

Troubleshooting PDF

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Troubleshooting

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Troubleshooting

Below is a brief troubleshooting guide, which should prove useful if you are experiencing difficulty during the installation.

Problem: Unresponsive Siren Marine Unit

1. The SIM chip is not active, activate the SIM card online or call Siren Marine tech support.
2. No SIM card is installed, ensure that a SIM card has been properly installed in the unit.
3. The SIM card is defective. To test the SIM card, remove it from your Siren Marine unit, and place in a regular cell phone. With the Siren Marine SIM installed in a regular phone, text the word “test” another cell phone. If a message is not sent, your SIM card could be defective.

Problem: Siren Marine Unit Does Not Respond to SMS Commands

1. The SIM Card is installed improperly. Orient correctly and make sure the metal clasp holder is firmly closed.
2. The battery is not plugged in. Open the unit and plug in the battery.
3. The call to phone number is incorrect in the unit's call list.
4. The call to number was entered incorrectly in the unit. Verify the syntax and try again. Try 'GETPHONE' to see the contents of the call list.
5. The phone number is correct, but in your area you need a 1 in front of the number.

When entering the call to phone numbers, do not use spaces or formatting. For example, if you wanted to add the number {(123) 456 – 7890} to the number one spot in your Siren Marine unit, the message you would send would be {adph1 8digitpasscode 11234567890} not {adph1 8digitpasscode 1123-456-7890}.

Problem: Geo-Fence is Reporting False Alerts

1. Your geo-fence is probably too small. You should try increasing the radius to a distance beyond 25 meters. Geo-Fence Accuracy is a variable of many different things, atmospheric conditions, unit location, time of day, sun spots, surrounding building and terrain. All Siren Marine products contain very high gain GPS antennas and can be mounted under cowlings and thin decks. If you are receiving false messages, your radius might be too tight.
2. Check the Unit Location. Send the GETSIG command and see if the GPS has a good signal. If the signal is consistently poor, try mounting the unit in a different location

Problem: No GPS Fix

1. Turn on the GPS by sending the SMS message, GPSON
2. The unit is not mounted in a suitable location to receive the GSM signal. Send GETSIG to verify signal strength. Relocate unit in a suitable location if signal is coming back weak (below three bars)
3. The GPS antenna cable has come unplugged from the circuit board. Open the unit and carefully plug in the antenna to the circuit board. The GPS antenna is located above the battery and the plug is on the left side of the unit, the plug receptacle is located in the upper left corner of the circuit board.