

Hardware

What is the heartbeat feature in Geotab?

A common concern with plug-and-play type device is tampering. The plug-and-play device is super convenient to install but this means it can be easily removed just as easily. Serial numbered zip ties and extension cables provide two additional layers of protection but nothing if tamperproof. For over 18 years Fleetistics has been answering questions about tampering and for 18+ years Fleetistics has said 'If a driver wants to tamper with a device, they will. The question is what are you willing to do about it to set an example?' Prior to plug-and-play devices all devices were hard-wired and they were tampered with at the same rate. Having strong HR policies in place are the best defense and deterrent.

Although there are several layers of deterrents for the plug-and-play devices ultimately there is a need to know if a device does not report correct and registers a power event. The Watchdog Report provides this data. Exceptions can also be created to notify users via email.

Devices are programmed to 'wake' from suspend mode when the ignition is off in order to register with the GO server. This handshake is pre-scheduled and if the device does not handshake an exception is recorded. The handshake takes place at various intervals depending on how long the ignition has been off. This process helps reduce the strain on vehicle batteries over extended periods. The battery voltage is reported with each heartbeat and can be monitored to prevent dead batteries. Vehicles not being used for over 30 days should have the device removed to prevent continuing batter drain. Please note this does not eliminate the service fee and add to your return on investment so use the devices as much as possible.

Heartbeat Scheduled After Ignition Off

Heartbeats are every 30 minutes after ignition off for the first 48 hours. Then every 23 hours until the next ignition on.

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