



## Configuring the ELD before operation

Confirm you have received all required components, make sure your account was created, and double check you have access to the ELD online portal.

This document contains critical information to properly operate your ELD, including a list of malfunctions and how to resolve them. **We recommend printing it** and keeping it in the cab of your vehicle. It is also recommended to write down your ECM device's identifier (shown below) in a separate location in case you lose this document.

Please note your software may look slightly different from the pictures in this manual depending on the device you are using and in what orientation; however, the functionality will remain the same.

## What you need:



Your mobile device (with the ELD app running) must:

- a) have **Bluetooth** enabled and
- b) be **connected to the internet** either with a cellular data plan or connected to a hotspot.

## Installing the ECM device:

Please plug the ECM device to the vehicle's diagnostic port. In some cases, you might need to use the ECM adapter to plug the device to a J1939 port.

Locate the diagnostic port (see image below for possible locations depending on vehicle's make, model and year).

- *For the ELD to remain compliant, it must remain connected to the ECM device and read engine data. Engine data is only available when the vehicle's engine is turned on.*



## Local Support Account (initial ELD configuration)

The initial configuration is only required right after installing the ELD app for the first time and it is no longer needed after. The objective is to initially configure a vehicle profile (tractor number, VIN number) and connect/test the ECM device connection.

### Configuring the ELD with the right asset

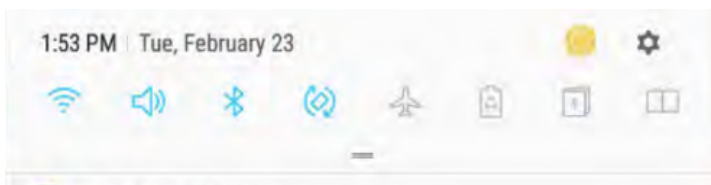
The ELD has to be linked to a carrier asset (vehicle). Please tap on the truck or trailer image to pick from the asset list downloaded during login (see list below) or to manually enter (if allowed) a new truck or trailer. Once you select a tractor or trailer from the downloaded list the ELD will always use the VIN number, license plate and registration state displayed on the list:



### Establishing ECM Connection

Before a driver can operate an ELD, the ELD must be synchronized to the vehicle's engine using what is known as an Engine Synchronization Module (ECM) which is very common on GPS trackers.

Before scanning and connecting to an ECM device, make sure your ELD has Bluetooth functionality enabled:





We highly recommend installing a label or decal on the vehicle's dashboard with the ID of the ECM device installed on the vehicle. Also, write down this ECM ID.



To connect to the ECM device, tap on Scan Devices, wait for the device to show up (make sure the correct ECM ID shows up)

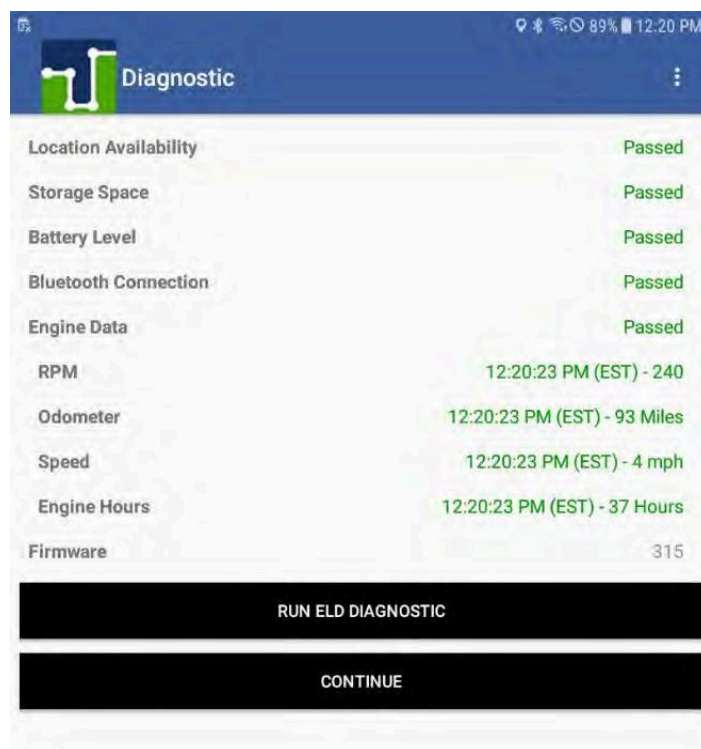


- *For the ECM device to work properly and the ELD to be able to connect to the device and read engine data, the engine must be turned on.*

Keep this in mind when operating the ELD. Duty status changes, as an example, require engine parameters when generated. Make sure the engine is still running when making duty status changes.

**Some ELD configurations lock an ELD to a specific ECM device**, in which case, the Scan Devices screen is not shown and the ELD will automatically run the diagnostic.

A diagnostic is performed to make sure the ELD is fully compliant and ready for driver operation.



## Installing or Reinstalling the ELD app

If you need to reinstall the ELD app (or install it on a different device), please search the Google Play Store for “apolloELD” and install the app. When you open the ELD app for the first time, you need to approve the following permissions:

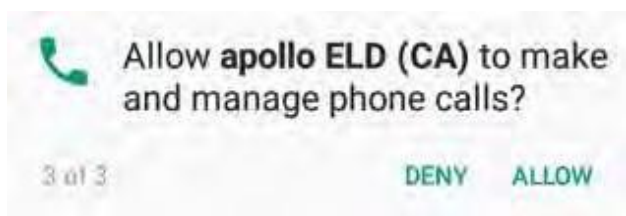
Use camera



Use location



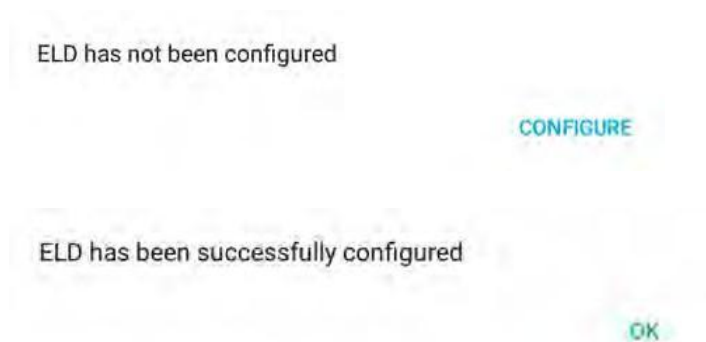
Use the network



You also need to give permission for the app to show over other apps:



You also need to synchronize the ELD with the portal at least once. Tap on CONFIGURE. Wait until the ELD is synchronized with the server and the following message is received.



# ELD Driver Operation

## Driver Authentication

The ELD has three different accounts:

- **Driver:** Unique, per-driver account used by drivers Hours of Service and ELD regulations. This account records duty status changes (RODS) and allows the export of driver's records for printout, display and agent output file generation.
- **Support:** Account used by the carrier and ELD manufacturer to setup, configure, update and troubleshoot the ELD. No duty status changes are recorded with this account and no access to the driver's record of duty status changes is permitted under the support account.
- **Non-authenticated:** All operation of a commercial motor vehicle (CMV) is recorded under this account (a.k.a Unidentified Driver) if no driver has logged into the ELD. Non- authenticated records (vehicle movement and on-duty time) are stored on the ELD as well as the carrier and should be assumed by a driver account.

Log in using your driver's credentials. Login IDs, and the driver's license associated with the login ID, cannot be duplicated and are unique in the ELD system.

- Each driver using the system will have a unique login ID.
- This login name and password is for the specific driver's use only and must not be shared with any other person (driver or not). The login name belongs to the driver and is linked to the driver's personal information (e.g. driver's license, etcetera). If the driver changes carrier and is now driving for a different carrier, the login name, under certain circumstances, will remain the same and it is the driver's obligation to ask the home base carrier to update the carrier name and DOT number on the system.

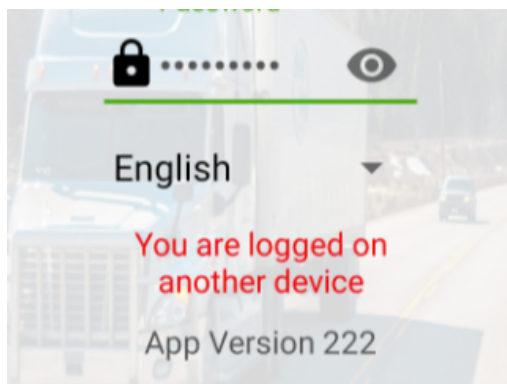
The driver is restricted to be logged on to only one ELD at any time. In order for the driver to log into a different mobile device, the driver must change to off duty status and logout from the previous device.

## Driver unlock.

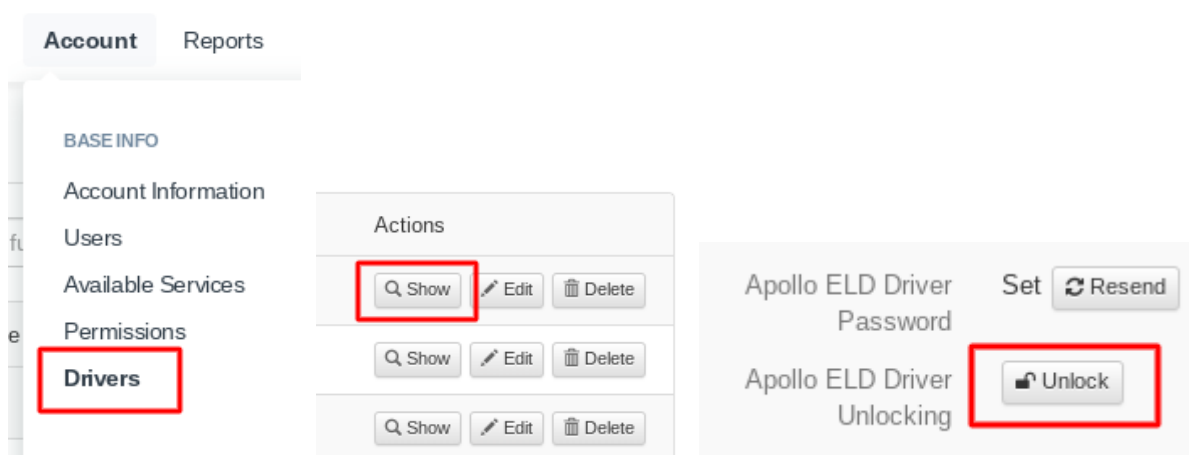
In an event a driver is still logged in on a device they do not have access to, or if a driver receives the error they are logged in on another device, this driver can be **unlocked** remotely.

*Please note:* the unlock process will change the driver's status to **off duty** at that time.

Please contact your home base to initiate the unlock procedure. An administrator or fleet manager for your company's PosiTrace Account can unlock you via the PosiTrace portal.



This can be done in the PosiTrace Portal under the Show Driver option (**Account > Drivers > "Show"**, followed by the **Unlock** button)



You can also contact the PosiTrace Support team at [support@positrace.com](mailto:support@positrace.com) (1-877-787-2231) and we will be happy to assist you with unlocking a driver.



## Selecting a vehicle profile (assets)

Before driver's logs can be exported and shared with an authorized agent, the driver must update the correct vehicle information. Please tap on the truck or trailer image to pick from the asset list downloaded during the login (see list below) or to manually enter (if allowed) a new truck or trailer. Once you select a tractor or trailer from the downloaded list the ELD will always use the VIN number, license plate and registration state displayed on the list.

**Important:** Enter your vehicle's dashboard's odometer value (twice) in order for the ELD to adjust discrepancies between the dashboard and engine odometer.

