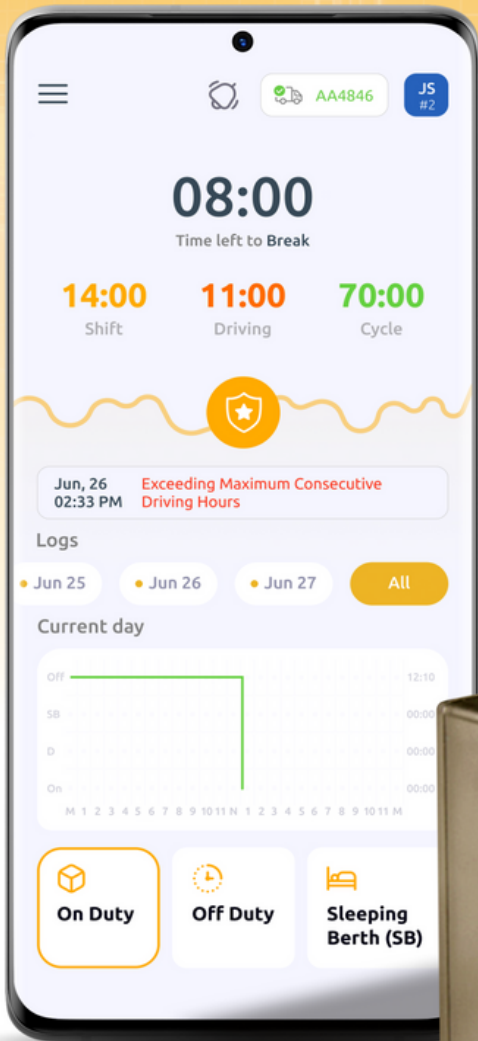




Core ELD



# ELD Driver Manual

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# Overview of the Core ELD Driver App

Welcome to the **Driver's Guide** for the **Core ELD Driver App**, provided by **Core Lines LLC**. This manual is intended for drivers using the Core ELD Driver App on their Android or iOS devices. **It is intended to provide comprehensive guidance and instructions to ensure efficient and compliant use of the app.**

## Introducing the Core ELD Driver App

The Core ELD Driver App is an integral part of the Core ELD system. Designed to automatically collect a driver's Record of Duty Status (RODS) using an Android or iOS device, the app replaces traditional paper logs and captures critical data such as driving time, engine hours, vehicle movement, miles driven, and location information in real time.

## Purpose of the Core ELD Driver App

The Core ELD Driver App, developed by Core Lines LLC, is focused on supporting traffic safety through Hours of Service (HOS) compliance. It is designed to minimize driver fatigue, prevent overdriving, and ensure accurate hours-of-service recording to improve roadway safety.

## Benefits of Using the Core ELD Driver App

- **Convenience and Accessibility:** Easily accessible on Android and iOS devices, providing drivers with an user-friendly interface to record and track hours of service.
- **Accurate Record-Keeping:** Automated data collection reduces errors and ensures accurate tracking of driver activity.
- **Simplified Compliance:** The app makes it easy to comply with HOS rules, helping drivers avoid violations and penalties.
- **Real-Time Data:** Helps drivers and fleet managers make informed decisions by providing real-time performance information.

## Navigating This Manual

This manual will guide you through the features and functionality of the Core ELD Driver App. It includes instructions for setup, daily use, compliance tips, troubleshooting, and FAQs. Use the Table of Contents to easily navigate to the information you need.

## Vehicle Gateway

This device contains license-exempt transmitters/receivers that comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment and RSS 102 RF exposure compliance requirements. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Changes or modifications not expressly approved by Core Lines LLC could void the user's authority to operate this equipment.

## ELD Device overview

ELD T229LA is a Tbox OBDii GPS tracker with 4G LTE WiFi hotspots & Bluetooth functions, supports reading CANBUS J1708 & J1939 systems. Truck fitness & fault code data supports upload to the customer server via 4G LTE and mobile phone ELD application via Bluetooth.

### Installation

Make sure your vehicle's engine is turned off before connecting your ELD device.

#### 1. OBD Port

The OBD port is usually located on the driver's or passenger's side of the vehicle, from the edge of the dashboard on the driver's side to the 300 mm limit. It is easy to locate from the driver's seat; the preferred location is in the area from the steering column to the centerline of the vehicle.

#### 2. Device Installation

For vehicles that do not have an OBD port, please use a power cable to connect to the vehicle's battery.

Start the engine, then the device will start OBD communication (OBD module required), receive GPS information and connect to the cellular network. Indicators can display different statuses.

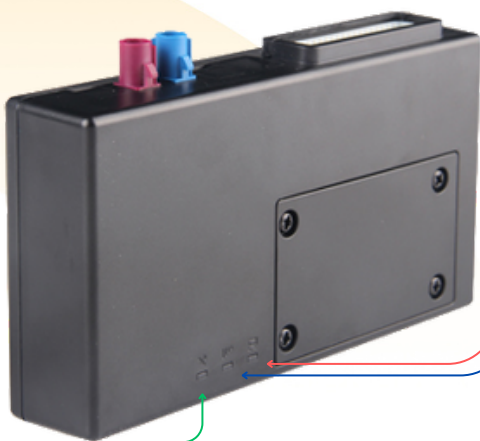
- **OBD Communication:** The OBD LED will change its status to solid on indicating successful OBD communication/power on.
- **GPS Function:** The GPS LED will blink to indicate that the unit has received its location.
- **Cellular Connection:** The slow blinking Cellular LED indicates a registered network, which will change to solid on when connected to the server.

When the device is powered on (plugged in) for the first time, it will scan the OBD protocol according to the pre-configured working mode, the maximum scanning time can be up to 10 minutes.

If GPS does not work, please use the OBD extension cable and mount the device in a proper place to make sure the GPS signal can be successfully received.

Do not connect or disconnect the unit while the engine is running. This may cause unpredictable problems.

### Status Indicators



#### Power/OBD LED (Red):

- Blinking (on 0.5s, off 0.5s) - OBD system access attempt or power off
- Solid on - Power on/ Successful OBD communication
- Solid off - Tracking mode or sleep mode

#### Cellular LED (Blue):

- Fast blinking (on 0.5s, off 0.5s) - No SIM card or network searching
- Slow blinking (on 0.5s, off 2.5s) - Registered network
- Solid on - Connected to the server
- Solid off - Cellular off

#### GPS LED (Green):

- Blinking (on 1s, off 1s) - good GPS signal
- Solid on - Searching for GPS signal
- Solid off - GPS off

# CORE ELD DRIVERS APP

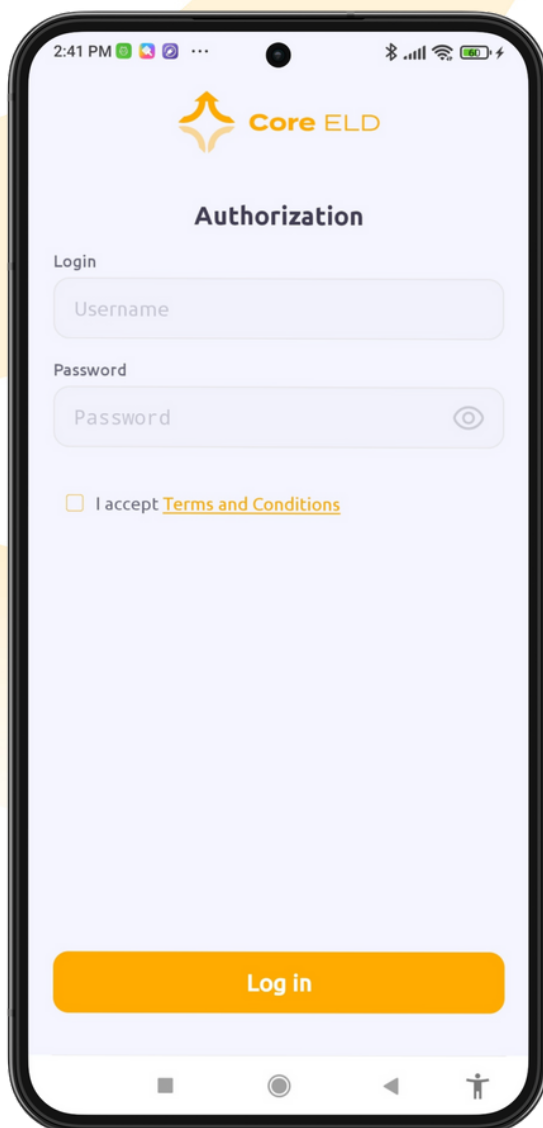
## User Access Considerations

- Any new user logging on to the device must be connected to the Internet;
- The driver's account should be created on the system to access the system; Credentials should be provided to the driver.
- The driver must use the application before using his CMV;
- The vehicle engine should be started **only after** logging in.

