

# D1000A/C TROUBLESHOOTING

## PREPARE

These procedures are intended for diagnosing a D1000A/C device which is not sending position data to the SkyRouter servers. Once the troubleshooting steps below have been performed, please don't hesitate to forward your test results to [support@blueskynetwork.com](mailto:support@blueskynetwork.com) for review.

Before beginning the tests please ensure that the following notes are observed:

1. You will need access to a SkyRouter account with permissions to access the problematic device. Ensure that the D1000A/C device has been activated by checking a recent invoice or the Manage Devices page in SkyRouter, if the device is not activated submit an activation request at our support site: <https://support.skyrouter.com>.
2. Ensure that the Antenna cable is securely fastened by hand at the D1000A/C and at the antenna itself.
3. Ensure that the Antenna is in a location where it will have a completely unrestricted view of the sky; the device should maintain a clear line of sight to the horizon and directly above throughout the tests.
4. Verify the power source is between 10-32V DC.

## TEST & TROUBLESHOOT

### POWER-ON PERFORMANCE PROCEDURE

Ensure that the D1000A/C is powered OFF before performing the following procedures:

1. Supply power to the D1000A/C device.
2. The startup sequence will begin, the LED's will light in the following sequence; Power, GPS, Iridium, Message. If the unit passes this test then the software on the unit is in normal operation.
3. Allow a few minutes for the device to acquire signal. The GPS and Iridium LEDs will light once the device acquires signal with each network. LED OFF indicates no signal, AMBER LED indicates low quality signal, GREEN LED indicates sufficient signal for normal operation.
4. Check SkyRouter for position data.

## TROUBLESHOOTING

### If the unit fails at step 2:

It is recommended to check that the DC power supply is providing 10-32V DC, and that the power is properly grounded. In some instances it may be possible to resolve the issue by updating the firmware on the D1000A/C device to the latest revision available at <https://support.skyrouter.com>.

### If the unit fails at step 3:

Check the antenna connections at the antenna and the D1000A/C device. Check for damaged cables, cross-threaded connectors and damaged copper elements inside the connectors. Check the antenna placement and ensure that the antenna has a completely unrestricted view of the sky down towards the horizon.

In some instances it may be possible to resolve the issue by updating the firmware on the D1000A/C device to the latest revision available at <https://support.skyrouter.com>.

### If the unit fails at step 4:

Verify that the service plan is active. If the device fails on step 4 (you do not see any reports appear at SkyRouter after a period of 30 minutes); or you have any other questions or concerns; please contact Blue Sky Network support at [support@blueskynetwork.com](mailto:support@blueskynetwork.com).

**Unit continues to fail after troubleshooting:**

If the unit continues to fail after troubleshooting has been performed; please contact Blue Sky Network support via [support@blueskynetwork.com](mailto:support@blueskynetwork.com) for further assistance, an RMA may be necessary.

**FURTHER CONSIDERATIONS**

- On D1000C units in dark locations you may see what appears to be a RED LED in place of the Message LED; this is actually an internal LED, the message LED is actually BLUE.
- In instances where the D1000A/C device has been powered off for a long time, or when the device has changed geographical locations while powered off; it can take up to 20 minutes for the GPS chip to acquire GPS signal, this will delay position data until a GPS signal is acquired.

**SUPPORT RESOURCES**

Support Website: <https://support.skyrouter.com>  
Email: [support@blueskynetwork.com](mailto:support@blueskynetwork.com)  
Telephone: +1 858-551-3894