**Vehicle Profile**

SELECT TRACTOR      SELECT TRAILER

**Tractor Information:**

Tractor Number: 123  
 VIN: 8888888888888888  
 Tractor Lic. plate: FL000C0  
 Tractor Registration State/Province: FL

**Trailer Information:**

Trailer Number: 7856  
 VIN: 45645645621  
 Trailer Lic. plate: HMA456  
 Trailer Registration State/Province: CO

Trailer Number: TrailerX  
 VIN: 05VF  
 Trailer Lic. plate: adfvsdf  
 Trailer Registration State/Province: DC

Dash odometer (Miles)      Confirmation (Miles)

### Make tractor and trailer selection:

**Select Tractor**

Search Tractor

|  |                                  |
|--|----------------------------------|
| Tractor Number: 123<br>VIN: 8888888888888888<br>Tractor Lic. plate: FL000C0<br>Tractor Registration State/Province: FL                 | <input checked="" type="radio"/> |
| Tractor Number: 110<br>VIN: ABCDEFG15P4567890<br>Tractor Lic. plate: AL567P1<br>Tractor Registration State/Province: AL                | <input type="radio"/>            |
| Tractor Number: 106<br>VIN: 7777777777777777<br>Tractor Lic. plate: FL234X5<br>Tractor Registration State/Province: FL                 | <input type="radio"/>            |
| Tractor Number: Number9551<br>VIN: V9H299UYU657867UY<br>Tractor Lic. plate: Plate9921<br>Tractor Registration State/Province: AR       | <input type="radio"/>            |
| Tractor Number: Number3102<br>VIN: 43524534658765867<br>Tractor Lic. plate: Plate6454<br>Tractor Registration State/Province: AL       | <input type="radio"/>            |
| Tractor Number: Number914<br>VIN: VIN421<br>Tractor Lic. plate: Plate877<br>Tractor Registration State/Province: Registration_State775 | <input type="radio"/>            |
| Tractor Number: Number351<br>VIN: VIN846   | <input type="radio"/>            |

BACK      SAVE

**Select Tractor**

Nearby      All

Search Tractor

|  |                                  |
|--|----------------------------------|
| Tractor Number: QATRUCK01<br>VIN: VNTRUCK0000826326<br>Tractor Lic. plate: QATRUCK0Y<br>Tractor Registration State/Province: ID<br>ECM Mac Address: E0:E2:E6:1B:52:7A <b>Focus</b> | <input checked="" type="radio"/> |
|--|----------------------------------|

BACK      SAVE

## Show / Limit asset list to nearby ECM devices

When a driver logs in to the app and taps on the Vehicle profile, the app will scan all the nearby ECM devices and will list the vehicle(s) profile associated with the MAC address found. Drivers will have a toggle on that page to turn this feature off and show all the carrier's vehicle(s). When configuring the driver profile, Carriers must select if this option will be set on or off, once the driver logs on to the app.

You can also add a new tractor or trailer (if allowed by your carrier) by selecting the + button located on the top right of the screen.

- *Once a new asset is created on the ELD, the asset information is broadcasted to the ELD portal and other ELDs operating under the same carrier.*

## Engine Synchronization (ECM connection)

To connect to the ECM device, tap on Scan Devices, wait for the device to show up (make sure the correct ECM ID shows up)

- *For the ECM device to work properly and the ELD to be able to connect to the device and read engine data, the engine must be turned on. Keep this in mind when operating the ELD. Duty status changes, as an example, require engine parameters when generated.*



*Make sure the engine is still running when making duty status changes.*

### Note:

**Some ELD configurations lock an ELD to a specific ECM device**, in which case, the Scan Devices screen is not shown and the ELD will automatically run the diagnostic.



## ELD Diagnostics

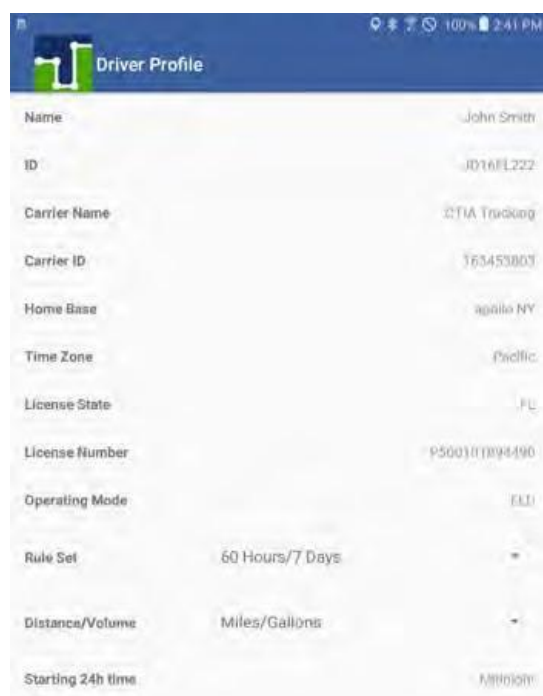
Once connected to the ECM device you can run an ELD diagnostics (accessible from the top-right menu). The diagnostic checks critical components on your ELD and all areas must pass the test in order for you to remain compliant.



**Bluetooth and ECM connection status:** The ELD must be able to read engine data at all times. Make sure the Bluetooth and ECM connection indicators remain green. If the indicator turns red, please go to Scan Devices and connect to the ECM-linked device.



## Driver Profile (Preferences)



We recommend verifying the driver's profile. Please make sure the information is correct. Carrier name, your rule set (60-hour or 70-hour) and the home base time zone.

Select the **ruleset** drop-down to change the ruleset from 60h to 70h and vice versa. Select the **units of measurement** (miles, gallons, kilometers or liters).

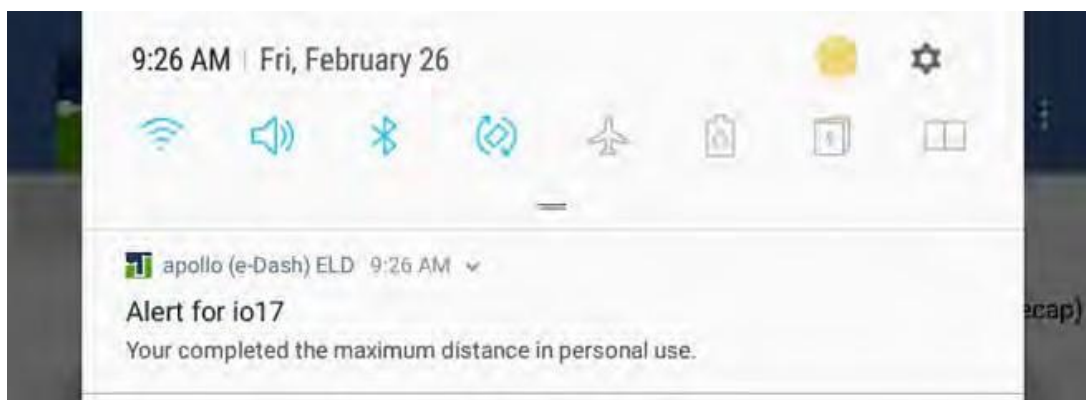
Starting 24h time is set by your carrier but could be changed at any time. Just keep in mind that the new 24h starting time will take effect on your next cycle (after the 36h restart).

## Personal Use (PU) and Yard Moves (YM)

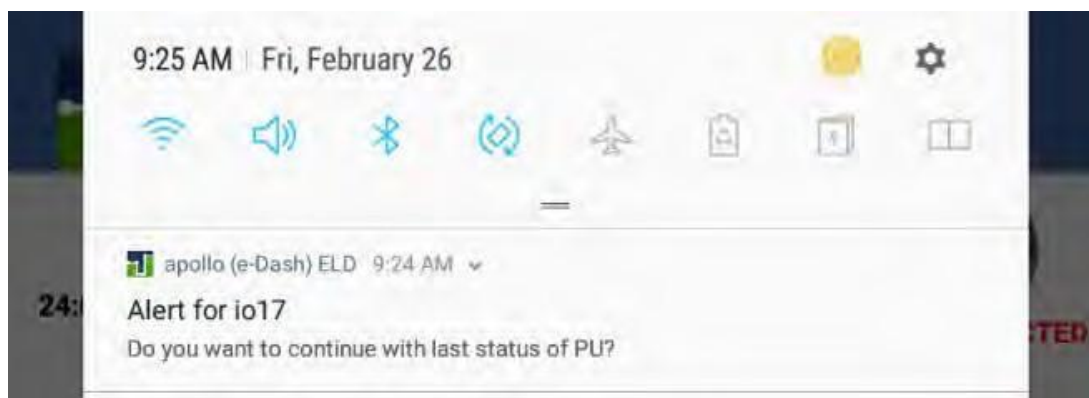
As a driver, current regulations allow up to 75 Km of driving for **personal use**. This provision allows you to, for instance, drive to the nearest rest area, drive home among other reasons. The ELD will prompt you to add a predefined remark or type a different reason.

- The ELD must be connected to the ECM device in order for the Personal Use provision (button) to be available.

Once you have reached the 75 Km limit you will receive a notification and you will be automatically switched to Driving duty status:



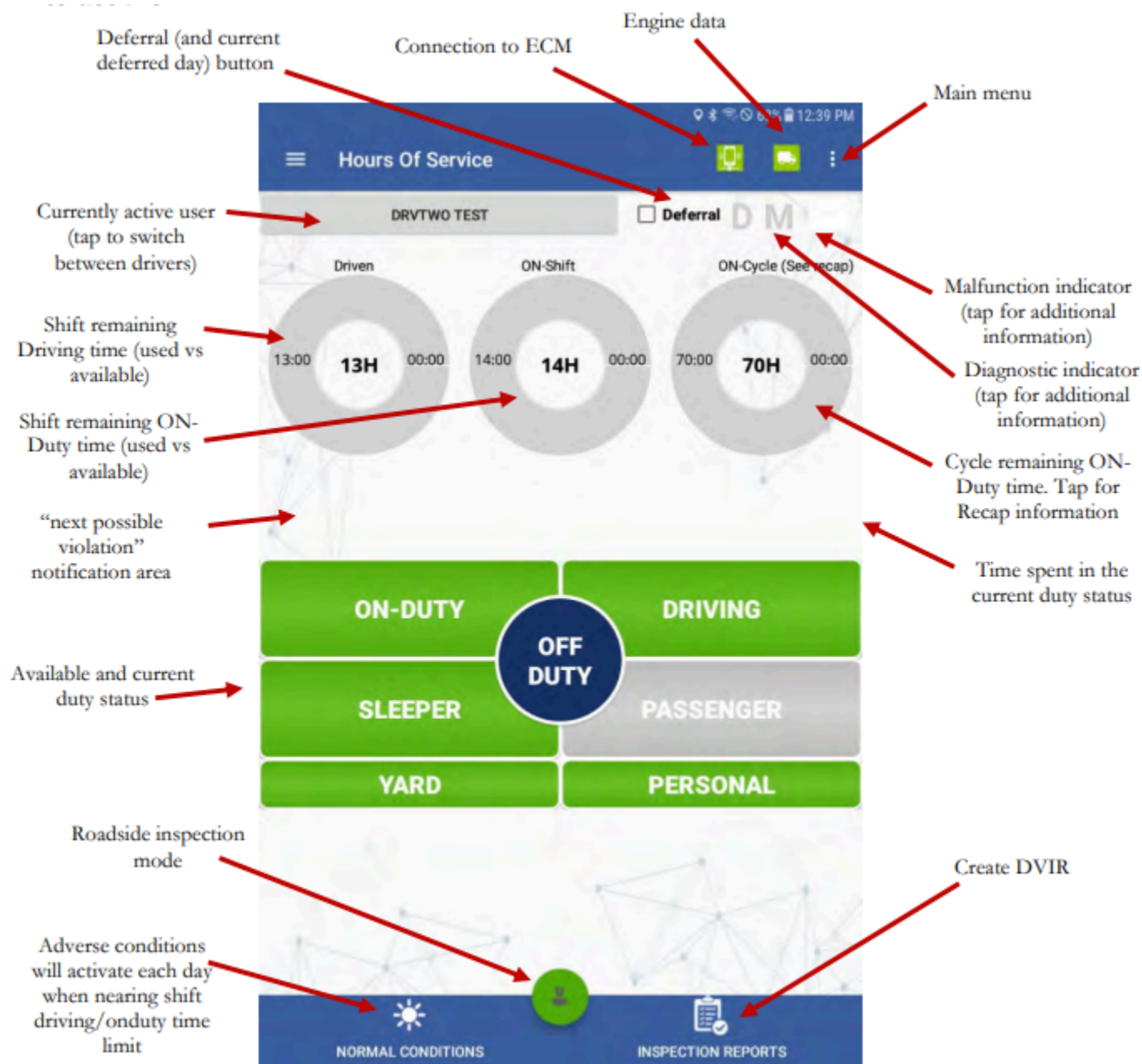
If the ELD shuts down (e.g. power loss) or restarted, you will be prompted to either exit or continue the Personal Use status:



The ELD also allows you to drive the vehicle inside a yard. Please, switch to Yard Move (YM button) before putting the vehicle in motion. If the vehicle's speed exceeds 32 Km/h you will be switched (automatically) to Driving duty status.

