

LandAirSea Tracking Key Troubleshooting Guide

Problem	Cause	Solution
Error message reads –“LAS 3 series device not found”	<ul style="list-style-type: none"> • Low battery power. • Drivers are not installed. 	<ul style="list-style-type: none"> • Check Battery Indication Light and replace the batteries • Plug in the unit to your USB Port. Go to your Control Panel → System → Click the Hardware Tab → Device Manager. Find the Item called Ports and double click it. The Tracking Key will be listed there. If you do not see it, then restart your computer with the tracking key plugged in. If it is listed with a yellow exclamation mark right click it and select Uninstall, after which reboot your computer. Then follow the instructions in the Software Installation Quick Start Guide.
Cannot Find the USB Plug, Power Switch, or Battery Compartment	<ul style="list-style-type: none"> • No Cause 	<ul style="list-style-type: none"> • There is a rectangular protective cap that is snapped in on the front of the unit. Pull on this cap to expose the USB Plug • There is no power switch on the LandAirSea Tracking Key. Once you place batteries in the unit, it will be ON. To turn the unit off, remove the batteries or within 3 minutes and the unit will enter sleep mode (Note: the Green LED will not turn off when in sleep mode). • You will see the control panel under the rectangular cap. The battery compartment is opened by removing the 4 screws on the bottom of the unit.
Error message reads – “Memory Empty- No downloadable data.”	<ul style="list-style-type: none"> • Placement with in the vehicle. • Low battery power 	<ul style="list-style-type: none"> • Double check your placement, and move if necessary. The GPS indication light will flash when there is a good GPS lock. • Replace the batteries.
Red battery indication light or the light turns off right away.	<ul style="list-style-type: none"> • Low battery power. 	<ul style="list-style-type: none"> • Replace the batteries
Gaps within the Data	<ul style="list-style-type: none"> • Placement with in the vehicle. • GPS lock on time. • Low battery power. 	<ul style="list-style-type: none"> • Double check your placement, and move if necessary. The GPS indication light will flash when there is a good GPS lock. • After elongated stops it may take your device 2-3 minutes to lock back on to the GPS satellites. • Replace the batteries
No Maps, Google Earth won't run properly, or erratic data.	<ul style="list-style-type: none"> • Windows 98 operating system is being used. • System is out of date • Bad tracking data. 	<ul style="list-style-type: none"> • Contact Support@landairsea.com for the walkthrough on how to fix this problem. • Double check Google Earth system requirements and upgrade if necessary. • Reposition your device in the vehicle, erase the data that you have off of your unit and gather some new data.
No Power	<ul style="list-style-type: none"> • Low battery power • Possible damage. 	<ul style="list-style-type: none"> • Replace the batteries • Contact Support@landairsea.com for further assistance.

Please Contact Support@landairsea.com if any problem persists.