

# My unit is not communicating, how can I fix it?

## No Communication

### Problem:

**The unit is unable to communicate via cell and/or wifi.**

### Solution:

If you can speak to the driver, try this: (If you know it is not a SIM CARD issue.)

1. **Check Connections** to see if the antenna cables have come loose:
  - a. Have the driver locate the TruckPC and verify the three coax cables are secure. (These are the only threaded cables attached to the TruckPC).
    - i. They will be labeled GPS, CELL, and, WIFI respectively.
2. **Power down Unit Properly**
  - a. Have the driver **log out** of the device then press the **power button**
3. **Unplug Power:** Once the unit has gone to a black screen, **Unplug power or turn off Battery Kill Switch for 5 minutes** then **power** it back **on**.
4. Log on when asked to submit your Driver ID.
5. Verify the antenna is more than **4 inches from the frame** around the windshield.
6. When possible, **drive away** from the **current location**, as it may be an area with a poor cell signal.
7. **Power down Unit Properly and Unplug Power:** If this does not resolve the issue, turn the unit off properly by using the **power button** then unplug power or **turn off Battery Kill Switch for 30 minutes**.
8. If this does not resolve the issue, please route into the shop for repairs.

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