

fleetfinder Hybrid LED Troubleshooting Manual

The **fleetfinder Hybrid** has LED indicators on the front of the device, that can be used for diagnosis of the device. They explain the functionality of the device by their status explained below.

- The conditions described below determine the unit operation.



RED LED

GREEN LED

ORANGE LED

- **RED LED – On, solid state** – > unit powered by main power.
- **RED LED – Flashing – (two quick flashes, then pause for 2 seconds (repeated))** > unit is operating on Iridium communication, as there is no GPRS signal available.
- **RED LED – Flashing (on / off every second)** – > unit operating under backup battery (check vehicle power supply)
- **RED LED – Off** – > means there is no power to the unit (check fuse, and connection of the red and black wires.)

- **YELLOW LED – Flashing** – > means unit is registered on the network, and connected to the tracking server.

■ **YELLOW LED – On but not flashing** – > means the unit is registered on the network, but not connected via GPRS. – The unit is unable to connect to the server. Please use debug tool to identify where the problem is. Debug tool instructions supplied separately. If the LED comes on solid, and stays on solid for a period of about 1 ~ 2 minutes, then turns off for 30seconds, before turning on again, this means that the device has weak GSM signal, and it is trying to acquire GPRS.

- **YELLOW LED – Off** – > Means the unit has one of these 2 possibilities.

1. Means the device is unable to register onto the network. Please ensure the sim card is inserted correctly. And that the sim card is valid, and activated (Can be checked by trialing the sim in a mobile phone). In case there is a pin on the device, please ensure that the pin is removed (this can be done when a sim card is inserted in a phone, by accessing the security menu.)
2. Means that the device has switched to Iridium communication. The Red LED of the device should be flashing twice with a 2 second pause.

- **GREEN LED – On** – > means that the device is able to get a current GPS location

■ **GREEN LED – Off** – > means that the device is unable to get a current GPS fix. Please check the antenna location, and ensure that it has a clear view of the sky.

Further explanation of the LED functionality is described below:

■ RED LED (Power indicator)

When the unit is powered on using main power, the LED will be permanently on.

When the unit is powered on using main power, but is using Iridium communication because there is no GPRS connection available, the LED will flash two quick flashes then a two second pause. (Repeated)

When the main power is cut, the unit will switch to backup battery mode, the LED will flash until the backup battery runs out of power.

Troubleshooting:

Check that you have a valid 12V or 24V source connected to the device. The Red wire should be connected to the positive terminal, and the Black wire should be connected to the Ground terminal. If there is power applied to these wires, please check the power supply by using a Voltmeter across Red and Black wires of the device. If there is 12V supplied but the device is still not powering up, please disconnect both wires, then leave the device unplugged for 5 minutes, then reconnect. This process will reset the internal fuse on the device.

■ YELLOW LED (GSM / GPRS indicator)

The yellow LED will flash when the device is connected to the tracking server with a valid GPRS connection.

It will stay on continually when it is in sms mode only, or when the GSM is present but there is no connection to the server. The LED will turn off when the device switches to IRIDIUM communication.

Troubleshooting:

If the yellow light is not on at all, please ensure the GSM antenna is connected, and that the sim card is properly inserted, with the gold terminals facing the circuit board. Please ensure the terminals are clean, and the sim card clips into place appropriately. If this fails, please put the sim card into a phone, and make sure that it is registered, and that you are able to send a message from the phone. Please ensure the sim pin on the sim card has been disabled (this can be done in the security settings in a mobile phone).

If the yellow light is on, but not flashing, please ensure that you have the correct APN, username and password set for the network. The APN is usually different for each network provider, and can be found by calling the telecommunications provider, some telecommunications providers require a username and password to be declared, please ensure that you have these details. The APN, username and password can be set only from the primary defined phone number (please refer to the Users Manual for setting primary identity). The primary phone needs to send commands for setting the APN, username and password (these commands can be found in the command list in the users manual)

If the LED comes on solid, and stays on solid for a period of about 1 ~ 2 minutes, then turns off for 30 seconds, before turning on again, this means that the device has weak GSM signal, and it is trying to acquire GPRS. Please take the vehicle outdoors and check the GSM reception on any phone using the same service provider. If the problem persists, please try a different GSM antenna.

■ GREEN LED (GPS indicator)

This LED will stay on when there is a valid GPS fix. When there is no GPS signal, or the device is unable to get clear view of the sky, the LED will be off.

Troubleshooting:

Please ensure that the GPS antenna (gold connector) is connected to the middle antenna connection, and that it is mounted in a suitable spot with clear view of the sky. The vehicle must be outside to be able to get a GPS fix.