## Connecting ELD with Vehicle

- Locate the diagnostic port;
- Connect the wire to the diagnostic port;
- Plug the other end of the wire into the device.

The ELD must remain connected to the Engine Control Module (ECM) and read engine data in order to remain compliant. Engine data is only available when the vehicle's engine is running.



## Downloading the Drivers App

Install the Core ELD app from the Google Playstore or Apple App Store:

- Open the Google PlayStore app on an Android device or the App Store on an iOS device;
- Search for the Core ELD app;
- Select "Install"/ "Get" to download.

## Logging in to the Driver App

The driver must have a **user name** and **password set up on the web platform** in order to log in to the ELD App.

- Open the Core ELD application;
- Enter the provided **username** and **password**;
- Press the **Login** button.

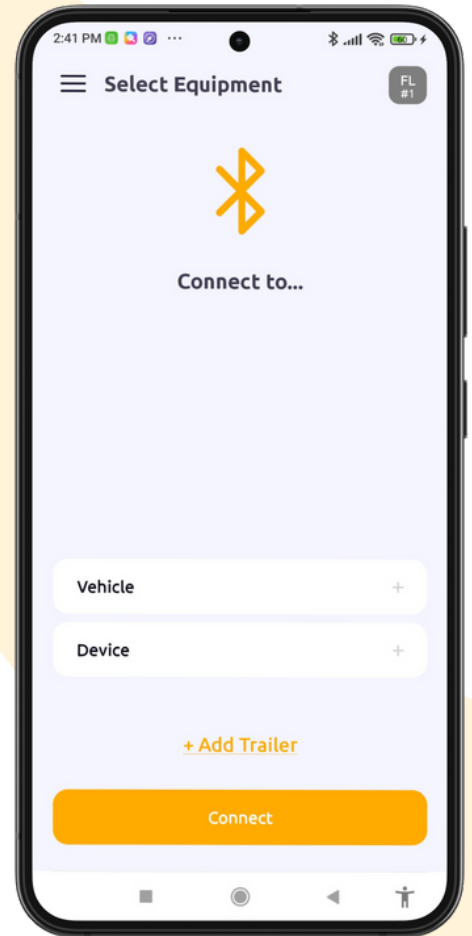
Drivers will only be able to be connected to one ELD device at a time.

If the driver has unsigned logs or incomplete DVIRs, the driver is prompted to complete them after logging in.

## CORE ELD DRIVERS APP

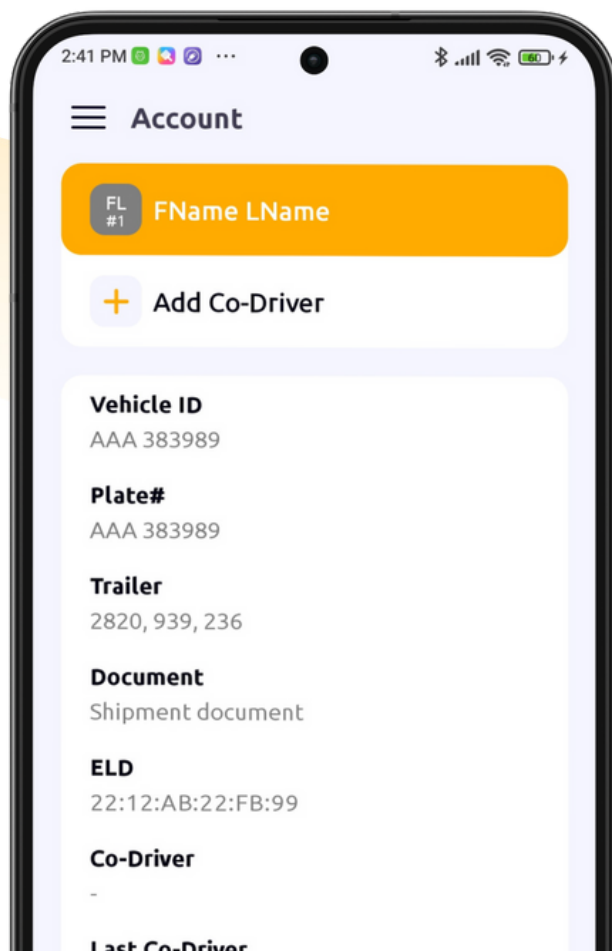
### Connecting Drivers App with ELD via Bluetooth:

1. Log in to the Driver App
2. Please **make sure** your vehicle's **engine is turned on** and **Bluetooth is enabled** on your mobile device **before** connecting to the ELD.
3. Press the **No Vehicle** button in the upper right corner. The **Select Equipment** page will be displayed.
4. **Select the vehicle** that you want to connect to.
5. After selecting a vehicle, the **Device** field displays the **MAC address** of your **ELD** connected to the vehicle.
6. If the **connection is stable**, the **Vehicle Name** is highlighted in **green**.  
If the **connection to the engine is lost**, the **Vehicle Name** is displayed in **red**.
7. To add a trailer, click the **+Add Trailer** button.



### Bluetooth and ECM Connection Status

**The ELD must always be able to read the engine data.**  
Make sure the connection light remains green.  
If the indicator turns red, please go to Select Equipment and connect to the ECM-connected device.

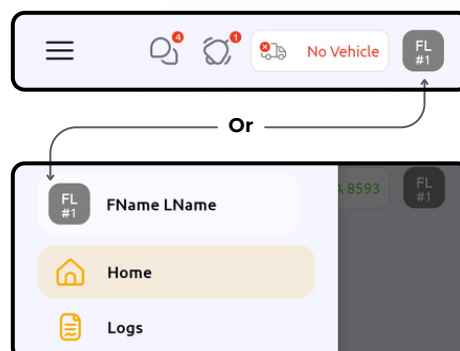


### Account Information

After the first login, it is recommended to check the driver's profile.

Please ensure that the information is correct:

- Tap the **Driver** button on the main screen or go to **Menu > Driver** button
- On the **My Account** screen, you will find all of your personal account information, including the rules that have been configured in your profile.



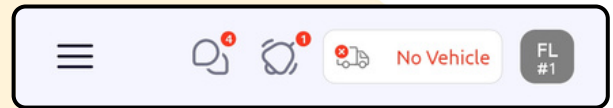
# CORE ELD DRIVERS APP

## Apps Main Screen

On the main screen of the application, you will find the most important functions you need for your work.

The top of the main screen contains:

1. **Menu** icon
2. **Chat** icon
3. **Notifications** Icons
4. **Vehicle name** and **connection status**
5. **Driver's Name**



The main screen contains:

### 1. HOS clocks

The Driver App has four clocks. It **automatically calculates** the driver's **break**, **drive**, **shift**, and **cycle time** according to the driver's log information:

- The **BREAK** clock indicates the time remaining until you must take a 30-minute rest break.
- The **DRIVING** clock indicates the time remaining until you reach your driving limit.
- The **SHIFT** clock indicates the time remaining until your shift ends.
- The **CYCLE** clock indicates the time remaining in your cycle.

