



# TRACKER IS NOT REPORTING ITS LOCATION

**First:**

Check [gps.logistimatics.com](https://gps.logistimatics.com) to see if your device is connected or disconnected.

**Disconnected**

Does your tracker get power from a battery you recharge or is it powered by a vehicle?  
**Was last location report a blue circle on your map?**

**blue circle**

This is a cell-tower fix. When your device can't receive a GPS signal it will use cell towers to do so. Give the tracker a clearer view of the sky.



**Connected**

Check prior commands to check how often your device should report. Was the last location a blue circle or red dot? Is your device in an area with good network coverage?

**vehicle powered**

**battery powered**

**Coverage Check**

Is your tracker in coverage?. No coverage means delayed location reports. The device will need to return to coverage to report for you.

**Choose**

**2G 3G**

**Subscription**

**Make sure you have an active subscription with Logistimatics. If you bought a tracker from Amazon you can ACTIVATE IT HERE**

**Red Dot Last Report**

Red dot means stopped. Your device may just be stopped. It should resume reporting once it moves again.

**Car Charger - OBD - Wired**

Confirm power to port/wiring. You can try installing the tracker in a different vehicle to troubleshoot.

[logistimatics.com](https://logistimatics.com)

Is your device turned on? Find out how your device turns on/off here.

Is your device's signal being obstructed where it is placed?

**Coverage Check**

Is your tracker in coverage?. No coverage means delayed location reports. The device will need to return to coverage to report for you.

**Choose**

**2G 3G**

