



# Troubleshooting guide and steps

## Contents

<b>Contents</b> .....	<b>1</b>
<b>Getting Support</b> .....	<b>1</b>
<b>GeoTag tracker status indicators</b> .....	<b>1</b>
LED Indicators.....	1
Manual Power On/Off.....	2
<b>Diagnosing LED status indicators</b> .....	<b>2</b>
1. No activity on all 3 LEDs.....	2
2. Orange LED is on continuously (SIM issue).....	2
3. Orange LED fast flashing (Mobile connectivity issue).....	2
4. All LEDs OK but still no readings.....	2
<b>Other Common Issues &amp; Solutions</b> .....	<b>3</b>
My device is showing as offline.....	3
My device is showing as online but there are no recent readings.....	3
My device is showing in the wrong location.....	3
I cannot log in to GeoTag.....	4

## Getting Support

If this guide prompts you to contact us, or does not resolve your issue, you can always reach the TAZAAR team at [support@tazaar.io](mailto:support@tazaar.io).

## GeoTag tracker status indicators

### LED Indicators

The standard GeoTag tracker comes with 3x colour LEDs for indicating its status. These are accessible via the SIM installation flap on the flat side of the tracker.

Carefully lift the loose flap with a pin or blade, taking care not to catch the SIM slot underneath. The LEDs are located on the furthest side of the SIM slot from the micro-USB charging port.

- **Red LED = Power** Signal: Fast Flash (Low Battery), Slow Flash (Normal), Continuous (Charging)
- **Orange LED = GSM** Signal: Fast Flash (Searching), Slow Flash (Normal), Continuous (No Signal, missing SIM or SIM error)
- **Blue LED = GPS** Signal: Fast Flash (Searching), Slow Flash (Normal)

## Manual Power On/Off

The power button is accessible without lifting the SIM installation flap. It is directly next to the flap on the Micro-USB side, centre-axis, indicated by a 1-2mm permanent marker pen dot.

- **Manual Power Off:** Holding the power button for 10 seconds will cause all three LEDs to light up. Immediately release the power button and the device will power off.
- **Manual Power On:** Hold the power button for 3 seconds until first LED activity, then release.

## Diagnosing LED status indicators

Refer to the above LED and Manual Power On/Off instructions for these diagnosis steps.

### 1. No activity on all 3 LEDs

- **Diagnosis:**
  - The device is not powered on; follow the Manual Power On steps.
  - If it did not power on automatically during recharge, please report this issue.

### 2. Orange LED is on continuously (SIM issue)

- **Diagnosis 1: Loose SIM card**
  - The metal SIM card frame might not be clicked firmly in place. Gently ensure:
    - The SIM card is placed correctly in its slot.
    - The SIM frame is flush with the SIM.
    - The SIM frame is clicked into the locked position by sliding it away from its hinge.
- **Diagnosis 2: Other SIM error**
  - Follow the Manual Power Off steps and then Manual Power On steps.
  - If not resolved, please report.

### 3. Orange LED fast flashing (Mobile connectivity issue)

- **Diagnosis: Cannot establish mobile network reception**
  - Try moving to an area with stronger mobile network reception.
  - If not resolved, try power off / power on to force a new connection attempt.
  - If still not resolved, please report.

### 4. All LEDs OK but still no readings

- **Diagnosis: Sleep Mode**
  - It is possible the device is in sleep mode and will awaken on motion. A simple shake from side to side is usually sufficient.
- **Diagnosis: Software / server issue**
  - If all LEDs are still healthy and the device still doesn't appear in the server, please report for investigation

## Other Common Issues & Solutions

### My device is showing as offline

This is usually hardware-related and unlikely to be a platform issue. Follow LED diagnostics steps.

Possible causes:

1. Device is powered off - depleted battery, manually powered off, battery fault
2. Device is powered on but unable to communicate with the server - no cell reception, SIM software/network error, physical SIM install issue
3. Recent server restart. GeoTag may have been restarted for maintenance. All devices will show offline until they next establish communication with the server (up to 10 minutes)

### My device is showing as online but there are no recent readings

This indicates the device has recently opened a session with the server and may have delivered a 'heartbeat' data packet to say it is online, but has not delivered a location reading. Follow LED diagnostics steps.

Possible causes:

1. Device unable to establish current location - low GPS reception / indoor / shielded - check blue LED

### My device is showing in the wrong location

In nearly all cases, the GeoTag will appear near its true location within a certain level of accuracy. The level of accuracy depends on where the device is located and the level of signal available for its different location methods.

GeoTag has three methods of obtaining a location:

<b>GPS</b>	<b>Accuracy</b> <10m outdoor
<b>WiFi</b>	<b>Accuracy</b> <50m indoor
<b>LBS / Cell Tower</b>	<b>Accuracy</b> >100m indoor

GPS is ineffective indoors because buildings obstruct the line-of-sight needed to receive signals directly from satellites, causing the signals to be weakened, reflected off walls, and distorted, resulting in inaccurate location readings. This is the same for GPS enabled smartphones and fitness trackers.

The GeoTag tracker automatically switches to alternative methods of establishing location in the event of very weak GPS reception (indicated by fast-flashing blue LED). When this happens:

- It first checks for nearby WiFi networks to establish an approximate IP-based location, typically accurate to within 50 metres.
- Next it estimates its location based on nearby cell towers (LBS). This is not as accurate as often seen in the movies, and accuracy can exceed 100 metres.

This means GeoTag is best suited to in-transit scenarios, providing great accuracy when moving and travelling outdoors; and less suited to precise indoor location such as exact position within a warehouse or factory complex.

Other causes of poor location accuracy can include:

- Placement of GeoTag tracker inside a faraday cage
- GPS Interference near a conflict zone, such as Ukraine, which can extend hundreds of miles cross-border

## I cannot log in to GeoTag

### 1. Wrong login page:

- As a trial product, **GeoTag** uses a separate sign-in page and credentials to our main **AssetID** platform (at <https://app.tazaar.io>). For GeoTag, you should log in at <https://geotag.tazaar.io>.
- You can also find a link to the GeoTag sign in page either in the *Resources* section of the QR code webpage, or on our main website <https://www.tazaar.io>.

### 2. Capitalisation in email address:

- The email address you use to sign in is case sensitive; ensure you are using lower case. When your account was set up, we ensured your email address was entered in lower case.

### 3. Incorrect password:

- If you have not yet changed your password, carefully input the temporary password we provided.

**4. No GeoTag account:**

- If you have received access to GeoTag via one of our partners, it is possible your account has not yet been set up for you. You cannot currently self-register to GeoTag. Please contact us referencing details of your trackers.