ORBCOMM®

WHERE DATA DRIVES DECISIONS

Field Support Tool
User Guide

MA002, Version 10
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CONTACT AND LEGAL INFORMATION

Visit ORBCOMM Online

www.ORBCOMM.com

Contact Support

Website:	https://www.orbcomm.com/en/support	
Email:	customer.care@orbcomm.com OR FMSupport@orbcomm.com (Fleet Management support needs)	
Phone:	(North America Toll-Free) 1.800.ORBCOMM	(United Kingdom Toll-Free) +44 800 538.5909
	(USA / International Toll) +1.804.404.8681	(United Kingdom Toll) +44 20 3855.6153
	(Australia Toll) +61 (8) 6186 9633	(Austria, Germany, Switzerland Toll) +49 89.208045522
	(New Zealand Toll) +64 (9) 884 1439	(Ireland Toll) +353 1.582.4013
Office:	395 W Passaic Street, Suite 325, Rochelle Park, NJ 07662 USA	

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1 OVERVIEW

NOTE
Figures in this guide are for illustration purposes only.
Some options and features are only available on specific devices and may not appear exactly as shown in the figures.

The Field Support Tool (FST) is a mobile app ("the app") that assists in the installation, activation, and maintenance of various ORBCOMM products, including sensors. It is primarily used to identify assets and pair Bluetooth sensors to ORBCOMM devices and can be used for maintenance tasks such as calibrating GT devices.

This app operates on Android and iOS devices using **Bluetooth** wireless technology, if supported by the device, to communicate with ORBCOMM products. Some non-Bluetooth devices, for example, the CT 3600, use cellular technology to communicate with the FST via a web application.

Note: Not all ORBCOMM products have Bluetooth capability.

1.1 Devices

The term "devices" refers to Bluetooth compatible hardware such as the GT 1200 and Bluetooth sensors. In this guide, references to "ORBCOMM device" refer specifically to one or more of the following products[1]: GT 1100, GT 1020, GT 1200, GT 1210, GT 1220, GT 1230, SC 1000, CT 1000, CT 1010, CT 3500, CT 3600 and PT 6100.

Note: Some devices require a minimum software version to work with the Field Support Tool.

[1]The list of supported devices is subject to change without notice. Not all ORBCOMM products have Bluetooth capability.

2 DOWNLOAD THE FIELD SUPPORT TOOL

Use the Field Support Tool (FST), hereinafter referred to as "the app", to check satellite connectivity, see the location, speed and heading of the ORBCOMM device on a map, interface with the device via messages, and connect with Bluetooth compatible devices.

Note: The app requires Internet connectivity, using either Wi-Fi or cellular data. For this reason, ORBCOMM recommends that you do not disable cellular data on your iOS or Android device.

Note: ORBCOMM recommends that you have an email client (for example, Microsoft Outlook) setup on your mobile device. A configured email client is mandatory for some features (for example, to send an installation report).

1. Download the app by either scanning the QR code or following the step-by-step instructions.

FST iOS Version (Apple App Store)

FST Android Version (Google Play Store)

OR follow the step-by-step instructions.

To load the app on your iOS device:

a. On your iOS device, tap App Store.
b. Tap in the Search box, type the keywords "ORBCOMM Field Support Tool", and then tap Search to find the app ( ).
c. Tap the "ORBCOMM Field Support Tool" search result.
d. Tap Get next to the Field Support app, and then follow the instructions to download the app.

Note: If the app is already installed on your device, tap OPEN.

Note: You might need to sign in with your Apple ID and password.

To load the app on your Android device:

a. On your Android device, tap Play Store[1].
b. Type the keyword "ORBCOMM Field Support Tool" in the search box to find the app ( ), and then tap Search.
c. Tap the "ORBCOMM Field Support Tool" search result.

[1]The figures shown in this guide are for an iOS device and subject to change without notice. If using an Android device, the figure examples will differ from what you see on the actual device.

d. Tap **INSTALL** next to the Field Support app, and then follow the instructions to download the app.

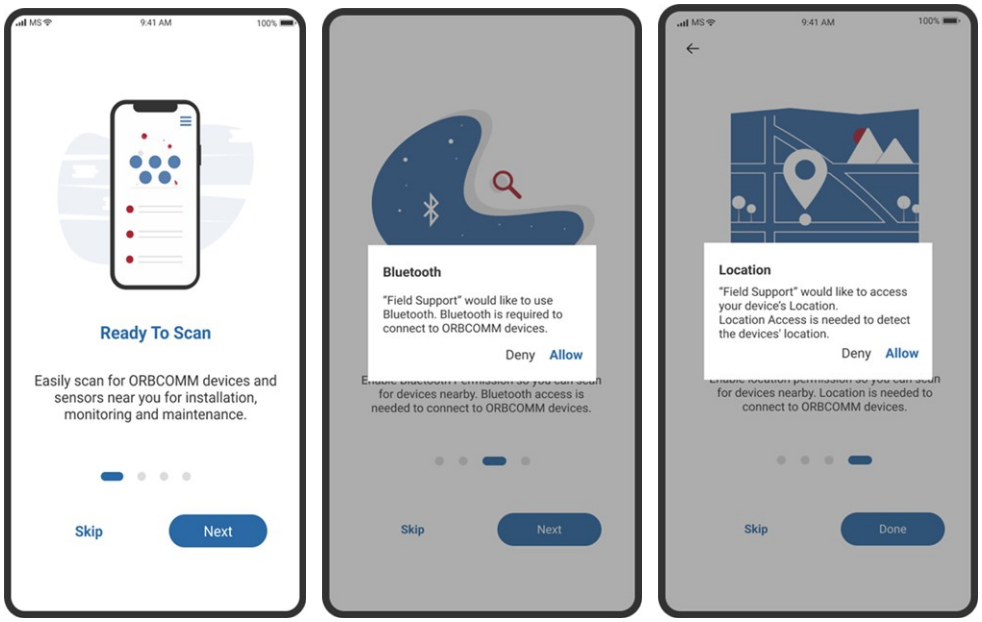
Note: If the app is already installed on your device, tap OPEN.

2. Wait for the app to load, and then tap **Login**. The app prompts you to enter a telephone number. This requires you enter a cellular phone number on an iOS or Android device that can receive a text message.

3. Tap **Next** after each of the initial login screens. When prompted to access your mobile phone's Bluetooth and Location services, tap **Allow**. Once complete, the app begins to scan for devices.

Note: For the best app experience, ORBCOMM recommends you allow the app to access your mobile phone's Bluetooth and Location services. Ensure your phone has these settings enabled. Refer to the User Guide for your specific phone type and model for details on how to enable these settings.

Note: These screens appear the first time you download and use the app.

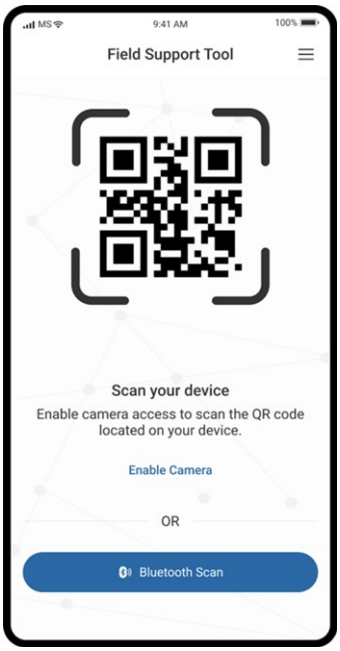


3 CONNECT TO AN ORBCOMM DEVICE

The "**home**" screen allows you to use the camera on your mobile device to scan the QR code on the ORBCOMM device, or if the device supports Bluetooth, use the Bluetooth Scan option.

Note: If you enabled the camera on your mobile device, you can immediately scan for a QR code, otherwise, you first need to tap Enable Camera.

Mobile Device's Camera Already Enabled (HOME)



Mobile Device's Camera Not Yet Enabled (HOME)

1. After you open the app, connect to the ORBCOMM device choosing one of the methods provided.

   QR Code Method

   Note: For GT devices, selecting the QR code method directs you to the Bluetooth Scan screen.

   a. Point your mobile device's camera (you do not need to take a photo) at the QR code on the device.

      OR

      Tap **Enable Camera**, and then point your mobile device's camera (you do not need to take a photo) at the QR code on the device.

   Bluetooth Scan Method

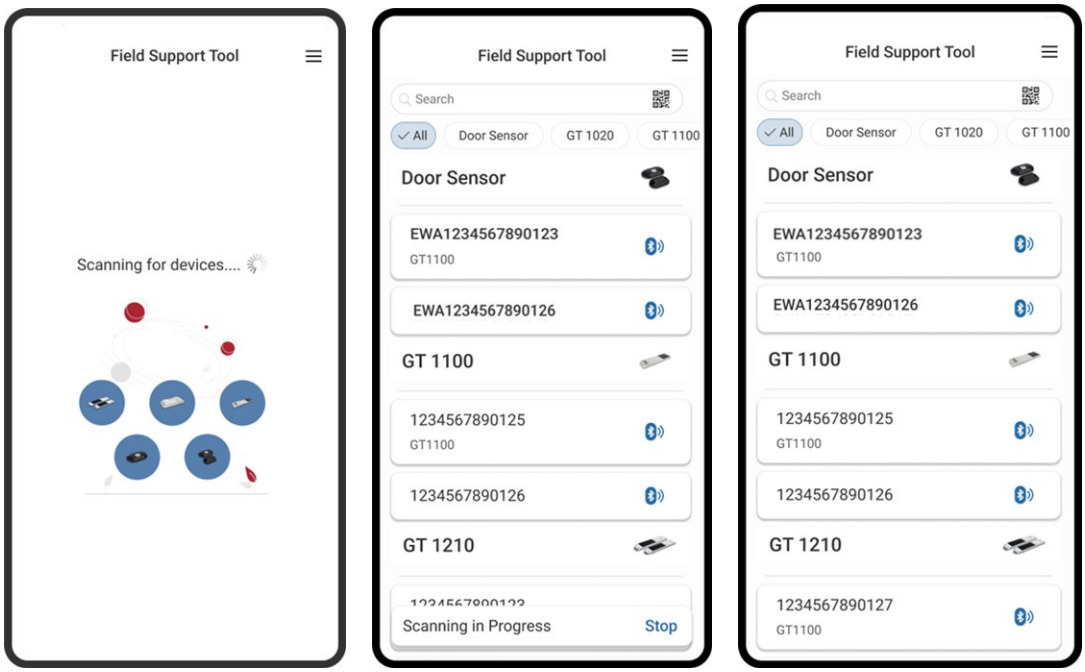
   Note: This method is only supported on ORBCOMM devices with Bluetooth capability.

   a. Tap **Bluetooth Scan**, wait for it to finish scanning for devices, including if appropriate, unpaired sensors, and then tap the device's serial number from the Bluetooth Scan screen.

      You must be within approximately 50 feet (15 m) of the device to which you intend to connect.

      Note: If you enabled app security, you may first be asked to provide a PIN or biometric authentication.

The "**Bluetooth Scan**" screen, used throughout this guide, presents you with a list of appropriate ORBCOMM Bluetooth compatible devices to which you can connect.



- Type in the search field to narrow the list of devices in the list.
- Tap the device label buttons below the Search field to show or hide specific types of devices.
- Once scanning is finished, you can swipe down on the **Bluetooth Scan** screen at any time while using the app to update the list.

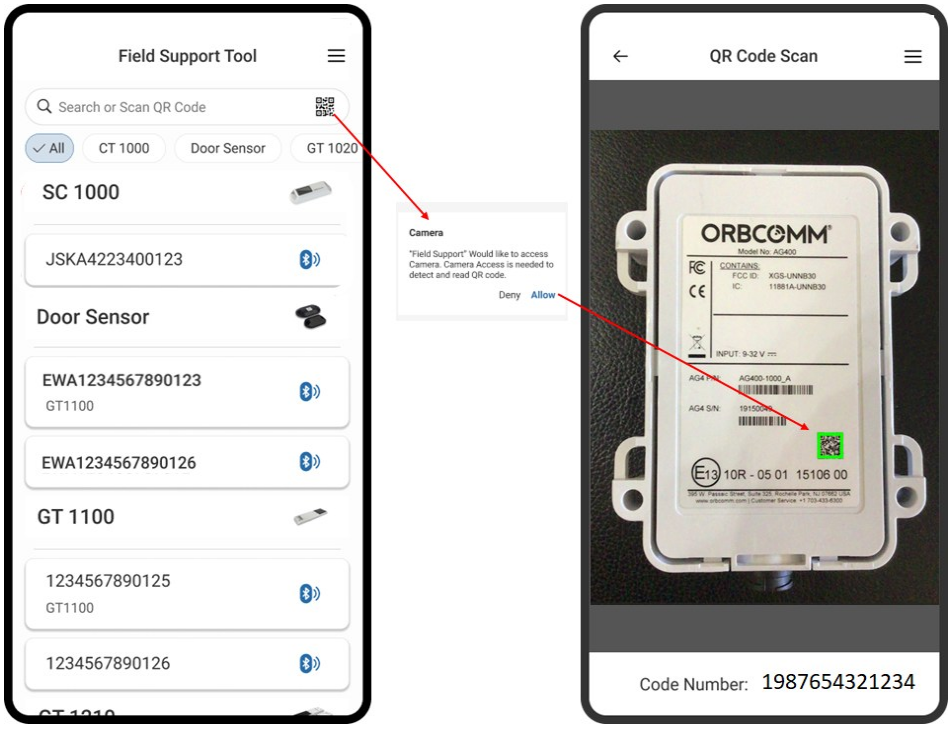
Note: **In some cases, you may want to refresh the list of supported Bluetooth devices. To do this, tap and hold on the list of devices, and then drag down on the list and release (swipe down on the screen). This action clears the list, removes any devices that have stopped reporting or are out-of-range, and scans for new devices.**

Note: **Sensors that appear on the** Bluetooth Scan **screen are not associated / paired with a device.**

b. (Optional) Tap the QR scanner icon ( ) next to the Search field, point the mobile device's camera (you do not need to take a photo) at the QR code on the ORBCOMM device, and then preview the QR code. Tap **Allow** if asked to acknowledge use of the camera. If the code is detected it appears in the search field.

If there are many devices nearby, it is possible to search the list by tapping **Search** and entering a partial serial number using the iOS or Android device keyboard, or by scanning the QR code label on the device. Tap the QR scanner icon to scan the device QR code using the camera on the iOS or Android device. A device must still be detected by the scan process, even if the complete serial number is entered manually or using the QR code.

Note: **You may be requested to change your settings to allow the app to use the camera on your iOS or Android device.**

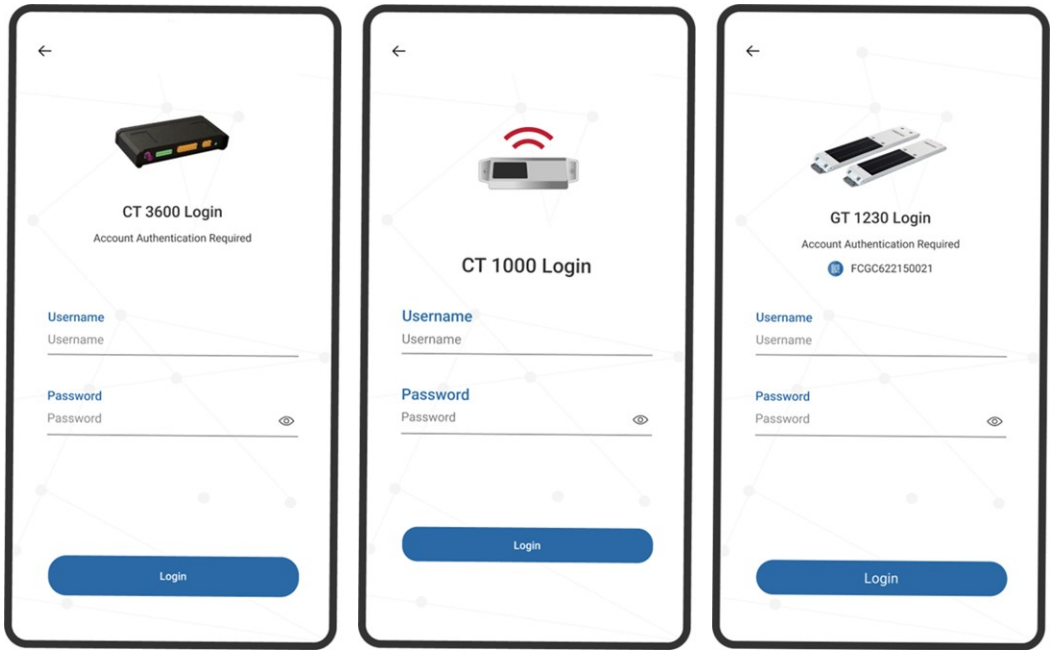


Manual Entry Method

a. Tap **Manual Entry**, tap in the serial number field and use the keyboard on your mobile device to type the serial number of the ORBCOMM device.

b. Tap **Submit**.

2. If required, type the username and password associated with the platform where the device is registered, and then tap **Login**. **NOTE: Only a few product examples are shown**.



Note: For CT 1000 and CT 1010 devices, use your credentials or the credentials provided by your organization, for the platform where the device is registered / hosted.

Note: For GT devices, use your credentials or the credentials provided by your organization, for the platform where the device is registered / hosted.

Note: For CT 3500 and CT 3600 devices, use your ORBCOMM Maritime platform credentials.

Note: For SC 1000 devices, use either your partner-portal credentials or your ORBCOMM Transport Platform (OTP) credentials.

3. Continue to the appropriate section based on your device type.

   For CT 1000 refer to CT 1000 Features

   For CT 1010 refer to CT 1010 Features

   For CT 3500 refer to CT 3500 Features

   For CT 3600 refer to CT 3600 Features

   For PT 6100 refer to PT 6100 Features

   For GT 12xx refer to GT 12xx Features

   For SC 1000 refer to SC 1000 Features

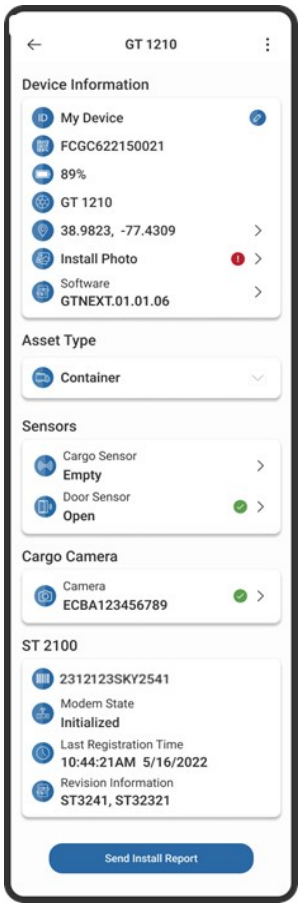
4 GT 12XX FEATURES

Once you connect to the device, you see the **Device Information** screen. Refer to APPENDIX A for a complete list of GT 12xx Device Information screens.

4.1 View Device Information

Note: Refer to APPENDIX A to see the complete list of device information by device type. Device information varies by device type.

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the preferred device to view its **Device Information** screen. From the Device Information screen, you can access most of the common app features and functionality.



Icons

Icon	Description	Meaning	Battery State
	Red Circle	Bad device state or incomplete installation step	Below Low Threshold

Icon	Description	Meaning	Battery State
	Yellow Circle	Marginal device state or semi-complete installation step	Low to Medium Threshold
	Green Circle	Good device state or complete installation step. To see a check mark, you must perform at least one scan with the "Empty" result, and at least one scan with the "Loaded" result. The order in which you get "Empty" or "Loaded" does not matter.	Above Medium Threshold

4.1.1 View ST 2100 Details

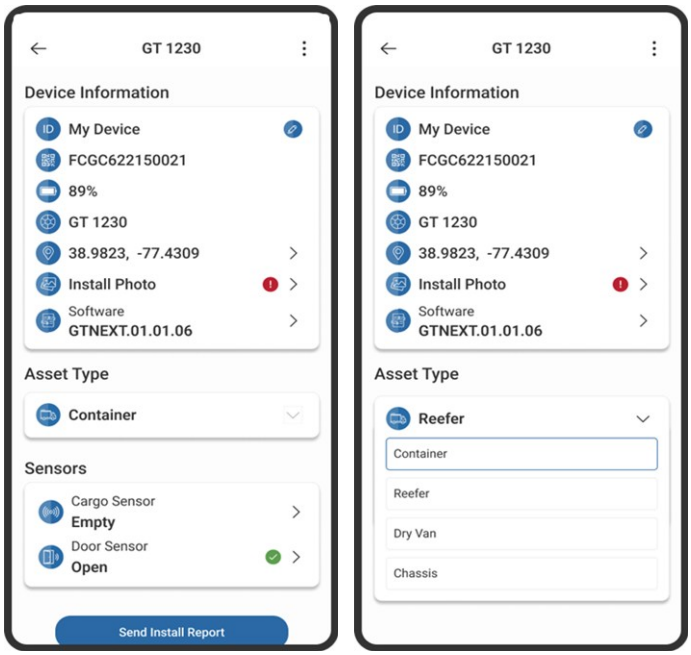
If an ST 2100 is connected to an ORBCOMM device, its read-only are available on the **Device Information** screen.

1. Go to the **Bluetooth Scan** screen of the ORBCOMM device associated with the sensor, and then tap the serial number for the device connected to the ST 2100.

