# 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.
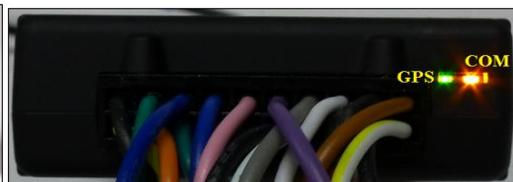
## Let's Get Started!

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)



Fleet Manager with Diagnostics Hardware | Fleet Manager Hardware

| If… | It means… | Check… |
|---|---|---|
| Green and Orange lights are solid | Device is connected to the network and is reporting | -Device is online! |
| Green and Orange lights are off | Device is not getting power or the device has failed | -Check wiring (on 3 wire installs only): ground (black), power (red), ignition (white)<br>-Check Diagnostic cable connection - Check fuses (in fuse panel, in-line, and in fuse taps)<br>-Verify 12V+ on red wire<br>-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<br>-Check antenna and antenna cable for damage or severe bend<br>-Check that there is good cellular coverage |
| Green light is blinking | Device is trying to get a GPS lock | -Check antenna connections are tight<br>-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!**