The eDriver Logs ELD system complies with and is tested against the United States Department of Transportation (USDOT) Federal Motor Carrier Safety Administration (FMCSA) specifications as found in 49 CFR Part 395 for Electronic Logging Devices, Subpart B.

NOTE:
This guide is intended to complement Trimble’s eDriver Logs® ELD training. No driver should attempt to rely solely on the eDriver Logs ELD guide without first completing training from your company.

If there is an ELD Compliance Malfunction on the device and you are not able to immediately resolve the malfunction, you must begin keeping paper logs until the device is once again compliant. Refer to the Troubleshooting section for common causes and resolutions. If your logs can no longer be accessed on the device, you must reconstruct your logs on paper for the current 24-hour period and the previous 7 consecutive days. For this reason you are required to carry a paper log book in your vehicle at all times.

Trimble bears no responsibility for the driver’s failure to comply with this requirement.
You are required to keep this guide in your vehicle at all times. Provide this documentation to the auditor in the case of a D.O.T. inspection. eDriver Logs ELD relies on accurate input of data and appropriate use by the driver. Trimble assumes no liability for erroneous, accidental, or intentional input of data or misuse of the product.

The regulations announced by the FMCSA and the Canadian government are subject to change. Trimble will endeavor to automatically update the eDriver Logs ELD device as soon as practical. Trimble assumes no liability for reasonable delays in providing system updates or upgrades.
Carriers and Drivers are solely responsible for ensuring that eDriver Logs® ELD is used correctly and in compliance with all hours of service and other FMCSA laws and regulations.
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LOGIN

When the vehicle is stopped and no driver is signed in to the logging device, the Login screen shows. Tap the LOGIN button. The Sign in to Trimble Mobile screen appears.

Tap the CID field and use the virtual keyboard to enter your CID. Tap Next on the keyboard to move to the next field and enter your Username. Tap Next to move to and enter your Password. Tap Done on the keyboard to close it. Tap Sign in. The Sign in with a PIN screen opens.

TIP: Wherever a text field appears on the screen, tap on the field to show the keyboard. Tap the Done button when you have finished typing to close the keyboard.

WARNING: Power on the Mobile Software display before powering up your Commercial Motor Vehicle.

WARNING: If using a Tablet device, LOGIN, LOGOUT, and HOS data may not be accurate if the device is not wired or wireless connected to the ECM during eDriver Log events. Federal Regulations require device to be connected to ECM of the vehicle.
LOGIN

ACCESSING EDRIVER LOGS
From the App Launcher screen, tap Open ELD. Or, tap the App Drawer tab on the left edge of the screen.

The App Drawer opens.

From the App Drawer, tap eFleetSuite. The eFleetSuite ELD app opens to the Driver Overview screen.

ANDROID NAVIGATION BUTTONS
The Home button will return you to the main screen of the Android tablet.

The Recent Apps button will show you the most recent applications running on your Android device.

The Back button will return you to a previous screen. The Back button is used if you mistakenly tap the Status button. Tap the Back button to return you to the main driver screen.

NOTE: Always review your logs before operating the vehicle to ensure that all information is true and correct. You are responsible for ensuring that all records required to be in your possession are available in electronic and/or paper format.

QUESTIONS AND ANSWERS
Q: What if I was not provided with a password?
A: If your motor carrier did not provide you with a password you will need to contact your motor carrier to request a password.
When you are finished with your shift or otherwise done using the vehicle, tap the **App Drawer** tab on the left edge of the screen.

The App Drawer opens. From the App Drawer, tap **Logout**. The Sign Out pop-up window opens.

Tap the appropriate Sign Out option.

Do not use the **Rest Break** feature unless you will be returning to duty in the same vehicle during your shift.

If the DVIR feature is enabled, you may be prompted to create a driver vehicle inspection report before signing out. If On Duty Sign Out is enabled, you will have the option to sign out in either Off or On Duty status. Only sign out in On Duty status if you will be continuing to work before the end of your shift and will go Off Duty from another device or through the Driver Portal.

If you have the option to select **Off Duty** status enabled, make sure to choose **OFF Sign Out** when you are finished with your shift. Changing status to **Off Duty** should only be done if you will continue using the device before the end of your shift.

You may also be prompted to review your logs on the device during sign out. Tap **Yes** to be taken to the log(s) that require review. See **Working with Logs** for more information. Tap **No** to proceed without reviewing your logs. Tap **Back** to cancel and return to the **Driver Overview**.

After the ELD app sign out process is complete, the logging device will send your records to the Trimble Server.

The device Sign Out screen appears. Tap **Sign Out**.

**Q:** I forgot to sign out of the logging device in another vehicle before I signed into this logging device. What will happen to my records?

**A:** If both logging devices are connected to the web server, a message will be sent to the previous vehicle to sign you out. Return to the first device as soon as possible and verify that you are signed out. Inspect your records carefully and report any errors to your supervisor. Make it a habit to sign out every time that you are finished using a vehicle, to protect the integrity of your electronic records.

Do not attempt to edit or correct your log until you have verified that you are signed out of the first device. Once you are signed out of the first device, navigate to Options and Request Logs from the device you are currently using before editing your log.
This is the main screen of the application, showing the driver’s name, current duty status, and hours and minutes of driving time left.

**A: Options Icon**, tap to bring up Review Logs, Request Logs, Take Exception, Diagnostics, Cycle Duty Summary, and Roadside Inspection. Either make a selection or tap the Options Icon again to close the options from view.

**B: Driver Name**, the name of the driver that the information is currently being displayed for.

**C: Current Status**, displays the current status of the driver and the date and time of the status change.

**D: Gain Time**, the date (month/day/year) and time at which your available drive time will increase, presuming you do not change duty status before then.

**E: Status Button**, tap the button to change the status of the driver.

**F: Options Button**, tap to bring up the options. You may view Review Logs, Request Logs, Take Exception, Diagnostics, Cycle Duty Summary, and Roadside Inspection. Either make a selection or tap the Options icon (A) to close the Options menu.

**G: Data File Transfer**, tap the button to transmit a data file for a roadside inspection.

**H: Shipments Button**, tap the button to enter in shipment information.

**I: Trailers Button**, tap the button to add a trailer or make a trailer change.

**J: Logs Button**, tap the button to display the Logs screen.

**K: DVIR**, tap the button to enter the DVIR

**L: Rest Break Button**, tap this to change your status to OFF and begin a break

**M: System Time**, displays the current date, time, and time zone.

**N: Symbols & Warnings Area**, icons displaying the current status of connection and missing information will be displayed.

**O: Available Drive Time Gauge**, your available drive time will be shown as a colored gauge. The color reflects the appropriate driving time left.
DRIVER OVERVIEW

AVAILABLE DRIVE TIME COLOR GAUGE
The color reflects the approximate driving time remaining:
- **Green** - more than 3 hours remaining
- **Yellow** - between 1 and 3 hours remaining
- **Red** - less than 1 hour remaining

Tap the circled arrow below **Gain Time At** to display Driving Time Details, including active exceptions and the time remaining under each applicable hours of service rule. You may need to swipe up and down to view more detail if it does not all fit on the screen. The information displayed includes Active Exceptions, Work Shift Driving, Work Shift Rest Break, Work Shift Duty, and Cycle Duty.

