ZED CONNECT™

# ELD User Guide

March, 2018

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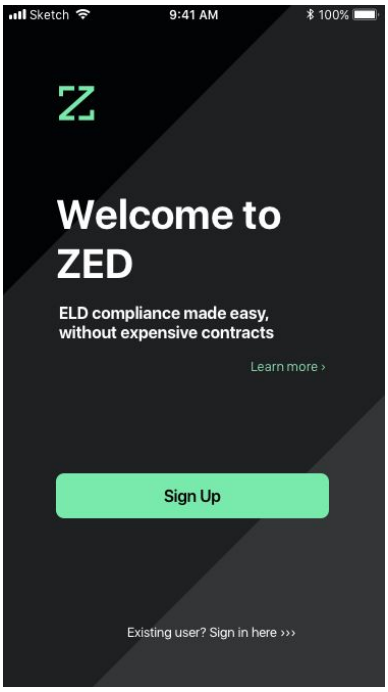
# Getting Started

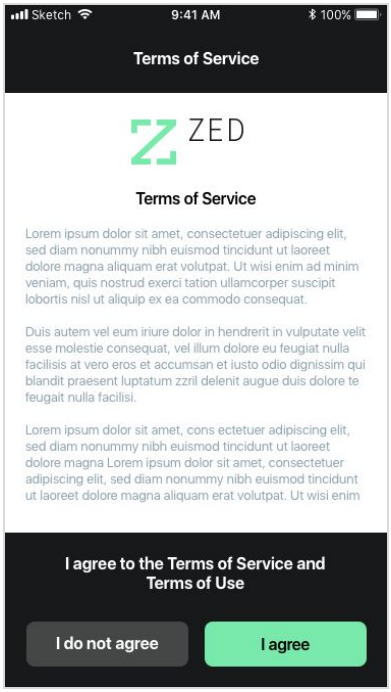
To get started using ZED Connect ELD, two separate events must occur. However it does not matter the order in which they are completed. First, a driver or owner operator must install the ZED Connect app from the Apple App Store or Google Play Store and then sign up through the mobile app. Second, the driver must be added to a company fleet through the Fleet Management Portal or FMP (fmp.zed-eld.com) site. To see the signup process in greater detail please see https://zed-eld.com/pages/help for the appropriate quick start guide.

**NOTE: A DRIVER'S COMMERCIAL DRIVER'S LICENSE (CDL) NUMBER IS REQUIRED FOR CDL DRIVERS. FOR NON-CDL DRIVERS, A NON-COMMERCIAL DRIVER'S LICENSE NUMBER CAN BE USED FOR SIGN UP.**

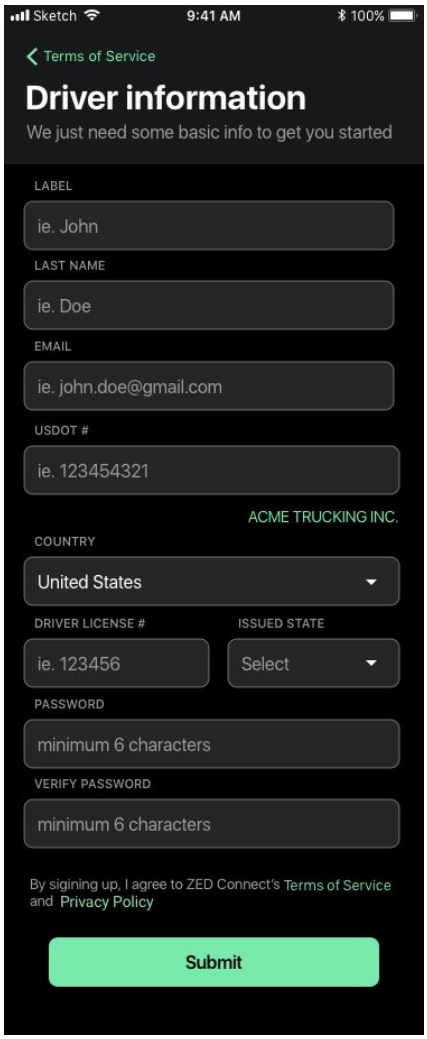
# Sign Up

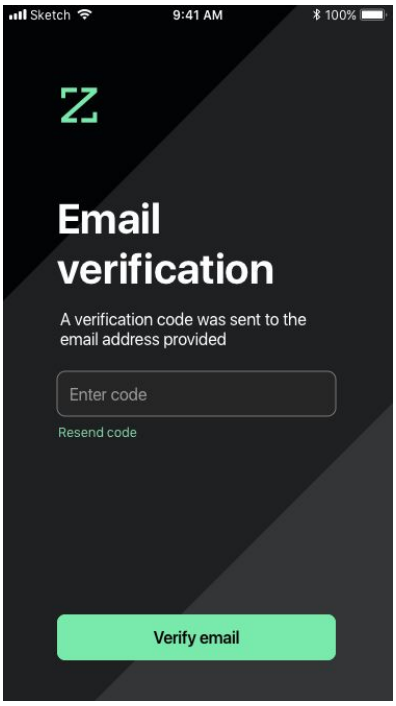
Download and open the ZED Connect ELD application. To begin the creation of a new ZED Connect account, tap "Sign Up." Then after reading and approving the "Terms of Service", click "I agree."

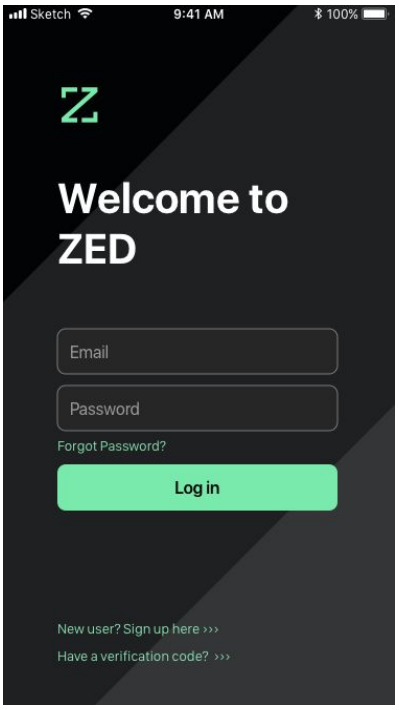


In the Sign up form, enter all information requested for the driver. For Non-CDL drivers, a driver may use their non-commercial driver's license number and license state. After the signup form has been completed, tap "Submit." Once "Submit" is tapped, an email with a verification code will be sent to the driver based on the email address entered in the signup form. The driver will be directed to the "Email Verification" page, where they will need to enter the verification code provided in the email. Enter the verification code and tap "Verify Email".