Same as Personal Use, if the ELD is restarted, you will be prompted to either remain in the Yard Move status or exit such a status.

## ELD Main Operation Screen



## Changing Duty Status

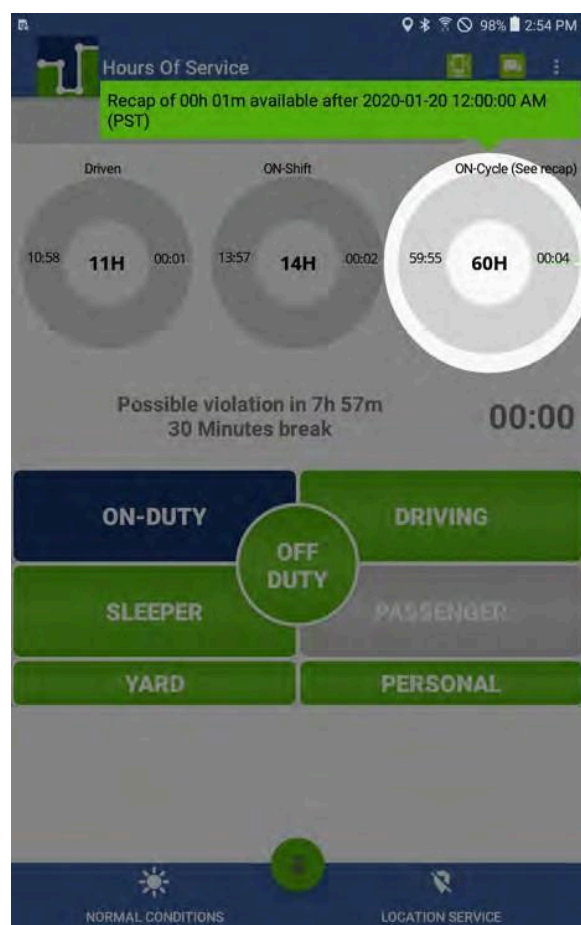
To change the duty status tap on the desired duty status button. Changing to (and out of) ON-DUTY, YARD and PERSONAL will prompt you to select a predefined remark or enter your own remark.

- When coming out of ON-DUTY status, you can input the number of gallons fueled into the vehicle which are required for proper IFTA reporting



## Time Remaining

The three donuts constantly show the actual time spent on each status (driving, ON-Duty and cycle ON-Duty). The corresponding donut will turn yellow or red to indicate proximity to the time limit.



## Recap

Tap on the “ON-Cycle (see recap)” donut to see how much ON-Duty time will be removed once the 7th or 14th day is reached. The recap summary message also tells you the day and time when the next available recap will take place. This information has great value for the driver, so you can plan your weekly cycle and be aware of how much time you will get back each day, after the 7th or 14th day (according to the currently selected ruleset).

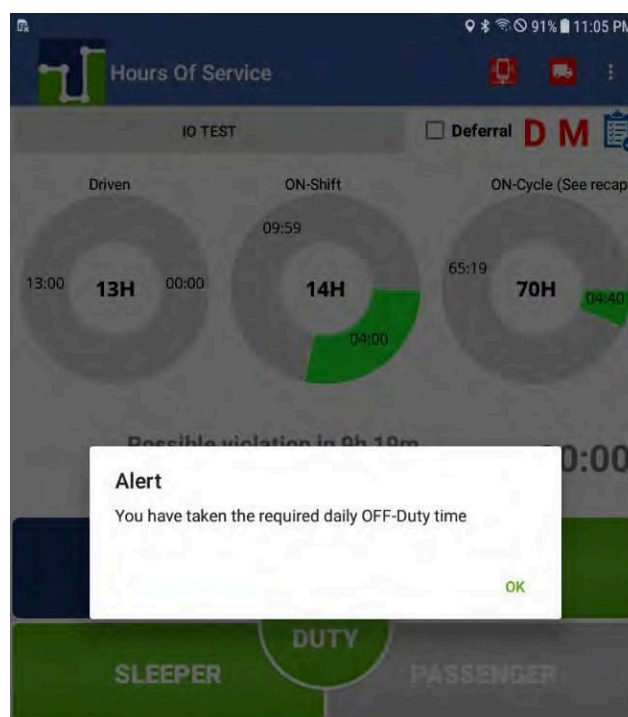
## Deferral

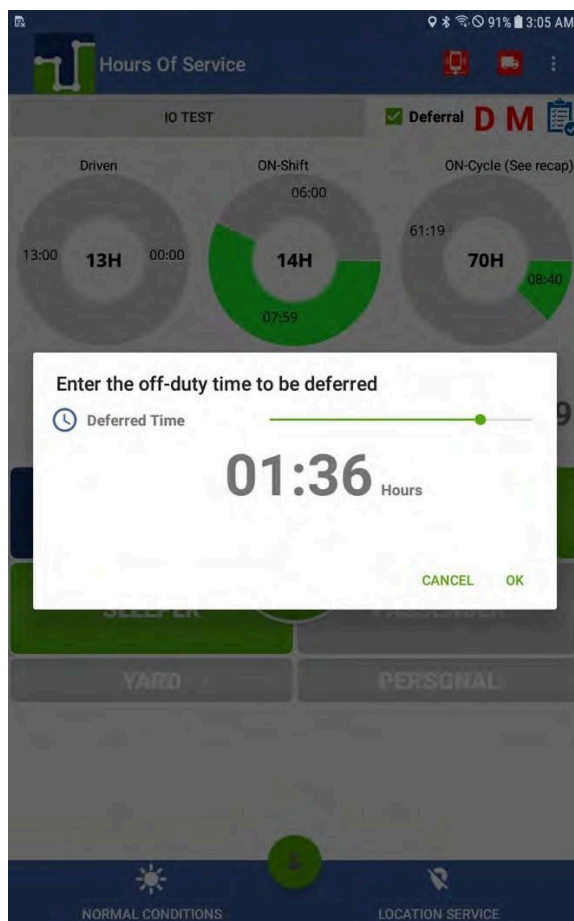
You, as a driver, may split the off-duty time over any two consecutive days by deferring a maximum of two hours of the required daily off-duty time from the first day to the second day and increasing the total driving and on-duty times in the first day by not more than two hours.

To defer daily OFF-Duty time, tap on the Deferral checkbox on the ELD’s main screen.

If you have taken the required 10-hour OFF-Duty time for the current 24-hour period, then no deferral time is needed, and a notification will show you are in such a situation.

If you would like to defer time to the next day use the slider to select how much time you would like to defer.

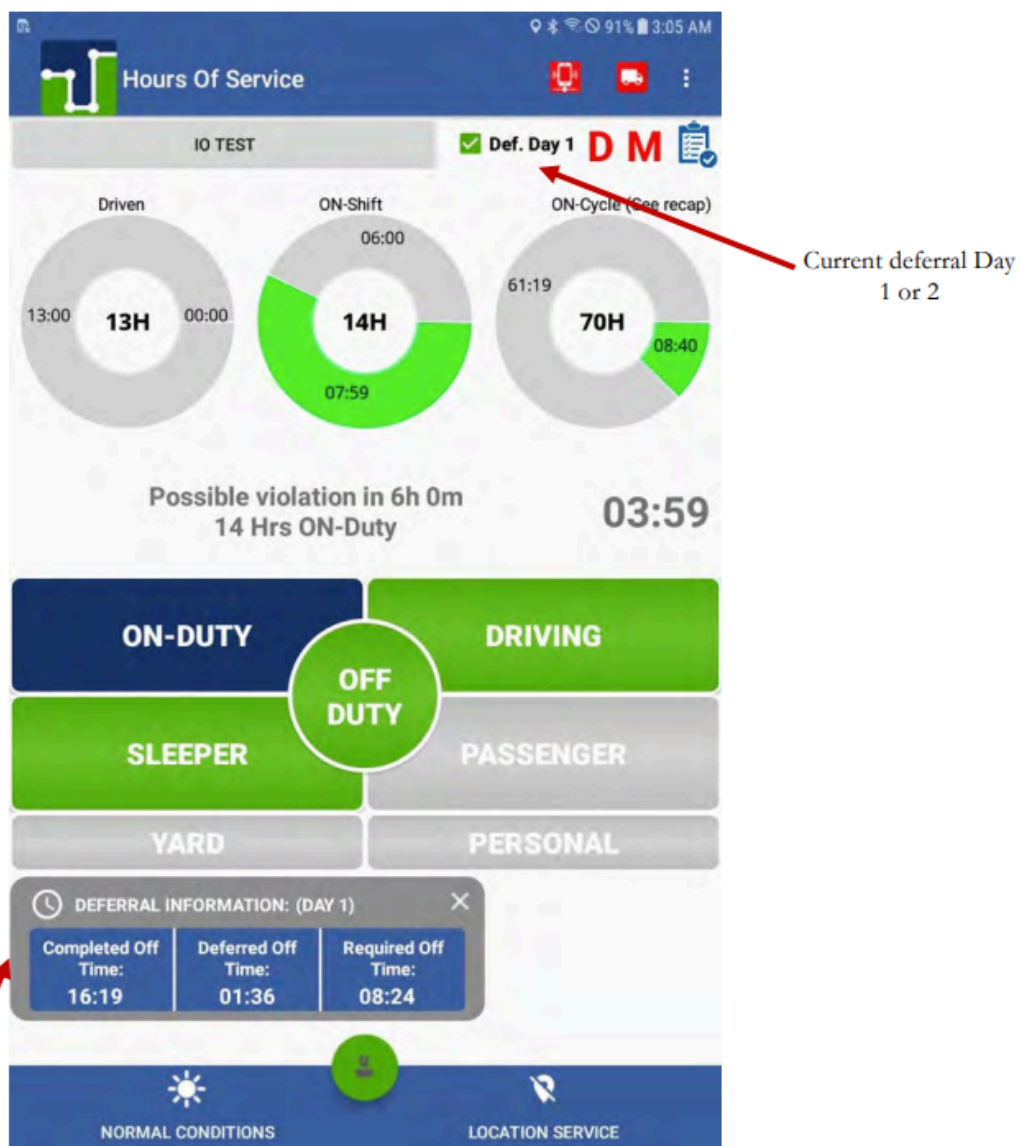




Once you select how much time you want to defer, you will need to confirm:



For the current and the next day, your main ELD screen will show information regarding you deferred time and when OFF-Duty time is fully taken in order to remain compliant with Hours-of-Service regulations:



Keep track of Deferral time. You need a total of 20 hours OFF-Duty time between the 2 days. Required OFF-Time also includes mandatory 8 consecutive hours

## Possible Violations

This area shows the closest possible violation. It also triggers a notification pop-up one hour before the violation and another one thirty minutes before the next possible violation.

