



Tramigo Manager Help

Need Help?

Tramigo 24 hour (Monday-Friday +8 GMT) Support: Email support@tramigo.com or search Skype for tramigosupport or call +63 2889 3577

Tramigo Sales: info@tramigo.com

Tramigo Orders: orders@tramigo.com

Check for program updates at: www.tramigo.net/TramigoManager/

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System Requirements

- Loading files from Tramigo support
- Microsoft .NET Framework 2.0 Service Pack 1 (Tramigo Manager Install will automatically download if not found on your system).
- Operating System: Microsoft Windows 2000, XP, Vista, 7
- Pentium processor 90 MHz or higher
- 100 Mb free hard disk space
- 60 Mb RAM
- USB 2.0 port
- Internet Explorer v6 or higher
- Internet connection (For firmware updates)

Tramigo Manager Functions

1. Updates

Tramigo Manager can be used to update your T22 software (includes Location directory, Language file), or your configuration. New releases of T22 software must be obtained from support@tramigo.com. When requesting an update please provide the following:

1. IMEI of your T22 – available from the VERSION command –just paste it into an Email.
2. Country – this is to determine the LD version we build in
3. Language (optional) – this is if you use an alternate language in your T22

Firmware .BIN

Tramigo releases updates to the firmware to add new features and fix any problems found. Major updates occur twice a year on average. This also includes:

Location Directory (LD)

Our Location Directories are updated twice a year to refresh the landmarks and incorporate requests from our customers.

Language File (LF)

The language file is used to translate all of the T22 commands and reports, and by commercial users to customize the reports even in English. If you are making your own Language File contact support@tramigo.com for assistance. You can download a tool to assist with editing the LF at <http://www.tramigo.com/LF/install.htm>

You do not need a language file loaded if you are using English.

Configuration File (CF)

The configuration is a list of commands that set the system parameters. Configurations are available for boats, caravans, motorcycles, installation options, etc. The CF can also be used to set the parameters of many units the same, or load in several custom locations using the AddPlace command.

2. Tramigo Support

If you have any problems with your T22 you can create a log file by selecting Help→Send T22 Log to Support. You will need an internet connection to do this. Tramigo support may request this to help diagnose a problem. You can also send the Tramigo Manager Status and Error logs to support.

Quick Start

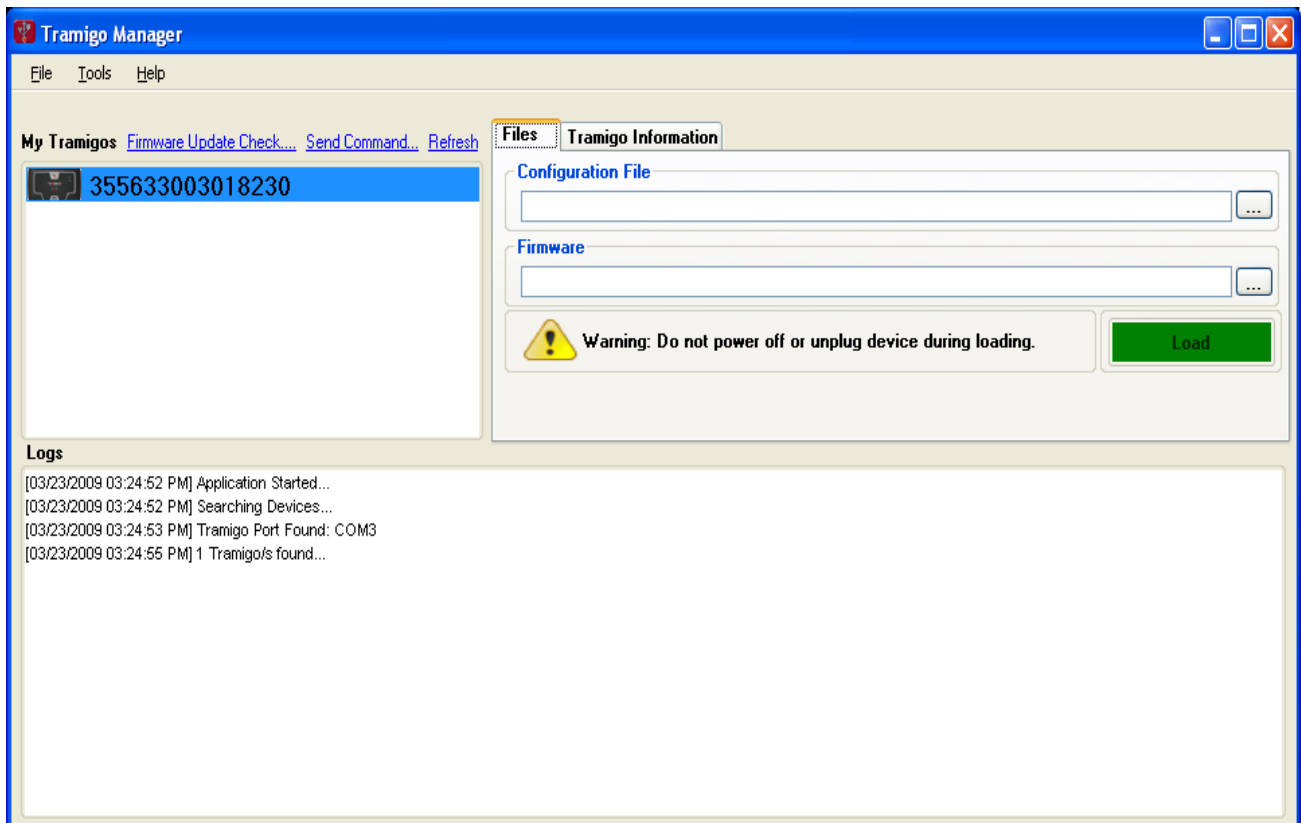
Install the Tramigo Manager after unzipping the file by running setup.exe. Uninstall your previous version of Tramigo Manager in Control Panel→Add or Remove Programs.

