Product Documentation

Documentation

- Product Feature Detail
  - Data Retention — This is a list of how long we store data for each feature.
  - Driver Portal — Driver Portal provides access to features Drivers need to complete their circle of service when an ELD is not accessible
  - ELD Library and LibrarySync
  - Fuel Purchases — Fuel Purchases is for recording detail of Fuel Receipts as supporting documentation when filing Fuel Tax
  - Hours of Service
    - HOS Quick Reference Guide and ELD Instruction Sheet
    - Roadside Enforcement — Provides ability for the Drivers last 8 days to be provided to Enforcement when operating as AOBR or ELD
    - Enforcement Request History — Provides history and detail of Hos Logs which have been sent to the FMCSA in Standard Output format
    - Current Totals — The Current Totals report displays current HOS duty status totals, for a selected driver or driver group and intended for use in Dispatch
    - Log Overview — The Log Overview provides HOS duty status totals and daily log graphs. The report can be run for a selected driver, driver group, or all drivers.
    - Log Details — HOS Log detail for a Driver on a specific Day.
    - Personal Conveyance — When permitted by the fleet, reports on use of vehicle for personal conveyance.
    - Personal Use — When permitted by the fleet, reports on use of vehicle for personal use.
    - Request Data — The Request Data feature ensures that you the most recent log data for a driver appears across the various Compliance reports in the Portal.
    - Unassigned Driving — The Unassigned Driving report provides information on HOS drive time that has not yet been attributed to a specific driver. The Unassigned Driving report can be run for a selected vehicle or vehicle group.
    - Uncertified Logs — The Uncertified Logs report displays the last certified log and most recent duty status totals for any drivers with uncertified logs.
    - Vehicle Inspection — provides all Vehicle Inspection Report entries made on the in-cab unit
    - Violations — The Violations report provides the number and type of current log violations, as well as all violations recorded in the selected time interval and the alerts generated for these violations. The report also displays any logs with missing trip details such as trailer number or load number. The Violations report can be run for a selected driver or driver group.
    - Emergency Declaration — The Emergency Declaration allows a Driver to perform as much work as required without incurring Violations
    - Export Log — The Export Log feature enables you to download a PDF, email or fax logs of a specified driver.
  - Mail — View and compose messages to vehicles/drivers.
  - Management and Settings
    - Change Auditing — The Audit Report allows you to view any settings or information changes made by users of your Rand McNally Connect web portal account. This may include safety managers, dispatchers, administrators, and more.
    - Driver Administration — Drivers feature allows you to create and edit the log-in credentials your drivers use to sign onto their in-cab device and driver portal, as well as the driver name that appears in the portal on reports, and within the Mail and Mapping applications.
    - DTVideo — Request and View/Download DTVideo
    - Forms and Macros — Forms / Macros are an industry standard way of providing structured templates to ensure both consistency and reduced communication costs when messaging Drivers
    - Manager Administration — The Administration feature allows you to create and edit information regarding your fleet managers.
    - Patching — From time to time, Rand McNally will update the software version on your company's in-cab devices. The Patching feature allows you to view information related to any software updates that occur.
    - Software Inventory — Provides detail of the software that is installed on the devices in the fleet
    - System Settings
      - Authority Groups — Authority Groups provide ad-hoc association of Vehicles and Drivers for specific Operational Authorities
      - Company Groups — Company Group Settings allow grouping of divisions of an organization
      - Driver Groups — Settings which apply to categories of Drivers
      - General Settings — General Settings apply to the entire DataStore
      - Global Email Alerts — Hidden from page, only used for excerpt snippet in parent page link
      - Manager Roles — Manager Roles support authorization or restriction of what a Manager may perform
      - Terminal Groups — Terminal Groups provide the Drivers Terminal for HOS, Authority Configuration, and Vehicle association for Hierarchy
      - Vehicle Groups — Settings which apply to categories of Vehicles
      - Vehicle Type Groups — Settings which apply to categories of Vehicle Types
    - Vehicle Administration — The Vehicles feature displays information regarding your company's vehicles.
