

Hardware

How do firmware updates work on the Geotab platform?

The firmware for all live devices is managed by Geotab. The most current release firmware is pushed over the air to the devices on a regular basis. You can go [HERE](#) to view what the current released firmware versions are. If you are experiencing issues with your device you should verify that it is running the latest version and if it is not let your reseller know so that the device can be set to update.

Once the device has been set to update, use the following procedure to update the firmware:

1. Ignition on cycle - make sure that the green LED turns on as this indicates that it has connected to the cellular network.
2. Ignition OFF
3. Wait 7-10 minutes for modem to disconnect and download firmware, make sure that you leave the device plugged and ignition is OFF during this time.
4. Ignition ON and drive away

In some cases after a firmware update the device has to re-establish connections with the proper engine protocols so it may take a few trips before all the correct engine data starts coming through again. If it has been a few trips and you are not seeing normal engine data or have any other problems please reach out to your reseller.

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Author: n/a

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