

FLEET COMPLETE ELD

# Canada User Manual & Information Packet



## Contact support

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# GETTING STARTED

## Install the Fleet Complete ELD tracking device.

Before reading this manual, you must install your device. Please the Install Guides for full instructions.

Click [here](#) to download the Install Guides.

1



**MGS800**

2



**MGS700**

3



**FT1**

4



**DL200**

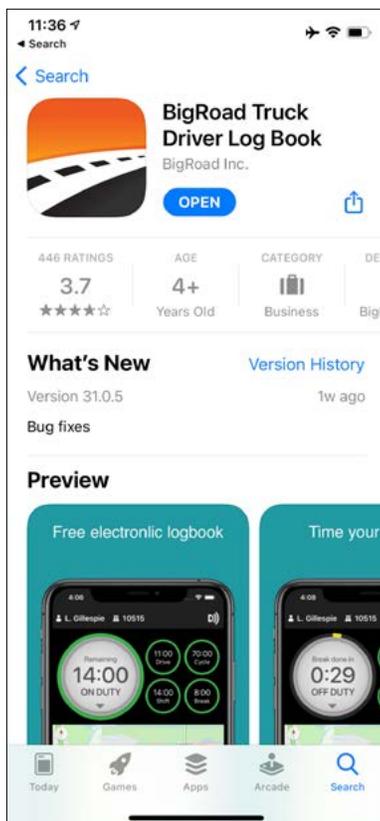
## Download the BigRoad Mobile App

If you've already received an email to join a fleet on BigRoad, follow the instructions in that email.

If you are a new user, begin by downloading the BigRoad Mobile App for iOS (Apple) or Android (Google).

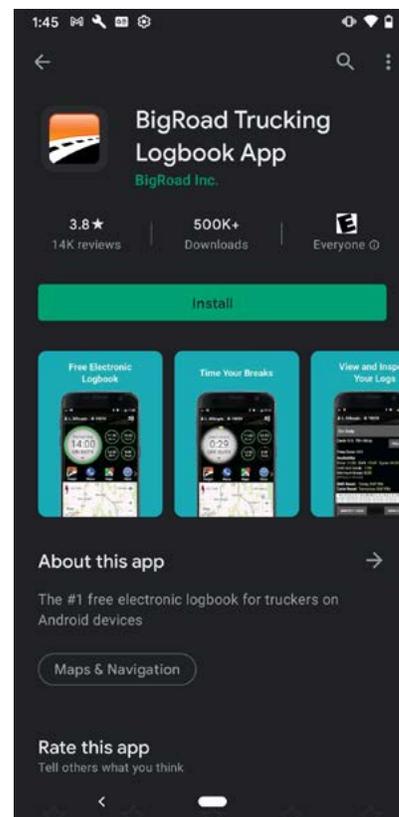
### How to download the app BigRoad for iOS (Apple) devices

- 1 Tap on the App Store icon on your iOS device.
- 2 Enter **BigRoad** in the search bar.
- 3 **Install** the app.



### How to download the BigRoad app for Android devices

- 1 Tap on the Play Store icon on your device.
- 2 Enter **BigRoad** in the search bar and select the Trucking Logbook app.
- 3 **Install** the app.



## Sign into the application with your carrier-provided credentials

Log into the BigRoad mobile app



**1** Launch the Fleet Complete (FC) BigRoad Mobile App by tapping the **BigRoad icon** on your device home screen.

**2** Tap the **Sign In** button.

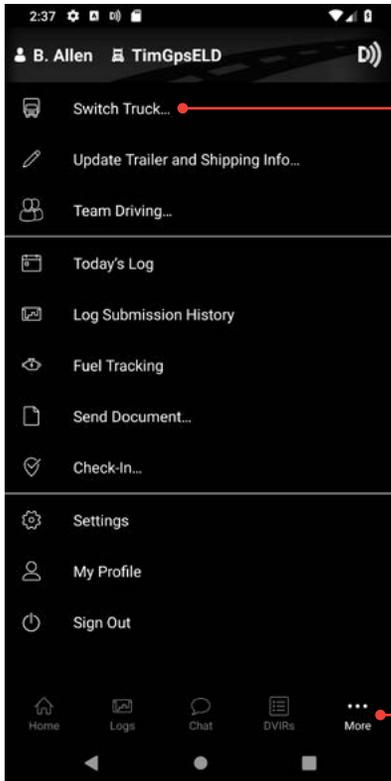


**3** Enter your email address and password for the account that your carrier provided you.

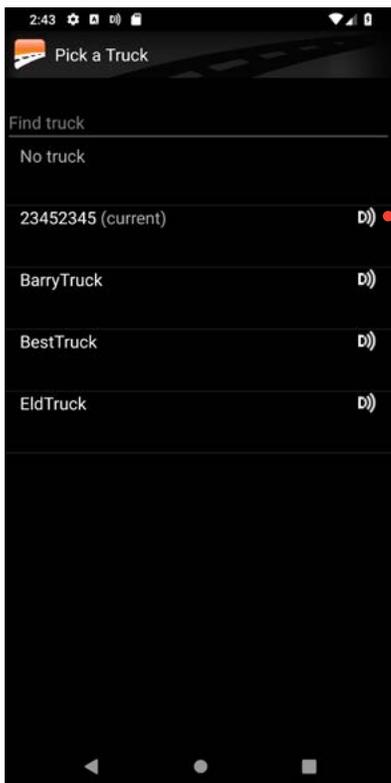
**4** Tap **Sign In**.

## Log into a truck profile

Here is how to connect to an FC BigRoad ELD-enabled vehicle:



- 1 Ensure that the vehicle is running before you attempt to connect.
- 2 Tap the **More** menu tab.
- 3 Select **Switch Truck**.



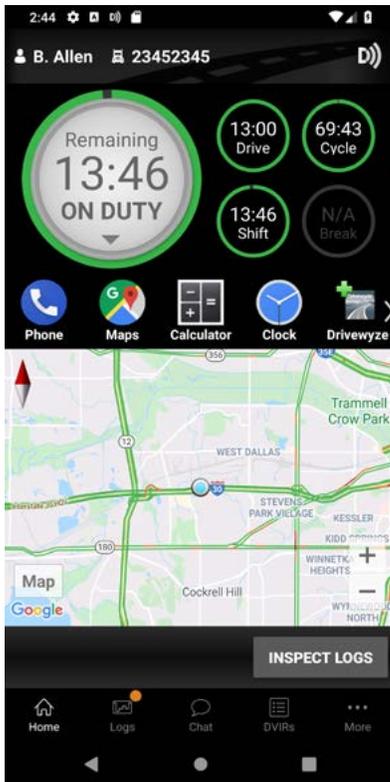
- 4 Select the truck you want to connect to the FC BigRoad ELD. Note that Fleet Complete ELD-equipped vehicles will show a DashLink icon beside them.
- 5 The FC BigRoad ELD should now be connected to your vehicle. Look for the **DashLink** icon in the top-right corner of the BigRoad Mobile App to confirm status.



**NOTE:** If your ELD-equipped vehicle has not been added to the BigRoad Mobile App, ask your carrier to add your truck. An Administrator must do this from the Fleet tab in the BigRoad Web App. ELD-equipped vehicles cannot be added or modified using the BigRoad Mobile App.

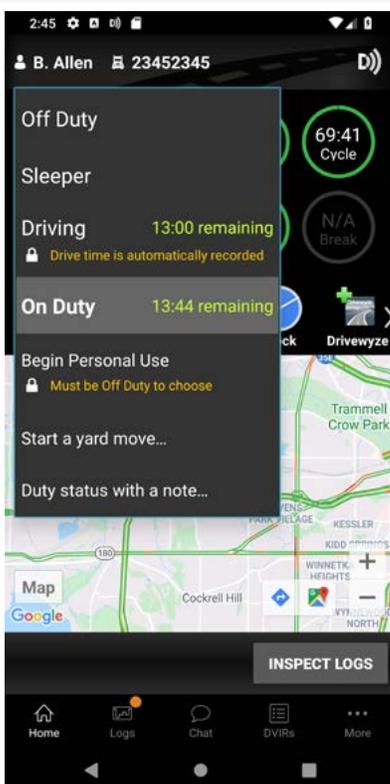
# USING BIGROAD

## Duty status selector



The Duty Status Selector enables users to change their current duty status. It provides a visual indication of how much driving time, on-duty time, and break time remains in their driving shift.

## Tracking your duty status

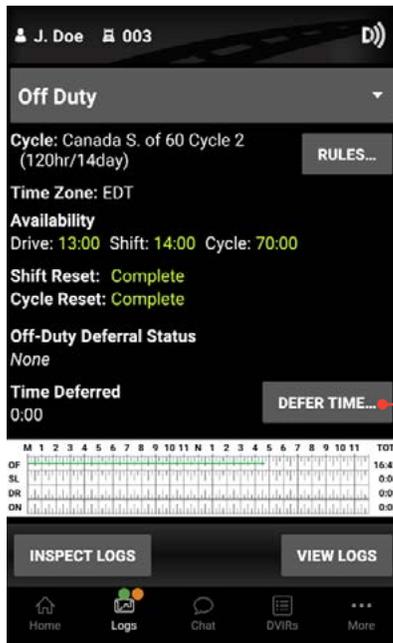


### Automatic duty status selection

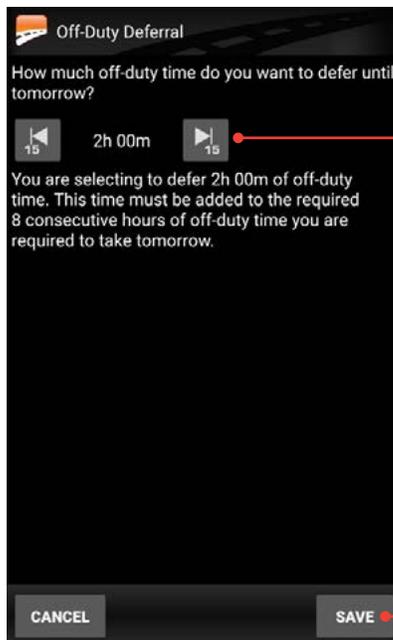
- When connected to a Fleet Complete ELD-enabled vehicle, driving status will record automatically once the vehicle is in motion at a speed greater than 8km/h.
- After being stopped for three seconds, or when the vehicle ignition is turned off, the driver's duty status will automatically be changed to On Duty (not driving).
- By tapping the **Duty Status circle** on the BigRoad Mobile App home screen, you can easily change your duty status. Driving is automatically recorded. Drivers cannot set their driving status manually.
- The **Duty Status circle** will also indicate how much Driving and On Duty time remains in your shift.

