular indicator
 - b. Amber - GPS light, this is the GPS indicator
 - c. The lights must both be solid. If one is flashing, it means the device is not locked onto that service (Cellular or GPS)
3. If the GPS LED is flashing, have them check the antenna placement
 - a. Ensure the sticky side is facing towards the sky and that it is not mounted to a metallic surface
4. If the Comm LED is flashing, ensure the SIM card is active. You will need to contact Technical Support
5. If the device will not connect or report
 - a. Have the installer cycle the key a couple of times
 - b. Perform a hard reset
6. If the device is giving invalid coordinates, ensure the vehicle is not covered and that the antenna placement is okay
7. If any problems persist, contact Technical Support