Installation Tools & Troubleshooting

Research has shown that having to return to an installation for any reason costs everyone. If an install is done right the first time, profitability is maximized. We offer two tools to ensure a successful first time install:

1. install.geotab.com: this website is accessible through any smartphone or Internet-ready PC. It allows the installer to check the installation and add additional information and comments about the vehicle or the install.
2. Install Monitor: simply send an email containing one or more G#'s to install@geotab.com. As the Geotab server records valid data from each of the device(s) entered, it sends a return email to the sender and anyone who was copied in the original email confirming the installation was successful.

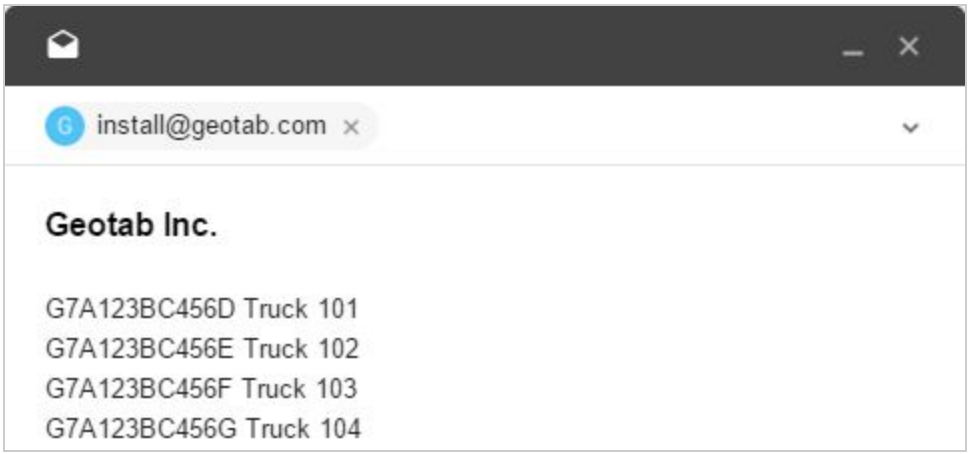
Either approach can be used depending on how much detail needs to be recorded.

It is **always** necessary to confirm the installation using one or both tools.