<table>
<thead>
<tr>
<th>Work Shift</th>
<th>US property-carrying limits</th>
<th>US passenger-carrying limits</th>
<th>Canada south of 60°N limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driving</td>
<td>11 hours</td>
<td>10 hours</td>
<td>13 hours</td>
</tr>
<tr>
<td>Rest Break</td>
<td>8 hours</td>
<td>Not applicable</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Duty</td>
<td>14 hours</td>
<td>15 hours</td>
<td>14 hours</td>
</tr>
<tr>
<td>Daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driving</td>
<td>Not applicable</td>
<td>Not applicable</td>
<td>13 hours</td>
</tr>
<tr>
<td>Duty</td>
<td>Not applicable</td>
<td>Not applicable</td>
<td>14 hours</td>
</tr>
<tr>
<td>Off Duty</td>
<td>Not applicable</td>
<td>Not applicable</td>
<td>14 hours</td>
</tr>
<tr>
<td>Cycle</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duty</td>
<td>60 hours in 7 days or 70 hours in 8 days</td>
<td>60 hours in 7 days or 70 hours in 8 days</td>
<td>70 hours in 7 days (Cycle 1) or 120 hours in 14 days (Cycle 2)</td>
</tr>
</tbody>
</table>

1 See US 49 CFR §395.3  
2 See US 49 CFR §395.5  
3 See CA SOR-2005-313 §12-29

If you have uncertified logs, proposed edits, or unidentified driver events that require review, you will see an orange flag over the **Options** button and three orange lines in the upper left corner. See **Driver Options** and **Working with Logs** for more information. A red flag indicates missing data. See **Driver Options**.
Questions and Answers

Q: How do I tell which of my HOS limits is lowest (which is being displayed in the Available Drive Time gauge)?
A: Tap the arrow button beneath your name to show your availability details. This shows the amount of time remaining under each applicable HOS limit, the lowest of which is displayed in the Available Drive Time gauge.

Q: What is Available Drive Time, and how is it calculated?
A: Available Drive Time is the maximum time in hours and minutes (hh:mm) that a driver legally may continue to operate a commercial vehicle without rest. The logging device calculates the time remaining until each applicable hours of service limit will be reached. The lowest of these is displayed as Available Drive Time.

Q: What does it mean if driving time left is N/A?
A: N/A means that the logging device cannot calculate Available Drive Time due to insufficient data. Review all records of duty status, including paper logs, to determine your actual driving time left.

Q: What is the difference between Work Shift rules and Daily rules?
A: Work Shift rules restrict the on duty time that a driver may accumulate from the moment the driver reports to duty to the moment he or she is released from duty. Work Shift calculations do not reset until the driver has accumulated the minimum consecutive off duty time required by the applicable US or Canadian hours of service regulations. Canada has additional rules, called Daily Rules, which restrict the on duty time a driver may accumulate from the start of one 24-hour log period to the start of the next and establish mandatory minimums for the total off duty time a driver must accumulate within a log period. Daily calculations automatically reset at the beginning of each log day.

Q: Why do my driving time details show “Salesperson” instead of “Cycle Duty”?
A: If you are operating in the US as a driver salesperson, the typical cycle duty limit does not apply toward your driving time left so long as you do not exceed 40 hours driving in any period of seven consecutive days. The salesperson value shows how long you may continue to drive under this driver salesperson exception.

1 See US 49 CFR §395.1(c)

Canada has additional rules, called Daily rules, which restrict the on duty time a driver may accumulate from the start of one 24-hour log period to the start of the next and establish mandatory minimums for the total off duty time a driver must accumulate within a log period. Daily calculations automatically reset at the beginning of each log day.
SYMBOLS & WARNINGS

ENGINE OR BLACK BOX CONNECTION STATUS

[Green] The logging device is currently connected to your vehicle gateway. All drive time will be recorded correctly.

[Gray] The black box or Vehicle Data Service has stopped sending data to eDriver Logs ELD. Drive events will not be recorded and paper logs should be used.

[Red] The connection to the engine has been lost and drive events will not be recorded. Paper logs should be used.

FLEET MANAGER CONNECTION STATUS

[Green] The vehicle gateway currently has a cellular connection and is able to send data.

[Yellow] The cellular connection has been closed because the logging device has no new data to send. A connection will be re-established when there is data to send.

[Red] The vehicle gateway cannot connect to make a cellular connection. Reasons may include low signal strength or a network service interruption.

GPS CONNECTION STATUS

[Green] The device currently has a good lock on GPS.

[Yellow] The device is connected to some GPS satellites but not enough to establish a valid position. Location information will need to be filled in manually.

[Red] No GPS connection available. Location information will need to be entered manually.

LOGS PENDING

The logging device is waiting for driver logs to be synchronized with the Fleet Manager.

NO TRAILER

The trailer list is empty.

NO SHIPMENT

The shipment list is empty.
SYMBOLS & WARNINGS

Miscellaneous Warnings

[Orange] This icon can represent a few different warnings. Read the text that accompanies the icon to determine what the warning is and if any action is needed.

[Red] Data diagnostics appear on your device when a driver is signed in to the application. If your device enters a data diagnostic state, you will see a red triangle icon in the action bar at the top of the screen. Navigate to your log events to determine the exact type of diagnostic event that has occurred, and see Troubleshooting for common causes and resolutions.

RECORD STATE LINE CROSSINGS

The logging device cannot obtain vehicle location data frequently enough to meet International Fuel Tax Agreement requirements.

Drivers must keep paper records of their route of travel and miles per jurisdiction until normal location detection resumes. A warning audio will sound once when the failure is detected, and a different audio will sound when this failure is resolved.

UNKNOWN DRIVER

The vehicle is moving but the person operating the vehicle has not been identified. Stop driving and either sign in or change status as directed.
The following abbreviations and terms are used in records generated by this logging device.

<table>
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<tr>
<th>Abbreviation</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC</td>
<td>Asset Control Center</td>
</tr>
<tr>
<td>Comms</td>
<td>Cellular Communications</td>
</tr>
<tr>
<td>D</td>
<td>Driving</td>
</tr>
<tr>
<td>ECM</td>
<td>Engine Control Module</td>
</tr>
<tr>
<td>ELD</td>
<td>Electronic Logging Device</td>
</tr>
<tr>
<td>ELD Login</td>
<td>When an authorized user logs in to an ELD</td>
</tr>
<tr>
<td>ELD Logout</td>
<td>When an authorized user logs out of an ELD</td>
</tr>
<tr>
<td>Inactive - Charged</td>
<td>A log event that was edited and is no longer the active event</td>
</tr>
<tr>
<td>Inactive - Rejected</td>
<td>A request edit that was rejected and was not applied to your log</td>
</tr>
<tr>
<td>Inactive - Requested</td>
<td>A log edit that has been requested by a non-driver Fleet Manager user but has not yet been applied to your log</td>
</tr>
<tr>
<td>OFF</td>
<td>Off Duty</td>
</tr>
<tr>
<td>ON</td>
<td>On Duty, not driving</td>
</tr>
<tr>
<td>PC</td>
<td>Personal Conveyance</td>
</tr>
<tr>
<td>SB</td>
<td>Sleeper Berth</td>
</tr>
<tr>
<td>TFM</td>
<td>Trimble Fleet Manager</td>
</tr>
<tr>
<td>YM</td>
<td>Yard Moves</td>
</tr>
</tbody>
</table>
DRIVER STATUS

PREVIEW AVAILABILITY

Every time you sign in, the logging device will request your electronic records of duty status (daily logs) from the server. When you receive a message that logs are received or up-to-date, tap OK to view your last recorded duty status and current driving time left.

If you are configured to operate commercial vehicles in both the United States and Canada, you may preview your driving time left for either country before completing the sign in process. For more information see Country Selection.