To update your T22 follow these steps:

1. Contact support@tramigo.com to obtain the files needed to update your T22. Copy the .BIN file and your Key.keyx file to a directory on your hard disk.
2. Make sure your PC is connected to the internet.
3. Connect your T22 to your PC using the USB cable that was included with your T22. Any USB cable with a mini-USB connector will work.
4. Charge your battery.
5. Start Tramigo Manager and click on the Search button. You should see your T22 listed on the screen (by IMEI number)
6. Select the firmware (.BIN) file to load. This will include your Location Directory (LD) and Language File (LF)
7. Click on Load. During loading **do not unplug the T22 or turn your computer off**. Problems? Go to [troubleshooting](#).

Main Application Screen

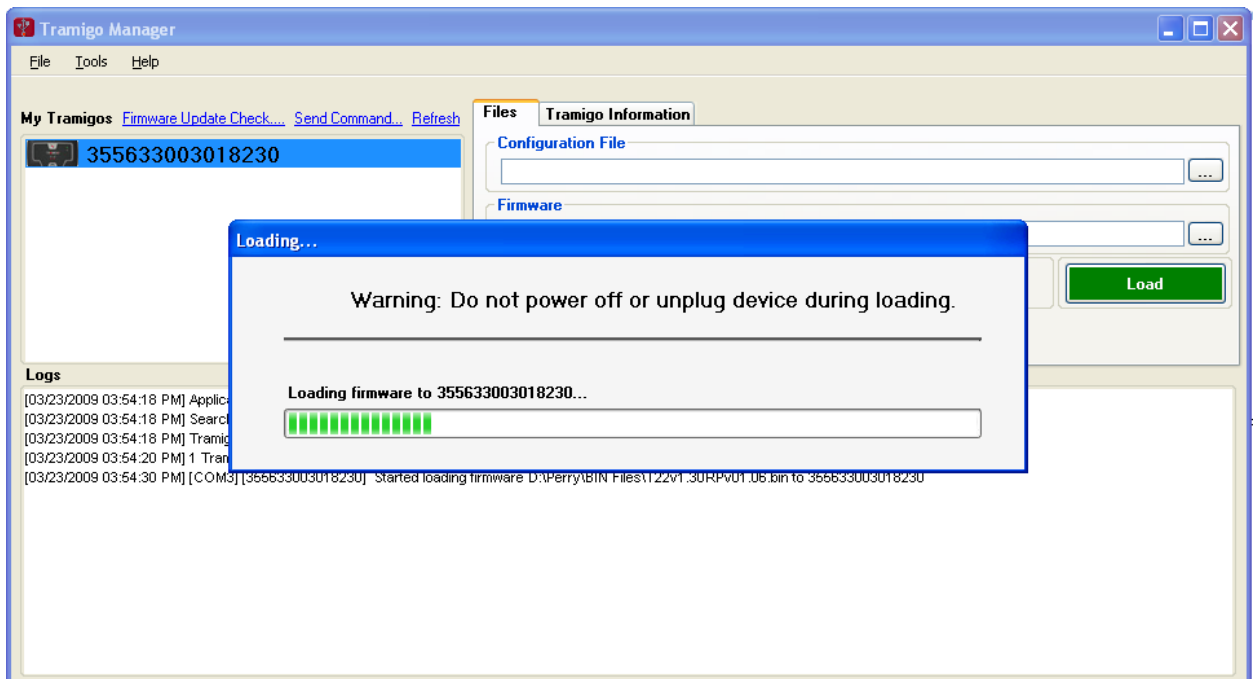
The My Tramigos list shows which T22 is connected to your PC. The number represents the IMEI code which is unique for every T22. The IMEI code is also printed on the unit label under the battery. Click on Send Command... to send a command directly to the unit. Click on Refresh to update the screen. The logs window at the bottom of the screen shows a record of the actions performed.



Loading Files

You can load files one by one or select either of the file types to be loaded sequentially.

- 1. Important: Before you start charge the unit battery, and when loading do not disconnect the cable. If using a laptop make sure it is connected to power and not battery.**
2. Select the file(s) you want to load. Firmware files end with .BIN and Configuration files end with .CF. Make sure you placed the Key.keyx file in the same directory with your BIN file.
3. Press the Green load button and you will see the loading progress bar



Note: When loading if you hit the cancel button the loading will be stopped at the next file. The current file will be allowed to complete.

Firmware (.bin) - <1:30 min loading time

This file contains the firmware, LD and LF files you requested.

Configuration File (.CF) - <1 min loading time

The configuration file is a list of commands to be sent to the unit. You can use this to configure multiple units with the same settings. Use notepad to edit the file.

Configurations are available for installation, portable, boat, motorcycle, and trailer use.

Standard configurations:

Contact Tramigo support for these files.

T22 – Portable Config vX.XX.CF – this is the default configuration and is loaded in the BIN file. You use this file if you have loaded another configuration and want to restore the portable settings.

T22 – Install - Ignition vX.XX.CF – used when Ignition sensing is installed

T22 – Install - SOS vX.XX.CF – used when the remote SOS button is installed

T22 – Install vX.XX.CF – used when neither the SOS button or Ignition sensing is installed

T22 – Bike vX.XX.CF – used for motorcycles

T22 – Small Bike vX.XX.CF – used for motorcycles with small batteries

T22 – Boat vX.XX.CF – used for boats

T22 – Caravan Config vX.XX.CF – used for any item with no power source. T22 wakes once per week and when motion is detected. This allows the battery to last for months.