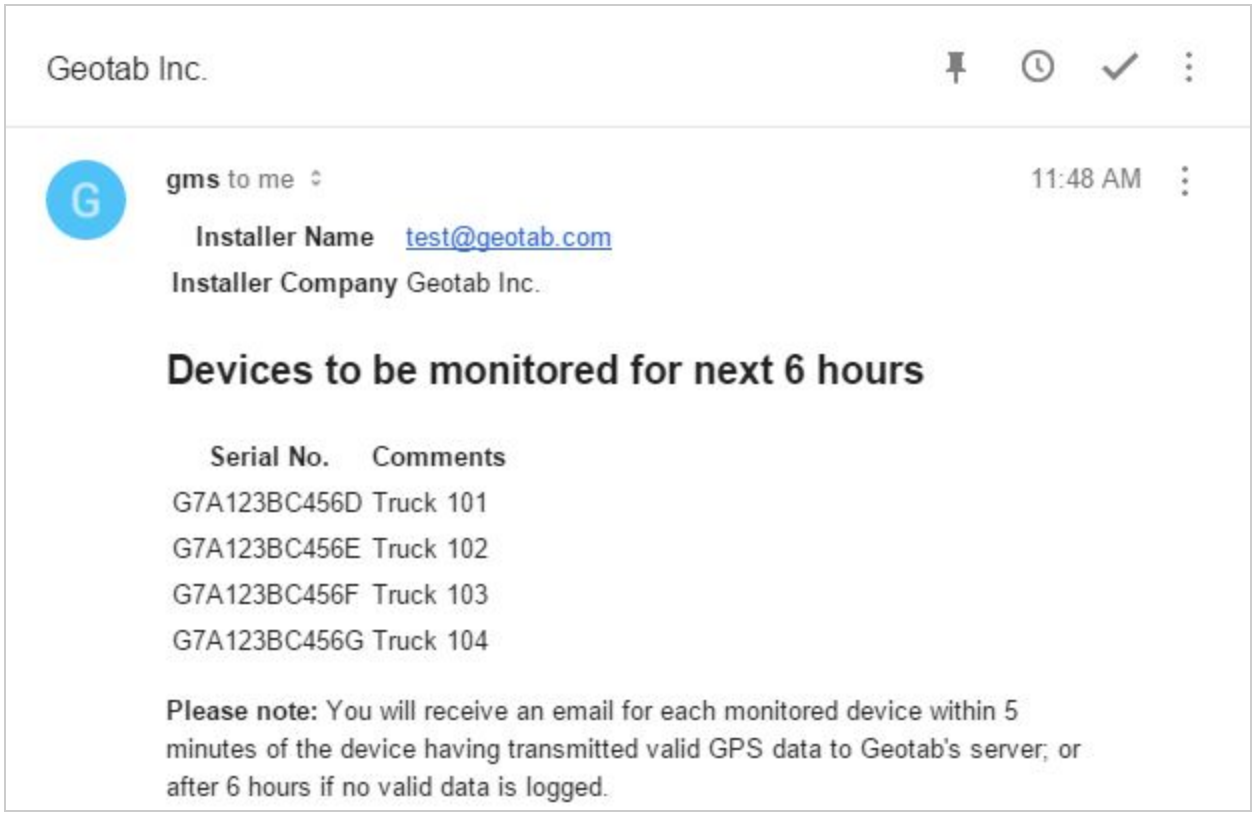
How to Use the Email Install Monitor

This tool is used to activate automated monitoring and email confirmation of the days installations.

- Simply compose an email to install@geotab.com.
- Use the **Cc** field to copy anyone who needs to receive the device report.
  - All valid addresses will be included in the replies.
- Enter the installing company name in the subject line.
- Next add the serial number(s) (one per line only) for any devices you wish to monitor.
- Remember to enter only one device number on each line.
  - The use of dashes in the number has no effect on results.
  - A valid Geotab GO serial number starts with a G and is 12 characters not including the dashes.
- Any text after the serial number will be added to the comments for that device install and logged to the install site. You must leave a single space after each serial number before entering the text.



- Send the email.
- You will receive a confirmation email containing any VALID serial numbers entered about 5 minutes after sending the email. For the next six hours, the Install Monitor will monitor the Geotab database for each device listed, waiting for each to report in.



Geotab Inc.

G **gms** to me 11:48 AM

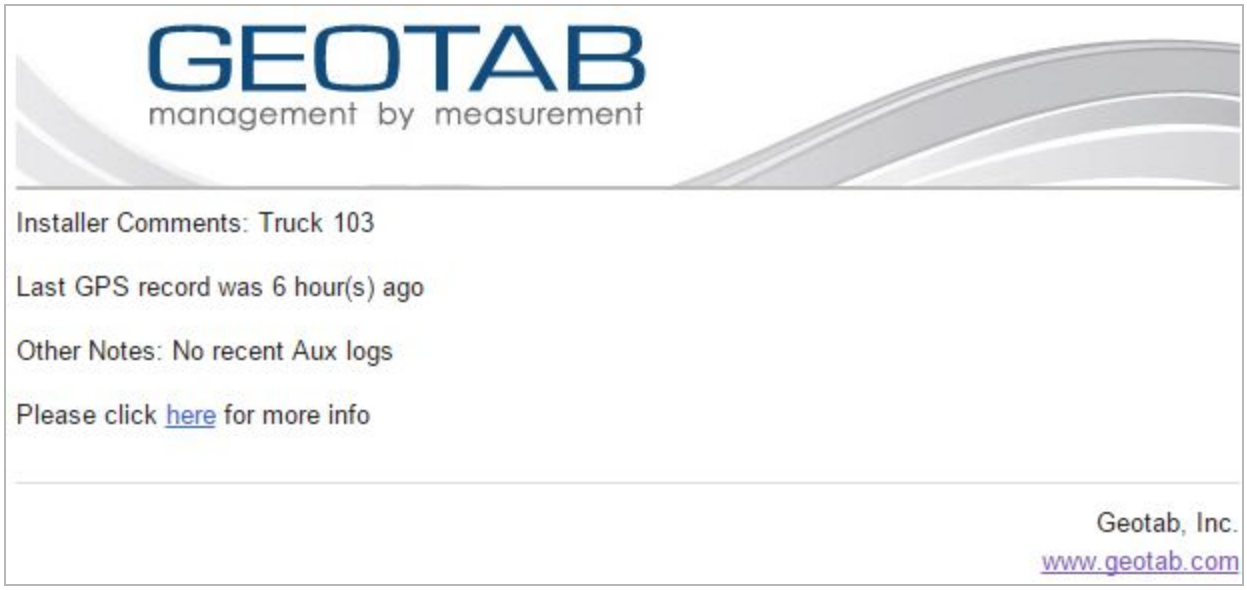
Installer Name test@geotab.com
Installer Company Geotab Inc.