QUESTIONS AND ANSWERS

Q: I’ve been waiting a long time, but still haven’t received my logs. What should I do?

A: The system will try to reach the server for sixty seconds. If the server cannot be reached, you will receive an error message and must reestablish communications before signing in. If you have recently signed in to this device, a Stop button will appear after sixty seconds, allowing you to continue signing in without reaching the server.

Q: I received a message that there are proposed edits and/or uncertified logs that need to be reviewed on the eDriver Logs website. What do I do?

A: You will need to sign in to the ELD Driver Portal to complete.

TIP: If you entered the wrong login information or do not yet have enough time available, tap Cancel to return to the Login screen. Re-enter the correct information or wait until you have time available and try again.
INITIAL STATUS

After previewing availability, tap Status and then choose the button that best represents your initial duty status. See the Change Status section for a complete list of buttons and corresponding duty statuses. The screenshot below may be different if Driver Role Selection is enabled.

You will be required to enter an annotation (comment) when selecting Yard Moves (ON YM) or Personal Conveyance (OFF PC). See Change Status for more information about these options.

If you are the first driver to sign in during your work shift, the device will prompt you to confirm the vehicle ID. If the vehicle ID has changed or is not correct, tap the pencil icon and enter or update the vehicle ID. If the vehicle ID displayed is correct, or you are finished entering the ID, tap OK. Please use caution when updating your vehicle ID to validate that the vehicle ID matches the one used by your carrier. This is only available if your company has enabled the setting in configuration.

You may be prompted to enter your location if GPS data is not available. See Manual Location Data Entry.
**DRIVER STATUS**

**QUESTIONS AND ANSWERS**

Q: I don’t see a Driving button. How do I record when I am driving the vehicle?

A: When you tap **ON Driver**, you are indicating that you are on duty and preparing to operate the vehicle. The logging device will detect when the vehicle is moving and record the correct duty status for you based on the movement of the vehicle. See the details below.

If you are the only driver signed in to the vehicle, you will be automatically transitioned to Driving status any time the vehicle moves, unless you are in Personal Conveyance or Yard Moves status.

---

Q: I don’t have a co-driver. Do I still need to tap the **On Driver** button before I operate the vehicle?

A: Yes. The logging device uses this information not only to maintain accurate driver logs but also for other record keeping, such as determining when driver vehicle inspection reports need to be created or reviewed.

---

<table>
<thead>
<tr>
<th><strong>ON Driver</strong></th>
<th>Vehicle reaches 5mph</th>
<th>Driver’s duty status is recorded as Driving (Line 3)</th>
<th>D (Automatic origin)</th>
</tr>
</thead>
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<tr>
<td>D</td>
<td></td>
<td>Device ends automatic Driving event and starts a manual Driving Event</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>D (Driver origin)</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Vehicle stops for 5 minutes</td>
<td>Driver is prompted whether to remain Driving or change to On Duty or another status</td>
<td>ON Driver</td>
</tr>
<tr>
<td>D</td>
<td>Vehicle stops then device is shut off</td>
<td>No odometer change when device turns back on (odometer must be available)</td>
<td>On Driver (when device shut off)</td>
</tr>
</tbody>
</table>
REVIEW PREVIOUS DVIR

If the DVIR feature is enabled and you are the driver of the vehicle, you will be prompted to review the most recent driver vehicle inspection report for each resource in the current vehicle combination. If a trailer was removed during sign in, you will be prompted to create a driver vehicle inspection report for each trailer removed. See Driver Vehicle Inspection.

The Driver Overview screen will be shown when the sign in process is complete. Always review your logs before operating the vehicle to ensure that all information is true and correct. You are responsible for ensuring that all records required to be in your possession are available in electronic and/or paper format.

TIP: Tap Back to go back and change a response without starting over. Tap Cancel to discard all previous responses and restart the sign in process from the beginning.

Questions and Answers

Q: I performed some work after signing out of the logging device but before signing in again. Can I record that activity now?

A: Yes. After completing the sign in process, go to Options to add Pre Shift time (on duty time worked just before signing in to the logging device) and/or Post Shift time (on duty time worked just after signing out of the logging device).

Go to Logs and Events to make additional edits as needed (see View Logs for instructions). Your driving time left will be recalculated accordingly. You are also able to use the Driver Portal to make edits to your log, including to log dates before those available on the device.

1 See US 49 CFR §395.15(b)(4) and CA SOR-2005-313 §84
DRIVER STATUS

STATUS CHANGE
Starting from the Driver Overview screen, tap Status and then choose the option that best describes your current activity.

These options are available for all drivers:

- **ON Driver**: Choose this when you are on duty and taking control of the vehicle. The logging device will detect when the vehicle is moving and automatically record your activity as D (Line 3) when the vehicle is moving and ON (Line 4) when the vehicle is stopped. No other driver may take control of the vehicle until you choose a different status, start a Rest Break, or Sign Out.

- **ON Not Driver**: Choose this if you are on duty but not in control of the vehicle, such as if you are a co-driver. This will record your activity as ON (Line 4). However, if there is no primary ON Driver, and vehicle movement is detected by the logging device, you will be considered the primary driver and your status will be moved to D (Line 3).

- **SB**: Choose this when you are beginning a period of rest in the vehicle’s sleeper berth. This will record your activity as SB (Line 2).

- **OFF Sign Out**: Choose this when you are relieved of duty and are signing out of the Android™ device. This will record your activity as OFF (Line 1). To record your status as off duty without signing out of the logging device, see Rest Break. If the carrier has enabled it, you may have the option to sign out while remaining on duty.
## DRIVER STATUS

Additional options may be available if enabled by your carrier:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFF PC</td>
<td>Choose this if you are relieved from all responsibility for performing work and taking control of the vehicle for your own personal use. This will record your activity as “Authorized Personal Use of CMV (PC)” (OFF, Line 1).</td>
</tr>
<tr>
<td>ON YM</td>
<td>Choose this if you are moving your vehicle inside your carrier’s yard. This will record your activity as “Yard Moves (YM)” (ON, Line 4).</td>
</tr>
<tr>
<td>OFF</td>
<td>Choose this if you are going off duty but not finished with your shift.</td>
</tr>
<tr>
<td>ON Sign Out</td>
<td>Choose this if you are switching vehicles, continuing to work in the office or shop, or performing other duties that are NOT associated with the ELD you originally signed into.</td>
</tr>
<tr>
<td>OFF Wait at Well</td>
<td>Choose this status if you are off duty waiting at a well site.</td>
</tr>
<tr>
<td>OFF Sleep at Well</td>
<td>Choose this if you are in other sleeping accommodations at a well site.</td>
</tr>
</tbody>
</table>
REST BREAK

The Rest Break feature is used for recording off duty activity during the work shift. Drivers who use this feature remain signed in to the application, thereby avoiding the screen prompts associated with signing out of a logging device and signing back in again.

To begin a rest break, tap the Rest Break button in the upper right of the driver overview screen and confirm that you want to start a break now. This will record your activity as Off Duty (Line 1) without signing you out of the application.

The application will determine the minimum rest necessary to improve driving time, and show this value as Gain Time At. When the required rest break time is fulfilled, Gain Time At and Available Drive Time will be recalculated.

To end a rest break, tap the red Stop Break button in the upper right to display the Status screen.

Choose ON Driver if you are returning to duty and will be operating the vehicle or ON Not Driver if you are the co-driver. Choose SB if you will continue resting in the vehicle’s sleeper berth before returning to duty. Choosing any button other than OFF Sign Out will return to the Driver Overview screen and cause Gain Time At and Available Drive Time to be recalculated.