T22 - Power Monitor Config vX.XX.CF – used when you want to be notified of a power outage. Default is 1 hour, but you can edit this to reduce the time. The power report must be turned on.

You can put comments in this file like:

```
// T22 Boat Configuration v1.30
```

You can also add pauses to wait for a slow command to execute:

```
AddPlace,Home,14.34443,65.22332
```

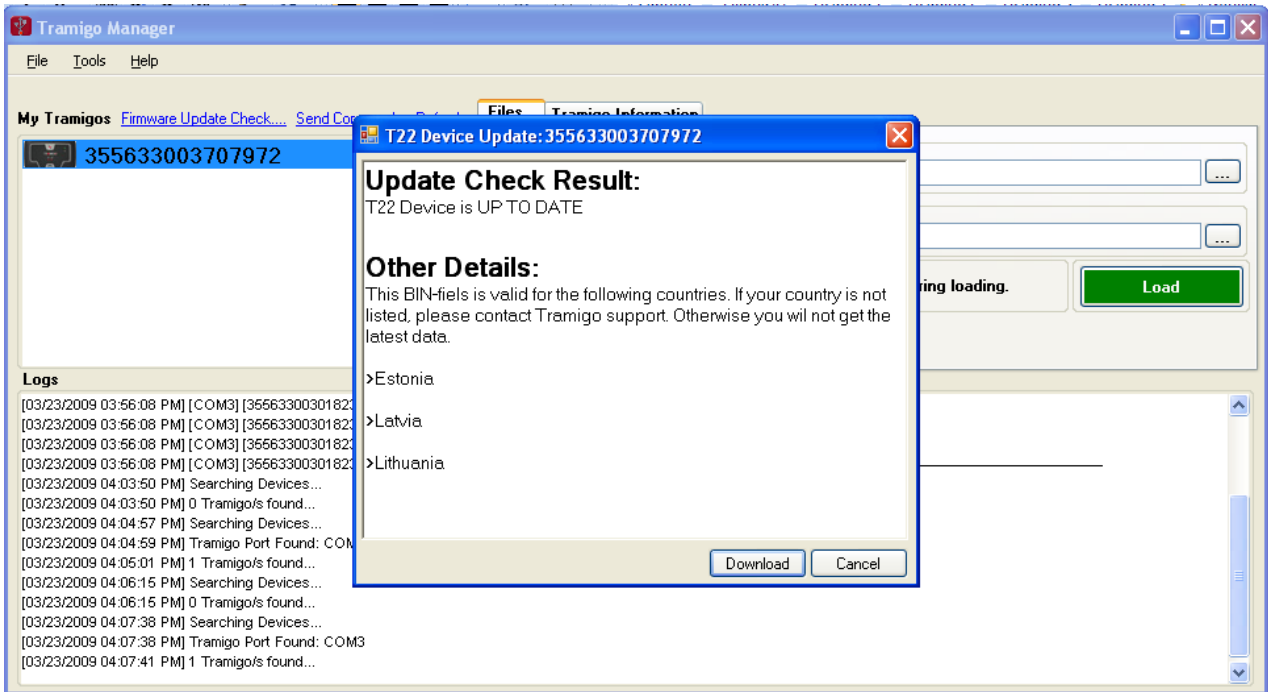
```
Pause 3
```

Only ascii commands are supported. To send unicode commands then you must use your phone or M1 Fleet via a modem. Also note that unicode characters from the T22 will not display properly in the output screen.

Configuration files must match the firmware version, because new literals can be added/changed in each version. Example: To restore the default settings for v1.30 firmware use T22 Portable Config v1.30.CF