    - Weigh Station Bypass Administration — provides Drivewyze® PreClear Configuration and Administration for your Fleet and Vehicles

Popular Topics

- support
- eld
- hos
- kb-troubleshooting-article
- kb-how-to-article
- how-to-article
- fleetwatcher
- logs
- newcustomer
- device
- unit

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- Manual Mileage — Manual Mileage is for recording detail of mileage which was not captured automatically by an ELD
- Mapping and Geofencing — Map display of Vehicles, Drivers, Geofences with Landmanrks and Vehicle/Driver Geofence Events
- Multiple Operating Authority — Provides ability to track operation of vehicles under more than a single FMCSA Registration + Operating Authority the system supports the ability for a Driver to specify the Authority desired during Logon
    - FMCSA Registration — Detailed information about FMCSA Registration, Operating Authorities and their application
- Reporting Groups — Details the difference between Ad-Hoc and Hierarchical Reporting Groups and how to configure each
- Reports in FleetWatcher — Various reports for Fuel, Mileage, Deceleration, JBus Faults, Performance, etc
    - Deceleration — provides the number of rapid deceleration events and lists the greatest change in MPH experienced during those events
    - Driver Performance — provides data comprised from the 200+ data points for reporting and analysis, including an overview report, as well as specific reports for fuel, idle, speed, and cruise control.
        - Driver Detail — provides a vast array of performance metrics, including an overview report, as well as specific reports for fuel, idle, speed, and cruise control.
        - Driver Summary — provides all of the most critical driver performance metrics in an easy-to-view format.
        - Driver Unassigned Data — provides all miles and drive time data recorded on the in-cab device that has not been assigned to a particular driver.
    - DT Fuel Sensor — provides aggregate summary and individual detail when the ELD records a DT Fuel Sensor events (DT Fuel Fill, DT Fuel Drain, DT Fuel Update with tank levels (via Position update)).
    - DTScan — provides information on previously scanned documents and the data consumed to send scanned documents from the in-cab device.
    - End of Day Rollup — The EODR Encompass data used by various reports such as Vehicle Performance, Driver Performance and DTScan
    - Events and Positions — provides the driver and vehicle location updates and events recorded from the in-cab unit.
    - Fuel Bonus — provides reporting on Fuel Bonus to Drivers
    - Geofence Events — Provides summary and detail of Geofence Entry, Duration and Exit Events
    - High Resolution Positions — provides Minute by Minute position data which is sent to the Data Center from the ELD each hour
    - Landmark and Geofence Events — Provides summary and detail of Landmark Geofence Entry, Duration and Exit Events
    - Regional Crossing — provides all state and provincial line crossings recorded.
    - State Mileage — provides a state-by-state breakdown of fuel consumption and miles traveled for each Vehicle.
    - Trailer Events — provides information on all trailer drops and hooks.
    - Trip Detail — provides detailed location history for Vehicle and Drivers going back as far as six months
    - Vehicle and Driver Information — provides the most recent driver and vehicle information (last location, HOS status, whether they are currently logged onto the in-cab unit, etc.).
    - Vehicle Inconsistency — provides detail when the ELD loses power or when the ELD experiences sensor jumps (i.e. gap in connectivity).
    - Vehicle JBus Faults — provides fault code detail as generated by the vehicle's ECM and corresponding information for a selected time interval.
    - Vehicle Malfunctions — provides summary and detail when the ELD records a vehicle malfunction as outlined in FMCSA ELD rules set.
    - Vehicle Performance — provides data comprised from the 200+ data points for reporting and analysis, including an overview report, as well as specific reports for fuel, idle, speed, and cruise control.
        - Vehicle Detail — provides over 200 data points for reporting and analysis, including an overview report, as well as specific reports for fuel, idle, speed, and cruise control.
        - Vehicle Summary — provides all of the most critical vehicle performance metrics in an easy-to-view format.
