

Upgrading from a 3G device? Here are the steps to request deactivation, and install and register the upgrade device.

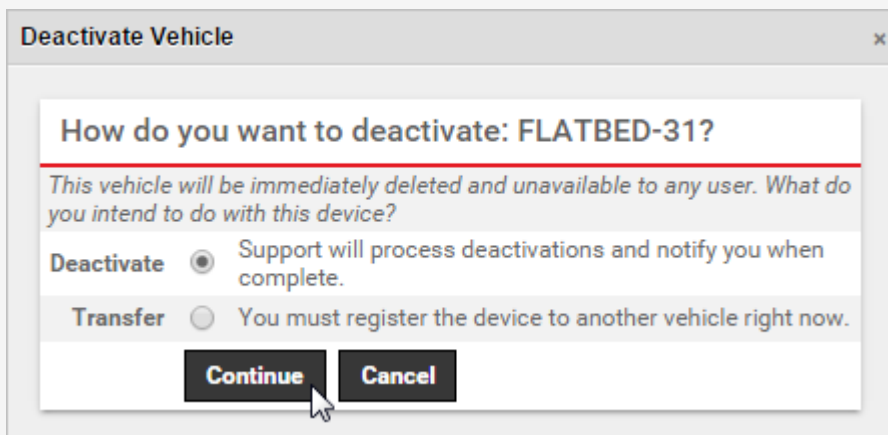
## 1. Request deactivation for the old device.

**Until the old device is deactivated, your account WILL be double-billed.** Before installing and registering the new devices, submit a request for the old devices to be deactivated. **Deactivating a device** requires action from the **Support** team. The deactivation form in the portal automatically notifies Support of the request. The device will be removed from your account at the end of the month.

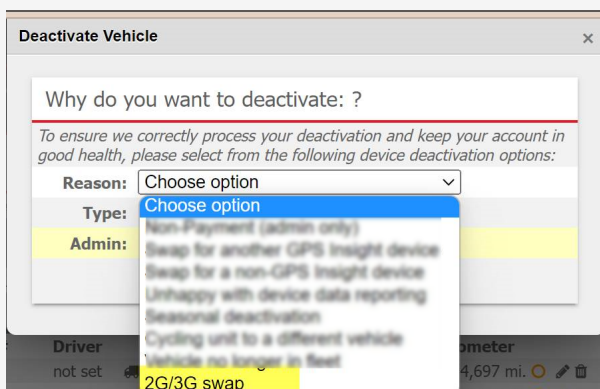
Technical Support can deactivate a device remotely. Deactivation requests are processed at the end of the month.

### To deactivate a device:

1. From the menu, click **More**.
2. Click **Request Deactivation**.
3. Select the vehicle(s) to include in the request, and click **Next**.



1. Enter a reason for the deactivation (2G/3G Swap), and click **Save**.



A copy of the deactivation request will be sent to the email address on file for your account. You

cannot modify the deactivation request in the web interface once the request has been made. If you need to make changes, please contact [Support](#).

## 2. Install and register the upgrade device.

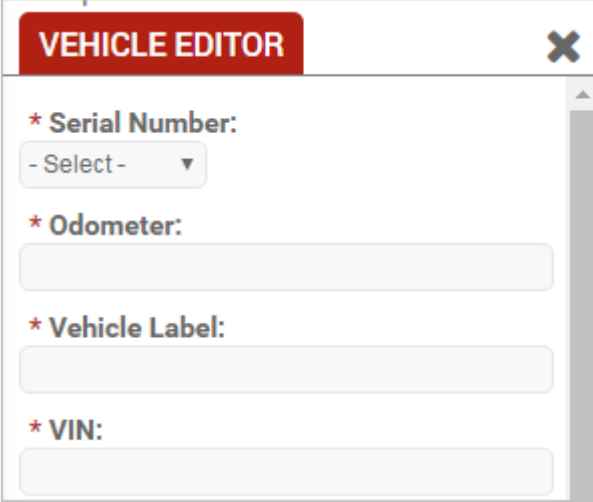
By this step, you should have received an email containing [instructions](#) for using the Unit Verification App ([iOS](#) | [Android](#)) and the required and installation key. If you did not receive this installation key, please contact the [Support team](#).

1. Have your installers replace the current device with upgrade device in the vehicle. They should follow the [installation instructions](#) included with your upgrade device.
2. Verify installation and register the device using the Unit Verification App ([iOS](#) | [Android](#)).

