

PRO 1000 OBDII Install Guide



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Toll Free Support
877.563.0012

Step by Step OBDII Installation

1 Remove Vehicle's OBDII Connector

Unscrew and remove the vehicle's current OBDII connector

2 Plug in Harness

Plug the supplied OBDII harness into the vehicle's OBDII connector.

3 Remount OBDII Connector

Remount the OBDII that is on the harness to the vehicle's mounting position.

4 Mount the Device

Plug the harness into the device. Mount the device where there will be no metal obstructions above it. The device will be unable to get a GPS lock when obstructed by metal. The label of the device will need to face skyward. A good spot is inside the instrument cluster cover.



IF THE OBDII CONNECTOR DOES NOT FIT THE VEHICLE, YOU MUST PERFORM A STANDARD HARDWIRE INSTALLATION. CUT THE OBDII CONNECTOR AND FOLLOW THE STANDARD INSTALLATION STEPS FOUND ON PAGE 3.

Standard Harness Installation

4 Standard Harness Installation

Make the following wire connections before plugging into device.

- Black Wire** Chassis Ground. Connect to a solid chassis ground.
- Red Wire** 12V+ Constant Input. Connect to a constant 12 Volt power source.
- White Wire** Connect to the ignition wire.

Frequently Asked Questions

Auto Reports - What are they?

The first auto report will show up about 5 minutes after the first time the device gets both a GPS and a cellular lock. Once the first one has occurred, another will automatically run once a month. You are not charged for any auto report; these are simply for your benefit.

I'm out of traks. How can I buy more?

Trak units can be bought via our e-commerce website that is build into your account. Once logged in, you simply click on the 'Purchase TRAKS' link on the left side of the page under Other Options. From there you will be able to purchase however many you need using your credit card. Since this is an automatic process, traks can be purchased at any time of day or night and be instantly available for use once the transaction is complete.

Why do I have a blue dot on the map instead of a green one?

What you are experiencing is 'Old' GPS data. This happens when there is an obstruction so that no clear GPS signal can be achieved. The blue dot on the map indicates this is old and is simply showing you where is was the last time it did. Above the map, you will see where it shows you just how long ago that data is. It will say something to the effect of "0 days 2 hours 3 minutes 0 seconds" next to location.

Why does it show my vehicle when it's not there?

See above answer.

Troubleshooting

I'm not getting any power

1. Check the harness. Is it plugged in all the way?
2. Has the inline fuse been blown? If there has been a surge, you may need to replace the fuse before power will flow.

My locates are timing out

1. Sometimes when there is heavy activity in the network, it is possible that the system gets bogged down and not every locate makes it through immediately. Commands will stay in queue for up to three days. If your command times out, check the history a little later.
2. If GSM light is not solid, it is still trying to connect to the network.
3. If the GSM light is solid, check with tech support for an in-depth diagnosis.

My map shows unavailable/old location

1. This is due to an inadequate GPS signal. Old data will be present when there has been data received in the past and unavailable when there has never been any location given. There are different causes of this, most often improper placement of the GPS antenna.
2. Always check the GPS before trying to locate the vehicle. If the light is off, there has been no GPS lock and no location will be given. If the light is on and no location is given, check placement of the device.
3. Antennas needs to be free of any metal obstructions with the label facing the sky. A reminder that it may take up to 20 minutes to get a GPS lock after install, though generally it takes around 5 minutes.
4. If the device is in a proper position, the vehicle could be inside of a garage, parking ramp, or other building that could be obstructing the signal.
5. If the GPS light is on and all placement-related issues have been checked, call tech support. There may be a hardware issue that needs to be resolved.