4.2 Select the Asset Type

The FST allows you to identify the type of asset associated with the device without having to contact ORBCOMM Support for assistance.

1. From the **Device Information** screen, tap anywhere in the **Asset Type** area (note that the default asset type is Container), and then use the drop-down menu to select the type of asset associated with the device.



2. Wait for the asset type details to update successfully on the device information screen.

4.3 Set or Edit the Asset Identifier (Asset ID) and a Device Label

A label is a descriptive text to help you quickly identify devices and sensors.

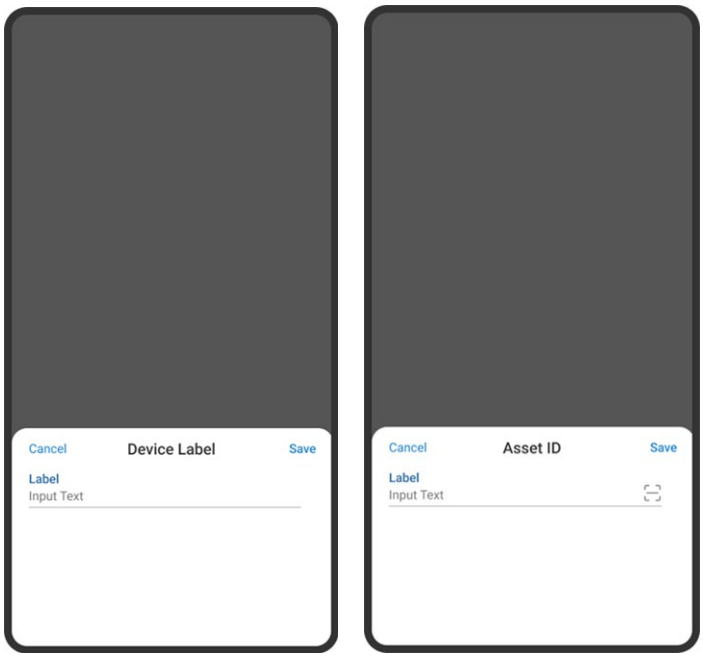
Note: Some devices may refer to this as "Reefer ID".

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the preferred device.
2. On the **Device Information** screen, tap anywhere in the ID (Identity) row to set or change the Asset ID or label.

   If the ORBCOMM device has not previously been configured with an asset ID or label, the **Device Information** screen displays "Not Defined".

3. Add a descriptive name, and then tap **Save** or continue to the next step to set or change the asset ID.

4. Set the asset ID from the trailer/container/reefer using one of the methods (manual or photo) described below.

   The asset ID may be modified even if it was previously set. Letters, numbers, underscores, and dashes are valid characters, while others are invalid. The asset ID can not begin with TEST or RTRN.

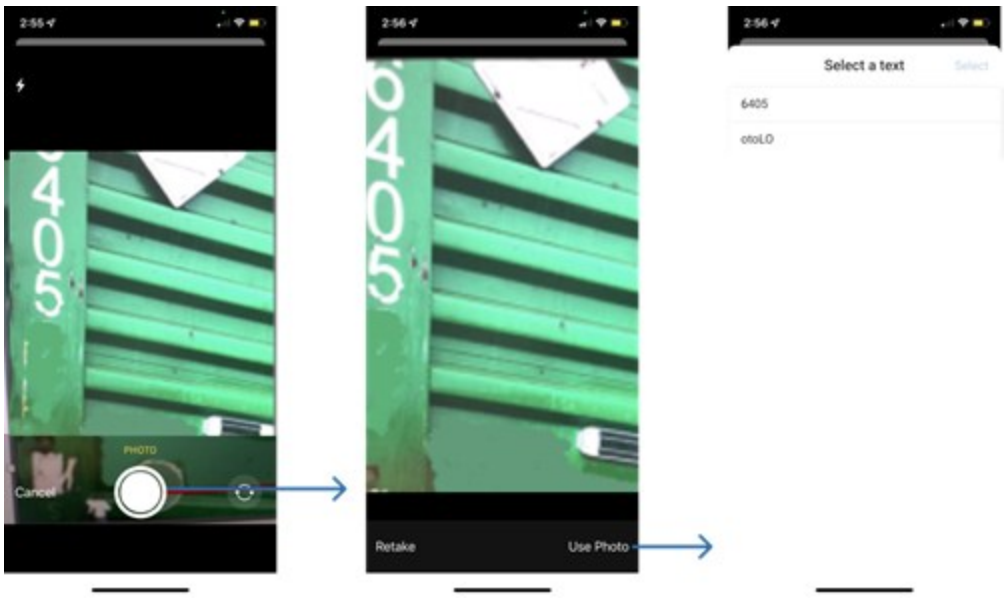
   ### Manual Entry

   a. Type the asset ID manually.
   b. Tap **Save**.

   ### Photo Detect

   An asset ID may be set using the Photo Detect option. Photo Detect can only be used if the ORBCOMM device can connect to the Internet.

   a. Tap **Photo Capture**. You may be prompted to allow the FST to access your mobile phone's camera.
   b. Point the camera so that the asset identifier is clearly visible in the preview, try to pan and zoom the image to make the asset identifier as large as possible and then tap the phone's image capture button to take a photo.



c. Tap **Use Photo** to send the image for analysis. A list of possible matches for the asset identifier are displayed.

d. If the correct asset identifier is shown in the list, select it and then tap **Save**. Otherwise, tap **Select**, tap **Cancel**, and then try the Manual Entry method.

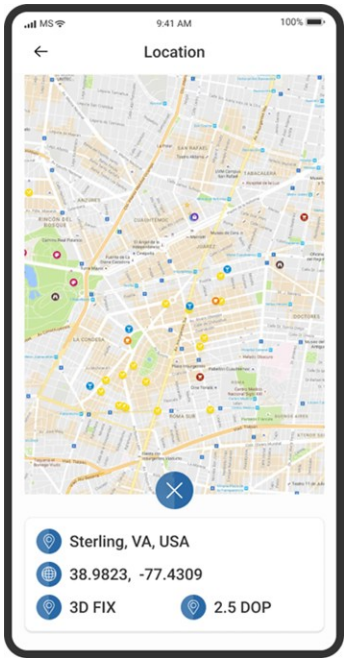
4.4 View the Location of a Device

In some cases, you may want to validate the ORBCOMM device's location on a map to ensure the GPS is working correctly.

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the preferred device.
2. On the **Device Information** screen of the device you want to view, tap **Location** to see the location of the device on a map. You can also see location details such as satellite fix state and GPS co-ordinates.

   If the device position is within the map, it is represented by a push pin, and the map is centered on the device.

   Detailed GNSS information from the device is displayed. A map shows the surrounding area, with the device's location indicated by a pin.



3. Tap the map to expand the view. Pinch and stretch to zoom on a location.

   The first time this feature is used, you will be prompted with “Allow FIELD SUPPORT to use your location?". Select one of the options.

   The larger map includes the position of the ORBCOMM device (if available). This allows a comparison of the position determined by the device and the actual position.

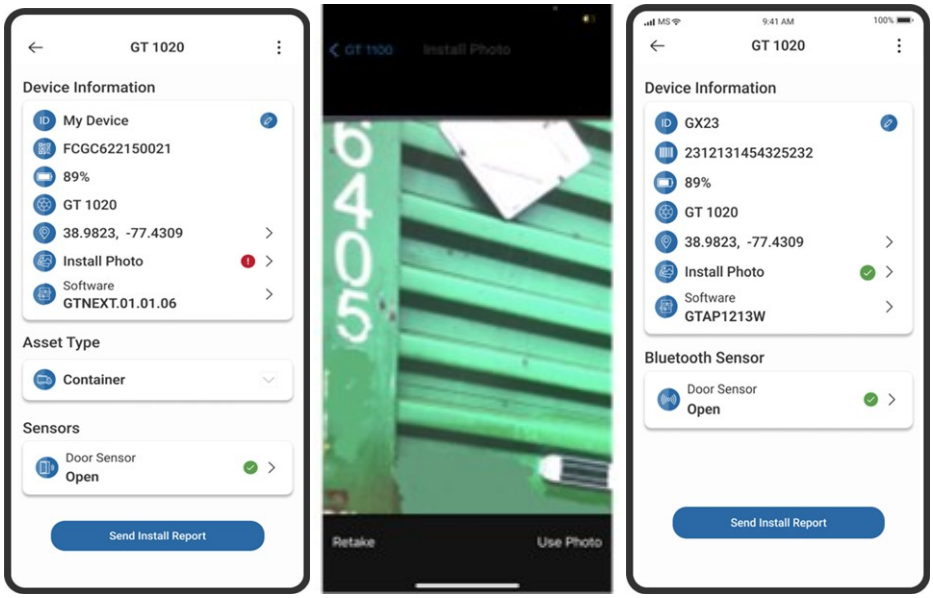
4.5 Take an Installation Photo

When you have completed the installation, you may want to add a photo for future reference.

1. Go to the **Bluetooth Scan** screen, tap the serial number of the device you want to view to access the **Device Information** screen.
2. Tap **Install Photo**.
3. Center the phone's camera on the completed installation, and then press the capture button. If necessary, tap **Retake** and try again, otherwise, tap **Use Photo**. The photo is now available on the **Device Information** screen and a green check mark is shown.

   Photo States

	Red Circle	No Photo		Green Circle	Photo Taken



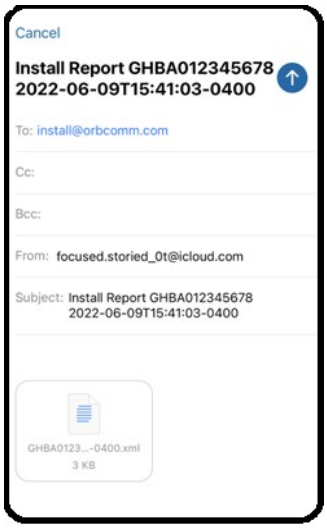
4.6 Send an Installation Report

Note: ORBCOMM recommends that you have an email client (for example, Microsoft Outlook) setup on your mobile device. A configured email client is mandatory for some features (for example, to send an installation report).

If required, you can send an installation report, along with a photo of the completed installation.

1. Go to the **Bluetooth Scan** screen, tap the serial number of the device you want to view to access the **Device Information** screen.
2. Tap **Send Install Report**. An email messages opens with an attached form that includes an install photo, if available, and a CSV file with the installation details.

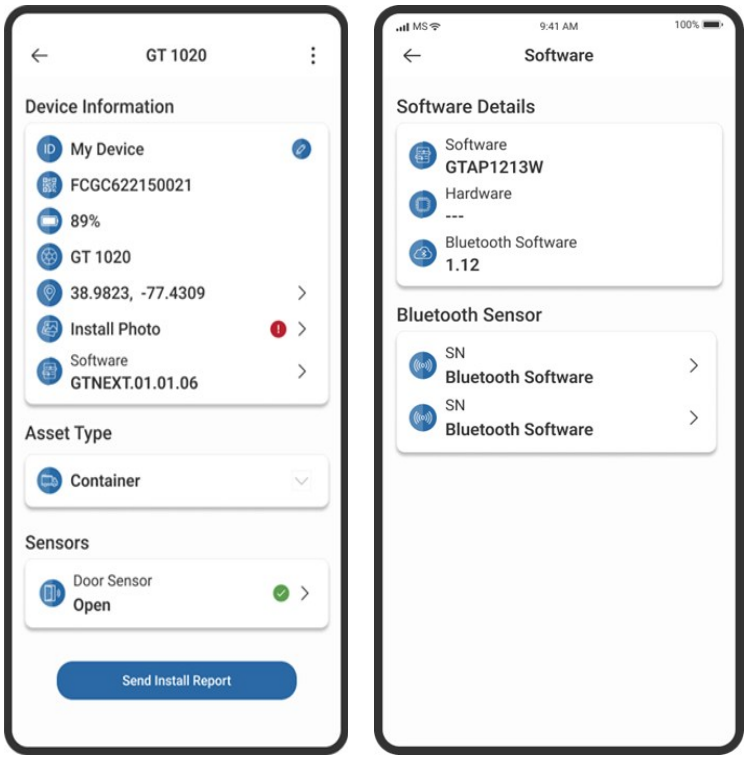
   Note: You can also send an installation report from Connection History. Refer to section 12.3.2.



4.7 View and Update the Bluetooth Software

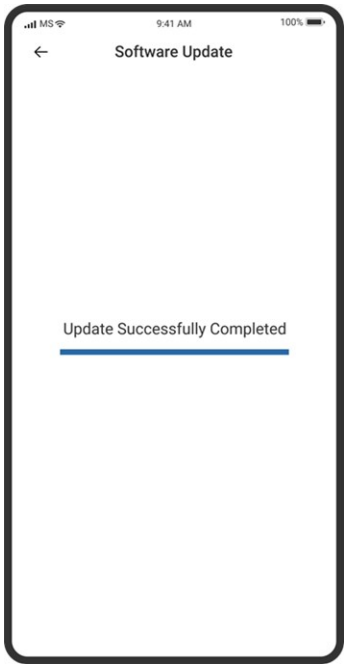
Note: This feature may not be available for all devices.

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the preferred device to view device information.
2. On the **Device Information** screen, tap **Software**.



3. Under the **Sensors** heading, tap the appropriate sensor to update. If you can update the software, a dialog box appears, otherwise a message indicating the software is up to date appears.
4. Tap **Update** to begin the update.

5. Wait for the software update to complete, and then tap **OK**.



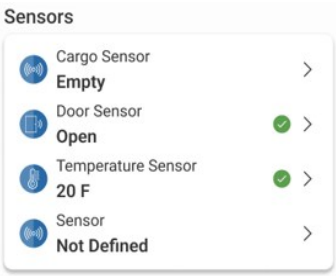
4.8 Configure Bluetooth Sensors

If a sensor is already associated / paired with an ORBCOMM device, it is listed on the **Device Information** screen for the associated ORBCOMM device, otherwise unpaired sensors appear on the **Bluetooth Scan** screen.

Note: If the sensor has not yet been associated / paired with the ORBCOMM device, go to the Bluetooth Scan screen, and then select the sensor from this list. You would use this method if, for example, you wanted to test a door sensor before it was associated with an ORBCOMM device. Refer to section 5 for more details.

4.8.1 View Associated / Paired Sensor Information

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the preferred device to view its **Device Information** screen.
2. On the **Device Information** screen, view the list and state of any associated / paired sensors.

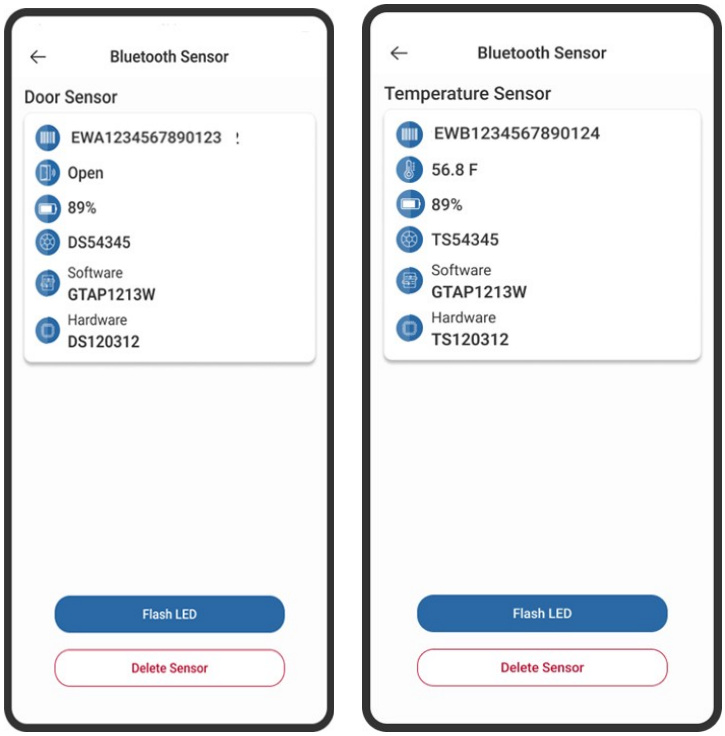


Sensor States

	Red Circle	Connecting
	Yellow Circle	Sensor is connected but has not changed state since FST has connected.
	Green Circle	Sensor is connected and has changed state since FST has connected.

3. Tap the appropriate sensor to view additional sensor details.

Note: Information presented differs by sensor type.

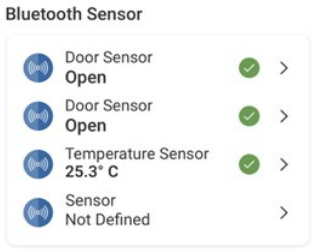


- To flash the LED, refer to section 4.8.3
- To delete a sensor, refer to section 4.8.4
- To configure the cargo sensor, refer to section 4.9
- To verify / test changes in sensor states, refer to section 4.8.3

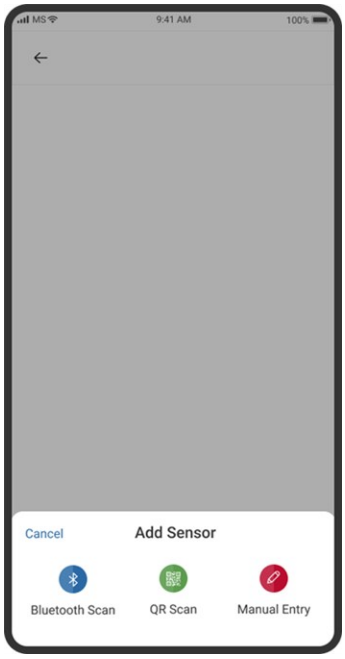
4.8.2 Associate or Pair a Sensor

CAUTION: A sensor cannot be successfully associated / paired with an ORBCOMM device if it is already paired with ANY ORBCOMM device. If a sensor is already associated with a different ORBCOMM device, it must first be deleted from (remove its association with) that ORBCOMM device (section 4.8.4).

1. Go to the **Bluetooth Scan** screen, and then tap the specific ORBCOMM device you want to associate with a sensor.
2. On the **Device Information** screen, tap any sensor identified as **Not Defined**. Sensors displaying a status are already associated with the selected ORBCOMM device.



3. Add the sensor using one of the following methods:



Bluetooth Scan

The sensor can be added by scanning for supported sensors that are nearby. You must be within approximately 50 feet (15 m) of the sensor that you intend to add. ORBCOMM recommends that your iOS or Android device should have line-of-sight to the sensor.

a. Tap **Bluetooth Scan**.

The list of sensors is like the list presented when connecting to an ORBCOMM device. Selecting the correct sensor is important, so verify that the serial number is correct.

Note: When the sensor is connected to the associated ORBCOMM device, the sensor will no longer be visible through the Bluetooth Scan option.

b. Wait for the ORBCOMM device to connect to the Bluetooth sensor.

QR Code

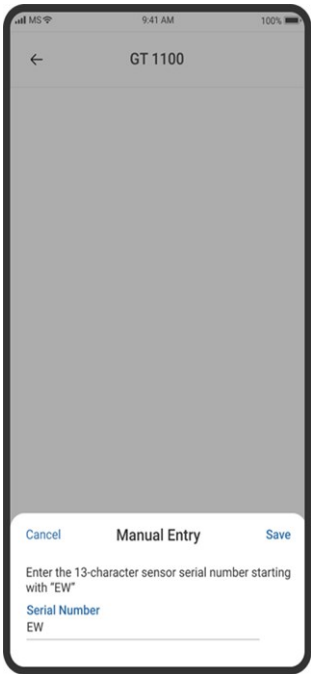
The sensor can be added by scanning the associated label containing a QR code. QR codes are square graphics that encode the serial number. For example, this graphic is the QR Code for a door scanner with serial number EWA8164800140. This is the preferred method of adding a sensor because it avoids the ambiguity of a Bluetooth scan and the possible errors of manual entry.

a. Tap **QR Code**.
b. Place the camera of the iOS or Android device over the QR Code of the sensor.
c. Wait for the ORBCOMM device to connect to the sensor.

Manual Entry

The sensor can be added by manually entering the serial number using the on-screen keyboard. Lowercase letters may be used, as the entered text is converted to uppercase.

a. Tap **Manual Entry**.
b. Type the serial number for the sensor, and then tap **Save**.



c. Wait for the ORBCOMM device to connect to the sensor.

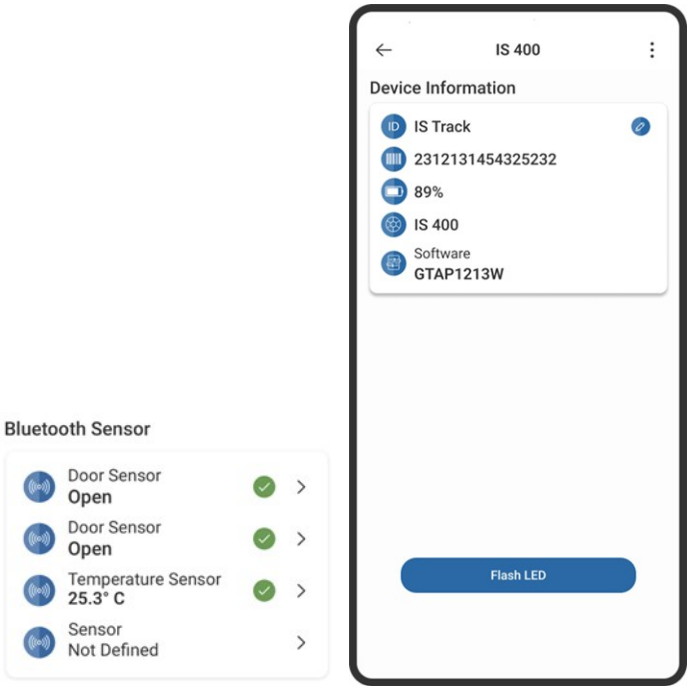
4.8.3 Test the Status of an Associated / Paired Sensor (Flash LED)

For sensors such as a door sensor, verify that the correct status is displayed. Then, if the door is open, close it, and if the door is closed, open it. Verify that the new status is displayed.

