



Solutions Start Here



SBC3 CAN 4G User Manual

04.12.2019

Contents

- 1 General Terms and Conditions 2
 - 1.1 General Information2
 - 1.2 Contact2
 - 1.3 Conventions used in this Manual.....3
- 2 Safety 3
 - 2.1 Audience and Intended Use.....4
 - 2.2 General Safety Information.....4
 - 2.3 Precautions.....4
 - 2.4 ESD protection.....5
 - 2.5 General Battery Handling5
 - 2.6 Battery Storage.....6
 - 2.7 Battery Disposal6
- 3 Product Description..... 6
 - 3.1 Identification (label to be modified)7
 - 3.2 Technical features.....7
 - 3.3 Functional Overview8
 - 3.4 Wiring description.....9
 - 3.5 Wiring the SBC3 CAN 4G to the asset or vehicle..... 13
 - 3.6 Delivery Content and Accessories..... 13
- 4 Operating Set up 14
 - 4.1 Operating the device.....14
 - 4.2 Insert the SIM Card.....15
 - 4.3 Switching the device On/Off.....16
- 5 Status indicators 18
- 6 Connect to the vehicle..... 19
 - 6.1 Placing the device into the vehicle.....19
 - 6.2 Wiring connection.....19
- 7 Configuring a device 20
 - 7.1 Basic event types20
 - 7.2 Power modes.....20
 - 7.3 Basic configuration21
- 8 Connection to Kentaur 24
 - 8.1 Connecting the device to Kentaur24
 - 8.2 Dashboard Guide.....25
- 9 Troubleshooting hints 36

1 General Terms and Conditions

All information in this documentation has been carefully assembled and checked, but should not be considered as a guaranteed feature set. The copyright of the related documentation is with Telic AG. The Telic Logo and the terms Telic, and Telic SBC3 CAN 4G are brands of Telic AG. All further names and terms used can be brands or registered brands of their respective owners. Telic reserves the right to change the included information without notice and doesn't take responsibility for errors in the document and/or missing information.

1.1 General Information

This Installation Manual consists of the following chapters:

Chapter	Description
1	<i>General Information</i> provides basic information such as the conventions for the warning levels, applicable related documentations, and contact information.
2	<i>Safety</i> addresses the audience for this manual, the intended use of this device and safety-related information important to read before using the device.
3	<i>Product Description</i> provides a brief overview about the functions and features of the device as well as the available accessories.
4	<i>Operation Setup</i> guides you with detailed step-by-step-procedures through the process of commissioning the device.
5	<i>Status Indicators</i> describes the different LED status.
6	<i>Connect to the Vehicle</i> provides important instructions about how to install the device within the vehicle.
7	<i>Configuring the Device</i> explains how to configure the device for its proper working.
8	<i>Connection to Kentaur</i> explains how to connect the device to Kentaur and provides an overview of Kentaur's graphical interface.
9	<i>Troubleshooting Hints</i> provides solutions to issues that may occur during operation setup and active use of the device.

1.2 Contact

Support Hotline

If you need specific technical support, please submit a request at the following link:

<https://www.telic.de/en/contacts/support-request>.

1.3 Conventions used in this Manual

The following conventions for warning levels are used in this manual:

Warning	
	Warnings against hazards that may result directly in serious injuries or death in case of non-observance.
Caution	
	Warnings against hazards that may result in injuries in case of non-observance.
NOTICE	
Warnings against hazards that may result in material damage in case of non-observance.	
	Indicates that the device can be damaged by electrostatic discharge.
	This note contains helpful suggestions or references to material not covered in the document.

2 Safety

This device has been designed in accordance with state-of-the-art standards, manufactured with utmost care using high-quality materials, and tested. Nevertheless, its use may constitute a risk to persons or cause material damage.

The following safety instructions must be followed in order to ensure the safety of users and the device.

If these instructions are ignored, Telic will not assume responsibility for any damages that are incurred.

2.1 Audience and Intended Use

The device enables telematics and logistic service providers to track vehicles or other assets with an external power source (e.g. trailers), and is designed for installation inside and outside the vehicle. Any other use is not intended.

2.2 General Safety Information

Caution

- Read all enclosed instructions and information.
- Observe the warnings included in the documentation.
- It must only be used by persons being aware of the risks and dangers involved in operating it.

2.3 Precautions

Caution



Negative consequences on safety and device integrity due to connecting the wrong cable to the unit.

- Only use cables which are listed in the Telic accessory list.

NOTICE

The messages of the device are transmitted via the mobile network. Therefore you need a standard 3 Volts or 1.8 Volts SIM card.

NOTICE

- Take care that the housing covers fit together tightly and properly, and that the rubber gasket is still in place.
- Check that the clear plastic light guides are located above the LEDs.

NOTICE

Be careful not to over tighten the screws as it will damage the casing and could lead to a reduction in the effectiveness of the environmental protection of the housing:

Min. torque M = 1,2 Nm

Max. torque M = 1,5 Nm

NOTICE

When using screws for mounting the device onto to the object to the tracked, we recommend using screws with thread M6 and a minimum length of 30 mm. Please note that the actual length of the screws depends on the underlying object's material!

2.4 ESD protection

An electrostatic discharge (ESD) is the transfer of charge between two electrically charged objects with different electrical potentials either caused by contact or short circuit. If you are charged, for example due to walking on a carpeted room, you generate static electricity that can damage the PCB. Therefore, take proper measure for ESD protection, e.g. electrical connection of the body to the ground, to make sure you do not destroy internal electronics.

	<p>Electrostatic discharge (ESD)</p> <p>The internal electronics of the device can be damaged.</p> <p>→ Take proper measures for ESD protection, e.g., electrical connection of the body to ground.</p>
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Repair of ESD damages caused by user's negligence will not be covered by Telic's warranty.

2.5 General Battery Handling

The device includes a rechargeable battery. The battery is designed to represent the highest possible degree of safety. It may however present a potential hazard if it is abused electrically or mechanically. This is in most circumstances associated with the generation of excessive heat. In this case the internal pressure may cause the cell case to rupture. For this reason, the following general guidelines should be followed when handling the device's battery:

Caution**Material damage caused by electrical or mechanical abuse.**

- Do not short-circuit.
- Do not over discharge.
- Do not incinerate.
- Do not expose to temperatures beyond the specified temperature range.
- Do not crush or puncture.
- Do not open cells, do not disassemble battery packs.
- Do not expose contents to water.
- Do not connect with false polarity.
- Do not weld or solder to the battery's body.
- Only authorized official Telic replacement batteries must be used in the devices.

-
- ➔ The batteries included with the devices must only be used in the device.
 - ➔ The batteries must never be used in any other device unless specifically authorized by Telic, including but not limited to other Telic products or devices.
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2.6 Battery Storage

The following guidelines should be followed when storing the batteries:

- Do not store batteries in rooms with generally high temperature and high humidity levels. Storage temperature range: should be below 35 °C, avoid temperatures above 75 °C.
- Ensure that storage areas are well ventilated.
- Store the batteries in their original packaging materials or in the device itself. This will eliminate unintentional shorting.
- You can store batteries in conductive anti-static bags or foam. Prerequisite: The resistivity of the material exceeds 1 MΩ.
- Batteries should not be placed on or covered with metallic or otherwise conductive material.
- Batteries should be stored away from any flammable material in the storage area. Fire extinguishers for metal fire (class D) are preferred.
- Do not attempt to extinguish fires with small amounts of water, sand, or with carbon dioxide extinguishers.

2.7 Battery Disposal

The disposal or recycling of batteries is regulated by each European country. In each country, the manufacturers, importers and users are responsible for the proper disposal. The European Community (EC) has issued two directives, 91/157/EEC and 93/86/EEC. These directives are implemented by each member country of the EC independently and in a different way. In accordance with these directives, the batteries do not contain dangerous substances. The reaction products are inorganic and do not represent environmental risks once the decomposition process is terminated.

3 Product Description

This chapter provides an overview about the functions and features of the device.

3.1 Identification (label to be modified)

On the top side of the device, you will find the type label.



