

TR-102 FAQ

update: 2007-0420

Q1:	Should we need to setup username and password in GPRS setup page to allow TR-102 to connect to our GPRS server?
A:	It depends on the Service Provider. Please ask your Service Provider about the GRPS parameter setup and refer to the description in user manual page 18.

Q2:	Should we need to setup GPRS server host name to parameter2 in GPRS setup page to TR-102? What does this name meaning? Do we have to use it?
A:	GPRS Server Host Name is the server machine that TR-102 will connect to via GRPS. You need to enter its IP (for example 202.43.196.12). TR-102 does not support host name, you have to use fixed IP.

Q3:	As we setup APN, destination IP and phone number in GPRS setup page to TR-102, can we connect TR-102 to our server via GPRS?
A:	You can enter the Server IP in the GRPS Server Host Name field. When TR-102 connects to GRPS, it will link to the specified CallCenter. It has to open a Socket interface in the server site, the default value is 5000. Please refer to TR-102 GPRS Access command document for details. Also, you need to trigger TR-102 to connect to internet via GPRS by calling it or send it a SMS. (please also refer to Q11 in below.)

Q4:	Because our company server doesn't know the TR-102 IP address, so we need TR-102 to connect to our server first. Which packet our server should receive at the very beginning during the connection stage?
A:	We only trigger the TR-102 to establish the GRPS connection to Internet. We do not know which packet the server should receive. That should be the job of GPRS service provider.

Q5:	Can the TR102 mobile network be supplied by any operator?
A:	At present, TR-102 uses Siemens TC-65 GSM module (850/900/1800/1900 four bands). It supports most of the GSM System in the world.

Q6:	Could you give me an example of the GPRS server address I need to input? Does it need http:// or not, would it be just the IP. If I get it right I should be able to run the Call Center app on a server with a fixed IP, say 69.57.100.45 with port 5000 open and they will be able to communicate? Would it be http:// 69.57.100.45 in that case in the configuration or 69.57.100.45?
A:	Do not need "http://". Just enter the IP. That is 69.57.100.45.  The screenshot shows a 'Setup' dialog box with tabs for Information, Phone Mode, Phone Return, Phone List, Parameter1, and Parameter2. The 'GPRS Port' is set to 5000. The 'GPRS Server Host Name' is set to 69.57.100.45. There are buttons for OK, Reset Default, and Cancel at the bottom.

Q7:	I don't normally need to put a DNS server for my GPRS connection, do I need one here?
A:	It depends on your Service Provider. If they require you to input the DNS server, they will provide this information to you. Otherwise, just leave it blank.

Q8: (GPRS)	If I need to access a secured server would the TR-102 understand something like this <http://user:password@www.test.com/> ?
A:	TR-102 will not understand <http://user:password@www.test.com/>, please enter your username and password in the parameter1 setting. 1. GPRS user name 2. GPRS user password 3. GPRS apn 4. GPRS_dns1 5. GPRS_dns2 These five items are provided by your GPRS Service Provider, they are not created by your own. Basically, the apn is a must item you have to set. The other four items are optional, depending on your Service Provider. If they do not provide it, then leave it blank in the field. You can also link to http://www.opera.com/products/mobile/docs/connect/ to look up for the GPRS setting in your country.

Q9:	Even in GPRS mode with answer off, the TR-102 rings twice?
A:	This is a normal situation. When TR-102 receives an incoming call, it will ring twice before it hangs up.

Q10:	It doesn't seem to memorize the PIN code like the first firmware of the TR-101?
A:	Please use your cell phone to activate the pin code function, and then use CallCenter program to setup the pin code. After the setup is successful, CallCenter will write the pin code into TR-102. When you restart TR-102, it will automatically enter the pin code.