This procedure allows you to test the status of sensors already associated / paired with the selected ORBCOMM device.

Note: If the sensor has not yet been associated / paired with the ORBCOMM device, refer to section 5.2 for details on verifying sensor status.

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the preferred device to view its **Device Information** screen.
2. On the **Device Information** screen, tap the sensor you want to test.



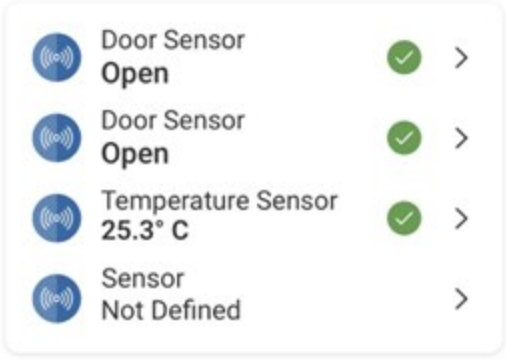
3. Visually note the current status of the sensor, and then change the status for the sensor. For example, in the case of a door sensor, open and close the door where the sensor is installed.
4. Tap **Flash LED**, visually check the LED behavior on the sensor and wait for the flash cycle to complete, and then

tap **OK**.

4.8.4 Delete (unpair) a Sensor

When deleted, the selected sensor is no longer associated (paired) with the ORBCOMM device and no longer used by the device. If necessary, you can then connect it to a different ORBCOMM device because it becomes available on the Bluetooth Scan screen.

1. Go to the **Bluetooth Scan** screen of the ORBCOMM device associated with the sensor.
2. On the **Device Information** screen, tap the sensor you want to delete.



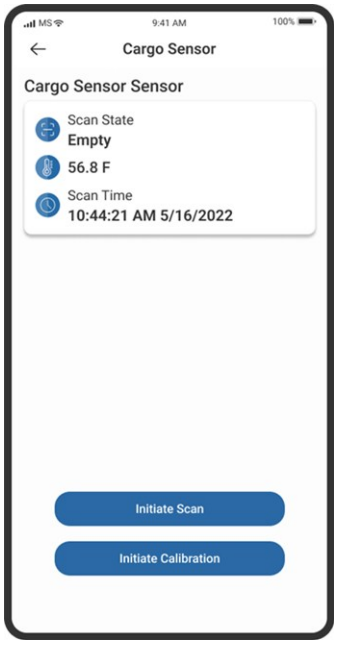
3. Tap **Delete Sensor**, and then confirm the deletion. Tap **Cancel** to abort the request.
4. If necessary, follow the steps in section 4.8.2 to associate this sensor with a different ORBCOMM device.

Once the sensor is no longer associated with an ORBCOMM device, it should appear on the **Bluetooth Scan** screen. An update to the list of Bluetooth devices may be required.

4.9 View Cargo Sensor Information

Note: The cargo sensor features only apply if the connected device has a cargo sensor.

1. Go to the **Bluetooth Scan** screen, tap the serial number of the device you want to view to access the **Device Information** screen.
2. On the **Device Information** screen for the appropriate device, and then from the list of Sensors, tap **Cargo Sensor** to view details about scan state, time of the last scan, and temperature. If information is not available, the state appears as "No Scan".



Scan States

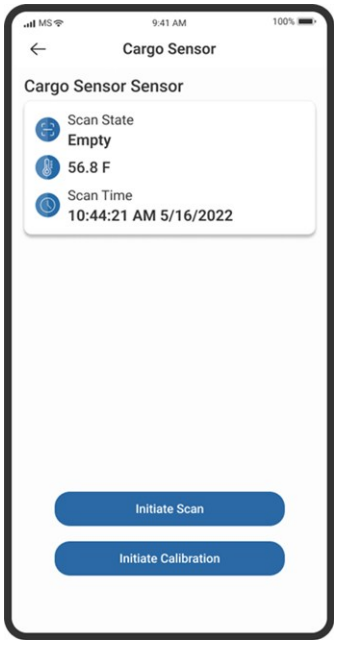
	Red Circle	No Scan
	Yellow Circle	If only Empty or Loaded was reported since the FST was connected
	Green Circle	If both Empty and Loaded have been reported since the FST was connected

4.9.1 Detect the Cargo State

Use this procedure to verify or update the state of the cargo load.

Note: For a GT 1100 with a CS 200 Cargo Sensor, calibration is required (section 4.9.2) before initiating a cargo scan.

1. Go to the **Device Information** screen, tap **Cargo Sensor**, and then tap **Initiate Scan**.



2. Tap **OK** to continue the scan. The state of the cargo (for example, Empty or Loaded) is updated on the Cargo Sensor screen.

4.9.2 Calibrate the Cargo Sensor

Note: This procedure only applies for a GT 1100 with a CS 200.

Calibration resets the default settings if the detection readings are incorrect.

1. After the GT 1100 has been installed on the asset, go to the device's **Device Information** screen, tap **Cargo Sensor**, and then tap **Initiate Calibration** to take a cargo sensor reading that will be used for calibrating the cargo sensor together with the asset it has been installed on.
2. Tap **Calibrate**, and then tap **OK** to complete the calibration.

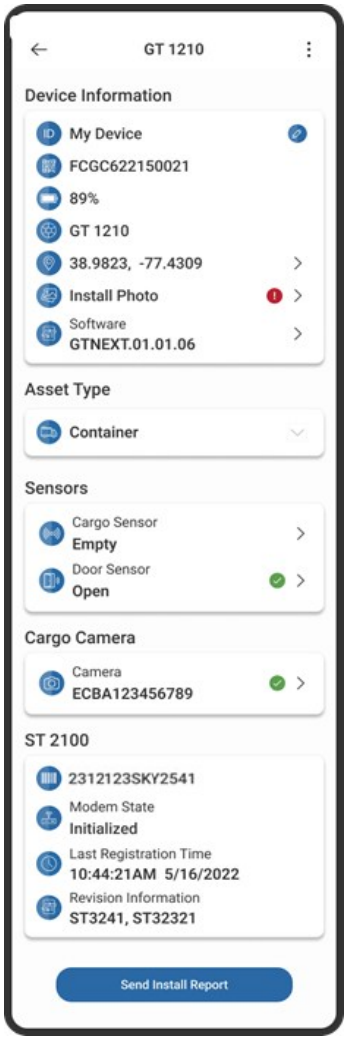
4.10 Configure the Cargo Camera Information

Some devices allow you to configure a cargo camera.

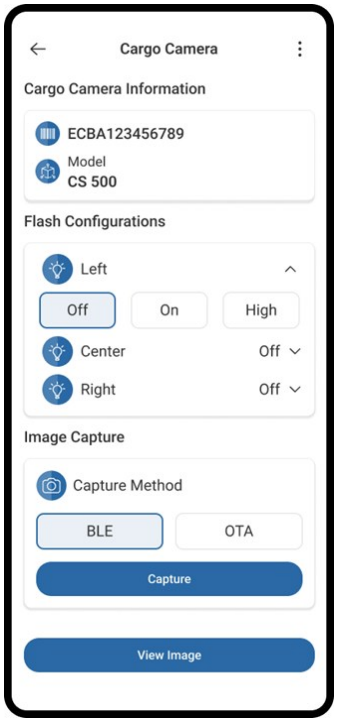
Note: If a GT device does not have a cargo camera, then the Cargo Camera section on the Device Information screen displays "Not Defined".

4.10.1 Capture a Cargo Camera Image

1. Go to the **Bluetooth Scan** screen, and then tap the device associated with the cargo camera you want to access the **Device Information** screen.



2. On the **Device Information** screen, in the **Cargo Camera** section, tap **>**.



3. In the **Image Capture** section, tap either **BLE** or **OTA** (over-the-air).

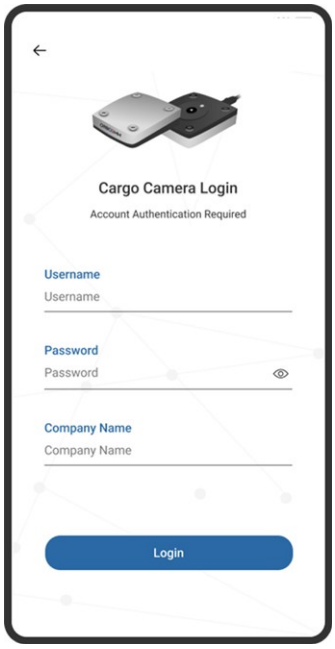
   Note: The BLE option is only available on GT 1220 and GT 1230 devices. BLE images are

   Note: Image Status details are only available for the OTA option.

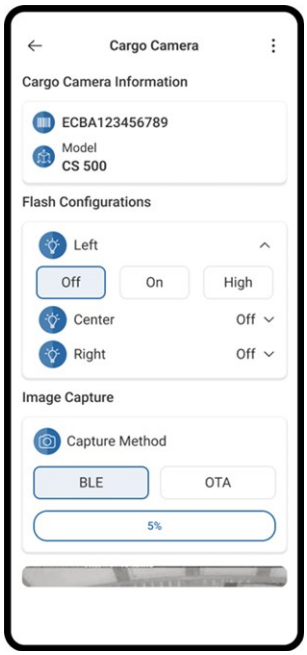
   BLE saves the image directly to the mobile app.

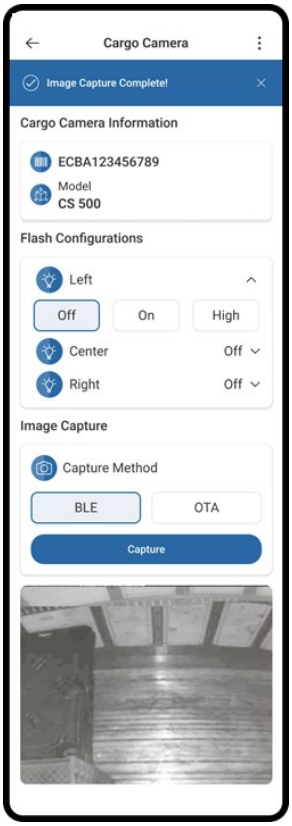
   OTA retrieves the image from the associated platform.

4. Tap **Capture**.
5. On the **Cargo Camera Login** screen, type your Username, Password, and Company Name, and then tap **Login**.

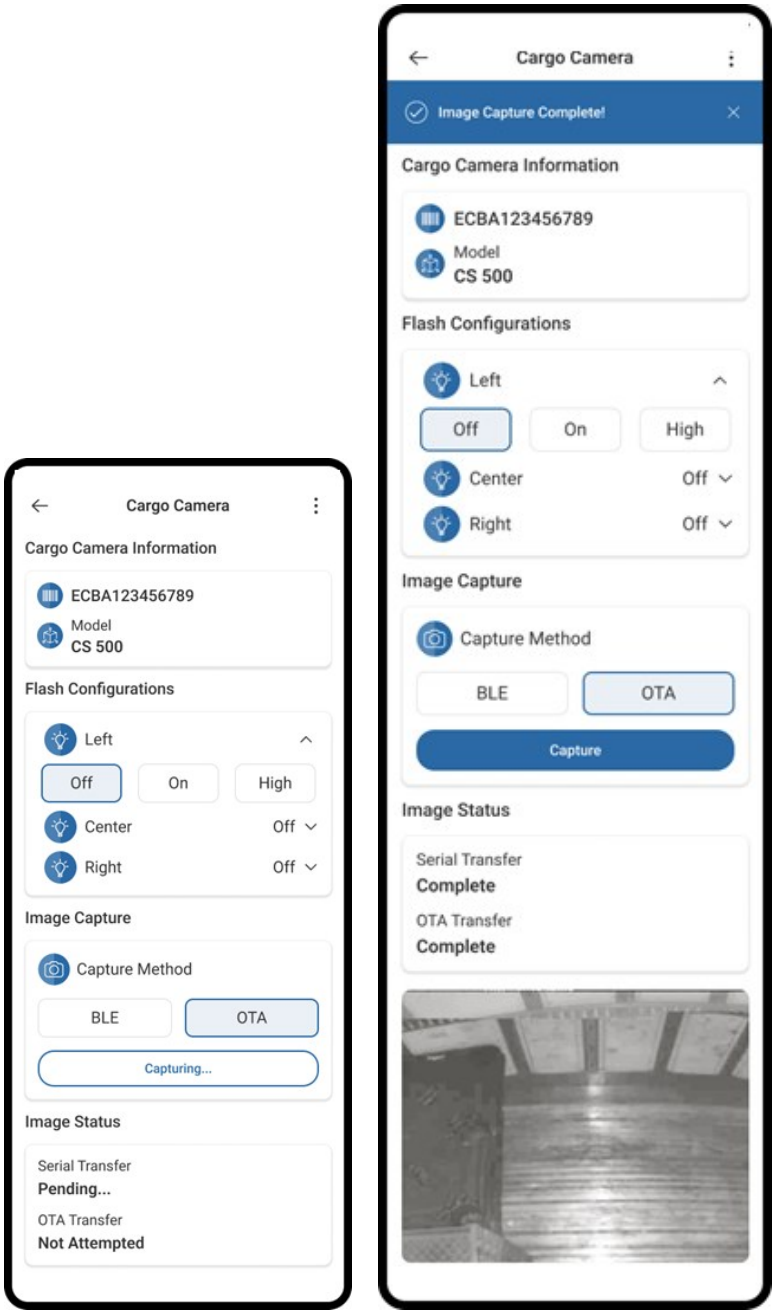


6. Tap **Capture**, and then wait for the capture process to complete.





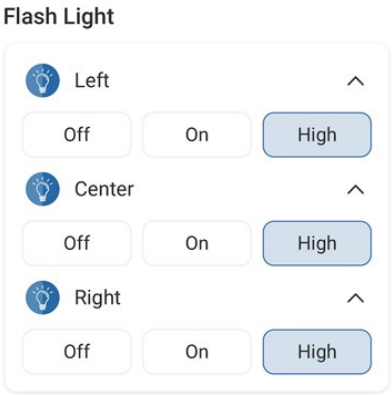
OR



Serial Transfer - The status is either pending, complete, or failed.

OTA Transfer - The status is either pending, complete, or failed.

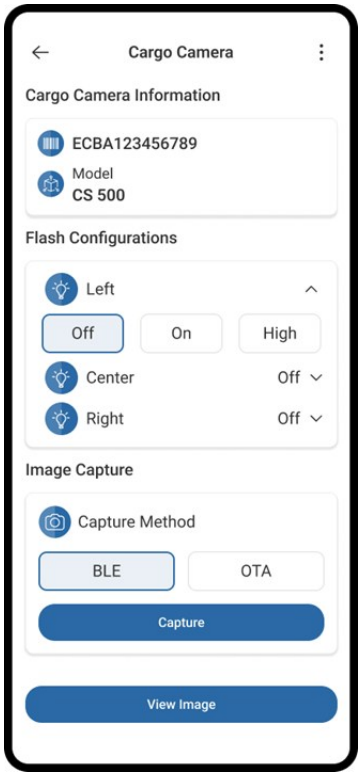
7. (optional) If you need to adjust the image lighting, set the flash configuration.
    a. In the **Flash Configurations** section, tap the appropriate flash settings to set the brightness for each of the three camera LEDs. LED Brightness: Off, On (half), or High (full).



b. Tap **Capture**, and then wait for the image capture process to complete. You may need to provide your user credentials again.

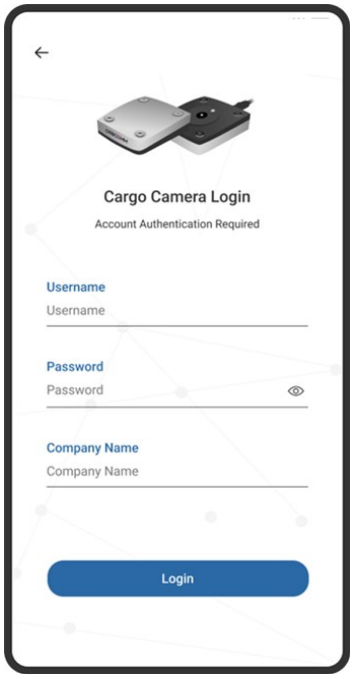
4.10.2 View the Current Cargo Camera Image

1. Go to the **Bluetooth Scan** screen, tap the device associated with the cargo camera you want, and then in the **Cargo Camera** section, tap **>**.
2. On the **Cargo Camera** screen, in the **Image Capture** section, tap **View Image**.



3. On the **Cargo Camera Login** screen, type your Username, Password, and Company Name, and then tap **Login**.

You should now see the image.

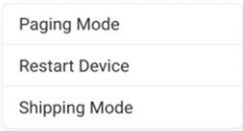


4.11 Enter Paging Mode

This option allows you to immediately send a Bluetooth heartbeat command to the device for installation and troubleshooting purposes. Essentially, it duplicates the paging mode command using a magnet. Paging mode allows the device to report every 10 minutes[1] for up to an hour for tasks such as troubleshooting or downloading profiles.

1. Go to the **Device Information** screen for the preferred device.
2. Tap ⋮ next to the device type. Note that this option is not available for all device types.

3. Tap **Paging Mode** from the list of options.



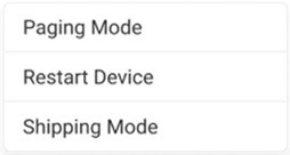
4. Wait while the FST enables paging mode.

[1] These durations are subject to change without notice.

4.12 Restart the Device

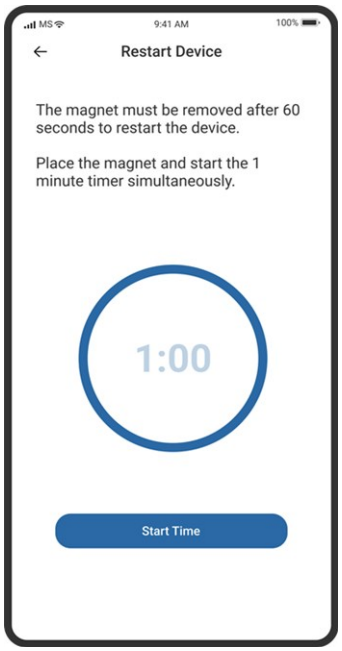
1. Go to the **Device Information** screen for the preferred device.
2. Tap ⋮ next to the device type. Note that this option is not available for all device types.

3. Tap **Restart Device** from the list of options.



4. For GT 1100 devices only, a magnet must be placed between the "R" of the embossed ORBCOMM logo and the end of the device before tapping **Restart** on the dialog box and then tapping **Start Time**.

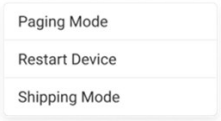
   For all other devices, tap **Restart** to disconnect the device and begin a restart.



4.13 Enter Shipping Mode

1. Go to the **Device Information** screen for the preferred device.
2. Tap ⋮ next to the device type. Note that this option is not available for all device types.

3. Tap **Shipping Mode** from the list of options.



4. Tap **Shipping Mode**.

5. Place and hold the magnet over the appropriate magnet location on the ORBCOMM device (magnet location varies depending on the type of ORBCOMM device - if necessary, refer to the ORBCOMM device specific installation guide).
6. Tap **OK** to once the device has entered shipping mode.

   Note: Only GT 1100 devices with older Bluetooth software require use of the magnet.

5 VIEW AND SET UNPAIRED SENSOR DETAILS

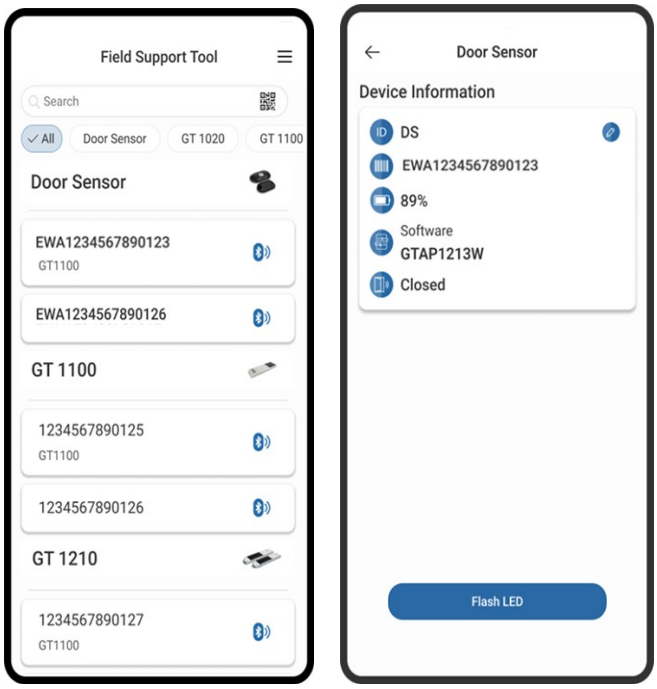
This section deals with sensors not currently associated with an ORBCOMM device. These sensors are listed on the **Bluetooth Scan** screen.

