

Please go through all questions prior to contacting customer support.

ALL CABLES & CONNECTIONS HAVE BEEN CHECKED ON THE UNIT.

Yes

No

No , concealed mounting, can not be investigated.

Has the fuse for the device connection been checked in the vehicles fusebox?

DOES THE DEVICE HAVE EXTERNAL ANTENNA?

No

Yes, the antenna is visible and connected to the unit.

THE DEVICE HAS BEEN CONTROLLED IN THE WEB INTERFACE?

(Please log into the system and visually confirm that the device doesn't have contact)

Yes

No

WHICH LED LIGHTS ARE FLASHING ON THE UNIT?

Green = GSM OK, and the device has contact with our server.

Red = GPS OK (Blinking red only means that there is no contact with the operator)

Blue = No connection with the operator, control your SIM card/data traffic subscription.

Green & Red = Unit is functional, connection over both GSM and GPS.

No LED lights flash on the device.

UNIT STATUS

The units are fully functional!

The problem has not been solved. Please contact customer support by telephone 08-562 808 50 or email at support@viewserve.com.