



NCX
NATIONAL CARRIER EXCHANGE

USER MANUAL

ELECTRONIC
LOGGING
DEVICE





The NCX Electronic Logging Device is accessed using the free NCX Mobile App available for Android and iOS Phones and Tablets. As it will store confidential Driver Records, the NCX App is meant to be installed on a single, personal phone or tablet that is owned and controlled by the Driver. It should not be installed on a shared device.

Company-owned phones or tablets can be used so long as no other Driver uses that device.

NOTE: This Manual is required to be kept in your vehicle at all times.

What's in the Box:

- The ELD Device
- OBD Connector
- 6 Pin Connector
- 8 Pin Volvo Connector
- 9 Pin Connector
- Antenna
- Clips & Zip Ties

The top layer of the box contains this Manual, the NCX ELD, a 9-Pin J1939 and 6-Pin J1708 Connector. Beneath this, the bottom layer contains the Amplified Antenna, a Volvo 8-Pin Connector, the ELD Connector Cable and Mounting Supplies.



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Who is Exempt from the ELD Mandate

All Trucks made before the Model Year 2000 (as per their Vehicle Registration) are EXEMPT from the ELD Requirements.

- Drivers who use the timecard exception are not required to use ELDs or keep RODS.
- Drivers who use paper RODS for not more than 8 days out of every 30-day period are not required to use ELDs.
- Drivers of vehicles manufactured before 2000 are not required to use ELDs
- Drivers who are required to keep RODS not more than 8 days within any 30-day period are not required to use ELDs.
- Drivers who conduct drive-away-tow-away operations, where the vehicle being driven is the commodity being delivered, or the vehicle being transported is a motor home or a recreation vehicle trailer with one or more sets of wheels on the surface of the roadway are not required to use ELDs.
- Drivers of vehicles manufactured before the model year 2000. (As reflected on the vehicle registration) are not required to use ELDs.

The FMCSA may change the above Exemptions over time. Visit the following Web Page for the latest Updates: <https://www.fmcsa.dot.gov/faq/what-exceptions-are-allowed-electronic-logging-device-rule>

The NCX Fleet Management Platform

The NCX Mobile App is part of a free, full-featured Fleet Management, Electronic Dispatch, Tracking and Operations Platform. While it is not necessary to use all features of the platform to use NCX Electronic Logging Devices, it is freely available for you to benefit from. Carriers have reported a greater than 50% reduction in call volume in their first week of using the platform. Drivers use the NCX Mobile App, and Dispatchers or Fleet Owners use the NCX Web App to interact with the Drivers in their Fleet. To use the NCX Platform, the Fleet Owner or Dispatcher first creates a free Carrier Account online at www.NationalCarrierExchange.com and watches a quick Training Video under the HELP Menu. Then, they invite all of their Drivers to join their Fleet, using either the Drivers' phone numbers or e-mail addresses to send out the invitations. The Drivers (after receiving the invitations on their phones) click the link in it, create a password for themselves and then are taken to download the free NCX Mobile App to use on their smartphones or tablets. Through the NCX Mobile App, Dispatchers now can assign Loads to their Drivers, instantly passing all of the details right into the Drivers' hands. The time that is usually spent sitting on the phone relaying (and copying down) pickup numbers, drop-off numbers, addresses, phone numbers and all of the rest is now saved, giving both Drivers and Dispatchers more time to focus on other tasks. The NCX Mobile App is also how Drivers interact with the NCX Electronic Logging Device. The Mobile App uses the Driver's phone or tablet to communicate with the ELD via Bluetooth. Through the ELD functions in the App, Drivers can log their Hours of Service, change their Duty Status, view, edit and transfer Logs to Roadside Inspectors, as well as submit reports in compliance with the FMCSA's Electronic Logging Device Mandate.

INSTALLING THE NCX ELD

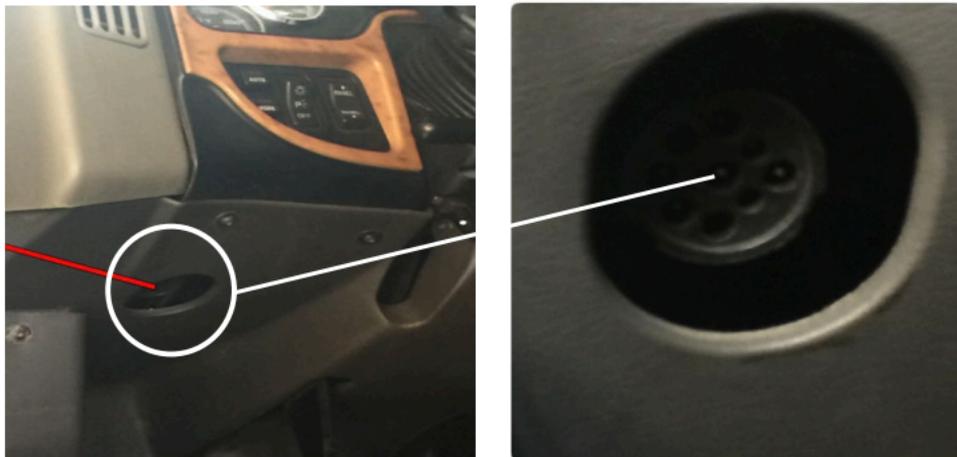
Installing The NCX ELD In In A HINO Truck

In a Hino Truck the 9-pin port will be located under the dashboard, on the right side of the steering wheel. Pull the plastic cap off and connect the male 9-pin connector into the female 9-pin port.



Installing The NCX ELD In An INTERNATIONAL Truck

In an International Truck the 9-pin port will be located under the dashboard, on the left side of the steering wheel. Connect the male 9-pin connector into the female 9-pin port.



Installing The NCX ELD In A KENWORTH Truck

In Kenworth Trucks, the 9-pin port will be located under the dashboard, on the left side of the steering wheel. On some models (such as the one shown above), under the plastic cap, the 9-pin port will be MALE. The NCX ELD comes with several adapters, but its 9-pin adapter is MALE (which is what most Trucks need). If



Installing The NCX ELD In A PETERBILT Truck

In a Peterbilt Truck the 9-pin port will be located under the dashboard, on the left side of the steering wheel. Pull the plastic cap off and connect the male 9-pin connector into the female 9-pin port.



Installing The NCX ELD In A VOLVO Truck

In Volvo or Mack Trucks the 8-pin port will be located under the dashboard, on the left side of the steering wheel. Connect the male 8-pin connector into the female 8-pin port. Some newer Volvo and Mack trucks use the OBDII Port.



Installing The NCX ELD in Other Vehicles

There are a few places you can check of the ports in your vehicle.

1. Below the driver's seat
2. Near the drivers left kick panel
3. Underneath the left side of the dash
4. Underneath the steering wheel

Note: If your port is not in one of these areas. Please check your Truck's Service Manual or with a Mechanic to find the exact location of the Diagnostic Port in their particular vehicle.



THE
NCX ELD

10 & 4 pin locking interface ports



The NCX ELD connects to the Truck using a flat ribbon cable. One end of the cable goes into the 10-pin Locking Port on the ELD, and the other connects to the Truck, usually through one of the provided Adapters, but sometimes directly. The 4-pin Locking Port on the ELD connects to the External GNSS Antenna.

*The NCX Amplified GNSS Antenna must be placed on the dash of the vehicle closest to the windshield

10 & 4 pin locking interface ports connected to the ELD



After connecting the 10-pin locking ELD interface connector and the 4-pin locking ELD interface connector to the NCX ELD, the Device should look like the picture above.

The ELD Indicator lights

Blue Light

When your Mobile Device is connected to the NCX ELD via Bluetooth, the Blue Light will be ON. When no Bluetooth connection is present, the Blue Light will be OFF.

Yellow Light

When the NCX ELD is connected to a Cellular Data Network with a SIM Card, the Yellow Light will be ON. When the NCX ELD is searching for a Cellular Network, the Yellow Light will Flash. If no SIM Card is present, the Yellow Light will be OFF.

Red Light

When the NCX ELD has obtained a GNSS Satellite Position Lock, the Red Light will be ON. When trying to establish a Lock, the Red Light will Flash. If no Lock can be obtained, the Red Light will be OFF.

Green Light

When the NCX ELD has established a connection to the Truck's Engine Computer, the Green Light will be ON. While the NCX ELD is starting up or is trying to connect, the Green Light will Flash. When no connection is present, the Green Light will be OFF.



The SIM & USB Slots

A. The SIM Slot

This slot is only used if you are taking advantage of the Telematics Functions of the NCX ELD. It can accept any standard 3G Device Data Micro SIM Card from Cellular Providers in North and South America, such as Verizon, AT&T, Telus, Bell, Telcel, FLOW, Digicel, Movistar, Claro, Vivo, Nextel, Vodafone, Avatel, Tigo, Comcel and many others.

The Cellular Data Chipset in the NCX ELD Supports both Dual-Band UMTS/HSDPA (900/2100MHz) and Quad-Band GSM/GPRS/EDGE(850/900/1800/1900MHz) Frequencies. Visit the HELP section of the NCX Platform for more details on how to set up and use the Telematics functions of the NCX ELD.

B. The USB slot

The USB Port in the NCX ELD is currently only used by Technicians during troubleshooting and device reprogramming. Future firmware updates released by NCX and downloaded to the Device will enable additional functions with this port.



The NCX ELD: 9-pin, 8-pin, and 6-pin connectors

OBD connector

This is the 16-Pin OBD-II Data Cable that connects the NCX ELD to the Truck, usually through one of the Port Adapters to the right.



6-pin connector

This Adapter lets the 16-Pin NCX ELD Data Cable connect to a 6-pin J1708 Port.



8-pin connector

This Adapter lets the 16-Pin NCX ELD Data Cable connect to a Volvo & Mack 8-pin Port.

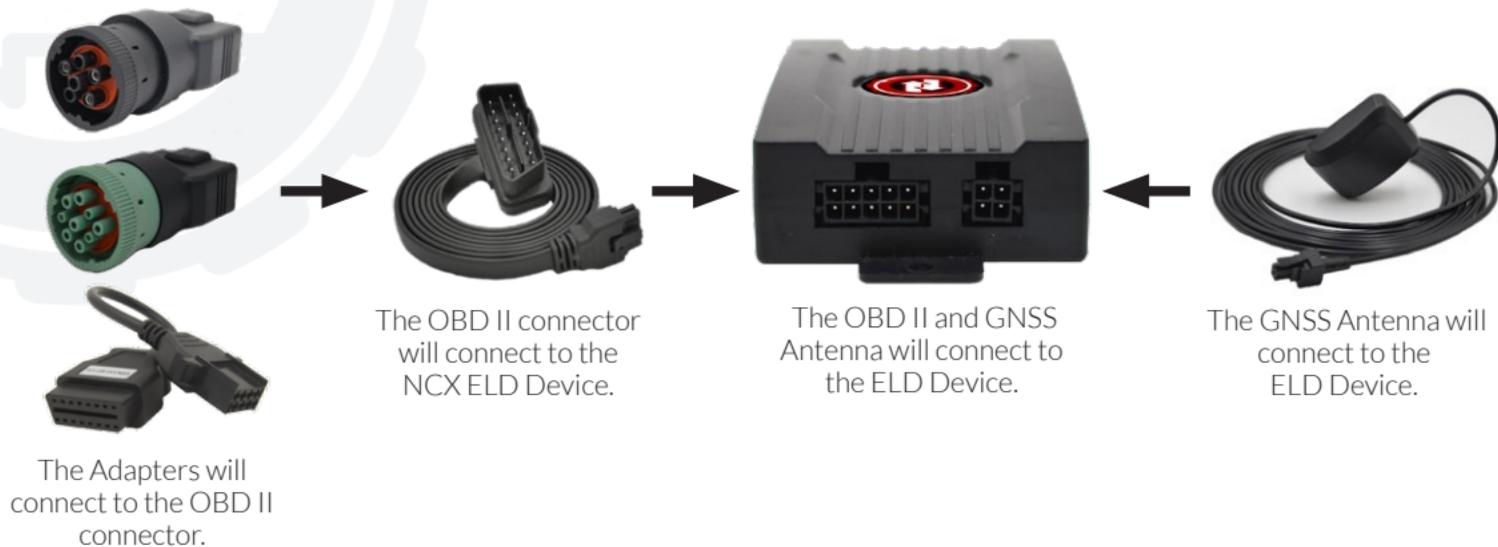


9-pin connector

This Adapter lets the 16-Pin NCX ELD Data Cable connect to a 9-pin J1939 Port.



The NCX ELD: Wiring Diagram



Antenna connector

The NCX Amplified GNSS Antenna enables the ELD Device to track up to 72 Satellites at once across four different GNSS Constellations (GPS, Galileo, GLONASS and WAAS), providing highly reliable service even when parts of the sky are blocked, such as by tall buildings in cities, or while driving in canyons or hilly regions. The 4-pin locking interface connector connects securely into the ELD Device, and the Antenna should be positioned on the dashboard, close to the windshield, with the round surface facing upwards, to have the best possible "view" of the sky. Use the provided Velcro Dots to hold the Antenna in place on the Dashboard, and the self-adhesive Cable Clips to neatly route the Antenna cable out of the way.