## Annotations & Remarks

When changing to (and out of) ON-DUTY, YARD and PERSONAL duty status, the ELD will show you the pre-defined remarks to simplify the use of the ELD. You can also type your own remark:

The screenshot shows the 'Hours Of Service' application interface. At the top, there's a status bar with location, signal, and battery icons, and the time 3:34 PM. Below the title bar, there's a 'IO TEST' button and a 'Deferral' checkbox. The main area displays a timeline with three segments: 'Driven', 'ON-Shift', and 'ON-Cycle (See recap)'. A modal dialog box titled 'Remark for ON-DUTY' is open in the center. It contains a list of pre-defined remarks with checkboxes: 'Pre-TI' (checked), 'Post-TI', 'Loading', 'Unloading', 'Hooking', 'Dropping', 'Repairing', 'DOT Inspection', and 'Crossing border'. Below the list is a text input field labeled 'Other (english)'. At the bottom of the dialog are 'CANCEL' and 'OK' buttons. The background shows a clock face with the time 4:37. At the very bottom of the screen, there are icons for 'NORMAL CONDITIONS' and 'LOCATION SERVICE'.

Hours Of Service

IO TEST

Deferral

Driven ON-Shift ON-Cycle (See recap)

13:00 00:00

4:37

**Remark for ON-DUTY**

- ☒ Pre-TI
- ☐ Post-TI
- ☐ Loading
- ☐ Unloading
- ☐ Hooking
- ☐ Dropping
- ☐ Repairing
- ☐ DOT Inspection
- ☐ Crossing border

Other (english)

CANCEL OK

NORMAL CONDITIONS LOCATION SERVICE

## Fuel Purchase Capture (IFTA)

Please, enter the number of gallons put in the vehicle (when refueling) for an accurate IFTA report:


The screenshot displays the 'Hours Of Service' application interface. A modal dialog titled 'Remark for ON-DUTY' is centered on the screen. The dialog contains a list of activities with checkboxes: ☒ Pre-TI, ☐ Post-TI, ☒ Fueling, ☐ Loading, ☐ Unloading, ☐ Hooking, ☐ Dropping, ☐ Repairing, ☐ DOT Inspection, and ☐ Crossing border. To the right of the 'Fueling' checkbox, there is a text input field labeled 'Gallons' containing the value '300'. At the bottom of the dialog are two buttons: 'CANCEL' and 'OK'. The background application shows a top status bar with the time '3:35 PM' and battery level '13%'. Below the status bar, the app title 'Hours Of Service' is visible. The main interface has a dark blue header with 'IO TEST' and 'Deferral' options. The 'DM' logo is prominent. The background shows a timeline with segments for 'Driven', 'ON-Shift', and 'ON-Cycle (See recap)'. The bottom of the screen has a dark blue bar with 'NORMAL CONDITIONS' and 'LOCATION SERVICE' indicators.

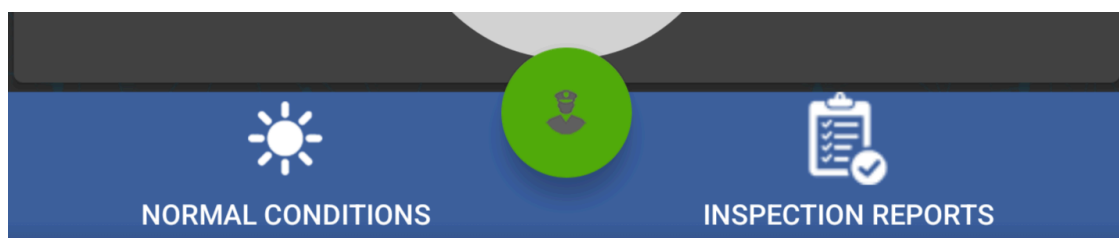
## Co-Driver Operation (authentication & remarks)

A co-driver can authenticate by tapping on the currently active driver button (which brings the login screen) or the co-driver can go to the menu and select the Co-Driver Login option.

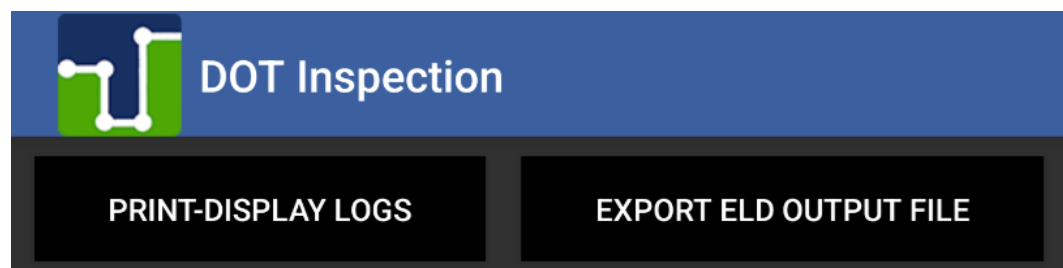


## Roadside Inspection Mode


If you are stopped on the road, we recommend you to enter the Roadside Inspection Mode by tapping on  the button.




This mode allows you to export the Printout/Display document, as well as exporting the ELD data file.




Select the data transfer mechanism:



view



Agent



share

File Comment

---

Email

---

EXPORT

Options for transfer include in **Canada**:


### Print-Display Logs:

- View (PDF)
- Agent (Email)
- Share (third party email)


### Export ELD Output file:

- Local save to device
- Agent (Email)
- Share (third party email)


Select the data transfer mechanism:



local



Agent



share

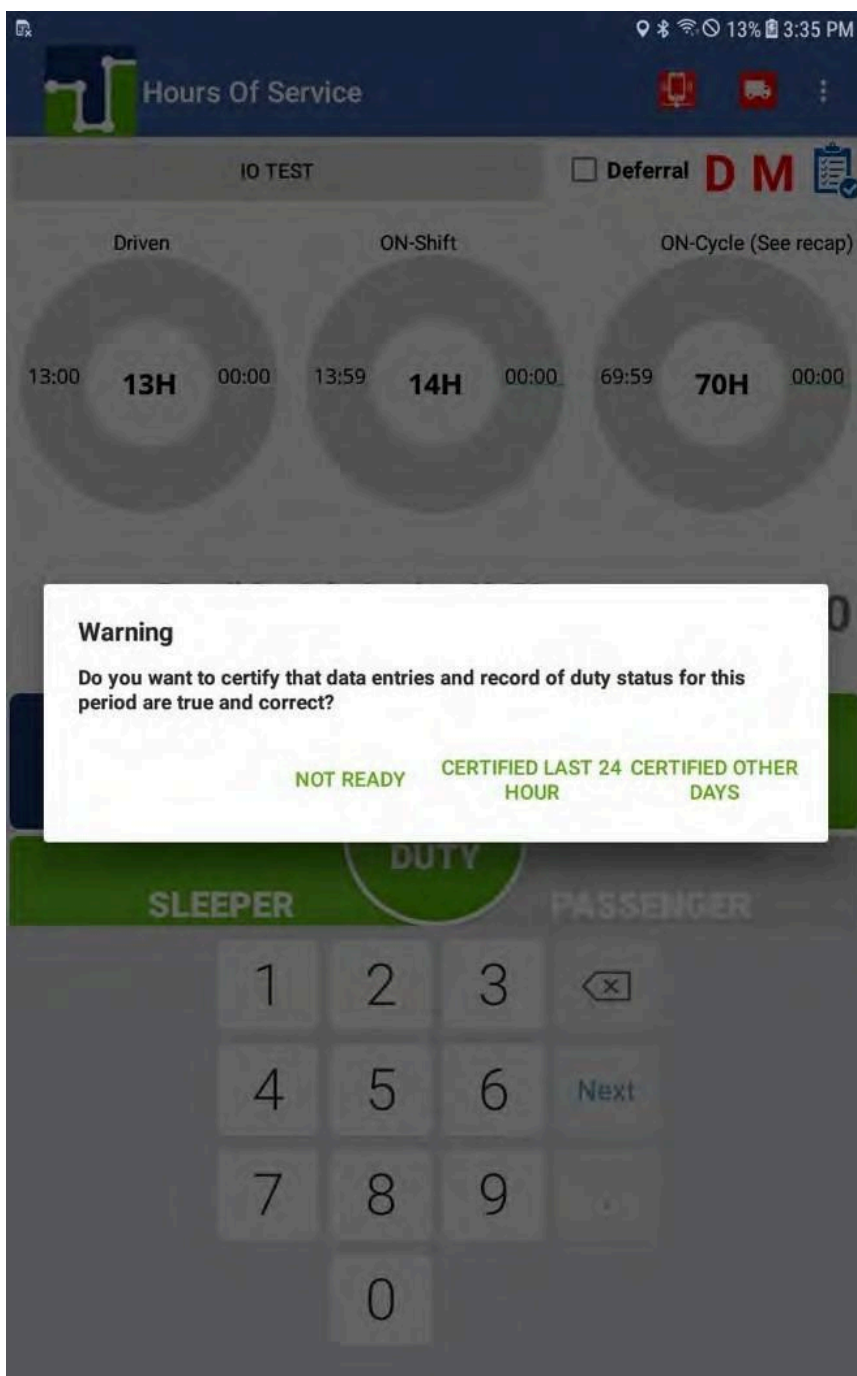
For **USA export** and more information about **export options**, please see the [ELD Exports section](#).

## Logs

### Certify

Every duty status change must be certified before exporting the driver's logs. Select the "Certify Logs" option from the menu to list all unverified logs. Select each day and tap on the "Certify" button.

At the end of each 24-hour period, the ELD will automatically prompt the driver to certify logs for the last 24 hours period. During the driver login and logout, the driver will be prompted to certify the logs.



