

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.

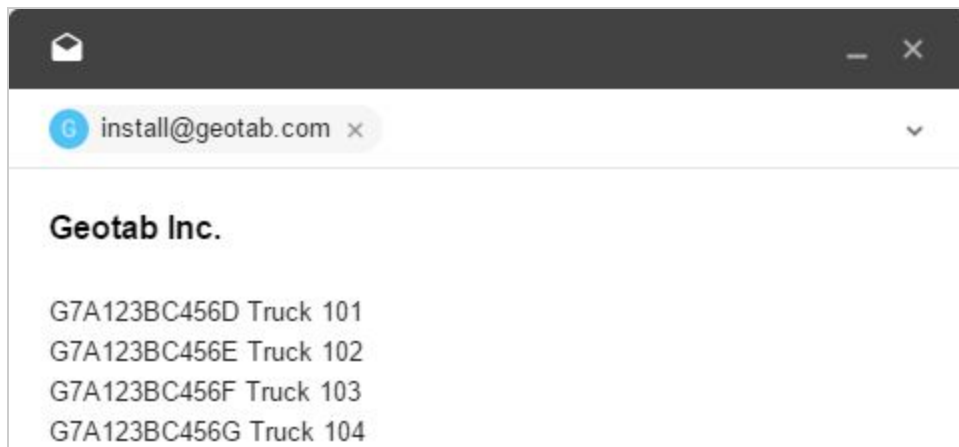
Either approach can be used depending on how much detail needs to be recorded.

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.    

 **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.



GEOTAB

management by measurement

Installer Comments: Truck 103


Last GPS record was 6 hour(s) ago

Other Notes: No recent Aux logs

Please click [here](#) for more info

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- 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#.



