FleetOperate

Instruction Manual

ELECTRONIC LOGGING DEVICE

Contents

1. Introduction 2
1.1 How FleetOperate works? 2
1.2 PORTRAIT VIEW VS LANDSCAPE VIEW 2
2. HOME SCREEN 3
3. BEGINNING OF THE DAY 3
3.1 INITIAL LOGIN 3
3.2 CONNECTIONS CHECK 4
4. END OF THE DAY 5
4.1 CHANGE OF STATUS 5
4.2 EVENT ADDITION 5
4.3 EVENT EDIT 7
4.4 LOGGING OFF 8
5. CHANGE OF STATUS 10
5.1 CHANGE STATUS 10
5.2 SPECIAL STATUSES 11
6. REMAINING HOURS 12
7. DRIVING IN TEAM 12
8. UNIDENTIFIED ELOG RECORDS 13
9. SPECIAL INSPECTION VIEW 13
10. ESTABLISHED CONNECTION 14
11. NETWORK CONNECTIVITY 14
12. TROUBLE SHOOTING 15
13. ELD MALFUNCTIONS 15
14. MALFUNCTION AND DATA DIAGNOSTIC EVENTS DEFINITIONS 16
15. Support & Contact Details 19

© Jackfruit Systems Inc. All rights reserved

1. Introduction

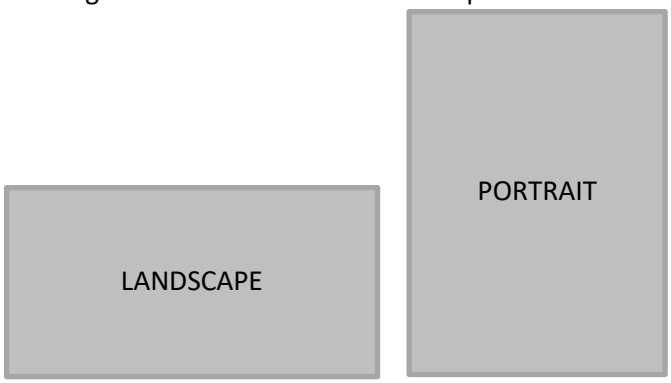
1.1 How FleetOperate works?

FleetOperate is industry leading fleet management solution that manages your fleet, tracks your assets, log driver Hours and much more in a simple elegant solution.

a. FleetOperate captures and logs driver's duty status change events and ECU data from vehicle in real time.
b. FleetOperate continuously transmits the log data onto the Jackfruit platform.
c. Through an intuitive interface, FleetOperate allow the authorized users to access RODS (Record of duty status) reports.
d. Performs Multi Factor Authentication to ensure data and device security.
e. Alerts and alarms ensuring rigorous compliance.

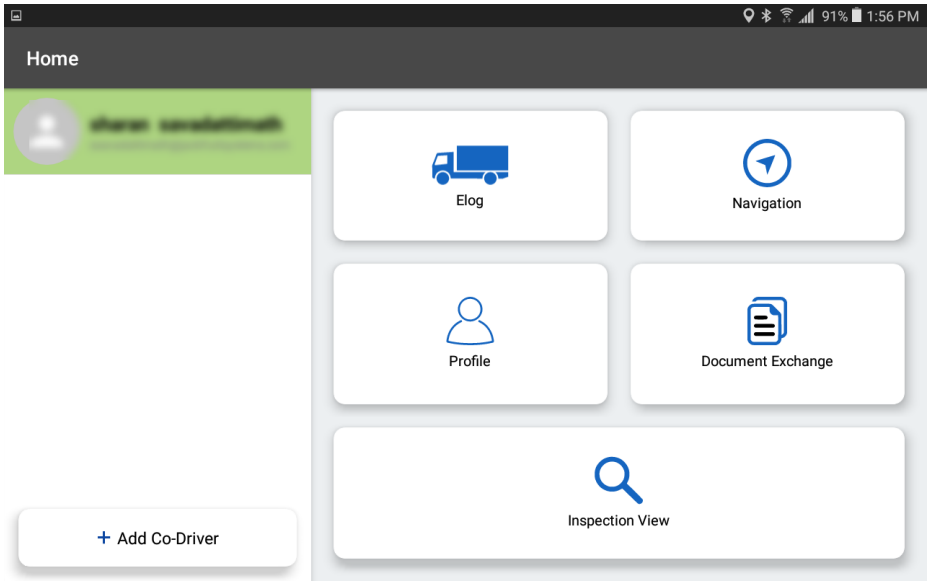
1.2 PORTRAIT VIEW VS LANDSCAPE VIEW

The orientation of the FLEETOPERATE application on your device is shown in either portrait or landscape view, depending on how you are holding the device. Throughout this booklet, all images will be shown in the landscape view.



© Jackfruit Systems Inc. All rights reserved

2. HOME SCREEN

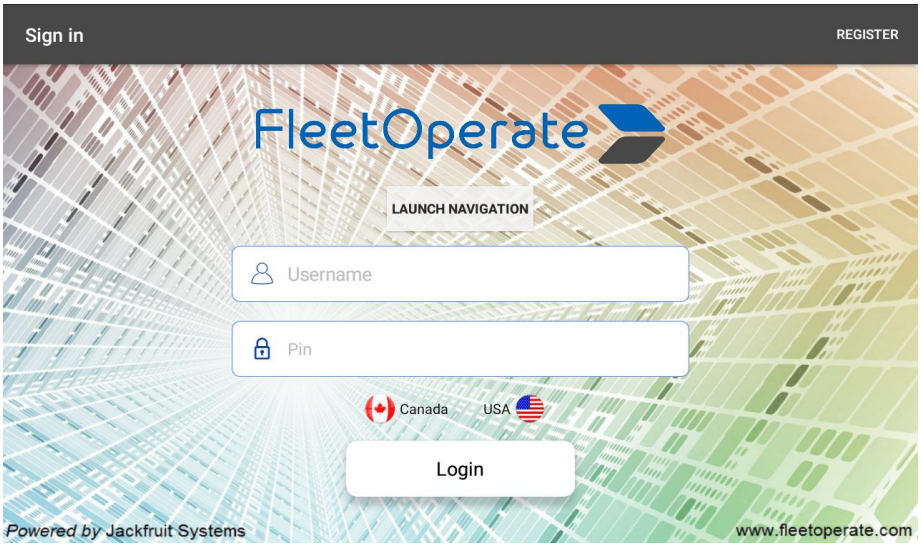


1. Elog: Tap on this icon to see the Elog Dashboard
2. Navigation: Tap on this icon to access the Navigation display
3. Profile: Tap on this icon to change the profile details
4. Document Exchange: Tap on this icon to access the document exchange
5. Inspection View: Tap on this icon to access the inspection view