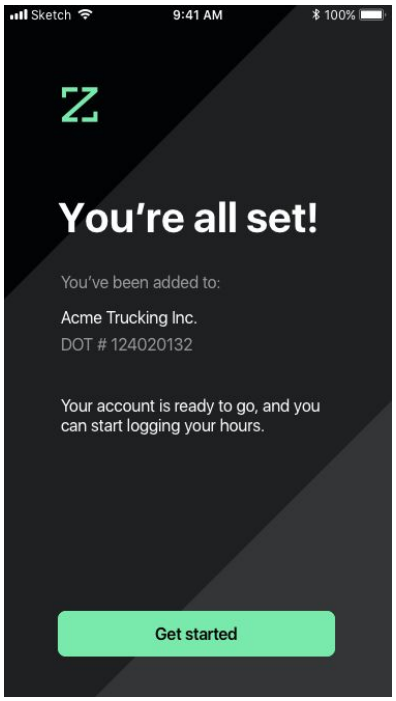

Once the verification code is entered the application sign up process is complete. The driver will be asked to enable to access to their location through their mobile device, allow use of notifications, and for Android device users only, access to their media.

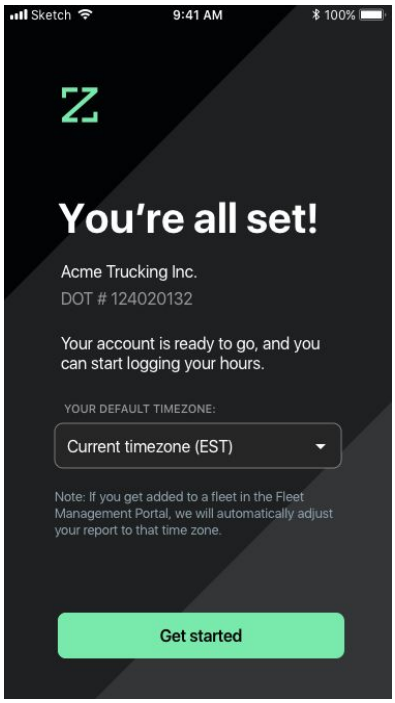
**NOTE: Enabling these services are required for ELD regulations data compliance.**

After enabling services, the driver is all set to connect to the Adapter!

For those drivers, who have been assigned to a ZED Connect Fleet Management Portal account by their fleet manager, they will be able to start using the app.

For those drivers who do not have a ZED Connect Fleet Management Portal account, before starting to use the mobile app, they will be asked to select the time zone where their company's main terminal is located. This timezone will be used to set the time for the driver's daily logs. After setup, remember to contact the fleet manager to add the driver to their FMP account. The user is not able to update their timezone after they set it up. The edit must take place by their Fleet Manager.




# Pairing the Bluetooth Adapter

To pair the Bluetooth adapter to the driver's mobile phone or tablet, the driver will first click the Status icon in the navigation bar of the mobile app and then the Connect Adapter or grey truck icon at the top right of the Status page.

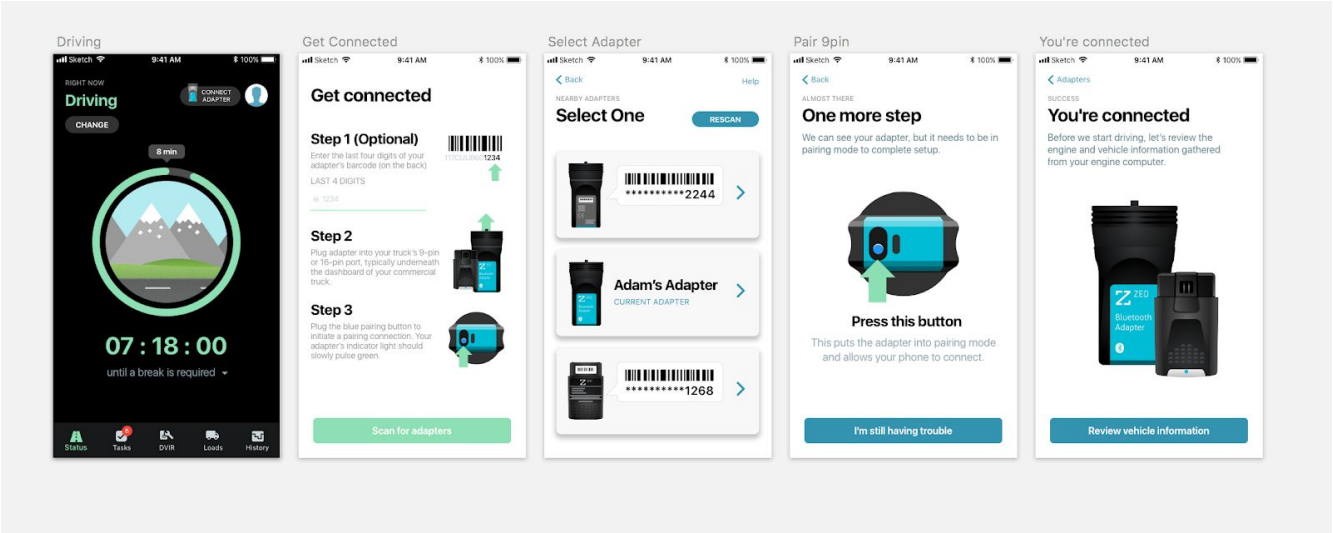
**PLEASE ENSURE THAT BLUETOOTH IS TURNED ON IN THE SETTINGS OF THE MOBILE DEVICE.**

**PLEASE MAKE SURE THE ADAPTER IS PLUGGED INTO THE VEHICLE PORT, AND THE LED LIGHT IS ON.**

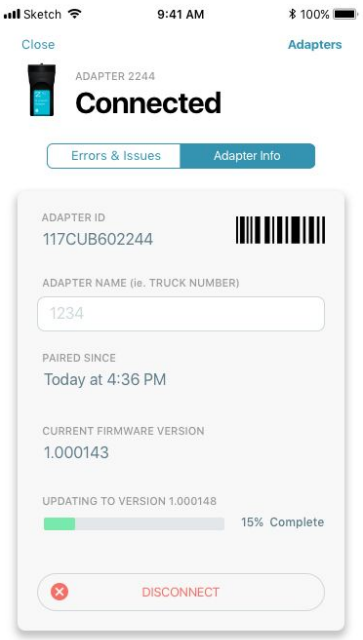
The driver can pair with the adapter two ways.

