

Smart Tracker Checklist:

1. Ensure the device has power
 - a. Red wire has constant 12 volts
 - b. Black wire is grounded
2. Check the LED status of the device
 - i. Orange – Comm light, this is the cellular indicator
 - ii. Green – GPS light, this is the GPS indicator
- a. The lights must both be solid. If one is flashing, it means the device is not locked onto that service (Cellular or GPS)
4. If the GPS LED is flashing, check the device placement
 - a. Ensure the label side of the device is facing towards the sky and that it is not mounted to a metallic surface
5. If the Comm LED is flashing, ensure the SIM card is active. You will need to contact Technical Support
6. If the device will not connect or report
 - a. Have the installer cycle the key a couple of times
 - b. Perform a hard reset
7. Try polling the device after a few minutes of sending those messages
8. If the device is giving invalid coordinates, ensure the vehicle is not covered and that the device placement is okay
9. If problems persist, contact Technical Support