OnCommand™ Connection | Electronic Driver Log

User Manual

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Initial Setup

1. Register Your Device and Create Your OnCommand® Connection Account

To gain access to remote diagnostics, route reports, driver logs and much more, you need to register your device(s) online. Go to www.oncommandconnection.com, click "Enroll" at the top of the page, and then enter your company information. If you need help with registration, click the Help button on the website or call 1-888.661.6272, Menu Option 3.

Attention Owner/Operators: FMCSA regulations require that your administrative account be unique from your driver account. When registering online, you must use a different email address than the one you use to log in to the OnCommand Connection Electronic Driver Log mobile app.

2. Download the App

Download the OCC Electronic Driver Log app to your phone or tablet (iPhone or Android) to create an account using one of the options: Facebook, email or Google.

3. Set up Your Driver Profile

1. In the EDL app, enter your commercial driver's license number and the state from which your license was issued. Click "Save" in the top right corner of the screen.
2. Enter information for your Carrier and click "Save".
3. Set up your HOS cycle rule and click "Save".
4. You are ready to begin recording your hours of service with the OnCommand® Connection Electronic Driver Log.

Using the Electronic Driver Log App

Please note: your phone or tablet must have a data plan for the app to work as intended.

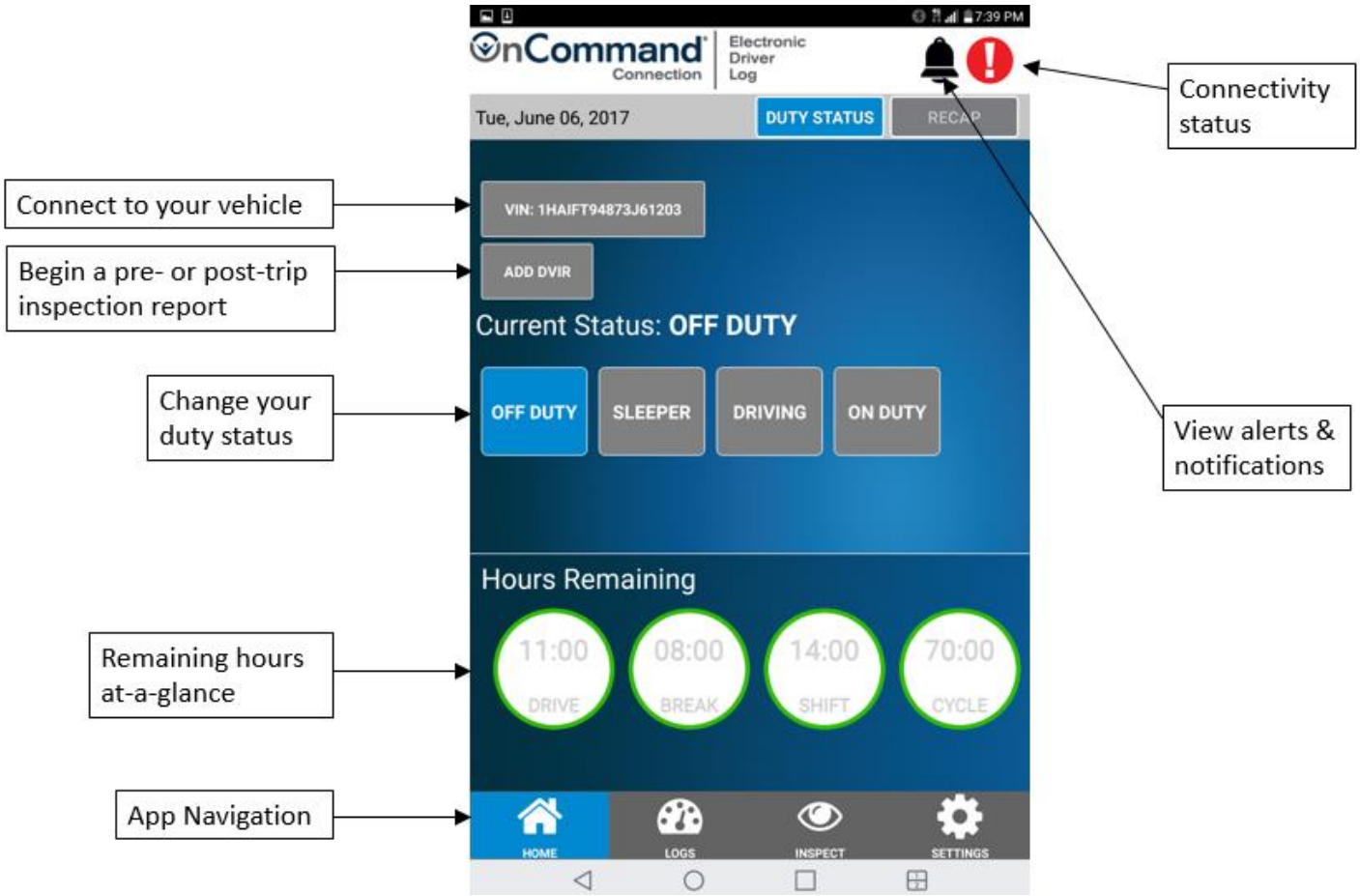
Driver Login

Each driver using the system will have a unique login ID. This login username and password is for the specific driver's use only and is linked to the driver's personal information (e.g. commercial driver's license).

As a driver, you may be logged on to only one mobile device at any time. To log on to a different mobile device, you must change to off-duty status and logout from the previous device.

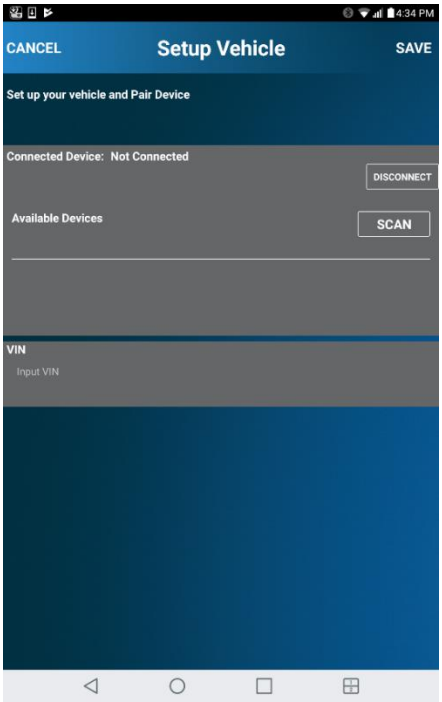
Home tab

All of what you need to record your hours of service and inspection reports can be started at the home screen, which will load automatically when you launch the app. Below is a reference guide for how to get the most out of this tool.



Connect to Your Vehicle

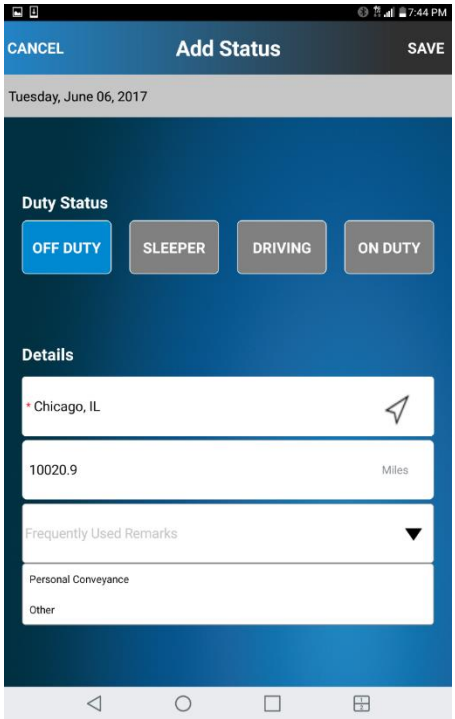
1. Click the “Pair to Vehicle” button towards the top left of the Home screen. The Vehicle Setup screen will load:



2. If OCC telematics device is plugged into power, it will show here with a white background and a name that begins “Link2” and then contains the device’s specific serial #. Click this name to connect via Bluetooth.
    a. If you don’t see a device name in the list, click the “Scan” button to scan for nearby devices.
3. Once connected, the device name will show in green text after “Connected Device:” toward the top of the screen.