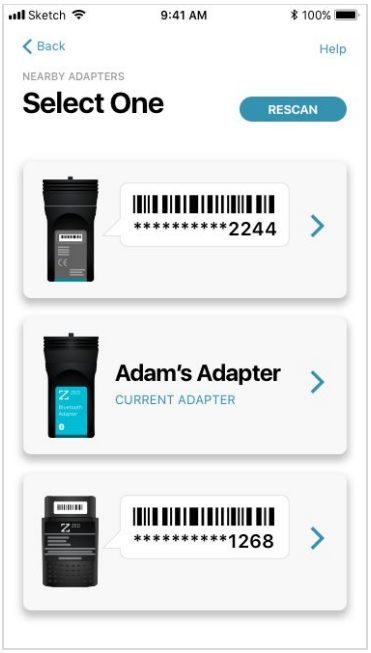
First, the driver can enter the last 4 digits of the Bluetooth adapter serial number and then click “Scan Adapters.” This will automatically connect the mobile phone or tablet to the Bluetooth adapter.

The other way is by following steps 2 and 3 of the pairing process as instructed. After Step 3, the driver will just need to select which adapter in the list they wish to pair to based on the last 4 digits of their adapter serial number.

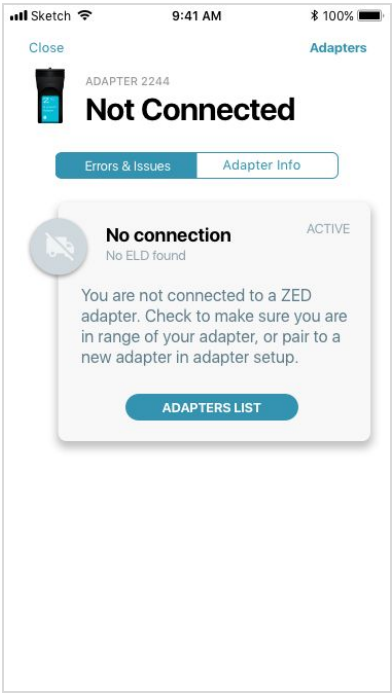


# Renaming the Bluetooth Adapter




Drivers can create a nickname for their Bluetooth adapter to help make it easier to find it later if it is disconnected from their mobile device or if they in a large yard with other devices. Drivers just need to click on the truck Bluetooth icon, click “Adapter Info”, and then enter in the “Adapter Name” section the nickname they would like to use for the adapter. The nickname is only visible to the driver assigning the nickname.




## ELD Status Monitoring

While using the app, a driver can monitor the status of the ELD by looking at the truck Bluetooth icon on the Status tab. There are many icon states and it is important for the driver to click on the truck truck icon if the icon is not blue with a green check mark.

The truck Bluetooth icon can inform the driver when a malfunction is active, data diagnostic event has occurred, loss of Bluetooth connectivity, loss of cellular connectivity, and more. If any of these events have occurred, the driver can click the truck Bluetooth icon, click the Errors & Issues tab and see a description of the status of the ELD. ZED Connect also provides in the mobile app troubleshooting steps to resolve any issues encountered with the ELD.

## Basic Bluetooth Pairing Troubleshooting Steps

1. Make sure the ZED Bluetooth Adapter is on. If the LED at the top of the Bluetooth Datalink Adapter is not lit, the adapter is not powered. Please check the connection to the diagnostic port.

2. Make sure the adapter is in pairing mode. After plugging in, push the blue button at the top of the Bluetooth Datalink Adapter when prompted. When the light blinks green, it is discoverable. The adapter must be discoverable in order to pair.

3. If the button is pressed and the LED stays solid green then the Adapter is already paired with another device. Please make sure that other drivers are unpaired from the adapter. If you are using two different devices please make sure your other device is not paired to the adapter. If the adapter will not go into pairing mode, unplug the adapter and plug it back in. Then try to pair the adapter to the device again.

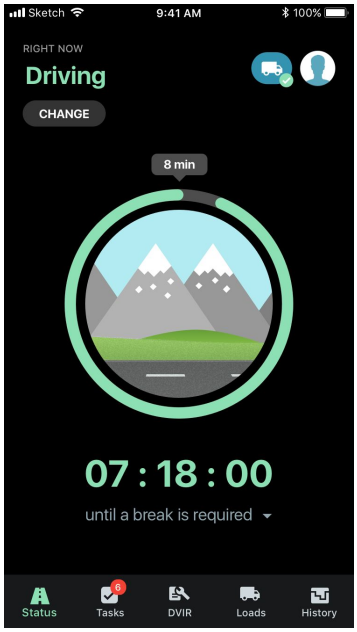
4. If the adapter is discoverable (flashing green LED), but you still don't see it on the list of pairable adapters, the device may be out-of-range of adapter. Make sure you are within 5 feet of the adapter when pairing. If you are within 5 feet of the device, it may be necessary to log out of the application, close the application, restart the application, and repeat the above steps.

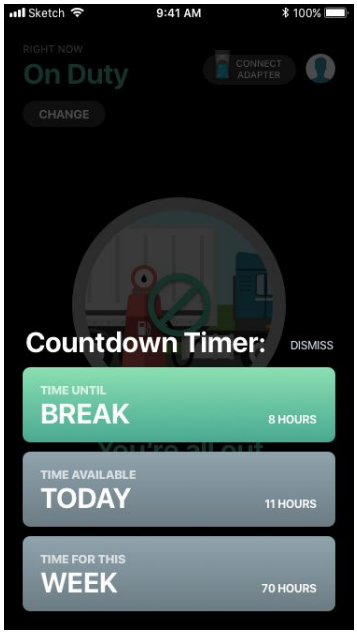
5. Your Bluetooth must be on. On your phone, go to Settings > Bluetooth, tap Bluetooth and make sure Bluetooth is turned on.

**If the adapter does not pair after following these steps, please contact ZED Support (888)315-9788.**

# Tracking Hours of Service

Drivers can track the remaining time until the next rest break, daily driving limit, and weekly on duty limit, and more through the Status tab. To view these limits, click the Status tab at the bottom of the app and click the "Time Remaining" button to view the limits for each duty status.




