

# GPS-911 Trouble Shooting

## A. Power On/ Off Problem:

1. GPRS LED flashes always after power on:

The device is sending GPRS message continuously.

Use your mobile to send a SMS Command Code **115#8888#-1** to AVL-900 to stop the transmission.

2. SOS LED can not turn off in 3 minutes after power on:

Please check if you have installed a SIM card into the device.

(the firmware can not be executed, before the red/ blue LED turns off).

## B. Position Fix Problem:

1. After power on, GPS LED will light on first;15 seconds later GPRS LED will flash swiftly for 10 times; then SOS LED will light on, and turn off some 20 seconds afterward. By then, the locator is ready to run the program. Please check if the GPRS LED does turn off some 3 minutes after power on. If the red/ blue SOS LED does turn off in some 3 minutes after the power on.
2. The GPS LED will turn from steady orange light to flash orange after gets a position fix. Please check if the GPS LED can change from steady light to flash orange light.
3. If GPRS LED can not turn off after power on, the firmware can not be ready to run. If you find the green GPRS LED blinks always after power on, please send a SMS Command Code **115#8888#-1** to GPS-911 to stop the GPRS transmission. (If you had installed our Track Software in your PDA Phone, you can also go to [<TRACK> <GPRS> <SET GPS delivery time interval>](#), tick [<Disable delivery> <SEND>](#) to discontinue the transmission of GPRS data).
4. When the firmware is ready to run, the red/blue SOS LED should turn off after power on. If the SOS LED flashes always; and does not turn off in few minutes after powered on, GPS will be unable to get a position fix.
5. Please leave the sample in an open air area, and face the back side up, as the GPS antenna is in the back side, left to mini USB port. Besides, please note that it takes longer to get a position fix for the first time, while the GPS data stored in the memory is still the data of Taiwan.

## C. SMS Track Software:

1. Command 115#8888#30: SMS reports time interval must be an integer  
=> Please add a “#” mark to the end of the command - i.e. **115#8888#60#**. Please note “#” has to be added to end the commands for firmware version V.1.6. Accordingly, the command to set time interval should be **115#8888#30#**; the command to set the current time should be **130#8888#yy/mm/dd,hh:nn:ss#**; etc.
2. Command 130 (set current time): SMS reports command sent to set the current time is not correct  
=> The problem can be solved when you turn off & on GPS-911. It is because the Java clock and the module clock of Siemens TC65 GSM Module can be synchronized only when re-boot.
3. In command 600 (set APN) uses parameter IP. What is IP? In example it is 0.0.0.0.  
=> 0.0.0.0. is for DNS setting. If mobile operator does not specially specify the DNS IP, please input 0.0.0.0; the system will assign automatically a correct IP site to you.
4. SOS message is sent continuously, and SOS LED flashes always  
=> Please send a SMS Command Code **506#8888** to GPS-911 to stop the sending of SOS message. If you have installed PDA Track Software into your PDA Phone, you can tab **<SOS> <Reset SOS Status> <SEND>** to stop the transmission of SOS message.

## D. PC Track Problem: GPS Data can not be sent back to PC

Following are some of the possible factors which may cause the GPS data could not be sent back to your PC.

1. Remarks:
  - a). **Fixed IP Address is required for the operation; Intranet is NOT workable for PC Track.**
  - b). Make sure you did have installed a GSM SIM Card to GPS-911; and its GPRS function had been enabled.
  - c). Find the correct **APN** (Access Point Name) data for your GPRS from Appendix, or check with your mobile operator for the details.
  - d). If PC links to internet directly, a Fixed IP Address is required (check with your system operator).
  - e). If PC links to internet thru Router/ Intranet, you need to set up an **IP coordinate** to have the GPS data sent to Router IP be conveyed to your PC (please refer to appendix VI. **How to set up IP coordinate ?**)
  - f). You can also link to internet via ADSL, Modem, USB GPRS Modem, PCMCIA GPRS Modem.
  - g). Please click **“[See My IP Address](http://www.gopass.com.tw)”** (<http://www.gopass.com.tw>) to get the **Real IP Address** of your PC. If it is not the same as “Now IP Address” shown in Gopass Map, please take this IP; the data shown in “Now IP Address” is an internal IP. (\*IP addresses like 192.x.x.x, 10.x.x.x, or the likes are internal/ virtual IP; not the external real IP. The telecom companies with limit IP will use NAT technology to have internal IP mirrored to external IP).
2. GPRS function was not enabled (please check if the GPRS LED on GPS-911 does flash):  
send a SMS command code "115#8888#10" to GPS911, asking it to send back data each 10 seconds.

