

InHand IR302 Troubleshooting Guide, Escalation Matrix:

1. Confirm equipment on-hand matches gear provisioned:
 - a. InHand 302 serial number (RF302.....)
 - b. Primary SIM card (20-digits)
 - c. Standby SIM card (20 digits)
2. Confirm InHand 302 device's power plug is properly connected to unit and plugged in for power
3. Confirm primary and/or standby SIMs are inserted properly to SIM 1 and SIM 2 slots
4. Confirm antennas are connected to Cellular 1 and Wifi interfaces
5. Confirm light indicators appear as follows:
 - a. Power: solid red
 - b. Status: solid green
 - c. Cellular: Solid/blinking yellow
6. Hold the Reset button for 30-40 seconds, re-test connectivity

If all troubleshooting steps have been performed and issues persist, please contact Granite's Mobility Activations team for immediate support.

- Contact Number: 833-396-2589 (Option 1 → Option 1)
- Provide the following information:
 - Device make/model (InHand 302) & device serial number