INSTALLING THE NCX APP ON YOUR MOBILE DEVICE - STEP 2

Creating a New NCX Dispatcher Account

- If you are a Company Driver, in order to use the NCX Mobile App and NCX ELD, you must be invited by your Dispatcher to join their Fleet through the NCX Web Site
- If you are an Independent Owner Operator and want to use the NCX ELD, you need to first create a free Carrier Account on the NCX Web Site (at <https://www.NationalCarrierExchange.com>) and then invite yourself (as a Driver) to join your Fleet

To create a free Carrier Account on the NCX Web Site, visit the web site on a Full-size Tablet, Laptop or Desktop, at <https://www.NationalCarrierExchange.com> and tap or click on the SIGN UP button at the top-right corner of any page. Once you have entered the needed information on the menu that follows, your NCX Carrier Account will be instantly created. Visit the HELP Menu on the left side of the page to view Dispatcher Tutorials and see how to invite your Drivers to join your Fleet, using either an SMS Text Message to their Cell Phone or by E-Mail.

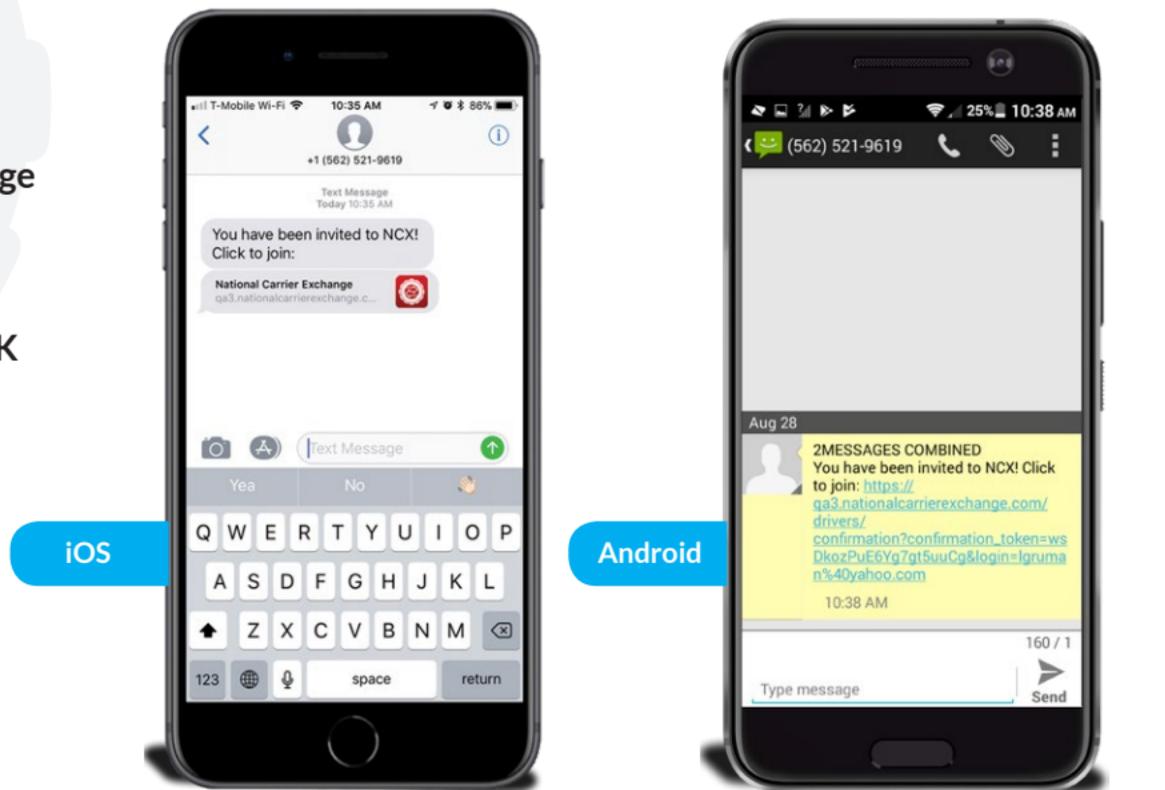
Creating a New NCX Dispatcher Account: If invited by SMS Text Message

iOS

For iOS tap the **NATIONAL CARRIER EXCHANGE LINK** to set your password.

Android

For Android tap the **BLUE LINK** to set your password.



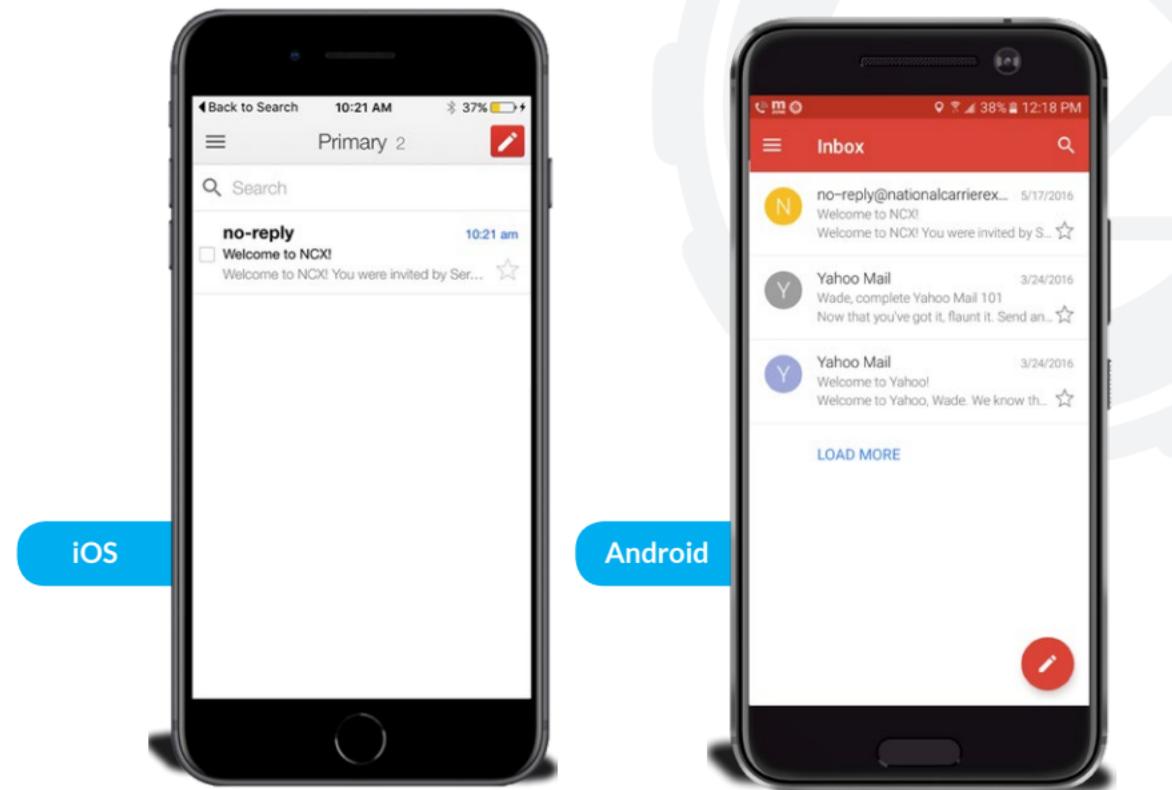
iOS

Android

Creating a New NCX Dispatcher Account: If invited by Email

iOS & Android

Go into your email and open the email with the subject line "Welcome to NCX!"



iOS

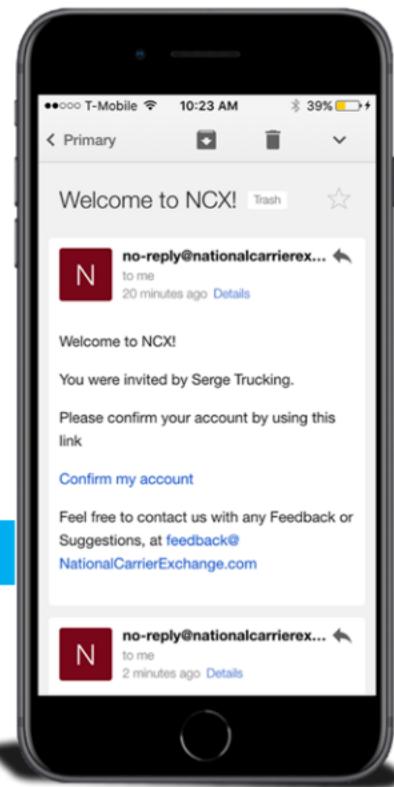
Android

Creating a New NCX Dispatcher Account: If invited by Email - Step 2

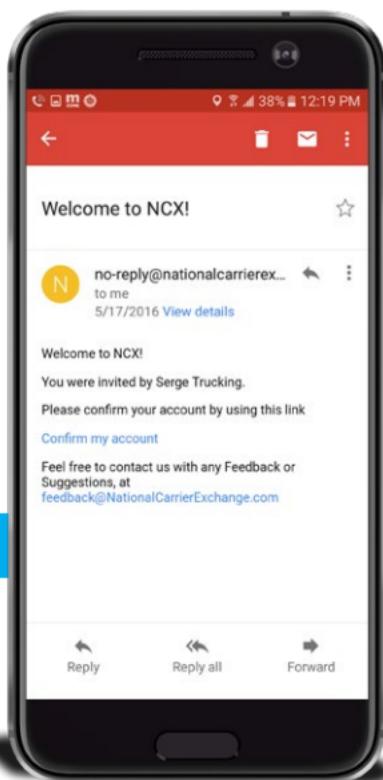
iOS & Android

Tap the blue **CONFIRM MY ACCOUNT** link to set your password.

iOS



Android

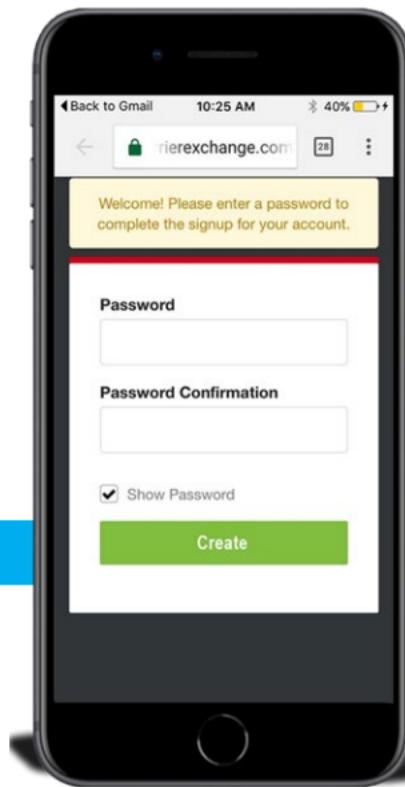


Creating a New NCX Dispatcher Account: Creating your password

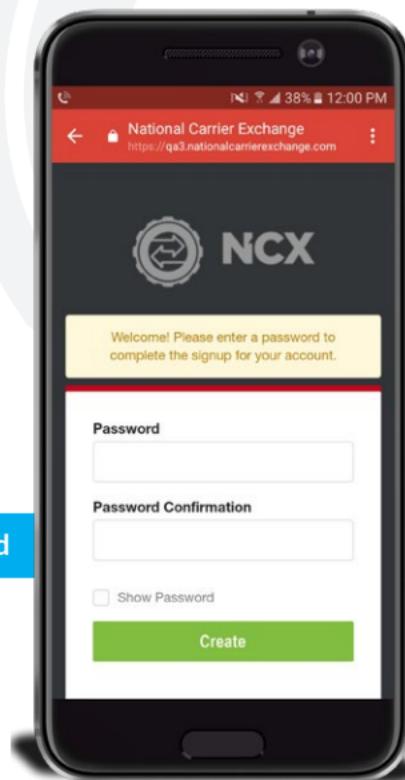
iOS & Android

Enter a password it must at least 8 characters then enter it again to confirm the password. Tap the green **CREATE** button when you're Done.

iOS



Android



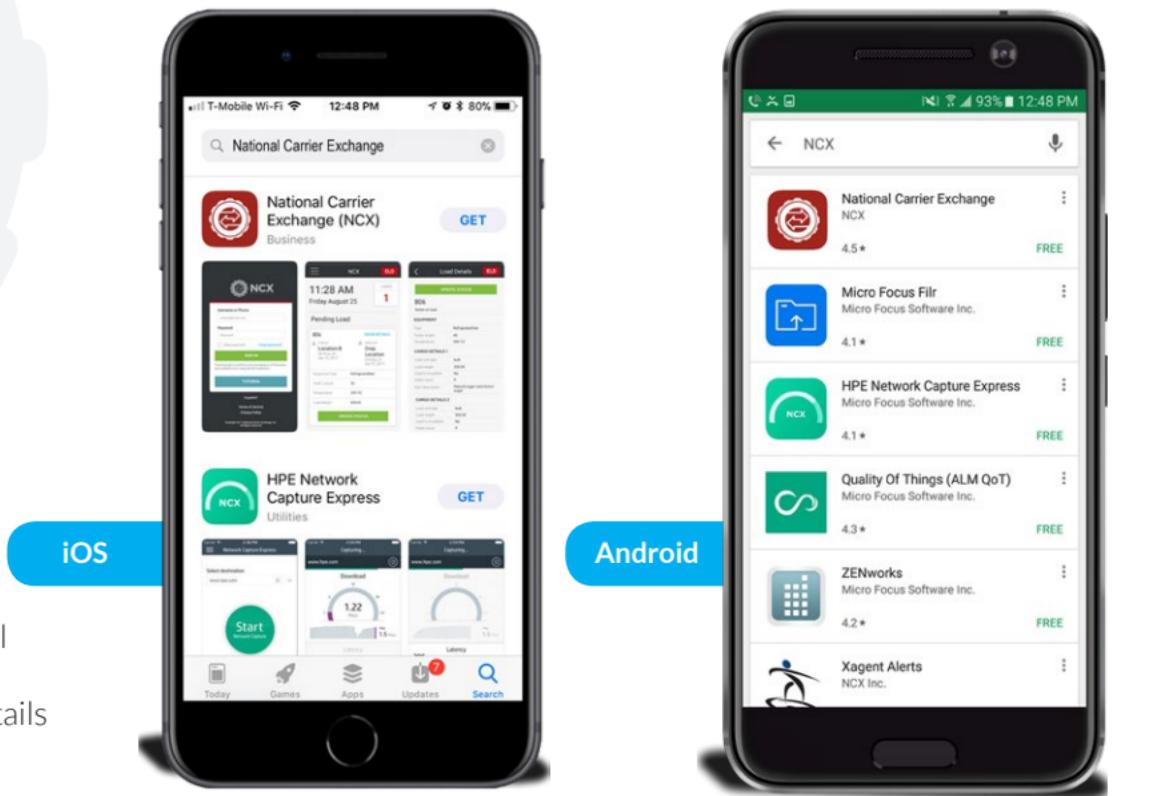
Installing the NCX App: If you choose to install the NCX App at another time

iOS

In iOS go to the App Store and search National Carrier Exchange tap the red NCX logo to open the App details.

