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New Units: Connecting and Troubleshooting

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Integrated Devices and their Configuration

1. Is Your Device Integrated with Wialon?

Can you find it in the list of the Integrated Devices? <https://gurtam.com/en/gps-hardware>

2. How Your Device is Configured?

2-1. Is it pointed to correct IP and Port?

2-2. Is it connected via TCP/UDP?

2-3. Is it reporting frequently? (high connection interval is recommended)

2-4. Is the correct APN is indicated in the device configuration?

Gurtam Hardware Support: hw@gurtam.com

Creation of New Unit in Wialon

3 steps:

1- Open Unit Panel and Press New Button

2- Name the Unit, Indicate Device Type and Unique ID

3- Save

* Optional: - SIM card phone number, Device Access Password

Device Troubleshooting:

1 - Is your Device Integrated with Wialon?

- Refer to Slide #2

Yes

2 - Is your Device Configured Correctly?

- Refer to Slide #2

Yes

3 - Is your device installed correctly?

- Check all Wires and Aerials

Yes

4 - Is your device UID number is correct?

- Check Device ID in [Wialon Device ID Checker](http://id.wialon.com) id.wialon.com

Yes

5 - Is your device SIM card balance positive?

- Check with Your SIM Card Provider

Yes

6 - Is your device situated in the area of satellite availability?

- If Not, Move Closer to Office Window or Test in Moving

No

Device Troubleshooting:

A faint, light blue outline of a world map is visible in the background of the slide.

Success!

Device Troubleshooting: No Success?

Email Gurtam Support (support@gurtam.com) Unique ID and Device Type.
Describe What You Already Done by Answering to All Questions Below:

- 1 - Is your Device Integrated with Wialon?
- 2 - Is your Device Configured Correctly?
 - 2-1. Is it pointed to correct IP and Port?
 - 2-2. Is it connected via TCP/UDP?
 - 2-3. Is it reporting frequently? (high connection interval is recommended)
 - 2-4. Is the correct APN is indicated in the device configuration?
- 3 - Is your device installed correctly?
- 4 - Is your device UID number is correct?
- 5 - Is your device SIM card balance positive?
- 6 - Is your device situated in the area of satellite availability?



Thank you for your attention!

Anna Demina and Ranjan Kaushal