Q11: (GPRS)	So after verifying my settings I called the TR-102 set to GPRS mode and it rang, so I was expecting it to communicate with the call center set up on my server and listening on port 5000, but the screen remains blank over there, is there anything else I need to set up on the server to start tracking the TR-102? Not sure how I could send additional settings since I am not seeing it in the list, or can these settings be sent via USB maybe? I'm not sure what the TR-101 is doing as there is no red light as on the TR-101 when it sends SMS messages, maybe it is a sign that it is not getting a GPRS line?
A:	1. Please make sure your SIM card supports GPRS function. You can use your mobile phone to try this. If you don't know whether your SIM supports GPRS or not, please consult with your SIM card provider or Network Service Provider. 2. For using the GPRS you need to trigger it either by a call or a SMS. If you want to trigger it by a call, please set "Answer mode" to "off". If you want to trigger it by a SMS, please set "Answer mode" to "on". 3. Please make sure these parameters are correctly set: Setup--> GPRS --> Parameter1 --> GPRS port :5000, GPRS apn etc.... These setting parameters are provided by Network Service Provider. Or you can check this web site : http://www.opera.com/products/mobile/docs/connect/ for the APN setting. Please see "what-is-APN.pdf". 4. Start the CallCenter program, Callcenter --> GPRS --> Start --> 5000 --> ok. 5. Make sure your TR-102 has been connected to your server PC and do the setting by CallCenter program. In another word, your TR-102 is registered in the CallCenter program. You can check this in CallCenter program by click on menu bar [Management] > [User Information] to find out whether your TR-102 is in the list. 6. Make sure your CallCenter Server PC has a "fixed" IP address. If your system has the firewall installed or it uses the Router, please ask system

	administrator to open the “port: 5000”. 7. If your system has the AntiVirus software installed, please open the “port: 5000”.
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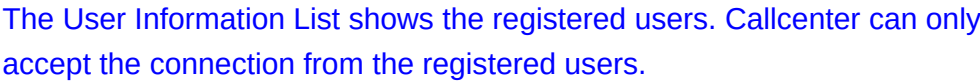
Q12:	To start internet connection on the TR102, we must either SMS or call the TR102, we called the unit and is that all we need to do to activate the internet connection on the unit?
A:	The factory default setup is “standby mode”. It will not connect GRPS by default. When you enter the setup to set the “return type” to “gprs”, and use SMS or Call (answer mode set off) to activate GPRS, GPRS will memorize the current gprs mode. Next time you restart TR-102, it will resume to previous mode. For example, if it is in GPRS period report mode, it will memorize the current mode. It will resume to previous mode after restart itself.

Q13:	If the internet connection is started, how long does it take to show on the PC application
A:	It will take about 10 to 20 seconds from it starts the GPRS to connect to internet and displayed in the Callcenter.

Q14:	How can we tell if GPRS is working on the TR102?
A:	If TR-102 is connecting to GRPS, the blue LED would flash once per second. If TR-102 is not connecting to GRPS(standby mode), the blue LED would flash once per three seconds.

How do we add a user to the GPRS view in the PC application? We are getting grey boxes.

At first, you have to connect TR-102 to the Callcenter PC via an USB cable and do the necessary setup. Click on [Management] > [setup] to finish the setup process. When it is done, press the user information button (see below figure) to show user information list.

[illegible]

Q16:	How does the PC application find the TR102 in the field when it doesn't know its IP address?
A:	At first, you have to connect TR-102 to the Callcenter PC via an USB cable and do the necessary setup. Thus, TR-102 gets the IP address information of Callcenter PC and the Callcenter PC get the IMEI information of TR-102. When TR-102 connects to Internet by GPRS, it will find and require for connecting to the Callcenter. Callcenter will accept the connection since this is a registered IMEI.