GEOTAB

management by measurement

Installer Comments: Truck 102

Device not communicating

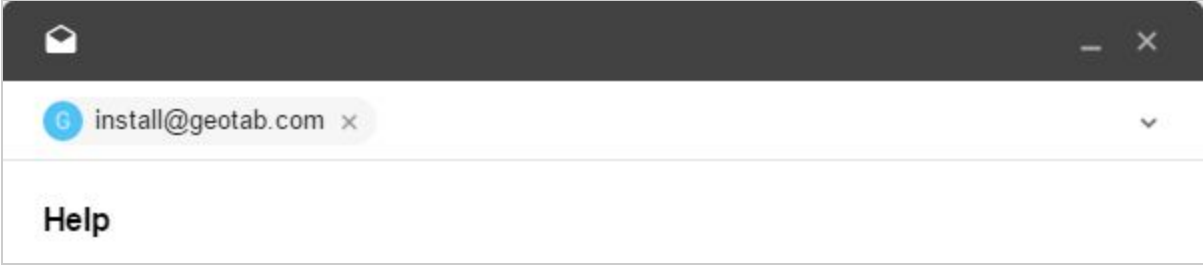
Possible Issues: No Data from Device

Other Notes: No Data from Device

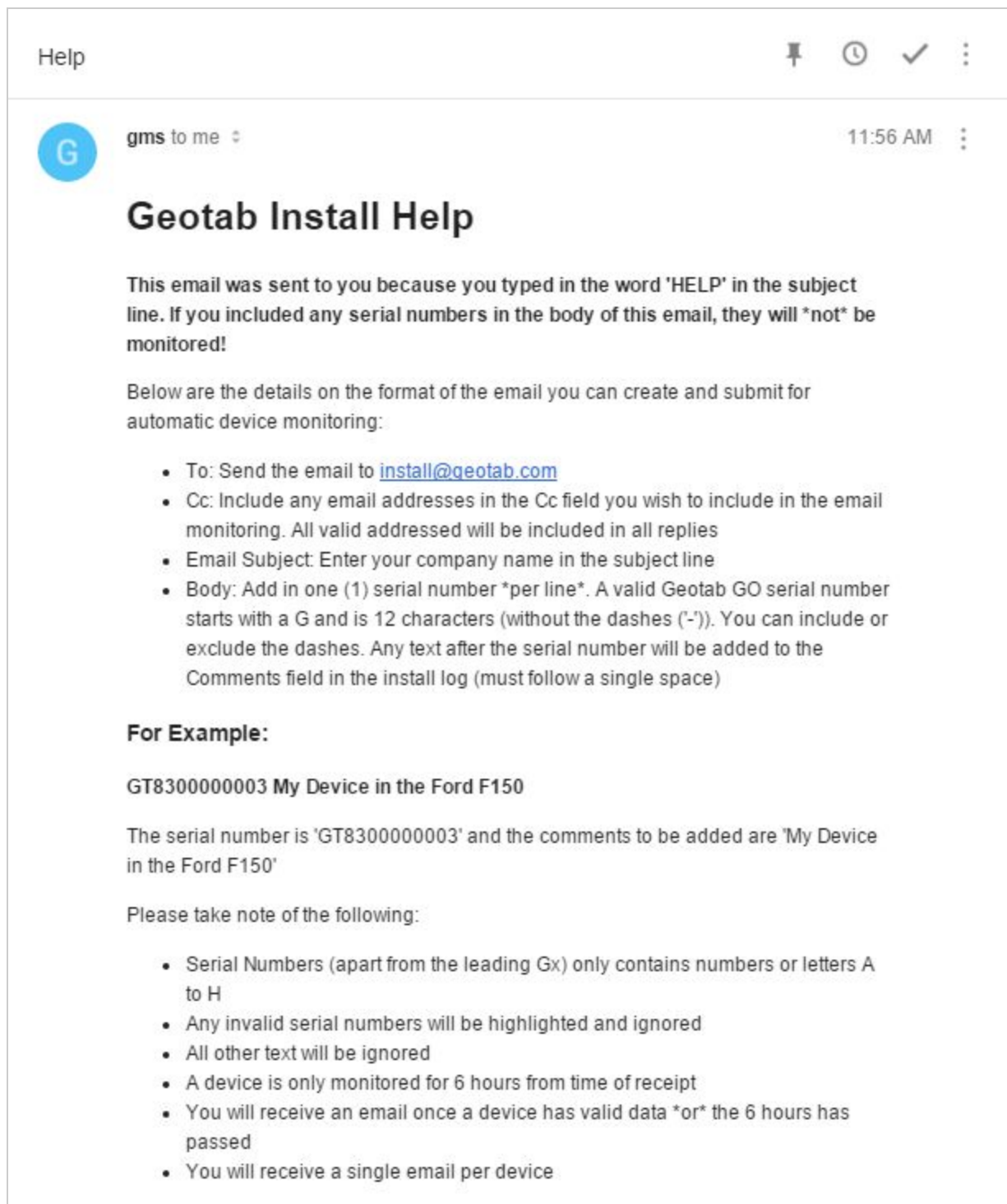
Please click [here](#) for more info

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- 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



The screenshot shows an email interface. At the top left, the word "Help" is displayed. In the top right corner, there are icons for pinning, a clock, a checkmark, and a vertical ellipsis. The email header shows a blue circular profile picture with a white "G", the sender "gms to me" with a dropdown arrow, and the time "11:56 AM" with another dropdown arrow. The main subject of the email is "Geotab Install Help". The body of the email contains the following text:

This email was sent to you because you typed in the word 'HELP' in the subject line. If you included any serial numbers in the body of this email, they will *not* be monitored!

Below are the details on the format of the email you can create and submit for automatic device monitoring:

- To: Send the email to install@geotab.com
- Cc: Include any email addresses in the Cc field you wish to include in the email monitoring. All valid addresses will be included in all replies
- Email Subject: Enter your company name in the subject line
- Body: Add in one (1) serial number *per line*. A valid Geotab GO serial number starts with a G and is 12 characters (without the dashes ("-")). You can include or exclude the dashes. Any text after the serial number will be added to the Comments field in the install log (must follow a single space)

For Example:

GT8300000003 My Device in the Ford F150

The serial number is 'GT8300000003' and the comments to be added are 'My Device in the Ford F150'

Please take note of the following:

- Serial Numbers (apart from the leading Gx) only contains numbers or letters A to H
- Any invalid serial numbers will be highlighted and ignored
- All other text will be ignored
- A device is only monitored for 6 hours from time of receipt
- You will receive an email once a device has valid data *or* the 6 hours has passed
- You will receive a single email per device

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:

| |
|-------------------------------------------------------------------------------|
| Installer Name: <input type="text" value="Test Installer"/> |
| Installer Company: <input type="text" value="Test Installation"/> |
| Device Serial No: <input type="text" value="G79A12BCD3E4"/> |
| Odometer: <input type="text"/> |
| Asset Number: <input type="text" value="Test Install Vehicle 123"/> |
| Comments: <input type="text"/> |
| <input type="button" value="Log Install"/> |

Successful Validation

GPS latch and engine data within the last 12 minutes.

EN | FR | ES | DE | JA

Device Analysis

Device Serial Number:
G71A23B456C7

Current Status:
Last GPS record was 12 min(s) ago

[Close](#) [Retry Lookup](#) [More Info >>](#)

Device Analysis

Device Serial Number:
G71A23B456C7

Current Status:
Last GPS record was 12 min(s) ago

Last Valid GPS Record:
12 minute(s) ago

Last Engine Record:
1 minute(s) ago

Allow Download:
Yes

SIM Active:
Yes

SIM Number:
A1234567891234

Engine Protocol:

Detected Harness:

More Info:
No Recent AUX Logs

[Close](#) [Retry Lookup](#) [More Info >>](#)

Unsuccessful Validation(TEST)

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

Device Analysis

Device Serial Number:
G71234BC5678

Current Status:
Device not communicating

Possible Issues:
Device Disabled, Disabled Parameters: Device, Cellular Device / SIM not active

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Device Analysis

Device Serial Number:
G71234AB5678

Current Status:
Device not communicating

Possible Issues:
Device Disabled, Disabled Parameters: Device

Last Valid GPS Record:
No Data

Last Engine Record:
No Data

Allow Download:
No

SIM Active:
Yes

SIM Number:
81234567891234567123

Engine Protocol:

Detected Harness:

More Info:
No Data from Device

[Close](#) [Retry Lookup](#) [More Info >>](#)

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 | |