

# Quick Reference



## DISCLAIMER

ISAAC Instruments Inc. reserves the right to modify the content herein without notifying any person of such revision or changes.

ISAAC Instruments Inc. products must be used in accordance with the General Terms and Conditions of Sale, the ISAAC Solution Installation Guides and the documents and/or platforms to which they refer, in particular the ISAAC Installation Portal.

ISAAC Instruments Inc. products must also be used, at all times, in accordance with applicable laws and regulations, including road safety in Canada and the United States, as applicable, including, but not limited to, those aimed at preventing, eliminating, and punishing distracted driving.

Foregoing any of the above-mentioned instructions may cause a dangerous situation likely to affect the safety of persons and property and to cause damage and/or penalties for which ISAAC Instruments Inc. cannot be held liable.



## DISCLAIMER

### Context

Your ISAAC InControl tablets use internal **Lithium-Ion batteries** just like those widely found in modern electronics like laptops, cellphones, and electric cars.

### Warning

**Lithium-Ion batteries present a fire hazard, injury, and property damage.** Physical damage to the tablet greatly increases these risks. If any part of the tablet presents visible physical damage or irregularities (including, but not limited to, swelling, fissures, cracks, or chips), **stop using the device** and contact ISAAC's technical support team.

If the tablet becomes searing hot, leaks liquid, emits smoke or a burning odor, or makes a cracking sound, IMMEDIATELY shut it down, disconnect the device from the tablet dock and place the device away from any flammable material in a secure location outside the truck cab.

Please contact the ISAAC technical support team and provide pictures of any physical damage on the device.

### Terms of use

- The tablet usage must comply at all times with the laws and regulations applicable to road safety in Canada and the United States.
- Do not use the device outside its operating temperature range (-20°C to 60°C / -6°F to 140°F).
- Never leave the tablet directly under the sun, near a heat source, or in the truck cab during a heat wave or extreme cold temperatures.
- Never use a device that presents visible physical damage or irregularities (including but not limited to swelling, fissures, cracks, or chips).
- Never use a device that emits smoke or unusual heat.
- Use only ISAAC-approved accessories.
- Do not use cables with peeled off or damaged covering, do not use any tablet charger that is damaged or malfunctioning.
- Do not modify, disassemble, crush, or puncture the device.
- Do not wash the device under running water.
- Do not use outside the truck close to refueling stations.
- Do not open the device's cover.

CONTEXT .....	2	SWITCHING DRIVER ROLES.....	17
WARNING.....	2	UNLOCKING A DRIVER PROFILE.....	18
TERMS OF USE .....	2	GENERATING A TEAMMATE’S HOURS OF SERVICE REPORT DURING A ROADSIDE INSPECTION.....	18
<b>ISAAC ONTHEGO – OVERVIEW .....</b>	<b>1</b>	TRANSFERRING TEAM DRIVING TIME .....	19
DRIVER NOTIFICATIONS.....	1	REMOVING A DRIVER.....	20
INTERNET ACCESS (APPLICATIONS) .....	1	<b>DRIVER NOTIFICATIONS.....</b>	<b>21</b>
ELD COMPLIANCE MALFUNCTIONS AND DATA DIAGNOSTICS .....	2	GOOD TO KNOW .....	21
DRIVER INSPECTION VEHICLE REPORT (DVIR) .....	2	ACCESSING DRIVER NOTIFICATIONS.....	21
HOURS OF SERVICE .....	3	REVIEWING UNASSIGNED DRIVING.....	22
DISPATCHER TRIP INSTRUCTIONS.....	4	REVIEWING UNAPPROVED CARRIER MODIFICATIONS.....	23
DASHBOARD.....	5	COMPLETING A WHEEL RETORQUE .....	23
ROADSIDE INSPECTIONS .....	6	APPROVING YOUR DAILY LOGS .....	24
MESSAGES .....	7	<b>COMPLIANCE MALFUNCTIONS AND DATA DIAGNOSTICS .....</b>	<b>25</b>
ISAAC INMETRICS AND DOCUMENTS .....	8	GOOD TO KNOW .....	25
TEAM DRIVING.....	9	UNDERSTANDING THE COMPLIANCE MALFUNCTION AND DATA DIAGNOSTIC ICON .....	25
<b>SOME BASICS.....</b>	<b>10</b>	MANAGING COMPLIANCE MALFUNCTIONS.....	26
REMINDER .....	10	CONSULTING DATA DIAGNOSTICS .....	26
TURNING ON THE TABLET .....	10	<b>DRIVER VEHICLE INSPECTION REPORT .....</b>	<b>27</b>
STARTING ISAAC ONTHEGO .....	10	GOOD TO KNOW .....	27
LOGGING IN AND LOGGING OUT .....	11	FILLING OUT AN INSPECTION REPORT .....	27
GETTING AROUND IN ISAAC ONTHEGO – BASIC INFORMATION AND FEATURES.....	12	VIEWING AN INSPECTION REPORT.....	28
CONFIRMING AN AUTOMATIC OPERATING ZONE CHANGE .....	13	ADDING A SIGNATURE TO AN INSPECTION REPORT .....	29
CHANGING THE OPERATING ZONE MANUALLY .....	13	DECLARING POST DEPARTURE DEFECTS .....	29
CHANGING THE HOURS-OF-SERVICE REGULATION.....	13	RECORDING REPAIRS ON REPORTED DEFECTS.....	31
CONFIRMING THE NEW DAY START TIME .....	14	<b>DRIVER ACTIVITIES.....</b>	<b>32</b>
ADJUSTING THE SCREEN’S BRIGHTNESS .....	14	GOOD TO KNOW .....	32
VIEWING THE ODOMETER VALUE IN ISAAC ONTHEGO.....	15	VIEWING THE DRIVER’S STATUS (SERVICE HOURS) .....	33
PAIRING A BLUETOOTH PRINTER FOR CRUDE HAUL ACTIVITIES .....	15	RECORDING THE DRIVER’S ACTIVITY .....	34
<b>TEAM DRIVING .....</b>	<b>16</b>	USING HOURS OF SERVICE EXCEPTIONS .....	35
GOOD TO KNOW .....	16	SPECIFYING THE DIFFERENT DRIVING EXCEPTIONS – YARD MOVE AND PERSONAL CONVEYANCE ...	37
ACCESSING THE TEAM PAGE .....	16	CONFIRMING THE END OF THE DRIVING ACTIVITY .....	38
LOGGING IN AS SECONDARY DRIVER .....	17	RECORDING THE DRIVER’S ACTIVITY AFTER DRIVING.....	39



REPRINTING A CRUDE HAUL TICKET .....	40	ENTERING SHIPPING DOCUMENT NUMBERS ON THE DAILY LOG .....	76
DISPLAYING THE ACTIVITIES PAGE WHEN DRIVING ENDS.....	41	SIGNING THE DAILY LOG.....	77
RECORDING ACTIVITY DETAILS – TAKING A PICTURE .....	42	ACTIVATING THE SPLIT SLEEPER BERTH.....	78
RECORDING ACTIVITY DETAILS – SCANNING A DOCUMENT .....	43	DISPLAYING LOGBOOK ACTIVITY DETAILS.....	78
RECORDING ACTIVITY DETAILS – SCANNING A DOCUMENT WITH EBE SHIPS .....	44	MODIFYING LOGBOOK ACTIVITIES.....	79
RECORDING ACTIVITY DETAILS – SCANNING BARCODES.....	45	ADDING COMMENTS TO LOGBOOK ACTIVITIES .....	80
SUPER-ACTIVITY Hook/DROP (EQUIPMENT) .....	46	ADDING ADDITIONAL HOURS .....	81
SUPER-ACTIVITY – INSPECTION (DVIR).....	48	REJECTING UNASSIGNED DRIVING.....	83
SUPER-ACTIVITY - ROADSIDE INSPECTION (AOBRD COMPLIANT SYSTEM) .....	51	VIEWING PREVIOUS DAILY LOGS .....	84
SUPER-ACTIVITY - ROADSIDE INSPECTION (ELD COMPLIANT SYSTEM) .....	52	<b>DASHBOARD.....</b>	<b>85</b>
SENDING YOUR ELD RECORDS BY EMAIL .....	54	GOOD TO KNOW .....	85
SUPER-ACTIVITY SHIFT END OR TRACTOR CHANGE .....	55	VIEWING THE DASHBOARD.....	86
<b>DISPATCHER TRIP INSTRUCTIONS.....</b>	<b>56</b>	<b>DRIVEWYZE.....</b>	<b>88</b>
GOOD TO KNOW .....	56	GOOD TO KNOW .....	88
VIEWING TRIP INSTRUCTIONS.....	57	FOLLOWING DRIVEWYZE INSTRUCTIONS.....	88
STARTING A TRIP .....	58	VIEWING THE LAST DRIVEWYZE INSTRUCTIONS.....	89
SELECTING THE CURRENT TRIP STOP LOCATION OR CREATING A NEW STOP LOCATION.....	59	<b>COPILOT TRUCK – COMMONLY USED FEATURES.....</b>	<b>90</b>
INDICATING THE NEXT STOP ON THE TRIP.....	60	GOOD TO KNOW .....	90
AUTOMATIC DETECTION OF VEHICLES ENTERING AND EXITING A STOP ZONE.....	61	CHANGING THE VEHICLE PROFILE .....	90
CONFIRMING THE PLANNED DISPATCHER ACTIVITIES .....	62	ACTIVATING SAFETY ALERTS AND WARNINGS.....	91
CONFIRMING THE NEXT STOP DIRECTLY FROM THE STOP ACTIVITIES.....	63	VIEWING POINTS OF INTEREST .....	92
ENTERING AN UNPLANNED ACTIVITY– ON THE TRIP INSTRUCTIONS PAGE .....	64	ENTERING A DESTINATION ADDRESS.....	93
ENTERING AN UNPLANNED ACTIVITY– ON THE ACTIVITIES (FAVORITES) PAGE .....	64	ADDING A FAVORITE DESTINATION .....	94
COMPLETING PICKUP AND DELIVERY ACTIVITIES.....	65	<b>MESSAGES.....</b>	<b>95</b>
SPLITTING ITEMS OF DIFFERENT DIMENSIONS.....	68	GOOD TO KNOW .....	95
ADDING SHIPMENTS TO A PICKUP ACTIVITY.....	69	BEING NOTIFIED OF MESSAGES RECEIVED.....	96
CANCELLING A SHIPMENT FROM A PICKUP AND DELIVERY ACTIVITY.....	70	VIEWING THE LIST OF MESSAGES RECEIVED .....	96
COMPLETING CRUDE HAUL TRANSPORTATION ACTIVITIES.....	71	VIEWING AND REPLYING TO A MESSAGE .....	97
<b>LOGBOOK – HOURS OF SERVICE.....</b>	<b>73</b>	VIEWING YOUR ARCHIVED MESSAGES.....	98
GOOD TO KNOW .....	73	ARCHIVING A MESSAGE .....	98
VIEWING THE CURRENT DAILY LOG .....	73	RECEIVING PRIORITY MESSAGES .....	99
VIEWING THE SERVICE HOURS RECAP.....	74	RECEIVING PRIORITY MESSAGES WHILE DRIVING .....	100
UNDERSTANDING THE HOURS-OF-SERVICE RECAP.....	75		

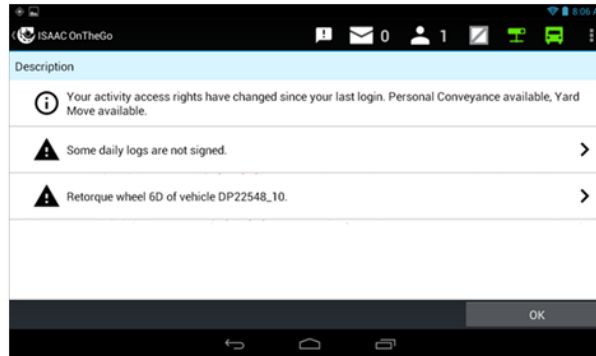
SENDING MESSAGES .....	101
SENDING EMERGENCY MESSAGES .....	102
<b>ISAAC INMETRICS .....</b>	<b>103</b>
GOOD TO KNOW .....	103
VIEWING A DAILY PERFORMANCE REPORT .....	103
<b>DOCUMENTS .....</b>	<b>104</b>
GOOD TO KNOW .....	104
VIEWING A DOCUMENT .....	104
<b>APPLICATIONS .....</b>	<b>105</b>
GOOD TO KNOW .....	105
ACCESSING AN APPLICATION .....	105
ACCESSING THE INTERNET .....	105
<b>APPENDIX A – MALFUNCTIONS AND DIAGNOSTICS.....</b>	<b>106</b>
<b>APPENDIX B – TABLET APPLICATION BAR .....</b>	<b>116</b>

ISAAC OnTheGo enables drivers to accomplish trip related operations easily and quickly. It comes on a rugged, weather-resistant tablet, and includes features drivers can use both inside the vehicle cab, and around the vehicle when performing pre-trip inspections.

Refer to *Appendix B – Tablet* for a description of the tablet's LED indicators.

## Driver notifications

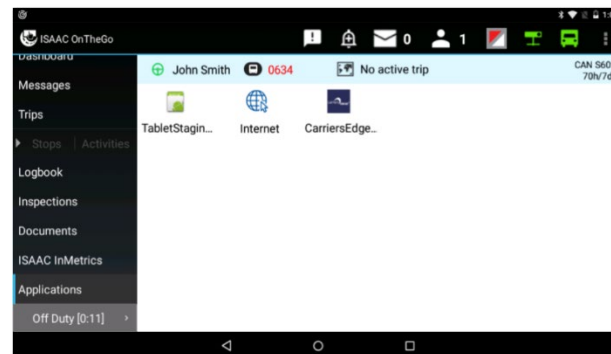
- Upon login, receive notifications of elements that require your attention:
  - unassigned driving,
  - unauthorized motor carrier modifications,
  - unsigned daily logs,
  - changes in *Personal Conveyance* and *Yard Move* activity rights since your last login,
  - wheel retorques
- Take the required actions directly from the driver notifications page or return to the driver notifications page when it best suits you.



Notifications page

## Internet access (Applications)

- Allows access to the internet for company approved websites
- Complete required documents online directly on the tablet

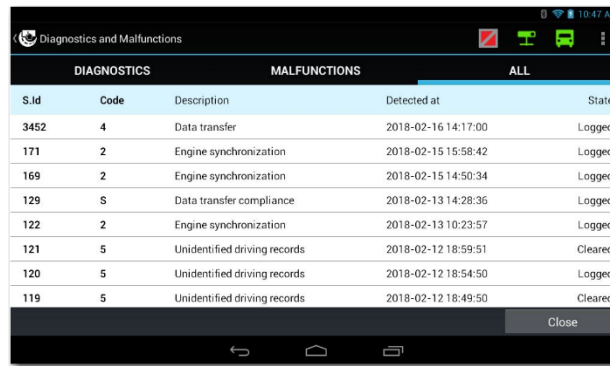


Access to internet through the Applications page



## ELD compliance malfunctions and data diagnostics

- Alerts drivers to the presence of an ELD compliance malfunction, data diagnostics, or both.
- Allows to consult compliance malfunctions and data diagnostics codes, description, detection time and state.
- Codes and descriptions displayed allow to look up possible required actions on the mandatory compliance malfunctions and data diagnostics instruction sheet aboard your truck.

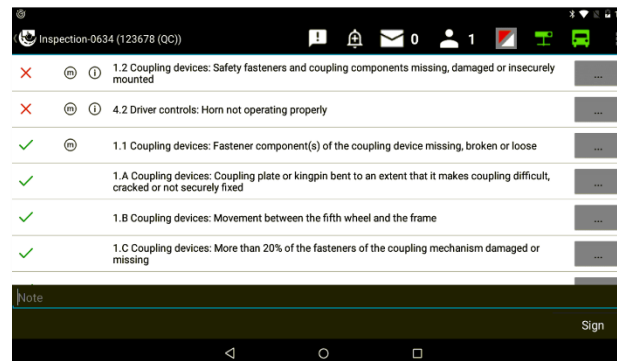


S.Id	Code	Description	Detected at	State
3452	4	Data transfer	2018-02-16 14:17:00	Logged
171	2	Engine synchronization	2018-02-15 15:58:42	Logged
169	2	Engine synchronization	2018-02-15 14:50:34	Logged
129	5	Data transfer compliance	2018-02-13 14:28:36	Logged
122	2	Engine synchronization	2018-02-13 10:23:57	Logged
121	5	Unidentified driving records	2018-02-12 18:59:51	Cleared
120	5	Unidentified driving records	2018-02-12 18:54:50	Logged
119	5	Unidentified driving records	2018-02-12 18:49:50	Cleared

Compliance malfunctions and data diagnostics page

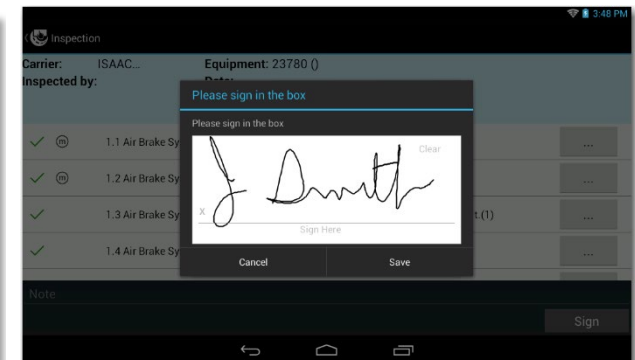
## Driver inspection vehicle report (DVIR)

- View previously recorded defects immediately.
- Complete the inspection report in just a few taps.
- Add pictures and notes to document activities.
- Sign the report using the electronic signature feature – no pen required.
- The dispatcher can view the signed report.
- View previous-day inspection reports.
- Record defects that occur post departure.



✗	1.2 Coupling devices: Safety fasteners and coupling components missing, damaged or insecurely mounted	...
✗	4.2 Driver controls: Horn not operating properly	...
✓	1.1 Coupling devices: Fastener component(s) of the coupling device missing, broken or loose	...
✓	1.A Coupling devices: Coupling plate or kingpin bent to an extent that it makes coupling difficult, cracked or not securely fixed	...
✓	1.B Coupling devices: Movement between the fifth wheel and the frame	...
✓	1.C Coupling devices: More than 20% of the fasteners of the coupling mechanism damaged or missing	...

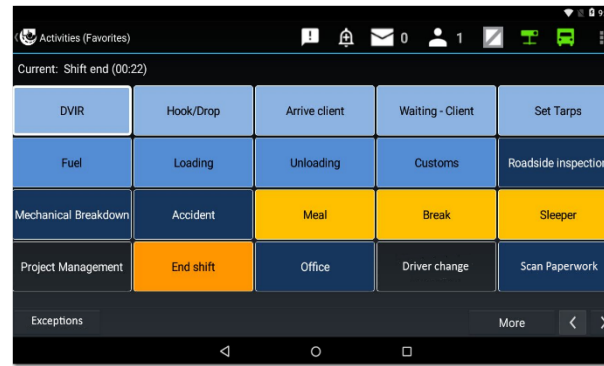
Inspection report



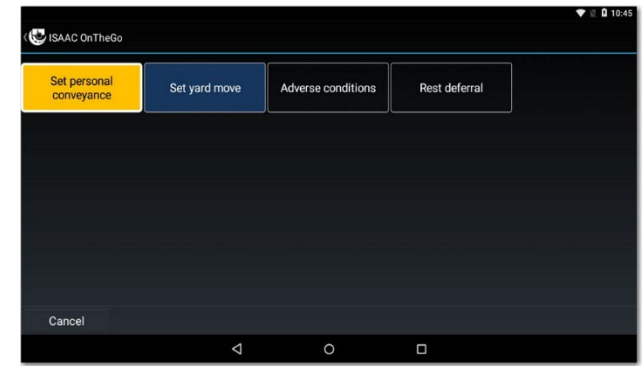
Electronic signature on inspection report

## Hours of service

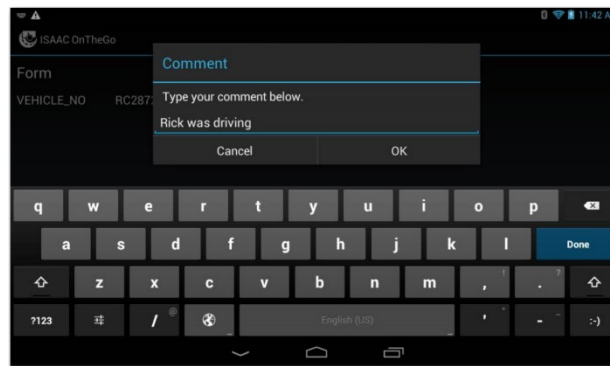
- Enter driver activities in just a few taps.
- Activate hours of service exceptions.
- Depending on the activity, you may be prompted to enter information, provide a signature, take a picture, or scan a document or a barcode to capture information.
- Activities can be configured to trigger email notifications to signal events such as the following:
  - driver wait times to dispatchers
  - client wait times to customer service
  - mechanical breakdowns, accidents or failed pre-trip inspections to fleet managers
  - departure of cross-border shipments to customs clearing agents (for preparing PARS documents)
- The daily logbook status (off-duty / sleeper / driving / on-duty) updates automatically when the driver enters new activities.
- The daily logbook page shows the remaining driving hours, shift hours, and work cycle hours.
- Add additional hours worked when needed.
- Display the hours-of-service information based on Canadian or U.S. regulations.
- View a recap of previous-day hours of service and remaining hours summary.



Activities page



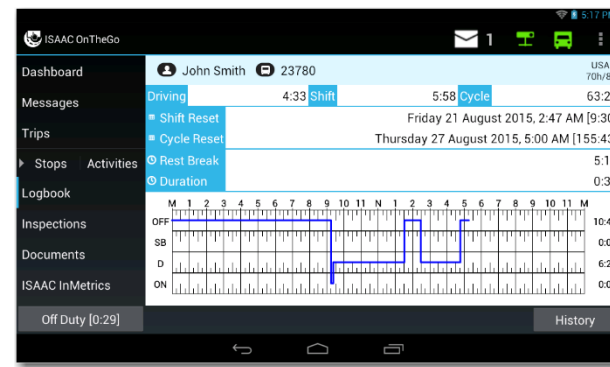
Exceptions page



Enter activity comments



Electronic form for capturing activity information



Current period's daily logbook page

Date	Start	End
2017-08-25	7:00	0:00
2017-08-26	0:00	0:00
2017-08-27	0:00	0:00
2017-08-28	7:44	8:07
2017-08-29	15:08	15:08
2017-08-30	31:00	31:00

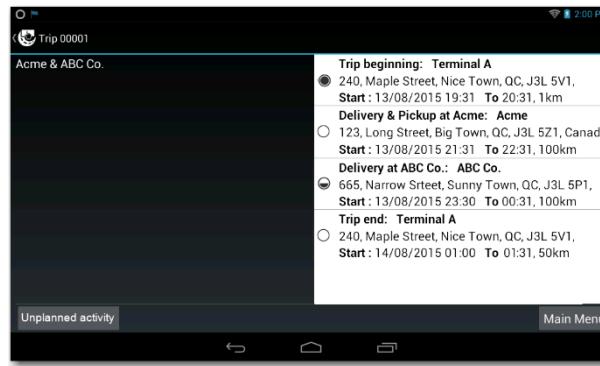
  

Category	Value
Hours available currently	Shift: 0:00
Hours available at start of day	Cycle: 31:19
Hours available at start of day tomorrow	Driving: 0:00

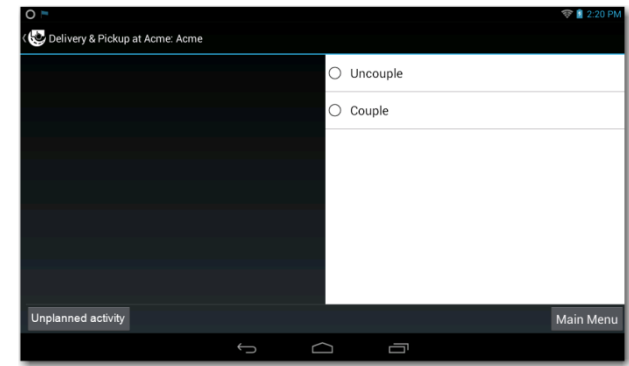
Hours of service recap

## Dispatcher trip instructions

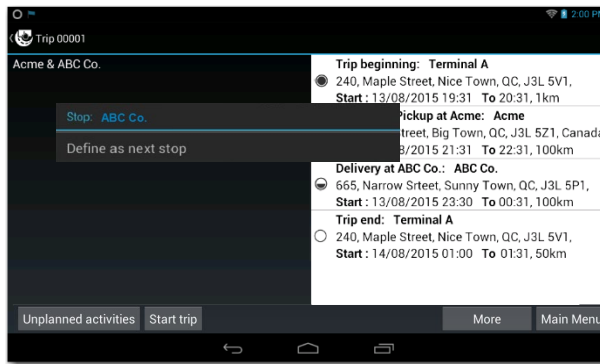
- Provides drivers with a view of dispatcher trip instructions, as entered via your organization’s Transport Management System (TMS).
- Each trip shows the list of stops and planned activities.
- Allows for less than truckload (LTL) pickups and deliveries.
- The driver confirms the planned activities as they are carried out, based on the workflow established by the dispatcher. The driver can also enter unplanned activities.
- If CoPilot™ Truck is activated, the next stop’s address is automatically entered in the navigation system on the dashboard.



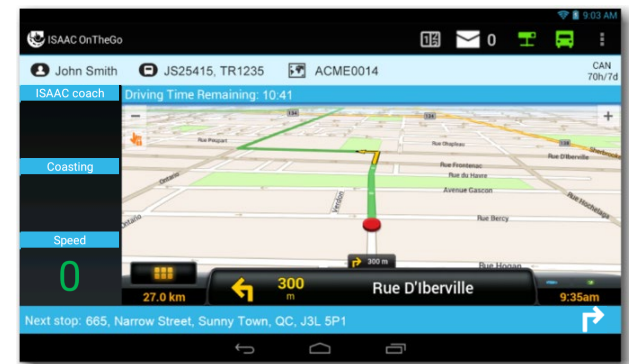
List of stops



Activities planned on a specific stop



Selecting the next stop on a trip

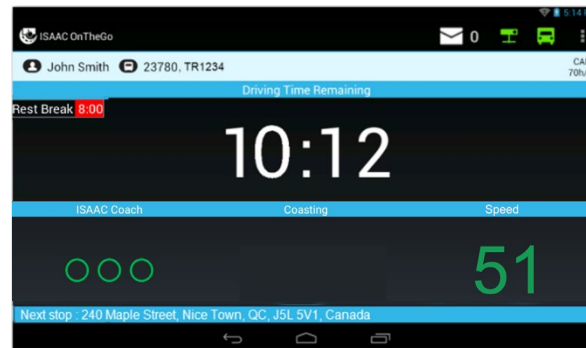


Dashboard with navigation panel activated for the next stop

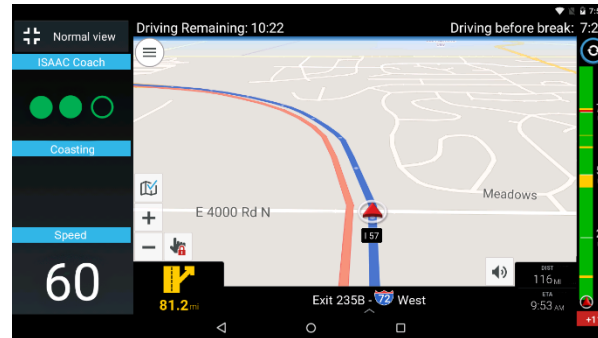


## Dashboard

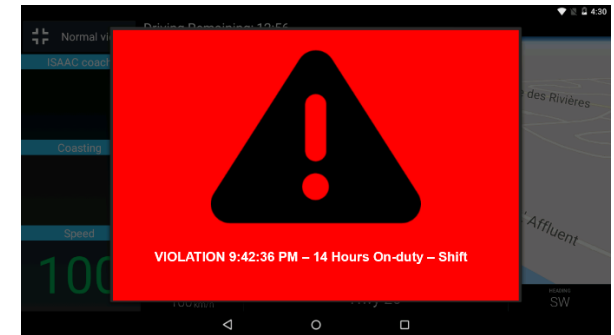
- The dashboard displays automatically when the vehicle is travelling, and other functions are unavailable to ensure safe driving.
- Drivers use the dashboard to keep tabs on hours of service and driving performance.
- The dashboard displays the remaining driving time based on the hours-of-service regulations (Canadian or U.S. regulations).
- The dashboard displays performance indicators established and configured by the system administrator (ISAAC Coach, speed, and coasting).
- The dashboard shows the next planned stop based on the dispatcher trip instructions.
- If CoPilot™ Truck is activated, the navigation screen appears on the dashboard and route instructions can be toggled on and off.
- If Active Traffic™ in CoPilot™ MD is activated, traffic information is displayed in a colored bar on the right-hand side of the dashboard.
- The driver receives notifications of hours-of-service violations, alarms detected by the gateway (ex. excessive speed, hard turns, etc.), and inspection violations (expired inspection, unrepaired minor defect over 48 hours, etc.).
- If Drivewyze is activated, the driver receives instructions on whether to bypass, pull in or follow the road signs.



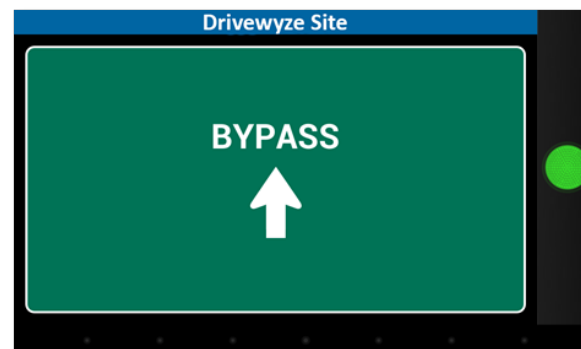
Dashboard automatically displayed while travelling



Dashboard including CoPilot™ Truck and Active Traffic™



Dashboard notification of inspection violation



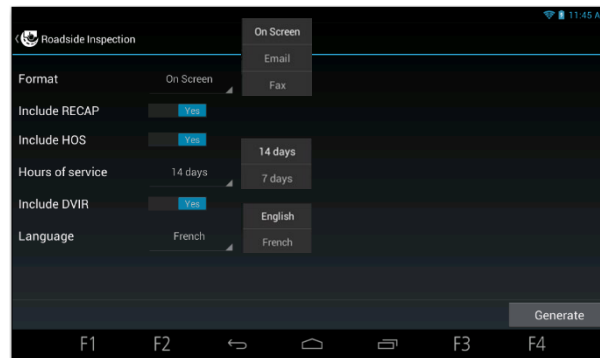
Drivewyze instruction to bypass a weigh station



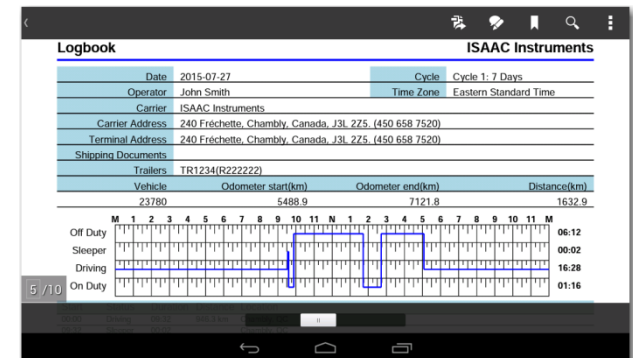
Drivewyze instruction to pull into a weigh station

## Roadside inspections

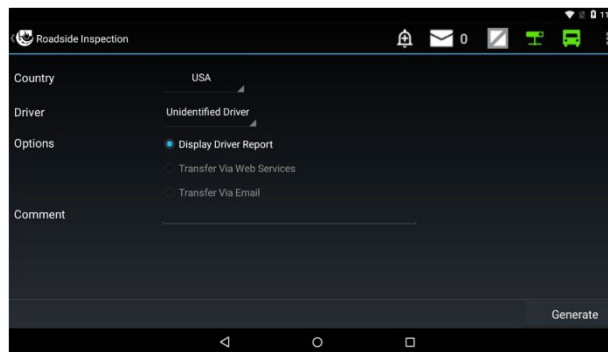
- Produce roadside inspection reports based on the inspector’s requirements.
- For ELD compliant systems, transfer electronic log information by Web Services or Email depending on your location, and leave a comment if requested by the roadside inspector (such as the officer’s identification number).
- For AOBRD compliant systems, select the information to include on the report (hours of service recap and details, pre-trip inspection results), and view the report on screen or send it by email or fax.



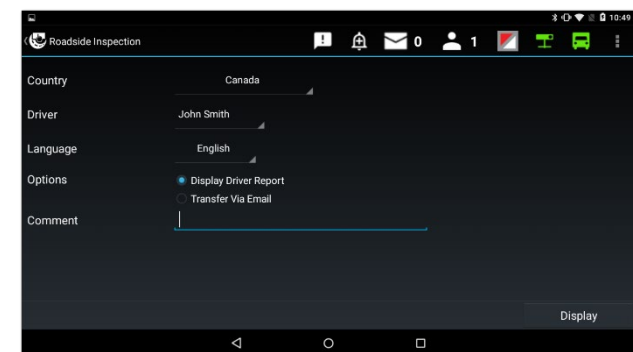
Roadside inspection report parameters (AOBRD compliant)



Roadside inspection report



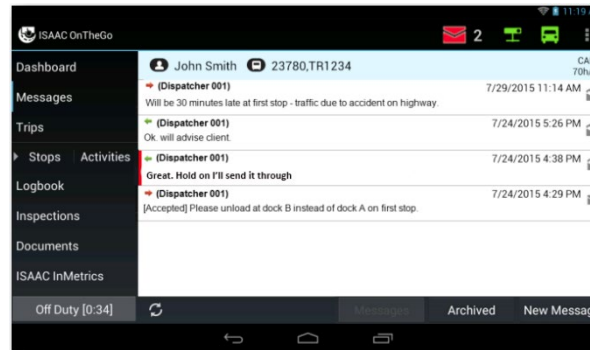
Roadside inspection selection options (US ELD compliant)



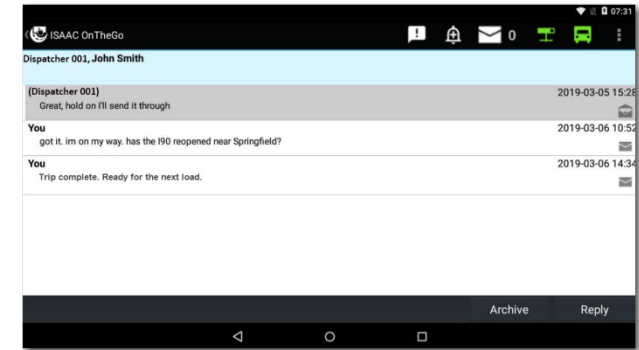
Roadside inspection selection options (Canadian ELD compliant)

## Messages

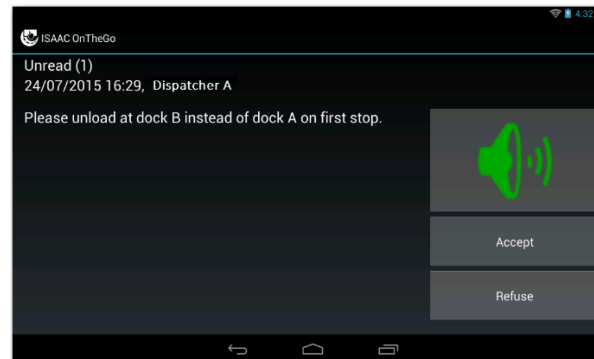
- Dispatchers and drivers can communicate efficiently thanks to two-way messaging.
- ISAAC OnTheGo keeps you informed of messages received, with indicators and sound alarms that signal priority messages.
- Drivers can view messages sent by the dispatcher and send messages when required.
- All replies to a message can be read like a conversation.
- Drivers and dispatchers can send messages via satellite to and from a vehicle equipped with a satellite module.
- With text-to-speech messaging, drivers safely receive priority messages while driving.
- Drivers can rapidly send precomposed emergency messages, even while driving.



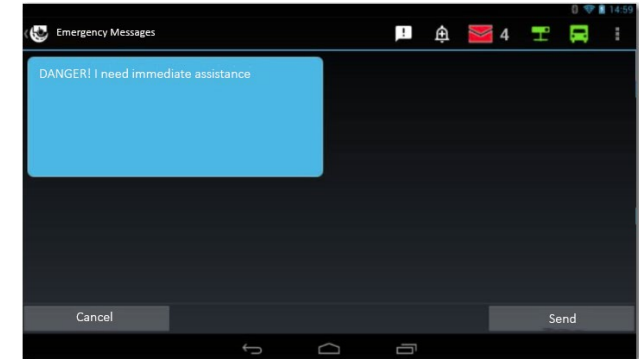
Messages list



Page showing all replies to a message



Priority message page while driving

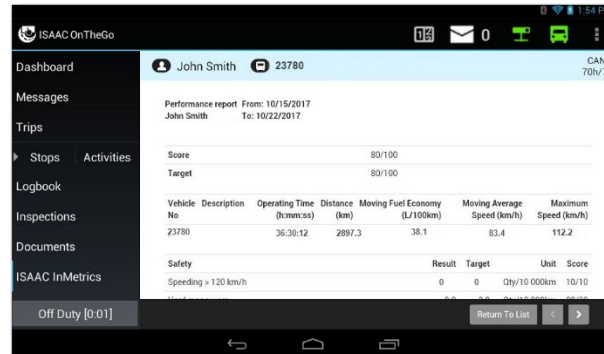


Emergency messages page

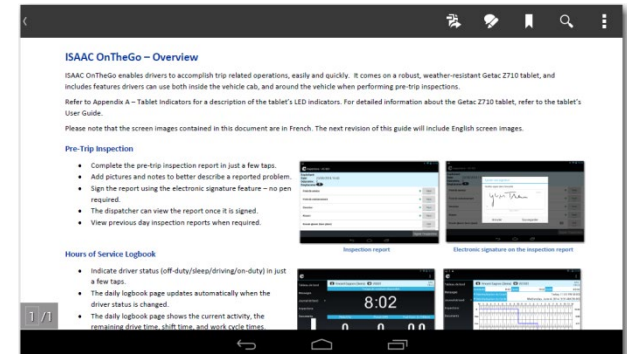


## ISAAC InMetrics and Documents

- ISAAC OnTheGo lets drivers view their most recent ISAAC InMetrics performance reports.
- Any other document integrated to ISAAC OnTheGo by your organization can be viewed on the tablet.



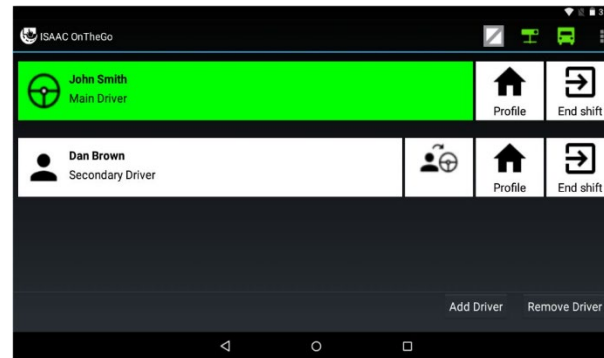
ISAAC InMetrics performance report



ISAAC OnTheGo Quick Reference guide, contained in the Documents section.

## Team driving

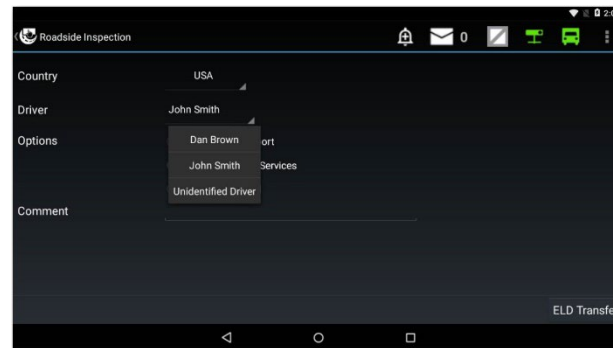
- All team members can be logged into the tablet at the same time and switch between profiles as needed.
- As *Secondary Driver*, view your messages, logbook, and all other information while the *Main Driver* is driving or on duty.
- The driver identified as the *Main* driver is assigned the driving time.
- Switch driver roles (*Secondary* to *Main*) to ensure the correct driver is assigned the driving time.
- Transfer driving time from one team member to another if you forget to switch driver roles and driving time is incorrectly assigned.
- Generate a teammate's hours of service report during a roadside inspection.



Team page



Page to transfer team driving time



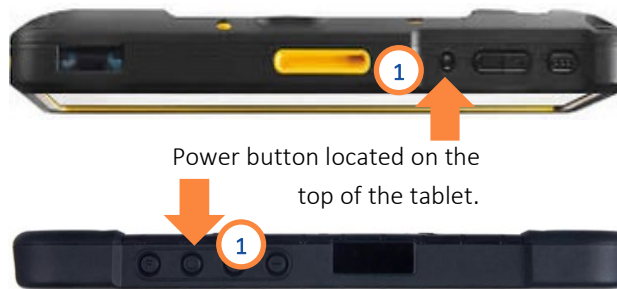
Page to generate a teammate's hours of service report

## Reminder

Canadian and American regulations stipulate that, during driving, the ELD-compliant tablet must be mounted in a fixed position and be visible to the driver when they are in a normal driving position.

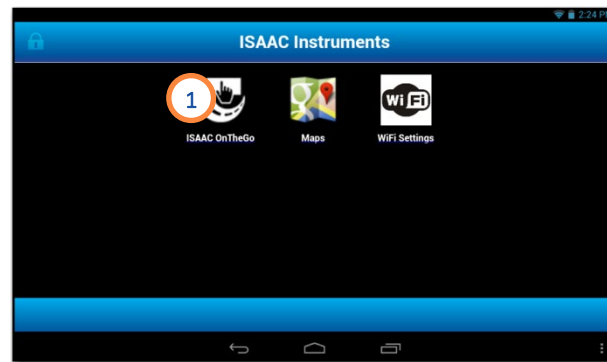
## Turning on the tablet

1. Press the power button located on the top of the tablet.  
If the tablet is powered off (as opposed to in *sleep* mode), keep the button pressed for about 3 seconds.  
The location of the power button varies depending on the tablet model.  
Startup may take up to 30 seconds.



## Starting ISAAC OnTheGo

1. Tap the ISAAC OnTheGo icon on the home page.



# Some Basics

## Logging in and logging out

To log in:

1. Tap the Driver Identification field.
2. Enter your username and password using the on-screen keyboard.
3. Tap **GO**.  
The dashboard displays after logging in.

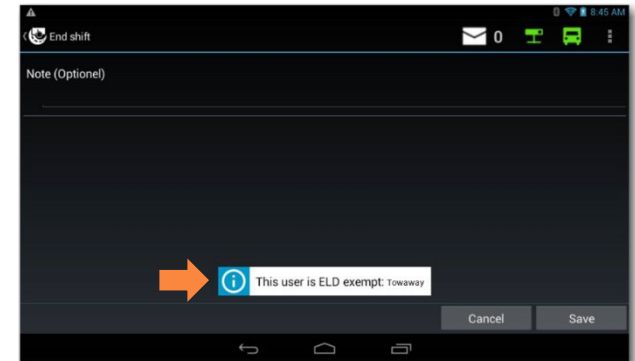
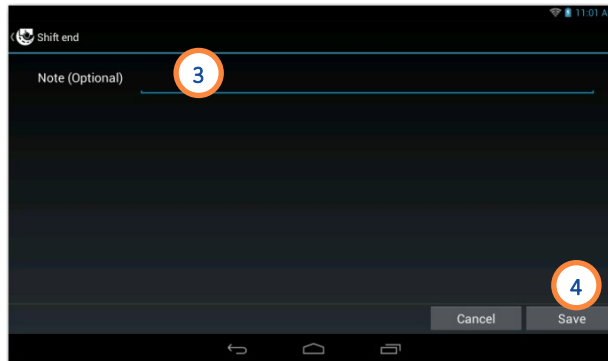
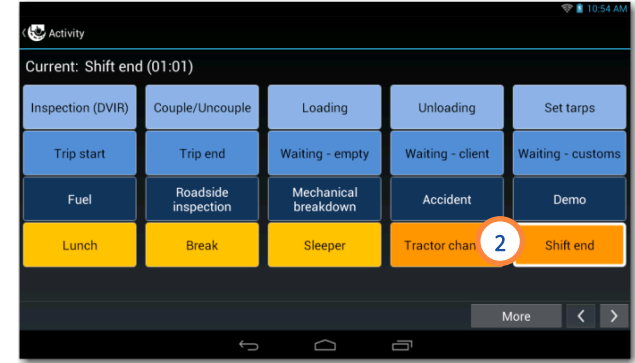
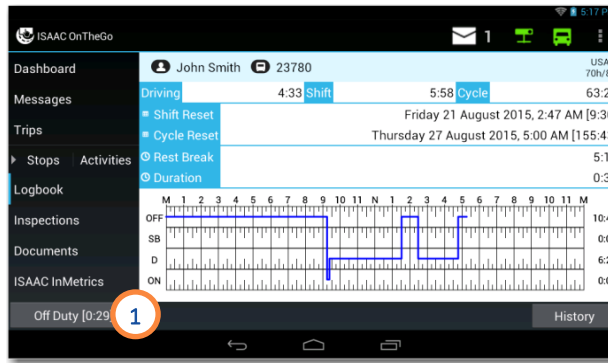
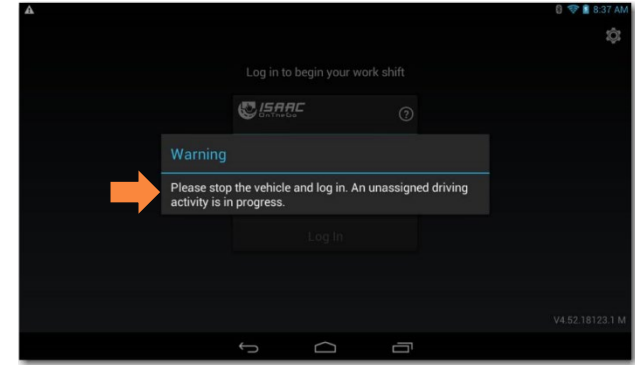
Note that if you begin driving before logging in, a warning indicating to stop the vehicle and log in appears.

