

WAT Troubleshooting

> Video Correctly Working:

> [photo](#) (both lights on, not flashing)

> Neither of the Two Lights is Blinking

= **Wired Asset Tracker is not correctly connected to power source**

1. Power cable not Properly Clicked In to Asset Tracker connector

- **Symptom:** Neither light is blinking
 - **Result:** Asset Tracker Not Powered ON
 - **What to do:**
 - Unplug connector (power cable) from the asset tracker and reconnect so as to hear a solid “click” sound. Wait for both lights to become solid.
 - Please match the rectangular notch on the Wired Asset Tracker connector to the clip on the power cable connector and push it to hear a “click” sound so that the connection is solid
- > Photo Connecting Wrong way round: [link](#)
- > Photo Connecting Right way round: [link](#)
- > Photo Incorrectly Clicked In: [link](#)
- > Photo Correctly Clicked In: [link](#)

2. Not properly connected to External Power Source

- **Symptom:** Cable connector properly clicked in, external power source is charged, neither light is blinking
 - **Result:** Asset Tracker Not Powered ON
 - **What to do:** Check Wire Connection to External Battery. Make sure wires are solidly connected to correct terminals respectively.
The red cable should be connected to the positive terminal and the black cable to the negative terminal. (We need to first connect Positive terminal)
- > Photo properly connected to terminals: [link](#)

3.External Power Source not delivering proper power to the Wired Asset Tracker

- **Symptom:** Power cable properly clicked in, neither light is blinking
- **Result:** Asset Tracker Not Powered ON
- **What to do:** Optional: Test external battery voltage. Recharge External Battery or try other battery

> Photo showing Correctly Powered ON: [link](#) (if GPS and Internet data signal are successful, both lights either should be solid On or flashing)

> Both Lights are Flashing

= Wired Asset Tracker is getting powered ON correctly but neither GPS Signal nor Internet Connection is successful

4. No Signal in Location (GPS & Internet Data)

- **Symptom:** Both lights are flashing
- **Result:** Device is unable to receive GPS location data and unable to send data to TruckX Platform
- **What to do:** Check for very remote locations. The Asset Tracker might not be able to receive and transmit data.
- A good indicator is whether your phone has a good network connection. Try moving the device to a more open, connected location.
- If the problem still persists in the open location with good general network connectivity, try removing it from the external power source and re-connecting it.

> Photo bad network: [link](#)

> Only Upper Satellite shaped Light (GPS Signal) is ON, Lower Light showing 3 towers (Internet Data) is Flashing

= Wired Asset Tracker is getting powered ON correctly and correctly receiving GPS Signal, but Internet Connection is unsuccessful

5. No Internet Data Signal

- **Symptom:** Only upper light (GPS) is ON, lower light (Internet) is flashing
- **Result:** Device is able to receive GPS location data, but unable to send data to TruckX Platform
- **What to do:**
- Check for very remote locations. The Asset Tracker might not be able to receive and transmit data.
- A good indicator is whether your phone has a good network connection. Try moving the device to a more open, connected location.
- If the problem persists in the open location with good general network connectivity, try removing it from the external powersource and re-connecting it.
- Next, please open the sim card cover of the tracker located on the side of the Asset Tracker and reinsert the sim card. The sim card should be inserted in the same way it is shown on the cover of the Asset Tracker. If the light is still blinking, please contact support with a photo showing the sim card number.

> Only Lower Light (Internet Data) is ON, Upper Light (GPS) is Flashing

= Wired Asset Tracker is Charging correctly and correctly connects to TruckX Could through Internet Data, but does not receive GPS location data

6. No Signal (GPS Location)

- **Symptom:** Only lower light (Internet Data) is ON, upper light (GPS Location) is flashing
- **Result:** Device is able to send data to TruckX Platform but unable to receive GPS location.
- **What to do:**
- Check for very remote locations. The Asset Tracker might not be able to receive and transmit data.
- A good indicator is whether your phone has a good network connection. Try moving the device to a more open, connected location.
- If the problem persists in the open location with good general network connectivity, try removing from the external powersource and re-connecting it.

> Both Lights ON, but doesn't show up on TruckX Platform

= Wired Asset Tracker is Powered ON correctly, correctly received GPS location and correctly connects to Cloud but fails to display location data on TruckX Platform

7. Device Installed in parked Vehicle before adding to Platform (Wait Time Required)

- **Symptom:** Both Lights are ON on the Wired Asset Tracker but TruckX Platform shows "Pending" on Devices Page (Means the physical installation is pending)
- **Result:** There will be delay in sending data to TruckX Platform
- **What to do:**
- If you first installed the tracker on a parked vehicle and only then added it to the FMS platform, it can take a few minutes up to 1 hour for the device to send the first data ping.
- If this still doesn't work, please turn on the ignition of the truck and check again.

If the above troubleshooting steps don't help in resolving the issue with the Wired Asset Tracker. Please contact TruckX Support. We are available 24/7.