Troubleshooting LV-CAN200, ALL-CAN300, CAN-CONTROL

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Here are some tips for solving the most common issues with CAN adapters.

Can't set the program number indicated on the scheme	No program number in the CAN adapter module memory.	A software update of CAN adapter module is required. Module software can be updated using a Teltonika CAN adapter updater with a special Bootloader adapter. Please ask your sales manager for more information. `CAN adapter can be updated only from software version –` **2013-03-18** `and revision -` **91**`. Module software and revision version can be checked via SMS command -` **`lvcangetinfo`**
CAN adapter does not generate data	LED diode does not blink – wrong program number.	Make sure that the correct program number was introduced (look the connection scheme of CAN adapter).
	LED diode does not blink – wrong CAN bus connection.	Make sure that the correct CAN bus is connected in the vehicle (look the connection scheme of the CAN adapter).
		Make sure that the CAN1 and CAN2 buses are not mixed (look at the connection scheme of the CAN adapter).
		Make sure that the lines CAN-H and CAN-L are not mixed (look at the connection scheme of CAN adapter).
	LED diode does not blink - CAN adapter power cables are not connected	Make sure that CAN adapter power cables are properly connected to +12...24V DC power source and ground.
	Wrong connection between CAN adapter and Teltonika tracker	Make sure that CAN adapter is properly connected to the Teltonika tracker. FMB1YX, FM36YX devices connect to CAN adapters via INPUT 5 and INPUT 6 cables. FM11YX, FMA1YX, FM6YXX, FMB6YX devices connect to CAN adapters via Mini-USB cable. `Check answer to SMS command -` **`lvcangetinfo`**

	LED diode blinks – wrong connection of the CAN2. Sometimes two different CAN buses have similar color wires (for example VW PASSAT).	Make sure that in the vehicle is connected to the correct CAN2 bus, the connection indicated in the CAN adapter scheme should be used including the PINs number in the connector. Make sure that the lines CAN2-H and CAN2-L are not mixed (look at the connection scheme of CAN adapter).
CAN adapter returns part of the data	Some parameters declared on the supported vehicle list are available depending on the car's equipment and can be reduced. These parameters also aren't available from, for example, the diagnostic computer level. (For example, OPEL VECTRA C car with Z22SE engine has available the "Fuel level" in the car parameter but in the car, with Z22YH engine this parameter is not available).	Can't solve the problem.
	Quick Splice / Fast connectors are being used to connect to CAN bus lines.	Sometimes connection places must be soldered because the vehicle CAN bus wires are very thin and CAN adapter wires should be connected directly without using fast connectors.
CAN adapter LED diode still blinks/flashes	In some vehicles the vehicle's module is active for a long time and they don't enter in the sleeping mode. The CAN adapter can interpret this as the engine is turned on, which may mean that a wrong program number was selected.	Make sure that the correct program number was introduced (look the connection scheme of CAN adapter).
	CAN adapter was installed in a different car and has been programmed with incorrect program numbers.	Make sure that the correct program number was introduced (look the connection scheme of CAN adapter).
CAN adapter generates errors in the vehicle	Wrong CAN bus connection	Make sure that the correct CAN bus is connected in the vehicle (look the connection scheme of the CAN adapter). Make sure that the CAN1 and CAN2 buses are not mixed (look at the connection scheme of the CAN adapter). Make sure that the lines CAN-H and CAN-L are not mixed (look at the connection scheme of CAN adapter).

The connection scheme does not match the car – an absence of the wires indicated in the vehicle indicated in the connection scheme	On the east market older models of the vehicles are still produced (for example IVECO EUROCARGO 2008 EURO 3 while on the west market the vehicle meets the EURO 4 standard).	Look at the connection scheme of the vehicle's older models.
	Sometimes the wire colors on the scheme are different from the wire colors in the vehicle.	Please connect to the wires indicated in the connection scheme paying attention to the number of the PINs. The number of the PINs of the diagnostic connector is compatible with the OBD2 standard.