# GT-540/GT-540P FAQ

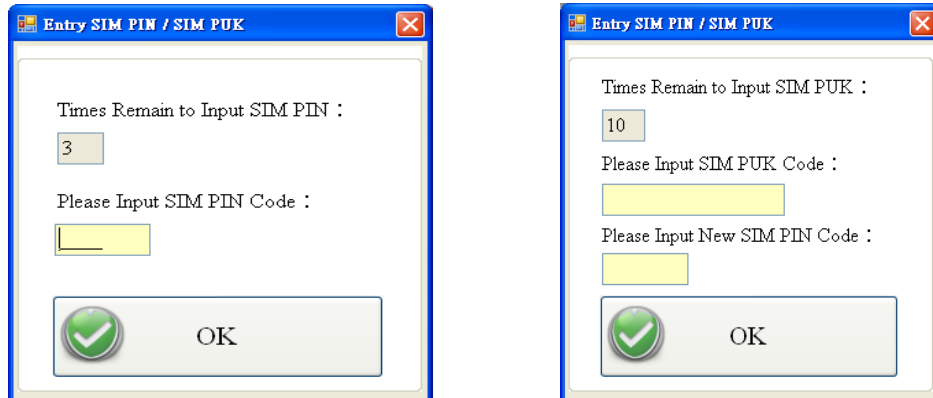# Tables of Content

**Q01：If user's SIM Card is needed PIN Code or PUK Code, how does the user do?**

A01：When user uses the GT-540 Utility to login first time, the GT-540 utility will pop out a window that let user type PIN code or PUK code as below.

Note: STA LED director is flashing per 50 ms.

**Q02：How many modes does GT-540/GT-540P have?**

A02：The GT-540/GT-540P has 2 modes that RTU mode and E-mail mode.

- RTU mode: In this mode, GT-540 would transfer I/O data (local I/O, Modbus device and GPS data) to the M2M RTU center by GPRS connection periodically.
- E-Mail mode: Transfer I/O data by the e-mail attached file through GPRS connection periodically.

**Q03：What is the difference between the GT-540 and GT-540P?**

A03：The biggest difference is that the GT-540P has GPS function. If user wants data that have coordinate or UTC time, user can select GT-540P.

**Q04：What kind of information does user prepare about GPRS connection?**

A04： Here is what user needs：

- GPRS APN (Access point name) - this is provided from your Telecom. CO., LTD.
- GPRS user name – this is provided from your Telecom. CO., LTD.
- GPRS password – this is provided from your Telecom. CO., LTD.

For example： AT&T Telecom. CO., LTD. in America

| GPRS APN | wap.cingular |
|---|---|
| GPRS user name | WAP@CINGULARGPRS.COM |
| GPRS password | CINGULAR1 |



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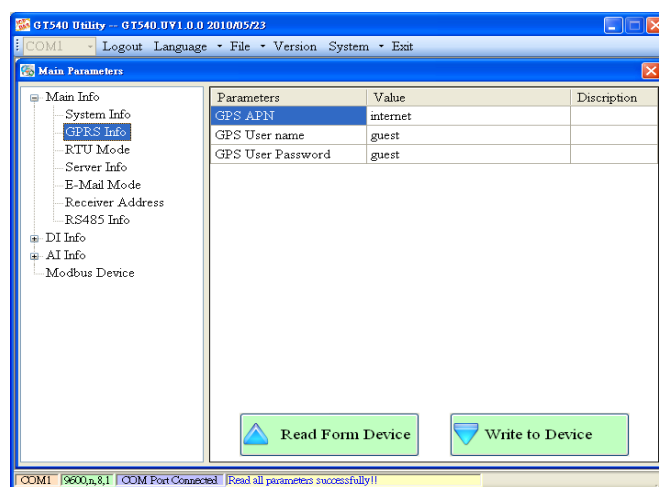
**Q05：How many maximum capacity of micro SD does the GT-540/GT-540P support?**

A05：The GT-540/GT-540P supports maximum capacity of micro SD as 2 GB.
(Data format: FAT16 or FAT32)

**Q06：In RTU mode, the GT-540/GT-540P can not connect to remote server. How does user do?**

A06：Please confirm the **Data Update Period** parameter. This parameter must be not the 0
When the **Data Update Period** parameter is 0, the GT-540/GT-540P will disable the RTU mode function.



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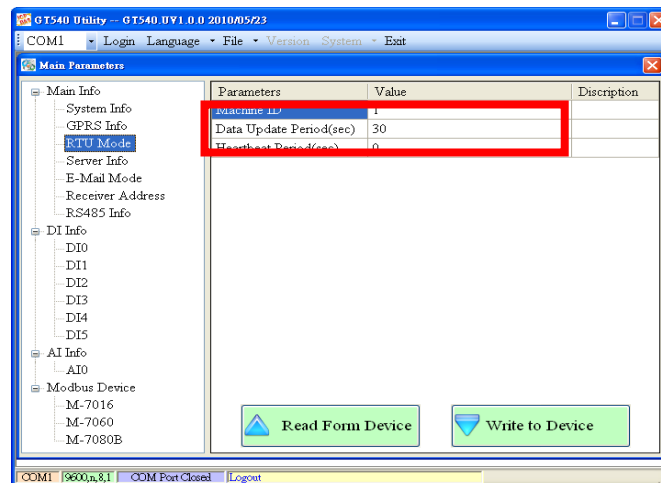
**Q07：If the STA of GT-540/GT-540P is always on, how does user do?**

