

Device Management FAQs

Q: How do I get to the Device Detail Page?

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Q: What is the most important information on the Device Detail Page for troubleshooting?

A: The Resource Utilization tab is most critical. It shows real-time usage for CPU, RAM, and Storage, along with 24-hour historical graphs. This data provides immediate insight into device health and performance bottlenecks.

Q: What does a low HDOP value mean in the GPS Location tab?

A: HDOP stands for Horizontal Dilution of Precision. A low HDOP value (1.0-2.0) is excellent - it means GPS satellites are well-distributed in the sky, providing accurate position data (typically 1-3 meters accuracy). High HDOP (>5.0) indicates poor satellite geometry and reduced accuracy.

Q: What's the difference between "Auto" and "Manual" GPS location?

A:

- Auto: Device automatically sends real-time location from its internal GPS modem. Best for mobile devices.
 - Manual: You enter coordinates manually. Data stored only in cloud, not on device. Use when GPS is unavailable (indoor/underground installations).
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Q: How often does the Device List refresh?

A: The Device List automatically refreshes every 5 seconds to show real-time status updates. You can also click the Refresh button for immediate manual update.

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