

GO Device Installation Frequently Asked Questions

I already know how to install a GO device. Do I need to read this?

Yes, starting from the GO9[®] and GO9 RUGGED™ models (and all future models), the initial provisioning process has been updated to provide enhanced security and privacy. The new process significantly changes the duration of the install, and the audio/visual notifications received during the install. We strongly recommend that you familiarize yourself with all information contained in this FAQ. Key differences in the installation process of different device generations described in the following table.

Functionality	GO8 [®] Devices (and earlier)	GO9/GO9B™/GR9™ Devices (1st install)	GO9/GO9B/GR9 Devices (after install)
Visual (LED)	<ul style="list-style-type: none"> • Red LED – ON when ignition is detected. • Blue LED – ON when GPS connects. • Green LED – ON when cellular network connects. 	Different LED patterns, refer to the Visual (LED) Notifications section .	Same as GO8 and earlier devices.
Audio (Beeps)	<ul style="list-style-type: none"> • 6 beeps on power detection • 1 short beep on ignition • 1 long beep on GPS latch • 2+3 short beeps on cellular latch 	Different beeping patterns, refer to the FAQ on beeping notifications.	Same as GO8 and earlier devices.
GPS/Vehicle Data	Device begins logging data as soon as it receives power.	Device begins logging data only after 1) device is added to MyGeotab; and 2) device install is complete.	Same as GO8 and earlier devices.

When should I add the device to my database?

You should add the device to your MyGeotab™ database **before** installing it in the vehicle. Until you have added the device to MyGeotab, you will not be able to view any vehicle data, even if you have successfully installed the device in your vehicle. If you do not add the device to MyGeotab before installing it in your vehicle, you will not be able to access any data between the time it was installed, and the time it was added to the database. This feature has been added to keep your data secure while protecting your privacy.

What types of visual and audio notifications should I expect when installing a GO9 (and newer devices) device for the first time?

When the device receives power for the first time, you can expect the LED and beeping patterns described below.

Visual (LED) Notifications

Color	Blinking LED	Solid LED
Red	Power on and firmware update pending.	Power on and latest firmware downloaded.
Blue	GPS is on but not connected.	GPS is on and connected.
Green	Cellular modem is on but not connected.	Cellular modem is on and connected.

Audio (Beeping) Notifications

Installation Stage	Description	Notifications
Initial	Device detects power.	6 rapid beeps
Continual	Throughout the installation process.	2 rapid beeps every 60 seconds
Completion	Before device restarts to complete installation.	10 rapid beeps

*** NOTE:** Once the device restarts after 10 rapid beeps, standard device notification patterns are restored. It is only during the installation process that GO notifications are unique.

Does the installation depend on network coverage?

Yes, the device requires network and GPS coverage in order to complete the installation process. If installation is attempted in an area with no wireless coverage, the provisioning process will complete when the vehicle enters the area of coverage.

Why is my device beeping continuously?

As mentioned [above](#), the device will beep twice every 60 seconds throughout the installation process. The process may continue for longer durations in areas with poor network coverage.

What should I do if the LED keeps blinking?

Blue (GPS) and **Green** (cellular modem) LEDs keep blinking until they connect to their respective networks. If there is no GPS or cellular signal, the blinking continues indefinitely. In this scenario, we recommend that the vehicle be moved to an area with better network coverage. The **Red** (power) LED blinks throughout the installation process, and can be ignored.

How long should the GO device take to install completely?

Installing a GO device can take several minutes. Under normal circumstances, with good network and GPS coverage, you can expect the device to completely install in approximately 10 minutes. As the process takes some time, you do not need to monitor the device after the following conditions are met:

1. **Blue** and **Green** LEDs have turned solid.
2. You have verified the first stage of install:
 - a. Navigate to installmygps.com and open MyInstall (public).
 - b. Enter your **Name** and **Company Name**.
 - c. Enter the **Device Serial Number**. Press **Validate**.
 - d. Ensure you receive **PASS** for device status.
 - e. Enter vehicle name, license plate, VIN, make, model, year, odometer, engine hours, work order reference, and installation comments as needed. Press **Finish Installation**.

Do I need to keep ignition ON for the installation to complete?

No. The installation process does not depend on the state of ignition.

*** NOTE:** Certain vehicles sound an alert if any On-Board Diagnostic (OBD) third-party device requests data via the OBD-II port while the vehicle is locked and the ignition is off. As of firmware version x.27.x, GO9 devices disable this alert by default in order to provide full access to data according to the rate plan, without risk of sounding the alert. For more information, including how to verify and control the alert's status, please consult the [OBD Port Audible Alert FAQ](#).

GO RUGGED Specific Installation Frequently Asked Questions

! IMPORTANT: Hardware Selection for Different Physical Environments: You must select the correct Geotab hardware suitable for your specific installation environment and vehicle use. For installations where exposure to the elements (e.g., liquids, dust, or interior wet cleaning/powerwash) is anticipated, select the GO RUGGED device (GR8 rated IP67, and GR9 rated IP68 and IP69K).

What is the difference between IP67, IP68, and IP69K?

A product's IP rating (IP Code) indicates the ability of its enclosure in respect to preventing ingress of contaminants (e.g., water, dust etc.) as per IEC 60529. At a high level, both IP67/IP68 are dust/water resistant with submersion up to 1 meter for 30 minutes. IP69K refers to additional protection against powerful high-temperature water jet streams (i.e., power washing).

*** NOTE:** Mounting position has influence on the degree of protection. Ensure the GR9 is installed against a flat surface. Failing to install enclosure as per intended use (e.g., LEDs facing into the mounting surface, or left suspended without being fixed to a flat surface) degrades GR9 from its IP69K rating to IP68.