

# RMS Devices

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## Summary

The [Management](#) section's primary function is to control, monitor, and configure all your Teltonika Networks devices. First tab under this section is the **Devices** tab.



## Overview

 In this screen you can:

1. Add devices to RMS, or change their parameters such as: location, names, tags.
2. Configure or do various actions via top control menu.
3. Access the device, or view its details/information using device actions menu.
4. Search through devices by their name, model, description, etc. or filter the table by various parameters such as: company, tags, mobile state and so on.
5. In this action menu you can:
  1. Enable automatic 30s refresh

2. [Change table settings, presets, chart settings](#)
3. [Open devices map](#)
4. Download the current table in CSV format.
5. Do a manual refresh.

## Top Control Menu

All Management section features and functionalities are accessible using the Top Control Menu. Select any device, and the menu will appear left of the search bar. Below you will find in-depth information about each different menu.

- [Device menu](#)
- [Management menu](#)
- [Actions menu](#)
- [Alerts menu](#)
- [Configuration menu](#)

## Adding devices

Adding a device is the main prerequisite to start using the RMS. You can either add device by manually entering the required Name, Serial, LAN MAC/IMEI and password or by adding devices from the file.

### Instructions

- Press **+ ADD** Button.

### Adding manually

To add a new device(s) to RMS, go to the RMS web page, Left sidebar panel, (**Management → Devices**) and click on **Devices** submenu.

Scroll your mouse pointer to the Top control **Device** menu and select **Add device** (Device → Add device).



Watch a Youtube tutorial:

### Step by step instructions

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Alternatively, read these step-by-step instructions to learn how to add a new device(s).



- Make sure your device has an Internet connection.
  - Follow the directions above to locate the correct menu item.
1. Select the desired **company** to which you will be adding the device.
  2. Select the **model** type of the device you will be adding.
  3. Enable **device service** if you want the device to be able to connect to the RMS platform (This will activate a trial credit or credit from your RMS company credit pool)
  4. Provide the necessary details: input the desired device name, **serial number**, **LAN MAC** address, and the device's **current admin password**.
  5. Click **Submit** if all details are correct and you're ready to add the device to your RMS company.
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- Wait for about a minute for the system to finish adding the device(s). You will know the process is finished when the word "Done" appears under the Status field.
  - After closing the pop-up window, you will see the newly added device(s) at the top of the device table.

## RMS Authentication code

**In some cases**, while adding the device, you will be provided an **authentication code**. This code is not related to the device's admin/root password. Code is only used to authorize the device with the associated RMS Company.



- This authentication code for the provided device must be inserted in the device's RMS configuration.

**Note:** authentication code can only be inserted on devices with RutOS firmware **07.07.x** and above.


1. In device's **WebUI**, navigate to **Services -> Cloud Solutions -> RMS**.
2. In the field **Authentication code**, type in the code that was provided to you by RMS while adding the device. *If you missed the authentication code during device registration, you can view it in the **Device's details** page in RMS or by changing table settings in the **Devices** page to display the Authentication code column.*
3. Save the change by clicking **Save & Apply**.

[https://wiki.teltonika-networks.com/view/File:Rms\\_faq\\_add\\_device4.mp4](https://wiki.teltonika-networks.com/view/File:Rms_faq_add_device4.mp4)

Adding a device with Authentication code



## Important!

- Click the plus () symbol to add more than one device.
- **Enable auto crediting checkmark** - if checked, a credit will automatically be assigned to the

added device (if there are credits available).

- You can close the pop-up window earlier if you wish.
- When the status circle turns green, the system will have finished adding the device to RMS.



## Locating serial, MAC, IMEI

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You can find the serial number, LAN MAC address, IMEI on the device or in the **WebUI**. For RUTX11 **Services** → **Cloud Solutions** → **RMS** or check for more information [RUTX11 RMS page in Cloud Solutions](#). And for example, for RUT955, go to the **System** → **Administration** → **RMS** or visit [RUT955 RMS page in Administration](#) for more information.