ZED Connect ELD provides drivers the ability to know the status for their time limits – whether it is a countdown to time remaining, when a break has been completed, when time has run out for an hours of service limit, or alert the driver when the driver is running over their time limit.
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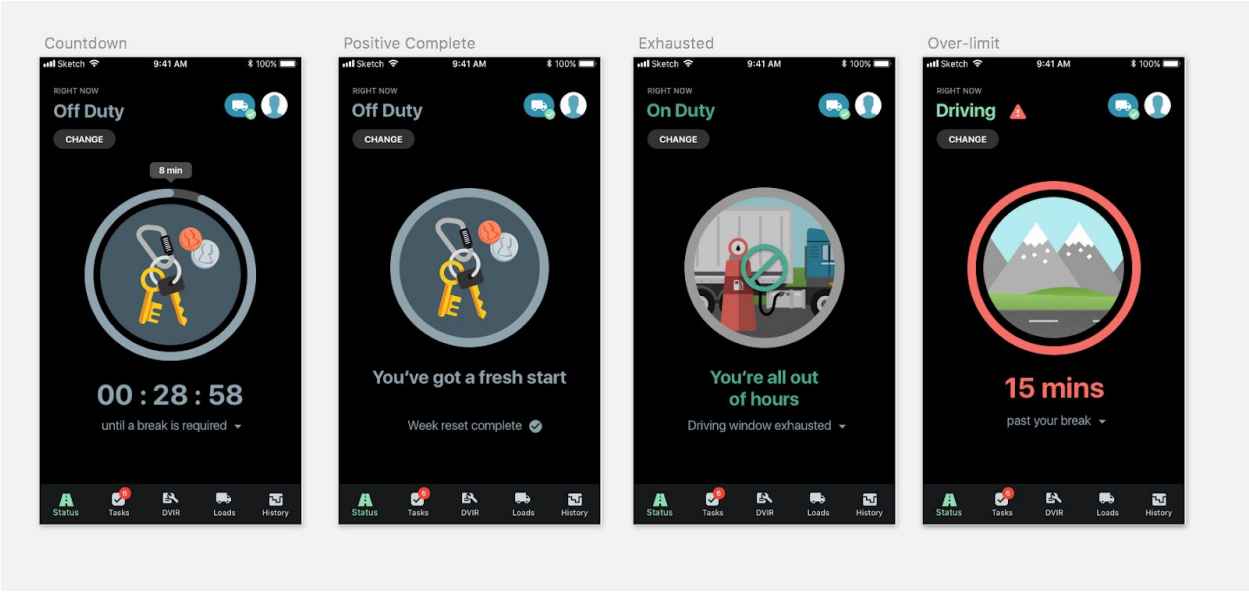
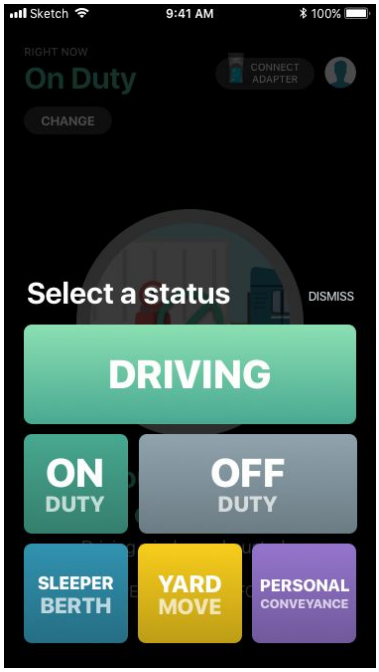


# Changing your Duty Status




To change duty status, either click “Change” on the Status screen or the picture circle for the duty status and then select the duty status to change to.

All drivers will be able to select from the following 4 options:

- Off Duty (Non-working time)
- Sleeper Berth (Sleeping time)
- Driving (In-motion Driving time)
- On Duty (Working time, but not driving)

Fleet managers can enable two additional duty status options via the Fleet Management Portal:

- **Personal Conveyance** (Driving time, not working)
- **Yard Moves** (Slow driving, usually across a parking lot)

Note: Drivers should change their duty status before they turn off their truck engines to ensure accurate logs.

Regulations require drivers to annotate and explain why they are in personal conveyance status.

**Automatic Duty Status**

*Driving*

Once the ZED Adapter recognizes that the vehicle has reached 5 MPH it will automatically put the driver into driving mode.

*On Duty Not Driving*

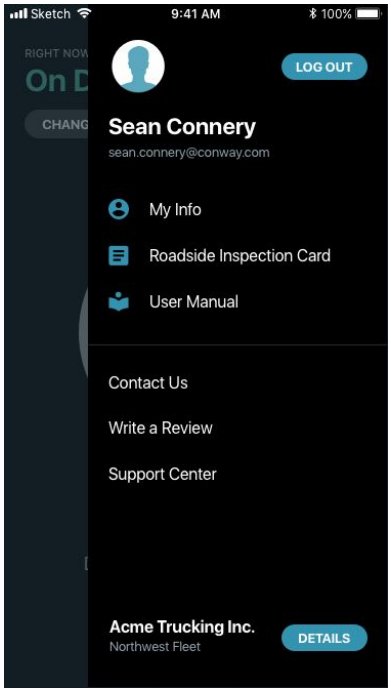
As soon as the adapter has detected the truck is at 0 MPH for 3 consecutive seconds the device recognizes that the driver is no longer in motion. When the device has detected that you have not been in motion for 5 minutes, it will display a prompt for 1 minute to verify that you are on duty not driving, or allow you to continue in Driving status.

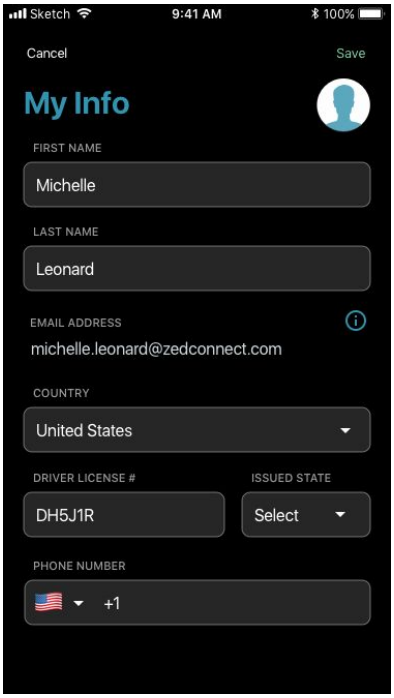
## Exceptional Circumstances

ELD or Engine Power off Cycles

If either the adapter or the engine powers off and back on again, then we reset the duty status and the driver must select their duty status. If the driver was in personal use before this happens the application will keep them in that status, however the driver must confirm that he or she wants to stay in personal use per the regulation.