When you are finished using the vehicle, don’t use the Rest Break feature. Instead, choose OFF Sign Out from the Status screen. This will begin the sign out process and trigger a post-trip driver vehicle inspection (if applicable).

WARNING: Drivers should only use this feature if they return to duty in the same vehicle before the end of the work shift.

Q: Why wasn’t I prompted for a DVIR when I chose to sign out from the Stop Break status options?

A: Completing a DVIR is considered to be an on duty activity. You must end your break and return to duty by selecting ON Driver, then sign out to be prompted through a DVIR.
ADD REMOVE RESOURCES
If you are the first driver to sign in during your work shift, you may be asked to review the trailers and shipments added by a previous driver, and remove or add new resources.
Tap Remove to remove the selected resource shown on the left without recording it on your log. To add a shipment, enter the ID in the Shipment ID field on the right and then tap Add. You may also add or remove resources after you are signed in.
Tap Next to keep all resources shown. This will record these resources, if any, on your current driver log.

YARD MOVES (AUTOMATIC)
Selecting ON YM (On Yard Moves) and cycling the commercial motor vehicle’s (CMV) engine through power off cycle, the driver will continue to remain in Yard Move status. This will continue until the vehicle departs the predefined yard area or exceeds 20 mph. This requires carriers to redefine yards and the enable the setting.

YARD MOVES (MANUAL)
Selecting ON YM (On Yard Moves) and cycling the commercial motor vehicle’s (CMV) engine through power off cycle, the driver will continue to remain in Yard Move status. This will continue until the driver selects OFF YM (Off Yard Moves) on the device.
REQUEST DVIR
After choosing the ON Driver button or adding a trailer to the vehicle combination, verify the ID of the resource that you are using, and then tap Request DVIR.

The logging device will request the most recent driver vehicle inspection report and refresh this screen when a response is received. Fill in any empty boxes and tap Next.

REVIEW & SUBMIT
If a previous report is presented for you to review, use the arrow buttons to scroll through the report and review all the information provided. See View DVIR.

If any defects are listed, verify that a statement is present certifying that the defects were repaired or that repair is not needed. Be sure to review all defects for each resource in the current vehicle combination. When you are done with the review, tap Next to show the acknowledgment screen.

Tap Yes for Safe to Operate if you are satisfied with the vehicle’s condition, otherwise tap No. If any unresolved defects were listed on the report, you will also need to tap Complete or Not Needed for Repair Status. Tap Done to submit the report.

Q: I’ve been waiting a long time without receiving the most recent report. What should I do?
A: If you have waited at least 60 seconds, tap Stop to continue the inspection process without a response from the web server. If a previous un-reviewed report is already stored on the logging device, it will be presented for you to review. If not, perform your own inspection and create a new DVIR listing any defects you find.
US 49 CFR §396.11 requires a report to be prepared at the completion of each day’s work on each vehicle operated.

SELECT RESOURCE
When it is time to create a driver vehicle inspection report, a list of resources subject to inspection will be shown. Tap once on a resource to highlight it and then choose the appropriate button.

No Defects  Choose this to report that the resource is free of defect or deficiency.
Add Defects  Choose this to note one or more defects for the resource.

A resource ID shown in blue and having a message of No Defects or Defects Added on the right indicates that you have completed a DVIR for that resource during the current inspection process, or that an unrepaired defect has been carried over from a previous report. You must complete a DVIR for all resources in the list to move to the next screen. See Carry Over Defects.

SELECT PART & DEFECT
When you tap Add Defects or Edit Defects, a list of parts will be shown for the selected resource. Tap once on a part to highlight it, and then select one or more defects from the list on the right. All defect lists will include an option for Other, where you can type in your own description.

Repeat this process for each defective part. Tap Done to return to the Select Resource screen. After inspecting all resources, tap Finish if there are no defects to report, or tap Next to show the Review & Submit screen.

NOTE: Part names and defect descriptions are specific to the type of resource (vehicle or trailer) currently selected for inspection. Both lists can be customized by your motor carrier.

CARRY OVER DEFECTS
In some cases, the previous DVIR for an asset may include a defect that was certified as Repairs Not Necessary. This suggests that the defect or deficiency may still exist, but that repair is not required in order for the vehicle to be operated safely.

The logging device will "carry over" such defects to the next driver vehicle inspection report. You will be notified when beginning a new inspection report if the previous report has such defects. You may add to or edit these defects as needed before submitting your new inspection report.

US 49 CFR §396.11 requires a report to be prepared at the completion of each day's work on each vehicle operated.
VIEWING THE DVIR

This screen allows you or an official to view the most recent driver vehicle inspection report for any resource (vehicles, trailers, etc.) in the vehicle combination. You also have the option to start a new DVIR during your shift.

Starting from the Driver Overview screen for any driver, tap DVIR¹ to see the report for the first available resource (typically the vehicle). Tap the tabs at the top left of the screen to navigate between the different resources.

To begin a new DVIR at any time, tap the + Add DVIR button. Once you have started an open DVIR, you will have the option to toggle between the Certified or Opened DVIR and to edit or add to the open DVIR with the Edit DVIR button.

A driver vehicle inspection report includes the following information:

- Resource type (Vehicle or Trailer) and ID
- Odometer²
- Location of vehicle when the driver vehicle inspection report was created
- Defects or deficiencies noted, or “No Defects”
- Report creation details:
  - Driver
  - Date³ and time
- Repair certification details (if applicable):
  - Certifying agent or driver
  - Date³ and time
  - Repairs Made or Repairs Not Necessary
- Driver review/acknowledgment details:
  - Driver
  - Date³ and time
  - Safe to Operate or Unsafe to Operate

¹Visible only if the DVIR feature is enabled; selectable only if a driver vehicle inspection report is available for viewing
²Visible only when viewing a DVIR for a Vehicle
³Displayed in month/day/year format
To allow a co-driver to sign in, tap the App Drawer tab on the left edge of the screen. The App Drawer opens. From the App Drawer, tap Switch Driver. The Select User Account screen opens. Tap + Add User.

The Sign In with a PIN screen opens. Enter the co-driver’s PIN. Tap Verify.

The Select User Account screen opens and shows that you are Signed Out with the co-driver as the Current User. The co-driver can tap their user name to continue or you can tap your user name to sign in again.

To change drivers again, tap the App Drawer tab and Switch Driver to return to the Select User Account screen.

If you are configured in the Fleet Manager to operate commercial vehicles in both the United States and Canada, you may preview your driving time remaining for either country before completing the sign-in process. Tap the flag icon to select your country setting. All screens, including Driver Overview, View Logs, and Safe Mode, will update to show your hours of service information for the selected country.
From the **Driver Overview** screen, tap the **Shipments** button.

To add a shipment to the list, enter the shipping document number (if applicable) or the shipper name and commodity name, and then tap **Add**. This will add the shipment as a current resource and also record this information on the current day’s log for each driver who is signed in. To drop a shipment, tap on it once to highlight it in the list, and then tap **Remove**.

**TIP:** If adding multiple shipments bound for separate destinations, add them one at a time so that each is listed on a separate line. This will allow you to remove individual shipments at each stop so the shipment list always reflects your current load.

From the **Driver Overview** screen, tap the **Trailers** button.

