

ST9100

Troubleshooting Guide

The ST9100 is a dual-mode cellular/satellite device with a 3-wire installation: red for constant/battery power, black for ground, and green for ignition. It includes one cellular antenna and one square white satellite antenna.



Step-by-Step Troubleshooting Instructions

1. Check Power, Ignition, and Ground

- Ensure the device has power, ignition, and ground.
- Verify a good ground source using a pre-existing ground that the machine is already using. Do not use a tech screw or a bolt.
- Confirm that both the cellular and satellite antennas are connected to the device. The cellular and satellite connectors are identified by purple and yellow colors, respectively.

2. Hard Reset the Device

- Locate the two silver Phillips screws at the top of the device, remove them, and lift the cover.
- Find the very small hole next to the SIM card. Insert a small twist tie, paper clip, or a piece of wire to perform a hard reset. The power light will go off, indicating you can remove the twist tie or wire.
- Allow the device one to two minutes to fully power back up.

3. Indicator Lights

- The red light indicates that the device has power.
- The light next to the red power light is for the cellular connection. It should be solid green or blinking slowly when the ignition is turned on.
- If the cellular light is blinking rapidly, the device needs to be replaced.



4. **No GPS/Location Reporting**

- Verify that the satellite antenna has a clear line of sight to the sky.
- If the antenna is already in an optimal location and the device is still not reporting, the antenna needs to be replaced.
- After replacing the antenna, cycle the ignition three times with 10-15 seconds between each cycle.

5. **Contact Support**

- Once all steps are completed and the device is still not reporting, please contact support at **1-888-574-3878**, *select option 2* to report the issue.
- If the device has not started reporting, the support team will provide the next steps.