3. BEGINNING OF THE DAY

3.1 INITIAL LOGIN

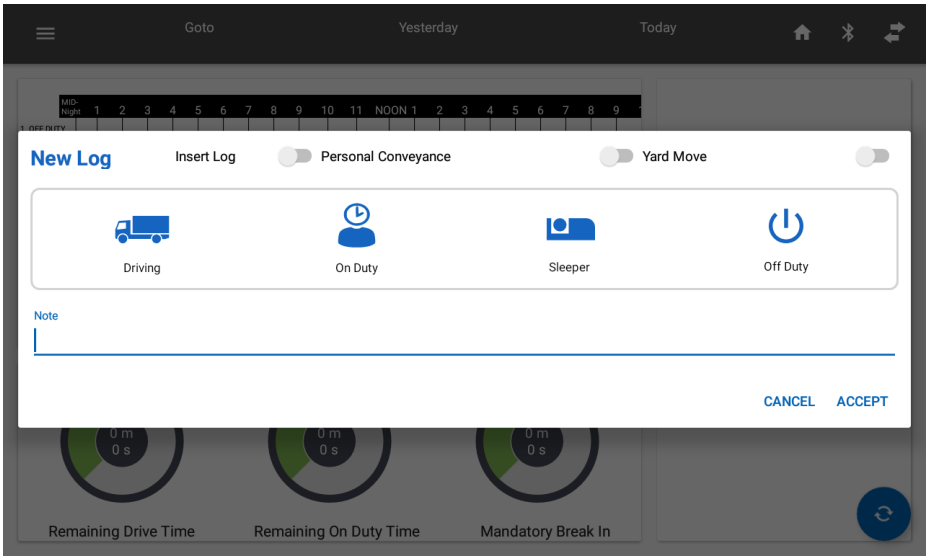
1. Enter your Username and Pin
2. Select the locale i.e. USA or Canada
3. Tap on Login button



4. Confirm the Cycle details, Driver details & Carrier Details

© Jackfruit Systems Inc. All rights reserved

5. Select the duty status & add the status notes
6. Tap on Accept button



AUTOMATIC CHANGE OF STATUS

FLEETOPERATE will change your driving status to “DRIVING” when the speed of vehicle reaches 5 mph. Similarly, when the vehicle has stopped moving, after 5 minutes a user prompt will ask if you want to move to a different status. If there is no response after 1 minute, the status automatically moves to “DRIVING”.

3.2 CONNECTIONS CHECK

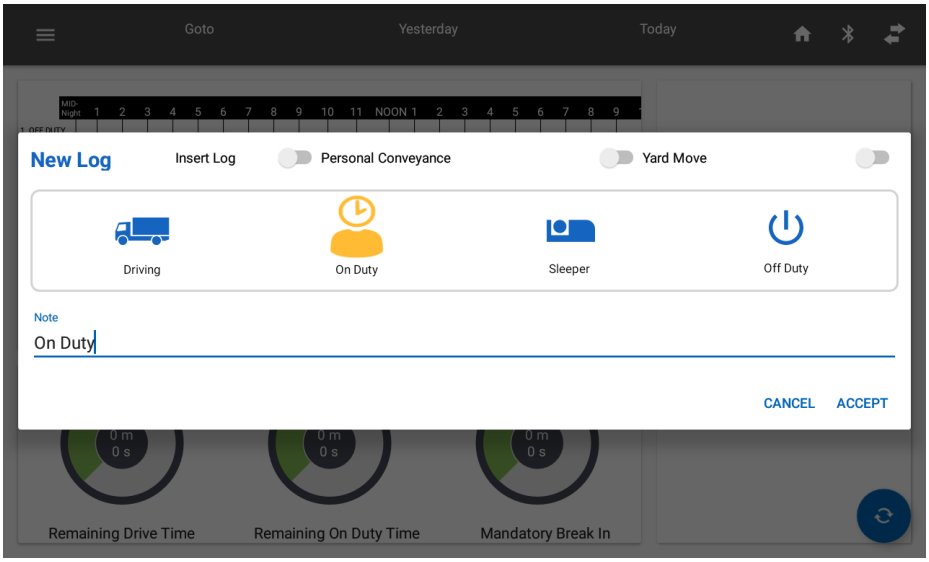
Keep an eye for any failed connection notification on the FleetOperate screen that indicates either your tablet and/or your vehicle do not have a successful established connection.

© Jackfruit Systems Inc. All rights reserved

4. END OF THE DAY

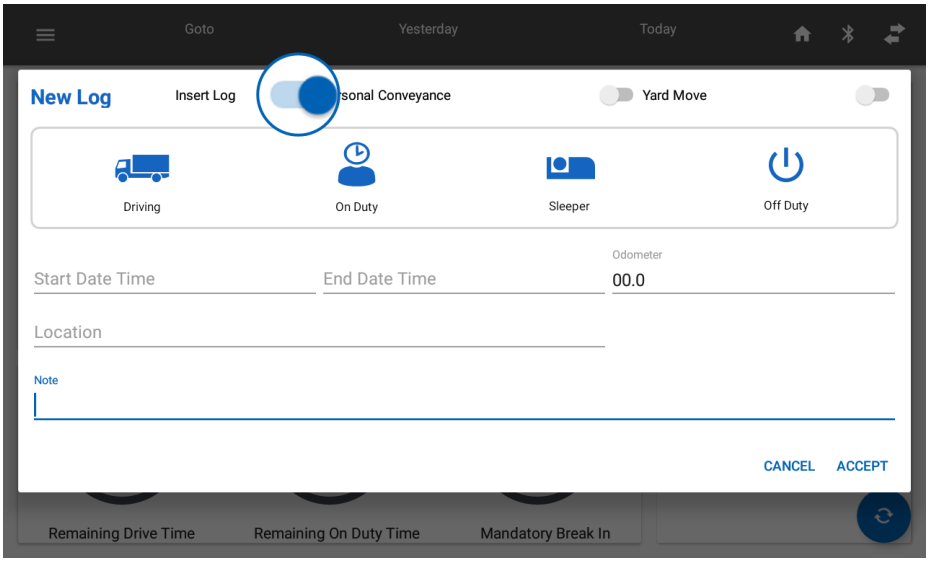
4.1 CHANGE OF STATUS

1. Start by switching status manually to “On Duty”. You can do this by selecting the Change Status tab in lower right corner.



