CalAmp Device Offline Quick Troubleshooting Guide

- Devices show as “offline” in OneView when they haven’t reported any data for longer than we expect.
- If a device cannot report to OneView, then it cannot tell us why it’s not working - so the only way to troubleshoot is in person.
- Unfortunately, just like any device you use, telematics devices can fail. By following the steps below you’ll be able to determine if there is a wiring, coverage, antenna/connection issue, or a failed device.

Let’s Get Started!

Turn the ignition ON and check the GPS (green) and COMM (orange) lights

(You may have to wait up to 5 minutes for a cellular/GPS connection to be established)

(The device is usually located inside the dash either behind the key switch or below where the antenna is mounted)

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<th>If...</th>
<th>It means...</th>
<th>Check...</th>
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<tbody>
<tr>
<td>Green and Orange lights are solid</td>
<td>Device is connected to the network and is reporting</td>
<td>Device is online!</td>
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| Green and Orange lights are off            | Device is not getting power or the device has failed | -Check wiring: ground (black), power (red), ignition (white)  
|                                           |                                                   | -Check fuses (in fuse panel, in-line, and in fuse taps) 
|                                           |                                                   | -Verify 12V+ on red wire 
|                                           |                                                   | -Verify 12V+ on white wire (with ignition ON) |
| Orange light is fast blinking              | Device can see the network and is trying to connect | -Wait for 5 minutes to see if it will connect |
| Orange light is slow blinking              | Device cannot see the network                     | -Check antenna connections are tight 
|                                           |                                                   | -Check antenna and antenna cable for damage or severe bend 
|                                           |                                                   | -Check that there is good cellular coverage |
| Green light is blinking                    | Device is trying to get a GPS lock                | -Check antenna connections are tight 
|                                           |                                                   | -Make sure antenna can see the sky |

NOTE: Some plug-n-play style devices do not have diagnostic lights and since they have an internal antenna, the troubleshooting steps are:

1. Verify that the OBDII port has 12V+ using a multimeter (DO NOT use a test light, it may damage the vehicle)
2. Make sure the vehicle is in good cellular coverage and not in a building

If the device doesn’t work after troubleshooting, contact support at 1-844-407-9307 for next steps!