No cell - Unable to Send or Receive Messages

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Problem:

The unit is not currently communicating.

Solution:

1. Check Connections to see if the antenna cables has 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).
2. If not already logged into the DriverTech unit, log in with an access code.
3. Have driver go to System Info > Diagnostics > Cell.
4. Look at Line 1 **"1) Progress: X of 8 ",**
    a. If it does not progress above **"1) Progress: 5 of 8 "**, the unit is having an issue with the SIM card, cell modem or, cell signal level too low.
        i. Have the driver log out of the device then press the power button .
        ii. Once the unit has gone to a black screen, wait 30 seconds then power it back on.
        iii. Log on when asked to submit your Driver ID.
        iv. Verify the antenna is more than 4 inches from the frame around the windshield.
        v. When possible, drive away from the current location, as it may be an area with a poor cell signal.
        vi. Have your cell administrator check to see if the SIM card is active.
    b. If it does not progress above **"1) Progress: 7 of 8",** on the Cell Diagnostics tab, it is receiving a poor cell signal.
        i. Verify the antenna is more than 4 inches from the frame around the window.
        ii. When possible, drive away from the current location, as it may be an area with a poor cell signal.
5. Please call in to technical support, if the above steps do not resolve the issue: 866-331-8785

Drivertech's Technical Support Line: 866-331-8785

Related articles

- What is Required to Trigger an Auto-Arrival (Workflow)?
- How-to change the truck number on your device
- My touchscreen is not responding. How can I fix it?
- Device Auto Logging Driver Off
- How-to Change a GPS Location From N/A

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