Note that logging in will terminate any session you previously opened on another tablet.

To log out:









1. Tap the current activity button at the bottom of the main menu to display the activities page.
2. Select the **Shift end** or **Tractor change** activity.
3. Enter a note if required.
4. Tap **Save** to confirm.

Note that if the system is ELD compliant, and you are exempt from ELD compliance, a message will appear upon login and logout indicating the exemption and the reason.



## Getting around in ISAAC OnTheGo – Basic information and features

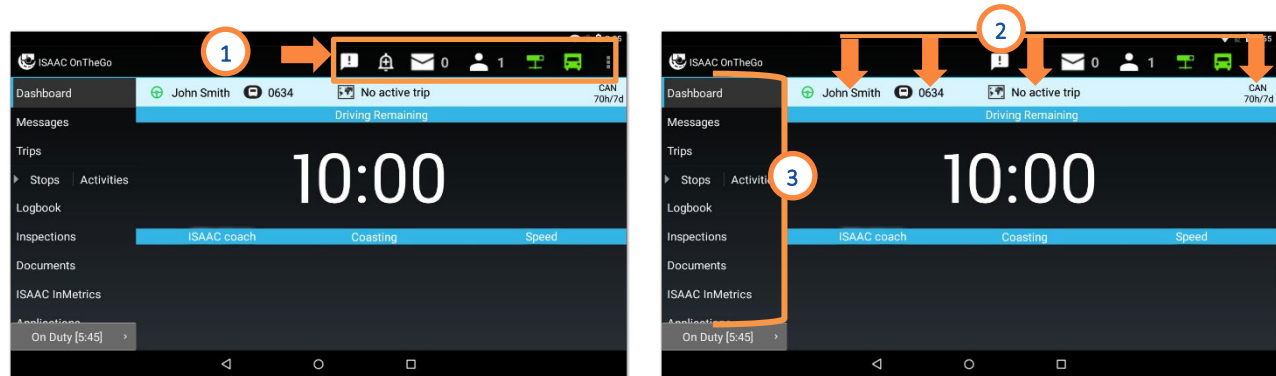
### 1. The application bar at the top of ISAAC OnTheGo pages displays:

- the menu icon .
- the tablet's connection status with the router aboard the vehicle , and with the main server via the cellular network .
- an icon for compliance malfunctions and data diagnostics  in ELD compliant systems.
- messages received and unread . Note that a red envelope  signals that a priority message is unread.
- an icon to rapidly send precomposed emergency messages .
- an icon for displaying driver notifications .

### 2. The header section displayed on most ISAAC OnTheGo pages contains:

- the user name
- the vehicle number and hooked equipment
- the active trip number
- the hours-of-service display mode (Canada or U.S. regulations)

### 3. The main menu provides access to the various features of ISAAC OnTheGo.



Note that the **tablet's return button**  is not active on some pages.

In such cases, use the buttons and menu options appearing on the page to navigate in ISAAC OnTheGo.

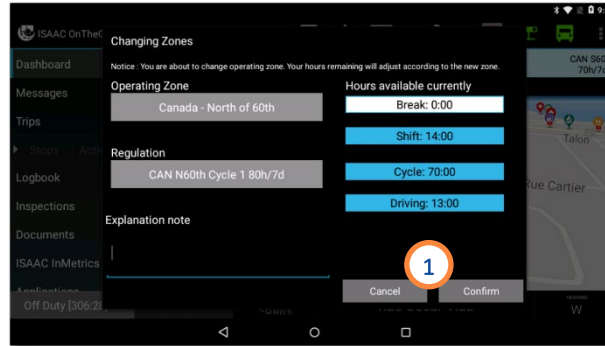


## Confirming an automatic operating zone change

When an operating zone change is detected:

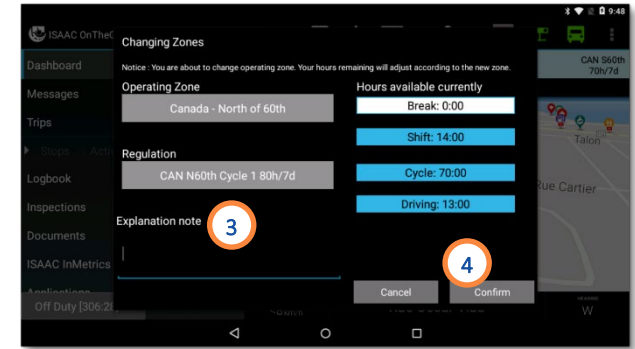
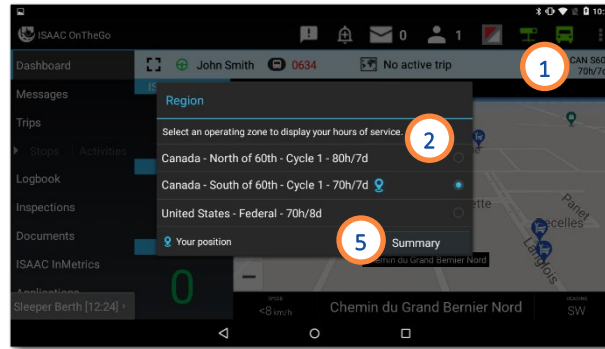
1. Tap **Confirm** to confirm the operating zone change.

Note that the system detects the vehicle's location and displays the remaining driving time, violations, and notifications according to the vehicle's position. The message confirming the change appears as soon as the driving stops after crossing into a new zone.



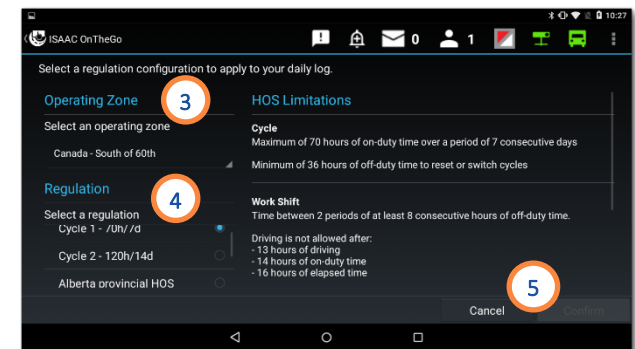
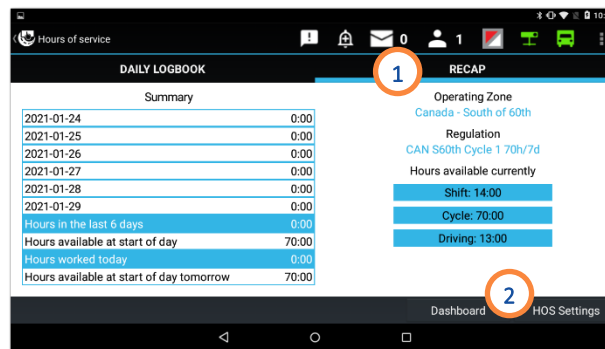
## Changing the operating zone manually

1. Tap the current operating zone (**CAN** or **U.S.**) on the header.
2. Select a new operating zone from the list. Note that the marker icon indicates the operating zone detected by the system's GPS.
3. Enter an **Explanation note** if needed.
4. Tap **Confirm**.
5. Tap **Summary** to view the recap of the chosen operating zone.



## Changing the hours-of-service regulation

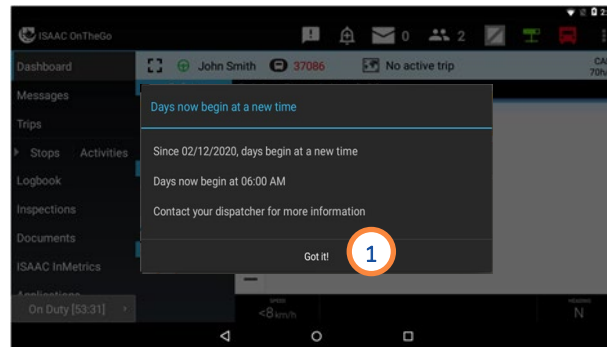
1. Tap the **RECAP** tab from the daily log.
2. Tap **HOS Settings**.
3. Select an **Operating Zone**.
4. Select a **Regulation** for that operating zone. Note that the **HOS Limitations** displayed change according to the regulation selected.
5. Tap **Confirm**.




## Confirming the new day start time

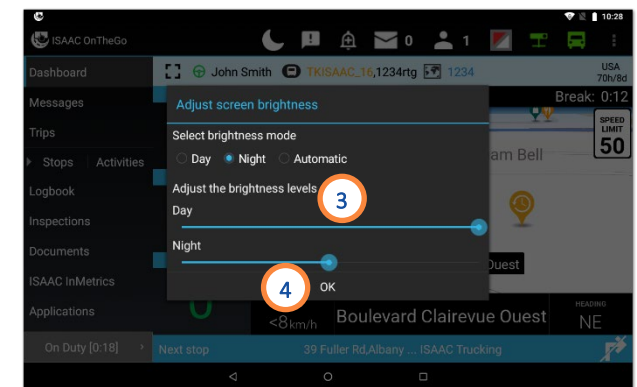
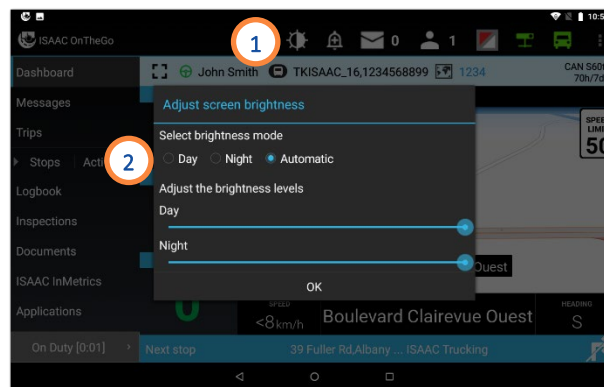
1. Tap **Got it!** to confirm you were advised of the new day start time.

Note that the new day start time confirmation appears only after a full cycle reset is completed.



## Adjusting the screen's brightness

1. On the ISAAC OnTheGo application bar, tap the **brightness icon** .
2. Select the desired **brightness mode**:
  - Day and night modes (for all tablet models except G1) can be customized and selected at will.
  - Automatic setting (M models only) will adjust brightness according to ambient lighting.
3. Slide the bars to adjust the brightness for the desired mode.
4. Tap **OK**.




When driving with the Dashboard in normal view, you can toggle between the day and night modes with one tap on the screen if one is already selected.

## Viewing the odometer value in ISAAC OnTheGo

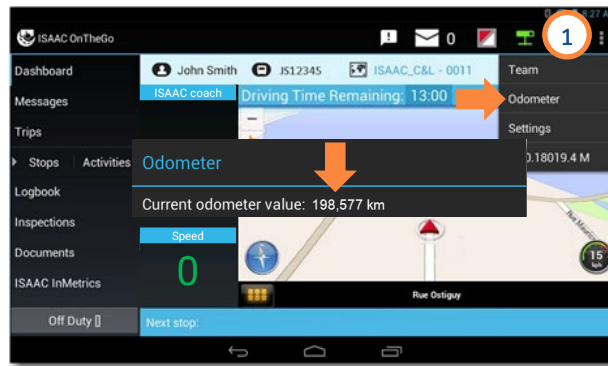
ISAAC OnTheGo shows the vehicle's odometer value on some pages (ex. the daily log).

**The value from ISAAC's system may differ from the value shown on the vehicle dashboard.**


You can display ISAAC OnTheGo's odometer value of reference, which is taken from the vehicle's network (CAN).

1. On the ISAAC OnTheGo application bar, tap the menu icon  and then select **Odometer** from the drop-down list.

The odometer value appears on screen.



## Pairing a Bluetooth printer for crude haul activities

1. On the ISAAC OnTheGo application bar, tap the menu icon  and select **Bluetooth printer** from the drop-down list.

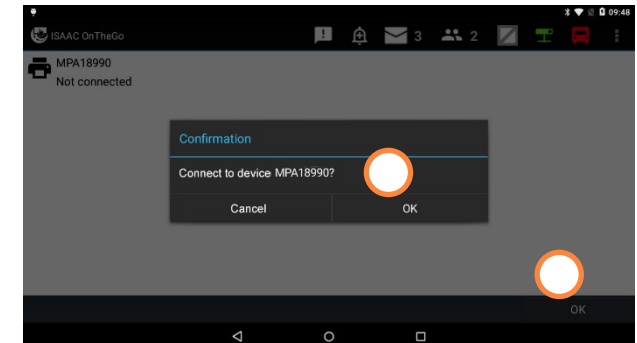
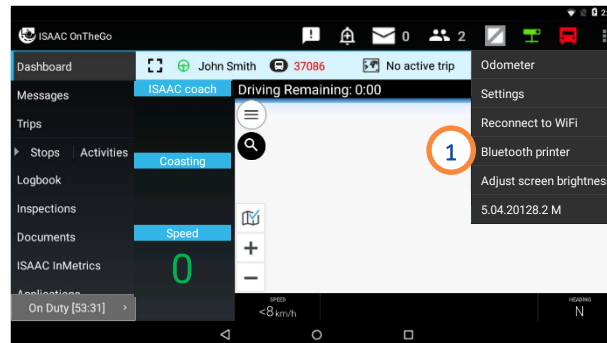
The list of available printers appears in alphabetical order.

2. Select the printer you want to pair with and tap **OK** to confirm.

The tablet is pairing with the printer.

Note that only one printer can be connected at a time. Selecting another printer will end the previous pairing.


3. The connected printer is first on the list. Tap **OK** to exit the printer pairing page.

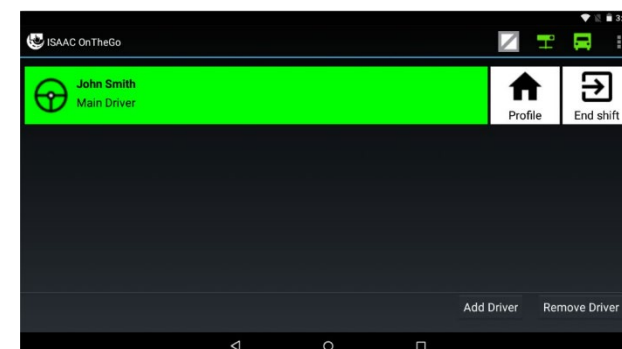
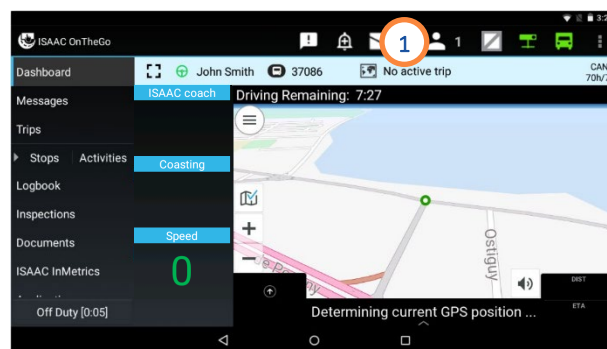


## Good to know

- ISAAC OnTheGo enables the *Main Driver* and *Secondary Driver(s)* to be logged into the vehicle's tablet at the same time and switch between profiles as required.
- Drivers can generate or transfer their teammate's hours of service report during a roadside inspection without changing profiles.
- The *Secondary Driver(s)* can use the tablet to view their messages, logbook and all other information while the *Main Driver* is driving or on duty.
- The *Main Driver* is assigned the driving time. The *Team* page allows drivers to switch driver roles when it's the *Secondary Driver's* turn to drive. The *Secondary Driver* becomes the *Main Driver* and is therefore assigned the driving from that point on.
- Driving time can be transferred between two team members if drivers forgot to switch roles and driving time was incorrectly assigned.
- To log in, log out, or switch driver roles, the vehicle must be stationary.
- A driver appearing on the team page, but who is not among the current team members, can be removed from the list without affecting his hours-of-service status.

## Accessing the Team page

1. Tap the team icon . The *Team* page is displayed.



# Team Driving

## Logging in as secondary driver

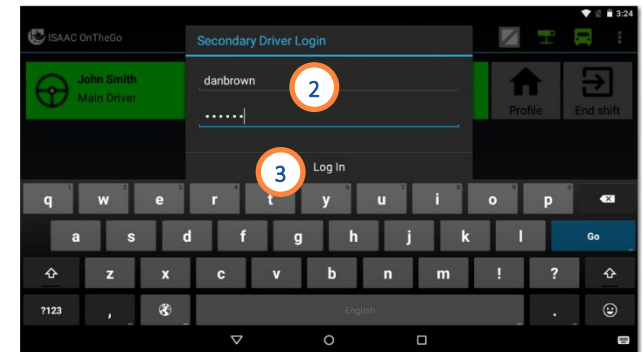
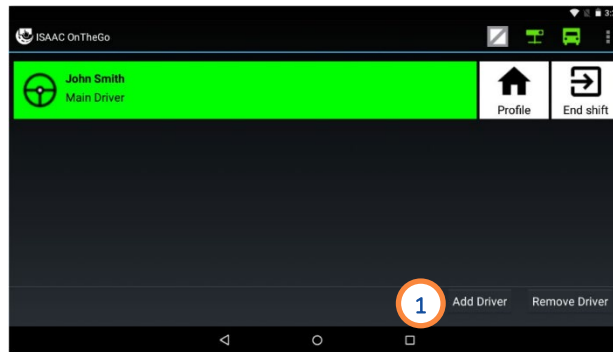
As *Secondary Driver*, you can access your messages, logbook, and all other information while the *Main Driver* is driving or on duty.

From the **Team** page:

1. Tap the **Add Driver** button.
2. Enter your username and password using the on-screen keyboard.
3. Tap **Log In**.

Note that you can tap **End of Shift** on the **Team** page to log out.


Repeat steps 1-3 to log in more than one *Secondary Driver*.

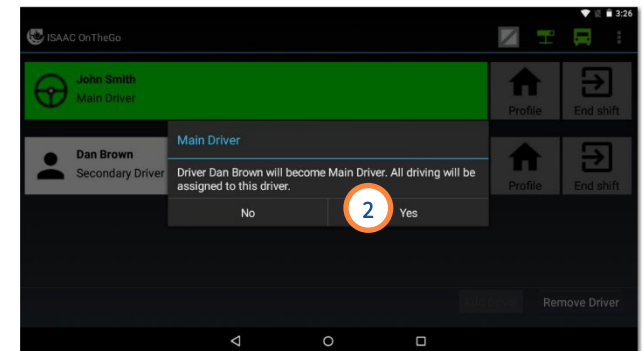
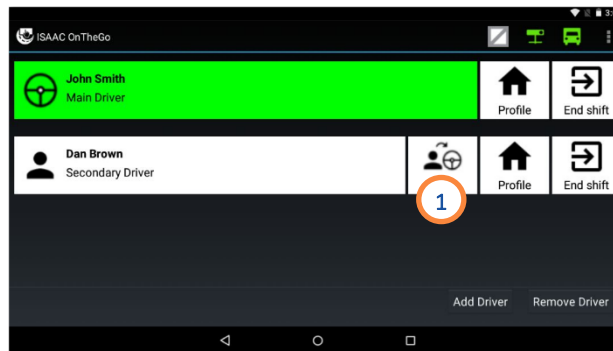


## Switching driver roles

Since the *Main Driver* is assigned the driving time, switching driver roles is required when the *Secondary Driver* starts to drive.

From the **Team** page:

1. Tap the switch to main driver icon  .
2. Answer **Yes** to the displayed question.



# Team Driving

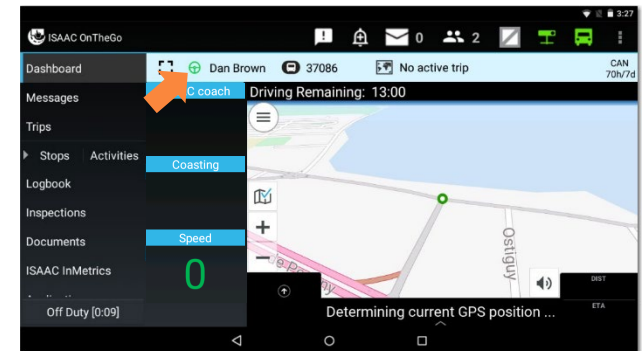
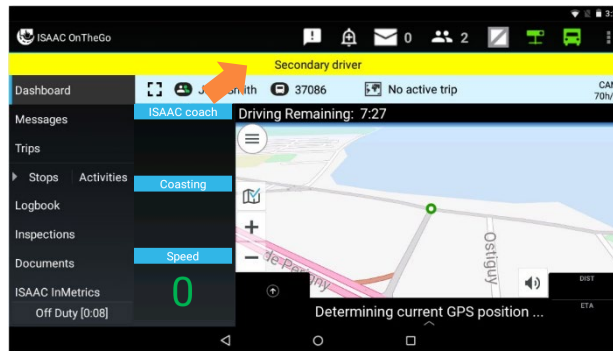
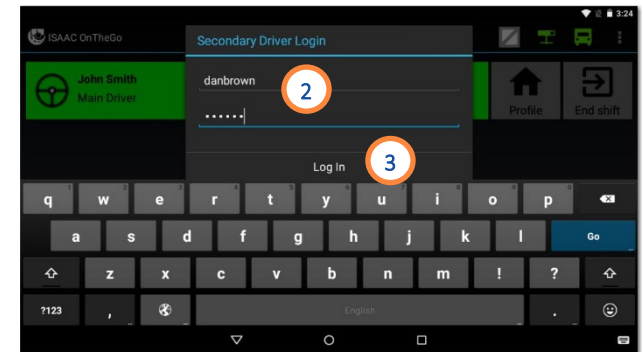
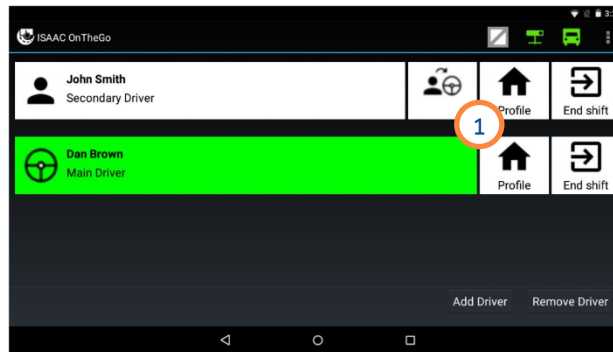
## Unlocking a driver profile

By unlocking your driver profile, you access your ISAAC OnTheGo session and all its features.

From the **Team** page:

1. Tap the **Profile** icon next to your name.
2. Enter your password.
3. Tap **Yes**.

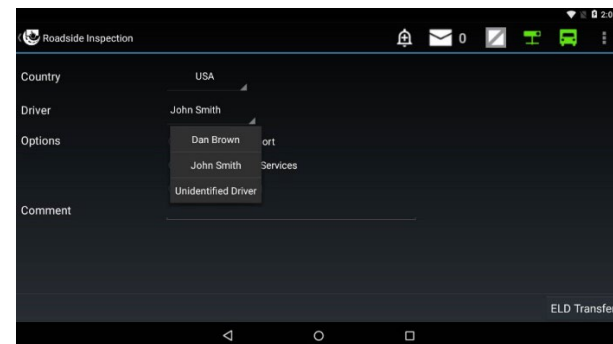
Note that a yellow stripe appears on the dashboard indicating the *Secondary driver's* session is active, while a green steering wheel appears on the dashboard indicating the *Main driver's* session is active.



## Generating a teammate's hours of service report during a roadside inspection

When working in teams, it is possible to generate your teammate's hours of service report during a roadside inspection without having to switch profiles.

See *SUPER-ACTIVITY - Roadside inspection* (AOBRD compliant system) for more information.





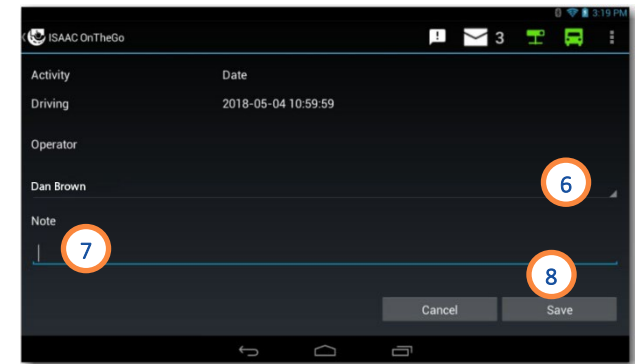
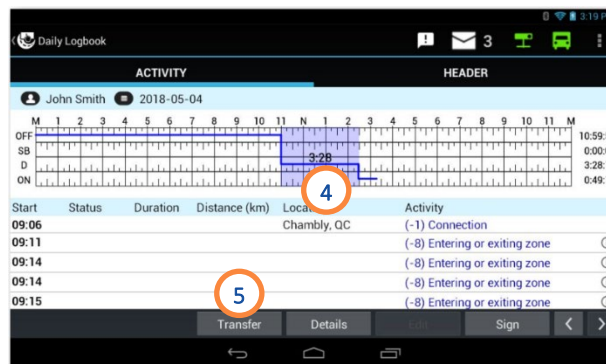
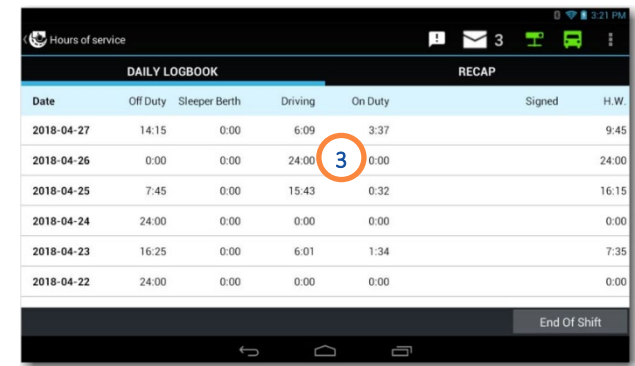
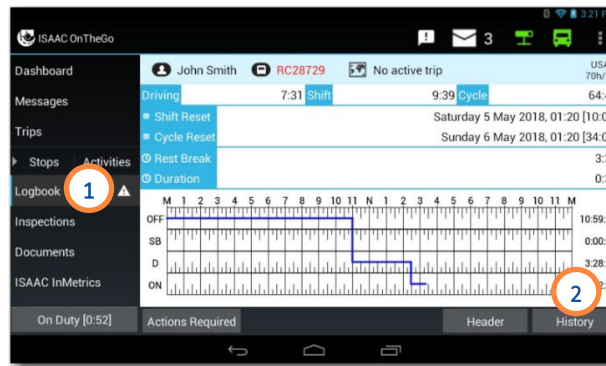
## Transferring team driving time

If a *Secondary Driver* forgets to switch to the *Main Driver* role before beginning to drive, driving time will be assigned to the wrong driver. It is possible to transfer driving time from one team member to another to correct this type of mistake.

From the **Dashboard** page:

1. Tap **Logbook**.
2. Tap **History**.
3. Select the **day** on which the driving time occurred.
4. Select the driving activity on the grid.
5. Tap **Transfer**.
6. Select the driver to transfer the driving time to.
7. Enter an explanation note.
8. Tap **Save**.


Note that it can take up to 10 minutes before the transfer is reflected in the daily logs.

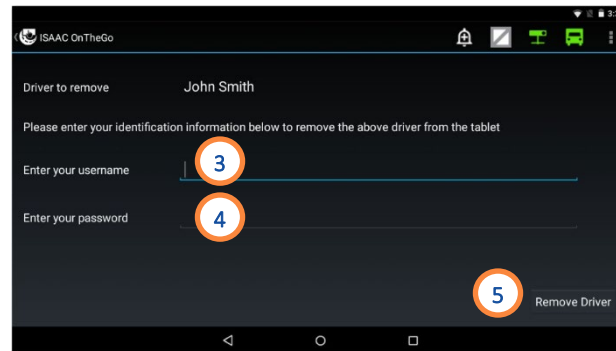
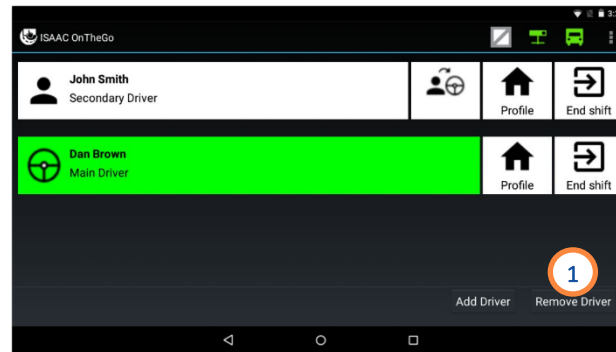


## Removing a driver

If a driver who is not part of your team appears on the *Team* page, you can remove his name from the list without affecting his hours-of-service status.

From the **Team** page:


1. Tap **Remove Operator**.
2. Tap the  icon next to the driver to remove.
3. Enter your **Username**.
4. Enter your **Password**.
5. Tap **Remove Driver**.



## Good to know


- ISAAC OnTheGo notifies you of elements that require your attention, such as unassigned driving, unapproved motor carrier logbook modifications and unsigned daily logs. and changes in access rights to the *Yard Move* and *Personal Conveyance* activities since your previous login.
- These notifications are displayed on a different page upon login, which can also be accessed on demand.
- You can act on the various notifications directly from the notifications page.

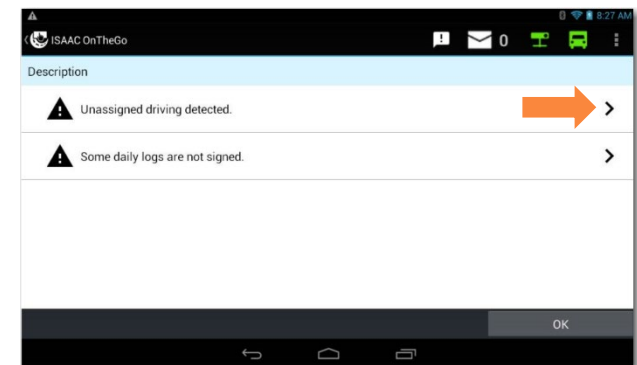
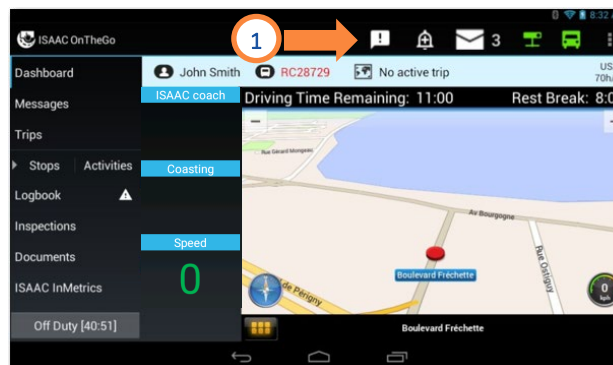
## Accessing driver notifications

1. Tap the notifications icon  on the application bar.

The elements that require your attention appear on screen:

- unassigned driving,
- unapproved motor carrier logbook modifications,
- unsigned daily logs,
- missing document references in the daily log header,
- changes to *Personal Conveyance* and *Yard Move* activities access rights since your previous login,
- confirmation to keep *Yard Move* enabled after powering off the truck without deactivating it,
- wheels needing retorque.

Note that elements with arrows require you to take action. Elements with an information icon  require no actions.




## Reviewing unassigned driving

ISAAC OnTheGo keeps records of all driving activities. Unassigned driving occurs if the vehicle is moving and no one is logged into the vehicle's tablet.

All drivers that log in following unassigned driving are prompted to review the unassigned driving activities and take appropriate action.

From the **Notifications** page:

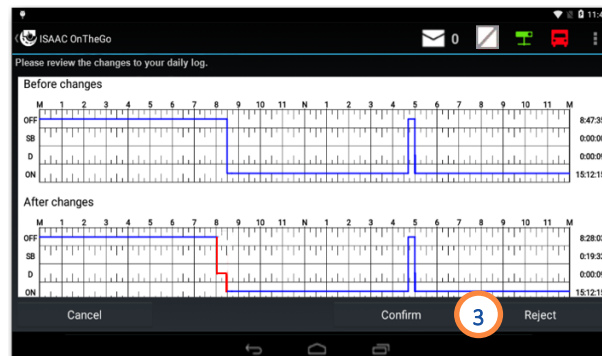
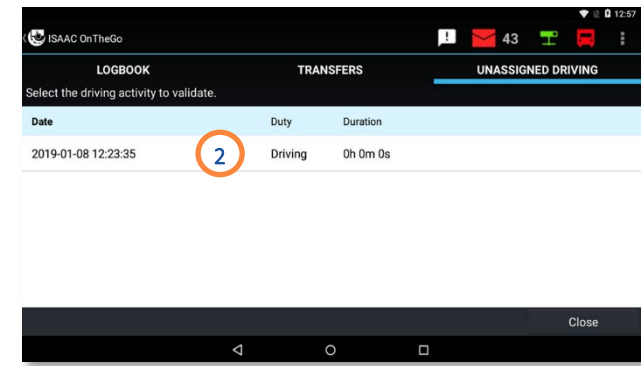
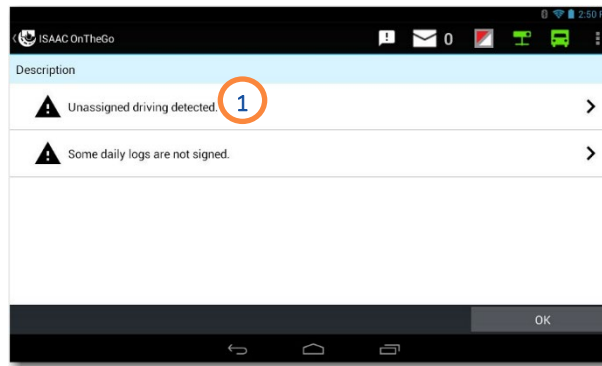
1. Tap **Unassigned driving detected**.
2. Select the unassigned driving activity to review.
3. Tap **Confirm** to modify your logbook to include the unassigned driving time, or **Reject** to leave your logbook unchanged.

Note that a driver icon  is displayed beside activities modified to include the unassigned driving.

**Only confirm unassigned driving time that belongs to you as this affects your remaining driving time. Otherwise, select Reject.**

Note that an unassigned driving time notification will appear on the notifications page until it is either *confirmed* or *rejected*.

See [Rejecting unassigned driving](#) if you have accepted a driving segment that isn't yours.



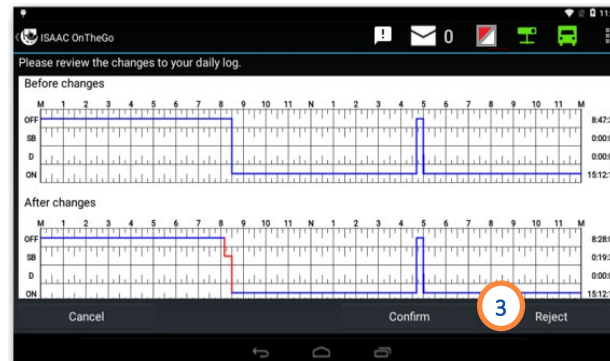
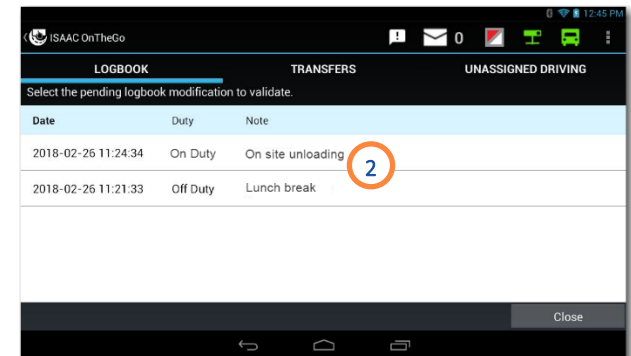
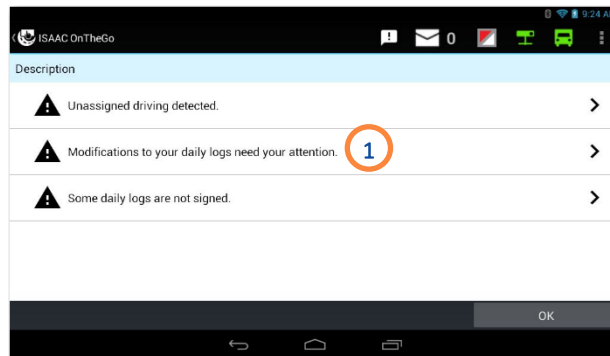
# Driver Notifications

## Reviewing unapproved carrier modifications

For ELD compliant systems, ISAAC OnTheGo notifies you when a modification to your logbook changes your hours-of-service status, and prompts you to review it and take appropriate action.

From the *Notifications* page:

1. Tap **Modifications to your daily logs need your attention**.
2. Tap the **unapproved logbook modification** to review.  
Note that only the modifications affecting your hours-of-service status need your approval.
3. Tap **Confirm** to modify your logbook to include the modification or **Reject** to leave your logbook unchanged.  
An explanatory note is required when a modification is rejected.

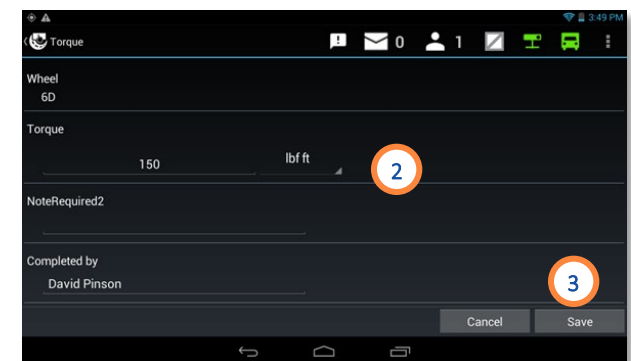
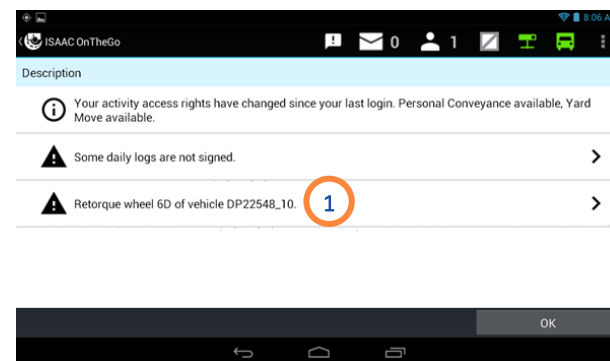


## Completing a wheel retorque

A notification appears on the tablet when a wheel retorque is necessary. ISAAC OnTheGo allows you to complete a wheel retorque form that can then be viewed by the dispatchers. Note that if there is more than one request, they will be displayed one after the other.

On the *Driver Notifications* page:

1. Tap the message indicating the wheel that needs to be retorqued.
2. Complete the form on screen.
3. Tap **Save**.



# Driver Notifications

## Approving your daily logs

ISAAC OnTheGo allows you to sign daily logs for the previous 14 days, either individually or in a batch.

You could also be required to sign your previous unsigned logs before logging out at the end of your workday, or before completing a vehicle inspection.

On the *Driver Notifications* page:

1. Tap **Some daily logs are not signed.**

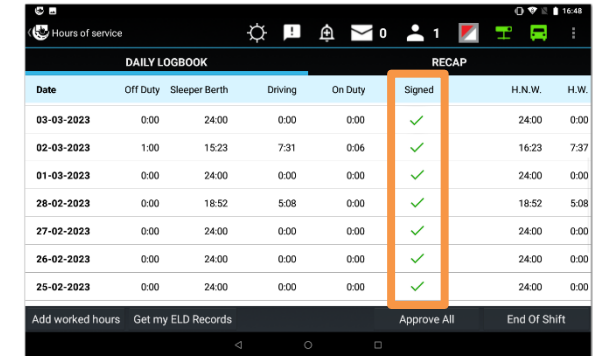
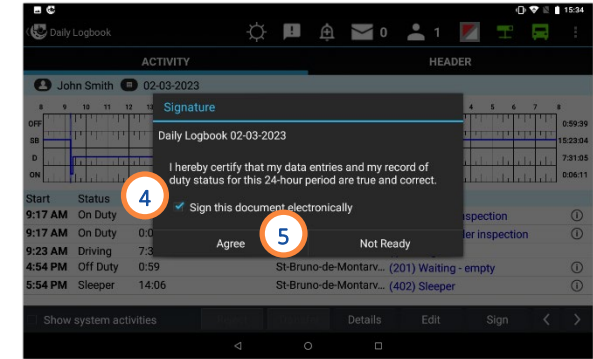
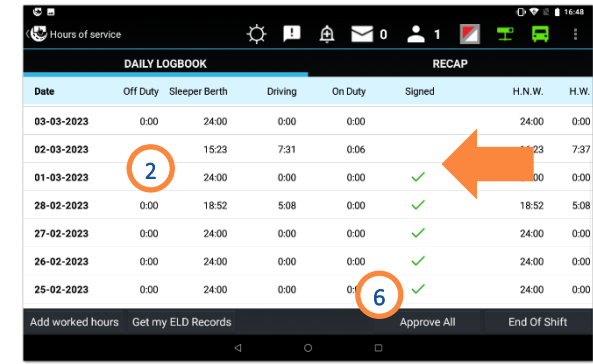
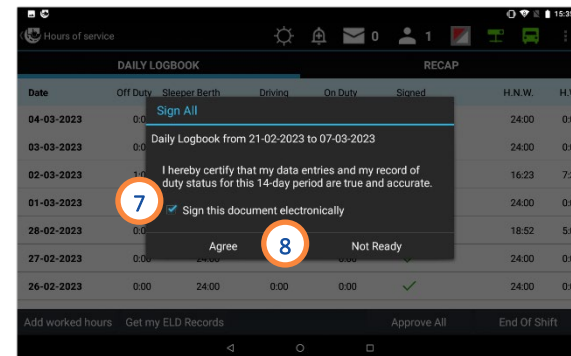
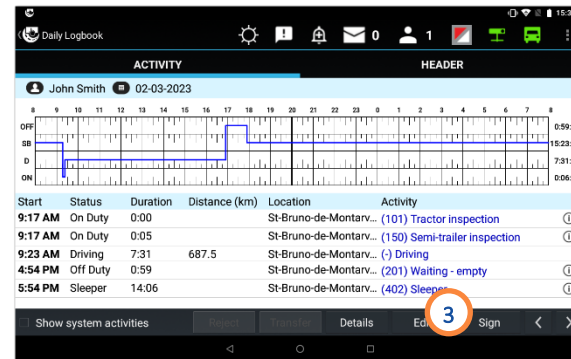
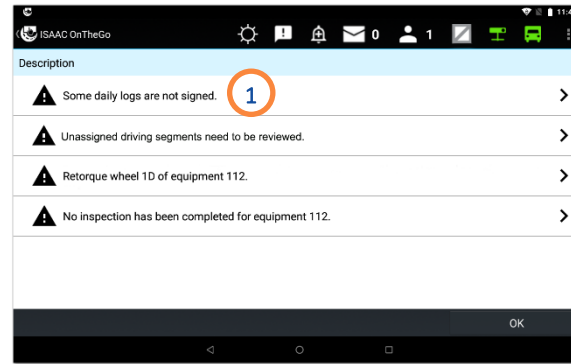
To sign an individual daily log:

2. Select a daily log from the list.
3. Tap **Sign.**
4. Check the **Sign the document electronically** box.
5. Tap **Yes.**

To sign all daily logs in a batch:

6. Tap **Approve All.**
7. Check the **Sign these documents electronically** box.
8. Tap **Yes.**

Green checkmarks appear next to each daily log to show they have been signed.









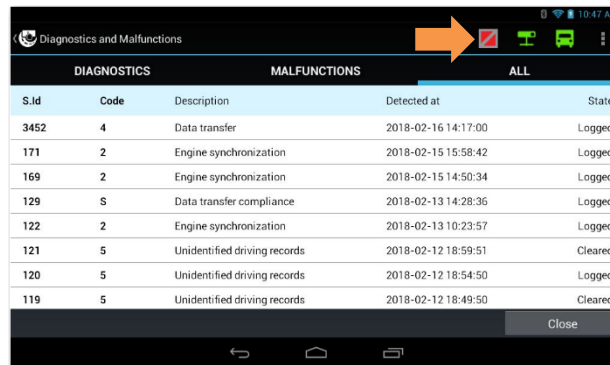
## Good to know

- In ELD compliant systems, ISAAC OnTheGo detects and logs all compliance malfunctions and data diagnostic events.
- The driver is alerted to the presence of a compliance malfunction or data diagnostic by an icon color change.
- The driver can consult a list of the compliance malfunctions and data diagnostics with their code, description, detection time and date, and state to cross reference it to a document (onboard the truck) containing detailed information and the possible required actions.