# Driver Profile Settings




Drivers can update their driver information via the Profile icon located at the top right of the Status tab. To edit driver information, click the “My Info” option, and the driver will have the ability to update their name, driver’s license information, and phone number.

Drivers can download an updated copy of the Roadside Inspection Card and User Manual through the Driver Profile page.

Also you can call or email customer support directly from the Profile section by selecting “Contact Us and choose your method of contact.

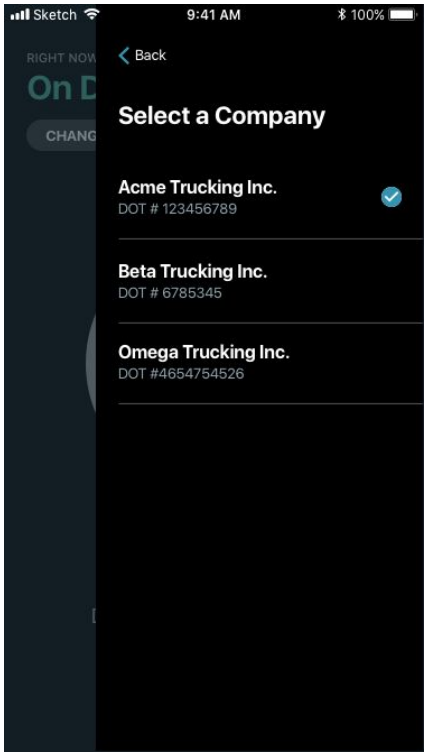
**NOTE: FMCSA REGULATIONS REQUIRE THE ROADSIDE INSPECTION CARD, ELD USER MANUAL, AND 8 DAYS OF BLANK PAPER LOGS BE KEPT WITH THE VEHICLE ALWAYS.**

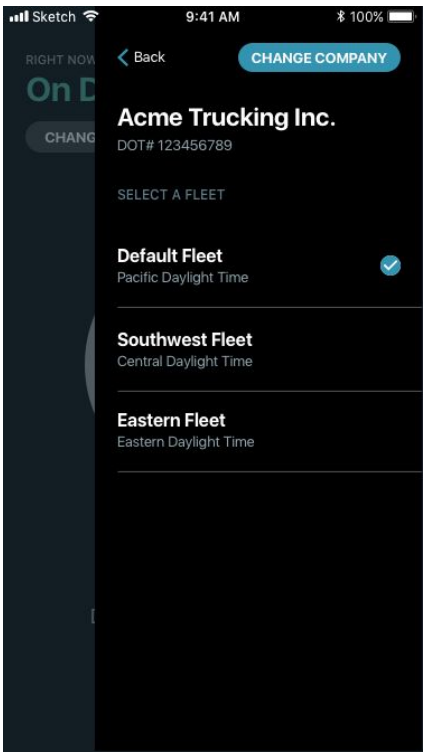
If a driver needs to contact ZED Connect Support for a problem with the application or questions in general, the driver may use the “Contact Us” option. Drivers can contact ZED Connect by phone or email.

If the driver would like to send a review of the ZED Connect app, they are more than welcome to through the “Write a Review” option.

For access to the Frequently Asked Questions page, the driver may select the “Support Center” option.

# Change Active Company or Fleet



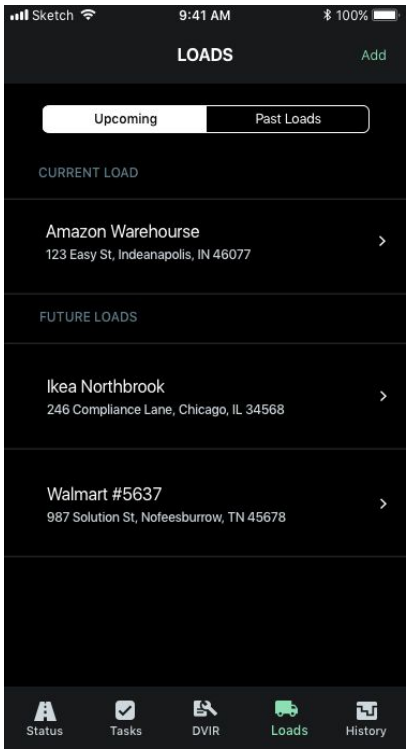

For drivers or owner-operators that drive for multiple companies or fleets, ZED Connect provides in the Driver Profile page the ability to change to the company or fleet that you are driving with for that day.

To change fleet, the driver will click the “Details” option at the bottom of the Driver Profile page and then select the fleet they are driving for. To change company, click on “Change Company” and select the company they wish to make active for recording their driver daily logs. The driver will also be asked to confirm the fleet they are driving with for the company selected.

# Loads Management

### Creating or Beginning a New Load

Loads can either be assigned by your fleet manager or the driver can create them in their mobile device via the ZED application. To access Loads Management, click on the Loads tab in the mobile app.




Once a fleet manager creates a load, the assigned driver will see it listed in Upcoming tab on the Loads screen.

A driver can see the load information by clicking on the desired load in the Upcoming tab.

