



Troubleshooting Guide

ISSUE	ACTION TO TAKE
I can't log in	Make sure the IMEI number is correct. You can find the IMEI by sending the param1 command to the tracker's phone number. Look for a ten digit number starting with a 4.
	Make sure your password is correct. If you have forgotten your password, you may need to format the device to defaults and configure again.
There is no data, or I can't track my vehicle	Make sure you have set the correct APN for your SIM service provider. Check your current APN setting with the param1 command. If you are not sure of the correct APN, please contact your service provider for more information.
	Your tracker might not be wired into the vehicle correctly. Double check all connections are correct and stable.
	Ensure your SIM card has Voice, Data and SMS facilities enabled. Please check with your service provider for further assistance.
Won't get a location fix	Drive the vehicle around for 5 mins to get a good GPS fix.
My APP is tracking my phone and not my vehicle	You will need to format the device to defaults and configure again.
My tracking frequently drops out or is inactive at times	Make sure you have installed the tracker in a suitable location in the vehicle as to avoid signal shielding.
	You might have poor mobile reception in your area or spotty network coverage. Please contact your service provider for more information.
Everything was working yesterday but now it has stopped	Please check your SIM account has credit or is not over it's Data limit etc.
	Some wiring may have come loose from the vehicle, you will need to check the wiring.
	Your tracker might have gone faulty. Please contact the Gator Customer Support line, 03-85878898
	You can format the device to defaults and configure again.