A07：Please check SIM card, GSM Antenna or the GSM signal strength again.
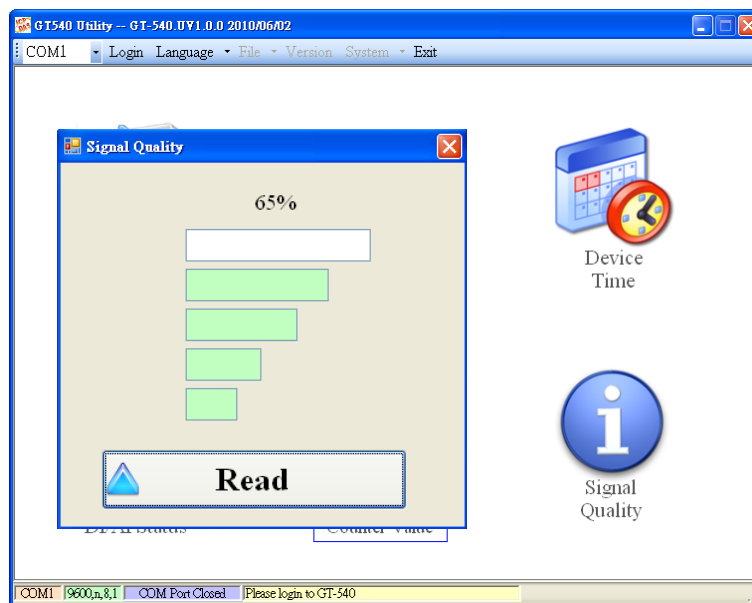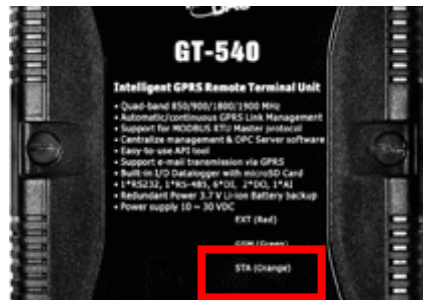




GT-540 Utility → Signal Quality

**Q08：If the counter function of GT-540/GT-540P is always error. How does user do?**

A08：Check the wiring of DI channel, the frequency of counter is 5~40 Hz or the DI setting in Utility is set as counter.
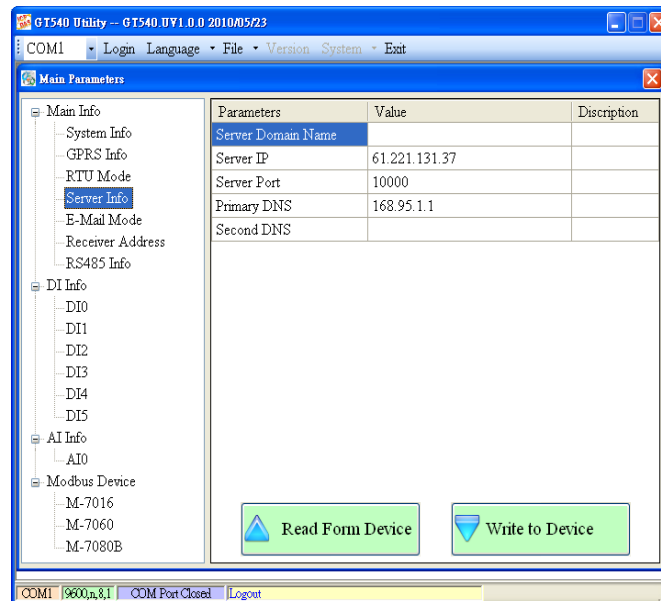
‧ DI Internal Structure:
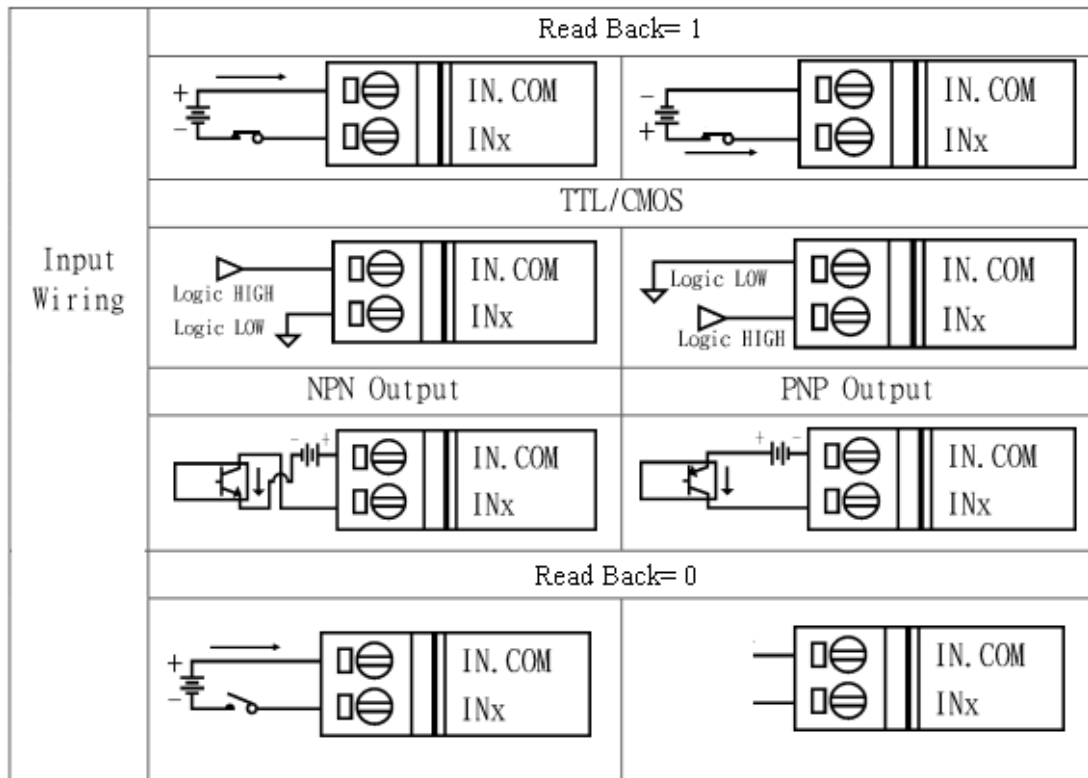


