

We're sorry to hear your GPS unit is having technical issues. To assist our **Support** team in resolving the issue and getting your device reporting again, please follow the steps below.

1. Drive the vehicle.

Please confirm that the vehicle has recently or is currently being operated. If not, please take a moment to drive the vehicle within an area that is known to have good cellular reception.

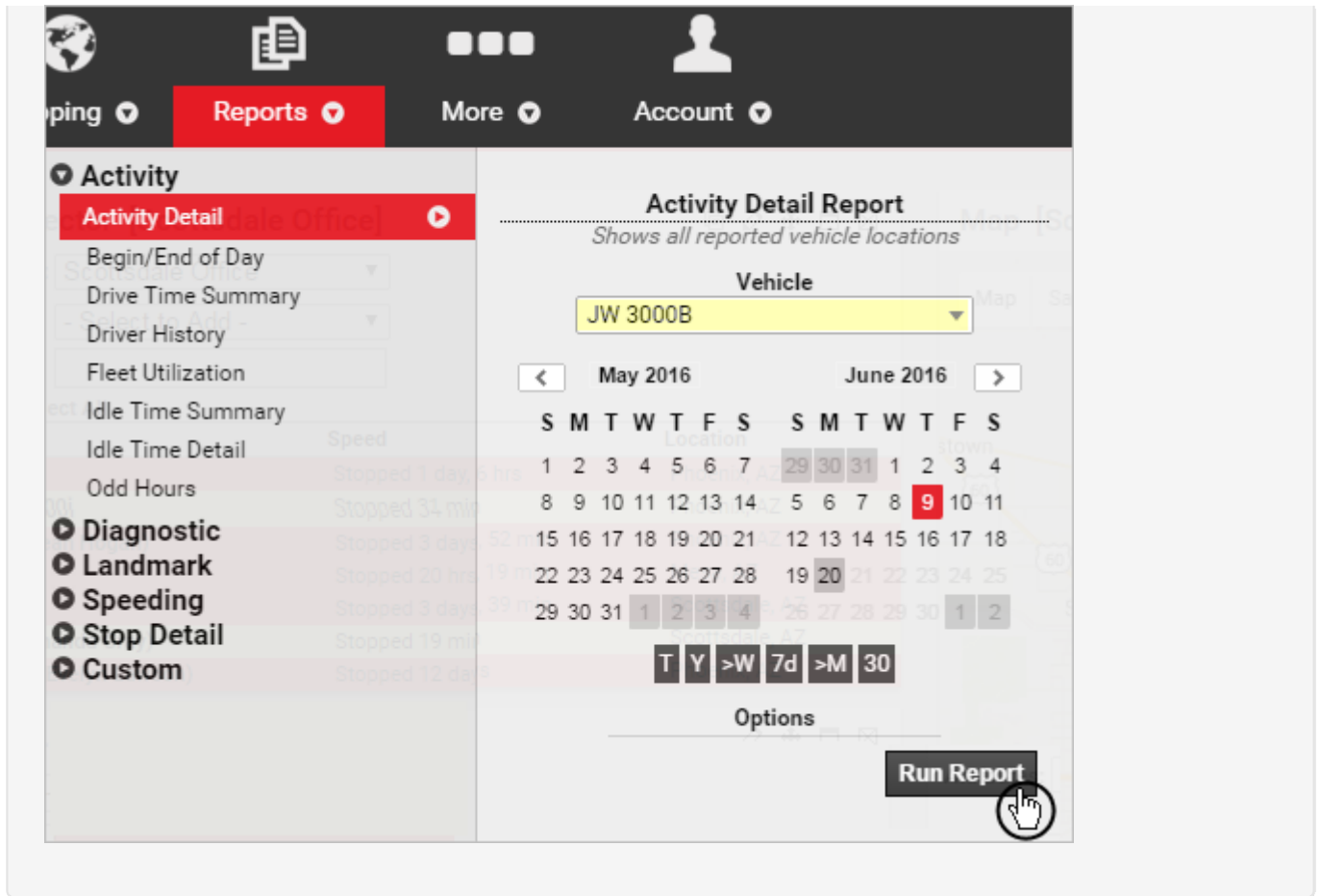
2. Perform a visual inspection.

Please have the person driving the vehicle identify the following:

- That the antenna is properly located on the windshield (if applicable).
- That there are no objects resting on the top of vehicle's dash.
- There are no blown fuses in the vehicle's electrical box.

