

Transferring, Deactivating or Swapping a Device

Link: <https://help.wextelematics.com/docs/about-vehicles/transferring-or-deactivating-a-device/> Last Updated: October 18th, 2016

If you need to retire a vehicle and replace it with another one, you can transfer the device to the new vehicle. Alternatively, if you're not replacing the vehicle or no longer need the vehicle in the fleet, you can deactivate the device or submit for a return authorization.



Note. Historical data moves with a device. If you install a device in another vehicle under a different department, the new department users could see the old historical data on the new vehicle.

Transfer a Device

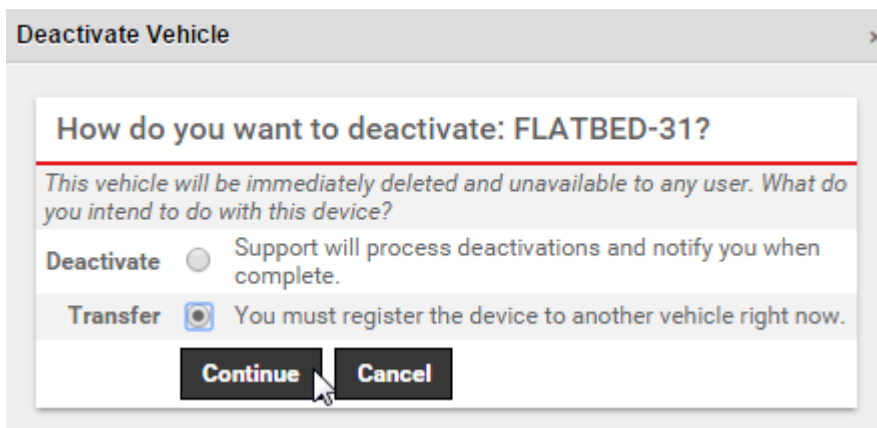
Transferring a device to another vehicle requires you to register the device to another vehicle immediately after making the selection to transfer.

► To transfer the device to another vehicle:

1. From the portal, hover over the **Account** menu, click **Manage Vehicles**, and click **Open**.

The Manage Vehicles and Groups page opens in a new browser tab.

1. Locate the vehicle you want to modify, and click **Delete** (🗑️).
2. In the Deactivate Vehicle window, choose the **Transfer** option, and click **Continue**.



The image shows a 'Deactivate Vehicle' dialog box. At the top, it says 'How do you want to deactivate: FLATBED-31?'. Below this, a red line separates the question from the options. A message states: 'This vehicle will be immediately deleted and unavailable to any user. What do you intend to do with this device?'. There are two options: 'Deactivate' with a radio button and the text 'Support will process deactivations and notify you when complete.', and 'Transfer' with a selected radio button and the text 'You must register the device to another vehicle right now.'. At the bottom are 'Continue' and 'Cancel' buttons.

1. Enter the **information** for the new vehicle, and click **Register Vehicle**.

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Deactivate Vehicle

Information on New Vehicle Registration

Serial Number *

Vehicle Label *

VIN *

Initial Odometer * mi.

Initial Run Time hrs. Only relevant for assets, service reminders, or frequent idling

Country * United States ▼

License State * Alabama ▼

License Plate

Color

Model Year

Make

Model

Engine Size (L) = Idle GPH Only relevant for fuel usage and GHG

☐ This vehicle uses inputs.

* required

Register Vehicle

Enter a label for the new vehicle along with the appropriate vehicle information and registration is complete.

close

Deactivate a Device

Deactivating a device requires action from the **Support** team. The deactivation form in the portal automatically notifies Support of the request. Support will notify you when your deactivation request is complete. Please note that devices remain on the account until the end of the month. Request by the 26th of each month to avoid an additional month of billing.



Tip! If you need to uninstall a device and install it in a new vehicle during the **SAME** month, rather than deactivate, simply **hide the vehicle's visibility** until you're ready to transfer it to the new vehicle.