Devices to be monitored for next 6 hours

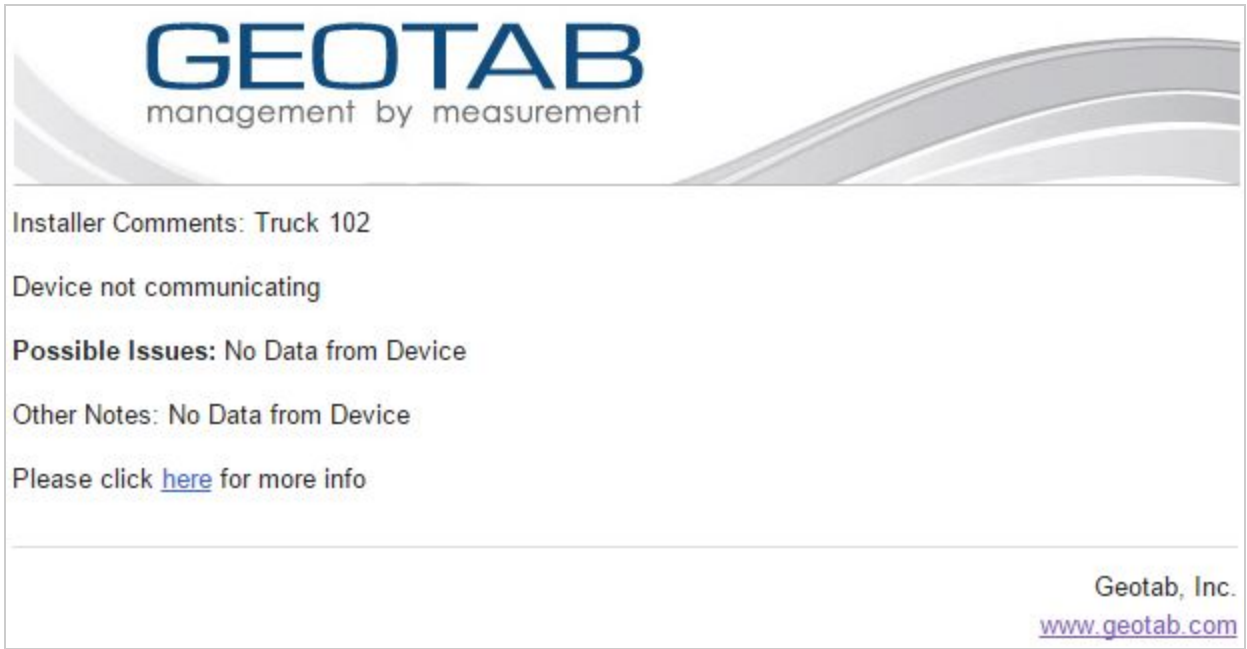
Serial No.	Comments
G7A123BC456D	Truck 101
G7A123BC456E	Truck 102
G7A123BC456F	Truck 103
G7A123BC456G	Truck 104

Please note: You will receive an email for each monitored device within 5 minutes of the device having transmitted valid GPS data to Geotab's server; or after 6 hours if no valid data is logged.

- As each device is verified, an email is returned to the sender and anyone who was in the **Cc** field of the original email.