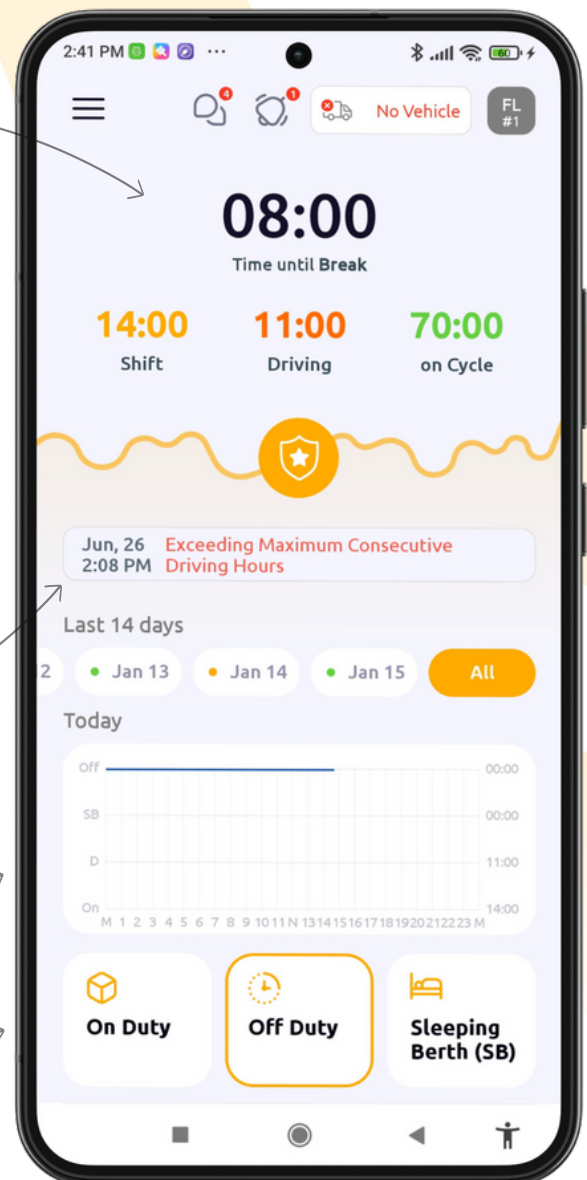
### 2. Violation Notifications Area

This area shows the closest possible violation and/or last occurred violation.

### 3. HOS Timeline Graph for the current day

### 4. Duty Status Buttons

- On Duty
- Off Duty
- Sleeping Berth

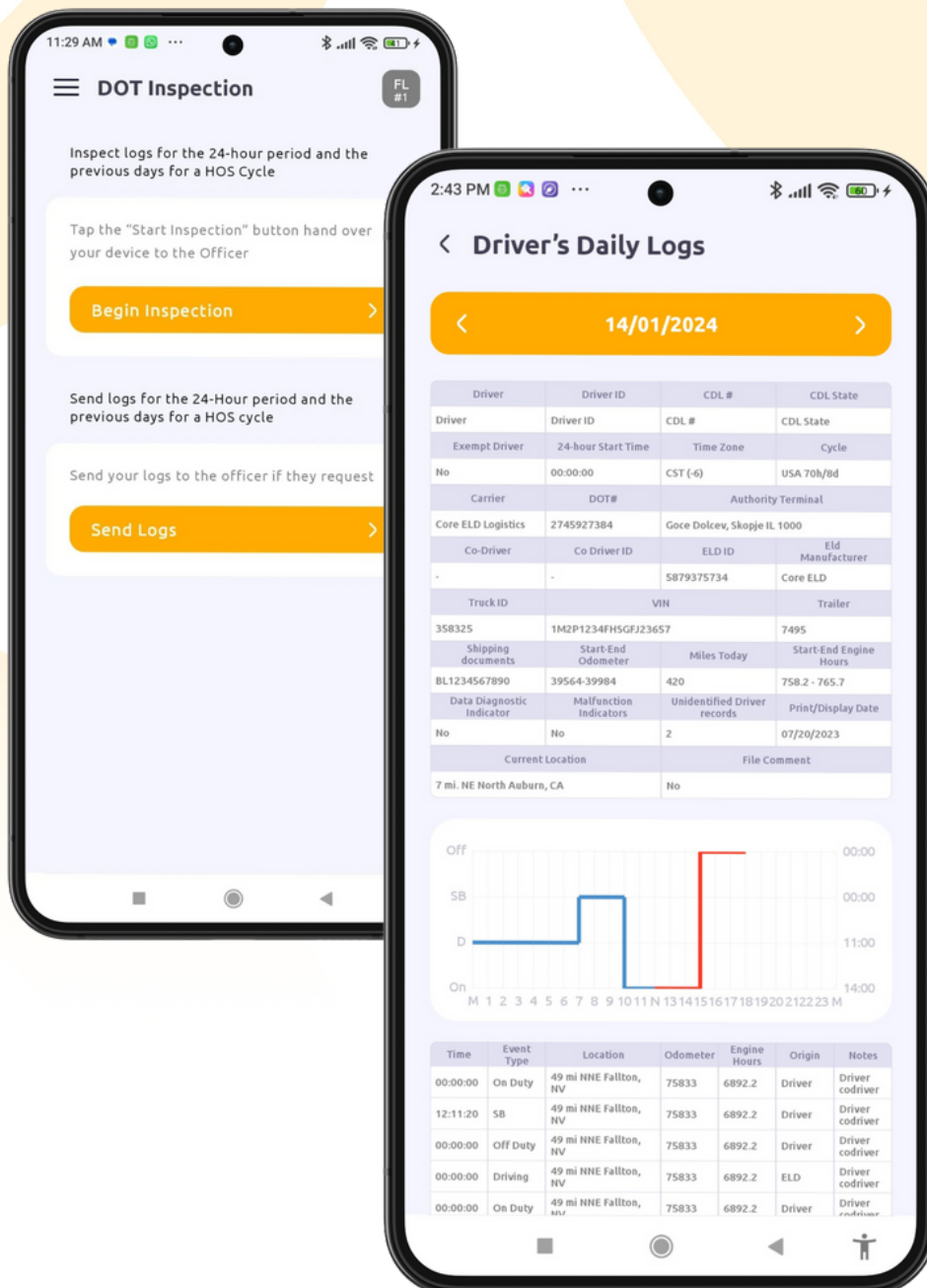


# CORE ELD DRIVERS APP

## Roadside DOT Inspection

If a DOT officer stops a vehicle for a roadside inspection, the driver may be required to hand over the device to allow the officer to inspect the logs.

- Go to **Menu > DOT Inspection**.
- On the DOT Inspection screen, tap **Begin Inspection**, and the inspection logs screen will immediately appear, along with scroll buttons to navigate through the 8 days.
- If you are prompted to send your logs, click **Send Logs** and fill out the **Comment** section with the code provided by the officer.
  - The officer has the option to choose a **Web Service** or **Email** as the data transfer method.
  - Select the appropriate transfer method, and then tap **Send**.





