TEKTELIC
communications

# PELICAN EX
Quick Start Guide

Activating the Device

The device is shipped with the batteries installed and in a state of DEEP-SLEEP until activated with a magnet (not provided). **There is no need to open the enclosure to activate the device.**

To Activate/Reset Sensor:

Step 1: Apply Magnet on Magnetic Activation Site for 3-10 seconds

Step 2: Remove Magnet away from Device.

Humidity Vent

Magnet Symbol

Magnetic Activation Site
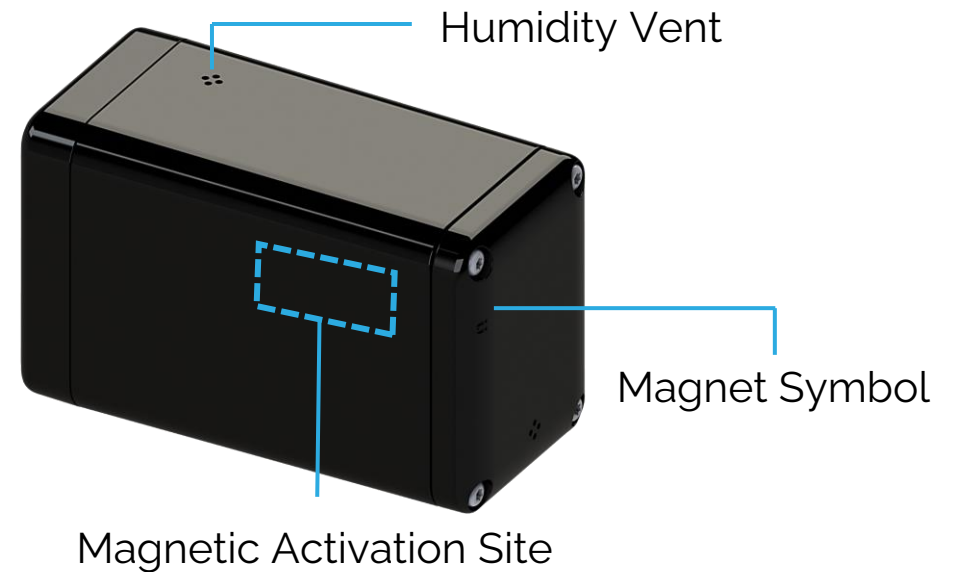
Note:
- This magnetic pattern always triggers a module reset, even during normal operation.
- Magnet is not provided with the device. Suggested magnet: Sintered Ferrite Magnet, Br = 3800-3900 Gauss, Grade 5 = Grade Y30, or Grade 8 = Gradey30h-1

Activation & Commissioning

Commissioning the Device Using LeapX Application

To install LeapX Application on your Smart Device, please search for "TEKTELIC LeapX" on the Google Play Store or the Apple App Store. Once the app is installed, you can create an account or log in using the username and password of your existing TEKTELIC account. Then follow the in-app instructions online.

Default Reporting Periods

Configuration Name	Default Reporting Periods
Battery Status	Every Day
BLE Report	Every Hour
Button Action	Enabled
Accelerometer Report	Disabled
Temperature Report	Disabled

To make changes to the default data reporting periods, please refer to the knowledge base on **knowledgehub.tektelic.com**.

Troubleshooting

Problem	Possible Cause	Troubleshooting
No Join Request uplink seen in the Network Server(NS) *Real-Time Packets* tab in 1 min after activation	Incorrect commissioning keys	In the NS *Device Details* tab check that the Device EUI, Application EUI and Application Key match to ones on the device.
	Gateway offline or wrong frequency	• In the NS *Gateways* section check whether your Gateway is "Online". If not, power cycle the gateway and double-check the credentials. • Move closer to Gateway • Check that the regional frequency band of the Gateway and of the Tracker match
	Tracker prematurely activated (EU devices only)	Reset the device with magnet pattern
	Dead battery	Replace the battery
Join Request uplink observed on NS, but Join Accept being duty cycled (EU devices only)	Gateway limited by EU duty cycle. Multiple devices trying to join.	• Wait 5 minutes for duty cycle to clear • Try activating on different gateway • Temporarily disable other devices before trying to activate again • Wait for downlink traffic to stop before trying to activate again

Note: if you have questions about using device please refer to TRM document on **knowledgehub.tektelic.com**.