Android

In Android go to the Google Play Store and search National Carrier Exchange tap the red NCX logo to open the App details



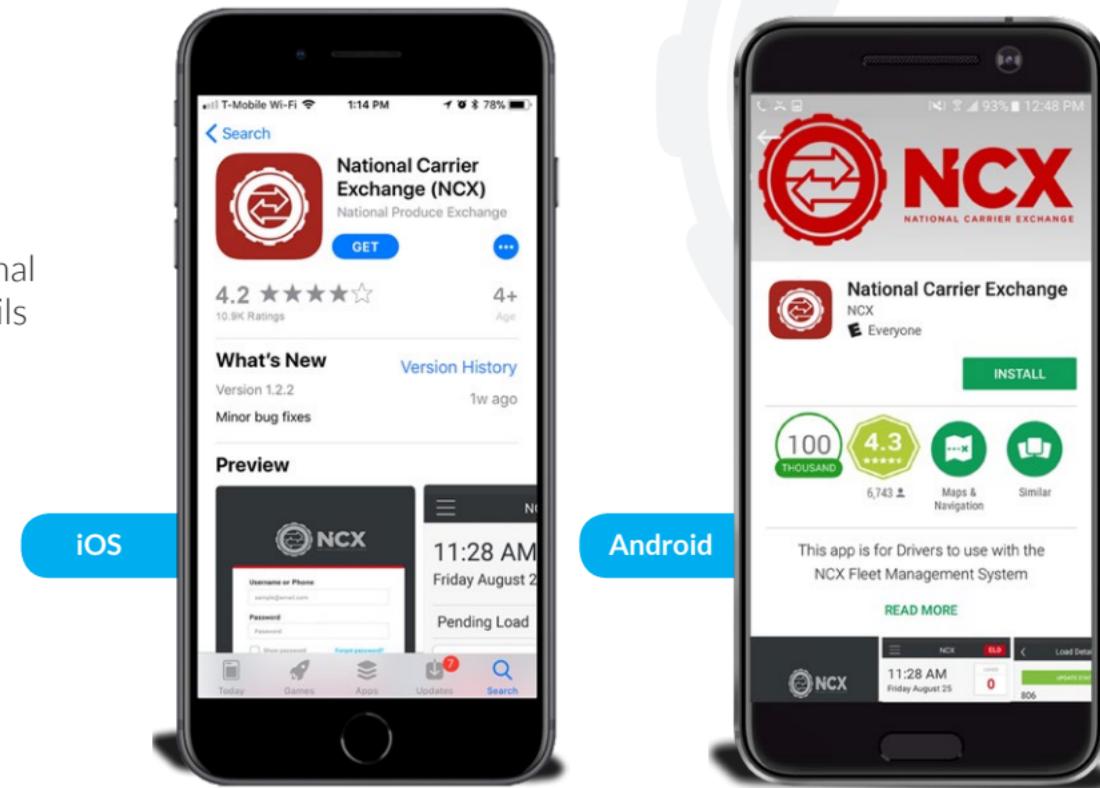
Installing the NCX App

iOS

This is the App Store National Carrier Exchange App details tap **GET** to install the App.

Android

This is the Google Play Store National Carrier Exchange App details tap the green install to install the App.



Opening the NCX App

iOS

On iOS the NCX App will be added to the home screen tap the red NCX logo to open the NCX App

Android

On Android go to your apps look for and tap the red NCX logo to open the NCX App



CONFIGURING THE NCX APP

Logging into the NCX ELD App

There are two parts to the NCX Mobile App. The first part is the Loads Management Layer. This Layer is where drivers receive loads from a dispatcher and report on their delivery progress. The second part is the Electronic Logging Device (ELD) Layer, which is where drivers electronically log their hours of duty / RODS. The NCX Mobile App is built to give the ability for the driver to quickly jump from the Load Management Layer into the Electronic Logging Device (ELD) Layer and back again. When logging into the NCX Mobile App for the first time, the user will be logged into the Loads Management Layer. They can immediately switch between the two layers (Loads or ELD) by pushing the red "ELD" or "LOADS" button on the top right of every screen.

About the Load Management Layer

The Load Management Layer of the NCX Mobile App is used by drivers to receive load information directly from a dispatcher (electronic dispatch), avoiding the need for Check Calls or to copy down load details. If you are working with a Dispatcher, and receiving load details through this system, you will be able to send in Status Updates, such as "En-Route to the Pick-up Location", "Checked-in at the Pick-up Location", "Picked-up Cargo", etc. The final step in the delivery process is when you use the built-in Document Scanner in the NCX Mobile App to scan all of the pages of the Signed Bill of Lading.

Note: You can always find the Load management Driver Tutorials on the login page as well as the Help page located in the Side Menu of the NCX Mobile App.

About the Electronic Logging Device (ELD) Layer

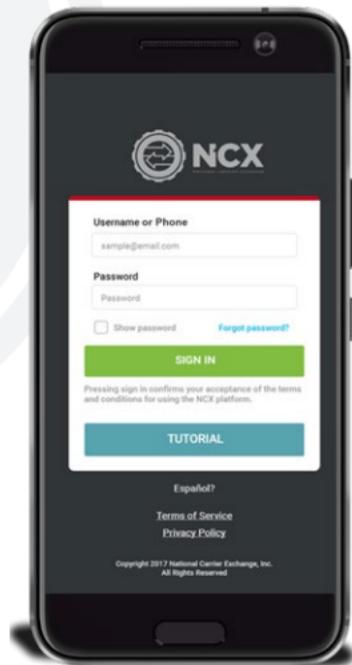
The ELD layer of the NCX Mobile App is used to electronically log all duty hours / RODS. Drivers begin to consume their daily allowed On-Duty Hours when they change their Mode to DRIVING (the vehicle has to be stopped to change the Mode).

Drivers set their Mode to DRIVING when the vehicle is going to be in motion. A Driver can only drive 11 hours within any 14 hour period. If the vehicle begins moving faster than 5 MPH but the Driver has not changed their Mode to ON DUTY / DRIVING (i.e., they are in ON DUTY / NOT DRIVING Mode), the NCX Mobile App will automatically change their Mode to DRIVING.

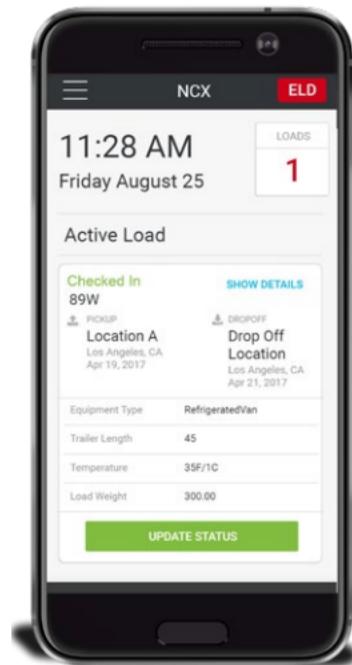
ON DUTY / NOT DRIVING Mode is used when the Driver is on the clock, but not driving. If the driver is in ON DUTY / DRIVING Mode and the vehicle remains at a complete stop for 5 minutes, the App will notify the driver if they would like to change their Mode to ON DUTY / NOT DRIVING. If they don't respond to that notification within 1 minute and the vehicle still remains motionless, the App will automatically change their Mode to ON DUTY / NOT DRIVING.

SLEEPER BERTH Mode for 10 hours you can be subject to a fine if the driver attempts to change his status before the 10 hours.

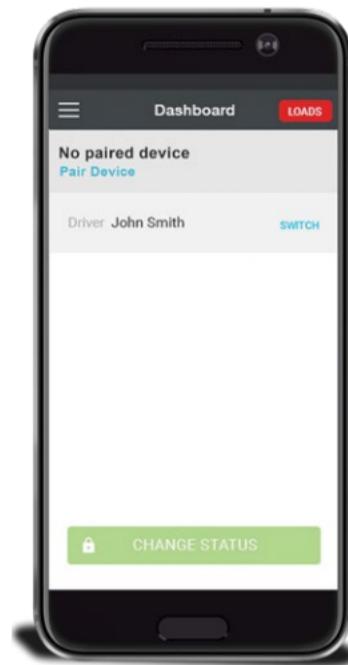
Logging into the NCX ELD App The NCX ELD Dashboard



- To log in enter a valid username and password then tap **SIGN IN** to log into the NCX mobile App.



- Tap the red **ELD** button that will take you to the ELD dashboard.

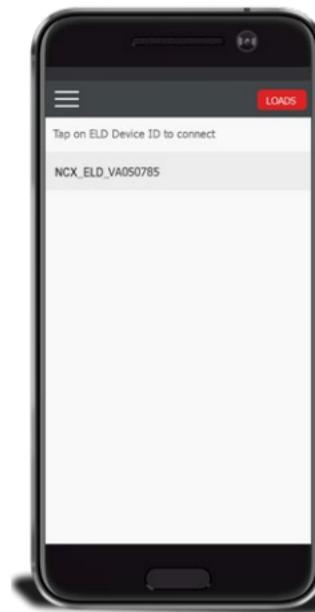


- On the dashboard you can tap **PAIR DEVICE** button to pair the ELD Device.

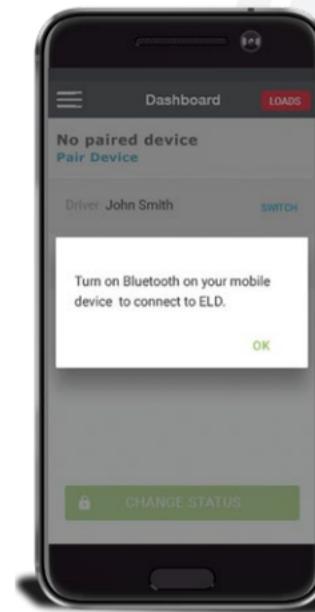
Pairing an ELD Device



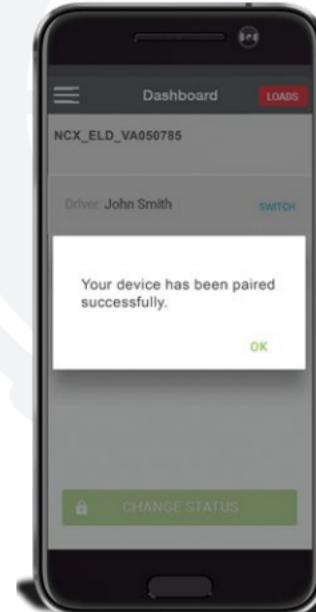
- On the Dashboard you can tap **PAIR DEVICE** button to pair The ELD Device.



- Select your ELD to begin the process of connecting your ELD Device.



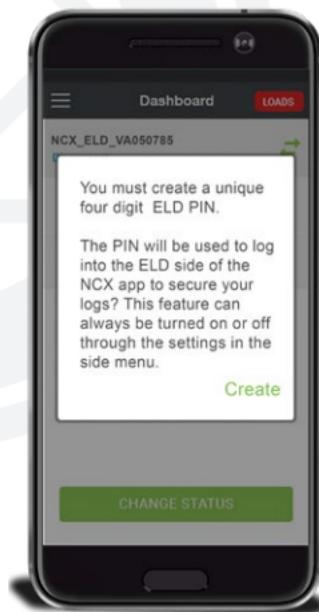
- If no devices are found you'll be asked to turn on your phones Bluetooth tap **OK** when you have.



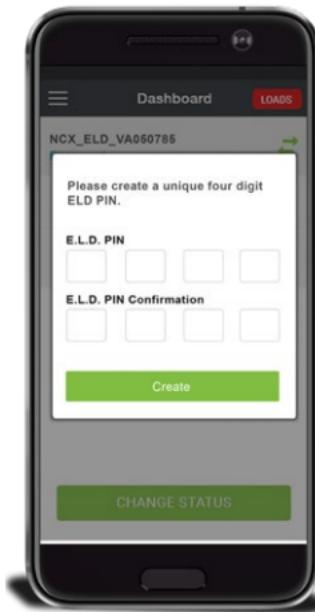
- When paired a message will show that your device was paired successfully tap **OK** to close.

Creating an ELD PIN

Note: NCX advises, always use a PIN code.



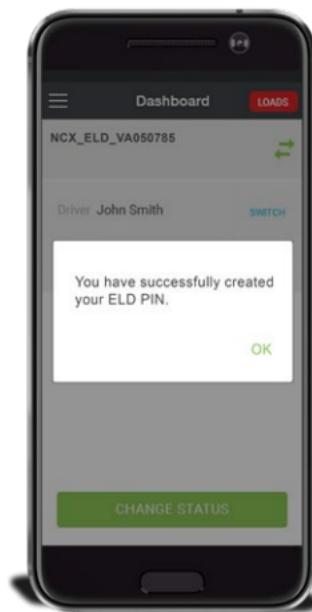
- You'll receive a pop-up asking you to create an ELD PIN tap **CREATE** to begin the process.