## Deferring Off-Duty Time

As allowed by Canadian ELD Regulations. Drivers can defer up to 2 hours of off-duty hours to Day 2 and use that time for additional driving hours on Day 1. To defer off-duty hours to Day 2, please follow the following steps.



**1** Go to the Logs screen and tap on the **'Defer Time'** button.

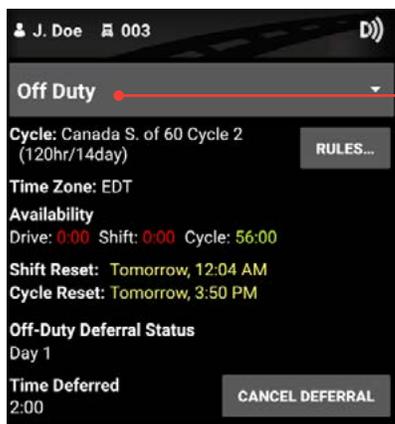


**2** Once you tap the **'Defer Time'** button, you will see a new screen that will allow you to select your Day 2 deferral time **15 minute** increments.  
*a. Please note that this will allow you to defer your remaining off-duty time up to the maximum limit of 2 hours.*

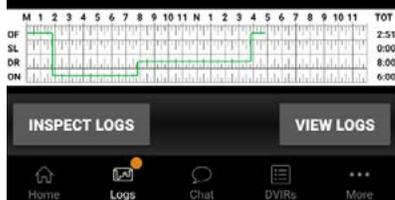
**3** Once you defer your off-duty time, tap **'Save'**, You will be prompted to confirm the deferral.

**Defer off duty time** continues on page 8 ›

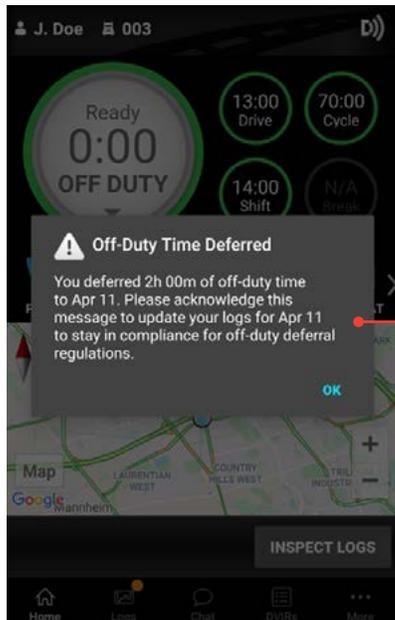
Defer off duty time continued



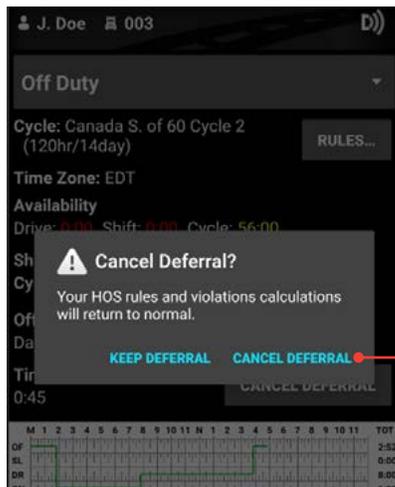
**4** Once confirmed, the **Logs** screen will display **Off-Duty** Deferral Status and the amount of Off-Duty time deferred to Day 2.



**5** On Day 2, the app will show a confirmation prompt which requires the driver acknowledge the off-duty time deferred to that day.



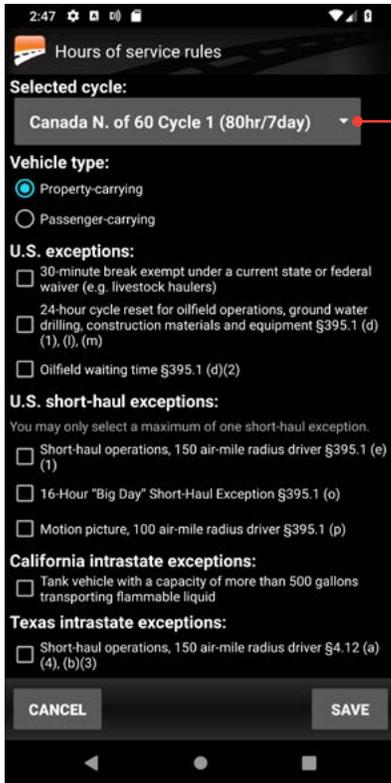
**6** By tapping the '**Cancel Deferral**' button, driver can keep or cancel the off-duty time he or she deferred to Day 2.



## Change cycle and jurisdiction

In Canada, drivers are required to select the appropriate Jurisdiction and Cycle to comply with ELD regulations. They must ensure their HoS rule violations are calculated correctly in relation to Canadian cycles. Drivers and safety managers are allowed to switch between Canadian and US Cycles to make ensure their current cycle represents the jurisdiction and country they are driving in.

### How to change current cycle and jurisdiction on the mobile application when the driver has completed their cycle reset requirements):

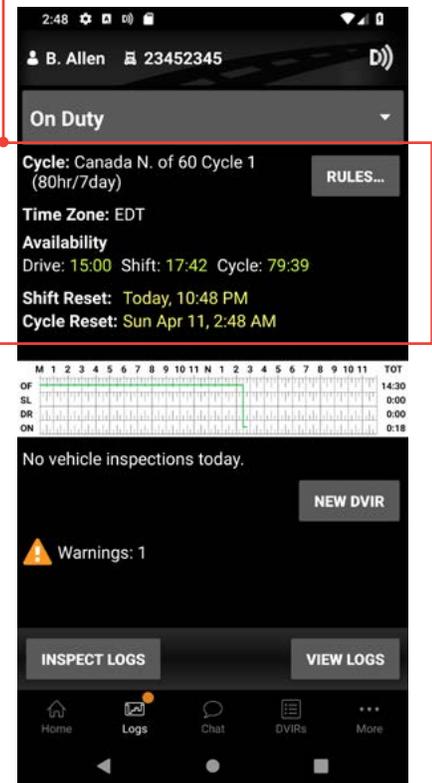
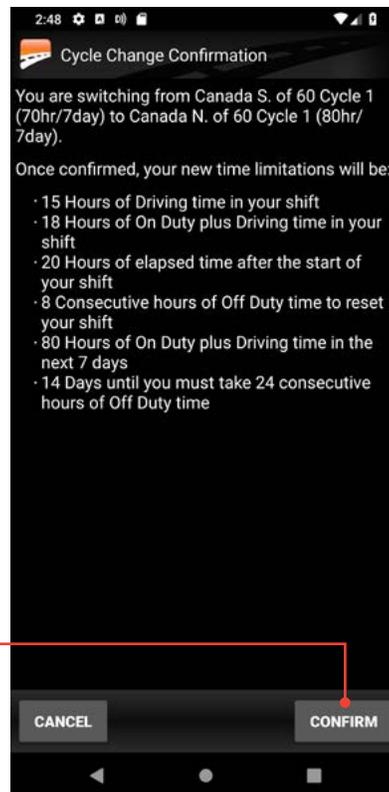


1 Go to **Home > Logs > Rules**

2 Tapping on the Rules button will show a **drop-down list** where the user can select his duty cycles.

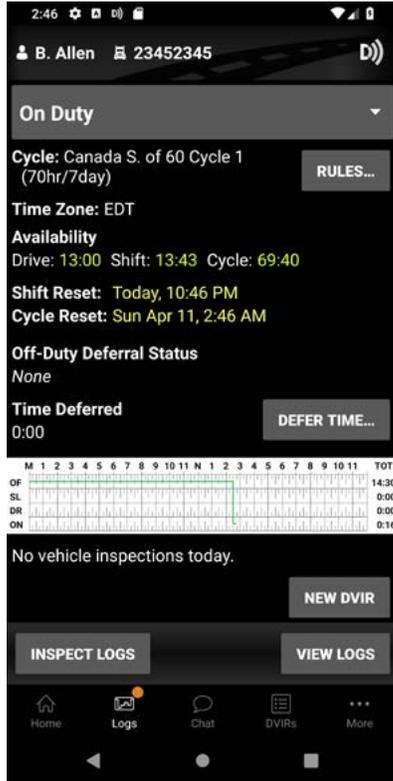
3 Select any other Canadian or US cycle (as applicable and allowed by the carrier's fleet administrator or Safety Manager

4 If a Canadian cycle is being switched to or from, the driver will be notified about the respected duty and driving-hour limitations for that country.

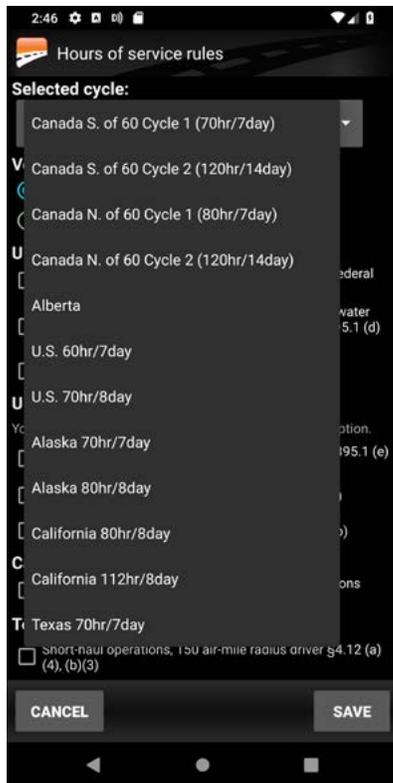


Change current Cycle and Jurisdiction continued on page 8

**Change current Cycle and Jurisdiction** (continued)

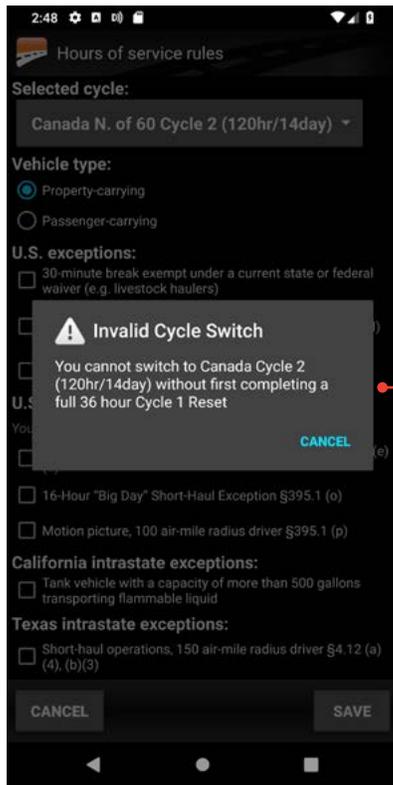


**5** Drivers have the option to ACCEPT or REJECT the cycle change.

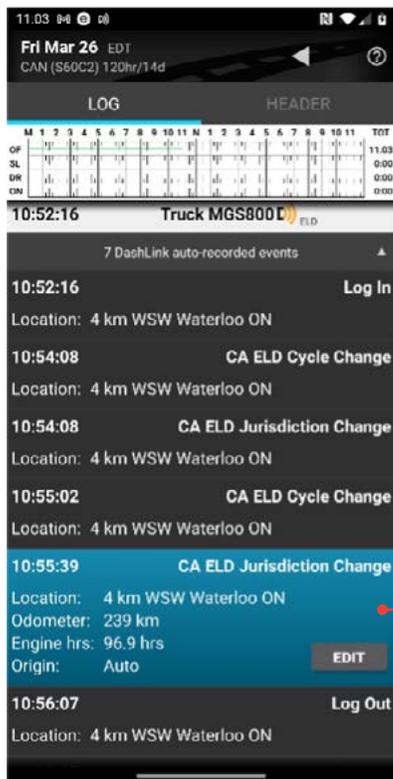


**6** When a driver confirms a Cycle change, the BigRoad application will reset the cycle time and update the HOS Timers with the new limits.

