



# TELTONIKA TAT100 Asset Tracker User Guide

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## TELTONIKA TAT100 Asset Tracker User Guide

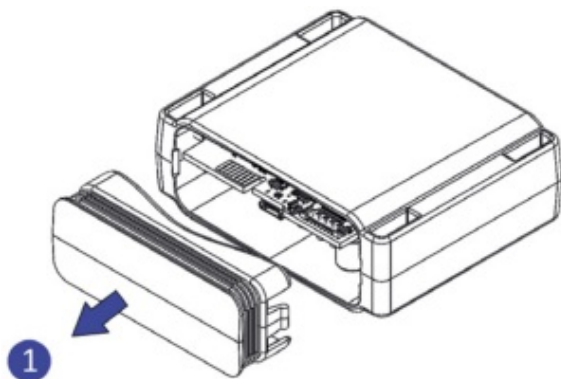


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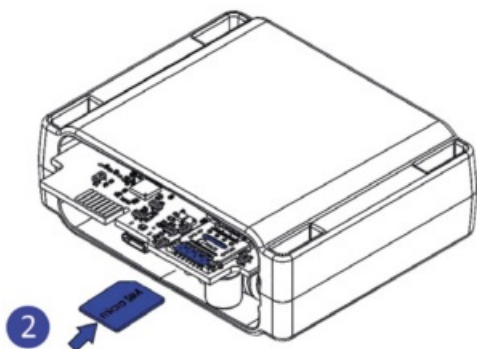
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## FIRST START

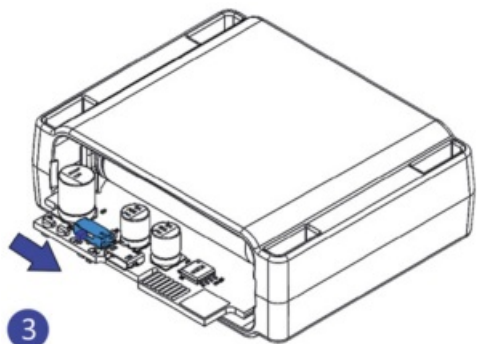
1. Remove the cover.



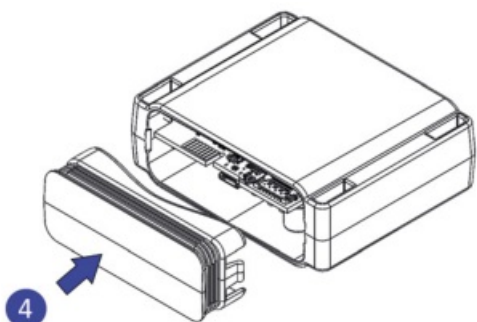
2. Insert Micro-SIM card as shown with PIN request disabled or read Security info how to enter it later in Configurator. Make sure that Micro-SIM card cut-off corner is pointing forward to slot.



3. Flip the switch to ON.



4. Configure the device. When it is done, reattach the cover and push it in place.



5. Device is ready to be used.



Micro-SIM card insertion/removal must be performed when device is turned off. Otherwise Micro-SIM card might be damaged or device will not detect it.

## CONFIGURE YOUR DEVICE

## PC PREPARATION (WINDOWS)

1. Please download Teltonika COM port drivers from here: <https://wiki.teltonika-mobility.com/wikibase/images/d/d0/TeltonikaCOMDriver.zip>
2. Extract and run TeltonikaCOMDriver.exe.
3. Click Next in driver installation window.
4. In the following window click Install button.
5. Setup will continue installing the driver and eventually the confirmation window will appear. Click Finish to complete the setup.

## CONFIGURATOR (WINDOWS)

Upon purchase, the device will have default factory settings unless pre-configured device settings are ordered. These settings should be changed according to the user's needs. Main configuration can be performed via Teltonika Configurator software. Configurator operates on Microsoft Windows OS and uses prerequisite MS .NET Framework. Make sure you have the correct version installed: MS .NET Framework 4.6.2 or newer.

1. Connect device to computer using Micro-USB cable and open Teltonika Configurator.
2. Configuration process begins by pressing on connected device:



3. After you have finished configuring the device, press Save to device button.
4. When configuration is saved, disconnect the device from USB and reattach the cover.