### 3. Multiple Communication Ports

Please check how many Communication Ports in your computer by clicking "Device Manager" - "Ports" - "Communication Port". If there are 2 i/o 1, then you have to switch the Port Number. I will inform you how to make the change, if necessary.

### 4. Operation Error

Check the user's manual to see if there is any error in your set-up. Please note that do the tracking via GPRS by your PC is quite complicate, it is only an option for the application. We do not suggest users to use it, before they are very familiar with the operation.

The easiest way to use our GPS Tracker is to install the application software SMS\_Track Software to PDA Phone with WinCE or Mobile 5.0 OS, so that you can avoid the very complicated settings.

## E. PC Track Problem: GPS Data received by Gopass Map can not be shown in e-map

Please check your set-up as follows:

1. USB to RS232 converting cable: It should be the one delivered with GPS-911. You can not use some other USB-RS232 cable, since the PIN number will be different from our specially made spec.
2. Please click "My Computer" -> "Properties" -> "Hardware" -> "Device Manager" -> "Ports" to find out the COM port number for CP210x USB to UART Bridge Controller, after you have installed the driver and the cable.
3. Open GoPass PC Track software, click on "File" -> "Options" -> "COM" -> select the Data Port as you find in above; and select Baud Rate to "4800".
4. Run your mapping software (GoPass PC Track software can not be closed); set GPS Port to "COM 1"; and Baud Rate to "4800" -> click "GPS On".
5. Please check if GPS-911 position can be displayed in the e-map, after the above set up.

## F. Is PC Track available if my Notebook PC does not come with a RS232 COM Port ?

1. You can connect a male RS232-USB cable to our USB-RS232 (female) cable to create another virtual COM ports to your laptop. However please note that the USB-RS232 (female) cable must be the one included in our package; you can not use some other USB-RS232 cable instead, since the TX & RX of our cable is specially designed.

2. After the installation (USB-RS232 female cable, + male RS232-USB cable, and the drivers for the 2 cables), when you click "My Computer" -> "Properties" -> "Hardware" -> "Device Manager" -> "Ports", you should be able to find 2 virtual COM Ports.
3. The COM port set in Gopass Map, should be the one named as "CP210x USB to UART Bridge"; while the other virtual COM Port, such as Prolific USB to Serial COM Port (COM4), should be set in the COM port for your mapping software.
4. Please note the baud rate which you set in Gopass Map and in the mapping software should be the same - i.e. both in 4800, or both in 9600.

## G. IMEI Problem - how to know from whom/ which car the messages were sent back ?

IP->IMEI or PhoneNumber->IMEI mirror table should be the ideal solution.

- a). If track thru your web server, and messages sent back to server from GPS-911 is via GPRS, as IMEI is added to the protocol (\$GPRMC + #IMEI...), you can get the IMEI w/o problem. You can add a program to your server for IMEI = user's name. This is the best & most economic way to get [Name & IMEI].
- b). If track thru your web server, while the messages sent from GPS-911 is via SMS, you can add a program for Phone# = IMEI = User's Name to your program to get [Name & IMEI].
- c). If users do the tracking by their own PDA Phone, they can add Name to their contact list. When GPS-911 calls back or sends SMS message, the one who receives the phonecall or SMS can read the Name & Phone# in the sender column in the PDA phone. Besides, when users use our Tracking Software for DIY tracking, the persons/objects they track will be limited; there should be no difficulty to make the identification.