To add a trailer to the list, enter the trailer ID and then tap **Add** (or **Enter** on the keyboard). This will add the trailer as a current resource and also record this information on the current day’s log for each driver who is signed in. To drop trailers, tap on one or more check boxes in the list on the left, and then tap **Remove**. Tap on **Home** to return to the **Driver Overview**.
MANUAL LOCATION ENTRY

The ELD device uses GPS to determine the vehicle’s location at the time of each duty status change and driver vehicle inspection. If valid coordinates cannot be obtained from GPS, you will be prompted to enter the location. Location entry consists of the following fields:

- **Type**: Choose from City/State, Intersecting Highways, Highway/Mile post or Highway/Service Plaza.
- **Name** *(Optional)*: Enter the customer name or landmark where the status change or inspection took place. This name will appear in the Events view of your driver logs to provide additional context for your activities. See [View Logs](#).
- **City**: Enter the name of the city. If outside city limits, enter the name of the nearest city, town or other population center.
- **State/Province**: Select the state, province, or territory.

If GPS coordinates are not available when the automatic motion detection system records a status change, the driver will need to enter the location of that change after the vehicle stops moving.

If there is a red flag over the **Options** button, tap on it and then tap **Missing Data**. This will display the location data entry screen, where you should verify the date (month/day/year) and time at the top of the screen for the duty status change before entering the location where that change occurred. Enter an annotation to document the change.

**TIP:** If the logging device frequently prompts you to enter location data, reference [GPS Troubleshooting](#).
WORKING WITH LOGS

This screen allows you, or an official, to view your electronic record of duty status (daily log) for each day required to be in your possession. It also allows you to edit, certify, and annotate your logs and accept or reject edits to your logs that were proposed by a user on the Fleet Manager website. If all the details do not fit on one screen, swipe the screen up and down to scroll.

Starting from the Driver Overview screen for the driver, tap Logs to see the grid view (graph of duty statuses) for today’s date (month/day/year). Tap the Events/Grid button to toggle between the grid view and a line-by-line detail view. Use the arrows on either side of the date or swipe the screen side to side to navigate through your log history. The Details button displays general carrier, driver, and ELD information. The Certify button allows you to certify your log for the day displayed. You must certify your previous log(s) daily or when prompted by the device to remain complaint. The add button allows you the add a new status change.

GRID

- Graph of all duty statuses for each 24-hour period starting at midnight
- Total hours
- The grid is color coded as follows:
  - Personal Conveyance (OFF)
  - Yard Moves (ON)
  - All Other Statuses

See US 49 CFR §395.15(b)(4) and CA SOR-2005-313 §84
WORKING WITH LOGS

EVENTS

- Duty status changes and locations
- Remarks and annotations
- Exceptions claimed by the driver
- Edits and requested changes
  - See Device Abbreviation & Terms for details
- Malfunction and data diagnostic events
  - See Malfunction & Data Diagnostic Event Indicators for more information

DETAILS

- Log date, time, and time zone
- The cycle being followed
- Name of motor carrier
- USDOT number of motor carrier
- Main office address
- Driver’s home terminal name
- Home terminal address
- Driver name, ID, license number, and state
- Co-driver(s)
- ELD Provider, Registration ID, and Identifier

- Vehicles (trucks or tractors), trailers, and shipments
- Distance driven
- Total duty hours for the 7- or 8-consecutive day period [US format] or 7- or 14-day cycle [Canada format] ending today
- Current odometer and engine hours
- Current location
- Malfunction and diagnostic indicators

1 Excluding any distance traveled while operating a CMV as a personal conveyance
2 Visible only when viewing a log for the current date
WORKING WITH LOGS

CERTIFY LOGS

Q: If I am off duty for several days in a row, do I have to certify each day?
A: If you have been continuously off duty for multiple days, display the log for the last (most recent) day on which you were off duty, and tap the Certify button. You will be prompted to certify the range of dates encompassed by that off duty event.

Q: What if I need to certify logs that are not available on the mobile device?
A: You will only be able to certify the previous 7 or 14 days on the mobile device, depending on your driver type. You can certify older logs through the ELD Driver Portal.

• This pop-up window displays a prompt to certify your log for the date displayed.
• You must enter your PIN and click Verify when certifying your logs.
• Logs cannot be certified if there are pending proposed edits or Unidentified Driver events.
Logs can be edited through the Grid and Events screens. Note: you cannot delete or edit an ELD-recorded Driving event or the event immediately following. Automatic driving events can only be annotated.

The Add button on the Grid view allows you to add a new status change to the log date displayed. Tap Add to open the new status details screen. Tap to select the Status, Start Time, Location, and Vehicle ID (optional). You will be provided a list of statuses as allowed by your carrier and as applicable for your driver type.

The vehicle ID selection is optional and allows you to choose from the current vehicle ID, vehicle IDs you have used in the last 7 or 14 days, or “N/A” if the status being added did not occur on any of the available vehicles. Enter a Reason for Change, then tap Save to finish and add the new event to your log. Tap Cancel to return to your log without saving any changes.

To edit or delete existing log events, tap Events from the log grid, then tap to select the event. Tap Edit to make corrections to the event. Tap the field(s) on the right to edit them. A summary of status changes for the log day is displayed in the pane on the left. Tap an event to display the event details. Finally, tap to enter a Reason for Change, then tap Save to finish and update the event.

Your Available Drive Time will be recalculated after making edits.

Tap Edit to make corrections to the event. Tap the field(s) on the right to edit them. A summary of status changes for the log day is displayed in the pane on the left. Tap an event to display the event details. Finally, tap to enter a Reason for Change, then tap Save to finish and update the event.

Your Available Drive Time will be recalculated after making edits.
Q: Which events can’t be edited?
A: You cannot edit your open status, Automatic Driving events and the event immediately following, or events that started on a different date. You must change your status from the Driver Overview or navigate to the start date before making edits. You can Add a new event if you need to shorten the automatic On Duty event following a drive. Events that started over 7 or 14 days ago must be edited on the Driver Portal. ELD events such as ELD Login/Logout and Intermediate Logs also cannot be edited.

Q: Why can’t I add a new event?
A: You will not be permitted to add a new event if the start time selected is during an Automatic Driving event, during your current open status, or at the same time as another event. You can annotate but cannot shorten or delete an automatic driving event.

Q: What happens when I delete an event?
A: When you delete an event, it is changed to a Record Status of “Inactive–Changed”. The previous status will be extended to fill the gap.
If a administrator has proposed an edit to your log, you will need to Accept or Reject the edit either from the Driver Portal or through the Logs screen on the device.

To view a proposed edit, navigate to the day of the edit, then tap Events. Scroll through the events to locate the proposed edit, shown in red. You can also tap Review Logs from the Options menu to navigate to any log that requires review. See Driver Options. Tap the proposed event and tap Accept or Reject. You can use the Annotate button to add a comment to the event.

Q: What happens if I reject an edit?
A: The event will be displayed as Inactive - Rejected. Your availability will not be affected and you will not need to re-certify the log.

Q: What happens if I accept an edit?
A: The event becomes an active event in your log. Your availability is recalculated accordingly and you will need to re-certify the log.

Q: Why am I being asked to certify my log again?
A: You can only certify logs that are complete. Any new status change, log edit or annotation, or accepting a proposed edit will require that you re-certify your log. Wait to certify “today” until after you have closed the final open status by starting your next shift.

Q: What if my log is not accurate or needs to be edited?
A: You can make edits on the device for the previous 7 or 14 days, or certify your log to submit it to your motor carrier and allow them to propose any necessary edits. You can edit older logs through the Driver Portal.
These options provide a way to record additional information on your logs, synchronize logs with the Fleet Manager, view system diagnostics, and other functions. Starting from the Driver Overview screen, tap Options.