## Understanding the compliance malfunction and data diagnostic icon

An icon serves as a visual cue to the presence of either a compliance malfunction, a data diagnostic, or both:


-  no malfunctions or data diagnostics
-  a compliance malfunction is present
-  a data diagnostic is present
-  both a compliance malfunction and data diagnostic are present

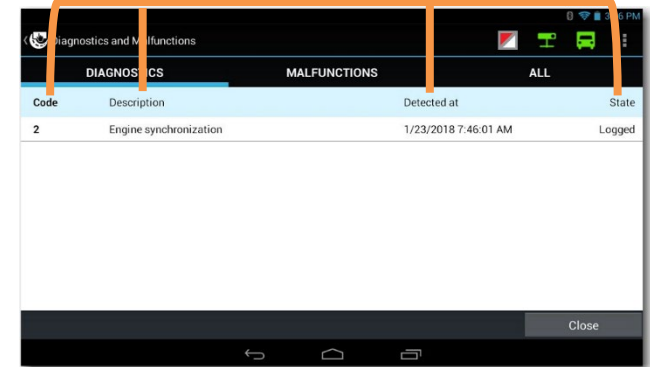
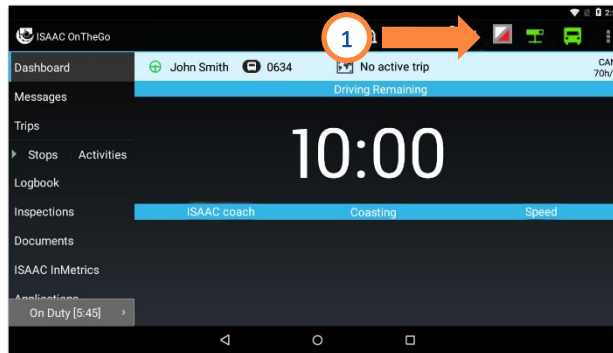


DIAGNOSTICS		MALFUNCTIONS		ALL
S.Id	Code	Description	Detected at	State
3452	4	Data transfer	2018-02-16 14:17:00	Logged
171	2	Engine synchronization	2018-02-15 15:58:42	Logged
169	2	Engine synchronization	2018-02-15 14:50:34	Logged
129	5	Data transfer compliance	2018-02-13 14:28:36	Logged
122	2	Engine synchronization	2018-02-13 10:23:57	Logged
121	5	Unidentified driving records	2018-02-12 18:59:51	Cleared
120	5	Unidentified driving records	2018-02-12 18:54:50	Logged
119	5	Unidentified driving records	2018-02-12 18:49:50	Cleared


# Compliance Malfunctions and Data Diagnostics

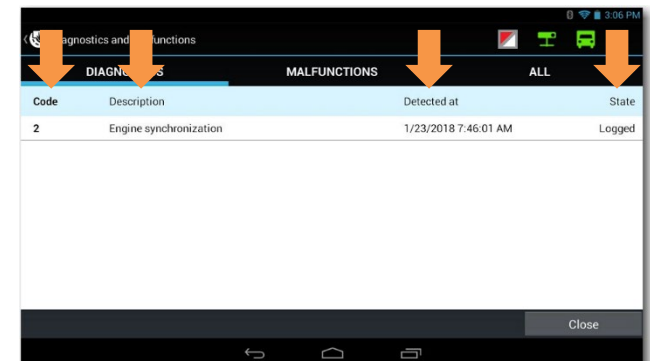
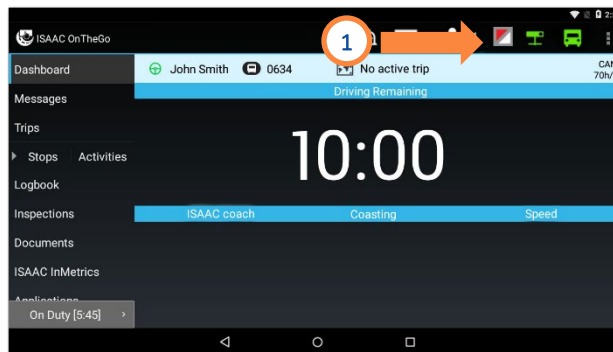
## Managing compliance malfunctions

1. Tap the compliance malfunction and data diagnostic icon  showing the compliance malfunction.
2. Take note of the malfunction and provide written notice to the motor carrier.
3. Reconstruct the record of duty status (RODS) on graph-grid paper logs that comply with FMCSA's 49 CFR 395.8 if data for the current 24-hour period, and for the previous 7 consecutive days cannot be extracted from the tablet.



## Consulting data diagnostics

1. Tap the compliance malfunction and data diagnostic icon  showing the data diagnostic.  
Refer to *Appendix A – Malfunctions and Diagnostics* for more information on the data diagnostic and possible required actions.



## Good to know

- ISAAC OnTheGo enables the driver to perform inspections from the *Inspections* section or the *Activities* screen for the vehicle and hooked equipment.
- The dispatcher can view an inspection report after the driver has applied his electronic signature.
- The inspection status is displayed with an icon indicating whether the inspection is current (green), about to expire (yellow), or already expired (red).
- The inspection items are tagged with a severity level (major, minor, unregulated) that indicates, based on the reported defects, whether the vehicle can make the trip or if repairs are required before leaving.
  - Reported defects remain at the top of the following inspection reports until repairs are recorded.
- The inspection report can include signatures from the vehicle inspector, up to four different drivers, and the next-day driver (for inspections in the U.S).
- Drivers can record post departure defects that appear in a different column in the inspection report.
- Drivers can record repairs on reported defects on current and expired inspections.
  - Partial repairs can be performed, allowing to repair defects separately when more than one defect is declared in an inspection.
- When a reported defect is repaired but does not show as such, it can be noted as being repaired on a new inspection report allowing the driver to travel with a valid inspection.

## Filling out an inspection report

See section *Driver Activities, SUPER-ACTIVITY – Inspection (DVIR)*

# Driver Vehicle Inspection Report

## Viewing an inspection report

The vehicle and hooked equipment numbers have different colors to show the status of the inspection report at a glance.

- Black: inspection is valid, no defect detected
- Yellow: inspection expires in 2 hours or less OR a minor defect was declared
- Red: inspection is expired, OR a minor defect was not repaired within the 48-hour limit, OR a major defect was declared

1. Select **Inspections** on the main menu to display the list of existing reports.

The left-hand side of the list shows a summary status for each inspection:

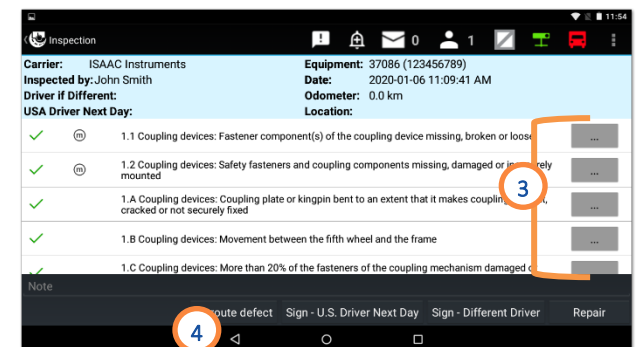
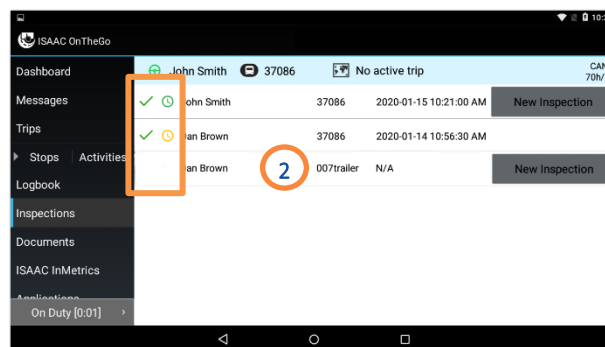
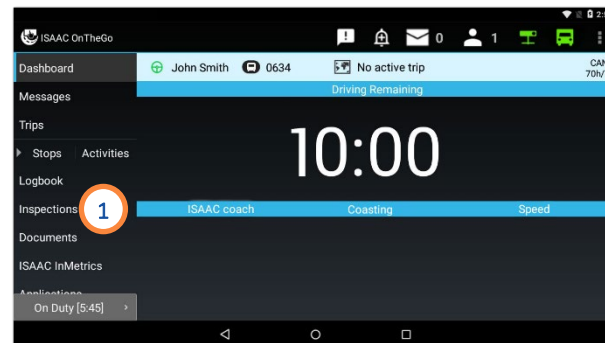
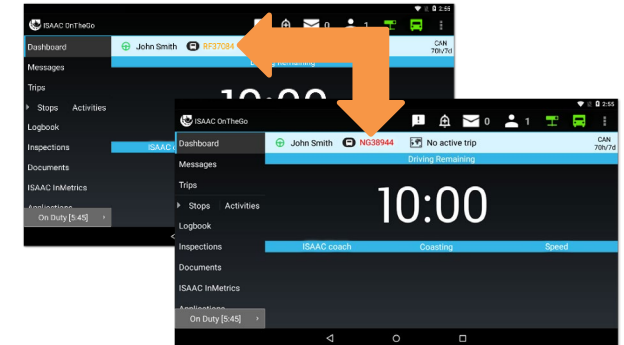
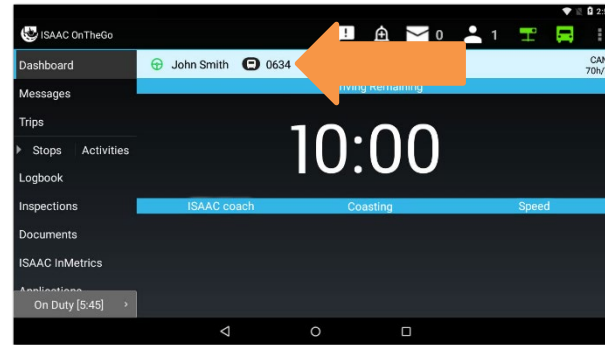
- no defects
- minor defects
- major defects

It also shows if the inspection is still valid:

- 0-22 hours old
- between 22-24 hours old, expiring soon
- dates over 24 hours, expired

Note that no icon is displayed when the current driver never inspected this vehicle or equipment.

2. Select the report you wish to view.
3. Tap the **button** next to an inspection item to see details.
4. Press the tablet's **Return** button to return to the reports list.

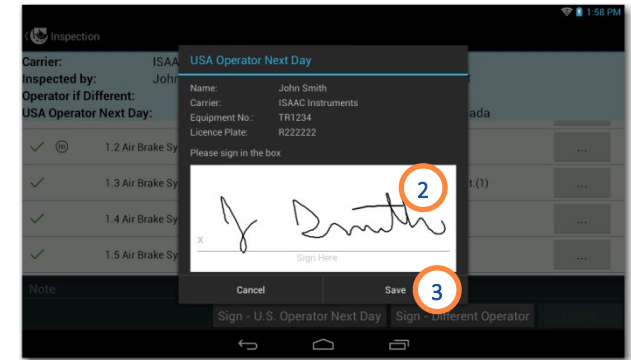
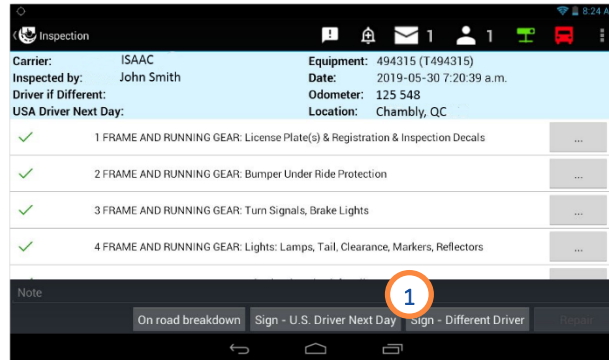


# Driver Vehicle Inspection Report

## Adding a signature to an inspection report


1. Tap a button at the bottom of the report to add one of the following signatures:
  - the **driver** signature, if a **different** person inspected the vehicle
  - up to **four driver** countersignatures (on current and expired inspections)
  - the **next-day driver** signature (U.S. inspections)
2. Sign in the space provided.
3. Tap **Save**.

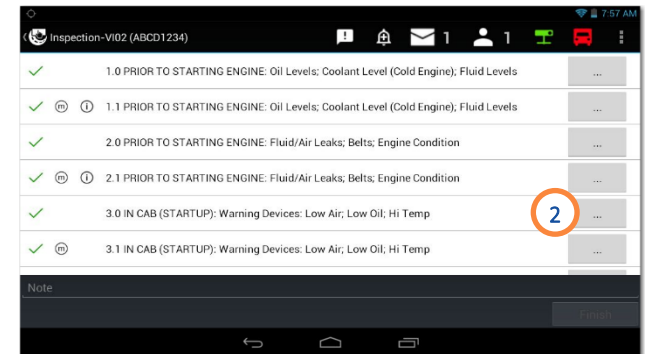
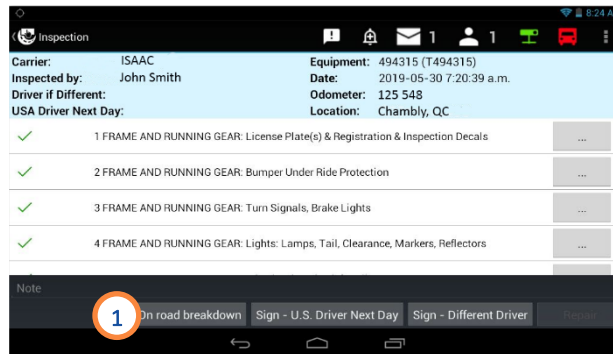
Note that all signatures and countersignatures are displayed in the roadside inspection report.



## Declaring post departure defects

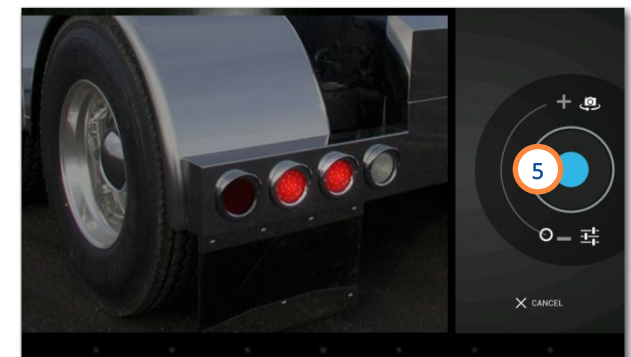
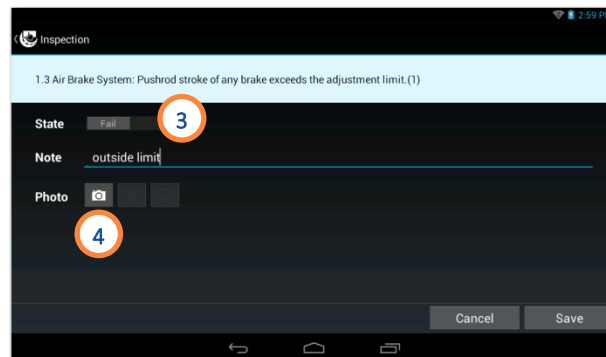
On the inspection report:

1. Tap **On road breakdown**.
2. Tap the **ellipsis** button  next to the inspection item.
3. Slide the button to record a *Fail* status and enter a note if required.



Including a picture

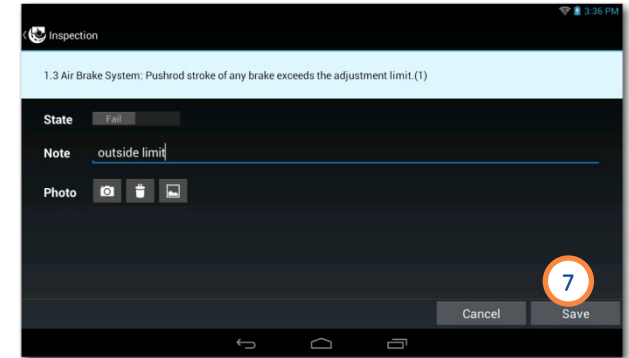
4. Tap the camera icon.
5. Tap the blue button to take the picture.
6. Tap **Done** to return to the previous screen. (or **Cancel** to take a new picture)



# Driver Vehicle Inspection Report

## Saving the defect

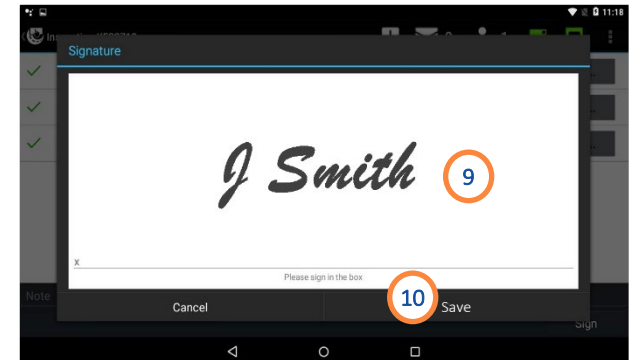
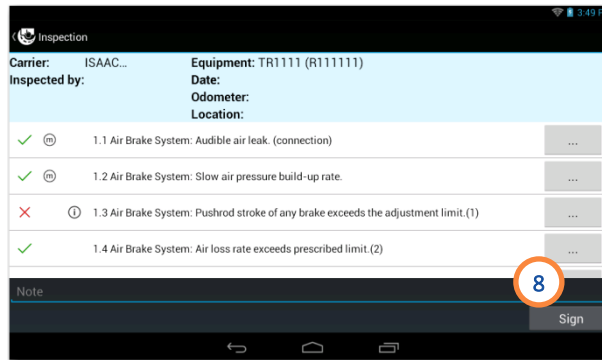
7. Tap **Save** to return to the inspection report.



## Signing the inspection report

8. Tap **Sign** at the bottom of the report.
9. Sign in the space provided.
10. Tap **Save**.

Note that post departure defects are tagged as such in the inspection report.





# Driver Vehicle Inspection Report

## Recording repairs on reported defects

On the inspection report:

1. Tap the **Repair** button at the bottom of the screen.
2. Enter the repair order number.
3. Tap the button next to the defect to change the status.

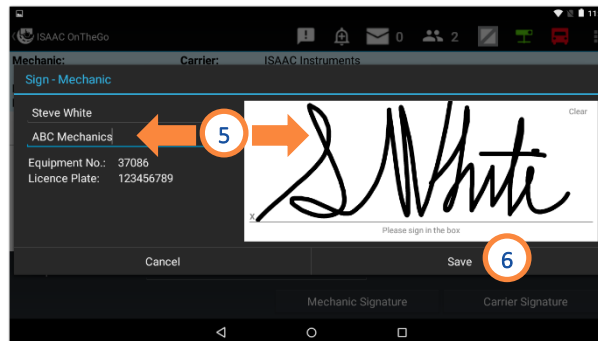
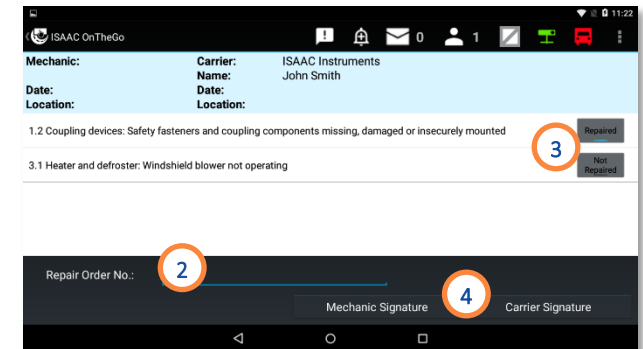
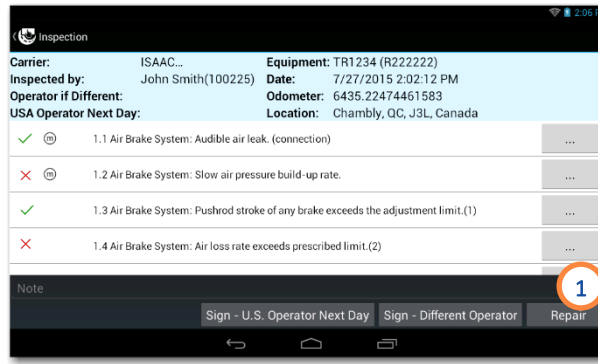
Note that partial repairs are possible, allowing to record repairs separately when there is more than one reported defect.

To add the **mechanic's** signature:

4. Tap the signature button at the bottom of the report.
5. Enter the required information, and sign in the space provided.
6. Tap **Save**.

To add the **carrier's** signature:

7. Repeat steps 4, 5, and 6.



## Good to know

- ISAAC OnTheGo enables the driver to enter work shift activities.
- The activities page contains activities specific to your organization. It allows the driver to select from ALL available activities, as opposed to when entering activities from the dispatcher's trip instructions page (see section *Dispatcher Trip* for more information).
- **Exceptions** allow the driver to activate HOS exceptions when required: Personal Conveyance, Yard Move, Adverse Driving Conditions, Deferral of Off Duty Time (Canada only), 16-hour Short Haul Exception (United States only, etc.).
- **Activities** allow the driver to confirm an activity is taking place and enter any related information when applicable (ex. number of litres for the *fueling* activity). Depending on the activity, he may also provide a signature, take a photo, scan a document or barcode.
- **Super-activities** allow the driver to carry out a series of operations related to an activity (ex. pre-trip inspection). Super-activities are described in detail later in this section.
- The driver provides activity details on an electronic form where he can key in information, apply electronic signatures, take photos and scan documents.
- Activities can be configured to trigger email notifications, to signal events such as:
  - driver wait times to dispatchers
  - client wait times to customer service
  - mechanical breakdowns, accidents or failed pre-trip inspections to fleet managers
  - departure of cross-border shipments to persons responsible for customs clearing (for preparing PARS documents)
- Some activities affect the driver's service hour status (Off-duty, Sleeper, On-duty), while others are simply informative and do not affect the driver's service hours. For example, a driver might use an informative activity to signal a delay in an activity.
- When the driver enters an activity that affects service hours, the change is automatically reflected on the daily log. It is possible, however, to adjust logbook activities when required.
- ISAAC OnTheGo automatically controls the **driving** activity:
  - The **driving** activity is **activated** automatically based on certain criteria.
    - For AOB RD compliant systems, driving is activated if the vehicle is moving at a speed greater than 18 km/h or has travelled more than 3.3 km (underlined values are configurable).
    - For ELD compliant systems, driving is activated if the vehicle is moving at a speed greater than **8 km/h**.
  - Note that the distance travelled is reset to zero when the vehicle is stationary for more than 5 minutes.

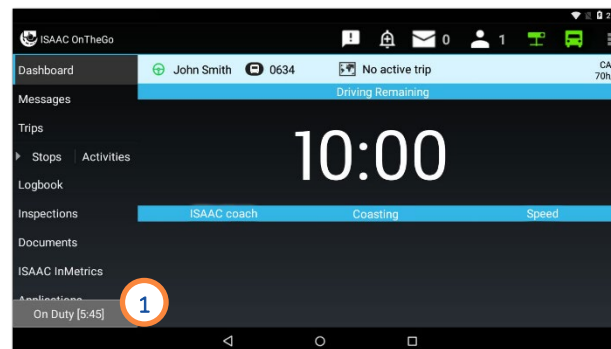
## Good to know (continued)

- The **driving** activity is **deactivated** if:
  - the vehicle comes to a stop and remains stationary for more than 5 minutes, or the engine is turned off (RPM=0), or the parking brake is activated, or the driver taps on the **Exit driving mode** button.
  - With ELD compliant systems, if the driver does not confirm they have stopped driving, **6 minutes of driving time will be added to their logbook**. Drivers must confirm they have stopped driving and are now on-duty when they stop and pull the brake or turn the vehicle off.
- While the **driving** activity is **active**
  - The dashboard displays automatically.
  - The driver cannot access other ISAAC OnTheGo features or Android apps, to promote safe driving.
  - The driver receives priority messages from the dispatcher in text-to-speech mode for security reasons.
- Before starting to drive, the driver can define the driving type. By default, the system records **Regular driving**, which AFFECTS the available driving hours. However, the driver can select the **Yard move** or **Personal conveyance** activities from the Exceptions page, which DO NOT AFFECT available driving hours.
- When the **Regular driving** and **Yard move** activities **end**, the driver must enter a new activity. ISAAC OnTheGo displays the most relevant activities page based on the vehicle's location (detected by geolocation). The system issues regular reminders to the driver until an activity is entered.
- When the **Personal conveyance** activity ends, the driver remains in the *Off-Duty* status until a new activity is defined.

## Viewing the driver's status (service hours)

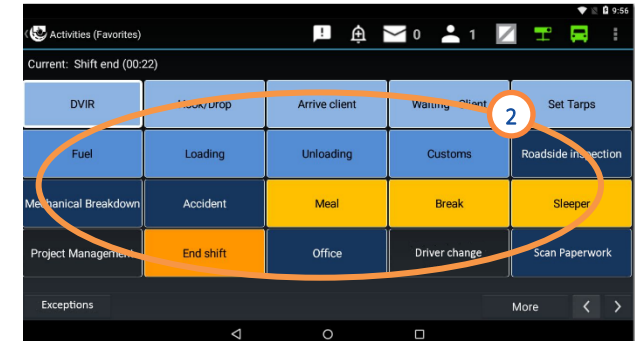
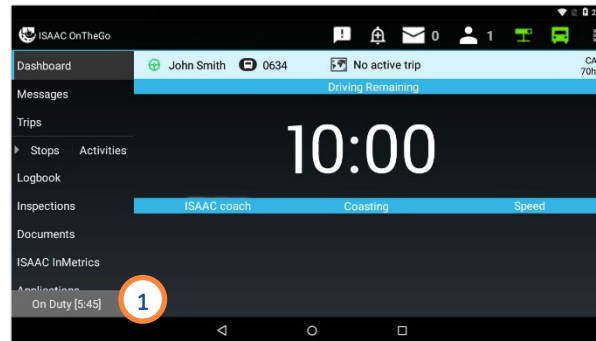
1. View the driver status at the bottom of the main menu. The status duration is shown in brackets [ ].

Note that when the driver is driving, the dashboard is in full-screen mode and the main menu does not appear.



## Recording the driver's activity

1. Tap the **driver status** at the bottom of the main menu.
2. Select the activity you are about to perform.  
If the activity does not appear on the page:
  - Tap the arrows < > to scroll through the favorite activities' pages.
  - Tap the **More** button to see all available activities.



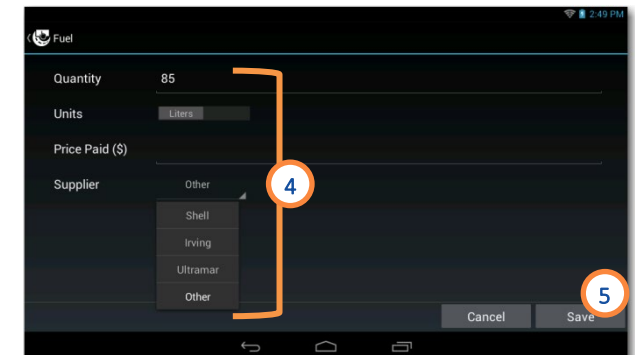
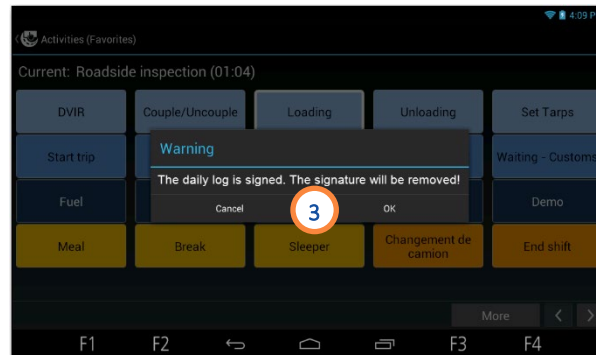
If a **Warning** indicates the log is signed:

3. Tap **OK** to continue or **Cancel** to interrupt the operation.

Complete the operation

4. Enter the requested details (vary based on the activity).
5. Tap **Save**.

The new status appears at the bottom of the main menu and on the daily log.



## Using hours of service exceptions

ISAAC OnTheGo allows you to activate hours of service exceptions in certain conditions, when necessary:

**Yard Move and Personal conveyance** – See *Specifying the different driving exceptions – Yard move and Personal conveyance* for more information.

**Adverse driving conditions** – allows to add up to two hours of driving time if unknown bad weather conditions occur while driving that could not be foreseen prior to beginning the trip.

**Daily off duty deferral (Canada only)** – allows to split the off-duty time over any two consecutive days by deferring a maximum of two hours of the daily off-duty time from the first day to the second day and increasing the total of driving and on-duty times in the first day by no more than two hours. However, the work shift hours must still be respected.

**100-mile short haul exception (United States only)** – allows to extend the 14-consecutive-hour driving window to 16 hours once every 7 consecutive days. Certain conditions must be met to use this exception.

**Livestock transportation exception (United States only)** – allows to be exempted from taking the 30-minute mandatory break after 8 hours of driving when transporting livestock. The 30-minute break is required as soon as the exception ends if driving time exceeds 8 hours.

**Oversize/overweight exception (United States only)** – allows to be exempted from taking the 30-minute mandatory break after 8 hours of driving when transporting oversized or overweight cargo. The 30-minute break is required as soon as the exception ends if driving time exceeds 8 hours.

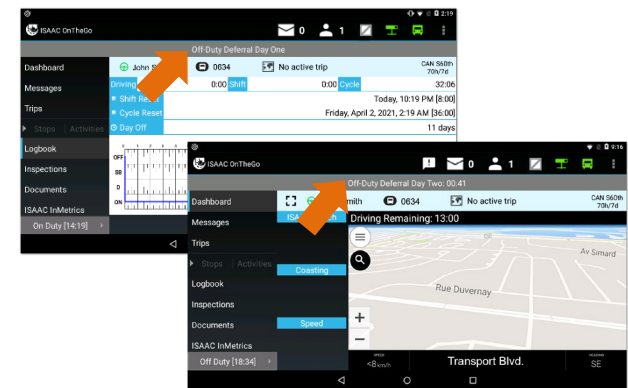
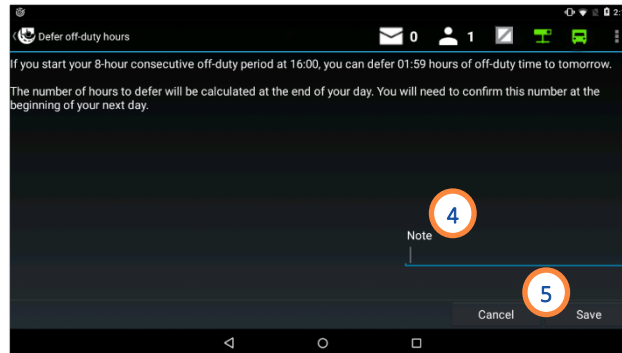
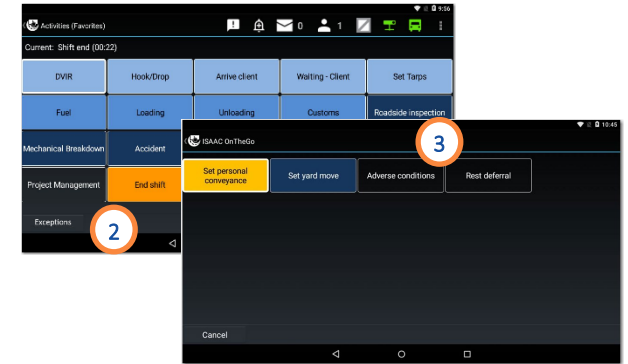
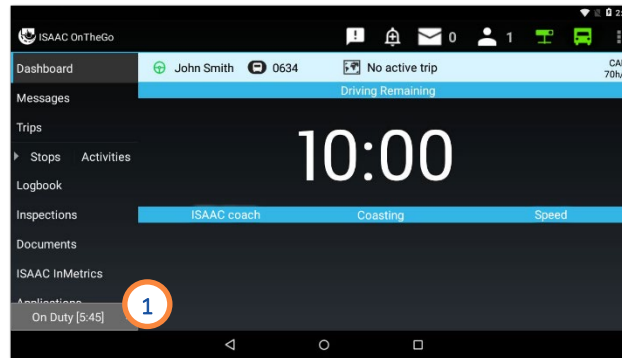
# Driver Activities

To activate an exception:

1. Tap the **driver status** at the bottom of the main menu.
2. Tap the **Exceptions** button.
3. Select the exception to activate.
4. Enter an explanation note.
5. Tap **Save**.

A grey bar is displayed on the dashboard with a mention of the exception in use.

Note that in the case of a daily off-duty deferral, the message displayed will change based on how far along the day is, the total of off-duty time deferred, and whether it is Day 1 or Day 2.



## Specifying the different driving exceptions – Yard Move and Personal conveyance

ISAAC OnTheGo allows to choose the driving type for the driver's needs.

Unless otherwise specified, the system records:

- **Regular driving**, which affects the available driving hours.

However, the driver can choose a different type of driving from the exceptions:

- **Personal Conveyance**, which is recorded in the *Off-Duty* status, and does not affect the available driving hours. This driving type is used for personal transportation, for example, driving home. In Canada, a maximum distance of 75 km can be travelled in personal conveyance in a 24-hour period. A notification appears on screen warning you when you have 5 km left in personal conveyance.
- **Yard Move**, which is recorded in the *On Duty* status, and does not affect the available driving hours. This driving type is used, for example, to move around in the yard to hook or unhook equipment. It deactivates automatically when the vehicle reaches 32 km/h.

To specify the driving type:

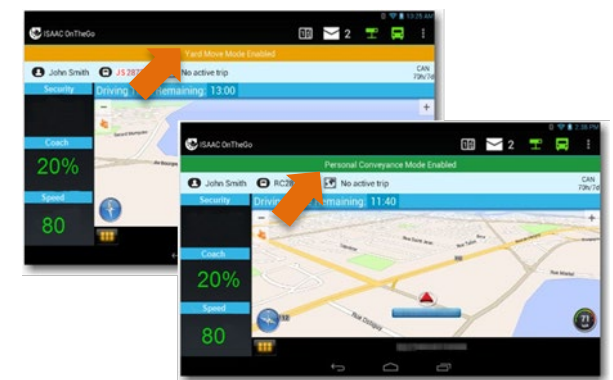
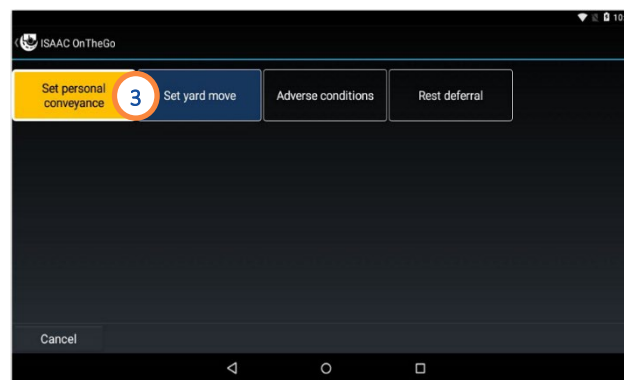
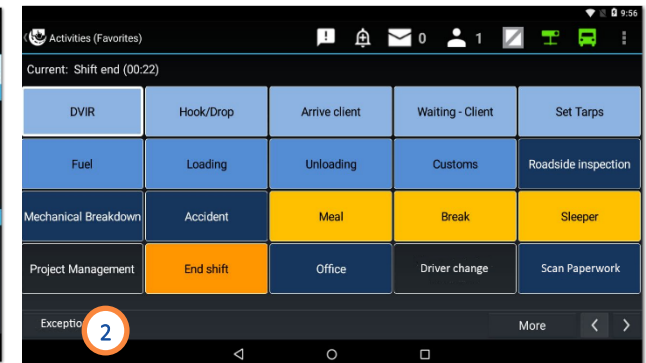
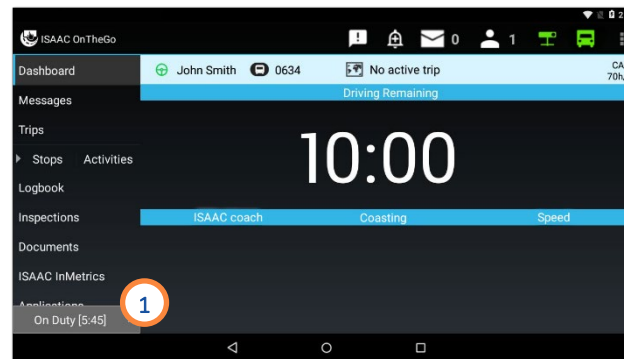
1. Tap the **driver status** at the bottom of the main menu.
2. Tap the **Exceptions** button.
3. Tap the activity button indicating the type of driving you wish to activate.

NOTE: You must enter an explanation note when selecting a driving exception.

Once you start driving, the dashboard displays the driving type in a colored bar. You can no longer access other ISAAC OnTheGo features or Android apps, to promote safe driving.

Once you stop driving, ISAAC OnTheGo displays the appropriate page according to the driving type.

To exit Personal Conveyance or Yard Move, tap the colored bar and confirm you wish to deactivate it.





## Confirming the end of the driving activity

When ELD compliant, drivers must confirm they have stopped driving and are now on-duty when they stop and pull the parking brake or turn the vehicle's engine off.

When you are done driving:

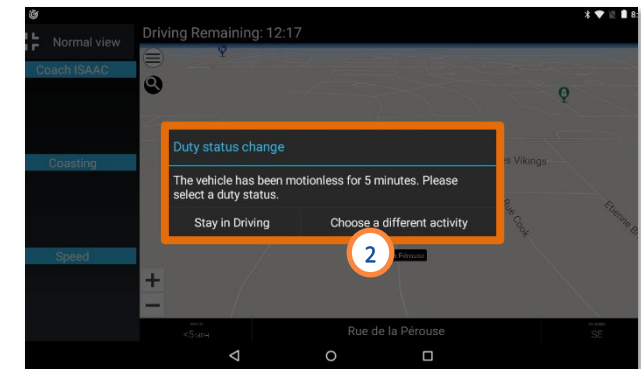
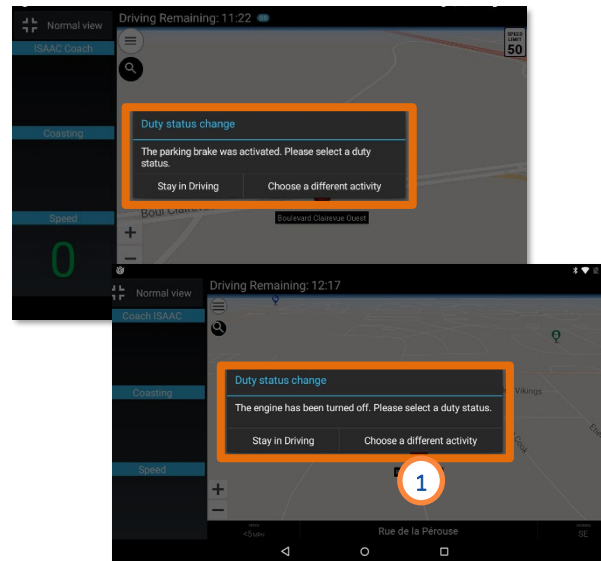
1. Tap **Choose a different activity** as soon as you pull the brake or turn the engine off. This will allow you to choose your current activity and change your duty status accordingly.

Note that if you do not press this button, you will remain in the **driving** status.

2. The ELD prompt will reappear 5 minutes after the vehicle has stopped. If again you do not confirm you have stopped driving by pressing **Choose a different activity**, you will remain in the **driving** status for another minute.

1 minute following the ELD prompt, meaning 6 minutes following the end of driving, the system will automatically change your status from *Driving* to *On-Duty*.

**IMPORTANT:** These 6 minutes in the driving status cannot be erased or modified.



## Recording the driver's activity after driving

ISAAC OnTheGo requests that a new driver activity be entered when it detects driving has stopped.

1. If the **End driving mode** button displays on the dashboard, tap it to quit the *Driving* mode and to display the activities page.

This button displays only for vehicles with a mechanical parking brake not detected by ISAAC OnTheGo.

2. If your truck has been idle for over 5 minutes following a driving activity, answer **Yes** to the question to change to an *On-duty* status or **No** to remain in the *Driving* status. Note that if you do not answer, your status will change to *On duty* automatically after 1 minute.

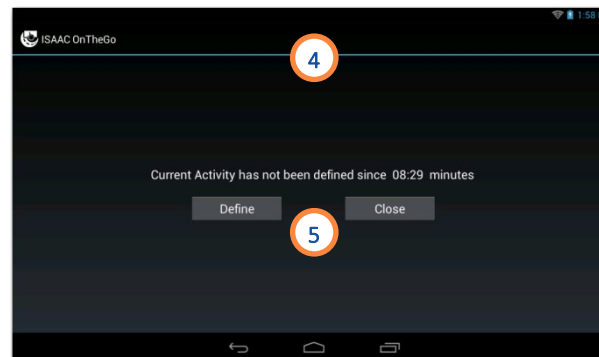
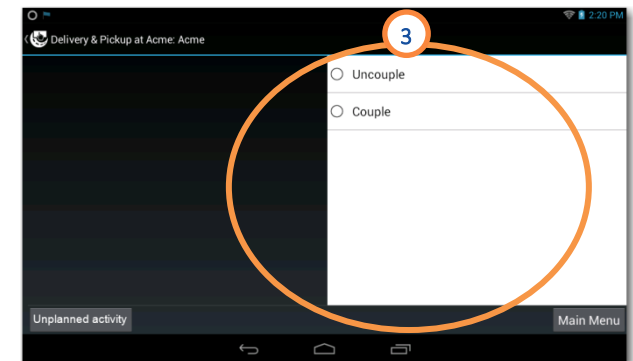
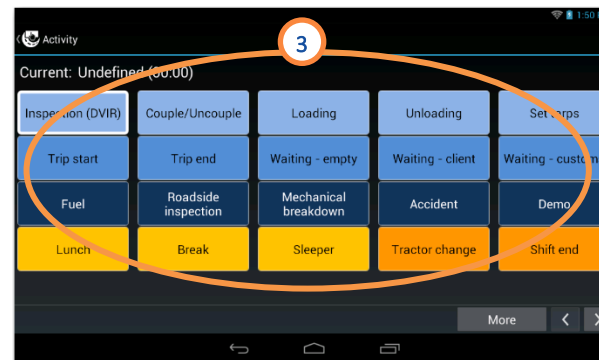
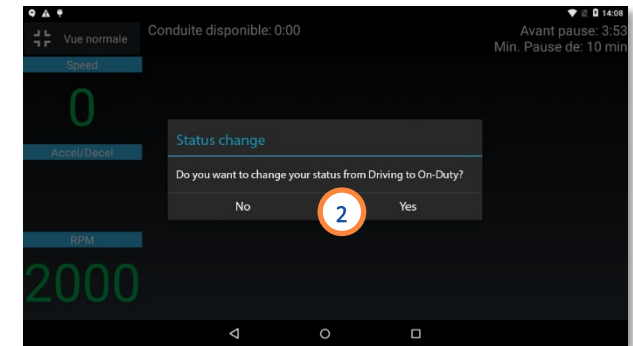
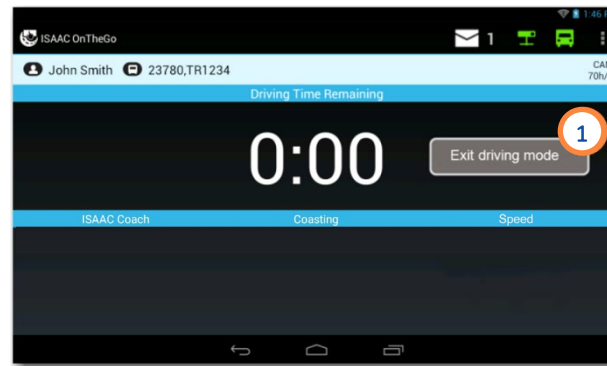
3. The activities page displays to allow entering the next driver activity.

Depending on the vehicle's location, the page displayed could be the regular **Activities (Favorites)** page or the activities page featured on the **trip instructions**.

See section *Displaying the activities page when driving ends* for more information.

If no activity is defined:

4. A reminder will display after a certain amount of time (as configured).
5. Tap **Define** to enter an activity, OR **Close** to ignore the reminder. Reminders will keep displaying at regular intervals until an activity is defined.

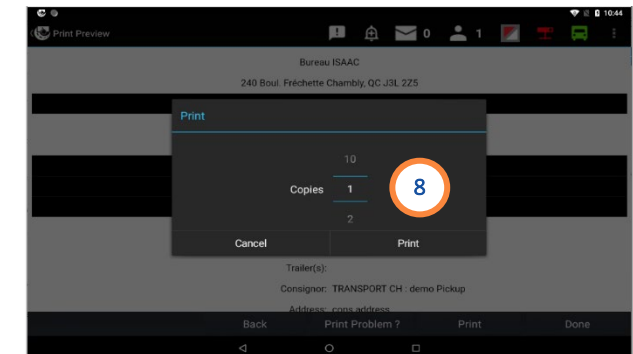
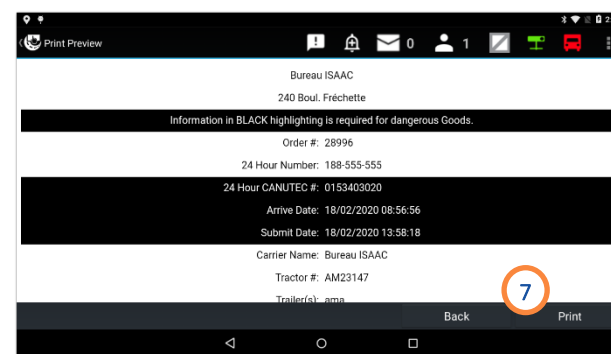
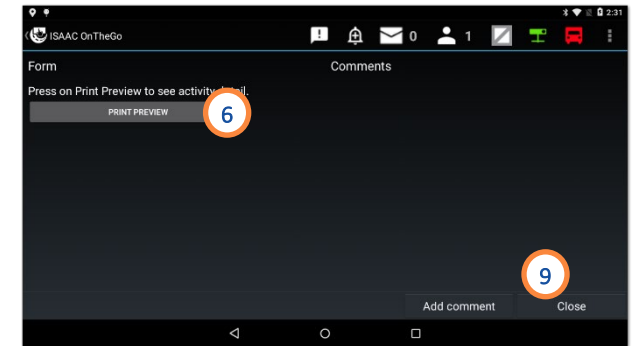
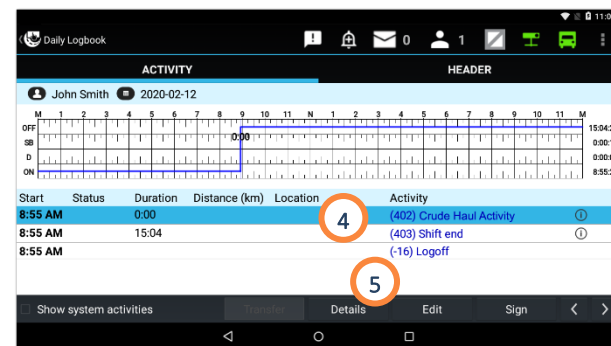
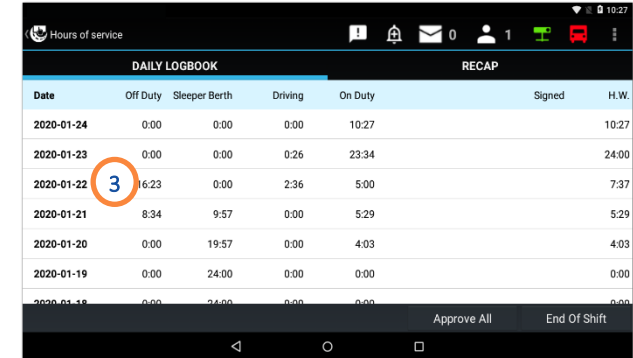
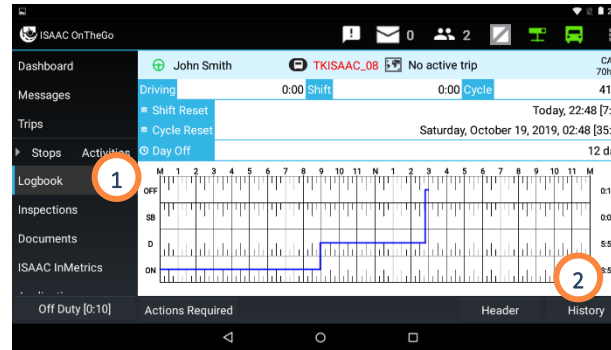


## Reprinting a crude haul ticket

ISAAC OnTheGo allows you to reprint a crude haul ticket if an issue occurred when trying to print the ticket the first time (paper had run out or the Bluetooth printer connection was lost, etc.) The crude haul ticket previously generated can be reprinted from the logbook once everything is working again.

