# **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 <u>Google play</u> or <u>APP store</u> 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: <u>FW</u> update quide)
- 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.

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### 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**

	_								
<b>A</b>	В	C	D	E	F	G		_	Н
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)	shows that TeltoCharg is in standby mode and waiting for	Yellow pulsing LED's - shows that e 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).	permissio charge is granted. TeltoChar requires	's on to not ege	from up to 1. Wait fo time. 2. No dyn DLB/DLM and no su	r scheduled  amic power - /Solar enabled fficient power. uspended. ed charge
			Open installer menu via Teltonika Energy app set and save settings.			Authorize yourself w app or NF card.	vith FC	Teltonika and select time sectifor set gra 2. Wait fo available increase a limits via your grid 3. Availabless than Provide m wait for m generate. 4. Other walready recharging a RemoteSt	on to check aphs r more power or amperage settings (if allows it) le power is 6 Amperes. fore power or hore to  ser has eserved this station or artTransaction was received
_ I	_ J		K	_ L	N		_	N	_ 0
×	×	×		×	×		×		×
Four midd blue LED's pulsing - TeltoCharg waiting to add new N card	Green  ge pulsing Initialis	LED's roll y - upv sation Tel ging. is i	een LED's ling wards from bottom - toCharge n charging ocess.	TeltoCharge finished	requires ventilation (chargin	ED's on harge on g is state D).	mide LED NFC card decl	o's - C/RFID l ined n the	Green four middle LED's - NFC/RFID card accepted from the server.

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

### **RED LED INDICATIONS (errors)**

A	В	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;
	Overvoltage; Undervoltage; Output current.	Current leakage detected	Cable lock; PP fail; Car diode.	Temperature reached 85°C	-12V;	CP fail	Communication problems; Other problems:
							Temperature;
							Current;
							D state.

Troubleshooting

Check if input wiring is connected correctly;  Disconnect Charging cable input voltage; input voltage;  The check if the issue remains.  The check if the issue remai	Check if charging cable is connected correctly from the charger (socket version) from the side;  Disconnect he cable from the EV and check if the error occurs once again, try collowing steps:  Try to reconnect charging cable to EV and H (if it is so version).  Listen if can hear clicking sound from the socket and/or other materials manager.  Check if the nside of both the socket and the plug has no foreign materials materials shide (is clean).  Check if the coards are not covered in dust and/or other materials.  Check if the orange from EV if it is possible unplug, report the problem VIP help or your side when you can' hear, try unplug of (from EV side) whis plugged from EV if it is possible unplug, report the problem VIP help or your side between and PP a check if in accordant to the standard to the st	ide  ide  ide  ide  ide  ide  ide  ide	Restart TeltoCharge	Try reconnect charging cable from the EV side. There	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.
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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

-	Temperature warning	Ventilation required	RTC time lost	Simplified CP 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	g					
charging	limit,	EV requiring ventilation	EVSE date and time lost	CP detected	EV requiring ventilation but charging location is not ventilated	Sensors were not calibrated during HW configuration	communication error	NFC initialization error	Low battery voltage EVSE (RTC)	Energy meter configuration mismatch	Energy meter type unidentified	Main board is failing to boot
					$\mathbf{W}$	hat 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	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.	charger and check if the	EVSE RTC coin	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.