RUT360 Product Change Notifications

Product change notifications (**PCN**) is a way of informing customers of upcoming changes related to Teltonika Networks products. This includes outward appearance adjustments, hardware improvements, changes to package contents, etc. Changes related to a product's firmware are not included in PCNs ([click here](#) to see the firmware changelog).

This page stores information regarding changes to the [RUT360](#) device. Below you will find a list of both upcoming and already implemented changes sorted by newest to oldest (top to bottom).

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2024.04.25: Product packaging changes

Starting from Q2 2024 RUT360 product packaging will be changed.

PCN Number: PCN_RUT360_PACKAGING_CHANGE_2024_04_25_EN		
Change description		
Change type	Packaging	
Detailed description	Starting from Q3 2024 RUT360 corrugated cardboard insert will be replaced by honeycomb insert made from cardboard.	
	Old insert:	New insert:
	![x]	![x]
	The housing dimensions will not be changed.	
Change reasons	This change will improve structural stability and enhance impact resistance.	
Affected products information		
Model	Affected order codes	Order code changes
RUT360	RUT360 ******	No changes
Upcoming change date	2024 Q2	
Change impact		
Risk assessment	The product handling and storage process may require review. Marketing materials, such as photos, might need replacement.	
Suggested implementation plan	Information included in this PCN will help adapt to the upcoming changes. For more detailed information, please contact your sales representative.	
Acknowledgement of PCN receipt		
If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above.		

To download the pdf version of this notification, [click here](#).

2024.03.08: Reset button functionality change RutOS 7.07

With the release of RutOS version 7.07, RUT360 device will experience changes related to the security improvements of the device.

PCN Number: PCN_RUTOS_CHANGE_2024_03_08_EN		
Change description		
Change type	Firmware change	
Detailed description	Previously, during device resets, logs, RMS connection state data, and SIM PIN settings remained unchanged. However, starting with RutOS firmware version 7.07, all devices will uniformly reset logs, RMS connection state data, and SIM PIN settings to factory defaults when using the reset button. Other reset methods, including WebUI, SMS, and others, will remain unimpacted by this change.	
Change reasons	Increasing security	
Affected products information		
Model	Affected order codes	Order code changes
RUT360	RUT360 ******	No changes
Upcoming change date	2024 Q2, with the release of RutOS 7.07	
Change impact		
Risk assessment	• The loss of device logs upon utilizing the reset button may disrupt operational records and slow down subsequent troubleshooting efforts. • Failure to set up the SIM PIN post-reset via the reset button may result in SIM card lockout due to repeated incorrect PIN entries, causing service disruption and requiring either SIM replacement or PIN reset. • The device is still visible in RMS post-reset but cannot be accessed. Therefore, re-adding the device to RMS is necessary for continued access.	
Suggested implementation plan	Information included in this PCN will help adapt to the upcoming changes. For more detailed information, please contact your sales representative.	
Acknowledgement of PCN receipt		

If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above.

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2023.08.02: Product packaging changes

Starting from 2023 Q3 RUT360 product packaging will be changed.

Change description		
Change type	Packaging	
Detailed description	The packaging for the product will undergo several updates including an update to the side print of the box. Additionally, the box will now feature press with certificates that will be printed according to the region. Finally, there will also be changes made to the company information section including the address, telephone number, email and website link.	
	Current design:	Updated packaging design:
	Packaging dimensions will not change.	
Change reasons	Design improvement.	
Affected products information		
Model	Affected order codes	Order code changes
RUT360	RUT360 *****	No changes
Upcoming change date	2023 Q3	
Change impact		
Risk assessment	The product handling and storage process may require review. Marketing materials, such as photos, might need replacement.	
Suggested implementation plan	Information included in this PCN will help adapt to the upcoming changes. For more detailed information, please contact your sales representative.	
Acknowledgement of PCN receipt		

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2023.02.13: MAC address range change

All Teltonika Networks devices manufactured starting from 2023, week 9 will have additional new MAC address range.