    - Weigh Station Events — provides detail of the Instruction provided to the Driver for each Weigh Station Bypass Event for Vehicles configured to use the Weigh Station Bypass feature
- Weigh Station Bypass — Drivewyze® is North America's largest weigh station bypass service, helping fleets and drivers save time and money by providing bypasses at over 800 sites in 46 operational and in-progress states and provinces.
- Workflow — Provides detailed and directive management of a Drivers daily circle of service
- Web Service API — A robust Application Programming Interface for communicating data directly to various customer and vendor integrations
    - Admin Service — The Admin Service provides administrative operations for Drivers, Forms, Reporting Groups Assignments
    - Data Service — The Data Service provides communications and other information used on a daily basis by Company's TruckPC's, Drivers, Managers, etc
        - Include Destinations in an Outbound Message — Including one or more destination locations in an outbound message allows the Driver to route from their current location to the selected destination.
    - Reports Service — The Reports Service provides all reporting capabilities including End of Day Rollup (EODR) raw data.
- Technical Support Team Contacts

- Electronic Logging Devices
    - ELD Logon Process — Diagram of the ELD Logon Process

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    - ELD Registration
    - ELD Installation and Cable Routing In Vehicle Cab
- Product Releases
    - Historical Product Releases
        - WEB v4.20 — WEB v4.20
        - WEB 4.40 — WEB v4.40 - 12/02/2018
        - WEB 4.60 — WEB v4.60 - 09/20/2016
        - WEB v4.00 — WEB v4.00 - 02/02/2015
        - WEB 4.80 — WEB v4.80 - 03/02/2018
        - WEB 4.90 — WEB v4.90 - 04/24/2018
        - WEB 5.00 — WEB v5.00 - 05/17/2018
        - ELD v5.40 — ELD v5.40 - 01/10/2015
        - ELD v5.42 — ELD v5.42
        - WEB 6.00 — WEB v6.00 - 02/14/2019
        - WEB 6.10 — WEB v6.10 - 12/12/2019
        - WEB 6.12 — WEB v6.12 - 04/06/2020
        - WEB 6.14 — WEB v6.14.60 - 02/23/2021
        - WEB 6.14.100 — WEB v6.14.100 - 01/2022
        - WEB 6.16 — WEB v6.16 - 10/17/2023
- How - To Articles
    - DT Mobile App: How to download and open the DriverTech mobile app
    - DT Mobile App Map
    - FleetWatcher, How-to Find the Vehicle/Driver Info Page — How to find the Vehicle/Driver info page in FW
    - Forms and Macros: Configure a Load Offer allowing the Driver to Accept or Reject
    - How-To Use the ELD
        - How can I change the backlight/volume on my TruckPC? — How to change settings of the unit. Test
        - How do I change the color scheme? — Switching between the Light and Dark color scheme
        - How do I find my truck number in the DT unit? — Finding the truck number in Sys Info
        - How-to Add a Driving Status — Step by step guide to adding a duty status to an existing log.
        - How-to Add a Duty Status — Step by step guide to adding a duty status to an existing log.
        - How-to annotate adverse driving conditions — How to enter annotations into HOS logs
        - How to Approve or Reject log edits from the ELD — Explanation of how to accept or reject log corrections on the ELD
        - How-to Add Co-Driver on Rev 8 — Description of how to use the Co-Driver feature
        - How-to Assign a Co-Driver — Description of how to use the Co-Driver feature
        - How-to Calibrate Your Screen — Step by step guide to calibrate a TPC touchscreen.
        - How-to Certify Your Logs From the ELD — Step by step guide to certifying logs.
        - How-to change the truck number on your device — When asked to register your device.
        - How-to Change Trucks — A step by step guide to changing from one unit and/or truck to another
        - How-to Create DVIR — Step-by-step guide to creating a DVIR
        - How-to Disable "End of Driving Day" Notification in DTNav — When you want to disable the "End of duty/driving day" warning in DTNav.