Label	Description
S/N	Serial number
	Serial number
IMEI	International Mobile Equipment Identity
HW-Rev.	Hardware Revision Number
CE	CE Verification mark
	Disposal in accordance with European Directive 2002/96/CE

Table 1: Identification label

3.2 Technical features

Cellular / GNSS

- LTE Cat M1 / EGPRS
- Receiver type: 72-channel GNSS receiver
- GPS | GLONASS
- GNSS sensitivity: -167 dBm
- Positions acquisition time:
 - Cold 29 sec
 - Hot 1 sec
- Position accuracy: 2.5m CEP50

Software

- Software Download Over The Air (DOTA) or through RS232 interface
- Device-configuration: TCP/IP, RS232, or SMS
- FTP configuration file download
- Event based wake up: time / motion/ input based
- Event-based reporting based on time, duration, distance, course change
- Up to 50 rectangular geofence zones
- Memory capacity for messages: ~20.000 (only positioning data)
- Data transmission modes: TCP/IP or UDP/IP
- RS232 transparent mode & support of local RS232-protocols
- 3-Level Watchdog System
- Driver identification for up to 50 IDs

Hardware Features

- Housing: Extremely robust dust – and water protected: IP6K6K ISO 20653 for vehicles
- Integrated mobile communication and GNSS antennas
- Integrated 3D Accelerometer for Motion detection
- Robust SIM card holder (1.8/3V) for Mini SIM cards
- Status Indicators: 3 LEDs (Mobile communication; GNSS; Battery)
- Approvals: E1; CE

Hardware Interfaces

- Ignition Status (On/Off): 1x
- General Purpose Inputs(digital/analogue): 2x, Analog Inputs: 1x
- Digital Outputs: 1x
- 1-Wire: iButton ID key|Temperature Sensor (DS18S20; DS18B20; DS19221)
- CAN bus: Configurable CAN; OBD-II; FMS
- RS232: 1x peripherals, 1x monitoring/configuration of the device

Power Management (*)

- External voltage range: 7V -32V
- Battery Capacity: 660 mAh (LiPo)
- Battery Safety compliant with IEC 62133 for extended operating temperature range
- Typical consumption in sleep Mode (external source): ≤ 1 mA (@12V)
- Typical consumption in sleep Mode (internal battery): $\leq 0,14$ mA

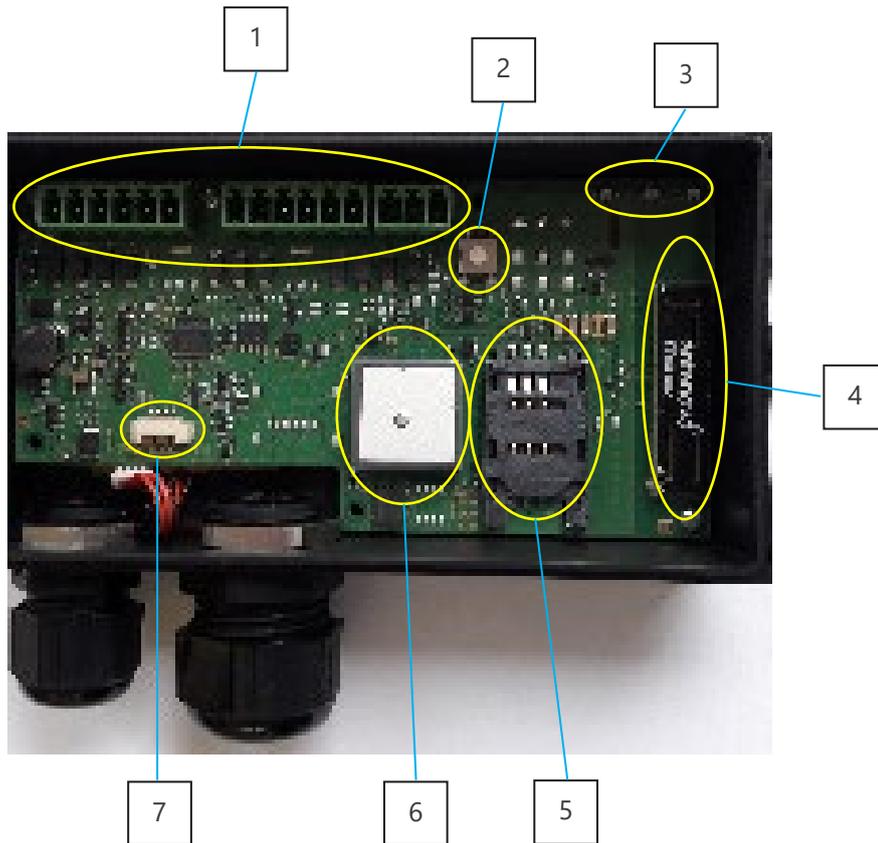
Hardware Characteristics

- Dimensions: 150x65x45 mm
- Operating temperature: -30°C to +70°C
- Recharging temperature: 0°C to +45°C
- Weight: 220 g

(*) *The SBC3 CAN 4G begins to operate immediately after receiving main power, even after long non-operating times, and depleted back-up battery.*

3.3 Functional Overview

The picture below gives an overview about the main components and its functions available on the PCB after opening the upper lid.



Picture 1: Functional Overview

	Function
1	Connectors for power supply and vehicle interfaces
2	ON/OFF button
3	Status LEDs (GNSS, Mobile service, Power)
4	Mobile antenna
5	SIM card holder
6	GNSS antenna
7	Connector for rechargeable battery

Table 2: Device components

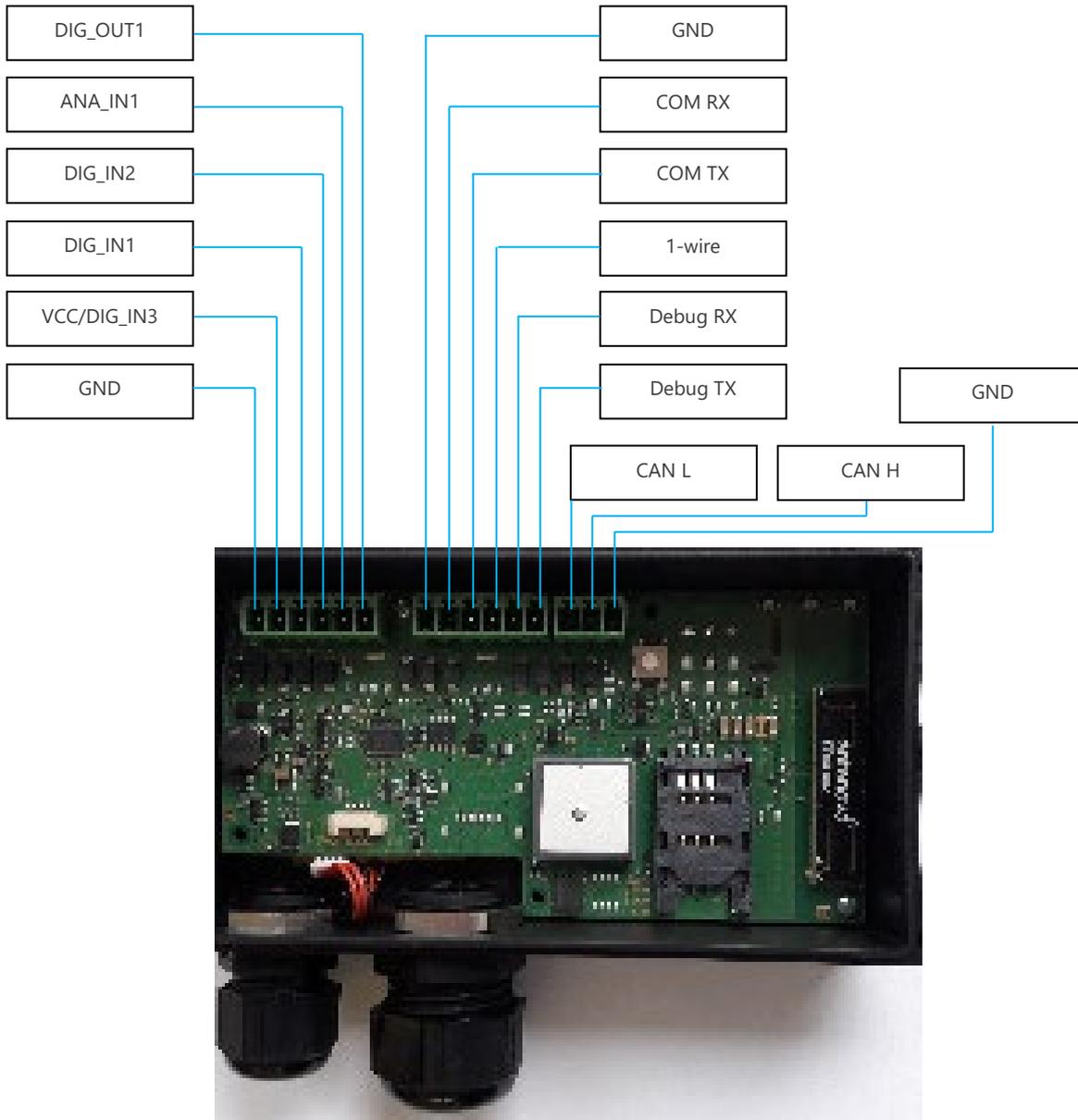
3.4 Wiring description

Wiring the connectors has to be performed before closing the lid, and while the device is still switched off. The bundled cables must pass through the PG holes and then each single wire has to be screwed inside the desired pins.



All the unused wires have to be isolated in order to avoid dangerous contacts with metallic/electronic parts once the unit is installed within the vehicle.

 Please note that while in the SBC3 CAN, the wire connectors can be clicked onto the board, the wire connectors on the SBC3 CAN with external antennas and SBC3 CAN Power are soldered directly onto the board.