You can also certify your logs at any time by going to the main menu and selecting Certify Logs. Select the day or days you would like to certify:

2021-02-17 12:00:00 AM (MST) - 2021-02-18 12:00:00 AM (MST) ☐

2021-02-18 12:00:00 AM (MST) - 2021-02-19 12:00:00 AM (MST) ☐

2021-02-19 12:00:00 AM (MST) - 2021-02-20 12:00:00 AM (MST) ☐

2021-02-20 12:00:00 AM (MST) - 2021-02-21 12:00:00 AM (MST) ☐

2021-02-21 12:00:00 AM (MST) - 2021-02-22 12:00:00 AM (MST) ☐

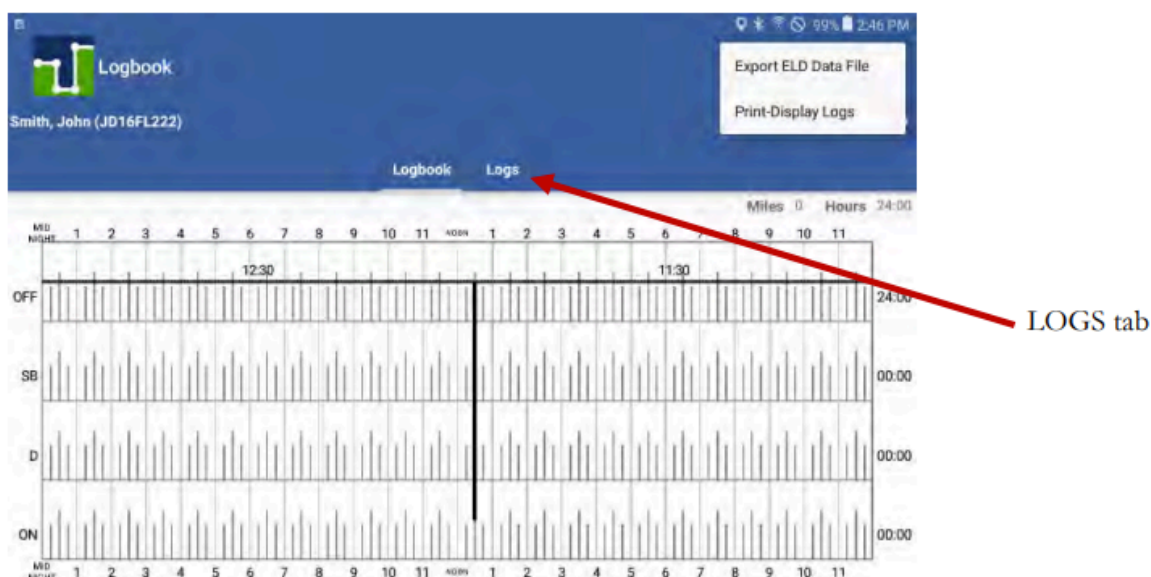
2021-02-22 12:00:00 AM (MST) - 2021-02-23 12:00:00 AM (MST) ☐

2021-02-23 12:00:00 AM (MST) - 2021-02-24 12:00:00 AM (MST) ☐

CANCEL CERTIFY

Select the 24-hour period you want to certify then tap on the CERTIFY button. You need to agree to the statement.

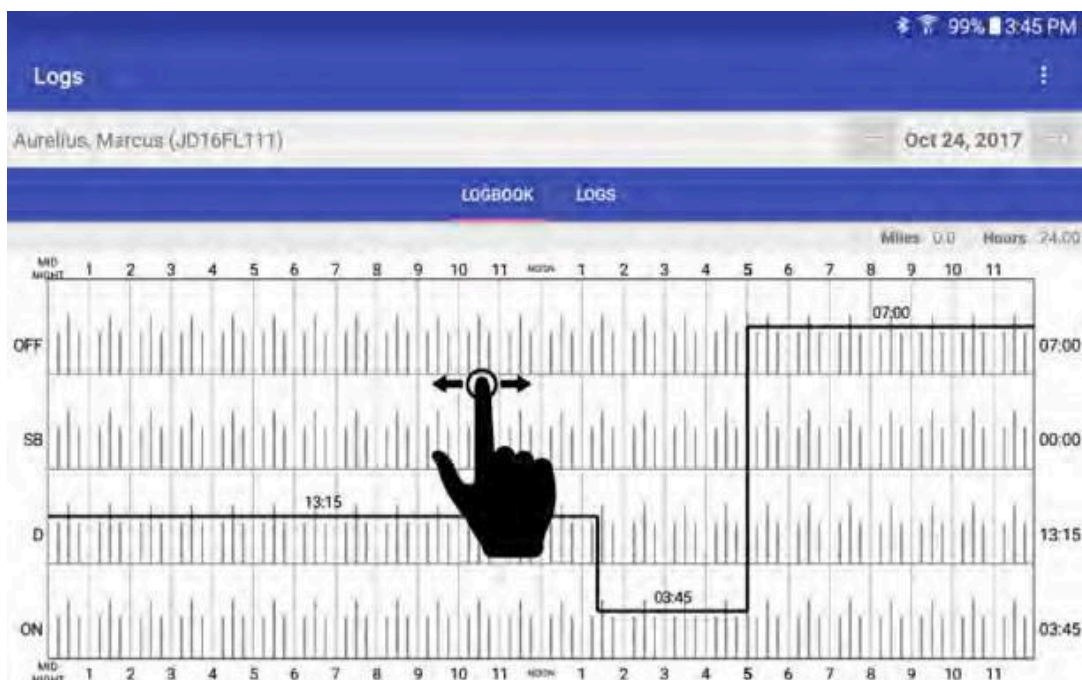
To view your Logbook, edit your logs or export Logs/ELD data file, go to the “Logbook” option in the menu.



You can move to a different day by selecting the left and right arrows:



The Logbook tab shows the logbook for the selected day and the Logs tab has a list with all the logs for that day, where you can edit an existing log. You can use the mobile device's swipe option to move between the Logbook and the Logs tabs:

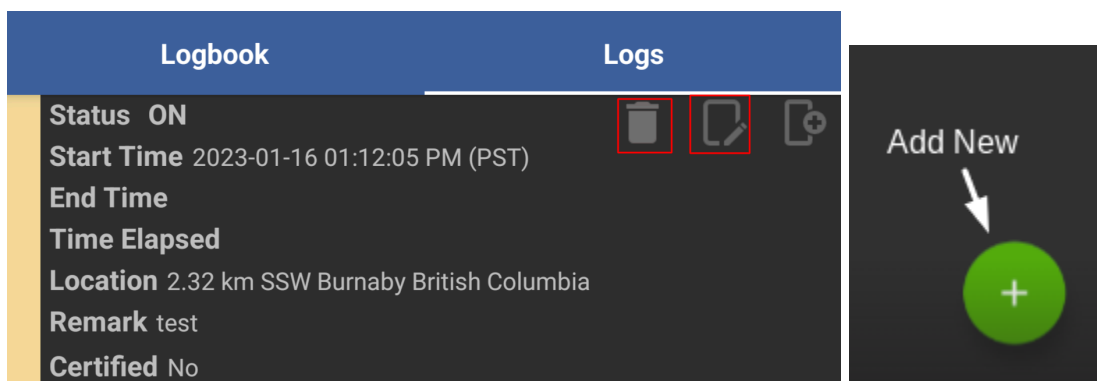


## Add, Delete, Edit:

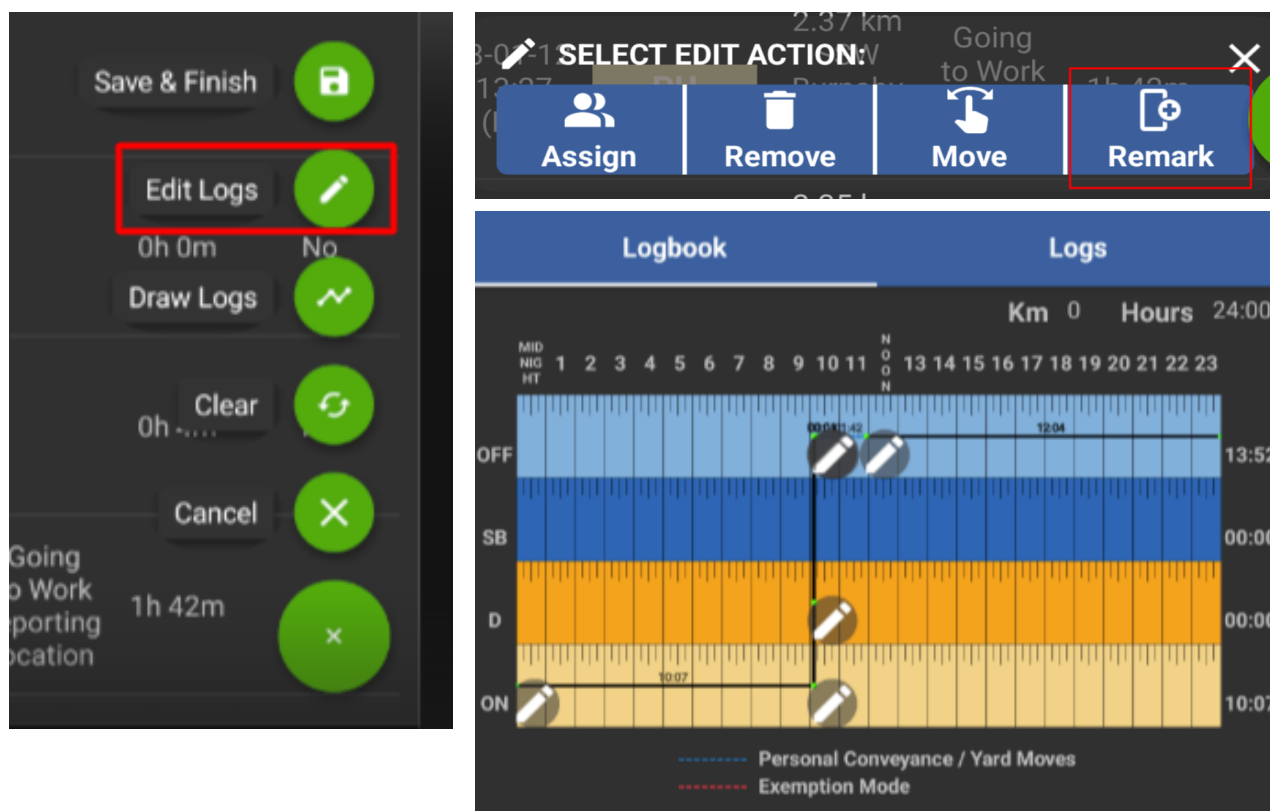
On the **Logs** tab, select the **edit icon**. Make the necessary changes, input the mandatory remark explaining the reason for the change, and then Confirm Changes.

- Driving time can only be **increased** on automatically-recorded records, and deleted, reduced or increased on manually recorded records.
- **Your ELD must be synchronized to your tractor's computer via ECM device.** Failure to read engine values may make you non-compliant.

Daily ON-DUTY, cycle ON-DUTY and possible violations will be calculated according to the new record change.

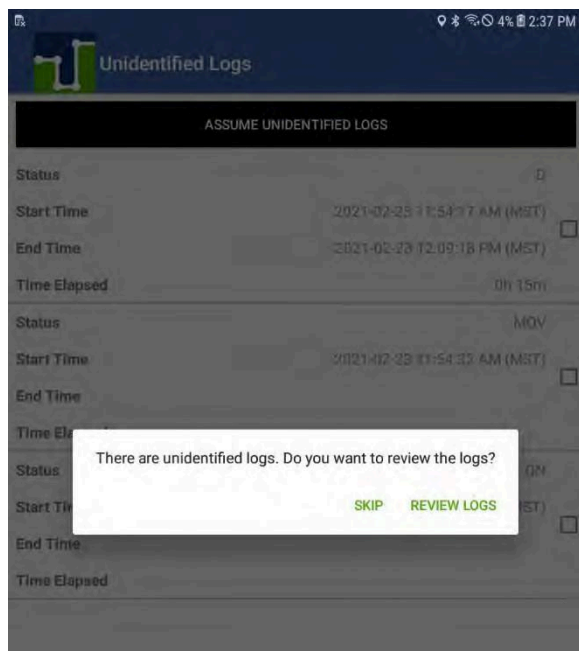


**Remarks** in particular can also be added from the **Logbook tab**: Choose **Edit Logs** from the **green plus symbol menu**, select "**Remark**" and click the **Pencil icon** to add an annotation to a log on the chart.





## Unidentified Logs



During the login process, you will be prompted to review the existing unidentified logs.

If the unidentified logs do not belong to you, just tap on **SKIP**.

If some, or all, unidentified logs belong to you select **REVIEW LOGS**, select the checkbox associated to the logs that belong to you and assume the logs. The carrier can later revert those logs back to the unidentified if needed for which you will be asked to confirm.

## Motor Carrier Suggestions

From time to time, the carrier you work with may suggest some changes to your logs. You are responsible for assuming or rejecting those suggestions.