3. Run the Activity Detail Report.

After you have confirmed that the vehicle is or has been in operation, log into the GPS Insight portal, and run an Activity Detail Report for the vehicle in question.



4. Analyze the report.

A. No data available

Possible problem: Power or Antenna Issue

Activity Detail Overview »

Location Records	0	Sorted By	Time
Total Distance Traveled	0.0 mi.	Selected Vehicle	JW 3000B (vin: 4A3AB36F76E06)
Average Speed	0 mph	Report Time Period	June 9, 2015 12:00 AM to 11:59 PM (MST)
Landmarked Stops	Show	Report Created	June 9, 2016 3:04:27 PM

* Distance is accumulated daily
 * Odometer values are on the spreadsheet export.
 * Only the closest landmark is shown.
 * Landmarks over 3.8 miles wide have been excluded.
 * Run Time is based on Total GPS Device Hours.

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No Relevant Data Available

B. Only heartbeats with correct location data

Possible problem: Ignition detection issue

Activity Detail Overview »

Location Records	2	Sorted By	Time
Total Distance Traveled	0.0 mi.	Selected Vehicle	JW 3000B (vin: 4A3AB36F76E06)
Average Speed	0 mph	Report Time Period	June 9, 2015 12:00 AM to 11:59 PM (MST)
Landmarked Stops	Show	Report Created	June 9, 2016 3:04:27 PM



* Distance is accumulated daily
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Activity Detail Report »

Selected Vehicle: JW 3000B

Tuesday, May 10, 2016

Time	Driver	Ignition	Max Speed	Avg Speed	Inst Speed	Run Time	Latitude	Longitude	Location
5:56:33 AM	Parks, Todd		0 mph	0 mph	0 mph N	724.4 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
5:56:46 PM	Parks, Todd		0 mph	0 mph	0 mph N	724.4 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ

C. Ignition On/Off activity, but GPS location remains the same.

Possible problem: Antenna/Unit placement issue

Activity Detail Overview »

Location Records	2	Sorted By	Time
Total Distance Traveled	0.0 mi.	Selected Vehicle	JW 3000B (vin: 4A3AB36F76E06)
Average Speed	0 mph	Report Time Period	June 9, 2015 12:00 AM to 11:59 PM (MST)
Landmarked Stops	Show	Report Created	June 9, 2016 3:04:27 PM

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 * Landmarks over 3.8 miles wide have been excluded.
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Activity Detail Report »

Selected Vehicle: JW 3000B

Thursday, June 9, 2015

▼ Time	Driver	Ignition	Max Speed	Avg Speed	Inst Speed	Run Time	Latitude	Longitude	Location
12:00:10 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.5 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
12:02:10 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.6 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
12:04:10 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.6 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
12:06:10 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.6 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
12:06:25 PM	Parks, Todd	Off	0 mph	0 mph	0 mph N	131.6 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
12:44:28 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.6 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
12:46:28 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.7 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
12:48:28 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.7 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
12:50:28 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.7 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
12:52:28 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.8 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
12:54:28 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.8 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
12:56:21 PM	Parks, Todd	Off	0 mph	0 mph	0 mph N	131.8 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
1:54:41 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.8 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
1:56:41 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.9 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
1:58:41 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.9 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
2:00:41 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	131.9 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ
2:02:41 PM	Parks, Todd	On	0 mph	0 mph	0 mph N	132.0 hrs	33.69458	-112.31356	N 117th Ln, Sun City, AZ
2:04:16 PM	Parks, Todd	Off	0 mph	0 mph	0 mph N	132.0 hrs	33.69475	-112.31361	N 117th Ln, Sun City, AZ

5. Prepare to contact Support.

Please have the vehicle label or the device's 10 digit serial number readily available.

Vehicle Label: _____ (as it appears in GPS Insight)

GPS Device #: _____

Who will troubleshoot?

A. Your Mechanic/Technician

If you plan to disassemble the dash and work with the GPS Insight Support representative to fully resolve the issue, please bring spare hardware and voltmeter with you.

B. Certified Preferred Installer

If you plan to have a GPS Insight preferred installer perform the troubleshooting, please have the physical

address of the location where the troubleshooting will take place:

Onsite Contact Name: _____

Phone Number: _____

Email: _____

Address: _____

City: _____

State: _____

Zip: _____

6.

Using the information you provide us, we will do our best to resolve the issue.