

# ***ONIS SUITE KNOWN ISSUES***

***(21-09-2025)***



# ***INTRODUCTION***

The **ONIS** suite of apps has been integrated into a Android version 6 device.

Our suite of apps are provided with a 12 month warranty and covered by Australian consumer guarantees.

On occasion the **ONIS** suite of apps may have issues interfacing with the other vendor apps and/or the Android operating system causing unexpected or no responses.

We have have collated a number of known issues and how to resolve these.

Our extensive experience has found that all issues are rare or occasional and have been rectified by a power down of the device to clear the memory.

In rare instances a file may be come corrupted (eg. TPMS wheel sensor configuration) requiring a restore of the data (rectification explained in this document and the user guide)



# KNOWN ISSUES

ISSUE: Occasionally message "An app wants to turn Bluetooth ON for this Device".

There are many apps installed on the **ONIS** and all apps compete for system resources.

Select "Allow" from the popup message.

If the problem is consistent ( i.e. every instance after a reboot) , contact **GPS Integrated Solutions (GPSIS)**.

ISSUE: On occasion, the **ONIS** may lock up.

If user "key presses" are NOT functioning, remove the **ONIS** from the cradle / mount and let it power down.

**OR**

If this does not work, press the small reset button on top left, and reboot.

**OR**

If this does not work, press the small reset button on the rear (use a paper clip).

**OR**

If the device is still not functioning or will not power up, contact **GPSIS**.

ISSUE: Occasionally an app in the **Main Menu** does not respond or responds slowly.  
There are many apps installed on the **ONIS** and all apps compete for system resources.

ISSUE: The **ONIS** does not power down after removing the DC supply.

The **ONIS** watchdog App may have failed.

If user "key presses" are NOT functioning, remove the **ONIS** from the cradle / mount and let it power down.

**OR**

If this does not work, press the small reset button on top left, and reboot.

**OR**

If this does not work, press the small reset button on the rear (use a paper clip).

**OR**

If the device is still not functioning or will not power up, contact **GPSIS**.

ISSUE: The **ONIS** does not display the battery temperature.

Some of the earlier manufactured **ONIS** units did not have this sensor configured.

ISSUE: The **ONIS** will not turn on.

Ensure that the battery is charged by leaving it in the cradle for at least 30 minutes.



ISSUE: The **ONIS** WiFi does not automatically reconnect to a previously configured WiFi Hotspot. **GPSIS** has tested the WiFi connectivity of the **ONIS** with the **NBN, Samsung Galaxy** phone (Android) and the **Apple iPhone 13**.

We have experienced connection inconsistencies with the **iPhone** device when the **iPhone** is moved away from the **ONIS**. This may well be compatibility issues between **Android** and **Apple** and is not the **ONIS** as both the **NBN** and **Samsung Galaxy** connections have reconnected automatically when in range. In this instance, the user will have to toggle the **iPhone** Personal Hotspot "Allow Others to Join", which should reconnect the **ONIS**.

If the **ONIS** remains disconnected open the **ONIS** WiFi menu and confirm that the device is connected to the configured **SSID**.

If an "Authentication Problem" message is displayed then the user may need to "Forget" the connection and then reconnect and authenticate.

ISSUE: On occasion, removing and replacing the **ONIS** from the cradle with the power applied will cause a reboot.

This is not typical and we have experienced this in only approximately 1% of instances.

ISSUE: When the **ONIS** is started with the **TPMS** enabled after a **TPMS** previous alarm condition, there is an alarm (red) even though the pressure is now OK.

If the **TPMS** app is shutdown with an existing alarm, the next time the app starts up it will display and alarm even if the pressure is OK.

This is due to the **BLE** sensors being "report by exception"

Remain in the GPS app for the duration of the 180 second timer. If the sensor is found (reports back to the **ONIS**) in the this time, the startup up will progress automatically.

**OR**

Exit from the GPS app and start the "**TPMS** Settings" app. Remove and reattach the wheel sensor to force a "**TPMS Alarm Test**" condition.

Restart the GPS app.

ISSUE: The **TPMS** sensor takes a long time to scan & register.

A **TPMS** sensor should register with the app (when running) using "report by exception" (ie when there is an alarm condition) or typically & approximately every 5-10 minutes.

We have noticed that one particular brand of **TPMS** sensor reports back on sensors 1,2 &3 every 5 to 10 minutes, but much longer for sensor 4 (Right Rear). This does not affect the operation and if in doubt, perform a tyre deflation test to confirm **TPMS** alarm operation.



ISSUE: Occasional **OziExplorer** trial message popup even though OziExplorer is licensed.