To reprint a Crude Haul ticket from the tablet:

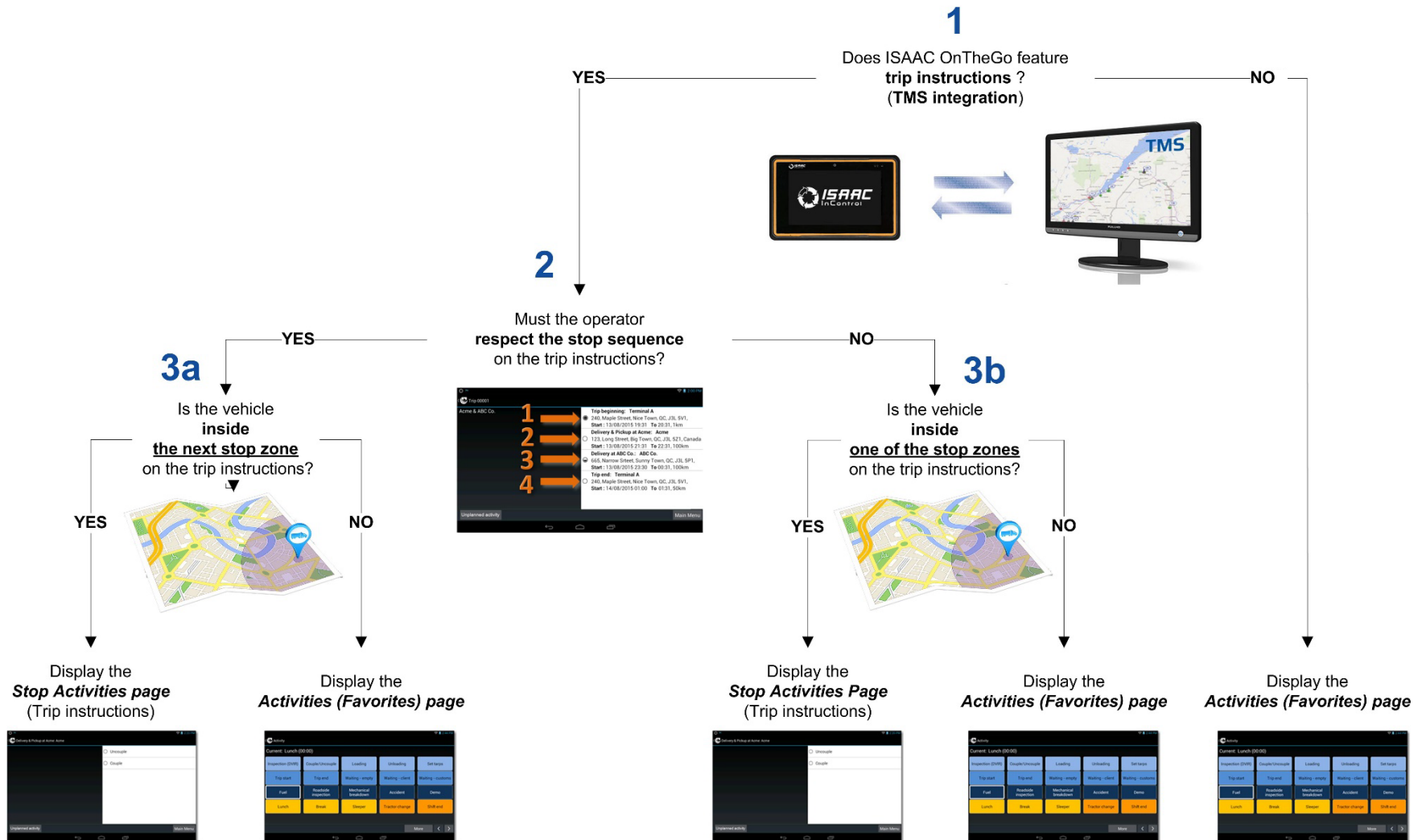
1. Tap **Logbook**.
2. Tap **History**.
3. Tap the **date** on which the activity occurred.
4. Select the **Crude Haul activity** from the list of activities.  
The Crude Haul activity is highlighted.
5. Tap the **Details** button.
6. Tap **Print Preview** to generate the ticket preview on the screen.
7. Tap **Print** to reprint the ticket, or tap **Back** to go back to the previous page.
8. Select the number of tickets to reprint (1-10 copies) and tap **Print**.
9. Tap **Close** to go back to the logbook.



## Displaying the activities page when driving ends

ISAAC OnTheGo displays the most relevant activities page based on the vehicle's location which is detected by geolocation. This will be either the regular **Activities (Favorites)** page or the activities page featured on the **trip instructions**.

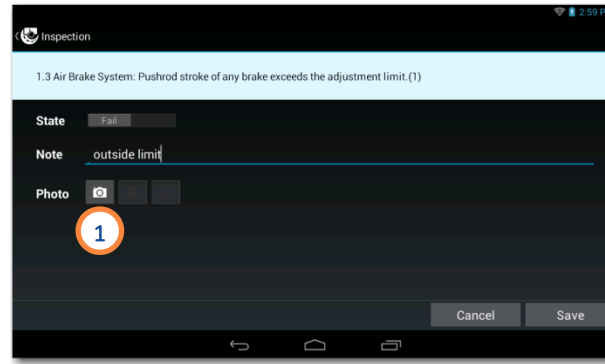
The diagram below shows how ISAAC OnTheGo goes about determining which activities page to display.



## Recording activity details – Taking a picture

On the activity's electronic form:

1. Tap the camera icon.
2. Tap the **blue button** to take the picture.
3. Tap **Done** or **Cancel** to take a new picture.



## Recording activity details – Scanning a document

The scanning of documents in ISAAC OnTheGo is done using the tablet's **camera**.

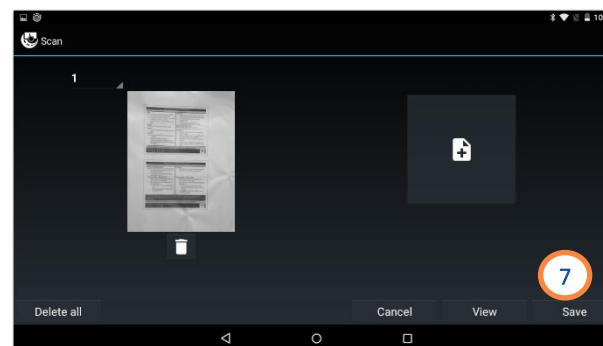
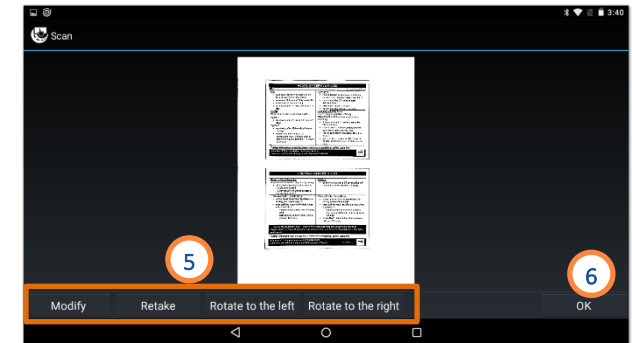
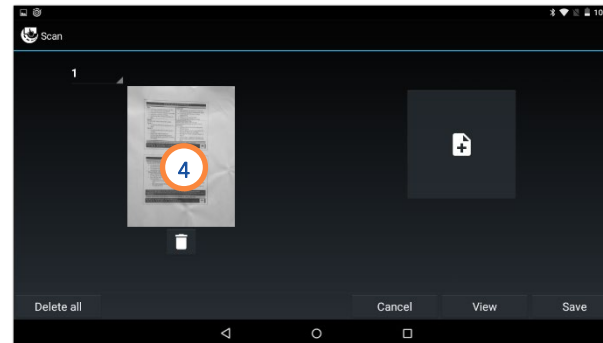
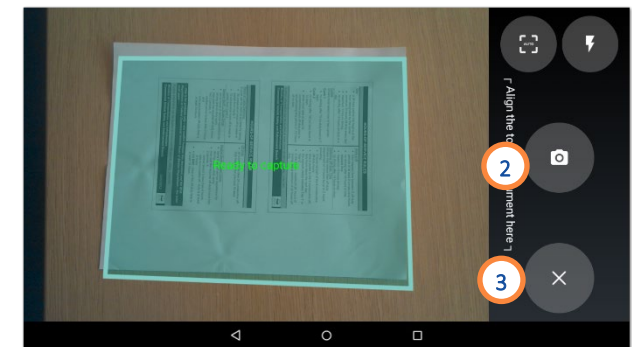
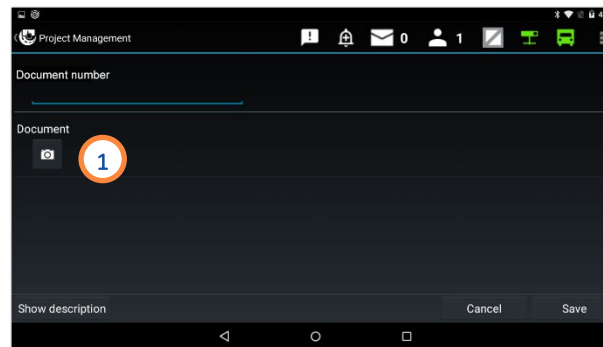
### To scan a document

On the activity details page:

4. Tap the **photo scanner** icon.
5. Hold the tablet above the document. Follow the guidelines on screen until the document is clear and then press on the camera icon to scan the document.  
Repeat this step for all pages to scan.  
Note that the indications on screen are only guidelines. You can scan the document at any time.
6. Tap the **checkmark**  once you are done capturing all your pages.

### To modify a scanned document

7. Tap the document to modify.
8. Use the buttons on screen to adjust the document's orientation or tap **Modify** to adjust the color scale or crop the document.  
Note that you can retake the picture by tapping **Retake** and following steps 1-4.
9. Once the modifications are complete, tap **OK**.
10. Tap **Save** to exit the scanner.  
Note that buttons are available to **View**, **Cancel** and **Delete all** scanned pages.



## Recording activity details – Scanning a document with EBE Ships

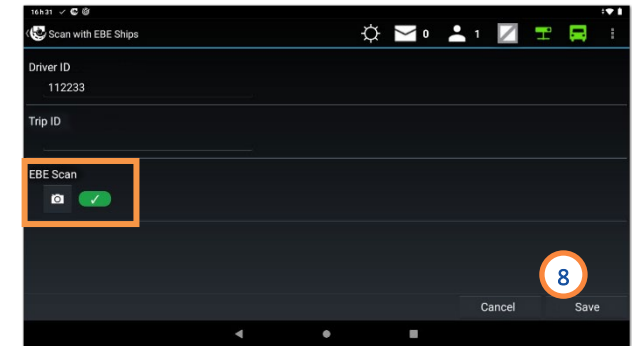
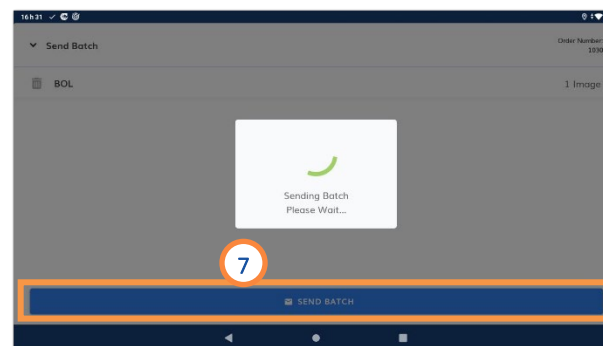
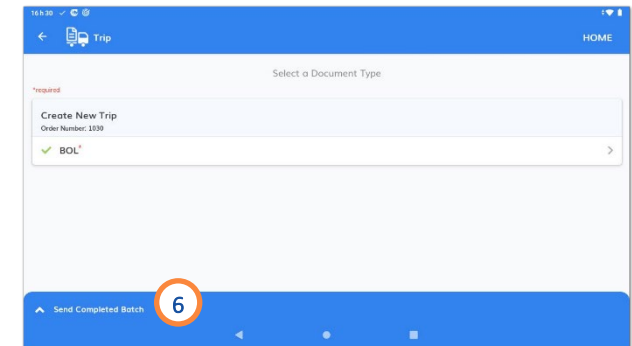
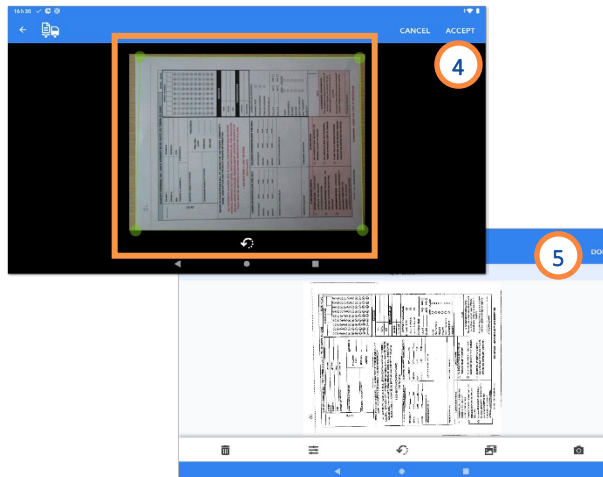
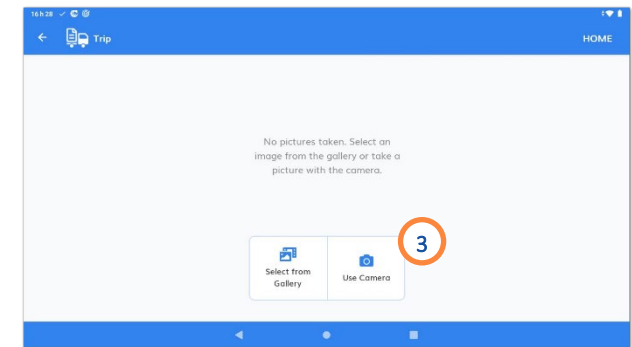
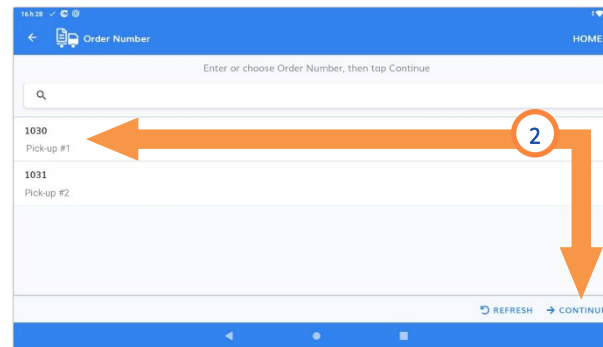
The scanning of documents in ISAAC OnTheGo is done using the tablet's **camera**.

EBE Ships Mobile is accessible from any activity form configured with this app.

On the activity details page:

1. Tap the **photo scanner** icon to launch the EBE Ships app.
2. Select the delivery order number and tap **Continue**.
3. Tap **Use Camera** to start the document scanning process. Hold the tablet above the document and press the button to scan the page. Repeat this step for all pages.
4. Align the green frame with the scanned page borders and tap **ACCEPT**. Repeat this step for all pages.
5. Review, edit, or rescan the pages if needed, then press **Done**.
6. Tap **Send Completed Batch** at the bottom of the screen.
7. Tap **Send Batch** to send the document. Once sent, you will be brought back to ISAAC OnTheGo.
8. A **green checkmark** appears on the screen to indicate the scan was successful. Enter the remaining information and press **Save**.

Note that scans performed with the EBE Ships Mobile app are managed by EBE and are not saved in the logbook.





Follow these guidelines when taking a picture to ensure a good quality scan.

- Optimize the ambient light (ex. turning the lights on in the truck's cabin).
- Place the document on a flat surface.
- Make sure there is no direct sunlight or any shadows on the document.
- To take the picture, hold the tablet in landscape orientation (widthwise), and perfectly parallel to the document.
- Close in on the document to take the largest picture possible of the entire document.
- Keep the tablet stable for a sharp image.



Hold the tablet parallel to the document.  
Take the picture from up close, widthwise.

Place the document on a flat surface.

Make sure there is good ambient light, avoiding direct sunlight and shadows on the document.

## Recording activity details – Scanning barcodes

A barcode field on a form allows scanning several barcodes.

On the activity's electronic form:

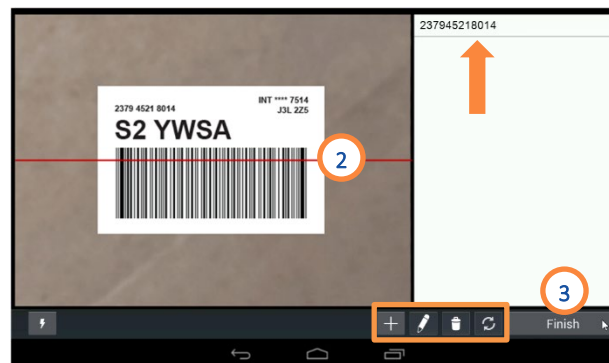
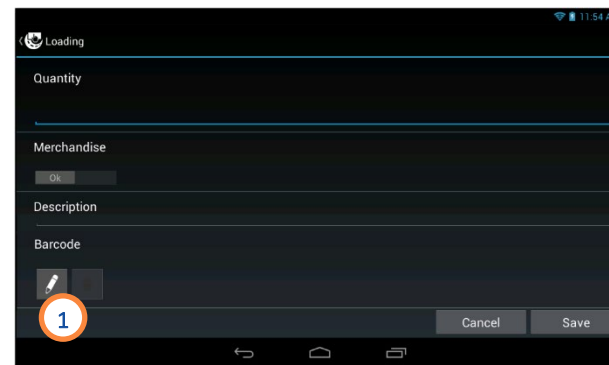
1. Tap the **barcode** icon.
2. To scan a barcode, place the tablet so the red line displayed on the screen is positioned over the barcode.

The information appears on the right-hand pane once the barcode is successfully scanned.

Scan as many barcodes as required.

Note that additional buttons at the bottom of the right-hand pane allow editing and deleting list items (✎), manually adding an item to the list (+), or purging the list contents (🗑).

3. Tap **Finish** to return to the activity's electronic form.



## SUPER-ACTIVITY Hook/Drop (equipment)

To hook equipment:

1. Tap **Hook/Drop** on the activities page.
2. Tap **Add** at the bottom of the equipment list.
3. Enter the equipment type and number.

Note that you have to tap the **Finish** button after hooking the equipment in each situation explained below.

If you enter an equipment number unknown to the system:

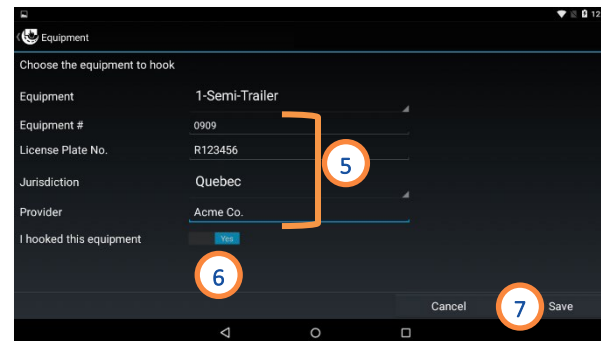
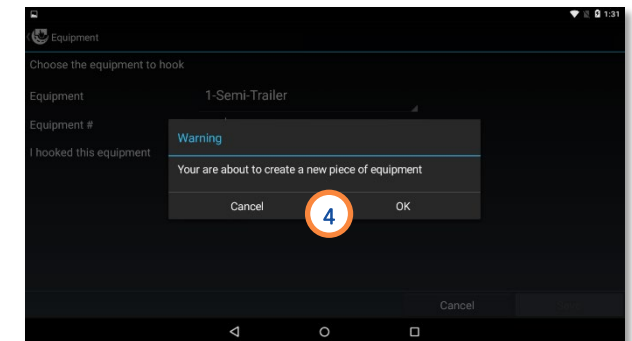
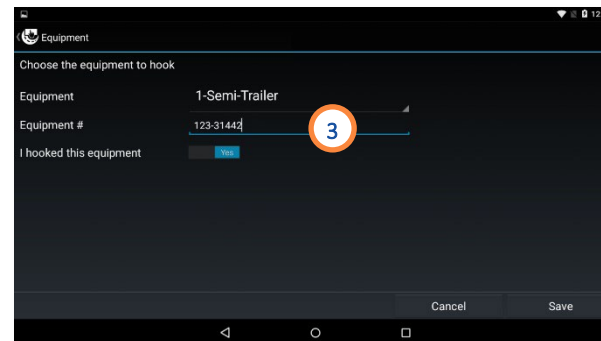
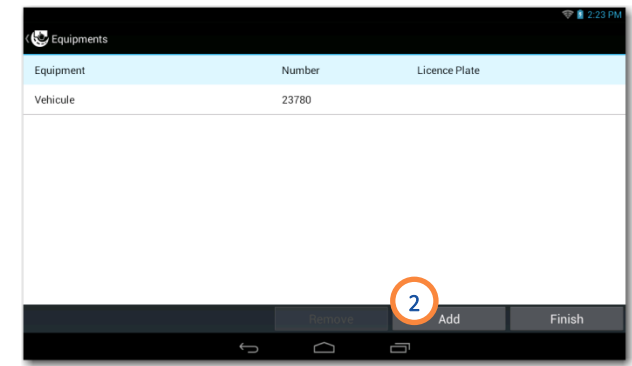
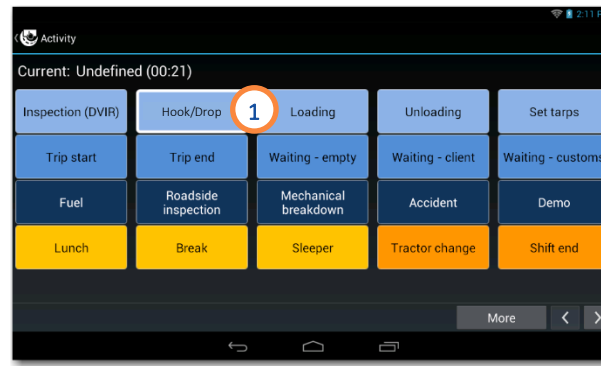
4. Confirm whether you wish to create a new piece of equipment.

If you are creating a new piece of equipment:

5. Enter the additional information required.

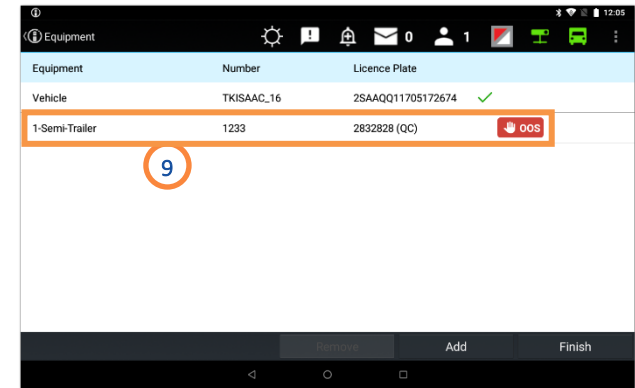
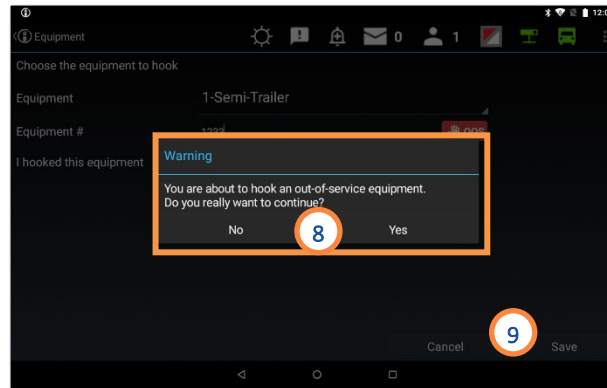
Complete the operation:

6. Slide the **button** to indicate whether you hooked the equipment.
7. Tap **Save**.  
The hooked equipment will appear on the list.



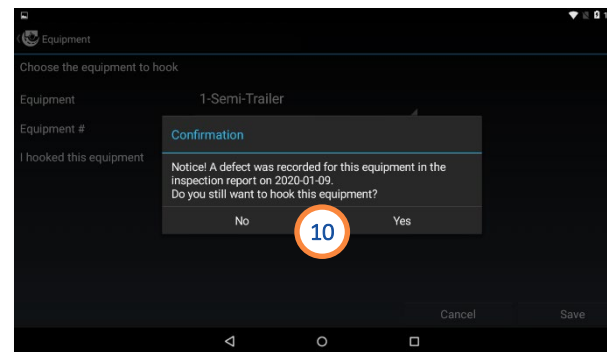
If you enter an out-of-service equipment number:

8. Confirm whether you wish to hook the out-of-service equipment.  
A red OOS icon appears next to the equipment number.
9. Tap **Save**.  
The out-of-service equipment will appear on the list with a red OOS icon to indicate its status.



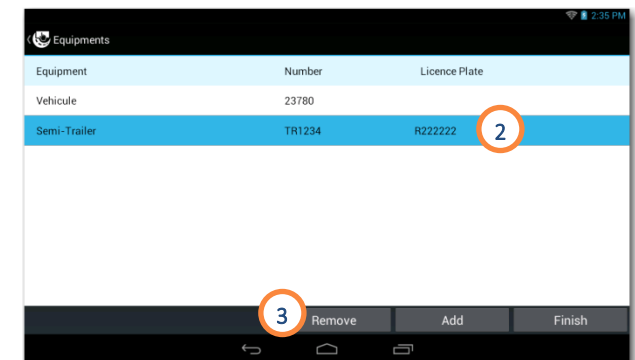
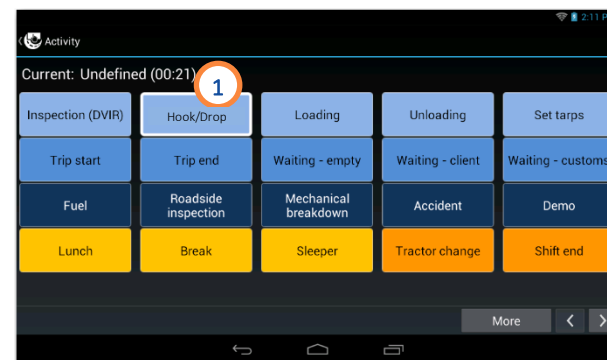
If an equipment has a recorded defect, a confirmation message appears on the screen:

10. Press **No** to refuse to hook this equipment.  
You can select another equipment instead.  
OR  
Press **Yes** to confirm you still want to hook this equipment.  
The equipment is added to the equipment list with a red **X** indicating the recorded defect.



To drop the equipment:

1. Tap **Hook/Drop** on the activities page.
2. Select the piece of equipment on the list.
3. Tap **Remove** at the bottom of the list.



## SUPER-ACTIVITY – Inspection (DVIR)

Creating an inspection report:

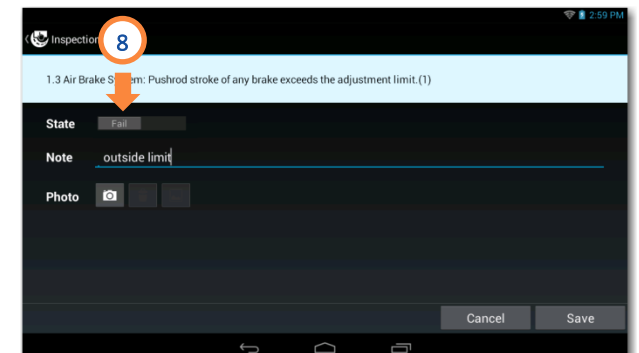
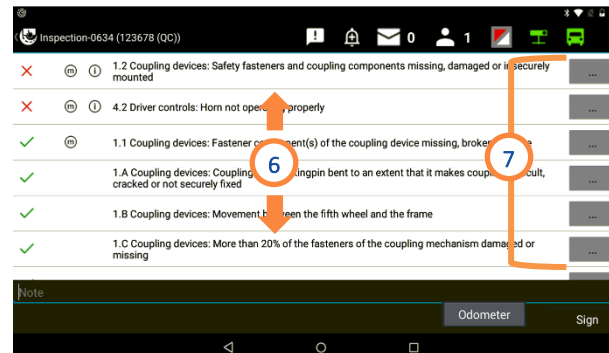
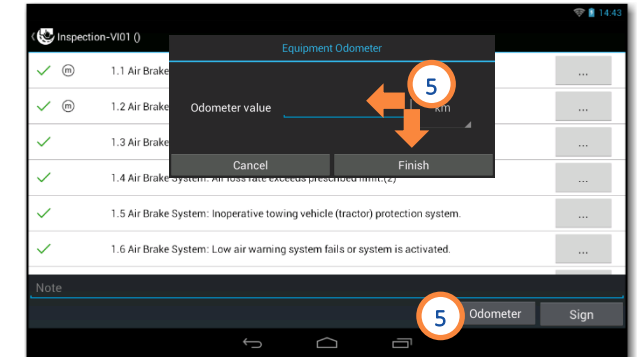
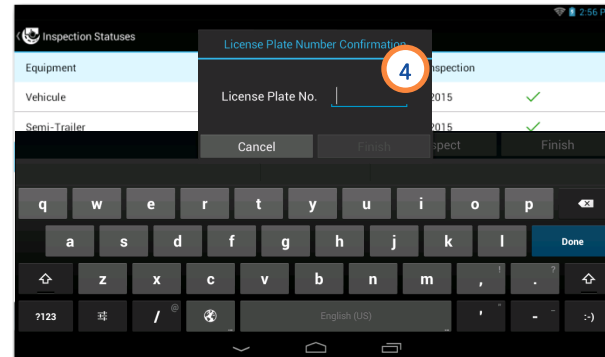
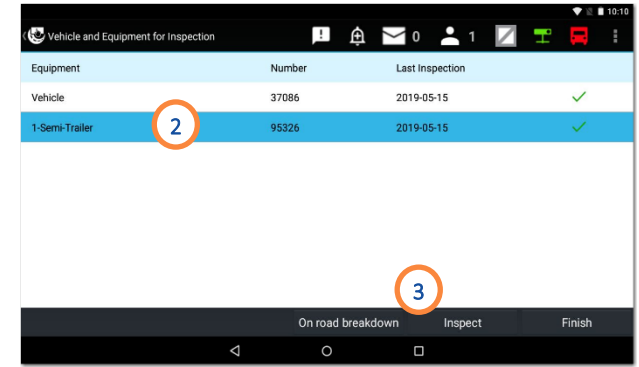
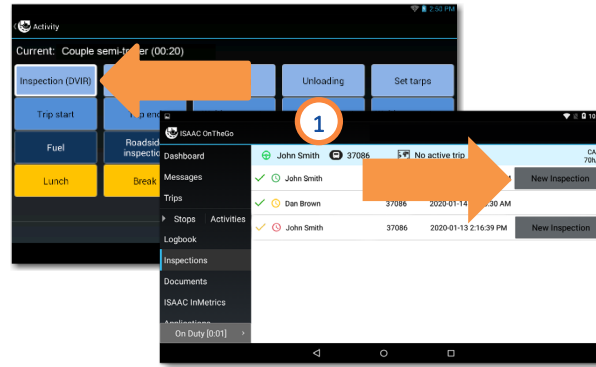
1. Tap the **Inspection (DVIR)** button on the activities page, OR the **New Inspection** button next to the vehicle or equipment on the inspections page.
2. Select the vehicle or equipment you are inspecting.
3. Tap the **Inspect** button to complete the DVIR. Note that post departure defects appear in a different column in the reports.
4. If you're inspecting equipment (semi-trailer) with a license plate, a window displays allowing you to enter the number.
5. If you are inspecting equipment and wish to provide the odometer value, tap the **Odometer** button and enter the value.
6. Swipe the page upward and downward to scroll through the list of inspection items. Note the indicators of the left-hand side:
  - Success
  - Fail

Note that previously recorded unrepaired defects will appear at the beginning of the list.

- Minor inspection item (travelling is allowed even if the status is *failed*)
- Item includes a note or a picture

Declaring a defect

7. Tap the **ellipsis** button next to the inspection item.



# Driver Activities

- 8. Slide the **button** to record a *Fail* status and enter a note if required.

Including a picture

- 9. Tap the camera icon.
- 10. Tap the blue button to take the picture.
- 11. Tap **Done** to return to the previous screen. (or **Cancel** to take a new picture)

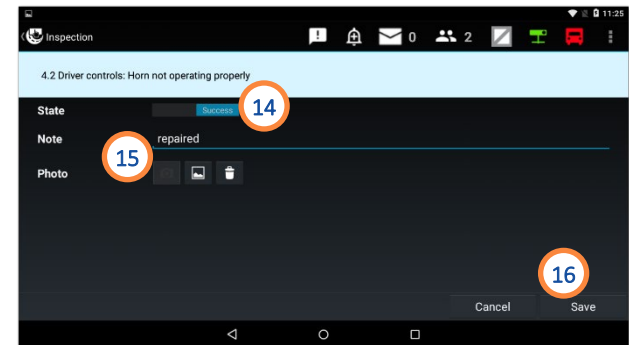
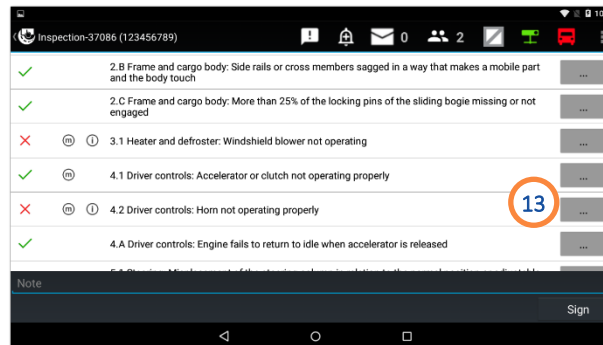
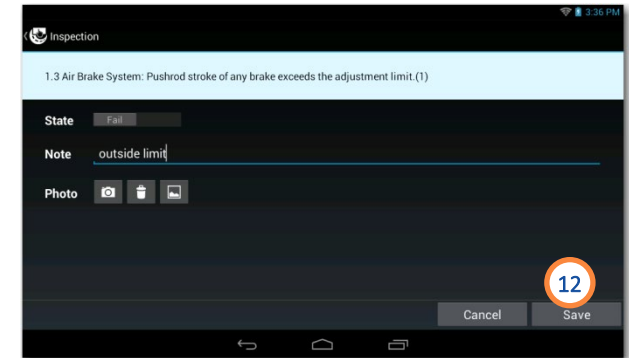
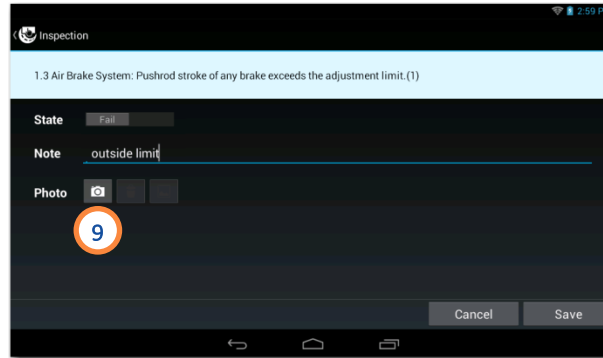
Saving the defect

- 12. Tap **Save** to return to the inspection report.

Completing an inspection with no defect found

This action allows you to travel with a valid inspection.  
When a reported defect is repaired but still showing in the inspection report, it can be noted as repaired while completing a new inspection.

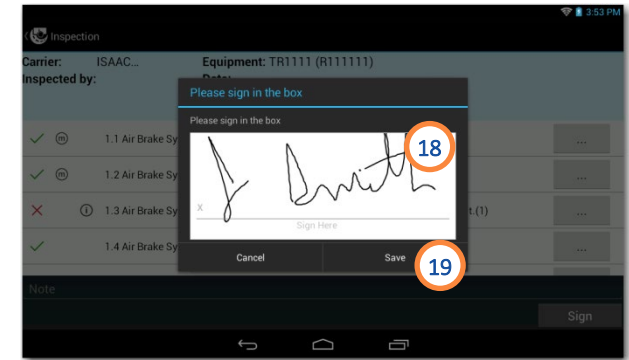
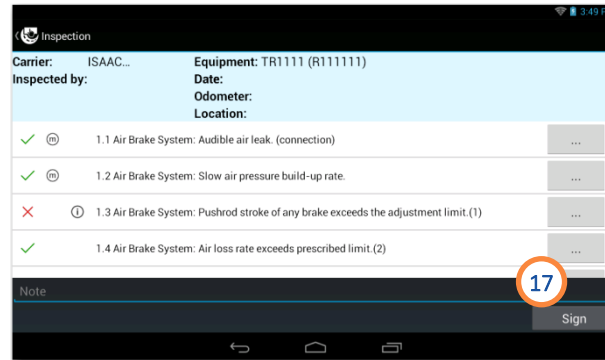
- 13. Tap the **ellipsis** button next to the inspection item with a reported defect.
- 14. Slide the **button** to the *Success* status.
- 15. Enter a note and take a picture of the repaired defect.  
The note and picture are mandatory.
- 16. Tap **Save**.



## Signing the inspection report

- 17.** Tap **Sign** at the bottom of the report.
- 18.** Sign in the space provided.
- 19.** Tap **Save**.

Note that once the report is signed the dispatcher can view it.



## SUPER-ACTIVITY - Roadside inspection (AOBRD compliant system)

This activity allows preparing a report based on the highway controller's requirements.

1. Tap **Roadside inspection** on the activities page.
2. Enter the requested information: driver (when working in teams), report language, whether or not to include the circle check, report format, and the number of days to be included.
3. Tap **Display** or **Transfer** depending on the selected option.

If you chose **Display Driver Report** as the report format, a window might appear asking to select the application for opening the PDF file.

4. The controller may scroll through the report on the tablet by swiping the page upward and downward.

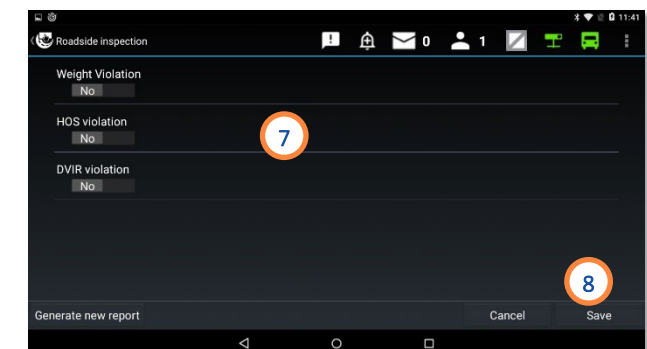
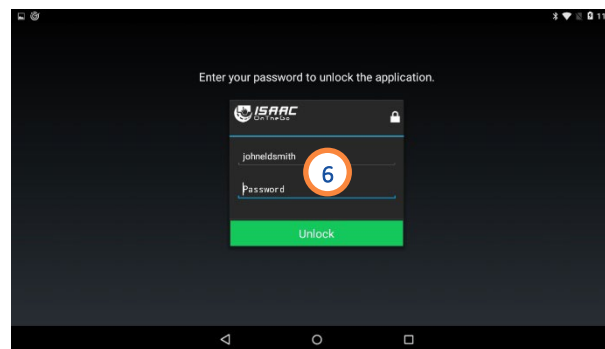
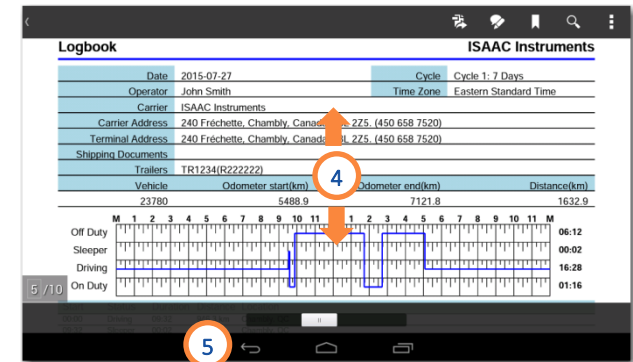
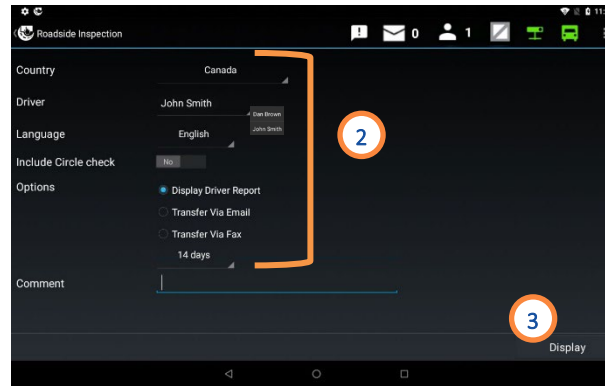
**To resume driving**, place the tablet back in the cradle and drive. ISAAC OnTheGo will detect the change and resume.

To go back to your ISAAC OnTheGo session:

5. Tap the tablet's **return button**.
6. Enter your ISAAC OnTheGo password.

After generating the report:

7. Enter the required information on the activity form.
8. Tap **Save**.

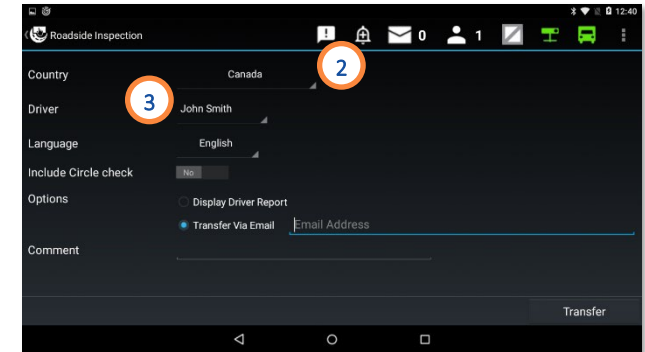
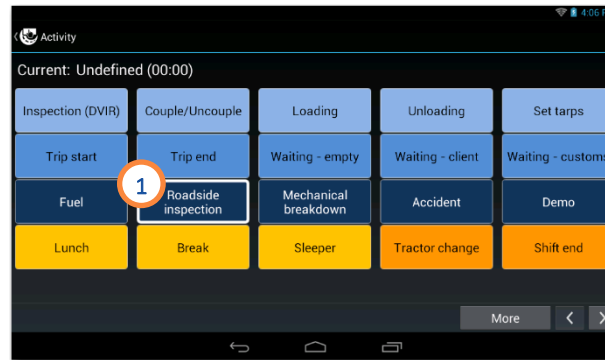




## SUPER-ACTIVITY - Roadside inspection (ELD compliant system)

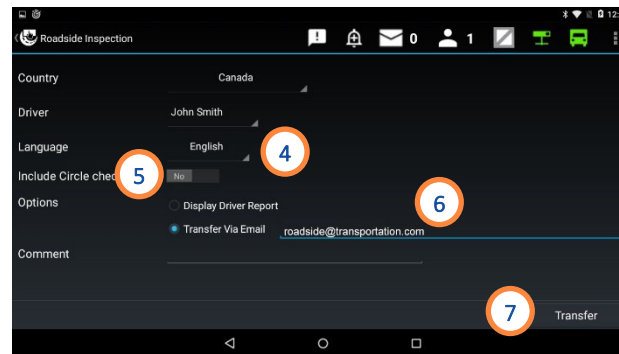
This activity allows to either transfer ELD data via email or display it on screen when a roadside inspection takes place in Canada, or transfer ELD data via Web Services or email when in the U.S.

1. Tap **Roadside inspection** on the activities page.  
The page displayed depends on whether the roadside inspection takes place in the U.S. or in Canada.
2. If the country displayed is not the country you are in, select the **Country** you are in.
3. Select the **Driver**.



When in Canada:

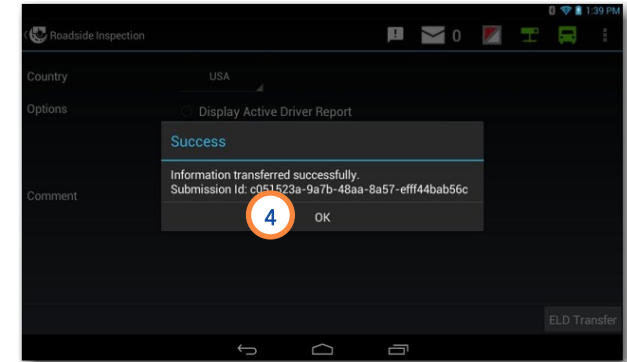
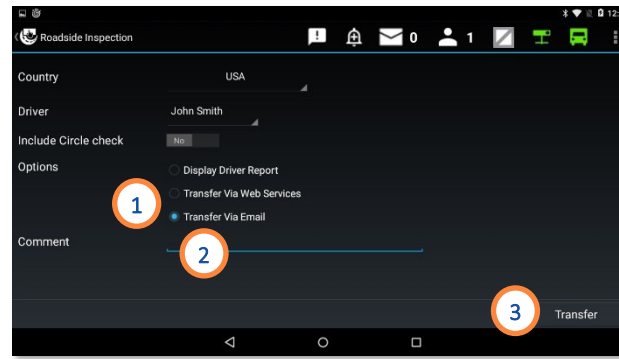
4. Select the **Language**.
5. Select whether to include the **Circle check**.
6. Select **Display Driver Report** (on screen) or **Transfer Via Email** and enter the required email address.
7. Tap **Display** or **Transfer** depending on the selected option.



