

Omnitracs One AMG-C Hotspot Troubleshooting Guide

80-JE307-1 Rev. A

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Steps to verify the AMGC Hotspot is installed correctly and active. (Perform this first)

1. Verify all power connections are connected securely.
2. Verify that the white/gray ignition wire is connected to a good ignition source such as the 5 Amp ignition fuse in the vehicle fuse panel.
 - a. Verify this is a true ignition source. Use the power LED indicator located on the side of the AMGC to do this.
 - i. When there is no ignition detected, the power LED will flash green.
 - ii. When the ignition is on, the power LED will be a steady green.

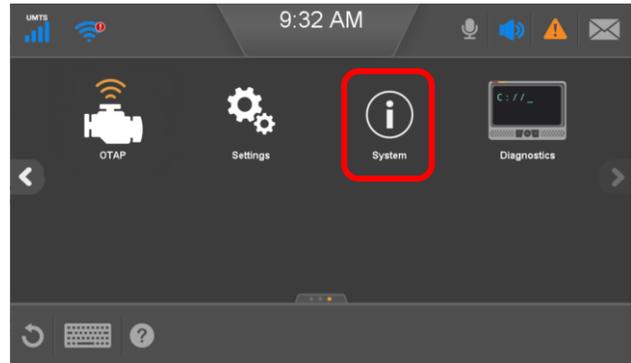
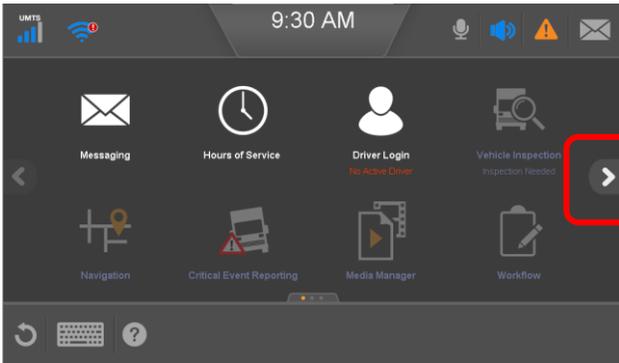
PWR LED



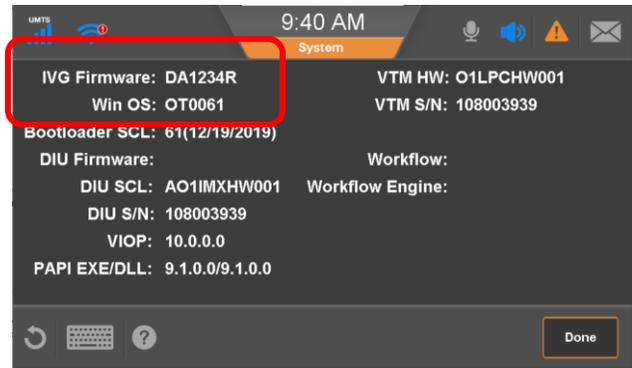
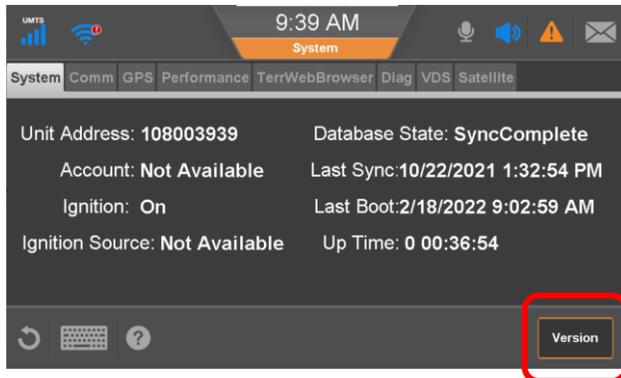
3. After the AMGC hotspot unit has been installed, it will automatically update to the correct firmware.
4. The GPS and Cell LED indicator lights will be solid green.
 - a. If the unit is out of cellular coverage (inside a shop or a poor coverage area), the Cell LED indicator light will flash green. Try moving the vehicle to a different area and check the lights again.
5. The BT and Wi-Fi LED indicators will flash green.
6. The LED indicator lights on the front of the unit will remain off.

Steps to verify the AMGC Hotspot is connecting to the IVG

1. Verify the firmware version is correct on the IVG
 - a. From the Home screen, press the right arrow twice until you see the System icon



- b. Tap the System icon, then tap Version in the lower right corner. The version must be DA1234R or higher.



2. Once the AMGC Hotspot is powered on with ignition, the Wi-Fi indicator in the upper left corner of the display will turn blue.

Icon	Meaning
	No Wi-Fi connection
	Low signal strength
	
	
	High signal strength
	Connected to access point but not Omnitracs network

DO NOT Perform an NVRAM or TIU Reset on the unit.

Questions and Answers

1. How do we enable the hotspot and 3G IVG?

The units will come preset when ordered by your account manager. The units will pair automatically once the AMG-C has upgraded after the initial power cycle and the IVG is at FW DA1234R and has received the SSID and password info. This information is automatically generated by Omnitracs and set up in the Customer Portal. Do not make any changes to the SSID or Password yourself. Contact your representative for assistance.

2. How and what does the IVG connect to?

When the vehicle is in motion, the IVG will connect to the only available hot spot, which will be from the AMG-C in the vehicle. When the vehicle is at rest, the IVG will connect to the strongest signal from a nearby AMG-C. If multiple vehicles are in a yard, then it's possible that the IVG could connect to an AMG-C that is in a different vehicle. This can be expected. The IVGs use the same SSID and password that the AMG-Cs are configured with.

3. Can you manually pair a device?

No. Omnitracs is currently configuring devices over-the-air while 3G is available. The IVG will connect to any AMG-C that is broadcasting the same SSID/PW. Once ATT 3G is gone, there is a manual way to update new or replacement IVGs with the correct firmware. A USB drive will need to be created using the “White List Installer” located on the Customer Portal. Instructions for downloading and using the USB drive are available on there.

4. Can hotspots be converted to OT1?

Yes, please contact Account Manager