Application User Manual
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Be Prepared

Here is what the FMCSA says you must have in your vehicle at all times.

- User manuals
- Safety Inspection Guide and ELD Malfunctions Instructions
- A minimum of 8 blank log sheets or a log book.
- Logs for the last 8 days - electronic and/or paper

We also recommend that you carry the following:

- Phone number and/or email of your Carrier
- Our contact information, which can also be found in the ELD App Settings screen.

Check Daily

Our recommendations and best practices are.....

- At the start of your shift, log in and check that the app is connected to the ELD (slow blinking blue light on the ELD) and logs are being recorded accurately within the application.

- When your shift ends, perform any required vehicle inspection, change your status, submit your log and log out of the application.
Initial Setup

**Attention Owner/Operators:** FMCSA regulations require that your administrative account be unique from your driver account. When registering online, you must use a different email address than the one you use to log in to the OnCommand Connection Electronic Driver Log mobile app. Review the User Manual for the Administrative Site for more information and to gain access to remote diagnostics, route reports, driver logs and much more.

**Step 1: Download the App (Driver Account)**

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

**Step 2: Create A User Login & Driver Profile**

If your carrier adds you to their company, you will receive a email notification and link to that allows you to bypass creating a login and take you directly to setting up your Driver Profile. If your carrier did not already add you, you will first have to create a User Login and then proceed to creating your Driver Profile.

**USER LOGIN:**

You can create a User Login by selecting one of of three options, Facebook, Google or Email. Keep in mind that you must always login using the same method you chose to create your User Login. After following the the prompts you will then proceed to creating a Driver Profile.

**DRIVER LOGIN:**

After a User Login has been created you will then proceed to create your Driver Profile. You are first asked to search and select your Carrier. The next page, Company Information, asks you to select your Cycle Rule, Vehicle Type, Driving Categories, and Exceptions. Driving Categories and Exceptions are only shown if your Admin has allowed those permissions. The last step is entering your Licence number and state it was issued in.

**Note:** Each driver using the system will have a unique login ID. As a driver, you may be logged on to only one mobile device at any time. **To log on to a different mobile device, you must change to off-duty status and logout from the previous device.**

Your phone or tablet must have a data plan for the app to work as intended.
Home Tab

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

Connect To Your Vehicle

The device will start beeping after the ignition is turned on for about a minute. This is beeping is meant to notify you that no device is paired. During this time we recommend pairing your device to your vehicle.

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

2. If OCC telematics device is plugged into power, it will show here with a white background and a name that begins “Link2” and then contains the device’s specific serial #. Click this name to connect via Bluetooth.

*** If you don’t see a device name in the list, click the “Scan” button to scan for nearby devices.

3. Once connected, the device name will show in green text after “Connected Device:” toward the top of the screen.

4. The VIN should display when you connect if it doesn’t appear, enter the VIN number and Unit Number for the vehicle.

5. Click “Save”.

Note: If no device is paired, an Unidentified Driving Event will be recorded (see page 11 for details on Unidentified Driving Events).
Home Tab Continued

Change Your Duty Status

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

2. Your current location (city and state) should automatically be filled if your phone or tablet is using GPS.

3. If your vehicle is on and your phone is connected via Bluetooth, your Odometer reading will be shown. If not, you can click on the field and type in your odometer miles.

4. Select a “Frequently Used Remark” from the drop-down list or type in your own remark, and click “Save” in the top right of the screen.

5. Your status will be updated on the home screen and in your log graph (which can be found on the “Logs” tab.)

Carrier Enabled Driving Categories

Your carrier administrator can give you access to a few different driving categories. Contact your carrier if you feel you should have access to these driving categories and don’t see them in the different duty statuses.

Yard Moves: Before driving, manually select “On Duty” status and select “Yard Moves”.

Personal Conveyance: Before driving, manually select “Off Duty” status and select “Personal Conveyance”.

16 HR Exemption: You can enable this exemption from the On Duty or Driving statuses. This can only be selected once per cycle and cannot be selected again until you reset your cycle for next week.
Home Tab Continued

Record Your DOT Break

1. Select “Off Duty” status from the Home screen.
2. Select “30 minute break”.
3. Ensure that you remain in the Off Duty status for 30 consecutive minutes.
4. Once you complete your break, your break dial will show 00:00.
5. Remember to change your status when you complete your break.

Review Suggested Edits

If your fleet manager makes a suggested edit to one of your logs from the EDL Web Admin site, you will receive a notification. Check your notification to Accept or Reject the edit in the EDL App.