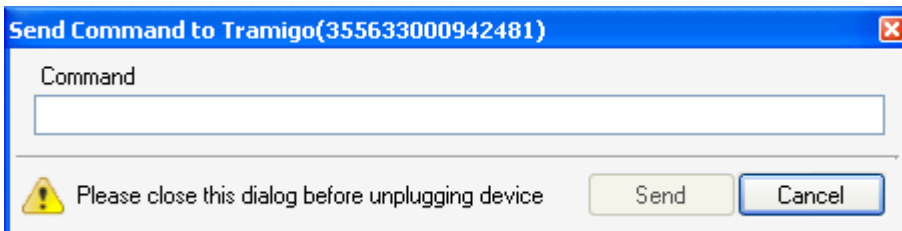
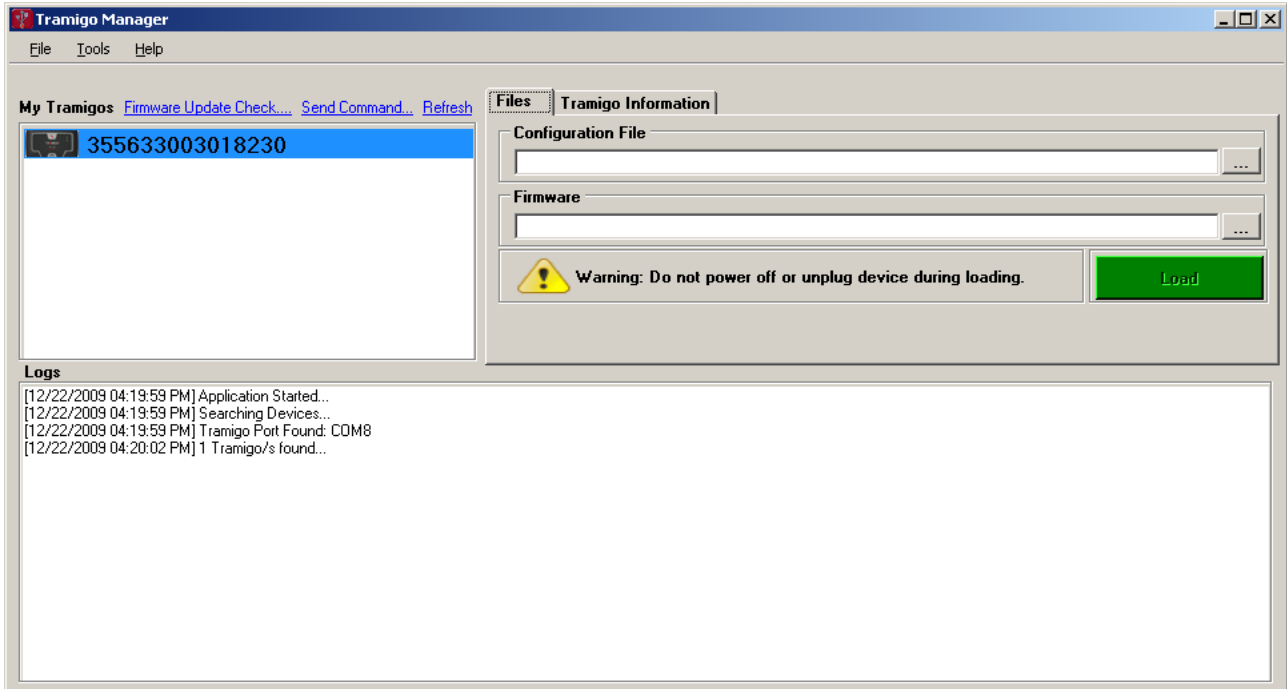
Firmware Update

You can check if a Firmware update is available by clicking on the Firmware Update Check on top of the My Tramigo's list. This will open a window where it will automatically check your device version against an updated version in our server.



Sending Commands

You can send any command to your T22 by clicking on the Send Command on top of the My Tramigo's list. This will open a window where you can type in and send commands to your T22. When done click cancel to close the window.



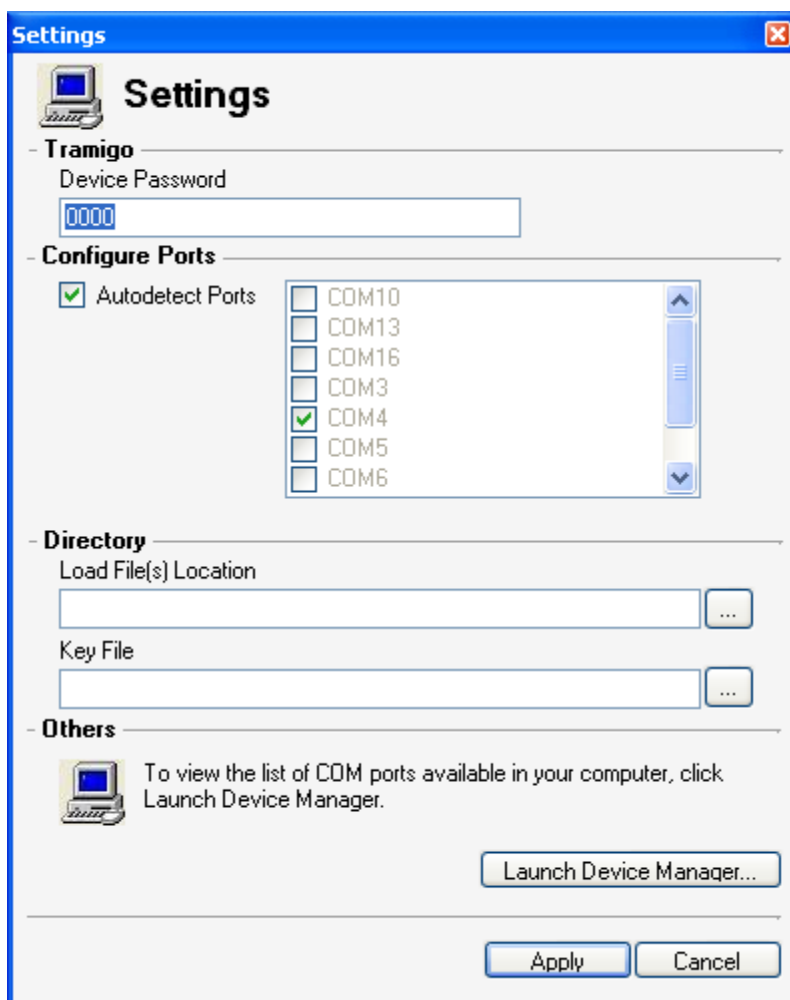
Settings

Tramigo Password: Change this if you have changed your password of your Tramigo. This allows the application to send commands to the T22.

Configure Port: Default is auto-detect, which will search through all of your COM ports. You can also use the device manager button to check the port assignments on your PC.

Directory: This allows you to change the directory where your loading files (.bin and .CF) are located.

Key File: This allows you to change the directory where your key file is located (.key).



Tramigo Information Tab

This shows the firmware, LD, and LF currently loaded in the selected T22.