**Change current Cycle & Jurisdiction change on mobile when a driver has NOT completed their cycle reset requirements):**



**1** Go to the **Home screen**, then **select Logs** followed by **Rules**. The driver will not be allowed to change the cycle.

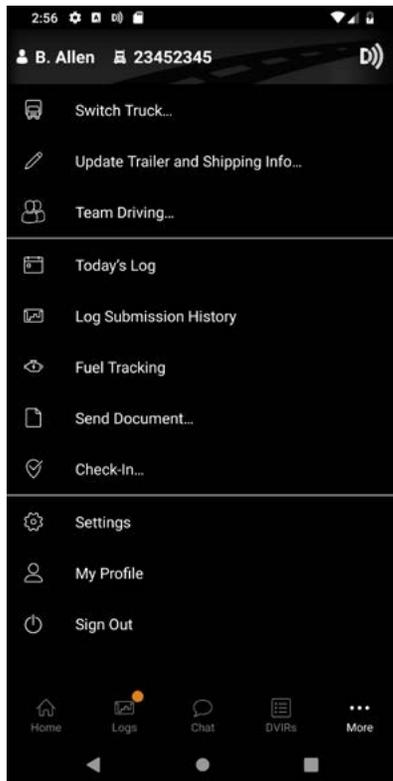


**2** Event record for each Cycle/Jurisdiction Change:

- All cycle and jurisdiction changes are recorded under 'Events' as auto-recorded Dashlink events. They can be found on both the mobile and web applications under Events on the daily log report.
- If both Cycle and Jurisdiction changes are made in a single request, then both Jurisdiction and Cycle change events will be recorded.

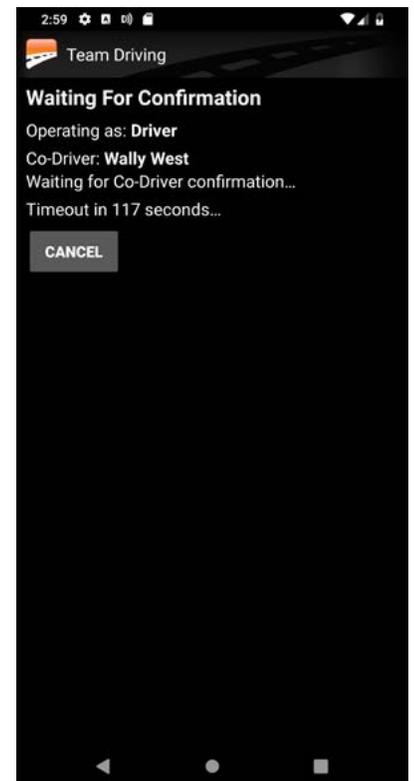
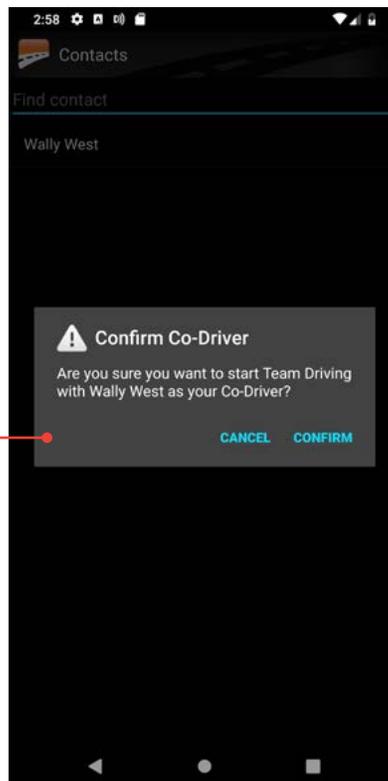
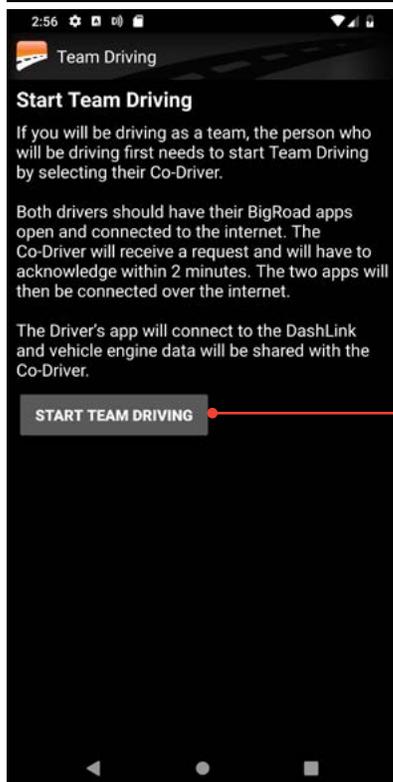
## Start Team Driving

Some drivers choose to drive as a team to cover more ground and deliver loads faster. BigRoad accommodates team driving when the driver follows the steps below. For illustration, let us assume Driver A is the primary driver, and Driver B is the co-driver.



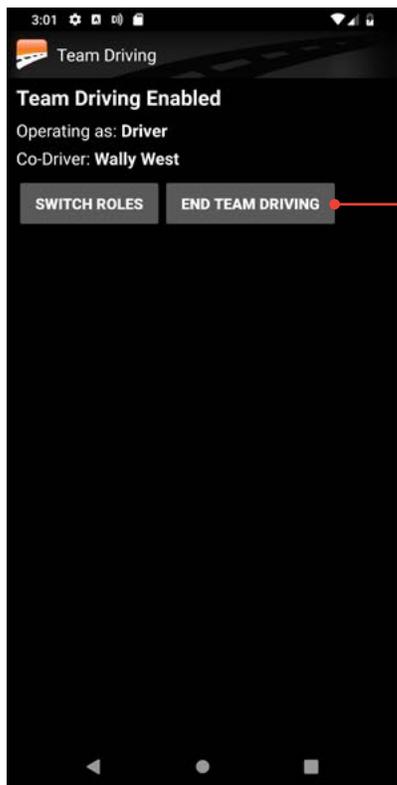
To initiate Team Driving the following steps need to be done:

- 3 • Select the truck the drivers are using as follows:
  - Driver A signs in to the BigRoad Mobile App
  - Select the truck from the Pick a Truck Screen
  - Tap 'More' from the main screen & Tap '**Team Driving**'
- 4 • Tap the '**Start Team Driving**' button
  - The Driver (Driver A) will be offered a list of their driver colleagues that they can choose a co-driver from (Driver B).
- 5 • Driver A should confirm the co-driver selection prompt.
  - Driver B will receive a pop-up message to accept or reject the team driving request.
  - Once Driver B confirms, team driving will initiate.



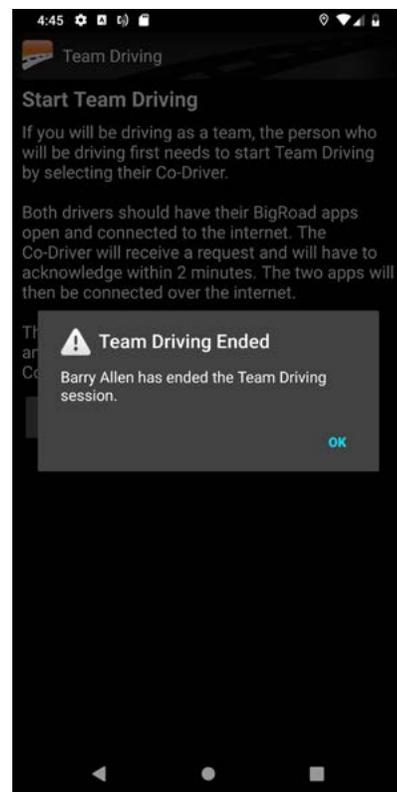
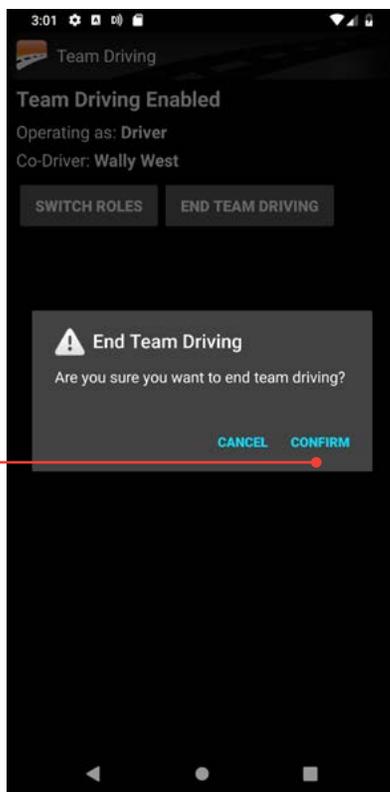
**NOTE:** It may take a few seconds for the mobile app to display Team Driving status. Driver names will appear on each other's daily logs as a co-driver. Once movement is detected, Driver A's app will be locked. Driver B will still be able to make changes.

## How to End Team Driving



**1** When the vehicle is parked, and the driver is out of active Driving duty status, navigate by clicking More then Team Driving. This screen will enable drivers to end their Team Driving connection.