        - How-to Disable Speed Alerts in DTNav — How to use the option to disable speed alerts in DTNav
        - How-to edit an existing Status — This is how you would go On-Duty at the beginning of your day.
        - How-to End Your Duty Day — How to end your on duty day from your ELD.
        - How-to Enter a Fuel Purchase — How to enter a fuel purchase into the ELD
        - How-to Enter Roadside Audit Mode — How to send HOS logs to an enforcement officer during a roadside audit
        - How-to Fix Touch Screen only lighting up Symbol key — What to do when only the symbol key lights up when touching anywhere on the screen
        - How-to go into Off-duty — Step by step instructions for going into Off-duty.
        - How-to go into On-Duty — This is how you would go On-Duty at the beginning of your day.
        - How-to go into Sleeper Berth — Step by step guide to going into Sleeper berth - break.
        - How-to go On-Duty From the HOS Graph — How to add a duty status from the HOS graph
        - How-to Log into the ELD — This is how you would log in to the DriverTech unit in the truck so you can start using the HOS app.
        - How-To Manually Submit HOS Logs from the ELD
        - How-to put a truck into Personal Use or Yard Move — Using the Personal Use or Yard Move options in the ELD
        - How-to Register Your Device — When asked to register your device.
        - How-to Review and Certify your DVIR — How to review and certify a DVIR
        - How-to Send a Message from the ELD — This is how you would send a message on the TPC in the truck.
        - How-to Start Your Day — Step by step guide to starting your duty day.
        - How-to Use the Co-Driver Feature — Describe when someone would need this information. For example "when connecting to wi-fi for the first time".
        - How-to View Your BOL — A step by step guide to viewing your BOL for a specific date.
    - Rev 8 Install - Transcor
    - Training Videos
- Frequently Asked Questions
    - About FleetWatcher and Using It
        - FleetWatcher, (Checklist) New Customer Setup — Checklist for new customer FleetWatcher setup.
        - FleetWatcher, How does it determine which speed reading will be reported? — An explanation of how FleetWatcher reports speed data.

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- FleetWatcher, How do I make a form or macro? — A link to instructions concerning how to create a form/macro in FW.
- FleetWatcher, How often do HOS logs and Events and Positions update? — How HOS and Events and Positions are updated on FleetWatcher.
- FleetWatcher, Is There a Basic Template for Terminal Settings Changes? — A basic template for making terminal settings changes in FleetWatcher.
- FleetWatcher, Where do I find the yearly miles driven for a truck/driver? — How to find a vehicle/driver yearly miles
- FleetWatcher: Can I enter a driver's name containing punctuation? — Entering driver names into FleetWatcher
- FleetWatcher: Why do I see white loading screens and secure content popups? — Fixin g white loading screens and security messages in FleetWatcher.
- FleetWatcher. Where are the Reports, and how are they used. — What the reports in FleetWatcher do
- How does Unassigned Driving Work? — How unassigned driving works and applies to the driver's logs if applicable
- How do I add remarks to a driving status? — Adding remarks to a driving status
- What baud are DriverTech units set up for? — What baud for DriverTech units?
- Which Web Browsers for FleetWatcher Does DriverTech Support? — FleetWatcher: Which web browsers are supported
- Why are my Personal Use miles not resetting? — How to reset Personal Use miles for HOS logs
- Why are unassigned driving events (and other events) showing up on the logs of multiple drivers? — How driving events appear on different driver's logs
- Why does the Personal Use Report have instances with 0 miles? — Explanation of how a Personal Use record could show 0 miles on the Personal Use Report.
- Why do I see events from other trucks on my log for today? — Lists the FMCSA article and explanation for status events on a driver's log for multiple trucks.
- Why do the HOS logs stop halfway through the day? — Brief explanation of what causes a log to stop part-way through the day

- About the ELD and Using It
  - Can an ELD be set to 15 minute time intervals? — Explanation of time intervals handled by the ELD
  - Can I change a Driving status to a Non-Driving status? — Explanation of driving status
  - Does DriverTech's ELD have Anti-Virus software? — Anti-virus handling by the ELD
  - DTNav, typing in a city name that starts with "South" — Entering a City/State into DTNav
  - Health Check — Performing a Health check from Sys Info
  - How are Speeding Alerts Created? — How speeding alerts are created.