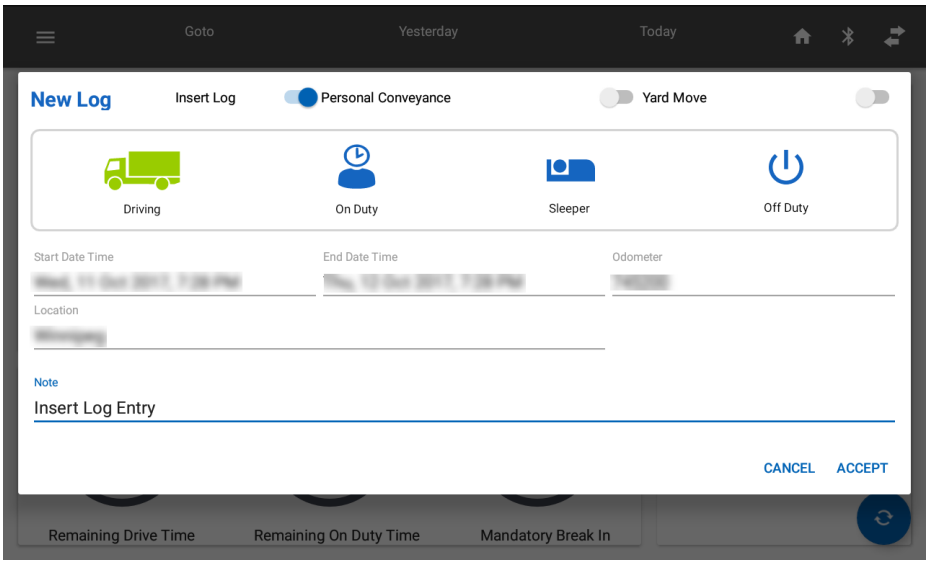
4.2 EVENT ADDITION

1. Select the Insert Log option on top left corner of the screen.

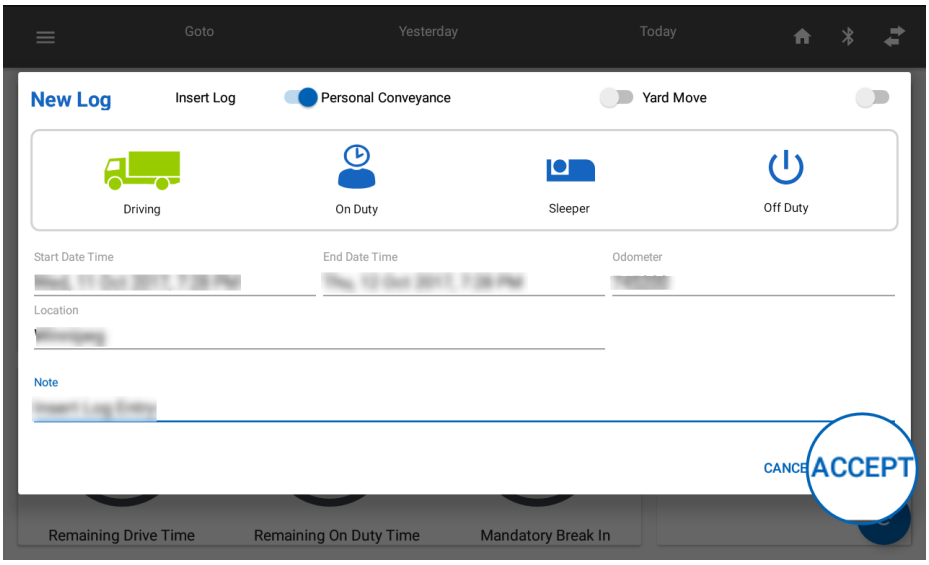


2. Add the required details and enter the notes for event being added

© Jackfruit Systems Inc. All rights reserved



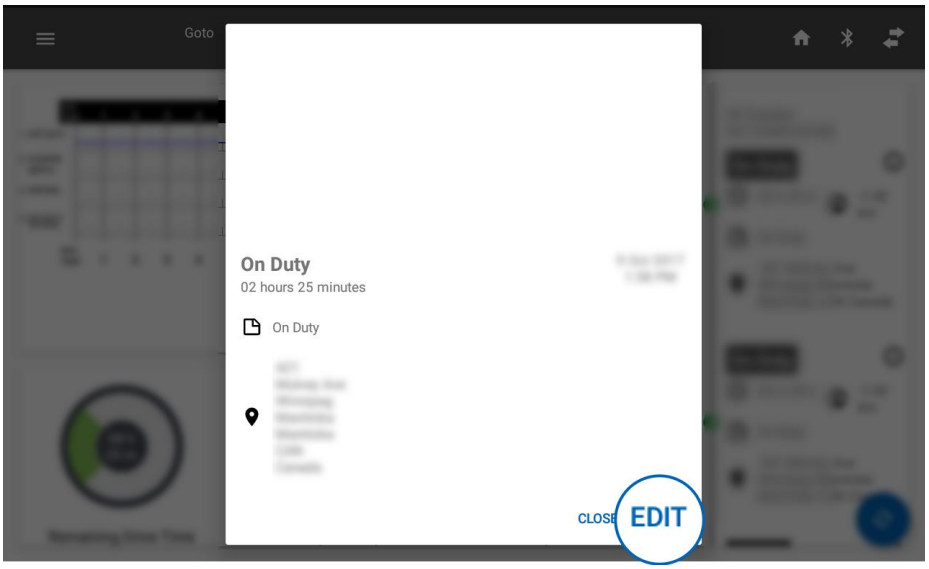
3. Tap on Accept to submit the log changes.



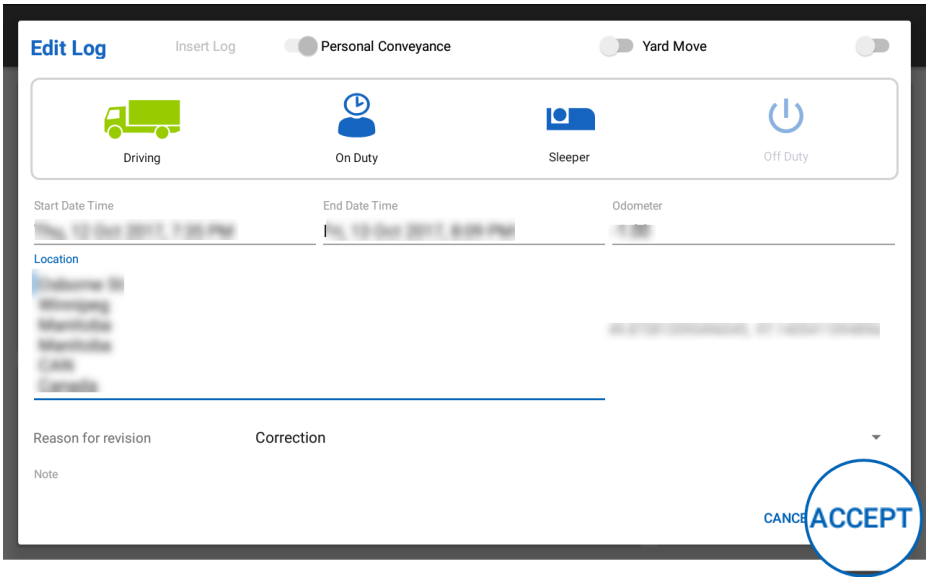
© Jackfruit Systems Inc. All rights reserved