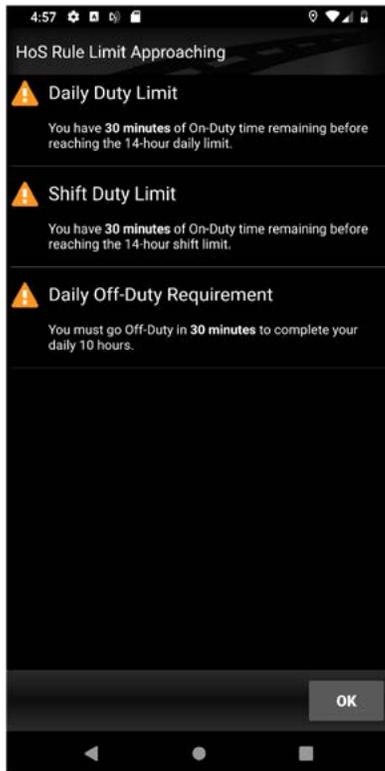
**2** Upon confirming, the other driver will receive a notification that the other driver ended the Team Driving connection.



**3** Drivers can now operate independently until they reactivate Team Driving.

## Hours of Service (HOS) Limit Rules

When a driver approaches the last 30 minutes of a HoS rule limit, the BigRoad app notifies the driver about the HoS rule limitation he or she is about to reach.



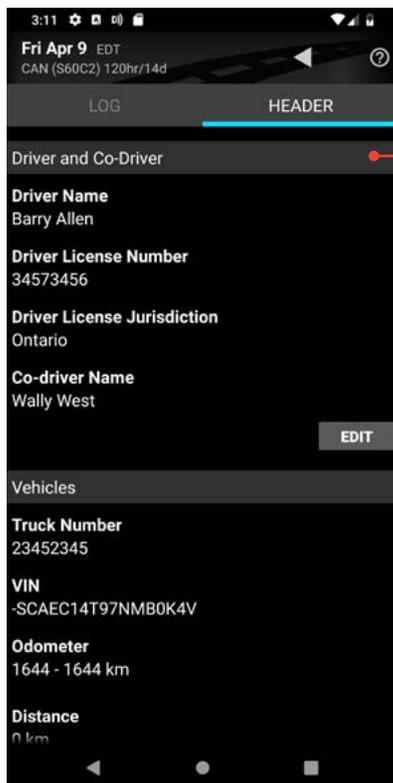
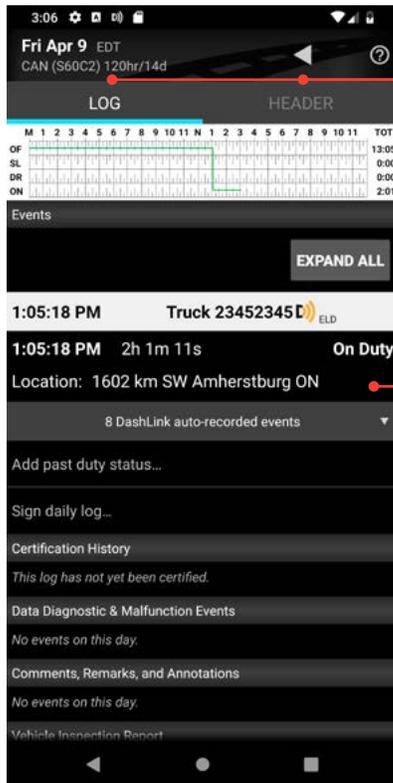
- 1 • The driver will receive a full-screen alert notification.
- When the HoS rule limitation is reached for duty or driving status, then the warning for that specific limit will disappear from the Logs screen.

## Using the Daily Log list

The Daily Log List allows you to quickly find and review Daily Logs.

- 1 Tap the **'Logs'** menu tab from the home screen.
- 2 Tap on **View Logs**.
- 3 You will see a list of your logs for the current day, and the previous 14 days.
- 4 You can filter this list by selecting from options including **Unassigned Driving, Carrier Edits, Warnings, or All**. This will help you to quickly find the logs you are looking for.

## Editing your logs

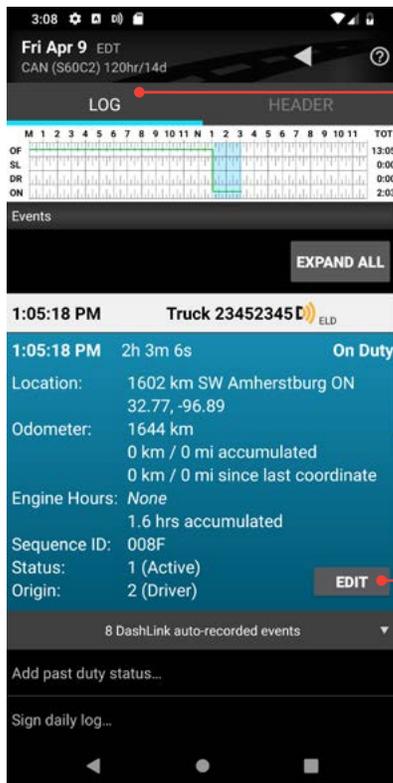


To enter Edit mode:

- 1 Tap on the day(s) you want to edit and see logs for.
- 2 You can choose to edit the **Log** or the **Header** tabs.
- 3 The **Log** tab contains all the events, DVIRs (Driver Vehicle Inspection Reports), and relevant certification information.
- 4 The **Header** tab contains information about the carrier, driver(s), and vehicle(s).

Editing your logs continues on page 17 ›

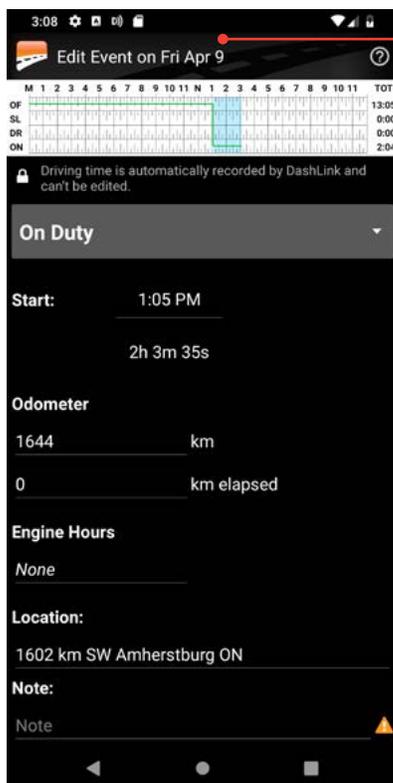
Editing your logs continued



To edit Duty events:

**1** While in the **Log** tab, select the event you wish to edit. The event log will expand and display an **Edit** button.

**2** Tap **Edit**.



**3** Make any changes or add any required notes to the Duty Status event.

**4** Tap **Save**.



**NOTE:** Automatically recorded drive time cannot be changed, only annotated. Drivers can only manually change the following events:

- Off Duty
- On Duty Not Driving
- Sleeper
- Personal Conveyance (Off Duty)
- Yard Move (On Duty)

Editing your logs continues on page 18 >

Editing your Logs continued

To edit the Header

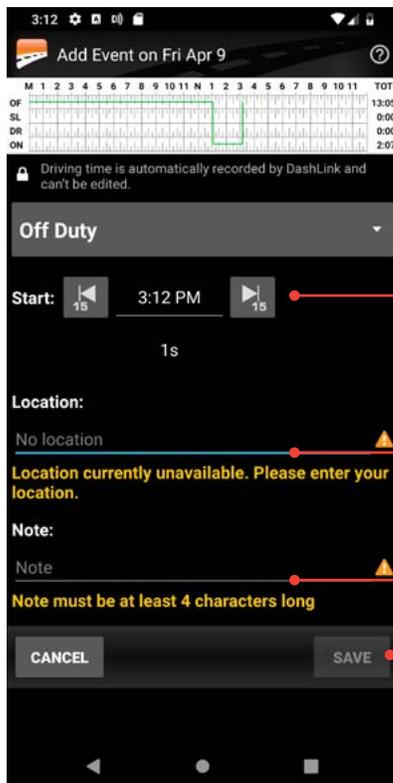
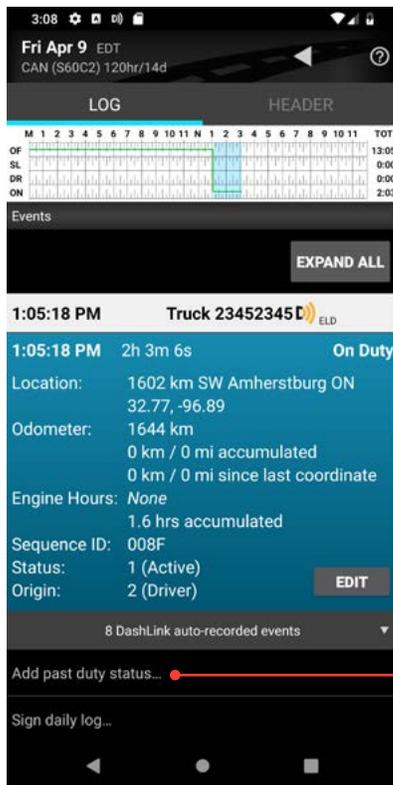
While on the **Header** tab, you can review Driver, Co-Driver and Vehicle details. Based on permissions and Canadian ELD regulations, drivers can edit some log details.



- 1 While in the **Header** tab, navigate to the section of the header that you want to edit.
- 2 Tap **Edit**, if available.
- 3 Enter any desired changes.
- 4 Tap **Save** (**Done** in iOS).

Editing your logs continues on page 19 ›

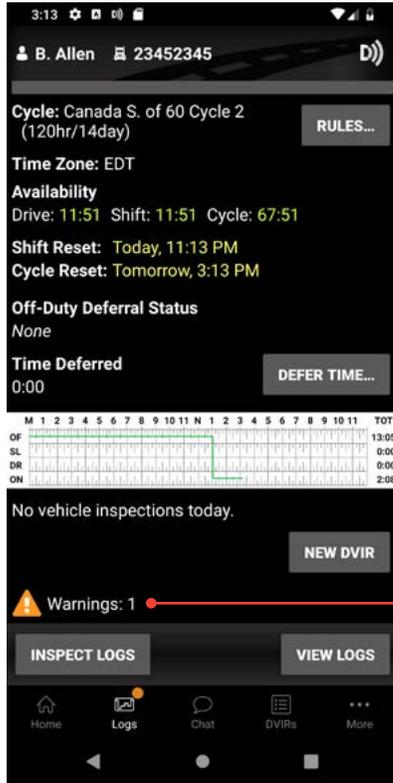
Editing your logs continued



To add a past duty status:

- 1 Tap **Add past duty status** to add a new duty status event to your log.
- 2 Select the **Start Time**.
- 3 Enter the **Location**.
- 4 Enter a **Note**.
- 5 Tap **Save**. The new duty status event will be reflected in your logs and your hours-of- service.

