MX20

DRIVER'S ELD MANUAL

KONEXIAL

A PAID SUBSCRIPTION IS REQUIRED FOR ELD COMPLIANCE
FOR COMPLETE TRAINING, VISIT OUR DRIVER RESOURCE CENTER
www.konexial.com/training

ELD MANUAL (PRINT OR ELECTRONIC) MUST REMAIN IN TRUCK

◉MY20 TIPS

1 Only use 1 ELD per truck. Always leave the ELD plugged in. If you need to move an ELD to a different truck, notifiy My20 support before moving.

2 Check for a **GREEN** light on the ELD. Do not remove the ELD from the ECM port.

3 You must use the My20 App and remain connected to the ELD to be compliant. The App REQUIRES your input and certification every day.

4 Make sure you are logged into the My20 app & connected to the ELD device before you start your engine or turn off your engine. This data has to be tracked, otherwise, it will come back later for you to accept as Unidentified Non-Driving Records (UDRs).

5 In **On Duty** status make sure you are connected to the ELD **before and after** you drive to do your Pre-trip and Post-trip each day. This is required and it will make sure all your records are current before you start driving that day and at the end of the day.

6 If the pre-trip button is grayed out, the truck has already been moved or the pre-trip inspection has been completed. You can delete the trip (if there is no velocity associated) and create another to complete a pre-trip inspection. If the post-trip button is grayed out, the post-trip inspection has already been completed.

7 The My20 app must be kept visible on the front of your phone or tablet. Otherwise, your phone may cause the app to "hibernate" and your Bluetooth connection may be lost.

8 If your mechanic does not have an ELD subscription, leave the ELD plugged into the truck while he/she completes their work unless there is a requirement to access the ECM port. If there is any driving done, send the records to the carrier to follow the UDR process.

9 Drivers should certify their RODS as correct and accurate by signing logs on the **SIGN** screen or by selecting multiple days (white circles) at one time on the **LOGS** screen in the app at the end of every shift.

10 My20 subscription includes IFTA calculations. IFTA reports will not be complete or accurate if the miles and location are not recorded accurately. Remember to upload your fuel receipts either individually or with .csv file upload.

MY'20

*PER FMCSA MANDATE, DRIVERS ARE REQUIRED TO HAVE ELD INSTRUCTIONS ONBOARD THEIR CMV IN PRINT OR ELECTRONIC FORM.

LOS RECURSOS DE FORMACIÓN EN ESPAÑOL ESTÁN DISPONIBLES EN LA SECCIÓN DE AYUDA DE LA APLICACIÓN Y EN KONEXIAL.COM/TRAINING

INTRODUCTION

Thank you for choosing MY20 - Your Complete ELD Solution. This compact & easy-to-use device has everything you need for FMCSA compliance & MUCH more!

WHAT'S INCLUDED:

- 1- MY20 Electronic Logging Device 9 Pin (J1939) or OBDII ECM Port*

- MY20 User Manual**

- FREE MY20 App Download

WHAT YOU NEED:

- Cellular tablet or smartphone with unlimited data running Apple iOS 14.0 (or higher) OR Android 8.0 (or higher). Verify your operating system at www.konexial.com/faq

- Dash or window mount for your smart phone or tablet***

- A **valid** ELD subscription

- **NOTE:** Your mobile device must have INTERNET capability with unlimited data. Mobile Hotspots are not compatible. Most drivers prefer iPad tablets.

OUR MISSION IS TO HELP DRIVERS
DriveLiFE
We are committed to providing the best solutions and customer support in the ELD business.

*An adapter cable may be required for trucks depending on the ECM ports, see page 4. **Per FMCSA Mandate: Beginning on 12/18/2017, a driver using an ELD must have an ELD information packet on-board the commercial motor vehicle (CMV) containing the following items: 1. A user's manual describing how to operate the ELD 2. An instruction sheet describing the data transfer mechanisms supported by the ELD and step-by-step instructions to produce and transfer the driver's HOS records to an authorized safety official; 3. An instruction sheet describing ELD malfunction reporting requirements and record keeping procedures during ELD malfunctions; and 4. A supply of blank driver's records of duty status (RODS) graph-grids sufficient to record the driver's duty status and other related information for a minimum of 8 days. ***Per FMCSA ELD Rule 395.22(g): A portable ELD must be mounted in a fixed position during CMV operation and visible to the driver from a normal seated driving position.