Change Your Duty Status

1. On the Home screen, click one of the four duty statuses. The “Add Status” screen will load:



2. Your current location (city and state) should automatically be filled, if your phone or tablet is using GPS. If not, you can click into the field and type in your location.
3. If your vehicle is on and your phone is connected via Bluetooth, your Odometer will show up automatically as well. If not, you can click into the field and type in your odometer miles.
4. Select a Frequently Used Remark from the dropdown list or type in your own remark, and click ‘Save’ in the top right of the screen.
5. Your status will be updated on the home screen and in your log graph (which can be found on the “Logs” tab.)

Personal Use and Yard Moves

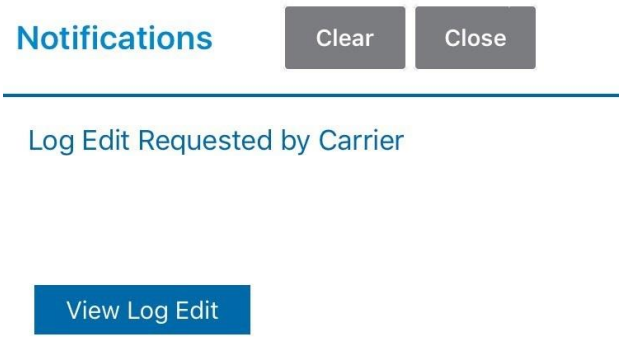
If your carrier has configured your account to drive your vehicle to and from work and/or around the yard, you will be able to select these special driving categories in the Electronic Driver Log app.

- **Personal Conveyance:** Before driving, manually select “Off Duty” status + Personal Conveyance drop down option from Frequently Used Remarks.
- **Yard Moves:** Before driving, manually select “Driving” status + Yard Moves drop down option from Frequently Used Remarks.

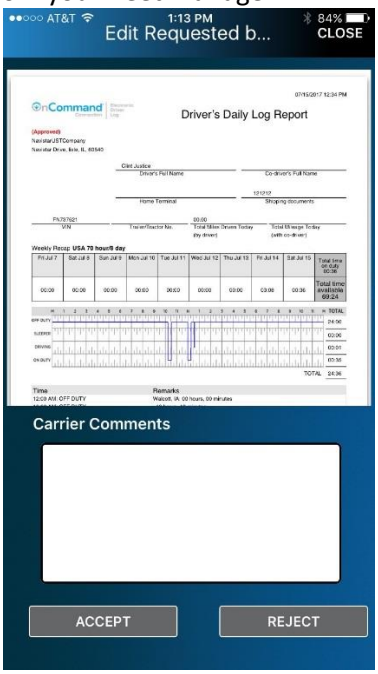
Review Suggested Edits

If your fleet manager makes a suggested edit to one of your logs from the OCC EDL web admin site, you will receive a notification to review and either accept or reject the edit in the Electronic Driver Log app.