# Log Warnings



## How to identify log errors or omissions

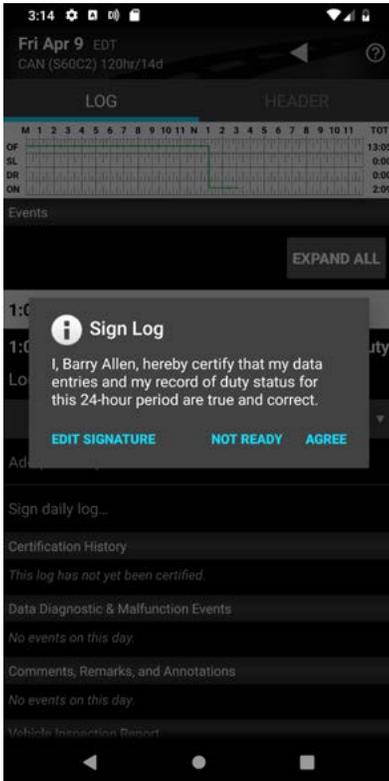


The BigRoad Mobile App will identify any errors or omissions in your log and notify you with an alert icon. This will look like the small orange triangle with an exclamation mark, as shown at left.

## Fixing errors using edit

To fix errors in your log, use the same process outlined in the **Editing your Logs** section (pages 16 to 19) of this manual. Specific errors will be highlighted with the orange **alert icon** as shown above.

## Certifying your logs



When you complete your day, you're required to certify your driver logs. To do this:

- 1 In the **Daily Log**, open the **Log** tab.
- 2 Tap **Sign Log** at the bottom.

If there are any errors in your log, you will be prompted to either fix any detected issues or to sign the log now.

- 1 Follow the wizard to address any
- 2 Once the problems have been addressed, tap **Sign Log** again.

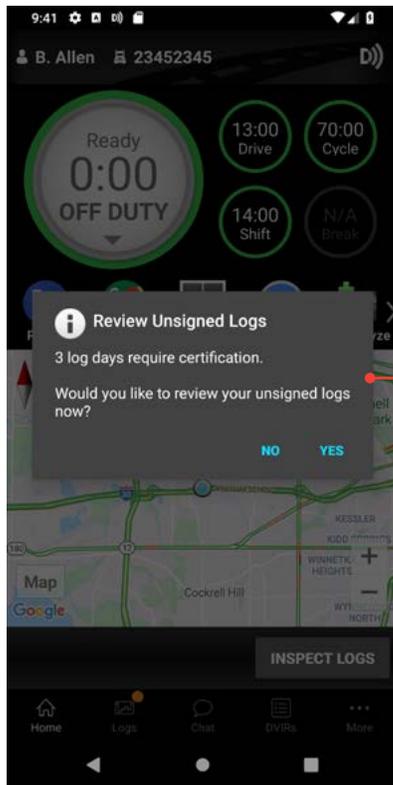
If you haven't already added your signature to the bigroad mobile app, you will be prompted to do so.

- 1 Using your touchscreen, draw the signature that you would like to use with your finger.
- 2 Tap **Save**.
- 3 Tap **Sign Log**.

 **NOTE:** If you accept edits to a log that has already been certified, you do not need to recertify the log. Your Safety Manager can only make suggested changes to your log up to the time that you certified it.

Certifying your logs continues on page 22 ›

Certifying your logs continued

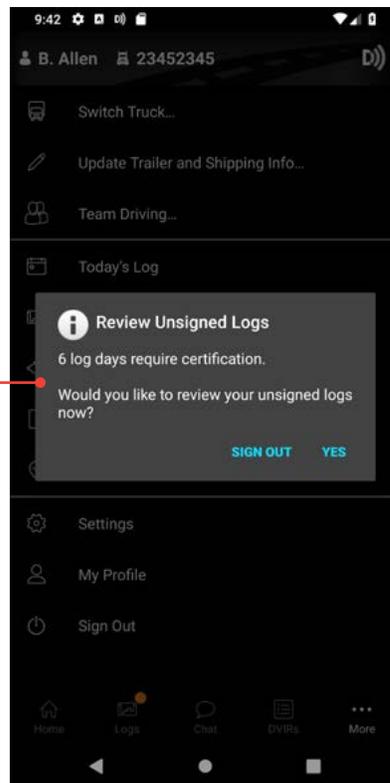
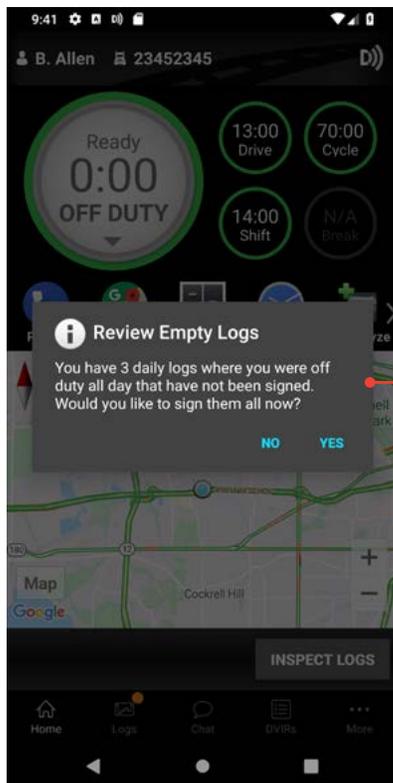


The BigRoad app alerts drivers with pop-up messages will display when you log in or log out when Empty and Unsigned require completion.

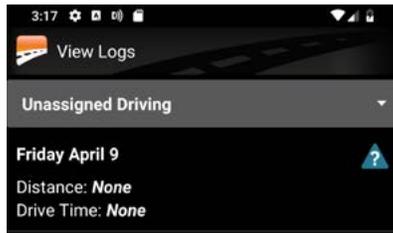
**1** The log-in alert message asks drivers to complete all off-duty unsigned logs for days when they didn't log in.

**2** The second alert message at login asks them to sign off on remaining logs that include event activities.

**3** At log-out, another pop-up prompts drivers to complete all unsigned off-duty logs.

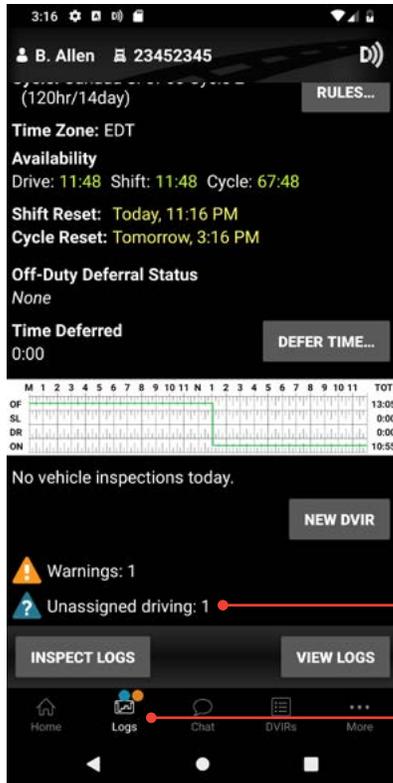


## Unidentified Driving



If there are unassigned driving events for you to review and potentially claim, the home screen on the BigRoad Mobile App will show a blue question mark indicator on the **Daily Logs** section.

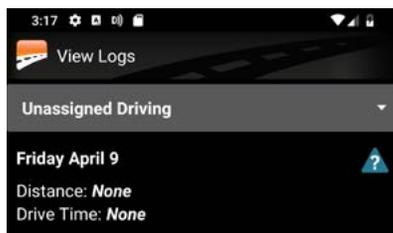
### To review unassigned driving events:



**1** From the home screen of the BigRoad Mobile App, tap the **Daily Logs** button.

**2** The app will indicate that there are one or more days with unassigned driving events that have not yet been reviewed. These are called **Unassigned Driving records**.

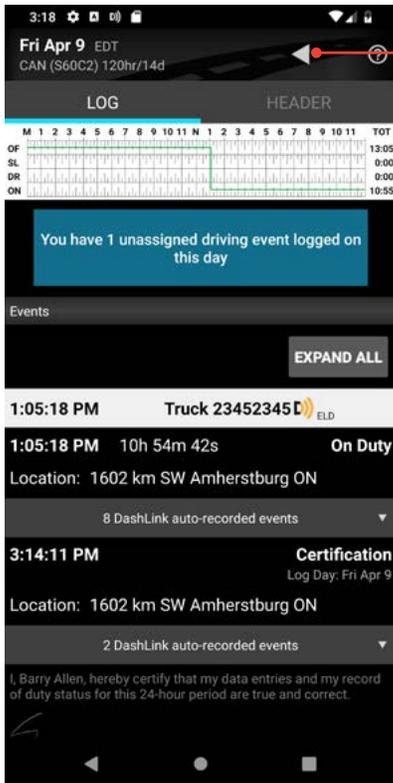
**3** Tap the **Unassigned Driving** text at the bottom of the **View Logs** screen. This will take you to the list of days with unassigned driving events that have not been reviewed yet.



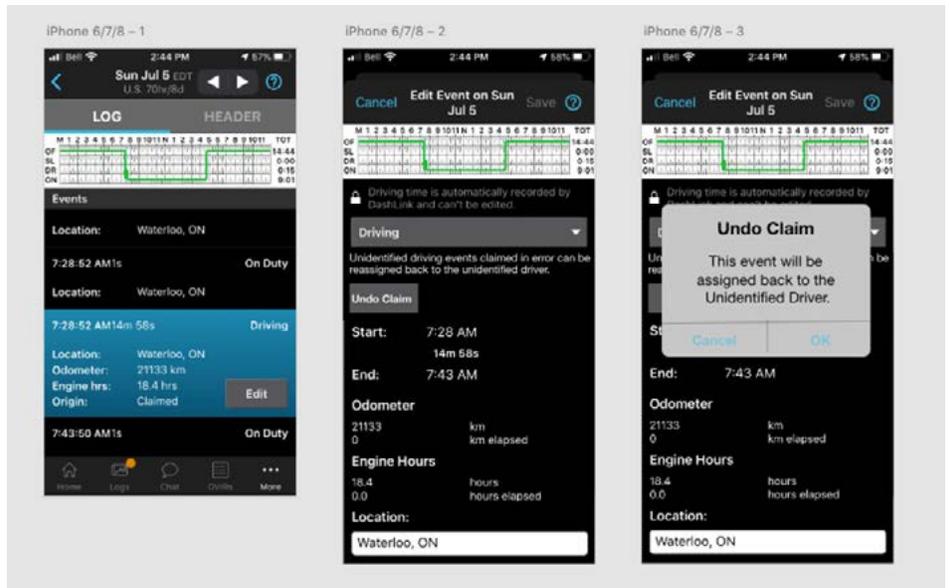
**4** When you open a log day with unassigned driving events, you will see a box indicating there is at least one unassigned driving event to review. **Tap this box** to review the list of events in a drop-down menu.

