

Smart Track Checklist:

1. Ensure the red wire is hooked up to constant 12 volt source and that the black wire is securely grounded
2. Ensure the external antenna is hooked up into the small port on the side of the device
 - a. Later devices do not require the external antenna, they have a built in GPS antenna
3. Check power up stamp to ensure it has powered up
4. Check plan type and expiration date to make sure it is active and online
5. Go to maps and commands then transaction logs:
 - a. Check MOs and MTs for incoming and outgoing messages, and check power up date (in MOs and MTs) to see if it received configuration settings on the first power up
 - b. If you are seeing any “Absent Subscriber” messages, you will need to have the customer reset the device power:
 - i. To do this, first they need to unhook the power and ground wires
 - ii. Second, they will need to remove the cover on the battery by loosening the screw
 - iii. Then they will need to pop the battery out, there are four locking tabs that hold it into place
 - iv. They should wait about 30 seconds to a minute and then put the battery back in and tighten down the cover
 - v. Have them hook the wires back up and then give the device a gentle shake for about 15 seconds.
 - vi. The device should come online and receive its configuration commands
 - c. Also, check GPS status, under the status tab
 - i. 0 SVs = no satellites (external antenna hooked up??)
 1. Later models have internal GPS antennas and do not require external antennas
 - ii. 2D = two satellites in view
 - iii. 3D = three or more satellites in view
 - d. You should also check the coverage are for that device
 - i. Check with the T-Mobile coverage viewer and see what kind of area they are in
6. If you have any additional questions please contact Technical Support