1. In the notification, click “View Log Edit”.



2. Review the change and any comments from your fleet manager.

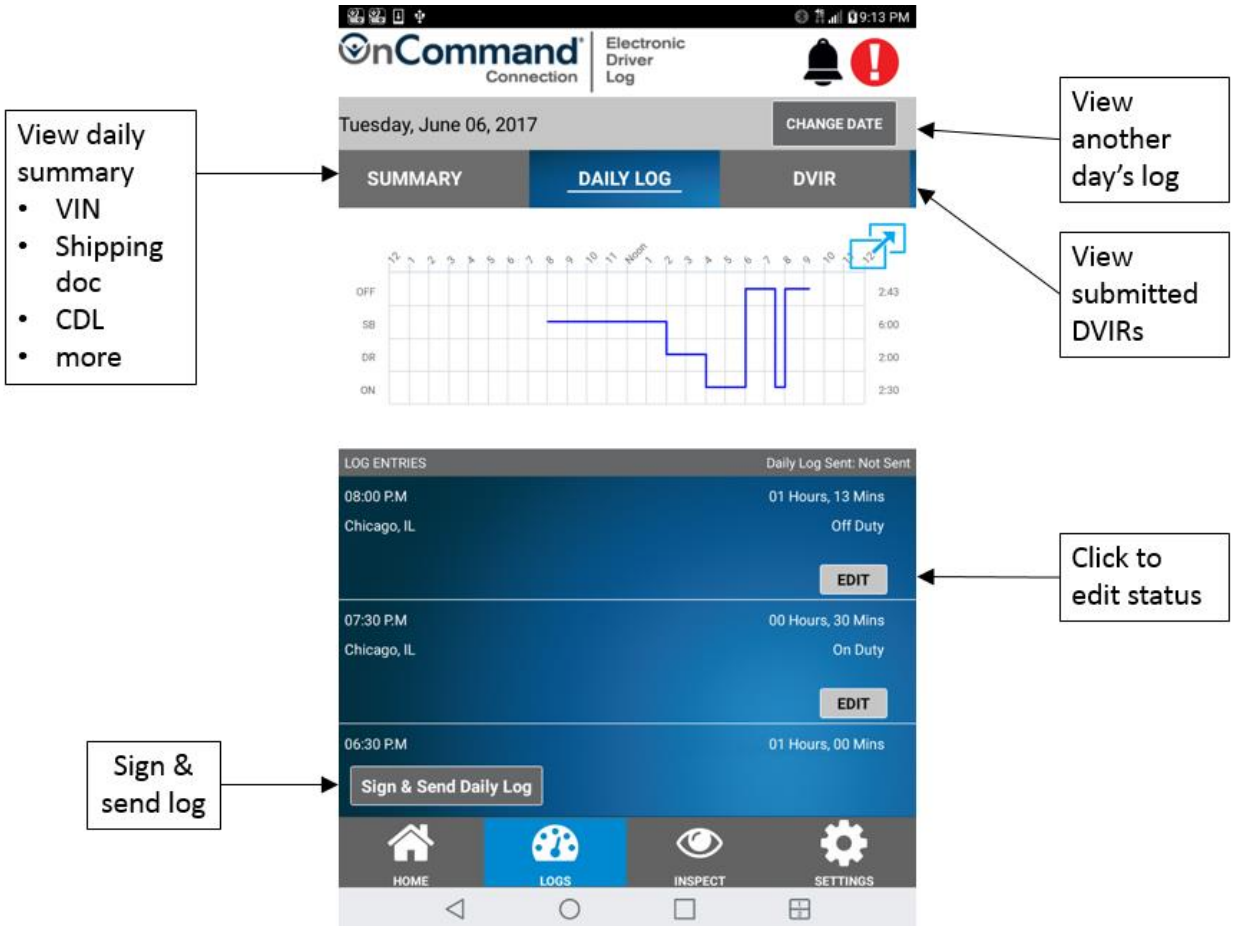


3. Select “Accept” to accept the edit or “Reject” to reject it.
4. If you accept the edit, your log graph will be updated in the app to reflect the change.

Claim Unidentified Records

OnCommand(R) Connection Telematics records all vehicle activity when there are no drivers logged in. When next logging in to the Electronic Driver Log, you should accept the unidentified records that belong to you by selecting the appropriate checkboxes and then selecting “Accept selected records”.

