

USING THE PINGHQ LOGS APP

This document goes over how to use the main features and functions of the PingHQ Logs app: logging in, creating your Record of Duty Status (RODS), handling roadside inspections, handling malfunctions, and sending output files.

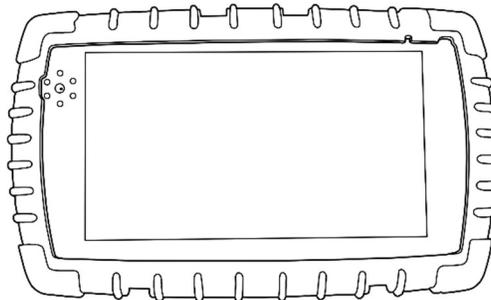
	<u>Page #</u>
Hardware Setup.....	2
Log In	3
Dashboard	5
Recording Hours of Service	6
Malfunctions.....	7
Roadside Inspection	9
Sending Output File.....	10
Inspection Instruction Sheet for Officials.....	11

FMCSA Guidelines require drivers to have the following onboard their commercial motor vehicle:

- ① This user manual, either in paper or digital form.
- ② The included instruction sheet describing how to transfer driver's hours-of-service records to an authorized safety official.
- ③ The included instruction sheet describing ELD malfunction reporting requirements and recordkeeping procedures during ELD malfunctions.
- ④ A supply of blank driver's records of duty status graph-grids with enough sheets to record duty status for a minimum of 8 days.

PingHQ Logs works with a tablet, a modem (LMU), and accessories.

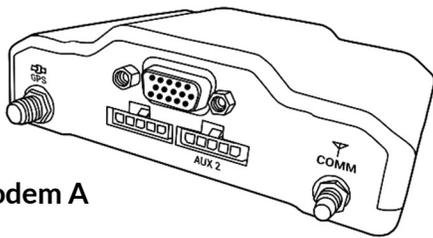
Tablet



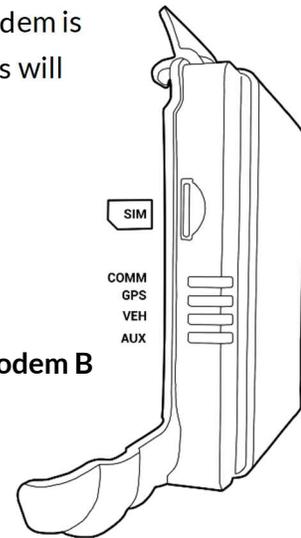
Depending on your model of truck, you will get a Modem A or Modem B.

Connect the modem to the truck's diagnostic port with either a green/black 9-pin cord or a 16-pin cord. Then connect the antenna to the modem. Once the modem is receiving power from the truck it will turn on. The COMM and GPS lights will start blinking.

Modem A

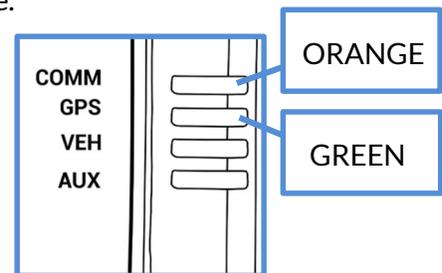
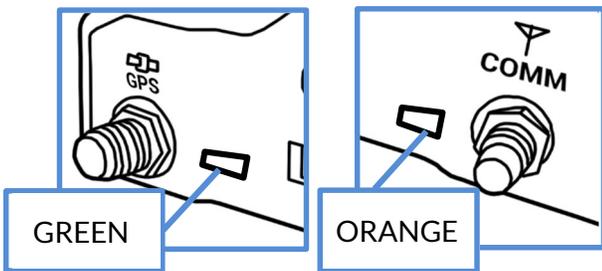


Modem B



On Modem A, an active GPS location and server connection is ON when the GPS light is a solid green and the COMM light is a solid orange.

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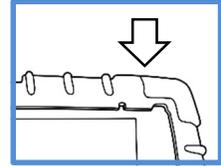


Modem A comes with an extra cradle and cord that connects Modem A (Aux 2) to the tablet.