If connection was not initiated, it can mean any of the following

- Improperly inserted SIM Card
- Incorrect values are set to these fields: APN, Domain or Port;
- GPRS functionality disabled by GSM provider
- No GSM coverage
- Server cannot be reached

Try solving this problem before proceeding with further device configuration.

## TRACKING SETTINGS

- **Periodic:** This mode is used to get positioning data at fixed intervals.  
Configuration range is from 360 to 259200 (in seconds).

**Tracking Scenarios**

Tracking Mode

None	Periodic
Scheduler	

Time Zone UTC+00:00 ▼

- **Scheduler:** This mode is used to get positioning data at fixed schedule. Device can send positioning data up to 6 times on set days.

**Tracking Periods**

On Stop (s) 28800 ▲▼

On Moving (s) 28800 ▲▼

**Tracking Scenarios**

Tracking Mode

None	Periodic
Scheduler	

Time Zone UTC+00:00 ▼

## IMPORTANT CONFIGURATION NOTES

### GPRS SETTINGS

We strongly recommend testing the network connection from device to the server before adjusting TAT100 configuration to your needs.

Use the following steps to perform this test:

- Configure these parameters: APN, server Domain and server Port;
- Save configuration to the device by clicking on a Save to device button;
- Initiate connection by pressing the Test Connection button.

**Server Settings**

Domain

Port 0 ▲▼

Protocol

TCP	UDP
-----	-----

**Test Connection**

At this point, TAT100 will create one high-priority record and initiate connection to the server immediately.

Scheduler							
Day of the Week	Records per day	1st	2nd	3rd	4th	5th	6th
Monday	1	12:00	12:00	12:00	12:00	12:00	12:00
Tuesday	1	12:00	12:00	12:00	12:00	12:00	12:00
Wednesday	1	12:00	12:00	12:00	12:00	12:00	12:00
Thursday	1	12:00	12:00	12:00	12:00	12:00	12:00
Friday	1	12:00	12:00	12:00	12:00	12:00	12:00
Saturday	1	12:00	12:00	12:00	12:00	12:00	12:00
Sunday	1	12:00	12:00	12:00	12:00	12:00	12:00

Main rules of setting Schedule:

- Intervals between different times must be at least 6 minutes.
- Days of the week must be selected and highlighted for the device to send records according to set schedule.

More details about device configuration using Teltonika Configurator can be found in the Teltonika TELEMEDIC wiki knowledge base <https://wiki.teltonika-mobility.com>

## CHARACTERISTICS

MODULE	
Name	Teltonika TM2500
Technology	GSM/GPRS/GNSS/Bluetooth

GNSS	
GNSS	GPS, GLONASS, GALILEO, BEIDOU, SBAS, QZSS, DGPS
Receiver	33 channel
Tracking sensitivity	-165 dBm
Accuracy	< 3 m
GNSS receiver start times	Hot < 1s, Warm < 25s, Cold < 35s

## CELLULAR

Technology	GSM/GPRS Multi-Slot Class 12 (up to 240 kbps)/ GPRS Mobile Station Class B
2G bands	Quad-band GSM 850 / 900 / 1800 / 1900 MHz
Data support	SMS (text)

## POWER

Internal batteries	2x 2700mAh extremely low self-discharge Li-SOCl <sub>2</sub> batteries 3.6V (19.44 Wh)
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## INTERFACE

GNSS, GSM antenna	Internal High Gain
Chipset	Ultra-low-power Bluetooth BlueNRG-232
Sensors	Accelerometer
USB	2.0 Micro-USB
SIM	Micro-SIM, eSIM possibility
Memory	128 MB internal flash memory (220'000 records)
Buttons	On/Off switch

FEATURES	
Configuration and firmware update	FOTA Web (cloud-based firmware over the air solution) Teltonika Configurator (USB)
Scenarios	Enhanced tamper detection, Accelerometer wake up, GNSS and LBS, Indoor tracking, Bluetooth sensor support (Light, Temperature, Humidity, etc.), Recover mode, Manual Geofence, Movement detection, Scheduler with time zones, Tracking on stop / on move, Backup Tracking, Static navigation.
Protocols	UDP/TCP
Data sending	Main, Duplicate and Backup servers
Security	Configuration password SMS login and password Authorized GSM numbers list
Time Synchronization	GNSS, NTP, NITZ

PHYSICAL SPECIFICATION	
Dimensions	78 x 63 x 28 mm (L x W x H)
Ingress Protection Rating	IP68

CERTIFICATION & APPROVALS	
Regulatory (pending)	CE(RED), EAC, UCRF, REACH

## SAFETY INFORMATION

This message contains information on how to operate TAT100 safely. By following these requirements and recommendations, you will avoid dangerous situations.

