

LogOn Troubleshooting Guide

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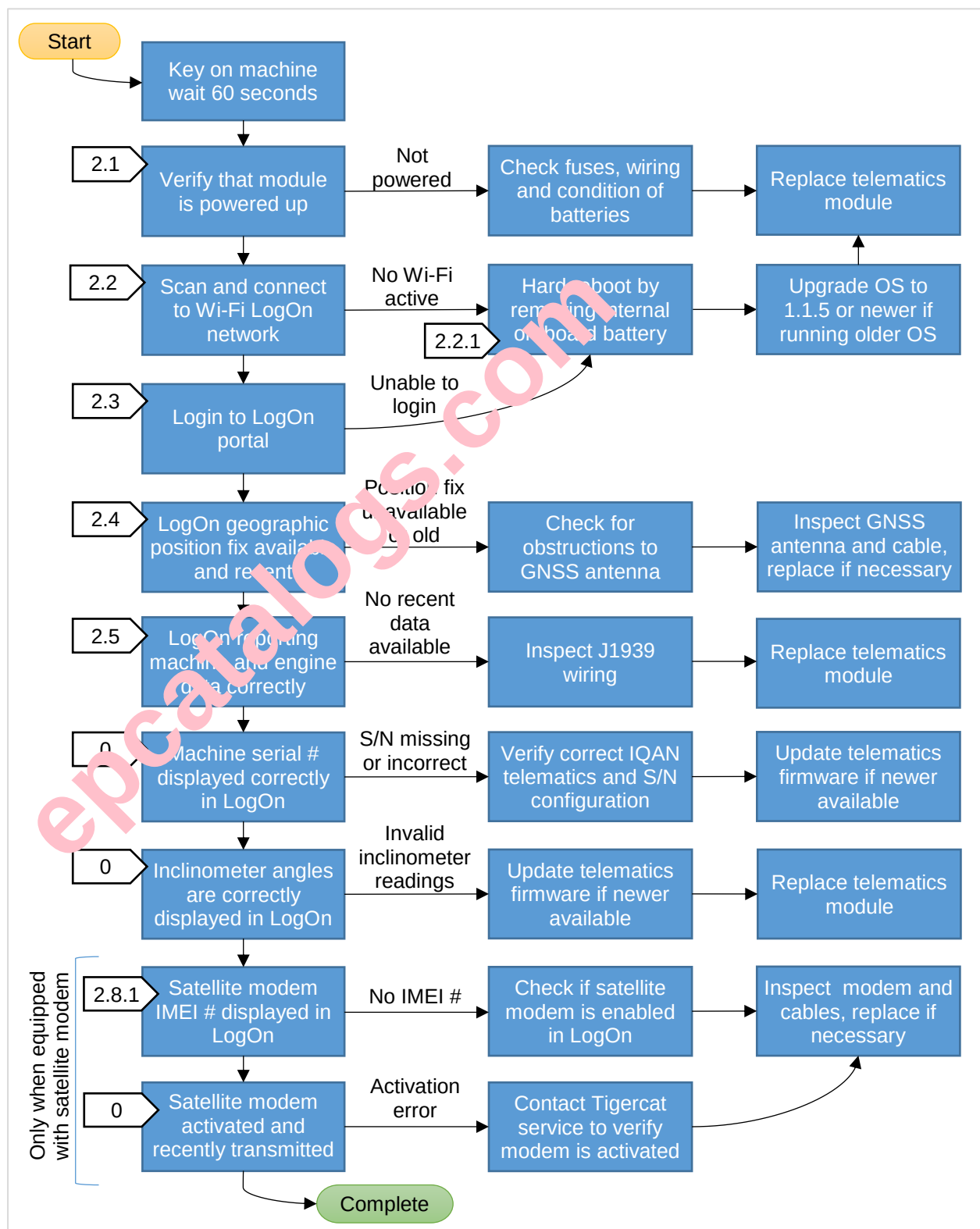
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1 Getting Started with Troubleshooting Issues

This section outlines steps to follow when beginning to troubleshoot issues that may occur with the telematics system. This guide only pertains to the LogOn system and not to older CloudGate systems.



