E05866 INDUSTRIAL MODEM UPDATE

PROCEDURE

A new update is available to ensure your device performs at its best. Committed to continuous improvement, we regularly release updates to guarantee reliable and efficient operation.

Two update options are available, based on if you use your product with or without the iPS.

Device updates are made through your modem's web page. We recommend performing these updates promptly when requested.

If your modems need updating, try to schedule this at the same time as truck or other equipment maintenance. Updates usually take 5–10 minutes, during which the modem will be inactive. Once complete, the modem will reset automatically.

For technical support, please contact our team using the contact details at the bottom of this document.

UPDATE WITHOUT IPS

If you are not using the iPS, you'll need to activate the update from the modem's web interface. Each modem must be updated individually.

You will find the update procedure in the last section of the modem's user guide that was provided with the modem.

UPDATE WITH IPS

If you are using our iPS system, simply contact our technical support team to have all your devices updated remotely, allowing them to be updated simultaneously.

From the iPS home page, you can check update status and filter devices requiring updates.

Please have the following information ready to optimize the operation:
1. Determine the exact period, or time you wish to perform the update.
2. Indicate whether the update is applied to all devices simultaneously. If updates are selective, be sure to inform the person responsible for updates at our facility.

Technical support and NOC:
https://support.eco-tel.co/ | Toll-free: 1-877-376-3776 | Email: support@eco-tel.co