HARDWARE

WHAT TYPE OF ECM PORT DOES YOUR TRUCK HAVE?

FRONT **BACK**

MY20 ELD comes equipped with a
9 Pin ECM connector ⊙
**If your truck has a 9 Pin ECM Port
No adapter cable is required.**

9 PIN ECM PORT

FRONT **BACK**

MY20 CELLULAR ELD
⊙ **OBDII Pin ECM connector**
**If your truck has a OBDII Port
No adapter cable is required.**

OBDII PIN ECM PORT

**If your truck has a 6 Pin ECM Port
A 6 Pin to 9 Pin adapter cable is required**
Available for purchase at konexial.com

6 PIN ECM PORT

**If your truck has an OBDII ECM Port
An OBDII to 9 Pin adapter cable is required** ⊙
Available for purchase at konexial.com

OBDII ECM PORT

ADAPTER CABLES SOLD SEPARATELY AT KONEXIAL.COM
**WARNING: Please remove the ELD device before any work is
done on the electrical system, battery changes or charge, as
this might damage the device and void any warranty on the device.**

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INSTALLATION

DOWNLOAD THE MY20 APP

MX20

Download on the App Store

GET IT ON Google Play

- Go to the App Store or Google Play Store and search for MY20 ELD by Konexial.

- Download the FREE app to your tablet or smartphone

- When prompted, you must allow the app access to bluetooth, location, and pictures.

- MY20 supports Apple iOS 14.0 (or higher) OR Android 8.0 (or higher). Verify compatible operating systems at www.konexial.com/faq
  **Tablets are preferred by most drivers

STEP 2: CREATE YOUR ACCOUNT
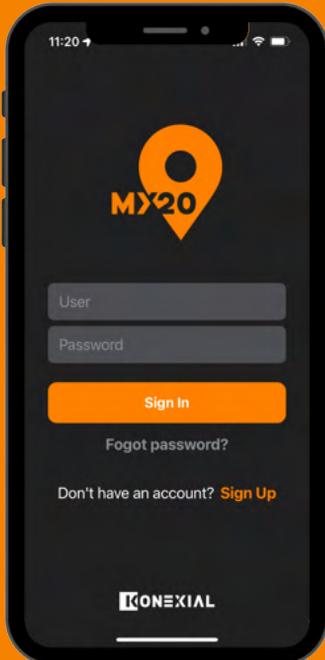
- Once you have purchased an ELD subscription at www.konexial.com, follow the log in instructions sent to you in your new subscription purchase email.

- You will receive an order confirmation email with instructions on how to create your carrier and driver accounts, and trucks or assets.

- Do not create a new account in the mobile application. This will cause log in issues later in the on-boarding process.

- For fleets of 10 or more trucks, contact support at 865-888-6920 ext 2 for time-saving set up.

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INSTALLATION

INSTALL YOUR MY20 ELD

STOP! **YOUR IGNITION MUST BE *OFF* PRIOR TO INSTALLING YOUR ELD DEVICE.**

ECM PORT

To install the MY20 ELD, match the pin configuration on the back of the ELD to your ECM connector (9pin or OBDII). Once the center pin "key" is aligned in the "slot", push the device to fully seat it, and then turn the outer locking ring clockwise (to the right) by 1/8 of a turn to lock it in place

SLOTTED KEY PIN FOR 9 PIN ELD

FRONT OF MY20 ELD

BACK OF MY20 ELD

KEY PIN FOR OBDII CELLULAR ELD

FRONT OF MY20 CELLULAR ELD

BACK OF MY20 CELLULAR ELD

If your ECM connector or ELD does not look like the images above, you may need an adapter cable. Installation is complete when you see a pulsing green light on your ELD.

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MY20 ASSISTANT

START YOUR DUTY DAY + CONNECT TO ELD

SHORTCUT BAR

The shortcut bar is located on the top of the app screen. This section is configurable. Tap the + fron the far right of the screen to choose and organize which tools and fuctions are visible.

MY20 ASSISTANT WILL PRESENT YOUR DAILY WORKFLOW:

Upon logging in, the My20 Assistant will present you with your daily workflow.