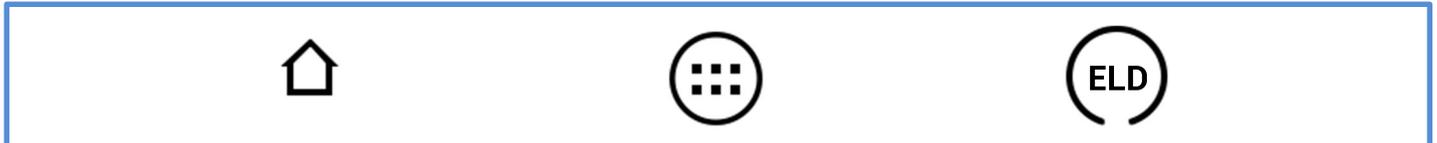
Modem B is the cradle for the tablet.

Log In

Turn on the tablet by holding down on the Power button at the top right corner.
To open the **PingHQ Logs** app:



① tap on the **Home icon**, ② tap on the **Apps Page icon**, and ③ tap on the **PingHQ Logs** app.



The **PingHQ Logs** app will open on the **Active Driver Log In** page.

MON, NOV 04 02:29 PM

Hello Active Driver!

Email:

Password:

Version: 1.46

Tablet #: 7300000000

Mobile #: 400000000

- ① Type in your email address in the **Email** field.
- ② Tap on the **Password** field and type in your password.
- ③ Tap the **GO** button.

Next, you can enter your Truck, Trailer, Carrier, Shipping Document, and other information.

- ① Type new information into fields or click on Make New Entry to select a previous entry.
- ② To move to the next page, tap **Next**.

