

Device Offline Troubleshooting Guide

The device cannot be displayed on the platform, please follow the steps below to check and set

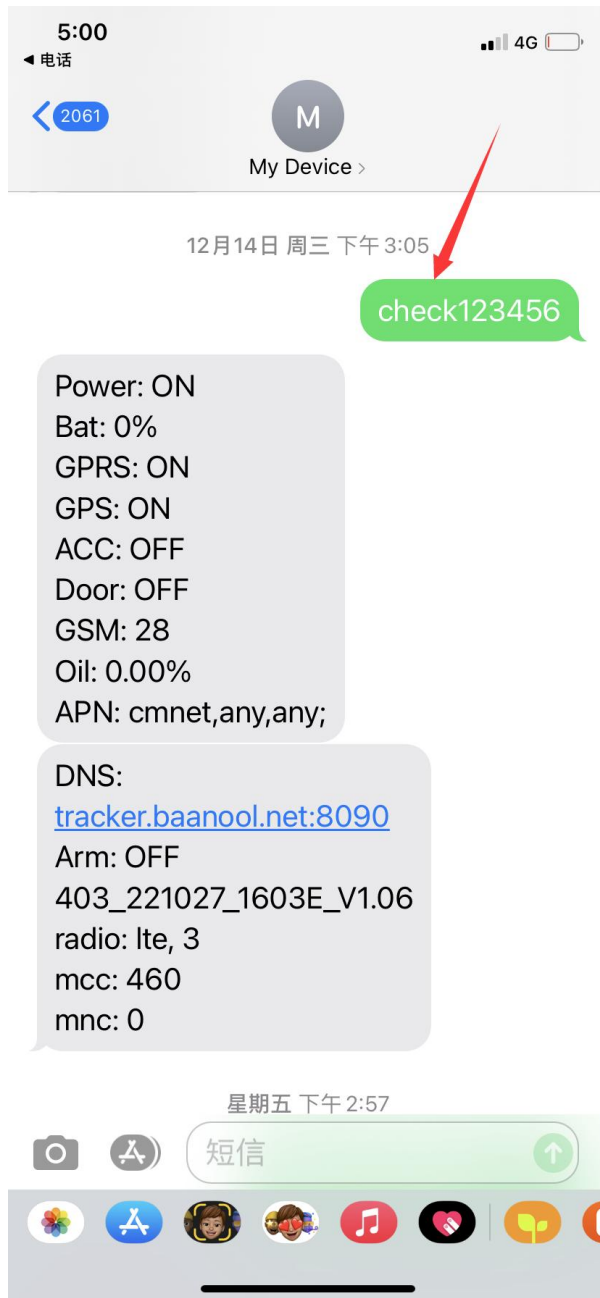
Device DNS server address	
DNS1	tracker.baanooliot.com 8090
DNS2	tracker.baanool.net 8090

1. Check if the sim can work normally

If the sim card is in arrears and cannot work normally, causing the device to fail to connect to the network, the device will display offline. Troubleshooting method Insert the sim into the mobile phone to check the call charge and Internet function.

2. Check the device status information through the check command

Send the status query SMS command check+password to check whether the DNS, APN, and APN account password is correct



DNS ERROR :Check whether the dns is completely consistent with any one of "DNS1" and "DNS2". If it is inconsistent, it means that the dns setting is wrong, and the following settings are required

Set DNS

SMS command: dns+password tracker.baanool.net 8090

Device reply: dns success!

Example: dns123456 tracker.baanool.net 8090

Note: Send SMS command "dns123456 tracker.baanool.net 8090" and you will receive "dns success!" after setting successfully.(123456 is password, tracker.baanool.net is DNS, 8090 is port)

Remarks: If you do not receive a "dns success" SMS reply after setting through dns, it means that it is a very old machine, please use the following command to reset

Command: adminip+password 192.200.110.242 8090

Example: adminip123456 192.200.110.242 8090

APN ERROR : The APN needs to be set to the APN of the local operator, and the APN of different operators in different countries is different. To know the APN of the SIM card you are using, please consult your local network operator.

Set APN

SMS command: APN+password+space+local APN

Device reply: APN ok

Example: APN123456 CMNET

Set APN account and password

In most countries, user name and password can be omitted during GPRS login, and this step can be skipped. For countries where a user name and password are to be used, the following settings are required.

SMS command: up+password+space+username+space+password

Device reply: user, password ok!

Example:up123456 Jonnes 666666

Note: 123456 is the password, Jonnes is the user name, and 666666 is the GPRS password.

3. Turn on GPRS mode

SMS command: Gprs+password,0,0

The device replies: Gprs ok!, indicating that it has switched to GPRS mode.

Example: Gprs123456,0,0

4. If the above settings are invalid, you can send the command "begin+password" to the terminal, it will reply "begin ok" and return to the default factory settings.