EDIT VEHICLE ID
This option allows you to update the Vehicle ID if the device was provisioned incorrectly or if the Vehicle ID has changed.

REQUEST LOGS
This option allows you to synchronize electronic records with the Fleet Manager at any time during your trip. Use this if you need to:

• Download amendments to your logs for the current or previous day(s).
• This option will be disabled if the logging device is unable to open a connection to the Fleet Manager server and when the primary driver is in Driving status. See Symbols & Warnings.

PRE-SHIFT
This option allows you to record On Duty, Not Driving time worked just prior to signing in. Select the date (month/day/year) and time that the pre-shift activity started and verify the total time to be added. Add an annotation when prompted to document the reason for the change. Your Available Drive Time will be recalculated accordingly.

This option will be enabled for up to 48 hours after the sign-in process is complete if the driver’s previous status was Off Duty.

POST SHIFT
This option allows you to record On Duty, Not Driving time worked just after the driver last signed out. Select the date (month/day/year) and time that the post-shift activity ended and verify the total time to be added. Add an annotation when prompted to document the reason for the change. Your Available Drive Time will be recalculated accordingly.

This option will be enabled for up to 48 hours after the sign-in process is complete if the driver’s previous status was Off Duty.

INVALIDATE EXCEPTION
This option allows you to invalidate a previously-taken exception. This option is only available for the exceptions of CDL Short-Haul, Non-CDL Short-Haul, and 30 Minute Rest Break.

DIAGNOSTICS
This option allows you to view identification information about the device, as well as a general system health check. Tap and hold on the words System Check to view system details.

REVIEW LOGS
This option is visible if you have uncertified logs or if a non-driver Fleet Manager user has proposed an edit to your log that requires your attention. Tapping this option will take you to the log(s) requiring review. See Certify and Accept / Reject for more details.
**MISSING DATA**

This option allows you to back-fill information for duty status changes that have been recorded in the past. This option is only visible if required information (most typically the vehicle’s location) was not available when the duty status change was recorded. See Manual Location Data Entry.

**UNIDENTIFIED DRIVER**

This option allows you to add driving events to your log that were recorded while no driver was signed in to the device. Unidentified driver events are recorded any time the vehicle is moved without a driver signed in, or with multiple drivers signed in but none in ON Driver, YM, or PC status. To avoid these events, always make sure to properly sign in to the device before moving the vehicle. This option is only visible if unidentified driving events are associated with this device.

Tapping this option will take you to the log date with the unidentified driver event(s). Once you have reviewed the event details, tap the event and then tap Accept or Reject to either add the event to your log or discard it. Rejecting the event will remove it from your view on the device. Other drivers and non-driver Fleet Manager users will still have the ability to view and accept or assign the event. Only accept events that accurately reflect your activities.

When you Accept an unidentified driver event, it is added to your log and your Available Drive Time is recalculated accordingly. The system automatically places in you in an ON Duty status following the unidentified driver event. Both the unidentified driver Driving and following On Duty event will appear on your log with an Origin of Unidentified Driver.

**QUESTIONS AND ANSWERS**

**Q:** What if I Accept an Unidentified Driver event by mistake?

**A:** You can undo accepting an Unidentified Driver event by tapping the event in your log, tapping the Undo button and adding an annotation. This changes the event on your log to Inactive – Changed and back to Active on the Unidentified Driver’s log.

If the driver who should have accepted the event is your co-driver, you can reassign the event to them if they are also currently signed in. Tap on the driving event and tap Reassign. Enter your PIN when prompted, select your co-driver from the list, enter an Annotation (comment), and tap Reassign. Your co-driver must then enter their PIN to approve the change. The driving event will be removed from your log and added to your co-driver’s log, and both of your Available Drive Time will be recalculated accordingly.

**Q:** What if I Reject an Unidentified Driver event by mistake?

**A:** Rejecting the event permanently removes it from your view on the device. Contact your carrier to have them assign the event to you as a proposed edit from the Fleet Manager. You will first need to certify your log before the administrator can propose an edit.
**DRIVER OPTIONS**

**TAKE EXCEPTION**

This option lets you use one or more temporary exceptions from hours of service regulations. When you take an exception, your Available Drive Time is recalculated according to the type of exception claimed. Each exception affects only the specific HOS limit(s) described here.

| CDL Short-Haul | Relief from the 30-minute rest break requirement and a limitation of 14 hours of Work Shift Duty. Requires a return to the work reporting location. Only for property-carrying drivers. This exception can be invalidated. |
| Non-CDL Short-Haul | Relief from the 30-minute rest break requirement. Permits use of 16 Hour exception on 2 days in a 7-consecutive-day period or after any 34-hour restart. Only for non-CDL property-carrying drivers. This exception can be invalidated. |
| 16 Hour | Work Shift Duty limit increased from 14 to 16 hours. Does not increase Work Shift Driving limit. Restrictions apply for frequency of use. This exception cannot be invalidated. Only for property-carrying drivers. |
| 30 Minute Rest Break | Relief from the 30-minute rest break requirement. Only for property-carrying drivers. This exception can be invalidated. |
| Adverse Conditions | Work Shift Driving limit increased by up to 2 hours. Does not increase Work Shift Duty limit, and may not be used during the same shift with 16 Hour. This exception cannot be invalidated. |
| Agriculture | Relief from all Driving, Duty, and Rest Break/Off Duty rules. Only used during state-specified planting and harvesting periods. This exception cannot be invalidated. |
| Emergency | Relief from all Driving, Duty, and Rest Break/Off Duty rules. Only used in a declared Federal, State, or local State of Emergency. This exception cannot be invalidated. |

1. Certain restrictions apply; see US 49 CFR §395.1(e)(1)
2. Certain restrictions apply; see US 49 CFR §395.1(e)(2)
3. Available to limited US drivers. Other restrictions also apply. See US 49 CFR §395.1(e) and §395.1(e)(2)
4. Available to limited US drivers.
6. Certain restrictions apply; see US 49 CFR §395.1(b)(2), and CA SOR-2005-313 §76(1).
DRIVER OPTIONS

CYCLE DUTY SUMMARY
The system will display summary information for the driver which is listed at the top left of the Home screen, and will display 7, 8, or 15 days based on the driver’s current driver type. This screen is view-only, and is accessed through the Options menu on the Home screen.

This option allows you to review multiple log days simultaneously and review the time spent in each duty status. It will show your total cycle duty usage and remaining availability, an estimate of how much cycle duty availability you will regain at midnight, and details on when you last took a cycle duty reset period (if applicable for your driver type and taken in the range displayed).

ROADSIDE INSPECTION
This option allows an enforcement official to review your logs and allows you to send your logs for the current 24-hour period and the previous 7 consecutive days to the FMCSA via web service or email on the request of an enforcement official. To send your logs, tap Roadside Inspection and then tap Data File Transfer. Tap either Webs Service or Email, as directed by the enforcement official. The official should provide you with a code to be entered in the Comments field. Enter the code exactly as provided. Do not include the word “code” or any other text. See Roadside Instructions at the end of this document for more information.

Per FMCSA requirement, Web Services should be the preferred transfer method. The email address in the ELD data file transfer is hardcoded and cannot be changed. To email a copy of your logs to a different email address, sign in to the Driver Portal and use Print Multiple Logs to generate a PDF file of your logs.
The Driving screen limits your interaction with the system while the vehicle is moving. The Driving Screen is setup by the fleet administrator who configures the unit from the Fleet Manager.