  - How can a driver combine their on-duty not driving status on an ELD, with Driving? — Pr ocess for combining On-Duty with Driving status
  - How does the TruckPC detect driving? — States how the TruckPC detects driving /movement from the truck
  - How does the Truck PC go from Driving to On-Duty automatically? — Going from Driving to On-Duty automatically
  - How do I use the Agricultural Exemption — Using the AG exemption
  - How do the HOS Timers calculate? — A brief explanation of the timers/clocks in HOS
  - If I turn the TruckPC off and start driving, will it record my drive time? — How the ELD auto-records drive time
  - I received a low memory warning. What should I do? — What to do when receiving a low memory message on the unit
  - Manually Submit HOS Logs from the ELD — ELD: Submitting HOS logs
  - Unit Icon Legend: What does this icon represent? — What the various icons mean in the ELD
  - What can I do if my unit cannot send or receive messages? — Troubleshooting messaging issues.
  - What does a driver need to do when they see diagnostic errors? — FMCSA regulations on driver responsibilities when they see diagnostic errors.
  - What does the driver do on their end to register a DT unit? — Registering the ELD on the driver's end
  - What do the icons in the Log Overview report mean? — Fleetwatcher: Identifying the diagnostic icons
  - What is "Yaw Control via Engine" and "YC Brake Control"? — An explanation of yaw control via engine and YC brake control.
  - What is automatically recorded by the ELD? — Explanation of the data recorded by the ELD automatically
  - What is Required to Trigger an Auto-Arrival (Workflow)? — What triggers an auto-arrival in workflow?
  - What should I show a DOT officer while being inspected? — Explanation of what to show a DOT officer when being inspected
  - What triggers an event that is recorded by the camera? — Listing of the events that trigger a video from a camera
  - What were the 4 main HOS rule changes added in Sept. 2020? — Related articles
  - When do my logs/current totals update? — Explains when the logs and current totals update in FleetWatcher
  - When I press anywhere on the screen, only the bottom left corner lights up. — When only the symbol key lights up when touching anywhere on the screen
  - Where Does State Mileage go if a Unit Was Unplugged While Crossing State Lines? — An example explaining state mileage in regards to sensor jumps.
  - Which software version is my unit running? — How to locate your unit's software version.
  - Who can Certify an HOS log? — FMCSA regulation on the certification of HOS logs
  - Why am I being auto-removed from Yard Move? — Brief explanation: how the driver is removed from Yard Move automatically
  - Why am I not able to use the Co-Driver feature? — Information on the functionality of the Co-Driver feature

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        - Why are my State Miles Showing on the Wrong Date? — How to troubleshoot the State Mileage Report data
        - Why can't I add a status when I stop driving? — Brief explanation: how to enter an on-duty status after driving has ended
        - Why is my unit shutting down while I'm driving? — Lost power while driving?
        - Why was I put on the drive line before I started driving? — An explanation of how the unit decides "driving" status.
        - Why wont my TruckPC turn on? — Troubleshooting steps for a unit with no power.
    - General
        - Does DriverTech have a data restoration policy? — Explanation of DriverTech's restoration policy
        - How do I know that DriverTech's ELD is registered with the FMCSA? — FMCSA Registered/Approved devices
        - How long are Hours of Service records retained?
        - How-to login to DTMobile — When attempting to login to the DTMobile App
        - What are the different types of Malfunctions and Diagnostic Events? — List of the different types of Malfunctions and Data Diagnostic Events
        - What are the exceptions to the HOS regulations? — Explanation of the various exceptions to the HOS rules
        - What are the most commonly used Idle fields? — Idle fields used by the ELD
        - What constitutes a long/mid/short idle in the reporting? — Idle times explained.
