Device data troubleshooting reference

Check account access, data transmission and positioning, and prepare a clear issue report.

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Initial troubleshooting reference. Available status information and device checks depend on the model and software configuration.

Device data has stopped updating: where to start

Separate account access, communication and positioning before reporting an issue.

An old location does not, by itself, identify a fault. First record what you can see, the device concerned and the time of the last available data. Available status fields depend on the software configuration.

Observation	First checks
Cannot access the software or device	Check the software login address, account and permission to view the device. Save the error message and time.
Data remains at an earlier time	Last received data, SIM/data arrangements, location and network conditions.
Recent data without the expected location	Last valid position time, environment and recorded installation details.
Issue occurs only in one place or period	Compare normal and abnormal records, including known changes in conditions.

Distinguish communication from positioning

Communication delivers data to the software; positioning determines the location. Check when the position was recorded and when it was received. Underground parking and tunnels can affect positioning or communication, so note where the problem started and where normal operation resumed.

Check the device network variant, SIM/data status and the project’s connection settings. Use installation records to identify the exact device and mounting position. Indicator lights, sleep and reporting behaviour vary by model; physical checks must follow the applicable device instructions.

Prepare a clear issue record

Include the model and device reference, date/time and time zone, location, observed behaviour, last normal record and checks already made. Redact unrelated personal or location data before sharing screenshots. Do not include passwords, verification codes or access keys.

Product information and related pages

WYOBD · 4G OBD Vehicle Tracker / Y18 · Compact 4G Hardwired Tracker

Read guide - www.wooyane.com