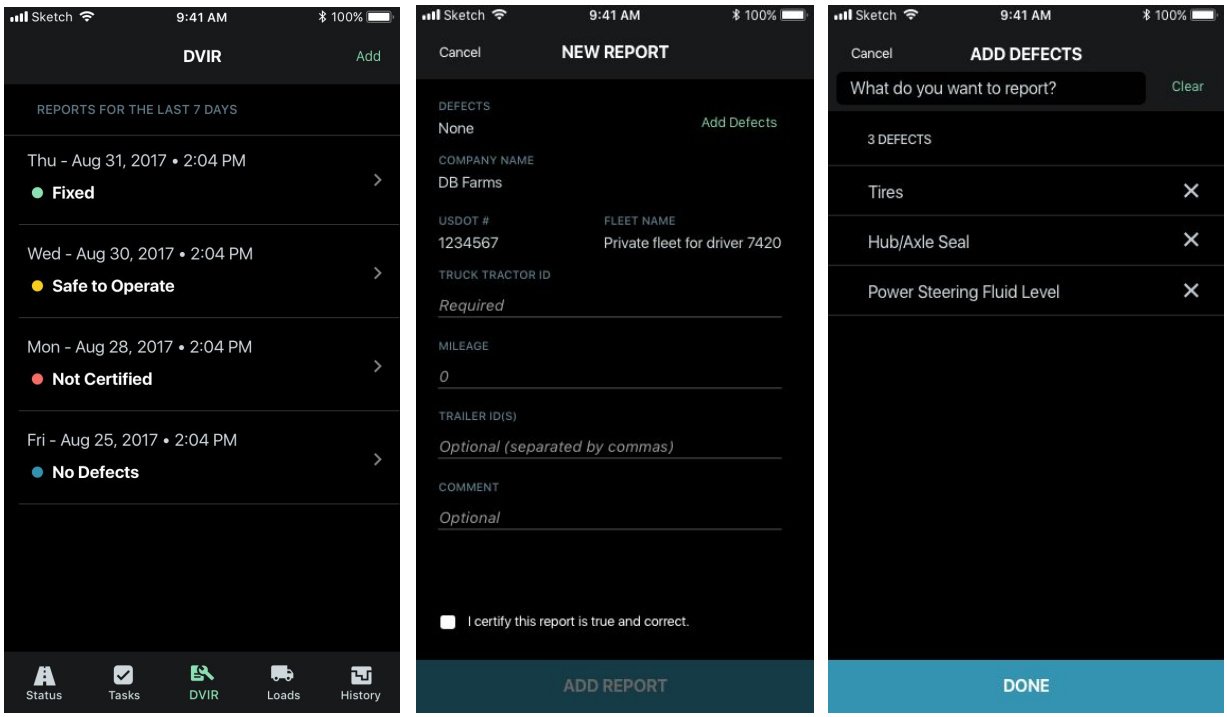
To view past loads, a driver can click the “Past Loads” tab and view the last 8 days that were completed by the driver.

To select a load created by your fleet manager, simply tap on the row of the load you want to begin and click the Start Load button.

To add a new load, click the add button in the upper right-hand portion of the screen. Fill in the required information and hit Start Load.

# DVIR

## Adding a New DVIR




Drivers can record inspection reports for their vehicle by clicking the “DVIR” tab on the bottom of the ZED Connect mobile app.

When a driver enters the DVIR, a driver can view all recorded vehicle inspection reports for the last 8 days. A driver can view an old report by clicking on the report and viewing the details. The driver can also certify old reports as well.

To add a new report, a driver will need to click the Add button at the top right corner. The driver will see the “New Report” page, and can fill in the vehicle ID, vehicle mileage, trailer ID, and add comments.

To add defects the driver will need to click the “Add Defects” button and type in the search box the name of the vehicle, trailer, or safety equipment that has the defect. Once the driver has input all the defects, the driver will need to click the “Done” button.

The driver after entering the report information can then select the certify report option and then “Add Report” button. This will add the report to the vehicle inspection reports list in the home DVIR page.

# History

## Viewing and Editing Logs

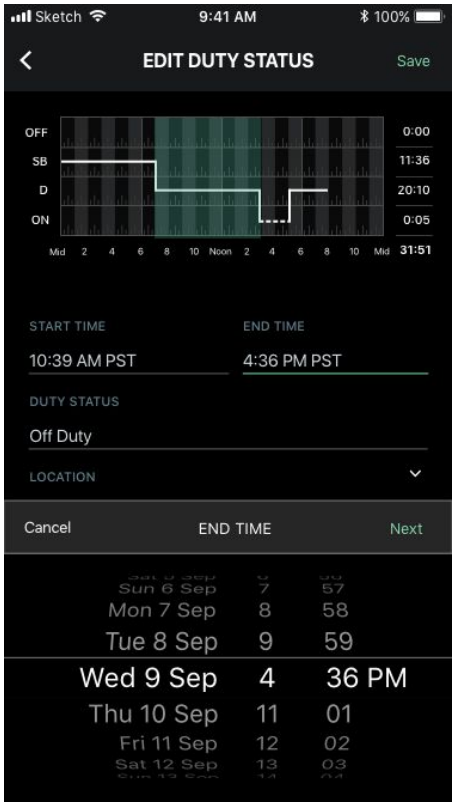
Regulations specify that the ZED Connect mobile application must provide the ability for drivers to edit their own logs. While fleet managers can also edit logs, drivers have the final determination on their log entries and must certify their logs are correct.

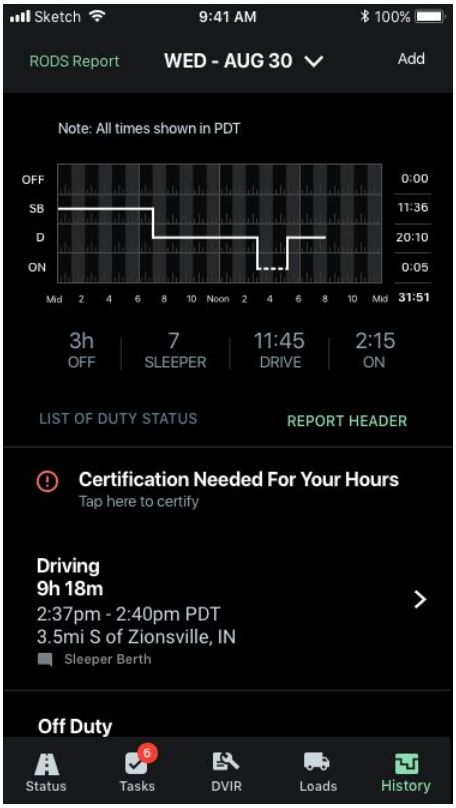
### Log Editing

Statuses Drivers cannot edit:Drivers cannot edit their current duty status.

- Drivers cannot shorten driving time.
- Drivers cannot change driving time to reflect non-driving time.