Cancel ○●●●● **Next**

Select Your Truck

Make New Entry ▾

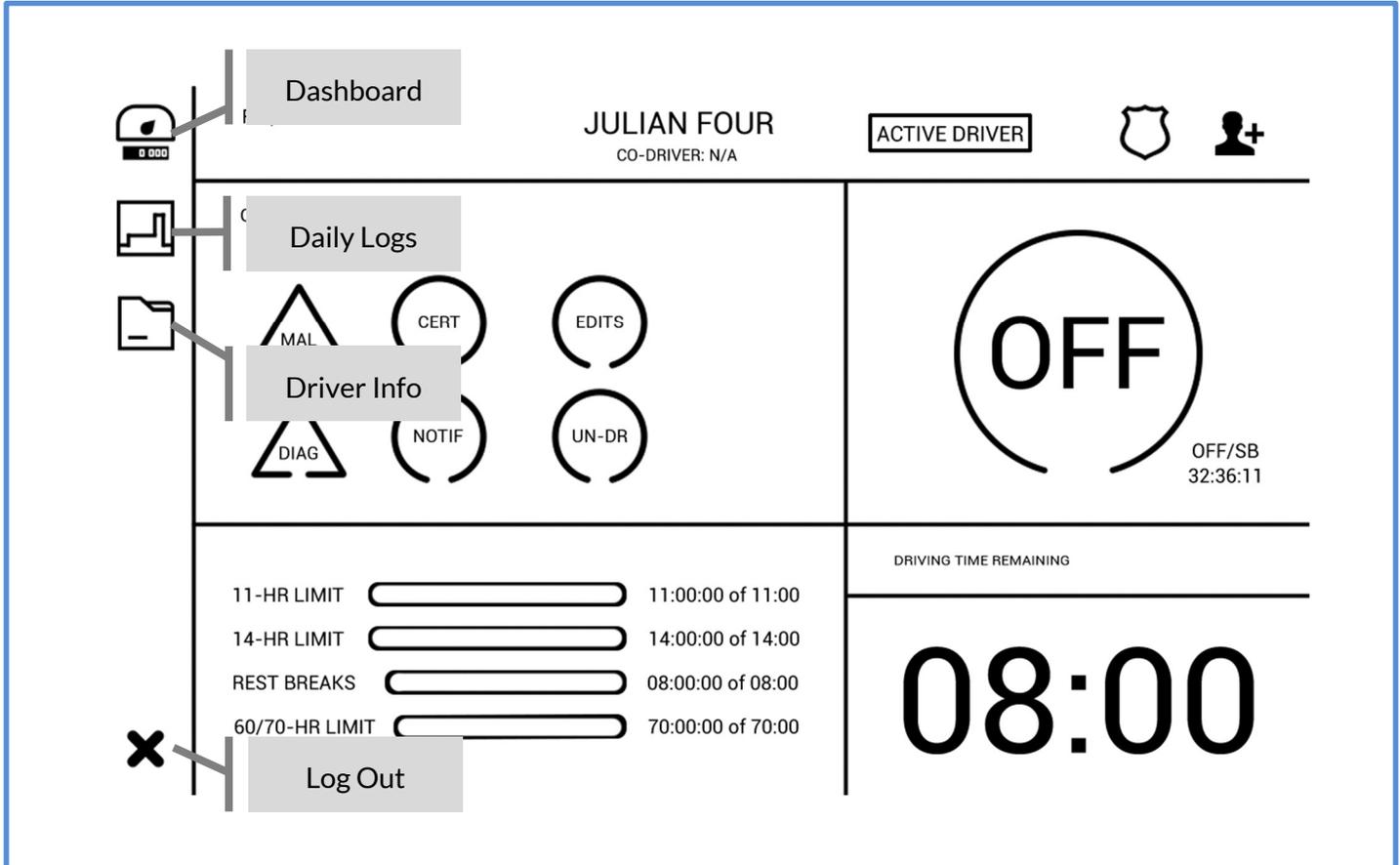
VIN Number ×

Truck Number ×

Type in the truck's VIN number and Truck number then click **Next**. Enter in the information for all the entries. Then click **Save** on the last page.

The **Dashboard** page is where you get your current information.

The icons on the left take you to different pages: **Dashboard** page, **Daily Logs** page, and **Driver Info** page. The **X** icon you out of the app.

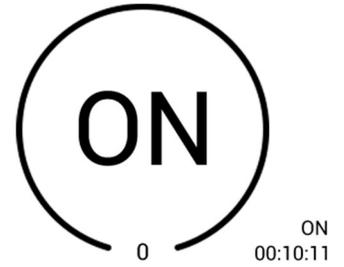
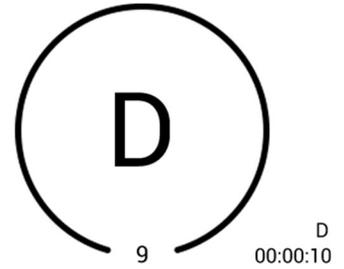


Recording Hours of Service on the Dashboard.

Auto Events. When your vehicle reaches a speed of **5 miles per hour** or higher the duty status will automatically switch to DRIVING. During DRIVING, PingHQ Logs will not respond to taps. Once your vehicle returns to 0 miles per hour, you can again use PingHQ Logs to record a new duty status.

If the vehicle has been at 0 mph for 5 minutes and no new duty status has been recorded, PingHQ Logs will ask if you need to change your duty status. If no response is given after 1 minute, PingHQ Logs will automatically record an ON DUTY status.

Manual Events. Tap on the current duty status to choose a new duty status.



SELECT STATUS OPTIONS	ANNOTATIONS	QUICK OPTIONS
<ul style="list-style-type: none"> <input checked="" type="radio"/> OFF DUTY <input type="radio"/> SLEEPER BERTH <input type="radio"/> DRIVING <input type="radio"/> ON DUTY NOT DRIVING <input type="radio"/> PERSONAL CONVEYANCE (OFF) <input type="radio"/> YARD MOVE (ON) 	<div style="border: 1px solid black; height: 100px; width: 100%;"></div> <p>LOCATION If left blank, GPS will fill in a location for you.</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<ul style="list-style-type: none"> 30 MIN BREAK PRE TRIP SLEEP FUEL LOADING UNLOADING INSPECTION
<div style="border: 1px solid black; padding: 5px; width: 100%; text-align: center;">CANCEL</div>	<div style="border: 1px solid black; padding: 5px; width: 100%; text-align: center;">SAVE</div>	

Select a new duty status, add a note, and add a location. Tap Save to start the new duty status. The Location field will autofill if available from modem or if no location is available then you must manually enter in the city and state (e.g. Portland, OR).