Unidentified Driving continues on page 24 ›

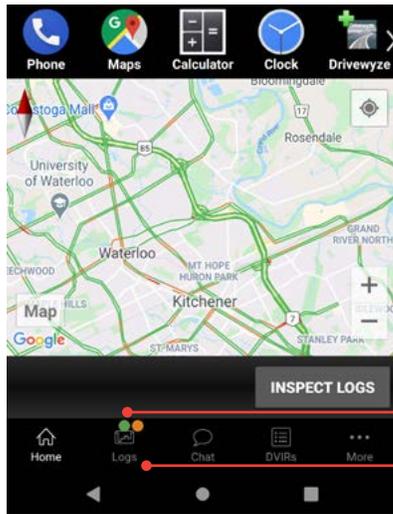
Unidentified Driving continued



- 5 Review each unassigned driving event that was tracked, and has not been assigned to yourself or to another driver.
- 6 For each unassigned driving event that belongs to you, tap the **Claim** button.
- 7 If an unassigned driving event does not belong to you, tap **Reject**.
  - You will not be prompted again for an unassigned driving event you have rejected. These events will be listed in a report available on the BigRoad Web App for review by Fleet Administrators.
  - For convenience, you may also claim or reject all events that have occurred on a particular day (for the events that have missing location information, the 'Claim all' button won't be available. Drivers will be asked to enter location before claiming these events)
  - If an Unidentified Driving (UD) event was claimed in error, the driver or support person have the ability to UNDO the claim and re-assign it back to the Unidentified driving list. This function is available on both the Mobile and Web apps.
  - When a driver claims an Unidentified Driving (UD) event, they now have the option to go to EDIT and select UNDO CLAIM button to re-assign the event back to UD.
  - When the driver taps on the UNDO CLAIM button, after his confirmation, the UD event will no longer appear under his/her logs. It will be re-assigned as a UD event which can be claimed by any other driver in their fleet.



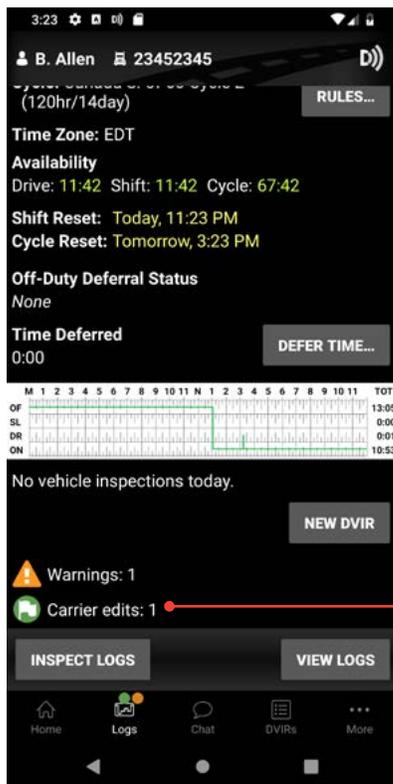
## Approving carrier log edits



If your carrier has made all of the suggested edits to your daily logs, there will be a green flag indicator on the Daily Logs button on the BigRoad Mobile App home screen.

To review these suggested edits:

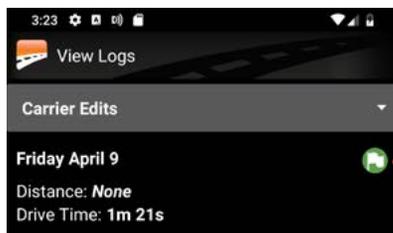
**1** From the home screen of the BigRoad Mobile App, tap the **Daily Logs** button.



**2** The app will indicate that there are one or more days with Carrier edits that need to be reviewed.

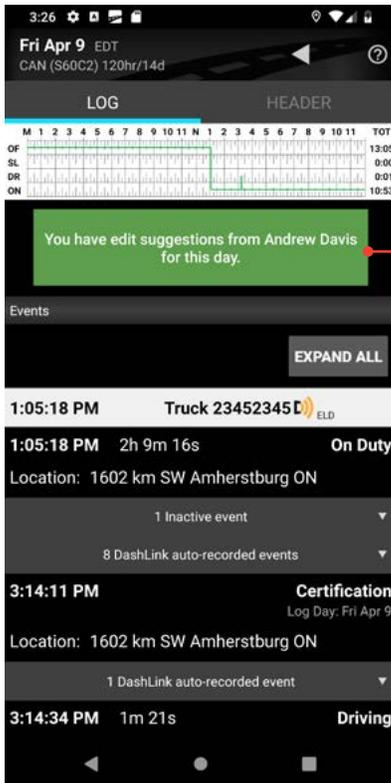
**3** Tap the **Carrier edits** text at the bottom of the screen. This will take you to the list of days with carrier edits that you have not yet approved or rejected.

**4** Select the day you want to review the carrier edits for.



Approving carrier log edits continues on page 26 ›

Approving carrier log edits continued



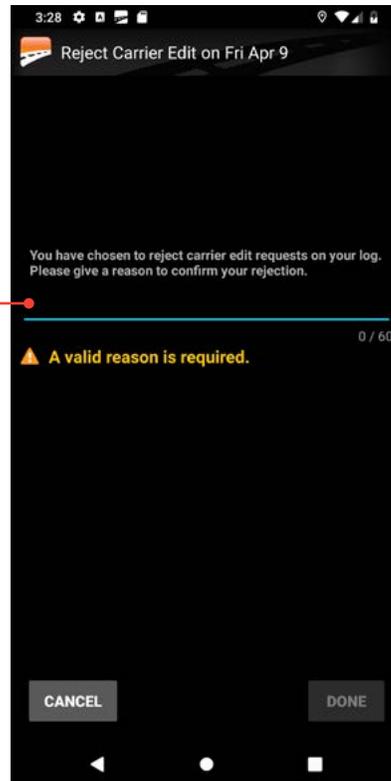
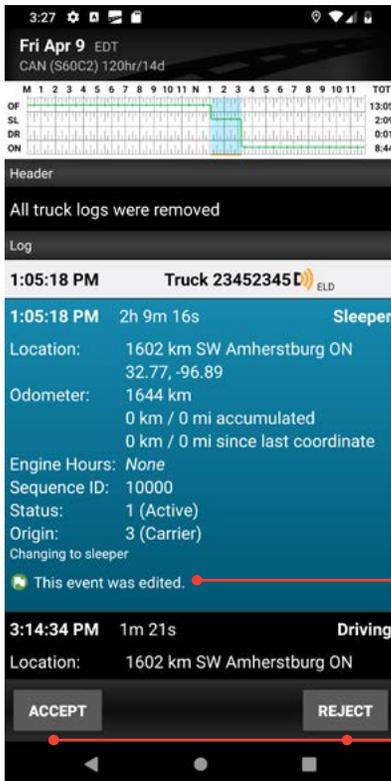
**5** In the daily log, tap the green banner suggesting edits.

**6** You will see all suggested edits in green text and a note from the Safety Manager explaining why the changes were made.

- In the list of events, any newly created or edited events will appear in white with a **green flag icon**.
- In the list of events, any deleted events will be hidden by default but can be expanded for driver review.

**7** You will have the ability to accept or reject these edits.

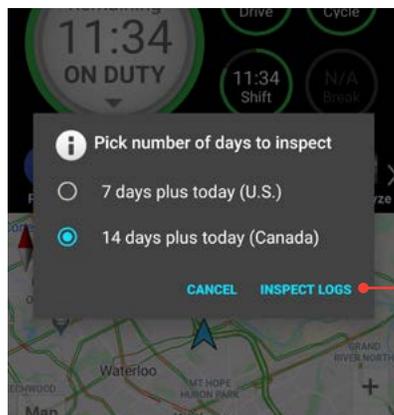
- If you accept the edits, they will be added to your log and you will be prompted to re-certify the log.
- If you reject this edit, you will be required to provide a rejection reason. Your log will remain unchanged.



# Instruction sheet for the Data Transfer mechanism (using Inspection Mode and Sending ELD RODS to a Safety Official)

## How you will be inspected

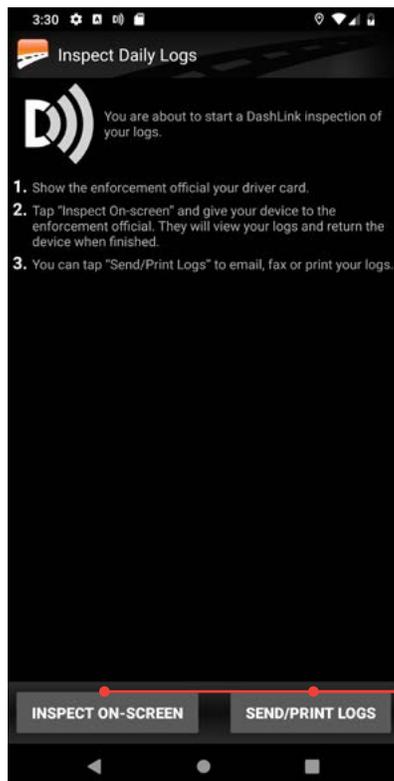
In Canada, if you're driving a truck that's configured with Electronic Recording Device 'ERD', you'll be inspected against ELD regulations based on the configuration of the truck you are currently driving. This instruction sheet for the driver describes the steps required to generate and transfer the hours of service (HoS) data to a safety official.