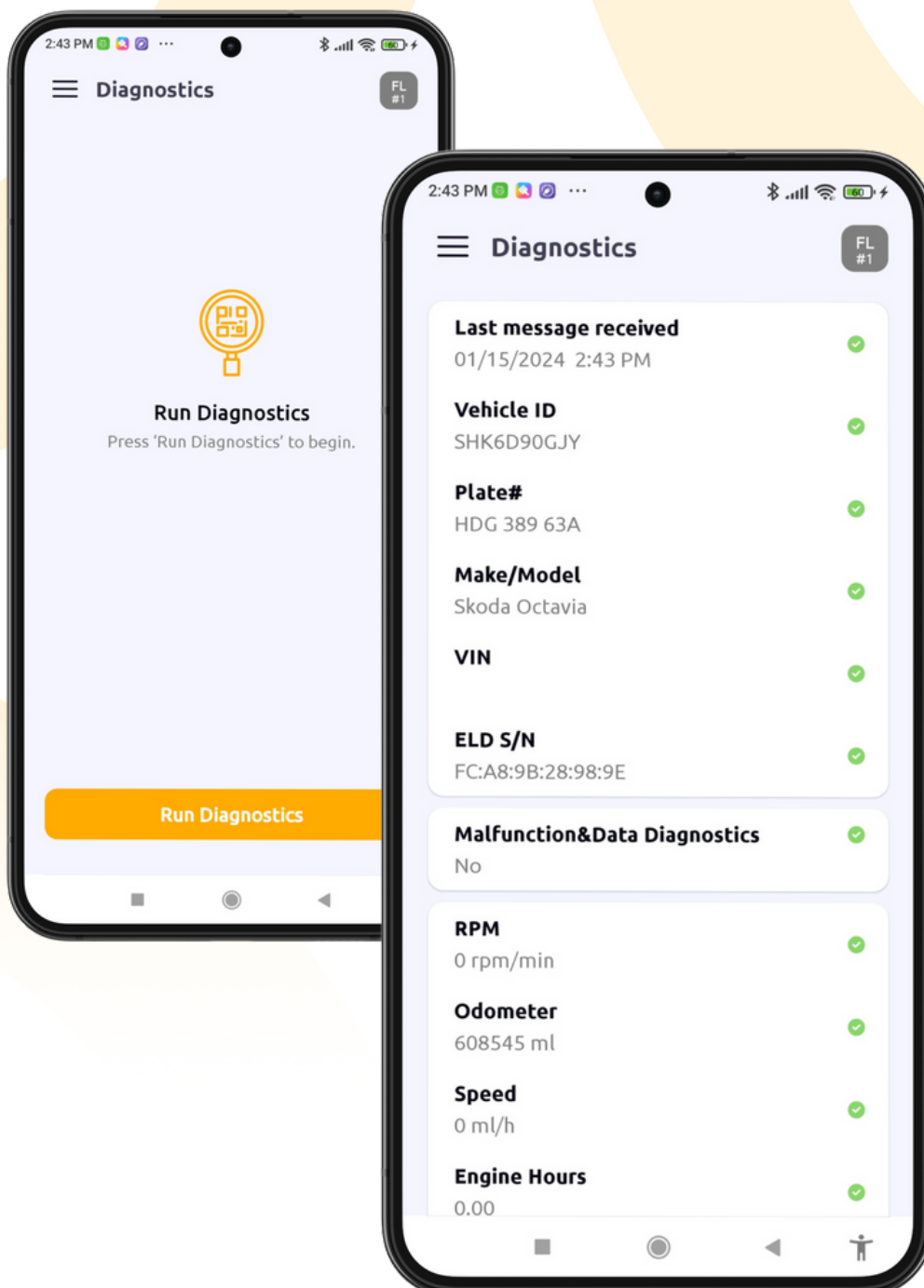
# CORE ELD DRIVERS APP

## ELD Diagnostics

A diagnostic is performed to ensure that the ELD is fully compliant and ready for use by the driver.

The diagnostic checks the major components of the ELD, and all elements must pass the diagnostic test in order for the driver to remain in compliance.

- Click **Diagnostics** on the Main Menu.
- The **Diagnostics screen** appears.
- Press the **Run Diagnostics** button.
- When the diagnostic is complete, press **Continue** to return to the main screen.
- If the diagnostics fail, determine the cause and repeat the diagnostic.



# CORE ELD DRIVERS APP

## Driver's Duty Status

Drivers must monitor their duty status to ensure that all events and status changes recorded in the logs are correct and accurate.

### Change Driver Status

- While logged into the ELD app, drivers can manually change their current Duty Status.
- The Duty Status cannot be changed while the vehicle is in motion.

**On the Main Screen displays only 3 main statuses:** On Duty, Off Duty, Sleeping Berth

When switching to (and from) ON DUTY, YARD, and PERSONAL, you will be prompted to select a predefined remark or enter your own.

### To change the Duty Status:

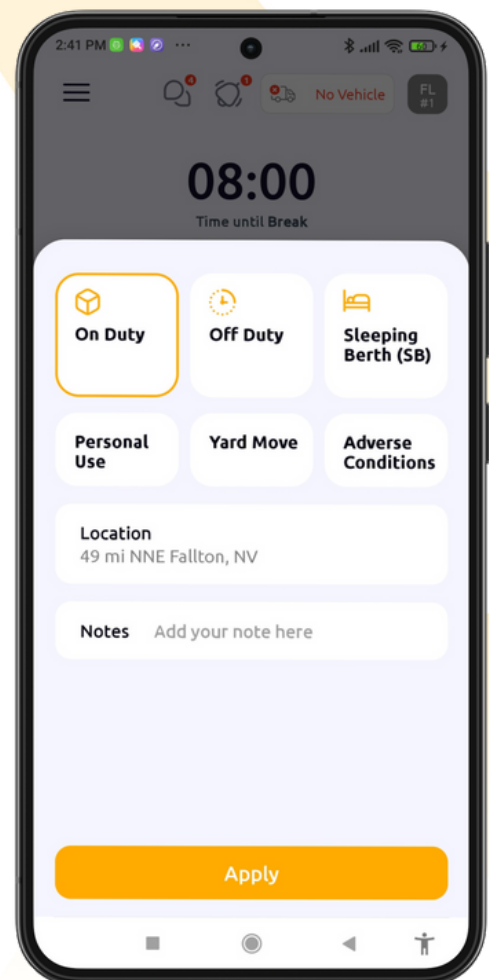
- Tap the appropriate duty status button on the **Main Screen**.
- A Duty Status pop-up will appear for you to proceed with. To select a sub status (PC, YM, Adverse Driving Conditions), tap the appropriate status button.
- When changing to (and from) ON DUTY, YARD, and PERSONAL, you will be prompted to select a predefined remark or enter your own.
- Select **Apply** to confirm your new status. Your new status will be displayed on the main screen.

## Driving with ELD

- Once the ELD is connected, your driving time is automatically recorded.
- Once your vehicle is moving at **5 mph or more**, your duty status will automatically change to **Driving**.
- For safety reasons, your logs and other features will be **unavailable while you are in the Driving mode**.
- Once your vehicle is stopped, you can change your duty status by tapping the appropriate status button.
- The app will remind you to **make a selection in 5 minutes**. Your duty status will be set to On Duty if no selection is made.
- If the vehicle has **not moved for 5 consecutive minutes** the ELD will prompt the driver to confirm the duty status or set the correct status. If the driver doesn't respond within one minute, the ELD will **automatically switch to On Duty**.

## Unidentified Driving

A Driving Event is created when the vehicle to which the ELD is paired begins to move. The ELD will display a visual and audio notification requesting the driver to stop and authenticate to the ELD.



