

The best way to ensure your device is up to date is to opt-in for proactive updates. Opting-in to proactive updates gives permission for the Support team to update your device(s) when necessary, or when deemed beneficial.

What are proactive updates?

When your GPS devices were deployed for installation they were shipped with preloaded firmware and scripting, which enables a device to function and report to the best of its abilities. Firmware and scripting ensure your device has the most up-to-date feature functionality.

In order to keep your device up to date, proactive updates are regularly released every few weeks/months. These updates allow devices to increase performance, reliability, and feature sets.

For comparison, think of an iPhone purchased with iOS 13. Upon purchase, it is pre-loaded with iOS 13 to support the apps and functionality included with the software version. A few months go by and that phone doesn't remain on version 13, rather Apple continues to release proactive updates that improve performance and reliability, and provide enhanced features (e.g. 13.1, 13.1.1, 13.1.2, etc.).

Examples of Proactive Updates

There are two different types of updates: **Firmware** and **Scripting**. The frequency of applied updates isn't dedicated to a set schedule, rather they're applied as they become available. For example, GPS Insight released 10 different device updates in the last 6 months of 2019.

Firmware Updates

Firmware updates are what help increase reliability, fix hardware-specific bugs, and enable future feature support. Please see the following examples:

- Aug 12: Device Firmware Update – Added functionality that guaranteed AT&T and Verizon connectivity with carrier support transitioning from 2G/3G to 4G/5G
- Sept 26: Diagnostic Firmware Update – Resolved issue wherein diagnostic data for heavy-duty vehicles would periodically fail to report until rebooted.

Scripting Updates

Scripting updates help to increase reliability while fixing performance-specific bugs and allow support for new firmware updates. Please see the following examples:

- July 3: Script Update – Resolved issue wherein Temperature accessory scripting was causing other script features to fail.
- Dec 10: Script Update – Added Bluetooth functionality to the GPSI-5000, enabling support for ELD Mobile.

What happens if I opt-in?

Opting-in to proactive updates effectively gives permission for the Support team to update customer devices when necessary, or otherwise when it's deemed beneficial, based on the criteria listed in "[When will updates be applied to my devices?](#)" (see below).



Note. Typically, updates will not take place immediately after script/firmware release, and due to many factors (custom scripting requests, sufficient and stable reporting performance, fleet activity, etc.), we do not guarantee that every device in a customer's fleet will always be updated to the most current level of scripting and firmware.

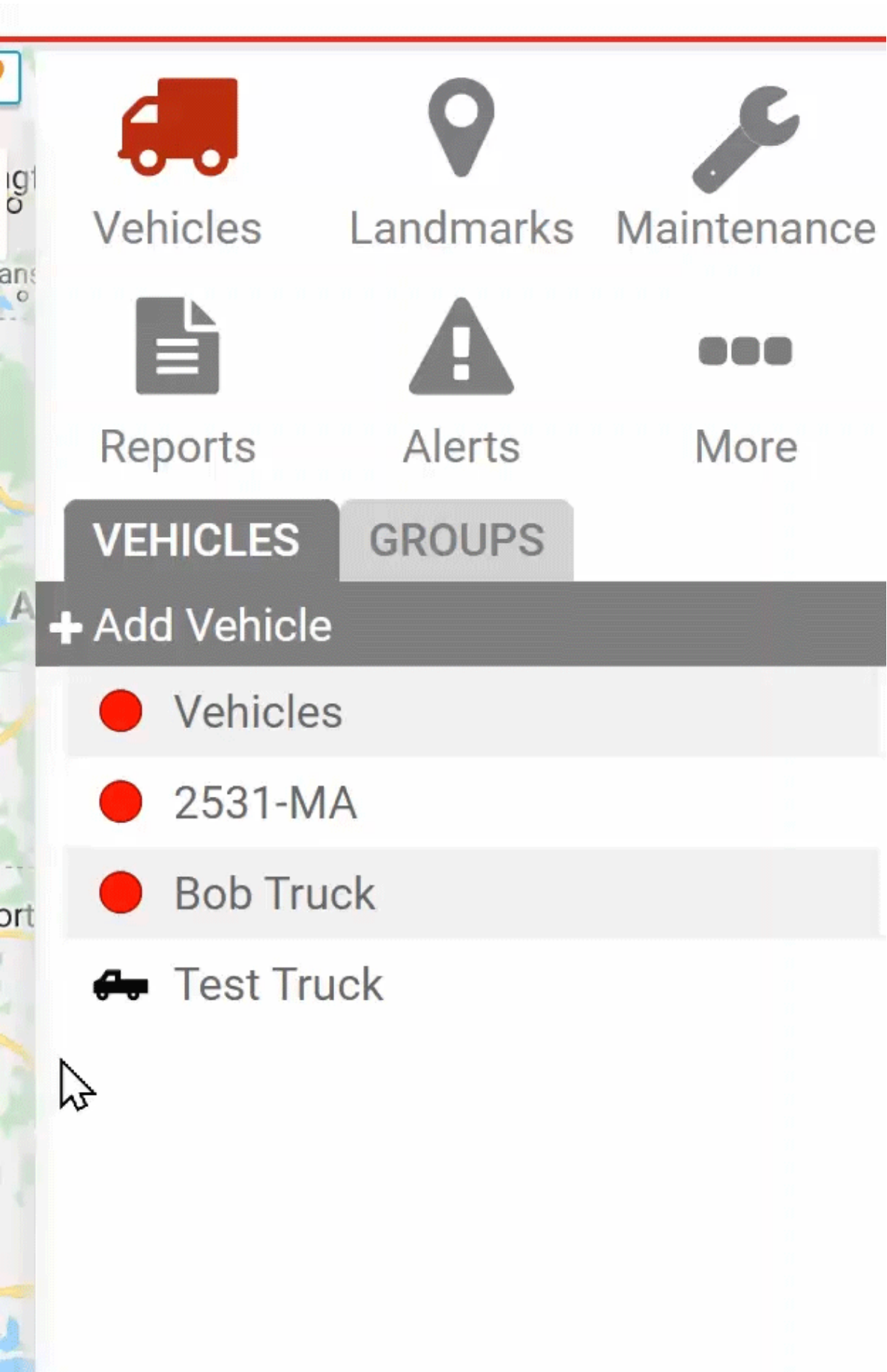
What happens if I opt-out?