### Inspection mode options for ELD users:

When you are asked to provide a safety official with your logs during an inspection:

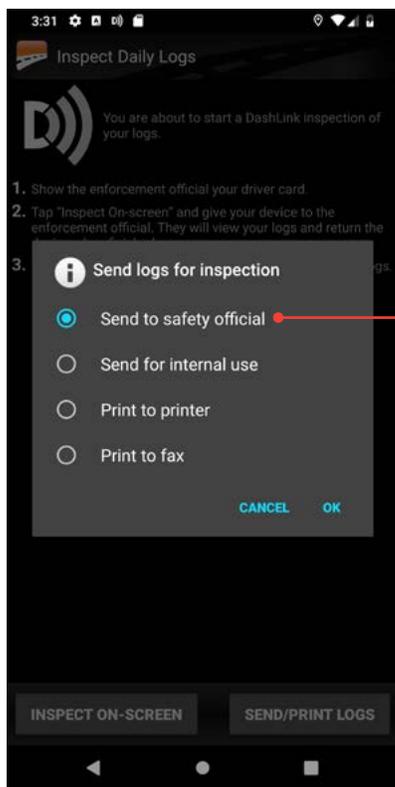
- 1 Press the '**Inspect Log**' button on the home screen.
- 2 Select the '**Number of days**' and tap '**Inspect Logs**'



- 3 You will be presented with two options:
  - a. **Inspect On-Screen**
  - b. **Send/Print Logs**

Inspection mode options continues on page 28 ›

Inspection mode options continued



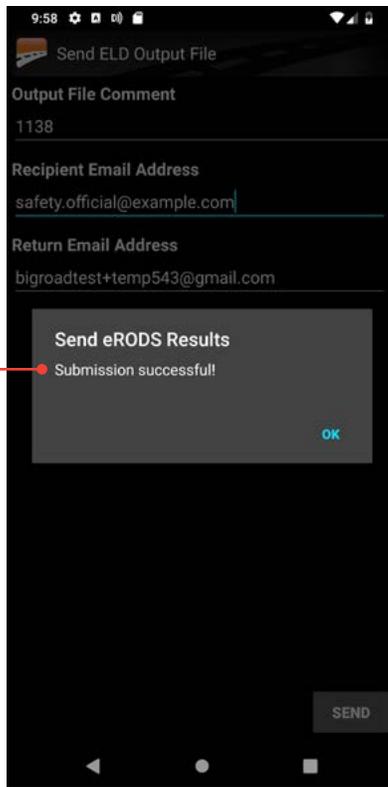
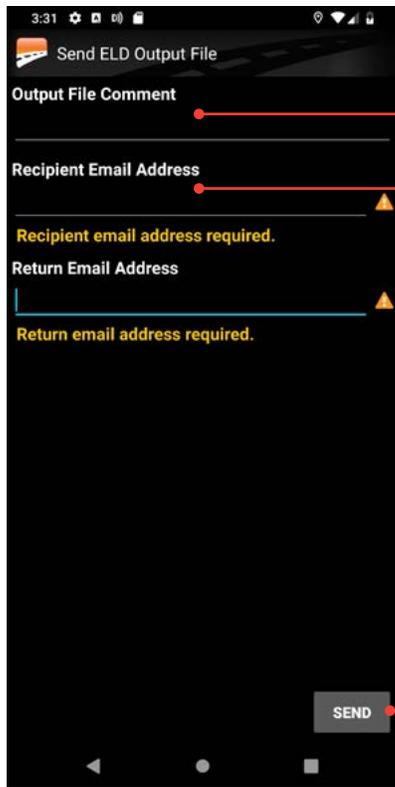
**4** Tap **Send to safety official**.

**5** Enter the recipient's email address and your return email address.

**6** If asked by the Safety Officer, you must enter a **'Output file comment'**

**7** Select **Send**.

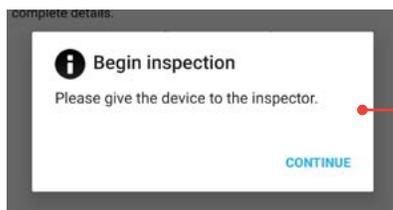
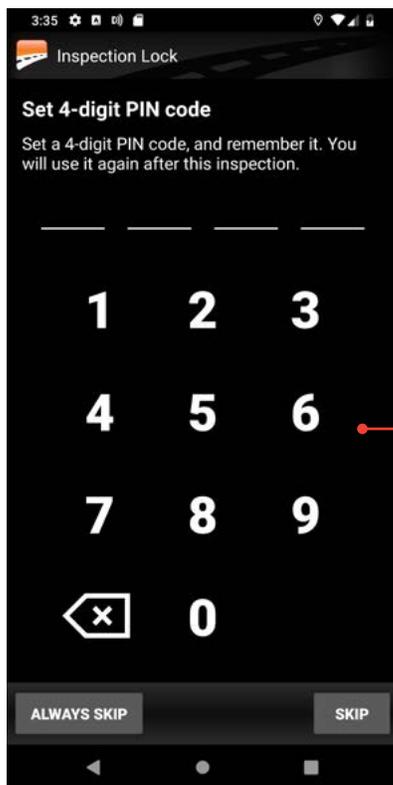
**8** After tapping Send, you will see a message indicating whether you were successful or unsuccessful. If you were unsuccessful in transferring the logs to the Safety Officer, you can choose another Inspection mode.



## Other options to share data

Apart from sending logs to Safety Official, drivers can also send logs as an email attachment to any recipient, or to a configured printer.

- Follow steps 1 through 3 on page 27.
- Select **Send/Print Logs**.
- Select one option from **Send for internal use**, **Print to Printer**, or **Print to Fax**.
  - If you select **Send for internal use**, you must enter an email address.
  - If you select **Print to Printer**, you'll be prompted to print to a printer that is configured with your device.
  - If you select **Print to Fax**, you must enter a fax number.



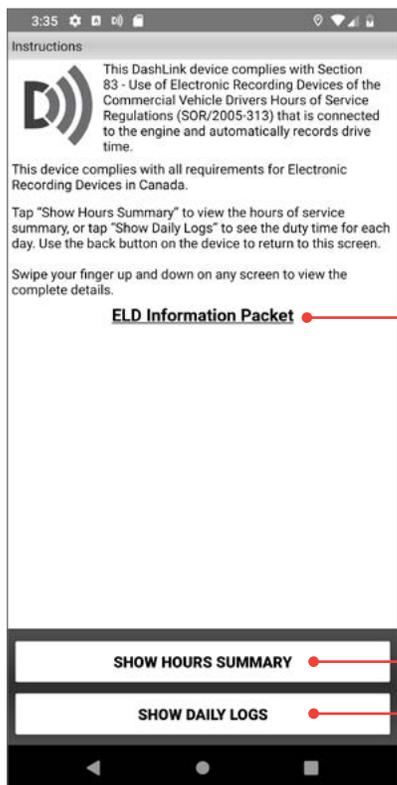
### Inspect on-screen

This option allows the Safety Official to view your logs on the screen of your device.

- 1 Follow steps 1 through 3 on page 27.
- 2 Select **Inspect On-Screen**.
- 3 When doing the inspection for the first time, the driver will be prompted to set up a PIN code, with an option to skip.
- 4 For the next step, the application will advise you to hand your device to the Safety Official. Press the **Continue** link text.

**Inspect on-screen** continues on page 30 ›

Inspect on-screen continued



5

Upon pressing **Continue**, more information about the regulation is shown to the safety official. They can access the ELD Information packet (this document) using this link for detailed info.

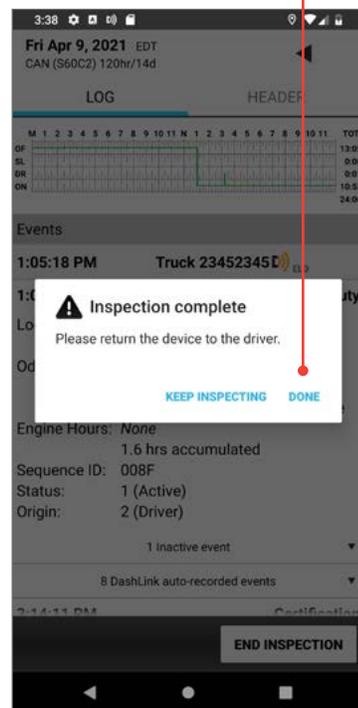
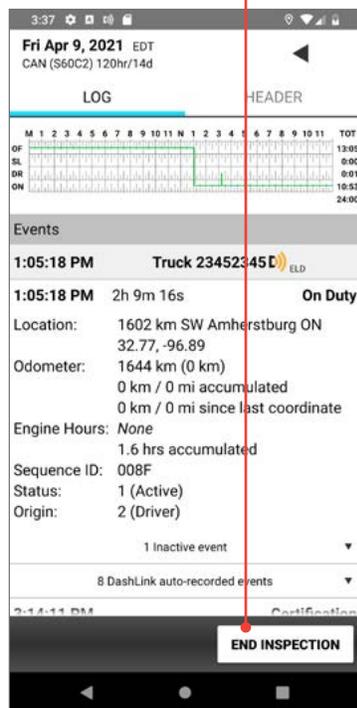
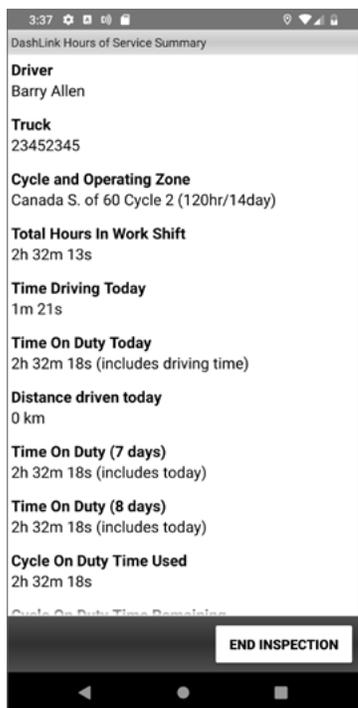
The Safety Official is offered two options:

- Show Hours Summary
- Show Daily Logs

Tap on any log to explore details on below tabs:

- Log
- Header

After reviewing, tap **End Inspection** and tap **Done**.



# INSTRUCTION SHEET FOR DIAGNOSING MALFUNCTIONS

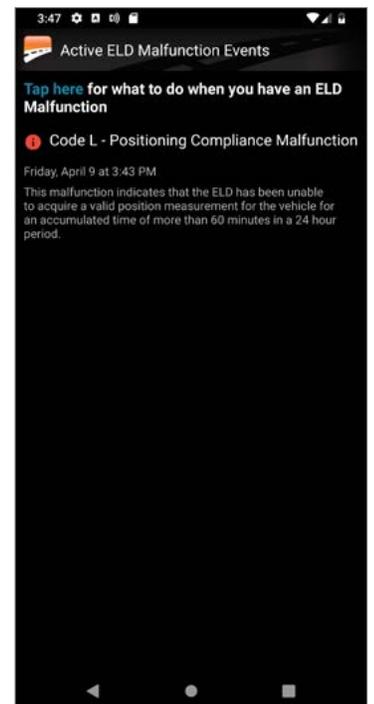
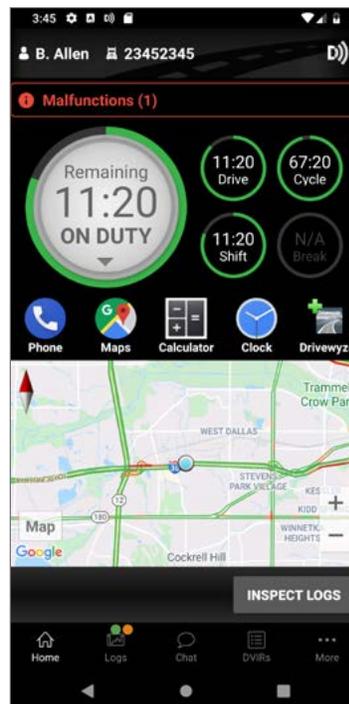
Fleet Complete ELD self-monitors for issues that prevent it from logging in a compliant manner and creates diagnostic & malfunction events in your logs when something is wrong with the system. This is an instruction sheet for the driver which describes the measures a driver should take when the ELD malfunctions.

