



## POWER STATUS NOTIFICATIONS AND ALARMS

Status	Meaning/ Root Cause	Enters status when	Why should I be concerned?	Recommended Action	Alarm?
(Re)Connected	Power was reconnected	Boot, Heartbeat, Disconnect, or Reconnect message over 10.2V	No Concern	None	No
Disconnected	Device power was lost  (sudden complete power loss from main power source/car battery)	Disconnect or Reconnect message under 2V	Device may have been tampered with or car battery may have been removed. It is also possible the wire connection failed. Device will work off of internal backup battery temporarily before losing communications completely.	Use discretion, contact the customer to confirm if new battery was being installed or service work is being completed. If not, attempt to have the vehicle brought in so that install can be reviewed and secured prior to encountering possibly payment issues.	Yes
Weak (Low Battery)	Vehicle battery is not outputting enough power (battery weak or dead), or device is hooked to a power source outputting less than 8 volts.	Disconnect or Reconnect message between 2V and 8V	Vehicle car battery may have died, or the GPS device is not hooked to a constant 12 volt power source as required. Location performance may be affected.	Use discretion when out on a customer vehicle. The vehicle may have just sat unused too long and needs to be jumped. In that case, once main power is restored the device will begin working again without issue.  However, install may need to be reviewed if power weak (low battery) status persists after car battery status has been restored or confirmed as good.	Yes
Intermittent	Power is intermittently connected	10 or more Disconnect or Reconnect messages (or any combination thereof) messages within last 72 hours	Device is not hooked to a constant 12 volt power source or wire connection is not secure. Location performance may be affected.	Check that plugs from power harness to device are secured tightly to one another.  Check wiring for poor connection. We recommend soldering all wire connections to ensure long lasting performance. Check there is a solid chassis ground connection.  If problem persists, install should be reviewed to confirm the device is wired to a constant 12 volt power source even when the key ignition is in the off position. Reference vehicle wiring diagram and call <a href="http://GPS&amp;TRACK.com">GPS &amp; TRACK.com</a> technical support for more information.	Yes