The screenshot displays the 'Tramigo Manager' application window. The title bar reads 'Tramigo Manager' and includes standard window controls. The menu bar contains 'File', 'Tools', and 'Help'. Below the menu bar, there are navigation links: 'My Tramigos', 'Firmware Update Check...', 'Send Command...', and 'Refresh'. The main interface is divided into two panes. The left pane, titled 'Files', shows a list of devices with the IMEI '355633003018230' selected. The right pane, titled 'Tramigo Information', displays the following details:

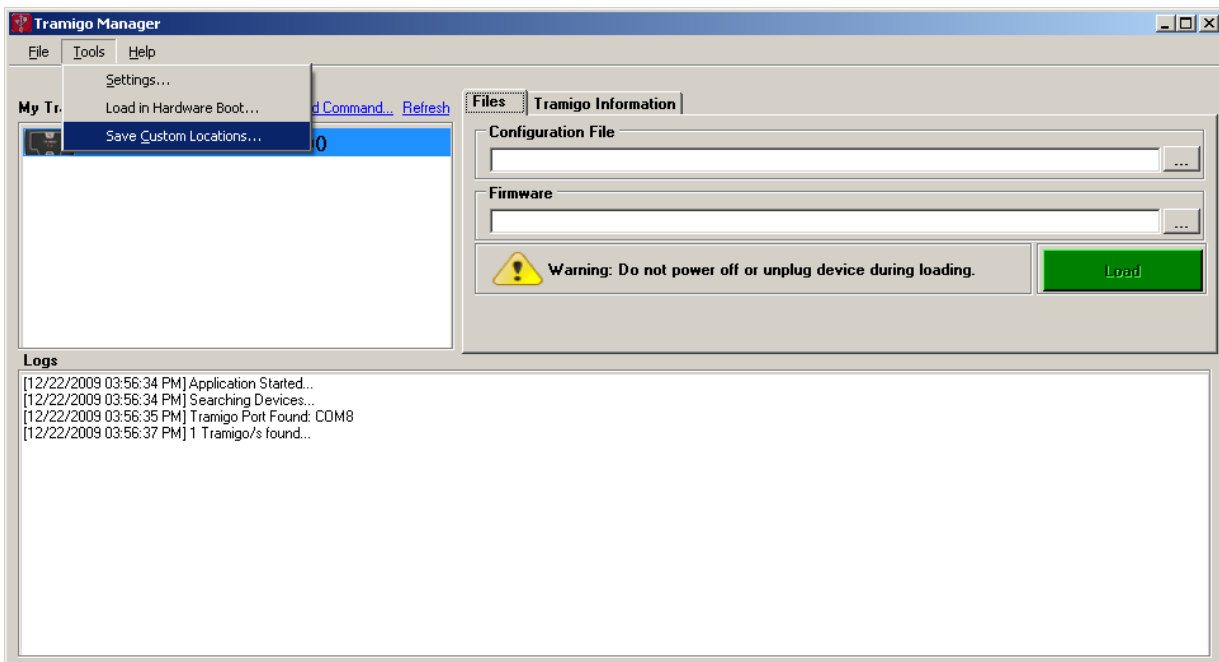
- Name: **Tramigo**
- IMEI: **355633003018230**
- Port: **COM3**
- Firmware Version: **1.30**
- Language File Version: **not loaded**
- Location Directory File: **T22 RP Philippines,Version=01.06**

Below the information panes is a 'Logs' section containing the following text:

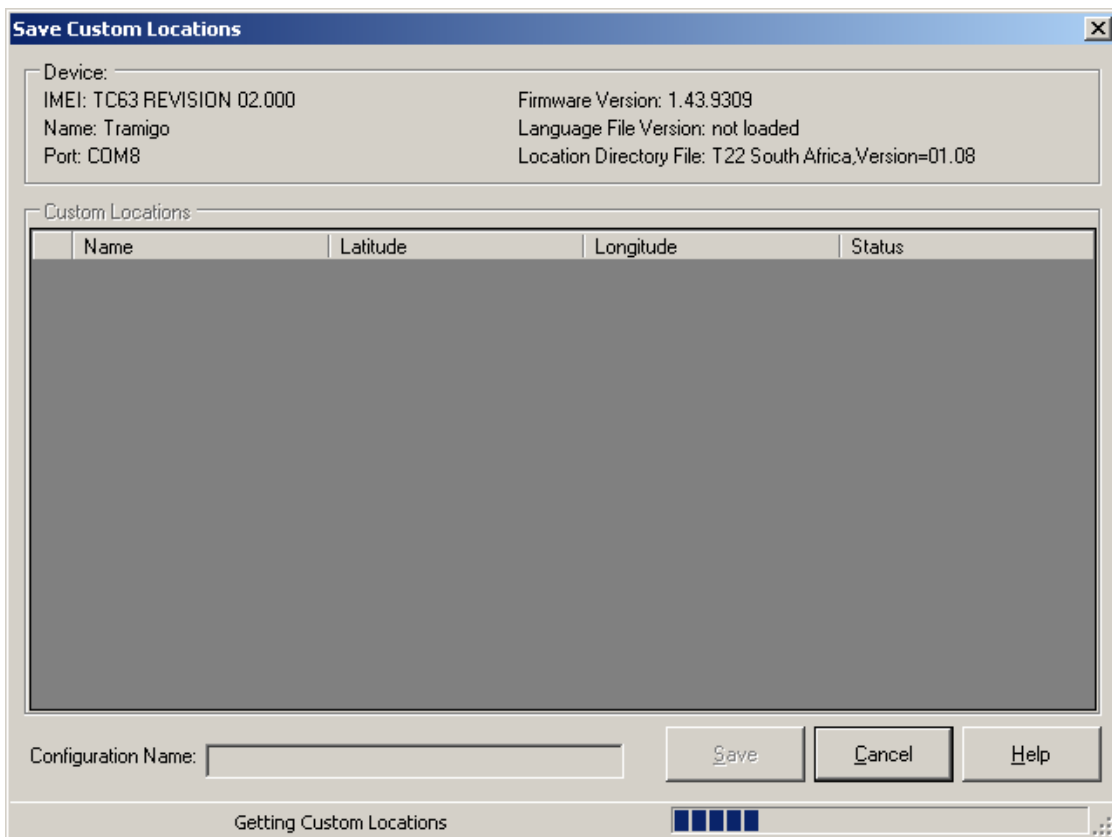
```
[03/23/2009 03:54:18 PM] Application Started...
[03/23/2009 03:54:18 PM] Searching Devices...
[03/23/2009 03:54:18 PM] Tramigo Port Found: COM3
[03/23/2009 03:54:20 PM] 1 Tramigo/s found...
[03/23/2009 03:54:30 PM] [COM3] [355633003018230] Started loading firmware D:\Perry\BIN Files\T22v1.30RPv01.06.bin to 355633003018230
[03/23/2009 03:55:56 PM] [COM3] [355633003018230] Done loading firmware D:\Perry\BIN Files\T22v1.30RPv01.06.bin to 355633003018230...
[03/23/2009 03:56:08 PM] [COM3] [355633003018230]
[03/23/2009 03:56:08 PM] [COM3] [355633003018230] Firmware Version: 1.30
[03/23/2009 03:56:08 PM] [COM3] [355633003018230] Location Directory File Version: T22 RP Philippines,Version=01.06
[03/23/2009 03:56:08 PM] [COM3] [355633003018230] Language File Version: not loaded
[03/23/2009 03:56:08 PM] [COM3] [355633003018230]
```