Note: In some cases, you may want to refresh the list of supported Bluetooth devices. To do this, on your mobile phone, swipe down on the Bluetooth Scan screen. This action clears the list, removes any devices that have stopped reporting or are out-of-range, and scans for new devices.

5.1 View Unpaired Sensor Information

1. Go to the **Bluetooth Scan** screen, and then tap the sensor serial number.

   Note: Sensors appearing on the Bluetooth Scan screen are not currently associated with an ORBCOMM device.

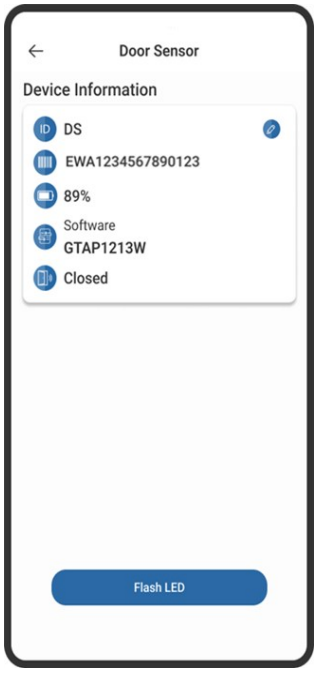


2. View the sensor details. The details presented vary by sensor type.
3. Refer to section 4 to set the sensor label, section 5.2 to test the status of the sensor, and to section 4.8.2 for details on how to pair this sensor with an ORBCOMM device.

5.2 Test the Status of an Unpaired Sensor (Flash LED)

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the unpaired sensor.
2. On the **Device Information** visually note the current status of the sensor, and then change the status for the sensor. For example, in the case of a door sensor, open and close the door where the sensor is installed.
3. Tap **Flash LED**, visually check the LED behavior on the sensor and wait for the flash cycle to complete, and then

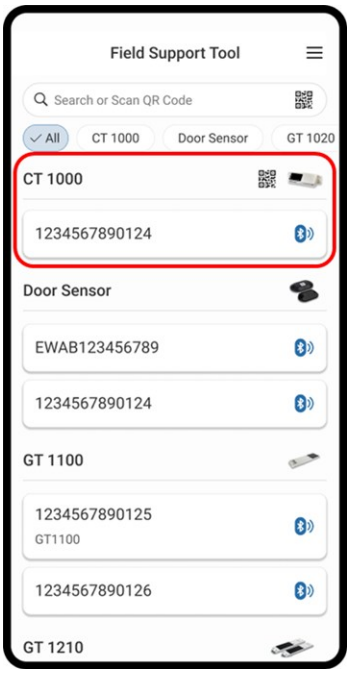
tap **OK**.



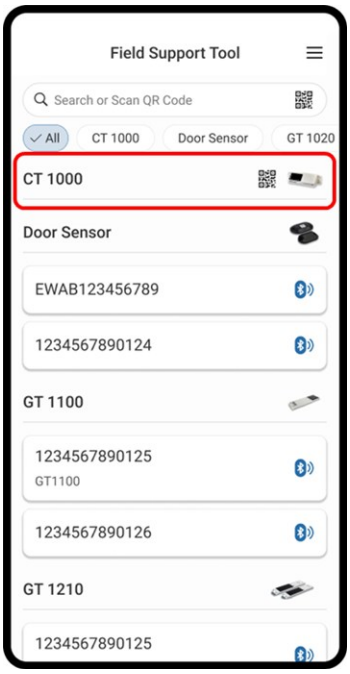
4. Verify the change in status for the sensor on the **Device Information** screen.

6 CT 1000 FEATURES

Note: Generally, the CT 1000 is registered to the appropriate web application (platform) prior to shipping. Once the device wakes up (*refer to GJD115 CT 1000 Installation Guide* for details), a message is sent to the web application.



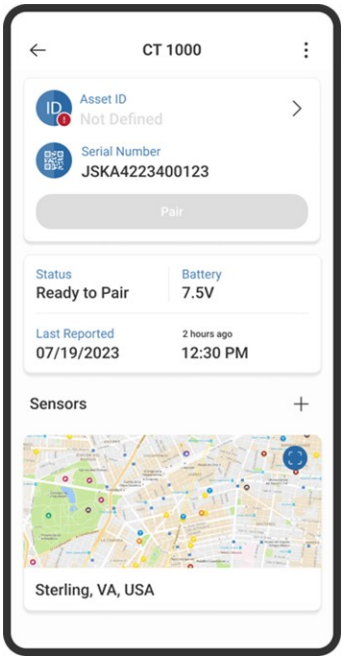
CT 1000 with Bluetooth



CT 1000 without Bluetooth

Once you sign in to the CT 1000, you see the **Device Information** screen[1]. The push pin on the map shows the location of the device. You can now add the asset ID.

[1] If the CT 1000 does not support Bluetooth, then Sensor details are not shown.



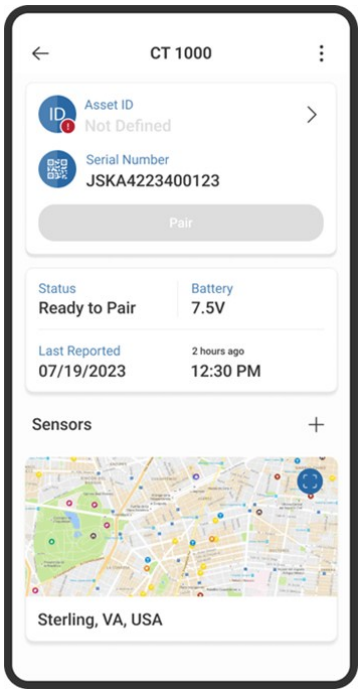
Icon	Description	Meaning
	Red Circle	The value for the indicated item has not been defined, data is not available, or there is a connection issue.

6.1 Add an Asset ID

To add a container you must add the Asset ID, either by the scan method or by manually adding the information.

Scan Method

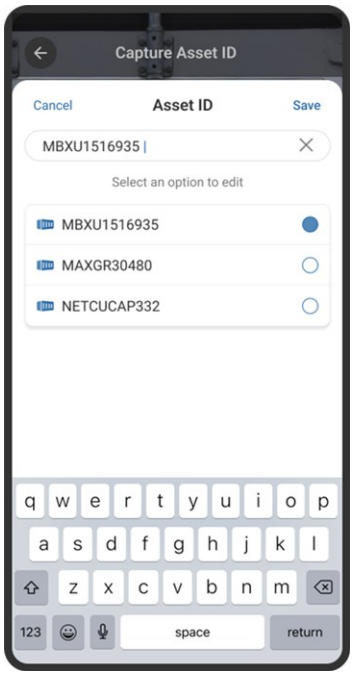
1. On the **Device Information** screen, tap **>** next to **Asset ID**.



2. Point your mobile device's camera at the container and ensure the Asset ID is visible in the camera's frame, take a photo, and then wait for the scan to complete.

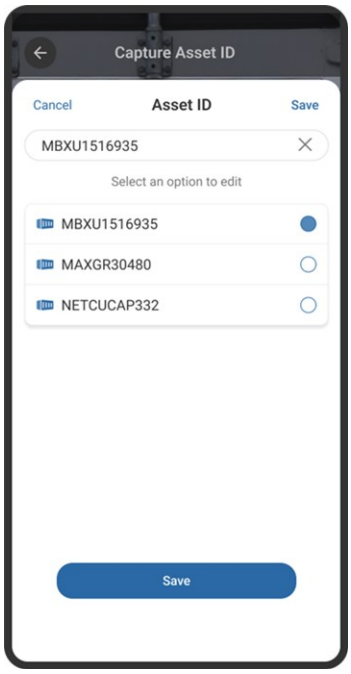
   Note: Good lighting ensures a more accurate scan. Tap  (flash) on your mobile device to turn the flash on or off during the capture.

3. Tap the Asset ID from the list, or if the Asset ID you need is not in the list, you can tap (**edit**) to add the Asset ID.

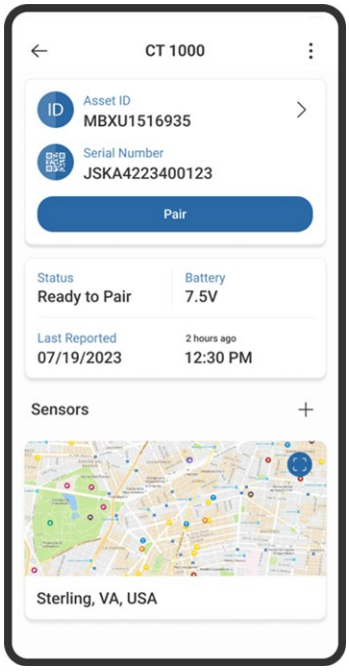


4. Tap **Save**.

   Note: If the keyboard is not visible, you see two Save options. You can tap either one to save the Asset ID.

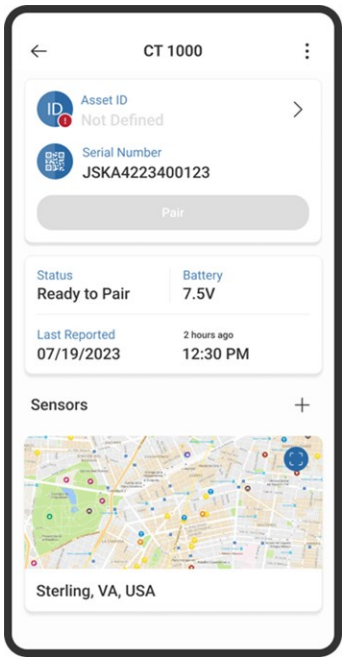


5. Verify the information on the **Device Information** screen. You can now pair the device with the container.



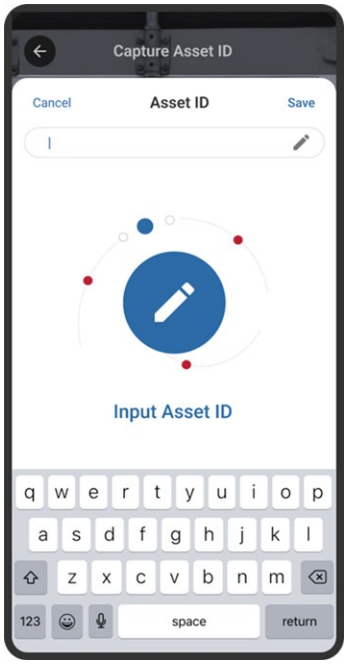
Manual Method

1. On the **Device Information** screen, tap **>** next to **Asset ID**.

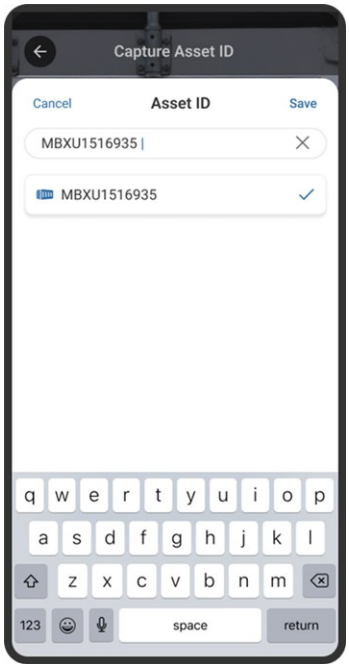


2. Tap (**edit**), you DO NOT need to capture a photo right now. Tap **Allow** if asked to acknowledge use of the camera.

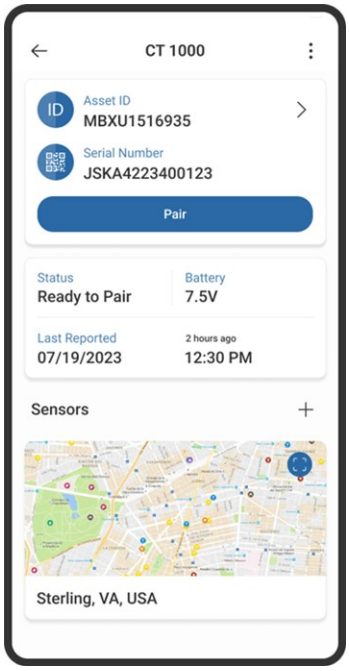
3. Use your mobile device keyboard to input the Asset ID.



4. Tap **Save**.

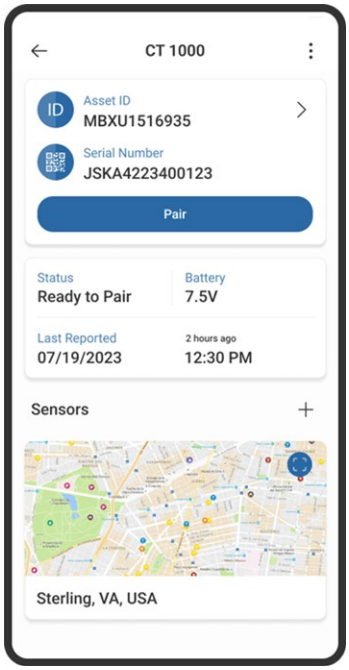


5. Verify the information on the **Device Information** screen. You can now pair the device with the container.

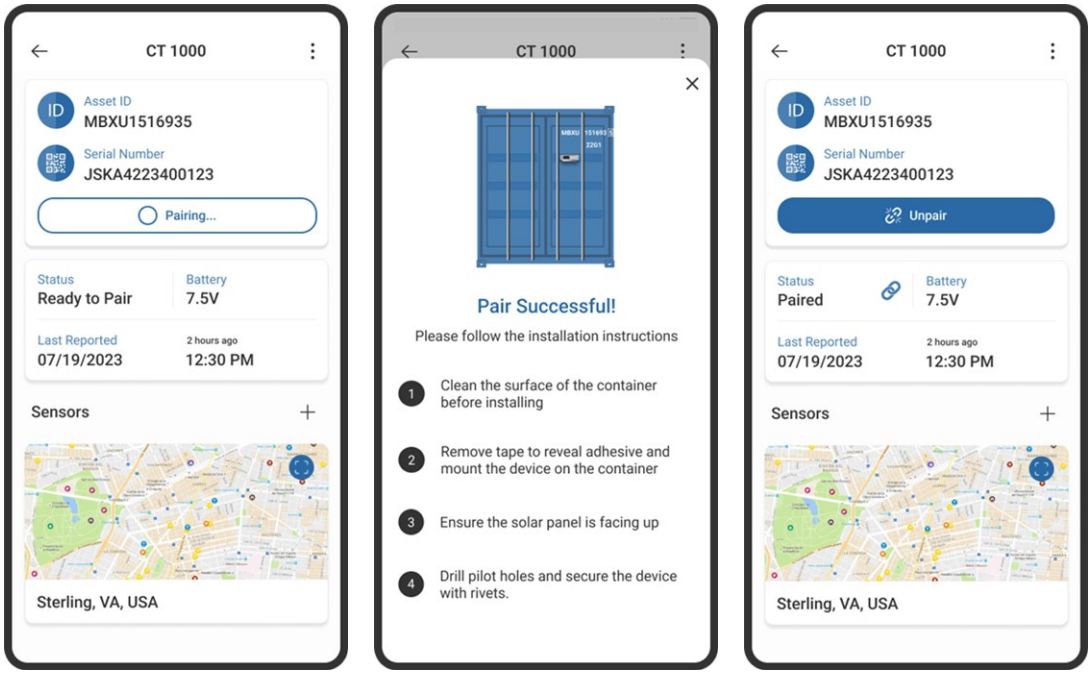


6.2 Pair a Device with a Container

1. On the **Device Information** screen of the items you want to pair, verify the Asset ID and Serial Number details to confirm these are the items you want to pair, and then tap **Pair**.



2. Wait for the pairing process to complete, the "**Pair Successful**" message, and then verify that the information updated on the **Device Information** screen.



6.3 Add a Wireless Door Sensor

If a wireless door sensor is already associated with an ORBCOMM device, it is listed on the **Device Information** screen for the associated ORBCOMM device, otherwise sensors appear on the **Bluetooth Scan** screen. You can add a door sensor at any time, a device does not need to be paired with a container to add a sensor.

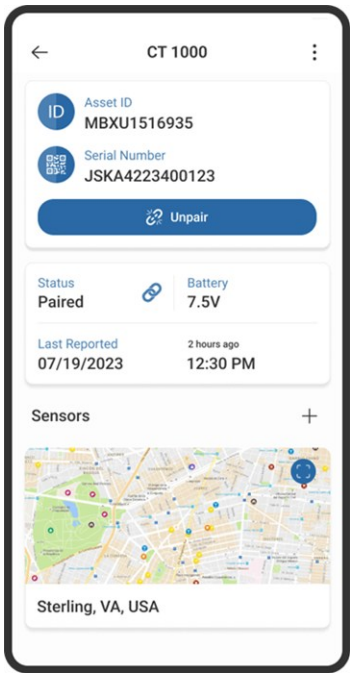
Note: Not all CT 1000 devices support sensors, and the CT 1000 only supports wireless door sensors.

Note: Using the FST, the CT 1000 supports one sensor, an ORBCOMM door sensor. To be supported, the manufacturer date for the door sensor must be 2021 or later. Other types of sensors are not supported for the CT 1000.

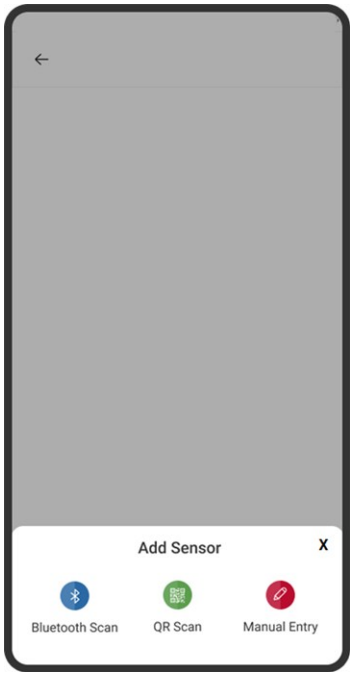
Note: A sensor cannot be successfully associated with an ORBCOMM device if it already associated with ANY ORBCOMM device. If a sensor is already associated with a different ORBCOMM device, it must first be disconnected from (remove its association with) that ORBCOMM device.

6.3.1 Add a Sensor or View Sensor Status

1. On the **Device Information** screen for the device you want associated with the sensor, next to **Sensors**, tap **+**.



2. Tap one of the options to add a sensor.



Bluetooth Scan

a. Tap **Bluetooth Scan**.

b. Wait for the scan to complete and the sensor list to update.

c. Tap the serial number of the sensor you want to pair.

QR Scan

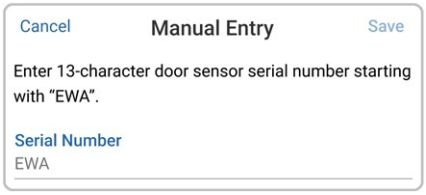
a. Tap **QR Scan**.

b. Point your mobile device's camera so that the sensor's QR code is in the center of the camera's frame. The QR code is automatically detected.

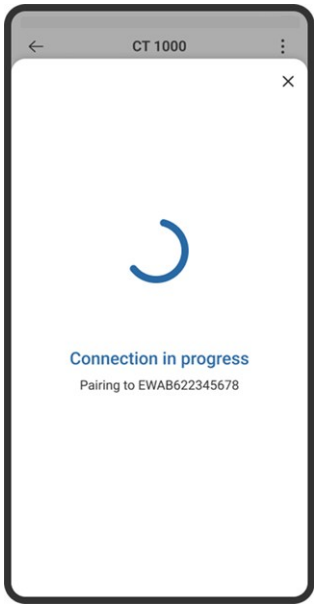
Manual Entry

a. Tap **Manual Entry**.

b. Type the 13-character door sensor serial number starting with "EWA", and then tap **Save**.

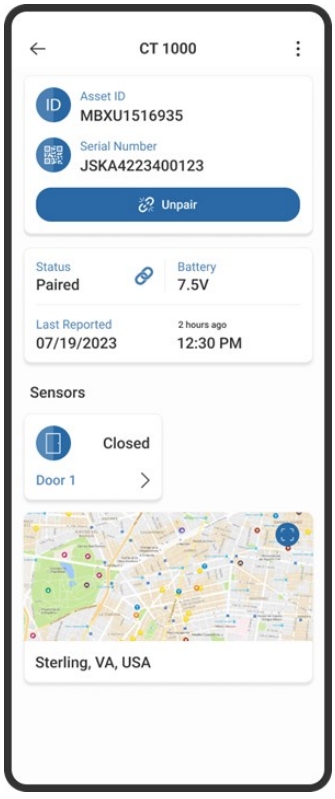


3. Wait until the sensor pairs with the device.



4. Verify the sensor details, including status, on the Device Information screen.

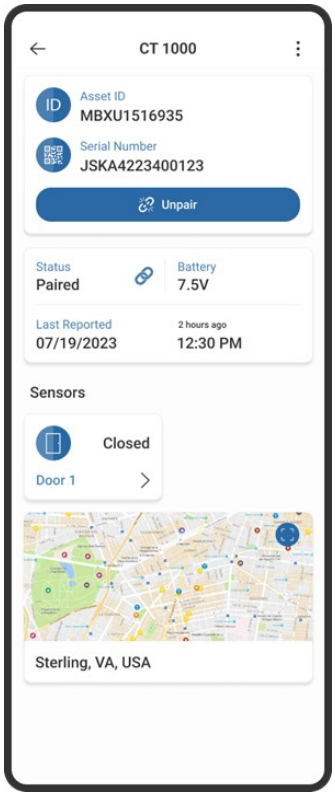
   Note: A change in sensor status is not immediately updated in the FST, you may need to wait for the status to update.