Malfunxions



When the PingHQ Logs app doesn't receive a piece of information it needs, it will turn on a diagnostic warning. This happens when the truck's ECM, the modem and tablet, and/or the server are disconnected.



When that information continues to be unrecorded, a malfunction warning will appear. Page 8 goes over how to identify what may be going wrong and what to do to troubleshoot the issue.

FMCSA requirements when there is a malfunction (CFR49 SS395.34):

- ① Note the malfunction and provide written notice (paper or electronic) to your motor carrier within 24 hours.
- ② Keep paper logs (according to SS395.8).
 - A) If logs are retrievable from the ELD, start paper logs from today until the malfunction is fixed (up to eight days).
 - B) If the past week of logs is not retrievable from the ELD, recreate the past seven days on paper logs, too.
- ③ During an inspection, provide the official RODS logs in the forms available.
- ④ The motor carrier must take actions to correct the malfunction of the ELD within 8 days of discovery of the condition or a driver's notification to the motor carrier, whichever occurs first.

PingHQ logs will set the following malfunctions:

"**Power compliance malfunction**" is set when the ELD detects at least 30 minutes of combined in-motion driving that has not been accounted for in a given 24 hour period.

"**Engine synchronization compliance malfunction**" is set when the ELD detects at least 30 minutes of being unable to get any of the required data from the CMV across all users of the device in a given 24 hour period.

"**Timing compliance malfunction**" is set when the ELD is no longer synchronized to Coordinated Universal Time (UTC) or has an absolute deviation from UTC above 10 minutes.

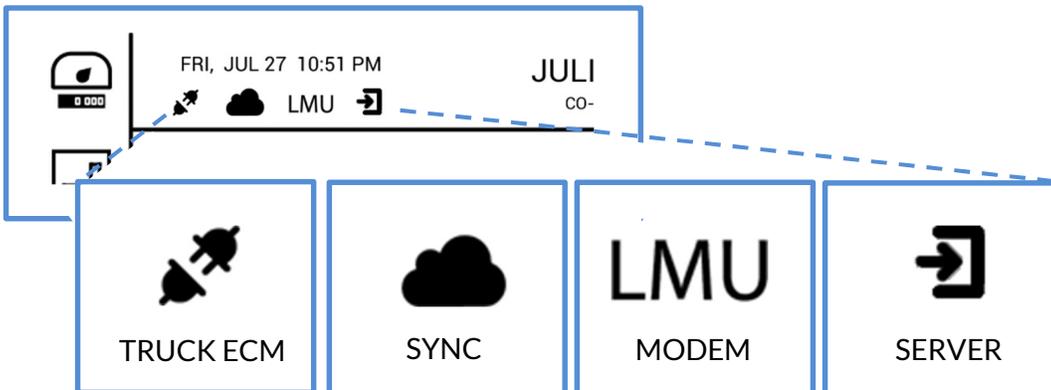
"**Positioning compliance malfunction**" is set when the ELD is unable to acquire a valid position for at least 60 accumulated minutes in a given 24 hour period.

"**Data recording compliance malfunction**" is set when the ELD is unable to record new events or retain past events or logs.

"**Data transfer compliance malfunction**" is set when the ELD is unable to produce ELD records for a given 24 hour period and the previous 7 consecutive days in electronic format. The ELD monitors this by testing the connection with the FMCSA web services at least once in any given 7 day period.

The malfunctions that are set by the PingHQ Logs app are shown to all drivers on that device regardless of what driver was active when the malfunction was set. Press the MAL icon on the dashboard to view information on currently set malfunctions.

Troubleshoot connections. Red Check Lights mean there is connection issue between the PingHQ Logs app and the modem/cradle, truck's ECM, or server.



 ① **eLOGS modem/cradle is not connected with truck's ECM.** Automatic driving and odometer readings are not being recorded. **Troubleshoot:** Turn engine on. Check the wire that is connected between the truck and the eLOGS modem/cradle.

 ② **Auto-sync to servers failed.** While connected to the modem, the tablet will routinely sync with the servers, sending new events to the servers. If a sync does not go through, it will try again later.

