

Subsidized Beacons

As part of the Contigo system update on October 29, 2015, support has been added to the Contigo system for the provisioning and management of subsidized beacons.

Subsidized beacons are devices purchased initially at a lower cost, with the remainder of the hardware paid for as part of the monthly service fee over the length of the term of the subsidy (24 months).

These release notes include descriptions of the changes that appear in the Partner Portal interface, as well as answers to Frequently Asked Questions concerning the process for managing subsidized beacons.

Beacon States

These are definitions of the new states that exist for subsidized beacons:

No Term (new beacon) – This is a brand new subsidized beacon that has not yet been registered.

In Term – A beacon which has not yet reached the end of the term of the subsidy. Typically these beacons are registered with a customer, but could possibly be unregistered prior to the end of the term (e.g. due to a customer no longer wanting the beacon). If this is the case, the beacon remains under subsidy, but has been "shelved" temporarily until it can be reassigned to a new customer. The beacon can only be shelved for up to two (2) months, and while in this state a subsidy recovery fee is charged.

Post Term (under warranty) – A subsidized beacon whose term has expired, typically due to a buyout, but still has warranty remaining.

Post Term (out of warranty) – A beacon whose term has expired, typically because the end-of-term date has been reached, meaning the warranty period has also expired.

Beacon Manager

Subsidized beacons are listed in the main beacon list in Beacon Manager with an [S] suffix following the Beacon ID. A black [S] indicates that the beacon's subsidy is active, or In Term. A red [S] indicates that the term of the subsidy has expired for this beacon (it is Post Term). Selecting the "Subsidized Beacons" menu link will list only subsidized beacons:

Beacon ID	Name	Model	Firmware	Registered To	Reg Date	Service Plan	Term End	Mon	Dealer	Status
004205050350300	011892000348851-mtgu	6550	G603.07.96kX	-	-	-	10/29/2015		Contigoce	Unregistered [Activated]
352252060610608	11892000147147	6551	G603.07.96kX	Qa-beacon-replacement	11/05/2015	5 Minute Plan - Subsidized	11/05/2015	Y	Contigoce	Registered [Activated]
352252060627982	012563000485543-	6551	G603.07.96kX	Qa-beacon-replacement	10/29/2015	5 Minute Plan - Subsidized	10/30/2017		Contigoce	Registered [Activated]
352648062926233	004205050350300	6551	G602.06.85kX	Qa-beacon-replacement	10/29/2015	5 Minute Plan - Subsidized	10/30/2017	Y	Contigoce	Registered [Activated]
358696042864713	-	6550	G602.06.85kX	-	-	-	11/04/2015		Contigoce	Unregistered [Activated]

The "Term End" column indicates the expiry date of the subsidy, with red again indicating that the beacon is Post Term.

Selecting an individual beacon will open the View Beacon page. This has been reorganized to group together relevant data, with the state of the subsidy shown at the top of the Registration section in the center of the page.

Device	Registration	Beacon Features
Beacon IMEI: 352252060627982 Beacon Nickname: 012563000485543- [Change Name] Serial Number: 000034110301 Model Name: 6551 Model#: 6551D Firmware: G603.07.96kx Type: Vehicle Color: Black Description: GenX GNX5P-663B05 (3G dual band, internal antenna, PND) SIM IMEI: 0001100000010540070 SIM MIN: 1 (647) 580-0172	Subsidized State: In-term Warranty Expiry Date: 10/30/2017 Term Expiry Date: 10/30/2017 Dealer: Contigoce Registered To: Qa-beacon-replacement Registration Date: 10/29/2015 Installation Date: - [Change] Assigned To: 352252060627982-genx Status: Registered [Activated] [Unregister] Service Plan: 5 Minute Plan - Subsidized [Change Plan] Beacon can notify Monitoring Station: No [Change] Beacon has Dispatch Device: Yes (FMI2) - Contigo Dispatch Interface (Enabled: 11/09/2015 11:12AM) [Change] Beacon supports Posted Speed: No [Change]	<ul style="list-style-type: none"> • Arm Where Parked • Driver Behavior • Idle Alert • Ignition On - Off • Input 1 • Input 4 • Input 3 • Input 2 • Interval Tracking • Output 3 • Output 1 • Posted Speed • Power Cut • Power Off Battery • Speed in Zone - Polygon • Speed Monitoring • Start & Stop • Temperature Sensor Alert • Zone - Circular • Zone - Polygons

Beacon Registration and Unregistration

When a new (No Term) subsidized beacon is registered, the registration date becomes the start date of the two-year (24 month) term of the subsidy, as well as the start date of the 24 month warranty period. There is a three (3) day grace period following initial registration, within which time the beacon may be unregistered without penalty, and it is returned to the new (No Term) state.

After the three day grace period, the term of the subsidy is locked in with that beacon, and unregistering the beacon requires permission from Contigo. If an attempt is made to unregister a subsidized beacon outside the grace period, the user receives a popup warning and a notification is sent to Contigo support, who will respond to the request within one business day.

Once approved, the beacon is not automatically unregistered. The user will receive a notification e-mail from Contigo and they may then go back into the Beacon Manager and unregister the beacon at their convenience. This process is in place to allow the user to change their mind and leave the beacon registered if desired.