**Tip!** To keep device history, make sure you enter the VIN correctly.

**Note.** If you are not using the app, call [Support](#) for verification. If after-hours or weekend installations occur, we recommend establishing a schedule ahead of time.

3. Log into the desktop version of [the portal](#) from a web browser (not the mobile app).
4. From the menu, click **Vehicles**.
5. Click **Add Vehicle**.
6. From the Vehicle Card, click **Edit**.
7. Enter the [vehicle information](#), and associate it to the new device serial number. Enter any information you captured from the old device into this new registration record. **If you want to keep the previous registration's history, you must register the exact VIN as the one that was previously deactivated.**



The screenshot shows a 'VEHICLE EDITOR' window with a red header and a close button. It contains four required fields: 'Serial Number' (a dropdown menu with '- Select -'), 'Odometer' (a text input field), 'Vehicle Label' (a text input field), and 'VIN' (a text input field).

1. Click **Save**.

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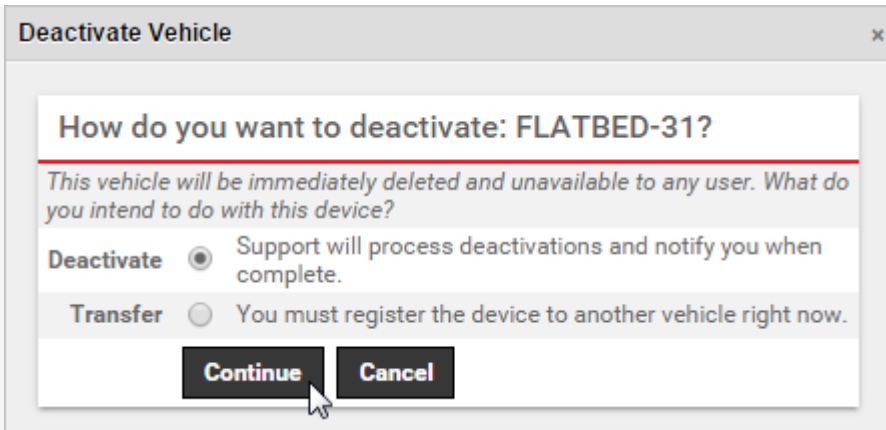
### 3. Submit request for device deactivation.

**Until the old device is deactivated, your account WILL be double-billed.** Before installing and registering the new devices, submit a request to deactivate the old devices. **Deactivating a device** requires action from the **Support** team. The deactivation form in the portal automatically notifies Support of the request. The device will be removed from your account at the end of the month.

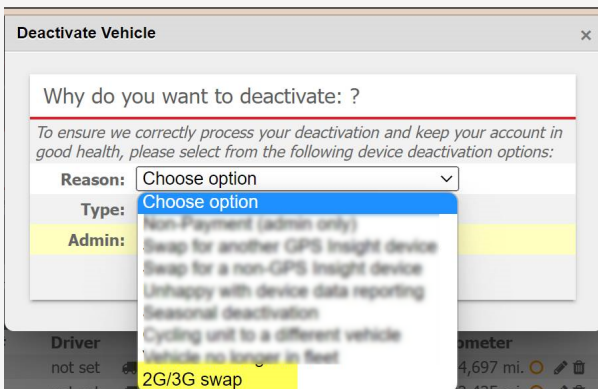
1. From the portal, hover over the **Account** menu, click **Manage Vehicles**, and click **Open**.

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 **Deactivate** option, and click **Continue**.



1. Set the **Reason for Deactivation** to **2G/3G Swap**.



1. Choose whether you own or rent the device.
2. Click **Deactivate Vehicle**.

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.

## 4. Install and register the upgrade device.

By this step, you should have received an email containing **instructions** for using the Unit Verification App (**iOS** | **Android**) and the required and installation key. If you did not receive this installation key, please contact the **Support team**.

1. Have your installers replace the current device with upgrade device in the vehicle. They should follow the **installation instructions** included with your upgrade device.
2. Verify installation and register the device using the Unit Verification App (**iOS** | **Android**).

**Tip!** To keep device history, make sure you enter the VIN correctly.

**Note.** If you are not using the app, call **Support** for verification. If after-hours or weekend installations occur, we recommend establishing a schedule ahead of time.

3. Log into the desktop version of **the portal** from a web browser (not the mobile app).
4. Locate the newly registered device within your **Vehicle List**.
5. **If you want to keep the previous registration's history, you must register the exact VIN as the one that was previously deactivated.**
6. Make any other adjustments like assigning a driver or **uploading the Service Log**.