1. Start HOS Day

2. View RODS
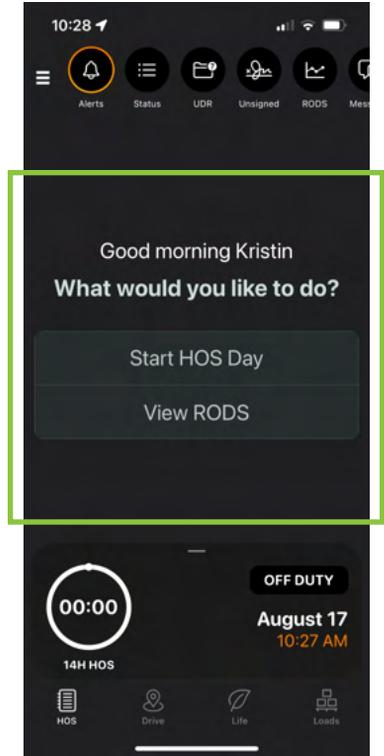
TIME CLOCK WIDGET

The time clock widget shows a snapshot of your HOS clock, duty status, and today's date and time. Slide up on the time clock widget to see the full time clock screen.

START HOS DAY TO CONNECT TO ELD
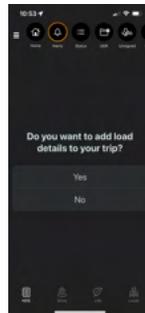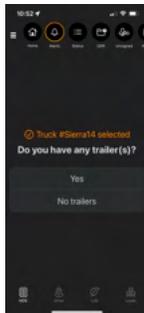
ELD CONNECTION

TROUBLESHOOT CONNECTION

IF YOUR ELD WON'T CONNECT

If your My20 ELD won't connect, follow the prompts to troubleshoot the connection.

1. Retry Scanning

2. Troubleshoot connection

3. Contact support

TROUBLESHOOT YOUR CONNECTION
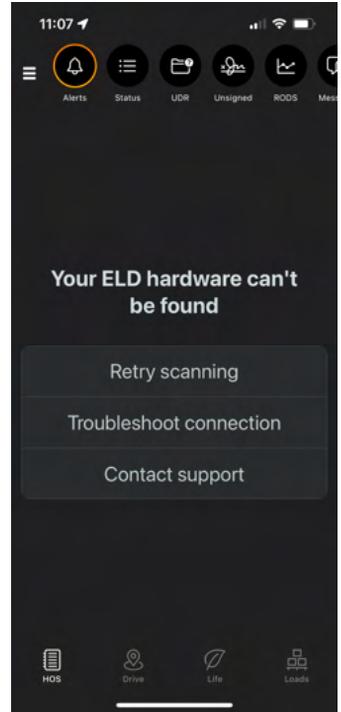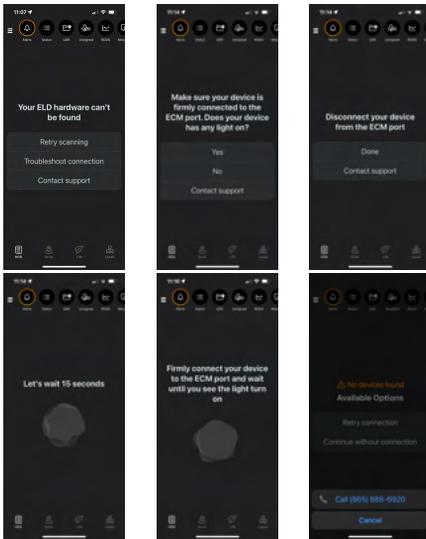
YOUR ELD INSTALLATION IS COMPLETE!
Continue reading to learn how to operate your MY20 ELD.

NEED HELP?

● **Tap HELP** ❓ **from the main menu on the MY20 app. Here you will find how to videos, FAQ's and more help resources.**

● **Email support@konexial.com**

● **Call our support team at 865.888.6920 Ext.2**

MY20 ASSISTANT
PRE-TRIP DVIR + TRIPS VERIFICATION

ONCE CONNECTED TO THE ELD, THE ASSISTANT WILL CONTINUE THE DAILY WORKFLOW WITH PRE-TRIP DVIR.
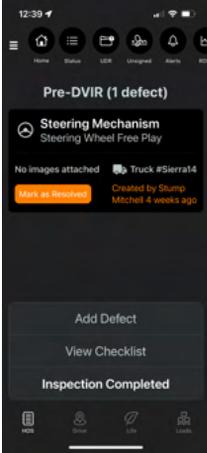
DVIR defects are truck and trailer specific and will stay on the DVIR report until marked as resolved.

Drivers can add defects manually or through a checklist.