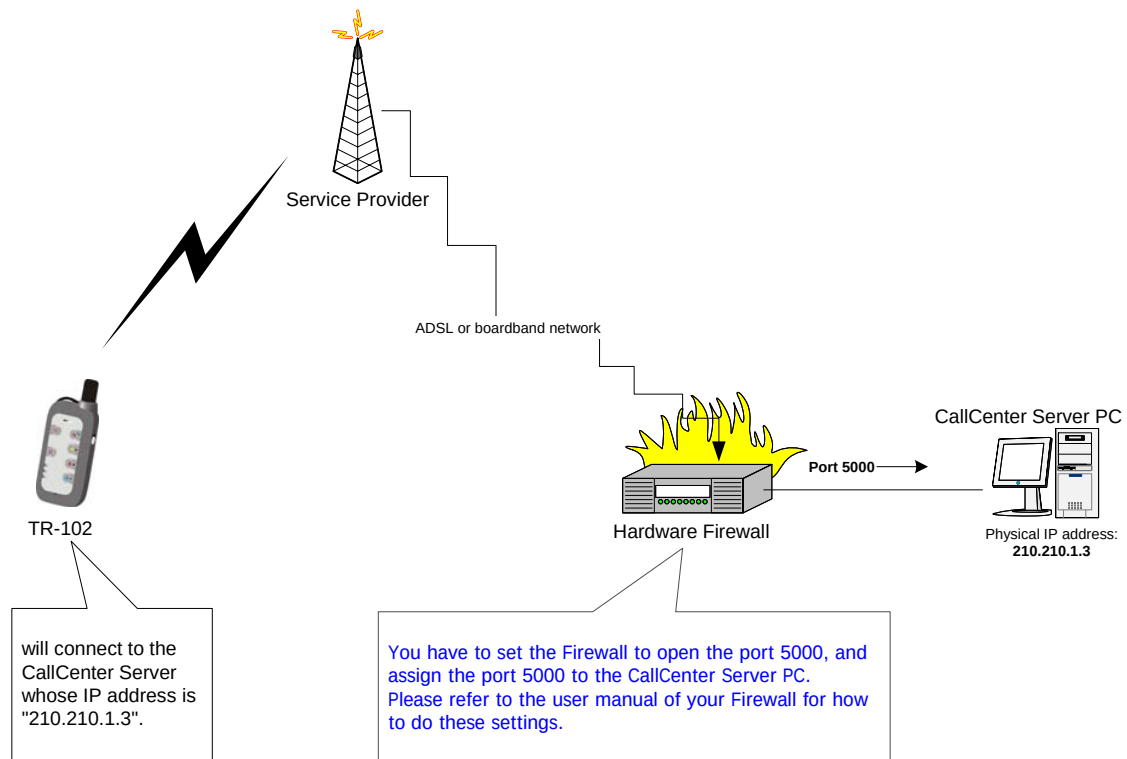
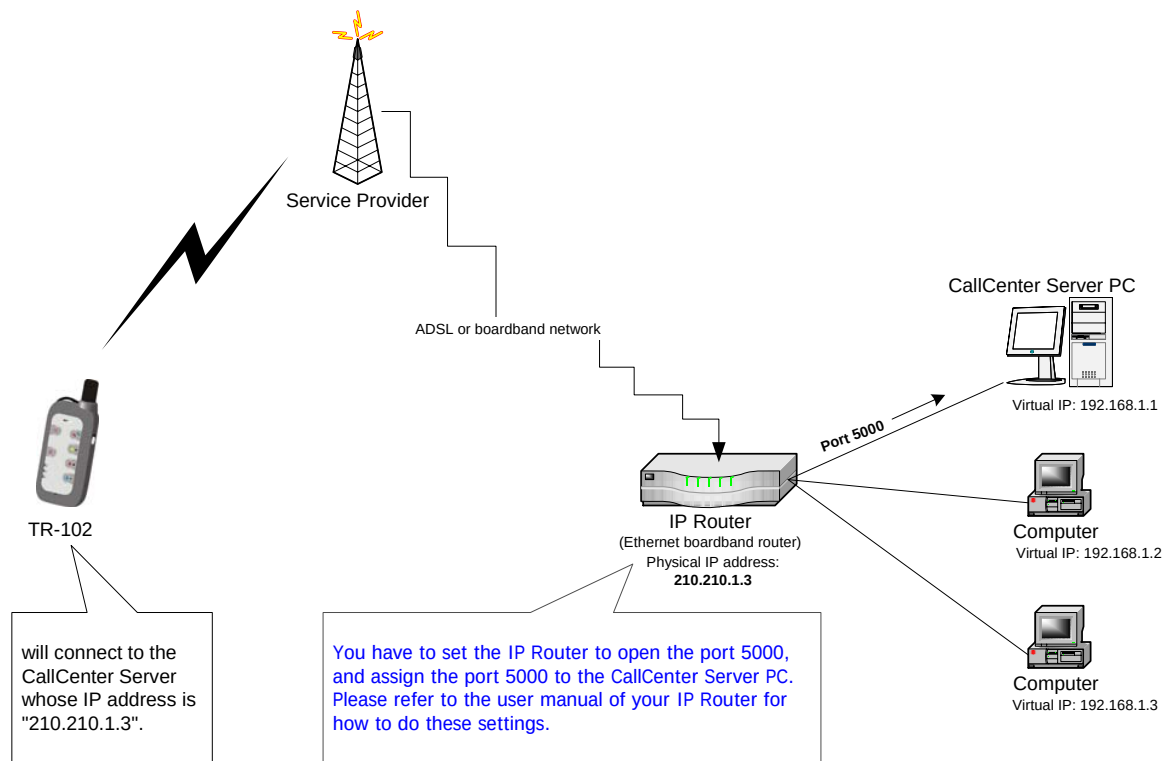
Q17:	Do we need SIM cards with fixed IP addresses?
A:	The TR-102 can use a regular SIM card which it's GPRS function is activated. In our document, the "IP address" is meant to be the IP address of the PC which the Callcenter program is installed. It's has to be a "fixed" IP address. The IP address has nothing to do with the SIM card of TR-102.