- You must create a unique four digit ELD PIN. This will be used to enter the ELD portion of the NCX app.



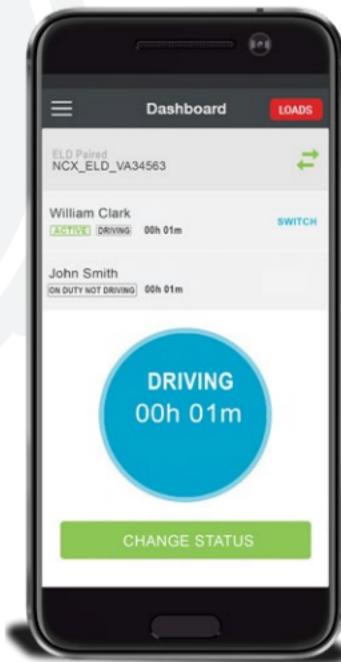
- Tap the first empty square under ELD PIN to open a number pad, enter a unique four digit PIN.



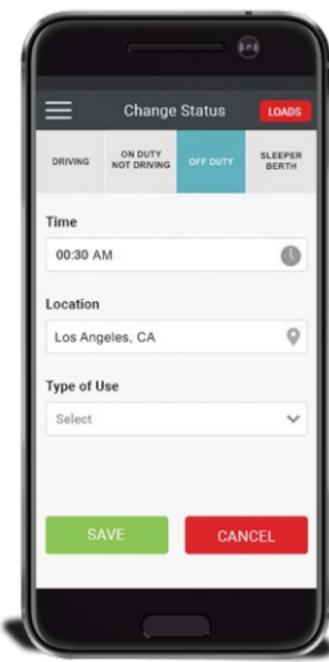
- This shows your PIN has been created successfully. Tapping **OK** will finish the ELD PIN creation & go to the Dashboard.

CHANGING YOUR STATUS

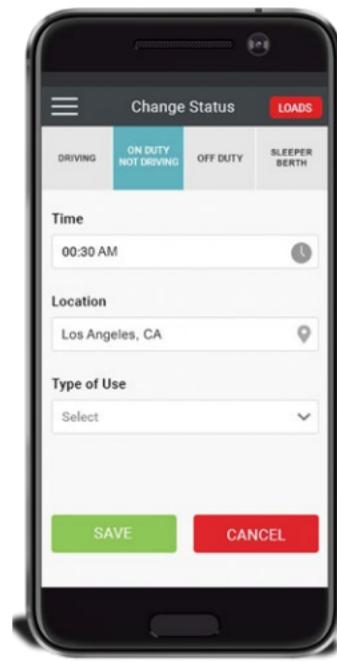
Changing your Status



- Just tap the green **CHANGE STATUS** button to change the status.

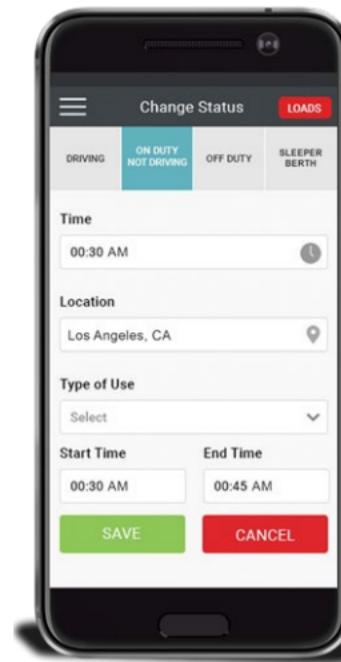


- ***NOTE*** The default setting when logging in and changing the status will be **OFF DUTY**

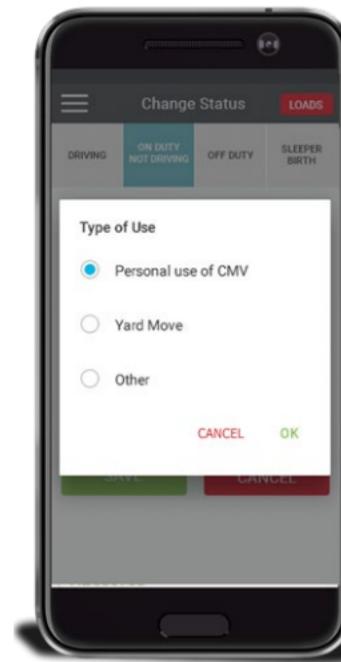


- Select the status that you want to change **OFF DUTY** to, you can select from **DRIVING, ON DUTY, or SLEEPER BERTH.**

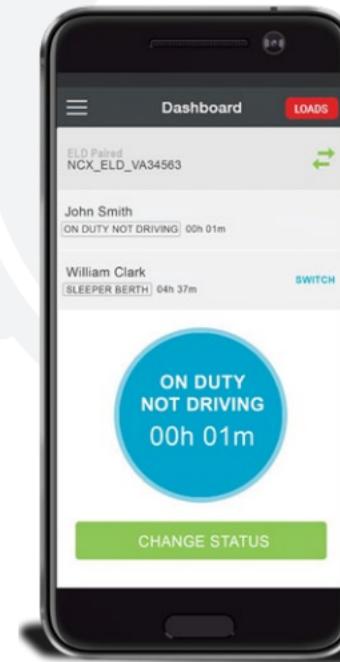
Changing your Status Selecting Type of Use and End Time



- The clock will show you the time, the location bubble will show the location, tap the down arrow to select the Type of Use.



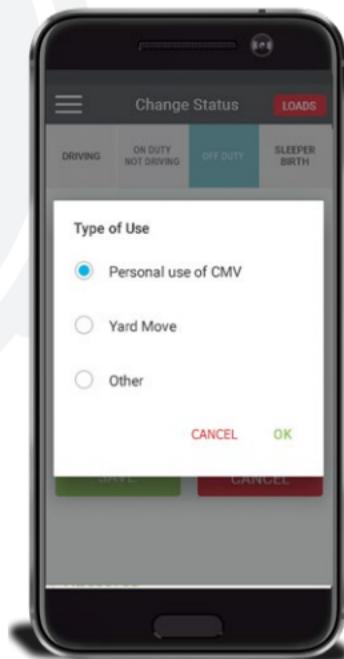
- Tap the circle to select the Type of Use. Tap **OK** when you're done.



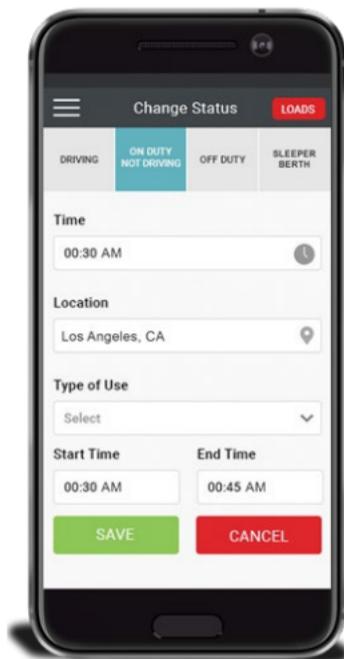
- The Dashboard now reflects **ON DUTY NOT DRIVING** to change the status again tap the green Change Status button.

Changing your Status

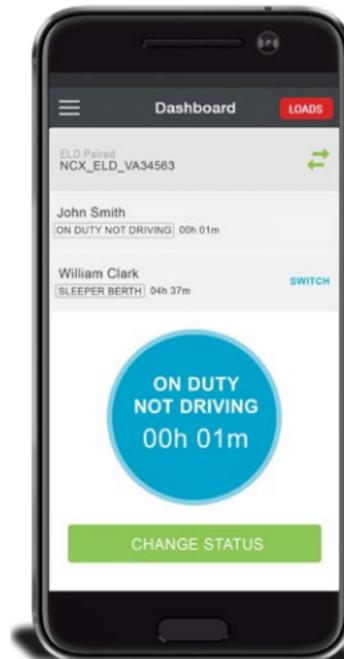
Saving your Changed Status



- Once you have entered the Type of Use. You'll be able to Save the Status.



- Tap the green **SAVE** button to save the log.



- The Dashboard now reflects **ON DUTY NOT DRIVING** to change the status again tap the green **CHANGE STATUS** button.

TEAM DRIVES

Team Drives

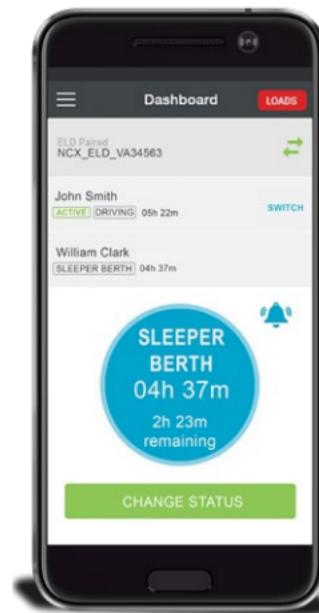
As each Driver connects via Bluetooth to the ELD Device, the ELD Device registers that Driver as being present in its Logs. As each connected Mobile Device receives the other Drivers' details, it should add them to the roster of present Drivers.

Each Driver will see the current ON-DUTY/DRIVING Driver (which we call the ACTIVE DRIVER) listed at the top, prominently, along with a countdown timer showing the amount of time they have remaining in their maximum allowed Hours of Service. Only one Driver can be in On-Duty/Driving Mode at a time. All other present Drivers running the NCX Mobile App will be listed below the Active Driver (beginning with the Driver whose App is displaying the list), along with each Driver's current Status and their Countdown Timer (On-Duty Time Remaining/Driving Time Remaining) or Cool-Down Timer (Remaining Hours of Rest Required before they can Drive again) Timers.

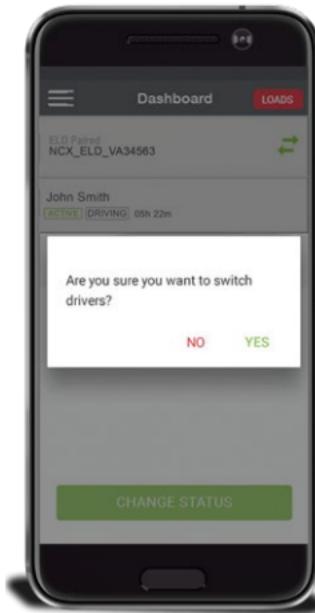
An Audible Alarm will be in the dashboard of the App so that the Driver can activate to alert them when their Sleeper Berth rest period has ended and they are eligible to drive again. Warnings of approaching maximum driving time limits will be issued, at 2-Hours, 1-Hour, 30-Minutes, 15-Minutes, 5-Minutes and Overtime Violation notices.

While the ACTIVE DRIVER can always change their Status out of DRIVING Mode (such as to OFF DUTY, ON-DUTY/NOT DRIVING, SLEEPER BERTH, etc), each other present (and connected) Driver also has the power (when the vehicle is (a) not moving or (b) the engine is off) to request to "promote" themselves to the ACTIVE DRIVER by selecting the SWITCH command on the Active Driver's line on the Dashboard. When this happens, the ActiveDriver (who is in Status ON-DUTY / DRIVING) is alerted by the NCX Mobile App that "Driver<NAME> is requesting to Switch into the DRIVING Position". If the Active Driver agrees, their own personal Status is demoted to ON-DUTY / NOT DRIVING, the other Driver's Status is promoted to ON-DUTY / DRIVING, each is notified with a pop-up dialog, and the driver names are reshuffled in the Present Driver List (i.e., the Team Drivers present in the Cab)

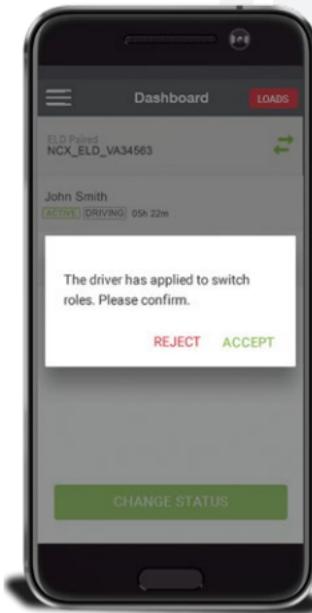
Team Drives Switching Driver



- Only the inactive driver can tap the **SWITCH** button to switch driver.



- **YES** if you want to switch driver and tap **NO** if you don't.