1. In the notification, click “View Log Edit”.
2. Review the change and any comments from your fleet manager.
3. Select “Accept” to accept the edit or “Reject” to reject it.
4. If you accept the edit, your log graph will be updated in the app to reflect the change.
Home Tab  Continued

Add A DVIR

1. Select “Add DVIR” from the Home screen

2. Review that the Carrier, Odometer, and Vehicle VIN is correct. All auto-populated if the device is paired.

3. If defect found, click “Add or Remove Defects”.

4. Select the type of defect from the scrollable list provided.

5. Press the arrow on the far left of the defect selected.

6. Attach a picture. Clicking on the grayed out image picture will launch the camera on your device, allowing you to take a picture of the defect. You can also upload a previously taken image by pressing the “Upload” button and select an image from your gallery.

7. Type in the comment section any details you would like to include.

8. Once finished, press “Done” in the top right corner.
9. Once all defects have been recorded, click “Save” in the top right corner of the screen.

10. Below the summary of the DVIR, are two checkboxes. “Condition is satisfactory” considers the vehicle as safe to drive. “Condition is not satisfactory” considers the vehicle as unsafe to drive.

11. Sign your name in the box provided. To clear or redo your signature press “Clear Signature”.

12. “View PDF” allows you to see the PDF version of the DVIR you are submitting.

13. The checkbox below your name (checked by default) will send a copy of the DVIR being submitted to your email address.

14. To submit your DVIR, click “Agree” in the top right corner.
Home Tab Continued

Recap Screen

This is an overview of your Logs and DVIR submissions.

Submitted logs show a checkmark.

Unsubmitted Logs show as “Not Sent”.

Click on “Not Sent” or click on the checkmark to review, edit, and submit your log.

Click on “Add” to Add a DVIR for today.

Submitted DVIRs show the number of defects detected on the DVIR.
Logs Tab

View Daily Summary

1. Click the “Summary” tab at the top right of the Logs tab, just above the log graph.

2. Enter information about your trip.
   a. Co-Driver
   b. Document #
   c. Carrier
   d. CDL
   e. VIN
   f. Trailer #
   g. Trip Destination

Add A New Carrier

Note: You can only change carriers after your cycle resets.

1. Go to the Logs tab and click the “Summary” tab
2. Click “Carrier”
3. Click “Add New” at the bottom of the screen
4. Search for your new carrier by either DOT number or by carrier name
5. Select your carrier from the drop-down list that appears
Logs Tab  Continued

Edit a Status

Note: You cannot make an edit in Drive Status and automatically-recorded drive time cannot be edited.

1. On the Logs tab > Daily Log, view the day’s duty statuses beneath the log graph.

2. To edit a status, click on the gray “Edit” button next to it.

3. Edit the time frame, duty status, then click “Save” in the top right corner.

4. Click “Sign” when shown the certification statement, then sign and click “Save” in the top right.

5. Your information will be updated.

Sign and Send Your Log

1. Click the button “Sign & Send Daily Log” at the bottom Left of the Logs tab.

2. Sign your name inside the white box.

3. Click “Agree” or “Not Ready” if you have to make edits.

4. Your log will be returned to the Daily Log graph view.
Unidentified or Unassigned Driving

It is important to connect to the telematics device from the EDL app before you start driving. If you do not connect with the EDL app before driving the vehicle, your driving time will be recorded as an Unidentified Driving Event until it is assigned to or claimed by you. If there is 30 minutes or more driving time without connecting to the EDL app, you will receive an alert. It is important that you pair to the EDL app when you receive this alert.

If you continue your shift, this time will appear on your logs as unidentified drive time. To the right is an example highlighted in yellow.

If you are stopped by an officer, they can view this Unidentified drive time in a separate section at the end of your log report.

Your carrier may assign this time to you or you can contact your carrier to assign this time to you.

Check your notifications for a Log Edit Request from your carrier. Click “View Log Edit” to view.

You can accept or reject this drive time by clicking “Accept or Reject” on the Edit Requested screen.

You will only have 7 days to accept or reject this unidentified drive time.
Inspect Tab

During a roadside inspection, the inspection officer can view your report on screen or have it shared wirelessly through email or web service.

Depending on your hour cycle, reports will show data for the last 7 or 8 days plus the current day.

Be sure you have entered all correct information for your logs each day to avoid any issues during a roadside inspection.

If any errors are found, the officer will not be able to retrieve your file.

If you experience any issues submitting your logs contact our support team at 1-888-661-6272, Menu Option 3.

To view or share with an officer:

1. Select the “View Inspection” button

2. A pdf is then shown, displaying your log entries for today and the last 7 days.

Detailed daily log report example
Inspect Tab  Continued

To send your logs to FMCSA:
You can choose to send via Email or via the Web Service options.

Send via Email

1. Select the second button option, “Email Logs to FMCSA”.

2. On the next screen, the email address and subject line is auto-populated per FMCSA regulations. If provided by the officer only, you or the officer can enter a phrase or code in the comment box. This will allow the officer to locate your file in their inbox. To finish and send your logs, select Send Logs.

