TROUBLESHOOTING THE EZ-160PNP

This is brief description on the best troubleshooting practices related specifically to the EZ-160PNP device. With the information provided here, you will be able to identify possible hardware problems prior to requesting a replacement device.

When a plug and play device is first plugged into a vehicle, watch the LEDs on the device.

- If the device is activated and provisioned correctly, the ORANGE LED should become solid in about ONE minute.
- It is normal for the GREEN LED to flash rapidly for several minutes as the device tries to obtain a GPS fix. When the device is in this state, it will transmit data to our servers but not have a GPS fix.
- If a device is plugged in and the ORANGE LED does not turn SOLID after a couple minutes, the customer will need to drive the vehicle to an area of known good Verizon Wireless coverage and check the ORANGE LED status again.
    - **If ORANGE LED does not turn solid after this, replace device.**
- If you plug a device into a vehicle and NO LEDs illuminate, there are only two possible outcomes. If this occurs, plug a different device (preferable a known good unit) into the vehicle and look for LEDs to illuminate.
- If a known good device does not illuminate when plugged into a vehicle, the problem lies with the vehicle. The device draws power from PIN 16 of the OBDII port. Customers can typically verify power at the OBDII port by checking ALL cigarette adapters and auxiliary power ports in the vehicle. MOST cars and trucks have a shared fused for OBDII power and auxiliary/ cigarette adapter power. If there is no power to any power adapters in the vehicle cabin, the fuse is likely blown.
- If a known good device DOES illuminate when plugged in, you can safely assume that there is a problem with the original device and **replace the device**.
- If a harness is used in the vehicle to connect the device to the OBDII port, verify device power first by plugging the device directly into the OBDII port and/or replace the original OBDII harness prior to verifying the device as described above.
- A device that is already installed enters sleep mode when ignition is off. When the device is in sleep mode, the LEDs are not illuminated.

If a device is not updating on the mapping application after installation.

- Ensure that the device LEDs are NORMAL. (See above)
- the customer must take the vehicle for a drive of AT LEAST 10 minutes before further action can be taken. This will allow the device to possibly obtain a GPS fix and will allow the device to generate events to transmit to our server to update the map.
- If the device has SOLID ORANGE LED and flashing green, instruct the customer to drive the vehicle. If the device enters trip mode with no GPS fix, the device will attempt to utilize Assisted GPS to obtain a location fix.
- If the LEDs are NORMAL and the mapping application does not update when the vehicle is driven, **replace the device.**

In all instances except for a NO LED condition, the vehicle should be driven for at least 10 minutes in an area of known good Verizon coverage to allow the device to generate events, and as much as possible, known good units should be used to verify against suspected faulty devices. It is strongly recommended that resellers have inventory on hand to assist with the troubleshooting.