Saving Custom Locations

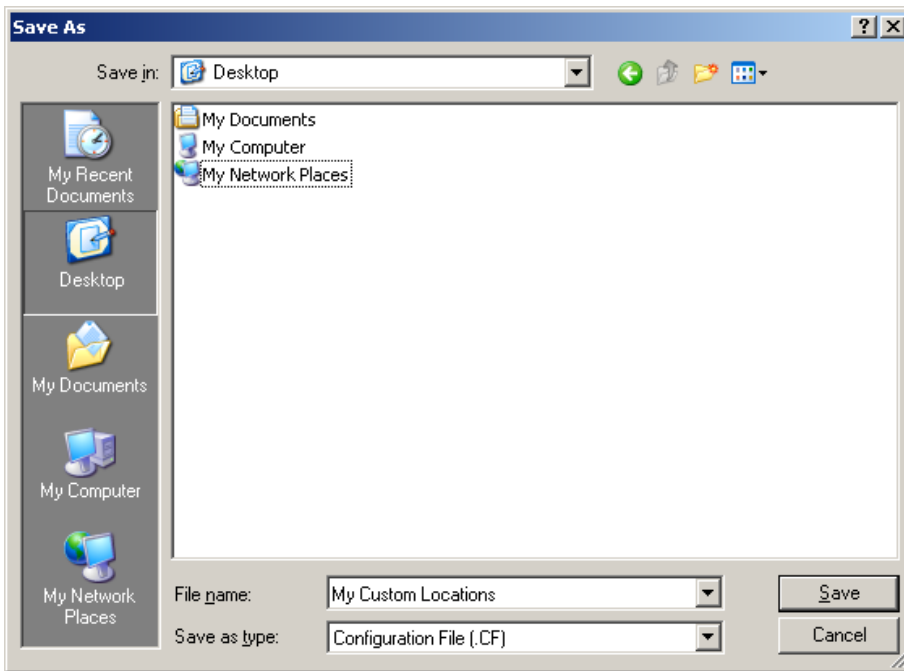
This will extract saved Custom Locations from the unit selected in the unit list.



Once extraction of Custom Locations from the device is complete, clicking Save in the Save Custom Locations window will ask you for the location to save the Configuration File containing extracted Custom Locations.



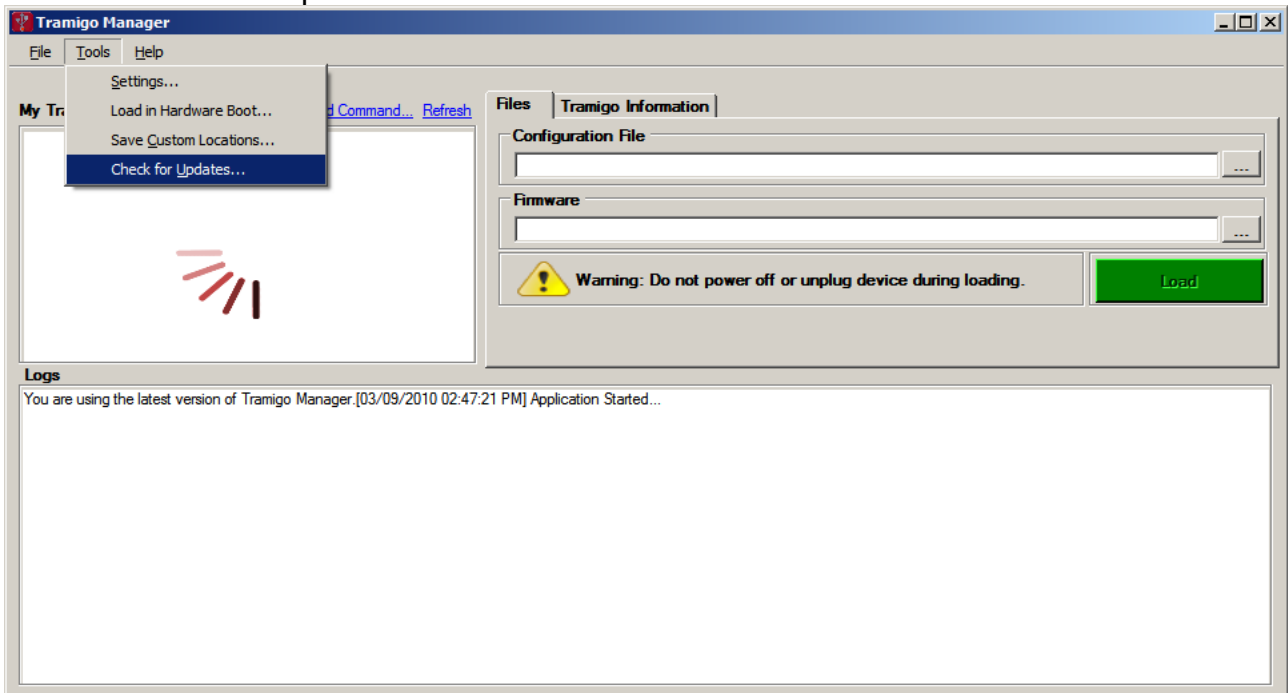
Custom Locations will be saved in CF (Configuration File) format so you can load them using Tramigo Manager's Configuration File Loader.



