Troubleshooting Guide

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Introduction

Here you can find information about Troubleshooting of our device.

What is the first thing to do when issue comes?

Usually, most of the issues gets solved by going through these simple steps below:
1. Go to Google play or APP store to update your **mobile application version** to the latest version.
2. Go to you charger settings and update charger **Firmware version** to the latest. (How to do it: FW update guide)
3. Go to your charger settings and reboot device.

How to check your charger firmware version?

Simple steps to finding a place in your mobile application where you can check your current TeltoCharge firmware version and update it to the latest. Please always check if you have latest firmware version in your charger.
1. Go to Teltonika Energy app settings, scroll down and press **Device info**;
2. Press **Check for updates**;
3. At the top, current firmware version can be found.

How to download troubleshoot file?

Simple steps of finding place in your mobile application where you can download **troubleshoot file**.
1. Go to **Settings->Device info->Diagnostics**.
2. Slide to the bottom.
3. Click **Download troubleshoot file**.
4. **Wait up to 20 s** for troubleshoot file to be generated.
5. Save file to your mobile phone and provide it to our Technical support departament.

Note: For best results, please download the file **during charging session.** Then more details about current situation would be saved.

LED indicators

STATUS INDICATIONS

A	B	C	D	E	F	G	H
White LED‘s rolling from the bottom to the top – shows that TeltoCharge is booting up	White LED‘s rolling from the top to the bottom – shows that TeltoCharge is Reserved (OCPP only)	White pulsing LED‘s – shows that TeltoCharge is in standby mode and waiting for action	Yellow pulsing LED‘s – shows that TeltoCharge is in standby mode with default settings.	Yellow LED‘s on – TeltoCharge is not charging, simplified charging sequence is required.	Blue LED‘s lights up from the middle – TeltoCharge do not require permission, it is waiting for EV to initiate charging process (go to state C).	Blue LED‘s pulsing – permission to charge is not granted. TeltoCharge requires authorization.	Blue LED‘s rolldown from up to down 1. Wait for scheduled time. 2. No dynamic power – DLB/DLM/Solar enabled and no sufficient power. 3. EVSE suspended. 4. Reserved charge (OCPP only).
			Open installer menu via Teltonika Energy app, set and save settings.	Open installer menu via Teltonika Energy app and select to allow simplified charging sequence		Authorize yourself with app or NFC card.	1. Go to settings via Teltonika energy APP and select schedule time section to check for set graphs 2. Wait for more available power or increase amperage limits via settings (if your grid allows it) 3. Available power is less than 6 Amperes. Provide more power or wait for more to generate. 4. Other user has already reserved this charging station or RemoteStartTransaction command was received (OCPP only)

I	J	K	L	M	N	O
Four middle blue LED’s pulsing – TeltoCharge waiting to add new NFC card	Green LED‘s pulsing - Initialisation of charging.	Green LED‘s rolling upwards from the bottom – TeltoCharge is in charging process.	Green LED‘s on – TeltoCharge finished charging.	Purple LED‘s on – TeltoCharge requires ventilation (charging is done in state D).	Red four middle LED's - NFC/RFID card declined from the server.	Green four middle LED's - NFC/RFID card accepted from the server.

Open installer menu via Teltonika Energy app and select that charging location is ventilated. To select that charger must be installed in ventilated location.	Check if NFC/RFID card is in a server cards whitelist.

RED LED INDICATIONS (errors)

A	B	C	D	E	F	G	H
Input voltage error.	Output voltage/current error.	Current leakage detected.	Connectivity error.	Temperature error.	Internal errors.	Faulty connection to EV.	Warning orange LED
Overvoltage; Undervoltage; Wrong wiring.	Overvoltage; Undervoltage; Output current.	Current leakage detected	Cable lock; PP fail; Car diode.	Temperature reached 85°C	-12V;	CP fail	Problems with energy meter: ■ Unrecognized; ■ Badly set; ■ Communication problems; Other problems: ■ Temperature; ■ Current ; ■ D state.

- Check if input wiring is connected correctly;
- Measure input voltage;
- Check installer menu settings if supply voltage and voltage tolerance is in accordance with the measured input voltage.

- Disconnect charging cable from the EV and check if the issue remains.
- Reboot charger and try to connect EV again.

- Disconnect the cable from the EV and check if the error persists.
- If the error is cleared, try to start charging. If the error occurs once again, try following steps:
- Check if charging cable is fully pluged into socket and/or EV;
- Check if the inside of both the socket and the plug has no foreign materials inside (is clean).
- Check visually if the cable is not damaged.
- Check if the boards are not covered in dust and/or other materials.

- Check if the charging cable is connected correctly from the charger side (socket version) and from the EV side;
- Try to reconnect charging cable to the EV and EVSE (if it is socket version).
- Listen if you can hear a clicking sound from the TeltoCharge when you plug the cable to EV. Charger should lock cable plug. If you can't hear, try to unplug cable (from EVSE side) while it is plugged from EV side. If it is possible to unplug, report this problem via VIP helpdesk or your sales manager.
- If any of these steps helps, measure the voltage between PE and PP and check if it is in accordance to the standard.

- Check the temperature inside Teltonika Energy app > Device info. If temperature is higher than 85 ℃ wait while charger cools down.

- Restart TeltoCharge

- Try reconnect charging cable from the EV side. There might be control pilot communication problem which can occur with different EV models.

- Go to the live data section and see what is the main problem.
- Check connected wires via TeltoCharge and energy meter inputs;
- Check if the energy meter is compatible;
- Check temperature.

If issues still persists, report it via VIP helpdesk or your sales manager. (**Note:** please provide as much information as you can about your issue (photos, videos, etc..) this helps to solve it faster.

WARNINGS

Warning message												
Simple CP detected	Temperature warning	Ventilation required	RTC time lost	Simplified CP denied	D state denied	Sensors not calibrated	Energy meter comm error	NFC init error	Low battery voltage	Emeter wrong type	E-meter unidetified	Main Board boot fail
Meaning												
Connected EV uses Simplified charging sequence. Charging power is limited to1 Phase 10 A;	Temperature higher than warning limit, current throttling is present.	EV requiring ventilation	EVSE date and time lost	Simplified CP detected and not allowed	EV requiring ventilation but charging location is not ventilated	Sensors were not calibrated during HW configuration	Energy meter communication error	NFC initialization error	Low battery voltage EVSE (RTC)	Energy meter configuration mismatch	Energy meter type unidentified	Main board is failing to boot
What to do to avoid												
Connected EV uses Simplified charging sequence. Charging power is limited. In installer menu option „Simplified charging sequence“ must be turned ON.		Check if Charging location is sufficiently ventilated	Check EVSE RTC coin battery (CR 1220)	Connected EV uses Simplified charging sequence. Simplified CP charging is disabled in Installer menu.	EV requiring ventilation, but Charging location is specified as not ventilated in Installer menu.	Contact support.	Check RS485 connection with external meter. Inspect cable. Check if meter is working. Make sure devices are configutated properly.	Reboot charger and check if the issue remains.	Check EVSE RTC coin battery (CR 1220).	Connected Energy meter and configured Energy meter type in Installer menu are different.	Unknown device detected. Check if the energy meter is compatible.	Reboot charger and check if the issue remains - contact support.

This LED shows that there is an active warning in the charger. This warning indication will work with other indications. If issues still persists, report it via VIP helpdesk or your sales manager. (**Note:** please provide as much information as you can about your issue (photos, videos, etc..) this helps to solve it faster.