

EldNex.ai

User manual

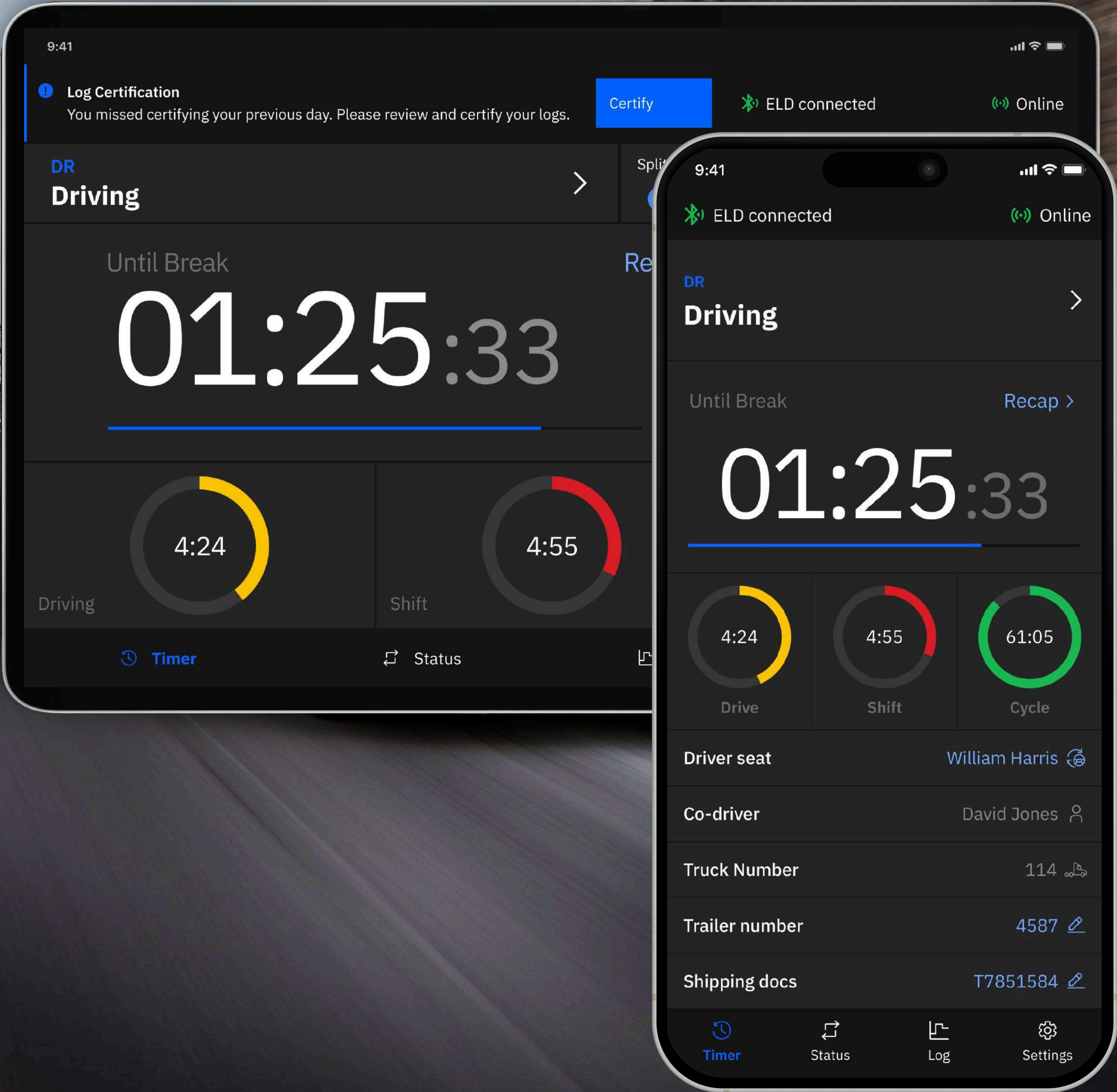


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This manual is for drivers using ELDNex, a system made to make your job easier.

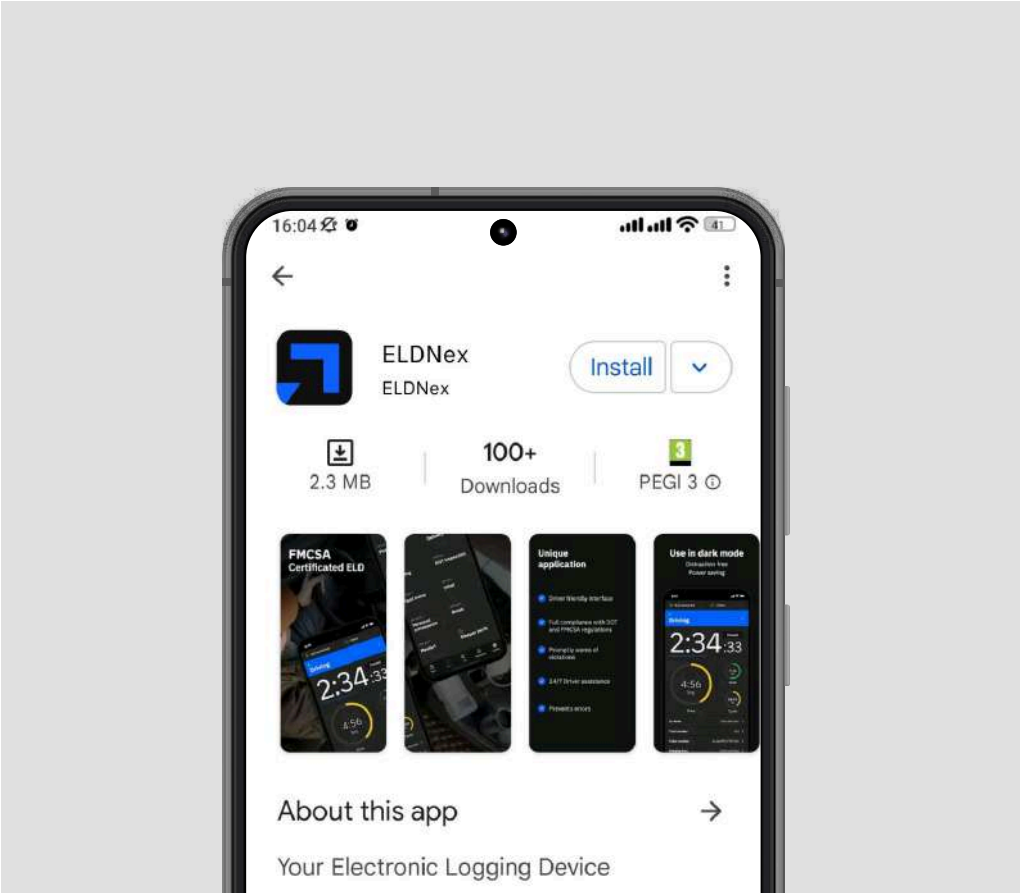
Important: Per FMCSA rules, if you are using the ELDNex, this user manual must be available in the truck at all times.

Download

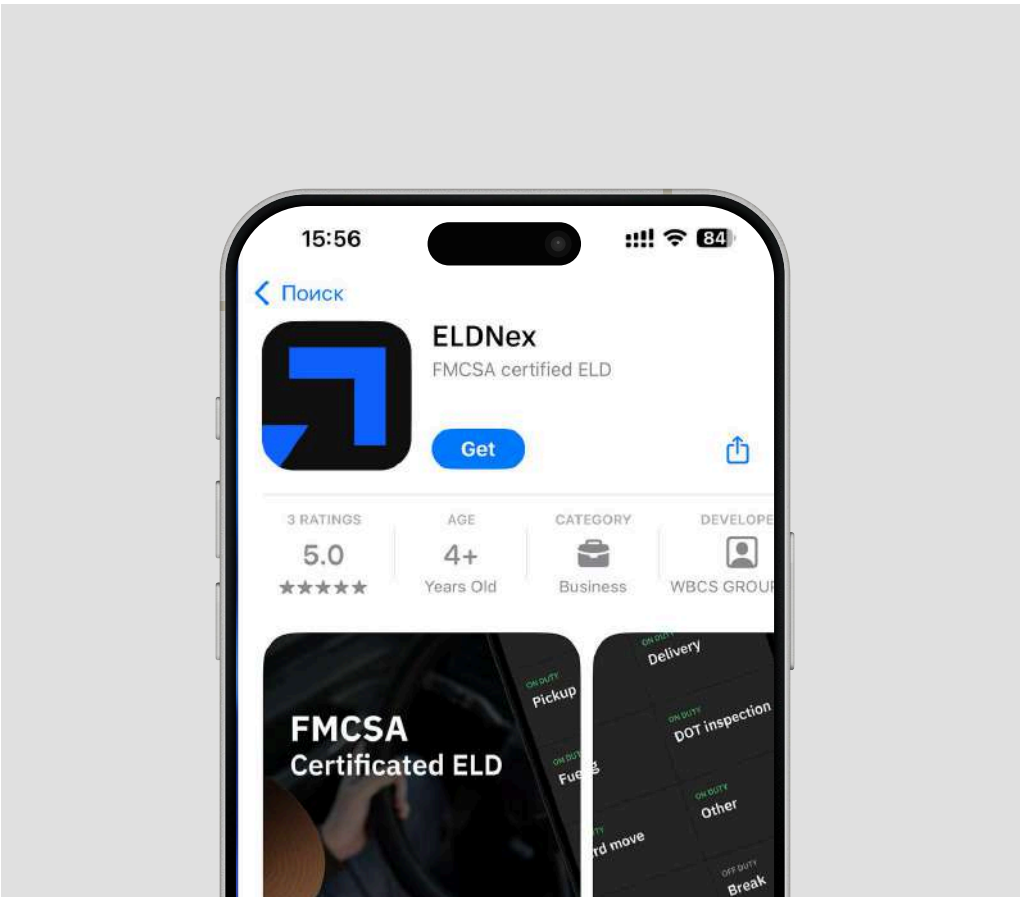
Downloading the ELDNex App

Download the **ELD Nex App**
Go to the App Store (iPhone) or Google Play (Android) and search for “ELD Nex”. Tap the appropriate button (Install or Get), then open the app.

- 1 Google Play Store (for Android phones/ tablets).



- 2 App Store (for iPhones and iPads).

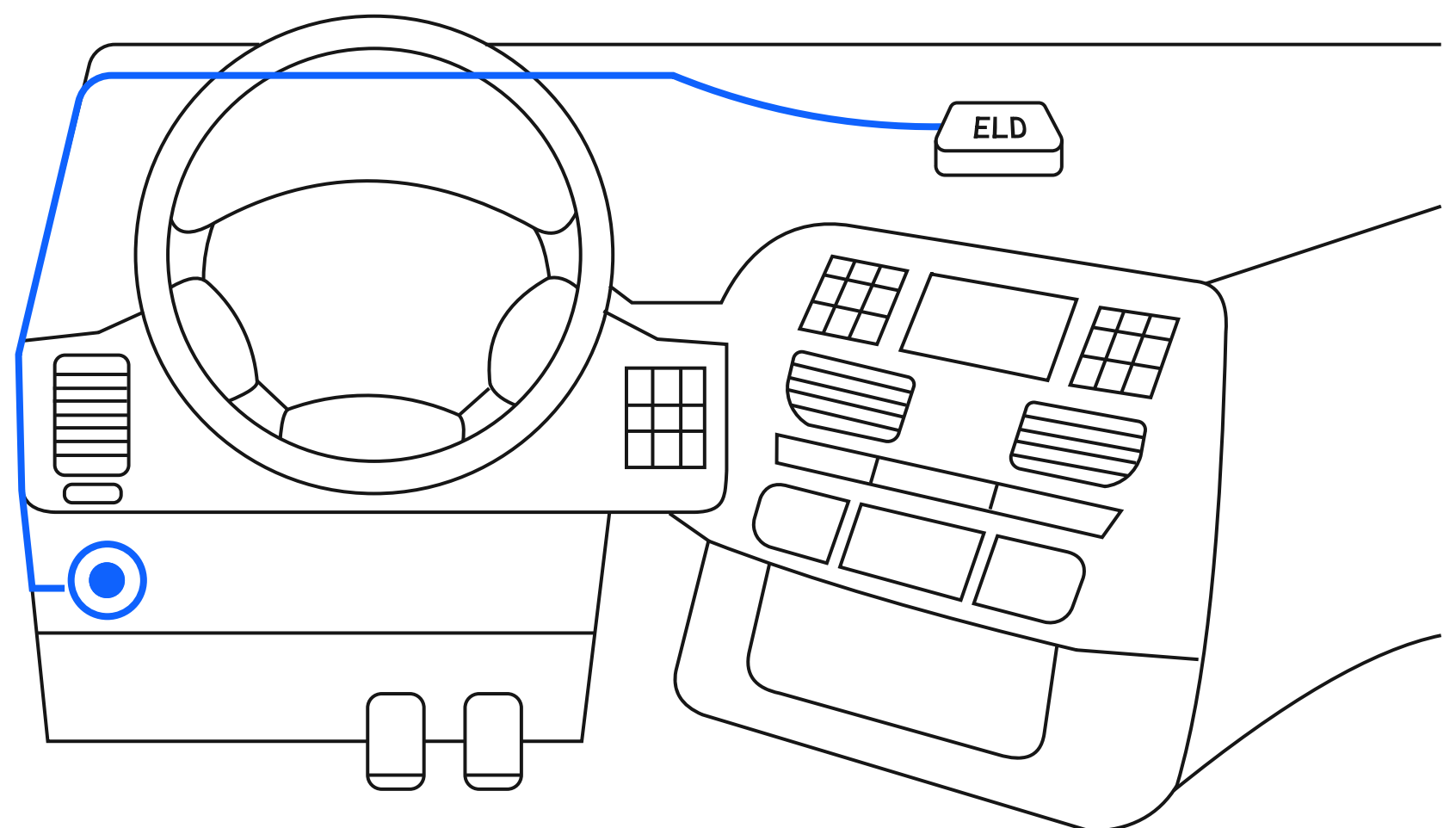


Installation

Connecting the ELD device to the truck

Connect the Vehicle Gateway (such as PT30 or a similar device) to your truck. This device plugs into the truck's engine via the diagnostic port and sends driving data to the ELDNex app via Bluetooth.

If you're not sure the device is installed correctly, contact your Safety Manager. You can also find detailed installation steps in the Vehicle Gateway Manual that came with your ELD device.



Preparing for ELD Connection

Before starting completely turn off your vehicle and engage the parking brake for safety.

- 1 Make sure the ELD device is properly connected to the truck's diagnostic port (the engine and the app must remain off during this step)
- 2 Check the LED lights on ELD — they should turn red. If not, turn the ignition to ON.
- 3 Wait — when the left LED turns green, then you can open the ELDNex app.

