



Dear Valuable customers,

PLEASE TAKE NOTE!

WHY MY GPS is NOT WORKING or POOR RECEPTIONS after install??

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There are number of electronic devices such as additional Immobilizer, Dash Camera , Air purifier and Mobile phones can become GPS frequency jammer. This device able to block GPS frequency accepted by your car GPS sensor. Comment frequency jammers are In-Dash camera or mobile phone camera build with CMOS sensor can impact GPS. You may find below articles for more details:-

- 1) CMOS sensor can impact GPS - <https://dashcamtalk.com/forum/threads/distance-of-gps-module-from-camera-re-interference.17372/>
 - 2) The frequency of the clock can be as high as 20 MHz for the analysis of very high speed phenomena -http://le2i.cnrs.fr/IMG/publications/article_beaune.pdf
 - 3) For the ranging codes and navigation message to travel from the satellite to the receiver, they must be modulated onto a carrier wave. In the case of the original GPS design, two frequencies are utilized; one at 1575.42 MHz (10.23 MHz × 154) called L1; and a second at 1227.60 MHz (10.23 MHz × 120), called L2.. - https://en.wikipedia.org/wiki/GPS_signals
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Symptom of Poor GPS Signal acceptance

- 1) Open your build in GPS Test application on your Hardstone player.
- 2) You will see poor level of GPS signal receptions or no signal at all

Steps to Troubleshoot Poor GPS signal acceptance

- 1) Remove all additional items installed or stored inside your car such as in-dash camera, mobile phone, GPS detector, any electronic chargers including mobile chargers, Air purifier, additional tinting (done after installing GPS), Smart Tag readers, Keys and etc. Make sure ONLY items purchased as brand new car are there inside the car. Make extra items located 3 meters away from car.
- 2) Locate your car in an open area for direct GPS acceptance. Not under a roof or blocked by walls.
- 3) Make sure the GPS sensor is located near to the car's windscreen and the sensor head is facing to the open sky clearly.
- 4) Run the GPS test application on your Hardstone Player.- You should get a clear signal now and if not, please call / email us for support.
- 5) Now; restore the items inside the car one by one and capture when the GPS signal acceptance gets cutoff (item was removed in item 1). This way will help to eliminate the device causing GPS signal interruptions.

Sample of GPS jamming device – In-Dash camera & mobile phone built in CMOS are common causes of GPS signal drop. Some of these devices cause total GPS signal block.



Hope this helps. Thanks for your support

Regards,

Tech Support - MyMall4u.com