4.3 EVENT EDIT

1. Select the event that needs editing from the event tree on right side of the Dashboard screen.



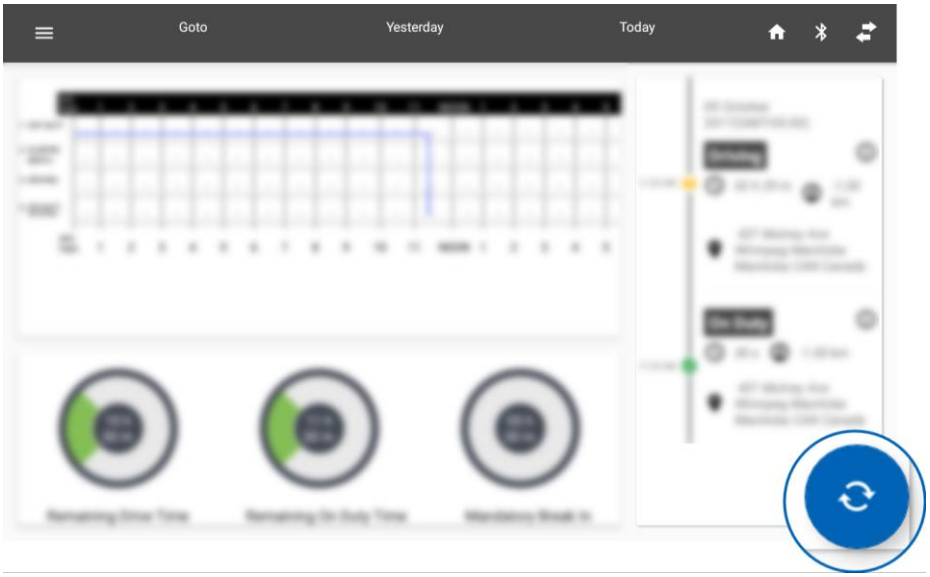
2. Change the details and enter the information in notes field for any new changes
3. Tap on Accept to submit the changes to log.



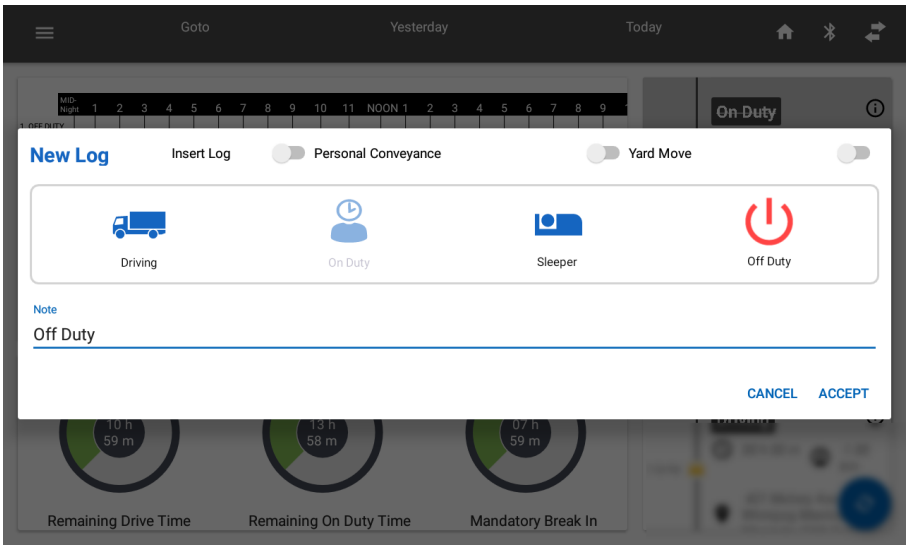
© Jackfruit Systems Inc. All rights reserved