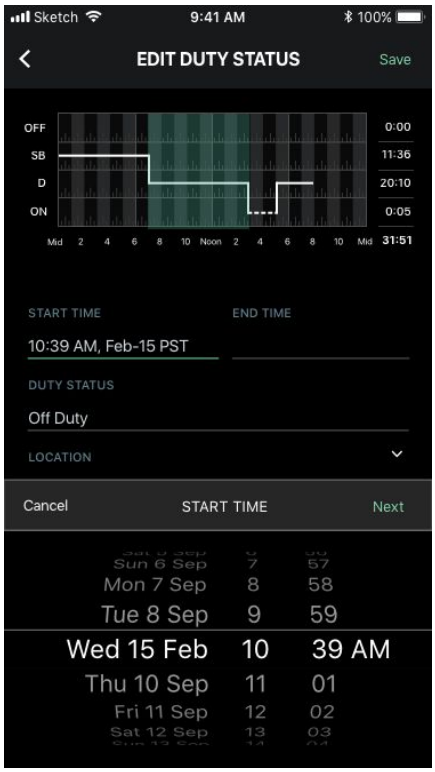
### Inserting Logs

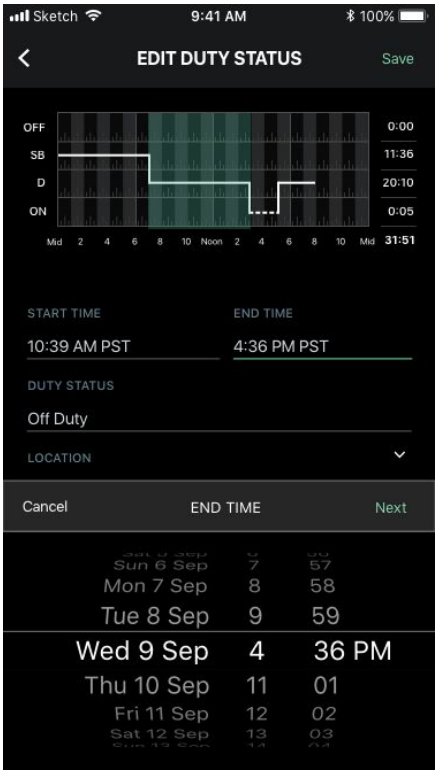


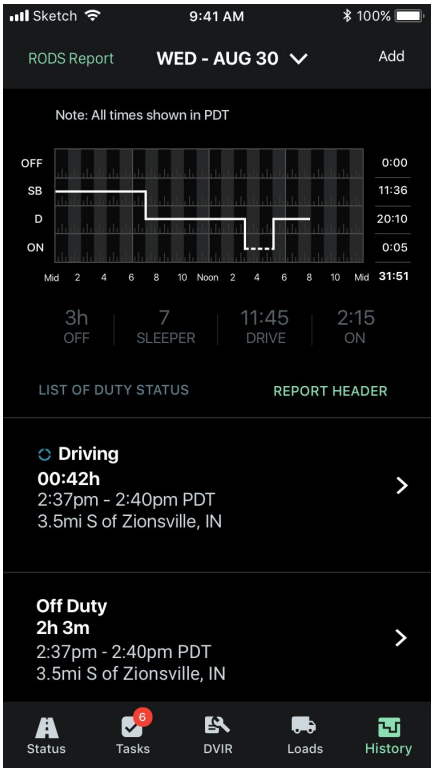



If a driver wants to insert a duty status in between two statuses, first the driver must click the “History” tab on the bottom of the mobile app. Then, he or she can do so by tapping “Add” in the top right-hand corner.

For instance, if a driver forgot to log that he or she did a yard move before they went into sleeper berth. The driver would need to insert a duty status for yard moves for the first 10 minutes of my sleeper berth time.




The driver would then fill out their start time, end time, duty status, location and an annotation to explain the duty status addition.

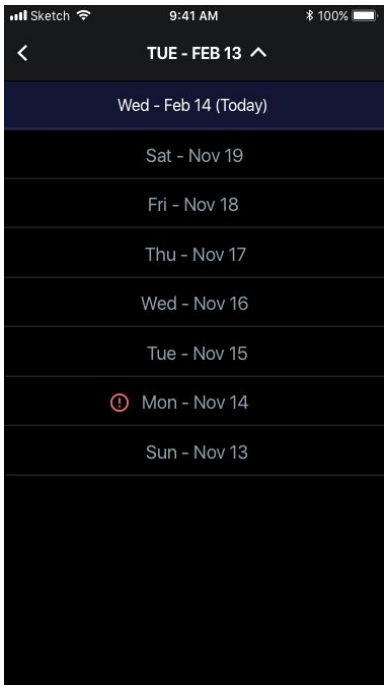
The Driver will then tap “Save”. Sleeper Berth time successfully added.

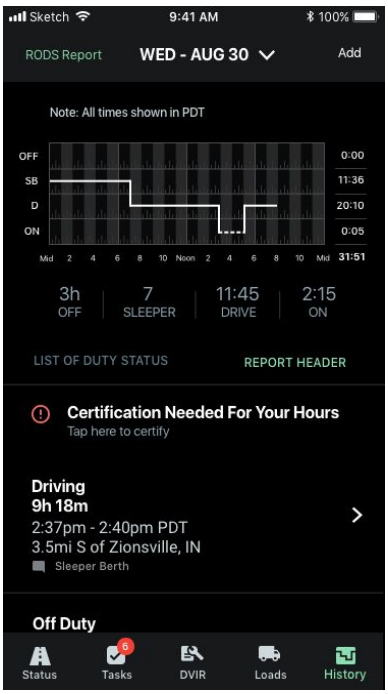
## Certifying Day Logs

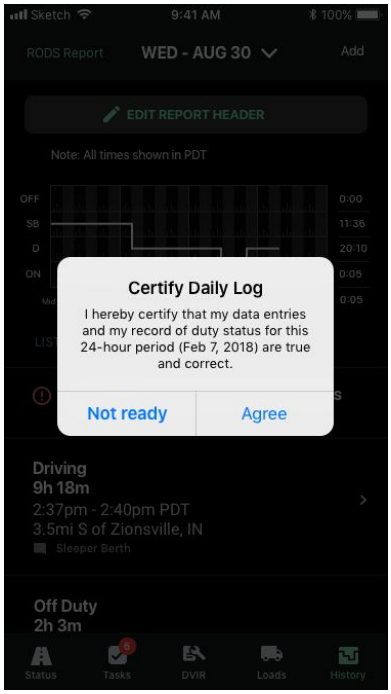
Drivers are responsible for certifying their day logs for every 24 hour period. If they, or their fleet managers make any edits to the information, they will need to recertify.

