Flex IO - Advanced troubleshooting using MobileTech

Using the Bluetooth on your mobile device, the Flex IO's diagnostic mode can provide helpful information for optimizing an installation.

Before a device is added to an account, the diagnostic mode can indicate cell signal strength using the Flex IO's LED. After adding a device to an account, the diagnostic mode can provide additional information in MobileTech, including the following.

- Last Communication
- Carrier and SIM Card Status
- IMEI, ICCID, IMSI
- Cellular Signal Strength
- Cell Tower ID
- Socket Configuration
- IP Address
- Hardware Health Check

On MobileTech:

1. Using a device with Bluetooth (or BLE), log into the MobileTech app.

   Note: Depending on your device, the MobileTech app might need to request access to use Bluetooth. If prompted, approve this request.

2. Find the customer account.
3. Tap **Equipment**.
4. Select the Flex IO device.
5. On the *Device Actions* page, tap **Local Diagnostics**.

On the Flex IO

1. Remove the battery door and temporarily insert the batteries. Leave the battery cover off. The device LED should be active.
2. Using a paper clip, push the diagnostic button, then release. The device LED should now be solid red.
    - Tip: Don't have a paper clip? You can use the optional resistor included in the box.
3. Once diagnostic mode is initiated, the LED displays the cell signal strength in a continuous loop for 2 minutes. For more information about blink patterns, see Flex IO - LED Patterns and Troubleshooting.
4. When the Flex IO is detected by your phone, it begins collecting diagnostic information.
    - It may take up to one minute for the diagnostic information to be acquired. No other device status LED pattern (open/close activations, etc.) will be displayed while troubleshooting mode is active.
    - Results will be updated continuously for a period of 2 minutes. If cell signal strength is low, try moving the Flex IO to different locations to see whether the signal improves.