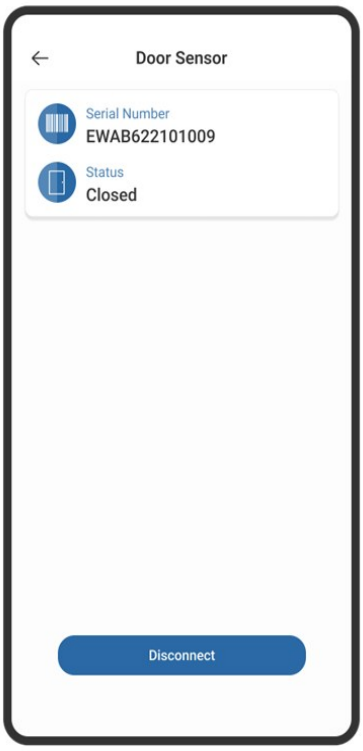
6.3.2 Disconnect a Sensor

When disconnected, the selected sensor is no longer associated with the CT 1000 device and no longer used by the device. If necessary, you can then connect it to a different device because it becomes available on the Bluetooth Scan screen.

1. Follow steps in section 6.3.1.
2. In the Sensors section, tap >.



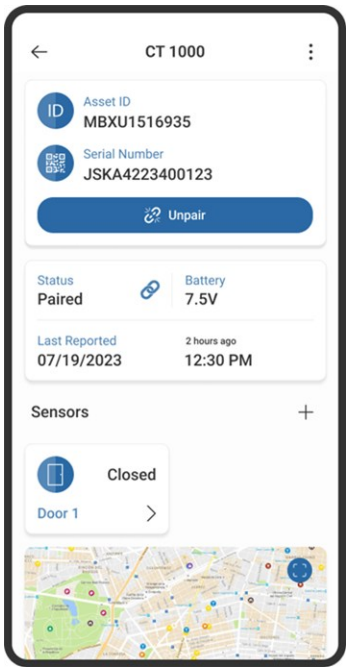
3. Tap **Disconnect**.



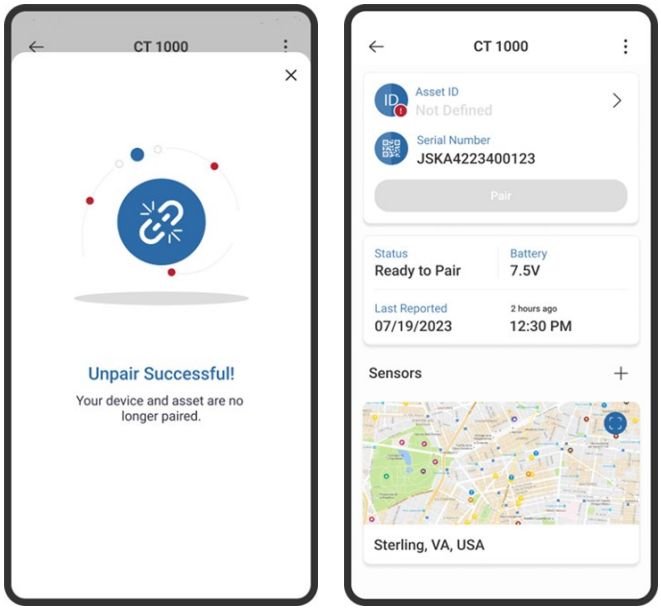
6.4 Unpair a Device and a Container

1. Scan the QR Code of the device you want to unpair.

2. On the **Device Information** screen for the items you want to unpair, verify the Asset ID and Serial Number details to confirm these are the items you want to unpair, and then tap **Unpair**.

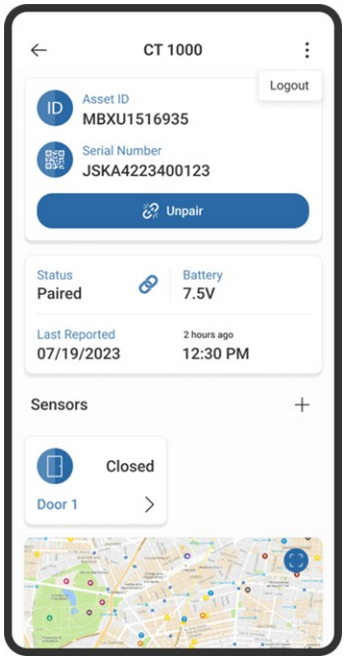


3. Wait for the unpairing process to complete, the "**Unpair Successful**" message, and then verify that the information updated on the **Device Information** screen.

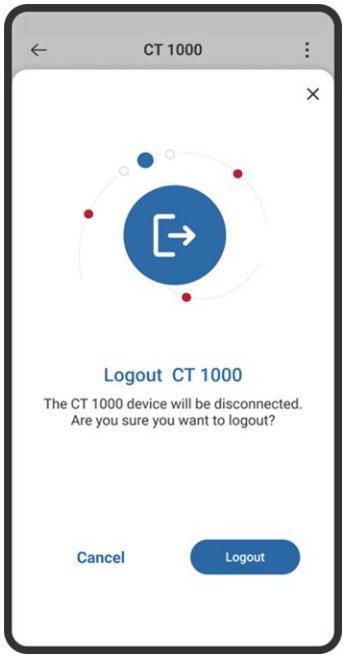


6.5 Log Out of a CT 1000 Connection

1. Tap ⋮ in the top-right of most screens.
2. Select **Logout** from the menu.



3. Tap **Logout**. This logs you out of a CT 1000 connection session.



7 CT 1010 FEATURES

Once you sign in to the CT 1010, you see the **Status** screen.

7.1 Wake Up the Device

Note: Pairing the CT 1010 with an asset is not possible without waking up the device. Expose the CT 1010 to bright light at the beginning of the day to ensure it has time to wake up and transmit critical information before you install it.

Note: Generally, the CT 1010 is registered to the appropriate web application (platform) prior to shipping. Once the device wakes up, a message is sent to the web application.

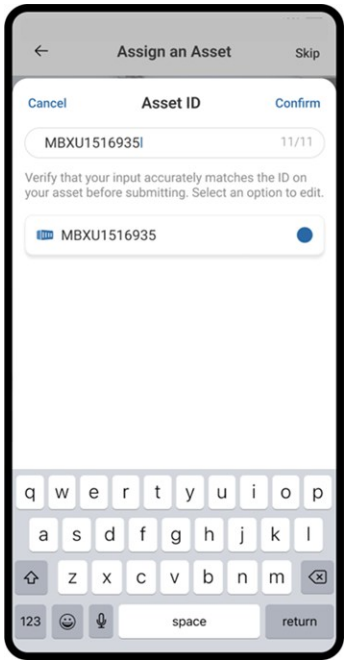
1. After the device wakes up, tap **Next**.

   Note: For additional details, refer to the *CT 1010 Installation Guide*, available from ORBCOMM.

7.2 Assign an Asset and Install the Device

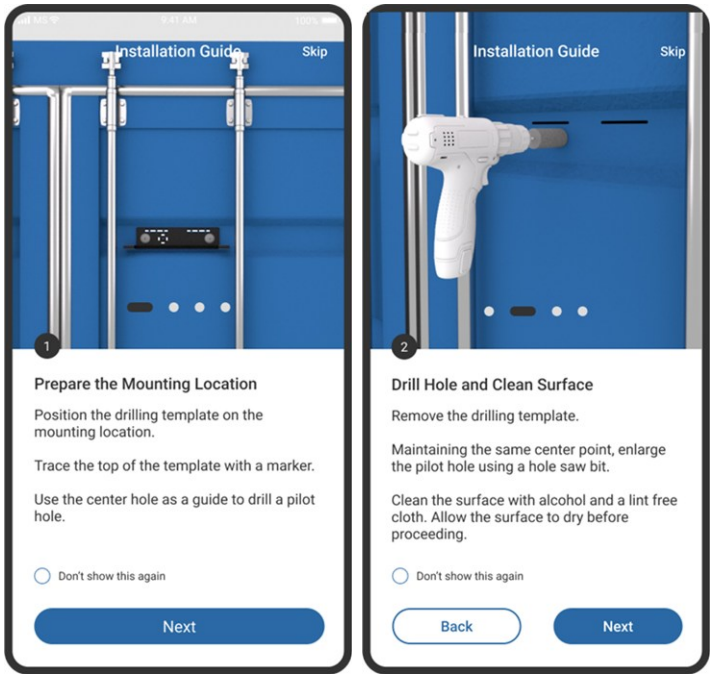
1. Point your mobile device's camera at the asset and ensure the Asset ID is visible in center of the camera's frame, take a photo, and then wait for the scan to complete.

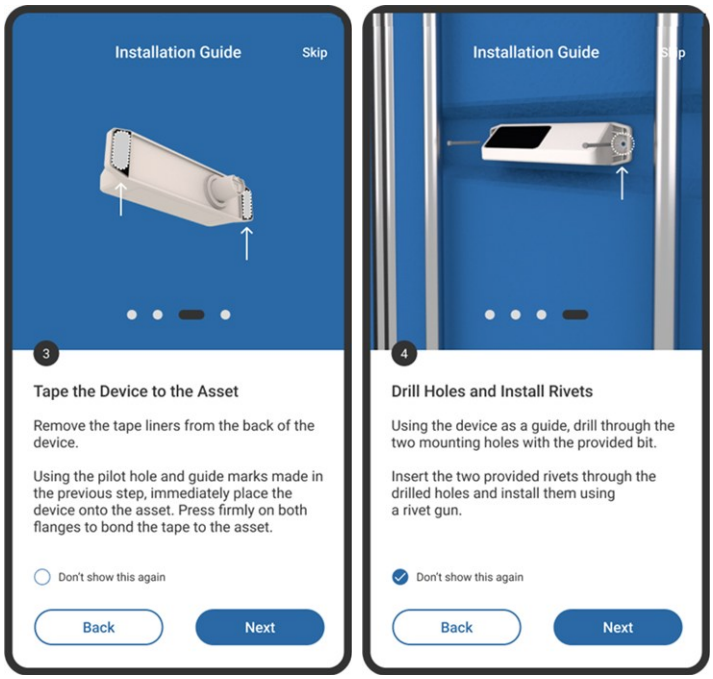
2. Verify the captured ID matches the ID on the asset, and then tap **Confirm**. If you need to edit the Asset ID, tap (**edit**) to add the correct Asset ID and tap **Confirm**.



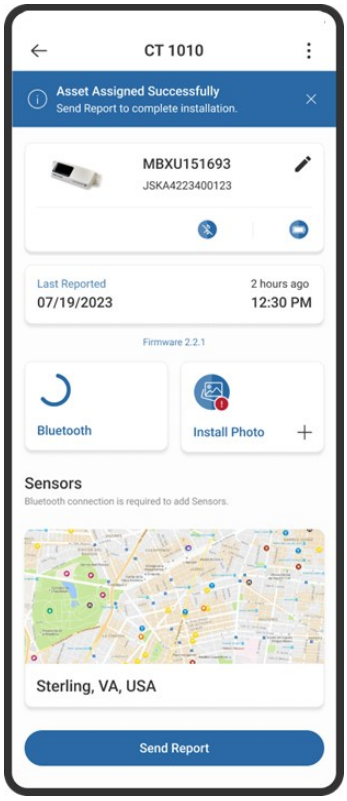
3. Install the CT 1010.

Note: The FST provides a summary of the installation steps. If this is your first CT 1010 installation, or if you require detailed installation instructions, refer to the *CT 1010 Installation Guide*, available from ORBCOMM.

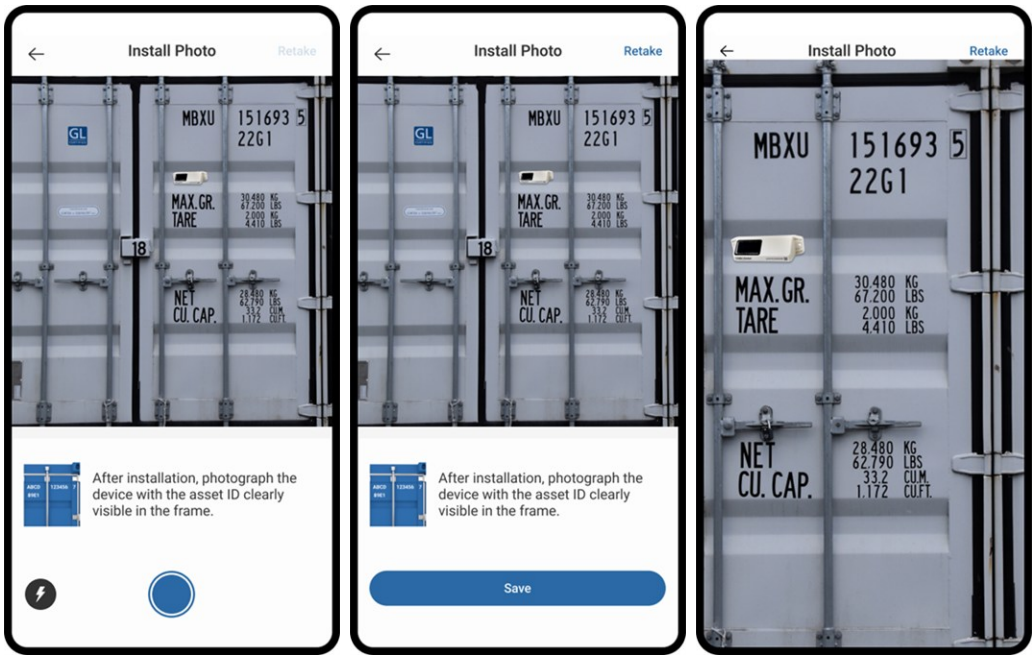




4. Tap **Next**, and then wait for the scan to assign the asset. After the asset is assigned, you need to include an installation photo.

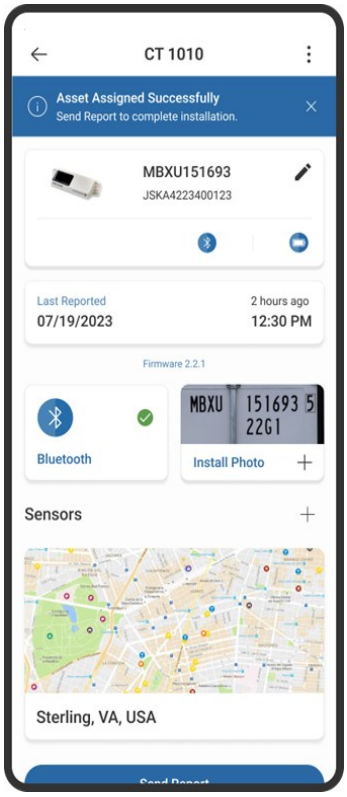


5. After the asset is assigned, point your mobile device's camera at the installed device on the asset and ensure the Asset ID is visible in the center of the camera's frame, take a photo, and then tap **Save**.



6. Once the **Device Information** screen is updated, tap **Send Report** to complete the installation.

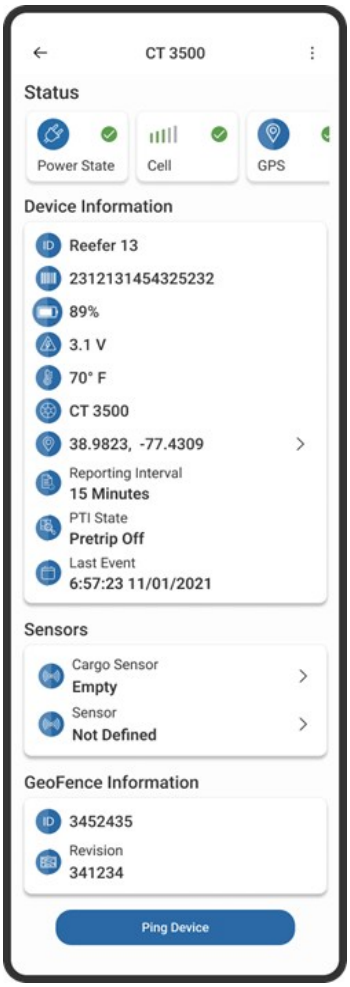
Note: ORBCOMM recommends that you have an email client (for example, Microsoft Outlook) setup on your mobile device. A configured email client is mandatory for some features (for example, to send an installation report).



8 CT 3500 FEATURES

Once you selected and connected to the device (refer to Connect to an ORBCOMM Device), you see the **Device Information** screen. Connecting to the device starts the query for data, and once obtained, the screen details are updated.

Note: In some cases, it may take up to 10 minutes for the screen details to update.



8.1 Ping the CT 3500

In some cases, you may want to ping the device.

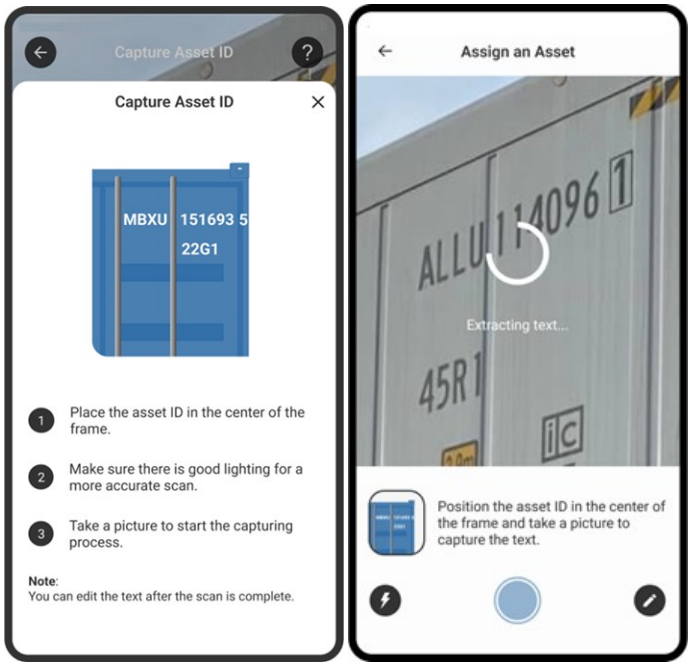
1. On the CT 3500 **Device Information** screen, tap **Ping Device**.
2. Wait for the FST to ping the device.

9 CT 3600 FEATURES

Upon successful login (refer to Connect to an ORBCOMM Device), you are directed to capture an asset ID.

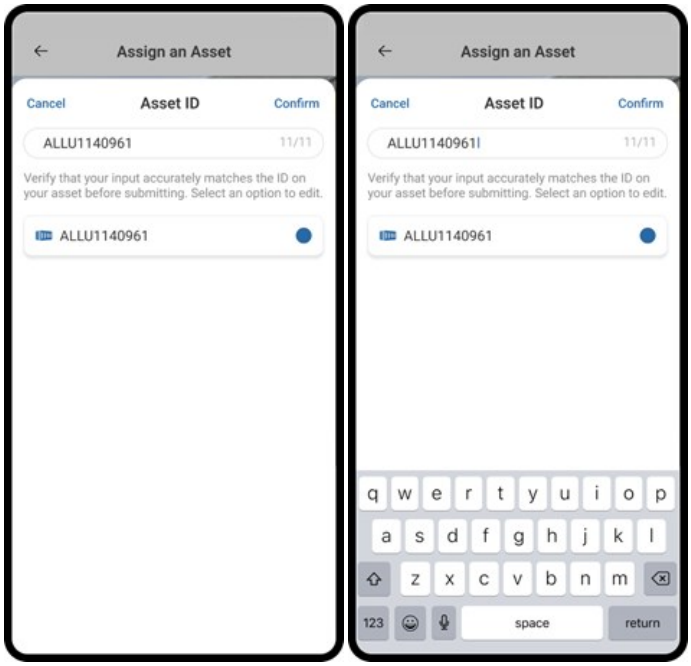
9.1 Capture and Verify the Asset ID

1. Point your mobile device's camera at the asset and ensure the asset ID is visible in the camera's frame, take a photo, and then wait for the scan to complete.



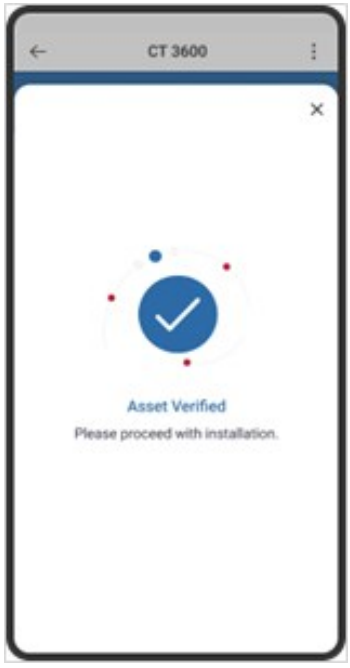
Note: Good lighting ensures a more accurate scan. Tap (flash) on your mobile device to turn the flash on or off during the capture.

2. Tap the asset ID from the list, or if the asset ID you need is not in the list, you can tap (edit) and use your mobile device's keyboard to add the asset ID.