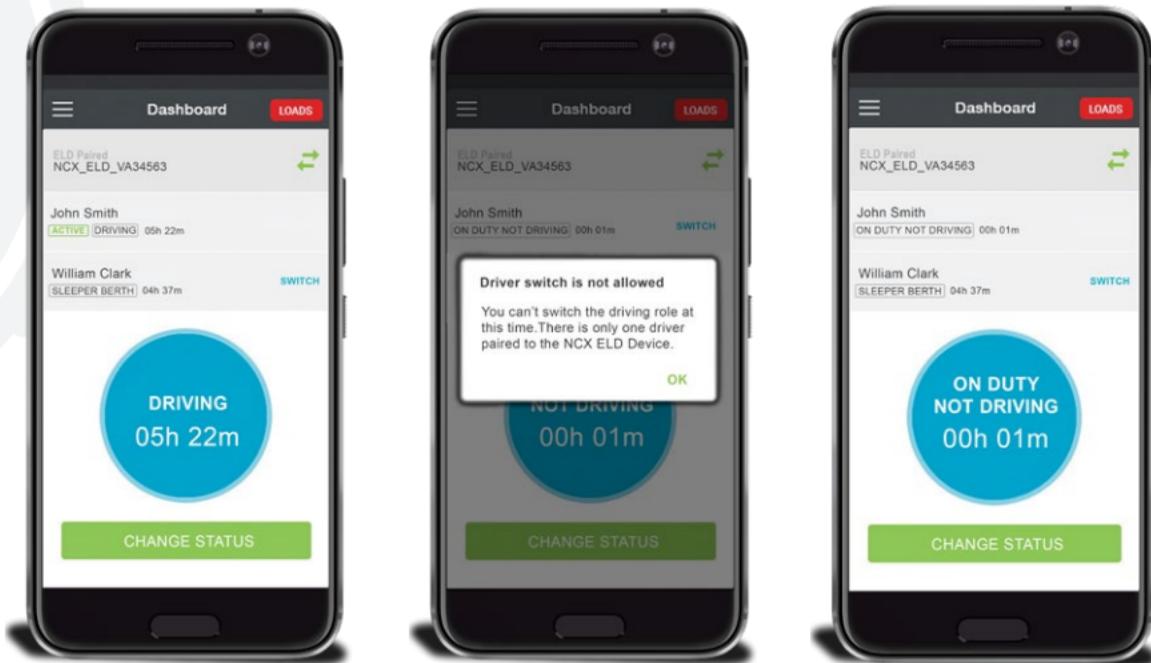


- On the Inactive driver's device a pop-up asking to **ACCEPT** or **REJECT** the switch will appear.



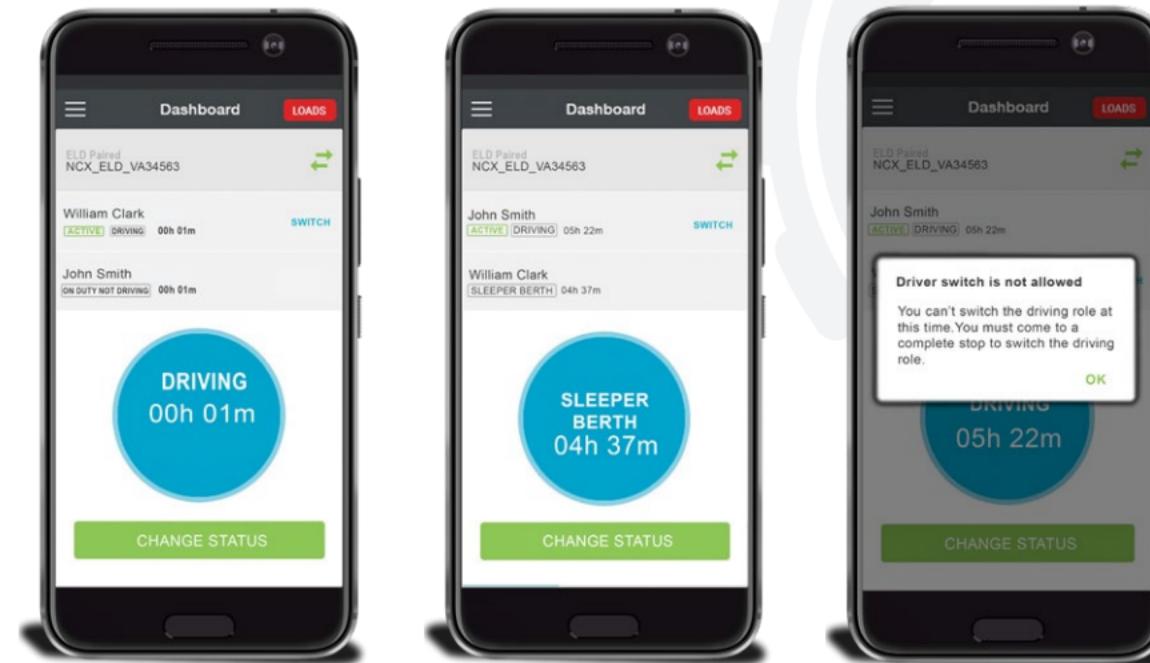
- The **ELD** will only show the Active driver when the vehicle is in motion. If accepted the driver switch is made.

Team Drives The Active Driver



- The active driver is the only driver that can initiate the switch of a driver role.
- The active driver can only initiate a switch when the vehicle has been stopped for more than 3 seconds. Tap **OK** to go back to the dashboard.
- When the vehicle's engine is off for 3 seconds the active driver's status will change to **ON DUTY NOT DRIVING**.

Team Drives The Inactive Driver



- The active driver can only initiate a switch if there is another driver paired with the ELD Device.
- The inactive driver is a driver not in the **DRIVING** status and is paired. The inactive driver can't initiate the switch of a driver role.
- If there is no inactive driver paired to the NCX ELD Device and the Active driver tries to switch the driving role, he will receive this pop-up.

YOUR LOGS

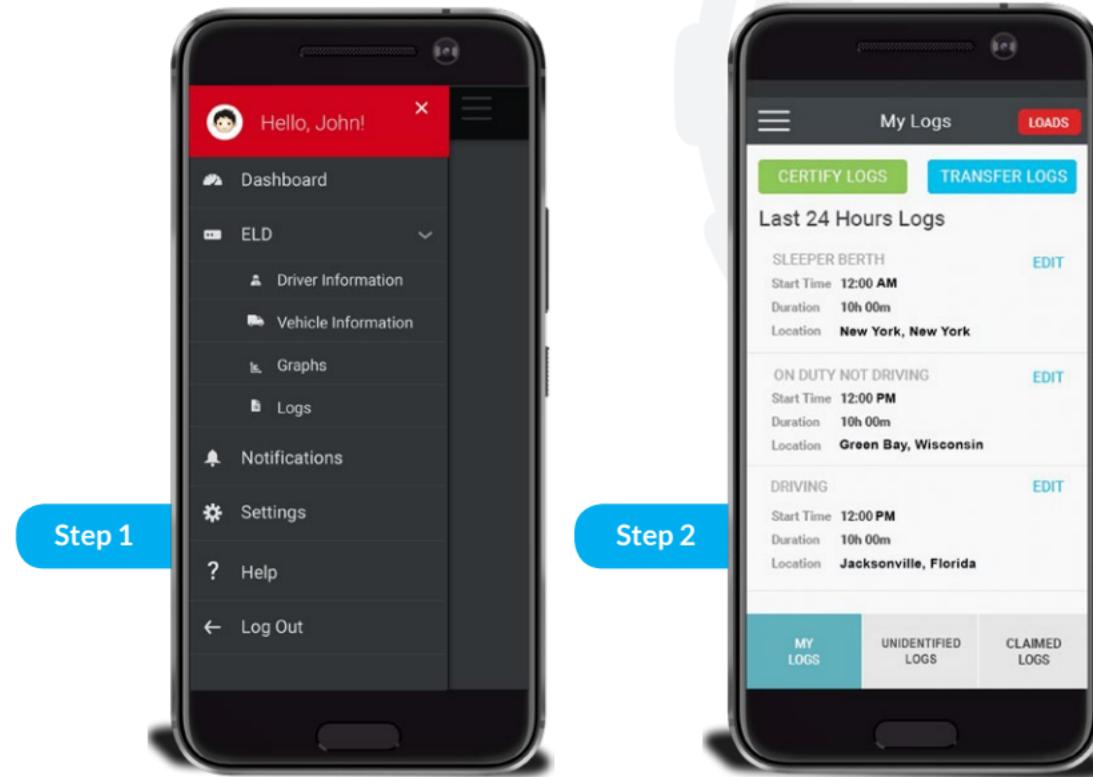
Viewing Your Logs

Step 1

To view your log tap the menu hamburger button then tap the left, and finally tap Logs

Step 2

These are your logs for the last 24 hours.



The Help Page

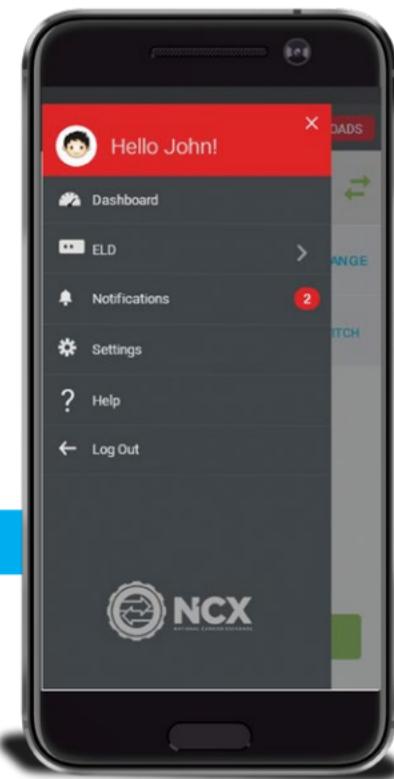
Step 1

To view the Help page tap the menu hamburger button then tap the Help button.

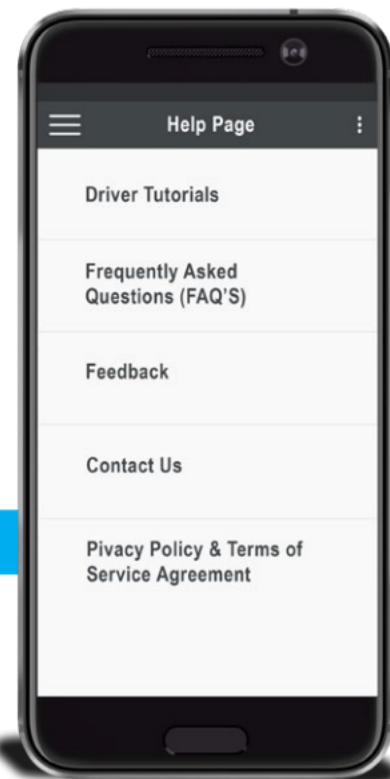
Step 2

If more help is needed just contact us by phone or email.

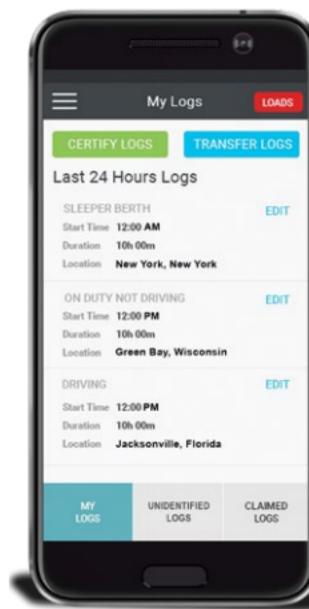
Step 1



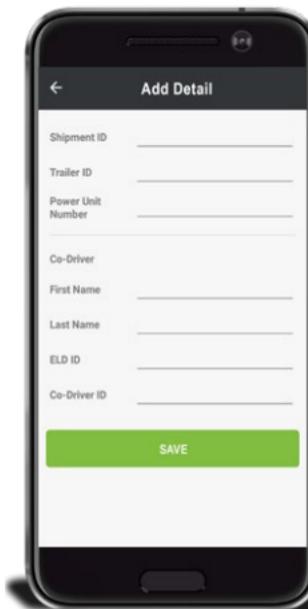
Step 2



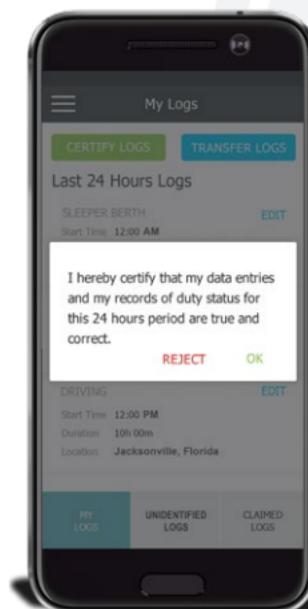
Your Logs Certifying Your Logs



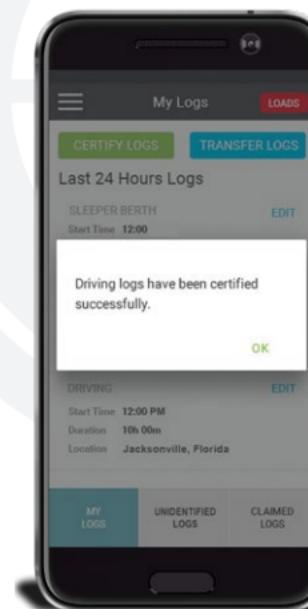
- To certify your logs tap the green Certify Logs. Tap **EDIT** if you need to make any changes to a log.



- You must enter a Power Unit Number. All the other fields only enter if you have them but if you don't, simply type None.



- Tap the **OK** button to certify your logs or the **REJECT** button to not certify them.



- You'll see this pop-up when you've successfully certified your logs. Tap **OK** to go back to the My Logs page.

Log Inspections

Transferring your logs to a road side inspector

A roadside inspector will request your logs for the last 8 days using the Mobile NCX ELD App you have a few ways to show the inspector your logs.

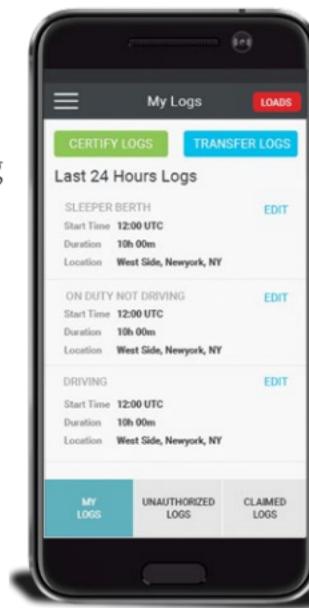
The inspector might only ask to see the logs on the device, if that's all they ask simply go to Your Logs and show the inspector the last 8 days of logs.

The inspector might ask for you to transfer your logs, the Mobile NCX ELD App provides two ways for you to transfer your logs through Email which is the preferred method or through web services. You must certify your logs before transferring your logs.

