ARMOR 2 (5008, Single Battery Unit) Not Reporting Troubleshooting Guide

1. Confirm Make/Model/Serial Number of machine, confirm IMEI of ARMOR match in our system.

If Data is bad, confirm which data is bad and fix the bad data. (Bad data can be the ticket being made for the wrong machine and ARMOR pair, the ARMOR being on a different machine at site, or the wrong IMEI tied to the wrong machine, etc)

Put Lid of ARMOR back on ARMOR.

1. Check Connections and make sure device has power.

Check Battery with multimeter.

Check sensor cable to ensure sensor is undamaged, and ensure proper placement, see install guide for proper placement.

Check Connections from sensor cable to batteries are not damaged or crimped.

Check molex connector from ARMOR to battery cable is tight and properly connected.

1. Run the machine for 5 minutes.

Wait 10 minutes after test is complete and check for records. (Do not rush this step, wait the full 10 minutes or until you see a record)

If there is no runtime but the machine sends a health record there is likely an issue with the wiring, or the ARMOR device has gone bad and needs replaced, recheck wiring going from ARMOR to battery cable, if all wiring is good, the ARMOR will need replaced.

If no records are sending at all there is either a poor Verizon signal, a bad unit, or the ARMOR hasn’t been activated. Have the tech run the machine again outside to ensure the best Verizon signal. Have James or Gaskins confirm the ARMOR is active on the network while the tech is running the test. If the ARMOR is confirmed to be active, and no signal issues exist, the ARMOR will need to be replaced.