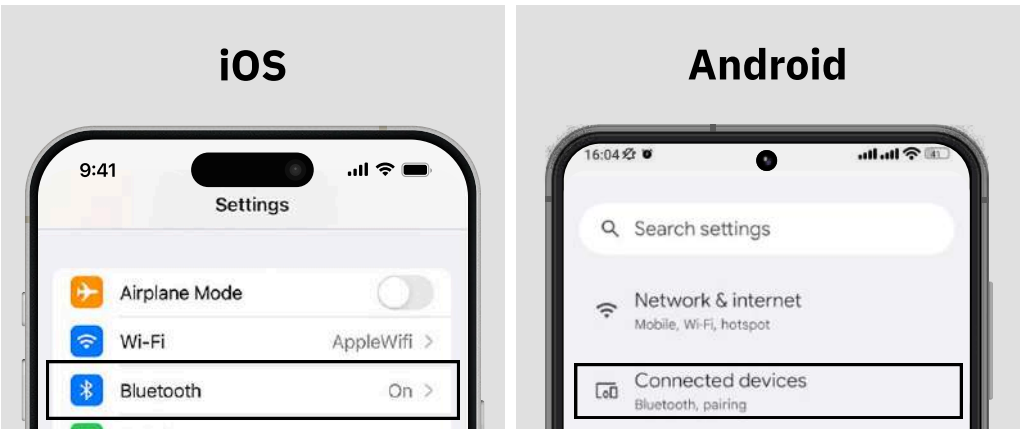
Connect ELD

Connecting Device (Phone or Tablet) to the ELD

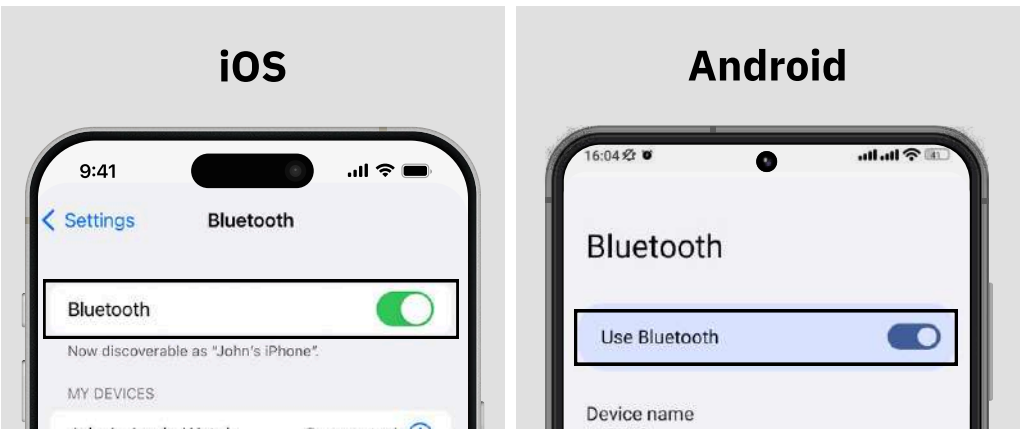
- 1 Open Settings on your phone.



- 2 Tap on Bluetooth within Connections.

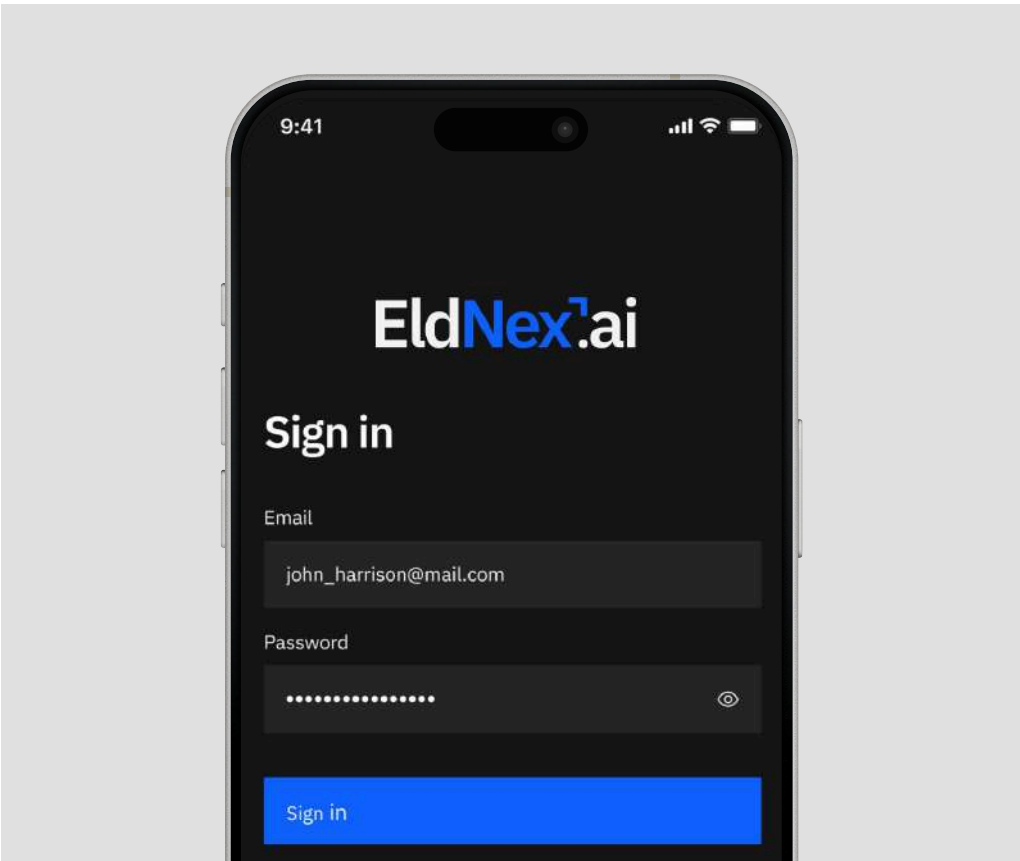


- 3 Make sure the Bluetooth toggle is turned ON.



- 4 Open the EldNex app and enter your email and password, then tap Sign In.

If you don't have login credentials, please contact your Safety Manager to get them.



- 5 If all previous steps were completed correctly and you entered the right email and password, your phone will automatically connect to the Vehicle Gateway via Bluetooth.

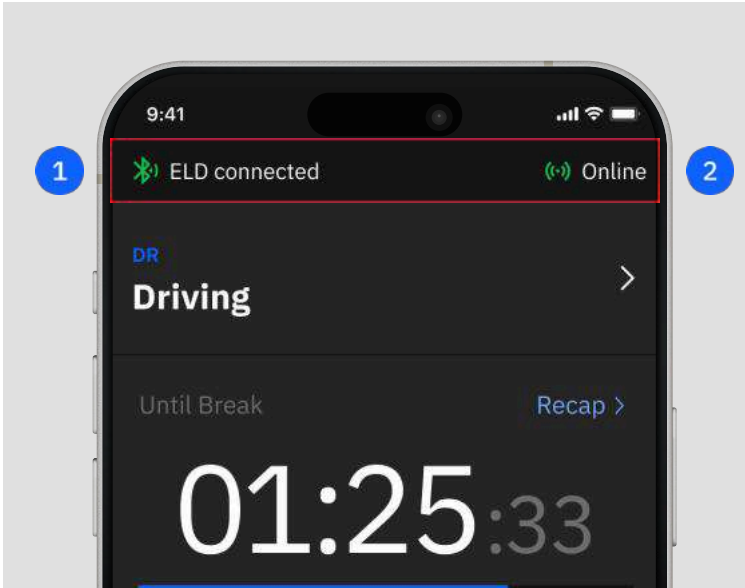


Timer (Main page)

Below is an overview of the main screen and its key features.

Connection status

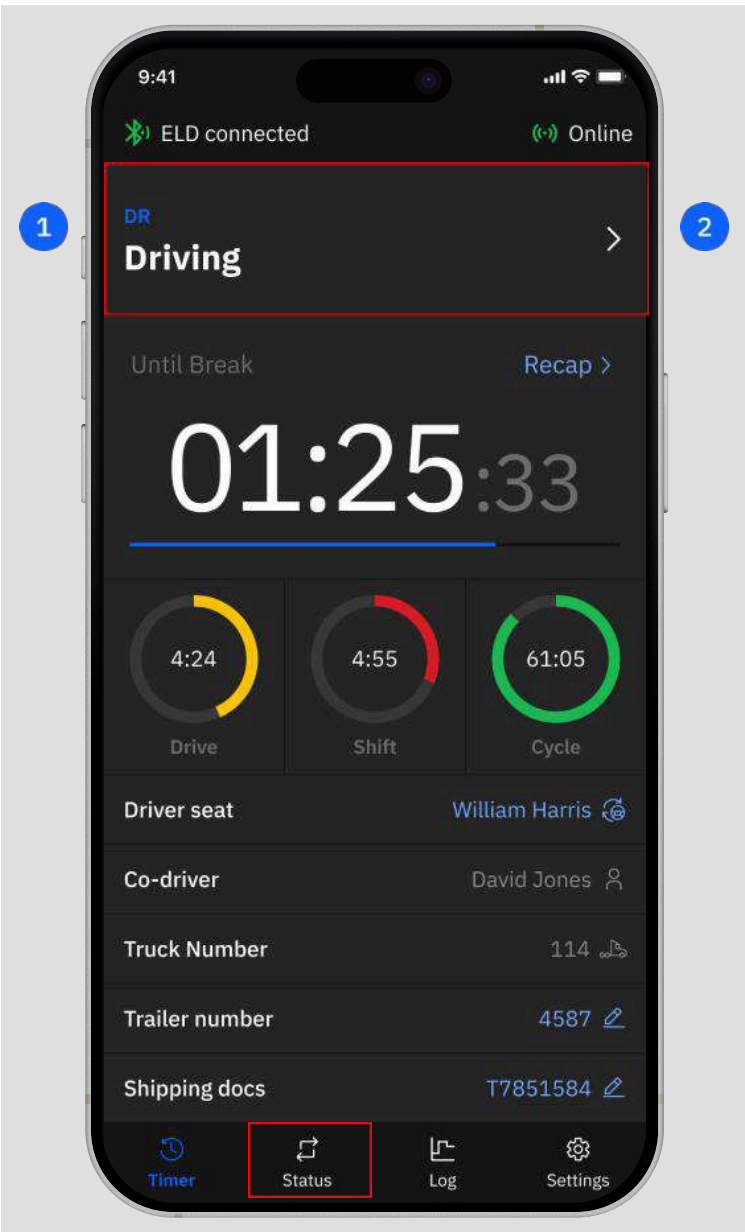
- 1 A green ELD icon will appear in the top-right corner of the main Logs page when your device is successfully connected to the Vehicle Gateway.
- 2 A green Online icon will appear in the top-left corner of the main Logs page when your device has a working internet connection.



Changing duty status

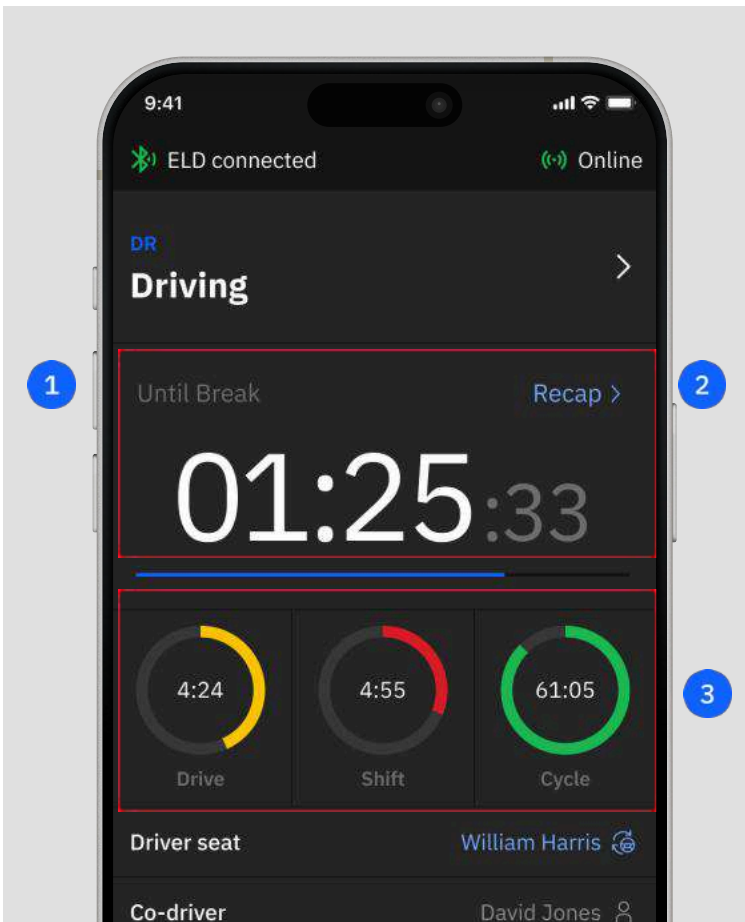
- 1 To change your duty status:
 - Tap your current status and select one of the available options.
 - Or go to the app’s main menu and tap the status from the bottom tab bar. (For more details about each status, see pages 10–11.)
- 2 Split Sleeper Toggle
This option appears if enabled by your ELD provider.

Important:
Use only if you're sure how it works or were instructed by your Safety Manager.



Smart timer

- 1 The main timer displays the remaining time based on your current duty status.
- 2 The **Recap** provides a summary of your driving and on-duty hours from the past 7 days.
- 3 The timer with three dials provides an overview of your remaining hours under FMCSA rules:
 - **Driving** – Time left to drive in your current shift.
 - **Shift** – Total hours remaining in your 14-hour on-duty window.
 - **Cycle** – Time left in your 60/70-hour cycle over 7 or 8 days.



Timer (Main page)

Active Driver & Co-Driver

If two drivers operate the same truck, there will be times when you need to switch control. To support this, the system provides two driver roles:

- 1

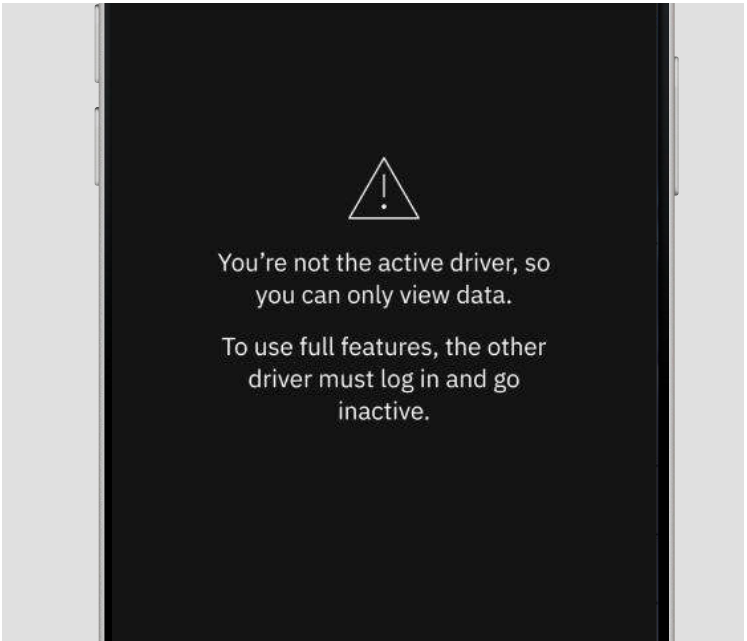
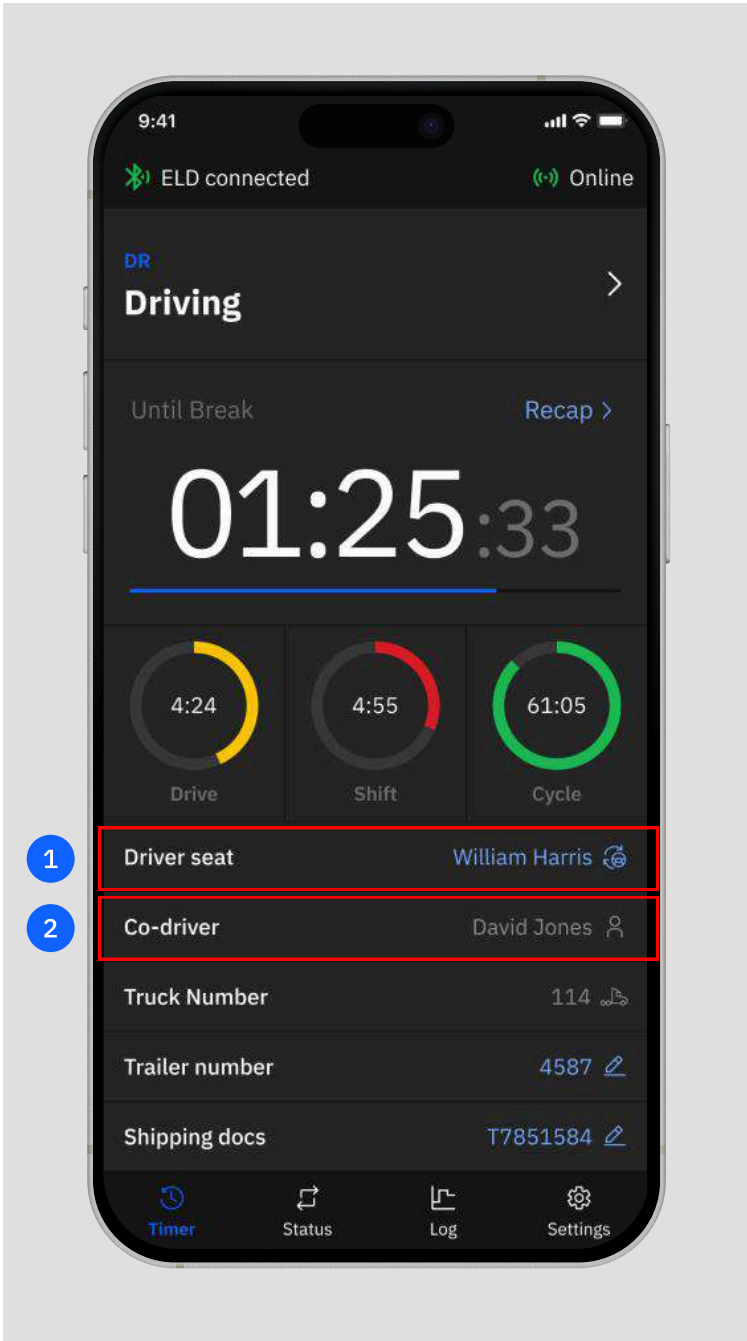
Active Driver – This shows the driver who is currently active on duty.

