

Troubleshooting Guide

Understanding Installation Issues

By nature, any antenna placement will deteriorate signal reception even if only slightly. If installed too far below the dash, the device may still function in areas where strong wireless data coverage is available. Despite the fact that it functions, such poor antennae placement may deteriorate signal quality from 5 bars to only 2 bars (hypothetical). In such an installation where the installation deteriorates signal quality by 3 bars, when your vehicle moves into an area where wireless data coverage only provides 4 bars of service, your device would have only 1 bar of service. Similarly, in an area where wireless coverage provides only 3 bars of service, your device would be unable to communicate due to signal deterioration based on poor antennae placement.

It is for this reason that a quality install and good antennae placement is critical. Our objective is to install the antennae in a place where signal deterioration is kept to an absolute minimum.

Common Problems

1. The map shows my vehicle to be stopped, but the vehicle is moving...

Answer: This is caused by either of two potential issues:

A) The device is not transmitting

- 1) Poor (or no) wireless data coverage
- 2) Poor antennae location resulting in deteriorated wireless data signal
- 3) Antennae not plugged into device

B) The GPS unit cannot see the sky (If lat=0 and lon=0, the unit will not transmit)

- 1) Antennae facing downward (the embossed or printed text should face the sky)
- 2) Poor antenna placement (GPS antennae cannot see sky through metal)
- 3) Antenna is placed too far below the dash to have a good view of the sky.
- 4) On a new install, it may take several minutes for the GPS to establish location.

NOTE: *The unit transmits more frequently when the vehicle is moving.*

- 1) The device transmits every 30 minutes if the vehicle is stationary.
- 2) The device transmits every 5 (or 10) seconds if the vehicle is moving.

2. The system shows my vehicle to be hundreds of yards from its actual location.

Answer: The GPS unit does not have a good view of the sky.

a) Under normal circumstances (with a good view of the sky) our devices are accurate to within 10-12 inches. There are 26 satellites in the GPS constellation. The more satellites the device can see, the more accurate the location.

b) When vehicles are parked facing tall buildings (or in indoor garages or under metal awnings) large portions of the sky are often obscured.

c) Antenna placement is critical to ensure reliable and accurate operation

3. When the device came on this morning, it showed the location from (another time).

Answer: The brown wire is not correctly connected to the accessory 12v (ignition) power source. When the device shuts down, it stores its last known location in a buffer. If the brown wire is not connected, the device cannot perform a graceful shutdown and thus cannot store its last known location properly.

4. My unit isn't sending me alert emails or SMS text messages.

Answer: Your email server may have blacklisted usfleettracking.com

We've seen frequent cases where people request notifications from our server based on frequent alert cases (for example, 45mph). Thereafter, every time the vehicle exceeds 45mph, an email is sent. After 20-30 emails, your email server may delist or blacklist our email server because it believes our email server is spamming based on the sheer volume of notifications.

Check your spam folder to see if your email notifications are arriving there. Or contact your network administrator to determine if your email server has automatically blocked.

5. I click to zoom in (or out), but the system keeps zooming back out (or in).

Answer: The "optimize zoom" checkbox on the Map Control tab is turned ON. Turn the checkbox OFF and manual zoom control is returned.

6. I slide the map, but it keeps moving back to a different location.

Answer: The "auto-center" checkbox on the Map Control tab is turned ON. Turn the checkbox OFF and manual pan control is returned

7. I log in and all I get is a map of the US. My vehicle doesn't show.

Answer: In almost every case, this is because it's a newly installed device and the unit hasn't yet transmitted its first packet of data (and thus cannot appear on the map because we don't yet know its location). It generally takes approximately 5 minutes after a new device has been powered up to begin transmitting.

This process can be hastened by driving the vehicle. Under normal circumstances, the device transmits every 5-10 seconds (depending on your wireless plan) when the vehicle is moving, but only once every 15-30 minutes if the vehicle is stationary. For this reason, it could take up to 30 minutes to make its first transmission if the vehicle remains stationary.