# Driver Activities

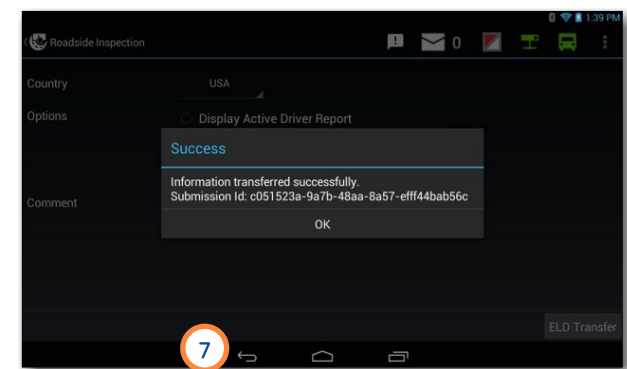
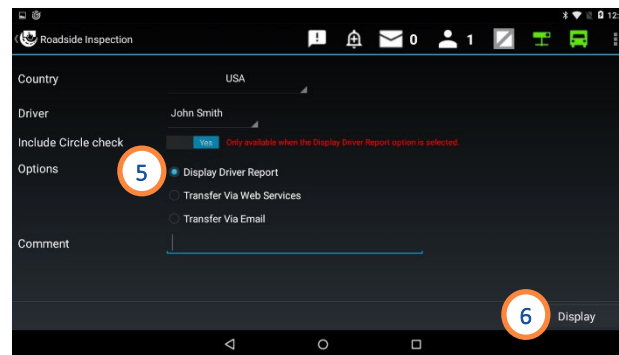
When in the USA:

1. Select the transfer method:  
**Web Services** or **Email**.  
Note that the correct email is already programmed in the tablet and cannot be entered manually.
2. Enter a **comment** if requested by the roadside inspector, such as the officer's identification number.
3. Tap Transfer.
4. If the transfer is successful, tap **OK** and proceed to step 7.



A message is displayed when a server issue is making the ELD data transfer unsuccessful. If it happens, the information can be displayed on the tablet:


5. Select Display Driver Report.
6. Tap **Display** to view the report on screen.

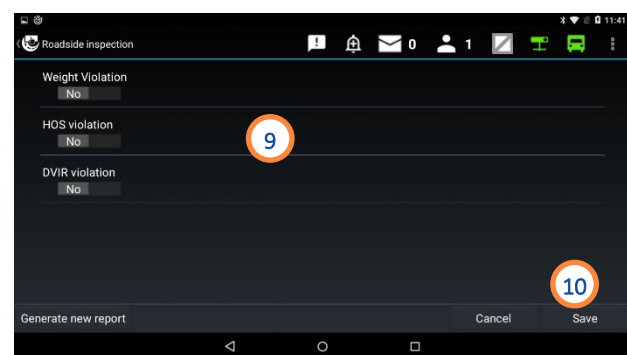
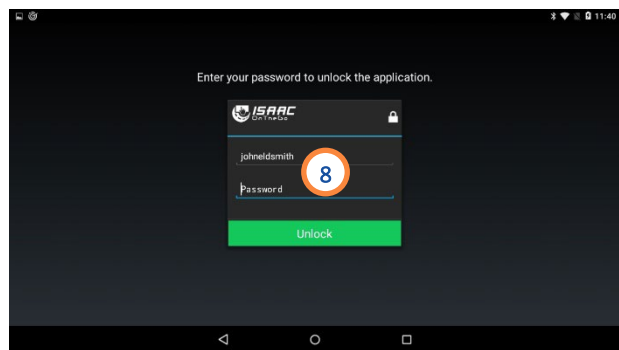


In Canada and in the USA:

**To resume driving**, place the tablet back in the tablet dock and drive. ISAAC OnTheGo resumes automatically.

To go back to your ISAAC OnTheGo session:

7. Tap the tablet's **return button** .
8. Enter your ISAAC OnTheGo **password**.
9. Enter the required information on the activity form.
10. Tap **Save**.



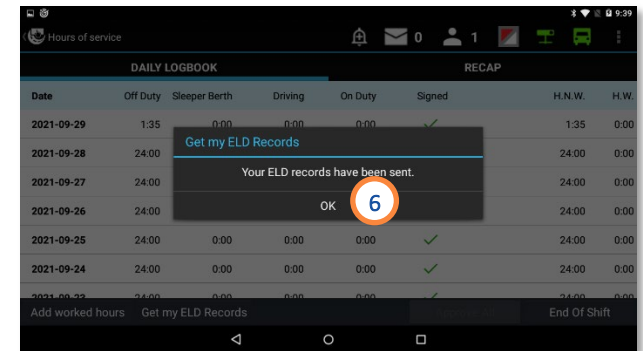
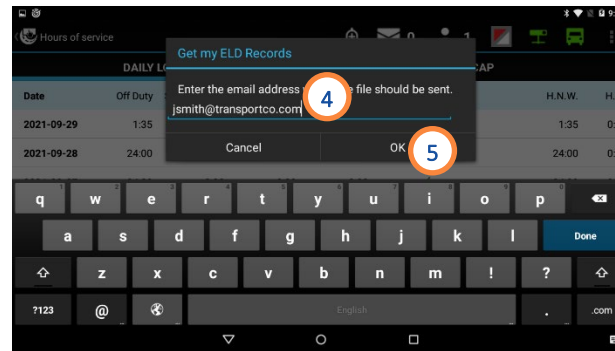
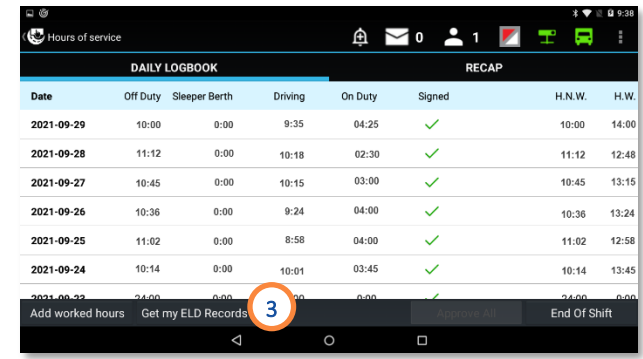
## Sending your ELD records by email

ISAAC OnTheGo allows you to send your ELD records to the email of your choice.

On the dashboard:

1. Tap **Logbook**.
2. Tap **History**.
3. Tap **Get my ELD Records**.
4. Enter the email address where the file should be sent.
5. Tap **OK**.
6. Tap **OK** again.

The recipient will receive an email from [ELD@isaac.ca](mailto:ELD@isaac.ca) containing the ELD records.



## SUPER-ACTIVITY

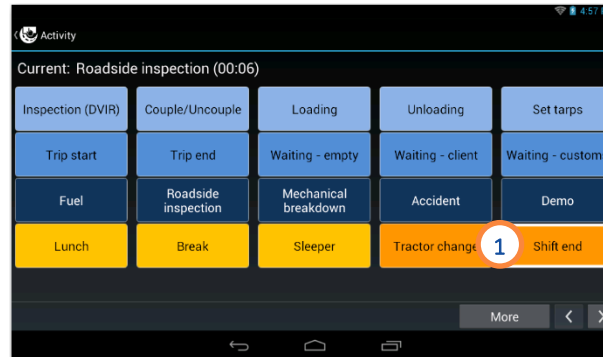
### Shift end or Tractor change

This activity terminates the ISAAC OnTheGo session.

Drivers will need to log in again when starting a new work shift or when starting to work on a new tractor.

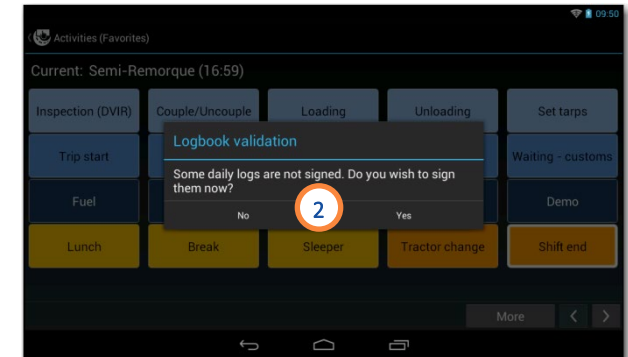
They could also be required to sign their previous unsigned logs before logging out at the end of their workday.

1. Tap **Shift end** or **Tractor change** on the activities page.



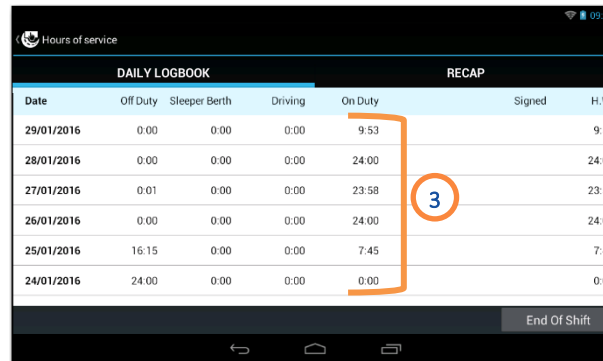
If some daily logs are unsigned:

2. Specify if you wish to sign daily logs before logging off.



If prompted to sign daily logs before logging off:

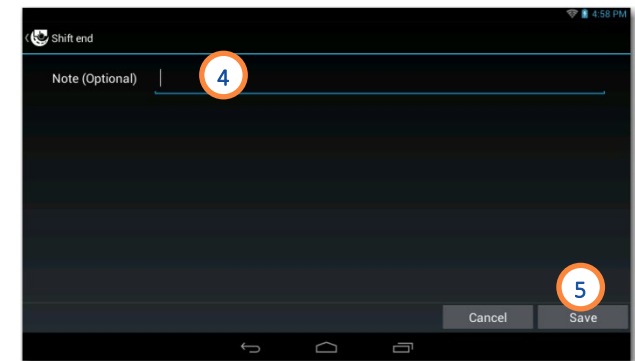
3. Select the logs and include your signature as instructed in section *Signing the daily log*.



DAILY LOGBOOK					RECAP	
Date	Off Duty	Sleeper Berth	Driving	On Duty	Signed	H.W.
29/01/2016	0:00	0:00	0:00	9:53		9:53
28/01/2016	0:00	0:00	0:00	24:00		24:00
27/01/2016	0:01	0:00	0:00	23:58		23:59
26/01/2016	0:00	0:00	0:00	24:00		24:00
25/01/2016	16:15	0:00	0:00	7:45		7:45
24/01/2016	24:00	0:00	0:00	0:00		0:00

Complete the operation.

4. Enter a **note** if required.
5. Tap **Save**.



The screen will show the activity was successfully recorded and display the login window.

## Good to know

- ISAAC OnTheGo shows the instructions entered by the dispatcher via your organization's transport management system (TMS).
- The instructions include the planned trips, stops and related activities.
- The dispatcher can assign a trip to a specific vehicle.
- Drivers complete the planned activities carried out on each stop and can complete unplanned activities as well.
- Planned activities listed on trip stops can include pickups and deliveries that allow the driver to manage multiple shipments (typically used by LTL transporters), enter exceptions and accessorial charges, require customer signatures, and confirm date and time stamps.
- Planned activities listed on trip stops can include crude haul transportation that allows the driver to fill a hazard assessment checklist, select a ticket type, enter charges and customer references when needed, require customer signature, and to preview and print up to 10 crude haul tickets at a time.
- Drivers can make the stops of a trip in any order; however, activities must be carried out in the order on the list.
- On the list of stops, the drivers can choose to display all stops, completed stops, or remaining stops.
- The next planned stop on a trip in progress is displayed on the dashboard while the driver is travelling.  
If a driver makes the stops in a sequence different than the one planned, he can identify his next stop so that it displays on the dashboard.
- Drivers can select their stop from a list or create a new stop if it isn't part of the list.
- If CoPilot™ Truck is activated, the address of the next stop in the trip instructions is automatically entered on the navigation panel.
- ISAAC OnTheGo can issue notifications when vehicles approach, enter and exit a stop zone included on the trip instructions. When used in the integration of your organization's TMS (Transport Management System), these notifications allow automating actions such as notifying dispatchers or emailing clients to advise them of incoming merchandise.

# Dispatcher Trip Instructions

## Viewing trip instructions

Dispatcher instructions include information on the various trips, stops and related activities, and show the status of these different elements:

To do ;  In Progress ;  Completed

To view the list of trips:

1. Select **Trips** on the main menu.

It is possible that the trip is assigned to a specific vehicle. If so, the vehicle number will be written in red on the trip if you are not in the assigned vehicle.

To view the stops on a trip:

- 2a. Select a trip from the list.

This will show the stops on the selected trip.  
OR

- 2b. Select **Stops** from the main menu.

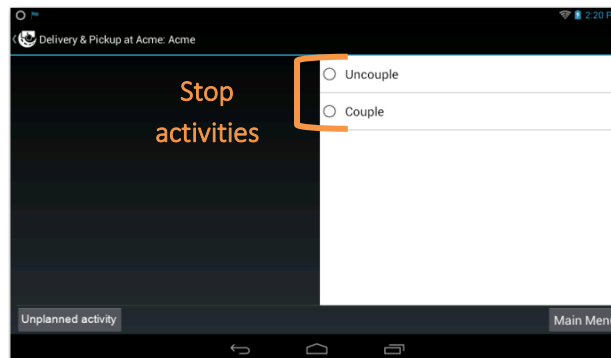
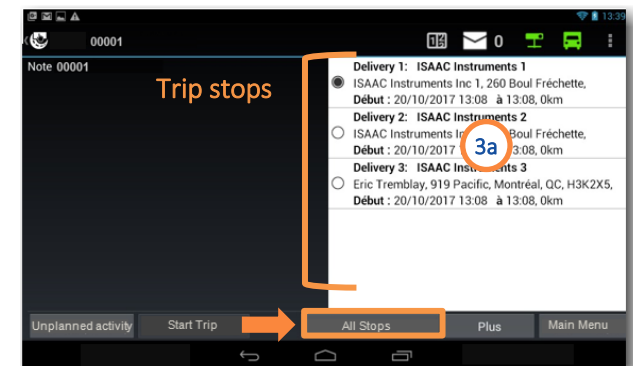
This will show the stops of the trip in progress.  
The stops page will show all stops by default. Toggle between viewing all stops, completed stops, or remaining stops by tapping on the 3-state button.

To view the activities on a stop:

- 3a. Select a stop from the list.

This will show the activities on the selected stop.  
OR

- 3b. Select **Activities** from the main menu. This will show the activities on the stop in progress.



# Dispatcher Trip Instructions

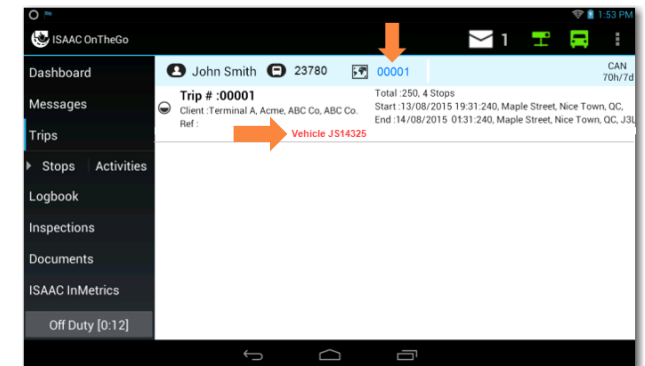
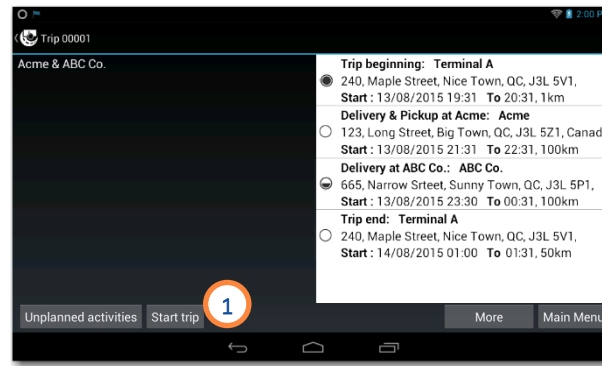
## Starting a trip

ISAAC OnTheGo detects the start of a trip **automatically** when the driver enters the first activity or when the driver presses on the *Start trip* button.

1. On the trip page showing the list of stops, tap the **Start trip** button. Note the button only appears if the trip is not yet started.

If the trip is assigned to a specific vehicle, the trip cannot begin unless the driver is in the specified vehicle.

Once the trip is started, its number appears on the header band displayed on most ISAAC OnTheGo pages.





# Dispatcher Trip Instructions

## Selecting the current trip stop location or creating a new stop location

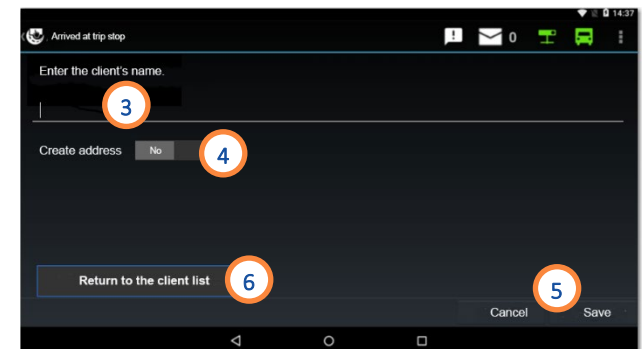
When a driver arrives at a trip stop, ISAAC OnTheGo displays a list of stops within the zone allowing the driver to select the stop they are at from the list. If the stop does not appear in the list, the driver can create a new stop.

To select a stop location:

1. Tap on the **stop location** from the list.  
Note that the stops are listed from nearest to furthest.

If the stop does not appear in the list:

2. Tap **Create a new client**.
3. Enter the client's name.
4. To include the stop address, slide the button to **Yes** next to the **Create address** field and enter the stop address.
5. Tap **Save**.
6. Tap **Return to the detected clients list** to return to the list of stops.
7. Tap **Save**.



# Dispatcher Trip Instructions

## Indicating the next stop on the trip

ISAAC OnTheGo automatically displays the next stop on the driver's dashboard. By default, it displays the stops in the order of appearance on the trip.

If the driver is not following the planned sequence, however, he can indicate the next stop he plans to make.

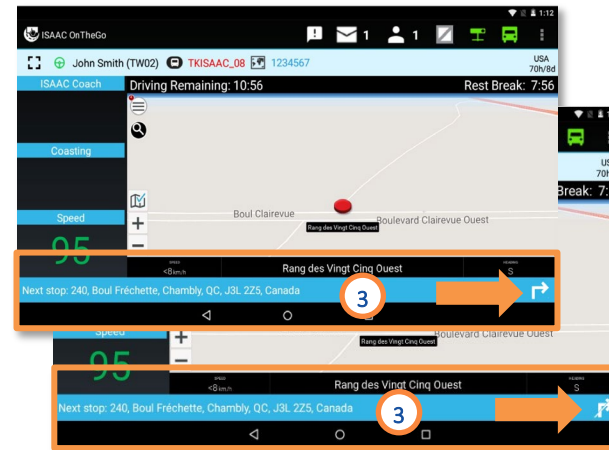
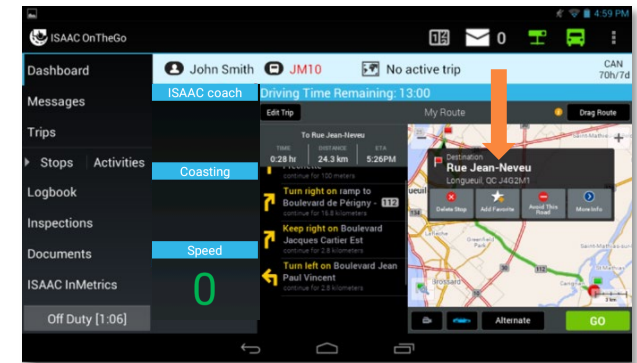
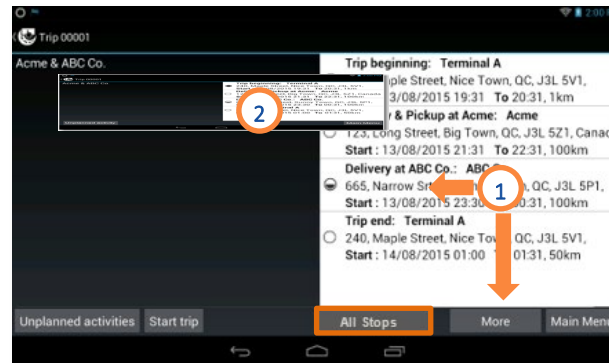
NOTE: The stops page shows all stops by default. The driver can choose to display all stops, completed stops or remaining stops using the 3-state button at the bottom of the list.

**1.** On the trip page showing the list of stops, select a stop, and tap the **More** button, or keep pressing on the stop to display the activities menu.

**2.** Select option Define as next stop.

If CoPilot™ Truck is activated, the stop's address will be entered automatically on the dashboard's navigation panel.

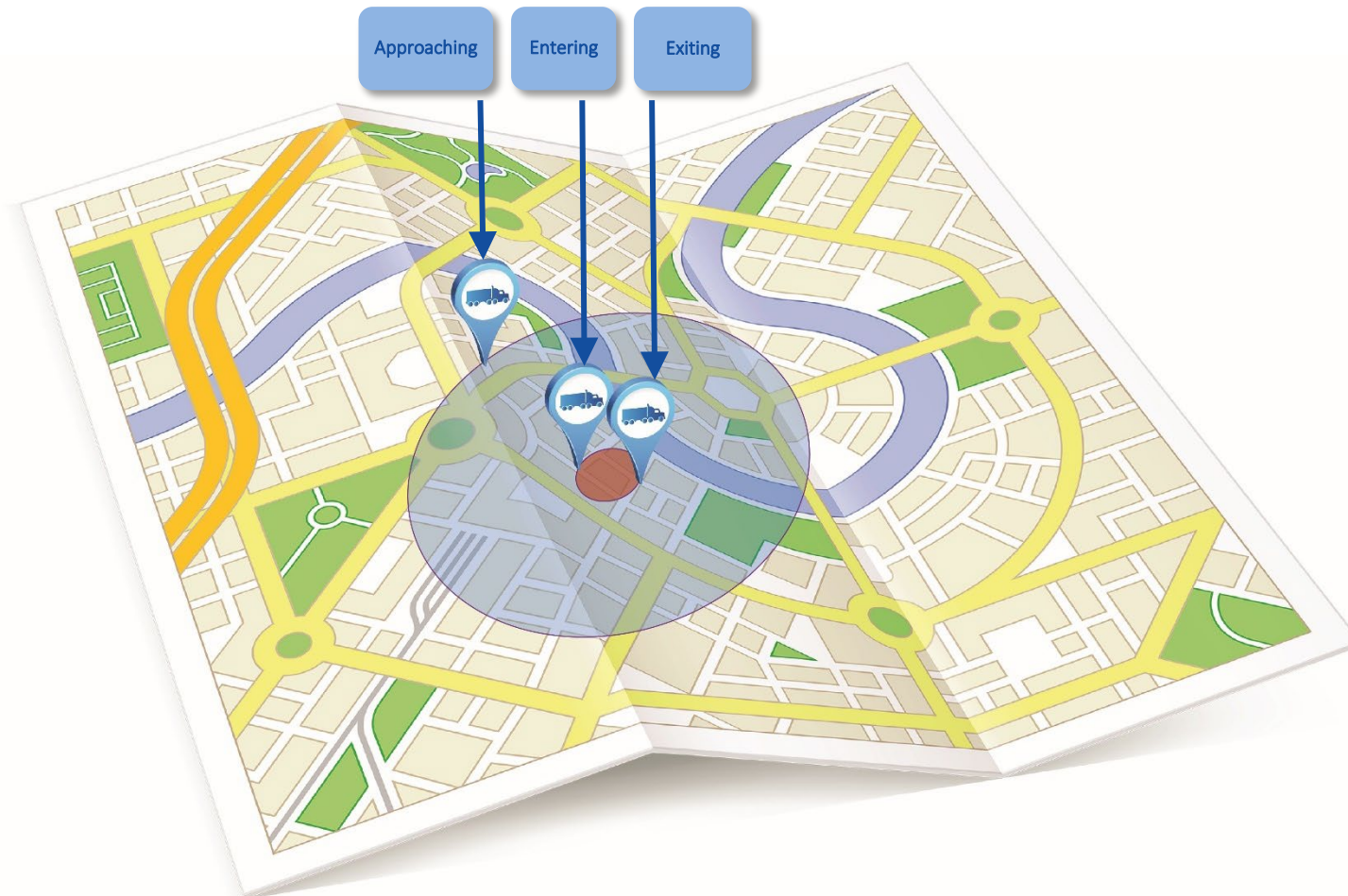
**3.** Touch the **blue bar** to activate or deactivate navigation instructions to the next stop.



## Automatic detection of vehicles entering and exiting a stop zone

ISAAC OnTheGo can issue notifications when vehicles **approach**, **enter** and **exit** stop zones included on the trip instructions. When used in the integration of your organization's TMS (Transport Management System), these notifications allow automating actions such as notifying dispatchers or emailing clients to advise them of incoming merchandise. If the system detects more than one stop nearby, a message will appear on the tablet allowing to select the next stop.

The diagram below shows the three types of notices ISAAC OnTheGo issues when a vehicle crosses delimited zone borders.



## Confirming the planned dispatcher activities

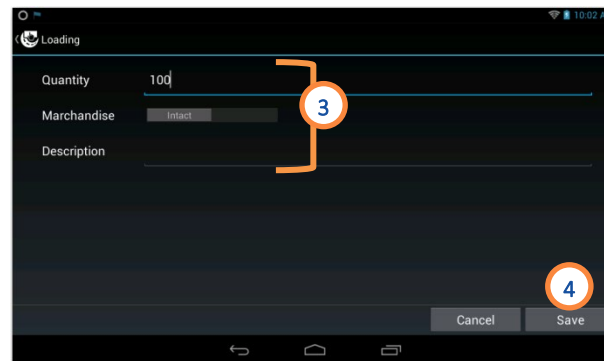
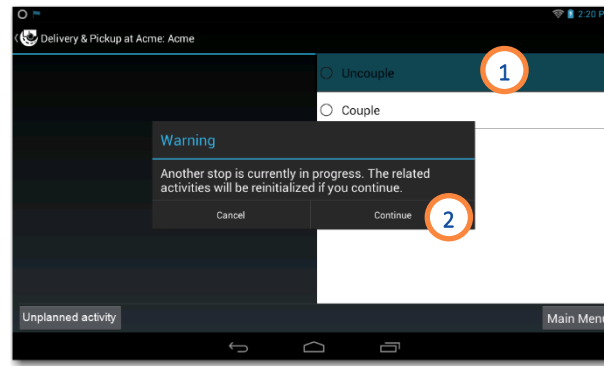
1. On the activities list, tap the activity you wish to confirm.
2. If a window displays a warning that another stop is currently in progress, reply using one of the buttons displayed:

**Continue** –will re-initialize the stop already in progress (i.e. undo the actions already confirmed).

**Cancel** –will return to the previous screen and leave the stop already in progress untouched.

After replying **Continue**:

3. Enter the information required, which will be based on the selected activity.  
for example:
  - An *unloading* activity may require that you enter a quantity and the state of the merchandise.
  - A *Hook/Drop* activity will show a list of semi-trailers from which to choose.
4. Tap **Save**.

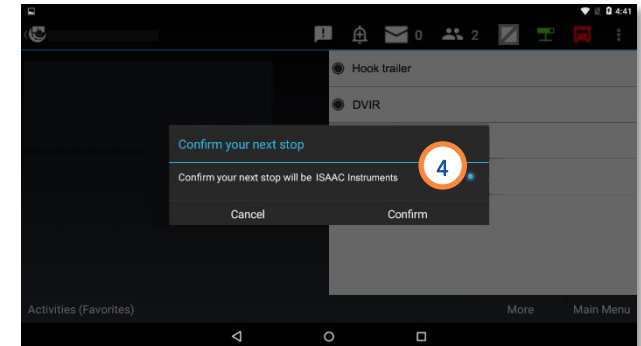
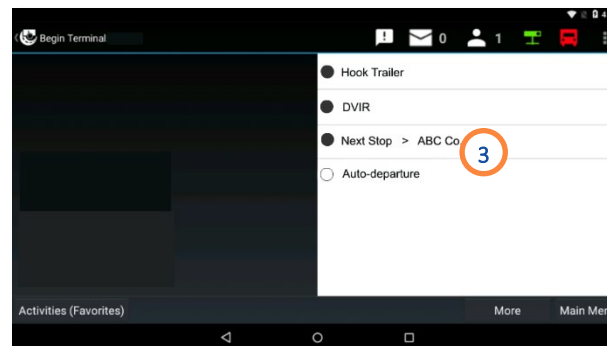
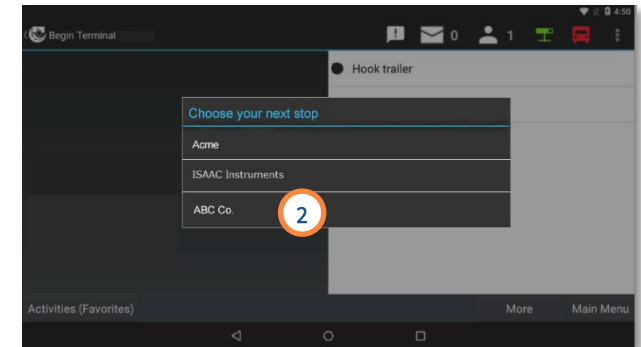
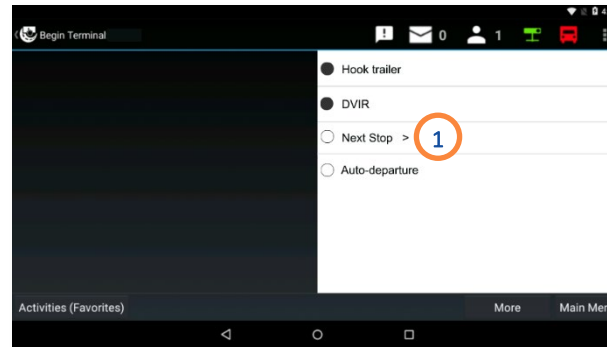


# Dispatcher Trip Instructions

## Confirming the next stop directly from the stop activities

Complete the stop activities as usual, then:

1. Tap on **Next Stop**.  
The next stop is displayed on the line.  
If an Auto-Departure activity is planned, it will be displayed after the Next Stop activity.
2. Repeat **steps 1 and 2** for every trip stop.  
Note that only the remaining stops are listed.
3. Tap **Confirm** for the last stop of your trip instead of choosing a stop.



# Dispatcher Trip Instructions

## Entering an unplanned activity- on the trip instructions page

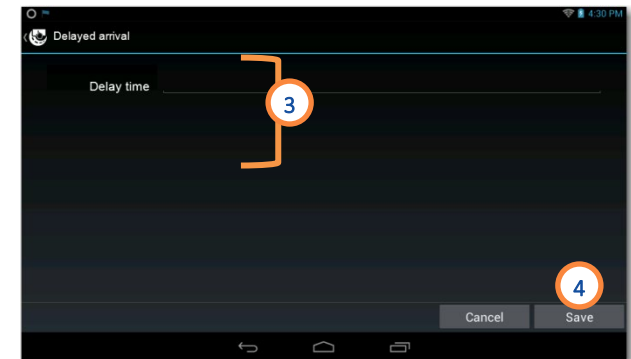
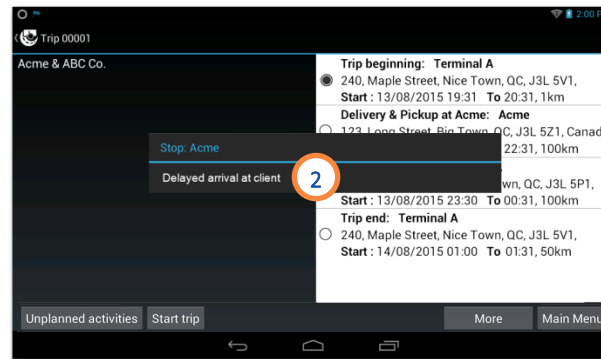
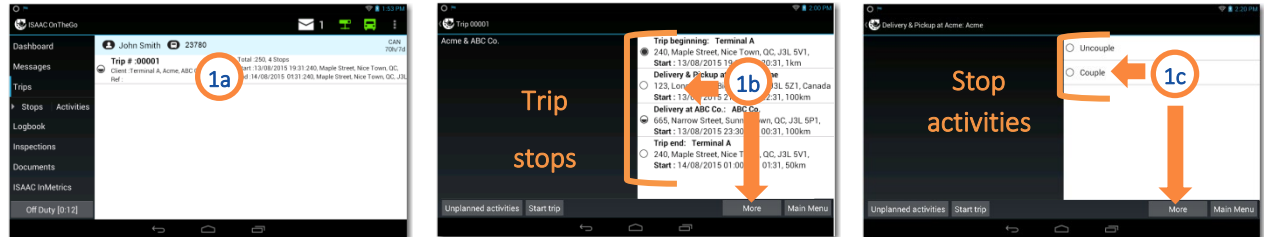
1. Tap and hold an entry on the list of
  - 1a trips
  - 1b OR stops
  - 1c OR activities

Note that on the stops and activities page, you can also tap the **Plus** button.

2. Select an activity from the list.

Note that the activity is automatically linked to the trip, stop or activity on which it is entered.

3. Enter the required information (varies based on the activity selected).
4. Tap **Save**.

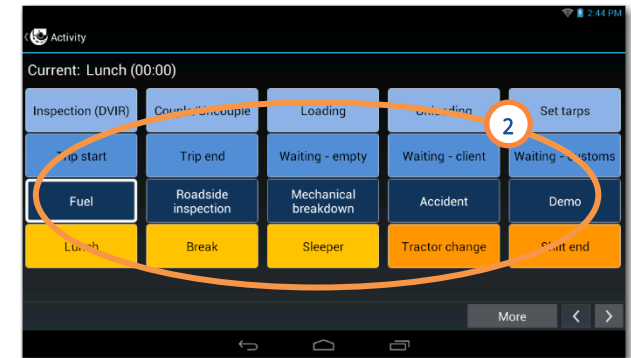
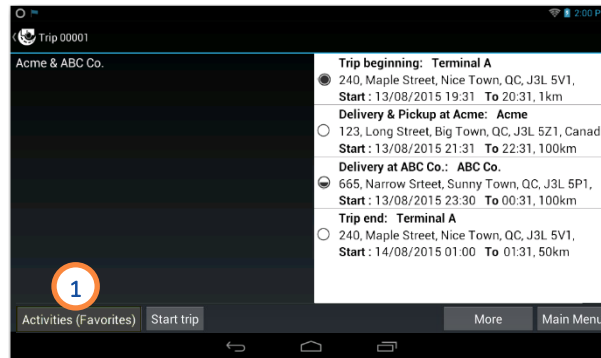


## Entering an unplanned activity- on the Activities (Favorites) page

This option allows the driver to choose from all activities available in ISAAC OnTheGo.

Activities entered here will automatically be linked to the current trip.

1. Tap the **Activities (Favorites)** button to display the activities page.
2. Continue as described in section Recording the driver's activity.





# Dispatcher Trip Instructions

## Completing pickup and delivery activities

ISAAC OnTheGo allows to complete pickup and delivery activities involving multiple shipments, typically required by LTL (less than truckload) transporters. The driver can complete required shipment information, enter accessorial charges and exceptions, confirm arrival/start/end times, and include customer signatures.

## Viewing dispatcher notes

Tap the **Notes** button at the bottom of most pages to view notes entered by the dispatcher.

1. On the activities list, tap the pickup or delivery **activity** you wish to begin.

The activity's list of shipments is displayed, Arrival and departure activities automatically complete when arriving and leaving the stop.

2. If **required information** is missing from one of the shipments (highlighted in red), tap it to enter the required information.

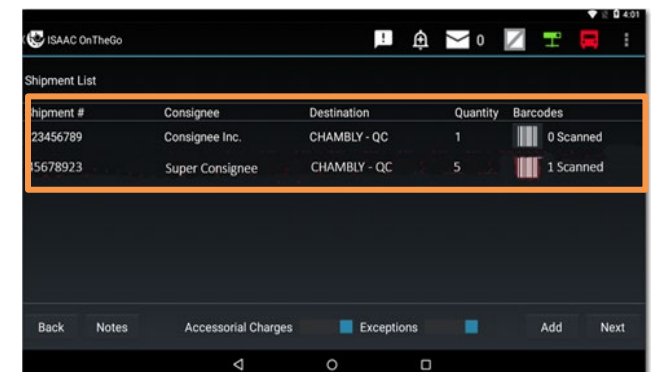
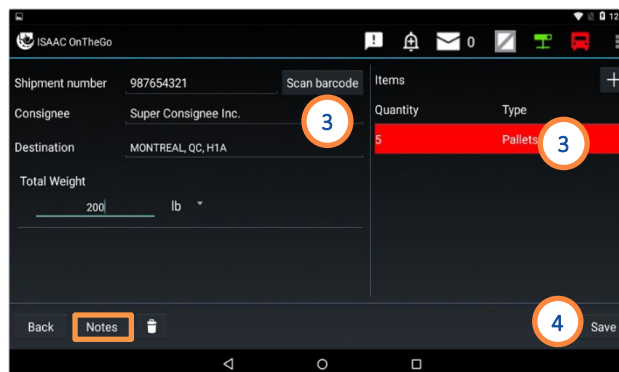
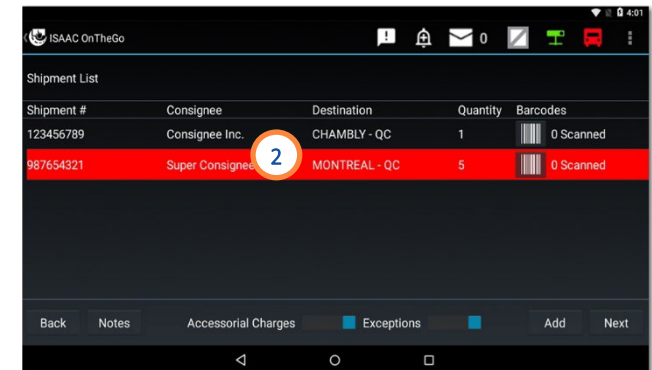
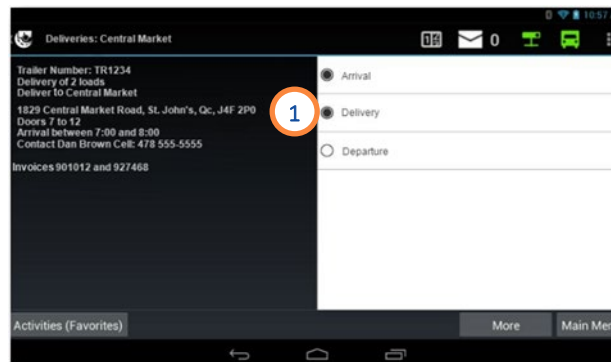
If no shipment is highlighted, skip to step 5.

Note that an error message will appear if you tap on **Next** without completing the required information.

3. Complete the required information in the shipment or scan the barcode if available.

A message might inform the driver that a trip update is needed before continuing. The driver can refresh the trip without losing the information already entered.

4. Tap **Save** to return to the shipment list.





# Dispatcher Trip Instructions

5. If the **Accessorial Charges** and **Exceptions** buttons are present, tap them to either activate (blue) or deactivate (gray) the entry of such information while completing the pickup or delivery activity.

6. Tap **Next**.

7. If the **Accessorial Charges** page displays:

7a Select a charge that applies,

7b Select the shipments with this charge.

7c Tap **OK**.

Repeat step 7 until all applicable accessorial charges have been entered.

8. Tap **Next**.

9. If the **Exceptions** page displays:

9a Select a shipment for which exceptions apply.

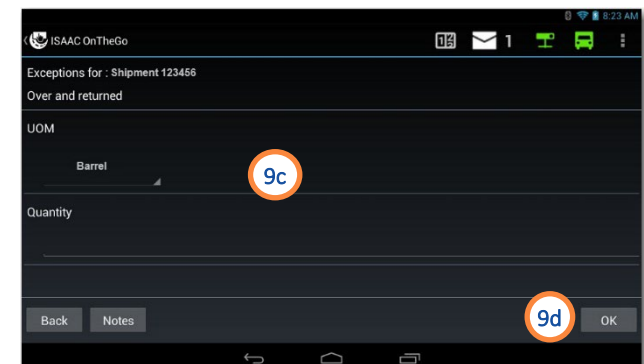
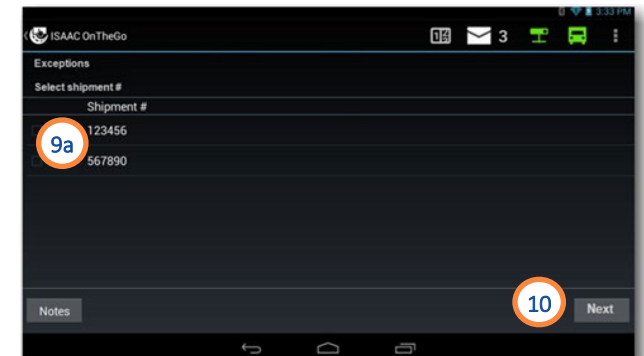
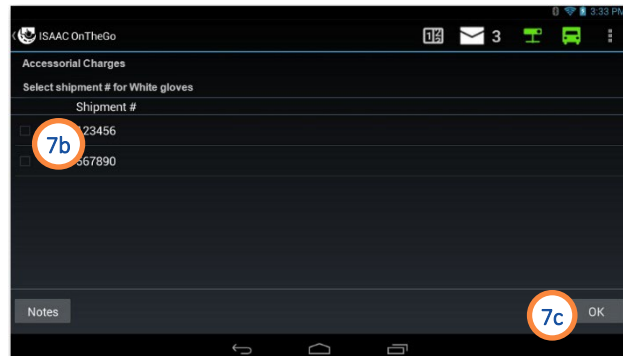
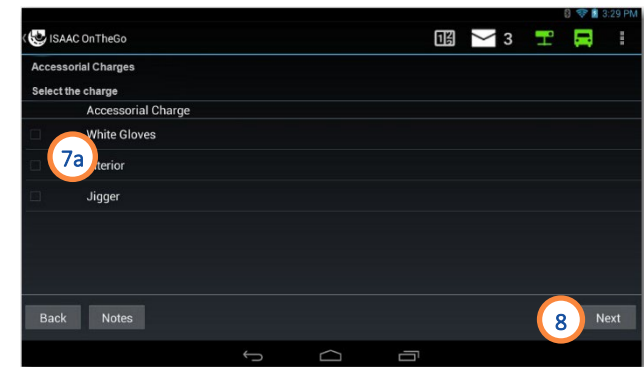
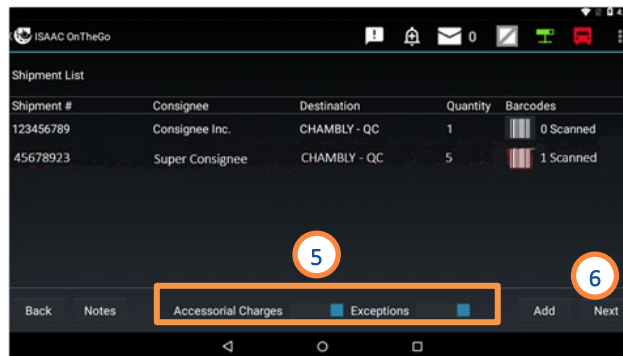
9b Select the exceptions for the shipment

9c Enter the required information.

9d Tap **OK**.

Repeat step 9 until all applicable exceptions have been entered.

10. Tap **Next**.



# Dispatcher Trip Instructions

**11.** Verify that all dates and times on the **Additional information** page are accurate and tap on the date and time entries you want to modify.

- **Arrival** – Time at which you entered the stop zone
- **Start** – Time at which you began the delivery or pickup activity
- **End** – Time at which you are completing the current delivery or pickup activity (current time)

**12.** Add the additional information if any is required.

**13.** Tap **Next**.

**14.** Have the customer sign their name if required and type their name below the signature using the on-screen keyboard.

**15.** Tap **Save**.



# Dispatcher Trip Instructions

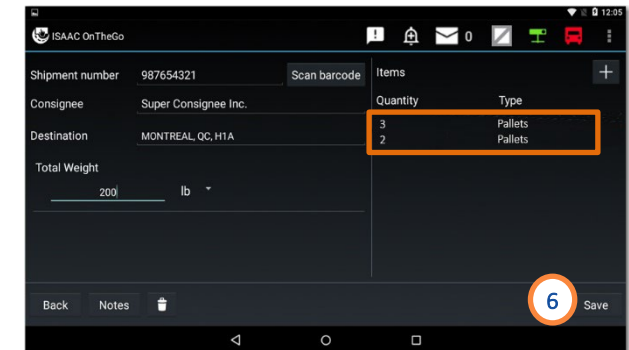
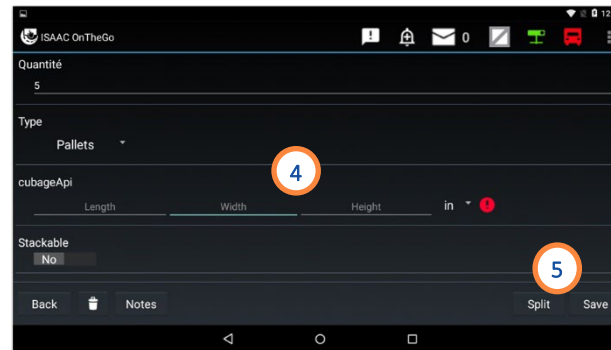
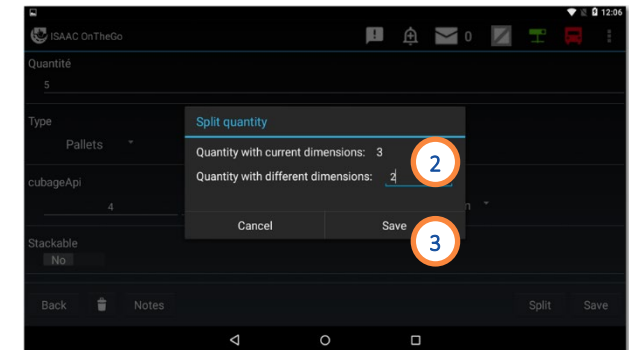
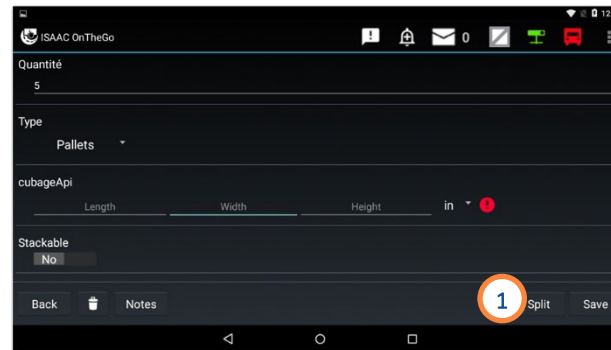
## Splitting items of different dimensions

When needed, you can split your shipment items if they do not have the same dimensions.