Q18:	What is the indication that battery is full (how long it should be charged)?
A:	The power LED lights on orange when AC adapter is plugged for charging the battery. When the battery is fully charged, the LED light goes out. If the battery is low, the LED will be on in red. If you charge the battery with the TR-102 device turned off, it will take about 4 hours to fully charge the battery. If you charge it with device turned on, it depends on the signal strength and normally takes longer time.

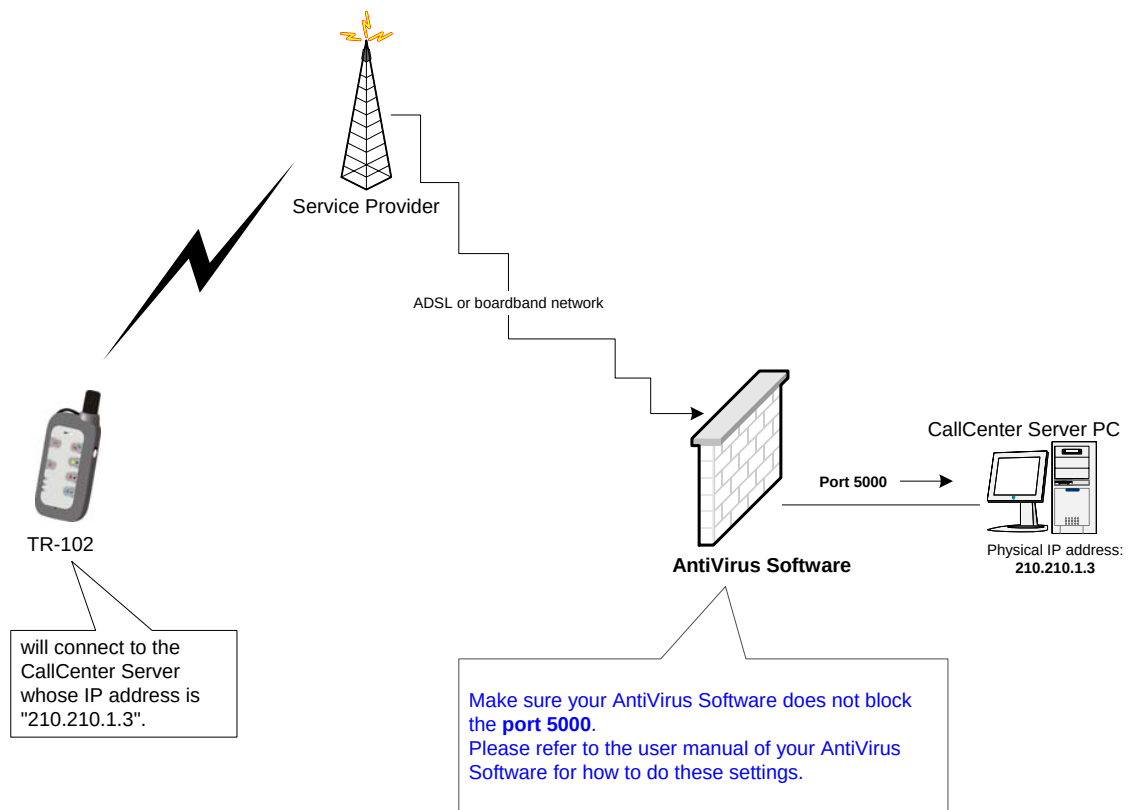
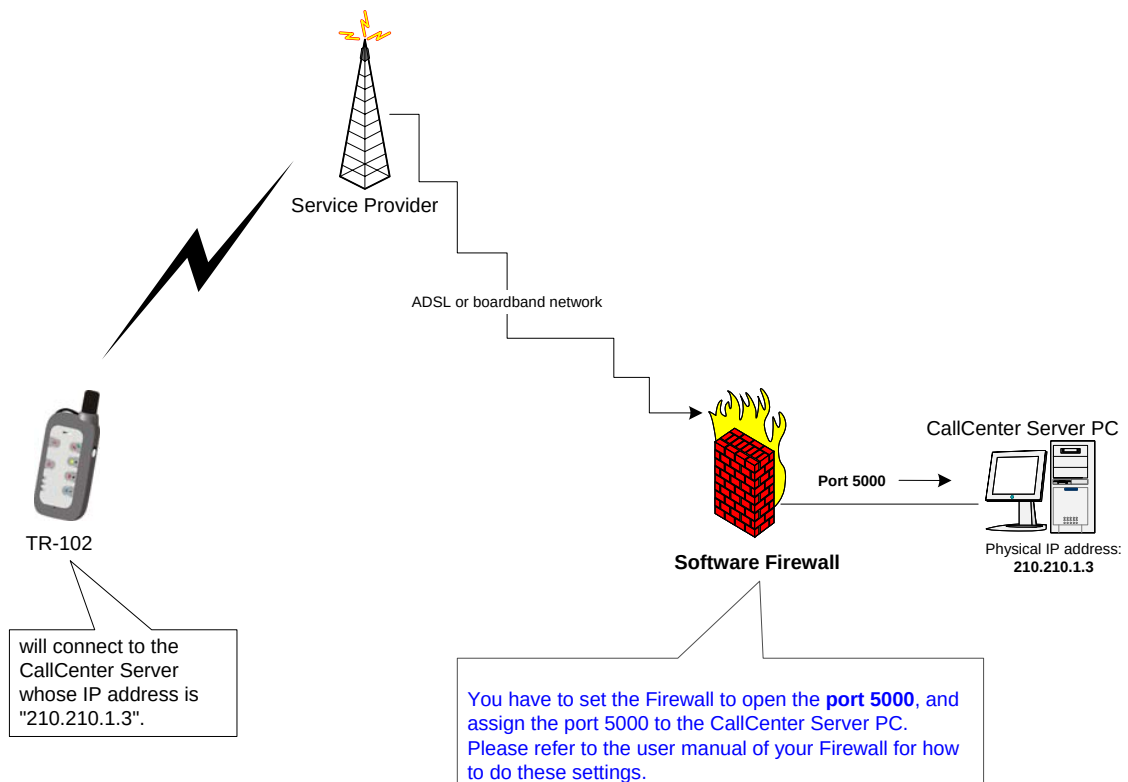
Q19:	I've defined one user, but I cannot reference him neither in GPRS Tracking View (all users are grayed), nor in GPRS --> Send Command to TR102 (I have falling list Name - empty). What could be a problem?
A:	Only when the registered user connects to Callcenter by GPRS, you can see the user information in GPRS → Send Command to TR-102. If you cannot see it, that is because the TR-102 is not yet properly connected to your Callcenter.