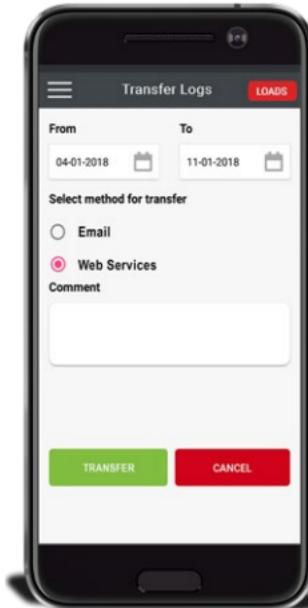
- If the inspector provides Email tap the Email section in the Transfer Logs process. The Email will be automatically entered in the email field and your logs will be ready to be emailed. Tap the green transfer button to complete the transfer.
- If the inspector asks to use Web Services they will provide a routing code, your logs will then be transferred to a FMCSA server where the inspector can then review your logs of the last 8 days.

Your Log Inspections

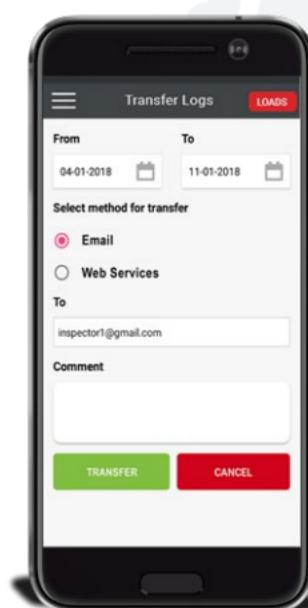
Transferring your logs to a road side inspector



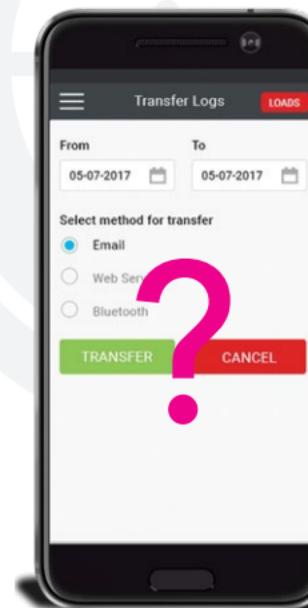
- To transfer your logs in the MY Logs page tap **TRANSFER LOGS**.



- Tap the circle to send an email with your logs attached. Tap the circle to send your logs through the web.



- If you select Email, the email will be automatically filled in, add any comments if any. Tap the green **TRANSFER** button to Email your logs.



- If you select Web Services the inspector will provide a routing code, your logs will then be transferred to a FMCSA server.

Your Logs

Viewing Your Unidentified Logs

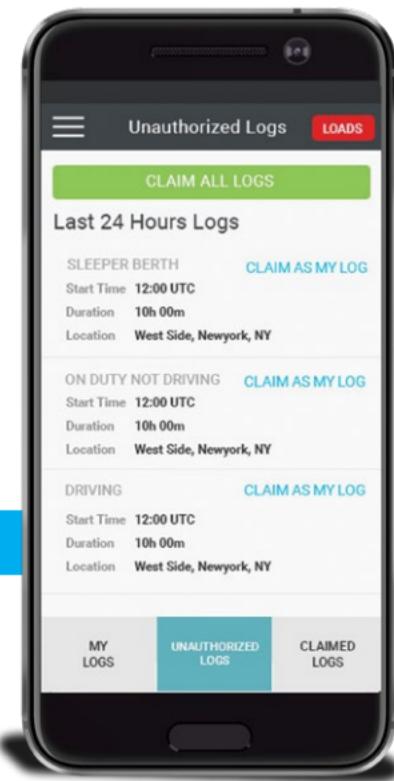
Step 1

To view your unauthorized logs just tap the unauthorized logs button.

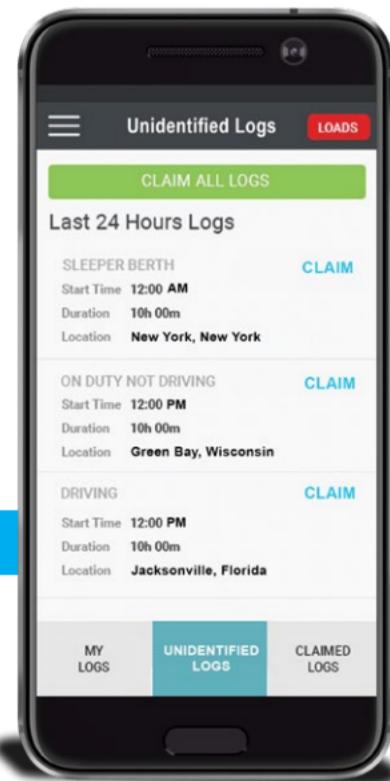
Step 2

You'll be redirected to the Unauthorized Logs page. Tap the green Claim All Logs to claim all the logs or tap **CLAIM** to only select one log at a time.

Step 1



Step 2



Your Logs

Viewing Your Claimed Logs

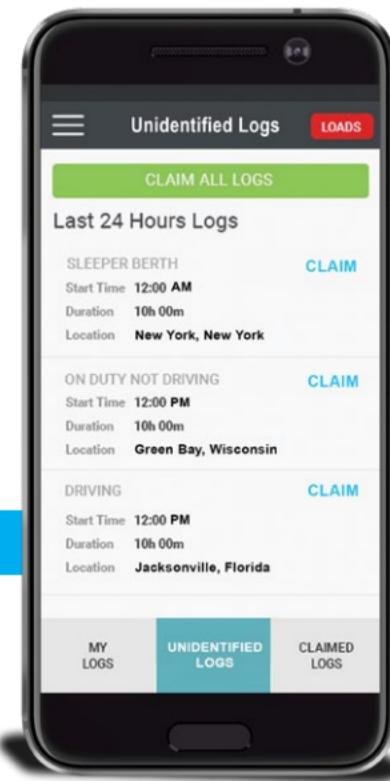
Step 1

To view the logs you've claimed tap the **CLAIMED LOGS** button.

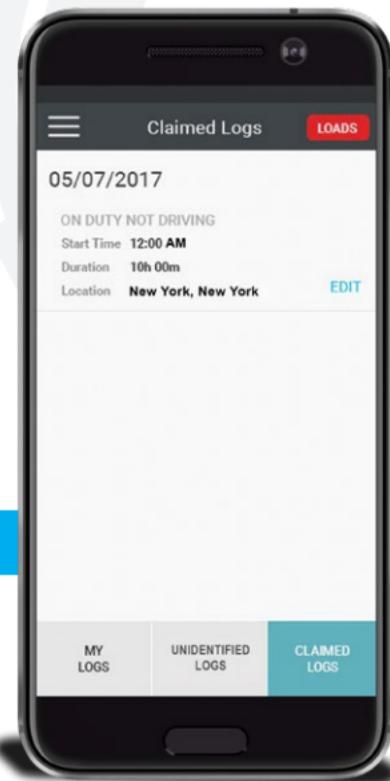
Step 2

You'll see any claimed logs listed here. Tap the **EDIT** button to edit the log.

Step 1



Step 2



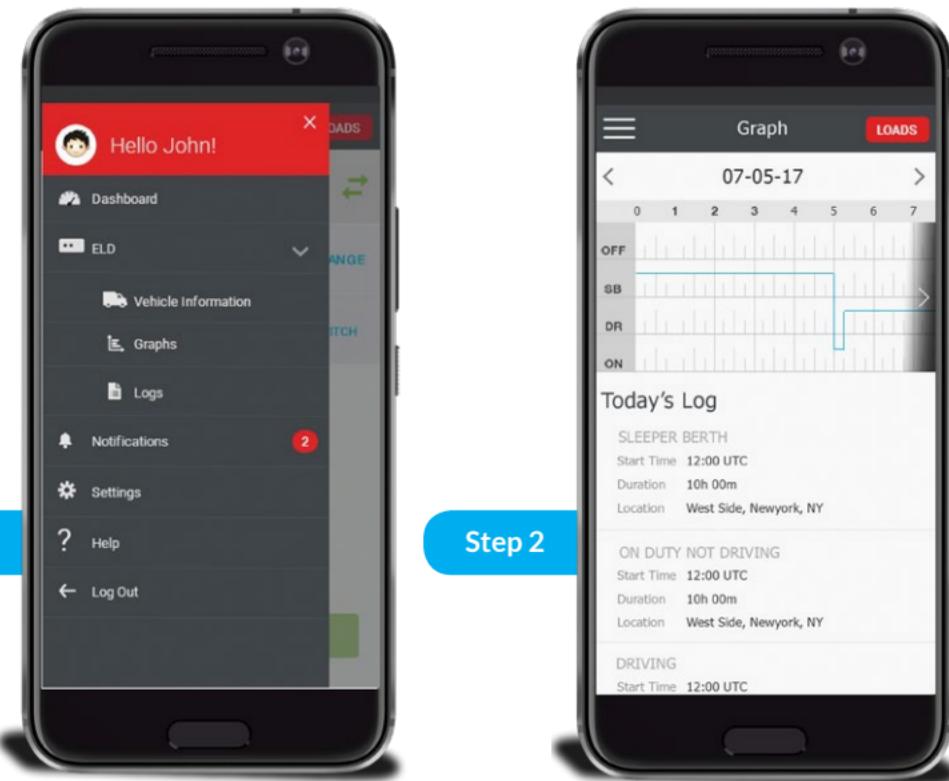
Viewing Your Graph

Step 1

To view your log graph tap the menu hamburger button then tap the right pointing arrow, and finally tap Log Graph.

Step 2

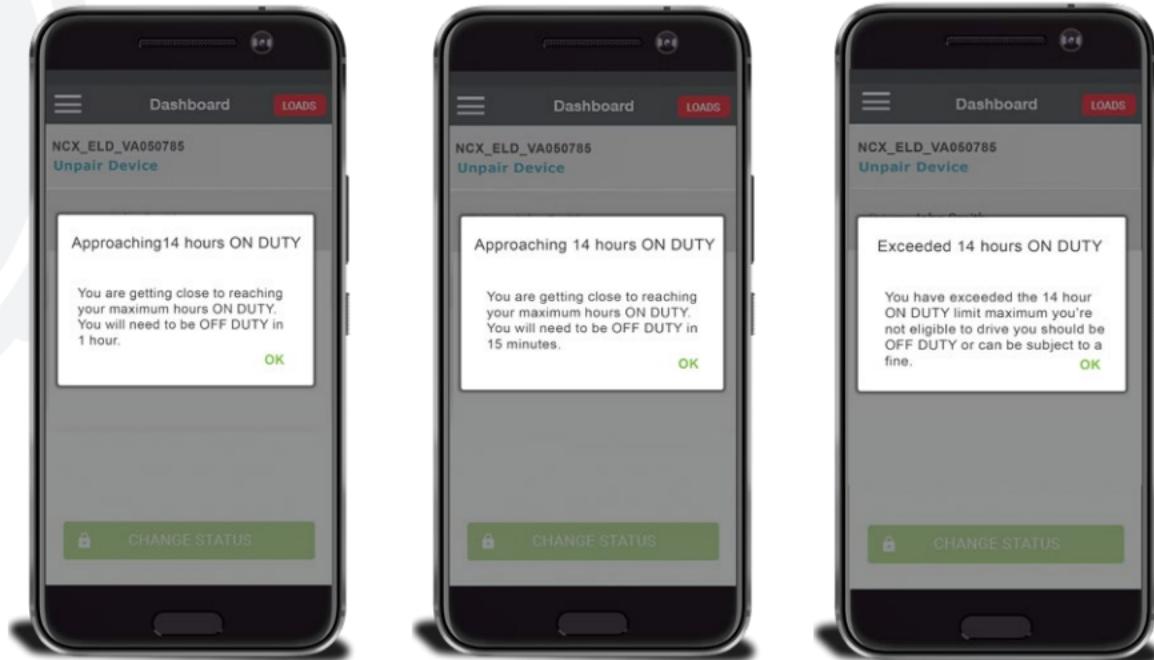
Tap the right pointing arrow to view a future date and tap the left pointing arrow to view a previous date.



ELD NOTIFICATIONS

ELD Notifications

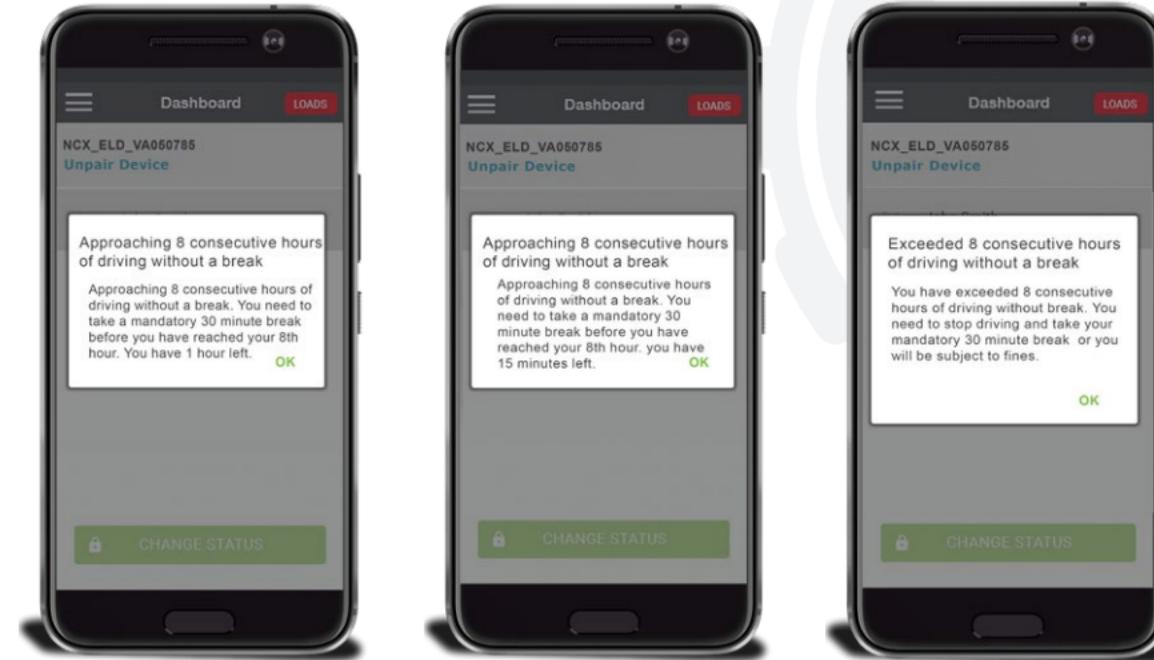
ON DUTY for more than 14 hours



- You'll be notified when you are approaching your hours ON DUTY limit maximum tap **OK** to close this notification.
- You'll be notified when you are approaching your hours ON DUTY limit maximum tap **OK** to close this notification.
- You'll be notified when you have exceeded your hours ON DUTY limit maximum tap **OK** to close this notification.

