

Link: <https://help.wextelematics.com/troubleshooting/st-600-faq/> Last Updated: October 22nd, 2021

Questions about the ST-600? Check out the below.

ST-600 Frequently Asked Questions

Question	Answer
My device is showing a location on the map that is not accurate.	For the most accurate location reporting, the GPS receiver on your device needs to have a good view of the sky. As with any GPS device, GPS signals don't penetrate certain materials well. Walls, vehicle roofs, tall buildings, mountains, and other obstructions can block line-of-sight to GPS satellites.
What is the end-of-life voltage level when the device stops working?	The ST-600 is equipped with a 3000 mAh rechargeable LiPo battery, with a voltage range of 4.2V - 3.5V, with 3.5 being the cut-off for the device to be active. It will begin communicating once the battery recharges to an acceptable level.
What happens when a device can't connect to cellular signal? How often does it retry?	When the device wakes to report, it will try several times to find a network. If it fails to connect it will save the data in a buffer and go to sleep. It will then try again on the next wake event. The ST-600 can store 23 messages using the FIFO method when not connected to a cell signal and will forward those events once it returns to a network connection.
How long does it take for my solar device to charge?	On the ST-600, from a full charge, you get about ~1200 report events (in the absence of recharging) before the device stops responding. A full charge is ~60 hours from empty. Solar-powered devices generally need 4-5 hours of daylight to ensure the battery is optimally charged.
How does the device trigger motion activity?	The device configuration is set to monitor for three .3g (g-force) events within a 5 minute period for the device to start monitoring motion activity with the first point being reported at the 5-minute interval.
Does this device capture and report runtime?	No, not at this time.
Can the device be shipped via Air?	Yes, the ST-600 is not restricted for domestic air shipping.
What carriers are supported for the device?	AT&T 4G/LTE and T-Mobile • Coverage includes North America (USA, Canada, & Mexico).