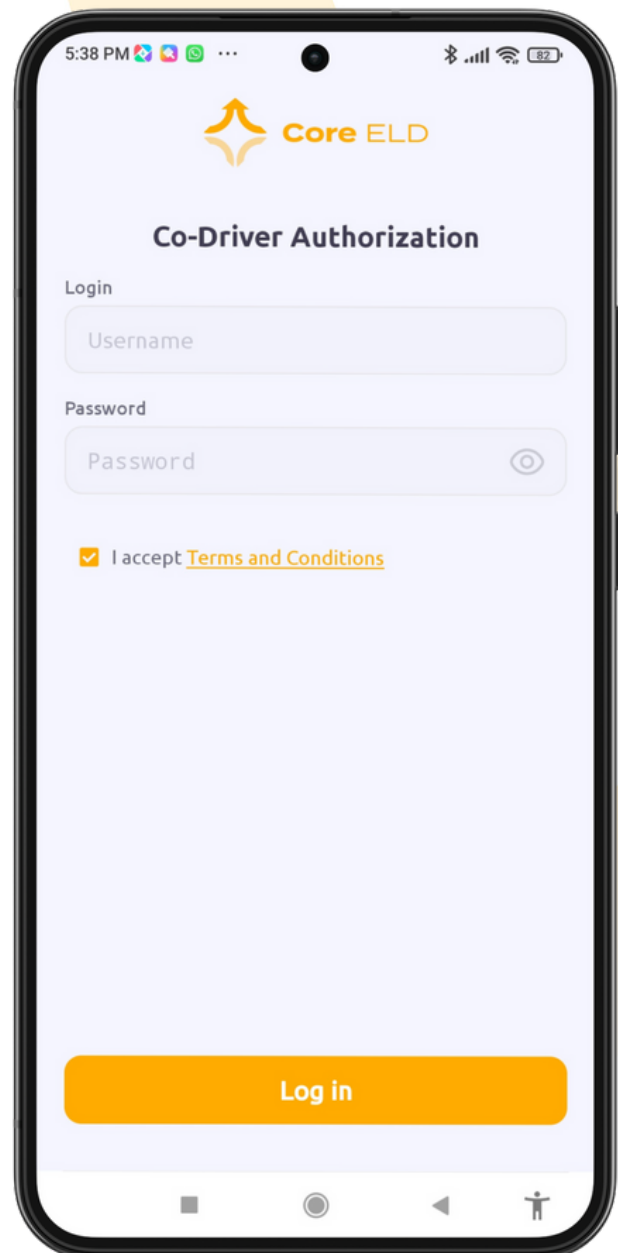
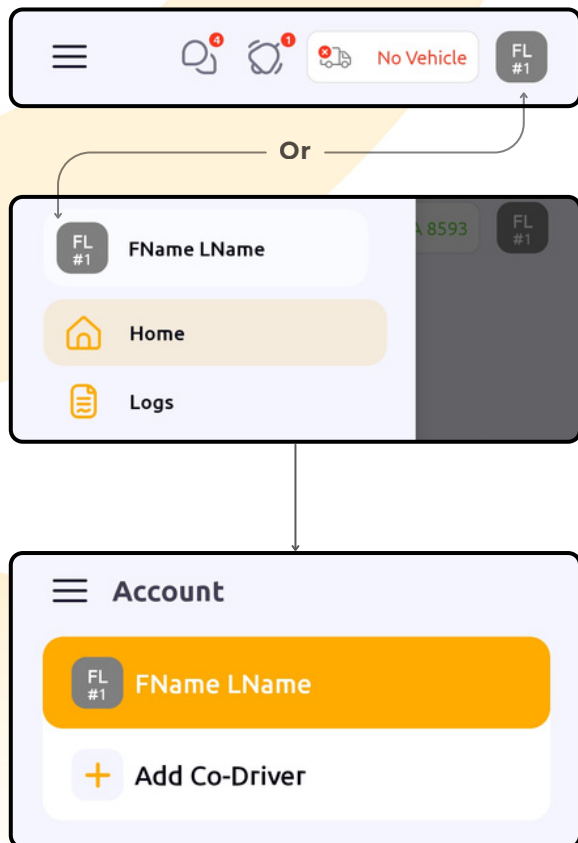


# CORE ELD DRIVERS APP

## Co-Driver

The co-driver can authenticate by navigating to the **Account** page, by clicking on the **Driver** button on the **home screen** (top right corner), **right corner**, **r**), **or** from the **menu**.

- Tap the **Driver** button on the main screen **or** go to **Menu > Driver** button;
- On the **Account** page, tap the **Add Co-Driver** button;
- Once clicked, the **Co-Driver Authorization** page will open. The co-driver should **log in with his/her credentials**;
- On the **Account** page, you can change the driver's account.



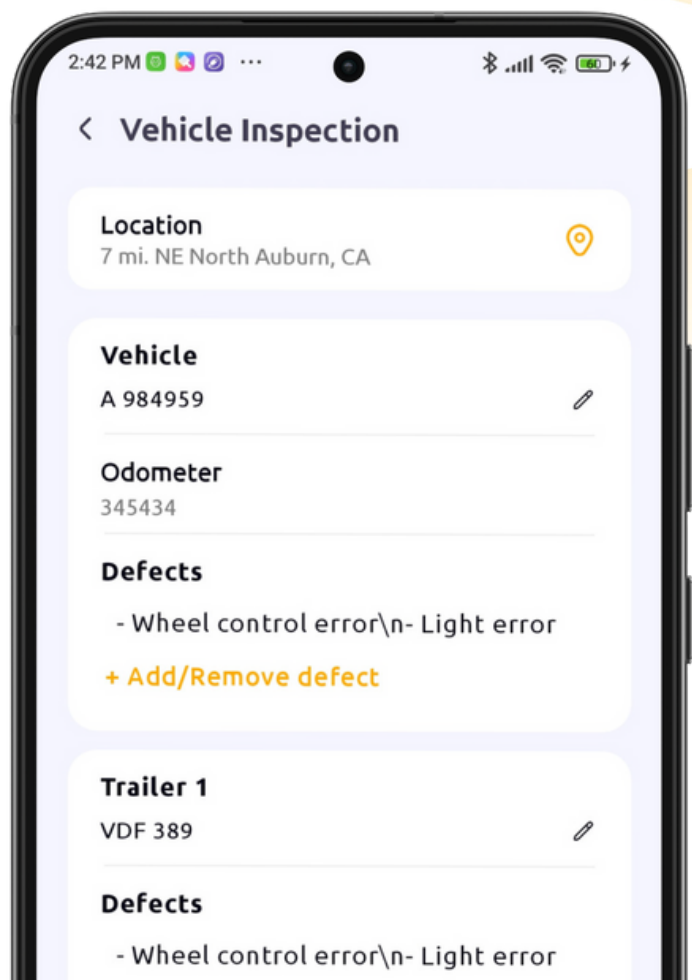
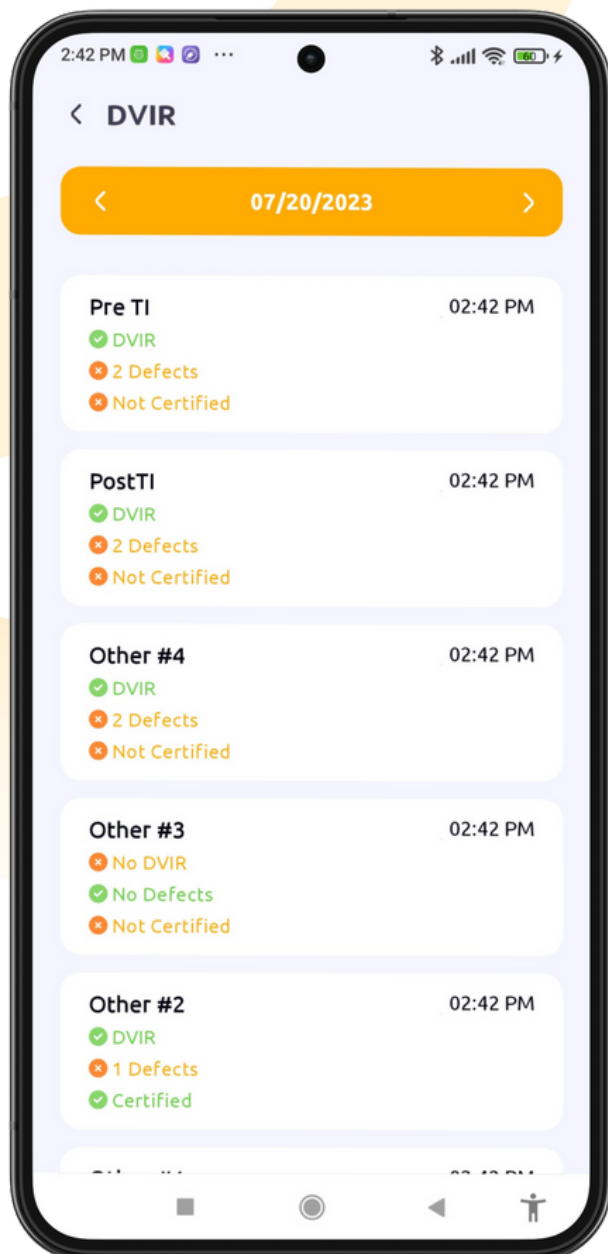
# CORE ELD DRIVERS APP

## DVIR

Drivers create daily inspections of their vehicles through the Driver App.