Q20:	How is the operation time of TR-102? If the battery is fully charged, how long can I use it?										
A:	The power consumption rate depends on the different mode you set, and is also related to the GPS and GSM signal strength. Below is the average power consumption rate base on a good GPS and GSM signal reception. <table border="1"> <thead> <tr> <th>Mode</th><th>Battery life</th></tr> </thead> <tbody> <tr> <td>GPRS stop report & standby mode (it will acquire GPS signal for positioning every 30 minutes.)</td><td>over 100 hours</td></tr> <tr> <td>GPRS period report (send back location info every 1 minute.)</td><td>10 hours</td></tr> <tr> <td>GPRS stop connect and set period report (send back location info every 1 minute.)</td><td>15 -- 16 hours</td></tr> <tr> <td>GPRS stop connect and set period report (send back location info every 10 minutes.)</td><td>50 hours</td></tr> </tbody> </table>	Mode	Battery life	GPRS stop report & standby mode (it will acquire GPS signal for positioning every 30 minutes.)	over 100 hours	GPRS period report (send back location info every 1 minute.)	10 hours	GPRS stop connect and set period report (send back location info every 1 minute.)	15 -- 16 hours	GPRS stop connect and set period report (send back location info every 10 minutes.)	50 hours
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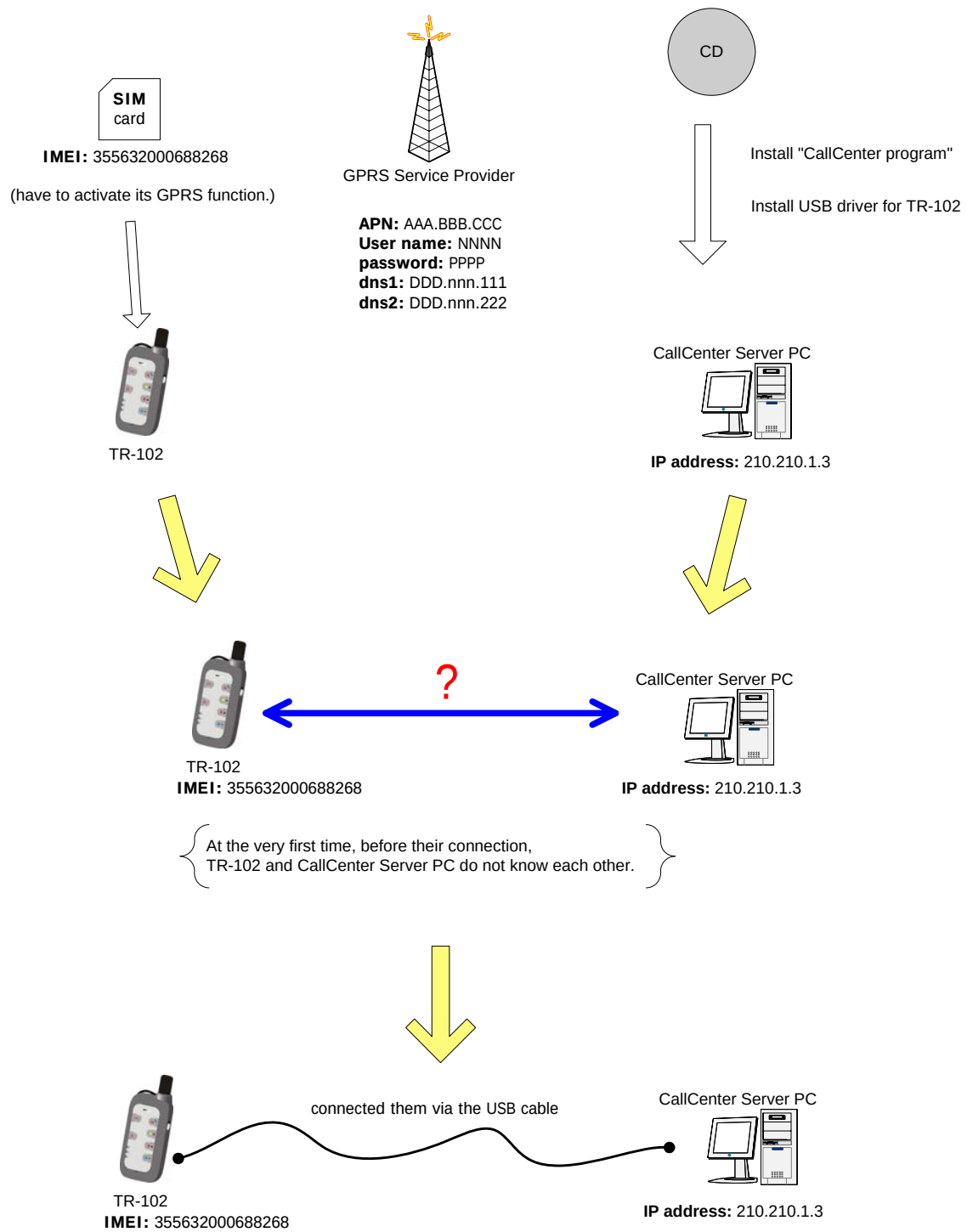
GPRS System Configuration 1