- Tapping this field opens the Switch Co-Driver function, which allows you to change the active driver by updating their duty status.
- 2

Co-Driver – This is the second driver, currently inactive. The Co-Driver can also log into the app, but their functionality is limited.

Notes: If no co-driver has been added to the system, this field will display a dash (–).

If you are not the active driver, the app will notify you upon login with a message stating that you are not currently active. You’ll be given the option to either log out or remain inactive in the app.



Important:

- Only the active driver can control driving-related actions such as updating status, trailer number, and shipping documents.
- To make the co-driver active, the current driver must first disconnect the ELD from their app session.

This ensures that control is passed properly and the new driver can take over operations in compliance with FMCSA rules.

Timer (Main page)

Switch Co-Driver

To switch the Co-Driver, the first Active Driver must first disconnect the ELD. Once disconnected, the second driver will automatically become active and can begin their duties.

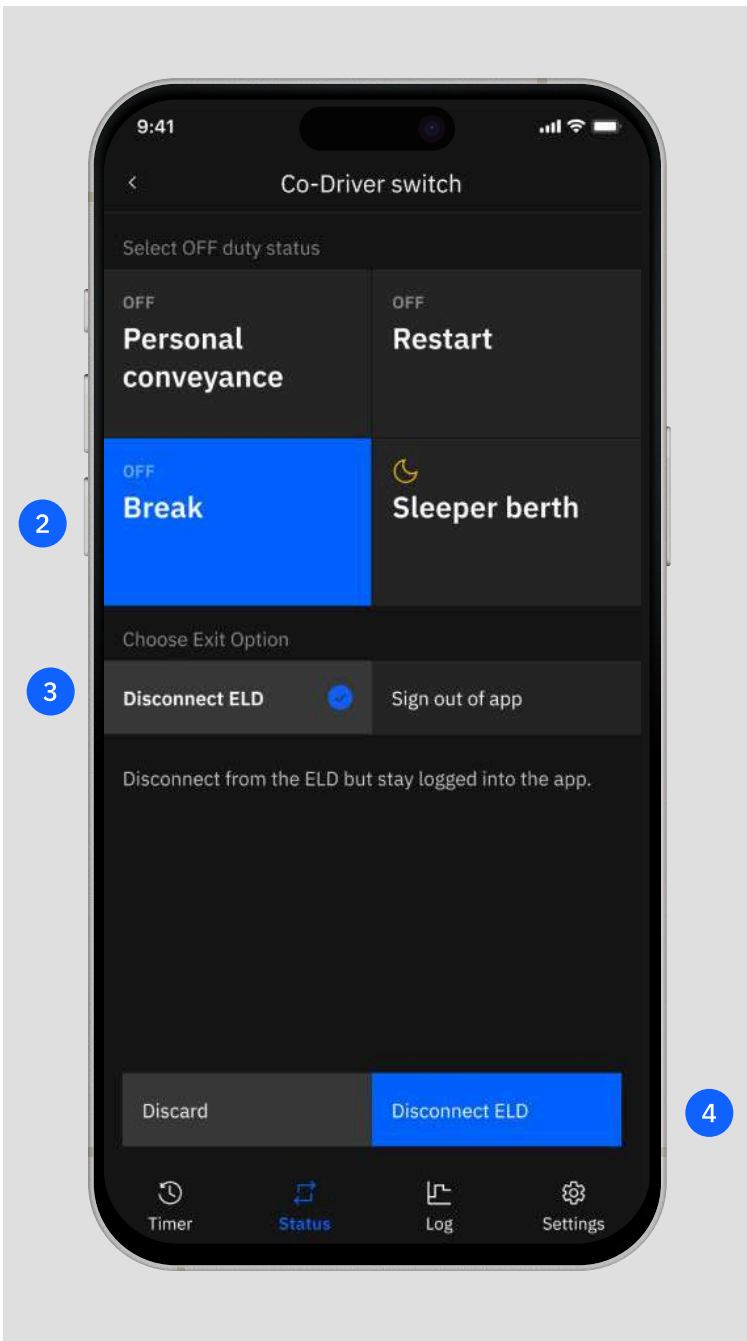
If you want to switch the co-driver, the active driver must complete the following steps:

- 1 On the main screen with the Timer, tap the **Driver seat** field to open the Change Current Status window.



In the Change Current Status window, complete the following steps:

- 2 Select one of the four inactive statuses you want to switch to: Personal convenience, Break, Restart, or Sleeper berth.
- 3 Choose one of the following options:
 - **Disconnect ELD** – This will disconnect the ELD from the app for the current driver. The driver stays signed in and can still access non-driving features.
 - **Sign out of app** – This fully logs the driver out of the app and disconnects the ELD.
- 4 **Confirm your action.** After confirmation, the current driver becomes inactive, and the second driver becomes active in the system.



Important:

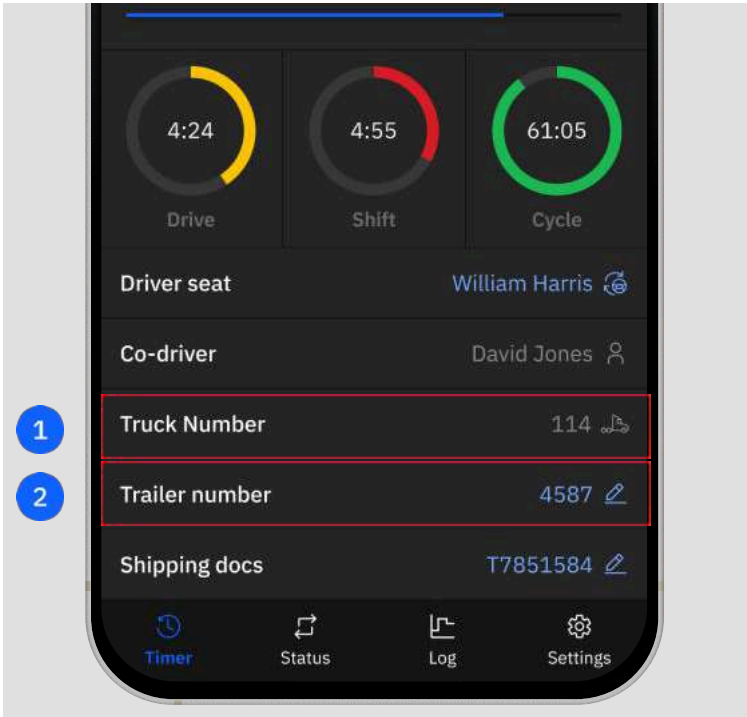
- If the second driver does not become active immediately, they should swipe down on the screen to refresh the status. Once refreshed, they will appear as active and can continue in On Duty status.
- If the active driver is unable to complete these steps or switch to an inactive status, they should contact their Safety Manager for assistance. Once the change is made, it will automatically update in the drivers app if there is an active connection.

Timer (Main page)

Truck & Trailer overview

In ELDNex, you can view and manage key trip information, including your truck and trailer.

- 1 The **truck number** is set by default based on what’s assigned in the system.
- 2 The **trailer number** can be updated or changed directly in the app, but only by the active driver.

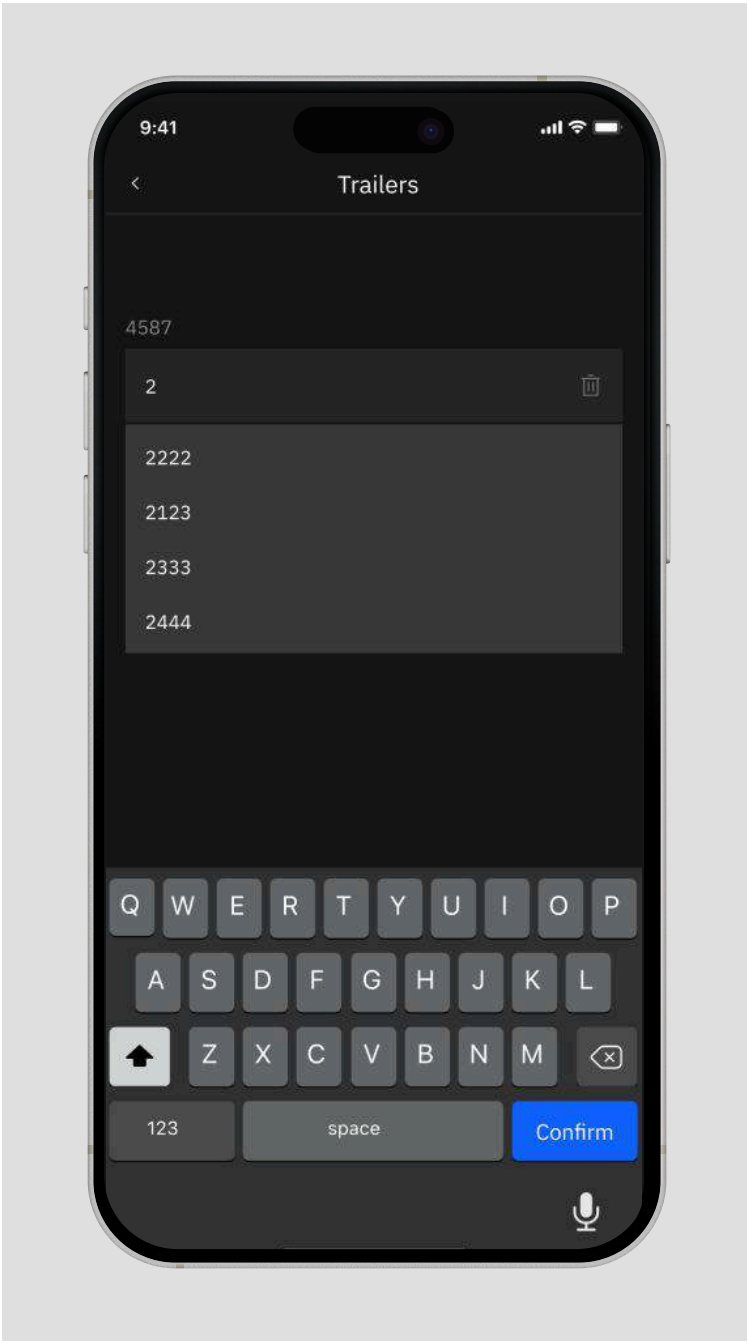
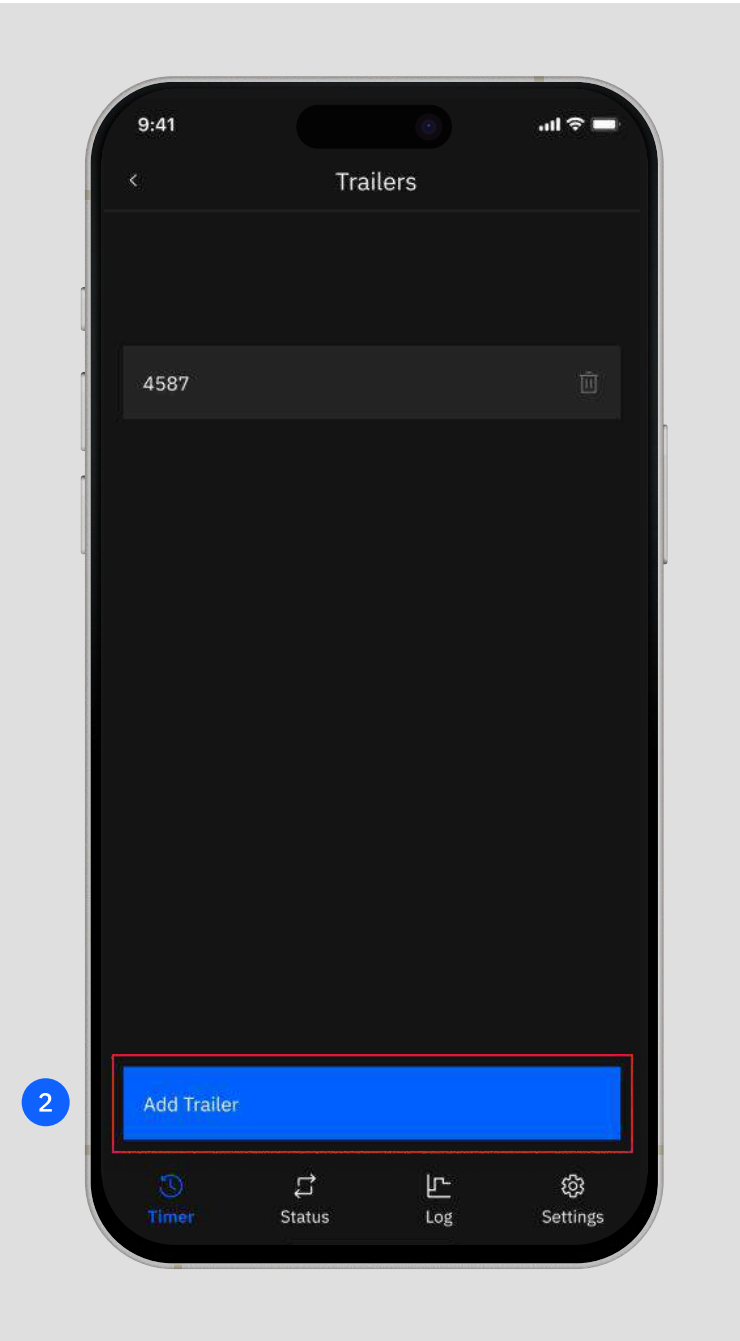


Updating the trailer number

The Trailer Number refers to the trailer currently attached to the truck. To add or updated trailers:

- 1 On the main screen with the Timer, **tap the Truck Number field** to open the edit trailer window. In this screen, you can remove a trailer by tapping the trash icon on the left side of the trailer entry.
- 2 To add a new trailer, tap the Add Trailer button. When the field is active, the app will let you select a trailer from your company list or enter a new number manually if it’s not there.