DVIR is automatically annotated on the driver's daily RODS.
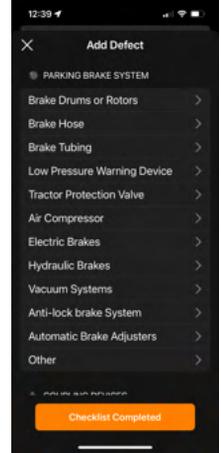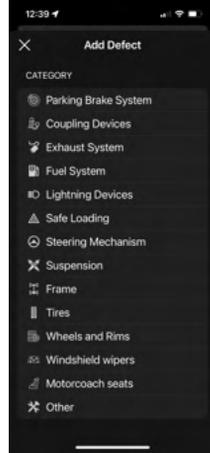
AFTER COMPLETING DVIR, THE ASSISTANT WILL ASK TO VERIFY THE TRIP DETAILS.
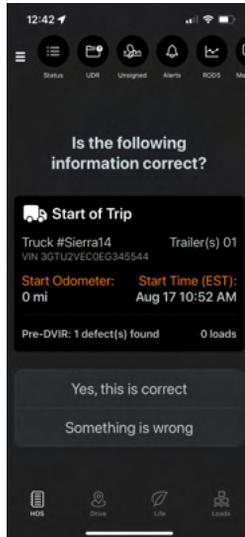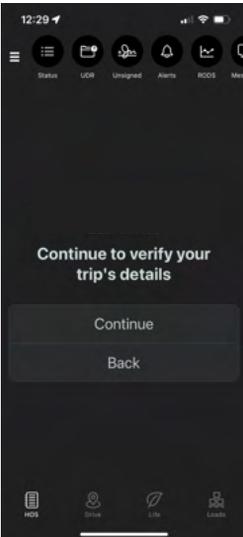
If you the information is not correct choose, **Something is wrong.** You can change the following trip details

MY20 ASSISTANT

READY TO DRIVE

Once the trip details are verified, you are ready to **DRIVE.**

*MY20 ELD automatically changes your duty status to Driving when your truck moves over 5MPH.

MY20 ASSISTANT

Throughout your drive, the My20 Assistant will present available actions you may need during your duty day.

End Current Trip

**Take a break**

End HOS Day

I've been stopped

Change Vehicle

Change Cycle

View RODS

TIME CLOCK WIDGET

The time clock widget shows a snap-shot of your HOS clock, duty status, and today's date and time. Slide up on the time clock widget to see the full time clock screen.
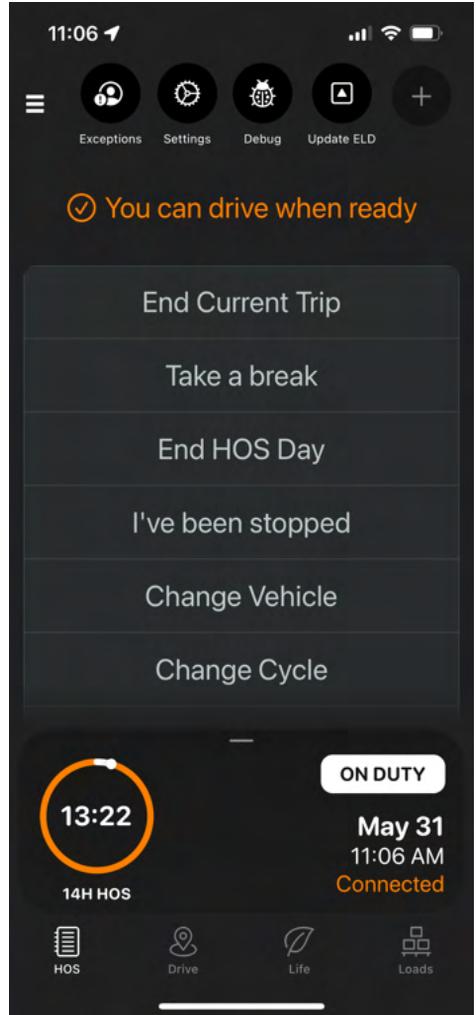
# MY20 ASSISTANT

## ROADSIDE INSPECTION + FMCSA UPLOAD

WHEN STOPPED AT ROADSIDE, TAP ROADSIDE INSPECTION.

Tap FMCSA Upload, input the case ID, and tap upload.