4.4 LOGGING OFF

1. Tap on Status tab on lower right corner of the screen.

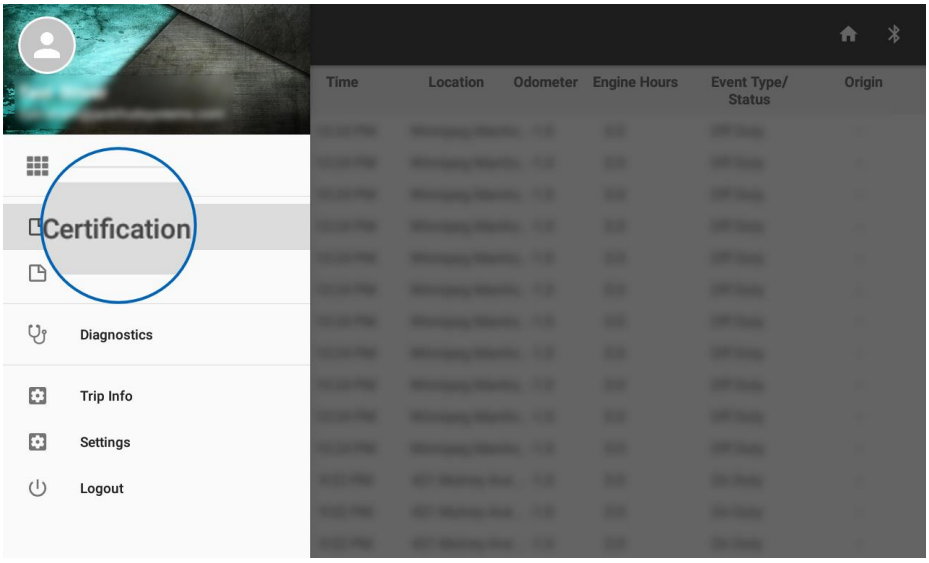


2. Tap on “Off Duty” option. Then tap on Logout option under hamburger menu to logout of the app.

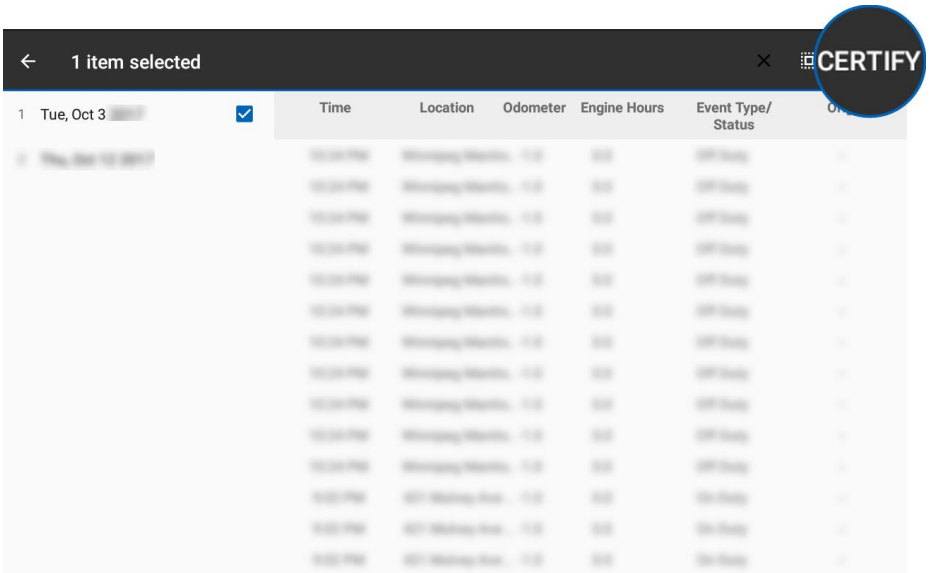


3. Tap on Certification menu option to access the Certification view.

© Jackfruit Systems Inc. All rights reserved



4. Select the days the log needs to be certified for and tap on Certify.

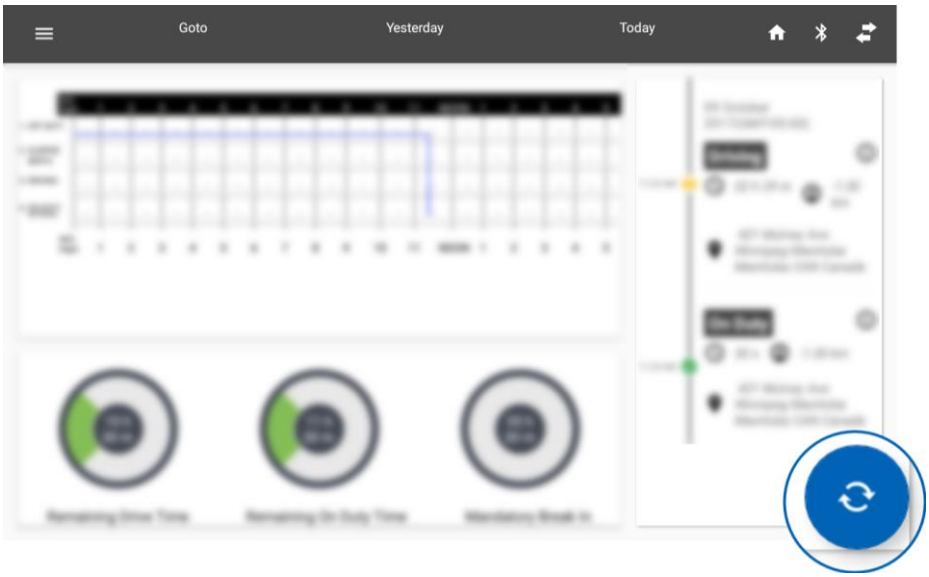


© Jackfruit Systems Inc. All rights reserved

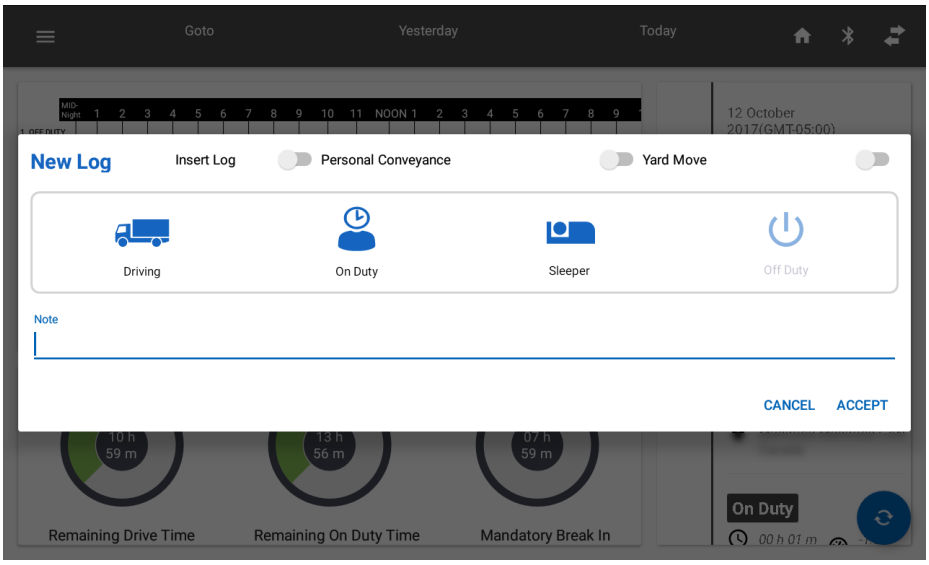
5. CHANGE OF STATUS

5.1 CHANGE STATUS

1. Click on Status tab in lower right corner of the screen.



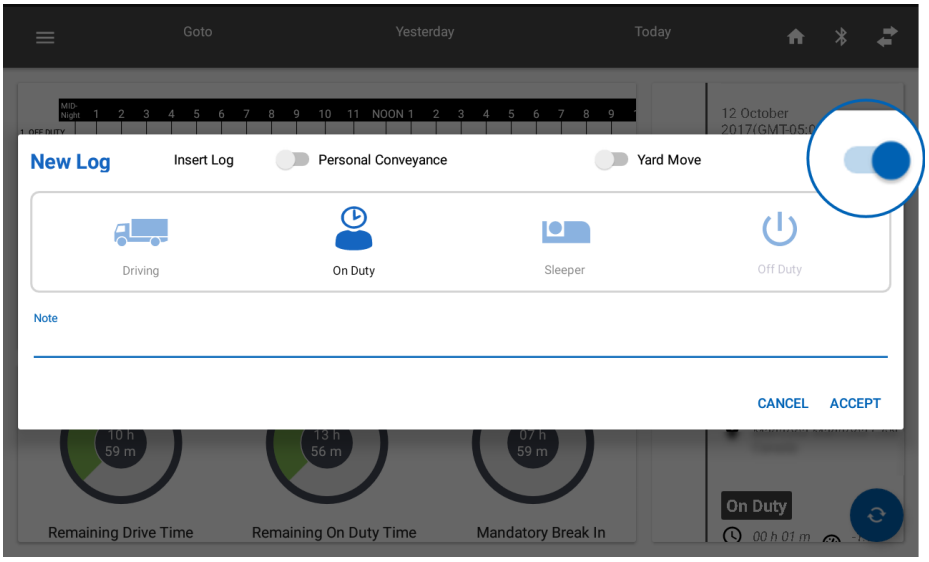
2. Tap on the appropriate duty status. The following options are available:



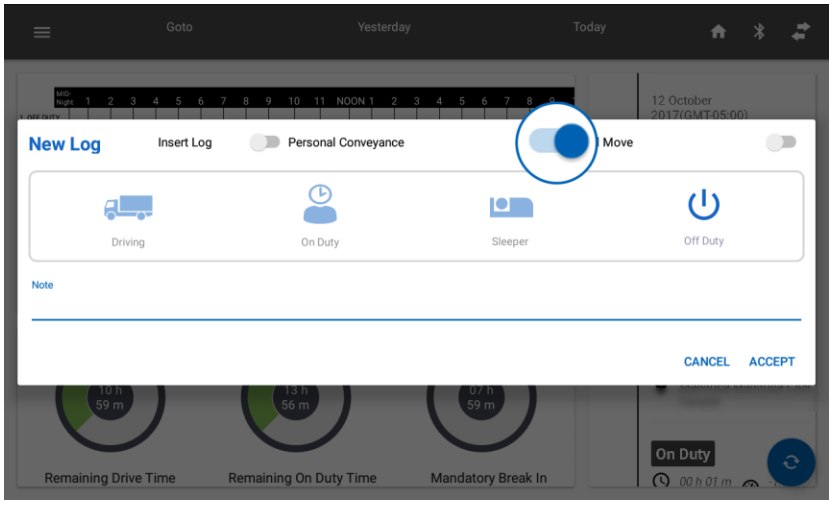
© Jackfruit Systems Inc. All rights reserved

5.2 SPECIAL STATUSES

1. Yard Move → This status will allow your truck to move without using your drive time hours and time will only count against your On Duty and not under Driving time.
    a. Tap on Status tab in lower right corner of the screen.
    b. Tap on "Yard Move" option, enter a note and click on Accept.



2. Personal Conveyance → This status allows your truck to move without using On Duty or Driving hours. A driver will be able to record time separately when using a vehicle for authorized personal conveyance. This may include the time traveling between a driver's home and terminal (or normal work reporting location), and traveling short distances (from terminals or motels) to restaurants. These time periods of personal conveyance may be considered off-duty time.
    a. Tap on Status tab in lower right corner of the screen.
    b. Tap on "Personal Conveyance" option, enter a note and click on Accept.

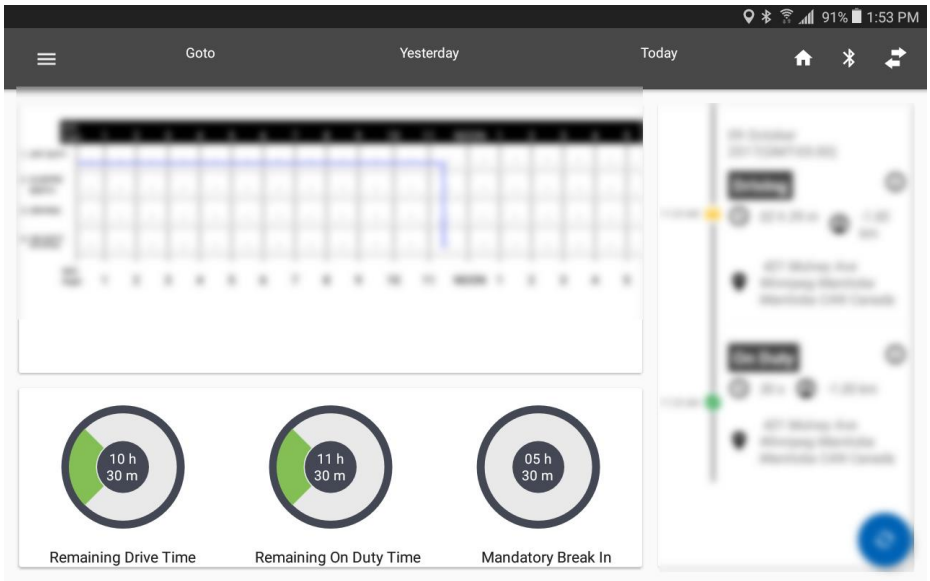


Note: When driving in a special status, the tablet won't change the status automatically to any other status. You will manually have to change out of a special status to resume normal

© Jackfruit Systems Inc. All rights reserved

functionality of FleetOperate. For questions about using Yard Move or Personal Conveyance and staying in compliance with FMCSA rules and regulations, contact your company's DOT compliance personnel.

6. REMAINING HOURS

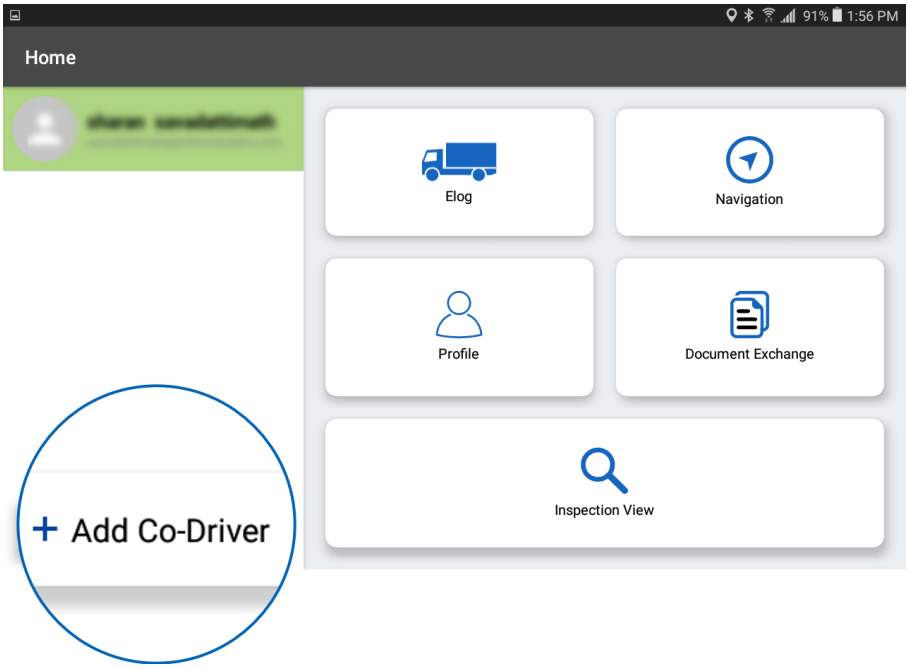


Note: The meters under the bottom section of the screens displays the amount of driving hours the driver has remaining to stay compliant.