On the item's page:

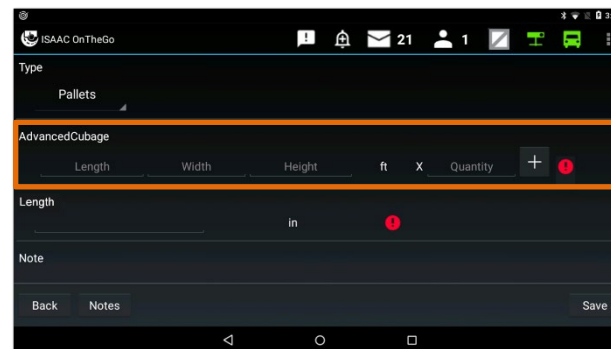
1. Tap **Split**.
2. Enter the **Quantity with the current dimensions** and the **Quantity with different dimensions**.
3. Tap **Save**.
4. Enter the dimensions of the split items.
5. Tap **Save** to return to the shipment page or tap **Split** to split the item again.
6. Tap **Save** to return to the shipment list.

A second line of items appears on the shipment's page and each item's quantity is adjusted.



Alternatively, the **Split** button might not be displayed on this page. If that is the case, the shipment items can be split directly from the field where the items' dimensions are entered (cubage).

Enter the dimensions and the quantity of items of the same size, and press **+** to add items of different dimensions.



# Dispatcher Trip Instructions

## Adding shipments to a pickup activity

ISAAC OnTheGo can be set up to allow adding shipments to a pickup activity. When this is the case, an **Add** button is displayed at the bottom of the shipments list.

On the shipment list:

1. Tap **Add**.
2. Enter the shipment information:
  - shipment number (can also be scanned using a barcode scanner)
  - consignee
  - destination
  - weight
  - quantity and type of merchandise

### 3. To add shipment items

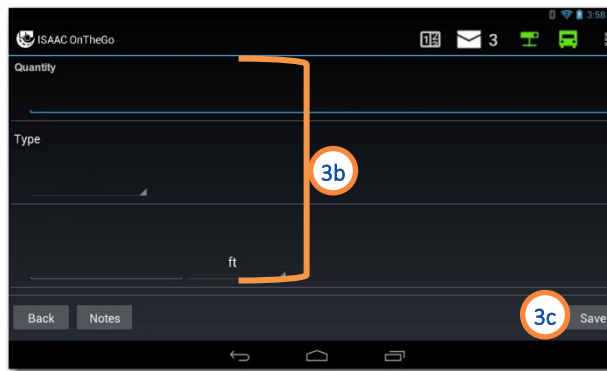
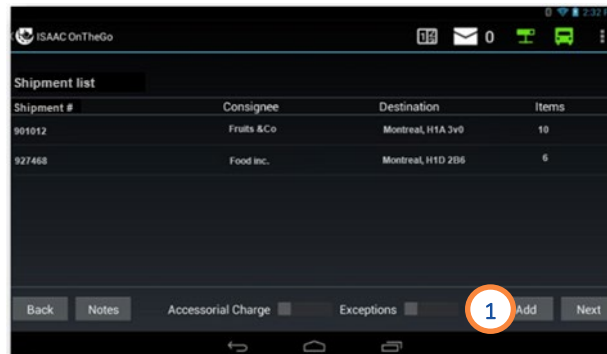
**3a** Tap the **+** button.

**3b** Enter item details.

**3c** Tap **Save**.

The new shipment is added to the list on the pickup activity.

Repeat step 3 until all shipment items have been entered.




# Dispatcher Trip Instructions

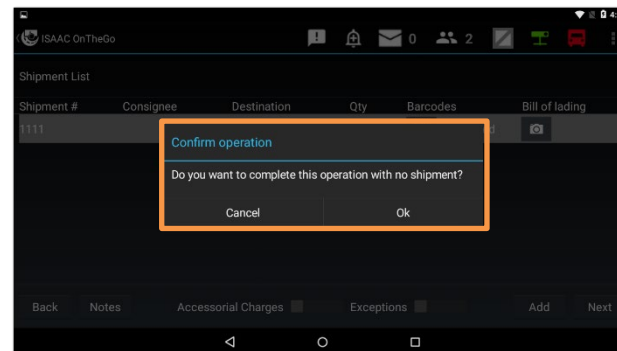
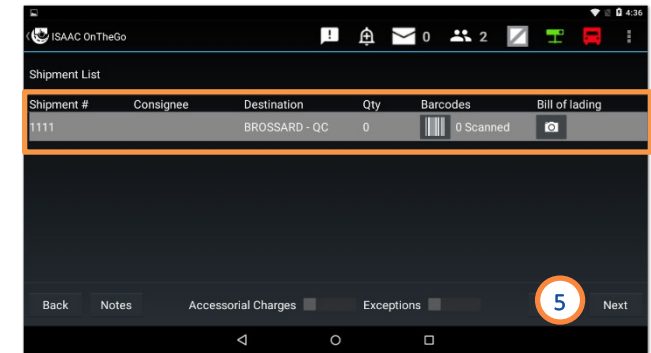
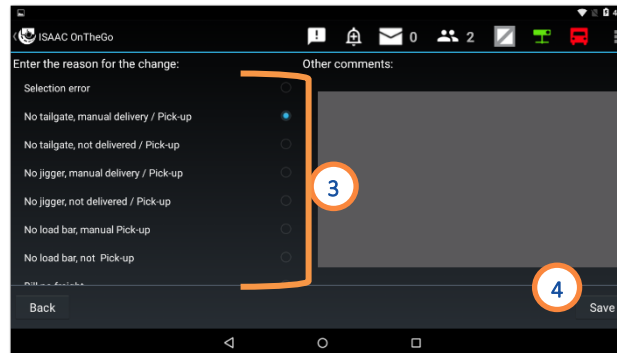
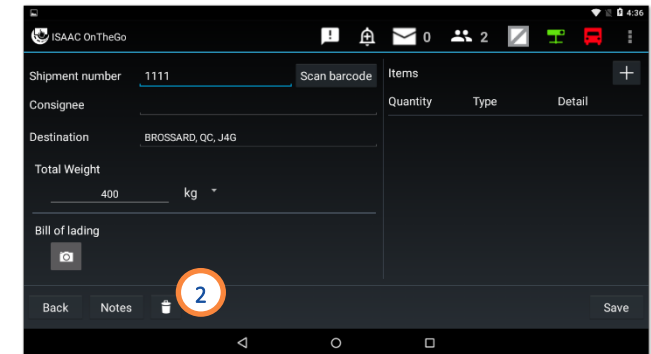
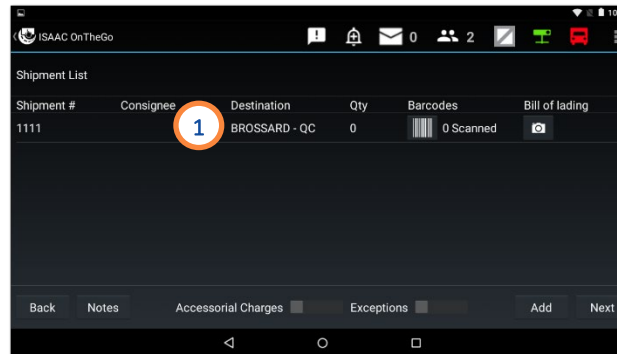
## Cancelling a shipment from a pickup and delivery activity

When needed, you can cancel shipments from a pickup or delivery activity. The cancelled shipment and the cancellation reason are sent back to the dispatcher through the TMS system.

From the shipment list:

1. Tap the shipment you wish to cancel. The shipment information window opens.
2. Tap the bin icon .
3. Select a reason from the list on the left and enter a comment if needed. Note that the **Save** button will be greyed out until a reason is selected.
4. Tap **Save**. The deleted shipment is highlighted in grey in the shipment list.
5. Tap **Next** and complete the rest of the pickup and delivery activities for the other shipment items.

If all shipment items are cancelled, tapping **Next** opens a window to confirm no shipment item was picked or delivered for this stop.



# Dispatcher Trip Instructions

## Completing crude haul transportation activities

ISAAC OnTheGo allows to complete crude haul transportation activities. The driver can fill a hazard assessment checklist, select a type of ticket, enter charges and customer references when needed, add customer signatures, and preview and print a crude haul ticket.

To complete a crude haul activity:

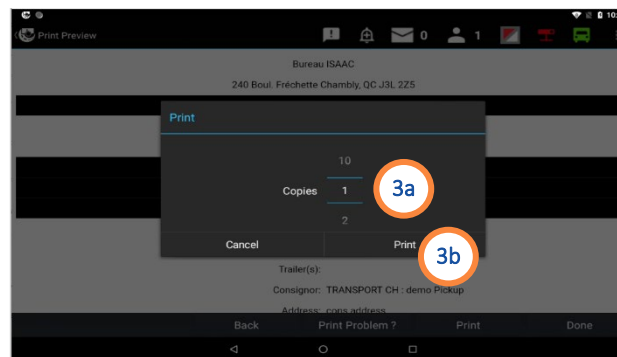
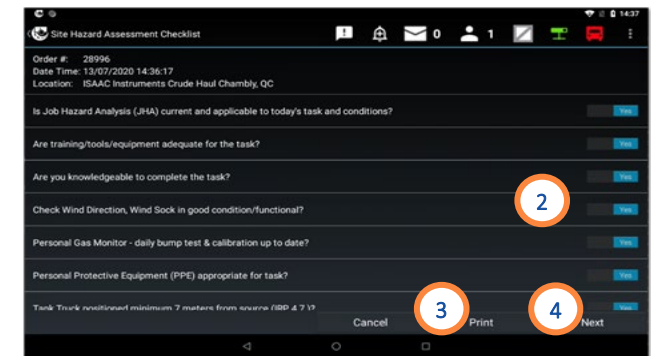
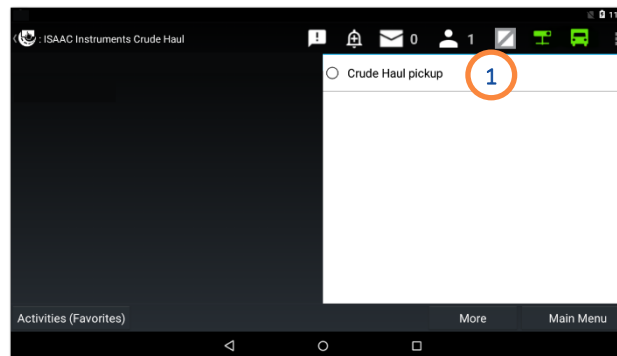
1. On the activities list, tap the **crude haul activity**.
2. Complete the Hazard Assessment Checklist.  
Note that all questions must be answered before moving on to the next step in the activity.

To print the checklist before completing the activity:

3. Tap **Print**.  
**3a** Select the **number of copies** of the checklist to print (between 1-10 copies).  
**3b** Tap **Print**.
4. Tap **Next** to move on to the next step.
5. Choose a **Ticket Type**: metered or scaled.  
Note that the form is set to Metered by default and can be switched to Scaled.
6. Complete the form.  
Note that fields marked with an asterisk \* are mandatory.

To add or remove a charge:

7. Tap **Charges**.



# Dispatcher Trip Instructions

**7a** Tap **+ Add a Charge** and complete the information concerning the charge, **7b** or tap the bin icon to remove a charge. **7c** Tap **Close** to save the charges, or **Cancel** to cancel them.

Repeat step 7a until all charges have been entered.

**8.** Tap **Customer Info** if needed:

**8a** Tap **+ Add a Reference** on to add a reference,

**8b** or tap the bin icon to remove a reference.

**8c.** Tap **Close** to save the references or **Cancel** to cancel them.

Repeat step 8 until all customer references have been entered.

**9.** Tap **Next**.

**10.** Add the client's signature and tap **Next**.

**11.** Add your signature and tap **Next**.

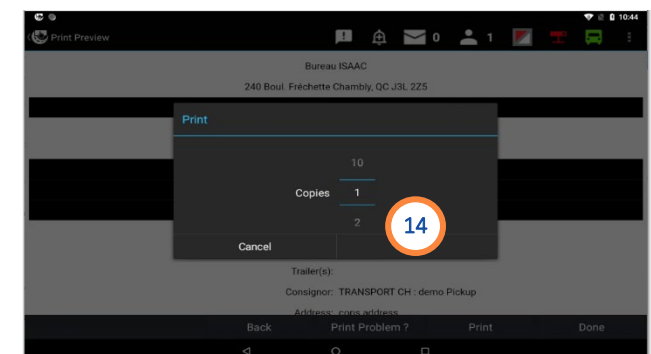
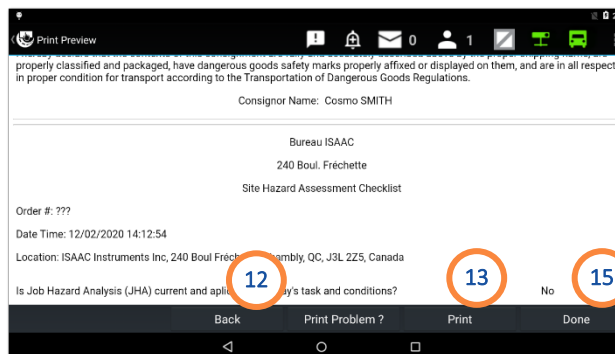
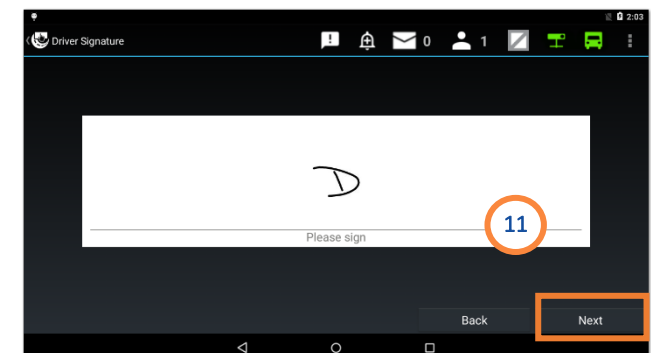
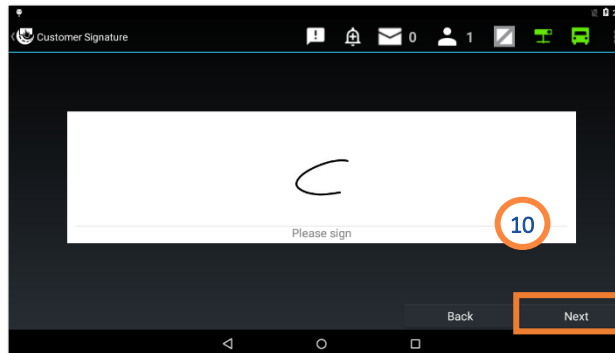
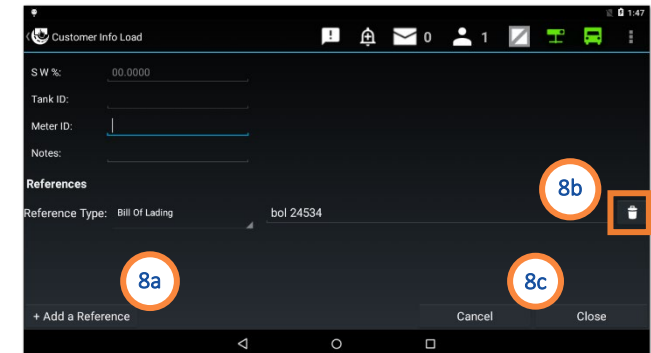
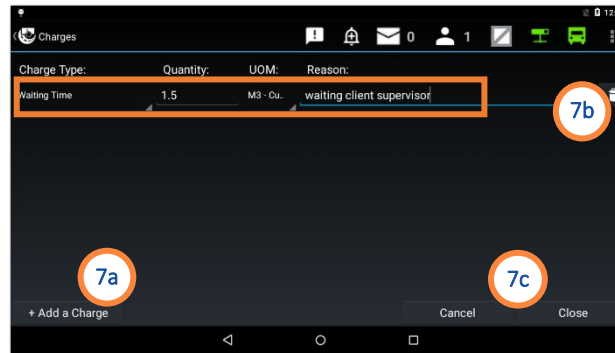
**12.** The print preview displays on the screen.

Note that if you tap **Back** and modify any information, both signatures will be removed. Both the client and the driver will have to sign again.

**13.** Tap **Print**.

**14.** Select the **number of copies** of the crude haul ticket to print (between 1-10 copies).

**15.** Tap **Done** to complete the activity.





## Good to know

- The hours-of-service information is displayed based on Canadian or U.S. regulations, as indicated by the display mode appearing on the page header.
- The activity the driver records is automatically reflected on the daily log, with the driver status shown as *Off-duty*, *Sleeper Berth*, *Driving*, *On-duty*. It is possible, however, to adjust the logbook when necessary (except for the *Driving* status).
- Logbook activities can be modified, with exception of *driving* activities. The driver can however leave comments for any activity in the logbook, including the *driving* activities.
- The driver can electronically sign multiple daily logs at once, and could be required to sign their previous unsigned logs before logging out.
- The dispatcher can see the driver's service hours in real time.
- ISAAC OnTheGo keeps 14 days of daily logs on the tablet. A complete history is available on the system server.

## Viewing the current daily log

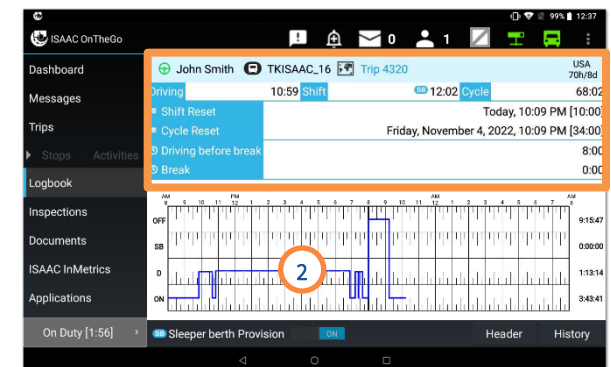
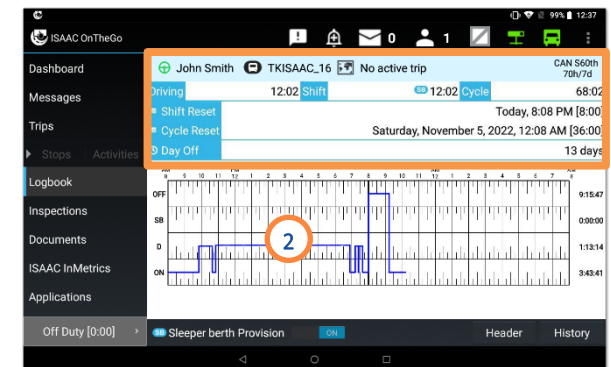
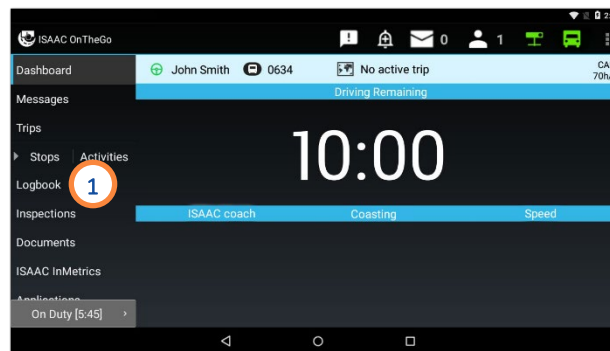
1. Select **Logbook** from the main menu. The current daily log displays.  
NOTE: Tap the **Header** button to view the current daily log header.
2. Tap a section on the graph to display the duration of the corresponding hours of service status.

The logbook header section shows:

- the remaining driving hours in the work shift
- the hours remaining in the work shift and work cycle
- the reset date and time for the work shift and work cycle

When the display mode is set for U.S. regulations, the header section also shows:

- the hours remaining before a mandatory break
- the break duration



# Logbook – Hours of Service

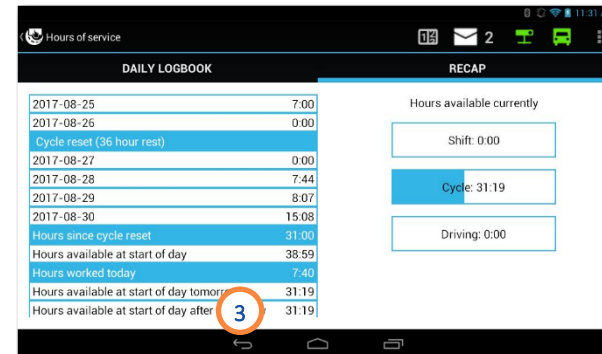
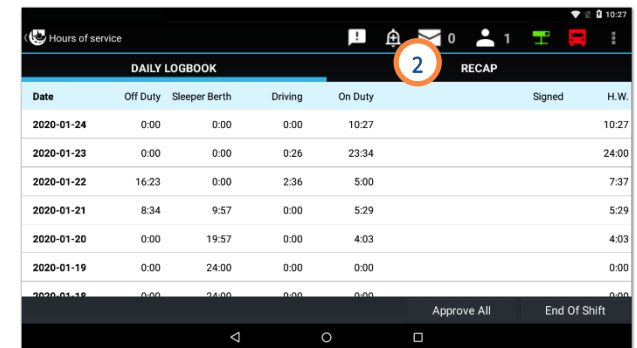
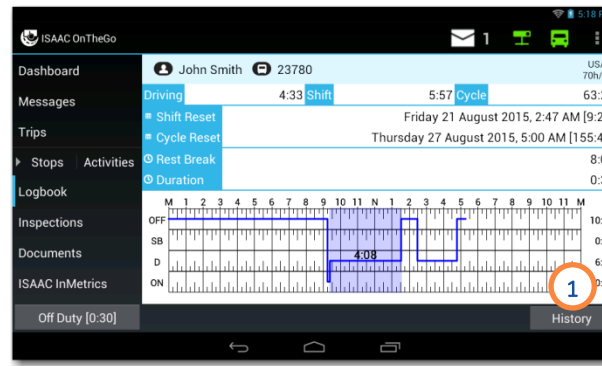
## Viewing the service hours recap

1. Tap **History** at the bottom of the daily log.
2. Tap the **RECAP** tab.

See the section **Understanding the hours-of-service recap** on the following page for an explanation of the information displayed.

3. Press the tablet's return button to go back to the list of daily logs.

You can also tap **Header** to display the header of the current daily log.



## Understanding the hours-of-service recap

The left side of the recap page shows:

- a. The hours worked per day
- b. The time of the cycle reset
- c. The total hours worked in the last 6 days (CAN rule) or 7 days (U.S. rule) OR the total hours worked since the last cycle reset
- d. The on-duty hours available at the start of the day
- e. The hours worked today
- f. The projected number of on-duty hours available at the start of the day tomorrow, if the driver finishes his workday now
- g. The projected number of on-duty hours available at the start of the day after tomorrow

The right side of the recap page shows:

- h. The remaining hours currently available in the shift
- i. The remaining hours currently available in the cycle
- j. The remaining driving hours currently available

The screenshot shows the 'Hours of service' app interface. The left pane is titled 'DAILY LOGBOOK' and the right pane is titled 'RECAP'. The 'DAILY LOGBOOK' pane shows a list of dates and times, with a summary section at the bottom. The 'RECAP' pane shows three summary items: 'Shift: 10:00', 'Cycle: 3:52', and 'Driving: 10:12'. Callouts 'a' through 'j' point to specific data points in the app. Two callout boxes provide detailed explanations for items 'f' and 'g'.

**Callout for 'f':** 13:52 of on-duty hours would be available at the start of the day tomorrow, if the driver was to finish his work day now. Tomorrow, the 10:00 hours worked on 2016-11-30 will no longer count in the cycle.

**Callout for 'g':** 28:04 of on-duty hours would be available at the start of the day after tomorrow, if the driver was to finish his work day now and not work tomorrow. After tomorrow, the 14:12 hours worked on 2016-12-01 will no longer count in the cycle.

**Callout for 'e':** The driver worked 4:00 hours in the current day.

**Callout for 'c':** The driver worked 62:08 hours in the last 4 days.

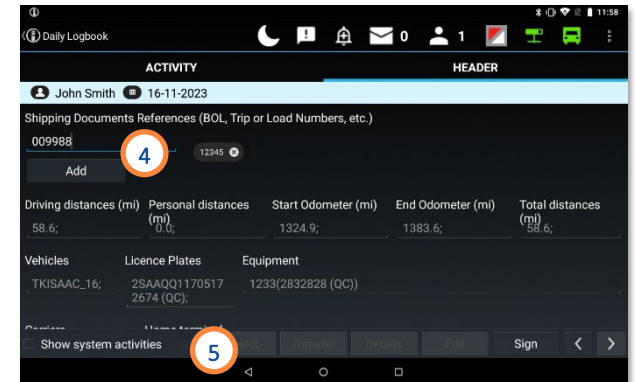
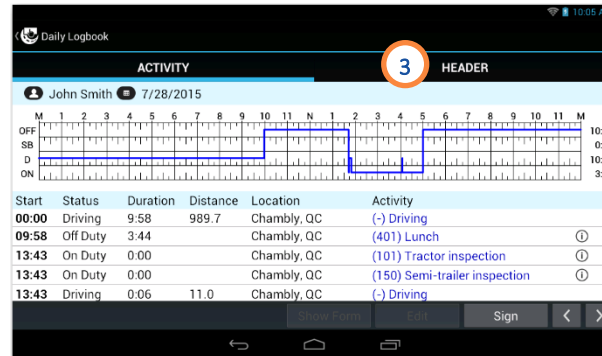
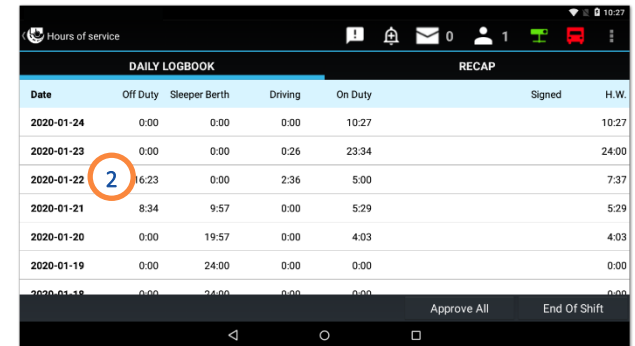
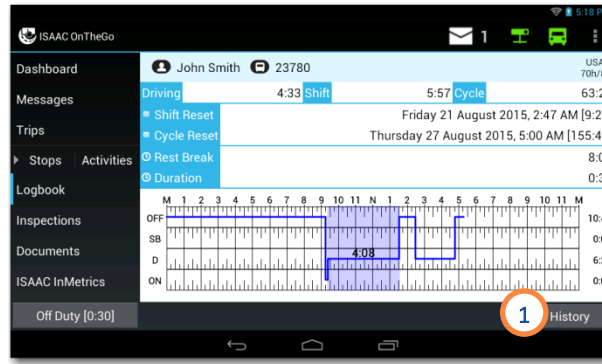
**Callout for 'i':** 3:52 available work hours currently remain in the cycle.

Date	Time
2016-11-30	10:00
2016-12-01	14:12
2016-12-02	8:59
2016-12-03	9:45
2016-12-04	10:22
2016-12-05	8:50
<b>Hours in the last 6 days</b>	<b>62:08</b>
<b>Hours available at start of day</b>	<b>7:52</b>
<b>Hours worked today</b>	<b>4:00</b>
<b>Hours available at start of day tomorrow</b>	<b>13:52</b>
<b>Hours available at start of day after tomorrow</b>	<b>28:04</b>

# Logbook – Hours of Service

## Entering shipping document numbers on the daily log

1. Tap **History** at the bottom of the daily log.
2. Select a daily log from the list.
3. Tap the **HEADER** tab.
4. Enter the document number (ex. manifest no. or B/L no.) and press **Add** in the **Shipping Documents References** field.  
The document numbers already entered are displayed next to the field.
5. Press the tablet's **return** button to go back to the list of daily logs.



# Logbook – Hours of Service

## Signing the daily log

ISAAC OnTheGo allows you to sign daily logs for the previous 14 days, either individually or in a batch.

You could be required to sign your previous unsigned logs before logging out at the end of your workday, or before completing a vehicle inspection.

1. Tap **History** at the bottom of the current daily log.

To sign an individual daily log:

2. Select a **daily log** from the list.
3. Tap **Sign**.

If the **Sign** button is not active, it means the daily log is already signed.

4. Check the **Sign the document electronically** checkbox.

5. Tap **Yes**.

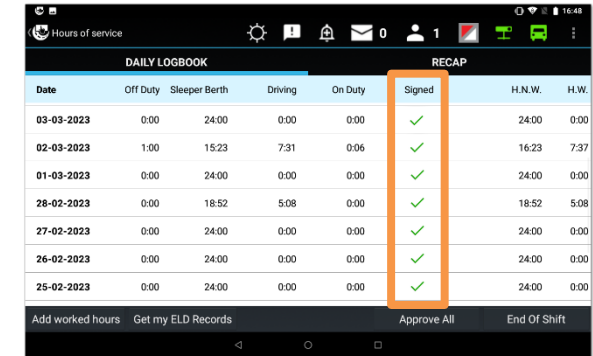
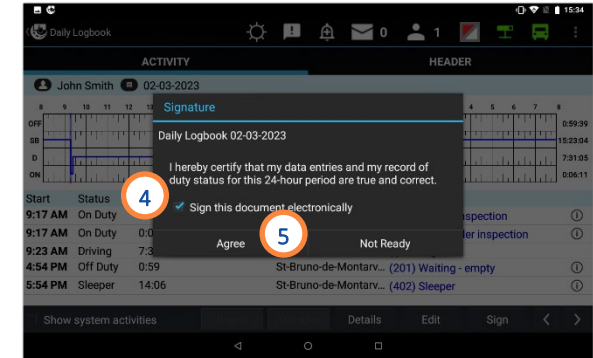
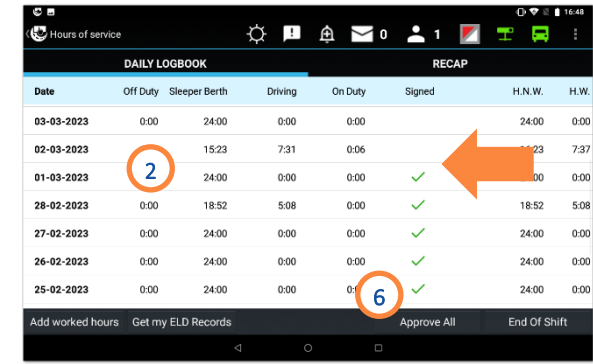
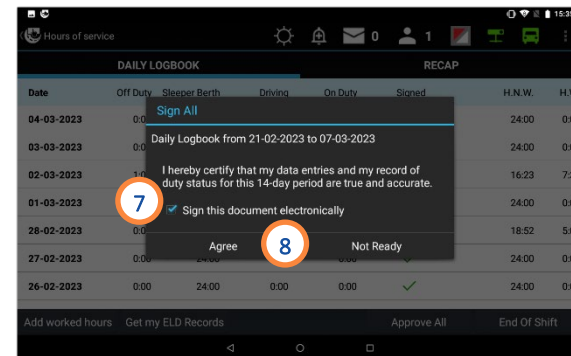
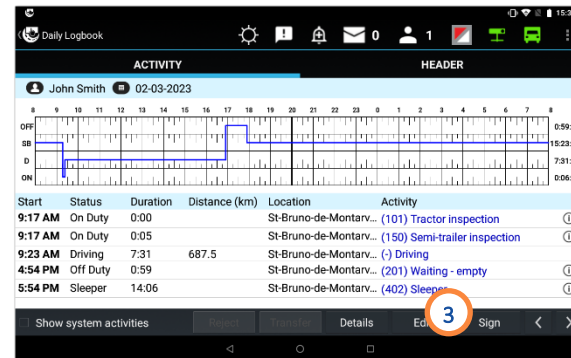
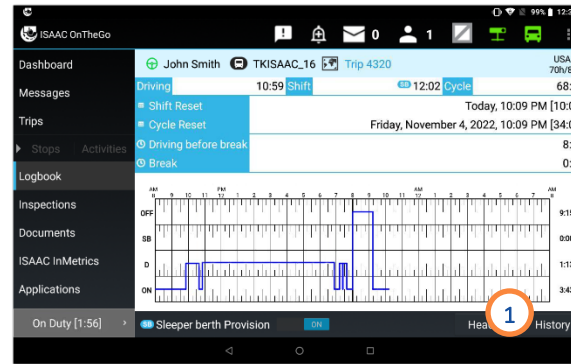
Note that you can tap the **Not Ready** button if you are not ready to sign the daily log.

To sign all daily logs in a batch:

6. Tap **Approve All**.
7. Check the **Sign these documents electronically** checkbox.
8. Tap **Yes**.

Green checkmarks appear next to each daily log to show they have been signed.

Note that the signature will be removed if new activities are entered or if driving is detected.



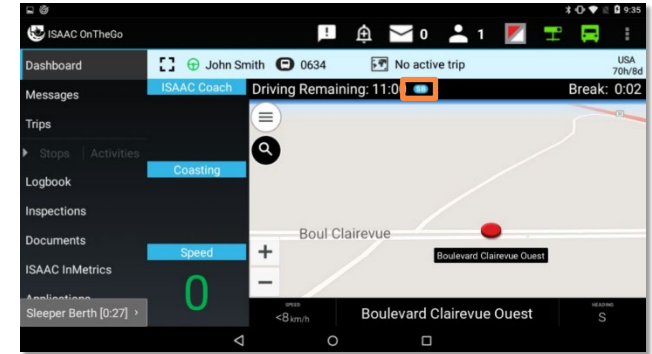
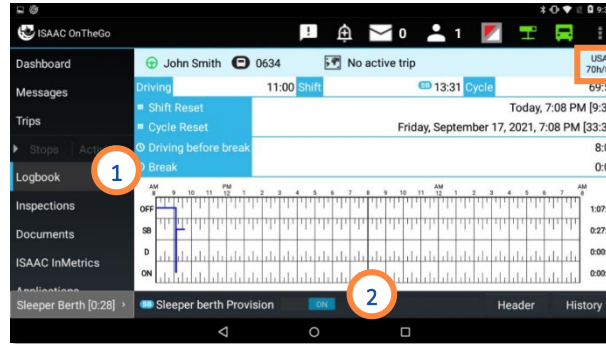
# Logbook – Hours of Service

## Activating the split sleeper berth

The Sleeper berth provision can only be used under HOS cycles 1 or 2 in Canada and 70h/8d in the U.S..

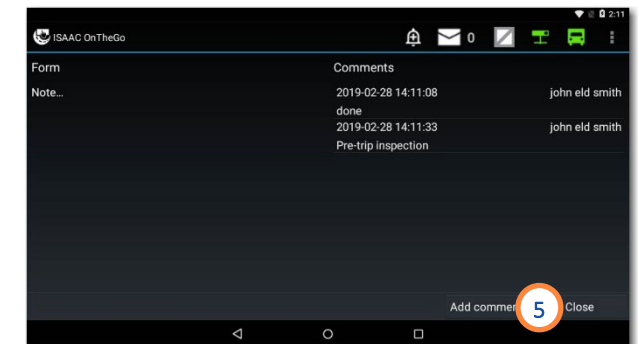
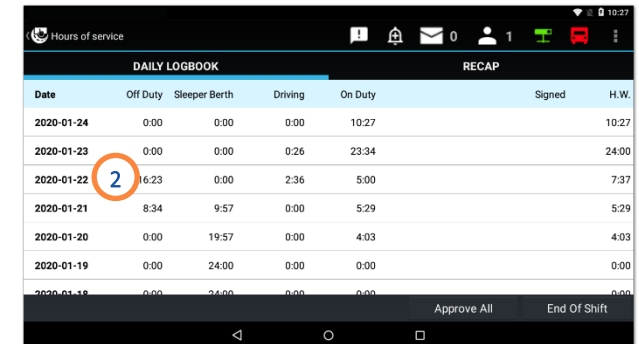
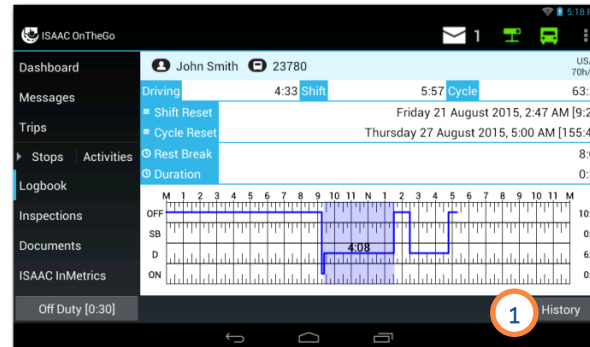
1. Tap **Logbook**.
2. Toggle the **Sleeper Berth Provision** button to ON.

The letters **SB** are displayed beside the remaining driving time on the *Dashboard* and next to the *Shift* in the logbook. It remains active until it is manually deactivated.



## Displaying logbook activity details

1. Tap **History** at the bottom of the current daily log.
2. Select a **daily log** from the list.
3. Select an activity.
4. Tap **Details**.
5. Tap the **Close** button to go back to the current daily log.





# Logbook – Hours of Service

## Modifying logbook activities

1. Tap **History** at the bottom of the current daily log.

2. Select a **daily log** from the list.

3. Select the activity.

4. Tap **Edit**.

Note that driving activities cannot be modified.

Driving can be transferred to a team member if the driving occurred while you were logged in as team members. See *Transferring team driving time* for more information.

To change the activity:

5. Tap on the **information** fields to modify the contents.

An explanatory note is mandatory for all logbook changes.

To change the activity detail:

6. Tap the **Activity Details** button.

7. Make the required changes.

8. Tap **Finish**.

To split an activity:

9. Tap **Split**.

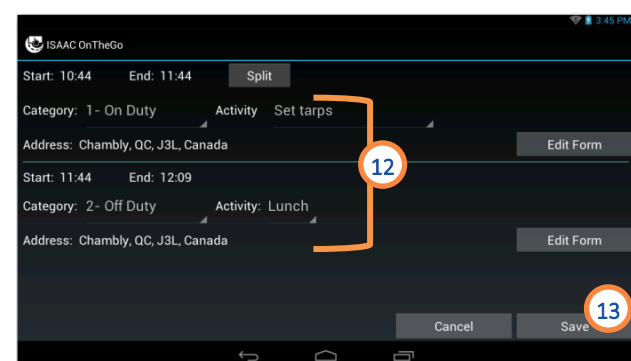
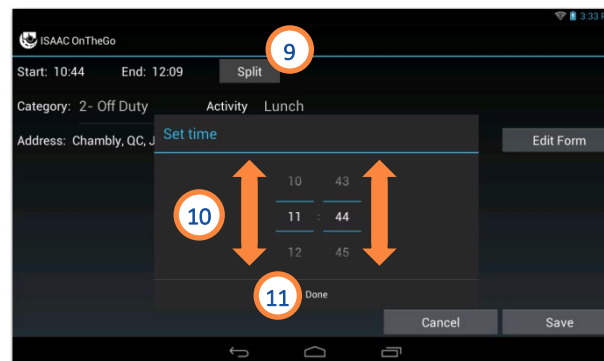
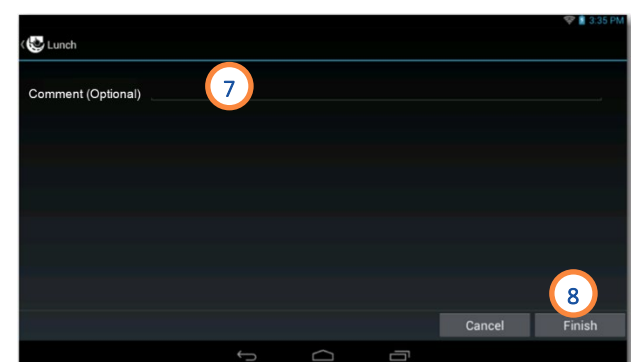
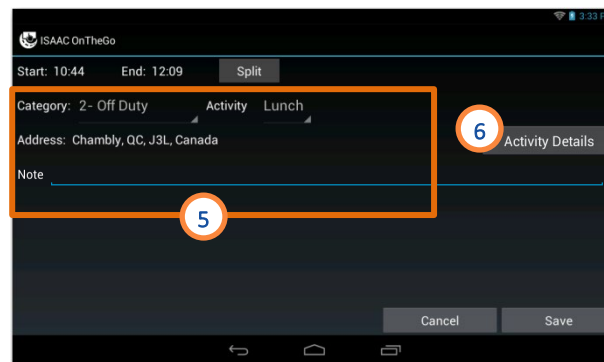
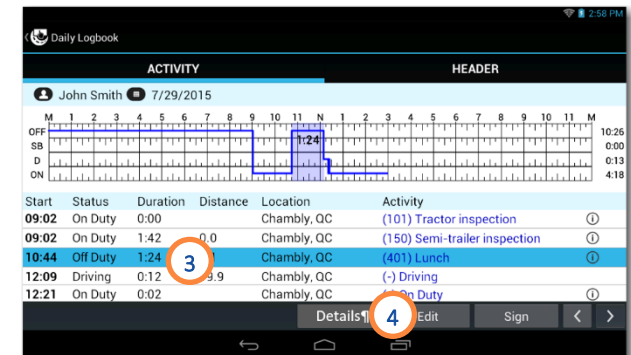
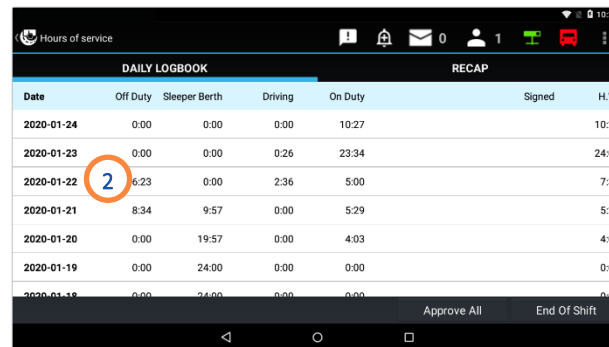
10. Select the time of the split.

11. Tap **OK**.

12. Enter the information required for the two resulting activities.

To apply changes:

13. Tap **Save**.



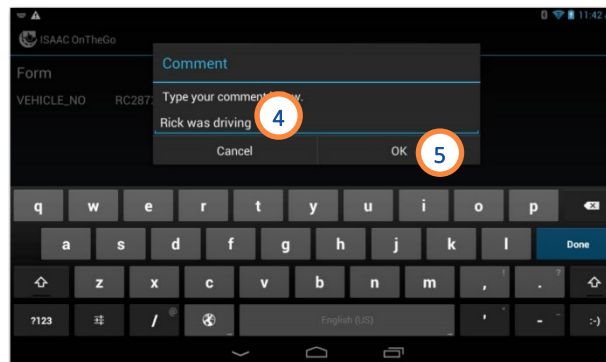
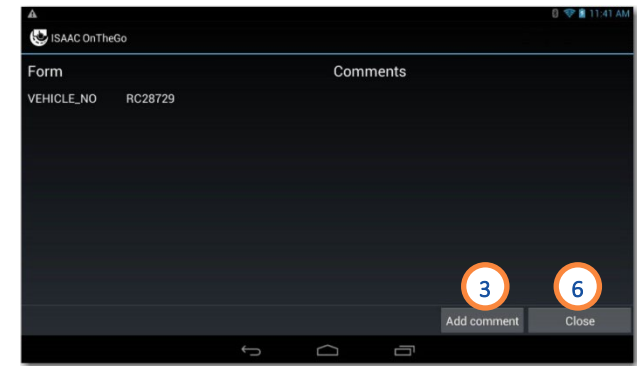
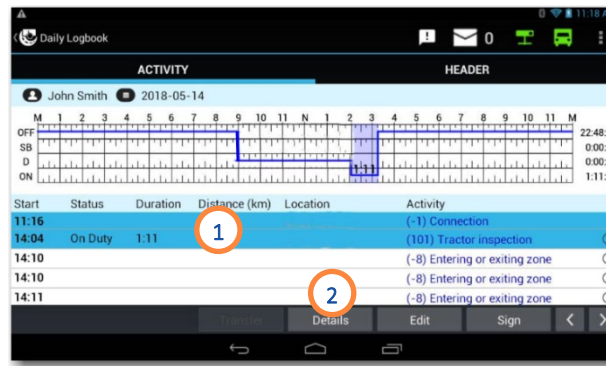


# Logbook – Hours of Service

## Adding comments to logbook activities

ISAAC OnTheGo allows you to add comments to logbook activities. These comments are displayed in data transferred to the FMCSA.

1. Select an activity from the list.
2. Tap **Details**.
3. Tap **Add comment**.
4. Enter the comment in the space provided.
5. Tap **OK**.  
Repeat steps 3-5 to add another comment to the same activity.
6. Tap **Close**.