Picture 2: SBC3 CAN 4G Cable Pins allocation

Signal	Description
GND	Ground
VCC /DIG IN_3	External power supply 7 – 32V DC (optional digital input)
DIG_IN1	Digital input 0 – 32V DC
DIG_IN2	Digital input 0 – 32V DC
DIG_IN4 / ANA_IN1	Digital/Analog input 0 – 32V DC
DIG_OUT1	Low side switch, max. 1A

Table 3: Left-side 6 pin Connector

Signal	Description
GND	serial ground
COM RX	interface for external serial device V24 level -12V ... +12V
COM TX	interface for external serial device V24 level -12V ... +12V
1-wire	interface for external 1-wire devices 3,3V DC
Debug RX	serial interface for Telic-Traces V24 level -12V ... +12V
Debug TX	serial interface for Telic-Traces V24 level -12V ... +12V

Table 4: 6 pin Connector in the middle

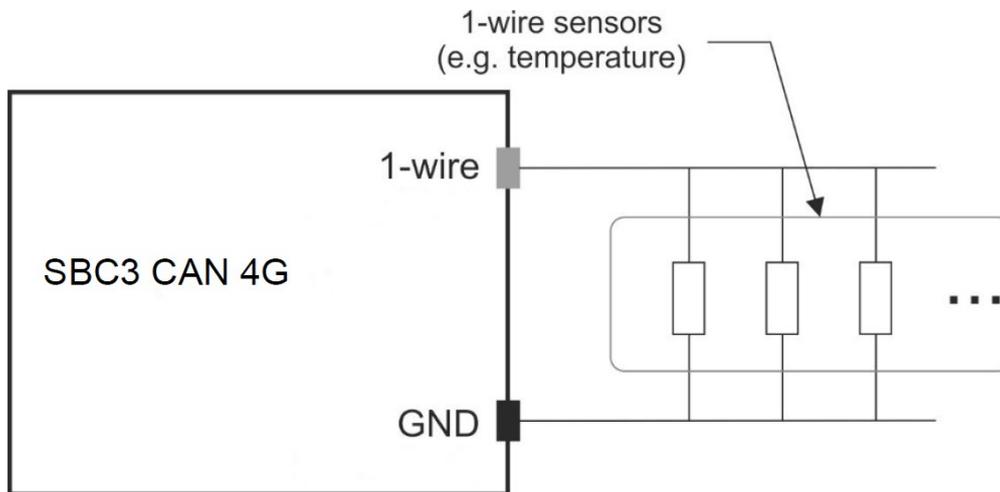
Signal	Description
CAN_L	bus signal CAN low
CAN_H	bus signal CAN high
GND	CAN ground

Table 5: Right-side 3 pin Connector

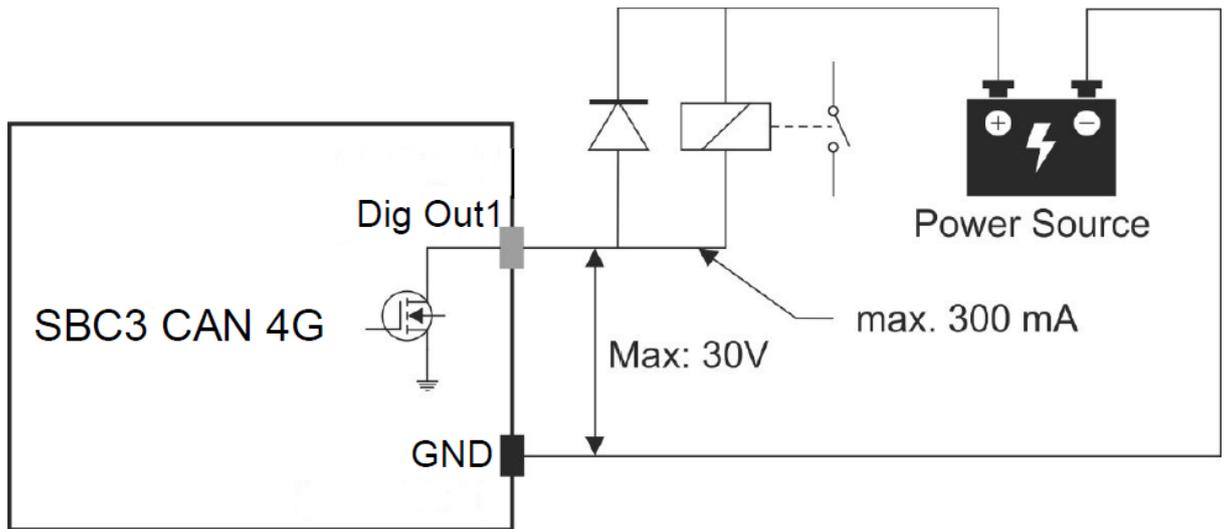
The following voltage ranges apply:

- +7 V to +32 V for VCC/external power supply
- +0 V to +32 V for the other Inputs
- 0 V for GND

Please observe also the following wiring diagrams:



Picture 3: Wiring 1-wire Sensors



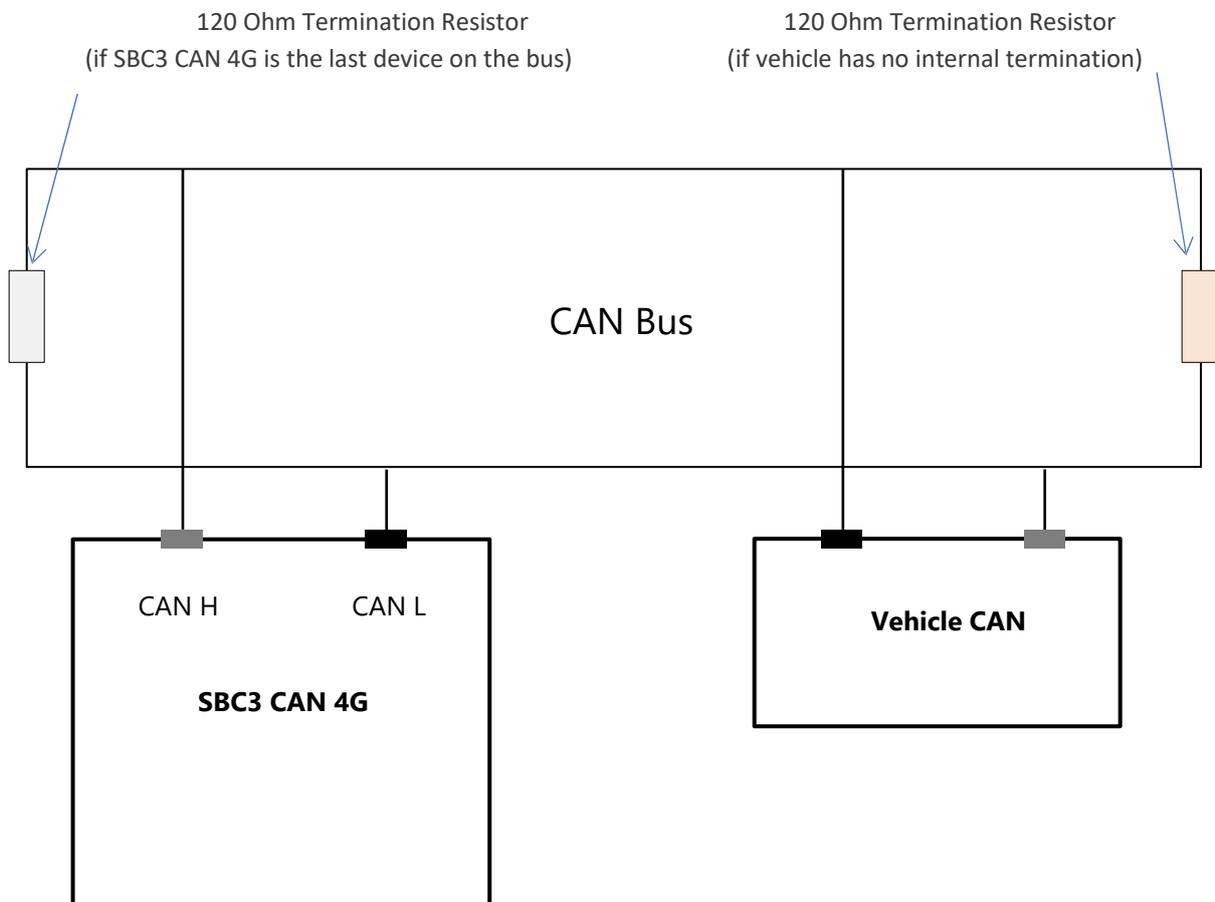
Picture 4: Wiring Digital Outputs

For the digital outputs DigOut1 and DigOut2, the following applies:

- Max Values: 300mA/+30V
- Low-Side-Switch: if triggered, the pin goes to 0V/GND

Notes:

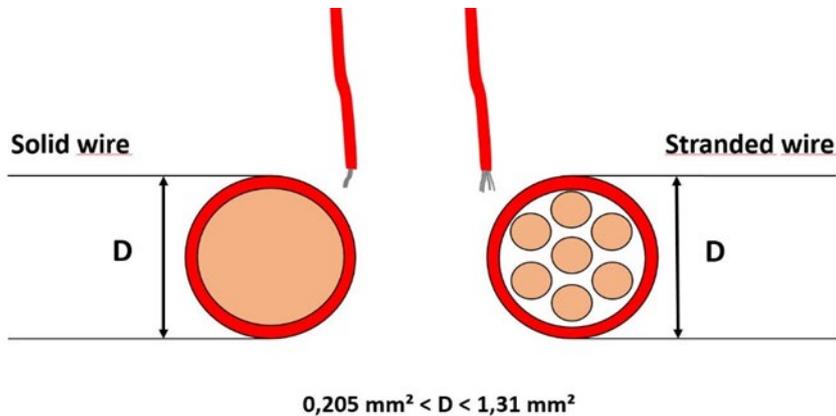
- If a relay is connected to the digital output, it must have the same common ground as the device
- The voltages on inputs and outputs must be identical



Picture 5: Wiring CAN H and CAN L

3.5 Wiring the SBC3 CAN 4G to the asset or vehicle

Please note that the cable cross section of any wires that need to be screwed into the terminal highlighted in Picture 2 must have a diameter in the range of 0.205 mm^2 to 1.31 mm^2 (applicable both to solid and stranded wire sections, see also picture 6).