LMU ③ **Tablet is disconnected from the modem.** Automatic driving and odometer readings from the truck's ECM are being recorded under unidentified driver. Login happened offline. **Troubleshoot:** Check the connection between the tablet and eLOGS modem/cradle, remove the tablet from the charging base and put it back on (LMU CONNECTED should flash on the screen). If there is a cord between the eLOGS modem/cradle and the tablet's charging base, check the connections.

 ④ **Logged in offline.** A connection was not made with the servers at log in, so new events from the tablet did not transfer to the e-logs website and any suggested edits from the server did not transfer to the PingHQ Logs app. This can happen because of the LMU disconnection listed above or if there is not a strong internet signal. If you are in a strong signal area, but are still having connection issues, follow the suggestions in the paragraph below.

If LMU is connected (LMU icon is not red), but the Auto-sync icon (②) and Logged in Offline icon (③) are red, check the back of your modem device for the orange COMM light. If it is blinking, the device has lost its connection with the data network. Try the troubleshoot below to regain a connection. When it has regained the connection, the orange COMM light will be on and not blinking. **Troubleshoot:** Go to the Driver Settings page by tapping on the Driver Settings icon. Then tap the Restart GPS button. After a minute check if the orange COMM light on your modem device is solid or try logging in and out again. If this error icon is no longer red, then a connection was successful.

Roadside Inspection

The **Inspection** page is for enforcement officials to use during a roadside inspection.



Before handing the tablet to the enforcement official,

- ① tap on the **Inspection icon**, then
- ② hand the tablet to the official.

You can also give the official the On-Board document which gives them instructions on how to use the Inspection page. The official will be able to view the trip information entered in the **Form** section of **Daily Logs** and view the duty statuses as a log line and as a detailed list.

Comply with an INSPECTION

- ① Tap the Inspection icon.
- ② Take the tablet off the charging cradle and hand it to the official.

INSTRUCTIONS FOR THE ENFORCEMENT OFFICIAL

The Inspection page starts on the LOGS page. Only tap the Exit icon when the inspection is complete. Tapping Exit will log out of the app.

JANE DOE
ELD

LOGS
EVENTS
UN-DR
Errors
FMCSA
Exit

DATE	TRUCK NUM(S)	TOTAL MILES DRIVING TODAY	CARRIER	CODRIVER	TOTAL HOURS
PERIOD START	TRAILER NUMBER(S)	TOTAL MILEAGE TODAY	MAIN OFFICE ADDRESS		TOTAL HOURS ON DUTY
	SHIP DOC NUM				TOTAL DRIVING HOURS

The Trip Form contains information about the driver, carrier, truck, trip, and load.

The log starts with today. Scroll down by swiping up to see the past seven days.

OFF 19:47

SB 0:00

D 2:31

ON 1:41

I certify the above entries are true and correct: *JM Doe*

The **Log Graph** depicts the duty status changes for that day's 24-hour period.

Tabs for more information:

- Tap **EVENTS** to see a list of all duty status changes along with location and added annotations.
- Tap **UN-DR** to show any unidentified driver events
- Tap **Errors** and **FMCSA** to read about any errors in sending an output file and any issues the FMCSA has with receiving an output file.

Send an Output File. (Tablet needs to be placed back on charging base/cradle when tapping SEND)

- ① Click the **Send Output File** icon.
- ② Select **Web Services**, add a comment, and tap **SEND**.

Sending an ELD output file. Tap the OUTPUT tab.



PingHQ LOGS can send files directly to the FMCSA through Web Services or it can send an Email to the FMCSA. *The tablet needs to be attached to the charging cradle/base and connected to an internet signal through the modem/LMU.*

JANE DOE ELD LOGS | EVENTS | UN-DR | Errors | FMCSA |

SEND DATA TO AUTHORITIES

Web Services Email

COMMENT

SEND

① **Web Services upload.** Select Web Services. Add a comment that the enforcement official might want you to add. Click Send. A popup will confirm that the file was uploaded to the FMCSA.

② **Email.** Select Email. Add a comment that the enforcement official might want you to add. Click Send. A popup will confirm that the email was sent to the FMCSA.