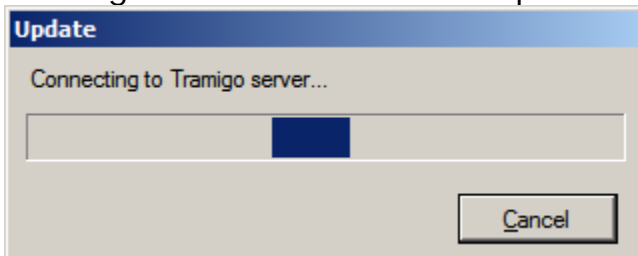
Update Tramigo Manager

Contacts Tramigo servers for new versions of Tramigo Manager.

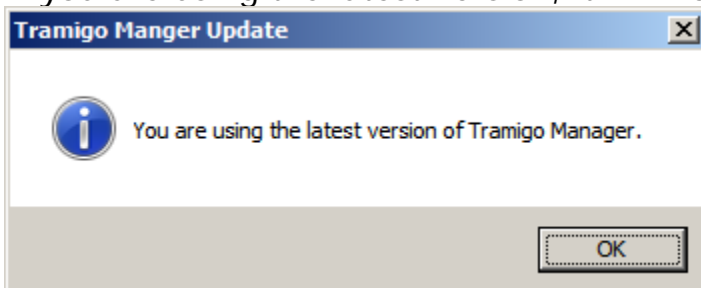
Select Check for Updates in the Tools Menu.



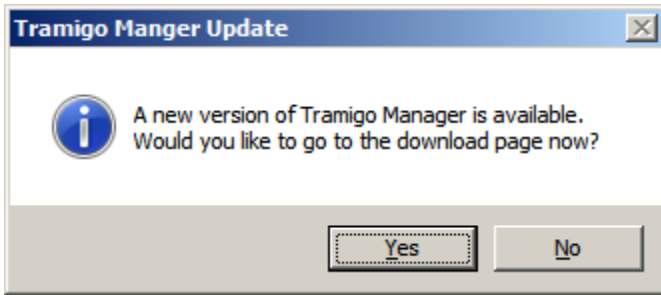
The program connects to the Tramigo server to get update information. Clicking Cancel will cancel the operation.



If you are using the latest version, it will notify you.



Otherwise, you will be notified of the availability of a new version. Clicking Yes will open you web browser and take you the Tramigo Manager Download Page. Clicking No cancels the operation.



Troubleshooting

Tramigo Port not Found. Make sure the Tramigo is plugged into your computer using the USB cable. Check the com port in [Windows Device Manager](#) and if the port is not there re-start your computer.

Tramigo Port Found message received but 0 Tramigo's found

Check that the T22 is awake and the power LED is on or flashing – just tap the Tramigo to wake it up. Click on search again.

Check that the password is correct in the Settings menu.

Unplug the unit and check that the green power light is flashing every 5 seconds.

Remove and re-insert the battery to reset the Tramigo and try again.

Loading failed due to key file not found – please contact Tramigo support for assistance.

Make sure the key.keyx file is in the same directory as the .bin file sent from tramigo support.

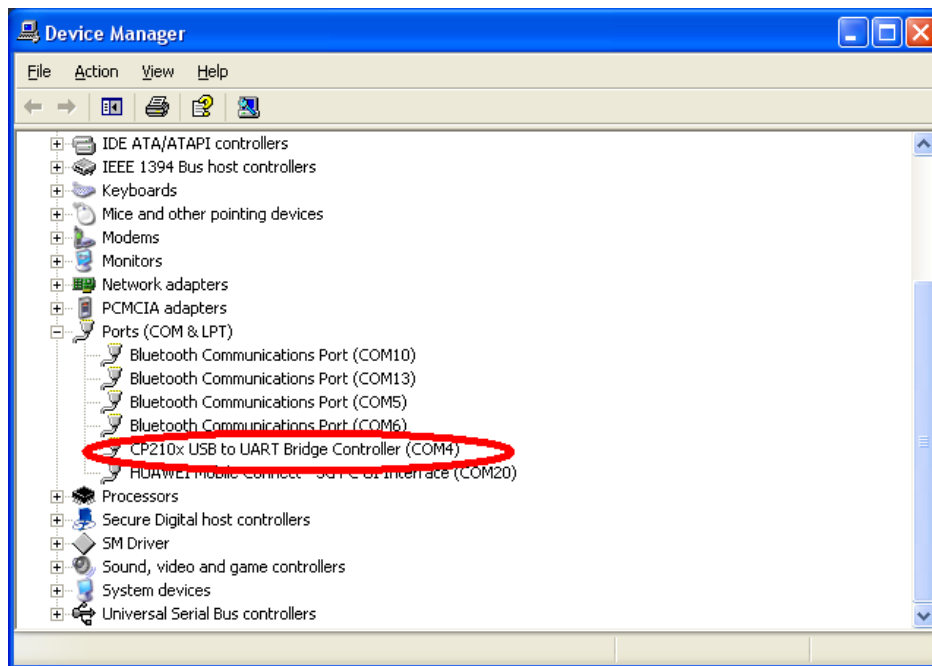
Program crashes when I start loading.

