

# BlueTraker<sup>®</sup> family of products: Enabled for Over-the-Air Programming

Type: Deployment Questions

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**Remote updates are a key factor in deployment scalability. To help adopters understand this complex issue, we asked: How important is it to choose a module that can be reprogrammed or updated after initial deployment?**

Motorola

"Extremely important. The modules are often produced with upgrades according to carrier's requirements. It is important that fielded units can be upgraded with no need to physically attend the unit."...Aviad Geffen, Unit Director, Wireless Modules

Siemens

"This depends on whether the device already has over-the-air provisioning enabled via its main microprocessor. If, however, the device is using the module's microprocessor to run the application, OTA is the only option and is therefore critical. From a portability standpoint from device generation to generation, an industry-standard offering such as Java is critical so that you are not locked into a module maker's proprietary or semi-proprietary solution." ...Olivier Clerc, Hardware Application Engineer

Wavecom

"Since M2M applications by their nature are usually difficult to reach for in-the-field service, OTA can save the module integrator the expense of physically locating and upgrading the cellular radio or their software application. OTA allows customers to upgrade their application firmware and/or the module firmware remotely in the field. This allows customers to deploy new features and functionality with the minimum amount of cost and time. OTA also allows customers to address most software-level field problems by simply updating their application code. This offers huge cost savings by allowing customers to remotely update modules and applications in the field." ...Scott Deyoe, Field Application Engineer

Aeris Communications

"Critical. Having the flexibility to fix over-the-air bugs, upgrade services, change firmware, etc. is a huge costs savings as opposed to having to physically touch a module after deployment. Of course, IP network connectivity is required for this."...Bob Fultz, Senior Vice President, Customer Engineering

Kore Telematics

"Very important. The ability to perform troubleshooting over the air would be a major in-service advantage. Fault-finding abilities of most M2M devices are non-existent! It's critical that »deep reset« capability exists on a unit by reset switch or OTA. This is becoming the norm in that a majority of devices are designed to be inaccessible both in installation and connectivity. Some devices are designed with no external interface and after the initial factor load; they cannot be updated without returning to the factory and disassembled. That is a future problem." ...Alex Brisbane, President and Chief Operating Officer