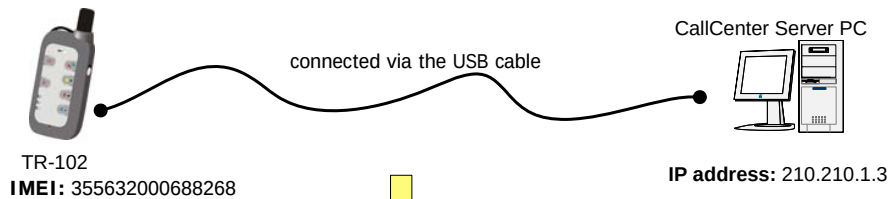


GPRS System Configuration 2



EXAMPLE

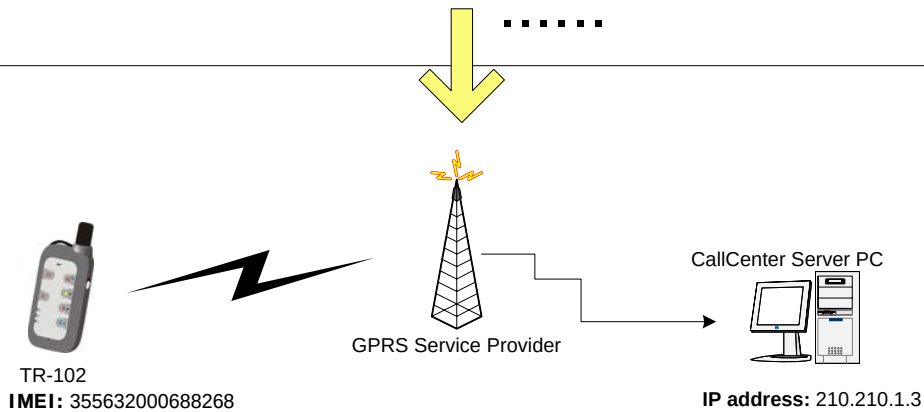




Enter setup mode and input the setup information...

