

# TRB255 Product Change Notifications

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**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 [TRB255](#) 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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## 2024.03.08: Reset button functionality change RutOS 7.07

With the release of RutOS version 7.07, TRB255 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
TRB255	TRB255 *****	No changes
Upcoming change date	2024 Q2, with the release of RutOS 7.07	
Change impact		
Risk assessment	<ul style="list-style-type: none"><li>• The loss of device logs upon utilizing the reset button may disrupt operational records and slow down subsequent troubleshooting efforts.</li><li>• 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.</li><li>• 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.</li></ul>	
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 TRB255 product packaging will be changed.

### Change description

Change type Packaging  
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.

Detailed description Current design: Updated packaging design:



Packaging dimensions will not change.

Change reasons Design improvement.

### Affected products information

Model	Affected order codes	Order code changes
TRB255	Only specific TRB255 client codes	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. Only specific client codes are affected by these 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

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## 2022.11.25: Default password change

All TRB255 devices manufactured starting from 2022, week 50, will have unique default password.

### Change description

Change type Default password change.  
Detailed description TRB255 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
TRB255	TRB255 *****	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 TRB255 devices.

Suggested implementation plan For more detailed information please contact your sales representative.

#### Acknowledgement of PCN receipt



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## 2022.11.25: QSG flyer replacement

Starting from 2022, week 50, TRB255 gateway will come with a new QSG flyer in the packaging.

#### Change description

Change type	Replacement of QSG flyer	
Detailed description	TRB255 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: <a href="https://teltonika-networks.com/QSG_TRB255">teltonika-networks.com/QSG_TRB255</a>	
	Previous design: 	New design: 
Change reasons	The new flyer will include QR codes with URL links to RMS and the Web version of the QSG (Quick Start Guide) for the TRB255.	
	Reducing environmental impact.	

#### Affected products information

Model	Affected order codes	Order code changes
TRB255	TRB255 *****	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





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## 2022.11.25: Changes in engraving/labeling

Starting from 2022, week 50, TRB255 gateways will be produced with modified bottom engraving/labeling.

#### Change description

Change type	External/visual	
Detailed description	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: SN:{{SN}};I:{{IMEI}};M:{{MAC}};U:admin;PW:{{DEVICEPASSWORD}};B:{{BATCH}};	
	From the device top engraving/labeling, the previously relevant authentication information text will be removed: <b>User/Pass: admin/admin01</b> .	
	The labeling on the product packaging will stay unchanged.	
	<b>Old top engraving/labeling:</b> 	<b>New top engraving/labeling:</b> 
	<b>Old bottom engraving/labeling:</b> 	<b>New bottom engraving/labeling:</b> 
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
TRB255	TRB255 *****	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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# 2020.08.14: changes in bottom labeling

Effective 2020, week 36, TRB255 gateways will be produced with modified bottom labeling/engraving.

## Change description

Change type	External/visual
Detailed description	<div>The product code will be removed from the bottom labeling/engraving. The formatting for the remaining information on the labeling/engraving will be adjusted. Product code information will also be removed from the QR code.</div> <div>The labeling on the product packaging will stay unchanged.</div> <div>Old version:<div></div>New version:<div></div></div>
Change reasons	Placing product code on the product itself is misleading, product code describes what is included in the product equipment package, not in the product itself.

## Affected products information

All TRB2\*\* \*\*\*\*\* product codes are affected. No product code changes.

Product release date2020, week 36

## Change impact

Risk assessment	The exact product code will not be present on the product itself, the exact product code will be found on the packaging box or determined by serial number. This might impact marketing materials due to changing contents of the bottom informational laser engraving.
Suggested implementation plan	No implementation plan needed

## Acknowledgement of PCN receipt

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