The officer will receive the last 7 days of RODS in the FMCSA web services portal.
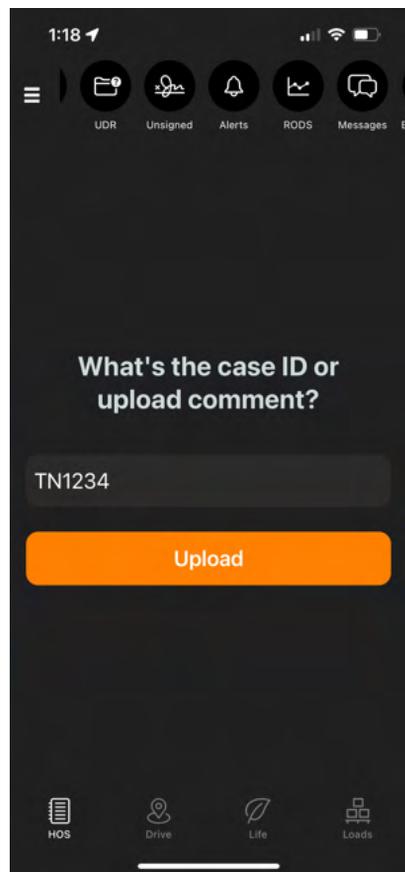
APP OPERATION

LOGS: VIEW, ANNOTATE, & CERTIFY

HOW TO VIEW RODS

Upon logging in the My20 Assistant presents the option to **View RODS**.

RODS Shortcut: You can access RODS from the RODS shortcut located at the top of your My20 app screen.

On the RODS screen, you can view Timeline, Recap, and Daily Log PDF
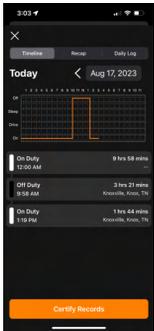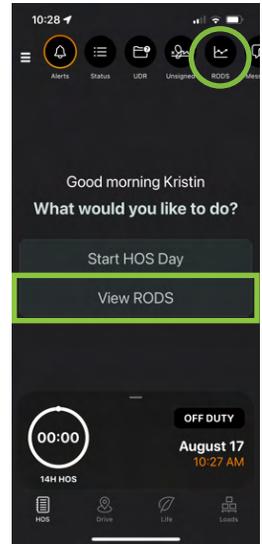
HOW TO ANNOTATE YOUR LOGS

Annotations (notes) can be made to current day logs as well as any of the previous 7 days shown on the RODS Timeline.
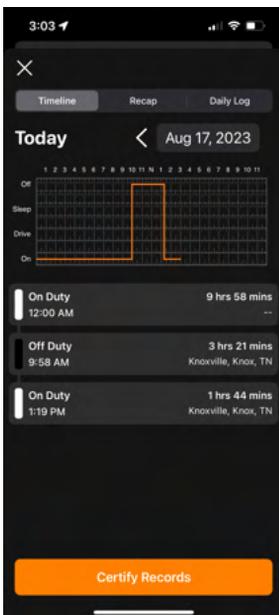
Select the status transaction you want to add an annotation.

On the edit status screen, select the annotation field to add your note.

Select from listing of status specific notes or select "Other" option to add personalized note with the keyboard or microphone.

Once you have finished, make sure you select "Save" in the upper right corner of the screen.

HOW TO CERTIFY YOUR LOGS

Tap **Certify Records**, the bar will turn green. Tap the green **Records certified** to unsign the daily log.

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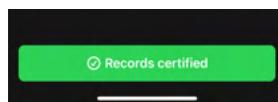
APP OPERATION ⫽
MAIN MENU & SETTINGS

TAP THE MAIN MENU ICON ☰ IN THE UPPER LEFT CORNER TO ACCESS THE FOLLOWING OPTIONS:
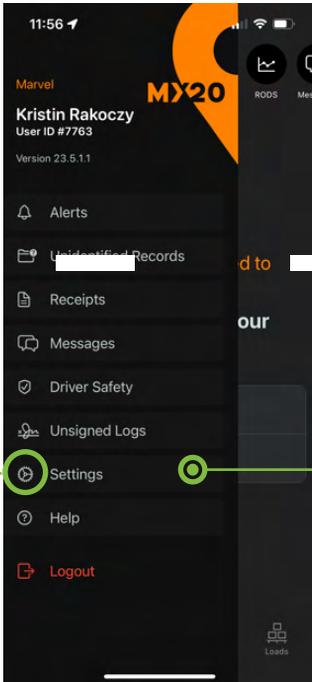
MAIN MENU

Tap **ALERTS** to see push notifications from My20.