Carrier-proposed edits will show on your ELD at different times. They will show during the login and logout process and they will also be shown as a new ELD message on the main screen.

Carrier-proposed log edits are shown during the login, logout and in the message inbox (see image above).

### Please make sure:

- You are not driving while attending to carrier-proposed log edits
- You recertify your ELD records if a carrier-proposed log edit is assumed

Once you tap on the ELD message button a list of carrier-proposed log changes will be shown:

The screenshot shows the 'Carrier Proposed Edits' screen with two columns: 'REJECT' and 'ACCEPT'. It lists three log entries with details like Status, Start Time, Location, and Remark. Red arrows and text provide instructions:

2) Select REJECT or ACCEPT to perform the desired action. The action selected will be applied to the selected logs

1) Select the logs you want to accept OR reject

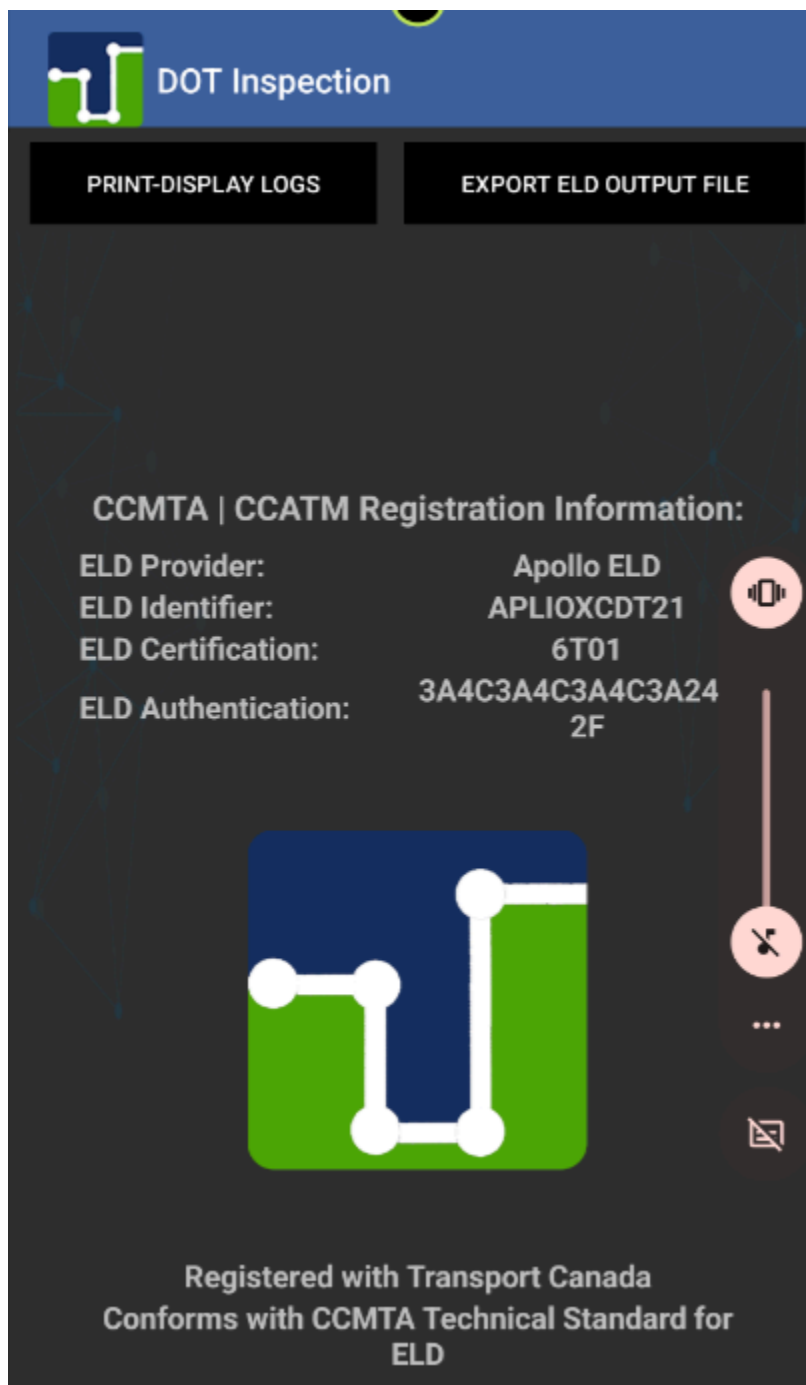
| Action | Status | Start Time                   | Location | Remark         |
|--------|--------|------------------------------|----------|----------------|
| REJECT | ON     | 2020-06-16 02:35:02 AM (EDT) | Miami,FL | Pre-TI         |
|        | YM     | 2020-06-16 02:35:02 AM (EDT) | Miami,FL | Pre-TI, portal |
|        | SB     | 2020-06-16 02:45:00 AM (EDT) | Miami,FL | portal         |

## ELD Exports

The ELD Must be able to share a Printout (or Display) the Logbook for the current plus the previous 14 days and/or export the ELD output file via email (as a preferred method).

### Printout or Display

You can go to the menu and select Logbook or enter Roadside Inspection mode. This is a single step process. Enter the file comment provider by the roadside inspector and tap on PRINT-DISPLAY LOGS



## Exporting a file

The following export methods are supported:

### USA

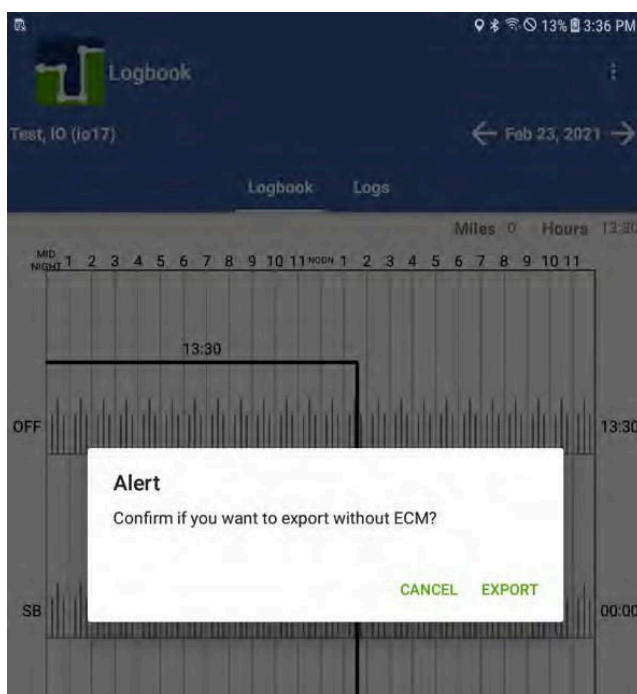
- Option 1 – Telematics using both: Wireless Web services and Email
- Option 2 – Local using both: USB2 and Bluetooth.

To submit the Output File to an authorized safety official, the driver selects the **“Export ELD Data File”** from the Logbook screen. The driver, then, will select one of the following methods:

- **Agent External Storage:** The ELD will first verify the external storage device is compatible with FMCSA specifications by validating the contents of file "ELDUSBTX.TXT". After positive validation the ELD will save the data file on the FMCSA-provided external storage device.
- **Bluetooth Transfer:** After selecting this option, the authorized safety official will pair and verify PIN with the driver. Once the Bluetooth devices are paired, the safety official's technology equipment will transfer the output file to the FMCSA website using Web services.
- **FMCSA web service:** This option securely communicates to FMCSA's end-point and obtains submission ID.

### Canada

The ELD must be connected to the ECM and reading engine data in order to export the output file. If engine data is not available, you will see a notification indicating ECM connection is missing:



There are two different ways to export the output file: You can share (tap on **SHARE**) the output file with a third party, or you can **email** the output file to a government agency.

In both cases, enter the file comment provided by the roadside inspector and tap on **AGENT**.

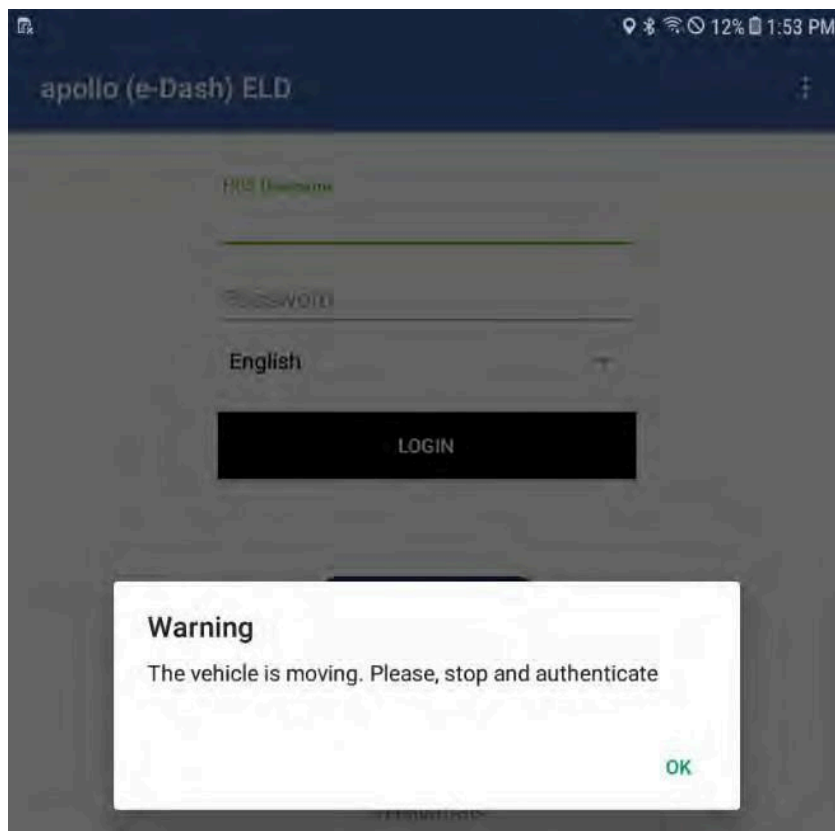
## Messages and notifications

Some notifications are shown while operating the ELD. Some of them are errors, warnings or just specific information regarding an operational change. These are the most common notifications:

### *During authentication:*

- *You are logged on a different device:* A driver can only use credentials to log in to one ELD. The same driver account cannot be used on multiple ELDs. If you lost your ELD while authenticated, contact your company and ask them to Unlock your account. You will be able to log in after your account is unlocked.
- *Wrong authentication:* Make sure your Username and Password are correct. Also, make sure you have internet access and good upload/download speed.
- *Downloading \_\_\_\_\_ (e.g. shipments, events, violations, etcetera) error:* Make sure you have internet access and good upload/download speed.