# Logbook – Hours of Service

## Adding additional hours

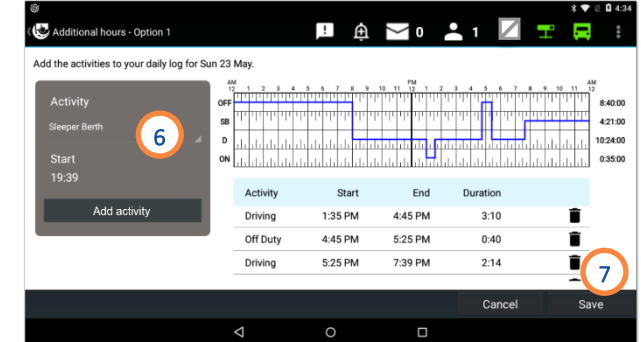
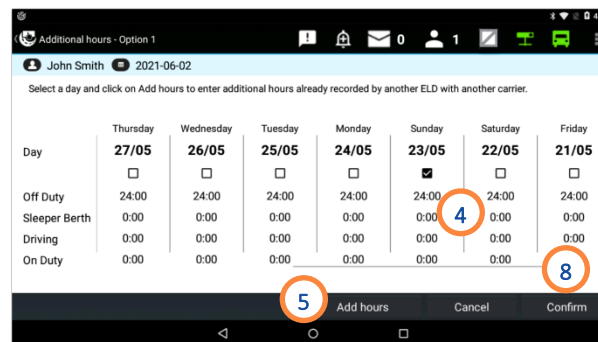
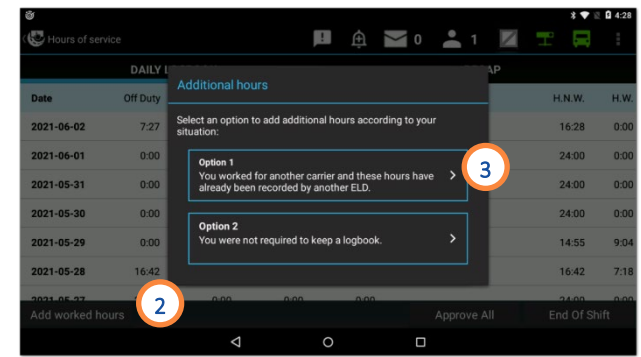
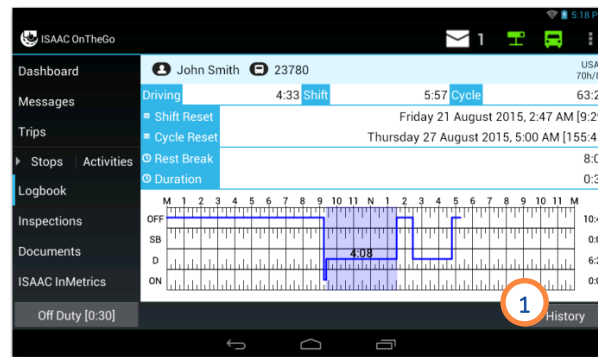
ISAAC OnTheGo allows the driver to add hours worked in the last 13 days, either for a different carrier or for which they did not have to complete a logbook.

### Option 1 – adding hours worked at another carrier

Note that hours worked for another carrier cannot overlap the days (24-hour period) where the ISAAC tablet was used.

1. Tap **History** at the bottom of the daily log.
2. Tap the **Add worked hours** button.
3. Tap **Option 1**.
4. Select the **Day** you wish to add hours to.
5. Tap **Add hours**.
6. Enter the **start time** and **end time** of every duty status activity (driving / on-duty / off-duty / sleeper) for this day.
7. Tap **Save**.  
Repeat for all desired days.
8. Tap **Confirm** when all additional hours have been added for all desired days.

Note that the added hours are to help calculate the remaining driving and on-duty time and are not displayed on the roadside inspection report.



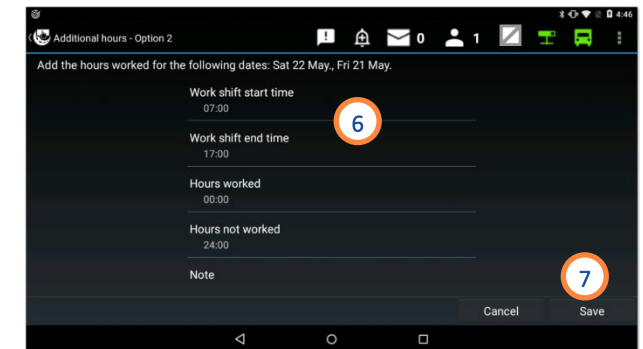
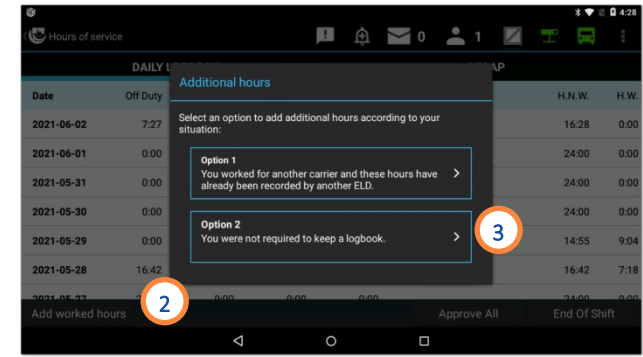
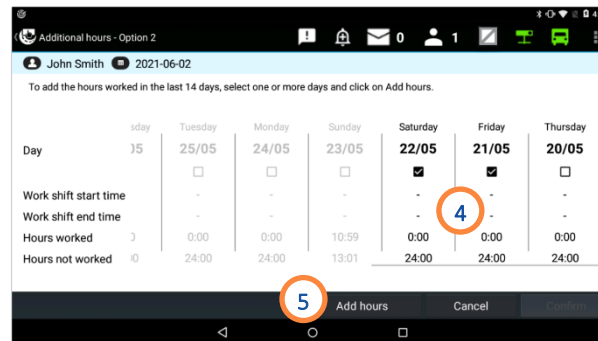
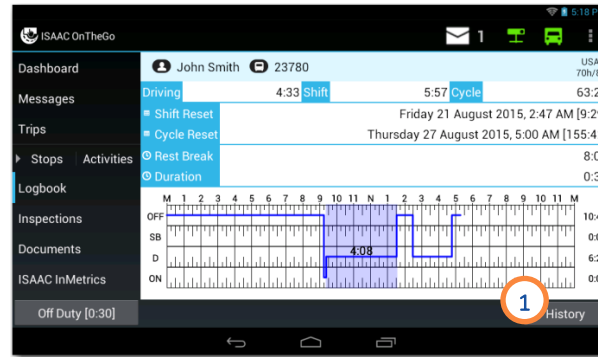
# Logbook – Hours of Service

## Option 2 – adding hours for which completing a logbook was not required

For example, this option can be used by a driver needing to travel further than the 160 km-radius from the terminal for one day.

1. Tap **History** at the bottom of the daily log.
2. Tap the **Add worked hours** button.
3. Tap Option 2.
4. Select the **Day(s)** you wish to add hours to. You can select several days at once.
5. Tap **Add hours**.
6. Enter a **Work shift start time** and a **Work shift end time** for each day worked.
7. Tap **Save**.


Note that these hours will be displayed in the roadside inspection report as manually added hours.



# Logbook – Hours of Service

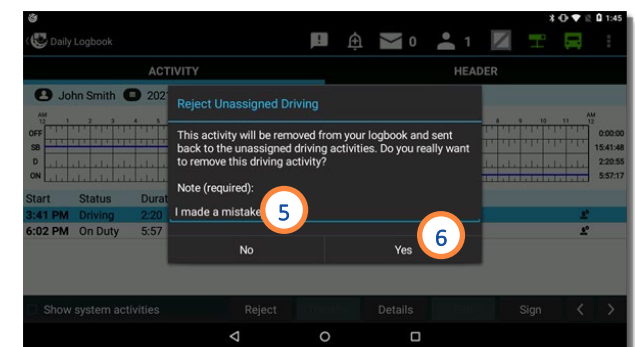
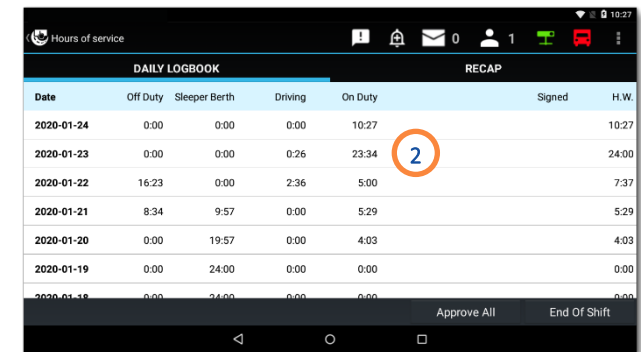
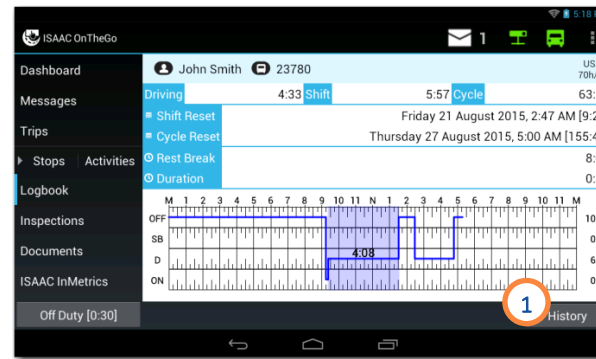
## Rejecting unassigned driving

Drivers can reject an unassigned driving segment that was previously accepted by mistake.

1. Tap **History** at the bottom of the daily log.
2. Select a **daily log** from the list.
3. Tap the **driving activity** accepted by mistake.  
Note that a driver icon  is displayed beside activities modified to include the unassigned driving.
4. Tap **Reject**.
5. Enter a **note** explaining the rejection.
6. Click **Yes**.

The unassigned driving segment is removed from the driver's daily log and the duty status (on-duty, off-duty, sleeper berth) is restored to what it was before.

Note that an entry is recorded in the logbook to indicate that the unassigned driving segment was rejected.



# Logbook – Hours of Service

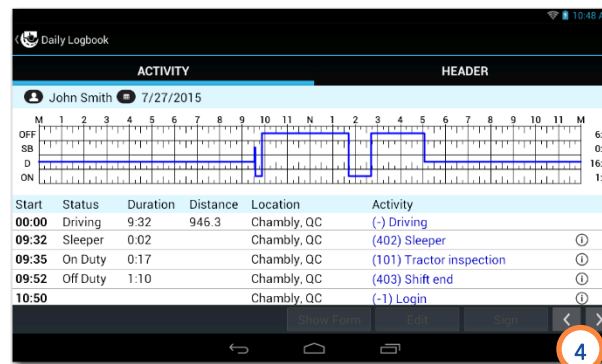
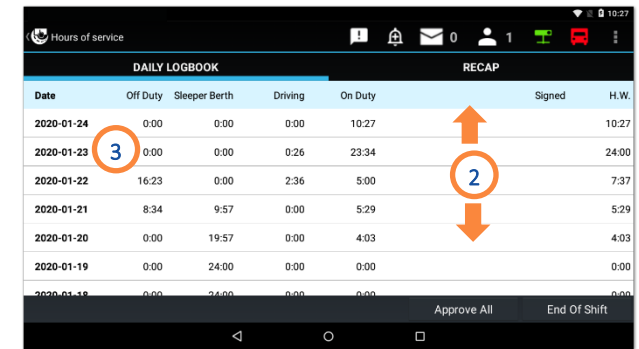
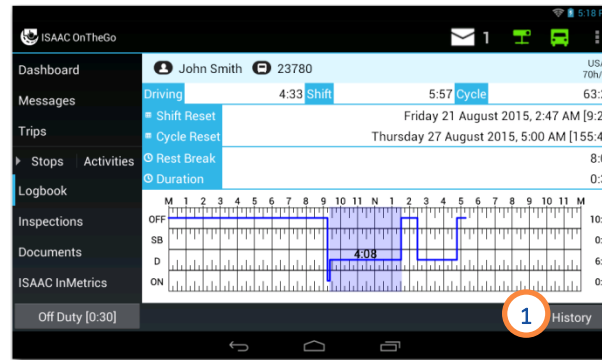
## Viewing previous daily logs

ISAAC OnTheGo keeps up to 14 days worth of daily logs on the tablet.

1. Tap **History** at the bottom of the current daily log.  
The list of available log pages appears.
2. Swipe the page upward and downward to scroll through the list.

To see log details:

3. Select a **log page** from the list to display details.
4. Tap the **arrows** at the bottom of the page to scroll through the different daily logs.



## Good to know

- The dashboard shows the driver his remaining driving time and driving performance indicators.
- The performance indicators displayed are configurable and established by the system administrator. (ex. accelerator pedal usage, horsepower, fuel consumption).
- The color code of performance indicators shows if values are optimal (green), below optimal (yellow), or need to be rectified (red).
- If CoPilot™ Truck is activated, the navigation screen appears on the dashboard in addition to the performance indicators and navigation instructions can be toggled on and off directly from the dashboard. Traffic conditions will also appear if the Active Traffic™ option is activated.
- The dashboard displays automatically when the vehicle is travelling. ISAAC OnTheGo detects the vehicle is travelling when moving at over 18 Km/h or after covering a distance of more than 3.3 Km.
- When the dashboard displays while travelling, drivers:
  - cannot access other ISAAC OnTheGo features or other Android apps, to promote safe driving
  - can safely receive priority messages from the dispatcher, thanks to text-to-speech functionality
  - can safely send a precomposed emergency message rapidly
  - can see the next planned stop
  - receive notifications about any current or impending hours-of-service violations
  - receive notifications about any current or impending inspection violations

## Viewing the dashboard

When the dashboard displays while travelling, other tablet functions cannot be accessed, to promote safe driving.

To display the dashboard:

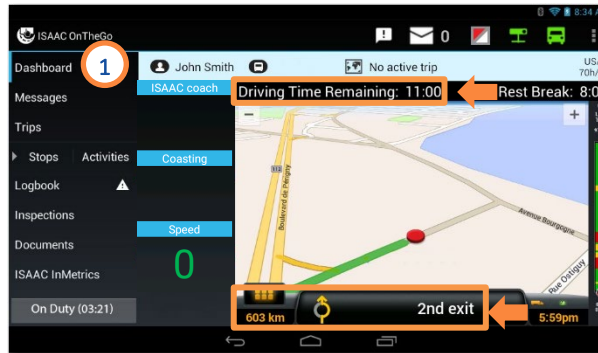
1. Select **Dashboard** on the main menu.

The dashboard displays:

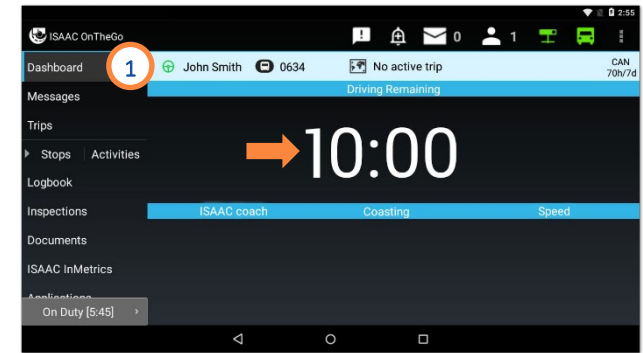
- the remaining driving time
- the next planned stop if trip instructions are activated in ISAAC OnTheGo – navigation instructions can be toggled on and off by tapping the blue bar
- the time remaining before the next mandatory break – if the display mode is for U.S. regulations
- the navigation panel, if CoPilot™ Truck is activated in ISAAC OnTheGo
- the traffic conditions if the **Active Traffic™** option is activated.

When the vehicle is travelling, the dashboard shows:

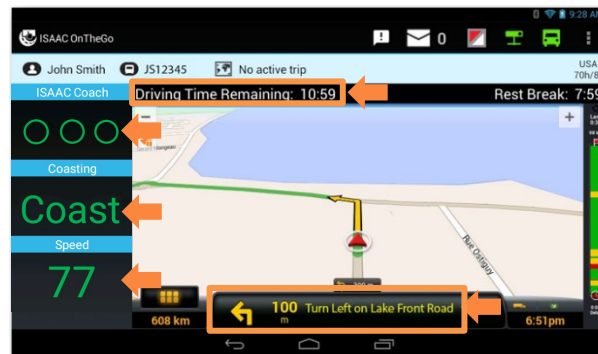
- driving performance indicators
- the navigation panel, if CoPilot™ Truck is activated
- The menu bar when the vehicle is stopped for more than 3 consecutive seconds.
- notifications of upcoming hours-of-service violations, 30 minutes before the violation



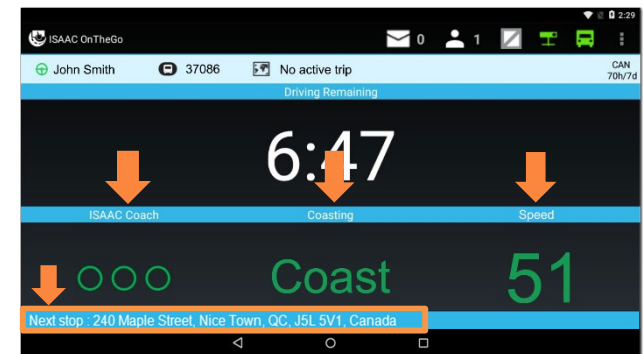
Dashboard and navigation, displayed from the menu option



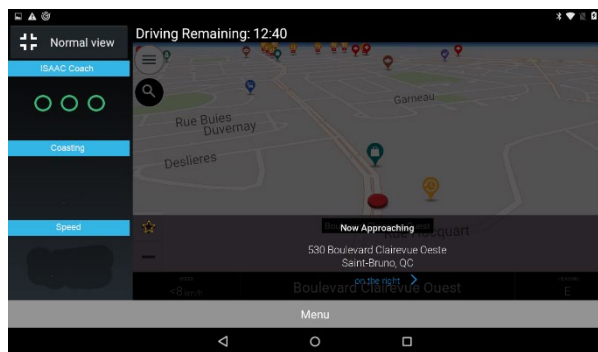
Dashboard displayed from the menu option



Dashboard and navigation displayed while driving



Full-page dashboard displayed while driving

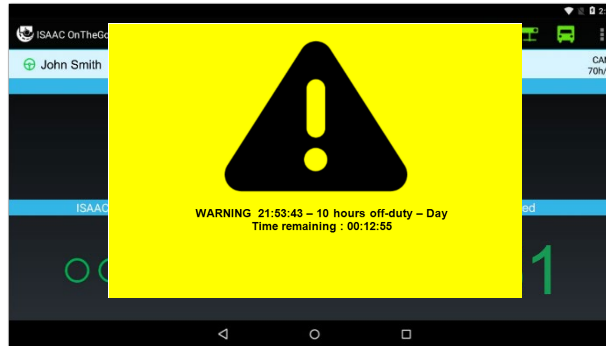


Menu bar when vehicle is stopped for more than 3 seconds

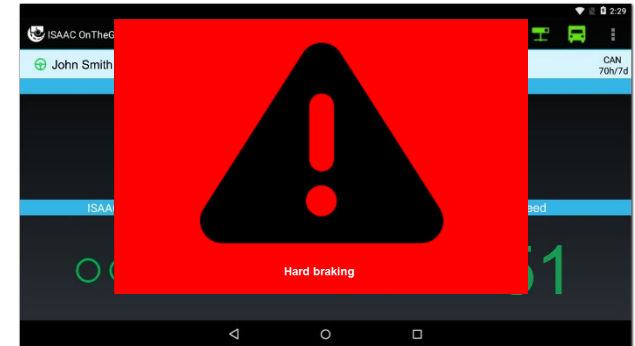


The vehicle's geographical position determines if notifications are issued based on Canadian or U.S. regulations.

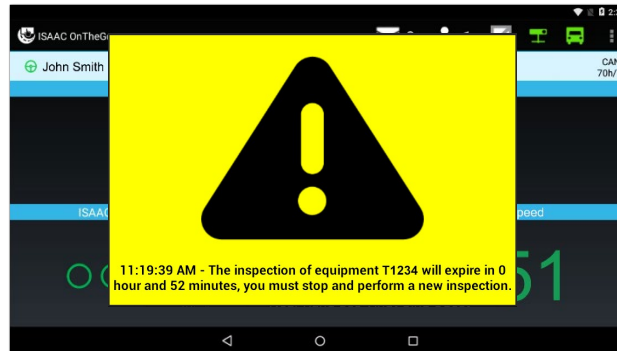
- notifications of alarms detected by the gateway (ex. excessive speed, hard turn, etc.)
- Notifications of inspection violations when a vehicle or equipment is moving with an inspection about to expire or already expired
- Notifications of inspection violations when moving with an unrepaired minor defect within the 48-hour limit
- Notifications of inspection violations when moving with an unrepaired minor defect over the 48-hour limit, or unrepaired major defects



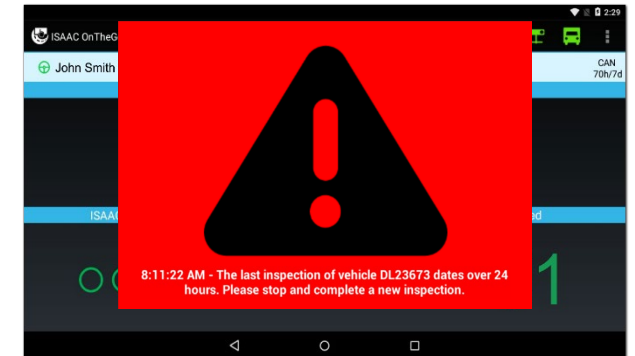
Dashboard notification of hours-of-service violation



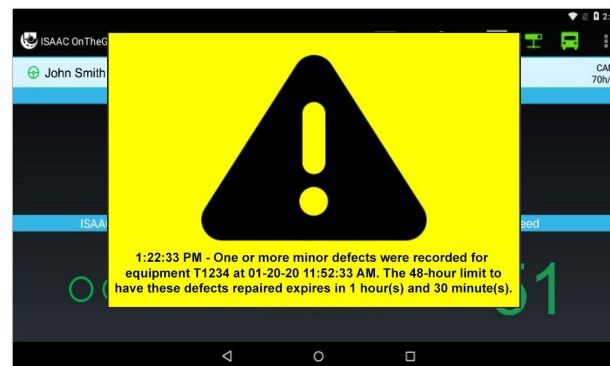
Dashboard notification of alarm



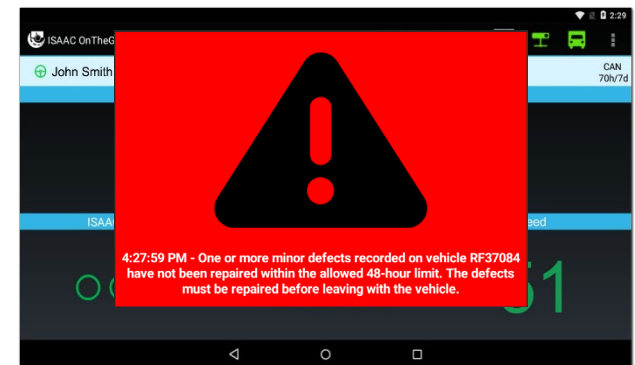
Dashboard notification of inspection violation when moving with an inspection about to expire



Dashboard notification of inspection violation when moving with an expired inspection



Dashboard notification of inspection violation when moving with an unrepaired minor defect within the 48-hour limit



Dashboard notification of inspection violation when moving with an unrepaired minor defect over the 48-hour limit

## Good to know

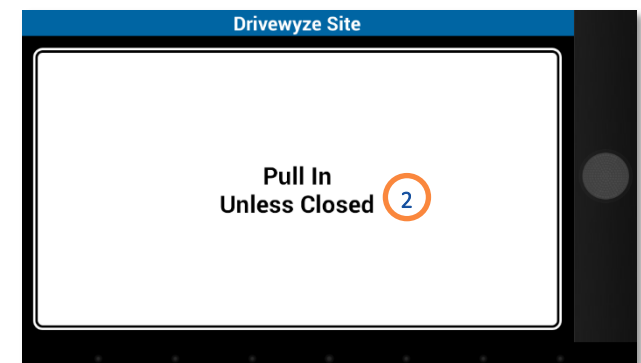
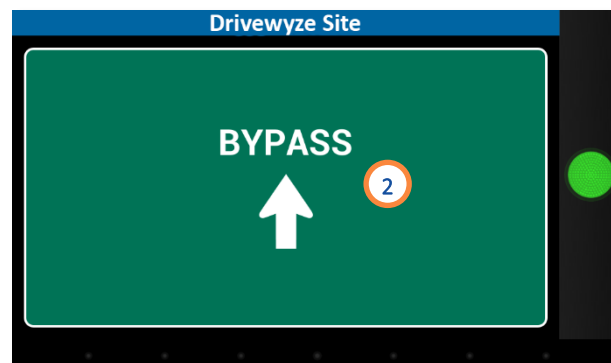
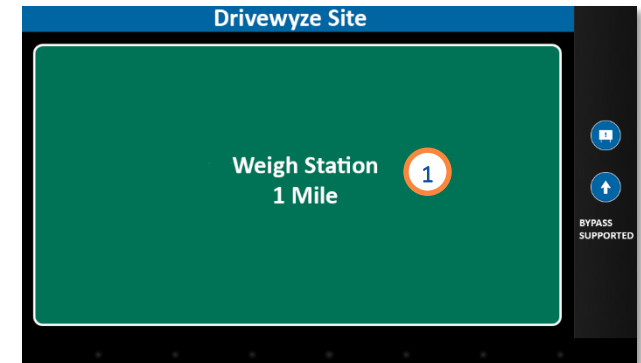
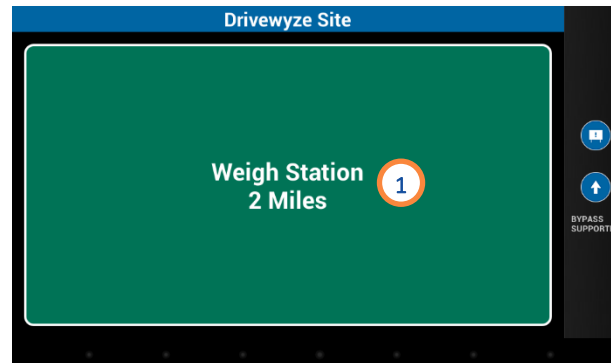
- Drivewyze is an application used in trucking to reduce the number of times a driver must stop at a weigh station. It is offered as an option in ISAAC's solution. It integrates directly into the dashboard on ISAAC's tablet. For more detailed information on Drivewyze, go to <https://drivewyze.com/support-center>.
- Drivewyze informs you at a 2-mile distance and then again at a 1-mile distance from Drivewyze supported weigh stations and instructs you via a message displayed on screen whether to bypass the weigh station, pull in, or follow roads signs.
- Drivewyze records the last instructions given to view if needed.

## Following Drivewyze instructions

Drivewyze Instructions appear on screen, remain for a few seconds, and then disappear. No action is required.


On the dashboard:

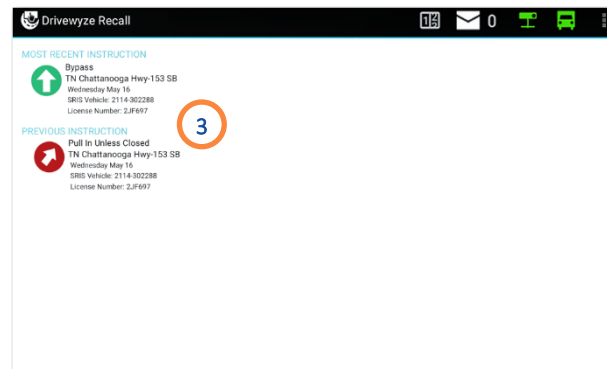
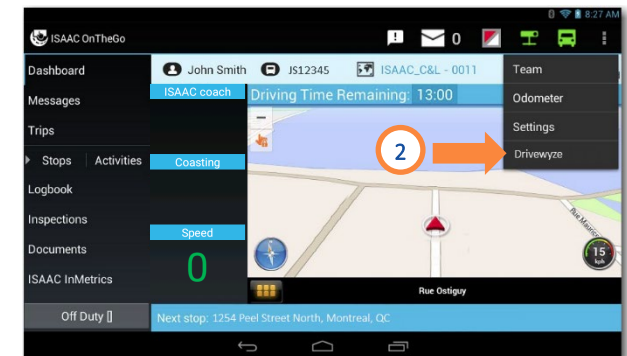
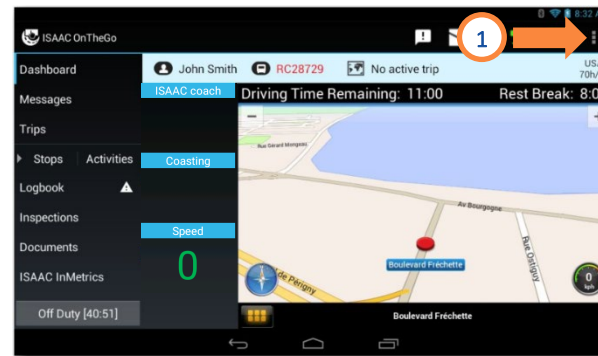
1. When Drivewyze advises of an approaching weigh station, **be prepared** to follow upcoming instructions.  
Note that you will be advised of an upcoming weigh station at a 2-mile distance and then again at a 1-mile distance.
2. **Read and follow** the Drivewyze instruction to either bypass, pull in or follow the road signs.  
NOTE: If you do not have time to read the instruction or are unclear about the instruction, pull in at the weigh station.



## Viewing the last Drivewyze instructions

ISAAC OnTheGo records the last instructions given by Drivewyze to view if needed.

1. Tap the  button.
2. Select **Drivewyze** from the drop-down list.
3. View the last instructions on screen.



## Good to know



- CoPilot™ Truck, a commonly used navigation tool in trucking, is offered as an option in ISAAC's solution. It integrates directly into the dashboard on ISAAC's tablet.
- This section describes how to access some of the most commonly used features. For more information, see CoPilot's Web site and help tools. For more detailed information on CoPilot™ Truck, go to <https://support.copilotgps.com>
- If ISAAC's solution includes trip instructions from your organization's TMS (Transport Management System), the address of the next defined stop is entered automatically on the CoPilot™ Truck navigator panel.

## Changing the vehicle profile

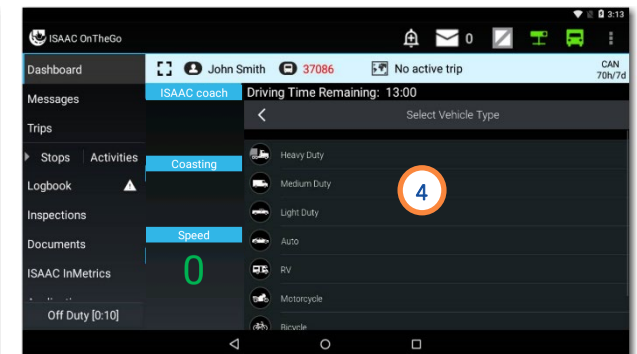
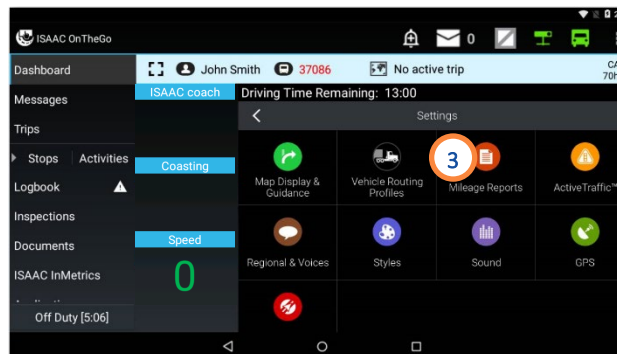
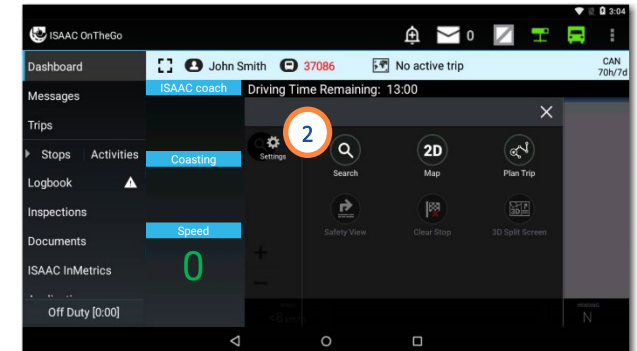
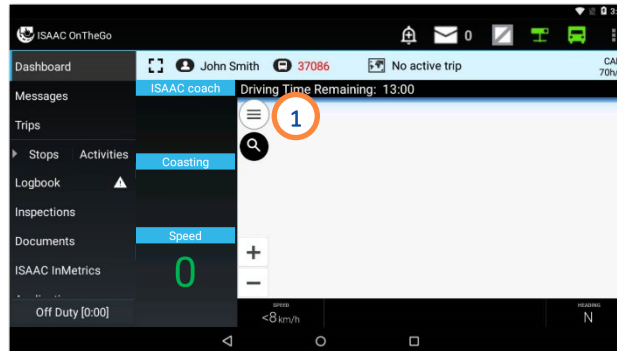
The profile includes information such as vehicle dimensions and specifies if the load includes hazardous materials.

CoPilot™ Truck takes this information into account when suggesting a route.

On the dashboard:

1. Tap the menu icon .
2. Tap **Settings**.
3. Tap **Vehicle Routing Profiles** .
4. Change the vehicle profile using the features on the screen.



Note that you can also change your vehicle profile after having entered your destination.

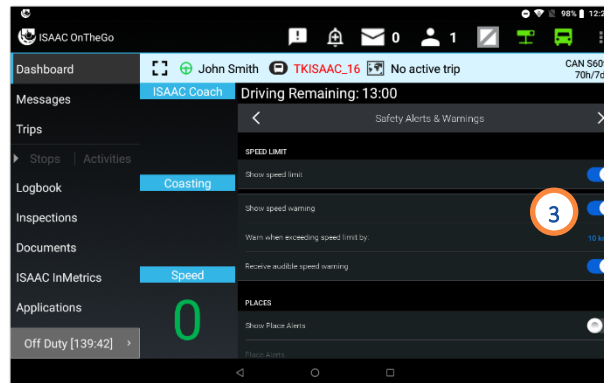
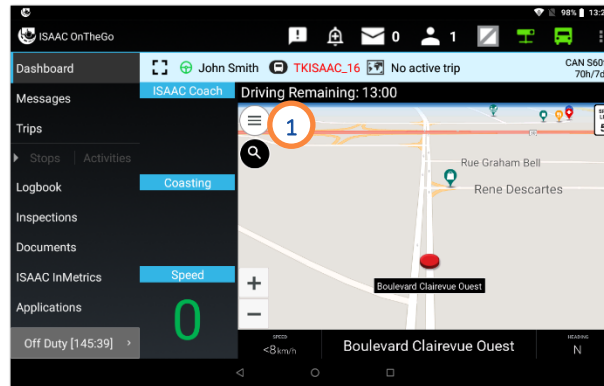


# CoPilot Truck – Commonly Used Features

## Activating safety alerts and warnings

On the dashboard:



1. Tap the menu icon  then **Settings**.
2. Tap **Safety Alerts & Warnings** .
3. Slide the buttons to activate the different safety alerts and warnings you wish to see while driving.

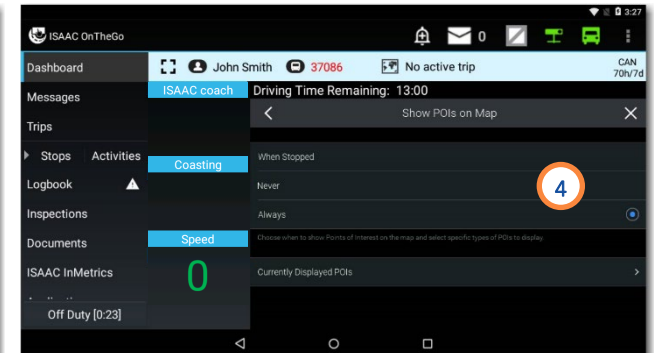
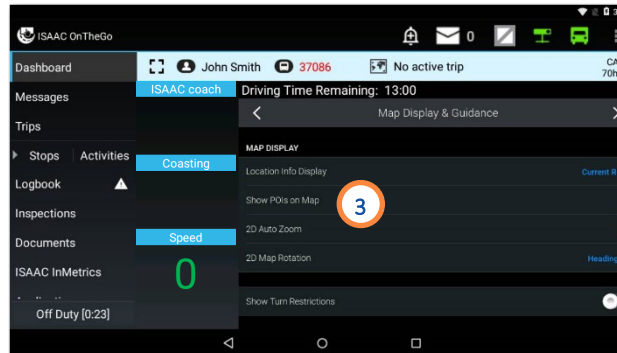
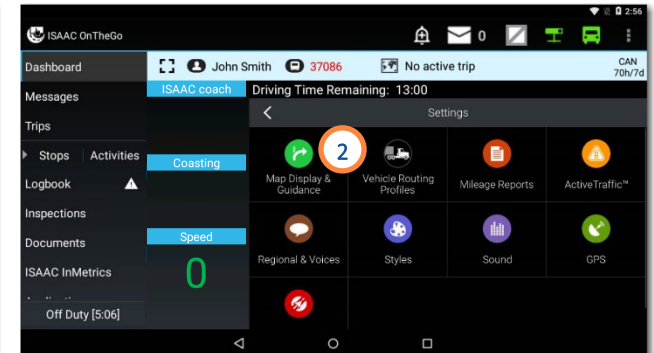
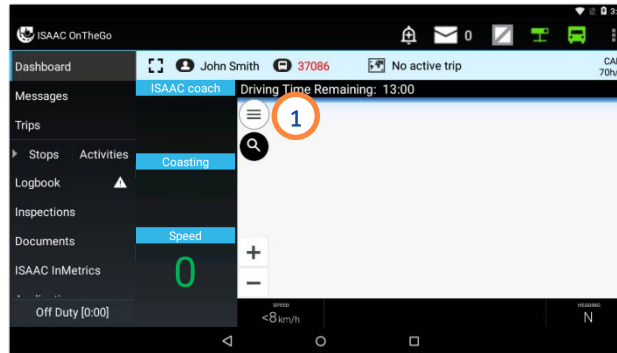


# CoPilot Truck – Commonly Used Features

## Viewing points of interest

On the dashboard:

1. Tap the menu icon  then **Settings**.
2. Tap **Map Display and Guidance** .
3. Tap **Show POIs on Map**.
4. Explore the various points of interest using the features on the screen.









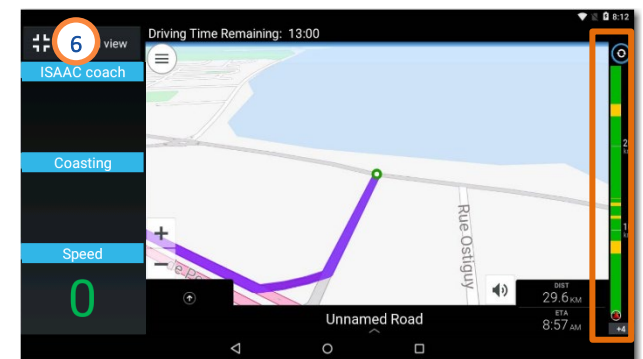
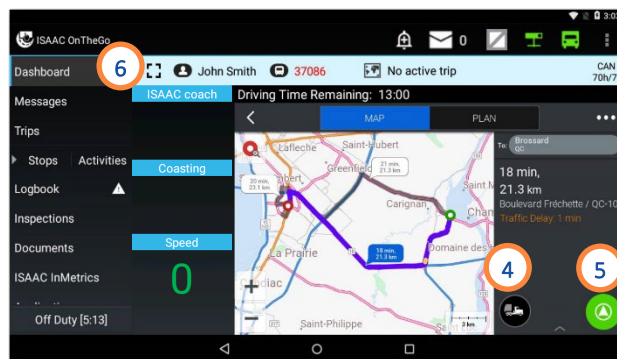
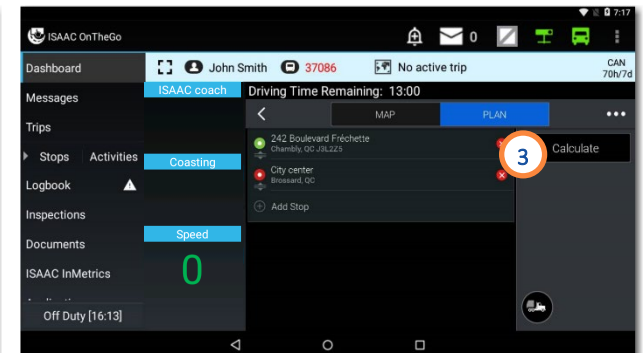
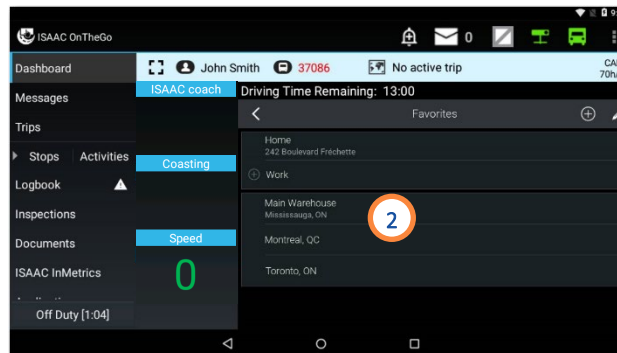
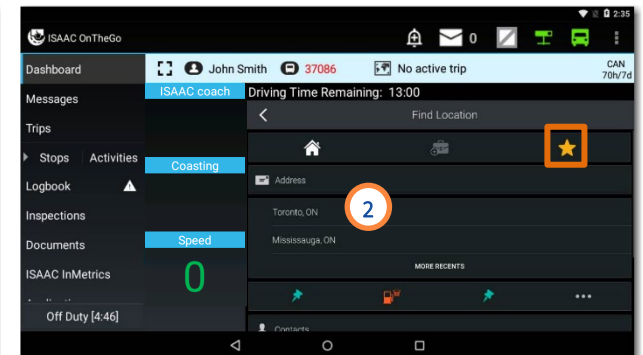
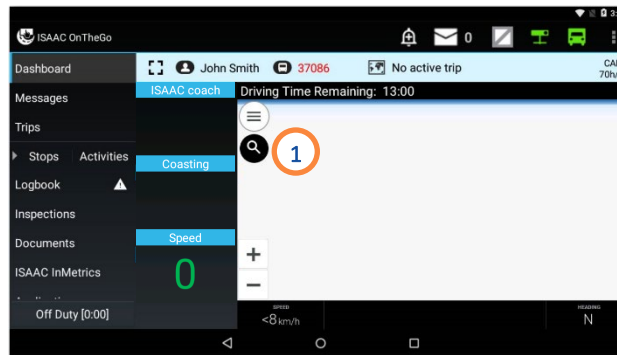
# CoPilot Truck – Commonly Used Features

## Entering a destination address

If ISAAC's solution is integrated with your organization's TMS, there is no need to enter the address manually, as it is automatically taken from the dispatcher's trip instructions and entered in the navigation system.

On the dashboard:

1. Tap the **search** icon .
2. Enter an address using the features on the screen or tap the **favorites** icon  and choose a destination from your favorites.
3. Tap **Calculate**.  
Route information and traffic delay are displayed.
4. Change your vehicle profile if needed .  
See Changing the vehicle profile for more information.
5. Tap the **icon** to begin .
6. Tap  to view the map in full screen and tap  to exit full screen mode.  
The traffic bar on the right indicates the traffic delays on your route.





# CoPilot Truck – Commonly Used Features

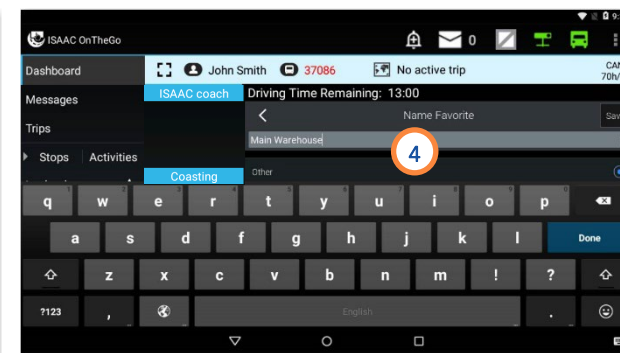
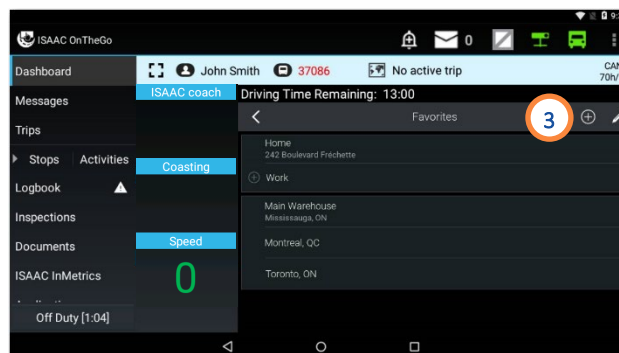
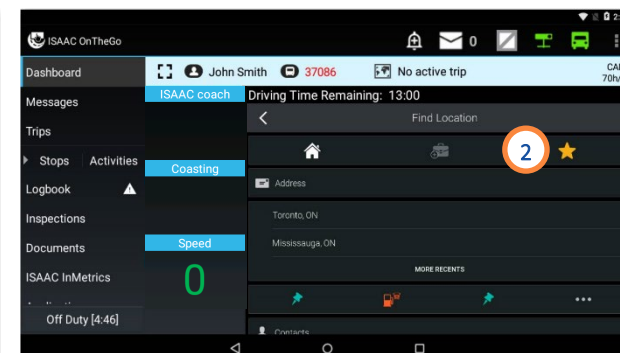
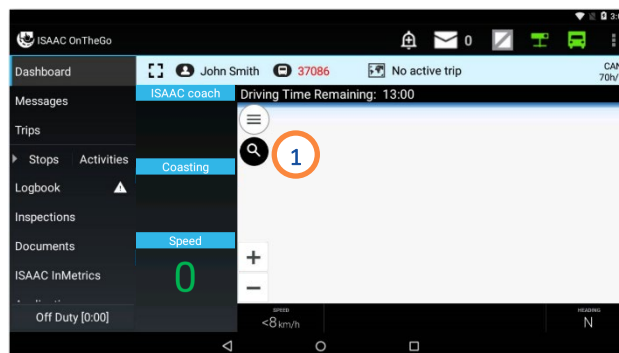
## Adding a favorite destination

On the dashboard:

1. Tap the **search icon** 🔍.
2. Tap the **favorites icon** ★.
3. Tap the icon to **add a favorite** ➕.

Note that you can edit an existing favorite by using the edit button ✎.