Picture 6: Allowed range for the cable cross-section

Connection of the wiring to the vehicle



In general the SBC3 CAN 4G must be supplied by a Limited Power Source (LPS). Please note that cables must be only connected to the SBC3 CAN 4G if they are secured by 2A fuses. We recommend the use of blade type fuses, as they are used in the automotive sector.

3.6 Delivery Content and Accessories

In addition to the SBC3 CAN 4G, the following accessories can be part of the shipment, if previously ordered.

Accessory Name	Order code	Functionality	Picture
Connection cable SBC3 CAN 4G	16300	Standard cable provided for automotive application	
Cable for serial configuration and debugging SBC3 CAN 4G	16214	Cable to configure the unit via serial interface and to get traces for debugging	

1-wire Temperature Sensor	90029	1-wire Temperature sensor; Cable length: 7 m; Temperature range: -55 °C to +125 °C; Accuracy: ± 0,5°C (in range -10 °C to +85 °C)	
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Table 6: List of accessories

4 Operating Set up

The operation set-up of the tracking device can be realized in few quick steps.

	Please take proper ESD protection measures (e.g. electrical connection of the body to ground) to make sure you don't destroy internal electronics! Repair of ESD damages caused by user's negligence will not be covered by Telic's warranty. Electrostatic discharge (ESD) is the sudden and momentary electric current that flows between two objects at different electrical potentials normally caused by static electricity.
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4.1 Operating the device

Open the SBC3 housing by unscrewing the 4 housing screws. The SIM card holder can be found under the top cover.



Picture 7: How to open the device

4.2 Insert the SIM Card

A working SIM card from a suitable network provider must be properly inserted so that the device operates correctly.



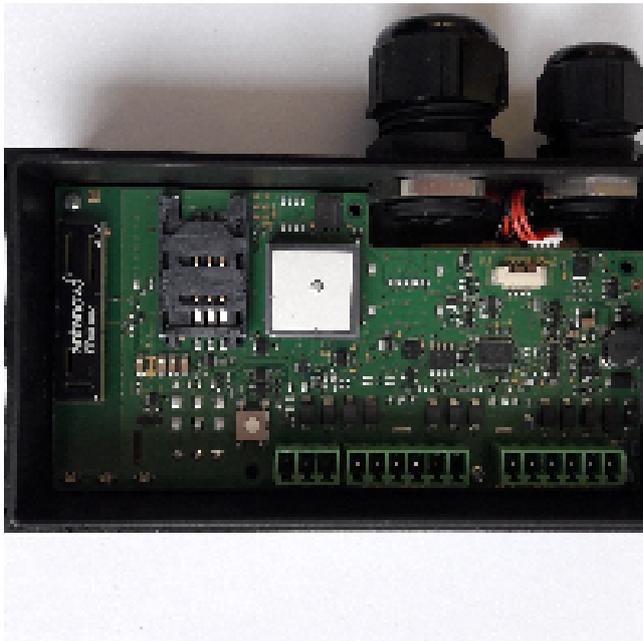
If the SIM card is not PIN free, it has to be ensured that the PIN is set to "0000". To speed up the log-in process into the mobile network, the SIM card should contain no or only a few phone book entries.



The messages of the SBC3 CAN 4G are transmitted via the mobile network. Therefore you need a standard 3 Volts or 1.8 Volts SIM card.

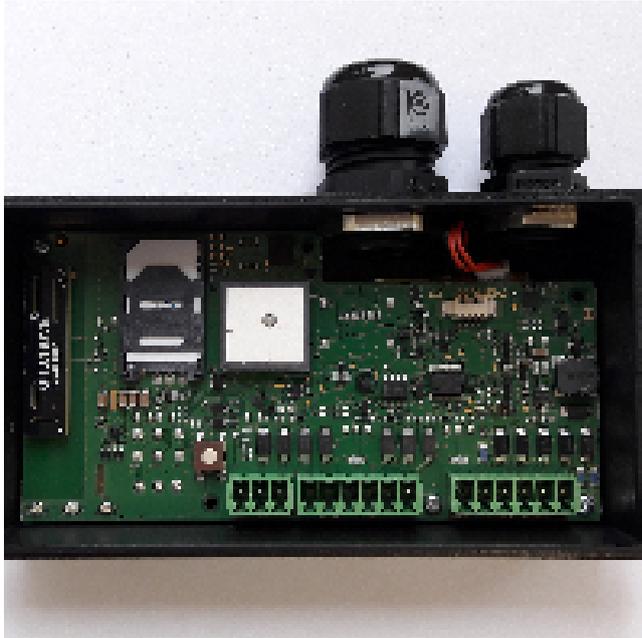
The insertion of the SIM card into the SBC3 is easy:

- Place the device in front of you on the desk such that the external connectors are facing away from you.
- Slide the SIM card cover carefully away from yourself towards the direction of the arrow between the two words "OPEN"



Picture 8: How to insert the SIM Card

- Carefully flip the card reader sideways then up. Now insert the SIM card into the SIM card holder so that the cut corner matches with the corresponding marking on the SIM card holder. Do not touch the contacts of the SIM card. If necessary clean the contacts with a soft cloth.



Picture 9: Where to insert the SIM Card

- When inserted correctly the gold contacts of the SIM card should be facing down.
- Flip the SIM card holder back into its original position and slide the lock back till it is locked
- If you cannot close the SIM card holder, you may have inserted the SIM card in the wrong direction

With this step you have finished the SIM card installation.

Now you can connect the rechargeable battery connector to the 4-pins connector on the PCB.

The device works even without connecting the battery, taking power from the external Vcc.

4.3 Switching the device On/Off

NOTICE

Telic delivers the devices switched-OFF

If the Telic SBC3 CAN 4G unit is switched off, you can switch it on by a single short press of the white button (see Picture 10: Switching the device On/Off).

If you want to switch the device off, then double press shortly the white button. It is possible to reset the device (complete power off of the controller) with a single long press of at least 5 seconds.



Picture 10: Switching the device On/Off

Closing the device

Please close the SBC3 CAN 4G housing by screwing the 4 screws down back into its original position. The clear plastic light guides must be located above the LEDs. Please ensure that the cover locks properly into position.

5 Status indicators

Left indicator: Power status	Middle Indicator: Mobile status	Right Indicator: GNSS status
<p>The left indicator consists of two LEDs: one green and one red.</p>	<p>The yellow LED reflects the mobile status and also whether the device is switching on.</p>	<p>This LED blinks green and indicates the status of the GNSS receiver.</p>
 <p>Off: the device currently does not receive any power from an external power source</p>	 <p>Off: the mobile module is not active.</p>	 <p>Off: GNSS is not switched on.</p>
 <p>Red LED On: Internal battery charging.</p> <p>The green LED will be permanently on, when the unit has external power supply and the battery is fully charged.</p>	 <p>Permanently on: mobile is active, but no network available / not yet registered.</p> <p>Blinking once: Device is logged into the mobile network, no connection to server.</p> <p>Blinking twice: Device is logged into the mobile network, established TCP/ IP connection to server.</p> <p>Blinking 3 times: there is no SIM CARD either wrong PIN.</p> <p>Blinking quickly 5 times: a configuration SMS is detected.</p> <p>Consider that the LED will flash every 10 seconds for a period of 3 seconds if the device is configured to transmit AED-data but there are no connected peripherals (AED-error condition).</p>	 <p>Blinking once: Position acquisition.</p> <p>Blinking twice: 2D-Fix (no valid height).</p> <p>Blinking three times: 3D-Fix (GNSS data is complete).</p> <p>After start up as well as after a phase without GNSS reception the device only accepts 3D GNSS positions.</p> <p>This ensures, that 2D positions reports with serious deviations from the real position are not reported to the control center.</p> <p>After a while, 2D position reports are accepted because the GPS receiver had enough time to evaluate the signal quality of all available satellites.</p>

Table 7: LEDs behaviour

6 Connect to the vehicle

This paragraph describes the procedure to install the device on board of your vehicle and check if the installation has been performed properly.



Please take proper ESD protection measures (e.g. electrical connection of the body to ground) to make sure you don't destroy internal electronics! Repair of ESD damages caused by users negligence will not be covered by Telic's warranty. Electrostatic discharge (ESD) is the sudden and momentary electric current that flows between two objects at different electrical potentials normally caused by static electricity.

6.1 Placing the device into the vehicle

In order to protect your vehicle from theft and vandalism the device should be installed in a location where it and its power supply are well-hidden. Using the cable-cases on box surfaces, please install the device in a suitable, dry location, not in contact to radio and audio frequency interference or hot parts of the vehicle like near the engine. When installing the device, please consider that antennas are integrated, this means it must be installed in a place with a minimum distance of 7 cm to metallic components of the vehicle in each direction.

6.2 Wiring connection

Please connect the Telic SBC3 CAN 4G with the vehicle according to the following instructions using the connection cable. Please do not connect the connector to the Telic SBC3 CAN 4G before all wires you intend to use are connected to the vehicle. The power supply has to be available while the ignition is off.

