

# Why my device is not sending data to server?

[Main Page](#) > [Frequently Asked Questions - FAQ](#) > **Why my device is not sending data to server?**

If you have checked your APN and server details in the configurator and you still don't know why your device is not sending any data please find our guide that will provide you with steps of what to check next.

## 1. Check the status window of the configurator.

Start the configurator and connect to the device to the computer via USB or via Bluetooth®. Once in the configurator, you will be defaulted to the Status window, when the parameters load, select the GSM info tab and check whether the device reads the SIM card properly and has a GPRS signal

GSM Status		
<b>Modem Status</b>	<b>SIM State</b>	<b>GPRS Status</b>
Modem On	Ready	Activated
<b>Actual Operator Code</b>	<b>Signal Level</b>	
24602	Fairly Good Signal	

## 2. SIM card or GPRS has not been activated

Insert your SIM card into the mobile phone to make sure you can make/receive calls, send/receive SMS, check if you can browse the Internet. SIM card insertion instructions for each device can be found in the First Start section of the appropriate device. E.g.

[https://wiki.teltonika.it/view/FMB900\\_First\\_Start](https://wiki.teltonika.it/view/FMB900_First_Start)

## 3. PIN code request is enabled on SIM card

It's recommended to disable PIN code requests before inserting a SIM card into the device

## 4. The device has no GSM signal

There is no GSM network coverage in the area or the GSM antenna is not connected, broken.

Make a call to the device to make sure that the device connected to the GSM network. You should hear a normal calling tone. If you can't check GSM network coverage with mobile phone and the device has an external antenna try another GSM antenna, if you have a spare one.

## 5. Incorrect external power source

For proper functioning of the unit, it must be connected 10-30V DC power supply

- 6-30 V for FMB9XY and FMB2XY series

## 6. Incorrect device configuration

### 6.1. Connect the device to the PC and check device configuration:

#### 6.1.1. Firstly, check which profile is the device currently working in

#### 6.1.2. Current profile GPRS settings:

- APN Name (If you are not sure what APN settings should be, ask your GSM operator),
- APN Username
- APN password
- Server IP address (Our Teltonika server IP avl2.teltonika.lt)



- Port number (Our Teltonika server Port Number 12050 for TCP transfer protocol)
- Transfer Protocol (Use TCP transfer protocol if you use Teltonika server)

#### 6.1.3. Current profile record acquisition parameters

	Home	Roaming	Unknown
Min Period	3600	3600	3600
Min Saved Records	1	1	1
Send Period	120	120	120

  

	Home	Roaming	Unknown
Min Period	300	300	300
Min Distance	100	100	100
Min Angle	10	10	10
Min Speed Delta	10	10	10
Min Saved Records	1	1	1
Send Period	120	120	120

#### 6.1.4. Current profile sending parameters

## 7. The device is not receiving GPS signal from satellites

7.1. Check time synchronization. If you have a default configuration: every time the device was disconnected from a power source or a device reset has been done, after power up the device must connect to the operator or NTP server to synchronize its internal clock. Otherwise, the device will not send data if the time has not been synchronized. You can check if the time was synchronized by

connecting the device to a configurator tool.

**Device Info**

Device Name FMB920	Last Start Time 21-Jun-19 3:31:34 PM	Power Voltage 15076 mV.	Ext Storage (used/total) 4 / 122 MB <a href="#">Format</a>	Battery Voltage 0 mV.
Firmware Version 03.25.05 Rev:00	RTC Time 21-Jun-19 4:10:33 PM	Device IMEI	Device Uptime 00:38:57	Internal Battery Status Not Charging 0%

- Security
- System
- GPRS
- Data Acquisition
- SMS \ Call Settings
- GSM Operators
- Features
- Accelerometer Features
- Auto Geofence
- Manual Geofence

**System Settings**

Movement Source

Ignition	Accelerometer
GNSS	CAN Speed

Speed source

GNSS	OBD / CAN
------	-----------

Records Saving/Sending Without TS

After Position Fix	Always
After Time Sync	

**Time Synchronization**

Synchronization Settings

Disable (GNSS only)	NITZ+NTP
NTP	NITZ

NTP Resync (h)

NTP Server 1

NTP Server 2

7.2. If you have configured your device to send records after the position fix, and you are testing your device on the table indoors, the device may not be able to get a GPS fix and therefore will not save or send any records to the server.

- Security
- System
- GPRS
- Data Acquisition
- SMS \ Call Settings
- GSM Operators
- Features
- Accelerometer Features
- Auto Geofence
- Manual Geofence

**System Settings**

Movement Source

Ignition	Accelerometer
GNSS	CAN Speed

Speed source

GNSS	OBD / CAN
------	-----------

Records Saving/Sending Without TS

After Position Fix	Always
After Time Sync	

If your device is using an external GPS antenna:

7.3. GPS antenna has been mounted in the wrong place. Make sure the GPS antenna is mounted in a place where it can see the clear sky, and there are no obstructions (especially metal ones) around and above it. Make sure you use a working GPS antenna. Try another GPS antenna if you have a spare one.