ELD Notifications

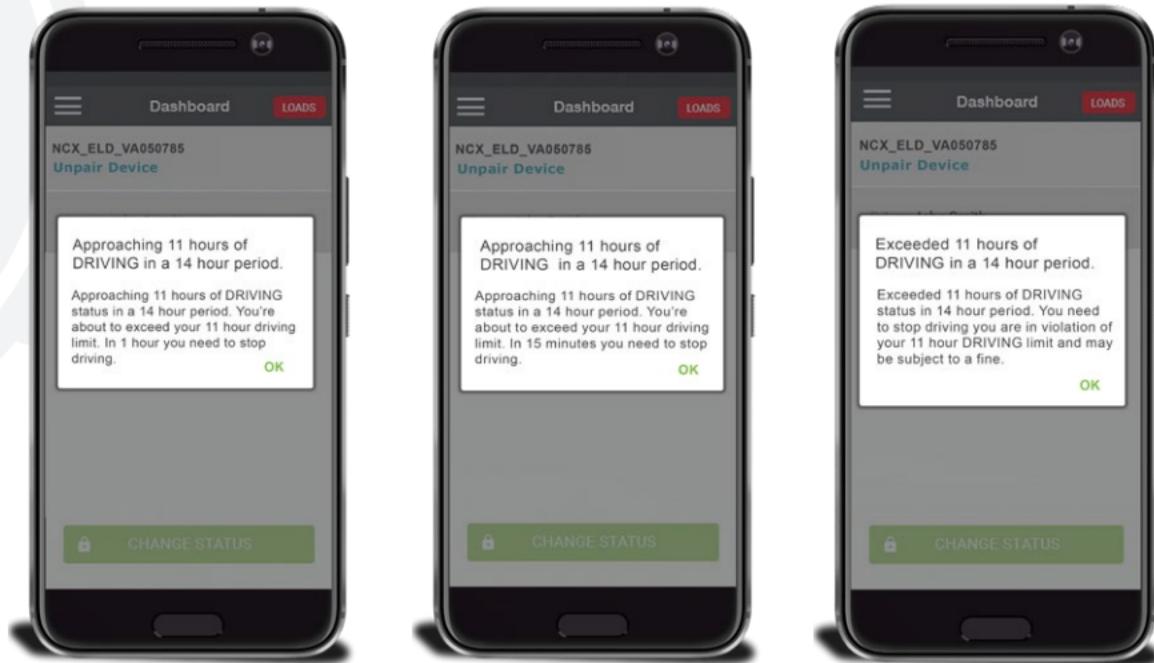
8 consecutive hours of driving with out a break



- You'll be notified when you are approaching your Hours of Duty with out a break tap **OK** to close this notification.
- You'll be notified when you are approaching your Hours of Duty with out a break tap **OK** to close this notification.
- You'll be notified when you have exceeded your hours of driving with out a break tap **OK** to close this notification.

ELD Notifications

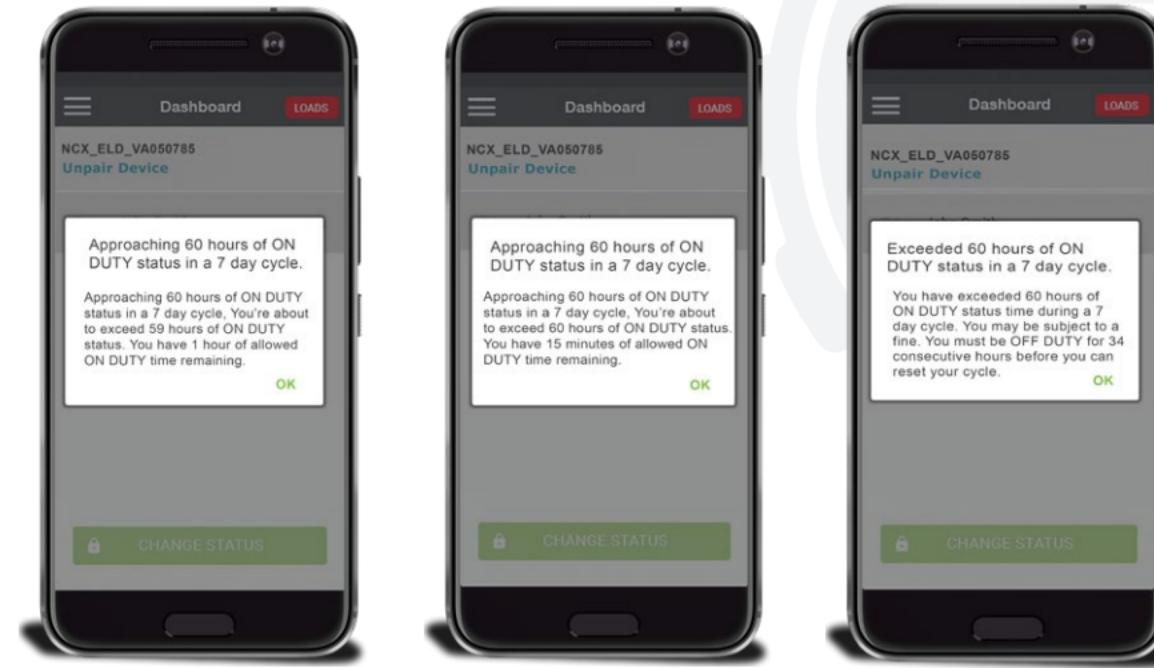
11 hours of ON DUTY status in a 14 hour period



- You'll be notified when you are approaching 11 hours of ON DUTY in a 14 hour period with out a break tap **OK** to close this notification.
- You'll be notified when you are approaching 11 hours of ON DUTY in a 14 hour period with out a break tap **OK** to close this notification.
- You'll be notified when you have exceeded 11 hours of ON DUTY in a 14 hour period tap **OK** to close this notification.

ELD Notifications

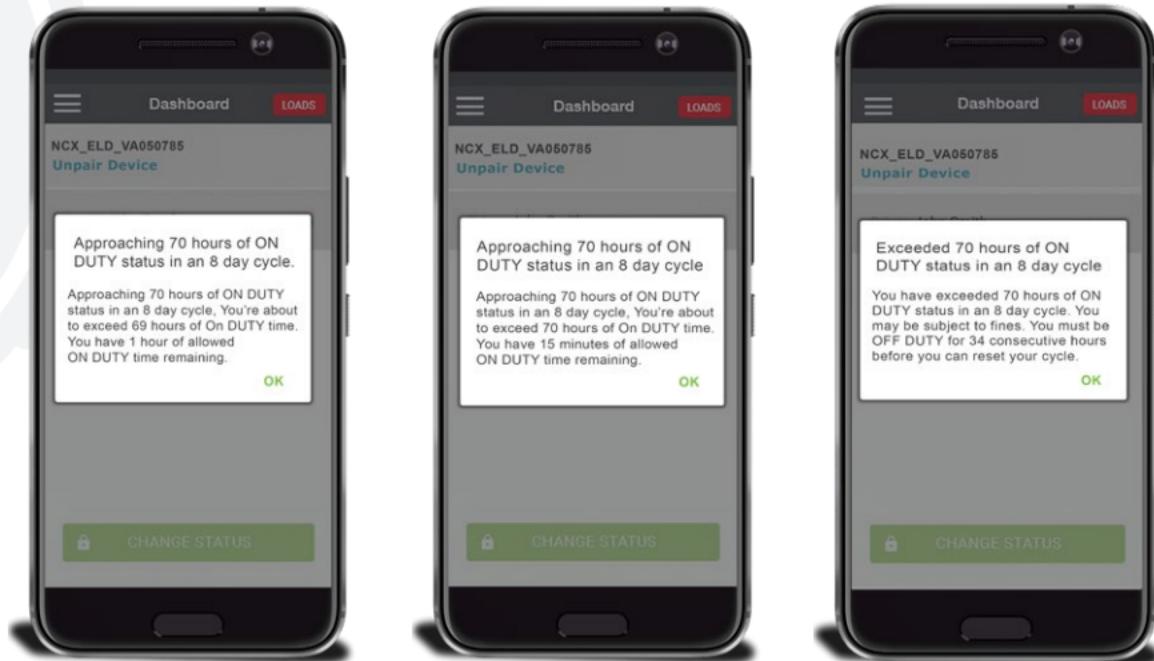
60 hours of ON DUTY status in a 7 day cycle



- You'll be notified when you are approaching 60 hours of ON DUTY status in a 7 day cycle tap **OK** to close this notification.
- You'll be notified when you are approaching 60 hours of ON DUTY status in a 7 day cycle tap **OK** to close this notification.
- You'll be notified when you are approaching 60 hours of ON DUTY status in a 7 day cycle tap **OK** to close this notification.

ELD Notifications

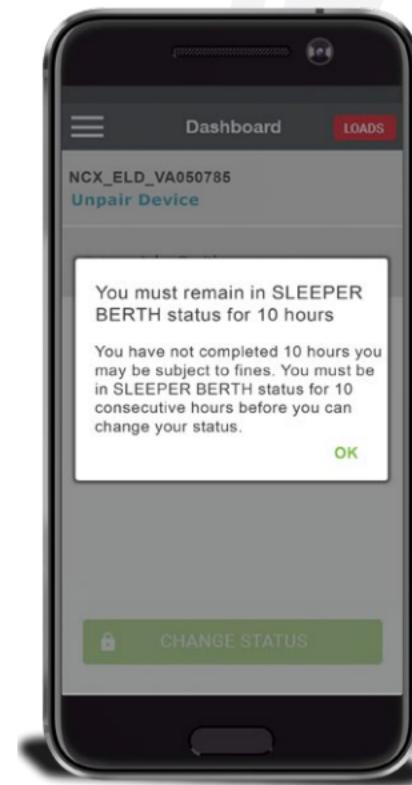
70 hours of ON DUTY status in an 8 day cycle



- You'll be notified when you are approaching approaching 70 hours of ON DUTY status in an 8 day cycle tap **OK** to close this notification.
- You'll be notified when you are approaching approaching 70 hours of ON DUTY status in an 8 day cycle tap **OK** to close this notification.
- You'll be notified when you are approaching approaching 70 hours of ON DUTY status in an 8 day cycle tap **OK** to close this notification.

ELD Notifications

You must remain in SLEEPER BERTH status for 10 hours You must remain in SLEEPER BERTH status for 10 hours



APPENDIX

Disabling the ELD PIN Code

Note: Disabling the PIN Code will give anyone with access to your Mobile Device, access to your Logs

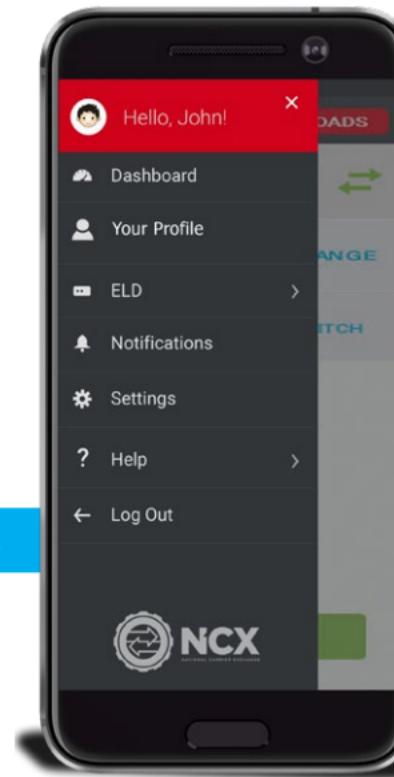
Step 1

Tap the hamburger menu icon then tap **SETTINGS** and select ELD PIN.

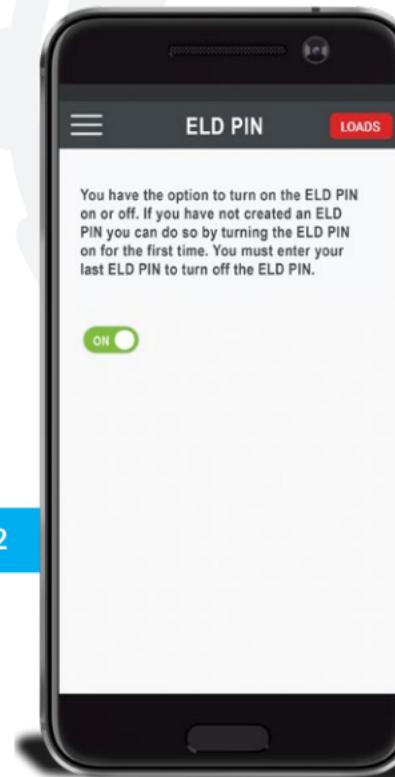
Step 2

Tap the OFF switch to turn ELD PIN on you will be asked to create an ELD PIN if you haven't already and tap the ON switch to turn it off you must enter your last ELD PIN.log at a time.

