TRACKER IS NOT CONNECTING TO THE CONFIGURATOR DURING THE SETTING IN THE OFFICE

START — Is there an LED indication?

no → Is there a voltage on the device connector?

- **yes** → Reattach the connector. If there is no LED indication, the tracker is out of service
- **no** → Connect a power supply with a voltage and current limitation of of at least 9V and 200 mA respectively

yes →

The tracker is equipped with USB port

The LED indication marks the bootloader mode

The firmware update was performed by the UPDATE command

1. Wait for at least 15 minutes after the **UPDATE** command
2. Connect the tracker to the PC

✓ Update the tracker

Is the device identified by the PC as a flash drive?

- **yes**
- **no**
  1. Reconnect the power supply and the battery of the tracker; install the SIM-card of the cellphone operator, whose APN is chosen (with allowed GPRS service)
  2. Leave the tracker for 30 minutes in a place with a good GSM signal coverage and connect it to the «ADM Configurator»
  3. If the tracker can not be detected by the «ADM Configurator», check if it is identified as a flash drive
  4. If the problem persists, diagnosis at the service center is required

The firmware update was performed through the «ADM Configurator»

✓ Connect the tracker to the PC

The LED indication marks the operating mode

1. Disconnect the power supply and internal battery of the tracker for 30 seconds, restart the «ADM Configurator» application
2. Attach the battery and power connector, connect the tracker to the «ADM Configurator»
3. If the problem persists, but other devices of the same model can be connected successfully, diagnostics in the service center is needed

The tracker is equipped with Bluetooth module

The LED indication marks the bootloader mode

The firmware update was performed by the UPDATE command

1. Wait for at least 15 minutes. Disconnect the power supply and internal battery of the tracker
2. Power up the tracker

- **yes** → Send the software update command via the SMS and execute the factory reset
- **no** → Remove branded Bluetooth drivers and use the Bluetooth driver that the OS system will offer

Can other devices of the same model be defined on this PC?

The device can not be detected by the «ADM Configurator»

The firmware update was performed through the «ADM Configurator»

1. Wait for at least 15 minutes. Disconnect the power supply and internal battery of the tracker
2. Power up the tracker

The LED indication marks the operating mode

3. If the problem persists, you need to restore the software in the service center

1. Turn off the tracker, close the «ADM Configurator», restart the Bluetooth module of the PC
2. Launch the «ADM Configurator», run the Bluetooth module of your PC, and power up the tracker