




## Preliminary & Troubleshooting Guide for SFM7000 GPS Units

### Please read for troubleshooting tips!

- The LEDs should be referred to as a preliminary validation step before calling in the installation.
- This is a complimentary troubleshooting reference document. Please refer to the full installation guide as your primary source of information.

<b>Green</b> 	<b>Solid</b>	The <b>green</b> LED represents cellular communication and should turn <b>solid</b> when a cellular connection has been established.
<b>Yellow</b> 	<b>Flashing</b>	The <b>yellow</b> LED represents GPS acquisition, and will <b>flash</b> to indicate that we have acquired a GPS signal. A yellow LED that is off indicates that we have not acquired a GPS signal.
<b>Red</b> 	<b>Solid</b>	The <b>red</b> LED represents ECM communication and should turn <b>solid</b> when we have established communication with the vehicle's onboard computer. Please note that the ignition must be turned on in order to test the ECM connection.

If the above conditions have not been met, please follow the below troubleshooting steps

### Troubleshooting Steps

#### Tips for a flashing green LED (Refer to page 3 of the Installation Guide)

1. Wait between 5 to 10 minutes to give the GPS unit enough time to connect to cell. Various external factors like poor cell coverage, might contribute to a longer connection delay.
2. Ensure that the vehicle is outdoors for better reception. Please wait 2 to 5 minutes to allow the GPS to connect to a cellular network.
3. Ensure that there is at least 1 foot between the cell antenna and the GPS antenna. If any adjustments are made, please wait 2 to 5 minutes to allow the GPS to establish a cellular connection.
4. Ensure there is at least 1 foot between the cell antenna and the vehicle's radio. If any adjustments are made, please wait 2 to 5 minutes to allow the GPS to establish a cellular connection.
5. Move the cellular antenna to an alternate location, wait 2 to 5 minutes to allow the GPS to establish a cellular connection.
6. Try a different cell antenna. Wait 2 to 5 minutes to allow the GPS to establish a cellular connection.

#### Tips for a yellow LED that is off (Refer to page 3 of the Installation Guide)

1. Ensure that the vehicle is outdoors in an obstructed area. Please wait 2 to 5 minutes to allow the GPS to acquire a GPS signal.
2. Ensure that there is no metallic material directly above the GPS antenna. Metal will interfere with the GPS signal. If any adjustments are made, please wait 2 to 5 minutes to allow the GPS to acquire a GPS signal.
3. Move the GPS antenna to an alternate location. Wait 2 to 5 minutes to allow the GPS to acquire a GPS signal.
4. Try a different GPS antenna. Wait 2 to 5 minutes to allow the GPS to acquire a GPS signal.

#### Tips for a flashing Red LED (Refer to page 2 of the Installation Guide)

1. Ensure that the vehicle's ignition is on (engine running). The ECM cable will only communicate with the vehicle's onboard computer when the ignition is turned on.
2. Ensure that the ECM cable is securely fastened
3. Ensure that the ECM Dongle and adapter cable are used for J-bus connection/ports. Please note that OBDII connections/ports do not require the ECM Dongle and adapter cable
4. Test the vehicle's ECM port with a volt meter to ensure that it is not defective. 2 volts is a good indication that the ECM port is functional.
5. Try a different ECM cable

Before calling to activate and test the GPS unit, please note the following information:

**CN Vehicle number:** \_\_\_\_\_

**GPS Box Id:** \_\_\_\_\_