

**DRAFT**

## Support - Frequently Asked Questions

### ❖ Tcop device issues

- **I am not able to switch on the Tcop?**
  - Check for the connections made to connect the Tcop. Even if the connections are proper and still not working, contact i-Trans support.
- **How to confirm that the Tcop is on?**
  - The Tcop number should ring when called.
- **My Tcop is on, but still not working?**
  - Once the Tcop is installed, it needs to be registered by sending relevant SMS to Tcop.
- **How do I know that the Tcop has been activated?**
  - Once the Tcop is activated, you will receive a confirmation msg. It may take a few seconds.

### ❖ Owner Registration Issues

- **I am not able to do the registration?**
  - Please send the relevant SMS for registration. Please note that only after registration; your Tcop will be activated
- **How do I get to know that the registration has been done successfully?**
  - Once the registration is completed, you get the confirmation msg. It may take few minutes.

### ❖ Plan Issues

- **Number of Receiving SMS is too less, I want to increase the SMS count?**
  - You can increase the SMS count by selecting BASIC, SILVER or GOLD plan offered. Relevant SMS Request should be sent to the Tcop for Plan change.
- **I have changed the Plan accordingly, but my SMS count is still the same?**
  - Plan change needs to be activated by the i-trans. Until you receive the confirmation msg your plan will not be activated.

### ❖ Owner Details Issues

- **I am receiving location SMS in which the owner name appears instead of driver name?**
  - Driver Details has to be registered by sending relevant sms to Tcop. Once the registration is completed, owner name will be replaced by Driver Name in the location SMS.
- **My Driver is changed, But still I am getting old Driver name in my Location SMS?**
  - Once the Driver is changed you need to update the Driver Details by sending relevant SMS. You will get the confirmation msg regarding the updation of driver details.
- **My Vehicle has been changed. But the Vehicle No displaying in my SMS is the old one.**
  - You need to update the Vehicle No using the relevant command. Once it is updated you will receive the SMS with the new Vehicle Number Updated.

### ❖ Location and Get Location Issues

- **I am not able to get Location SMS?**
  - Check for the availability of the network.

**DRAFT**

NOTE: If the vehicle is running in unknown place where there is no network coverage you will not be able to receive location SMS.

- **I have added mobile numbers to get Location SMS. But I am not able to receive Location SMS on those numbers**
  - Make sure that the added numbers are active and proper. Request for Location SMS should be sent through the registered number in order to get location SMS
- **I had switched off my mobile for certain time, now I have switched it on. I am not able to get Location SMS.**
  - If the mobile is switched off for more than 24 hrs you will not receive any previous msgs. Msgs sent within 24 hrs will be received on the mobile. After switching on the mobile it takes a minimum of 5 mins to search a location.
- **I have unregistered a mobile number from getting Location SMS. But still I am able to receive msgs on that Number**
  - Make sure that you have unregistered proper number. You will get a confirmation msg regarding unregistering.

#### ❖ Messaging Issues

- **I am not able to send message to the Tcop?**
  - Check the availability of the network. If network is low msgs will not be sent. Call for the Tcop, if you can hear the ring tone Tcop has no problem. Wait for the network availability. Check for the Tcop activation. Further if you are still not able to send msgs, please contact i-trans support.
- **I am not getting Delivery Reports on my mobile?**
  - Mobile phones have the option to receive delivery reports. That option should be activated in order to know the status of the msg.
- **I have updated the msg duration from 20 mins to 15 mins. But I received a msg with 15 mins duration to previous msg even after the Request approval?**
  - Once the request is approved, it will take time to update the msg duration. Since the request is sent in between the msg duration, the immediate msg received after the request approval will not be updated. The second msg proceeding from the Request approval will have the duration of 20 mins from the last received msg.
- **I am not getting Vehicle Number/Date in the Location SMS which I am receiving?**
  - You might have stopped the display of either Vehicle Number or date in the location sms by sending STOP msg. Please send the request to the Tcop to start the display of Vehicle Number/Date by sending relevant SMS.
- **I am getting location SMS from the same place for more than an hour?**
  - Check whether the vehicle is moving or stopped at a particular place. This can be done by sending relevant SMS to Tcop.  
**NOTE:** Due to network variation, there may be delay while receiving or sending messages. Please check the network and proceed further.