Tap **Unidentified Records** to manage unassigned drive time. More instructions available on page 18.

Tap **Receipts** to input fuel receipts.

Tap **Messages** to view dispatcher, broadcast, or other load related messages.

Tap **Driver Safety** to load your driver safety report.

Tap **Unsigned Logs** to see the daily RODS outside the weekly duty cycle that need to be signed.

Tap Settings to open a sub-menu with more settings

Tap **Help** to access support information on our website.

Tap **Logout** to log out of the My20 app.

SETTINGS MENU

Tap **Account** to view your carrier account information and reset your password.

Tap **Cycle** to set your HOS cycle.

Tap **ELD Status** to view your current vehicle information, connect to your device, send debug information and contact support.

Tap **Offline Map** to install offine map.

Tap **ELD Update** to update your ELD firmware.

Tap **App Update** to update the My20 App.

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APP OPERATION
ELD MALFUNCTION PROCEDURE INSTRUCTIONS

*IMPORTANT: Per FMCSA requirements, this information is required as part of your ELD information packet.

## PER FMCSA REGULATIONS, IN THE EVENT OF AN ELD MALFUNCTION, A DRIVER MUST:

1 Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.

2 Reconstruct the RODS for the current 24-hour period and the previous 7 consecutive days, and record the records of the duty status on graph-grid paper logs that comply with 49 CFR 395.8*, unless the driver already has the records or retrieves them from the ELD.

3 Continue to manually prepare RODS in accordance with 49 CFR 395.8 until the ELD is serviced and back in compliance. The recording of the driver's hours of service on a paper log cannot continue for more than 8 days after the malfunction; a driver that continues to record his or her hours of service on a paper log beyond 8 days risks being placed out of service.

Drivers Daily Log
(24 hours)

_____ / _____ / _____
(month)   (day)   (year)

Original - File at home terminal.
Duplicate - Driver retains in his/her possession for 8 days.

From: _____   To: _____

	Mid-night	1	2	3	4	5	6	7	8	9	10	11	Noon	1	2	3	4	5	6	7	8	9	10	11	Total Hours
1. Off Duty																									
2. Sleeper B...																									
3.																									
4. (																									

NOTE: Drivers must notify My20 of any malfunction of the ELD. Support can be reached at 865-888-6920 ext 2 or screen shot can be emailed to support@konexial.com

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APP OPERATION
HOS TIME CLOCK

HOS TIME CLOCK

CYCLE: Displays duty cycle and remaining current cycle time (lower left). Tap cycle time to change your cycle type.

HOS: Displays remaining HOS time on 14 hour duty clock (lower center).

DRIVING: Displays remaining driving time on 11 hour clock. (lower right).

DATE/TIME/ELD STATUS: The top right corner displays todays date, time, and ELD status. Tap for ELD Status function.

DISTANCE: The top left corner of the screen shows miles driven TODAY.

CENTER CIRCLE: Multi-function clock which counts down until the 8 hour mandatory break and counts up from 0 when in Off Duty/Sleeper (center) .

APP OPERATION
HOS EXCEPTIONS & BREAKS
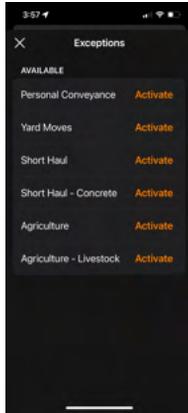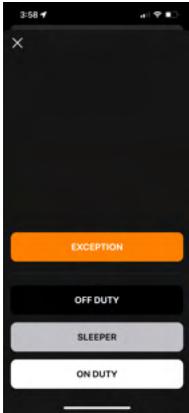
- Touch center clock screen to change duty status or activate an exception

- Touch the exceptions bar on the top of the status screen.

- Choose the exception you wish to enable.

- Tap Activate to activate the exception.

- After turning exceptions on, tap X to return to the time clock screen.

NOTE: All exceptions must be activated while the truck is in park and NOT in driving status. Exceptions must be activated BEFORE they are needed. They can not be activated after the driving has occurred. Once activated, an exception stays activated until manually deactivated (turned off).

On Duty Exceptions:
- **Yard Moves**
- **Short Haul**
- **Short Haul - Concrete Delivery**
- **16 Hour Rules**
- **Adverse Weather**
- **Construction Materials**

Off Duty Exceptions:
- **Personal Conveyance**
- **Oil Field & Well-Waiting**
- **Split Sleeper Berth**
- **Agriculture**
- **Agriculture - Livestock**

How To Activate AG Exemption:

- Tap the orange exception bar to view all My20 ELD exceptions.