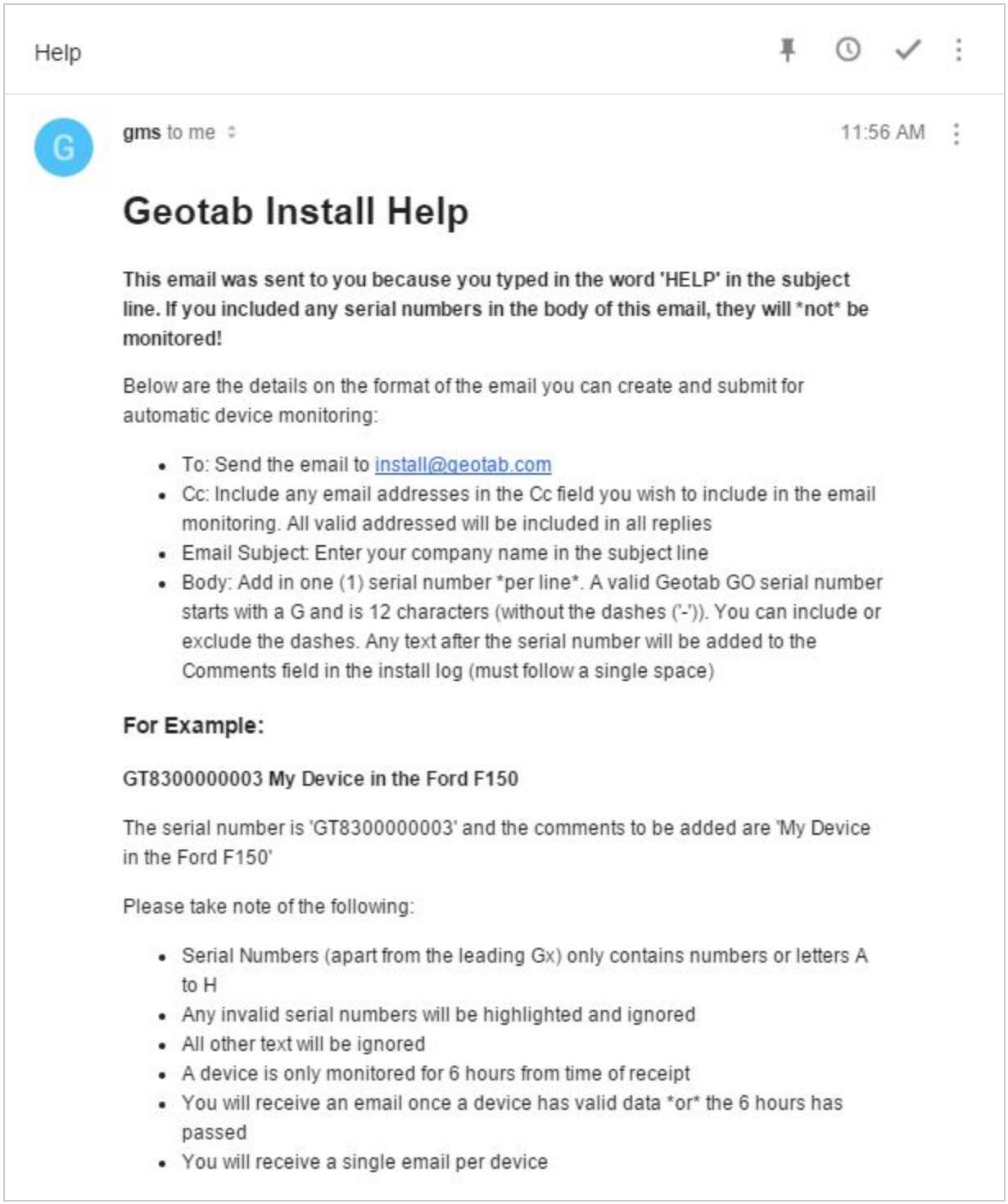


- When you receive a successful response, an install record is created and stored in the database with the results.
- Your email address is used as the installer name and the name you placed in the subject line is the installing company name NOT the customer name.
- Should a successful report not occur within 6 hours, an email will be returned for each device that failed to communicate with the word "BAD" in the subject line after the G#.



- For additional HELP, you can compose an email to install@geotab.com. Type the word "help" into the subject line and send the email. A few minutes later you will receive an email explaining how to use the system.