Users who choose to opt-out of updates will see their devices continue to report and function in the same capacity seen after initial installation. Beyond that, future diagnostic functionality could be negatively impacted if the device is moved from one vehicle to another, or if the existing vehicle receives updates that affect the OEM parameters or other diagnostic interactions that are required of the device to report properly. Lastly, there are rare occasions wherein devices may require updates to help guarantee reporting on respective carrier networks (AT&T, Verizon, Rogers, etc.). In these critical scenarios, customers will still be contacted via email/phone to determine if they want their devices updated or not.

How do I opt-in after I've opted-out?

Users who change their minds after initially opting-out can opt-in to updates. To do so, use the following instructions.

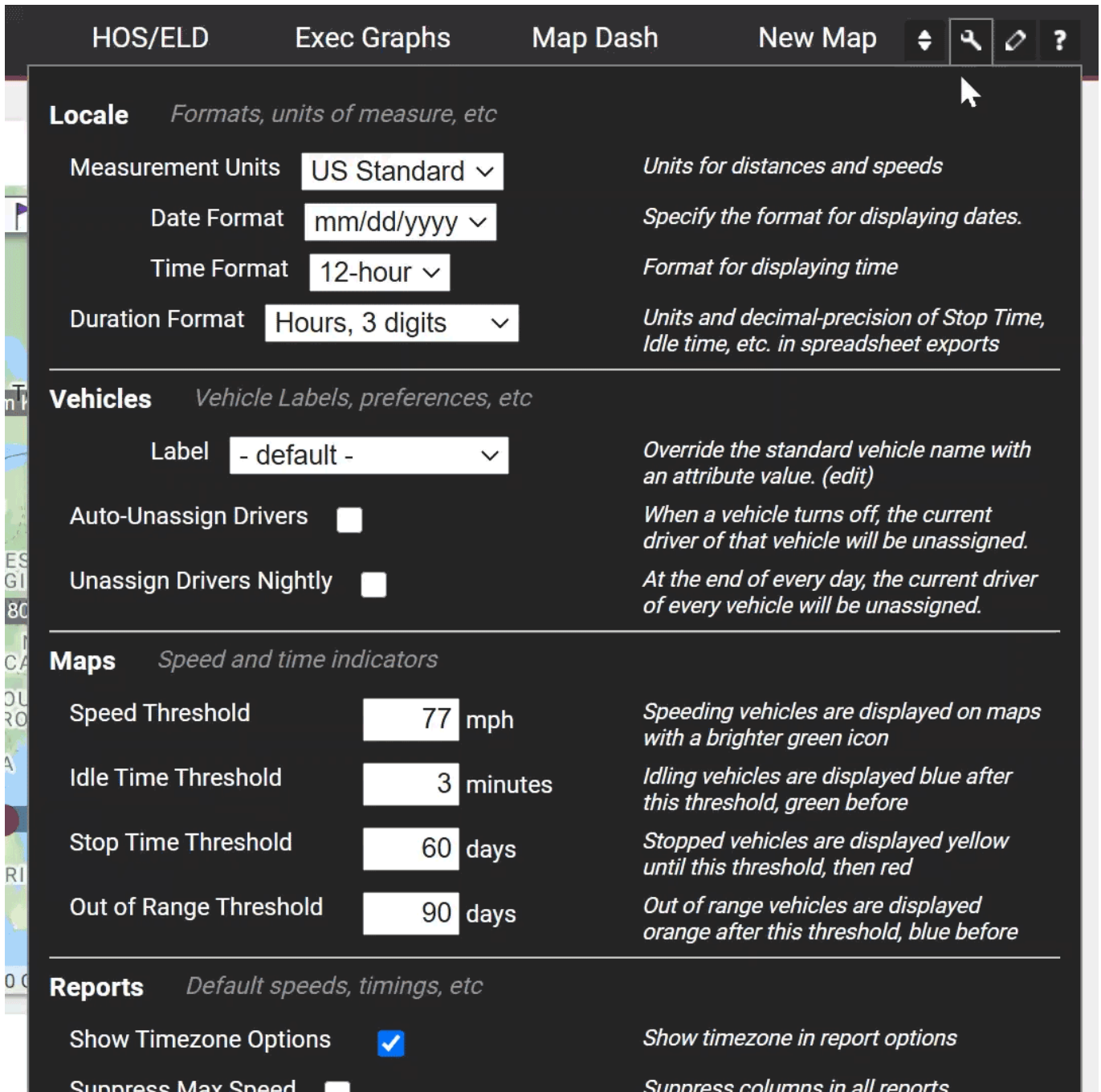
1. Click **More** from the right of your browser window.
2. Click **Device Updates** and check the box under **Opt-In**.



