GPSports SPI Pro/SPI Pro X Trouble Shooting Guide:

Problems turning a unit on

Step 1
- Charge the unit in a powered docking station for a minimum of 3 hours.
- Is the red charging light off Y/N
  - Y – Proceed to step 2
  - N – Go to Step 5

Step 2
- Take unit out of Docking Station.
- Turn unit on whilst standing outside (clear view of the sky).
- Does unit perform 4 double bleeps with lower led flashing red and green? Y/N
  - Y – Proceed to Step 3
  - N – Unit has a faulty battery or battery charger – go to Step 15 (return form).

Step 3
- After 10 seconds does it double bleep again Y/N
  - Y – Proceed to Step 4
  - N – Unit has a fault – go to Step 15 (return form)

Step 4
- Wait for 5-minutes – does the unit track (lower led flashing green once per second) Y/N
  - Y – The unit has completed its full check and is ready to use.
  - N – Unit has an issue with the GPS or GPS antenna – reboot (Step 7), repeat Steps 2-4 – if still no GPS signal go to Step 15 (return form).

Unit won't charge

Step 5
- After a minimum of 3-hours charging the red light is still on Y/N
  - Y – take the unit out of the docking station, place it in one or two other cradles to see if the light goes out. If Y go to Step 2.
  - N – if the unit still has a red light after placement in different docking stations the battery is faulty – go to Step 15 (return form)

Unit won't hold charge

Step 6
- Even after the unit has been fully charged the battery life is less than 4 hours there is a battery life issue – go to Step 15 (return form)

Unit won't track sessions

Step 7
- If your SPI Pro X device isn't tracking satellites after 5-minutes – try a reboot (hold down the button until you hear three rapid beeps, release and the unit will turn off). At that time you need to turn back on and leave in the open for at least 15 minutes.
- The SPI Pro X is tracking Y/N
  - Y – Return to previous test or session
  - N – go to Step 15 (return form).

Unit won't stream data live

Step 8
- Player name visible in Summary Page but not receiving data (RED) Y/N
  - Y – Check Encryption status – go to Step 9, or
  - Y – Check Channel in Unit and Receiver – go to Step 10, or
  - Y – Check Functionality of X-Bee module – go to Step 11
  - N – Check Player has been selected in File>Configure>Players

Step 9
- Encryption Status – go to File>Configure>Wireless Settings. Encryption on - Y/N
  - Y – You need to check each unit in Team AMS to see ensure it has the same Encryption key as shown in SPI RT
  - N – You need to view the encryption status for each unit in Team AMS and turn this off.

Step 10
- Wireless Channels – Are they the same in the unit as the Receiver – Y/N
  - Y – Probably a hardware issue – go to Step 11
  - N – ensure that the SPI unit and receiver are configured on the same channel. If you still are having issues go to Step 11.
  - If using a PTS, please see PTS installation instructions.

Step 11
- Turn the unit on – do you hear a series of beeps like an SOS message Y/N
  - Y – This means that there is a fault with the real time transmitter – go to Step 15 (return form).
  - N – go back and repeat Steps 8-10.

Unit won't store data

Step 12
- If the unit turns on correctly (Steps 2-4) and still doesn't record data, then there is an issue with data storing to memory and you need to go to Step 15 (repair form).

Unit won't record heart rate

Step 13
- If the unit turns on correctly (Steps 2-4) and isn't picking up Heart Rate, check the following:
  - Is the heart rate strap less than 12-months old Y/N
    - Y – There is an issue with the Heart Rate chip, please go to Step 15 (return form)
    - N – Replace with a new heart rate strap, if the problem continues repeat Step 13.

Unit won't record accelerometer data

Step 14
- If the unit turns on correctly (Steps 2-4) and isn't recording any Accelerometer data (live or post event) then there is an issue with the accelerometer. Please go to Step 15 (return form).

Returning Units

Step 15
- If during any of the above steps you have been requested to go to Step 15, this indicates that there is an issue with a mechanical aspect of your SPI unit and it will need to be returned to GPSports for further analysis and repair.
  - Please print out the Repair form and attach to your unit(s) and send to GPSports Systems, PO Box 319, Fyshwick BC ACT 2609, Australia.

EXAMPLE: GPSports Systems Repair Form

Company (if applicable)
First & Last name:
Return Address:
Phone Number (W)   (M):
Email address:
Date of Purchase:
Is your product still under warranty?
Model & Serial Number (if applicable):
Team AMS software version (displayed on the Team AMS photo displayed whilst the software is being launched) Please give a detailed description which outlines the problems you are experiencing with your unit(s) including any error messages displayed:
Approximate date that product became faulty: How often does this problem occur?

We appreciate the time you have taken to complete this form and will be in touch with you shortly.

Please complete the following form and send it with your faulty product to GPSports Systems, PO Box 319, Fyshwick BC ACT 2609, Australia or email this form to: info@gpsports.com

For office use only

Date Received: