

Mobility FAQ

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General Questions

- [How do I find information on this Wiki?](#)

You can find basic information in the [General information](#) page and you can find answers to some of the most frequently asked question in this FAQ page.

To find specific information related to your device, follow a path such as this from the Wiki's home page: *Main Page* → *Device series* → *Device name* → *Information...*

For example: [Main Page](#) → [Electro-Mobility](#) → [TFT100](#) → [TFT100 Manual](#)

- [Where can I get the latest firmware version?](#)

Firmware and Configurator files are available [here](#).

You are also available to find **Firmware and Configurator** for all devices in the [Downloads](#) Wiki pages.

Example path:

Main Page → *Downloads* → *Firmware and Configurator downloads*

- [How do I contact technical support?](#)

If you have encountered a software/firmware related issue, you can get in touch with TELTONIKA technical support via:

- **HelpDesk** - you can register your question on Teltonika's internal HelpDesk system. If you don't have access to the HelpDesk, your sales manager can create an account for you.
- **Sales Manager** - your sales person can relay technical questions to Teltonika's support team.
- [Crowd-Support Forum](#) - a public forum for TELTONIKA device related questions.

- [I have a broken device. What should I do?](#)
- Please evaluate if your device is eligible for warranty by checking the guidelines described in the [RMA guidelines](#) page. If you do suspect a [hardware malfunction](#), please contact the Technical Support Team via HelpDesk or contact your sales manager. Also read our [warranty policy](#) for more details.
- Software issues are **not covered** by TELTONIKA' warranty policy. Therefore, if you have encountered an issue related to a device's software/firmware, you should contact TELTONIKA technical support (refer to the question above for related information).
- [My device seems functional, but I cannot access it. What should I do?](#)

If you're having trouble with your device, LED behaviour may provide some insight into what's happening and what steps should be taken next. Look for your device's LED info in the **LEDs** → [TMT250](#) | [GH5200](#) | [TFT100](#) | [TST100](#) page. If questions still occur, do not hesitate to ask. How to seek technical help, please refer to question "*How do I contact technical support?*".

- [Which TELTONIKA Mobility device meets my requirements?](#)

It depends on where the device will be used. Refer to links below for help in finding a device that meets the necessary requirements of your solution.

- **Product list** - contains the full list of TELTONIKA Mobility products.
- **Feature lists** - comprehensive feature lists for each device can be found by clicking on a product in the [list](#) and opening its "Features" section (*click 'Expand' to see an example*)

[File:Telemedic device faq how to find feature lists.gif](#)

- [I'm looking for information on product accessories. Where can I find it?](#)

All TELTONIKA Mobility product accessory information is in the [Accessories](#) page and [our website](#).

- [How to fill in the Helpdesk queries correctly?](#)

General Technical Questions

- [How to set up a device to send data to flespi platform](#)
- [How to capture log and dump files](#)
- [Which data protocol to choose Codec 8 or Codec 8 Extended](#)
- [How to add GSM number to GSM Predefined numbers list over SMS/GPRS](#)
- [How to debug Teltonika device over Android smartphone](#)
- [How to generate SMS event?](#)
- [How to send Codec12 commands using Hercules](#)

- [How to read data from EYE beacons](#)
- [How to read data from Blue Puck/Coin/Slim ID Beacon](#)
- [How to read data from EYE sensors](#)
- [How to read data from Blue Puck/Coin sensors](#)
- [How to compose an SMS text according to your needs](#)
- [How to check GSM signal strength](#)
- [How to generate TLS certificates \(Windows\)?](#)

GH5200

- [How to connect Bluetooth® Hands Free adapter to GH5200 device](#)
- [How to read data from TZ-BT04/05/05B sensor with GH5200 device](#)
- [What is Proximity feature and how it works?](#)

Feature Configuration

Examples/Scenarios:

- [Proximity](#)
- [ManDown](#)
- [Movement Event](#)
- [Alarm event](#)
- [Home Zone](#)
- [Amber Alert](#)

TST100

- [How to use Solebe Y905 Bluetooth® lock with TST100](#)

TMT250

- [How to connect Bluetooth® Hands Free adapter to TMT250 device](#)
- [How to read data from TZ-BT04/05/05B sensor with TMT250 device](#)

Feature Configuration

Examples/Scenarios:

- [Alarm event](#)
- [ManDown scenario](#)
- [Movement event](#)

TFT100

- [How to test 12V Relay with immobilizer scenario](#)
- [How to configure Manual CAN I/O parameters](#)
- [How to configure Manual CAN Commands?](#)
- [Testing TCP link mode with RS232 and RS485](#)
- [Immobilizer configuration explained](#)
- [Manual CAN Speed & Ignition source explained](#)
- [AES128 BLE Encryption testing](#)
- [How to connect Bluetooth® Hands Free adapter to TFT100 device](#)

TAT100

- [Why does TAT100 not send data?](#)
- [Common configuration issues of TAT100](#)

What effects does a horizontal alignment have - especially for G-dependent movements on different axes?

Placement recommendation is to increase GNSS accuracy. Device placement does not have an impact on movement detection - either way, one axis will be affected on a sudden move, and if values from the accelerometer exceed configured threshold, device will change its **On Stop** counter to **On Move** counter.

What recommendations are there for horizontal mounting, especially for IP67 feature?

Do not overtighten the case while mounting in order to not affect waterproofing.

When does the period for periodic tracking settings start?

After flipping the switch to ON position.

How does periodic sending work on an object that is not moving?

Based on **On Stop** counter. If device detected movement (exceeded configured threshold) it instantly jumps to **On Move** counter.

Is the module on until it finds a GPS fix?

TM2500 module is fully awake until data is sent to server (including GNSS fix search)

Why valid GPS signal is not always transmitted?

If **Static Navigation** is **Enabled** - Device will not try to get GNSS fix if no movement was detected between sleep intervals, instead it will send last known location instantly.

How long does the module take to find a true position with GNSS?

Up to 3 minutes. If it fails - device will send last known position.

Is the modem always available via SMS?

No. The Device will receive SMS messages only when the modem is ON (awake state). The device enters the awake state when sending the periodic data.

Where can we define the period for FOTA WEB connection?

TAT100 devices do not connect to FOTA Web periodically. It will automatically connect to FOTA Web only on initial startup (when the switch is flipped from OFF to ON position). Connection to FOTA Web should be initiated via the 'web_connect' SMS/GPRS command. This is to preserve battery power.

TAT140

- [Why does TAT100 not send data?](#)