Is my device up to date?

Link: <https://help.wextelematics.com/troubleshooting/is-my-device-up-to-date/> Last Updated: February 25th, 2020

1. Click **Change User Preferences** (wrench icon) at the top right of the browser window.
2. Scroll down to Proactive Device Updates and check the box next to **Opt-in**.
3. Click **Apply**.



The screenshot shows the 'Change User Preferences' menu in the Wex Telematics interface. The menu is divided into several sections: Locale, Vehicles, Maps, and Reports. Each section contains various settings that can be configured.

Section	Setting	Value	Description
Locale <i>Formats, units of measure, etc</i>	Measurement Units	US Standard	Units for distances and speeds
	Date Format	mm/dd/yyyy	Specify the format for displaying dates.
	Time Format	12-hour	Format for displaying time
	Duration Format	Hours, 3 digits	Units and decimal-precision of Stop Time, Idle time, etc. in spreadsheet exports
Vehicles <i>Vehicle Labels, preferences, etc</i>	Label	- default -	Override the standard vehicle name with an attribute value. (edit)
	Auto-Unassign Drivers	<input type="checkbox"/>	When a vehicle turns off, the current driver of that vehicle will be unassigned.
	Unassign Drivers Nightly	<input type="checkbox"/>	At the end of every day, the current driver of every vehicle will be unassigned.
Maps <i>Speed and time indicators</i>	Speed Threshold	77 mph	Speeding vehicles are displayed on maps with a brighter green icon
	Idle Time Threshold	3 minutes	Idling vehicles are displayed blue after this threshold, green before
	Stop Time Threshold	60 days	Stopped vehicles are displayed yellow until this threshold, then red
	Out of Range Threshold	90 days	Out of range vehicles are displayed orange after this threshold, blue before
Reports <i>Default speeds, timings, etc</i>	Show Timezone Options	<input checked="" type="checkbox"/>	Show timezone in report options
	Suppress Max Speed	<input type="checkbox"/>	Suppress columns in all reports

Are there any concerns over opting-in?

GPS Insight works diligently to ensure all new updates are validated through a 3-tiered testing process, which includes both in-house and field testing. This process has provided a near-perfect success rate with final releases. That's not to say there have never been errors with a release; however, when those issues have

occurred, GPS Insight's Support team retracts the update and it is escalated to the Hardware Engineering team for re-review.

Where can I see posted updates?

All Product updates can be found on the [Feature Updates page](#) of the Help Center.

When will updates be applied to my devices?

Proactive updates are typically applied to devices based on any variation of the below:

Device and Data Reliability Updates

- If an update is released which will resolve a major device or data reliability issue then the update(s) will be applied to actively reporting, and directly affected, devices generally within 10 business days.
- If a device triggers an internal alert that indicates there could potentially be an issue with it, or there could be an issue that may present itself in the near future, then updates will generally be applied within the next 24-48 hours in order to resolve the issue immediately, reducing or otherwise eliminating any negative reliability impact on the customer/user.

Account Assessment

- Customer accounts are regularly assessed to ensure full data accuracy and reliability and will update the full fleet of devices to whatever is deemed to be the "latest & greatest."
- Depending on the customer's service level agreement, customers can request an assessment if they have concerns regarding data reliability.

Troubleshooting

- If there is an instance where a device, or a set of devices, are not reporting optimally, the Support team can send updates while attempting to resolve the issue. These updates are typically applied on a device-by-device basis unless the reported issue is potentially affecting the account as a whole, in which case the entire fleet of devices could be updated in the same manner.