Once confirmed, the trailer will appear in your current list.



Important:

- You can have a maximum of three trailers added at a time.
- If you need to add a new one and the list is full, you must first remove any unused trailers before adding a new one.

Timer (Main page)

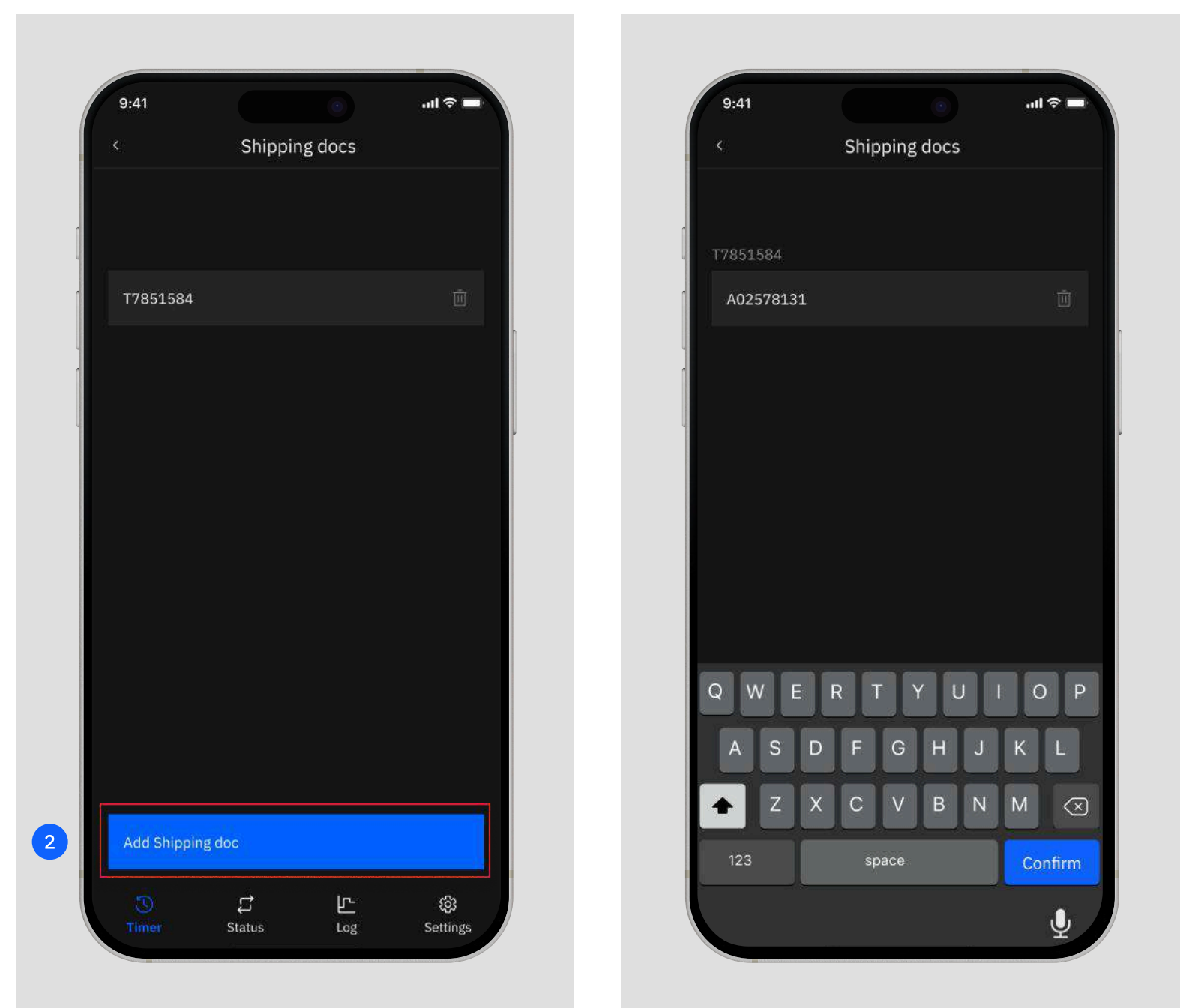
Overview and updating Shipping docs

The Shipping Docs field is where the driver can manually add important document numbers related to the load — such as load numbers and others. Only the active driver can edit this field.

To add or update your shipping documents:

- 1 On the main screen with the Timer, **tap the Shipping Docs field** to open the shipping docs window. In this screen, you can remove document number by tapping the trash icon on the left side of the trailer entry.
- 2 To add a new number, tap the "Add Shipping Doc" button. Once the field is active, enter the number manually.

Once confirmed, the new shipping number will appear in your current list.



Important:

- You can only have a limited number of shipping document numbers at a time.
- If you need to add a new one and the list is full, you must first remove any unused docs number before adding a new one.

Statuses

Types of Duty Statuses

Below are the primary duty statuses required by FMCSA. They help track your work, rest, and driving time to ensure compliance with federal regulations.

Driving

Time spent operating the vehicle.

Important:

- Your status automatically changes to Driving when the truck reaches 5 mph.
- If the truck is stopped for more than 5 minutes, the app will prompt you to change your status.
- If no selection is made within 1 minute, the app will automatically switch your status to On Duty.

Pre-trip inspection

Time spent inspecting the truck before driving. This time counts as **On Duty**.

Pickup

Time spent picking up a load. This time counts as **On Duty**.

Delivery

Time spent delivering a load. This time counts as **On Duty**.

Fueling

Time spent refueling the truck. This time counts as **On Duty**.

DOT inspection

Time spent during a DOT inspection. This time counts as **On Duty**.

Other

Time spent on other work-related tasks. This time counts as **On Duty**.

Personal conveyance

Time spent driving for personal use only. This time counts as **Off Duty**.
Note: This status is optional and must be enabled by your carrier.

Break

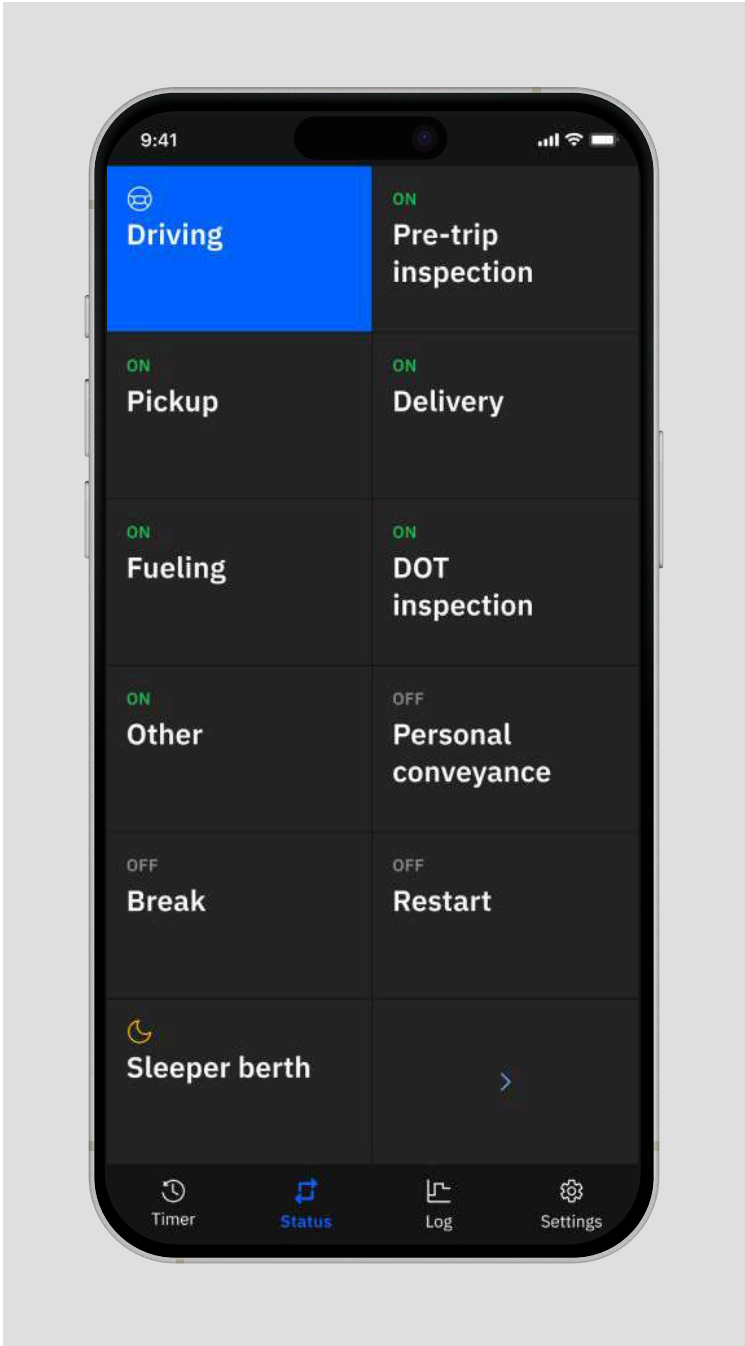
Time spent on a required rest break. This time counts as **Off Duty**.

Restart

Use this function when you reset your weekly hours after taking 34 hours off.

Sleeper berth

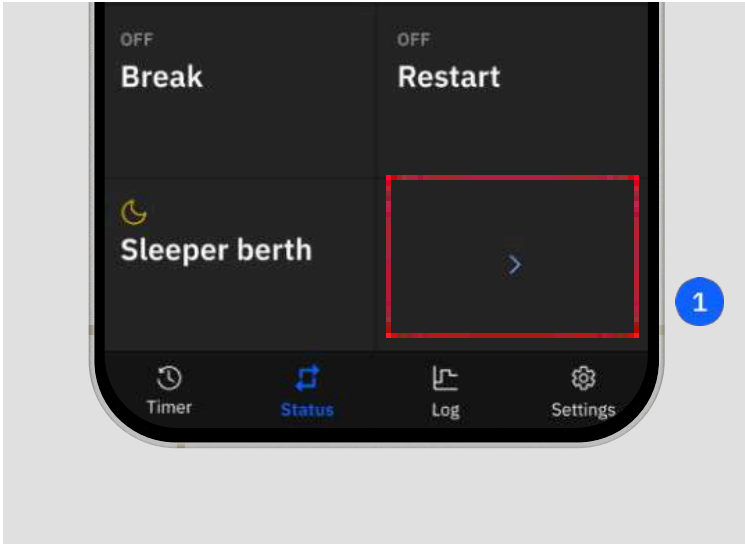
Time spent resting in the sleeper berth. This time counts as **Off Duty**.



Statuses

The statuses below help drivers clearly label specific tasks and make it easier to choose the right one during daily operations.

- 1 Tap the arrow in the bottom-right corner of the screen.



Yard move

Time spent moving within a yard or terminal. This time counts as **On Duty**.
Note: This status is optional and must be enabled by your carrier.

Pickup empty trailer

Time spent driving to pick up an empty trailer. This time counts as **On Duty**.

Drop empty trailer

Time spent driving to drop off an empty trailer. This time counts as **On Duty**.

Drop

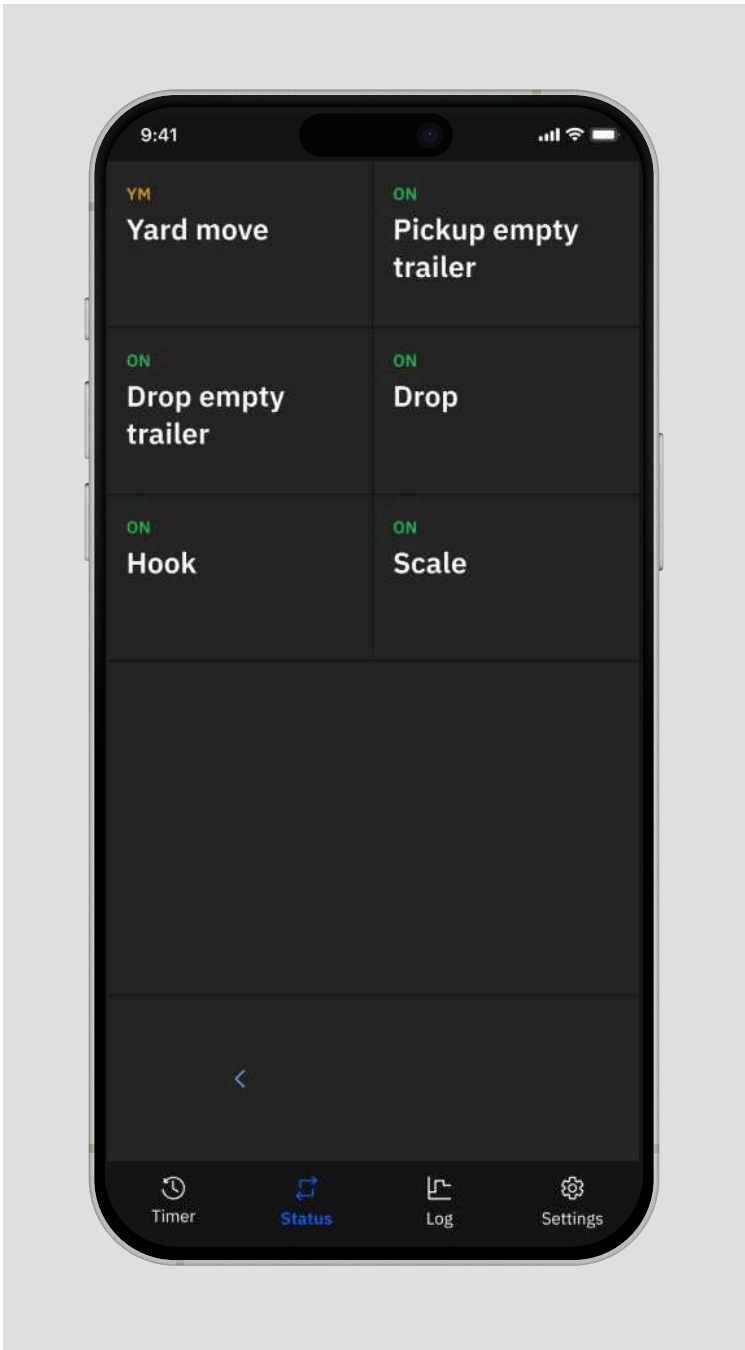
Time spent dropping a loaded trailer. This time counts as **On Duty**.

Hook

Time spent hooking a trailer to truck. This time counts as **On Duty**.

Scale

Time spent at a weigh station. This time counts as **On Duty**.

