

Rover (SteppII) Checklist:

1. Ensure the device has power
 - a. White wire has constant 12 volts
 - b. Yellow wire has 12 volts with key on and 0 volts with key off and does not lose power when cranking the engine on
 - c. Both the green and brown are grounded
2. Check the LED status of the device
 - a. Amber flashing = GPS lock
 - b. Green constantly flashing = Searching for GPRS signal
 - c. Green intermittently flashing = Logged onto GPRS network
3. Check antenna placement
4. Ensure the sticky side is up on the antenna and that it's not mounted to a metallic surface
5. If the device still hasn't reported:
 - a. Have the user cycle the power and watch the LEDs when they plug it in:
 - i. Should get a brief red blinking
 - ii. Then it will start flashing green while it's logging onto the network
 - iii. Amber should take over once it has GPS lock and a green LED should flash every now and then stating that it is logged onto the network
 - iv.
 - b. If the green LED continually flashes there may be a network coverage area problem (in a garage or parking structure) or the SIM is not yet active (could take up to 24 hours)
 - c. If there is no Amber LED, have the user check antenna placement or move out of enclosed area (garage or parking structure)
6. If the device is reporting in but giving invalid coordinates you can try running a device reset through the configuration screen:
 - i. Open the configuration screen for that device
 - ii. Click the "Reset Device" button located in the lower corner
 - iii. Give it about ten minutes and poll the device
 - iv. Make sure coordinates are displaying
7. If the problem persists, contact Technical Support