

Contigo 6450 Frequently Asked Questions

The Contigo 6450 is a versatile and economical GPS tracking beacon designed for fleet management needs in local delivery and service fleets, transportation, utility vans and construction vehicles. It was launched by Contigo on February 16, 2012.

Question	Answer
Can I install or uninstall the device while the vehicle is running?	This is <u>not</u> recommended for any OBD-II device, as the vehicle ECU could be damaged.
The red OBD LED never blinks slowly when I install the device. Is it working?	<p>Possibly not. When the red LED continues to blink rapidly, it indicates that the OBD protocol has not yet been established between the vehicle and the device. If unplugging the device and installing it a second time does not fix the issue, the device may be faulty.</p> <p>Note that for some vehicles, turning the ignition on after installing the device will help to establish the protocol. If this still does not work, please contact Contigo support.</p>
The red OBD LED stops blinking when I turn off the ignition. Is the device still working?	Yes. On some vehicles, the light will not blink while the ignition is turned off, but will resume the next time the vehicle is started. Once the OBD protocol is established (when the device is first installed), it will persist whether the vehicle ignition is on or off.
The location of the Device Install event does not match the place where I plugged in the device. Why?	<p>After the device is installed and the OBD protocol is established, it may take up to 3 minutes for the device to find the vehicle VIN, which is included with the Device Install event.</p> <p>During the time it takes to find the VIN, the vehicle may have moved, in which case the location of the Device Install event will not match the actual location where the device was plugged in to the vehicle.</p>

Question	Answer
If my vehicle is out of cellular coverage for a long time, will the beacon store all my events?	<p>Yes. The buffer on the device is capable of storing up to 3000 events, which will be transmitted once the vehicle returns to coverage.</p> <p>If a one-minute tracking scenario is running at the time the vehicle leaves coverage, the buffer will hold more than two days of tracking points.</p>
The portal shows a number of LV (Last Valid) tracking points that don't have a GPS Age. Is there a problem with the device?	<p>Likely yes. When the portal is showing Last Valid GPS location points that don't have an age associated with them, this is an indicator that the GPS module on the device is having trouble obtaining a proper GPS location. Please contact Contigo support.</p>
What battery voltage will trigger a Low Battery event?	<p>The default threshold is set to 11.5V. Normally, vehicle batteries fall below this threshold for short periods of time when the battery is under load (e.g. during ignition). The Low Battery event will only be triggered if the battery remains below the threshold for a period of 5 minutes.</p> <p>This threshold is currently not user-configurable.</p>
What threshold will trigger a High Acceleration event?	<p>The default acceleration threshold is about 8 mph (12 kph) per second. When accelerating at this rate passengers will feel pressed back into their seats and loose items in the trunk of the vehicle will shift to the rear.</p> <p>This threshold is currently not user-configurable.</p>
What threshold will trigger a High Deceleration event?	<p>The default deceleration threshold is about 9 mph (14 kph) per second. When braking at this rate passengers will feel pressure on their seatbelts, loose items in the trunk will shift to the front and unsecured items on a seat will likely fall to the floor.</p> <p>This threshold is currently not user-configurable.</p>

Question	Answer
My OnStar monthly reporting is not working while the device is installed. Why?	<p>The 6450 is detected as a “foreign device” in GM vehicles which use OnStar. This may interfere with some OnStar functionality. Note that the OnStar FMV (mirror) does not connect to the OBD-II port and therefore does not exhibit this issue.</p> <p>Other remote assistance systems that link directly to the OBD-II port may experience similar interference.</p>
Sometimes, when the 6450 is active, I hear interference on my vehicle audio system. How do I stop this from happening?	<p>The signal from the 6450 device can be picked up by the vehicle's audio system if the OBD-II port is in close proximity to audio components such as the radio antenna, or sometimes the speaker wires.</p> <p>This effect is reduced by repositioning the 6450 away from the vehicle audio system with an OBD-II extension cable. A gap of 8-10 inches (20-25 cm) is usually sufficient to eliminate all interference.</p>
Can the 6450 be used in a Hybrid vehicle?	<p>Yes. However, a firmware update may be required to correct issues with ignition sensing. Please contact Contigo Support at support@contigo.com for assistance.</p>
Will the Motion Detection event work for a Hybrid vehicle?	<p>No. The Motion Detection event is designed to detect movement of the vehicle when the ignition is off. Since hybrid vehicles are designed to move on battery power with the ignition off, this event is not compatible.</p>
Why are Motion Detection events sometimes duplicated?	<p>By design, the Motion Detection programming in the 6450 makes use of both the vehicle ECU (via. the OBD-II port) and the accelerometer contained within the device itself.</p> <p>Because the motion is detected in multiple ways, the device will occasionally generate the event twice within a few seconds, both of which will appear separately in the Contigo portal.</p>

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

Best regards,
The Contigo Team