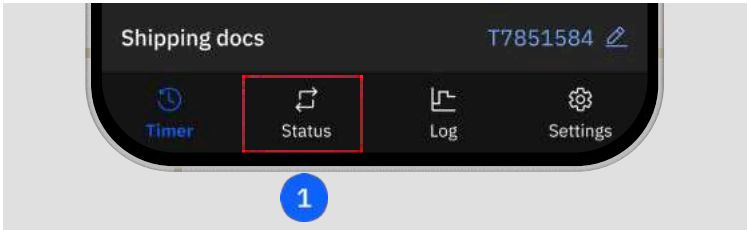


DOT inspection

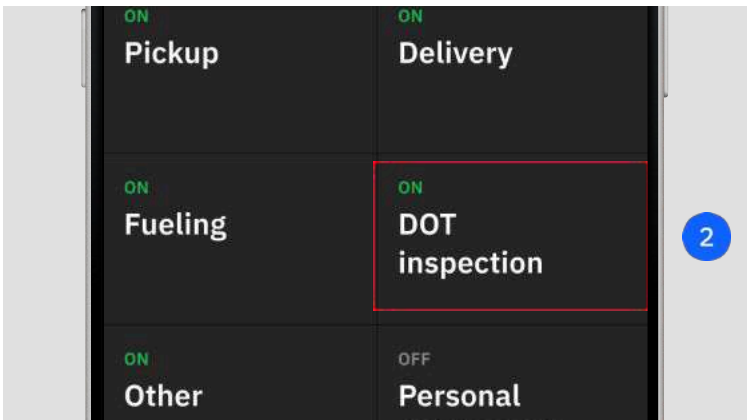
Sending ELD Logs for Inspection

There may be moments when you're stopped by an officer for inspection. In such cases, you're required to send your ELD logs for the current day and the previous 7 days. Stay calm and follow the steps below to transfer your logs quickly and stay in compliance.

- 1 Go to the app’s main menu and tap on the status icon.

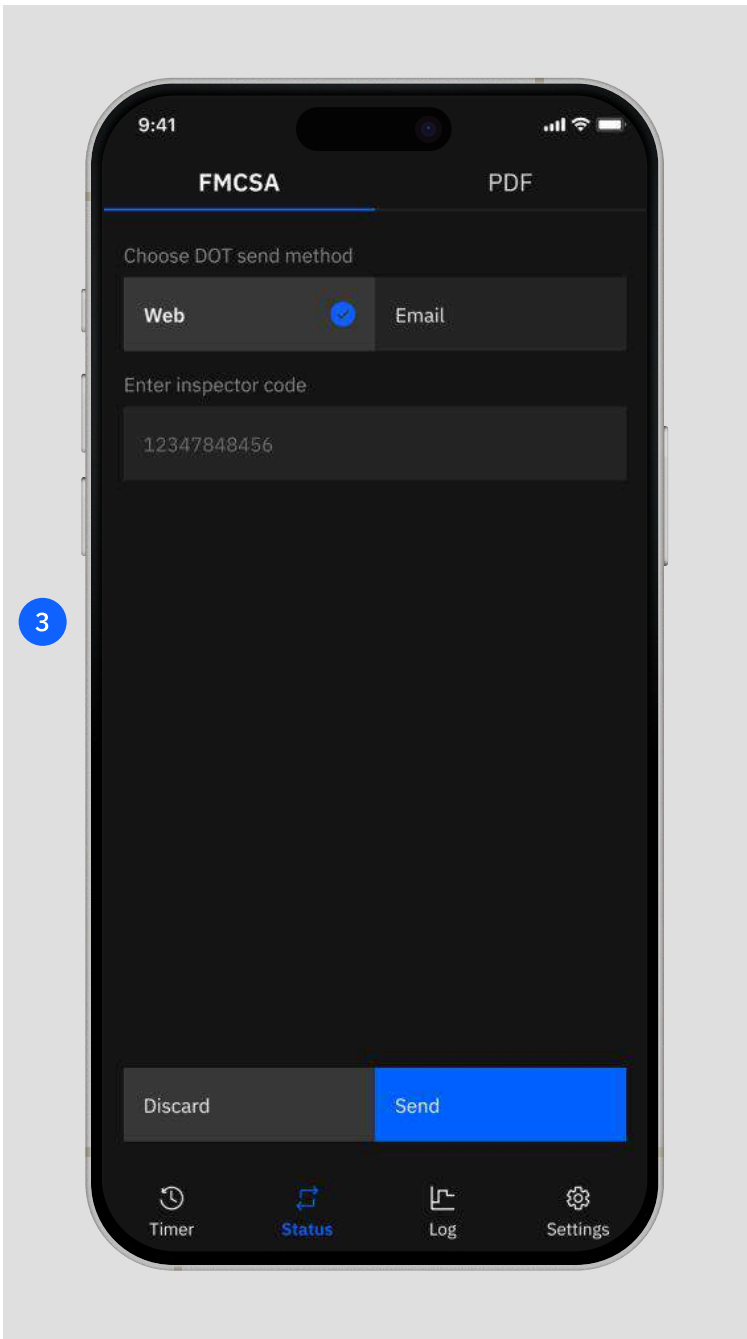


- 2 Then select DOT inspection.



- 3 On the next screen, complete these three steps:
- Choose the transfer method — this is how your log will be sent:
Web – sends directly to the FMCSA server (this is the default option)
Email – sends to the official FMCSA email address,
 - Enter the inspector’s code – this is a required field. Ask the officer who stopped you for their code,
 - Send your logs to complete the process.

Important:
If you're unable to send your logs, contact your Safety Manager. They can send the logs manually from the portal.

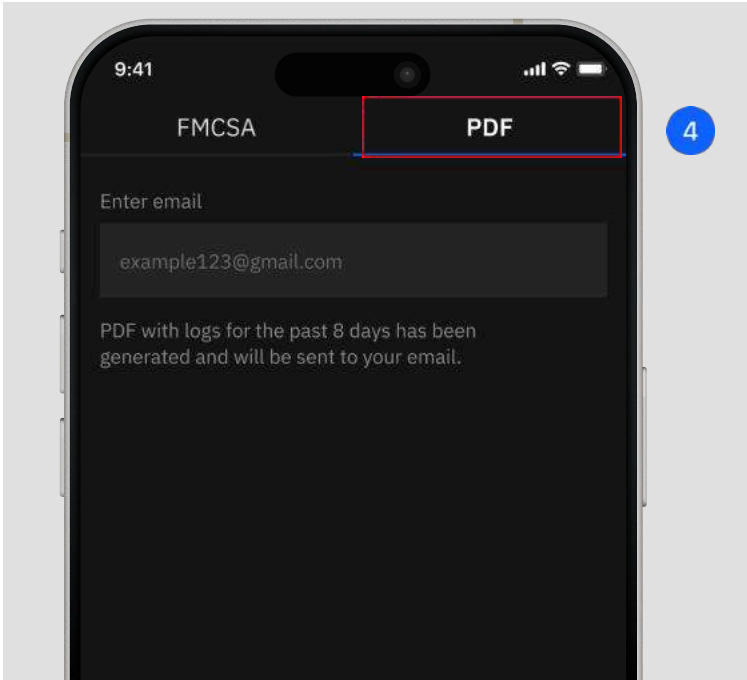


If there are two drivers (a driver and a co-driver) operating the same truck, only the active driver needs to send the logs during a DOT inspection. When the active driver sends the logs, the system will automatically include logs for both drivers — the driver and co-driver.

Important:
Both logs will only be sent if the co-driver is currently added to the fleet and is visible as a Co-Driver in the app.

Logs

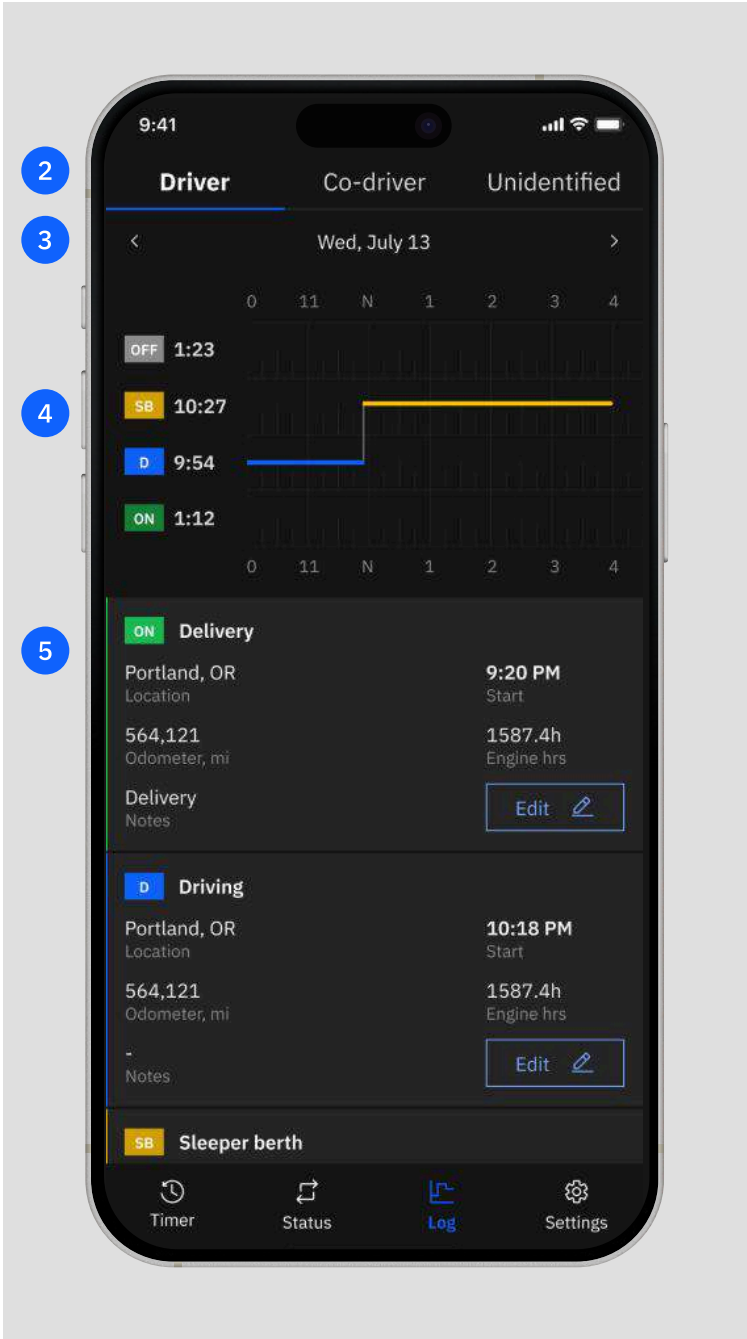
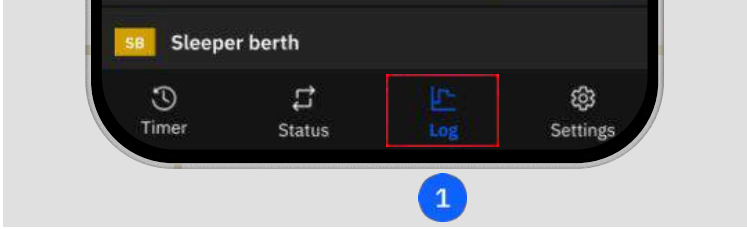
- 4
- If needed, you can also send a PDF with your logs
 - Go to the second tab at the top PDF,
 - Enter the email address where you want to send your logs,
 - Confirm the transfer to send your logs.



Reviewing logs

Each driver has access to view and edit their logs (where allowed). To view your logs and use other features, follow the steps below:

- 1
- Go to the Daily Log tab at the bottom of the screen to view your logs. By default, you'll see logs for today's date.
- 2
- You can also view logs for your Co-Driver and Unassigned Logs by tapping the corresponding tab at the top of the screen.
- 3
- To see logs for other days, tap the arrow next to the date at the top. You can view logs for today and the past 7 days.
- 4
- For better navigation, the app includes a visual graph showing all events with color codes:
 - Gray – Off Duty
 - Yellow – Sleeper Berth
 - Blue – Driving
 - Green – On Duty



On the left side of the graph, you'll see the total hours for each duty status for the selected day.

- 5
- Below the graph, you'll find a detailed list of events. Scroll down to see them all.

- Each event shows:
- Event type
 - Location
 - Start time
 - Odometer
 - Engine hours
 - Note (if added)
 - Edit button — tap to request changes (if allowed)

Logs

Editing HOS Logs

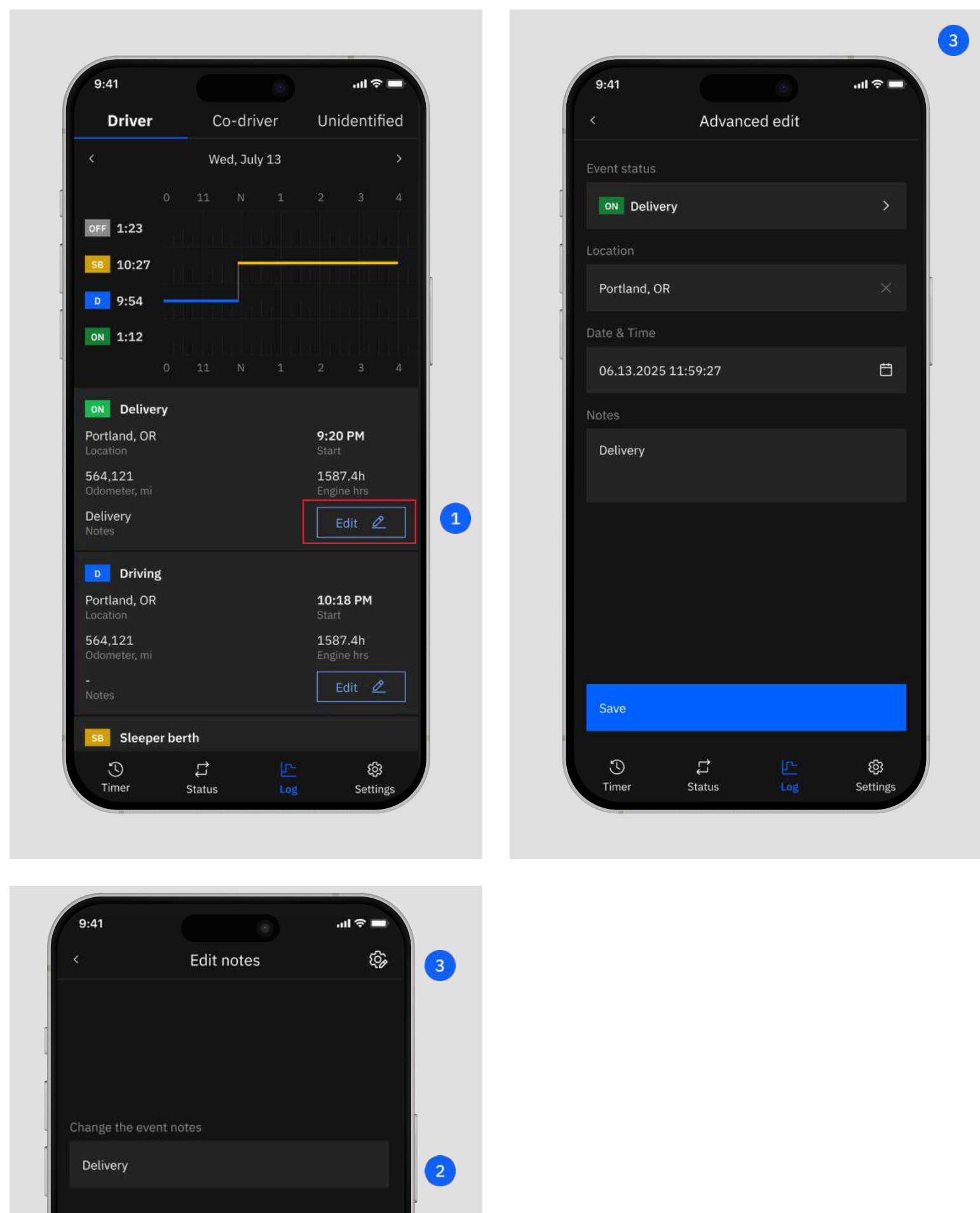
Drivers are allowed to edit their logs in accordance with FMCSA regulations. To make an edit, follow these steps:

- 1 Find the log event you want to change and tap the Edit button. Driving statuses cannot be edited.
- 2 In the opened "Edit Notes" window, you can update or delete existing notes.
- 3 To access detailed log settings, tap the gear icon in the top right corner. In the advanced edit event window, you can update the following details:
 - Status of the log (e.g., Off Duty, On Duty)
 - Location where the event began
 - Start date and time
 - Add or update comment

When you confirm, your log will be sent to the server and updated instantly. If you notice a mistake in your changes, you can tap Edit again to correct the information.