7. DRIVING IN TEAM

1. Driver log in as usual.
2. Under Home menu, driver select "Add Co-Driver" option
3. Team Driver will log in with username and pin then select Login

© Jackfruit Systems Inc. All rights reserved



8. UNIDENTIFIED ELOG RECORDS

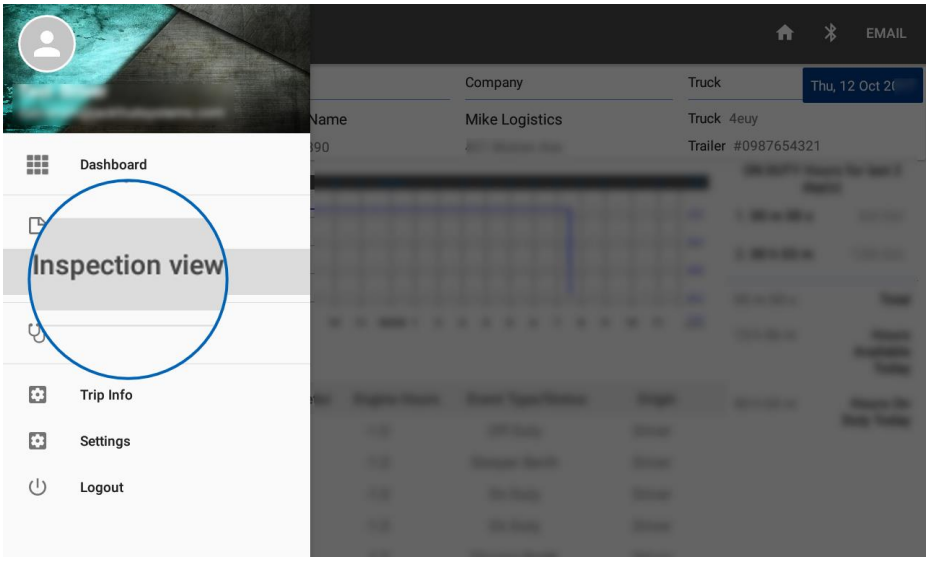
FleetOperate will track operation of vehicle in an “Unidentified Driver” account if no driver has logged in. The drivers can review any unidentified records and accept records that belong to them. If there are any records that do not belong to the driver, they will remain on the FleetOperate and sync back to Jackfruit Cloud where the carrier head office must ensure that the unidentified records are assigned to the appropriate driver.

9. SPECIAL INSPECTION VIEW

When a vehicle is stopped by a DOT official, use the Enforcement view in the FleetOperate application to allow the officer the scroll through your log book and see your last inspection and unidentified records.

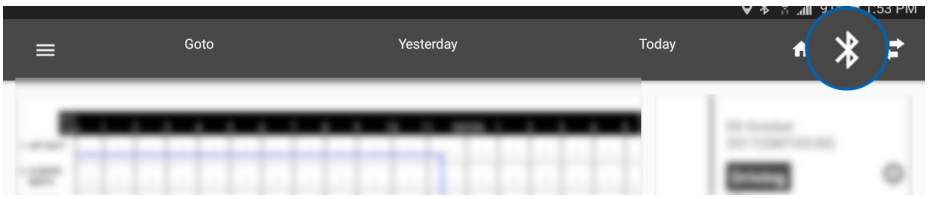
1. To access Inspection View, tap on the Inspection View option under hamburger Menu

© Jackfruit Systems Inc. All rights reserved

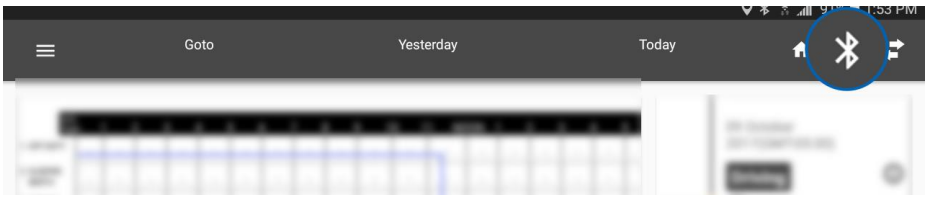


10. ESTABLISHED CONNECTION

- For a successfully established Bluetooth connection to your vehicle's ECU, you'll see the blue Bluetooth icon.



- If you're Bluetooth is not connected or loses connection, the icon will look gray or red Bluetooth icon.



11. NETWORK CONNECTIVITY

- The network connectivity icon will show if there is a successful data connection. For a successful connection, the icon will be completely blue.
  Note: *LTE sign will be shown on network once the data network is successfully connected.*
- For no data service, the network connectivity icon will have a red slash through it.
  Note: *No LTE sign will be shown on network once the data network is not successfully connected.*

© Jackfruit Systems Inc. All rights reserved

12. TROUBLE SHOOTING

- Why I cannot close FleetOperate App for a moving vehicle?

The in-cabin tablet will lock as soon as the vehicle starts moving. FleetOperate App will be the only app that will display while the truck is moving with the exception of GPS navigation from inside of FleetOperate App. During that time, you will not be able to close out of FleetOperate App and it will be the only app that should be running to ensure hours of service are being recorded properly.

- What will happen if the driver forgot to switch status to driving?

As long as FleetOperate App is properly connected to the vehicle via Bluetooth, your status will automatically switch to Driving after the vehicle reaches 5 mph.

- What happens if I stop, get out of my truck and forget to switch my status?

If the truck is not moving for 5 minutes or more, the FleetOperate App will ask to switch the status to On Duty, Not Driving and will automatically make the switch after 1 minute without response. This is the only status it will automatically switch to when the vehicle stops moving. If the driver needs to be in Sleeper Berth or Off Duty these are manual status changes they will have to make.

- How do I check what version of FleetOperate App is on my tablet?

To check what version of FleetOperate App is installed, open the FleetOperate app. Tap on the hamburger menu in the upper left corner of the screen. Select “About FleetOperate” and the screen will display the version.

- How often do I need to use my tablet?

