My ST-1200 Stopped Reporting

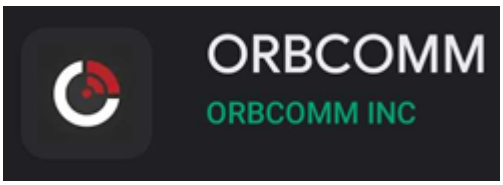
Link: https://help.wextelematics.com/troubleshooting/my-st-1200-stopped-reporting/ Last Updated: January 16th, 2020

If the ST-1200 device ever becomes unresponsive, meaning its standard reporting has ceased but you're certain the unit is charged, then reset the device following the below instructions so that it can restart its programming and resume reporting. This process requires the download and use of the (Orbcomm) Field Support Tool app (iOS|Android).

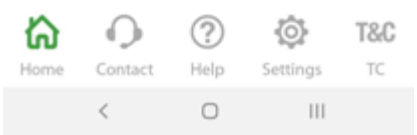
Resetting the ST-1200

Reset with an Android Device

1. On your mobile device, download the device Field Support Tool app.



2. Tap **+** to subscribe to services.



3. Tap **Field Service Tool**.

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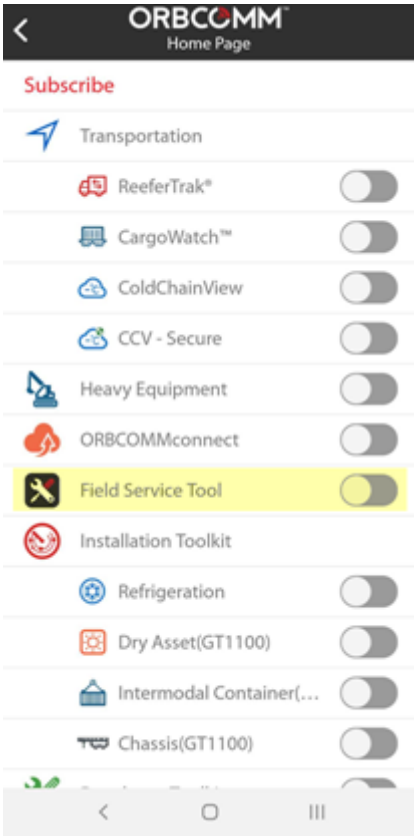
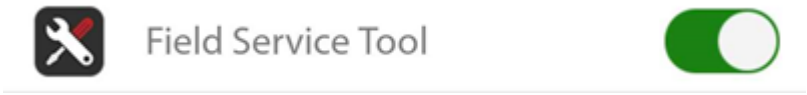
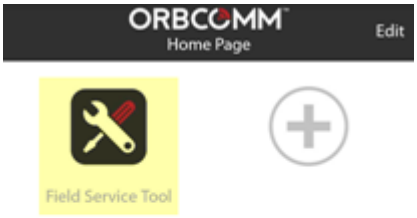
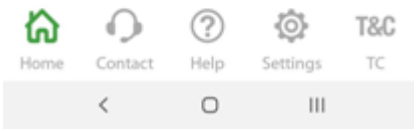


4. The slider changes to green.



5. Tap **Field Service Tool**.

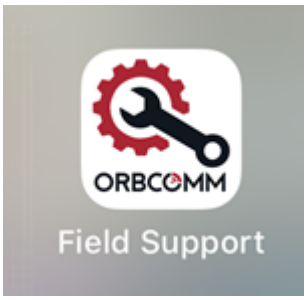




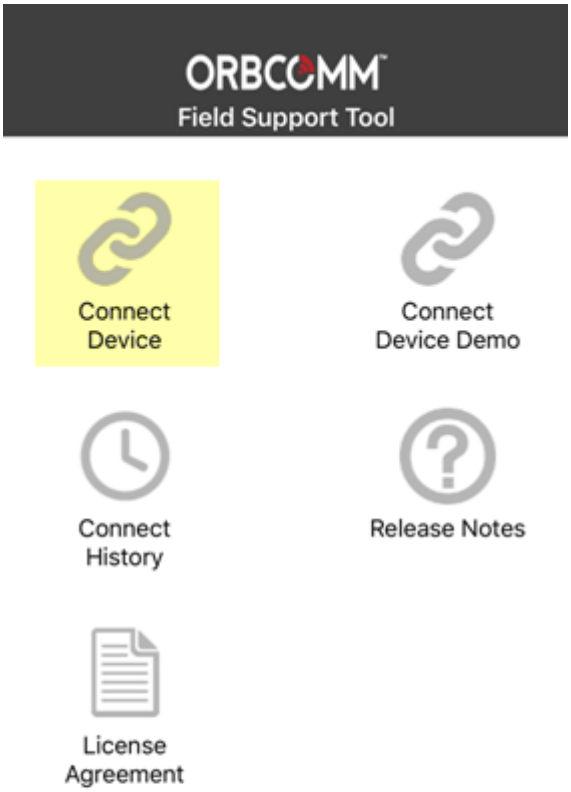
6. Continue the process by following the steps provided under Reset with an iOS Device beginning with Step #1.