2 LogOn Module Power and Wi-Fi Connectivity

This section provides a guide on how to troubleshooting power and LogOn Wi-Fi connectivity issues.

2.1 Verify that Module Powers Up

- 1) Key on the machine (not running)
- 2) Check that the proper telematics fuse is installed in the electrical panel and not blown.
- 3) Locate the telematics module and check for the module for any lights on the module, Figure 1.
Note that the lights may be difficult to see in bright light or when not viewed at a 90° angle.
- 4) If lights are not blinking then check the CN1 (the main telematics connector) connector.
 - a. Verify there is 24V battery power on Pin 3 (Always on Power), and pin 23 (Key Input)
 - b. Verify ground on pin 8 (power Ground).
- 5) If CN1 does not have power or ground troubleshoot the electrical harness.
- 6) If there are no harness issues found and the telematics module is powered then replace the module.



Figure 1: Location of lights on the LogOn telematics module

2.2 Verify and Connect to LogOn Wi-Fi Network

- 1) Key on the machine (do not run the engine).
- 2) Verify the module is powered up as per section 2.1.
- 3) With a laptop or smartphone, check available Wi-Fi networks.
- 4) You should see one of the following Wi-Fi networks.
 - a. LogOn-#####, where ##### is the seven or eight-digit machine serial number if everything is working correctly. E.g. LogOn-10850001.

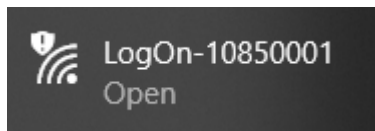


Figure 2: LogOn Wi-Fi for 10850001

- b. LogOn-ERROR-#####, where ##### is the 10-digit module serial number if the telematics has not yet received a serial number from the machine IQAN system.
 - c. No Wi-Fi.
- 5) If there is no Wi-Fi and the telematics is powered on, follow the instructions in section 2.2.1 to perform a hard reboot by removing the on-board battery.

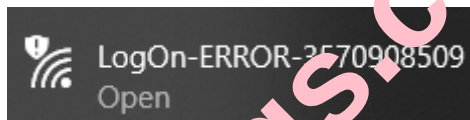


Figure 3: LogOn Wi-Fi with module error, 3570908509 is the LogOn module serial number.

- 6) If there is Wi-Fi available, connect to network. There is no Wi-Fi password.

Note: If there is more than one machine with telematics working in the area, go inside the machine cab and check the signal strength. When you are inside the machine cab, you should have full signal strength. Wi-Fi from other machines will have lower signal strength.

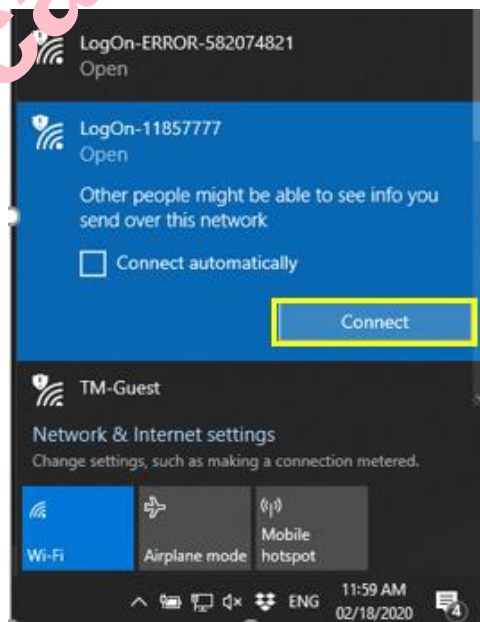


Figure 4: Connecting to the LogOn Wi-Fi

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