

Device Troubleshooting Guide



Parts of this document refer to inspection of the device's SIM card or SIM card slot. These can be prone to failure if not treated with care. Therefore, **only remove the SIM or SD card if requested to do so by the support team** OR if you think there is an issue, **please contact the support team before removing the SIM card or the SD card.**

DO NOT tamper with or open the device for any reason unless requested to do so by a member of the Tracplus team. Device batteries and electronics are not user-servicable.

Please contact support at support@tracplus.com or go to tracplus.com/contact-us for your regional support number.

SYMPTOM

ISSUE

REQUIRED ACTIONS

HARDWARE

<ul style="list-style-type: none"> → Start-up events showing in flight. → Battery showing 0%. 	▷ Battery failure ▷	<ul style="list-style-type: none"> ★ Visual diagnosis by TracPlus authorised person to inspect battery, replace lower cover / battery assembly.
<ul style="list-style-type: none"> → Device tracks over cellular then doesn't switch back to cellular tracking, i.e. it gets stuck on satellite tracking. 	▷ Intermittent Cell (LTE) ▷	<ul style="list-style-type: none"> ★ Check for the latest firmware version and update. ★ Check reception and antenna placement. ★ Check that the external antenna supports LTE (vs 3G), e.g. if device is an upgrade to a 3G device.
<ul style="list-style-type: none"> → Tracks switch between cellular and satellite frequently. 	▷ Intermittent Cell (3G) ▷	<ul style="list-style-type: none"> ★ Visually inspect the SIM card tray for any damage and ensure that the SIM card is seated correctly in the tray. Ensure that the SIM card is not pushed through the SIM tray or has bent/damaged connectors as can happen when people try remove them with a tool too aggressively. ★ Device will require repair from the manufacturer via a RMA process as it will need a replacement board.
<ul style="list-style-type: none"> → Progressively declining cellular coverage and increase in number of points being sent via satellite over built up areas. 	▷ Declining cellular performance on 3G RockAIRs ▷	<ul style="list-style-type: none"> ★ 3G networks are increasingly being shutdown and performance will likely continue to decline. To continue to use cellular tracking of a RockAIR, it needs to be upgraded to a RockAIR LTE version.
<ul style="list-style-type: none"> → Device does not connect to cellular network. 	▷ No cellular signal ▷	<ul style="list-style-type: none"> ★ Check SIM is an Emnify SIM and not Telstra SIM (all models after 2020 should be Emnify). ★ Check SIM opening for damage to SIM card contacts. ★ Carefully inspect SIM card for damage (card may have been bent and no longer work). ★ Replace with a working SIM card and test. ★ Confirm antenna supports LTE or 3G when using external antenna (e.g. device might be an upgrade). ★ Confirm internal antenna is correct and not damaged. ★ Confirm 3G coverage if testing a 3G device (e.g. LTE/5G is not compatible). ★ Confirm cellular endpoint is rock7.inbound@tracplus.com. This can be updated by TracPlus support staff.

TRACKING

<ul style="list-style-type: none"> → Delays in tracking reports appearing (large gaps during a flight that then backfill). → Latencies of greater than two minutes over satellite on TracPlus Cloud reports table. → Sequential reports over satellite with increasing latencies in order (i.e. 2 mins, 4 mins, 8 mins, 12 mins) as the device queues reports and then eventually sends them at once. 	▷ High latency satellite reporting ▷	<ul style="list-style-type: none"> ★ Check mounting location of either the RockAIR or external antenna if applicable. If either is behind the windshield of an aircraft that is IFR capable and has a heated windshield then this will create a condition where signal is extremely difficult to send/receive. ★ Change mounting location to somewhere that has no heated-windshield element (i.e. top perspex window or external to the cockpit via externally mounted certified antenna). ★ If external antenna, confirm cable gauge is of suitable for length to receiver.
<ul style="list-style-type: none"> → Tracking stops all of a sudden. Light under the green button is flashing. 	▷ Tracking suspended ▷	<ul style="list-style-type: none"> ★ Press the green button once and the light should turn solid again. Tracking should resume.