3. You will receive an on-screen notification confirming your report was successfully submitted.
A confirmation email will be sent informing you if the submission was successful and if there are any errors found in the report that require your attention.

4. Once your report is submitted by email, FMCSA will receive your logs in their email in-box.

Note: Make sure you have entered all correct information for your logs each day to avoid any issues during a roadside inspection. If any errors are found, the officer will not be able to retrieve your file.
Inspect Tab  Continued

To send your logs to FMCSA:
You can choose to send via Email or via the Web Service options.

Send via Web Service

1. Select the third button option on the screen, “Send Logs via FMCSA Web Service”.

2. On the next screen, if provided by the officer only, you or the officer can enter a phrase or code in the comment box. This will allow the officer to retrieve your file from their e-RODS tool. To finish and send your logs, select Send Logs.

3. Once you submit your logs by web service, if no errors are found, FMCSA will receive your logs.

4. You will receive an on-screen notification confirming your report was successfully submitted.

Note: Make sure you have entered all correct information for your logs each day to avoid any issues during a roadside inspection. If any errors are found, the officer will not be able to retrieve your file.
Settings Tab

In the “Settings” tab, you can:

1. **Profile**: Edit basic driver information

2. **CDL#**: Edit the CDL number and state associated with the current profile

3. **Carrier**: Add or change current carrier. You can also view approved carrier information.

4. **Support and Feedback**: Contact our Customer Support via email, phone or check out our Support Website for additional help. View manual and frequently asked questions. Report a malfunction. Clicking the Help Icon in the top header will bring you directly to this page.

5. **View Tutorial Screens**: Shows general function information highlighted on screens.

6. **View Videos**: Takes you to our YouTube playlist with multiple tutorial videos all dedicated to the Electronic Driver Log Application.

7. **Log Out**: Logs current profile out of app.
Troubleshooting

Check Your OnCommand® Connection Telematics Device Power and Connectivity

1. Turn the engine of your vehicle on and check the device’s lights (directly above the 14-pin input):

   • The amber light will begin blinking as soon as it is connected to power and a cellular network.
   • The green light will begin blinking once connected to GPS. (Note: this process may take a few minutes)

2. If no lights show on the device, double check that all your connection points are secure. Otherwise there may be a malfunction. (See next section.)
Troubleshooting Continued

Check Your Phone/Tablet Connectivity

To make sure your tablet or phone is properly connected and updated, click the yellow “i” circle or the green check mark circle in the top right corner of the Home screen.

- **GPS:** If your tablet or phone is connected to GPS, it will be indicated in the top row of the drop-down.

- **Power:** It’s recommended that you tablet or phone is always plugged into a power source during use so that it doesn’t run out of batteries. If your tablet or phone is disconnected, it will show in the drop-down with a question mark.

- **Synchronization:** This field will show a green check mark if the data on your tablet/phone has been synced. If two arrows appear, click them to sync your app.

- **Device & Vehicle:** This shows whether the phone or tablet is connected via Bluetooth to the telematics device connected to the vehicle’s engine.
Malfunctions and Diagnostics

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

• A user manual for the ELD installed in the vehicle.

• An inspection reference card that is included in the Telematics Box and can be found at (https://info.oncommandconnection.com/downloads) and a Inspection Safety Guide that can be found at (http://bit.ly/InspectionSafetyGuide)

• Instructions on how to handle a ELD Malfuction can be found at (http://bit.ly/ELD_Malfunction)

How do I know if the ELD is malfunctioning?

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

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

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

What do I do if the ELD is malfunctioning?

1. Contact OnCommand Connection support by email at oncommandconnection@navistar.com or 1-888-661-6272 (menu option 3) to troubleshoot.

2. Provide written notice of the malfunction to your fleet within 24 hours.

3. Keep a paper log for that day and until the ELD is repaired. If you get inspected the same day as a malfunction, display the previous 7 days’ worth of logs from the Inspect screen of the OnCommand Connection EDL app.
Frequently Asked Questions (FAQ)

**LOGS**

**How often are the status dials updated and how do they know what times to display?**

Dials are synced with the phone/tablet’s clock. When status is changed, all dials will countdown in real-time based on the hour cycle selected and its drive, break, shift and cycle time rules. All HOS rules and exceptions such as Sleeper Berth Split have been taken into account to help track your daily hours of service.

**I receive frequent warning and violation notifications - can I turn them off or choose how often I receive them?**

Currently, the app does not support the ability for you to modify the frequency of receiving notifications. Any warning notifications can be dismissed within the notifications tray from the top bar of the screen. All notifications that require a response from you will remain in the notifications screen until you give a response.

**I received a violation when I shouldn’t have – how do I make a change to my log to show the correct status?**

If you feel your log does not accurately capture entries added for your status, you can go to the Logs tab and select the status in question to make an edit to its time, status, location, or remarks. Each edit requires a signature before saving the change.