Change description	
Change type	MAC address range

| Detailed description | All Teltonika Networks devices manufactured starting from 2023, week 9 may have a MAC address from the new MAC address range **20:97:27:00:00:00 - 20:97:27:FF:FF:FF**, as well as the current MAC address range 00:1E:42:00:00:00 - 00:1E:42:FF:FF:FF | |
| Change reasons | Endpoint of the previous MAC address range. | |

Affected products information

Model	Affected order codes	Order code changes
All Teltonika Networks devices	All order codes	No changes
Upcoming change date	2023, week 9	

Change impact

Risk assessment	Device install procedures or any automated solutions might need modifications.
Suggested implementation plan	For more detailed information please contact your sales representative.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above.

To download the pdf version of this notification, [click here](#).

2022.11.25: Default password change

All RUT360 devices manufactured starting from 2022, week 50, will have unique default password.

Change description

Change type	Default password change.
Detailed description	RUT360 devices manufactured starting from Q4 2022 will have unique default password.
Change reasons	Increasing device security.

Affected products information

Model	Affected order codes	Order code changes
RUT360	RUT360 ******	No changes
Upcoming change date	2022, week 50	

Change impact

Risk assessment	Device install procedures or any automated solutions might need modifications. **Please note:** this product change notification does not affect any previous RUT360 devices.
Suggested implementation plan	For more detailed information please contact your sales representative.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above.

To download the pdf version of this notification, [click here](#).

2022.11.25: QSG flyer replacement

Starting from 2022, week 50, RUT360 routers will come with a new QSG flyer in the packaging.

Change description

Change type	Replacement of QSG flyer	
	RUT360 devices manufactured starting from Q4 2022 will have a new QSG flyer in the packaging. The new QSG flyer includes the short version of QSG with a QR code/link to the full Web QSG version: teltonika-networks.com/QSG_RUT360	
Detailed description	Previous design:	New design:
	The new flyer will include QR codes with URL links to RMS and the Web version of the QSG (Quick Start Guide) for the RUT360.	
Change reasons	Reducing environmental impact.	

Affected products information

Model	Affected order codes	Order code changes
RUT360	RUT360 ******	No changes
Upcoming change date	2022, week 50	

Change impact

Risk assessment	Marketing material such as photos might need replacing.
Suggested implementation plan	Information included in this PCN will help adapt to the upcoming changes.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above

To download the pdf version of this notification, [click here](#).

2022.11.25: Changes in engraving/labeling

Starting from 2022, week 50, RUT360 routers will be produced with modified bottom engraving/labeling.

Change description

Change type	External/visual
	The device's unique default password will be added to the bottom engraving/labeling. The formatting for the remaining information on the labeling/engraving will be adjusted, and the Fira font will be used instead of Arial. The device's unique default password information will also be added to the QR code Information displayed after scanning QR code with syntax: WIFI:T:WPA;S:{{SSID2G}};P:{{PASSWORD}};SN:{{SN}};I:{{IMEI}};M:{{MAC}};U:admin;PW:{{DEVICEPASSWORD}};B:{{BATCH}};
Detailed description	From the device top engraving/labeling, the previously relevant authentication information text will be removed: **User/Pass: admin/admin01**.
	The labeling on the product packaging will stay unchanged.

Old top engraving/labeling:

New top engraving/labeling:

Old bottom engraving/labeling:

New bottom engraving/labeling:

Change reasons	To accommodate the change from the standard default password to a unique default password for each device.

Affected products information

Model	Affected order codes	Order code changes
RUT360	RUT360 ******	No changes
Upcoming change date	2022, week 50	

Change impact

Risk assessment	Changes to top labeling/engraving. Device's unique default password will be present on the product itself. This might impact marketing materials due to changing contents of the bottom informational engraving/labeling.
Suggested implementation plan	No implementation plan needed.

Acknowledgement of PCN receipt

If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above.

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