**Important!** Make sure you are using the **LAN MAC** address when adding a device to RMS.

## Adding from file

### From CSV File:

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1. Select add from file tab.
2. Download the demo CSV file (The demo file will change when changing series) on RMS.
3. Add your device information and prepare the CSV (see section Preparing CSV file for more details).
4. Select the file type as **CSV file**, choose **Company**, select **Device series** and finally select your **CSV file**.
5. When ready, click the **Upload** button. Keep in mind, adding more than a few hundred devices at once will take some time.

A pop-up indicating the number of new devices that have been added should appear on the screen:



## Finishing adding process

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After you've added devices on RMS, you'll need to connect them to RMS on the device itself. Navigate to **Services** -> **Cloud solutions** -> **RMS**.

1. Press **Connect** to initiate the connection between the device and RMS.
2. After a few moments you should see the state's status **Connected**.
  - Note, that connect button after successful connection will change to **Unregister**, meaning that it is now fully registered in RMS.



## Preparing CSV file

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You can download an example file for **RUT/TCR/TAP** devices [from here](#) and for **TRB** devices [from here](#). Or you can prepare the CSV file for your list of devices manually. The list must be comprised of devices' **LAN MAC addresses**, (**IMEIs** for TRB) **Serial numbers**, **Name** and **Password** columns. You must save it as a **CSV** file. You can create/edit CSV files with programs like *Microsoft Excel*, *OpenOffice Calc*, or a simple text editor like *Notepad*, which we'll use for this example.

Create a new text file and set the order of device parameters in the first line. For example:

```
mac,serial,name,password_confirmation
```

Single entry for single device consists of the device's LAN MAC address (or IMEI), serial number and password separated by **commas** (.). Each line should contain information about a single device (see example below).



### Important!

- Do not forget to save your file as **\*.csv**.
- If you are editing the file with Notepad. Click the "Save As" option. Then next to "Save as type", choose "All Files" and add the **.csv** extension next to the file name.
- If you're using Linux, you can add the same extension to the file name after saving the file the regular way).

## Actions using CSV files

CSV (Comma Separated Values) is a simple file format used to store tabular data. This file must contain a serial number / MAC address (both Serial number and MAC address can be used interchangeably but not simultaneously), and a parameter you're configuring, all separated by a separation symbol. Each device must be in a separate line.

### Setting device location from file

Here you need to provide the device's serial number / MAC address and location coordinates.



### Changing device name from file

Here you need to provide the device's serial number / MAC address, name, and description.



### Assigning device's tags from file

Here you need to provide the device's serial number / MAC address and choose tags to assign in the pop-up window.



## Setting device's password from file

Here you need to provide the device's serial number / MAC address and password.



## View pending updates

If there are any devices with **Pending** status (🟡) you can check any pending updates by clicking on **View pending updates**. There you'll be able to select any pending updates on devices and cancel them.



## Page settings

Here, you'll be able to:

1. Change the order of the table and toggle on/off the table's columns.
2. Change table presets, and make a custom one.
3. Toggle on/off various charts, that you see on the top of the Devices page.



## Toggle devices map

Here, you'll be able to view the devices' current location (either has to be set manually or have GPS enabled). You can also select any device by clicking on its point, or doing an **Area select**.

### Selecting devices



To do an area selection:

1. Simply click on the White "Select" Button.
  2. The button changed its color to blue, which means that you can do a selection by dragging an area on the map.
  3. Selected devices now have white points.
  4. You can unselect them.
  5. Toggle device table. If devices are selected on the map, they will also be selected in the device table.
- Left of this button it will show how many devices were selected.



Selecting a single device:

1. You can also select just a single device by clicking on its point.
2. This will open a small overview of the device, from here you can view device details, and access its WebUI or CLI.



## Device details

By clicking on the Device details icon in the action columns you'll be redirected to [Device Details](#).