**How can I print my logs and DVIR reports?**

1. View your Daily Logs or DVIR Reports under the Logs menu tab
2. Select View PDF
3. in the upper right hand corner of the pdf, select the 3 vertical dots and you will see an option to print
4. Select Print and follow the steps listed in the screen.

**My Time Zone is incorrect in my app. What should I do?**

Your time zone is set by your carrier on the Web Admin site. If your time zone is incorrect, contact your carrier to correct this in their dashboard at the top right of the page, under the Settings option in the drop-down beneath their name.

**How do I transfer my Logs to the FMCSA?**

1. Go to the Inspect tab
2. You can send by Email or by Web Service
3. You will receive a notification in your app letting you know if the submission was successful.
Frequently Asked Questions (FAQ) Continued

HOS Rules

What types of HOS rules do you support in the app?

We support Property and Passenger-Carrying vehicles and the following HOS Cycles:

a. USA 70 hour / 8 day
b. USA 60 hour / 7 day
c. California 80 hour / 8 day
d. Texas 70 hour / 7 day
e. Alaska 70 hour / 7 day
f. Alaska 80 hour / 8 day

Does the Electronic Driver Log support Split Sleeper Berth?

Yes, any hours recorded for a Split Sleeper Berth will update your hour of service availability in accordance with FMCSA HOS guidelines.

How does the Recap screen work? How does it get updated?

The recap screen will function just like a paper log’s recap, except hours are auto-recorded for any ON Duty hours throughout the week. Your total hours worked will be displayed and hours remaining will be reflected in your Cycle dial. If you decide to take a 34 hour reset, your recap screen will be fully cleared and new hours recorded will be added to the recap screen.

I have more than one carrier, how do I ensure I am on my carrier’s hour cycle?

Select the Settings Menu Tab at the bottom of the screen inside the app. Go to Carrier to view your Hour Cycle and Vehicle Type. Your hour cycle can only be changed once per cycle week.

I don’t see exceptions supported in this app, will this be added in the future?

We currently support 100 Mile Air Radius and will have other options available soon.
Frequently Asked Questions (FAQ) Continued

DVIR

What is a DVIR?

A DVIR is a Driver Vehicle Inspection Report. As specified by Federal Law 49 CFR 396.11 and CFR 396.13, a DVIR needs to be completed daily by a driver for any commercial vehicle they operate. This is enforced by the DOT.

When do I do a DVIR?

Inspection Reports must be completed at the start and end of a drivers shift.

I needed to upload more pictures to my DVIR report. Why is there a limit?

At the moment we only allow you to upload 4 image across all defect. As we continue to enhance our app we will add new and additional features to support driver need.

When I added a New DVIR, I didn’t see my carrier and or vehicle selected when I already added them, what should I do?

All carrier and vehicle information is setup after you first create your account, but you will need to select the carrier and vehicle during your first DVIR.

Connection

Can I run into issues with app performance depending on the data provider I have?

Yes, if you lose connection you may experience a delay with: logging into the app, changing profile or resetting password in settings screen, and sending log reports through your email account. If you lose connection while attempting to send your HOS log or DVIR report, you will receive a connection error message and the item being sent will remain in your outbox folder until your connection is restored.

If I lose connection will my hours be saved?

Yes, hours accumulated during any given status will be saved regardless of whether you are connected or not. You will receive a popup message when the app will update with information recorded during connection loss.

My battery gets drained very quickly, can settings be changed so that the app doesn’t use as much data?

Having GPS turned on will drain the battery. When your status is On Duty, Off Duty or Sleeper Berth your GPS can be turned off. Once you are in Driving status, make sure your GPS is turned on and your app is plugged in and charging.
Frequently Asked Questions (FAQ)  Continued

General App Use

What devices does the Electronic Driver Log work with?
See Device Specifications at the end of this manual.

Can I still use the app without having an electronic logging device?
Yes, all of the logbook app features are available to you, you will just need to manually log your statuses.

If you experience any issues with:

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

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

Dealer Support: 1-800-336-4500 Menu Option 9-1
Customer Support: 1-888.661.6272 Menu Option 3
Website: oncommandconnection.com and choose the “Support” tab
Email: OnCommandConnection@Navistar.com
Device Specifications

Android Minimum Device Specifications Required:

Hardware
- Tablet/Mobile with:
  - Bluetooth low power technology (Bluetooth 4.1 or above which supports BLE)
  - GPS
  - OpenGL 2.0
  - Internet Support
  - 2 GB RAM
  - Dual core processor 1.4 ghz
  - Resolution 1280 * 800
  - OS Android 5.0 or above

iPhone Minimum Device Specifications Required:

Hardware
- iPhone 6 or above:
  - OS iOS 9.0 or above

Devices Tested:

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