

Questions about the AT-3000? We've got answers. Please see the following frequently asked questions about the AT-3000 device.

AT-3000 Frequently Asked Questions

Question	Answer
Does the device require an external antenna to be connected and installed?	No, the device is equipped with an internal antenna that is powerful enough to receive/send GPS and cellular data within 99.9% of all powered-asset installations.
Is there a backup battery for the device? If so, what is the estimated life of the battery?	Yes, it includes a backup battery with a limited lifespan that can vary drastically, from weeks to hours, depending on the configuration. For longest battery life it's recommended the device be configured for 1 update per day (= ~3-4 weeks lifespan), and as granularity of reporting increases the battery life diminishes.
What type of data does the device collect and send to the software solution?	<p>Default configurations include location and data* updates when the following occurs:</p> <ul style="list-style-type: none"> • Ignition On/Off with reporting every 2 minutes while Ign On • Every 12 hours while Ign Off • When the device is disconnected from power • When the device's internal battery is critically low • When inputs 1 or 2 transition from low to high or vice versa <p>*data reported can include the following:</p> <ul style="list-style-type: none"> • Max speed, instantaneous speed, miles driven, GPS odometer, and external battery voltage
What is the default device configuration for reporting?	By default the device is configured to report updates every 2 minutes with ignition on and every 12 hours when idle. Optional configurations include motion-based reporting and increased heartbeat intervals.
What data does the device report?	The AT-3000 is configured to report hardwired ignition, GPS speed, external voltage, location, and any hardwired inputs/add-ons.
Does the device collect diagnostics? If so, provide a list of available diagnostics.	No, the device does not collect or report vehicle diagnostic data.
Are there different diagnostic cables required?	No, diagnostic cables do not apply to this device.
How is the device installed? What installation steps are taken to conceal the device or prevent tampering?	The device should be installed per the installation guide by hardwiring to constant, power, and switched wiring for basic track & trace reporting using the default configuration.
Is the wiring harness similar to the GPSI-3900/GPSI-4000 wiring harnesses in terms of color-coding?	No, the AT-3000 has its own harness and wiring. Refer to the device install guide for pinout information."

Question	Answer
What carriers are supported for the device?	<p>AT&T 4G/LTE with 3G fallback = AT-3000A</p> <ul style="list-style-type: none"> • Coverage includes North America (USA, Canada, & Mexico) <p>Verizon 4G/LTE = AT-3000L</p> <ul style="list-style-type: none"> • Coverage includes USA & Canada
Does the device support accessory features?	<p>Yes, through configurations the device supports the following accessory features:</p> <ul style="list-style-type: none"> • Driver ID (not compatible with Temp Sensor) • Temperature Sensor (not compatible with Driver ID) • Remote Panic
Can specific data collected by the device (e.g., DTCs) be prioritized over other types of data collected by the device in case of low connection?	<p>No, not at this time.</p> <p>In the instance where the device is unable to connect or maintains low cellular connectivity, the device will store all data and send once connection strength has been restored.</p>
How many points are stored by the device in case cellular/satellite connection is lost?	20,000
Is there an option for switching from cellular to satellite-based on connectivity availability? For example, If a device operating on cellular connectivity enters an area where cellular is unavailable, will the device automatically switch to operating on satellite connectivity to keep data transmitting in real-time?	No, there's currently no similar option for this device type.
Is it IP rated?	Yes, the device is rated IP66, rated as dust tight" and protected against heavy seas or powerful jets of water."