Important:

- Driving events cannot be edited according to FMCSA rules.
- Any changes you make are your responsibility, and by editing a log, you confirm the accuracy of the update.



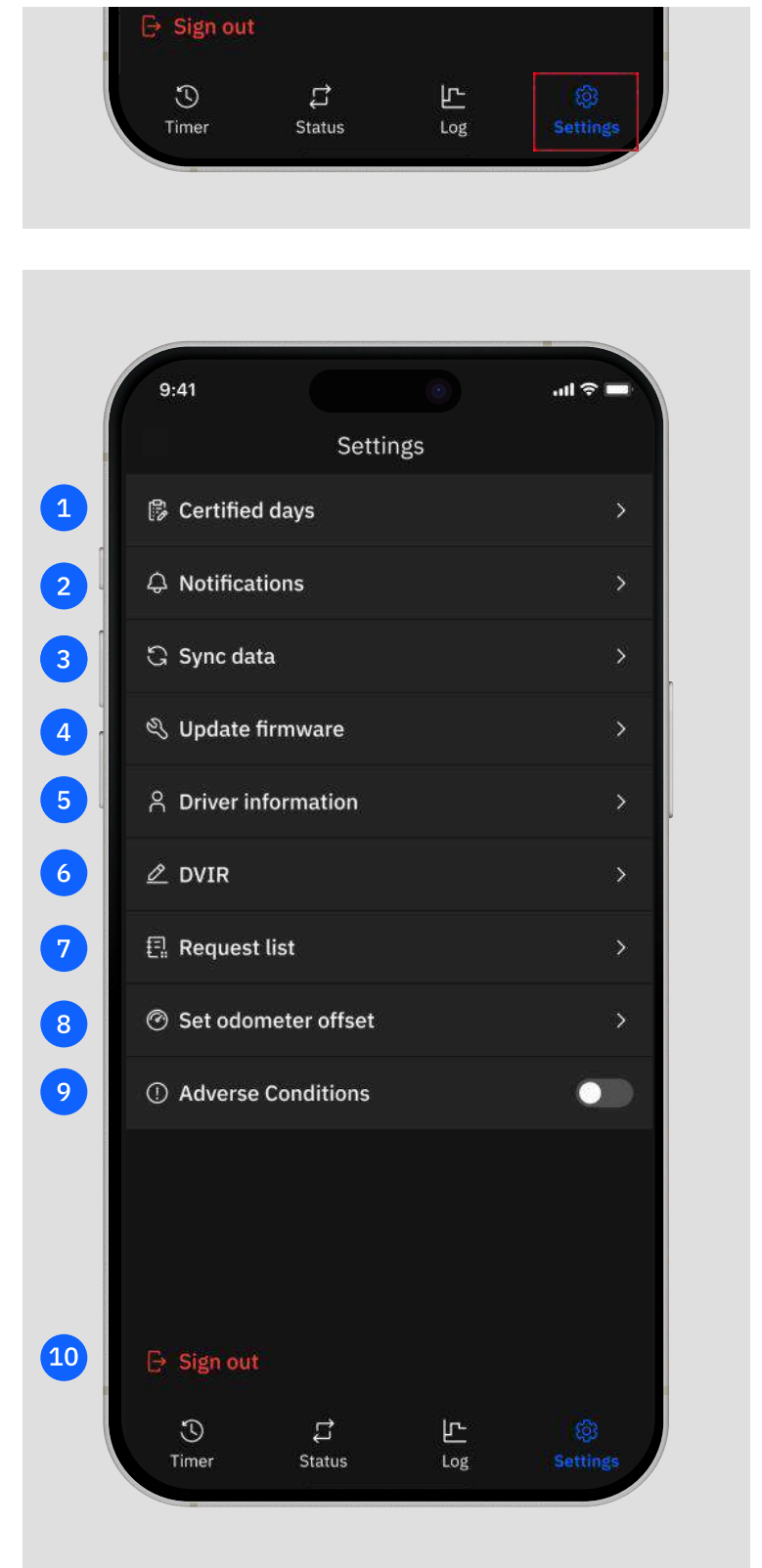
Settings

Reviewing Settings

Each driver has access to the Settings menu to manage key parts of the ELD system, regardless of whether they are currently active or not.

In the Settings window, you'll find the following options:

- 1 Certified Days**
This section allows you to review and certify your daily logs as required by FMCSA.
 - 2 Notifications**
This section lets you review system messages and notifications.
 - 3 Sync data**
This function allows the driver to manually sync the logbook data with the server.
 - 4 Update Firmware**
This function allows you to manually check for and install the latest firmware update for your ELD device.
 - 5 Driver information**
This section displays your driver profile details.
 - 6 DVIR**
This section is for reporting any vehicle defects found during working.
 - 7 Request list**
List of suggested log edits from the Safety Manager.
 - 8 Set odometer offset**
A feature that allows manual odometer updates directly in the app.
 - 9 Adverse Conditions**
This toggle allows drivers to extend their driving window by up to 2 extra hours in case of unexpected hazardous conditions (weather and other). Use this option only when truly necessary.
- Important:**
- When the condition ends, you must turn off the toggle manually.
 - If left on, the system will automatically add 2 extra hours to every shift until it's disabled.
 - A reminder about extra drive time will show on your main Timer screen.
- 10 Sign out**
This option allows you to log out of your account in the app.
Note: Signing out does not change your current duty status. If you want to switch your status from Active to Inactive, or vice versa, please use the Change Co-Driver function (explained on page 7).



Settings

Certified days

This section allows you to review and certify your daily logs, as required by FMCSA regulations (49 CFR § 395.30).

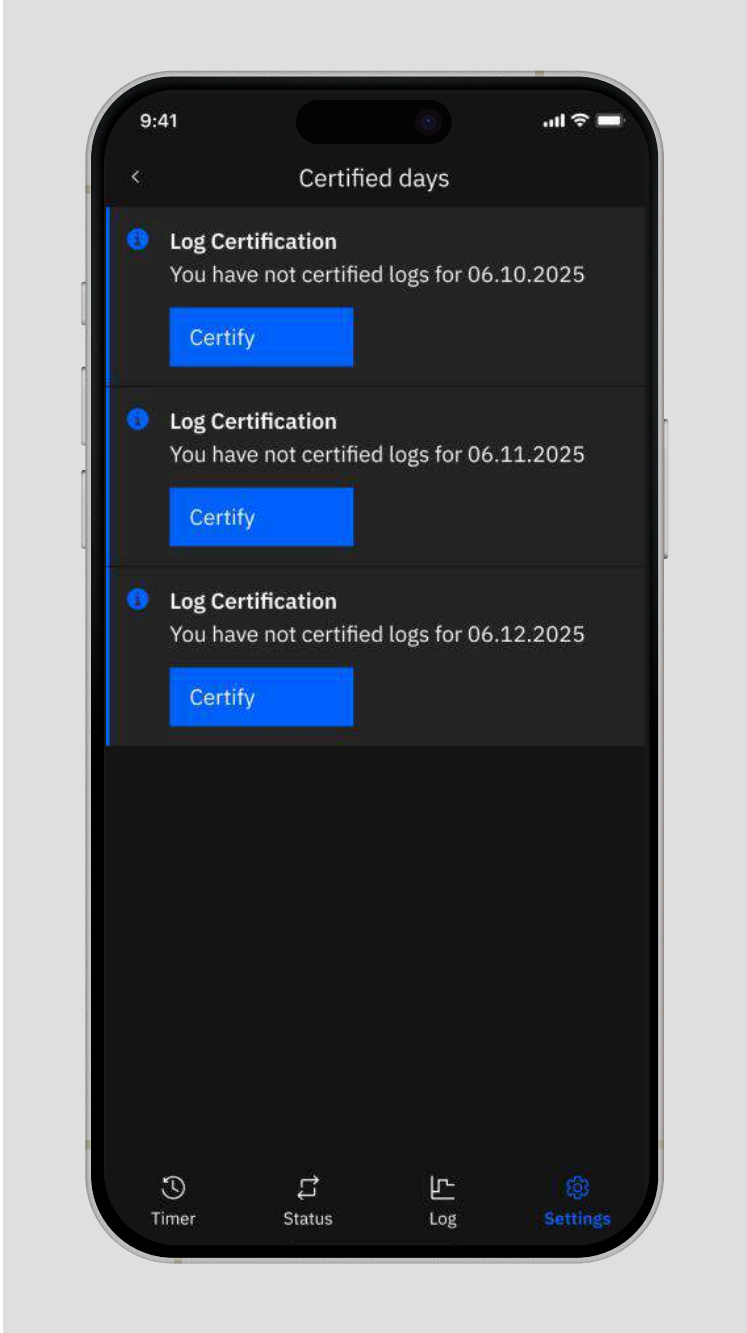
Every driver must certify their logs at the end of each day to confirm that the information is true and correct. If any changes are made later, you'll be required to re-certify the updated log.

- To certify a log:
- Tap on **Certified Days** in the Settings menu.
 - Find the date you want to certify and tap the Certify button on the left side of that date.
 - In the pop-up window, confirm that you want to certify the selected day.

After that, the certified log will no longer appear in your list — it's been successfully submitted and saved.

Important

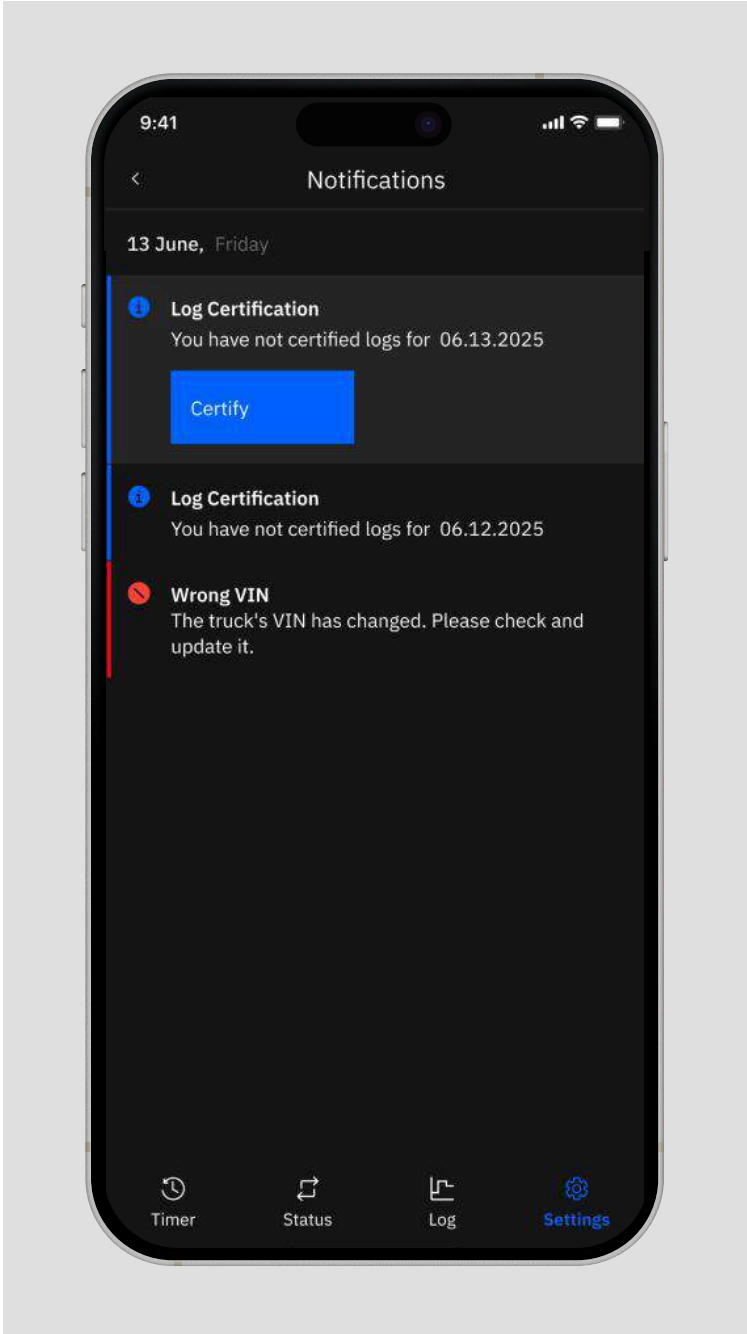
- Failing to certify your logs is considered a violation and may result in penalties during a roadside inspection or audit.
- Make it a habit to review and certify your logs daily.



Notifications

This section lets you review system messages and other important alerts related to your logs, HOS, errors, and more.

Once you open a notification, its highlight and button will disappear to show it's been read.



Settings

Sync data

The Sync Data function allows you to manually update your logbook data with the server.

Drivers are responsible for making sure their log data is always accurate and up to date. If your internet connection is weak or lost, the automatic sync may fail — in that case, you should perform a manual sync to ensure compliance.

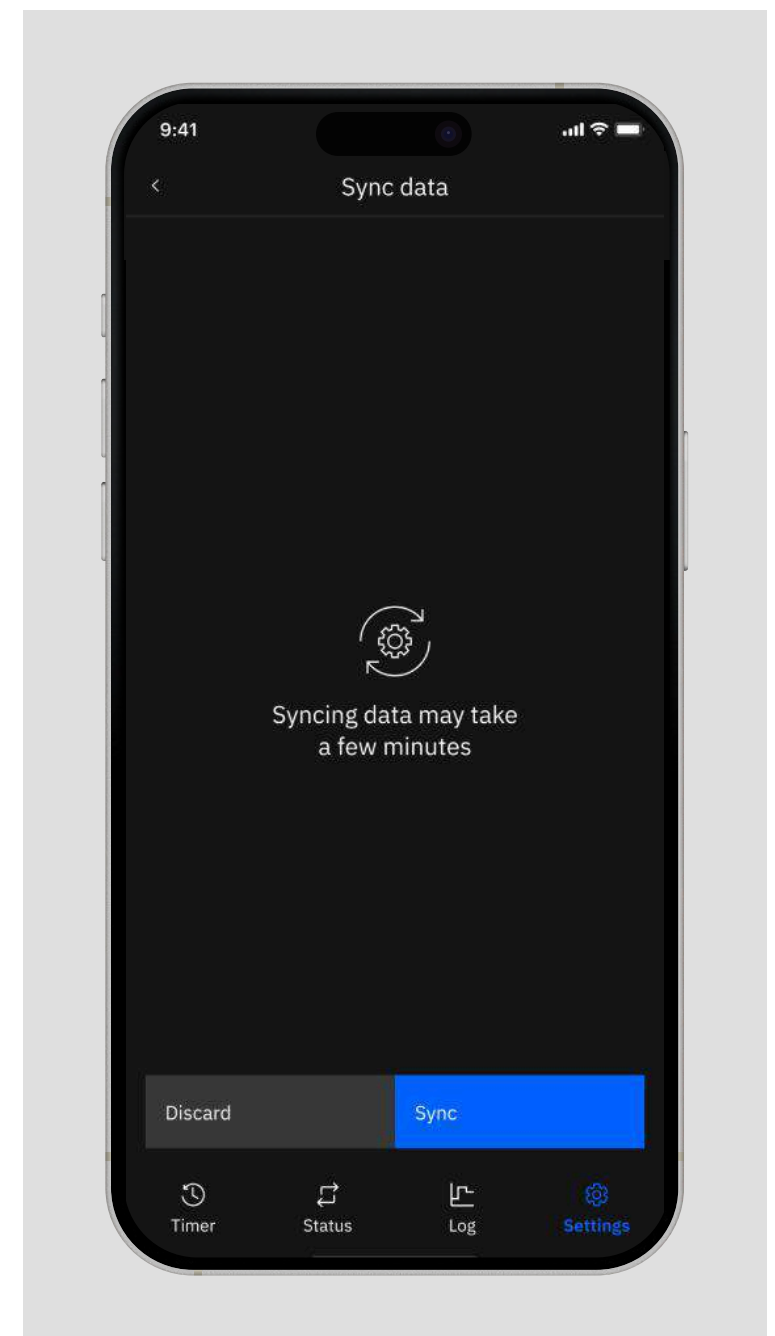
To Sync data:

- Tap **Sync Data** in the Settings menu.
- In the open window, tap the Sync button.