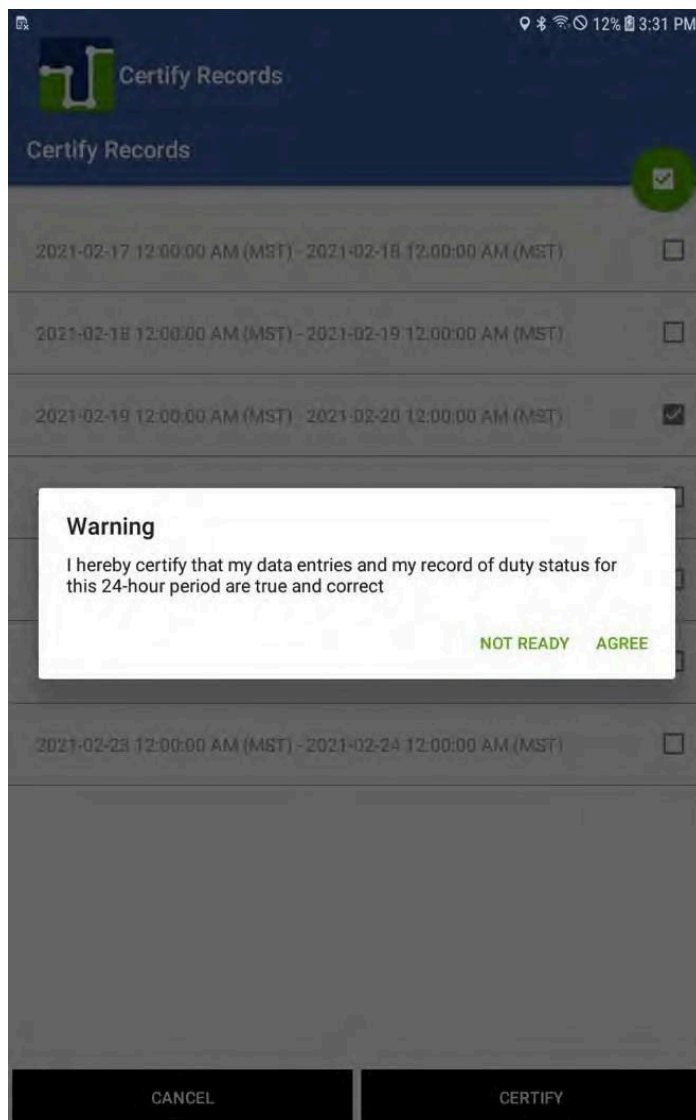
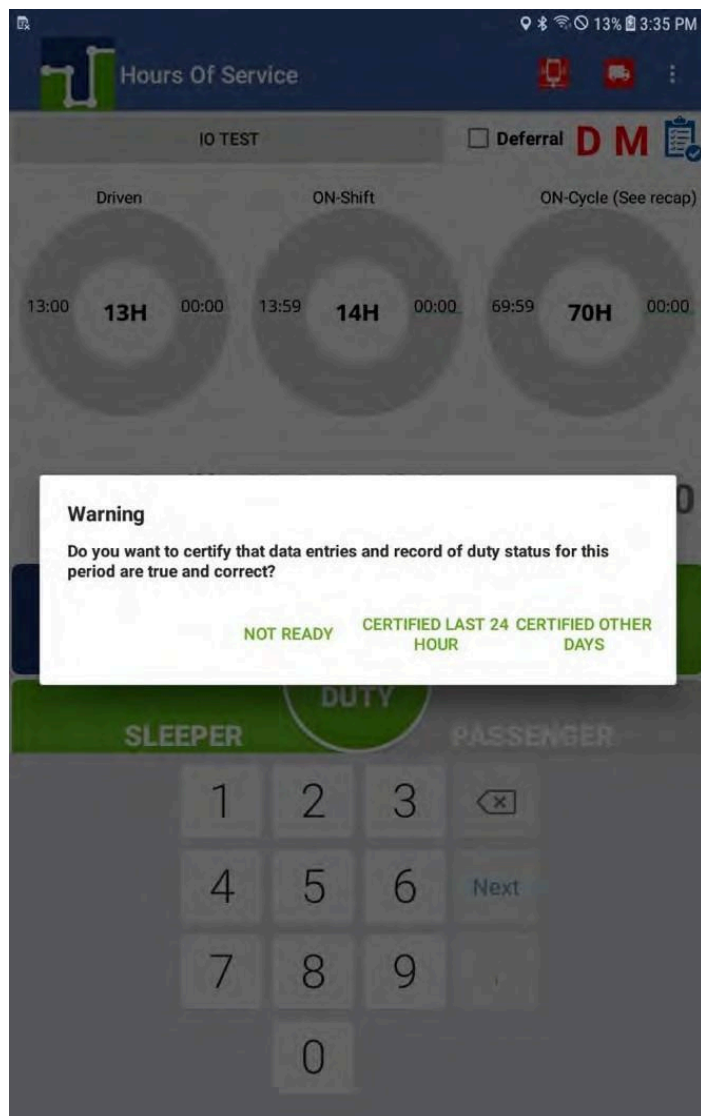
**Unidentified Driving:** Once the vehicle, to which the ELD is connected to, begins moving a Driving event is created. The ELD will show a visual and audible notification indicating the driver to stop and authenticate on the ELD. The driver could continue to the destination, authenticate later on and review/accept unidentified events.



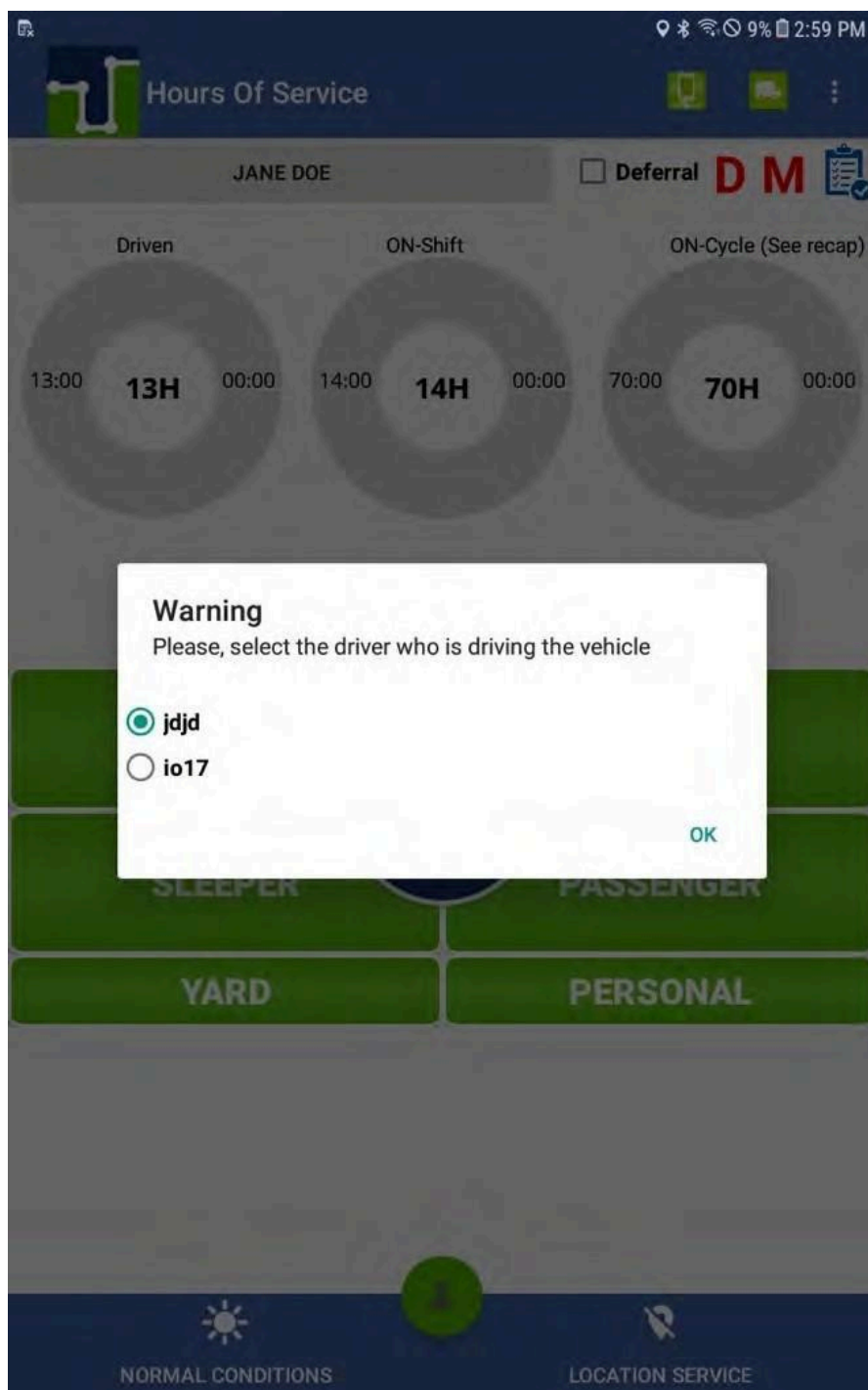


**Logs Certification:** At the beginning of every 24-hour period, the ELD shows a notification to the driver asking to certify the logs for the previous day or past days. You can select not to certify your logs (yet), certify the previous 24-hour period or all pending logs.

Once you are ready to certify your logs, please agree to the following statement:



**Automatic Driving status with multiple drivers authenticated:** If the vehicle moves, there is more than one driver authenticated on the ELD and no driver is on Driving duty status; the ELD shows an audible and visual notification prompting drivers to select the driver currently operating the vehicle.



**Carrier-proposed log edits:** If the carrier's back-office personnel propose a change to the driver's logs, a notification is shown on the ELD. The driver can assume or reject the carrier-proposed edits during login, logout or by tapping on the new message icon.

Notification of carrier-proposed edits during normal ELD operation:



## Diagnostics and Malfunctions (Resolution)

### DIAGNOSTICS:

- **Power Data/Compliance Diagnostic** (ECM parameters must be available within 1 minute of powering the vehicle's engine on)
  - **Resolution:** *Make sure you are connected to the ECM device. On the menu, go to Scan Devices and select your ECM device. Make sure all engine parameters pass the diagnostics (all green)*
- **Engine Synchronization Data Diagnostic** (not all ECM parameters are available when the ELD records an event e.g. duty status change)
  - **Resolution:** *Make sure you are connected to the ECM device. On the menu, go to Scan Devices and select your ECM device. Make sure the diagnostic passes all engine parameters (all green)*
- **Missing Required Data Elements Data Diagnostic** (other required data e.g. location, coordinates) not available when recording an event)
  - **Resolution:** *Make sure the GPS module is enabled on your ELD*
- **Data Transfer Data Diagnostic** (An ELD must verify this functionality at least once every 7 days)
  - **Resolution:** *Verify that you have an active cellular or wifi connection all the time. Confirm that your logs are always updated on the ELD portal*
- **Unidentified Driving Records Data Diagnostic** (more than 30 minutes of driving without a driver logged on the ELD)
  - **Resolution:** *You are not logged on the ELD and the vehicle moves for an extended period. Please log in and select your Driving time*
- **Other ELD identified Diagnostic** (ELD provider may implement additional, technology-specific malfunction and data diagnostic detection schemes)

## MALFUNCTIONS

*(most malfunctions relate to a Diagnostic, but a malfunction is generated when the same diagnostic occurs for at least 30 minutes in the last 24 hours):*

**P** - Power Compliance (related to diagnostic 1)

**E** - Engine Synchronization Compliance (related to diagnostic 2, for instance multiple periods of no ECM data that, when added together are more than 30 minutes in the last 24 hours)

**T** - Timing Compliance (the time on the ELD, compared to an external time source are different)

- *Resolution: Make sure the date and time on your mobile device is properly set. DO NOT (manually) change the date or the time on your ELD*

**L** - Positioning Compliance (no location available, (related to diagnostic 1)

**R** - Data Recording Compliance (monitor storage capability to store records)

- Resolution: Make sure you have sufficient internal storage on your ELD. Delete files if necessary S- Data Transfer Compliance (ELD records not able to be uploaded)

