

Partner Bulletin – Contigo release of 6450

Contigo recently announced the release of the 6450 OBDII-connected beacon.

General information regarding 6450 is available on the Contigo 6450 Datasheet, which may be downloaded from your Contigo Resource Centre. Contact your sales representative should you have any questions regarding this beacon model.

Important Note

In bringing this product to market, we would like to make you aware of the following issues and functionality associated with the device.

Item	Description
Devices slow to reconnect	Periodically, when 6450 beacons go out of wireless network coverage, or otherwise lose their connection with the network, the device may take longer than expected to reconnect. This can result in the beacon failing to report its location during this time. In some cases, beacons may take up to two hours to re-establish a connection with the network. When the device reconnects, all stored location points will be submitted to the network. This issue is under investigation.
Audible interference with vehicle audio systems	<p>In some vehicles, the OBDII port may be located in close proximity to audio components, including the speakers, speaker wiring, the antenna, or the audio system itself. This may result in periodic audible interference when the beacon is connecting to the network. This is a known issue with beacons or mobile phones that feature a GSM radio module, such as the 6450.</p> <p>The audio noise can be lessened or eliminated with the addition of a commercially-available OBDII extension cable that connects with the OBDII port and the beacon. This cable can permit the relocation of the 6450 away from vehicle audio components. When relocating the beacon using this method, ensure that the beacon is secured to a solid mounting point to prevent movement of the device.</p>

Item	Description
Inability to locate 6450 beacons	Infrequently, customers have reported an inability to locate a connected 6450 beacon for a short period of time. We have investigated this and are currently implementing improvements to the system that will reduce or eliminate this unwanted behavior.
Scenarios remaining in "Pending" state	Occasionally, scenarios for 6450 beacons will remain in the "Pending" state in the portal if they are configured for use with multiple beacon models. The best practice in this case is to have separate scenarios assigned only to 6450 beacons. This issue is under investigation.
Installing the 6450 in a Hybrid Vehicle	A firmware update for the 6450 device may be required for use in hybrid vehicles to correct issues with ignition sensing. Please contact Contigo Support at support@contigo.com for assistance.

If you have any questions or comments, please do not hesitate to contact us at support@contigo.com.

Best regards,
The Contigo Team