In Term beacons may be unregistered for several reasons. If the end-customer no longer requires the beacon and returns it, it may be unregistered to be redeployed to another customer. In this case the beacon remains In Term and a subsidy recovery fee is billed until redeployment takes place. The beacon must be redeployed or bought out within 2 months. In the case where the subsidy is bought out, once the arrangement has been made to pay for the beacon, it becomes Post Term. Any remaining warranty on the beacon will continue.

If the 24 month term expires normally, the beacon will revert to Post Term (out of warranty) status.

Beacon Replacement

When replacing a non-subsidized beacon, the user is now prompted if the replacement will be subsidized. If not, the replacement proceeds as normal. If the replacement beacon is subsidized, the user is required to specify the state of the subsidy of the replacement beacon. In most cases, the replacement beacon will be new (unregistered, or No Term), which will be the state to select from the drop down list. If the replacement beacon is reused (having been previously registered) then the user

may have to select In Term or Post Term. The list of replacement beacons to select from will be filtered to match the user's selection.

Beacon Replacement

Beacon Information

Beacon to be replaced:

011892000413127

Is the new (replacement) beacon subsidized?

☒ Yes
 ☐ No

Subsidized State:

No Term

Select new Beacon:

358696042864713

New beacon name:

new beacon

Select Service Plan and Add On Features*

☒ 1 Minute Plan - Subsidized - USD \$0/month
 1 Minute Plan - Subsidized

☐ Monitoring
 ☐ Dispatch
 ☐ Posted Speed

☐ 2 Minute Plan - Subsidized - USD \$0/month
 2 Minute Plan - Subsidized

☐ Monitoring
 ☐ Dispatch
 ☐ Posted Speed

☐ 5 Minute Plan - Subsidized - USD \$0/month
 5 Minute Plan - Subsidized

☐ Monitoring
 ☐ Dispatch
 ☐ Posted Speed

Note that subsidized beacons may only have a service plan that is subsidized, so the list of plans to select from will be filtered to only show subsidized plans.

When a subsidized beacon is replaced with another subsidized beacon, the state of the subsidy may be affected in different ways, so the user is prompted to select the reason for the replacement.

Beacon Replacement

Beacon Information

Beacon to be replaced:

352648062926233

Subsidized State:

In-term

Warranty Expiry Date:

10/30/2017

Term Expiry Date:

10/30/2017

Reason for replacement:

☒ RMA
 ☐ Beacon Upgrade

Subsidized State:

No Term

Select new Beacon:

358696042864713

New beacon name:

004205050350300

For a faulty device (RMA), the replacement beacon assumes the subsidy term and warranty from the replaced (faulty) beacon, which is expected to be returned to Contigo for testing. The state of its subsidy is set to Post Term with no remaining warranty.

An Upgrade occurs if the customer has a functioning beacon, but wishes to update their hardware to a newer device (e.g. swapping a hard wired 6550 for an OBDII 6480). In this case, the older device is still usable, so its subsidy remains In Term. The older device is temporarily placed in the "shelved" state until it can be redeployed.

Subsidized Beacon Report

A new report is available under the Reports tab in the portal to quickly check the state of the subsidized beacons. All subsidized beacons may be shown, or a selection based on the term expiry date or the warranty expiry date. A sample report is shown below.

Subsidized Beacon Report									
-- Select a date range filter --			and		Submit	Reset Export			
Beacon ID	Name	Model	Dealer	Registered To	Reg Date	Service Plan	Term End	Warranty End	
1	004205050350300	011892000348851-mtgu	6550	contigoce	-	-	-	-	10/29/2015
2	352252060610608	11892000147147	6551	contigoce	Qa-beacon-replacem	11/05/2015	5 Minute Plan - Subsidized	11/05/2015	10/30/2017
3	352252060627982	012563000485543-	6551	contigoce	Qa-beacon-replacem	10/29/2015	5 Minute Plan - Subsidized	10/30/2017	10/30/2017
4	352648062926233	004205050350300	6551	contigoce	Qa-beacon-replacem	10/29/2015	5 Minute Plan - Subsidized	10/30/2017	10/30/2017
5	358696042864713	-	6550	contigoce	-	-	-	-	11/04/2015

Frequently Asked Questions

Why did the warranty period change when the beacon was replaced?

When a subsidized beacon is first registered, the end-of-warranty date is set to the same date as the end of the term (24 months). If a faulty beacon is replaced with a new beacon (RMA), the warranty period remains the same (i.e. the warranty is transferred from the original beacon to the replacement). If, however, a beacon is replaced with another beacon that has previously been registered, the warranty may be set to the warranty of the replacement beacon if that warranty period is greater.

Why did tracking scenarios change after Oct 29, 2015?

On Oct 29, 2015, the Contigo system was updated to manage the state of subsidized beacons. There were a number of beacons which had been purchased on subsidized plans prior to that date, and these beacons were migrated to the new settings. For the most part, this migration was transparent to end-users.

The subsidized plans now conform to standard tracking intervals of 1-min, 2-min and 5-min. Beacons migrated to subsidized status were moved to one the new subsidized plans that was most appropriate to the existing tracking interval. In the case where a new tracking scenario was created, an index number may have been added to the scenario name to prevent duplicate names across different departments. For example, if two departments originally had a 1-minute tracking scenario, new scenarios created for subsidized beacons will be named "1 minute tracking-subsidized - 1" and "1 minute tracking-subsidized - 2". Partners may rename these new scenarios as desired.

Due to the difficulty with migrating scheduled tracking scenarios, some new scenarios may have been configured with a 24x7 schedule instead of the original schedule. These schedules may be set back to the original value in the scenario editor.