- Touch the Agriculture or Agriculture-Livestock toggle to activate the AG exempt status

- Follow the prompts to set your origin. If using AG-Livestock, you'll be prompted to set your origin and destination locations.

- Start driving. You will be alerted when entering and exiting the 150 air-mile radius.

NOTE: BREAK COMPLETION LINE

A white dashed vertical line on the RODS graph of the Logs screen will appear when the duty status is changed to either OFF Duty or SLEEPER to indicate when the 10 hour daily restart will be completed. Please wait until the orange horizontal duty line crosses the white dashed vertical line to ensure you get credit for the 10 hour restart.

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APP OPERATION

UDR - UNIDENTIFIED DRIVING RECORDS

WHAT ARE UDRS?

Unidentified Driving Records (UDRs) are created on the ELD hardware whenever the truck engine is turned on or if the truck is driven without a driver connecting to the hardware with the My20 App. Because the records can not transfer from the hardware through to the My20 App via the Bluetooth connection, they are saved in the hardware's memory until the next time a driver is connected to the hardware with the app.

WARNING

If UDRs are not accepted by the appropriate driver, his logs are not current, accurate, or compliant.

UDRs are presented to any driver that connects to the hardware and must be managed by the driver making the determination that the records belong to him and need to be applied to his records to update them, or that they don't belong to him and need to be sent to the carrier's My20 Tower administrator. UDRs are a very important facet of compliance with the FMCSA mandate. All of a carrier's UDRs are transmitted to FMCSA any time any of the carrier's drivers are inspected.

APP OPERATION

UDR - UNIDENTIFIED DRIVING RECORDS

HOW TO MANAGE UDR

1 First, try to eliminate UDRs by staying connected to the hardware when the engine is on. If you are connected to the hardware when the engine is on, either when the truck is stopped or the truck is moving, the records will be received by the ELD via BT and the logs will be up to date. No UDRs are created.

2 If UDRs are created, they are automatically presented in list format to the driver when the driver changes his status to a non-driving status.
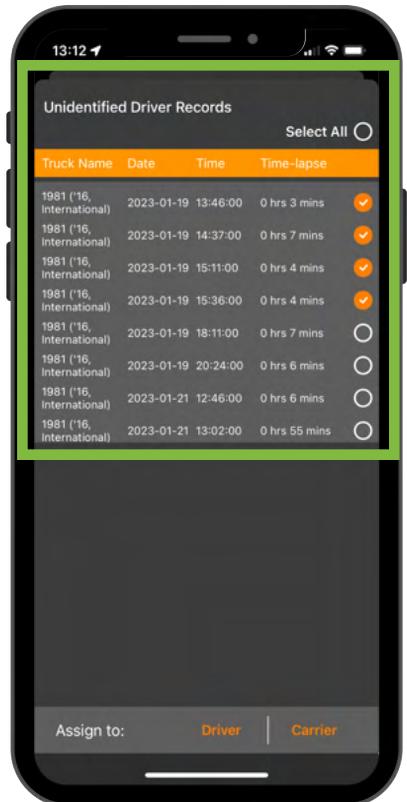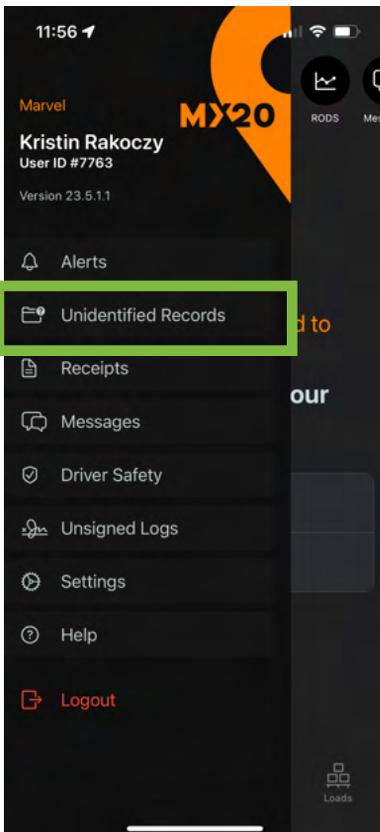
HOW TO MANAGE UDR

