

In order for our support team to be able to help you with your case in the easiest way, please fill in this form.

Note: If you have multiple device types, please fill in one form per type.

Company name	
Detailed description of the problem	
Device type	
No of device(s) affected	
DevEUI of faulty device(s)	
Battery type	
Full read-out of the device settings Can be done by sending a debug message from the application Sensor Settings	
Network server and device configuration in the network server	
Region/Sub-band	

Thank you for completing the form. We will do our best to solve your issue as soon as possible.

Send the completed form to support@elsys.se.