Please read these instructions carefully and follow them strictly before operating the device!



- **Interference**

All wireless devices are sensitive to electromagnetic interference, as a result wireless devices might affect the performance of each other.



- **Operate the device in suitable conditions**

Comply with local traffic laws, do not operate the device with your hands while driving. Your safety is of utmost importance when you drive



- **Be cautious near flammable materials and liquids**



- **Use only original batteries**

Using uncertified manufacturer or different type batteries may cause ! the device to malfunction or even explode.



- **Use batteries safely**

Protect batteries from moisture. Avoid extensive operation at high temperatures. Batteries are integrated, do not attempt to change or charge the batteries.



- **Other**

In order to prevent device from mechanical damage it is advisable to transport it in a shock-resistant packaging. If device stopped working properly regardless of the settings only a qualified specialist can help. It is recommended to contact your local seller or your UAB Teltonika Telemedic manager in such a case.

## **TROUBLESHOOTING**

### **TAT100 doesn't send data to your configured server:**

- Check if the device is turned on.
- Make sure that Tracking settings are configured correctly.
- If using Scheduler tracking mode, make sure that days are selected and highlighted in the configurator.
- Make sure that correct time zone is selected.
- Check if your APN, Domain and Port are entered correctly and GPRS data is enabled.

### **If the device is not detected by the PC while plugged in:**

- Try using a different COM port.
- Try different Micro-USB cable
- Reinstall TeltonikaCOMDriver.
- Reinstall MS .NET Framework.



More information about troubleshooting can be found in: [wiki.teltonika-mobility.com](http://wiki.teltonika-mobility.com)

If these recommendations did not help, please contact your sales manager or contact us directly through Teltonika VipHelpDesk. Find recommendations on how to fill in a query in our FAQ page in the Teltonika Wiki Knowledge base.

## **MOUNTING RECOMMENDATIONS**

- We recommend placing the device in such a way, that the GNSS antenna is facing upwards to the sky.
- We recommend to install the device in a place where the TAT100 line of sight to the sky is not obstructed.

## **WARRANTY AND RETURN POLICIES**

TELTONIKA devices are given with 24 months warranty. All batteries carry a reduced 6 month warranty period. If a product fails within mentioned warranty period the product can be:

- Repaired
- Replaced with a new product
- Replaced by a repaired product
- Replaced by an equivalent product if the production is discontinued.

This warranty does not apply to products you purchased from unauthorized reseller, or where product is damaged as a result of abuse, accident, modification or other cause beyond our reasonable control.

### **How to submit a warranty claim**

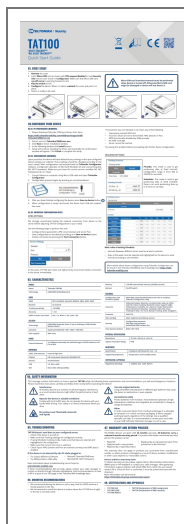
To obtain warranty service, please register Return Merchandise Authorization (RMA) query in VIP Helpdesk or contact your sales manager. After gathering information support engineer will initiate RMA form, which the user would need to fill in. Once the form is confirmed, it must be printed and sent with the shipment.

More information can be found at: <https://teltonika-iot-group.com/warranty-repair/>

## **CERTIFICATIONS AND APPROVALS**

- TAT100 EAC
- TAT100 UCRF
- TAT100 REACH
- TAT100 Declaration of IMEI assignment
- TAT100 Declaration of IMEI security





**TELTONIKA TAT100 Asset Tracker** [pdf] User Guide  
TAT100 Asset Tracker, TAT100, Asset Tracker, TM2500