

Hardware

GPS Device Location Not Updating

There are several possible explanations.

1. The vehicle may have been parked outside of cellular coverage. When the vehicle re-enters cell coverage, it will update the trip data.
2. The device could be malfunctioning.
3. The device may have been unplugged at the last reported location.

Quick Troubleshooting.

1. The first thing to check is that the device has lights on the front when the vehicle is running. This is a very basic function check. If in down, power cycle the device by unplugging and plugging back into to restart the device.
2. Put the device in another vehicle with a know working OBD port and take it for a test drive. If it updates, there is an issue with the vehicle, not the device.

Contact support to open a support case and get help resolving the issue.

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