



Troubleshooting Guide

MXP-5000

If you are having any trouble with the MXP-5000 reporting its location, follow these steps to help determine the problem.



Step 1 – Confirm that the battery is powered up by plugging the device into the power charging cables. The red power light will begin to flash slowly. Once the power light is flashing green and indicates it's charged, remove the device from the power charging cables.

Step 2 – Power cycle the device off by holding the power button (at the top end of the device) for 3 seconds. If the device is currently on, the power light will show solid red until the device powers down.

Step 3 – Power cycle the device on by holding the power button for 3 seconds. When the device powers back on, all three lights will light on together to indicate the device is powered on.



Step 4 – Confirm the pattern of the blinking lights on the device.

- **GPS Light (blue)**

- Blinking Quickly
 - Does not have a valid GPS fix.
- No Blinking
 - GPS is turned off.



- **Cellular Light (green)**

- Blinking Quickly
 - Device is searching for a network connection.
- Blinking Slowly
 - Connected to the network.



- **Power Status Light (red/green)**

- Blinking Green (slow)
 - Battery is fully charged.
- Blinking Red (slow)
 - Battery is charging.
- Solid Red
 - Device is powering off.



If the device is blinking a slow green light, it is connected to the cellular network and should be reporting.

Step 5 – Take the device outside where it can get a good GPS fix, and press the SOS button for 3 seconds to test the device.

Step 6 – Log in to the application, choose your device and confirm that it shows a current position on the map.

Step 7 – If the device is still not working, call miTrail customer support to receive further troubleshooting assistance.



MVT-3030

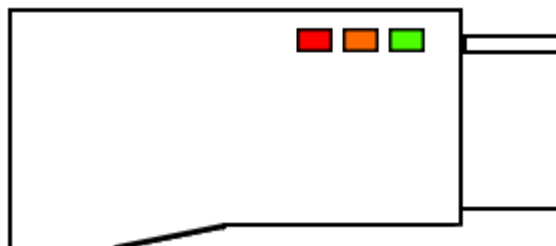
If you are having any trouble with the MVT-3030 reporting its location, follow these steps to help determine the problem.



Step 1 – Disconnect the device by removing it from the OBDII port of your vehicle. Wait a minute and confirm that the lights on the device are flashing. Reconnect the device to the OBDII port.

Step 2 – Turn the vehicle ignition on and then note the pattern of the lights on the device.

- **Ignition Light (Red)**
 - Lights up momentarily when device power up or wake up at Ignition
- **Cellular Light (Orange)**
 - Off : Cellular is off
 - Slow Blinking : Searching for Cellular Network
 - Fast Blinking : Cellular Network Available
 - Solid Light & Fast Blink Alternating : Network found but no server response
 - Solid Light : Network found and server responded
- **GPS Light (Green)**
 - Off : GPS is off
 - Slow Blinking : GPS is on
 - Fast Blinking : Time Sync
 - Solid Light : Solid GPS fix





Step 3 – Turn the vehicle ignition off.

Step 4 – Log in to the application and confirm that the map shows an updated position.

Step 5 – If the device is still not working, call miTrail customer support to receive further troubleshooting assistance.

Customer Support Contact Details

Customer Support is available from Monday to Friday 7:00 am to 5:00 pm Mountain Time (excluding statutory holidays).

Phone: 1-877-702-2294

Email: support@mitrail.com