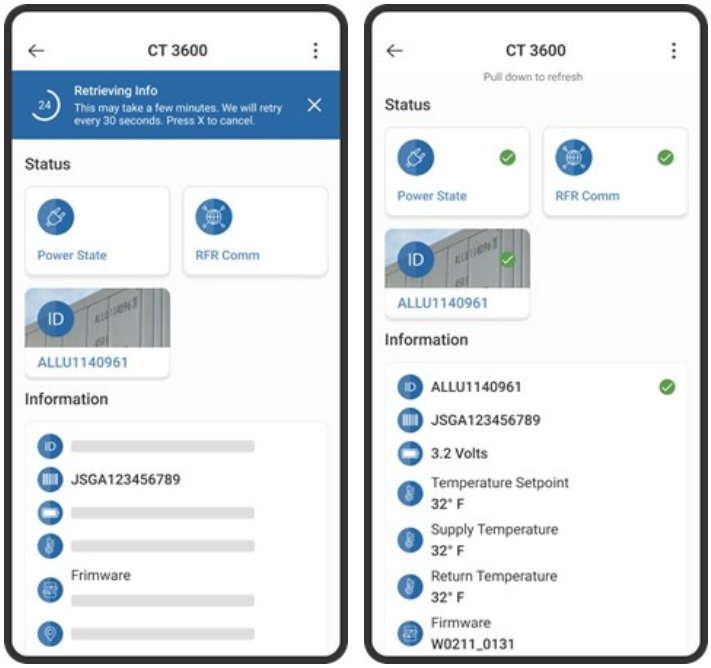
3. Tap **Confirm**, and then wait for the "**Asset Verified**" message to appear before continuing with the physical installation of the CT 3600.

   Note: If the FST is unable to verify the asset ID, an "Invalid Asset" message may appear.



4. After you successfully install the device, reefer data is collected and communicated back to the FST via a web application, and then the Device Information screen in the FST is updated.

If there is a mismatch between the earlier scanned asset / reefer ID and the asset / reefer ID in the micro-controller, the FST displays an error message indicating that you must update the ID in the micro-controller to match the scanned ID.

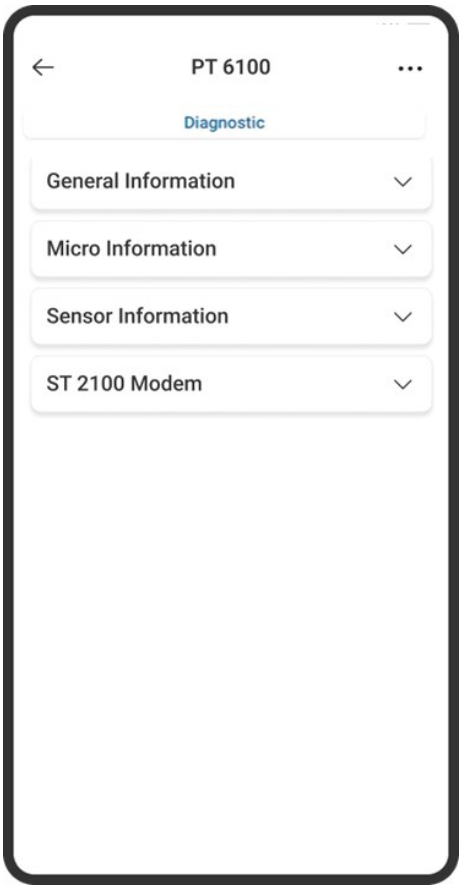


Status

	Red Circle	Data is unavailable or, if applicable, the Asset/Reefer ID do not match (mismatch).
	Green Circle	All data is available

10 PT 6100 FEATURES

Upon successful login (refer to Connect to an ORBCOMM Device), you are directed to the**Diagnostic** screen. Refer to APPENDIX A for an expanded view of the Diagnostic screen.



10.1 Disconnect from the Device

Disconnecting exits device control.

1. Tap ••• and select **Disconnect** from the list.
2. Tap **Disconnect**.

10.2 Restart the Device

Restarting the device disconnects it.

1. Tap ••• and select **Restart** from the list.
2. Tap **Restart**.

10.3 Factory Reset the Device

Factory reset disconnects the device and sets the configuration settings to the default.

1. Tap ••• and select **Factory Reset** from the list.
2. Tap **Factory Reset**.

10.4 View the Diagnostic Information

1. Tap **Diagnostic**.
2. Tap ⌄ next to each of the following headings to view diagnostic details. Note that most data is read-only.
   - General Information
   - Micro Information
   - Sensor Information
   - ST 2100 Modem

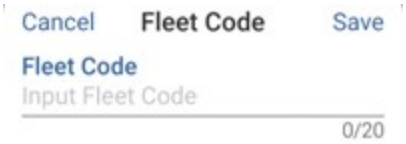
10.5 Add or Change Reefer ID or Fleet Code

1. Tap **Diagnostic**.
2. Tap ⌄ next to **General Information**.
3. For Reefer ID
   a. Next to (ID) (reefer ID), tap ✎.
   b. Tap the input field and use the keyboard to type the reefer ID (maximum 13 characters).

   c. Tap **Save**.

   OR

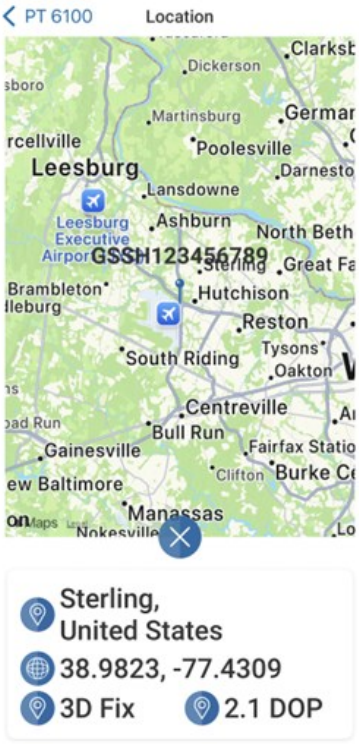
   For Fleet Code
   a. Next to (fleet code), tap ✎.
   b. Tap the input field and use the keyboard to type the fleet code (maximum 20 characters).



   c. Tap **Save**.

10.6 View Location Details

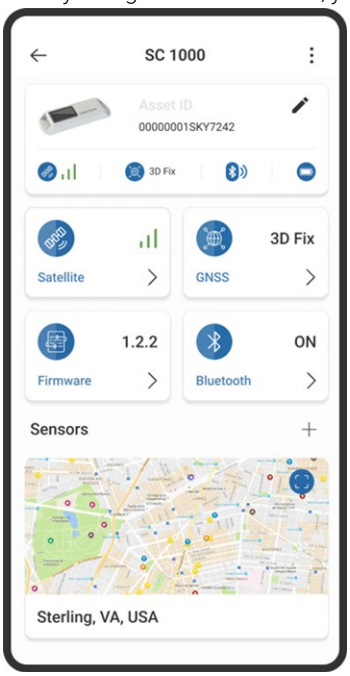
1. Tap **Diagnostic**.
2. Tap ﹀ next to **General Information**.
3. Next to (location), tap >. Location details, with the serial number of the select (scanned) device are displayed.



4. (optional) Common map functionality, such as zoom and move, applies when you tap on the map image.
5. Tap to shrink the map image. Tap **View Map** to enlarge the map image.

11 SC 1000 FEATURES

Once you log in to the SC 1000, you see the **Device Information** screen. You can now add the asset ID.

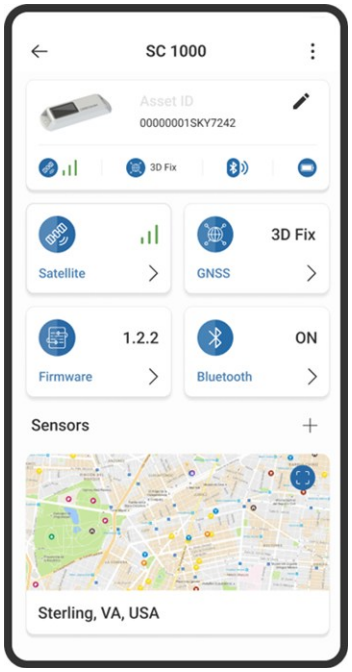


11.1 Add an Asset (Asset ID)

To add an asset you must add the Asset ID, either by the scan method or by manually adding the information.

Scan Method

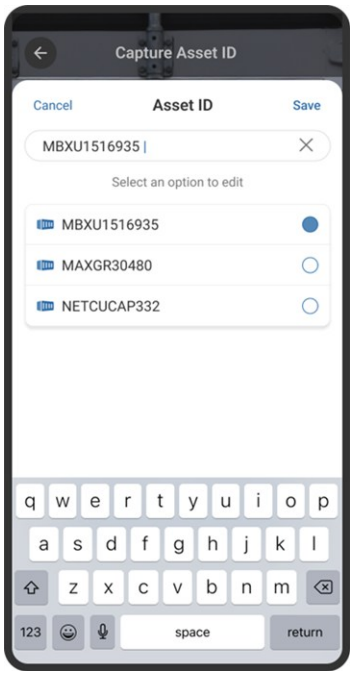
1. On the **Device Information** screen, tap (**edit**) next to **Asset ID**.



2. Point your mobile device's camera at the asset and ensure the Asset ID is visible in the camera's frame, take a photo, and then wait for the scan to complete.

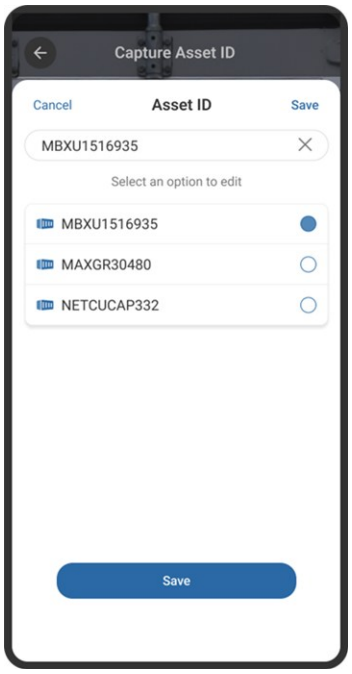
   Note: Good lighting ensures a more accurate scan. Tap (flash) on your mobile device to turn the flash on or off during the capture.

3. Tap the Asset ID from the list, or if the Asset ID you need is not in the list, you can tap (**edit**) to manually add the Asset ID.

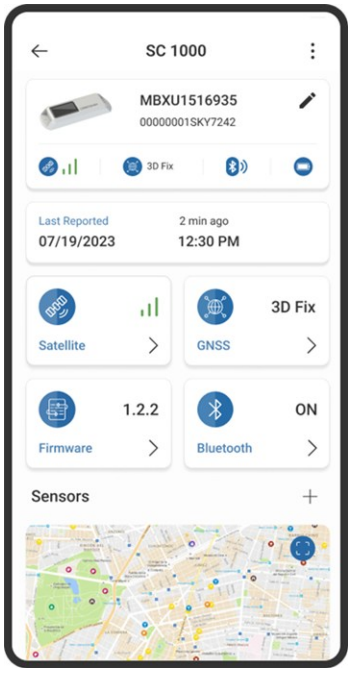


4. Tap **Save**. This assigns the device to the asset.

   Note: If the keyboard is not visible, you see two Save options. You can tap either one to save the Asset ID.

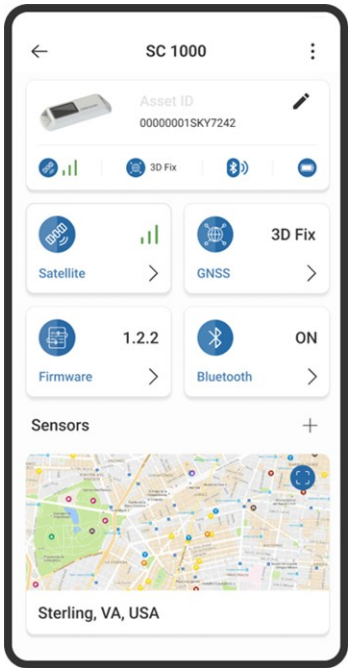


5. Verify the information on the **Device Information** screen.



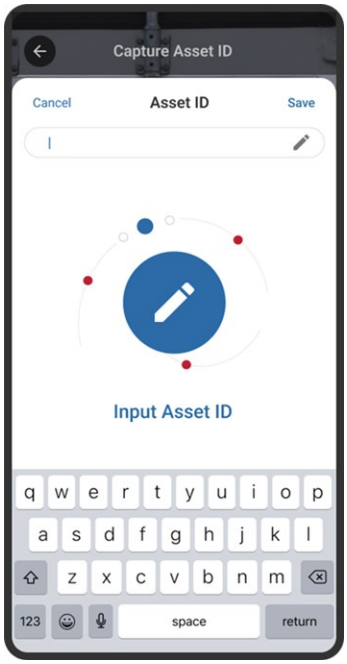
Manual Method

1. On the **Device Information** screen, tap (**edit**) next to **Asset ID**.

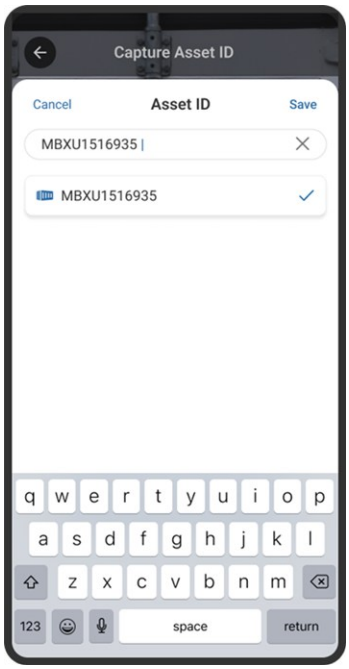


2. Tap (**edit**), you DO NOT need to capture a photo right now. Tap **Allow** if asked to acknowledge use of the camera.

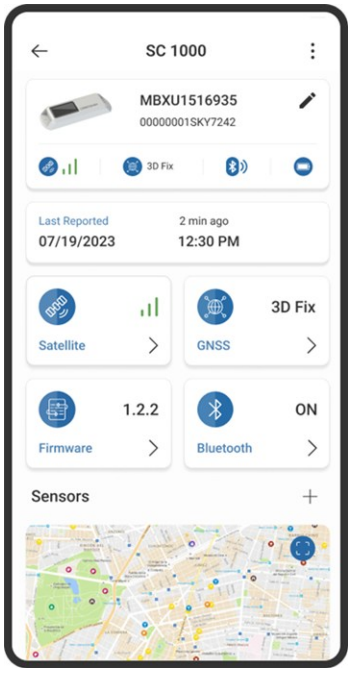
3. Use your mobile device keyboard to input the Asset ID.



4. Tap **Save**. This assigns the device to the asset.



5. Verify the information on the **Device Information** screen.



11.2 Add a Wireless Door Sensor

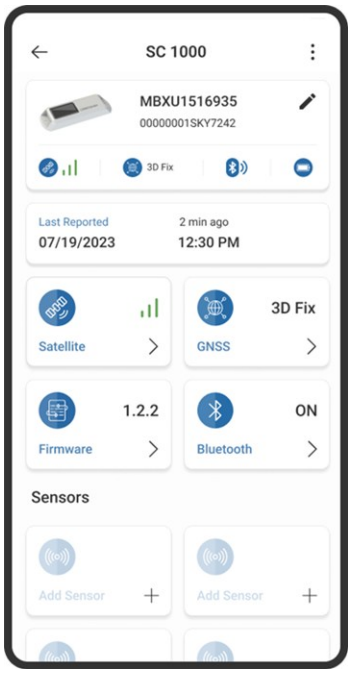
If a wireless door sensor is already associated with an ORBCOMM device, it is listed on the **Device Information** screen for the associated ORBCOMM device, otherwise sensors appear on the **Bluetooth Scan** screen. You can add a door sensor at any time, a device does not need to be paired with an asset to add a sensor.

Note: The SC 1000 support up to four wireless sensors (door or temperature).

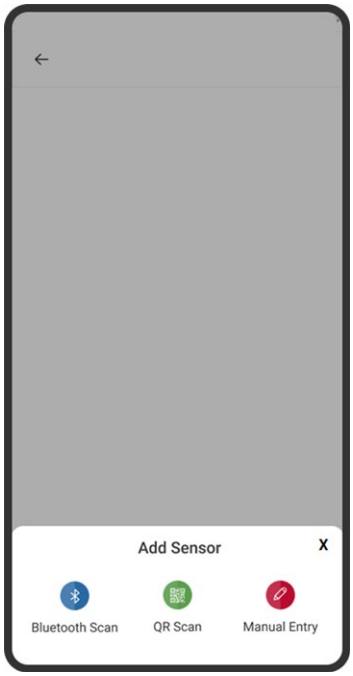
Note: A sensor cannot be successfully associated with an ORBCOMM device if it already associated with ANY ORBCOMM device. If a sensor is already associated with a different ORBCOMM device, it must first be disconnected from (remove its association with) that ORBCOMM device.

11.2.1 Add a Sensor or View Sensor Status

1. Next to **Add Sensor**, tap **+**.



2. Tap one of the options to add a sensor.

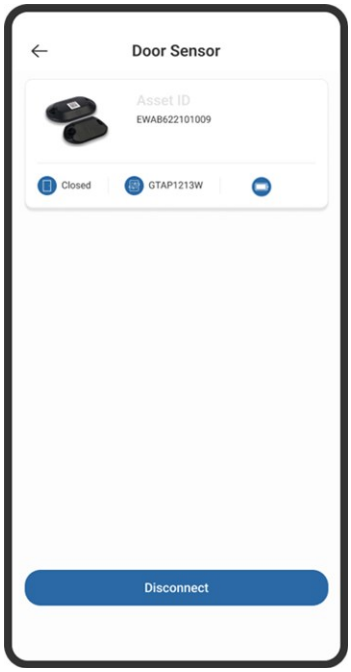


Bluetooth Scan

a. Tap **Bluetooth Scan**.

b. Wait for the scan to complete and the sensor list to update.

c. Tap the serial number of the sensor you want to associate (door sensor example shown).



QR Scan

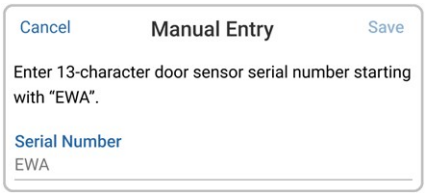
a. Tap **QR Scan**.

b. Point your mobile device's camera so that the sensor's QR code is in the center of the camera's frame. The QR code is automatically detected.

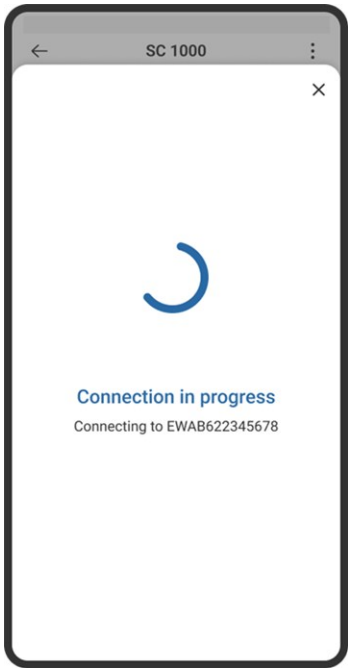
Manual Entry

a. Tap **Manual Entry**.

b. Type the sensor's serial number, and then tap **Save** (door sensor example shown).

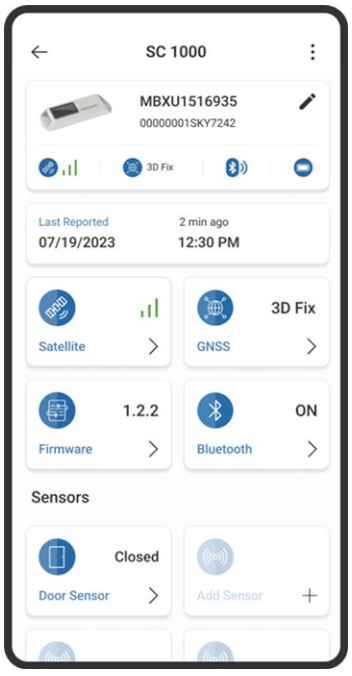


3. Wait until the sensor connects with the device.



4. Verify the sensor details, including status, on the **Device Information** screen.

   Note: A change in sensor status is not immediately updated in the FST, you may need to wait for the status to update.

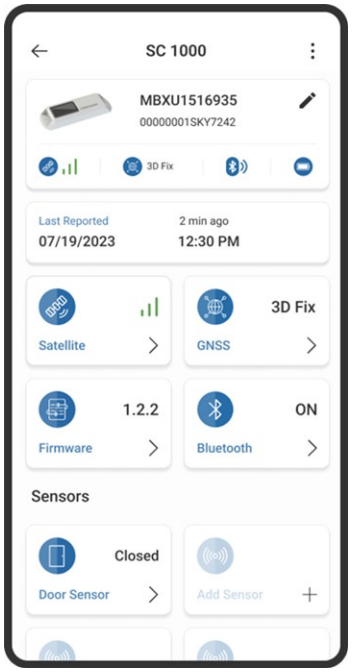


5. Repeat the steps for any additional sensors you want to add.

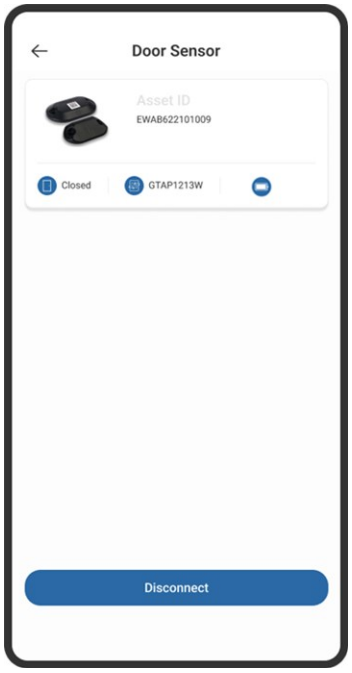
11.2.2 Disconnect a Sensor

When disconnected, the selected sensor is no longer associated with the SC 1000 device and no longer used by the device. If necessary, you can then connect it to a different device because it becomes available on the Bluetooth Scan screen.

