

Troubleshooting Tips

1. Hardware and Connectivity

- **Check Signal Strength:** The PL8RDR is a bridge to the internet via Wi-Fi or LTE. If you can't open a browser window, you should check your signal strength. For LTE users, you can check signal strength on the LPR Scanning screen by tapping "Status". A signal closer to **0 dBm** is better. For Wi-Fi users, you can use a free app like "WifiAnalyzer (OpenSource)" to check signal strength. Too many devices on the same channel can adversely affect connectivity.
- **Database Connection:** The connection to the database is shown by a dot in the top-left panel of search pages. A **green dot** means you are connected. An **orange dot** means you've lost the connection but still have cached data, so you can continue working. However, if the orange dot remains for an extended period, it's best to restart the application to reset the connections.
- **"LPR Proxy is unreachable" / "LPR Proxy Connection Failed":**
Change the IP to 10.42.0.1.

2. App and Device Problems

- **Syncing Data:** It is very important to properly shut down the tablets at the end of every shift to ensure all information is synchronized with the main database. The device will auto-sync when you start the app, when you log out, and after a set period of idle time. A red flashing message

will appear at the top of the screen to indicate that there is data that needs to be synced. You can also force a manual sync from the main menu by selecting the "Synchronize Data" option.

- **Clearing Cache:** If issues persist, try refreshing the app's cache. You can also clear the Google Play cache to ensure you are accessing the most recent version of the app.
- **Incorrect LPR Reads:** If the LPR system incorrectly reads a plate, you can go to the LPR Scanning screen, find the plate, and select "Search & Update" to fix it. The system will update the read in the database to reflect the correct plate.
- **General Best Practices:** It is good practice to reset all handheld units before each shift to refresh network connections and allow auto-updates to be installed. You should completely shut down the app rather than just minimizing it. It's also recommended to force a manual sync before logging out for the day.