

TRB500 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 [TRB500](#) 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 TRB500 product packaging will be changed.

PCN Number: PCN_TRB500_PACKAGING_CHANGE_2024_04_25_EN		
Change description		
Change type	Packaging	
	Starting from Q3 2024 TRB500 corrugated cardboard insert will be replaced by honeycomb insert made from cardboard.	
Detailed description	Old insert:	New insert:
		
	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
TRB500	TRB500 *****	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, TRB500 device will experience changes related to the security improvements of the device.

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
TRB500	TRB500 *****	No changes
Upcoming change date	2024 Q2, with the release of RutOS 7.07	
Change impact		
Risk assessment	<ul style="list-style-type: none">• 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 TRB500 router 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:
		
Change reasons	Packaging dimensions will not change.	
	Design improvement.	
Affected products information		
Model	Affected order codes	Order code changes
TRB500	TRB500 ***** and specific TRB500 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. Some specific client codes are effected by these 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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2023.02.13: 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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