


Confirm that the vehicle is parked out in the open and is with cellular coverage. From the [Manage Vehicles page](#), ping the unit using the refresh icon  next to the vehicle's last 'Reported' date/time, or contact [Tech Support](#) with the unit's serial number for the initial unit assessment.

## Ignition Detection Issue

This issue may occur if the unit responded to the ping with the *correct* GPS location.

1. [Contact Support](#) with the GPS unit's serial number.

## Antenna/Unit Placement Issue

This issue may occur if the unit responded to the ping with an *incorrect* GPS location.

1. Confirm the antenna is placed on the windshield. Bottom left or right corner is recommended.
2. Confirm the antennas connections are screwed into the unit, finger tight.
3. Follow the cable from the unit to the windshield making sure there's no damage to the antenna cables; a small pinch could break the coax wire.
4. If everything looks good, reset the unit. With the ignition Off, unplug the harness from the GPS for a minimum of 10 seconds and then reconnect.
5. If the green light does not go solid after five minutes, replace the antenna:
  - a. Disconnect the unit from power by unplugging the 20pin Molex connector.
  - b. Unscrew the antenna connections.
  - c. Screw on the new antenna making sure the antenna connections are finger tight.
  - d. With the vehicle Off, reconnected the 20pin Molex connector. Do not start the vehicle until the lights go solid.
  - e. If the lights do not go solid after replacing the antenna, [contact Support](#) from the vehicle.

## Power or Cellular/Antenna Issue

If the unit did not respond to the ping, another issue may be the cause.

1. Verify the Bypass Cable is connected to the JPort.
2. Verify the antenna is properly mounted on the windshield with the sticky side facing the sky and the exposed antenna cables are not damaged.
3. Check the voltage output on the JPort testing for constant power. The unit needs 12V to power up.



**Note.** Make sure you test using the positive and ground JPort pins. Do not use chassis ground to confirm 12V.

## No Power

- a. Check the fuse which supplies power to the diagnostic port and replace it.

## 12V Power at the JPORT

- a. Check to make sure the bypass Cable is connected to the JPOD Dongle.
- b. Check to make sure JPOD Dongle is connected to AUX2.
- c. Check to make sure the harness is connected to the GPS Unit.
- d. Confirm whether or not the GPS unit lights are On, OFF, or Flashing.
- e. ON/Solid: Unit has a cellular connection; **contact Support** for further assistance.
- f. Flashing RED (Cell):
  - i. Make sure the smaller of the two antenna connections is connected to the unit (finger tight).
  - ii. Follow the cable to the antenna making sure the cable is not crimped or cut.
  - iii. Are you in an area with good cellular data coverage?
  - iv. Reset unit. With the ignition Off, unplug the unit for 30 seconds and plug it back in.
  - v. If the red light does not go solid within two minutes, **contact Support**.
- g. Red Light is OFF, and I have confirmed power to the unit and that the unit is properly connected:
  - i. Bench test the unit connecting the red and black wires to a battery.
  - ii. If the unit powers up replace the jPOD cable.
  - iii. If the unit does not power-up **contact Support** with the unit connect to the battery and request a replacement.

## More reference materials:

Car or truck haven't reported for a few hours? Check out [My GPSI-3900 Stopped Tracking](#).