The system will begin syncing your logs. This may take anywhere from a few seconds to a few minutes, depending on the amount of data and your internet connection speed.

Important

If the sync fails or data does not update, contact your Safety Manager for assistance.



Update firmware

The Update Firmware function allows you to manually check for and install the latest firmware version for your ELD device. Keeping your firmware up to date is important for stable performance and FMCSA compliance.

To update firmware:

- Tap Update Firmware in the Settings menu.
- In the open window, tap the Update button.

After tapping the Update button, the app will check your device for available firmware updates.

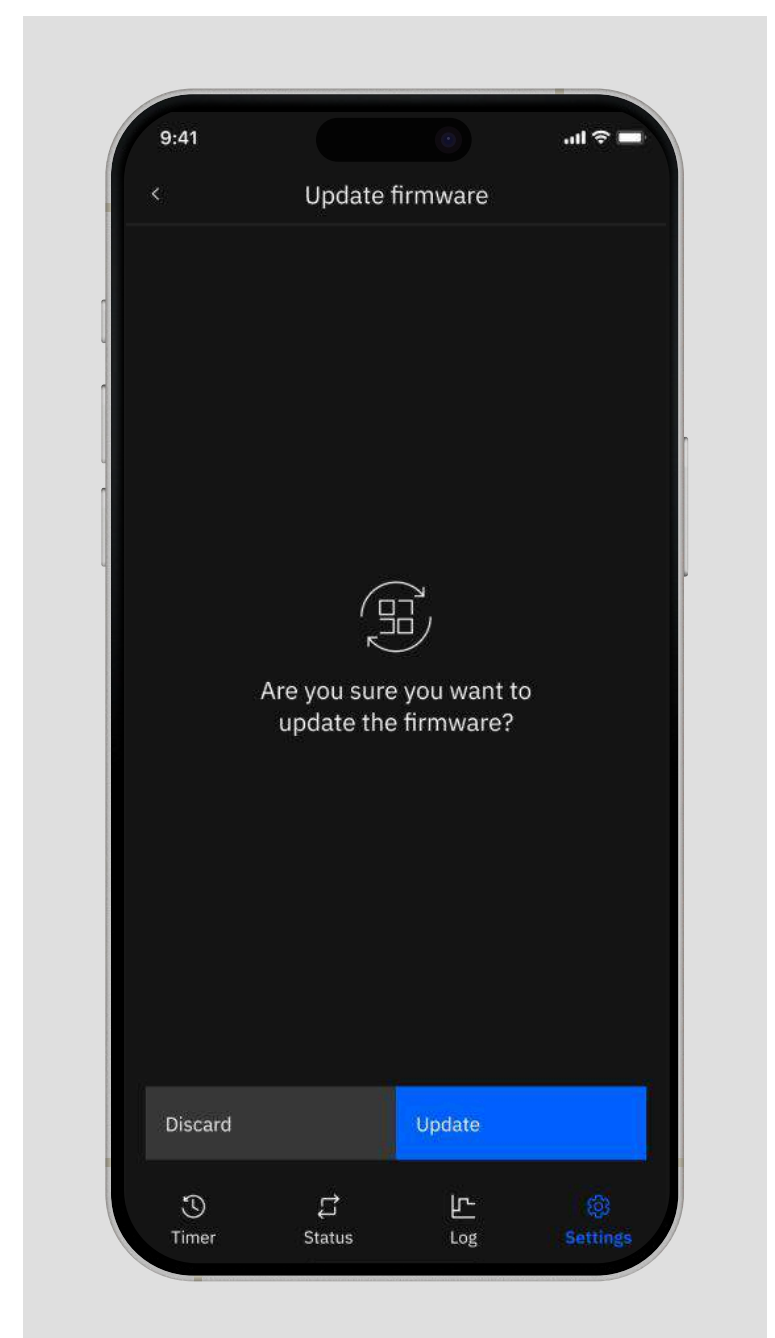
- If your device is already up to date, the app will display:

"Your device already has the latest version installed."

- If a newer firmware is found, it will be installed automatically.

Important

If you experience any issues using the device with the app after installing the latest firmware update, please report them to your Safety Manager immediately.



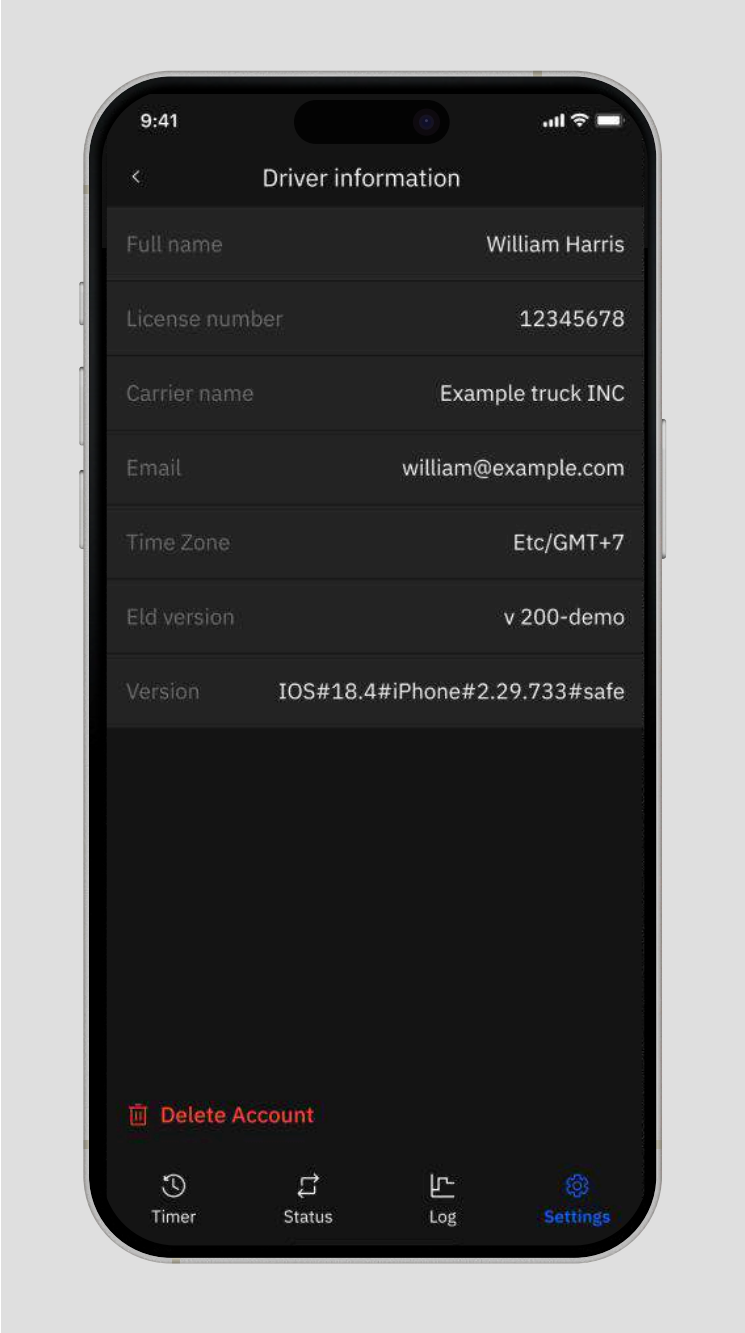
Settings

Information

This section displays your personal and carrier details used for your ELD logs. To review your driver and carrier details, tap Information in the Settings menu.

- You can view the following fields:
- Full Name – your legal driver name
 - License Number – your CDL or driving license ID
 - Carrier Name – the company you are registered under as a driver.
 - Email – the email address you use to log into your driver account.
 - Time Zone – the time zone where your carrier’s main office (MC) is registered
 - ELD Version – the current version of your ELD software
 - App Version – version of the app and mobile device you're using

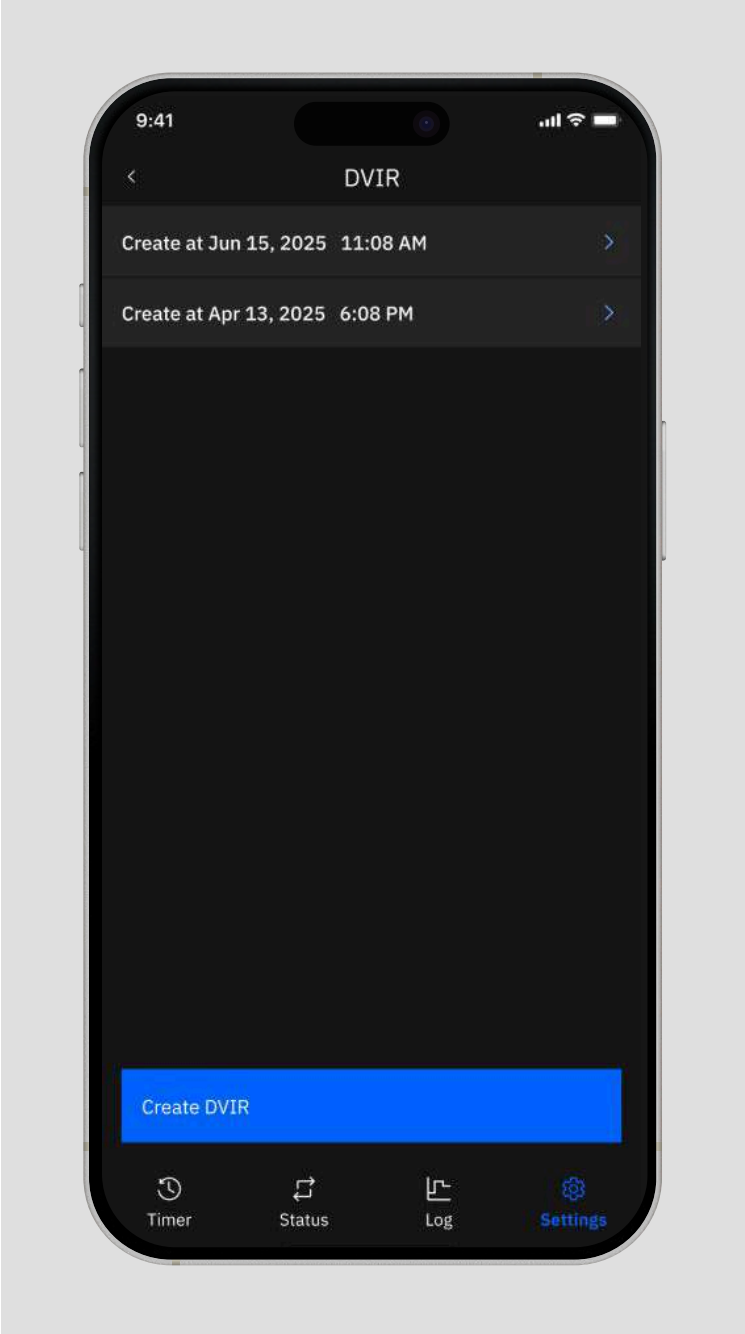
Important
If any of this information is outdated or incorrect, please contact your Safety Manager to update it in the system.



DVIR

The DVIR section allows you to view, edit, or create reports about any vehicle defects you find during inspections, as required by FMCSA regulations (49 CFR § 396.11). Keeping DVIRs accurate and up to date is essential for safety and compliance.

- To create, view or edit an existing DVIR:
- Tap DVIR in the Settings menu. You’ll see a list of submitted DVIRs, each labeled with the date and time it was created.
 - To view or edit a specific DVIR from the list, tap on it and make the necessary changes.
 - To create a new DVIR, tap the "Create DVIR" button and describe any issues in the text field. You can add up to 20 issues in one DVIR.



Settings

Request list

This section shows all log change requests sent to you by your Safety Manager.

If the Safety Manager sees an issue in your logs, they can suggest edits. These edits are sent to you for approval. Your logs will NOT change until you review and approve the request.

Each request in the list includes:

- Event status – updated status of the event
- Date Sent – when the request was sent
- Status – the current status of the request:
 - Pending – you haven't responded
 - Approved – you accepted the edit, and your log has been updated
 - Rejected – you declined the edit, and your log stays the same

To view more details about a request, just tap on it.

When you tap a request, you'll see two cards:

- **Original** Logs – your current logs
- **Suggested** Logs – the changes suggested by Safety