The ZED ELD app will alert drivers that they need to certify or recertify their logs with a red badge icon on the home screen above History.

In order to know which day or days need certification, click from the date drop down on the History screen. Any day marked with a red exclamation circle needs your attention:




Select the date and look for the certification or recertification language.

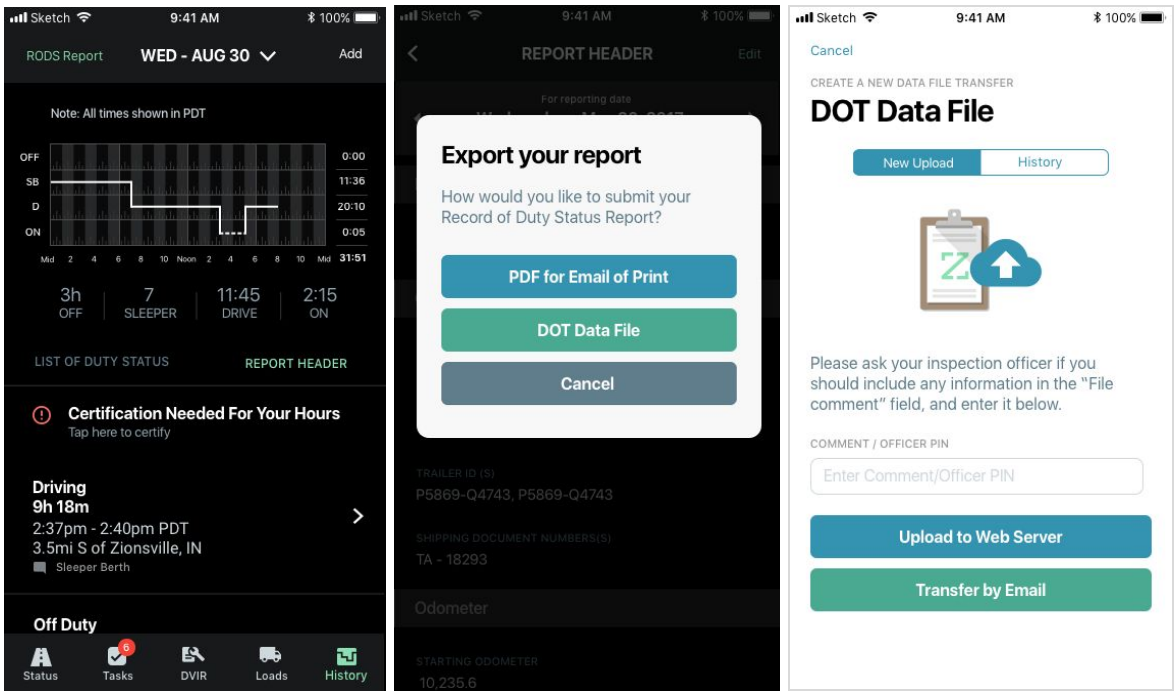
Drivers tap the prompt and certify their logs, or indicate they are not ready to go back and make edits.

Drivers can certify or recertify the logs on their phone for the past 7 days.  Fleet managers must edit/certify logs older than one week.

When drivers make edits to their logs, they will see the following prompt to recertify their log.

The same message is displayed when they recertify their logs.
If a driver forgets to certify their logs, the application will prompt them to certify when they log out.

### Send the DOT inspection information to eRODS




To access the DOT Inspection Report tap “History” at the bottom of the application screen. This is also where the driver can edit and certify their logs.

Tap the green “RODS Report” in the upper left of the screen to view the Record of Duty Status Report. Click on “Export”, and “DOT Data File”. The driver would be prompted to enter a comment or officer PIN, and click on “Upload to Web Server” or “Transfer by Email” to complete the transfer.

The driver can toggle to the “History” tab next to “New Upload” to see the past 7 days of transfer history and status.

**NOTE: If a log is edited it must be recertified.**

# Log Out

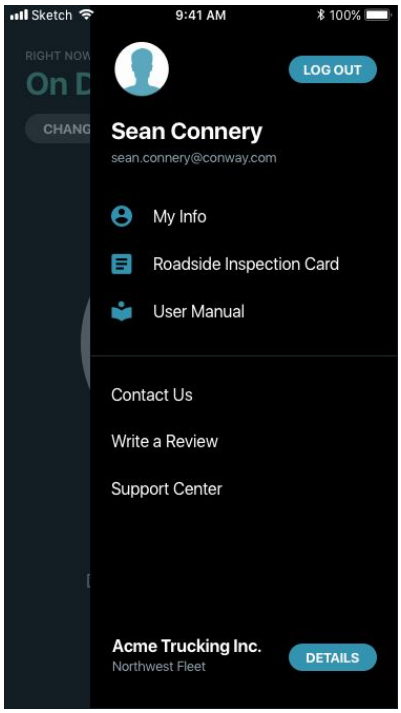
Drivers can sign out by going to Profile section of the Status tab and clicking Log Out.
If a driver signs out before he or she has certified their logs, the application will prompt them to do so at sign out.

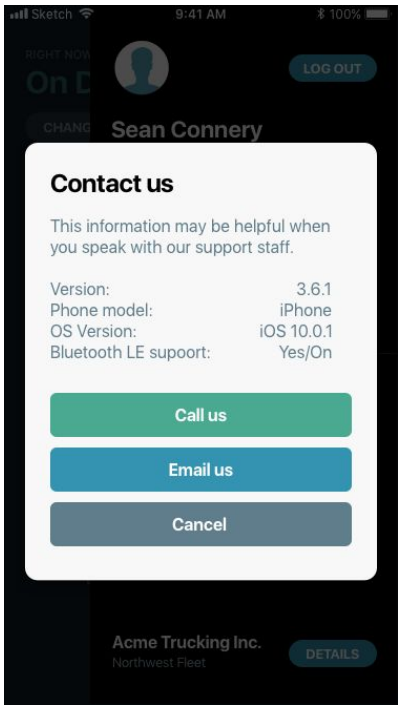
### Supported Driver Cycles

Our existing support cycles are listed in our app pages on App Store and Google Play.
Here are the cycles we support:

- USA Property 70hr / 8day
- USA Property 60hr / 7day

# Sales and Support




Contact Us

- Email: info@zed-eld.com
- Telephone: 1-888-315-9788