This may be a bug with the **OziExplorer** app- Exit & restart the app.

If there is NO "trial message" when starting the app, then the app is licensed.

If the license key is not valid, **OziExplorer** will display the trial mode message at every startup and then periodically when the app is running.

ISSUE: On occasion, the OziExplorer screen changes to another page when a zoom button is pressed.

This is a bug with the **OziExplorer** app and **GPSIS** is unable to resolve this.

ISSUE: On occasion, the OziExplorer app will crash if the map zoom button is pressed quickly.

This is a bug with the **OziExplorer** app and **GPSIS** is unable to resolve this.

ISSUE: On occasion, there will be a large high speed fluctuation followed by a low speed fluctuation.

The **Personal Navigation Device (PND)** device receives GPS **National Marine Electronics Association (NMEA)** messages. Sometimes a message is missed and the calculation for speed is based on the GPS location and time. If a **NMEA** message is missed, the GPS location will be incorrect when the speed calculation is performed.

ISSUE: There are many short black track tail lines around my current location even though the vehicle is stationary.

The **PND** device receives GPS **NMEA** messages. Small fluctuations are within the margin of error. Sometimes a message is inaccurate causing GPS location to be in a different position for one message scan.

Clearing the "Track Tail" will clear these track lines.

ISSUE: There are small values (eg 2.9 km's) in the "Daily Distance Travel Log" & "Daily Maximum speed Log" when the vehicle has been stationary.

The **PND** device receives GPS **NMEA** messages. Small fluctuations are within the margin of error. Sometimes a message is inaccurate causing the GPS speed to fluctuate.

Even though these speeds may be low, the **ONIS** performs distance calculations based on speed. Ensuring that the **ONIS** has good clear vision to find the GPS satellites will minimise the errors.

ISSUE: "GPS Signal Lost" audible message when switching from **OziExplorer** to **iGO** navigation.

The **iGO** app only connects to the GPS satellite service when the app is running in the foreground. When switching from the **OziExplorer** app to the **iGO** app, the **iGO** app is moved from the background to the foreground and then performs the GPS satellite checks.



ISSUE: Some parts of the ***Open Street Maps (OSM)*** maps are missing when I select the "More Detailed" ***OSM*** map.

Some small pieces of the map tiles downloaded are missing - typically between the individual ***OSM*** tiles. Use the "Less Detailed" map over this area if this becomes a problem.

ISSUE: The GPS speed is slow to update.

The ***PND*** device GPS receiver requires a good clear path to be able to maximise the accuracy and minimise delay update times of the ***NMEA*** messages.

Mounting the device in a position that reduces or obstructs a "clear sky" view, may affect the and GPS receiver performance.

Cloudy weather, tall trees and buildings can also reduce GPS receiver performance.

ISSUE: On rare occasion an app overview window (eg. Switching to OziExplorer) will remain visible blocking the view.

Press the small reset button on the rear (use a paper clip).

ISSUE: The TPMS sensor binding not always pickup the sensor when it is unscrewed and replaced. Sometimes this process works on the first instance and sometimes the sensor is required to be unscrewed and then screwed back on a number of times. If the new sensor is operating correctly, the timer will disappear and the new id will now be displayed.

If the sensor will not bind, but the other wheel sensors will bind, then check the sensor battery voltage. If the battery is OK, then the sensor may be faulty and will need to be replaced.

ISSUE: Continual **TPMS** “Sensor Failed” audio & screen messages at low ambient temperature? We have experienced intermittent **TPMS** alarms when below 5 degrees Celsius & continual alarms when below 1 deg Celsius (these alarms are triggered by the wheel sensors) . We recommend disabling the **TPMS** monitoring for prolonged periods of low ambient temperature to avoid false alarms.



ISSUE: The **TPMS** app crash's every time it is started.

The developer has experienced some instances where the **TPMS** could not be started.

In these instances, this was encountered after the configuration of new wheel sensors and it was then found that the **TPMS** configuration file had become corrupted.

To rectify this, the user can enter the **TPMS Settings Mode** from the **System & Setting** app, and then select "Restore **TPMS** Defaults"

ISSUE: On occasion, the **TPMS** Configuration app does not exit correctly back into the previous menu. If this occurs and the user was binding a wheel sensor, then the binding process must be performed again so that when the user exits the following message is displayed:

Saving TPMS Settings

Performing Wheel Sensor Task

Please Wait

ISSUE: The *iGO* app does not display any results when searching within the POI folders.

The iGO app is limited to only searching within the first POI folder.

To search all of the folders for specific POI, search for the POI at the base folder and use the “Filter” option.