When your vehicle is in motion, the Driving screen opens. You are not allowed to return to the Driver Overview screen until you stop the vehicle.

When your vehicle is stopped, the Stopped screen opens. To return to the Driver Overview screen, tap the Home button. The App Launcher screen opens. Tap Open ELD, or tap the App Drawer tab, then tap eFleetSuite. The eFleetSuite ELD app opens to the Driver Overview screen.

**TIP:** If the person operating the vehicle is in Driving and has less than one hour of availability left, audio warnings will sound periodically.
## MALFUNCTION & DATA DIAGNOSTIC INDICATORS

See the following tables for ELD malfunction and data diagnostic event definitions. General troubleshooting steps can be found in the Troubleshooting section.

### Table 1: Code & Data Diagnostic Event

<table>
<thead>
<tr>
<th>Code</th>
<th>Data Diagnostic Event</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Power</td>
<td>Device was not powered on within 1 min of the engine receiving power, or lost power at any point while the engine was powered on.</td>
</tr>
<tr>
<td>2</td>
<td>Engine Synchronization</td>
<td>Device was not able to receive data from the ECM (or other data source) within 5 seconds of requesting the data.</td>
</tr>
<tr>
<td>3</td>
<td>Missing Required Data Elements</td>
<td>Device is missing required information for reporting on driver logs.</td>
</tr>
<tr>
<td>4</td>
<td>Data Transfer</td>
<td>Device is unable to confirm the proper operation of the certified primary roadside transfer mechanism.</td>
</tr>
<tr>
<td>5</td>
<td>Unidentified Driving Records</td>
<td>More than 30 min of driving in a 24 hour period is recorded under the unidentified driver profile.</td>
</tr>
</tbody>
</table>

### Table 2: Code & Compliance Malfunction

<table>
<thead>
<tr>
<th>Code</th>
<th>Compliance Malfunction</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>P</td>
<td>Power</td>
<td>Device lost power during driving events for a total of 30 min or more over a 24-hour period.</td>
</tr>
<tr>
<td>E</td>
<td>Engine Synchronization</td>
<td>Device lost connection to the ECM (or other data source) for a total of more than 30 min during a 24-hour period.</td>
</tr>
<tr>
<td>T</td>
<td>Timing</td>
<td>Device is not able to synchronize to UTC.</td>
</tr>
<tr>
<td>L</td>
<td>Positioning</td>
<td>Device is not able to acquire a valid position measurement within 5 mi of vehicle movement for a total of more than 60 min over a 24 hour period.</td>
</tr>
<tr>
<td>R</td>
<td>Data Recording</td>
<td>Device is no longer able to record or retain required event data or retrieve locally-stored recorded logs.</td>
</tr>
<tr>
<td>S</td>
<td>Data Transfer</td>
<td>Device continues to fail checks of the roadside transfer mechanism for three days following a Data Transfer Diagnostic Event.</td>
</tr>
<tr>
<td>O</td>
<td>Other ELD Detected</td>
<td>The eDriver Logs application has stopped working or is not responding as expected.</td>
</tr>
</tbody>
</table>
Data diagnostics warnings appear on your device when a driver is signed in to the application. If your device enters a data diagnostic state, you will see a red triangle icon in the symbols and warnings area at the top of the screen. Navigate to your log events to determine the exact type of diagnostic event that has occurred, and see Troubleshooting for common causes and resolutions.

An ELD compliance malfunction appears on your device as a pop-up notification icon that sits on top of all applications. The icon will include the malfunction description. The example shown is a Timing Compliance malfunction. The warning maybe moved to a different area of the screen by using your finger.

A compliance malfunction cannot be dismissed, it must be corrected before you continue using the device as an ELD. Refer to the Troubleshooting section for common causes and resolutions. If you are not able to immediately resolve the malfunction, you must continue keeping paper logs until the device is once again compliant.

Per FMCSA requirement, a driver must document the occurrence of a compliance malfunction, notify their carrier in writing within 24 hours, and reconstruct your record of duty status for the current 24-hour period on a paper log. If the malfunction prevents you from accessing your logs on the device, you must reconstruct your previous 7 consecutive days of logs on paper as well.

**WARNING:** If you are not able to immediately resolve the malfunction, you must begin keeping paper logs until the device is once again compliant. If your logs can no longer be accessed on the device, you must reconstruct your logs on paper for the current 24-hour period and the previous seven consecutive days.
See the following tables for common troubleshooting steps.

### COMMUNICATIONS

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Check screen shows “Failed” for Comms</td>
<td>Antenna connections not solid</td>
<td>From the PMobile Home Screen, 1) Select <strong>System</strong>, 2) Select <strong>OBC Diagnostic</strong>, 3) Select <strong>Diagnostic Cell</strong>, 4) Tap <strong>Select</strong> on the bottom. Signal strength should display 1 or greater. If not 1 or greater than call Trimble Customer Support, (888) 346-3486.</td>
</tr>
<tr>
<td>The comms indicator on the Sign in screen is red</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driver logs or DVIR cannot be downloaded at sign-in</td>
<td>Cellular coverage issue</td>
<td>Move outside or away from buildings or other objects that may obstruct the signal. Call Trimble Customer Support, (888) 346-3486.</td>
</tr>
</tbody>
</table>

From the PMobile Home Screen, 1) Select **System**, 2) Select **OBC Diagnostic**, 3) Select **Diagnostic Cell**, 4) Tap **Select** on the bottom. Signal strength should display 1 or greater. If not 1 or greater than call Trimble Customer Support, (888) 346-3486.
# TROUBLESHOOTING

## GPS

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Check screen shows “Failed” for GPS</td>
<td>Antenna connections not solid</td>
<td>From the PMobile Home Screen, 1. Select <strong>System</strong>, 2. Select <strong>OBC Diagnostic</strong>, 3. Select <strong>Diagnostic Basic</strong>, 4. Tap <strong>Select</strong> on the bottom. GPS Antenna should be good or best. If not, Call Trimble Customer Support, (888) 346-3486.</td>
</tr>
<tr>
<td>Missing locations appearing on driver logs</td>
<td>Physical location / coverage issue</td>
<td>Move outside or away from buildings or other objects that may obstruct satellite view.</td>
</tr>
<tr>
<td>“Record State Line Crossings” message on device</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Device is recording positioning compliance malfunctions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# TROUBLESHOOTING

## ODOMETER

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Check screen shows &quot;Failed&quot; for odometer</td>
<td>Cables not connected</td>
<td>Verify the diagnostic port connectors and any adapters used for installation are connected tightly and snapped into place.</td>
</tr>
<tr>
<td>Missing odometer conflicts appearing on driver logs</td>
<td>Vehicle gateway not receiving engine data from ECM</td>
<td>Call Trimble Customer Support, (888) 346-3486.</td>
</tr>
<tr>
<td>Device is recording engine synchronization data diagnostic events and/or compliance malfunctions</td>
<td>Installation did not use the proper vehicle management cables</td>
<td>Verify that the correct J1708 or J1939 wires were used to connect to the vehicle wiring. Verify that the connection point on the vehicle was not bypassed by some other connection. Verify that the data lines used to connect are live and sending data from the databus.</td>
</tr>
</tbody>
</table>
# TROUBLESHOOTING