The GND wire (pin 1 of the 6 pin left connector) must be connected to the GROUND (pin 31 of the vehicle), and the VCC (pin 2 of the 6 pin left connector) must be connected to VCC (pin 30 of the vehicle).

The DIG_IN1 wire must be connected to Ignition (pin 15 of the vehicle).

All other wires have to be connected to the related interface, otherwise please ensure that they cannot cause short circuits.

The advantage of constant power supply is that the device is able to connect faster to the Mobile network and it can find faster a new GNSS position after ignition was switched from "OFF" to "ON". This means that for example working time calculations will be more precise. With ignition off, the power consumption of the Telic SBC3 CAN 4G is low enough that it does not interfere with proper functionality of the vehicle battery.

If the Telic SBC3 CAN 4G is configured to use a motion dependent power mode, the device can detect and report that it is moving (e.g. if it is stolen or being transported via a second vehicle) even while ignition is off.

7 Configuring a device

7.1 Basic event types

The SBC3 CAN 4G's primary task is to transmit GNSS position data including additional status information via a TCP/IP connection to the telematic server. If a message can't be transmitted, it will be stored in the device to be transmitted later. There is a wide range of events that generate a position message (they are all detailed in our SW specification).

The basic events are listed below:

- **Time event:** the message is generated at the end of a time period of x seconds (x being configurable);
- **Distance event:** the message is generated once a distance of x meters (straight line distance to the previous event) in any direction (x being configurable) has been travelled;
- **Angular course change event:** the message is generated once there is a direction change of a configurable minimum angle in x degrees (x being configured) at a configurable minimum speed of y km/h (y being configured);
- **Periodic Wakeup / Routine Message:** even when the unit is in stand-by mode, the message is generated either every x hours (x being configurable) or at a fixed time (configurable) during the day.

7.2 Power modes

The SBC3 CAN 4G's can work with several power modes based upon the customer's needs.

This allows to save the power consumption as much as possible and to extend the battery runtime.

The available power modes are listed below.

- **Full power mode**
Microcontroller, mobile service and GNSS modules are always on.
- **Input sleep Mode**
Microcontroller, mobile service and GNSS modules are turned off two minutes after the selected digital input (e.g. Ignition) is set to low (both time and digital input can be changed in "Expert Settings").
- **Timer Sleep Mode**
The device enters the sleep mode between the timer events (events generated every x minutes, being x configurable). During sleep mode mobile and GNSS are turned off and microcontroller is in

low power mode. An input can be configured to wake up and stay awake until the input goes to low again.

- **Motion Sleep Mode**

If the motion sensor detects stationary, the device will switch off GNSS and mobile service modules, and μC is switched to low power mode. Changes from "stationary" to "moving" will always wakeup the system. Then it will stay awake as long as the sensor detects movement. GNSS and mobile modules are turned on. If the device detects "stationary" for the stationary detection time period, the device goes into the sleep mode after 60 seconds.

An input can be configured to wake up and stay awake until the input goes to low again.

- **Endurance Mode**

Basically the Endurance Mode is similar to the Timer Sleep mode, combined with the Motion Sleep Mode. As long as the device is moving, it behaves like in Timer Sleep mode. As soon as it falls to stationary it wakes up, sends the stationary event (if configured) and falls back to sleep until the next movement without generating cyclic messages. This sleep in stationary state can be interrupted by routine or fixed reporting time events.

7.3 Basic configuration

The device can be configured via either serial interface or SMS.

In the first case you will need a proper cable (item 16214 of 'List of accessories') and a serial terminal program (e.g. Realterm).

In the second case, you will need in the device a SIM supporting SMS (M2M SIMs typically don't support them).

Before you insert the SIM card and activate the device, make sure the PIN is disabled or set to 0000. Otherwise it can happen that the PIN is entered incorrectly three times, and the SIM falls into the PUK lock.

This would be deactivated again by a mobile phone.

When sending SMS to a device through a mobile phone, the phone number of the latter must be visible (not hidden), otherwise the device won't send its reply to the sender.

Afterwards, you can check the flashing behaviour, Mobile LED should flash once, when the device is logged into the mobile network, and twice when an IP connection to the server is established.

More detailed information can be found in the 5th chapter of this manual.

A lot of parameters can be configured in order to implement the proper use case.

Besides, the unit has to be configured in order to forward messages (events) to the proper server; in the following paragraphs some scenarios will be illustrated as examples (all the details can be found in the SW specifications, basic and expert type).

Tracking – typical configuration profiles

- **Vehicle Live (1min interval)**

Position messages are generated every 60 seconds when in motion, regardless of speed or changes of driving direction.

This means that a position message is generated and transmitted every 2 km on a freeway or highway (driving with about 120km/h).

As soon as motion is ended (detected by built-in sensor), the device will go to sleep mode. When going back to motion (detected by the sensor), the device will automatically resume tracking.

A routine event ("I am alive") will be sent once a day.

Then the power mode will be motion-sleep mode (5), and time interval 60 sec.

The following extra messages are generated and sent to the server (value=2 in the 32 bytes sequence detailed below):

- Power Supply connected / disconnected
- Ignition signal on / off
- Digital Input 2 signal on / off
- Digital Input 4 signal on / off
- Device stopped moving (30 seconds without any sensor motion detection)
- Device started moving (according motion sensitivity level 3)
- Periodic Wakeup / Routine message (every 24 hours)

Configuration SMS:

0011{6digitsIMEI},,,,60,0,200000700000,50000009,00000000022222200000000022000000,,,,,0,0,0,0,24,,,,3,30,,,,30,6

Configuration command through serial line:

CONFIG=,,,60,0,200000700000,50000009,00000000022222200000000022000000,,,,,0,0,0,0,24,,,,3,30,,,,30,6

Remark: the "0011{6digitsIMEI}" of the SMS becomes "CONFIG=" in the serial command; the rest remains unchanged.

- **Vehicle - Medium Resolution - Off by Motion**

Position messages are generated either after 5 km distance or as soon as the driving direction has been changed more than 45 degrees provided that the vehicle is exceeding 20Km/h.

Driving long distances will be covered by one position message every 5 km, driving short distances is managed by generating position messages whenever the driving direction is significantly changed.

As soon as the vehicle has stopped (detected by sensor) the device will go to sleep mode. When vehicle goes back to move, the device will automatically resume tracking.

Power mode: motion-sleep mode (5)

Distance interval: 5,000 mt

Course change: 45 degrees

Minimum Speed: 20 Km/h

In addition the following extra messages are generated and sent to the server:

- Power On
- Ignition signal on / off
- Digital Input 2 signal on / off
- Device stopped moving (1 minute without any sensor motion detection)
- Device started moving (according motion sensitivity level 3)

Configuration SMS:

0011{6digitsIMEI},,,,0,5000,020000700000,50000009,20000200002222000000000022000000,,,,,0,0,0,0,24,,,,3,60,,,,45,20

- **Vehicle - Low Resolution Track (10min interval)**

APN, USERNAME and PASSWORD must be adapted according to the SIM card (Provider).

In case there is no Username (or Password), you have to digit: "".

When you send an SMS, you must wait for an SMS reply by the device (Ack) confirming IP address, port, and APN credentials (*you can disregard the other parameters*).

Example:

IP Address: 78.137.103.86 (this is in particular the IP address of telic.kentaur.cc)

IP Port: 1561

APN: internet.m2m.de Username: m2m Password: sim

{IMEI} = last 6 or 15 digits of IMEI – 353322088**958773**

Final SMS:

00b**1958773**78.137.103.86,1561,internet.m2m.de,m2m,sim,

Reply by the device:

00b**4958773**78.137.103.86,1561,internet.wind,,,1,80,60,,,,,0

8 Connection to Kentaur

Kentaur is Telic's Application Enabling Platform able to interpret messages sent by our telematics devices, and present them in an user friendly way thanks to its graphical interface.

The device can be managed through Kentaur once it is connected to the platform.

8.1 Connecting the device to Kentaur

Once the device has been set up (please refer to the chapters 4 and 5), the user has to connect the device to Kentaur, in accordance with the procedure illustrated in the paragraph 7.3.2.

Then the user has to follow the steps illustrated in the paragraph 8.2 ("Dashboard Guide").

Once the device is sending first data to Kentaur, the Kentaur backend will check if the IMEI is matching one of the IMEI of the existing devices; in this case it will accept the device and show the data to the user.

Now the connection is established, and the device is perfectly integrated into the platform.

If the IMEI is wrong (no match), the device will be rejected.

8.2 Dashboard Guide

This application gives you the possibility to manage the devices that are connected via the Kentaur IoT platform.

Register/Login

- ⇒ Get to the Kentaur Website: <https://kentaur.cc> (works only via Google Chrome)
- ⇒ Press the "Register" link at the bottom of the window
- ⇒ Enter your personalities into the appropriate fields
- ⇒ Enter your user name (without a dot ".")
- ⇒ Chose a password (at least 6 digits long including a special character)
- ⇒ Click on the "registration reasons"
- ⇒ After completing the registration process, you will receive your confirmation via email
- ⇒ Take the link from the mail and get into Kentaur

In case you are already registered, you can simply enter your Username and Password to access Kentaur.