When there is a diagnostic/malfunction issue, the BigRoad Mobile App will notify on-screen in red or orange banner on top. Usually, these diagnostic issues will resolve themselves quickly. However, if they persist, a malfunction/diagnostic code will be set. Below is a list of Malfunction/Diagnostics codes which may show up when an error occurs.

Malfunction/Diagnostic Code	Description
P	Power compliance malfunction
E	Engine synchronization compliance malfunction
T	Timing compliance malfunction
L	Positioning compliance malfunction
R	Data recording compliance malfunction
S	Data transfer compliance malfunction
O	Other ELD detected malfunction
1	Power data diagnostic event
2	Engine synchronization data diagnostic event
3	Missing required data elements data diagnostic event
4	Data transfer data diagnostic event
5	Unidentified driving records data diagnostic event
6	Other ELD identified diagnostic event

For persistent diagnostic or malfunction issues, some basic troubleshooting may resolve the problem (as mentioned on next page). Please contact Fleet Complete Support if you need further assistance. Fleet Complete can be reached at **1-800-220-0779** or **support@fleetcomplete.com**.

If a malfunction occurs that cannot be resolved by a driver or BigRoad Support, please refer to the **ELD Driver Card/Quick Instruction Sheet**. In this case, You must switch to paper logs when the Fleet Complete ELD is malfunctioning, and immediately notify your carrier. Your carrier must arrange for the ELD to be fixed or replace within 14 days, or at the latest, upon return of the driver to the home terminal from a planned trip if that return exceeds the 14-day period, repair or replace the ELD. If your Fleet Complete ELD malfunctions, you can use the BigRoad Mobile App to show any past logs that remain accessible, correct, and certified. Any days where the log is incomplete, or cannot be certified must be reconstructed as a compliant paper log.



BigRoad Mobile App showing a diagnostic/malfunction issue.

## Basic Troubleshooting Actions for BigRoad ELD Devices

Diagnostic	Issue	Resolution
Lost ECM connectivity	Loose Fleet Complete ELD cable	Check that the cable is firmly attached to vehicle's diagnostic port and to the Fleet Complete ELD unit.
	Loose diagnostic port cable	Check that the diagnostic port housing remains solidly in place and that no wires have become detached from the back of the port.
Lost GPS connectivity / Lost timing compliance	<p>Fleet Complete ELD not receiving strong enough GPS signal:</p> <p>Red LED blinks 3-1 or 3-4 pattern on MGS 800 &amp; MGS 700.</p> <p>On DL200, the GPS light is turned off.</p> <p>On FT1 device, weak GPS signal can be determined by GPS LED flash count (x3 times).</p>	<p>Reposition the Fleet Complete ELD so that the top of the unit is facing up and no metal panels are obstructing the view of the sky.</p>
Cannot connect to Fleet Complete ELD	Bluetooth not enabled	Turn on Bluetooth on your mobile device.
	Wrong truck selected	Select the correct truck via Switch Truck.
	Vehicle not equipped for Fleet Complete ELD	Contact your fleet manager to enable DashLink logging (ERD or ELD) for your vehicle.
	Wrong Device ID set for Fleet Complete ELD	Contact your fleet manager to ensure the Device ID set on the truck matches the ID or serial number on the Fleet Complete ELD unit.
	Bluetooth not connecting	Restart the mobile device and re-select the truck in the BigRoad Mobile App.

### BIGROAD MOBILE APP WITH DASHLINK CONNECTION

#### DASHLINK ELD CERTIFICATION

The BigRoad Mobile App used with a Fleet Complete / BigRoad device (FT1, MGS800, MGS700, DL-200) complies with section 77 - ELD Records of Duty Status of the Commercial Vehicle Drivers Hours of Service Regulations (SOR/2005-313).



### ADDRESSING ELD MALFUNCTIONS

#### HOW DO I KNOW I HAVE A MALFUNCTION?



When a red banner appears at the top of the app. It says 'Malfunctions' and indicates the number of active malfunctions.

#### WHAT DO I DO DURING AN ELD MALFUNCTION?

In the event of an ELD malfunction, a driver must:

1. Call BigRoad Support at 1-800-220-0779, and select menu options 1 then 2 to troubleshoot the issue.
2. Notify the motor carrier that is operating the commercial vehicle as soon as the vehicle is parked.
3. Record, in the record of duty status (RODS) for that day, the time the notification of the malfunction was transmitted to the motor carrier.
4. If the ELD is not fully functional, reconstruct logs for the current day and past 14 days in accordance with SOR/2005-313 and continue to do so until the ELD is repaired or replaced.

#### DRIVER INSPECTION INSTRUCTIONS

1. Select Inspect Logs from home screen and pick the number of days to inspect.
2. To submit logs to electronically, your ELD should be connected to the vehicle.

Select **"Send/Print Logs"** then **"Send to Safety Official"**

- a. The safety official will provide you with an **"Output File Comment"** to enter, and an email address.
- b. Click Send and the inspector will receive the file.
- c. If the file cannot be sent due to a connectivity issue, an on- screen inspection must be done.

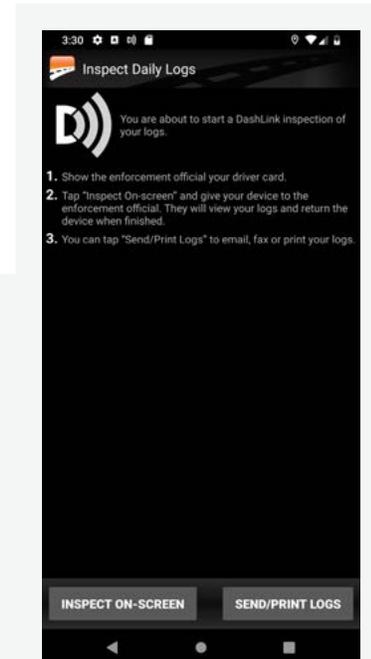
3. To show logs on-screen, tap **Inspect On-Screen**. Enter a security PIN code.
  - a. You should see a DashLink logo and instructions to start an ELD inspection.
  - b. Give the inspector your device and this instruction card.

4. If a safety official requests your ELD information package, follow step 3 above. There is a link to the ELD information package on the Inspection Mode Instructions screen.

#### WHAT DOES MY MOTOR CARRIER NEED TO DO DURING AN ELD MALFUNCTION?

If an ELD malfunctions, a motor carrier must:

1. Correct, repair, replace or service the malfunctioning ELD within 14 days of discovering the condition.
2. If the malfunction cannot be resolved by BigRoad Support, a new ELD Device will be provided.
3. Require the driver to maintain paper record of duty status (RODS) until the ELD is back in service.

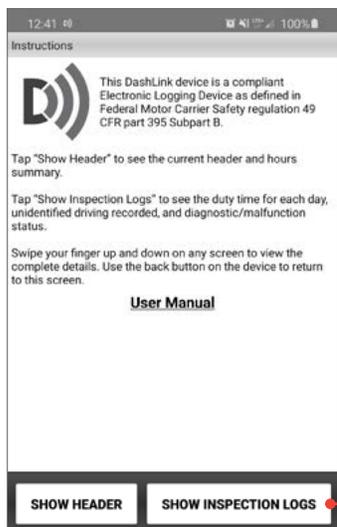


# Dashlink ELD Safety Official's Guide

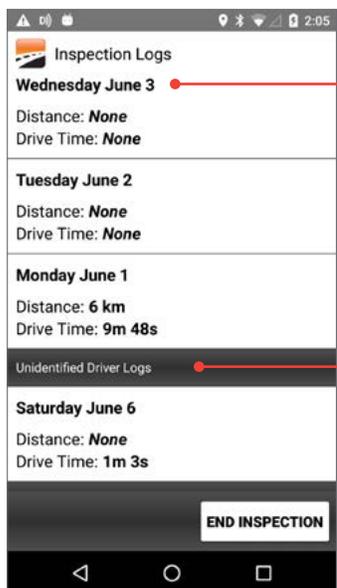
The DashLink logo verifies that the hardware is engine-connected and functioning correctly. If you do not see the logo, the driver is not using an ELD.



If you see this icon on the inspection screen, then the DashLink device is malfunctioning. When malfunctioning, the driver will show you paper logs for the drive time that transpired during the malfunction. Logs prior to the malfunction can be viewed on the phone or tablet.

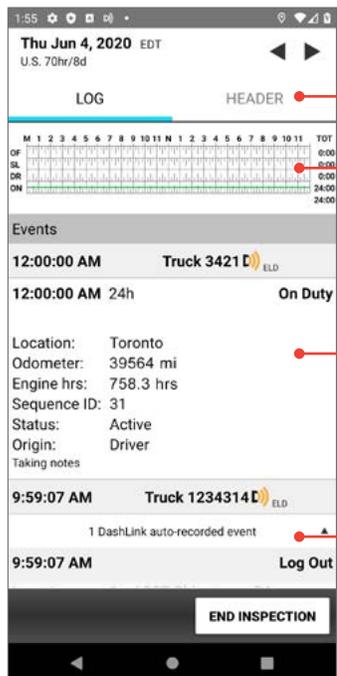


\*Tap **SHOW INSPECTION LOGS** to see daily log details.



Tap any day to see detailed logs for that day.

Tap to review any unclaimed unidentified driving.



Tap the **HEADER** button to view a list of vehicles, trailers, active Data Diagnostic and ELD Malfunction Status, and other information for this log day.

The **graph grid** shows the driver's drive, on-duty off-duty, and sleeper berth time for the day.

Each **duty status event** is listed with required information, such as duration, location, and vehicle odometer/hours.

Tap the DashLink auto-recorded events sections to see details of non-duty status events recorded by the ELD.

Need help?  
Contact BigRoad Support at 1-888-305-8777 Ext. 1 or support@bigroad.com

Please contact Fleet Complete Support at 1-800-220-0779 or support@fleetcomplete.com if you need further assistance.