Drivers must interact with the tablet throughout the day, every day. This ensures statuses are recorded correctly and the vehicle is always connected.

13. ELD MALFUNCTIONS

In case of an ELD malfunction, a driver must do the following:

(1) Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours;

(2) If the ELD records are not retrievable from the ELD, reconstruct the record of duty status for the current 24-hour period and the previous 7 consecutive days.

(3) Manually prepare a record of duty status until the ELD is serviced and no longer malfunctioning.

© Jackfruit Systems Inc. All rights reserved

14. MALFUNCTION AND DATA DIAGNOSTIC EVENTS DEFINITIONS

Compliance Malfunction and Data Diagnostic events are generated when information required to maintain compliance is inaccurate or missing. If the diagnostic event is not resolved within a specific time frame, it will result in a malfunction.

If a Data Diagnostic event is generated, a warning is displayed:

ELD Diagnostic Event - If the ELD continues to have diagnostic events, please contact your motor carrier.

If a malfunction occurs, a notification will be displayed to any driver logged in while the malfunction is active.

Perform the following actions in case of malfunctions:

- Note the type of malfunction and provide written notice of the malfunction to your motor carrier within 24 hours.
- Ensure that you have an accurate record of duty status (RODS) for the current 24-hour period and the previous 7 consecutive days. This can be either in form of records from the ELD or RODS on compliant graph-grid paper. If necessary, manually reconstruct the RODS for any missing period.
- Continue to manually prepare compliant RODS on graph-grid paper in accordance with § 395.8 until the ELD is serviced and brought back into compliance (no longer in a malfunction state).

The following table details possible malfunctions, related symptoms that may be seen while using and troubleshooting steps.

Malfunction	Description	Troubleshooting Steps
Power Compliance Malfunction	There are two scenarios this malfunction may occur: - There has been a hardware issue or possible tampering with the unit that is installed in your vehicle. Possibly the CMV has been operated with the hardware unit unplugged. - Your tablet or smartphone is not connected to power and has run out of the battery.	If the vehicle bus adapter is not working properly: - Unplug the adapter and plug it back in. Wait for 1 minute for tablet to acquire connection. If your tablet or smartphone is not powered on: - Connect your tablet or smartphone to power and make sure that it is powered on.
Engine Synchronization compliance malfunction	The mobile device has lost connectivity to the vehicle unit for more than 30 minutes during a 24-hour period. During this time the data on engine power status, vehicle	Restart the adapter by performing the following: - Unplug the vehicle bus adapter and plug it back in.

© Jackfruit Systems Inc. All rights reserved

	motion status, miles driven, and engine hours could no longer be accessed.	Wait for 1 minute for tablet to acquire connection. If the above step doesn't work, then perform the following: - Go to the burger menu on top left corner of the FleetOperate application on your tablet or smart and click 'Reset connection'.
Timing compliance malfunction	There is difference of more than 10 minutes between the tablet or smartphone time and the Universally Coordinated Time (UTC).	Set your tablet or smartphone time to 'Auto' or 'Network Sync' mode. Go to the 'clock' or 'time' setting inside of the 'Settings' menu on your tablet or smartphone.
Positioning compliance malfunction	The GPS connection has been lost and the mobile device has not been able to retrieve a valid location for more than 60 minutes within a 24-hour period. This malfunction will be triggered when your tablet or smartphone is not able to find the GPS satellites due to any physical obstructions.	Place your tablet or smartphone on its designated mount such that it is not hidden underneath your seat or in a bag etc.
Data recording compliance malfunction	The mobile device is unable to properly record required data, because there is not enough storage space available on the device. The mobile device can no longer record new events and you might lose events that have not been uploaded yet.	Contact FleetOperate support through your motor carrier if you encounter this malfunction.
Data transfer compliance malfunction	The automatic data transfer check that is done once within each 24-hour period has failed more than 3 times even after trying to send it for 7 days. This means that you might have issues if you try to transfer your data.	Contact FleetOperate support through your motor carrier if you encounter this malfunction.
Other ELD Malfunction	FleetOperate monitors power supply and battery status of your tablet or smartphone, indicating and recording malfunction in case battery storage goes below 15% value.	Connect your battery or smartphone to power supply immediately.

Table: List of FleetOperate ELD Malfunctions

Following table contains the details of the Data Diagnostic Event and actions the driver should take in response of those:

© Jackfruit Systems Inc. All rights reserved

Data Diagnostic Event	Description	Actions to take by the driver
Power data diagnostic event	When the power compliance diagnostic exceeds 30 minutes, a Power compliance malfunction is generated. This malfunction is cleared when it falls below 30 minutes during a 24-hour period.	**Start Maintaining a Paper Log**. Any malfunction requires the driver to start maintaining a paper log and contact FleetOperate support through your motor carrier.
Engine synchronization data diagnostic event	When the Engine Sync diagnostic extends 30 minutes, an Engine Sync malfunction is generated. This malfunction is cleared when it falls below 30 minutes during a 24-hour period.	**Start Maintaining a Paper Log**. Any malfunction requires the driver to start maintaining a paper log and contact FleetOperate support through your motor carrier.
Missing required data element data diagnostic event	If tablet or smartphone is unable to record or retain log events, a Data Recording malfunction is generated. This malfunction is cleared when the tablet is able to record and retain events again.	**Start Maintaining a Paper Log**. Any malfunction requires the driver to start maintaining a paper log and contact FleetOperate support through your motor carrier.
Data transfer data diagnostic event	This event is generated when automatic data transfer has failed even after making three consecutive attempts every 24-hour after trying to send it for 7 days of actual event logging.	**Start Maintaining a Paper Log**. Any malfunction requires the driver to start maintaining a paper log and contact FleetOperate support through your motor carrier.
Unidentified driving records data diagnostic event	If an asset has Unidentified Driving events totaling more than 30 minutes for the current 24 hours and over the previous seven days, this diagnostic event is created.	All drivers using FleetOperate ELD need to review and accept the Unidentified Driving events if they generated them. Logs should be reviewed daily to avoid this issue. Once Unidentified Driving events total less than 15 minutes, the error will clear.

Table: List of FleetOperate ELD Data Diagnostic Event

© Jackfruit Systems Inc. All rights reserved

15. Support & Contact Details

Contact us:
Jackfruit Systems Inc.,
200-421 Mulvey Ave E,
Winnipeg, MB, Canada R3L 1Z8
info@jackfruitsystems.com |

Toll Free No: +1-888-849-5477
www.fleetoperate.com
© Jackfruit Systems www.jackfruitsystems.com

© Jackfruit Systems Inc. All rights reserved