

Link: https://help.responsiblefleet.com/troubleshooting/my-st-1200-stopped-reporting/ Last Updated: January 16th, 2020

If the ST-1200 device ever becomes unresponsive, meaning its standard reporting has ceased but you're certain the unit is charged, then reset the device following the below instructions so that it can restart its programming and resume reporting. This process requires the download and use of the (Orbcomm) Field Support Tool app (iOS|Android).

Resetting the ST-1200

Reset with an Android Device

1. On your mobile device, download the device Field Support Tool app.



2. Tap + to subscribe to services.

ORBCCMM Home Page
Service Subscription 1. Please click to subscribe to services
2. Please click to change your user settings
2. Please click to change your user settings



3. Tap Field Service Tool.



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4. The slider changes to green.





5. Tap Field Service Tool.



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 Continue the process by following the steps provided under Reset with an iOS Device beginning with Step #1.

Reset with an iOS Device

1. On your mobile device, download the device Field Support Tool app.



2. When you are physically near the device, open the app and tap **Connect Device**.



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3. Tap on the device from the list of available devices displayed.



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<	
Q Search	82
GT 1200	
FCAB619120481	at

A dialogue box will appear as it connects to the device.



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<	ORBCCMM [®] Connect Device	
Q Search		82
GT 1200		
FCAB61912	20481	at
	Connecting to FCAB619120481	
	Cancel	

4. Once the device is connected tap **Software**.



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<				
DEVICE INFORMATION				
Asset Identifier	🛆 None			
Serial Number	FCAB619120481			
Software	GTAPP.002.011.0001 >			
Battery	■ 100 %			
Location	3D Fix >			
WIRELESS ACCESSORIES				
Add Wireless Accesso	ory			

5. Tap and hold on the Device Model for 5 seconds until a menu appears with an option to restart the device.



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<pre>ORBC@MM[®] Software</pre>		
GT 1200		
Model	GT1200-0100-C	
Hardware	BA101172-004	
Software	GTAPP.002.011.0001	
Bluetooth Software	2.1.2	

6. Tap Restart Device.



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<	ORBCCMM [®] Software		
GT 1200			
Model	GT1200-0100-C		
Hardware	BA101172-004		
Software	GTAPP.002.011.0001		
Bluetooth Soft	tware 2.1.2		
Restart Device			
Enter Shipping Mode			
Cancel			

The device will restart.