If you already have a valid account, but forgot your password, then please select "Forgot password". You will receive an email with further instructions.

By activating the Remember me button, your browser saves your login credentials and automatically fills in the login information.

Full name

Company name

Company email

Username

Password

Registration reason?

Testing IoT platform POC purpose
 Testing Telic device Another reason

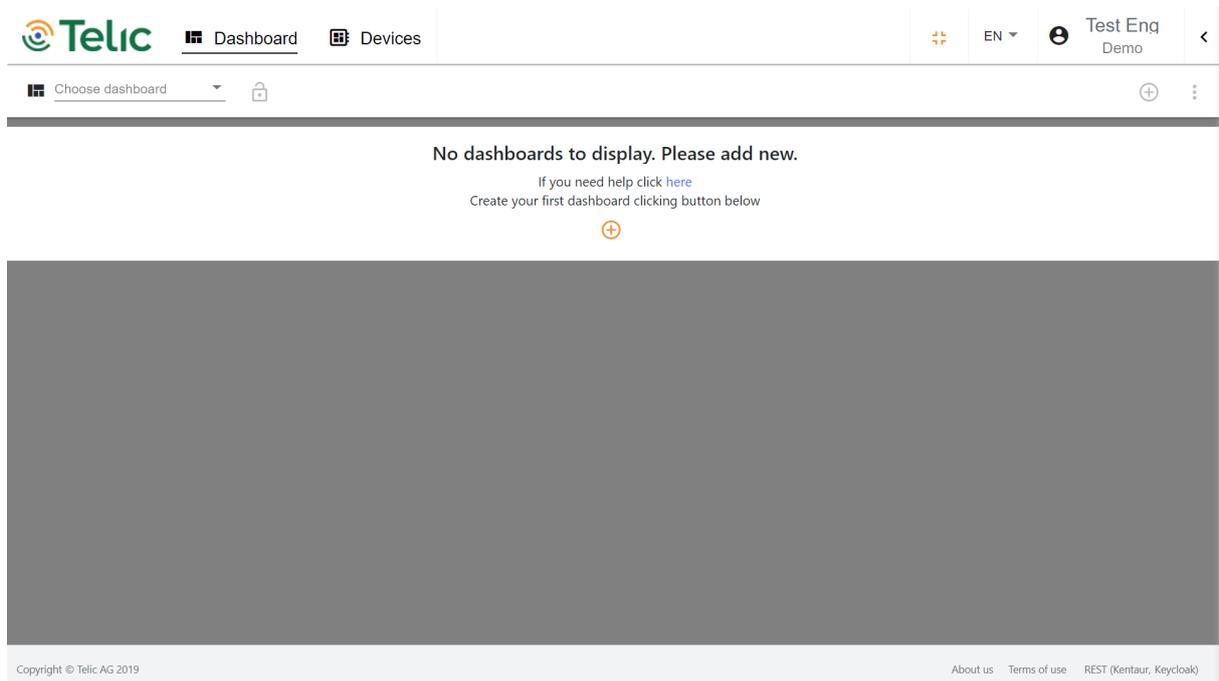
[« Back to Login](#)

How to create a dashboard

In case you do have multiple dashboards created and saved, they will appear in the drop down menu. In this case you can select one by clicking on "Choose Dashboard".

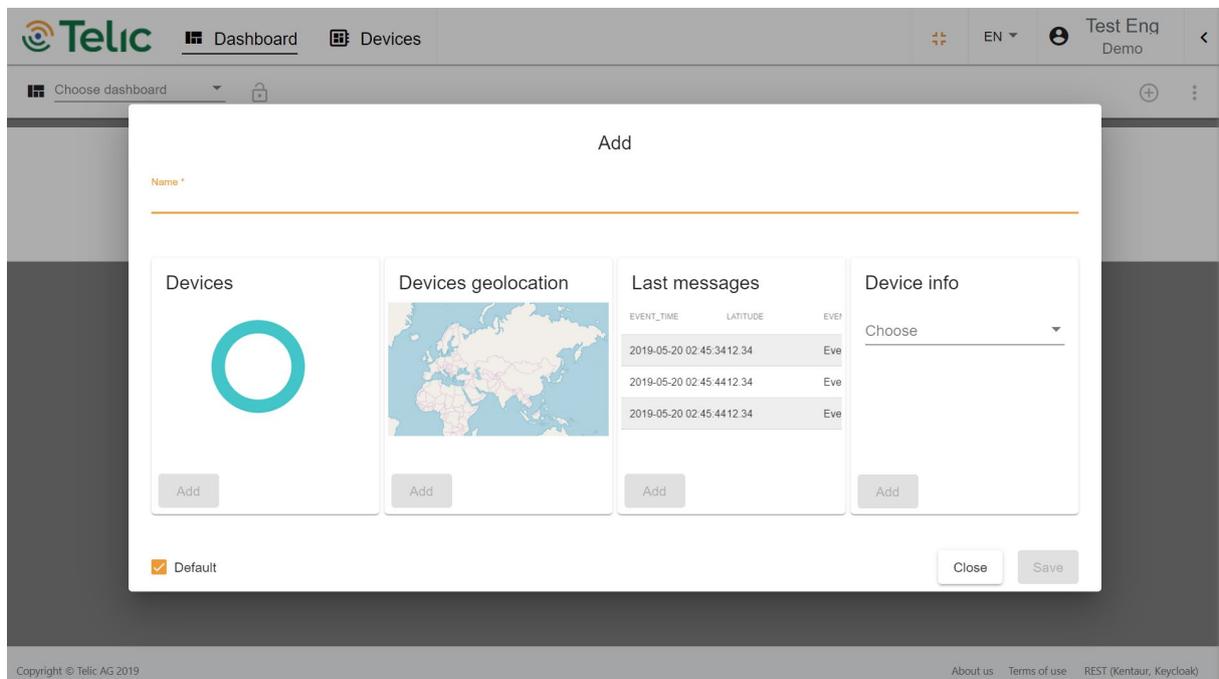
If you are at your first login, there is no dashboard yet.

For creating your own dashboard, select "Create your first dashboard clicking button", as you can see in the screenshot below.



The following window will pop up

- ⇒ Choose a name for your dashboard
- ⇒ Add the widgets you want to see on your dashboard by clicking the "Add" button.



- ⇒ At the "Device info" widget you first have to choose which parameter of the device info shall be shown by opening the drop down menu

- ⇒ After selecting your widgets please press "Save". Otherwise press "Close", by which you do not save your changes and return to the Dashboard page.

As Admin you can choose in the widgets, if you want to see "all devices" (all devices on this domain) or "my devices" (only those devices directly linked to you as owner). An user can only see the devices being assigned to him.

Elements in the Menu

In the Top Line on the left side, you can switch between the main windows, which are: dashboard, devices and users (the last option is visible only if you are Administrator).

This menu is always available, no matter where you are at.

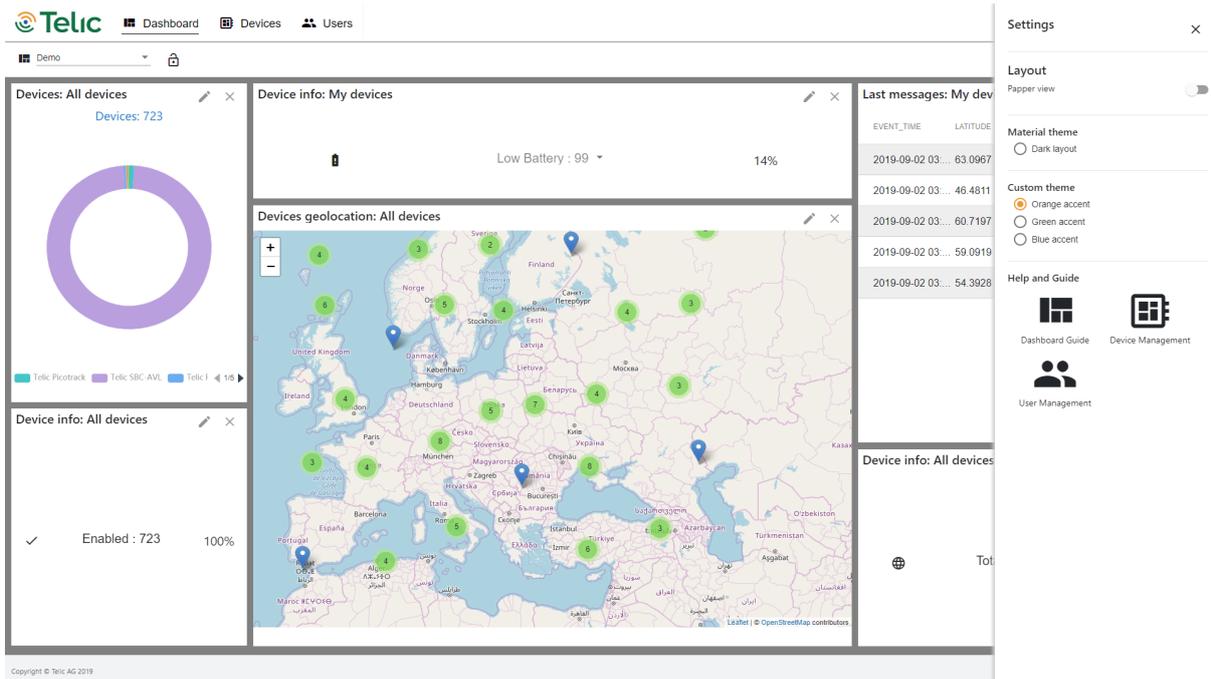
The screenshot displays the Telic AG dashboard with the following components:

- Top Navigation:** Dashboard, Devices, Users, Language (EN), User Profile (celtec Admin).
- Left Sidebar:**
 - Devices: All devices:** Shows a donut chart for 723 devices, categorized by Telic Picotrack, Telic SBC AVL, and Telic f.
 - Device info: All devices:** Shows 'Enabled: 723' and '100%'.
- Main Content Area:**
 - Device info: My devices:** Shows 'Low Battery : 99' and '14%'.
 - Devices geolocation: All devices:** A map of Europe with numbered location markers.
 - Last messages: My devices:** A table with columns: EVENT_TIME, LATITUDE, LONGITUDE, IMEI.

