

LMU-3000/3030 Troubleshooting Steps

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<https://youtu.be/aAuT5CO9IEg>

LMU-3000



<https://youtu.be/C-ISBasRNHg>

LMU-3030 without LEDs



<https://youtu.be/aAuT5CO9IEg>

LMU-3030 with LEDs

If your LMU-3000 or LMU-3030 seems to be failing, before returning it to Synovia, first try the following troubleshooting steps to make sure that something else other than the hardware isn't causing the problem:

1. Make sure that the vehicle has a clear view of the sky.
2. Check that the vehicle ignition key is in the ON position.
3. Check the status LEDs (if your device has LEDs – if not, skip to step **4**):



LMU-3000's LEDs



LMU-3030's LEDs

- Ensure that the COMM LED is solid orange.
 - Ensure that the GPS LED is solid green.
 - Ensure that the ignition LED is solid red.
4. Check that the LMU is solidly in the OBDII port.
 5. Verify that the LMU (location messaging unit) is reporting to Synovia:
 - On a mobile device, in the vehicle list, tap your vehicle name. If the LMU is reporting live, a map will appear showing your vehicle's location. Below the map, check the number to the right of Sats (the GPS satellite count); make sure that the number is 8 or higher.
 - On a computer, check to see if any events are being reported for the vehicle and that it appears in its current location on the map.
 6. Try swapping out the nonfunctioning LMU for a known working LMU.

If you've tried all these troubleshooting steps and the device is still malfunctioning, follow the RMA (return merchandise authorization) procedure in **[Returning Hardware and Obtaining a Replacement \(Performing an RMA\)](https://synovia.freshdesk.com/en/support/solutions/articles/22000235806-returning-hardware-and-obtaining-a-replacement-performing-an-rma-)** (<https://synovia.freshdesk.com/en/support/solutions/articles/22000235806-returning-hardware-and-obtaining-a-replacement-performing-an-rma->) to return it and obtain a replacement.