## TOUCHSCREEN

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>eDriver Logs stops responding to touches</td>
<td>Application not responding</td>
<td>Reboot the Android™ device according to the manufacturer’s directions.</td>
</tr>
<tr>
<td></td>
<td>Defective or damaged touchscreen</td>
<td>Have your administrator submit an RMA request to have the screen repaired.</td>
</tr>
<tr>
<td>Screen does not power on with engine crank or when the hardware power button is pressed</td>
<td>No power</td>
<td>Verify that the device is receiving power through the wiring harness.</td>
</tr>
<tr>
<td></td>
<td>Defective or damaged touchscreen</td>
<td>Have your administrator submit an RMA request to have the screen repaired.</td>
</tr>
</tbody>
</table>
## TROUBLESHOOTING

### POWER

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Power Failure” remarks in driver logs</td>
<td>Incorrectly installed power wire or no power to the vehicle management cable connector power pin</td>
<td>Verify that the power and ground wire are receiving a constant 12 or 24 volts of power with the engine off. Verify that the vehicle management cable connector and any adapters used for installation are connected tightly and snapped into place.</td>
</tr>
<tr>
<td>Device shutting down or rebooting unexpectedly</td>
<td>Inconsistent voltage to the device</td>
<td>Test the vehicle’s battery and alternator. Check for faulty wiring; exposed or corroded wiring or loose connections.</td>
</tr>
<tr>
<td>Screen does not power on with engine crank or when the hardware power button is pressed</td>
<td>Device is recording power data diagnostic events and/or compliance malfunctions</td>
<td>Re-wire the device straight to a constant 12 or 24 volt source. See Installation Guide for details.</td>
</tr>
<tr>
<td><strong>TROUBLESHOOTING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**IGNITION**

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device is recording engine synchronization data diagnostic events and/or compliance malfunctions</td>
<td>Device not receiving engine data from ECM</td>
<td>Call Trimble Customer Support, (888) 346-3486.</td>
</tr>
</tbody>
</table>

**LOGIN ERRORS**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver ID or password is invalid for driver [xxx]</td>
<td>An incorrect ID or password was entered</td>
<td>Contact your administrator to verify your ID and to have your password reset.</td>
</tr>
<tr>
<td>Unable to reach the Fleet Manager</td>
<td>No cellular connection and no credentials stored locally on the device</td>
<td>See <em>Communications</em> section.</td>
</tr>
</tbody>
</table>

**APPLICATION ERRORS**

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device is recording or displaying “Other” compliance malfunction</td>
<td>Application has stopped responding</td>
<td>Reboot and/or reprovision the device. Call Trimble Customer Support, (888) 346-3486 for further assistance.</td>
</tr>
</tbody>
</table>
ROADSIDE INSPECTION

To review the driver’s electronic record of duty status (daily log) for each day required to be in their possession, tap on Options and then tap Roadside Inspection.

This will show you the log grid starting with the current day. Tap the Events/Grid button to toggle between the grid view and a line-by-line detail view. Use the arrows on either side of the date or swipe the screen side to side to navigate through the log history. The Details button displays general carrier, driver, and ELD information. The DVIR button will display the most recent approved DVIR and the open DVIR (if applicable).

GRID

- Graph of all duty statuses for each 24-hour period starting at midnight
- Total hours
- The grid is color coded as follows:
  - Personal Conveyance (OFF)
  - Yard Moves (ON)
  - All Other Status
ROADSIDE INSTRUCTIONS

EVENTS (LOG DETAILS)

- Duty status changes and locations
- Remarks and annotations
- Exceptions claimed by the driver
- Edits and requested changes
  - See Device Abbreviation & Terms for details.
- Malfunction and data diagnostic events
  - See Malfunction & Data Diagnostic Event Indicators for more information.

DETAILS

- Log date, time, and time zone
  - [Canada format only] The cycle being followed
  - Name of motor carrier
  - USDOT number of motor carrier
  - Main office address
  - Driver’s home terminal name
  - Home terminal address
  - Driver name, ID, license number, and state
  - Co-driver(s)
  - ELD Provider, Registration ID, and Identifier

- Vehicles (trucks or tractors), trailers, and shipments
- Distance driven
- Total duty hours for the 7- or 8-consecutive day period [US format] or 7- or 14-day cycle [Canada format] ending today
- Current odometer and engine hours
- Current location
- Malfunction and diagnostic indicators

1 Excluding any distance traveled while operating a CMV as a personal conveyance
2 Visible only when viewing a log for the current date
VIEWING THE DVIR

A driver vehicle inspection report includes the following information:

- Resource type (Vehicle or Trailer) and ID
- Odometer\(^2\)
- Location of vehicle when the driver vehicle inspection report was created
- Defects or deficiencies noted, or “No Defects”
- Report creation details:
  - Driver
  - Date\(^3\) and time
- Repair certification details (if applicable):
  - Certifying agent or driver
  - Date\(^3\) and time
  - Repairs Made or Repairs Not Necessary
- Driver review/acknowledgment details:
  - Driver
  - Date\(^3\) and time
  - Safe to Operate or Unsafe to Operate

This button allows you to view the most recent driver vehicle inspection report for any resource (vehicles, trailers, etc.) in the vehicle combination.

Tap DVIR\(^1\) to see the report for the first available resource (typically the vehicle). Tap the tabs at the top left of the screen to navigate between the different resources.

\(^1\)Visible only if the DVIR feature is enabled; selectable only if a driver vehicle inspection report is available for viewing
\(^2\)Visible only when viewing a DVIR for a Vehicle
\(^3\)Displayed in month/day/year format
UNIDENTIFIED DRIVER EVENTS
To view all unassigned unidentified driver events recorded by the device, tap the Driver’s Name (above the grid) and tap Unidentified Driver. Use the arrows on either side of the date or swipe the screen side to side to navigate through the log history.

CONSIDERATIONS
• Enforcement officers can receive your logs directly by providing you with their individual code that is the enforcement officer’s SI Code or State/Badge number combination.
• Sending your logs via Web Service is the preferred transfer method of the FMCSA.
• EMAIL selection is preprogrammed to be sent to the FMCSA. When selecting EMAIL, it cannot be sent to a personal email address.
• You should never use the eRODS transfer process unless instructed by an enforcement officer.
• The driver sending the eRODS must be On Driver status.
• If additional comments (other than the enforcement officer’s code) are entered in the comments field, the enforcement officer will need to open the log in the eRODS system to view that information.
• If the electronic means for transferring data is unavailable or fails, the driver can still be compliant by showing either a printout or the actual ELD display of their eRODS.
ROADSIDE INSTRUCTIONS

TRANSMIT DATA FILES

To transmit an ELD Data File for the current 24-hour period and the previous 7 consecutive days to the FMCSA, tap the Data File Transfer button.

The ELD Data File Transfer dialog box will be displayed.

Tap to select either Web Service or Email as directed by the enforcement officer. To allow the eRODS system to transmit the file directly to the officer, the enforcement officer will provide the driver with a code that is the enforcement officer’s SI Code or State/Badge number combination. Enter the provided code into the comments field. Do not include the word “code” or any other text.

Tap Done. This action will send the ELD Data File to the FMCSA.

When the eRODS file transfer is complete the screen will display a notification that the transfer was successful.

In the event that the eRODS transfer did not go through please try again.

In the event that the eRODS transfer would fail a second time request the enforcement officer view the records of duty status on the display. The enforcement officer should view the display information while the display is in Roadside Inspection mode.

ROADSIDE INSPECTION COMPLETE

Upon completion of the roadside inspection, tap Home to return to the Driver Overview.

The driver will be required to enter their PIN to exit the Roadside Inspection screen.

TIP: To transmit logs in addition to the 8 days available on the device, contact the carrier to have them submit the transfer from the Fleet Manager website.