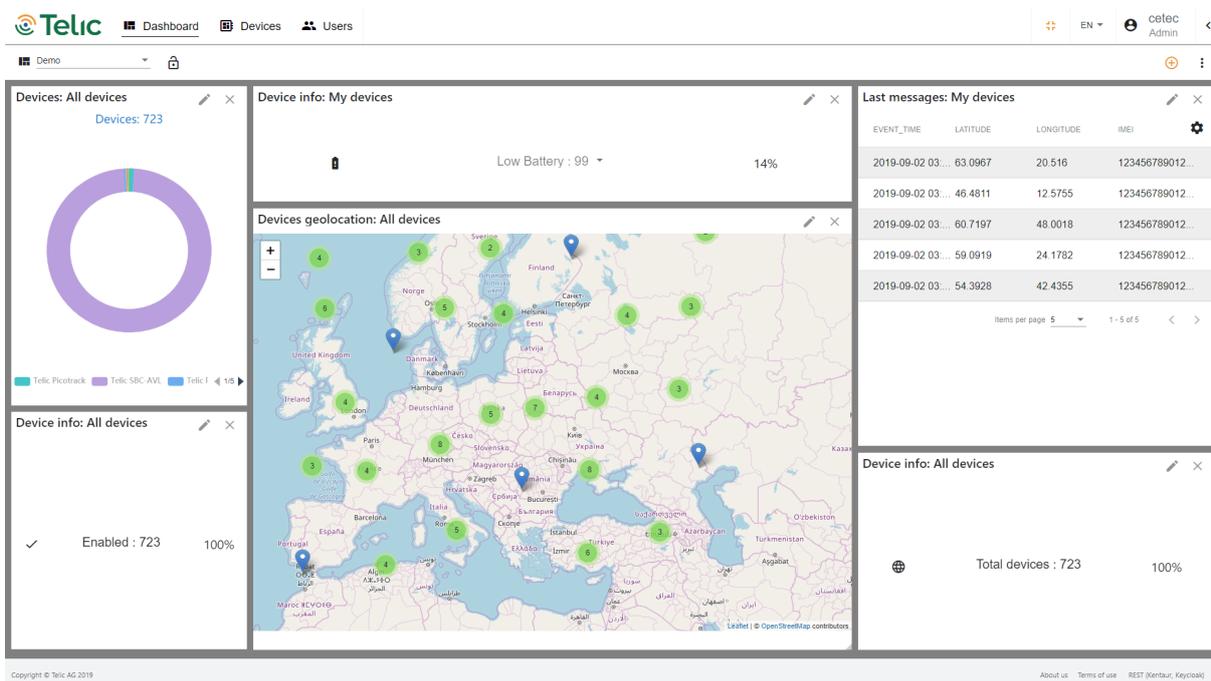
EVENT_TIME	LATITUDE	LONGITUDE	IMEI
2019-09-02 03...	63.0967	20.516	123456789012...
2019-09-02 03...	46.4811	12.5755	123456789012...
2019-09-02 03...	60.7197	48.0018	123456789012...
2019-09-02 03...	59.0919	24.1782	123456789012...
2019-09-02 03...	54.3928	42.4355	123456789012...
 - Bottom Right Widget:** **Device info: All devices** showing 'Total devices : 723' and '100%'.

On the right side, you have the options to (from left to right):

- Change from normal screen to full screen
- Change language, German and English are available
- Check your user profile, with which you are logged in.
- Log out from the application.
- Take the attached online help tool for more options on the layout (changing scheme, changing color and viewing user guide), as shown in the following screenshot.



In the second menu line (shown in the picture above), you can choose the dashboard template, lock and unlock the dashboard.



On the right side widgets can be added (the sign is shown in orange if the dashboard is unlocked; if it is shown in grey, widgets cannot be added as dashboard is locked).

Furthermore, you can choose if this dashboard shall be the default one, shall be removed, or the previous layout shall be restored.

Devices

After you have switched to the menu devices, all devices (if already present) are shown in a tabular format.

Device name ↑	IMEI	Enabled	Device type	Assigned user	Action
Picotrack Test	351631047489718	✓	Picotrack	ceotec	
SBC AVL	353161078529487	✓	SBC-AVL Power	ceotec	
SBC AVL 4G	358014094782885	✓	Telic Standard Device	ceotec	
SBC AVL 4G Test	358014094782893	✓	Telic Standard Device	ceotec	
SBC-AVL Power	358014094782886	✓	SBC-AVL Power	ceotec	
SBC3 CAN	353322087861069	✓	SBC3-CAN	softwareagent	
SBC3 CAN	358014094782887	✓	SBC3-CAN	ceotec	
SBC3 CAN 4G	358014094782890	✓	Telic Standard Device	ceotec	
SBC3 CAN Ext	358014094782888	✓	SBC3-CAN-EXT	ceotec	
SBC3 CAN Ext 2	358014094782892	✓	SBC3-CAN-EXT	ceotec	

Items per page 10 111 - 120 of 169

Copyright © Telic AG 2019 staging-tests.kentaur.cc (78-137-103-87) [1111, 2222] About us Terms of use REST API (Kentaur, Keycloak)

In the table the device can be sorted in every column by alphabetical order. The sorting is shown by a small arrow next to the column's headline.

The filter and search function is located on the right top side. It is a free form search function, as minimum three characters must be entered.

Columns can be added or deleted in this view by selecting the setting button (shown as a gear wheel). By selecting the tab "Users" in the top menu, the tabular overview of all users in your domain will be shown.

In order to view details of one device, just click on its line in the overview (or use the search if you know details). The device detail page opens:

The screenshot shows the 'Devices' page for ID 358014094782893. The interface includes a top navigation bar with 'Telic', 'Dashboard', 'Devices', and 'Users' menus, and a user profile for 'Cetec Admin'. Below the navigation is a breadcrumb trail: '← Devices / 358014094782893'. The main content area has tabs for 'Device', 'Last message', 'Inspect data', and 'Chart', with 'Device' selected. The device details are as follows:

- Device: Scanning the device BARCODE
- IMEI: 358014094782893
- Device name: SBC AVL 4G
- Description: AVL 4G for tests
- Firmware Version: (empty)
- Device type: Telic Standard Device
- Assigned user: cetec
- Tags: (empty)
- Conf. profiles: Vehicle - High Resolution Track - Off by Motion
- Is device available?

A 'Save' button is located at the bottom of the form. The footer contains copyright information for Telic AG 2019 and a URL: staging-tests.kentaur.cc (78.137.103.87) [1111, 2222].

Here you can check the details of the device, check the content of the last message or inspect data across multiple data ranges.

With this data inspection, routes can be viewed in a map view or messages picked for further inspection.

The screenshot shows the 'Inspect data' view for device ID 353161078529487. The interface includes the same top navigation bar as the previous screenshot. Below the navigation is a breadcrumb trail: '← Devices / 353161078529487'. The main content area has tabs for 'Device', 'Last message', 'Inspect data', and 'Chart', with 'Inspect data' selected. The map view shows a route in the area around Busto Arsizio, Italy, with various streets and landmarks labeled. The route is highlighted in red and purple. The map includes a legend for 'Map', 'Markers', and 'Path'. The footer contains copyright information for Telic AG 2019 and a URL: About us | Terms of use | REST API (Kentaur, Keycloak).

EVENT_TIME	EVENT_REASON	LATITUDE	LONGITUDE	ALTITUDE	SPEED_METRIC	SPX_FID_TYPE	SATELITE_USED
2019-09-25 18:51:00	Interval	45.591548	8.931546	199.0	0.0	Fix3D	6
2019-09-25 18:50:00	Interval	45.591798	8.930941	200.0	0.0	Fix3D	7
2019-09-25 18:49:00	Interval	45.59275	8.92881	192.0	23.0	Fix3D	6
2019-09-25 18:48:57	CourseChange	45.592611	8.929659	189.0	21.0	Fix3D	6
2019-09-25 18:48:30	CourseChange	45.594398	8.929588	183.0	23.0	Fix3D	6

The dataset can be exported as CSV (Comma Separated Value) into third party applications, like MS Excel.

