

## [QUICK REFERENCE](#)

# TROUBLESHOOTING

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## DISPLAY DOES NOT TURN ON AFTER IGNITION ON

The problem is usually caused by incorrect wiring or cable connections.

1. Check cable connectors are connected correctly.
2. Check display is correctly put inside the holder.
3. Check ignition wire is connected correctly.
4. Check connection of earth and constant power.
5. Check voltage of ignition, earth, and constant power at the connector to router of power cable.

## DISPLAY DOES NOT SHOW ANY MEASUREMENTS

This issue can occur if router hasn't received configuration or any measurements yet.

1. Wait about 10 minutes and check again if vehicle image is already displaying.
2. Perform a test drive for at least 10 minutes and check again.
3. Check if sensors and router are set correctly on the vehicle.
4. Check with diagnostic handheld reader if sensors are transmitting signal, trigger each sensor several times and check again

## DISPLAY DOES NOT SHOW VEHICLE IMAGE

This issue can occur if router hasn't received configuration yet.

1. Check if sensors and router are set correctly on the vehicle.
2. Wait about 5 minutes and check again (router configuration might be in progress).
3. Check if 2G/3G mobile network signal is available at the site.

## DISPLAY SHOWS DIFFERENT VEHICLE IMAGE

This issue can occur if router hasn't received configuration yet.

1. Check if you are linked with trailer.
2. Check if sensors and router are set correctly on the vehicle.
3. Wait about 5 minutes and check again (router configuration might be in progress).
4. Check if 2G/3G mobile network signal is available at the site.

### **DISPLAY DOES NOT TURN OFF AFTER IGNITION OFF**

The problem is usually caused by incorrect wiring or in the case ignition or bridged with constant power.

1. Check ignition wire is connected correctly.
2. Check ignition wire is NOT connected to constant power.

### **DISPLAY DOES NOT SHOW ALL TIRE MEASUREMENTS**

This issue can occur if router hasn't received all the measurements yet, or router's position is not good enough to be able to receive signal from all the sensors.

1. Wait about 10 minutes and check again as measurements may not have been received.
2. Perform a test drive for at least 20 minutes and check again.
3. Check if sensors and router are set correctly onto the vehicle.
4. Check with diagnostic handheld reader if missing sensors are transmitting signal, trigger each
5. sensor several times and check again.
6. Check the position of the router is good enough to capture signal from all sensors.
7. Replace router / repeater or use additional repeater device.

### **DISPLAY SHOWS WRONG MEASUREMENTS**

This issue can occur if router hasn't received the newest configuration or measurements yet.

1. Wait about 10 minutes and check again as measurements may not have been received.
2. Check if sensors and router are set correctly onto the vehicle.
3. Re-check with diagnostic handheld reader if missing sensors are transmitting signal, trigger each sensor several times and check again.
4. Re-check with diagnostic handheld reader the internal temperature. When compared with manual pressure check, display might show slightly different values as it considers internal temperature.

### **USERS HAVEN'T RECEIVED ANY NOTIFICATION EMAILS**

The problem is usually caused by incorrect settings into the app

1. Check into the platform if an issue has occurred with configuration which sends alert emails.
2. Check into the platform that the users are set to receive notification email.
3. Check into the platform that the email settings for the users is correct.