3 Each UDR segment is presented to the driver as unselected with a white unfilled circle and should be reviewed individually by the driver.
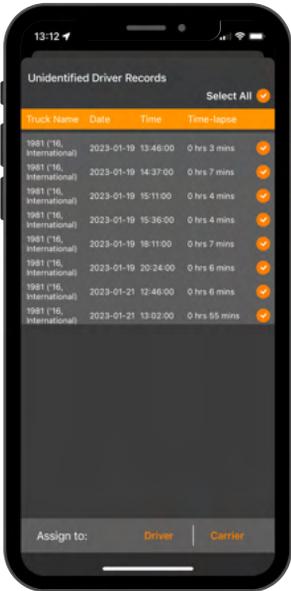
If all of the segments belong to the driver, the driver should touch "Select ALL" option at the top of the UDR segment listing.

If the segment belongs to the driver, the driver should select the white circle and it will change to a filled orange circle with checkmark.

If the segment doesn't belong to the driver, nothing more needs to be done. Leave as an empty white circle.

Once the segments have been reviewed the driver should select "Driver" if either all of the segments (all orange circles) belong to the driver or if there is a mixture of orange (Driver) and white circles (Carrier). When "Driver" is selected with a mixture of both orange and white, the orange circle segments will go to the driver and the white circles will go to the carrier.

If all of the segments (orange circles with a white checkmark) belong to the carrier, select "Carrier" to assign those segments to the tower.

Once "Driver" has been selected those records belonging to the driver will be updated in the application and the driver's logs will be current and compliant.

APP OPERATION //
UDR - UNIDENTIFIED DRIVING RECORDS

HOW TO MANAGE UDR

4 Any UDR segment that has been assigned to the driver by the carrier will be tagged with an "ASSIGNED BY CARRIER" banner below the segment. These UDRs are managed by the driver in the app in the same manner as the UDRs that come directly from the ELD.
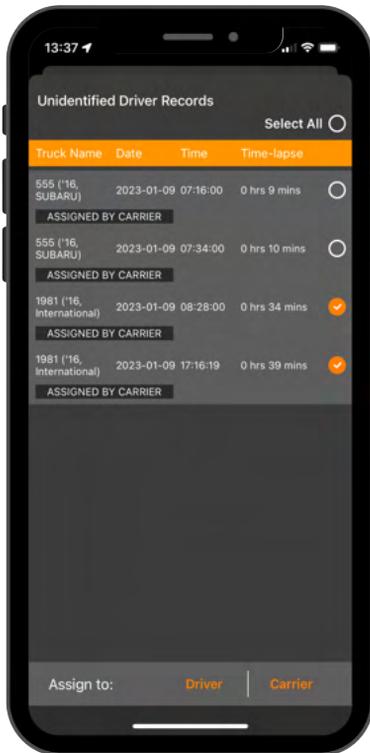
UDRs must be reviewed before driving at the beginning of the driver's day and after the driving day has been completed at the end of the day to verify ALL records have accurately been assigned and logs updated properly.

APP OPERATION

📍 DRIVE: COMMERCIAL NAVIGATION

In-app commercial navigation gives drivers turn-by-turn directions directly in the My20 app.

Points of interest are also available. Navigate to fuel, restaurants, weigh stations, truck parking, truck dealerships, and more.

DriveLiFE ∅

The DriveLiFE curated content stream brings encouraging, uplifting, industry specific news, articles, videos, and images, directly into your My20 mobile app.

Every day you'll find new resources to help DriveLiFE spiritually, financially, environmentally, physically, and socially.

LOADS: DIGITAL LOAD EXECUTION

Centralize dispatch, document management and compliance all in one easy to use digital space.

LoadIT ensures a seamless and efficient load execution process from start to finish.

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NOTES:

My20 Driver ID: _____

My20 Password : _____

_____

_____

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My20 ELD Support
email: support@konexial.com
phone: 865.888.MY20 ext 2
training videos: www.konexial.com/training
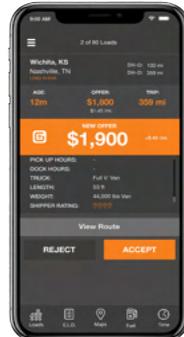
MY20

KONEXIAL.COM
865.888.MY20

Our philosophy at Konexial can be summed up into two words...*Drive LIFE.* We are committed to creating technology to **HELP DRIVERS DRIVELiFE.**