



Setting Up and Managing MPTP ID and Device Settings

Configuring TWIG Eon: two paths


There are two ways to configure a TWIG Eon device, and which one you use depends on how your monitoring environment is set up.

1. Using TWIG Point — If you have access to TWIG Point, you can configure the device through the Remote Configurator, a visual interface that walks you through all settings step by step. The rest of this guide describes that process.
2. Using your own MPTP server — If you operate your own ARC or monitoring platform, you can configure the device directly through MPTP commands. Before that, you need to replace the default server address with your own server address in TWIG Point settings (Connections> IP Servers). In this case, settings are applied by sending ?CNF configuration commands from your server to the device. A full reference of supported configuration items and their values is available in the TWIG Eon MPTP Configuration Reference.

 This configuration guide relates to TWIG Eon & TWIG Eon D

MPTP ID: intro

MPTP ID is the device's routing identity on the MPTP server. Start with the IMEI, then change it as needed via ?CNF 2501 <new_id>. If you change it, update your server records and reboot so commands and alarms route correctly. For fleet rollouts, agree your ID convention before deployment to avoid rework.

 For scale deployments, define your MPTP ID convention up front. Changing IDs later requires coordinated updates on both device and server.

Prerequisites

Component	Minimum version	Notes
TWIG Eon firmware (MCU)	v6.19.1 (v6.23.0 recommended)	v6.19.1 required for CNF items listed in this document. v6.23.0 has some bug fixes (refer to TWIG Eon Rel2.1 release notes), and also is the minimum version for TWIG Eon D.
MPTP Gateway	v1.6.0 or later	


Configuration Steps

1. Add new device

- Ensure the device is available in TWIG Point.
- If not, add it via My Devices → Add Device
- Enter Name, IMEI, MPTP ID (at first time use device IMEI for MPTP ID)

MPTP ID Explanation

- The MPTP ID is the logical identifier used by the MPTP Gateway to route messages between the device and backend systems.
- During initial setup, it is mandatory to use the IMEI as the MPTP ID.
- After deployment, the MPTP ID can be changed to match customer system requirements (e.g. asset ID or user ID).

-  • The MPTP Gateway uses the MPTP ID (not IMEI) for message routing.

Add Device

Owner

Name

Phone Number

Phone number is needed for SMS communication. Format: +358123456789

MPTP ID

and _ are not valid characters. ID is read from device or generated automatically if not given.

IMEI

IMEI is obligatory only when device has already used TWIG Point services or been connected to TWIG Point.

Hardware type

GPRS

International Roaming Block

Add

- If the MPTP ID is changed, all backend systems must be updated accordingly.
- Incorrect MPTP ID configuration may result in lost or misrouted messages.

2. Prepare device

- Place the device on charging dock.
- Wait until charging starts.



3. Activate & Configure

- Open Remote Configurator
- Wait until all settings are visible (see picture)
- Set device Status = ACTIVE (mandatory). This step is required to activate the device. Without this, the device remains inactive and shows **12:00**.
- Configure additional settings as required (Language, Timezone, Volume)

4. Alternative: MPTP-Based Configuration

Configuration can also be performed using MPTP commands via:

- GPRS/IP (via MPTP Gateway)

What Can Be Configured via MPTP

Typical configurable items include:

i Full parameter coverage depends on firmware version and device model, as outlined in TWIG Eon — MPTP Configuration Reference.

+ MPTP Server Requirements

A third-party MPTP server must:

- Device status (e.g. activation)
- Tracking and location requests
- SOS and alarm behavior
- Assistance functions
- Remote control commands (e.g. reboot, tracking start/stop)

5. Set contacts & SOS event

- Configure SOS event type (Call or MPTP)
- **Call** sends alarm + initiates call sequence
- **MPTP** sends alarm message only (no call)
- Contacts 1–8 can be configured. Each contact can be defined as a recipient of help requests (Help Request = ON). These contacts may serve as emergency contacts and are called during an emergency. The order of contacts in the list also determines the call sequence.
- Contacts can also be defined as assistance numbers for the device user (Hidden Contact = OFF).

⚠ Avoid answering machines. The receiving party must accept the open phone line by dialing the number announced via the voice line.

6. Enable Location

- Set Location Enabled = ON if the device needs to provide location data when responding to individual location requests or when tracking is activated.
- Set SOS Call Location Enabled = ON if a location message should be sent to the server when an emergency (SOS) is triggered.

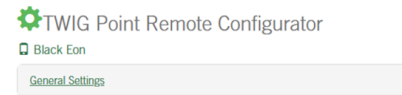
- Support TWIG MPTP protocol
- Handle device identification via MPTP ID
- Support bidirectional communication (MO and MT messages)
- Support IP-based transport

Contacts		
Avoid answering machines	Edit	Off
Contact 1		
Name	Edit	Jarmo
Phone number	Edit	+3584/
Help request	Edit	On
Hidden contact	Edit	Off
Contact 2		
Name	Edit	JJElisa
Phone number	Edit	+3585C...
Help request	Edit	Off
Hidden contact	Edit	On
Contact 3		
Contact 4		

Black Eon		
General Settings		
GPS/GNSS		
Location enabled	Edit	On
SOS call location enabled	Edit	On

7. Apply settings

- Click Write to Device
- Click Reboot Device



- ✓ Ensure the device connects to the network and that the new settings are received without conflicts. Keep the device docked during setup until the clock shows the correct time.

8. Configure 3rd Party Server (Optional)

Configure IP servers if integrating with external systems.

- Default server: all communication
- EMG server: emergency messages if a separate destination from the Default server is required.
- INF server: informational/status messages if a separate destination is required.

Go to Connections > IP Servers, then:

1. Enter the Server URL or IP address
2. Set the Port and Security
3. Define the Connection Mode

MPTP Integration Notes

- The external server must support MPTP protocol
- Routing is based on MPTP ID
- Messages can be delivered via: TCP/IP over IP

Important

- Always click Write to Device before rebooting the device.
- Keep the device on the charger during setup.
- During setup, the device display shows: “Setup in progress... please wait.”
- On TWIG Eon, the clock hands remain at 12:00 until setup is complete.

- The device connects automatically after reboot.

TWIG Point coexistence

TWIG Point always operates alongside any configured third-party server. Even when Default or other servers are defined, the device remains accessible via the TWIG Point user account, maintaining a periodic connection (approximately once per hour).