**S** - Data Transfer Compliance (ELD records are not able to be uploaded)

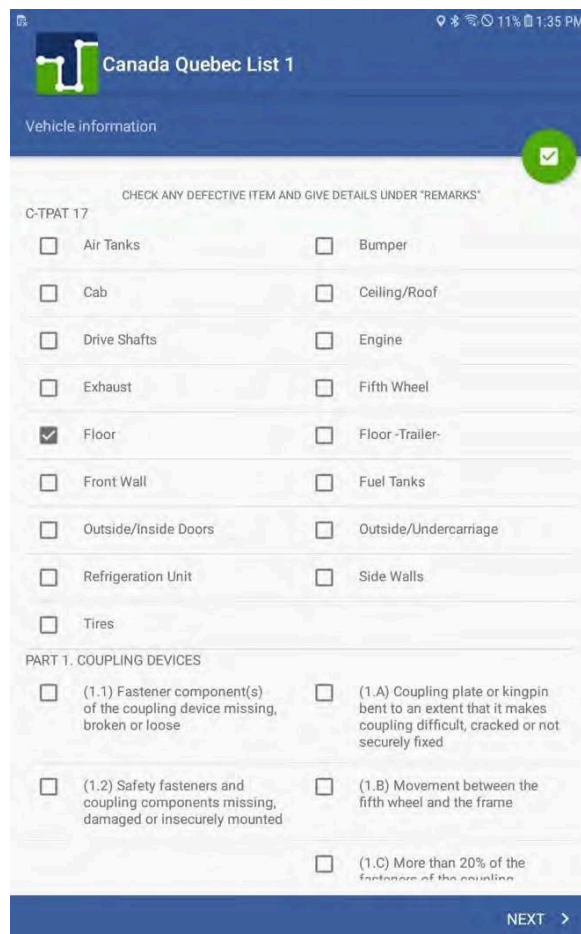
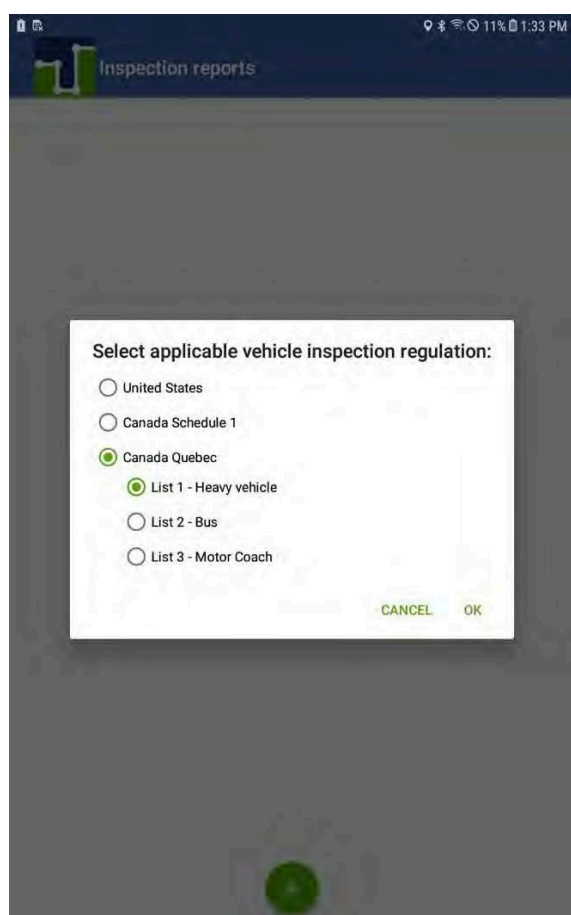
- Resolution: You probably don't have internet access. Restart the ELD (if needed) and confirm you reconnect to the network

## Driver Vehicle Inspection Reports (DVIR)

Select the DVIR button on the main screen. Tap on the + button (bottom of screen) to select the applicable region (USA, Canada Schedule 1 or Canada Quebec). Additional options are available for Quebec compliance: heavy vehicle, bus and motor coach.

A compliant checklist is shown. Select any defect you might have found during your vehicle and trailer inspections. On the last step enter a remark and indicate if the defects were corrected or not.

Select the item with defects and tap on NEXT.



We have separated items under the C-TPAT 17 agreement in order to help you reduce border delays (if applicable) and minimize risks.

Check all minor and major defects accordingly. Take pictures of defects which are uploaded to the ELD portal and could be shared later on.



On the last step, enter the remark and sign the inspection report:



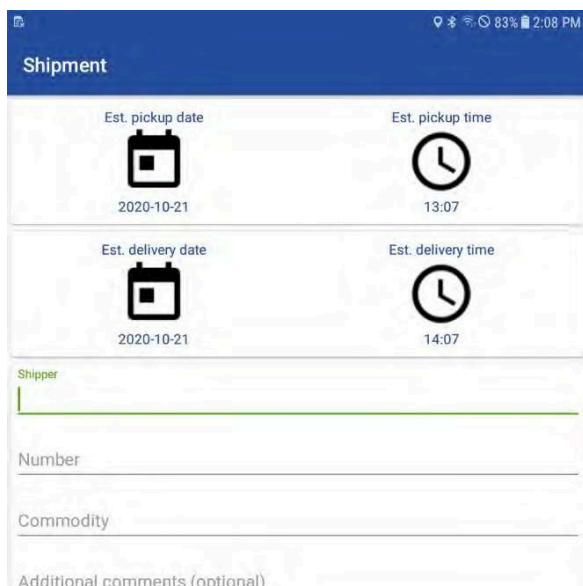
If defects were found and corrected, you can ask the mechanic for a signature. There is a third, optional signature which some carriers require before a vehicle leaves the yard.

You can take up to 9 different pictures. Once you are done select Upload.

## Shipments

(connecting to brokers, shippers, receivers & carriers)

Addressing two of the biggest complaints from drivers using an ELD



Shipment

Est. pickup date: 2020-10-21

Est. pickup time: 13:07

Est. delivery date: 2020-10-21

Est. delivery time: 14:07

Shipper

Number

Commodity

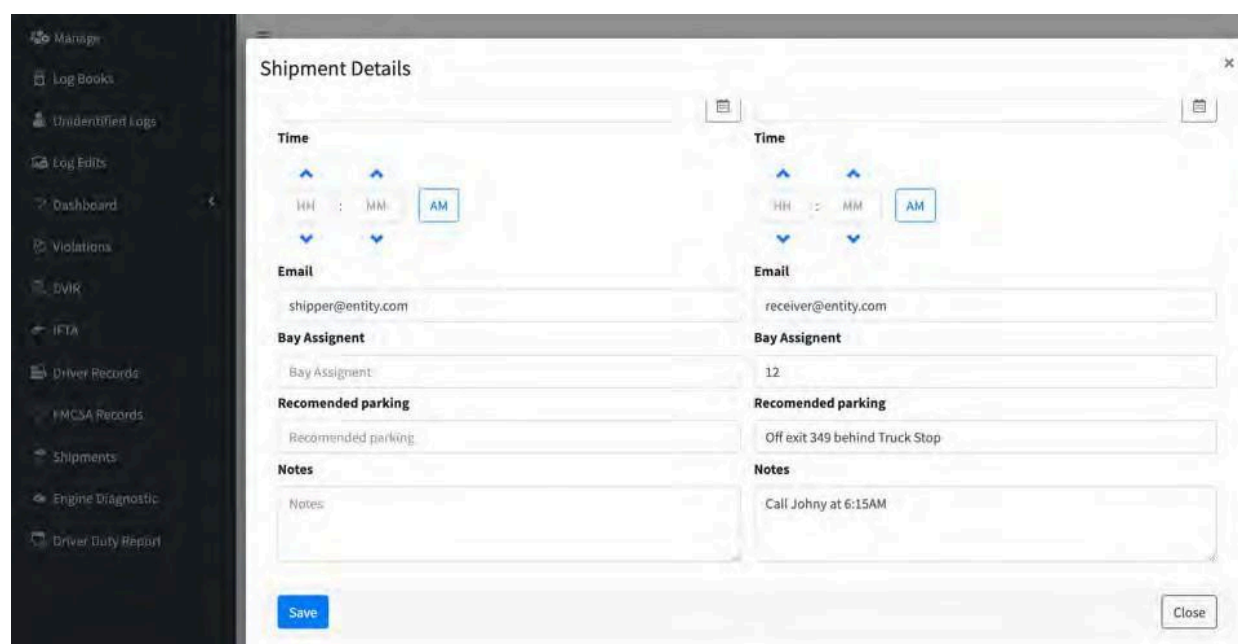
Additional comments (optional)

The new **Shipment Sync** feature, implemented on app release 133, targets those specific needs by allowing drivers, motor carriers, brokers, shippers and receivers to be connected and sharing shipment information in real-time.

Shippers and receivers can confirm exact arrival time, bay number assigned to the driver, safe parking instructions and additional notes. This information is shared (instantly) with drivers, allowing them to better plan their routes, rest times and minimize dock waiting time. The next page shows a general overview of Shipment Sync:

First you need to create the shipment (see image above). Once the shipment is uploaded to the ELD portal, the carrier can share the shipment with brokers, shipper and receiver.

On the new Shipments tab (online portal), motor carrier personnel can see all shipments created by drivers. A pop-up window is displayed once the Details link is clicked. The motor carrier can share these ETAs with the broker and pickup/delivery warehouses. To do so, the motor carrier just needs to input the email address of every entity they want to share the shipment information with and save the shipment.



Shipment Details

Time: HH:MM AM

Email: shipper@entity.com

Bay Assignent: Bay Assignment

Recommended parking: Recommended parking

Notes: Notes

Save

Close

Once the shipment is saved on the ELD portal an email (from domain: shipment-sync.com) is sent to each destination. Shippers and receivers (independently) can input the specific warehouse arrival, bay number, safe parking information and additional notes. Information about the motor carrier, driver's first and last name, shipping document, last known location is shown on the left pane. The last known location is updated every time the page is loaded.

Carrier Information

CTIA Trucking

8100 West Flagler St Miami FL

Tractor Number

123

Tractor VIN

TTTTTTTTTT

Driver

Dulles John

Estimated Time of Arrival

10/03/2018 02:18 PM

Last Known Location

Miami, Florida

Update Shipment

SHIPPER (NAME, DOCUMENT NUMBER)

SHIPMENT (COMMODITY)

ENTER ADDITIONAL EMAILS TO SHARE SHIPMENT

ADJUST LOAD/UNLOAD DAY AND TIME

BAY ASSIGNMENT

RECOMMENDED WAIT PARKING

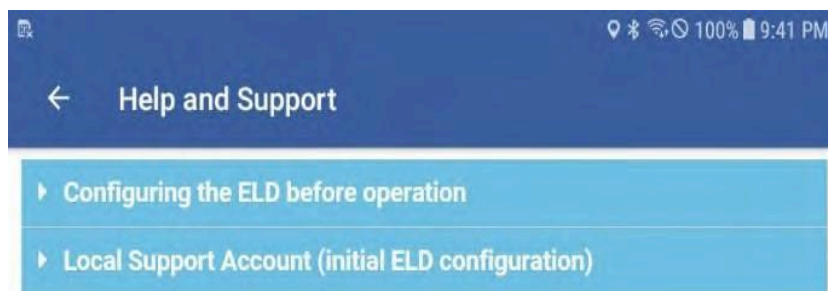
ADDITIONAL NOTES

SAVE SHIPMENT INFORMATION

Once the shipment information is saved, an instant notification is sent to the driver including all the details added by the pickup/delivery personnel, keeping the driver updated at all times.

## Help and Support menu option

There is a new option added to the app menu called “Help & Support”. That option is a link to our most up to date ELD support information. On that page, users will find a variety of topics that will help with the daily operation of the ELD.



### ELD Driver Operation

- ▶ Driver Authentication
- ▶ Selecting a vehicle profile (assets)
- ▶ Engine Synchronization (ECM connection)
- ▶ ELD Diagnostics
- ▶ Driver Profile (Preferences)
- ▶ Personal Use (PU) and Yard Moves (YM)
- ▶ ELD Main Operation Screen

#### • Interactions