► To deactivate a device:

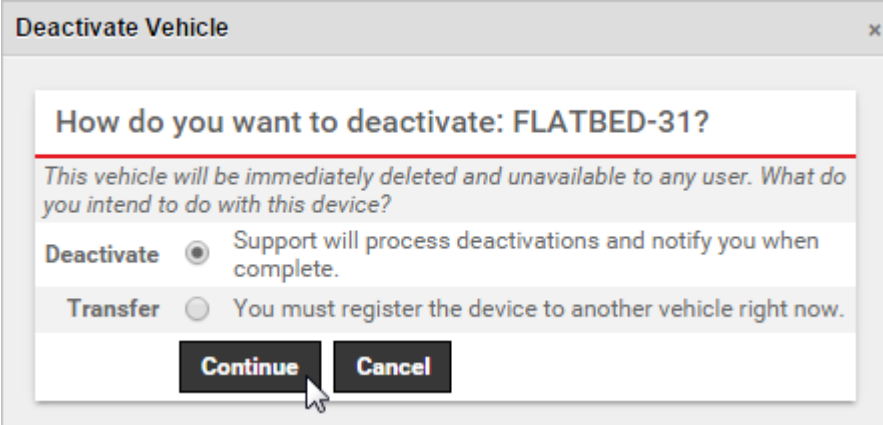
1. From the portal, hover over the **Account** menu, click **Manage Vehicles**, and click **Open**.

The Manage Vehicles and Groups page opens in a new browser tab.

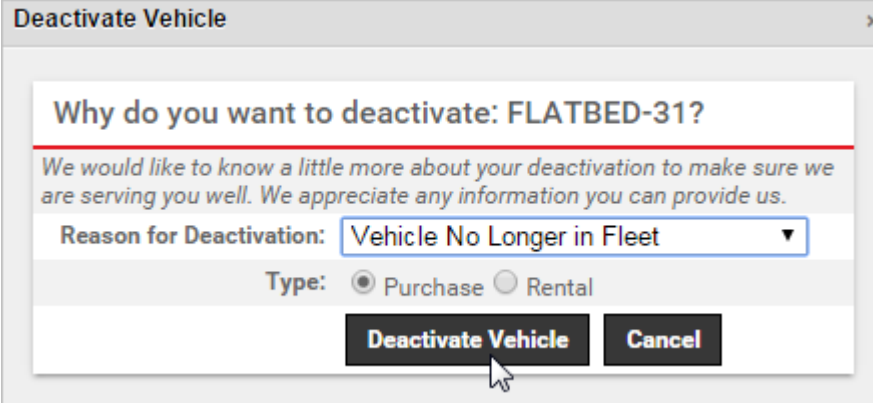
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1. Locate the vehicle you want to modify, and click **Delete** (🗑️).
2. In the Deactivate Vehicle window, choose the **Deactivate** option, and click **Continue**.

A dialog box titled "Deactivate Vehicle" with a close button (X) in the top right corner. The main heading is "How do you want to deactivate: FLATBED-31?". Below this is a red line and a paragraph: "This vehicle will be immediately deleted and unavailable to any user. What do you intend to do with this device?". There are two radio button options: "Deactivate" (selected) with the description "Support will process deactivations and notify you when complete." and "Transfer" with the description "You must register the device to another vehicle right now.". At the bottom are two buttons: "Continue" and "Cancel". A mouse cursor is pointing at the "Continue" button.

1. Choose a **Reason for Deactivation**.
2. Choose whether you own or rent the device.
3. Click Deactivate Vehicle.

A dialog box titled "Deactivate Vehicle" with a close button (X) in the top right corner. The main heading is "Why do you want to deactivate: FLATBED-31?". Below this is a red line and a paragraph: "We would like to know a little more about your deactivation to make sure we are serving you well. We appreciate any information you can provide us.". There is a dropdown menu labeled "Reason for Deactivation:" with "Vehicle No Longer in Fleet" selected. Below this is a "Type:" section with two radio button options: "Purchase" (selected) and "Rental". At the bottom are two buttons: "Deactivate Vehicle" and "Cancel". A mouse cursor is pointing at the "Deactivate Vehicle" button.