You will be presented with a compliant checklist. Select each defect you found during your vehicle and trailer inspections. In the final step, enter a remark and indicate if the defects have been corrected or not.

- Go to **Menu > DVIR;**
- **Select the day** or click the **Add DVIR** button at the bottom of the page;
- Enter the required information in the fields;
- Click the **Save** button;
- **Select** an existing **signature** or **sign** in the window that appears.;
- Tap the **Sign** button.



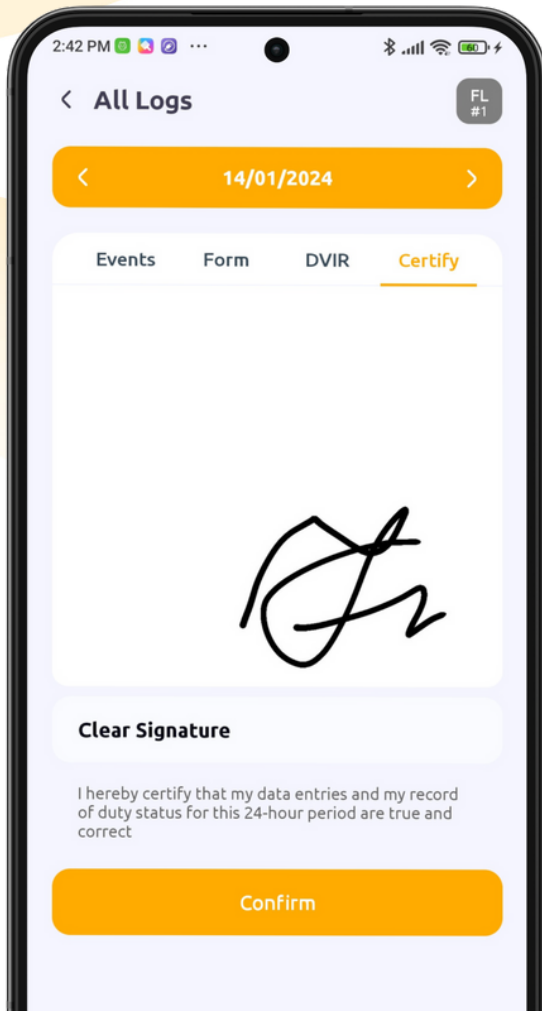
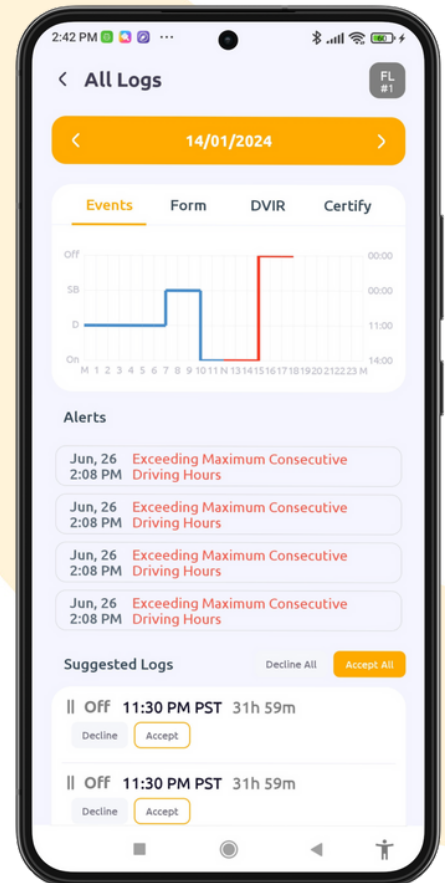
# CORE ELD DRIVERS APP

## Certify Logs

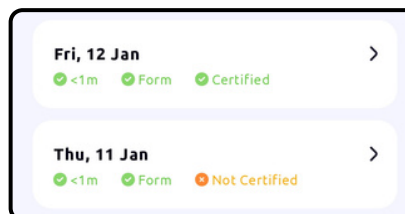
At the beginning of each 24-hour period, the ELD will display a message asking the driver to certify logs for the previous day or days.

### When you are ready to certify your logs:

- Go to **Menu > Logs**;
- **Select the day** you want to certify from the **Logs** screen. You will see a list of the events that were logged on that day. Options are available:
  - Events;
  - Form;
  - DVIR;
  - Certify.
- Go to **Form** and check the form for accuracy;
- Go to **DVIR** and review your **DVIR** reports;
- Go to **Certify**:
  - Here you will see the Sign Logs button;
  - You will see a blank space where you can enter your personal signature for certification;
  - After signing, tap the **Confirm** but bu.



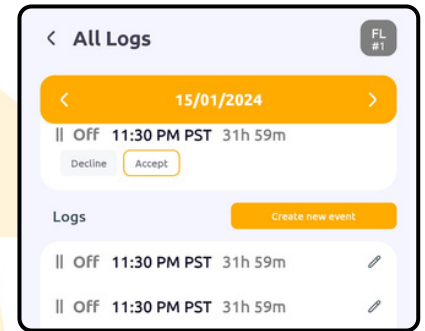
When you complete the certifying process, the color of the Form and Certify words on the Logs screen changes to green.



# CORE ELD DRIVERS APP

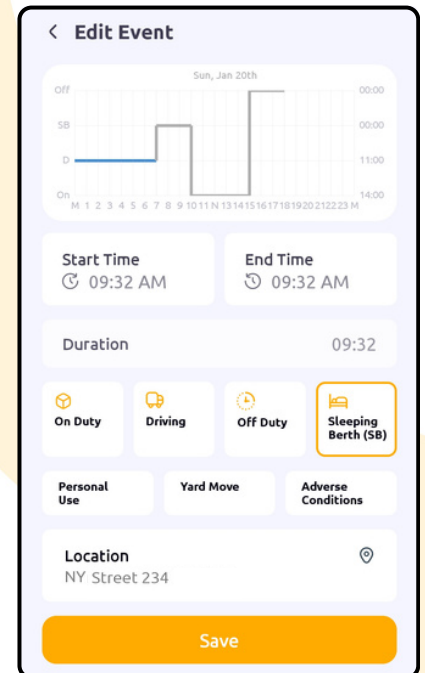
## Edit Logs

- Go to **Menu > Logs**;
- The app keeps the last 14 days of logs visible;
- To view the logs, tap on the day you want to review and the events for that day will appear on the screen;
- You can edit them and add events if needed.



## Add a Past Duty Status

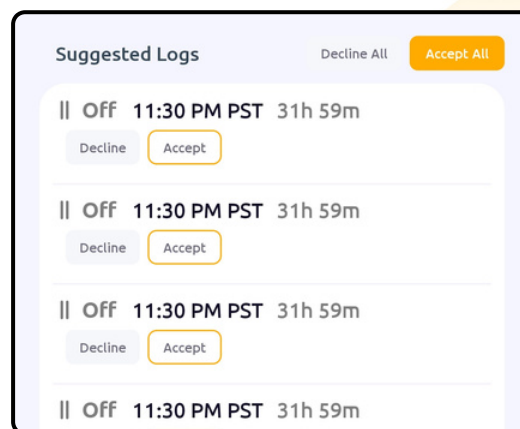
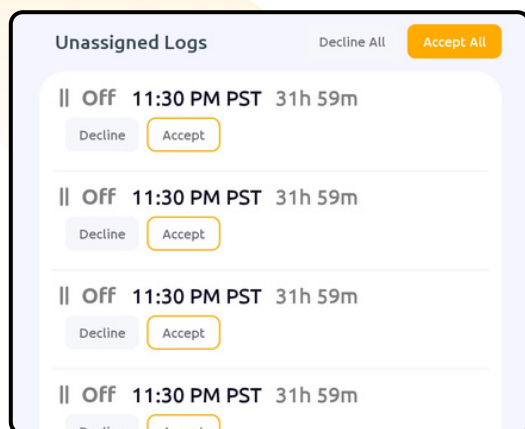
- Go to **Menu > Logs**;
- Open the day you want to edit, and tap the + sign in the upper right corner;
- Select Status and tap the start time;
- Tap the Location field to enter your location;
- Enter Notes;
- Tap Save to Submit. Your log graph will reflect the new changes.