**Q09：Why dose the GT-540/GT-540P read Modbus device that always failed?**

A09：Please confirm the ID of Modbus device, start address of Modbus device and baud rate.

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**Q10：In RTU mode, the remote server is a domain name, not the IP address. How does user do?**

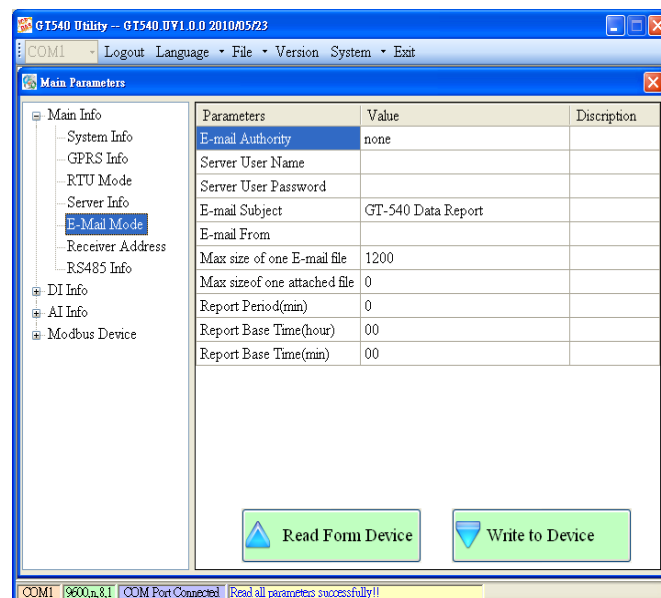A10：Please type Server Domain Name and Primary DNS information.



**Q11：In E-mail mode, the GT-540/GT-540P can not send e-mail. How does user do?**

A11：The GT-540/GT-540P supports two ways of authority to login e-mail server

‧one: No authority

‧auth-long: AUTH-LONG

Note: the GT-540/GT-540P does not support SSL authority.

**Q12：Why the Email function is not working with Google or Yahoo account?**

A12：GT-540 only support non-SSL Mail server. Following is the suggestion to let the GT-540 Email function work fine.

1. A self-hosted SMTP server is recommended for Email sending function. You can directly enable the non-SSL protocol supported by yourself and always keep the setting without any interference. It is the best solution

2. The ISP vendor also provides the SMTP Email service, and it supports the SSL protocol and non-SSL protocol together. We suggest you can contact with your ISP vendor for the non-SSL SMTP Email service, and use the SMTP server for the Email sending function of GT-540.

3. The AOL or GMX SMTP Email server supports non-SSL protocols currently. We had tested it with GT-540. It works fine. About the setting of SMTP please refer the following information.

AOL：
SMTP Outgoing Server Address：smtp.aol.com Set the port to 587
SMTP Username：YourUsername@aol.com
SMTP Password：password you use to login to Mail

GMX：
SMTP Outgoing Server Address：smtp.gmx.com Set the port to 25
SMTP Username：YourUsername@aol.com
SMTP Password：password you use to login to Mail

**Q13：How to convert 2 bytes Hex value into a decimal reading for either a more meaningful 4-20mA?**

A13：Please refer the following step：

1. Convert the Hex value to Dec value.

C4A(hex) = 3146(dec)

2. The AI channel of GT-540P is 12-bit resolution

3146(dec) / 4096 = 0.768

3. The Input range of GT-540P is 0~20mA

0.768 * 20 = 15.36mA

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