Logs tab



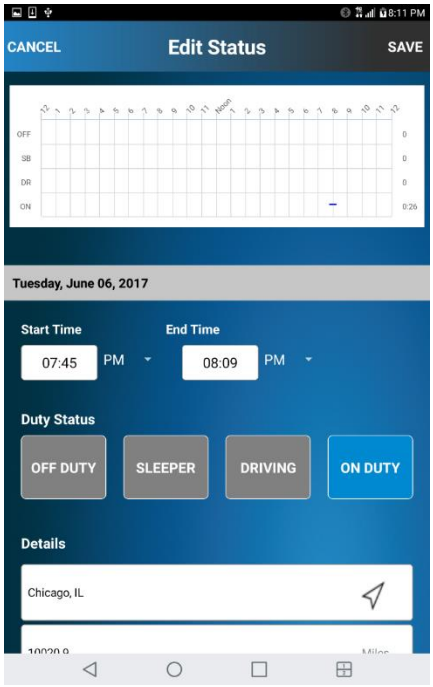
View Daily Summary

1. Click the "Summary" tab at the top right of the Logs tab, just above the log graph.
2. Enter information about your day
    a. Co-Driver
    b. Document #
    c. Carrier
    d. CDL
    e. VIN
    f. Trailer #

Edit a Status

Note: automatically-recorded drive time cannot be edited.

1. On the Logs tab > Daily Log, view the day's duty statuses beneath the log graph.
2. To edit a status, click on the gray "Edit" button next to it.
3. Edit the time frame, duty status or details, then click "Save" in the top right.



4. Click "OK" when shown the certification statement, then sign and click "Save" in the top right.
5. Your information will be updated.

Sign and Send Your Log

1. Click the button "Sign & Send Daily Log" at the bottom Left of the Logs tab.
2. Sign your name inside the white box.
3. Click "Send" in the top right of the app.
4. Your log will be returned to the Daily Log graph view.

Inspect tab

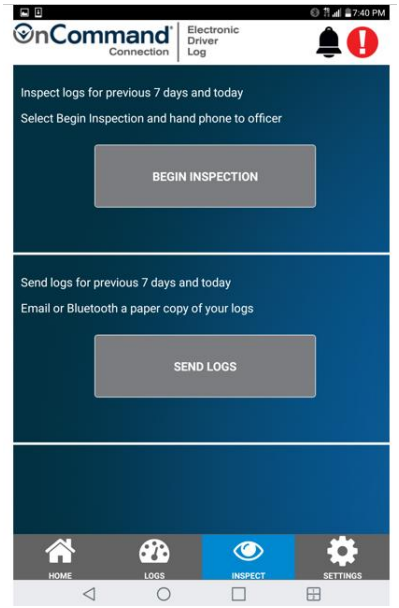
The OnCommand Connection Electronic Driver Log supports wireless data transfer via email and web service.

To share logs from today and the last 7 days with an officer:

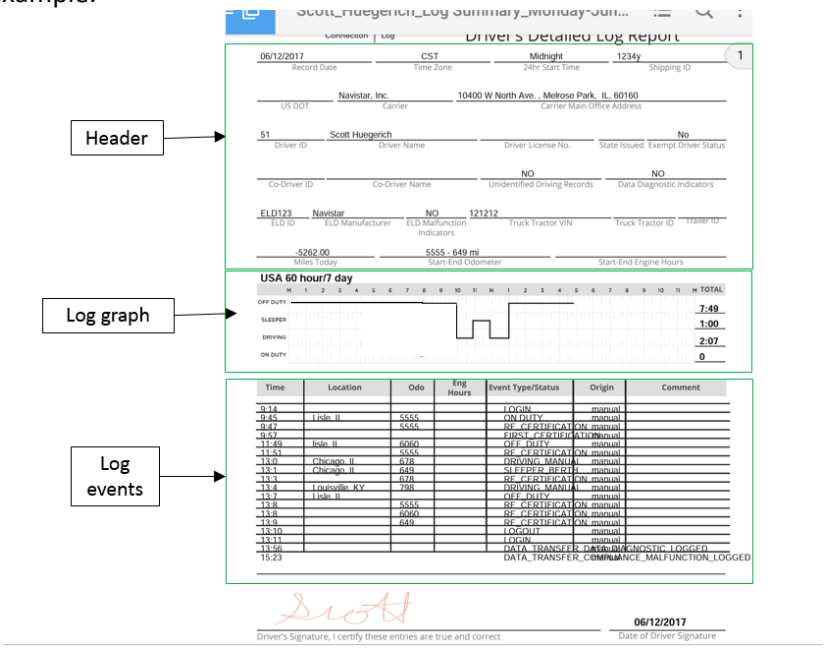
1. Select the “Inspect” menu tab of the app.
2. Click Send Logs.
3. Enter the email address provided by the officer and click Send.

