


Vehicle statuses update automatically according to the update rate programmed with each device (typically 2-minutes). If you want to request the current location of a vehicle prior to the automatic update, you can manually ping the device.

This is a good option if the location of your car or truck is incorrect, if your car or truck is not showing up on the map, or if you need to see a newly installed device.

To ping a device:

1. From the map, Search Results tab, or Vehicles tab, click the vehicle you want ping.
2. On the Vehicle Card (details area), click **Update Location** .
3. From the Update Location prompt, click **OK**.

The request will attempt to contact the vehicle.

- If the request was successful, the vehicle's location is updated on the map and on the Vehicle Card.
- If the request was unsuccessful, the vehicle might not be connected to the cellular network (out of range).