

# FM Configurator FAQ

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The main questions and answers are listed in the selected FAQ section.

| Question   | Answers  | Information Links:                       |
|--|--|--|
| <b>How to know if my Teltonika Configurator Version is suitable for my device?</b> | Please check the Teltonika device Model & Firmware version. Each should match with the Teltonika Configurator version. Find the optimal Teltonika Configurator version in the external link provided. If the version you require is not available on the Configurator versions page, contact your sales representative.  | <a href="#">FM Configurator versions</a> |
| <b>My device is detected as "NotSupported"</b>                                     | You are using the wrong Teltonika Configurator version. This mainly happens when a device technology change is done GSM/UMTS/LTE. Update the device firmware and download the dedicated configuration version.<br><b>Load:</b> Allows the user to read the current device configuration.<br><b>Save:</b> Allows the user to save the recently developed configuration into the Teltonika device.<br><b>Load Defaults:</b> Load and save default configuration values.<br><b>Save to file:</b> Allows the user to save the recently developed configuration into a PC or External HDD folder.<br><b>Load from file:</b> Allows the user to open a configuration file for Teltonika devices saved in PC or external HDD.<br><b>Read records:</b> Allows the user to read all the records from a Teltonika device to a file<br><b>Reset device:</b> Apply a reboot over the device.<br><b>Device Information:</b> Provide the data about the device<br><b>Get Actual Profile:</b> Know the profile your device is currently working on. Supported devices (FM63, FMB630)<br><b>Add Keyword:</b> Add the security keyword to prevent the reconfiguration of your device. The device after unsuccessful 5 attempts of keyword inserting is blocked. | <a href="#">FM Configurator versions</a> |
| <b>What do upper buttons do?</b>   |  |  |

**My configuration version which I'm trying to upload does not match my device**

A Configuration file must be developed by Firmware version & Teltonika device. If an incompatibility error pops up, a Firmware & Hardware difference must be happening

Make sure to find the correct configurators version and Firmware versions according to your project:  
[FM Configurator versions](#)

Make sure the new configurator version matches your device firmware branch.

**How Do I know my configuration is saved?**

1. Save the configuration to file first to the device by pressing **Save** button
2. Save configuration file to your computer by pressing **Save to file** button.
3. Press the **Load** button in the device.

If after pressing **Load** button configuration did not change, it means it was saved successfully.

**Where Can I get the latest Teltonika Configurator Versions?**

Find the optimal Teltonika Configurator versions in the link provided. If the version you require is not available on the Configurator versions page, contact your sales representative.

[FM Configurator versions](#)