Machine Modem

1. Check the lights on the front of the Sierra Wireless modem.
2. Should be:

Power light	Solid Green
Activity light	Not lit
Signal light	Solid Green
Network light	Solid Green
Signal and Network	May be flashing if No GPS signal is being received

3. If lights are not on, press Reset button or unplug and reconnect.
   a. After reboot give the modem up to 5 min to reset.

Dock Hardware

1. Tablet is not updating but Machine is showing correctly on Dispatch Page.
2. Check power connection on Dock, there should be a retaining clip holding the plug in.
3. Check that the Ethernet cord from Modem to Dock is connected and undamaged.
4. There should be a Red Battery charging light on the Tablet if the Dock is powered.
5. Remove Tablet and clean connection pins then re-seat Tablet.

Tablet Troubleshooting

1. Applicator name: _____
2. Applicator location: _____
3. Machine Number: _____
4. Cell Phone Number: _____
5. Dispatch Schedule page, hover over Machine # on the left to check last In-Cab sync.
   a. Last In-Cab Sync time: _____
   b. Last Modem Contact: _____
6. Check that the latest Version is running on Tablet (Home page of app, upper left corner)
7. Record Device Info from lower right box
   a. Teamviewer ID" _____
   b. Password: _____
8. Tablets need to be brought into office to connect to WiFi for updates