Your request is put in progress (as indicated by the grayed out trash icon on the vehicle). You'll receive a confirmation email within a few business days when the deactivation has been complete. The device will no longer appear on maps or in reports.

► To view historical data for a deactivated device:

1. From the portal, hover over the **Account** menu, click **Manage Vehicles**, and click **Open**.

The Manage Vehicles and Groups page opens in a new browser tab.

1. From the Filter area, select the **Deactivated** check box, and click **Filter**.

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2. From the list of deactivated vehicles, locate the vehicle you want to modify, and click **Include in reports for 4 hours** (🗑️).

The vehicle now appears in the Vehicle list when the “Deactivated” filter is removed. It will appear in reports for the next four hours or until you click the green icon (🟢) to expire the status.

More reference materials:

- Need to correct vehicle info? Check out [Editing a Vehicle](#).

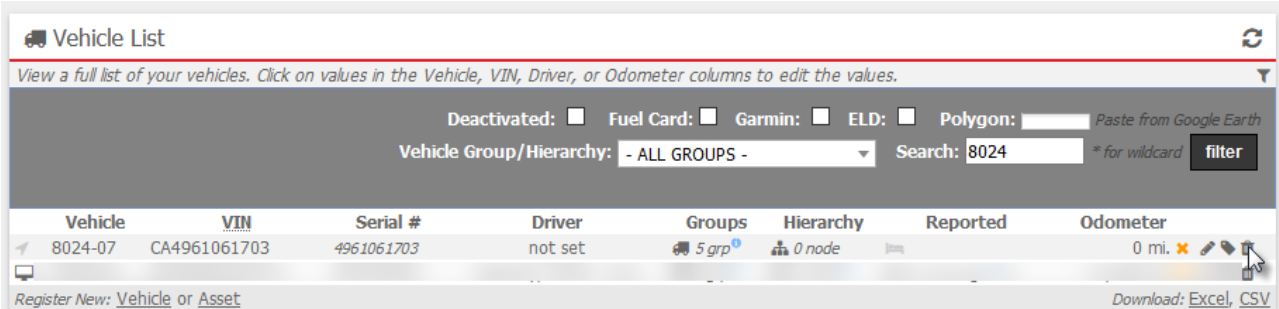
Swap a Device

Swap allows users to quickly swap a new device serial number into an existing vehicle/asset registration. This feature is valuable for instances where devices are upgraded or replaced through RA.

By selecting Swap, the user will have the option to copy the full vehicle profile (vehicle info, associated groups and hierarchy, attributes, inputs, current driver assignment, and scheduled alerts and reports).

▶ To swap a device:

1. In the Vehicle List, navigate to the vehicle you would like to swap.
2. Click on the trash icon.



Vehicle List

View a full list of your vehicles. Click on values in the Vehicle, VIN, Driver, or Odometer columns to edit the values.

