

MANUAL

Per FMCSA rules, this guide must be kept in the vehicle at all times.



SUPPORT

888-228-4460 support@help24.us

ADDRESS

Oakbrook Terrace 17W110 22nd St #760

Download ID ELD Application





Tap **INSTALL** to download the app

Log into application using your email and password (PICTURE 3) If you don't have a ID ELD account, please contact your fleet manager.

Username	
Password	
Login	
Format your password?	
Don't have an account? Sign Up	
Terms and Privacy	
PICTURE 3	

Ζ





Select your vehicle from the list (PICTURE 4).

Your cellular device will connect to the ID ELD plug automaticall The status will be shown on top of the main screen.



Install ID ELD In Your Vehicle

Make sure your vehicle engine is turned off. If the engine is on, please turn it off and turn the key to the "Off" position before connecting ELD device.

Locate the diagnostic port inside your vehicle's cabin. The diagnostic port is typically located in one of the following places:

- **1.** Under the left side of the dashboard
- **2.** Under the steering wheel
- 3. Near the driver's seat
- **4.** Under the driver's seat.







Once plugged in, the device will start syncing with the engine control module (ECM) and ID ELD application on your cellular device. The ID ELD device has LED lights to simply indicate its status to the driver:

		BLUE LINK (WIRELESS LINK)
11	MALFUNCTION	WHAT TO DO
	NO LIGHT	Turn the engine off and check the cable connection
	BLINKING BLUE	Turn the engine off and restart the tablet; call customer support

		IOSiX
	MALFUNCTION	WHAT TO DO
	NO LIGHT	Turn the engine off and reconnect the plug
	BLINKING BLUE	Turn the engine off and reconnect the plug
	BLINKING GREEN	Turn the engine on and restart the tablet

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Using ID ELD On The Road

Once you have connected your mobile device to ID ELD, your driving time will be automatically recorded.

When your vehicle begins moving at a speed of 5 mph or more, your duty status will automatically be set to "Driving."

At 0 mph or less, the vehicle is considered to "Idle." When "Idle," you can change your duty status by tapping and selecting one of the alternative duty status (PICTURE 6).



PICTURE 6

- Tap ______ sign (top right corner of the app) to switch to "Night Mode."
- Tap 🔆 sign to switch back to the "Day Mode" (PICTURE 7).



Using ID ELD On The Road (continued)

If the vehicle remains "Idle" for 5 minutes, a pop-up window will appear asking if you would like to change your duty status. If no selection is made within 60 seconds, duty status will change automatically to "On Duty" (PICTURE 8).

When not driving, the main window will be in foreground (PICTURE 9).



When not driving, the main window will be in foreground (PICTURE 9).

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Using ID ELD Off The Road

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Fill out the location field and put remarks, such as "Pre-trip inspection" or "Coffee break" (if the location field is left empty, it will be automatically set) (PICTURE 11).



Select the status: "Off Duty," "Sleeper," "On Duty" (PICTURE 10).

Using ID ELD Off The Road (continued)

A

If you need to add corrections to your e-log, you can insert missing status by tapping or edit existing status by tapping / (PICTURE 12).



Choose the status you want to change and set the time frame (PICTURE 13).









Officer Inspection

It's easy to provide an officer with your driving information.

Tap icon on the top left corner, or swipe from left side of your device to the right side and select "Inspection Module" (PICTURE 19).



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Tap "Begin Inspection" and hand your device to the officer (PICTURE 20) or tap "Send Logs" to send the report through email (PICTURE 21).

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PICTURE 20	PICTURE 21



Officer Inspection

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The application will generate the report for the officer (PICTURE 22).

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Tap 🧲 on the top left corner to exit DOT inspection.

* Federal Motor Carrier Safety regulation 49 CFR §39515 does not require a driver to provide a hard copy printout of their logs for on authorized safety official. However, you con email your logs from the ID ELD App should you choose to provide the authorized safety official with a hard copy.

12



Settings

Choose "Settings" from the side menu to change sound settings or violations visibility (PICTURE 23).



Move toggle to the right to turn on an option, or to the left to turn it off (PICTURE 24).

÷	Settings		
Highlight violations HOS violations will be listed below your log graph and indicated by a red line on the grid.		•	
Enable sound An audite alert will appear on your DRIVING screen when you are approaching a violation or already violating a	HOS rule.	•	
Config Autodetect Odometer OFF			
6 pin (BlueFire) Enable connection to BlueFire 6 pin device CNLY			
Default Device: unavailable			
Invalidate Caches and Restart			FICTURE 24
Change password		>	

ID ELD Malfunctions

§ 395.22 Motor Carrier Responsibilities

A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle an ELD information packet containing the following items:

An instruction sheet for the driver describing ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions.

The following instructions are in accordance with the guidelines set forth in § 395.34

How does the driver know if ID ELD is malfunctioning?

The ID ELD device has LED lights to simply indicate its status to the driver.

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ID ELD will monitor and report malfunction data based on section 4.6 ELD's Self-Monitoring of Required Functions table 4:

- **"Power compliance"** malfunction
- "Engine synchronization compliance" malfunction
 - "Timing compliance" malfunction
- "Positioning compliance" malfunction
- - "Data transfer compliance" malfunction
 - "Other" ELD detected malfunction

ID ELD Malfunctions

(Continued)

What does the driver need to do if the ID ELD is malfunctioning?

1 Contact ID ELD support immediately after discovering a malfunction at **888-228-4460** or email **support@help24.us** to troubleshoot the issue.

Provide written notice to your fleet management within 24 hours of malfunction discovery.

Keep a paper log for that day and until ELD is repaired or replaced.

What does the fleet need to do if the ID ELD is malfunctioning?

A motor carrier must take action to correct the malfunction of the ELD within 8 days of discovery of the malfunction on a driver's notification to the motor carrier whichever occurs first.

2 Upon notification by fleet manager, ID ELD will send a new device.

If a motor carrier needs a time extension, they must notify the FCSA Division Administrator for the State of the motor carrier's principal place of business within 5 days after a driver notifies the motor carrier according to the guidelines set forth in §395.34(2).



If the device display any colors other than Blue and Green, please contact our support team at 888-228-4460 ext. 2