Reset with an iOS Device

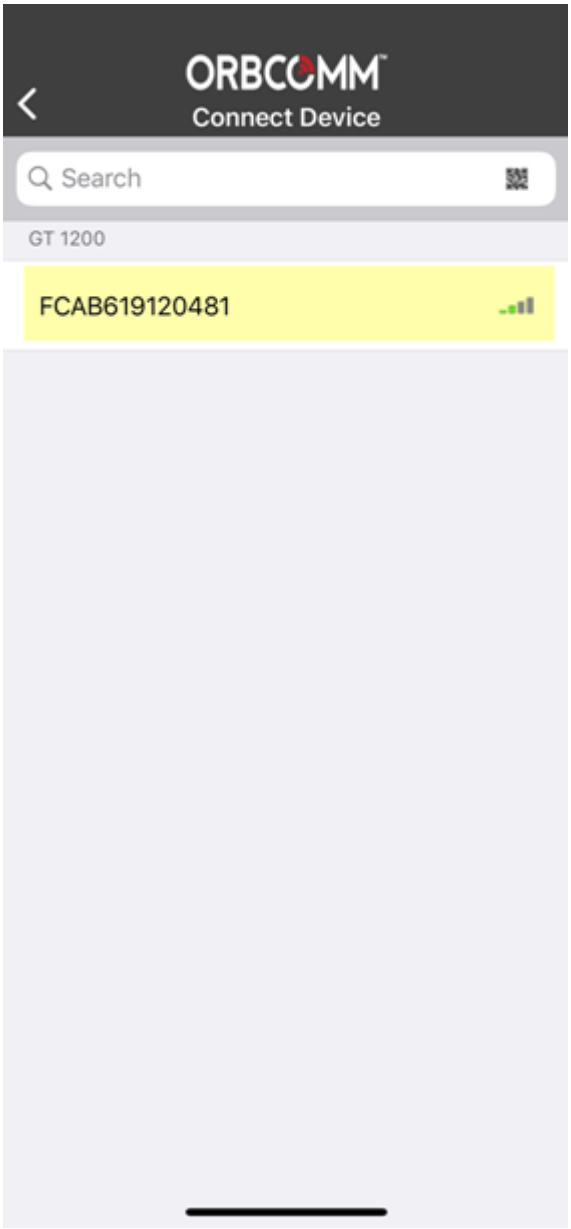
1. On your mobile device, download the device Field Support Tool app.



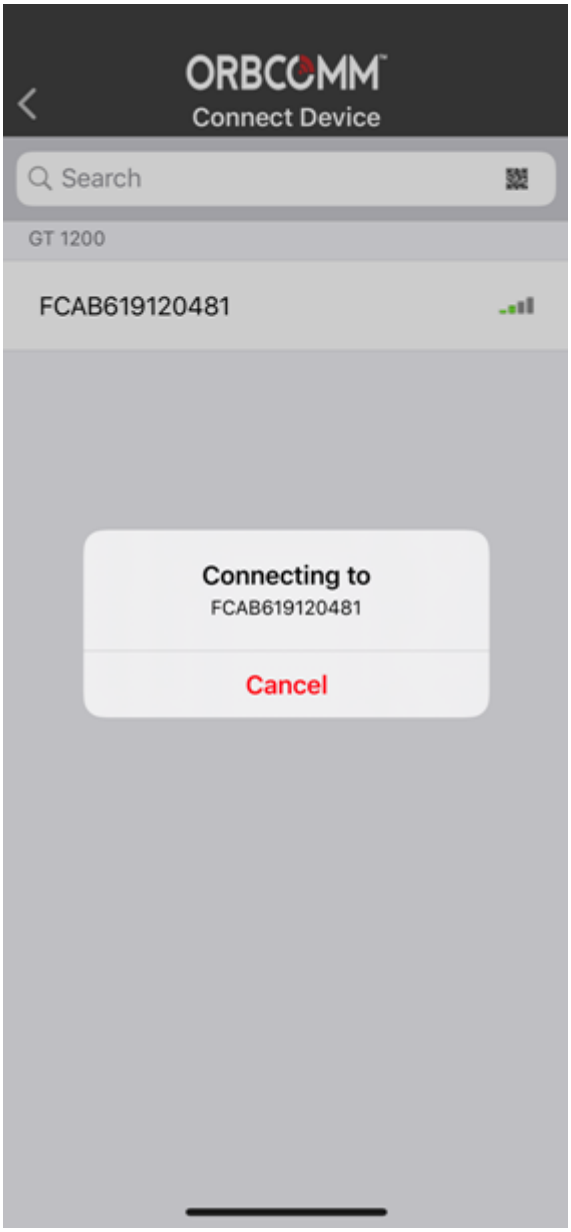
2. When you are physically near the device, open the app and tap **Connect Device**.