Step 1



Step 2



Viewing your Notifications

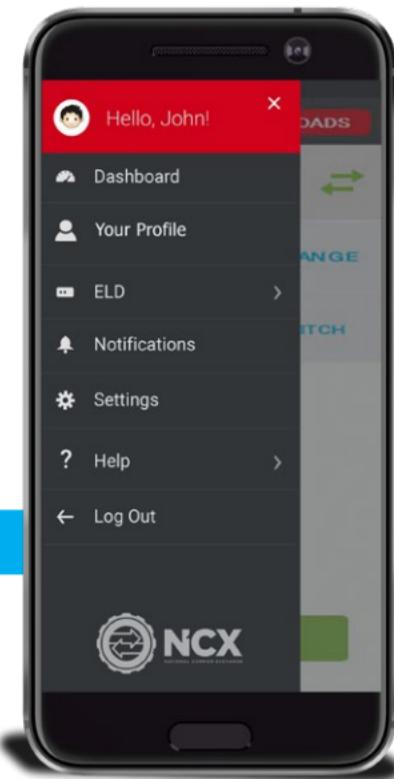
Step 1

Tap hamburger menu icon then tap **NOTIFICATIONS** to view your notifications this number is the number of unread notifications.

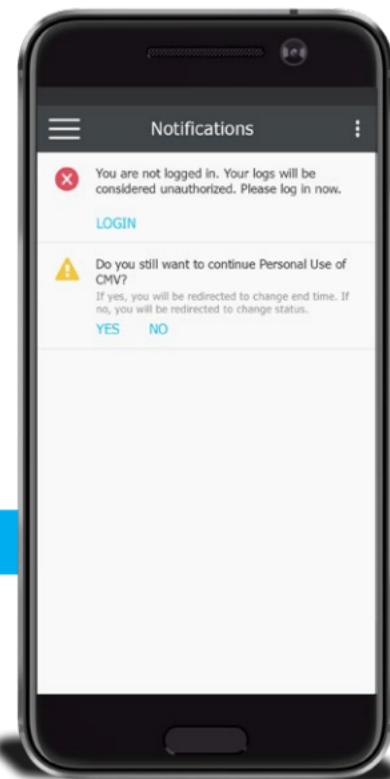
Step 2

This will be your Notifications page. The **BLUE TEXT** are buttons you can tap to choose the appropriate choice.

Step 1



Step 2



Viewing the NCX Privacy Policy

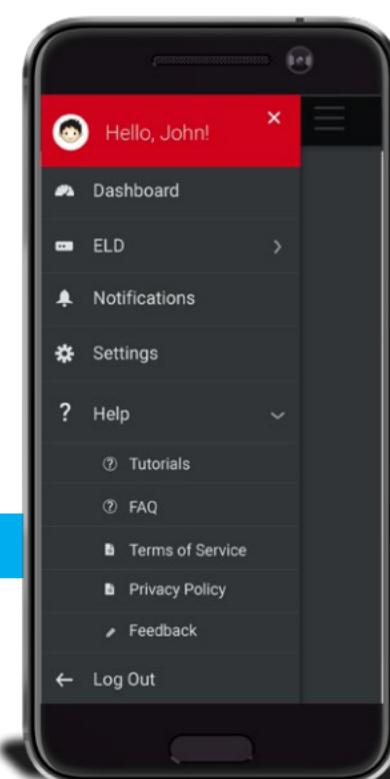
Step 1

Tap menu hamburger button then tap the Help to view your our Privacy Policy. Our Privacy Policy can be found on the Login Page as well.

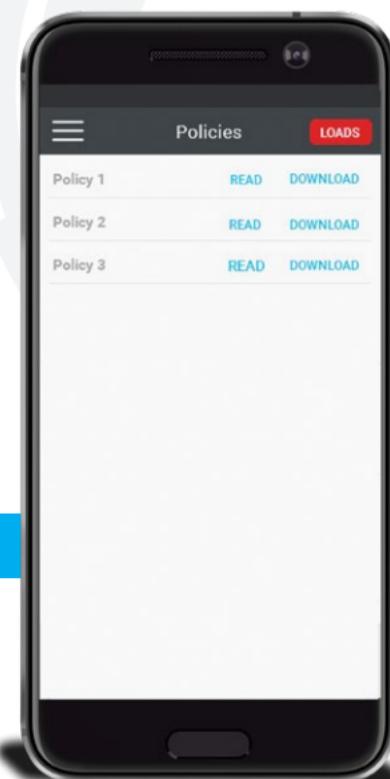
Step 2

This is our Privacy Policy. You can either tap **READ** to read them or tap **DOWNLOAD** to read them later.

Step 1



Step 2



Viewing Your Driver Profile

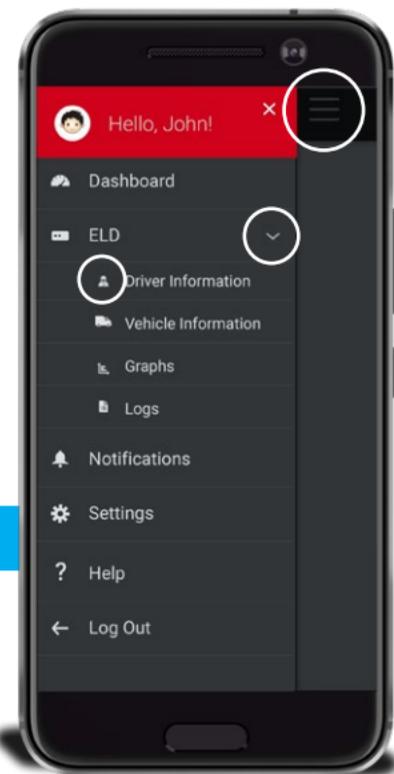
Step 1

To go to your Driver Profile tap the menu hamburger button then tap the right pointing arrow, and finally tap Driver Information.

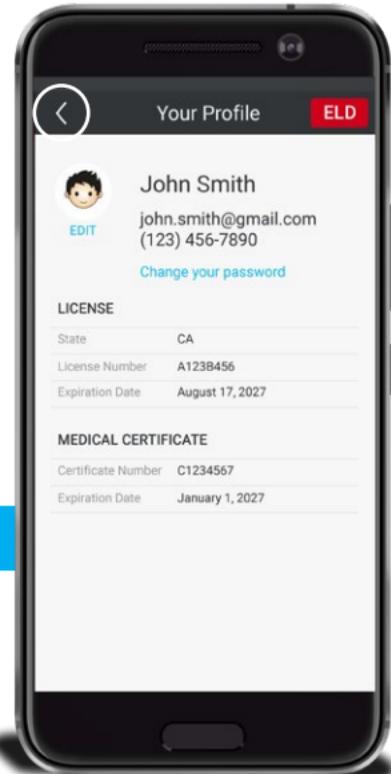
Step 2

When you're done just tap left pointing arrow to go back to the Dashboard.

Step 1



Step 2



Viewing Your Vehicle Information

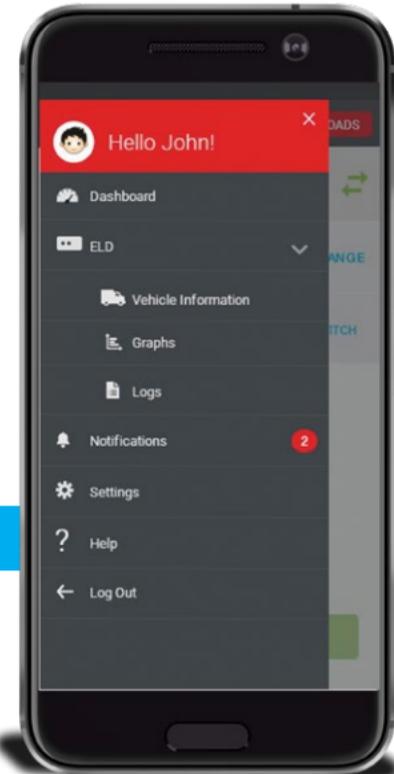
Step 1

To go to your Vehicle Information tap the menu hamburger button then tap the right pointing arrow, and finally tap Vehicle Information.

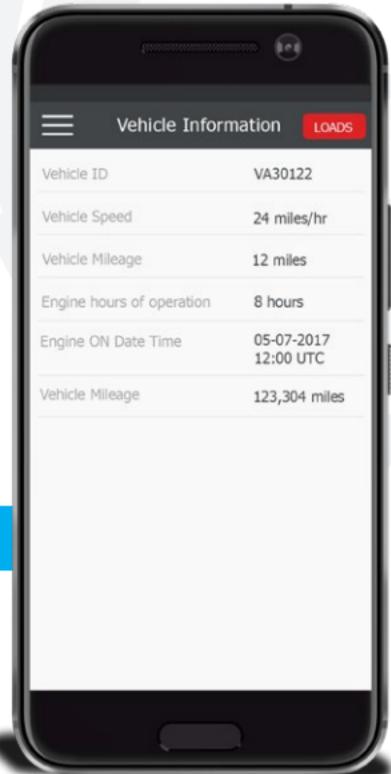
Step 2

When you're done just tap the menu hamburger button to go back to the Dashboard.

Step 1



Step 2



Troubleshooting your ELD

If you're having issues with your ELD you can try these simple steps first before contacting us.

If the red light is blinking then the GNSS Antenna is not receiving a signal. You must disconnect the GNIS antenna and re- connect it and make sure it's locked in place.

If the Green light is blinking then that means there is no signal from the vehicle to the ELD Device. You must disconnect the OBD from the vehicle and re-connect it and make sure it's fully connected.

If the Blue Light is off then make sure your mobile device is connected to the ELD through Bluetooth. The Blue light will be only turned on when you're connected to the ELD Device.

Unless you decide to use a SIM card in the ELD the yellow light will always be blinking. If you have a SIM card and it's blinking, remove the SIM card and reinsert it and make sure your SIM card is connected.

Contact US

You can always contact us, we are here to answer all your questions.

By Email: support@NationalCarrierExchange.com

By Phone: (213) 232-8687, Extension 1

By Mail: NCX, 650 S Grand Avenue, Suite 1188, Los Angeles, CA, 90017

Frequently Asked Questions Link:

<https://www.nationalcarrierexchange.com/faq.html>

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Limited Hardware Warranty

National Carrier Exchange, Inc. (NCX) provides the following limited warranty (the “Hardware Warranty”) to any purchaser (“Customer”) of one of NCX’s Electronic Logging Devices and the software contained therein (collectively the “Hardware”).

1. Defects

1.1 NCX warrants that any Hardware purchased from NCX shall, for twelve (12) months from the date of dispatch from NCX to Customer, be free of defects in materials and workmanship under normal use and service and shall substantially conform with instruction manuals, user guides, and other information provided by NCX, or posted to its website, provided that such warranty is limited by the terms of this Hardware Warranty and the NCX Terms of Service located at <https://www.NationalCarrierExchange.com/terms.html> (the “Terms of Service”).

2. Return, Repair and Refund

2.1. In order to make a claim for defective Hardware under this Hardware Warranty you must report any defect to NCX in writing. Upon receipt of such report, NCX shall run a diagnostic test of the Hardware to determine if there is a defect. Upon determining that there is a defect, NCX shall, within fifteen (15) days of determination of a defect, send a replacement unit of Hardware to Customer, at its own expense. Customer shall, at NCX’s expense, package and return the ELD to NCX. Title to the defective Hardware shall pass to NCX upon receipt by Customer of the replacement ELD. Risk of loss shall pass to Customer upon shipment of such replacement ELD to Customer.

2.2. If Customer has not returned any Hardware in accordance with Section 2.2 of this Hardware Warranty within thirty (30) days of receipt of replacement Hardware, or has returned such Hardware in damaged condition, NCX shall have the right to charge Customer \$175 for each such unreturned or damaged Hardware. If you return any Hardware in a defaced manner, for

example, with writing on the Hardware or with the serial number removed or scratched off, unless otherwise approved by NCX, we will charge you a \$50 restoration fee per unit of Hardware returned in such state.

3. Limitations

3.1. This Hardware Warranty and the return and repair policy contained herein represents Customers sole and exclusive remedy with respect to NCX Hardware.

3.2. NCX is not responsible for any data contained on any unit of Hardware or for any loss of such data.

3.3. This Hardware Warranty is null and void in the event of (a) any alteration, modification or special configuration or installation or de-installation of the Hardware without following NCX’s written instructions; (b) accidents affecting the Hardware, misuse, tampering with, abuse, neglect or damage the Hardware; (c) use of the Services (as defined in the Terms of Service) not in the ordinary course of your business operations; (d) connecting the Hardware to an improper voltage supply; (e) water, weather or physical damage; or (f) use of the Hardware with accessories and/or devices which are not approved by NCX.

3.4. Warranty Disclaimer and Limitation of Liability. TO THE MAXIMUM EXTENT ALLOWABLE BY LAW AND EXCEPT AS PROVIDED HEREIN, NCX MAKES NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, REGARDING ANY OF THE HARDWARE, WHICH IS PROVIDED TO YOU AS IS AND WITH ALL FAULTS. ALL SUCH WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY EXCLUDED. YOU BEAR THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE HARDWARE. NCX IS NOT RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO THE HARDWARE.