OR

1. To let an officer view logs on the driver’s phone or tablet, he/she can simply click Begin Inspection and it to the officer.



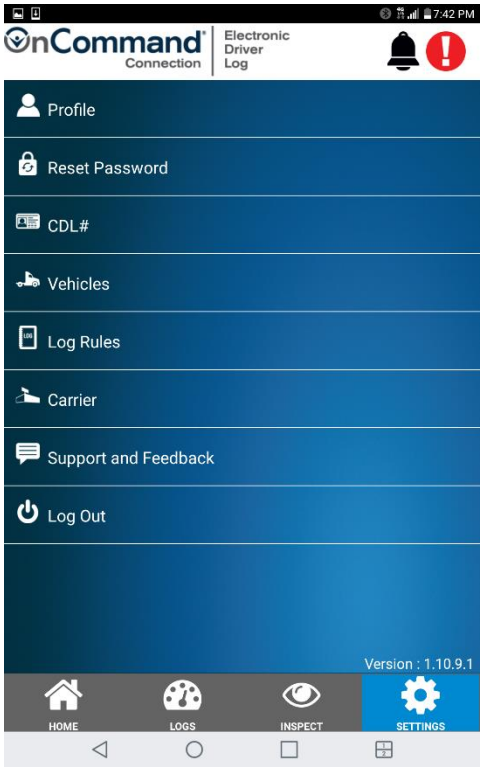
Detailed daily log report example:



Settings tab

In the “Settings” tab, you can:

1. View and edit your:
    a. Profile
    b. Password
    c. CDL
    d. Vehicles
    e. Log Rules
    f. Carrier
2. Contact Support and submit feedback
3. Log Out of the app.