## Suggested and Unassigned Events

To access Unassigned or Suggested events:

- Go to **Menu > Logs**.
- You will see Suggested Events and Unassigned Events.
- If the unassigned logs do not belong to you, simply tap Reject.
- If some or all of the unassigned logs are yours, select the record associated with the logs that are yours and accept the logs.
- The carrier can later change these logs back to unassigned if necessary. You will be asked to confirm the changes.
- Occasionally, the carrier you work with may suggest changes to your logs. You are responsible for accepting or rejecting these suggestions.



## CORE ELD DRIVERS APP

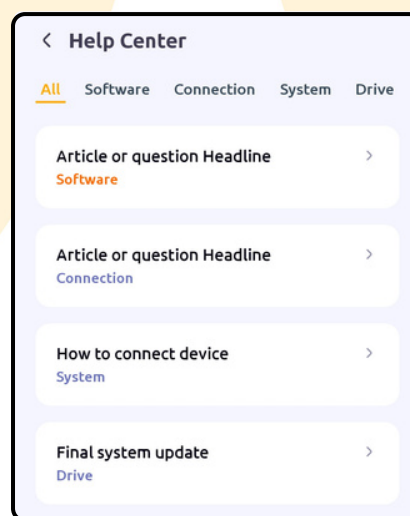
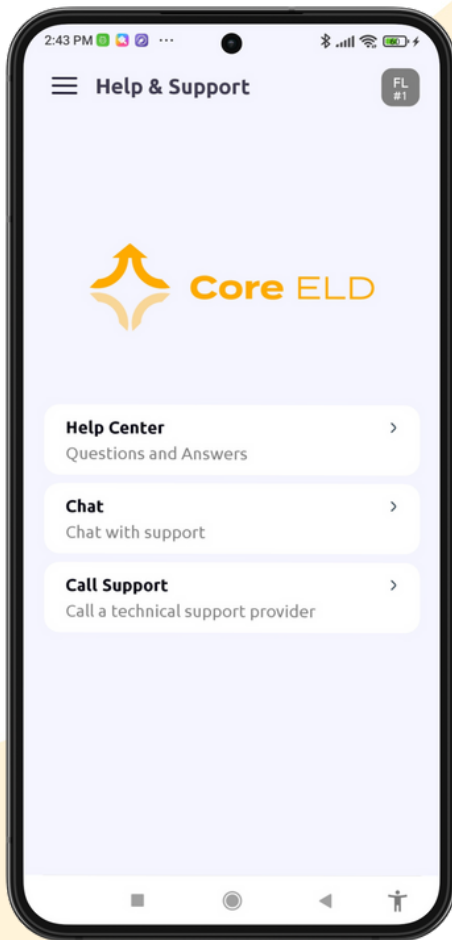
### Help & Support

The Driver app provides a number of ways to get help if you need customer support. Drivers can get help using the:

- Help Center,
- Writing in chat, or
- Calling Support directly.

To contact support:

- Go to **Menu > Help & Support**
- You will be taken to the **Support** page.



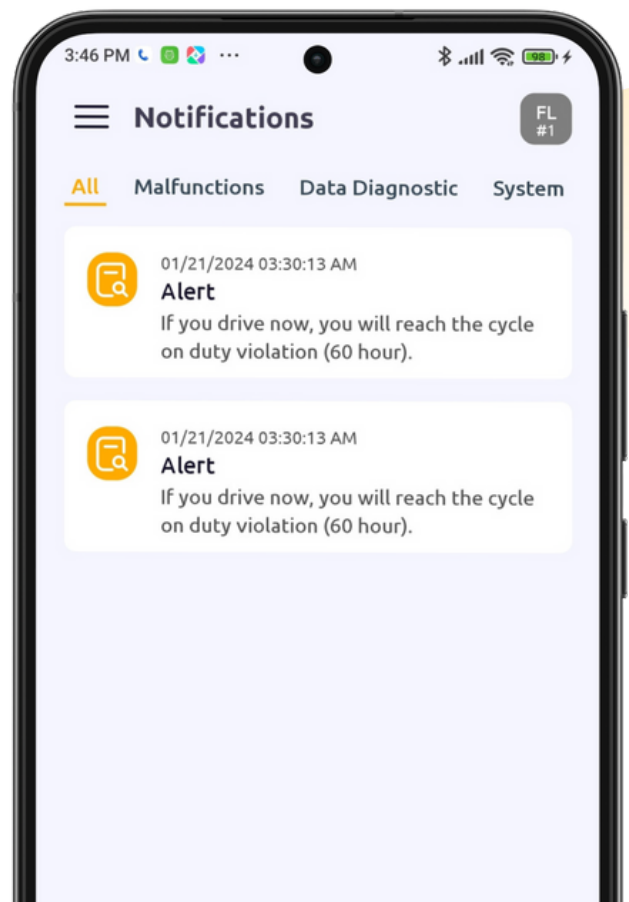
**Support phone number:**  
509-579-3104

**Support email:**  
eld@corelines.us

### Notifications

There are a number of notifications during the operation of the ELD.

Some of these may be errors, warnings, or simply specific information related to a change in system operation.





# CORE ELD DRIVERS APP

## Troubleshooting

### What if your Driver App is not pairing with the Vehicle Gateway?

Navigate to the Logs page and select Current Vehicle from the top right corner. If there is a currently selected vehicle, select Leave Vehicle, then reselect the vehicle you want to connect with.

Next, complete one of the following actions to resolve the issue:

1. Once the Connect Bluetooth Accessory message appears on your screen, wait 30 seconds. If it doesn't connect after 30 seconds, select Ok and move on to the next step.
2. Toggle your phone or tablet's Bluetooth connection off and back on.
  - Once Bluetooth has been turned back on, go ahead and reselect the vehicle you want to connect with.
  - When the Connecting to Vehicle message appears on your screen, wait 30 seconds.
3. Unplug the Vehicle Gateway from your vehicle and wait for the light to go off. Restart your phone or tablet before plugging the Vehicle Gateway back in.

Once plugged in, the LED lights on the Vehicle Gateway will flash momentarily before turning solid red. After approximately one minute, the left-side LED will turn green indicating a successful GPS connection. If the right-side LED is blinking red, try connecting your iOS/Android device to your Vehicle Gateway again like before. Once the device is connected, the right-side LED will turn green. A full set of LED behaviors is listed on page 8.

## Understanding ELD malfunctions

If the Vehicle Gateway is not functioning properly, you are experiencing an ELD Malfunction and need to follow the procedures found in § 395.34, paraphrased below.

### What does the driver need to do if the Vehicle Gateway isn't functioning properly?

Immediately contact the Core Lines Support at 509-579-3104 or eld@corelines.us to troubleshoot the issue.

Note the specific issue and provide written notice to your fleet within 24 hours.

Keep a paper log for that day and until the Vehicle Gateway is repaired or replaced. In the event of an inspection, please display the previous 7-day logs from the CoreELD Driver App.

### What does the motor carrier need to do if the Vehicle Gateway isn't functioning properly?

If a motor carrier receives or discovers information of a Vehicle Gateway issue, they must take actions to correct the malfunction within eight days of discovery or being notified by the driver, whichever occurs first.

In the event of a Vehicle Gateway issue, contact Core Lines Support, who will work to rapidly resolve the issue.

If a motor carrier needs a time extension, they must notify the FMCSA Division Administrator for the state of the motor carrier's principal place of business within five days after a driver notifies the motor carrier, according to the guidelines set forth in § 395.34.

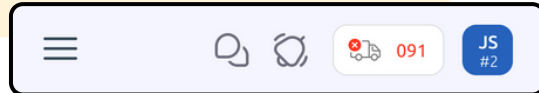
# CORE ELD DRIVERS APP

## Troubleshooting

Visual indicators of ELD malfunctions/ data diagnostics (vehicle is stationary).

