Put Device into Test Mode by power cycling

Ensure device is properly plugged into the diagnostic port.

Q1. Is power detected? (All 3 LEDs Flash + 6 Beeps)
   • No? See step 12 and continue
   • Yes? Go to Q2. below

Q2. Ignition detected? (One single beep + red LED)
   • No? See step 2 and continue
   • Yes? Go to Q3. below

   Cellular Network Connection? (Double beep + triple beep + green LED)
   • No? See step 5 and continue
   • Yes? Go to Q4. below

Q3. GPS Latch? (Long beep + blue LED)
   • No? See step 7 and continue
   • Yes? Go to Q5. below

Q4. Data updated in MyGeotab?
   • No? See step 10 and continue
   • Yes? No Issue

Q5. Ensure device and SIM is active (installmygps.com/install.htm)

Ensure there is cell coverage (Check if network provider covers your area)

Move the Device to another location closer to the top of dash using HRN-BS16S4

Swap the Device into a vehicle with a known working device

Ensure serial number is only on ONE MyGeotab Database

Contact Geosupport with serial number, VIN and troubleshooting information

Ensure device is active (installmygps.com/install.htm)

Ensure there is cell coverage (Check if network provider covers your area)

Start ignition and keep engine running

Put Device into Test Mode by power cycling

Check if diagnostic port has power (check fuses in vehicle & voltage on the OBDII)

Start ignition and keep engine running

Confirm appropriate harness is installed (Check protocol) [If applicable]

Make sure the vehicle is parked outside with clear sky view

Ensure device and SIM is active (installmygps.com/install.htm)

Ensure there is cell coverage (Check if network provider covers your area)

Start ignition and keep engine running

Q3. Cellular Network Connection?
   (Double beep + triple beep + green LED)
   • No? See step 5 and continue
   • Yes? Go to Q4. below

Start Here

Start Here

Please test the device after each step.