3. Tap on the device from the list of available devices displayed.

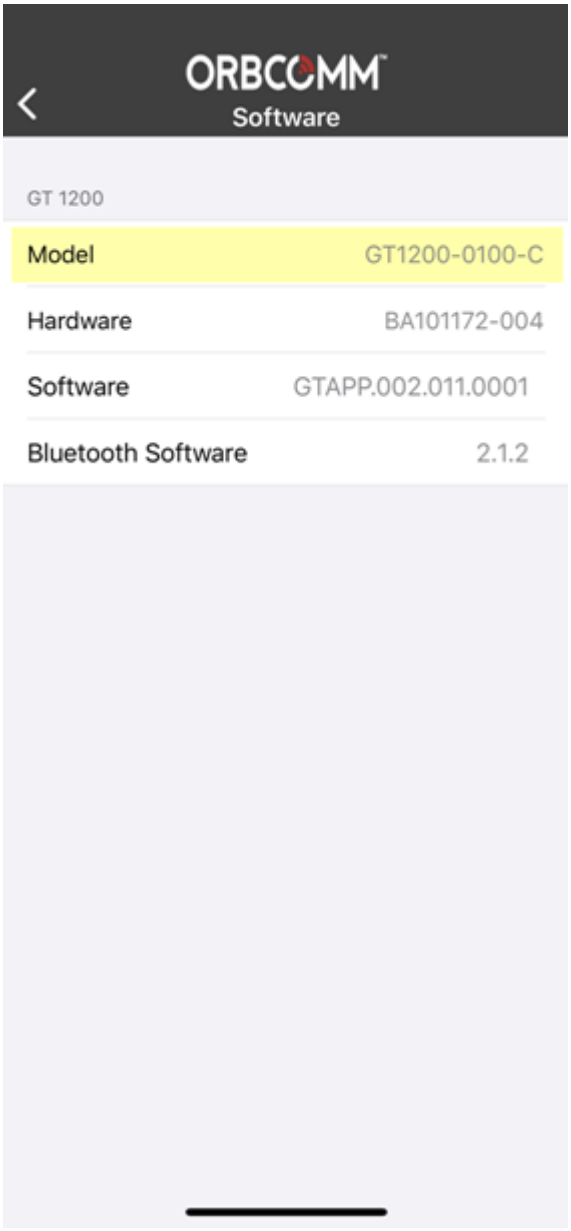


A dialogue box will appear as it connects to the device.

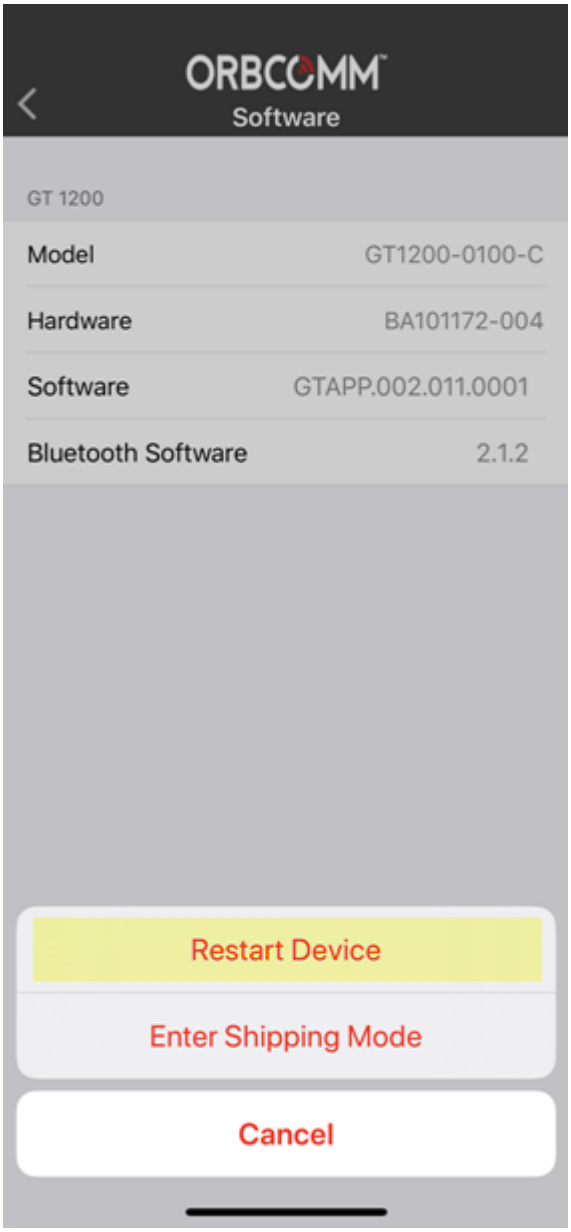


4. Once the device is connected tap **Software**.

5. Tap and hold on the Device Model for 5 seconds until a menu appears with an option to restart the device.



6. Tap **Restart Device**.



The device will restart.