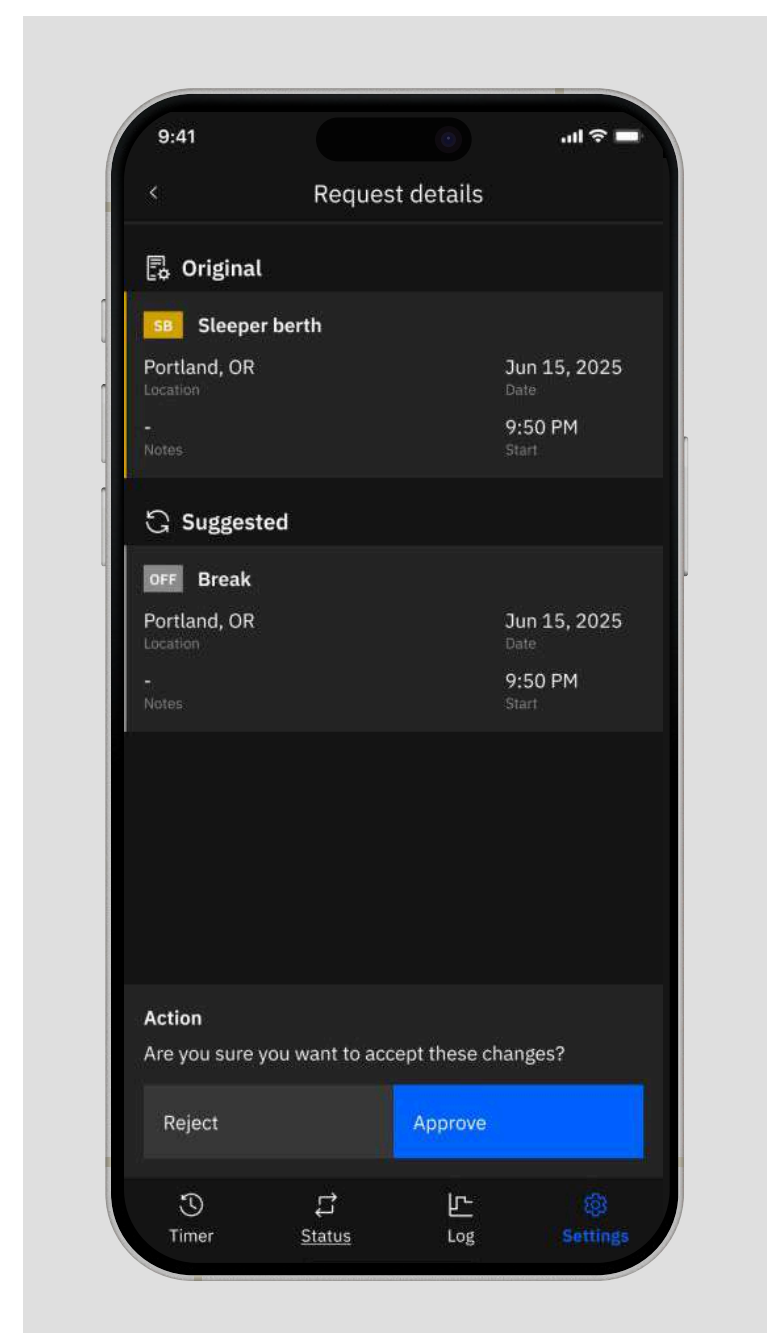
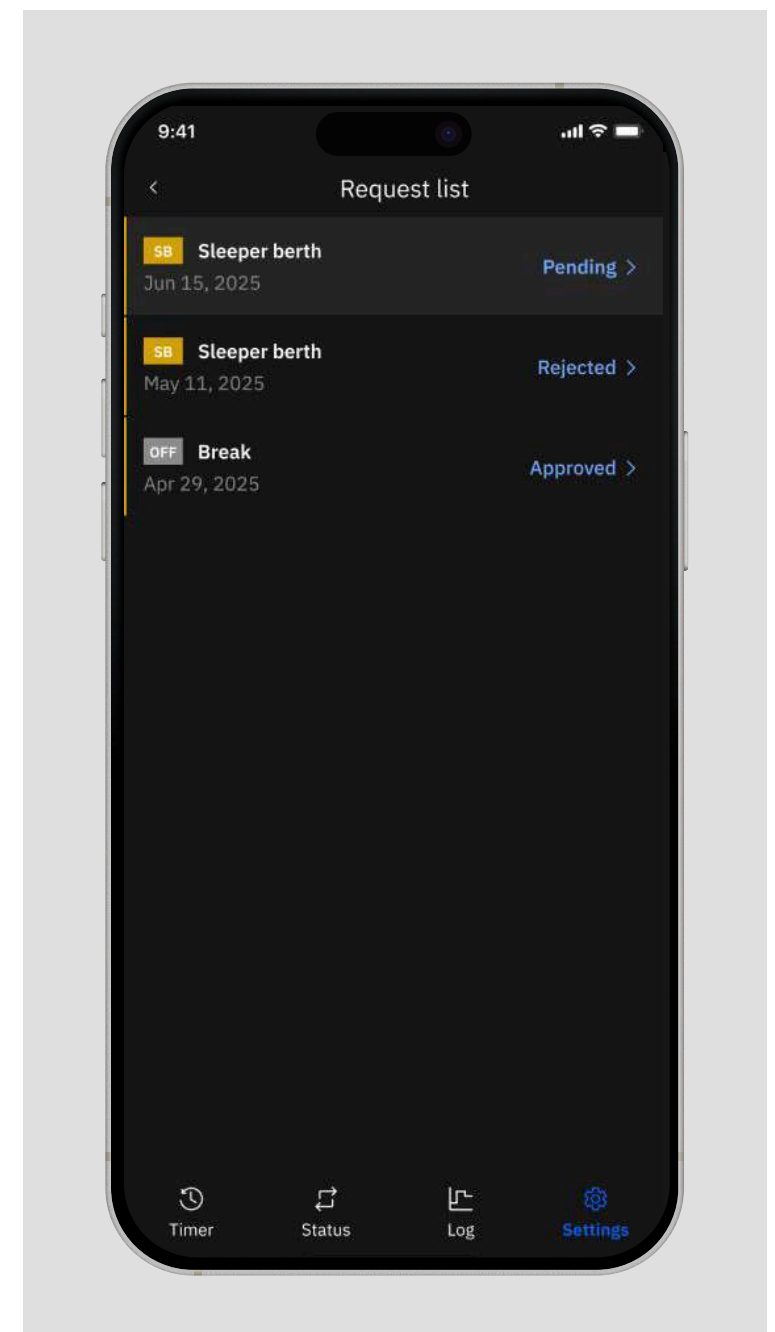
As the driver, only you can approve or reject these changes.

In the Action section, choose either:

- Approve – to accept the edit
- Reject – to decline it

Important:

You can only take action ONCE per request. If you make a mistake, you won't be able to change your answer. You'll need to contact your Safety Manager and ask them to send a new request.



Settings

Set odometer offset

Set function allows you to manually correct your odometer reading, in case the value shown in the app doesn't match your truck's dashboard.

Accurate odometer readings are important for HOS tracking and are part of your log data regulated by FMCSA (49 CFR § 395.26).

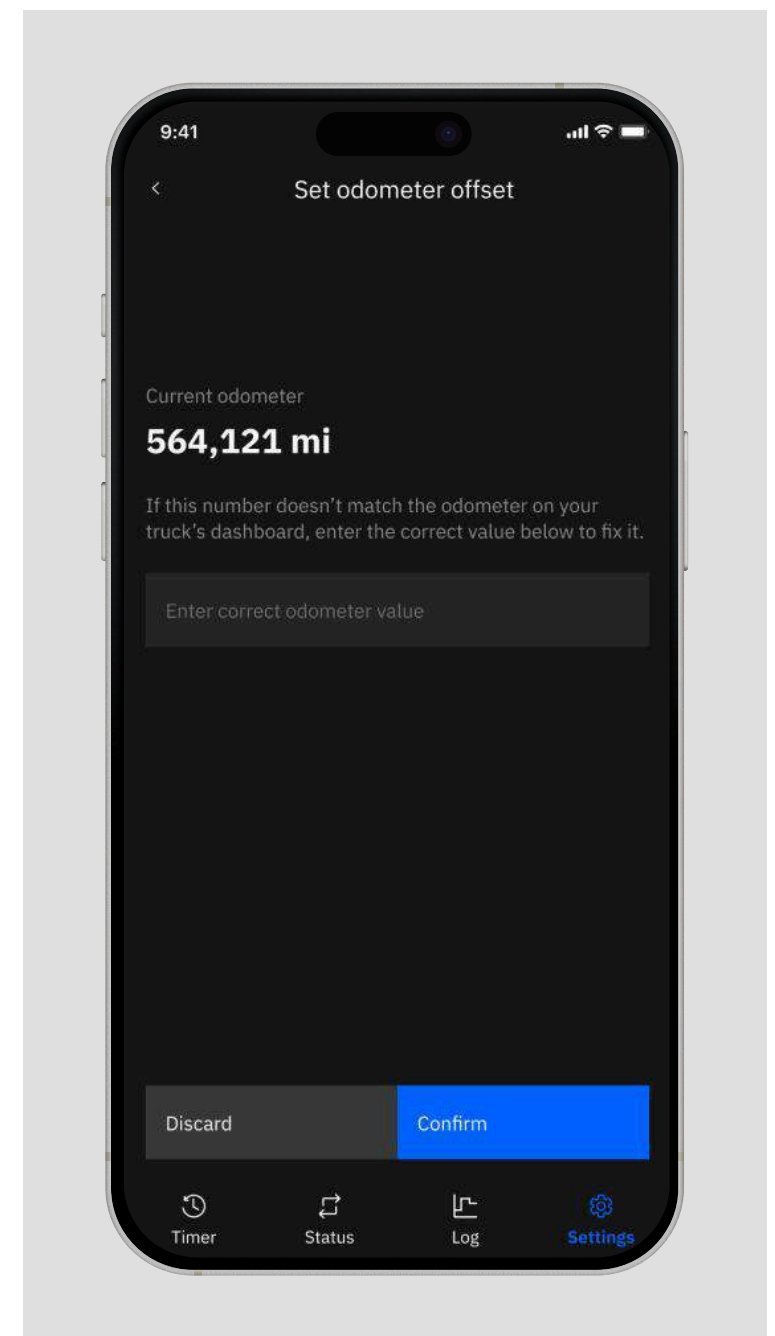
To update your odometer:

- Tap Sync Odometer in the Settings menu.
- If you see a difference between the displayed mileage and the actual dashboard reading, enter the correct odometer value in the input field.
- Tap Confirm to save the update.

After you tap Confirm, the updated odometer value is instantly saved to the portal.

Important

- If you notice a mismatch or suspect incorrect data, immediately report it to your Safety Manager for review.
- Make sure the value you enter matches your truck's current dashboard reading.
- False or incorrect odometer entries may lead to compliance issues or violations.



Troubleshooting

This section helps you identify and fix common issues related to your ELD system and app.

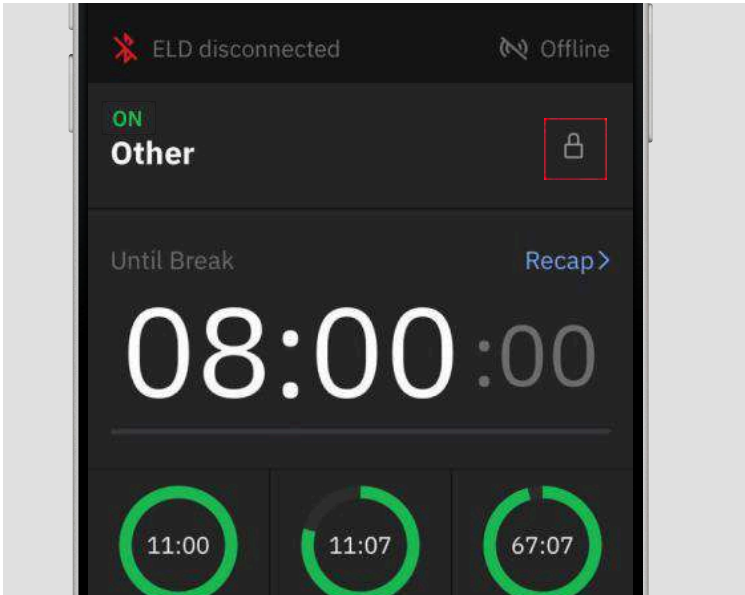
- For each case, you'll find:
- Screenshot of the issue
 - Description of the problem
 - The possible cause
 - Step-by-step solution

Use this guide to quickly resolve issues on your own, stay FMCSA-compliant, and avoid delays on the road.

If the problem continues or you're unsure how to proceed, contact your Safety Manager for support.

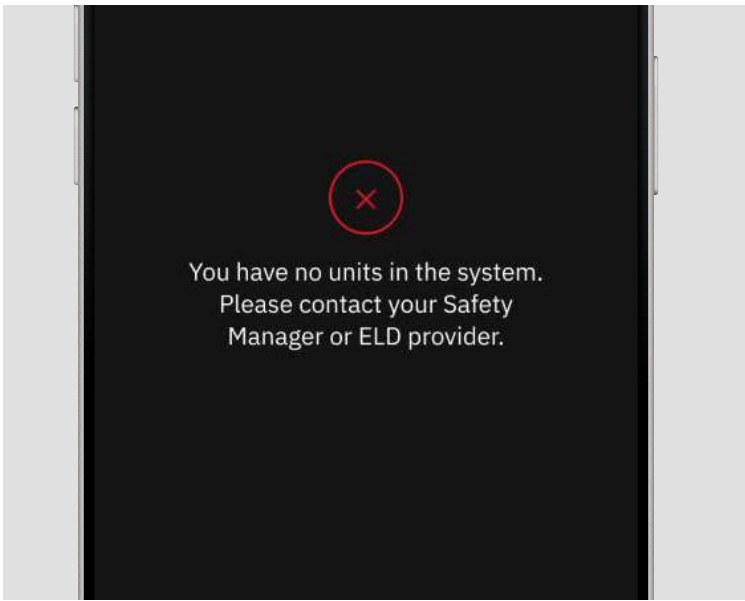
Problem:
You're not the active driver right now.

Solution:
Ask your co-driver to set themselves as inactive — once they do, you'll automatically become the active driver.



Problem:
The setup on the portal was not completed properly.

Solution:
Contact your Safety Manager and ask them to complete the setup for your account.



Problem:
During a DOT inspection, logs were sent for only one driver, even though a Co-Driver was added in the fleet and app. This may happen if the Co-Driver was not properly assigned in the app at the time of transfer, or if there was a connection issue during the process.

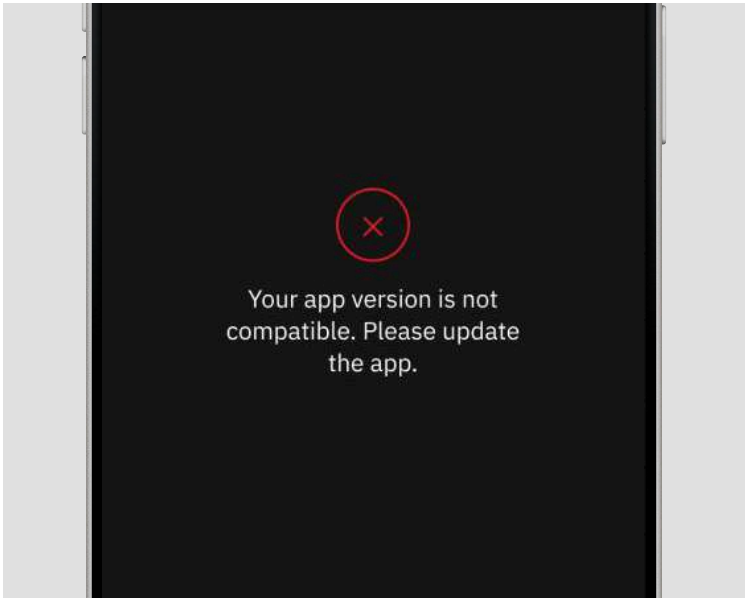
Solution:
To send the Co-Driver's logs, follow these steps:

- Have the active driver perform a Switch Co-Driver.
- The second driver logs in as the new active driver.
- The new active driver then sends their logs manually to the same officer.

Troubleshooting

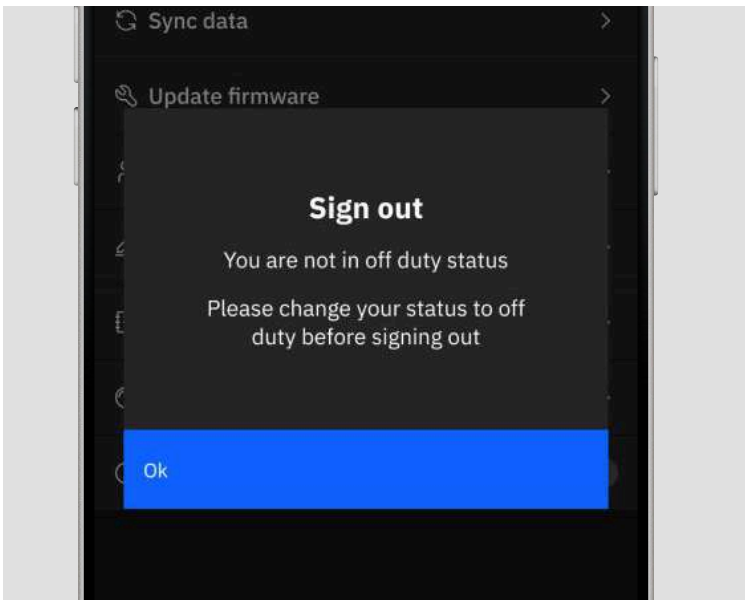
Problem:
You're using an outdated version of the app, and some features are no longer supported.

Solution:
Please update the app to the latest version to access all current features. Tap "Open Store" to go directly to the update page.



Problem:
You tried to sign out while not in Off Duty status. FMCSA rules require drivers to be Off Duty before signing out.

Solution:
Change your duty status to Off Duty, then try to sign out again.



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User manual