

LED indicators



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Introduction

Here you can find information about **LED indicators** of TeltoCharge and also **Warnings** which you could see inside your mobile application. There is explanation and solution provided for all of them.

How to check your charger firmware version?

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 department.



LED indicators

STATUS INDICATIONS










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 - charge is not granted. TeltoCharge requires authorization.	Blue LED's rolldown from up to down <ol style="list-style-type: none"> 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).
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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)

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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 Problems with energy meter: - Unrecognized; - Badly set; - Communication problems; Other problems: - Temperature; - Current ; - D state.
Overvoltage; Undervoltage; Wrong wiring.	Overvoltage; Undervoltage; Output current.	Current leakage detected	Cable lock; PP fail; Car diode.	Temperature reached 85°C	-12V;	CP fail	

Troubleshooting

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 unidentified	Main Board boot fail
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Meaning

Connected EV uses Simplified charging sequence. Charging power is limited to 1 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
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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 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). Installer menu are different.	Connected Energy meter and 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.
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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.