Comply with an INSPECTION

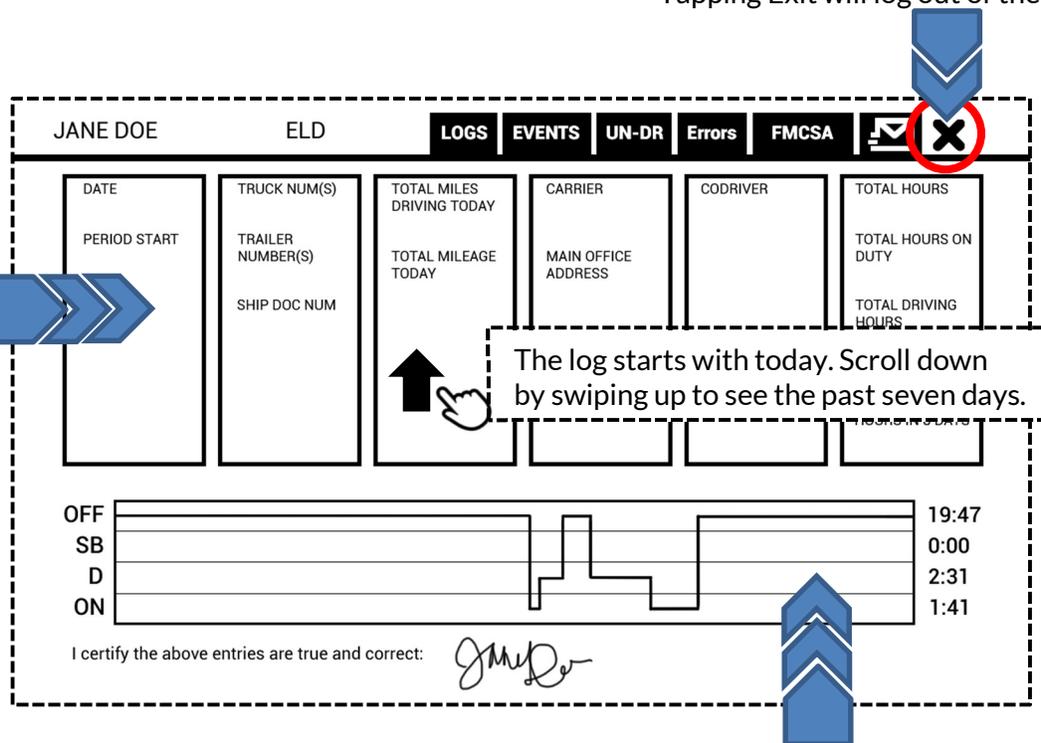
- ① Tap the Inspection icon. 
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The **Trip Form** contains information about the driver, carrier, truck, trip, and load.



The screenshot shows the ELD application interface for JANE DOE. At the top, there are tabs for LOGS, EVENTS, UN-DR, Errors, and FMCSA. The LOGS tab is selected. Below the tabs is the Trip Form, which is divided into several sections:

- DATE PERIOD START**: A field for the start date and time.
- TRUCK NUM(S)**: A field for the truck number(s).
- TRAILER NUMBER(S)**: A field for the trailer number(s).
- SHIP DOC NUM**: A field for the ship document number.
- TOTAL MILES DRIVING TODAY**: A field for the total miles driven today.
- TOTAL MILEAGE TODAY**: A field for the total mileage driven today.
- CARRIER**: A field for the carrier name.
- MAIN OFFICE ADDRESS**: A field for the main office address.
- CODRIVER**: A field for the co-driver name.
- TOTAL HOURS**: A field for the total hours.
- TOTAL HOURS ON DUTY**: A field for the total hours on duty.
- TOTAL DRIVING HOURS**: A field for the total driving hours.

Below the Trip Form is the Log Graph, which shows the duty status changes for that day's 24-hour period. The graph has four rows: OFF, SB, D, and ON. The time axis ranges from 19:47 to 1:41. A signature is visible at the bottom of the graph.

Annotations in the image include:

- A blue arrow pointing to the Trip Form.
- A blue arrow pointing to the Log Graph.
- A red circle around the Exit icon (a square with an 'X') in the top right corner.
- A hand icon pointing to the 'TOTAL MILEAGE TODAY' field.
- A text box stating: "The log starts with today. Scroll down by swiping up to see the past seven days."

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