Deactivated: ☐ Fuel Card: ☐ Garmin: ☐ ELD: ☐ Polygon: Paste from Google Earth

Vehicle Group/Hierarchy: - ALL GROUPS - Search: 8024 * for wildcard filter

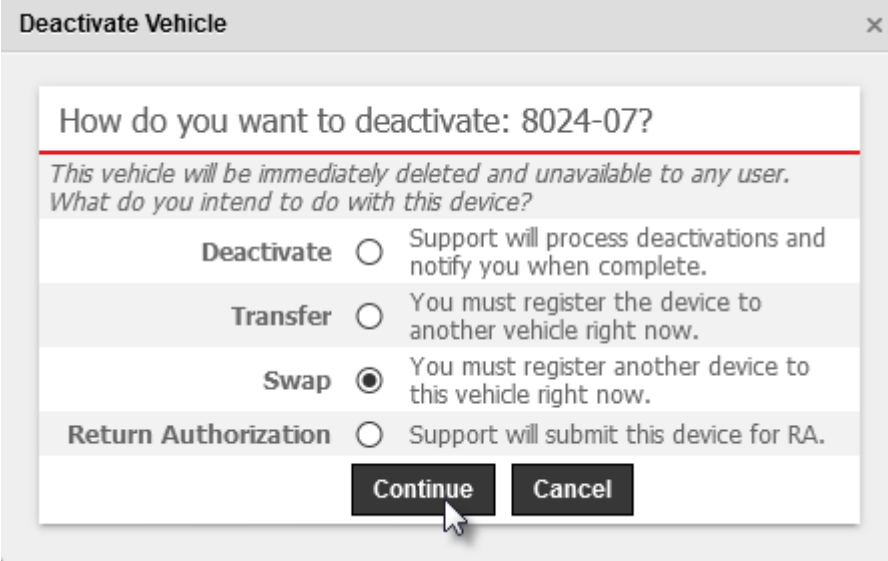
Vehicle	VIN	Serial #	Driver	Groups	Hierarchy	Reported	Odometer
8024-07	CA4961061703	4961061703	not set	5 grp	0 node		0 mi. 🗑️

Register New: [Vehicle](#) or [Asset](#) Download: [Excel](#), [CSV](#)

3. Select Swap then click Continue.

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Deactivate Vehicle [X]

How do you want to deactivate: 8024-07?

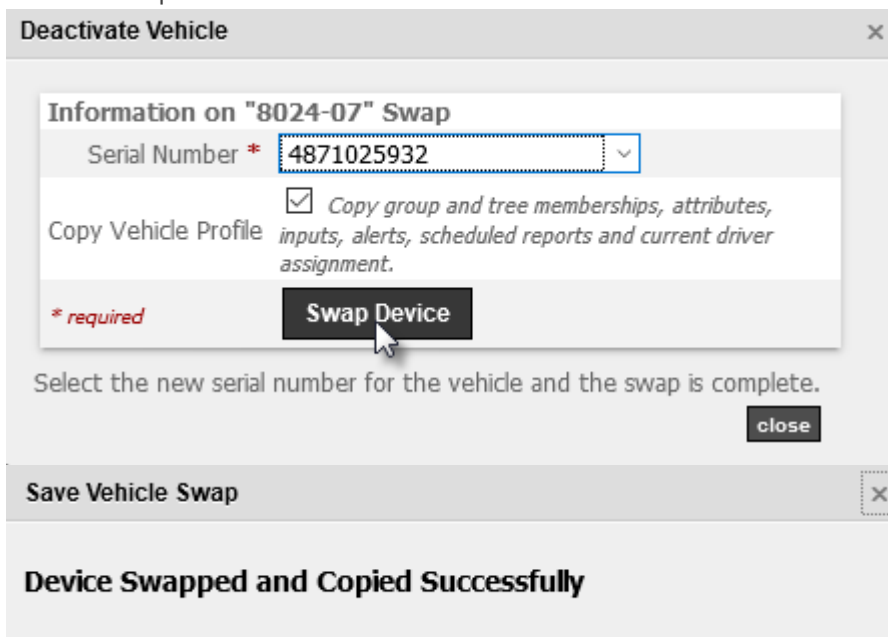
*This vehicle will be immediately deleted and unavailable to any user.
What do you intend to do with this device?*

Deactivate	<input type="radio"/>	Support will process deactivations and notify you when complete.
Transfer	<input type="radio"/>	You must register the device to another vehicle right now.
Swap	<input checked="" type="radio"/>	You must register another device to this vehicle right now.
Return Authorization	<input type="radio"/>	Support will submit this device for RA.

Continue **Cancel**

4. Choose whether you want the vehicle profile copied or not. Choosing to copy the profile is generally not recommended if you want to reset all settings and associations for registration from scratch.

5. Click on Swap Device.



Deactivate Vehicle [X]

Information on "8024-07" Swap

Serial Number * [v]

Copy Vehicle Profile ☒ *Copy group and tree memberships, attributes, inputs, alerts, scheduled reports and current driver assignment.*

* required

Swap Device

Select the new serial number for the vehicle and the swap is complete. **close**

Save Vehicle Swap [X]

Device Swapped and Copied Successfully