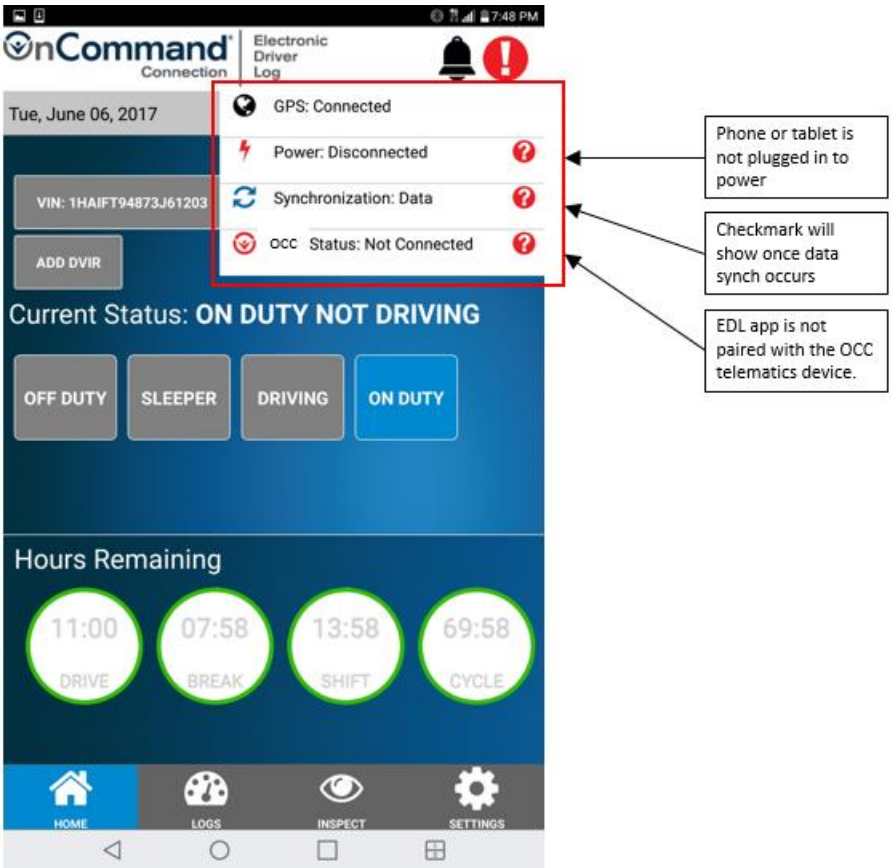
Troubleshooting

Check Your OnCommand® Connection Telematics Device Power and Connectivity

1. Turn the engine of your vehicle on and check the device's lights (directly above the 14-pin input):
    - The amber light will begin blinking as soon as it is connected to power and a cellular network.
    - The green light will begin blinking once connected to GPS. (Note: this process may take a few minutes)
2. If no lights show on the device, double check that all your connection points are secure. Otherwise there may be a malfunction. (See next section.)

Check Your Phone/Tablet Connectivity

To make sure your tablet or phone is properly connected and updated, click the exclamation mark symbol in the top right corner of the Home screen.



- **GPS:** If your tablet or phone is connected to GPS, it will be indicated in the top row of the dropdown.
- **Power:** It's recommended that you tablet or phone is always plugged into a power source during use so that it doesn't run out of batteries. If your tablet or phone is disconnected, it will show in the dropdown with a question mark.
- **Synchronization:** This field will show a green check mark if the data on your tablet/phone has been synched. If two arrows appear, click them to synch your app.
- **OCC Status:** This shows whether the phone or tablet is connected via Bluetooth to the telematics device connected to the vehicle's engine.

Malfunctions and Diagnostics

The following instructions are in accordance with the guidelines set forth in §395.34:
A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle an ELD information packet containing:

- A user manual for the ELD installed in the vehicle.
- An inspection reference card.
- An instruction sheet for the driver describing ELD malfunction reporting requirements and record-keeping procedures during ELD malfunctions.

How do I know if the ELD is malfunctioning?

If a malfunction or data diagnostic is detected, you will receive a notification with details. This note can also be found by clicking the bell icon at the top right of the Home screen.

The device is malfunctioning if none of the LED lights on the device are turned on when the device is connected to the diagnostic port and power is going to it.

Important note: If you begin driving an ELD-equipped vehicle and hear an intermittent beeping from the telematics device, this is your cue to log in to your OnCommand Connection® EDL app.

What do I do if the ELD is malfunctioning?

1. Contact OnCommand Connection support at oncommandconnection@navistar.com or 1-888-661-6272 (menu option 3) to troubleshoot.
2. Provide written notice of the malfunction to your fleet within 24 hours.
3. Keep a paper log for that day and until the ELD is repaired. If you get inspected the same day as a malfunction, display the previous 7 days' worth of logs from the Inspect screen of the OnCommand Connection EDL app.

General Troubleshooting and Support

If you experience any issues with:

- Powering on ELD when engine starts.
- ELD recording any vehicle activity such as vehicle miles, engine hours.
- Time recorded with time of status entry.
- ELD storing log data on device.
- Location not working correctly

or have a non-working OnCommand Connection telematics device, or mobile app, immediately switch to paper logs and contact OnCommand Connection support to troubleshoot.

Dealer Support: 1-800-336-4500 Menu Option 9-1
Customer Support: 1-888.661.6272 Menu Option 3
Website: oncommandconnection.com
Email: OnCommandConnection@Navistar.com