1. Follow steps in section 11.2.1.
2. In the **Sensors** section, tap **>**.

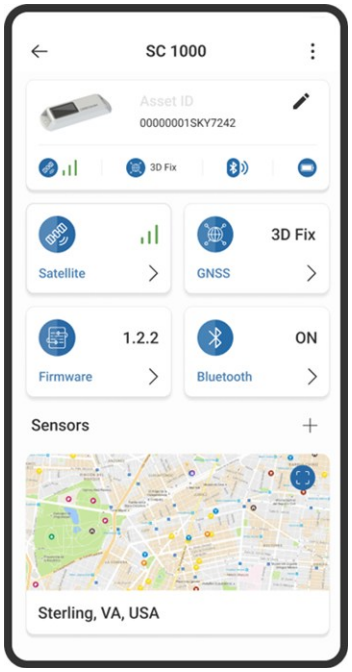


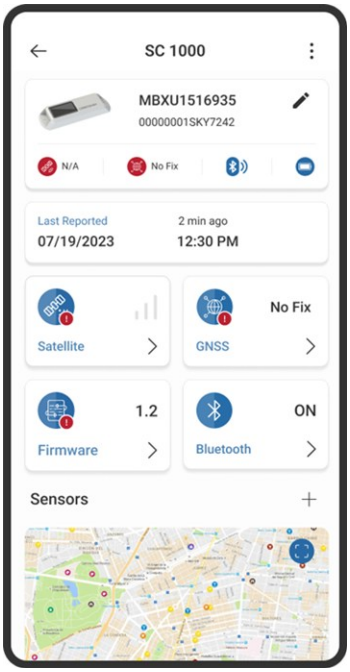
3. Tap **Disconnect**.



11.3 View Device Details

1. Go to the **Device Information** screen for the device you want to view. A device that has communicated with the network shows a **Last Reported** section. Reporting information is a good indication that the device is operational.

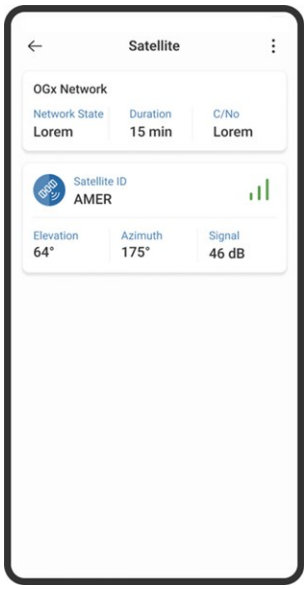




Note: A red icon indicates that the value for the item has not been defined, data is not available, or there is a connection issue.

2. View the status of various items, or tap **>** next to an item to see more details.

Satellite



Displays various details about the communicating satellite, including the name of the satellite network and the satellite ID name.

Satellite Signal-to-Noise Ratio (bars)

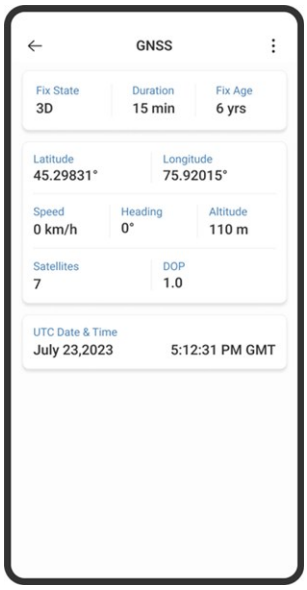
- SNR >30 dB is a good signal quality

- SNR between 20 dB and 30 dB is a moderate signal quality. Positioning is still possible, but it may be less reliable.

- SNR ,<20 dB is a poor signal quality. In this range it becomes increasingly difficult for the GNSS receiver to reliably calculate an accurate position.

- No data available

GNSS



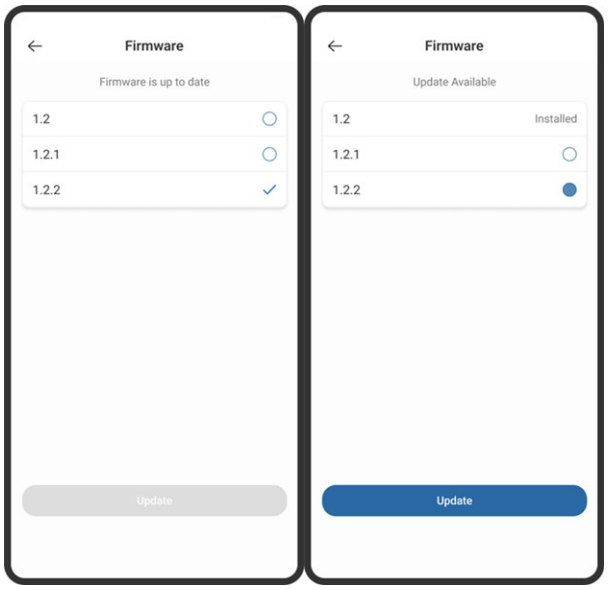
Displays details about the Global Navigation Satellite System. The GNSS fix state is crucial for navigation and location-based services, as it determines the accuracy and reliability of the device's position information. A higher fix state (for example, 3D) indicates a more accurate and precise location determination.

GNSS Status:

No Fix - This means that the GNSS receiver has not yet acquired enough satellite signals to calculate a position fix. It indicates that the receiver is still searching for the necessary satellites.
2D Fix - In this state, the GNSS receiver has obtained signals from at least three satellites and can determine a two-dimensional position fix, typically latitude and longitude. However, it does not include altitude information.
3D Fix - A GNSS receiver in this state has received signals from at least four satellites, allowing it to calculate a three-dimensional position fix. This includes latitude, longitude, and altitude information.

For accurate readings, ensure the device is in an unobstructed area with a clear view of the sky.

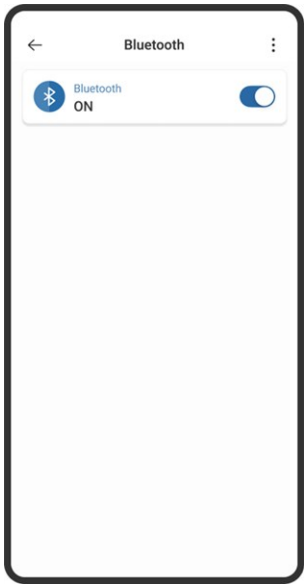
Firmware



Displays a list of available firmware and indicates if the firmware is up to date or if a new version is available.

To update the firmware version, refer to section 11.6.

Bluetooth



Indicates whether Bluetooth functionality is On or Off.

Refer to section 11.5 to change the status.

11.4 View the Location of an SC 1000 Device

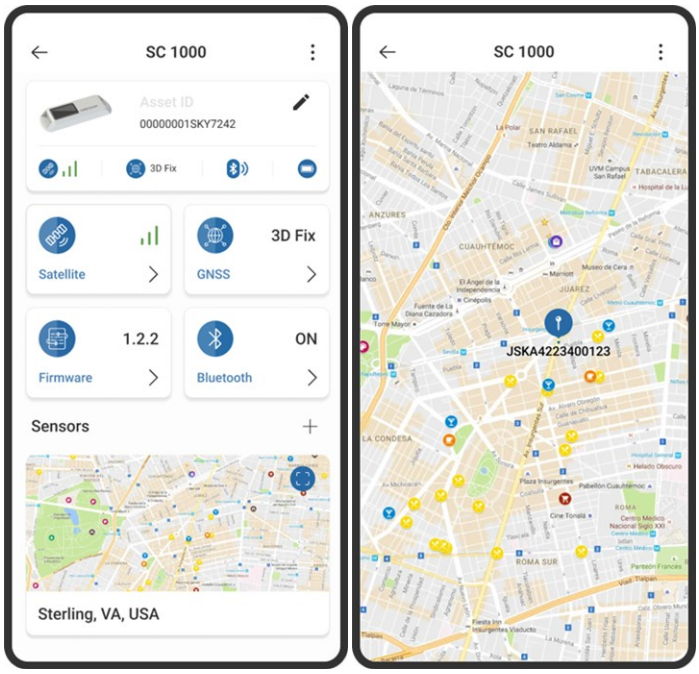
In some cases, you may want to validate the ORBCOMM device's location on a map to ensure the GPS is working correctly.

1. Go to the **Bluetooth Scan** screen, and then tap the serial number of the preferred device.

2. On the **Device Information** screen of the device you want to view. The first time this feature is used, you will be prompted with “Allow FIELD SUPPORT to use your location?".

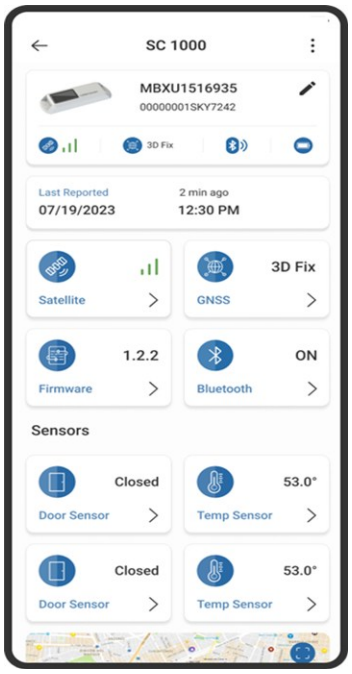
   If the device position is within the map, it is represented by a push pin, and the map is centered on the device location.

   Pinch and stretch to zoom on a location.



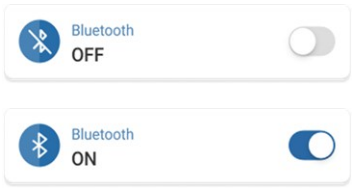
11.5 Change the Bluetooth Status

1. On the **Device Information** screen for the device you want to update, tap or (**Bluetooth**).



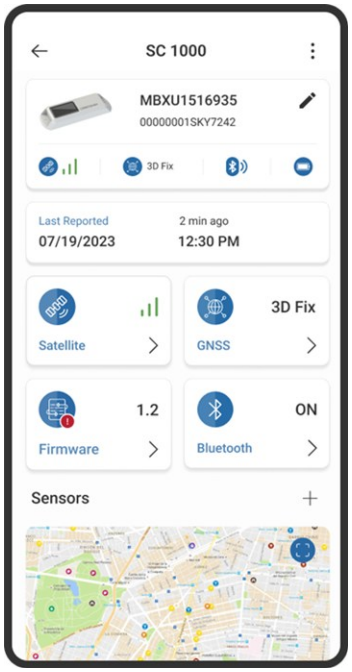
2. On the **Bluetooth** screen, tap the toggle switch to change the status, and then wait for the screen to update. The change is also reflected on the Device Information screen.

CAUTION: If you disable Bluetooth, any sensors connected to the device are disconnected.



11.6 Update Firmware

1. On the **Device Information** screen for the device you want to update, in the firmware version section, tap **>**.



2. Tap the version you want to upload, and then tap **Update**.

   Note: The Update option is not available if the latest available firmware is already installed.

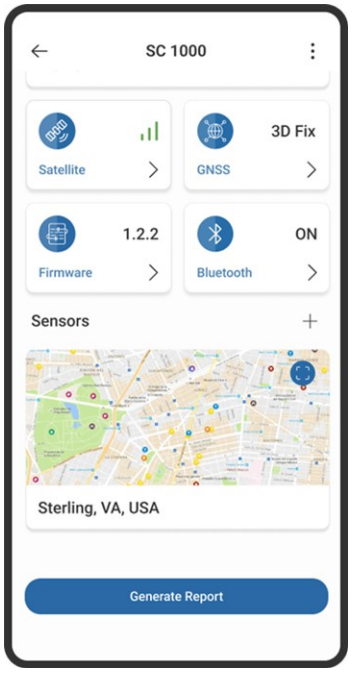
3. Wait for the installation to upload without errors (you can return to the Device Information screen during the upload). Once complete, the device is disconnected, and the Bluetooth screen appears.

   Note: Disconnect automatically restarts the SC 1000 and returns you to the Bluetooth scan screen. You need to reconnect to the device.

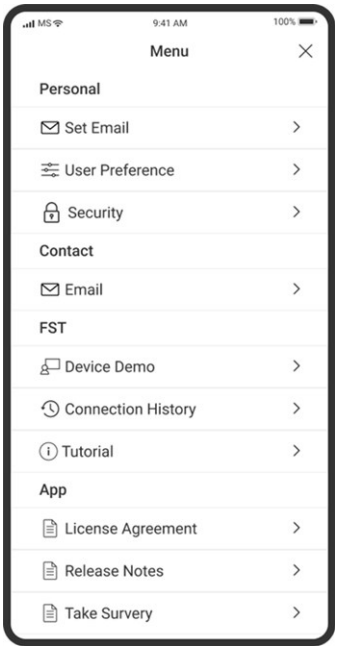
11.7 Generate a Report

When you have completed the installation, you may want to generate a report containing device details.

1. Go to the appropriate **Device Information** screen, and then scroll to the bottom of the screen.
2. Tap **Generate Report** to automatically open an email message with the report attached.



12 MENU FEATURES



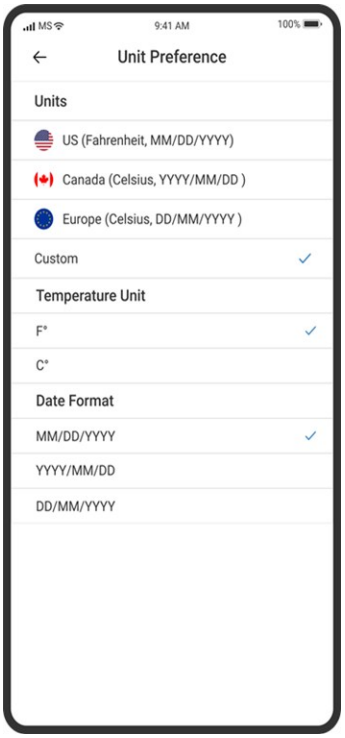
12.1 Personal

12.1.1 Set Email Address

Installation Reports are sent to a fixed ORBCOMM email address (install@orbcomm.com), but this option allows you to include an additional address.

12.1.2 Set Your Preferred Unit of Measure

Allows you to set the date format and temperature units used in the FST.



1. Tap ☰ (**Menu**), and then tap **User Preferences**.
2. Tap your preferred unit of measure. A check mark appears next to your selection.

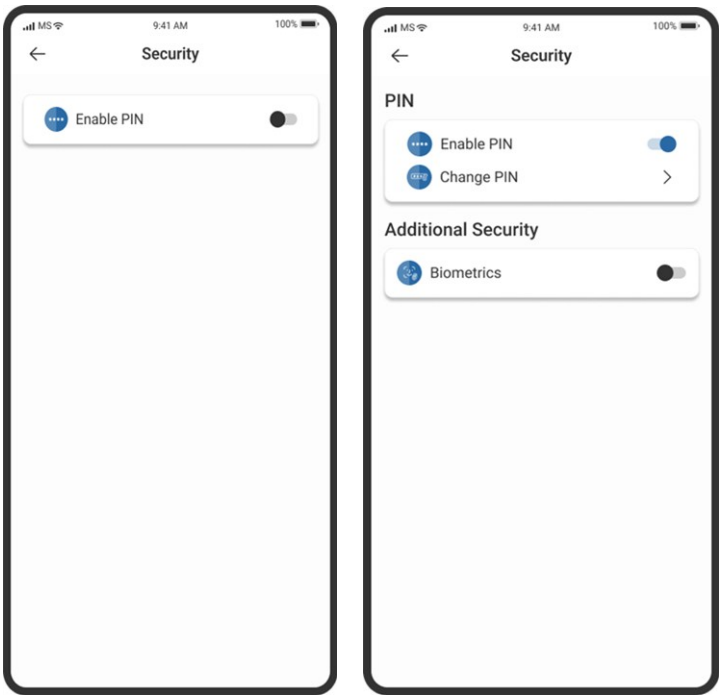
   OR

   a. Tap **Custom**.

   b. Tap your preferred Temperature Unit and Date Format combination. A check mark appears next to your selection.

12.1.3 Security

Allows you to select authentication methods and set a PIN.



12.1.3.1 Enable or Set a PIN

1. Tap ☰ (**Menu**). and then tap **Security**.
2. Tap the **Enable PIN** toggle switch on the right to enable PIN authentication.
3. Type a 4-digit PIN.
4. Type the PIN again to confirm. A "PIN Successfully Set" message appears.

12.1.3.2 Change a PIN

1. Tap ☰ (**Menu**), and then tap **Security**.
2. Tap **Change PIN**.

   Note: This option is only visible if PIN is enabled.
3. Type your current 4-digit PIN.
4. Type a new 4-digit PIN.
5. Type the new PIN again to confirm. A "PIN Successfully Changed" message appears.

12.1.3.3 Enable Biometrics

When biometrics is enabled, the biometrics registered on your mobile phone are used to facilitate log in to your account. Biometrics are physical characteristics, such as fingerprint mapping or facial recognition, used to identify you. With biometrics turned on, the biometrics registered on your mobile phone can be used to access your ORBCOMM account.

1. Tap ☰ (**Menu**), and then tap **Security**.
2. Tap the **Biometrics** toggle switch on the right to enable it.

   Note: This option is only visible if PIN is enabled, and biometrics must a feature that is available on your mobile phone.
3. Tap **Enable**.

12.1.3.4 Disable Biometrics

1. Tap ☰ (**Menu**), and then tap **Security**.
2. Tap the **Biometrics** toggle switch on the left to disable it.

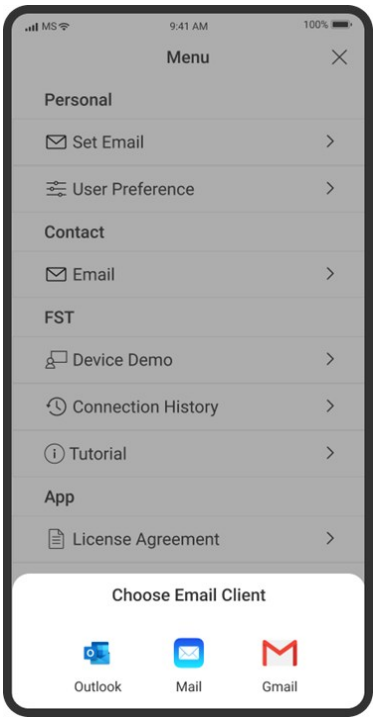
   Note: This option is only visible if PIN is enabled.
3. Tap **Remove**.

12.2 Contact

12.2.1 Email

Allows you to directly email ORBCOMM Customer Care for answers to your questions, concerns, or issues regarding the app.

Note: If you have multiple email clients on your mobile phone, some allow you to select your preferred client before displaying the New Message screen.



12.3 FST

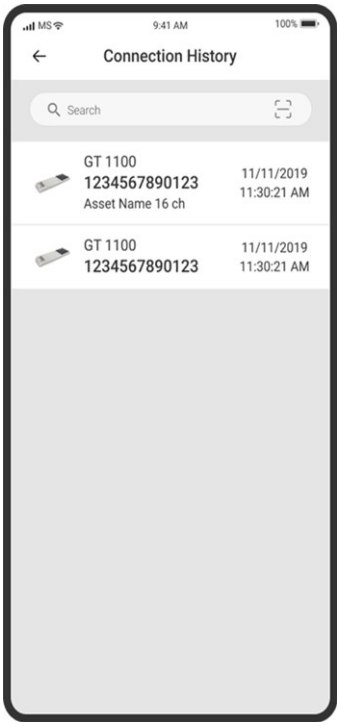
12.3.1 Device Demo

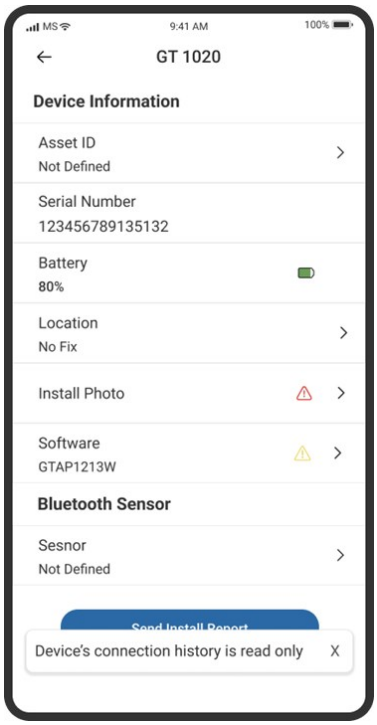
Provides a demo version of the FST to allow you to learn about the functionality provided in the app without requiring a hardware connection. Refer to the main sections in this document for specific procedures and details.

12.3.2 Connection History

Displays read-only information about previously connected devices. You can also send an installation report from this screen.

Note: If there are no previous hardware connections, the "No Connection History Found" screen appears.

