

Link: <https://help.gpsinsight.com/troubleshooting/at-3000-faq/> Last Updated: July 21st, 2020

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/retransmit GPS and cellular data within 99.9% of all powered asset installations. |

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| Is there a backup battery for the device? If so | what is the estimated life of the battery? |

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|--|---|
| 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 occur:</p> <ul style="list-style-type: none"> • periodic location 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 specific 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"> • Real speed, instantaneous speed, mile/driver, GPS coordinates, 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/outputs. |
| Does the device collect diagnostics if so? | provide a list of available diagnostics. |
| 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 GPS3000GPS4500 wiring harnesses in terms of color-coding? | No, the AT-3000 has its own harness and wiring. Refer to the device install guide for product information.* |
| 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-3000B</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? |
| How many points are stored by the device in case cellular/hub/data connection is lost? | 20,000 |

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| <p>Is there an option for switching from cellular to satellite-based on connectivity availability? For example</p> | <p>If a device operating on cellular connectivity enters an area where cellular is unavailable</p> | <p>W e l c o m e t o o u r H e l p C e n t e r . I f y o u h a v e a n y q u e r i e s o r n e e d f u r t h e r a s s i s t a n c e s p l e a s e c o n t a c t o u r t e c h n i c a s s i s t a n t s a t h e l p@ g p s i n s i g h t c o m</p> |
| <p>Is IP rated?</p> | <p>Yes, the device is rated IP68, rated as "dust tight" and protected against heavy seas or powerful jets of water.</p> | |