The Setup dialog boxes contain the following information:

- Setup - Information:** Module IMEI: 355632000688268, Name: MY-NAME123, Firmware Version: TR-101 v.stand_Buddy, Phone: 0930123123.
- Setup - Phone Return:** Return Type: GPRS, Return Count: 3, Check Phone List: Off, Answer Mode: Off, Time Zone: On.
- Setup - GPRS:** GPRS user name: NNNN, GPRS apn: AAA.BBB.CCC, GPRS user password: PPPP, GPRS_dns1: DDD.nnn.111, GPRS_dns2: DDD.nnn.222.
- Setup - GPRS Port:** GPRS Port: 5000, GPRS Server Host Name: 210.210.1.3.



TR-102 got the following information:

- CallCenter's IP address.
- GPRS apn, dns, user name and password.
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So, TR-102 can connect to Internet through the GPRS Access Point and then connects to the CallCenter Server.

User Information

name	phone	imei
MY-NAME123	0930123123	355632000688268

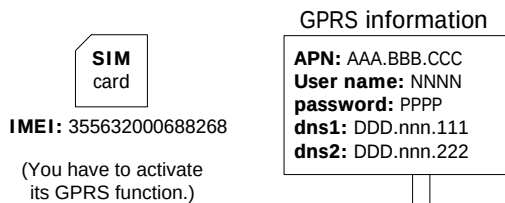
Cancel

CallCenter program got the information of this TR-102. When TR-102 is trying to connect the CallCenter, CallCenter will grant the connection.

Basic concept

Service Provider 1

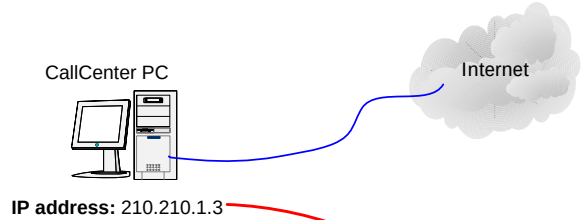
Your SIM card provider
= the one who also provides the
"GPRS information" to you.



A screenshot of a "Setup" window with tabs: Information, Phone Mode, Phone Return, Phone List, Parameter1, and Parameter2. The "Parameter1" tab is selected. It contains fields for "GPRS user name" (filled with "NNNN"), "GPRS user password" (filled with "PPPP"), "GPRS_apn" (filled with "AAA.BBB.CCC"), "GPRS_dns1" (filled with "DDD.nnn.111"), and "GPRS_dns2" (filled with "DDD.nnn.222"). At the bottom are "OK", "Reset Default", and "Cancel" buttons.

Service Provider 2

Your Internet Service Provider (ISP)
= the one who also provides the
"fixed" IP address to you.



A screenshot of the same "Setup" window as before, but with the "GPRS Server Host Name" field filled with "210.210.1.3" in red text. A red arrow points from the "IP address: 210.210.1.3" text in the diagram above to this field. The "GPRS Port" field is filled with "5000".

1. If your CallCenter PC is located in your office, you may ask your system administrator for the IP address of your PC.
2. If your CallCenter PC is located in your home, the IP address is assigned by your ISP. Please check with your ISP for such information.

No matter which way you use to connect to Internet,
you have to know the IP address of your CallCenter PC.

A screenshot of a "New Connection Wizard" window. The "Internet Connection" tab is selected. It asks "How do you want to connect to the Internet?" and has three radio button options: "Connect using a dial-up modem", "Connect using a broadband connection that requires a user name and password", and "Connect using a broadband connection that is always on". A red arrow points from the "Connect using a broadband connection that is always on" option to the "Internet" icon in the top right corner of the window.