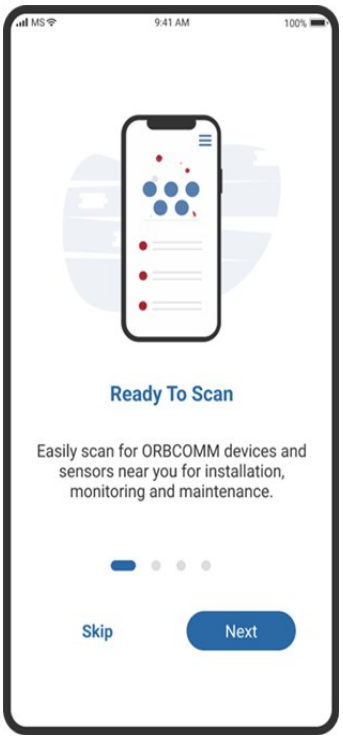




1. Tap ☰ (**Menu**), and then tap **Security**.
2. Tap **Connection History**. A list of all the devices with a connection history appears.
3. Tap the preferred device to view its connection history.
4. Tap any of the displayed options to view more details.
5. (optional) Tap **Send Install Report** to send the report. Refer to section 12.1.1 to add an additional email address if required.

12.3.3 Tutorial

Provides you with an opportunity to learn more about the app and its features.

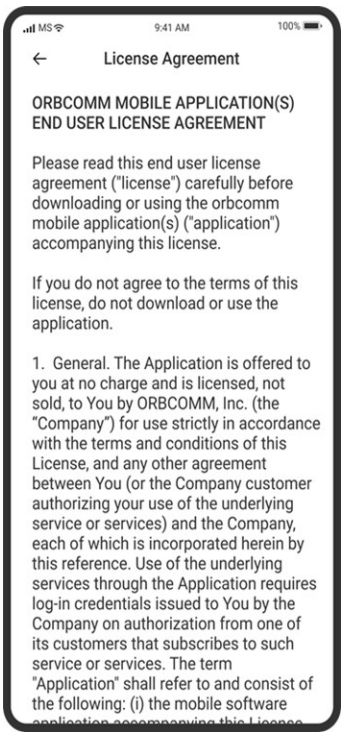


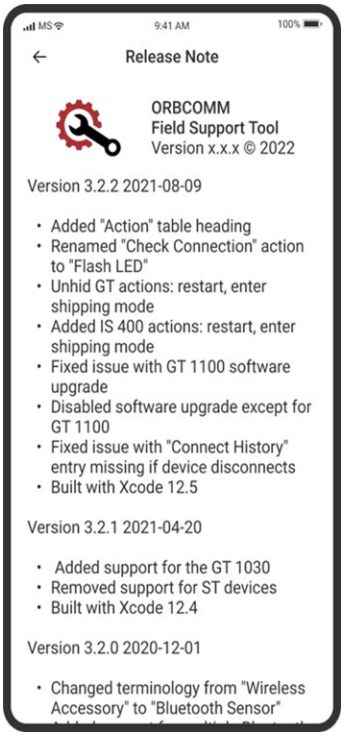
12.4 App

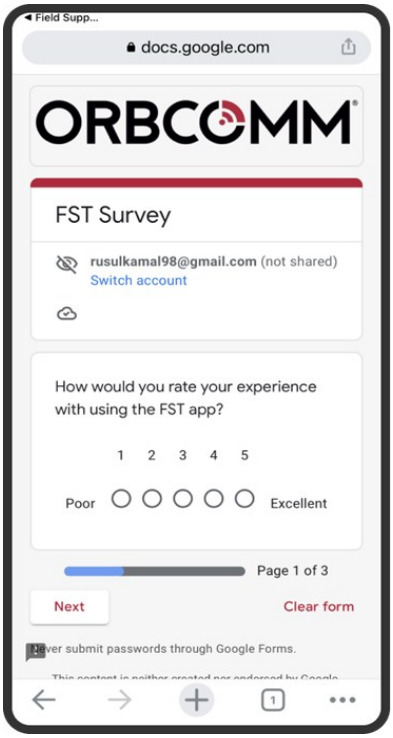
12.4.1 License Agreement / Release Notes / Take Survey

Release notes display information about the current release of the Field Support Tool and changes from previous releases.

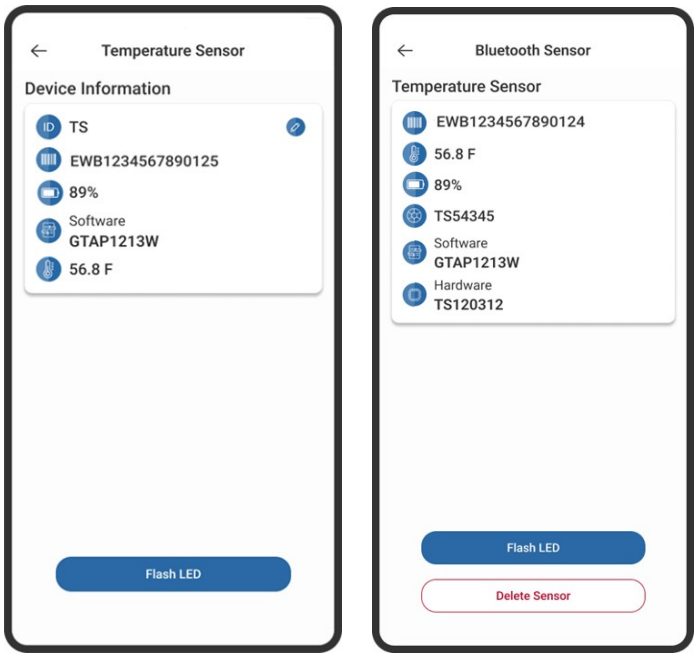
Take survey allows you to rate your Field Support Tool experience and provide feedback.



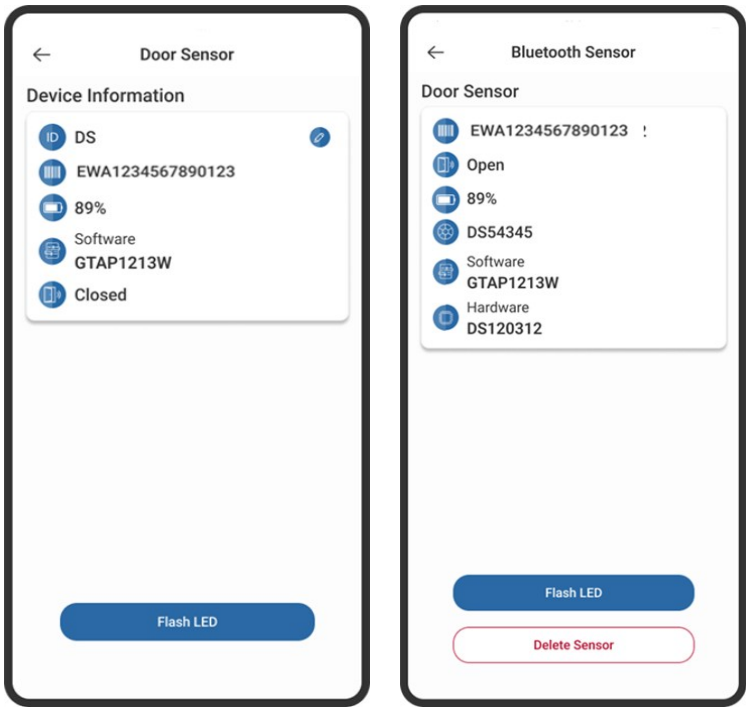




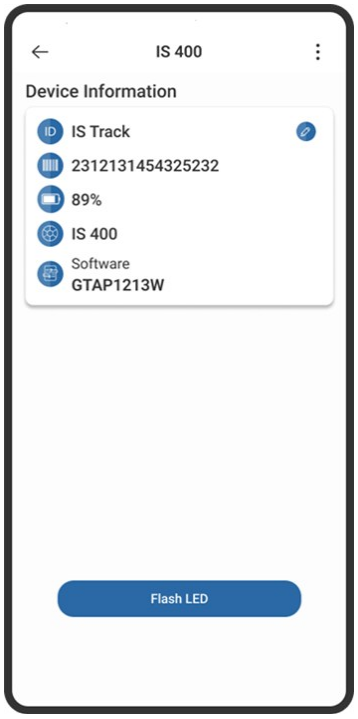
APPENDIX A DEVICE INFO BY DEVICE TYPE



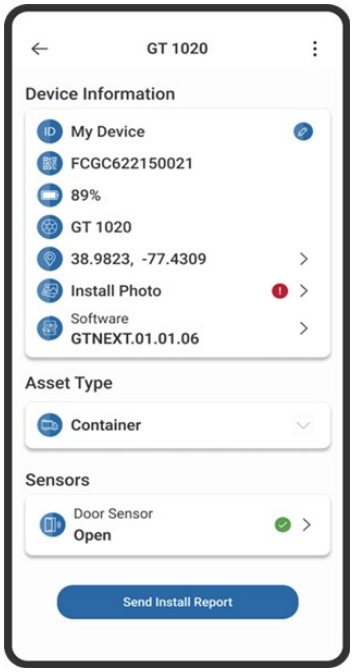
Temperature Sensor (unpaired and paired)



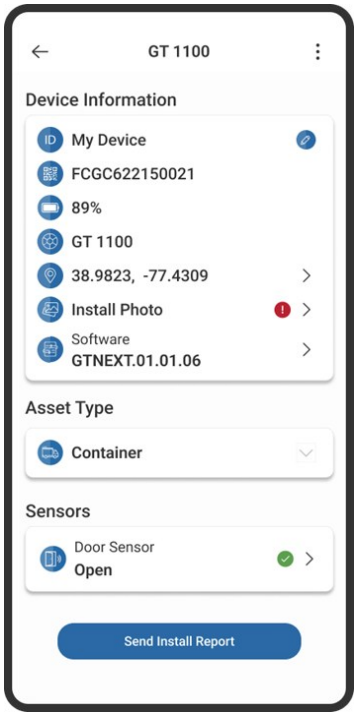
Door Sensor (unpaired and paired)



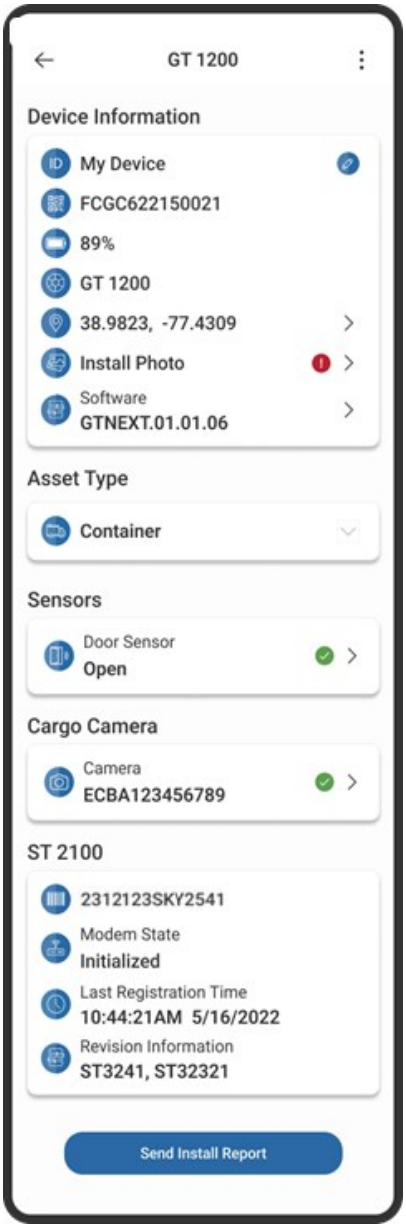
IS 400



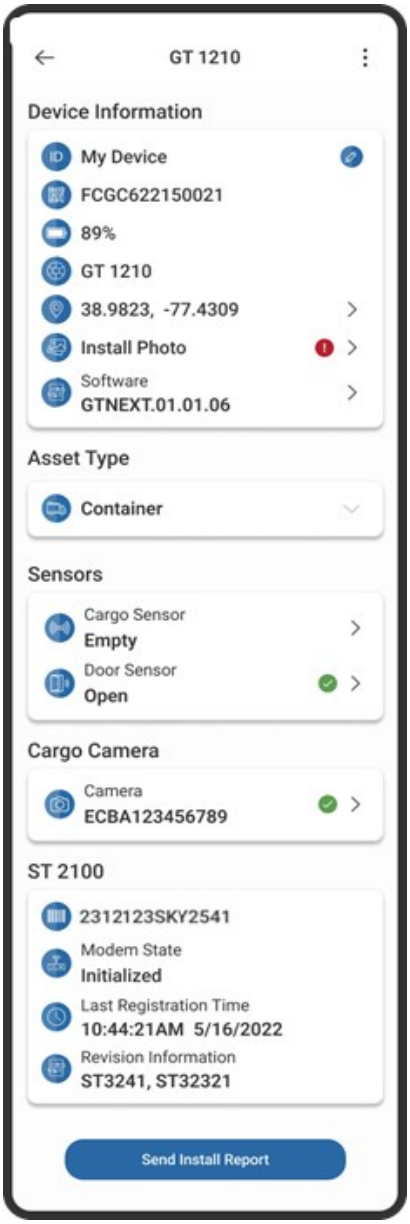
GT 1020



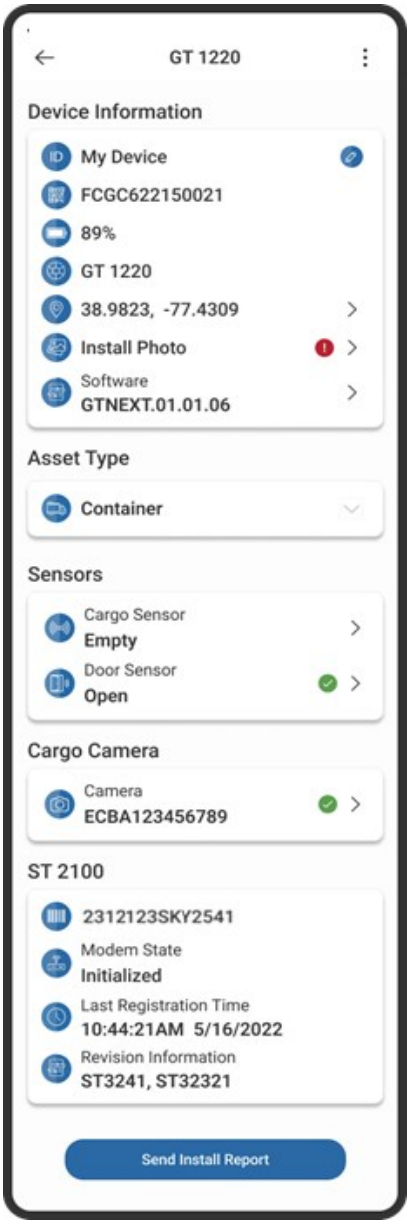
GT 1100



GT 1200



GT 1210



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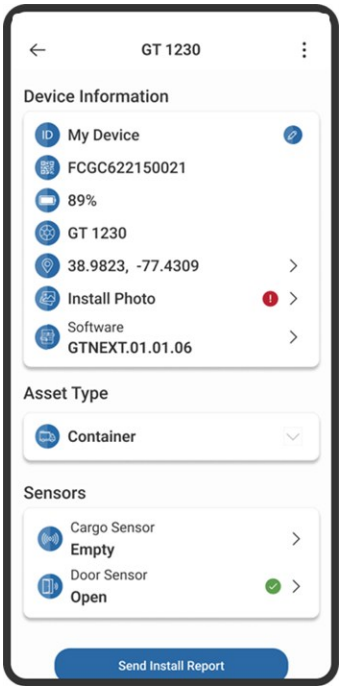

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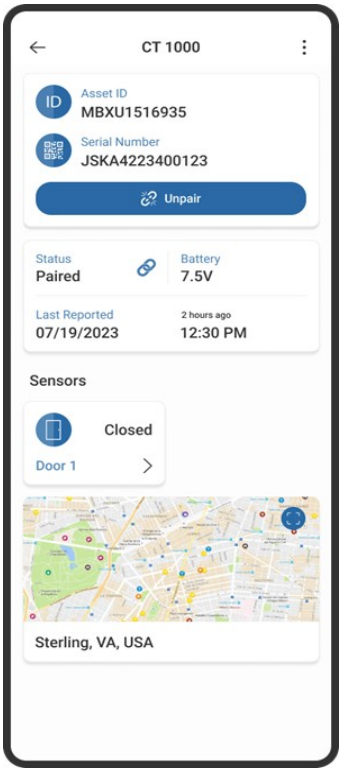
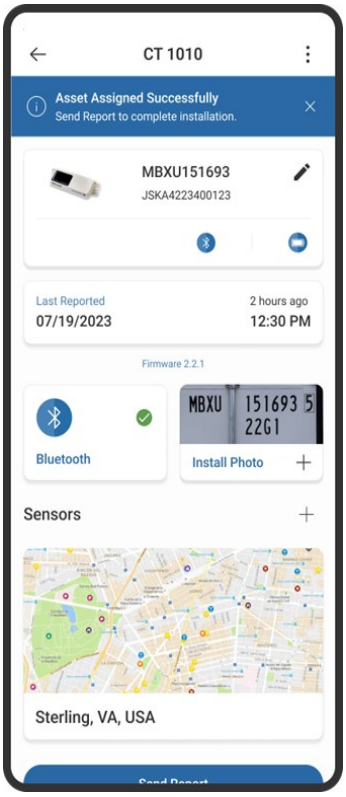
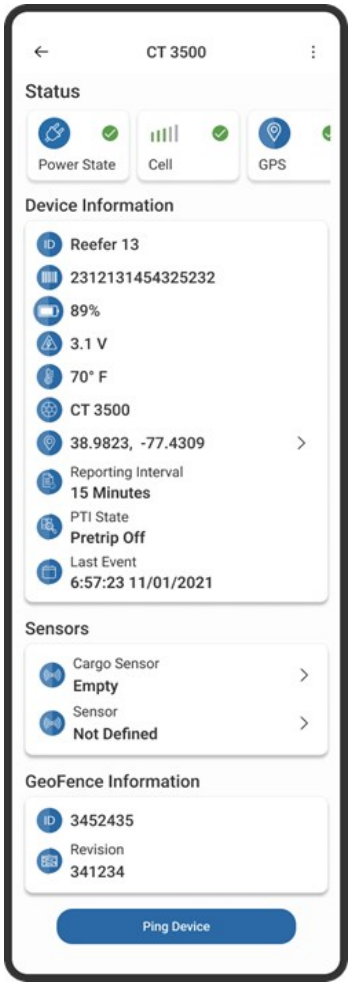


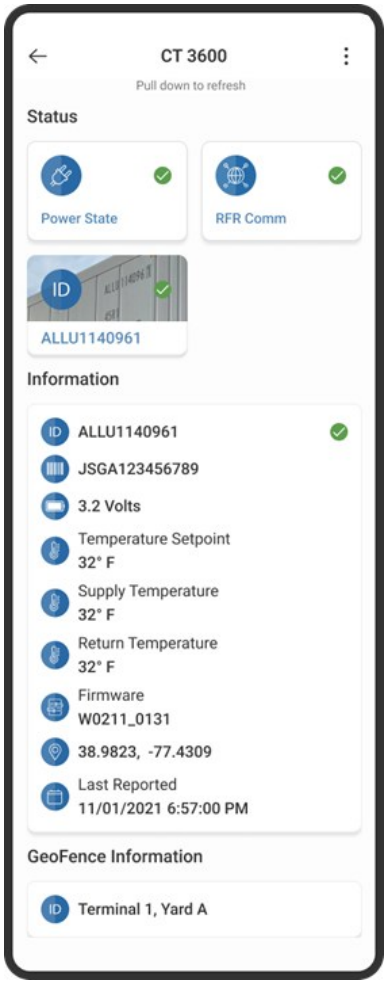
CT 1000



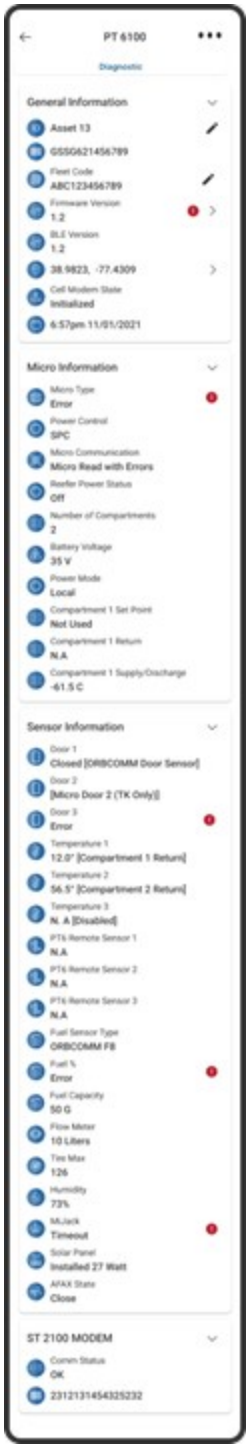
CT 1010



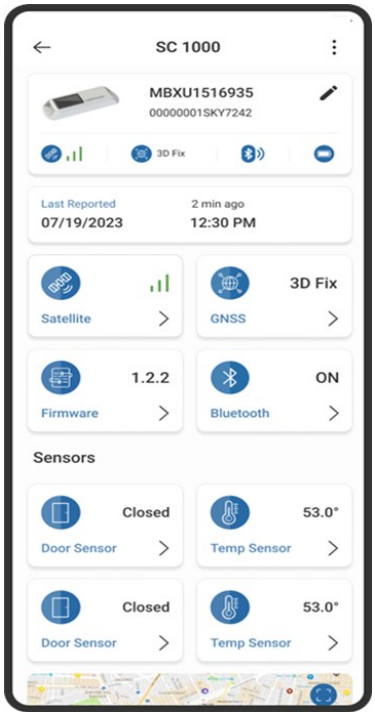
CT 3500



CT 3600



PT 6100 - Diagnostic



SC 1000