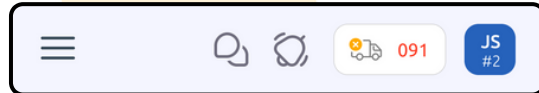
### Red dot

Active malfunction.



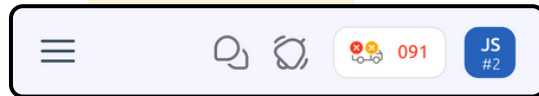
### Orange dot

Active data diagnostic.



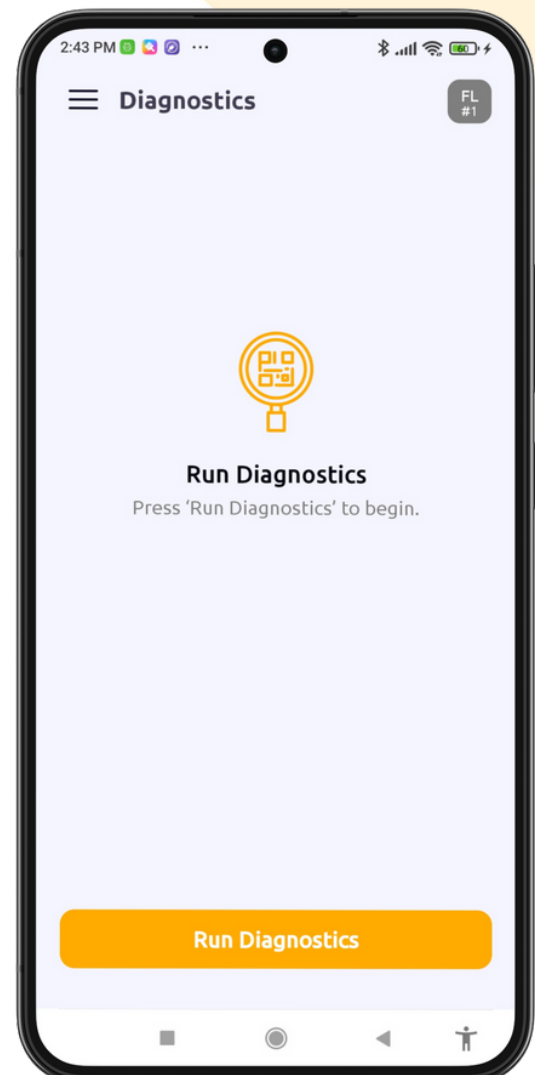
### Orange and red dot

Active malfunction and data diagnostic.



Identifying and resolving ELD malfunctions/ data diagnostics (vehicle is stationary).

- Tap on Current Vehicle to view more details.
- Tap on Diagnostics to learn more about any active malfunctions/ data diagnostics.
- On the ELD Diagnostics page, scroll down and tap on either an active malfunction or a diagnostic event. Existing events will be visible in red text.
- A message will appear with details on how to resolve the issue.



# CORE ELD DRIVERS APP

## Malfunction and Data Diagnostic Events

Event Name	Problem	Solution
Power Data Diagnostic Event (Code 1)	<p>When an ELD is not fully powered/functional within one minute of the vehicle's engine receiving power.</p> <p>"Fully powered" requires that the driver connect to the vehicle with the Driver App within one minute of the vehicle powering on.</p>	<p>Please ensure that a driver connects to a vehicle with the Driver App within one minute of the vehicle powering on.</p> <p>For Vehicle Gateway related issues, contact Core Lines Support for additional assistance.</p>
Power Compliance Malfunction (Code P)	<p>The Vehicle Gateway is unplugged and there is driving time over 30 minutes over 24-hour period across all driver profiles, including the unidentified driver profile.</p>	<p>Please ensure that you are connected to the vehicle on the Driver App whenever the vehicle is in motion.</p> <p>For Vehicle Gateway related issues, contact Core Lines Support for additional assistance.</p>
Engine Synchronization Data Diagnostic Event (Code 2)	<p>The ELD loses ECM connectivity to any of the required data sources and can no longer acquire updated values for the required ELD parameters within five seconds of the need.</p> <p>Connectivity must be maintained between the Driver App and the Vehicle Gateway while the vehicle is powered on.</p>	<p>Please ensure that your Driver App remains connected to the vehicle while the vehicle is powered on.</p> <p>For Vehicle Gateway related issues, contact Core Lines Support for further assistance.</p>
Engine Synchronization Malfunction (Code E)	<p>The Vehicle Gateway loses connection for a cumulative 30+ minutes of missing data elements: GPS, VIN, date/time, engine hours.</p>	<p>Please ensure that your Driver App remains connected to the vehicle while the vehicle is powered on.</p> <p>For Vehicle Gateway related issues, contact Core Lines Support for further assistance.</p> <p>Engine Synchronization Malfunctions will clear on their own after 24 hours have passed since the last logged malfunction event.</p>

## CORE ELD DRIVERS APP

Event Name	Problem	Solution
Positioning Compliance Malfunction (Code L)	The Vehicle Gateway cannot obtain a valid GPS position within five miles of the last valid position for over 60 minutes of driving over a 24-hour period.	<p>Check to see that the Vehicle Gateway's left-side LED is green to ensure a satellite GPS connection. Try moving the Vehicle Gateway near a window so it has a clear, unobstructed view to the sky.</p> <p>If the LED is still red, try rebooting the Vehicle Gateway.</p> <p>Call Core Lines Support for further assistance and log locations manually in the meantime.</p> <p><b>Positioning Compliance Malfunctions will clear on their own after 24 hours have passed since the last logged malfunction event.</b></p>
Missing Required Data Elements Data Diagnostic Event (Code 3)	There are missing data elements (like GPS location) in the ELD event record.	Contact Core Lines Support for further assistance.
Unidentified Driving Records Data Diagnostic Event (Code 5)	There is over 30 minutes of unidentified driving time for the vehicle over the last 24 hours.	<p>Drivers can claim unidentified trips from the Core ELD Driver App if those unidentified trips belong to them.</p> <p>Fleet managers can also assign unidentified trips to drivers who can claim them on their log.</p> <p><b>Unidentified Driving Records Data Diagnostic Events will clear when the cumulative time for unidentified driving is less than 15 minutes for the current day plus the last 7 or 14 previous days (US or Canada).</b></p>

## CORE ELD DRIVERS APP

Event Name	Problem	Solution
Timing Compliance Malfunction (Code T)	The time on the Vehicle Gateway varies more than 10 minutes from UTC time.	<p>The Vehicle Gateway will automatically resync its local clock to the GPS time once it becomes valid. Please ensure the device is positioned with a clear, unobstructed view of the sky.</p> <p>Contact Core Lines Support for further assistance.</p>
Data Recording Compliance Malfunction (Code R)	The Vehicle Gateway can no longer record new event data due to data storage exceeded.	<p>Ensure there's an active internet connection before using Bluetooth to connect the CoreELD App with the Vehicle Gateway. Keep the driver app open in order for the Vehicle Gateway to transfer data to the Core Lines server.</p> <p>Contact Core Lines Support for further assistance.</p>
Data Transfer Compliance Malfunction (Code S)  Data Transfer Data Diagnostic Event (Code 4)	The internal monitoring of the data transfer test fails and is unable to send the output file data.	Contact Core Lines Support for further assistance.

# CORE ELD DRIVERS APP

## Log Out

When leaving the vehicle, drivers are recommended to log out to secure their driver logs.

- Navigate to **Menu > Account**.
- Tap the **Log out** button. A logout screen appears.

Note: If you have any unsigned logs or incomplete DVIRs, you will be prompted to complete them first before you logging out.

- If you are not currently Off Duty, a prompt will appear asking if you want to switch to Off Duty before you log out.

If you do not go Off Duty before logging out, you will remain On Duty until you log in and manually change your status.

- You will be returned to the login screen after logging out.