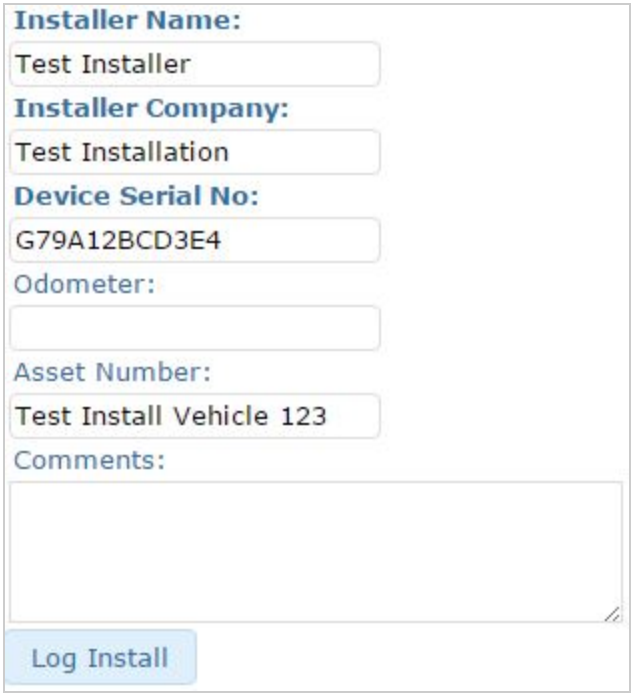
Sample Screenshot



How to Use the Install Web Tool

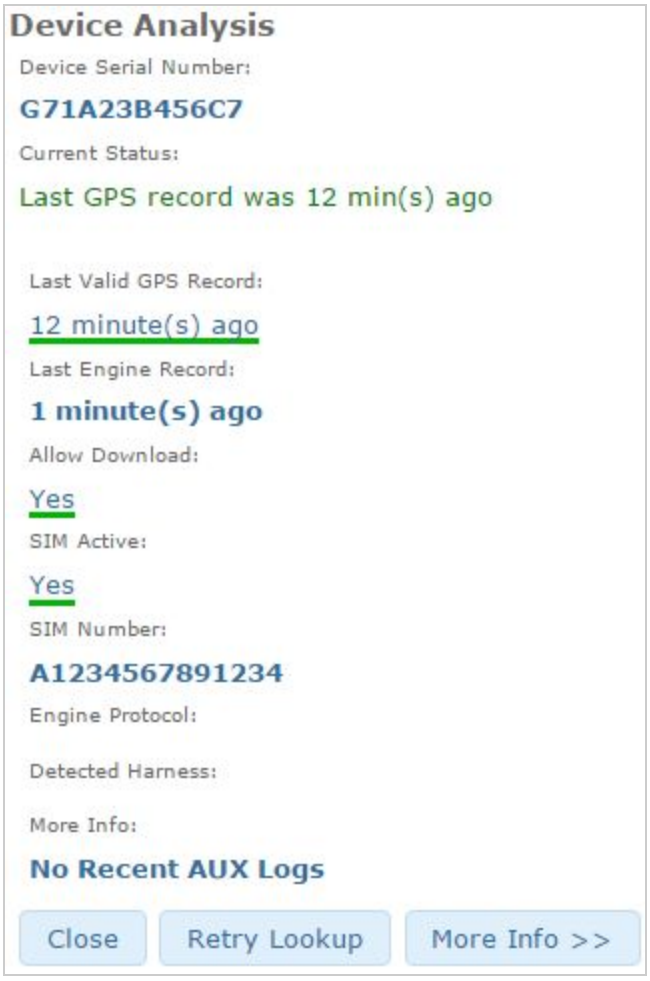
This tool is used to confirm a proper installation and log key information.

Using your web browser, navigate to install.geotab.com and fill in the following fields:



Successful Validation

GPS latch and engine data within the last 12 minutes.



Unsuccessful Validation(TEST)

Device has no GPS or Engine data but the SIM is active.

Troubleshooting LED Flashes & Diagnostic Sounds

Upon installation, the device will go through a several beeping sequences while going through the connection phases. Below are the beeps and LED flashes in order of when you should hear/see them and what to do if they don't happen.

Connection Stage	Audio & Visual Confirmation	Troubleshooting
Power Detection	6 beeps	Confirm connection. Check for blown fuses. Try another device.
Ignition Detection	1 short beep Red LED flashes	Confirm correct harness is installed.
GPS Latch	1 long beep Blue LED flashes	Ensure vehicle is outside with a clear view of the sky. Move device on top of dash or away from metal surroundings.
Cellular Latch 1	2 short beeps	Ensure there is cell coverage. Ensure SIM is active in install tool. Move device on top of dash.
Cellular Latch 2	3 short beeps Green LED flashes	