Check in Control Panel→Add/Remove Programs and remove old versions of Tramigo Manager or Tramigo Device Manager installed. This can only occur if you were on the beta program.

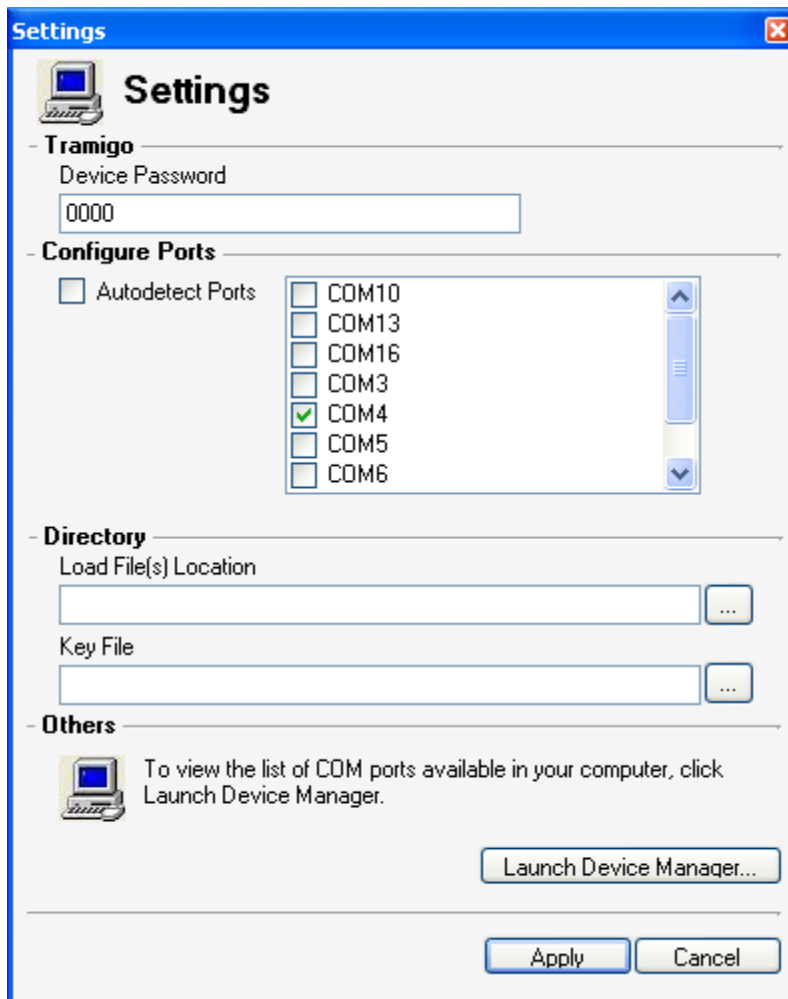
Finding the COM port that your T22 is using Windows Device Manager

If auto detect does not work then you can manually set the COM port in the Settings menu T22 uses a virtual COM port that is assigned only when the T22 is connected to your PC. This also removes the search for Tramigos each time you start which saves time.

1. Plug in your T22 and Start Microsoft Device Manager (it is available in the Settings Menu of Tramigo Manager)
2. Look for the device below:



3. If you can't see the port, then reboot your PC and try again.
4. Change the COM port listed in Settings to match the one you see.



5. Now when you click on the search button you should see your unit listed.

Application Change Log

September 22, 2010

T22 Debug Log Bug Fix for firmware version 1.53.

September 13, 2010

T22 Debug Log Bug Fix.

July 15, 2010

Support for newer firmware (1.41+) version responses.

Debug Log output is no longer displayed on main window and only on Debug Log Status Window.

Word Wrap is enabled on the Logs Window.

March 17, 2010

Added Update feature.

Limited to single instance.

Updated USB drivers to v5.4.29 (Adding support for Windows 7)

January 6, 2010

Fixed parsing error for large Custom Location offsets which occur when Custom Locations are retrieved when the unit has not acquired first GPS lock.

Fixed x86/x64 dependency issue.

December 22, 2009

Updated CF Files

Added Custom Locations Extraction and Restore.

August 12, 2009

Updated CF Files

April 30, 2009

Fixed problem of corrupted key files if using other Regional Options other than English language.

Added support for Unicode.

March 24, 2009

Added Firmware Update check.

February 19, 2009

Fixed problem where sending debug logs are not logged properly after sending a command to T22.

Fixed problem where application crashes when loading a firmware with a custom default device name.

November 6, 2008

Added ability to reload unit if previous loading was interrupted.

October 22, 2008

Fixed problem where last 2 characters of the reports were truncated.

October 20, 2008

Added feature to send Tramigo Manager logs to support.

October 16, 2008

Initial Release