4. Add the destination as a favorite using the features on the screen.



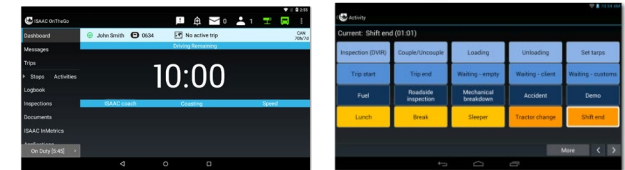
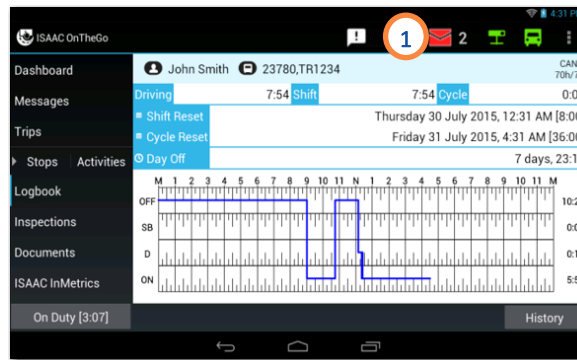
## Good to know

- ISAAC OnTheGo's messaging is dedicated to communication between vehicle drivers and dispatchers.
- Dispatchers can send priority messages and request a reply.
- Dispatchers can send a destination to a driver with a clickable link to set the destination in CoPilot.
- The driver and dispatcher can send a message via satellite if the vehicle is equipped with a satellite communication module.
- Dispatchers can also specify an expiry date and time on a message, so it is removed from the driver's tablet when it expires.
- The retention period for messages on the tablet is configurable in ISAAC OnRecord.
- After reading a message, the driver can go back to the dashboard by tapping the words ISAAC OnTheGo in the upper left corner.
- All messages are announced in the application bar using an icon, and with a sound alarm.
- For priority messages and messages that require a response, the sound alarm repeats at regular intervals until the driver acknowledges the message.
- Dispatchers can deactivate the sound alarm when sending a message, to avoid disturbing the driver during a rest break.
- When the vehicle is travelling, the driver receives messages in text-to speech mode, so he can receive and acknowledge messages safely. Text size and audio message play speed are configurable in ISAAC OnRecord.
- Messages the driver sends are received by all users in the selected dispatcher group.
- The driver can rapidly send a precomposed emergency message, which can prove especially useful while driving. The emergency message is received by all users in the selected dispatcher group as well as all other dispatchers that have configured their email notifications to receive all emergency messages.

## Being notified of messages received

1. Check the indicator bar displayed at the top of ISAAC OnTheGo's pages.
  -  the number of unread messages is displayed
  -  a red icon signals unread priority messages
2. Pay attention to the sound alarm that signals priority messages. Note, however, that the dispatcher can deactivate the sound alarm when sending a message.

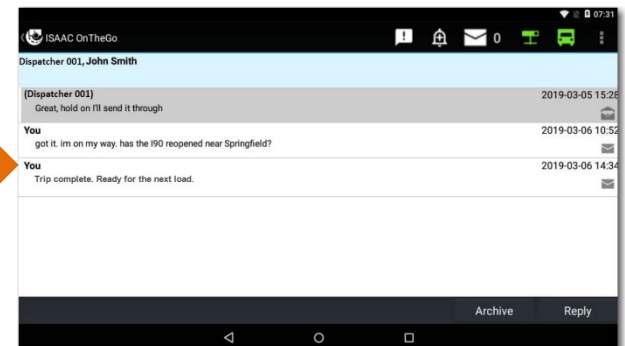
When the vehicle is travelling, the driver can safely receive and acknowledge priority messages thanks to **text-to-speech** functionality (see *Viewing and replying to a message* for more information)



## Viewing the list of messages received

1. Tap the messages icon on the application bar OR Select **Messages** on the main menu.
 

The list displays showing the most recent messages at the top.
2. Tap the message to see the whole conversation, if applicable.
3. Swipe the page upward or downward to scroll through the list.



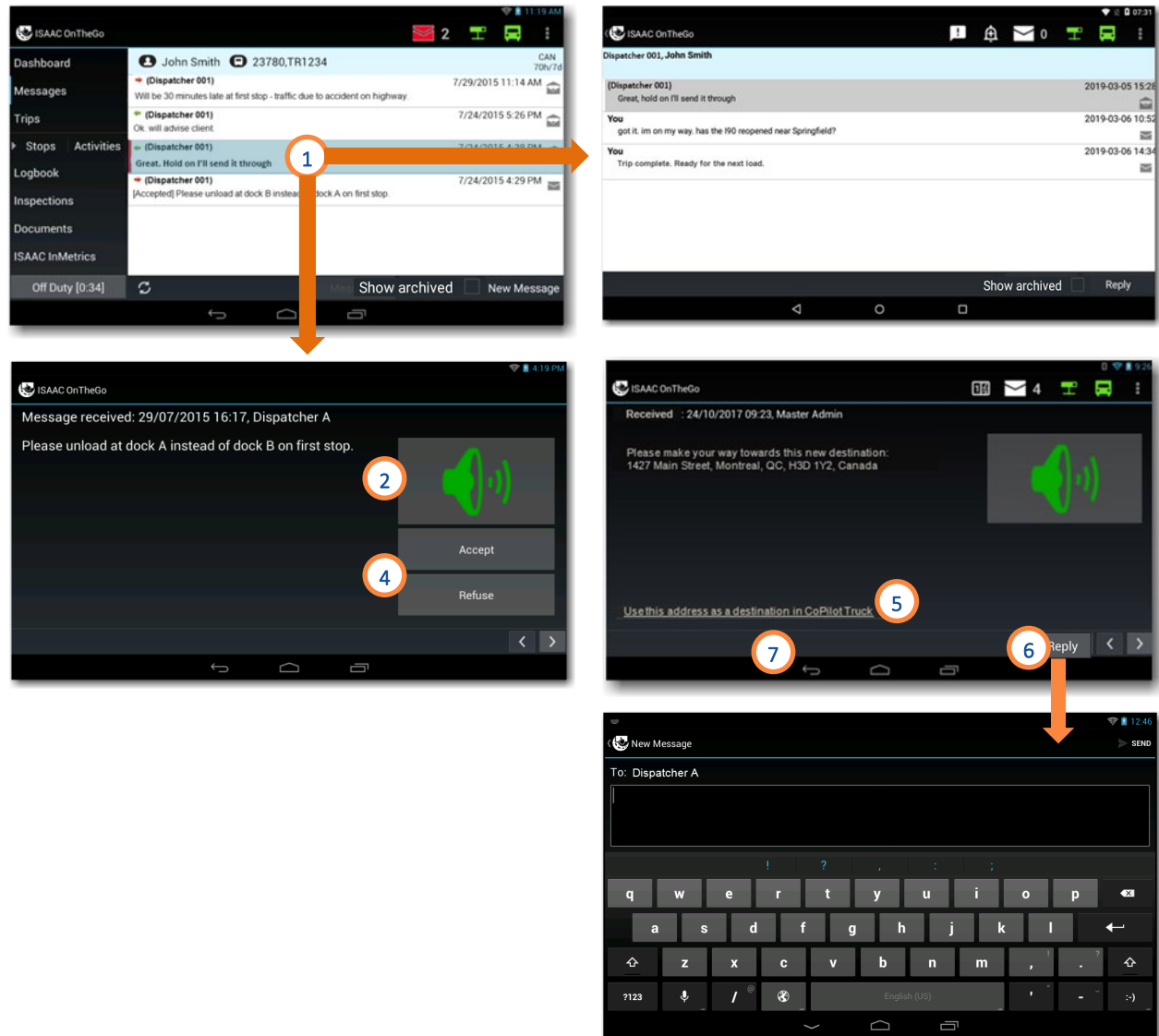
Message list indicators:

- A **red vertical bar** signals priority message
- A **status icon** helps distinguish read messages (open envelope) from unread messages (closed envelope).

## Viewing and replying to a message

1. Tap a message to display its full contents in a separate window.  
If the message is part of a conversation with more than one reply, a page showing all replies will open.
2. Tap the **text-to-speech icon** to listen to an audio version of the message.
3. If the message contains an attachment or a link, tap the name of the document or the link to open it on a new page.
4. If the message requires an immediate response, tap one of the response buttons (**Accept/Refuse**).
5. If the message contains a new destination, tapping the link will set the address as the destination in CoPilot and cause the CoPilot page to appear.
6. To type a custom response, tap the **Reply** button.
7. Press the tablet's return button to go back to the messages list.

Note that the message's **status icon** is updated to show the message has been read.

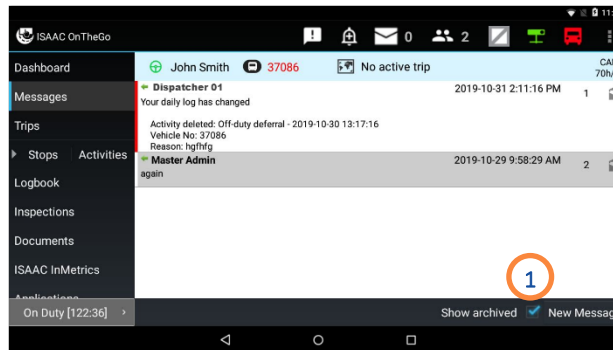


## Viewing your archived messages

ISAAC OnTheGo allows you to archive your messages once they are read. If you receive a reply to an archived message, it returns to your active messages.

1. Check the **Show archived** checkbox to view your archived messages with your current messages.

Note that archived messages are highlighted in grey.



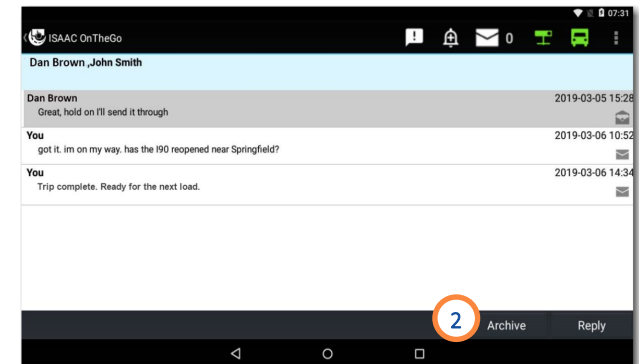
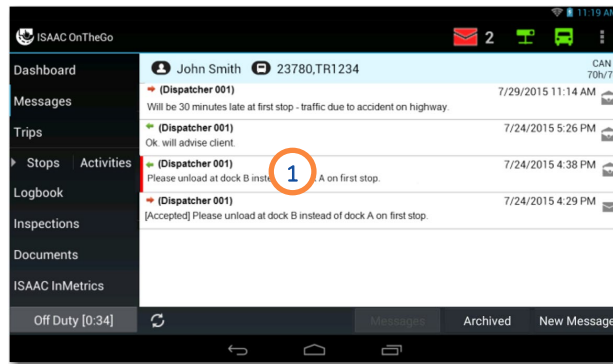
## Archiving a message

1. Tap the message to archive.

Note that the entire conversation linked to the message will be archived.

2. Tap **Archive**.

Note that all replies to the message must have been read before you can archive the message.



## Receiving priority messages

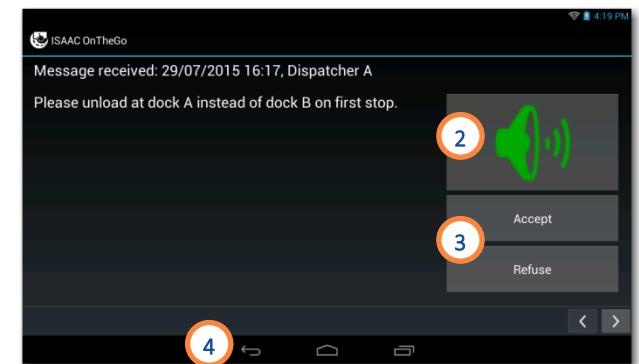
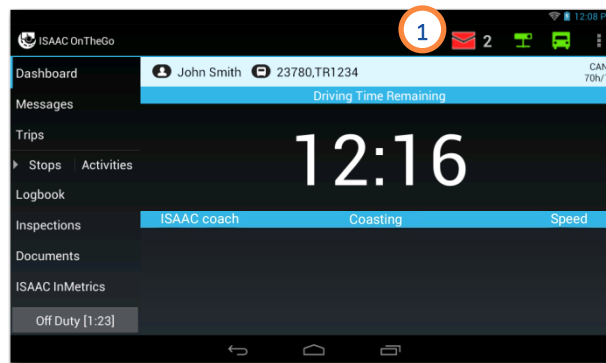
For priority messages, the sound alarm repeats at regular intervals until the driver acknowledges the message.

When the priority message alarm sounds:

1. If the message is not already displayed, tap the **messages icon** on the indicator bar.

On the message display:

2. Tap the **text-to-speech icon** to hear an audio version of the message.
3. Tap one of the reply buttons (**Accept**, **Refuse**).
4. If the message page remains on screen, press the tablet's return button to go back to the previous screen.



## Receiving priority messages while driving

When the vehicle is travelling, priority messages automatically appear on screen in **text-to-speech** mode.

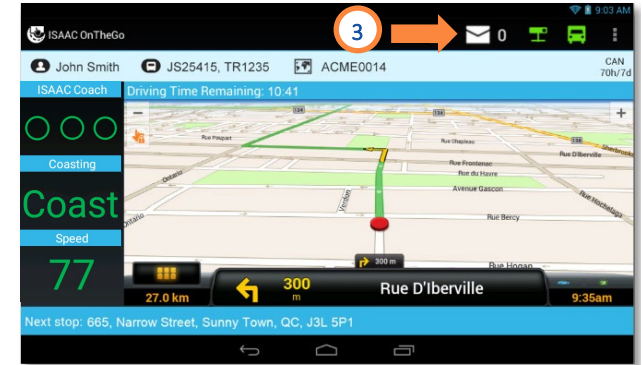
On the message display:

1. Tap the **speaker icon** to hear an audio version of the message.
2. Tap one of the reply buttons (**Accept, Refuse**).

ISAAC OnTheGo will display all priority messages not yet acknowledged before redisplaying the dashboard.

To RE-ACCESS priority messages that have already been acknowledged:

3. Tap the messages icon on the application bar.
- ISAAC OnTheGo will once again display the priority messages already received and will redisplay the dashboard when done.





## Sending messages

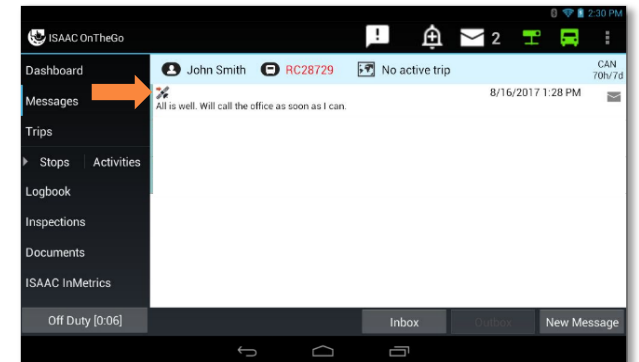
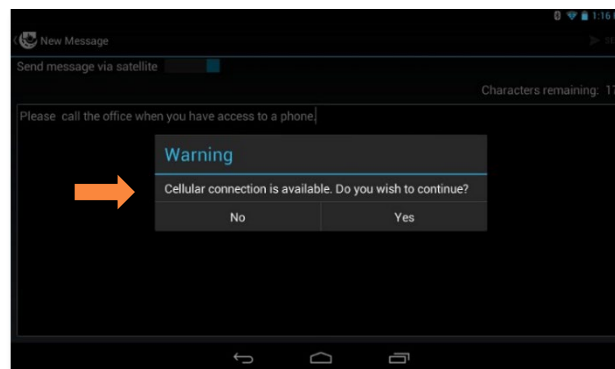
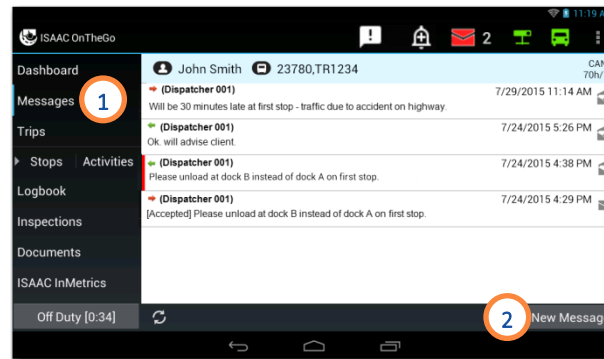
1. Select **Messages** from the main menu.
2. Tap **New message** at the bottom of the page.

Note: When a vehicle is equipped with a satellite communication module, an option to send a message via satellite is displayed.

3. To send a message via satellite, slide the **Send message via satellite** button to the right.
4. Type the message using the on-screen keyboard.
5. Tap **Send** at the top of the page.

NOTE: If you chose to send a message via satellite when cellular communication is available, a warning displays on screen.


A satellite icon is displayed next to your messages sent by satellite.



## Sending emergency messages

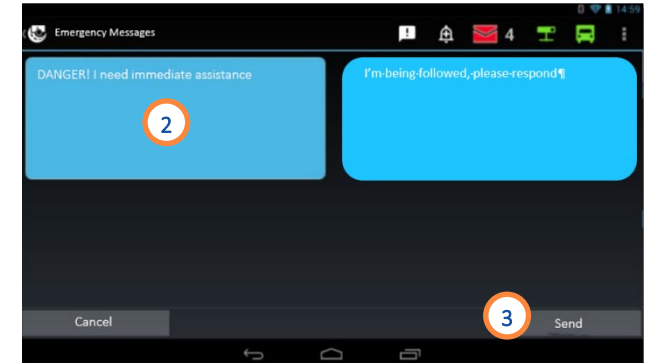
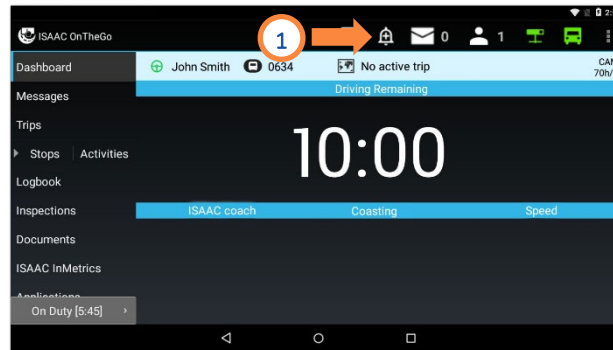
The emergency messages feature allows you to rapidly send precomposed emergency messages to users in your selected dispatcher group as well as to all users that configured their email notifications to receive all emergency messages.

To send an emergency message:

1. Tap on the **Emergency Messages** icon .
2. Select one of the precomposed emergency messages.
3. Tap **Send**.

Note that if you are in an area with no cellular coverage and your vehicle is equipped with a satellite module, the emergency message will be sent via satellite automatically.

If you do not have a satellite module, the message will be sent as soon as you return to an area with cellular coverage.



## Good to know

- The ISAAC InMetrics option lets you view your most recent performance reports.

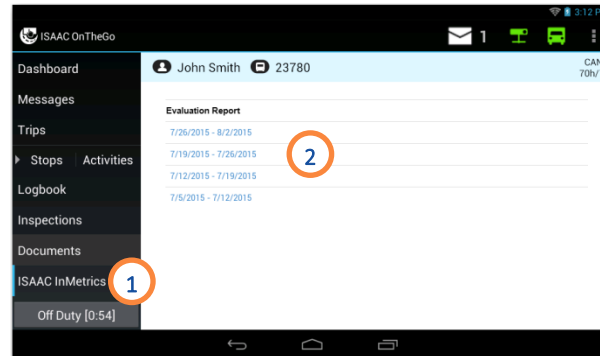
## Viewing a daily performance report

1. Select **ISAAC InMetrics** from the main menu.
2. Select the report you wish to view.
3. Swipe the page upward and downward to scroll through the report.



Pinch and stretch the image to zoom in and out.

4. Tap the scroll arrows to move through the various reports.
5. Tap the **Return to list** button to return to the previous page.



## Good to know

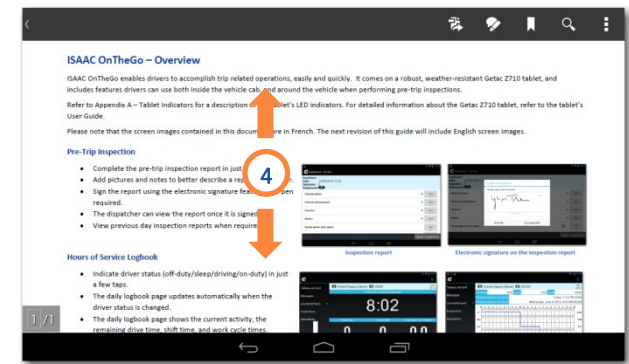
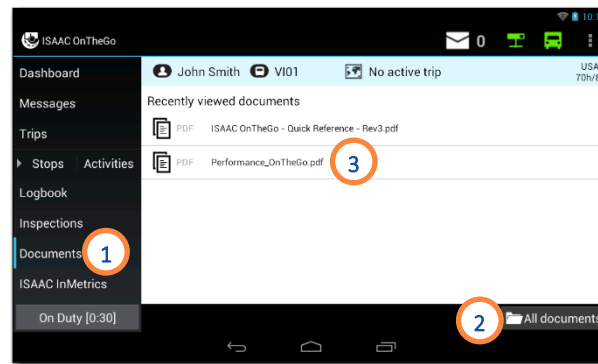
- The document section contains any document your organization has decided to make available via ISAAC OnTheGo.
- Depending on the document format, you might need to install an application on the tablet to view it. For example, the Adobe Reader application is required to view documents in PDF format.

## Viewing a document

1. Select **Documents** from the main menu.
2. If the document you wish to view does not appear on the **Recently viewed documents** list, tap the **All documents** button.
3. Select the document you wish to view.

A window will appear for selecting the application you wish to use for displaying the document.

4. Swipe the page upward and downward to scroll through the document.

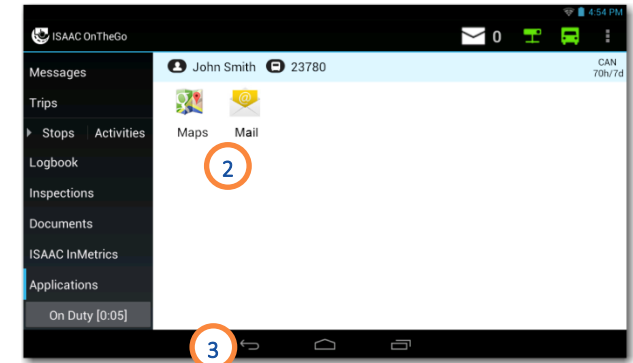
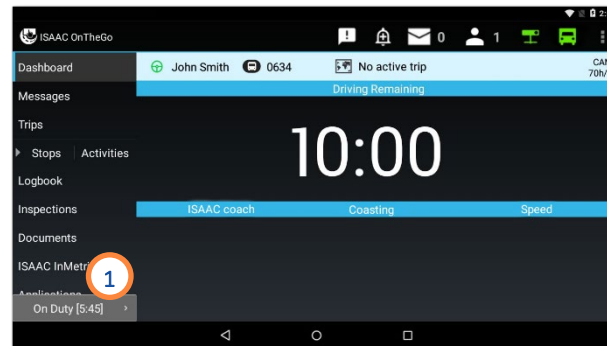


## Good to know

- The applications feature provides access to other *apps* (applications) installed on the android tablet, directly from within ISAAC OnTheGo.

## Accessing an application

1. Tap **Applications** on the main menu.  
If this option does not appear, swipe the menu upward to show options appearing at the bottom of the list.
2. Tap the icon of the application you wish to start.
3. Tap the tablet's return button to return to ISAAC OnTheGo.

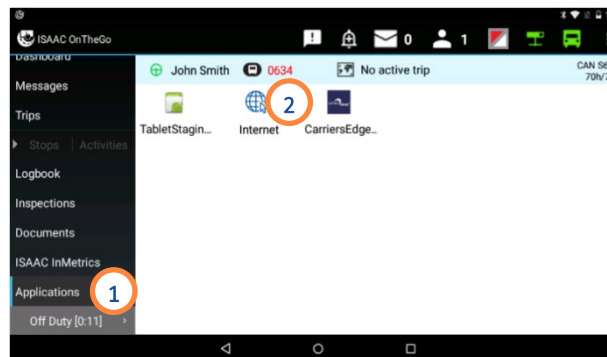


## Accessing the internet

ISAAC OnTheGo allows you to access company approved websites directly on the tablet.




Note that to activate this feature, an administrator must contact an ISAAC client success manager with the list of company-approved websites.

1. Tap **Applications** on the main menu.
2. Tap the **Internet** icon.  
An approved default website will open on a new screen.



# Appendix A – Malfunctions and Diagnostics

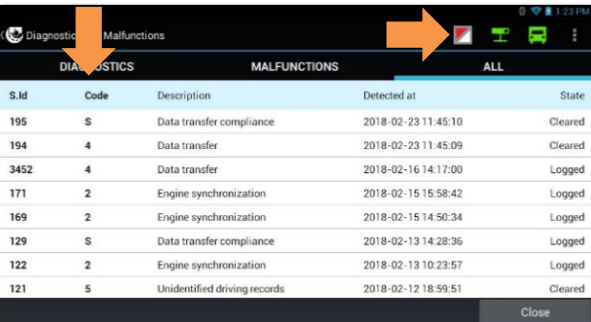
ISAAC OnTheGo detects two types of anomalies: *Data Diagnostic Events (DDE)* and *Malfunctions*.

Both are signaled to the driver by illuminating an indicator icon in the upper right corner of the tablet. When a Data Diagnostic Event is recorded, the indicator in the top left part of the icon lights up by becoming red (  ). When a Malfunction is detected, the indicator in the bottom right part of the icon also lights up in red (  ). Note that having both indicators illuminated (  ) means a data diagnostic event and a compliance malfunction are present.

Refer to the codes below (corresponding to the codes on the tablet) for details on possible data diagnostic events, malfunctions, and required actions.

**Under Canadian ELD rules**, carriers must take appropriate actions to correct a Data Diagnostic Event or Malfunction within 14 days of becoming aware of it. That limit can be extended to the moment the vehicle returns to its home terminal from a planned trip that exceeds the 14-day period. Carriers must also keep a register of all Data Diagnostic Events and Malfunctions recorded on their ELDs. It is understood that information about the steps taken to resolve them will be entered in this register. As such, the recommendation to do so is not given for each data diagnostic event or malfunction listed below.

**Under US rules**, carriers must take appropriate actions to correct a Malfunction within 8 days of becoming aware of it. An extension can be requested to the FMCSA Division Administrator for the State of the motor carrier's principal place of business within 5 days of becoming aware of the Malfunction. Also, although no register of Malfunctions is required, it is advisable to keep track of Data Diagnostic Events and Malfunctions and the actions taken to correct them.



S.Id	Code	Description	Detected at	State
195	S	Data transfer compliance	2018-02-23 11:45:10	Cleared
194	4	Data transfer	2018-02-23 11:45:09	Cleared
3452	4	Data transfer	2018-02-16 14:17:00	Logged
171	2	Engine synchronization	2018-02-15 15:58:42	Logged
169	2	Engine synchronization	2018-02-15 14:50:34	Logged
129	S	Data transfer compliance	2018-02-13 14:28:36	Logged
122	2	Engine synchronization	2018-02-13 10:23:57	Logged
121	5	Unidentified driving records	2018-02-12 18:59:51	Cleared

# Appendix A – Malfunctions and Diagnostics



CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
1	Power data diagnostic event	<p><b>Description</b></p> <p>The electronic logging device detected a period during which it could not be powered and fully functional within one minute of the vehicle's engine receiving power, or could not stay powered for as long as the vehicle's engine was powered.</p> <p>The ISAAC system records a <b>Power data diagnostic event</b> when a jump in engine hours is detected, which indicates that the vehicle was driven while the ISAAC InMetrics system was not functional or absent.</p> <p><b>Duration</b></p> <p>Because of the way this DDE is detected, the ISAAC system illuminates the DDE indicator after the problem is resolved. For this reason, the indicator is illuminated for <b>30 seconds</b>.</p>	<p><b>Driver</b></p> <p><u>Possible causes:</u> The ISAAC InMetrics gateway was replaced in the vehicle; the vehicle was driven without a gateway, or the gateway was not powered on or not functional while the vehicle was driven.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that your logs are accurate and correct them if needed. Inform your carrier of the issue.</li> </ul> <p>If the situation reoccurs or if you have concerns about the integrity of your logbook, use an alternate method to keep your logbook.</p> <p><b>Carrier</b></p> <p><u>Possible cause:</u> The ISAAC InMetrics gateway in the vehicle was replaced.</p> <ul style="list-style-type: none"> <li>➤ What to do: Note the change in your DDE and Malfunction register. No other actions are required.</li> </ul> <p><u>Possible cause:</u> The vehicle was driven without an ISAAC InMetrics gateway.</p> <ul style="list-style-type: none"> <li>➤ What to do: Note the event in your DDE and Malfunction register. No other actions are required.</li> </ul> <p><u>Possible cause:</u> If none of the above are possible, then the gateway was not powered on or not functional while the vehicle was driven.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that the driver's logs are accurate and suggest corrections if needed.</li> </ul> <p>If the situation reoccurs, instruct the driver to use an alternate method to keep their logbook and contact ISAAC's technical support.</p>



# Appendix A – Malfunctions and Diagnostics



CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
P	Power malfunction	<p><b>Description</b></p> <p>The electronic logging device was not powered on for an aggregated driving time of 30 minutes or more over a day period across all driver profiles.</p> <p>The ISAAC system records a <b>Power malfunction</b> when the jump in engine hours exceeds 30 minutes and is associated with a jump in odometer.</p> <p>This malfunction can occur in one event where both conditions listed above are met, or can be the result of several smaller events which occurred in the same day. The latter is more serious than the former.</p> <p><b>Duration</b></p> <p>The malfunction indicator is illuminated for <b>24 hours</b> after the malfunction is detected.</p>	<p><b>Driver</b></p> <p><u>Possible causes:</u> The ISAAC InMetrics gateway was replaced in the vehicle; the vehicle was driven without a gateway, or the gateway was not powered on or not functional while the vehicle was driven.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that your logs are accurate and correct them if needed and inform your carrier of the issue. Verify if the malfunction is the result of several Power DDEs. If it is, use an alternate method to keep your logbook.</li> </ul> <p><b>Carrier</b></p> <p><u>Possible cause:</u> The ISAAC InMetrics gateway in the vehicle was replaced.</p> <ul style="list-style-type: none"> <li>➤ What to do: Note the change in your DDE and Malfunction register. No other actions are required.</li> </ul> <p><u>Possible cause:</u> The vehicle was driven without an ISAAC InMetrics gateway.</p> <ul style="list-style-type: none"> <li>➤ What to do: Note the event in your DDE and Malfunction register. No other actions are required.</li> </ul> <p><u>Possible cause:</u> If none of the above are possible, then the gateway was not powered on or not functional while the vehicle was driven.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that the driver’s logs are accurate and suggest corrections if needed. Verify if the malfunction is the result of several Power DDEs. If it is, instruct the driver to use an alternate method to keep their logbook and contact ISAAC’s technical support.</li> </ul> <p>If the situation reoccurs, instruct the driver to use an alternate method to keep their logbook and contact ISAAC’s technical support.</p>

# Appendix A – Malfunctions and Diagnostics



CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
2	<p><b>Engine synchronization data diagnostic event</b></p>	<p><b>Description</b> The electronic logging system lost ECM connectivity and can no longer acquire updated values for the required ELD parameters.</p> <p><b>Duration</b> The DDE indicator is illuminated for the <b>duration of the synchronization issue.</b></p>	<p><b>Driver</b> <u>Possible cause:</u> A <b>Power data diagnostic event</b> was recorded. A power data diagnostic event is always associated with an Engine synchronization data diagnostic event.</p> <ul style="list-style-type: none"> <li>➤ What to do: Refer to the power data diagnostic section for required actions.</li> </ul> <p><u>Possible cause:</u> The ISAAC InMetrics gateway lost its connection to the vehicle’s ECM.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that your logs are accurate and correct them if needed and inform your carrier of the issue.</li> </ul> <p>If the situation reoccurs or if you have concerns about the integrity of your logbook, use an alternate method to keep your logbook.</p> <p><b>Carrier</b> <u>Possible cause:</u> A <b>Power data diagnostic event</b> was recorded. A power data diagnostic event is always associated with an Engine synchronization data diagnostic event.</p> <ul style="list-style-type: none"> <li>➤ What to do: Refer to the power data diagnostic section for required actions.</li> </ul> <p><u>Possible cause:</u> The ISAAC InMetrics gateway lost its connection to the vehicle’s ECM.</p> <ul style="list-style-type: none"> <li>➤ What to do: Make sure the ISAAC InMetrics gateway is well connected to the vehicle: the diagnostic connector is connected to the vehicle and the main harness connector is connected to the gateway. If the connections are sound and the situation reoccurs, instruct the driver to use an alternate method to keep their logbook and contact ISAAC’s technical support.</li> </ul>

# Appendix A – Malfunctions and Diagnostics



CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
E	<p align="center"><b>Engine synchronization malfunction</b></p>	<p><b>Description</b> The electronic logging system lost ECM connectivity and could not acquire updated values for the required ELD parameters for more than 30 minutes during a day, aggregated across all driver profiles.</p> <p><b>Duration</b> The malfunction indicator is illuminated for <b>24 hours</b> after the detection of the malfunction.</p>	<p><b>Driver</b></p> <p><u>Possible cause:</u> One or multiple <b>Power data diagnostic event(s)</b> for which the total duration exceeded 30 minutes were recorded. A power data diagnostic event is always associated with an engine synchronization data diagnostic event.</p> <ul style="list-style-type: none"> <li>➤ What to do: Refer to the power data diagnostic section for required actions.</li> </ul> <p><u>Possible cause:</u> The ISAAC InMetrics gateway lost its connection to the vehicle’s ECM for an aggregated duration of 30 minutes in a day.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that your logs are accurate and correct them if needed and inform your carrier of the issue.</li> </ul> <p>If the situation reoccurs or if you have concerns about the integrity of your logbook, use an alternate method to keep your logbook.</p> <p><b>Carrier</b></p> <p><u>Possible cause:</u> One or multiple <b>Power data diagnostic event(s)</b> for which the total duration exceeded 30 minutes were recorded. A power data diagnostic event is always associated with an engine synchronization data diagnostic event.</p> <ul style="list-style-type: none"> <li>➤ What to do: Refer to the power data diagnostic section for required actions.</li> </ul> <p><u>Possible cause:</u> The ISAAC InMetrics gateway lost its connection to the vehicle’s ECM.</p> <ul style="list-style-type: none"> <li>➤ What to do: Make sure the ISAAC InMetrics gateway is well connected to the vehicle: the diagnostic connector is connected to the vehicle and the main harness connector is connected to the gateway. If the connections are sound and the situation reoccurs, instruct the driver to use an alternate method to keep their logbook and contact ISAAC’s technical support.</li> </ul>

# Appendix A – Malfunctions and Diagnostics



CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
T	Timing malfunction	<p><b>Description</b> The electronic logging system can no longer meet the underlying compliance requirement to record Coordinated Universal Time (UTC), where ELD time must be synchronized with UTC and not exceed an absolute deviation of 10 minutes at any time. The time accuracy on the ISAAC InControl tablet is evaluated every 30 minutes.</p> <p><b>Duration</b> Because of the way this malfunction is detected, the ISAAC system illuminates the malfunction indicator after the problem is detected and resolved. For this reason, the indicator is illuminated for <b>30 seconds</b>.</p>	<p><b>Driver</b> <u>Possible cause:</u> The time displayed on the ISAAC InControl tablet deviated by more than 10 minutes.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that the activity times in the last 30 minutes are accurate, make corrections if needed, and inform your carrier of the issue.</li> </ul> <p>If the situation reoccurs or if you have concerns about the integrity of your logbook, use an alternate method to keep your logbook.</p> <p><b>Carrier</b> <u>Possible cause:</u> The time displayed on the ISAAC InControl tablet deviated by more than 10 minutes.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify the accuracy of the driver’s logs and suggest corrections if needed.</li> </ul> <p>Check to see if this malfunction occurs again. A one-time event might not indicate a problem, but a reoccurrence might mean a more important issue. In that case, instruct the driver to use an alternate method to keep their logbook and contact ISAAC’s technical support.</p>

# Appendix A – Malfunctions and Diagnostics



CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
L	Positioning malfunction	<p><b>Description</b> For a cumulative elapsed time that exceeds 60 minutes over a day, the electronic logging system failed to acquire a valid position measurement within 8 km (5 miles) of the commercial motor vehicle’s movement.</p> <p><b>Duration</b> The malfunction indicator is illuminated for <b>24 hours</b> after the detection of the malfunction.</p>	<p><b>Driver</b></p> <p><u>Possible cause:</u> The GPS antenna had an obstructed view of the sky for a significant period during that day. This can happen when driving close to tall objects (like buildings or mountains) or if the antenna is inadvertently covered by an object placed on the vehicle’s dashboard.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that your logs are accurate and correct them if needed. Pay particular attention to the addresses where the activities took place on the day the malfunction was detected. If addresses are wrong or missing, correct them. Inform your carrier of the issue.</li> </ul> <p><u>Possible cause:</u> The GPS has a problem.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that your logs are accurate and correct them if needed. Pay particular attention to the addresses where the activities took place on the day the malfunction was detected. If addresses are wrong or missing, correct them. Inform your carrier of the issue.</li> </ul> <p>If the situation reoccurs without apparent reason or if you have concerns about the integrity of your logbook, use an alternate method to keep your logbook.</p> <p><b>Carrier</b></p> <p><u>Possible cause:</u> The GPS antenna had an obstructed view of the sky for a significant period during that day. This can happen when driving close to tall objects (like buildings or mountains) or if the antenna is inadvertently covered by an object placed on the vehicle’s dashboard.</p> <ul style="list-style-type: none"> <li>➤ What to do: Verify that the driver’s logs are accurate and suggest corrections if needed. Pay particular attention to the addresses where the activities took place on the day the malfunction was detected.</li> </ul> <p><u>Possible cause:</u> The GPS has a problem.</p> <ul style="list-style-type: none"> <li>➤ What to do: Make sure the GPS antenna is connected properly to the ISAAC InMetrics gateway. If the connection is sound and the situation reoccurs, instruct the driver to use an alternate method to keep their logbook and contact ISAAC’s technical support.</li> </ul>

# Appendix A – Malfunctions and Diagnostics

CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
R	Data recording malfunction	<p><b>Description</b> The electronic logging system may no longer be able to record or retain required events due to insufficient data storage on the ISAAC InControl tablet.</p> <p><b>Duration</b> The malfunction indicator is illuminated <b>as long as the tablet storage is below a critical threshold</b>. It immediately turns off when the storage is above the threshold.</p>	<p><b>Driver</b> <u>Possible cause:</u> The ISAAC InControl tablet is low on storage space.</p> <ul style="list-style-type: none"> <li>➤ What to do: Inform your carrier of the issue. Use an alternate method to keep your logbook, like a paper log, until the indicator is turned off.</li> </ul> <p><b>Carrier</b> <u>Possible cause:</u> The ISAAC InControl tablet is low on storage space.</p> <ul style="list-style-type: none"> <li>➤ What to do: Instruct the driver to use an alternate method to keep their logbook until the indicator is turned off and contact ISAAC’s technical support.</li> </ul>
3	Missing required data elements data diagnostic event	<p><b>Description</b> A required data element was missing at the time of the recording of an activity.</p> <p><b>Duration</b> If the required data element is a <b>GPS position</b>, the DDE indicator is illuminated <b>until the position is entered</b> manually. <b>Otherwise</b>, the DDE indicator is illuminated for <b>15 days</b>.</p>	<p><b>Driver</b> <u>Possible cause:</u> Activities were performed while there was an engine synchronization issue.</p> <ul style="list-style-type: none"> <li>➤ What to do: Refer to the Engine synchronization section for required actions.</li> </ul> <p><u>Possible cause:</u> A driving segment began while the GPS position was not available.</p> <ul style="list-style-type: none"> <li>➤ What to do: Enter the missing location information on the driving segment and inform your carrier of the issue.</li> </ul> <p><u>Possible cause:</u> Some data elements were not recorded properly when activities were recorded.</p> <ul style="list-style-type: none"> <li>➤ What to do: Inform your carrier of the issue. If this issue reoccurs, use an alternate method to keep your logbook.</li> </ul> <p><b>Carrier</b> <u>Possible cause:</u> Activities were performed while there was an engine synchronization issue.</p> <ul style="list-style-type: none"> <li>➤ What to do: Refer to the Engine synchronization section for required actions.</li> </ul> <p><u>Possible cause:</u> A driving segment began while the GPS position was not available.</p> <ul style="list-style-type: none"> <li>➤ What to do: Instruct the driver to enter the missing location information on the driving segment.</li> </ul> <p><u>Possible cause:</u> Some data elements were not recorded properly when activities were recorded.</p> <ul style="list-style-type: none"> <li>➤ What to do: If none of the causes above occurred, contact ISAAC support. If the situation reoccurs, instruct the driver to use an alternate method to keep their logbook.</li> </ul>

# Appendix A – Malfunctions and Diagnostics



CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
4	Data transfer data diagnostic event	<p><b>Description</b></p> <p>A validation of the ISAAC solution’s ability to transfer ELD outputs according to the ELD standard is performed every 7 days. This data diagnostic event is recorded if the validation fails. In that event, the validation frequency is increased.</p> <p><b>Duration</b></p> <p>The DDE indicator is illuminated <b>until the issue is resolved</b> and a validation succeeds.</p>	<p><b>Driver</b></p> <p><u>Possible cause:</u> The vehicle was out of cellular coverage for 7 consecutive days or more.</p> <ul style="list-style-type: none"> <li>➤ What to do: Annotate your log to explain the situation and inform your carrier of the situation.</li> </ul> <p><u>Possible cause:</u> There is an issue with the data transfer process or with the cellular connection.</p> <ul style="list-style-type: none"> <li>➤ What to do: Inform your carrier of the issue. Keep on using your ISAAC ELD because in the event of a roadside inspection, you can use the tablet to show your logs to the inspector.</li> </ul> <p><b>Carrier</b></p> <p><u>Possible cause:</u> The vehicle was out of cellular coverage for 7 consecutive days or more.</p> <ul style="list-style-type: none"> <li>➤ What to do: Instruct the driver to annotate their logbook to explain the situation.</li> </ul> <p><u>Possible cause:</u> There is an issue with the data transfer process or with the cellular connection.</p> <ul style="list-style-type: none"> <li>➤ What to do: Contact ISAAC’s technical support. It is recommended that the driver keeps on using the ISAAC ELD because in the event of a roadside inspection, they can use the tablet to show their logs to the inspector.</li> </ul>
S	Data transfer malfunction	<p><b>Description</b></p> <p>Following the electronic logging system’s first failure to confirm the success of the data transfer mechanism which was reported as a Data diagnostic event, the ISAAC solution performs a validation every 24 hours for 3 days. If all 3 validations fail, a Data Transfer Malfunction is recorded.</p> <p><b>Duration</b></p> <p>The DDE indicator is illuminated <b>until the issue is resolved</b> and a validation succeeds.</p>	<p><b>Driver</b></p> <p><u>Possible cause:</u> The vehicle was out of cellular coverage for 10 consecutive days or more.</p> <ul style="list-style-type: none"> <li>➤ What to do: Annotate your log to explain the situation and inform your carrier of the situation.</li> </ul> <p><u>Possible cause:</u> There is an issue with the data transfer process or with the cellular connection.</p> <ul style="list-style-type: none"> <li>➤ What to do: Inform your carrier of the issue. Keep on using your ISAAC ELD because in the event of a roadside inspection, you can use the tablet to show your logs to the inspector.</li> </ul> <p><b>Carrier</b></p> <p><u>Possible cause:</u> The vehicle was out of cellular coverage for 10 consecutive days or more.</p> <ul style="list-style-type: none"> <li>➤ What to do: Instruct the driver to annotate their logbook to explain the situation.</li> </ul> <p><u>Possible cause:</u> There is an issue with the data transfer process or with the cellular connection.</p> <ul style="list-style-type: none"> <li>➤ What to do: Contact ISAAC’s technical support. It is recommended that the driver keeps on using ISAAC ELD because in the event of a roadside inspection, they can use the tablet to show their logs to the inspector.</li> </ul>



# Appendix A – Malfunctions and Diagnostics

CODE	CATEGORY	WHAT IS HAPPENING?	POTENTIAL CAUSES AND REQUIRED ACTIONS
5	Unidentified (unassigned) driving records data diagnostic event	<p><b>Description</b> More than 30 minutes of cumulative unidentified driving time were recorded in the last day.</p> <p><b>Duration</b> The DDE is illuminated <b>until the unassigned segments total less than 15 minutes in a day.</b></p>	<p><b>Driver</b> <u>Possible cause:</u> The vehicle was driven while no one was logged on the ISAAC InControl tablet. ➤ What to do: Confirm or reject all the unassigned segments recorded on the tablet.</p> <p><b>Carrier</b> <u>Possible cause:</u> The vehicle was driven while no one was logged on the ISAAC InControl tablet. ➤ What to do: Instruct the driver to confirm or reject all the unassigned segments recorded on the tablet. Alternatively, support personnel may offer to assign the unassigned driving segments.</p>

# Appendix B – Tablet Application Bar

Icon	Status	Description
1	From empty to full	Shows the strength of the Wi-Fi signal
2	From empty to full	Shows the state of the battery's charge
<b>Note:</b> The indicators appearing in ISAAC OnTheGo are managed by the Android operating system and may vary according to the Android version.		
3	Number change	Team driving – identifies the number of drivers logged in to the tablet
4	Present	Tap the icon to rapidly send precomposed emergency messages.
5	Present	There are items to review: unassigned driving, unapproved logbook modifications, or unsigned daily logs. Tap the icon to view the items.
6	White	Unread messages with number of messages shown. Tap the icon to view.
	Red	Some unread messages are priority messages. Tap the icon to view.
7	White/White	No data diagnostic events or compliance malfunctions.
	White/Red	Compliance malfunction. Tap the icon to view.
	Red/White	Data diagnostic event. Tap the icon to view.
8	Green	Connection between the tablet and the telemetry server is active (via the cellular network).
	Red	No connection between the tablet and the telemetry server (via the cellular network).
9	Green	Connection between the tablet and the gateway aboard the vehicle is active.
	Red	No connection between the tablet and the gateway aboard the vehicle.