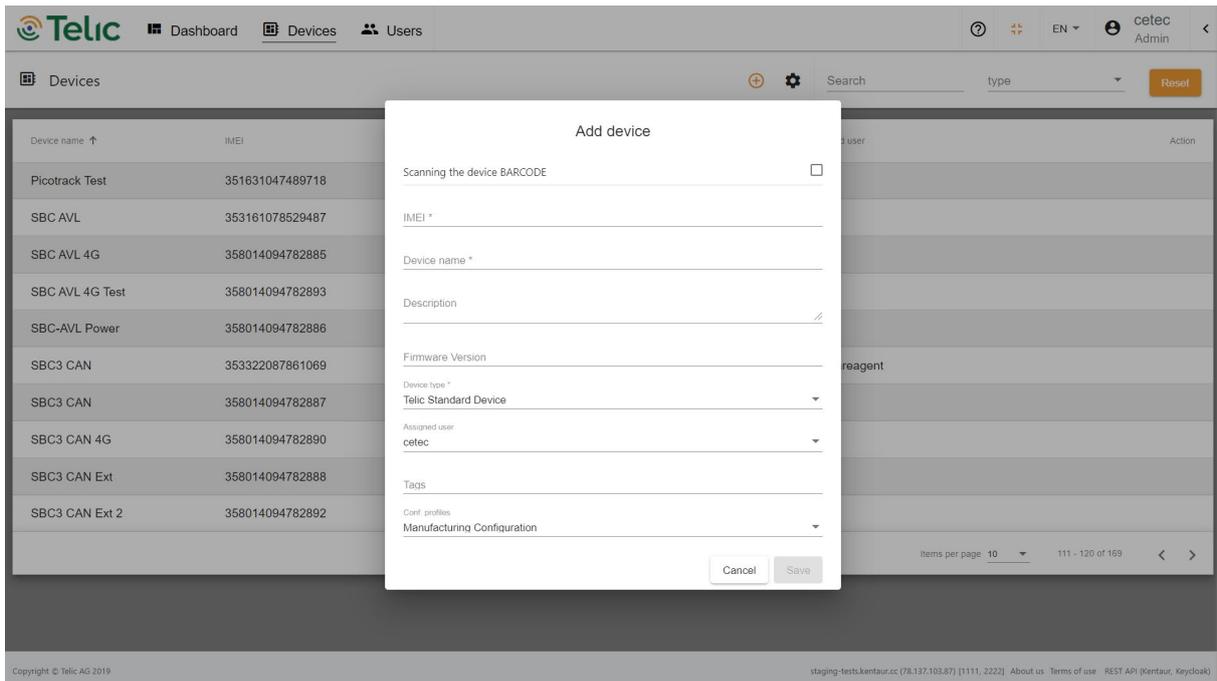
With the last button in the menu ("Chart") specific data points like battery level, distance, altitude or speed can be viewed in a graphical overview.



Only the data points being transmitted in the messages can be displayed. For example, if the device has no battery included, this graph does not show any data for battery level.

Adding devices

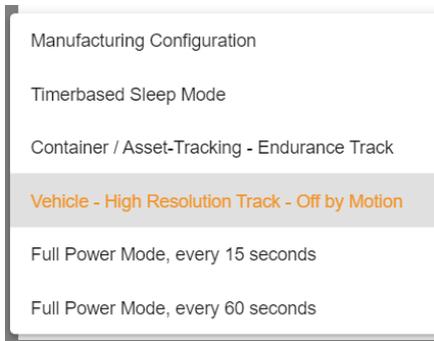
Devices can be added by selecting the "Add device" button (orange Plus button). This opens a new pop up window, in which you have to enter the required fields.



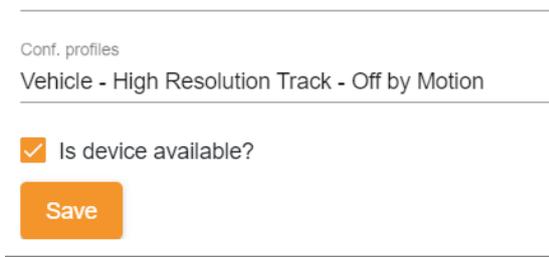
All devices will be delivered with a factory provided configuration, but, as shown in the screenshot above, you can select one of the pre-defined configuration profiles.

You have to click into the field "Conf. profiles".

The options will show up:



You have to choose one of the options, and press the "Safe" button (see below); the configuration will be acquired automatically by the device.



Explanation of the configuration profiles

The following options are available:

Timer based sleep mode	Message once per hour
Container / Asset tracking – Endurance track	<p>Position messages are generated each time the device starts and stops moving.</p> <ul style="list-style-type: none"> - Device stopped moving (1minute without any sensor motion detection) - Device started moving (according motion sensitivity level 3) <p>While the device is moving every 10 minutes a position message is generated.</p>
Vehicle – high resolution track – off by motion	<p>Position messages are generated and sent either after 1 km distance or as soon as the driving direction has been changed more than 30 deg. Additionally once every 5 Minute a position message is sent.</p> <p>Driving long distances will be covered by one position message each 1km, driving short distances is managed by generating position messages each time the driving direction is changed more than 30 degrees.</p>
Full power mode, every 15 sec.	The device is always on power and sends a message every 15 seconds
Full power mode, every 60 sec.	The device is always on power and sends a message every 60 seconds

Users

By selecting the tab "Users" in the top menu, the tabular overview of all users in your domain will be shown.

The screenshot shows the 'Users' management page in the Telic system. The page header includes the Telic logo, navigation tabs for Dashboard, Devices, and Users, and a user profile for 'Test Eng Admin'. Below the header, there are icons for adding a new user and settings, along with search and filter options. The main content is a table with the following data:

User name ↑	Role	Expiry date	Action
user1	user	20-10-2019	
user2	admin		
user3	demo	31-10-2019	
user4	user	30-11-2019	
user5	user	31-10-2019	
user6	user	31-10-2019	
user7	user	31-10-2019	

At the bottom of the table, there is a pagination control showing 'Items per page 10' and '11 - 17 of 17'. The footer contains copyright information and links for 'About us', 'Terms of use', and 'REST API (Kentaur, Keycloak)'.

By selecting the Plus-button, additional users can be added. A pop up window with the required and optional information fields appear.

The screenshot shows the 'Add user' modal form overlaid on the Users management page. The form contains the following fields:

- User name (text input)
- First name (text input)
- Last name (text input)
- Email (text input)
- Role (dropdown menu)
- Password (text input)
- Confirm password (text input)

At the bottom of the modal, there are 'Cancel' and 'Add' buttons. The background shows the same user table as in the previous screenshot, but it is dimmed.

There are three levels of users ("Role"):

- Administrator, short: Admin

An Admin has all rights of adding, changing and deleting devices and users in his domain.

The Admin account should be permanent and not temporary.

- User

An user can add devices and other users. He can view, change and delete only devices that are assigned directly to him.

User accounts are permanent, however we do recommend to set a specific expiry date.

- Demo

A demo account is only to be used for limited test accounts, particularly for tests with single devices.

A demo account must have a specific expiry date set, usually for a standard test of 30 days, that can be extended by the Admin at any convenience.

9 Troubleshooting hints

The device does not show any sign of life

Possible issue source	Troubleshooting
The device is not connected correctly	Please connect the device to the vehicle/power source following instructions in the user manual.

The device doesn't log into the mobile network

Possible issue source	Troubleshooting
The Telic SBC3 CAN 4G isn't in a mobile covered area.	Please check whether there is mobile reception in this area (e.g. using a cell phone) and move if needed to another area.
The SIM card in the SBC3 CAN 4G is new and has not yet been activated.	Please check, whether the SIM card is already activated. This can be done e.g. by putting the SIM card in your cell phone and checking whether or not your cell phone is able to log into a mobile network.
The SIM card has been locked by the provider.	Please check whether the SIM card is locked. This can be done e.g. by putting the SIM card into your cell phone and checking whether your cell phone is able to log into a mobile network. If it is not the case, then please try to make a phone call. If you are successful, the SIM card is definitely not locked.
The prepaid bonus is exhausted.	Please recharge the SIM card placed in the device.
The prepaid SIM card is no longer valid.	Prepaid SIM cards will lose their validity, if they aren't reloaded on a regular basis (often after 12 or 24 months). In this case usually you have to buy a new SIM card.
The PIN code of the card hasn't been deactivated Respectively The PIN on the SIM card is not corresponding to "0000".	Please remove the SIM card from the device and check the PIN code. The PIN code has to be deactivated or has to be set to "0000". After a triple wrong entry of the PIN, unblocking the SIM card requires the PUK.
The SIM card hasn't been inserted into the SIM card holder in the correct way.	Please check the correct position of the SIM card in the card holder.

The mobile data service is not yet activated.

Please ask your provider whether the mobile data function is already activated for the SIM card in use.

Collection of device's software traces

In case the device does not work properly, the software traces collection of the device is recommended.

The traces include, in addition to the complete configuration, all the information concerning the various hardware modules of the device, and allow to understand the cause of the issue.

The RS232 Debug interface of the device (GND, Debug TX, Debug RX, please refer to picture 2) can be used to capture traces.

The device will be connected, through such interface, to the RS232 port of a computer (if your computer has only USB ports, you will need an RS232-USB converter).

In order to see and capture traces, a serial terminal program for debugging (such as Realterm) will have to be run by the computer.

This SW tool will create a traces file that can be forwarded to Telic's support team for an in-depth analysis.