MotionInfo Host Troubleshooting Guide

Overview

This quick guide helps MotionInfo and StationKeeper hosts restore connectivity when a receiver appears **offline or down**. Most issues can be resolved in just a few minutes by verifying **power**, **network**, and **antenna connections**.

If these steps don't restore service, use the **Support Form** on your Hosting Support page to request assistance or a replacement unit. https://www.motioninfo.com/hosting-support

1. Confirm Receiver Status

Before checking hardware, verify your site's current status using one of these options:

- **Online Lookup Tool:** Enter your 3–6 digit Site ID at motioninfo.com/hosting-support under *Status Check*.

- **Chat Support:** Use the MotionInfo Support Agent in the bottom corner of the website to ask, "Is my site online?"

If your station shows **Down**, proceed with the steps below.

2. Quick Checks

Power

- Verify the receiver's **power adapter** is firmly connected and plugged into a working outlet.

- The **indicator light** should be solid (green or blue).

    o **No light:** Power failure or bad adapter.

    o **Blinking light:** Reboot in progress or intermittent power.

- If no lights appear, try a different outlet or power strip.

Reboot

- Unplug the power adapter for 10 seconds.

- Plug it back in and wait 3–5 minutes.

- Check again using the status tool at https://www.motioninfo.com/hosting-support.

Network / Internet

- Confirm the **Ethernet cable** is securely seated in both the receiver and router/switch.

- If using a wall port, test by plugging directly into the router to rule out building wiring issues.

- If your network uses guest Wi-Fi or captive portals, request that the device's MAC address be whitelisted.

- If changes were made in this section, e.g. new network cable, repeat the Reboot power step above.

3. Antenna & Cabling

Cable Integrity

- Examine all coax cables for cuts, corrosion, or loose connectors.

- Try connecting the **small test antenna** directly to the receiver's port:

    o If data returns, the coax cable is likely defective.

    o Replace with 50 Ω low-loss coax (shorter runs = better performance) or request a replacement from MotionInfo.

Antenna Placement

- Keep antennas **vertical and unobstructed**.

- Avoid mounting directly behind metal objects, under roofs, or near other antennas.

- Raising the antenna improves range significantly.

Connector Reference

- **BNC port:** AIS (marine VHF).

- **SMA-1:** ADS-B (1090 MHz).

- **SMA-2:** UAT (978 MHz).

- Hand-tighten only—no tools required.

4. Hardware & Environment

- Receivers should be kept **indoors or in weatherproof enclosures** with airflow.

- Avoid exposure to heat, condensation, or salt spray.

- Cables should form a **drip loop** to prevent water intrusion.

- If the box or power adapter shows damage or corrosion, request a replacement.

5. Replacements and Returns

If the receiver still doesn't connect after these checks:

1. Submit the **Support Form** at motioninfo.com/hosting-support.
   Include your **Site ID**, and **description of steps taken**.

2. MotionInfo will confirm your address and ship a **pre-tested replacement** with a **prepaid return label**.

3. Once the new box is online, return the old unit using the same packaging and return shipping sheet included.

MotionInfo covers all shipping costs.

6. Common Symptoms & Solutions

Symptom	Likely Cause	Suggested Action
No lights at all	Power adapter unplugged or failed	Verify outlet and power supply
Light on but "Down" status	Network or cable issue	Reseat Ethernet, reboot router
Light blinking constantly	Box rebooting repeatedly	Check power stability
"No Record Found" in status tool	Wrong Site ID	Verify 3–6 digit ID on label
Weak or no AIS signal	Coax or antenna fault	Test with mini antenna directly
Good power/network but still down	Hardware fault	Submit support form for replacement

7. Ongoing Best Practices

- Leave your receiver **powered continuously** for consistent data flow.

- Perform a **visual check** once per month to ensure lights and connections look normal.

- Notify MotionInfo if you plan to **move or relocate** the unit.

- Keep antennas clean and upright for maximum range.

Need More Help?

If your receiver remains offline after following this guide, submit the **Hosting Support Form** at https://www.motioninfo.com/hosting-support or contact MotionInfo through the Support Agent on the website.

Our team is here to help you get back online quickly.