        - What is DriverTech's recommendation as far as Hydra or Deutsch cables? — Explanation of which cables are recommended by DriverTech
        - What is DriverTech's recommendation as far as Yard Move and Personal Use. — Yard Move and Personal Use settings recommended by DriverTech
        - What is the FMCSA's definition of Harassment? — Harassment and Coercion as defined by the FMSCA
        - What is the RMA diagnostic fee? — Explanation of the diagnostic fee DriverTech charges
        - Where can I find the details on my current trip? — Brief steps for locating trip information.
        - Which is the current software version? — A list of the latest software (DTCore) versions.
        - Who must comply with the ELD rule? — Explanation of who must comply with the ELD rule
- Troubleshooting
    - 70 hr Violation Goes Away After Midnight — Reason 70 hour violation went away after midnight
    - Bad Touch Screen — How to troubleshoot a bad touchscreen issue
    - BSOD (Blue Screen of Death) — Quick fix for a BSOD issue at the TruckPC
    - Can't retrieve Modem Identification — Describes what to do when unable to communicate due to "Can't retrieve modem Identification"
    - Co-Pilot Error Messages — Fixing co-pilot error messages
    - CoPilot is Showing UTC time — This page is to help when your Co-Pilot is showing in UTC time rather than Local time
    - Copilot Not Getting GPS While GPS Locations are Working — CoPilot not getting GPS when unit is receiving GPS signal
    - Could Not Reimage — Troubleshooting a Reimager
    - Device Auto Logging Driver Off — Shows how to research 2 drivers possibly using the same Driver Code
    - FleetWatcher, Cannot See Driver — How to add a driver to FW
    - FleetWatcher, Unable to find a Truck — How to locate/find a truck in FW
    - Froze While Booting Up — What to do when the TPC unit freezes while booting up
    - Green Power light is on - Display is Blank — Troubleshooting steps for when the green LED light is ON, but the display does not appear to be on
    - HOS 6_0 Hours of Service reference card_v03 — Reference Card for new HOS in DTCore 6.0
    - Improper Boot Device — What to do when receiving the Improper Boot Device error
    - Intelliroute Icon Not Working — Steps to fix Intelliroute when it will not open.
    - JBUS Locked Up — What to do when the Unit is not recording Engine Data
    - Logs Have Been Removed — What to do if HOS logs are missing on the unit.
    - My touchscreen is not responding. How can I fix it? — A link to the troubleshooting article concerning an unresponsive touchscreen.
    - My unit is not communicating, how can I fix it? — Fixing a no communication issue.
    - My unit is showing the wrong time. How can I fix it? — Why does my unit show the wrong time?
    - No cell - MS is not currently searching - Dispatcher — Troubleshooting when receiving "MS is not currently searching" message in Cell Diagnostics as a in office person
    - No cell - MS is not currently searching - Driver — Troubleshooting when receiving "MS is not currently searching" message in Cell Diagnostics as a Driver
    - No cell - Unable to Send or Receive Messages — How to troubleshoot a no cell issue.
    - No Communication — Troubleshooting steps for a unit that is unable to communicate via cell and /or wifi.
    - No GPS — Troubleshooting steps if you are unable to get a GPS signal
    - No Power — Troubleshooting steps if your unit is unable to power up
    - Rev8 - DVIR Sync Required / Purple Link icon
    - Rev8 - No internet connection detected in CoPilot - Error 808
    - The JBUS data information is not recording on my TruckPC. What should I do? — What to do when JBUS is not recording on the unit
    - Unable to send Email to and from the Unit — How to troubleshoot an issue where you are unable to send Email to and from the unit
    - Unit Turns Off While Driving — What to do when your unit is rebooting while driving
    - Watchdog — Information when the TPC unit is experiencing Watchdog errors
    - White Display — For when your unit is only showing a blank white screen on the display
    - Why am I not receiving Workflow Messages? — Workflow troubleshooting steps.
    - Why can't I use the "add" button when I stop driving? — Brief explanation on entering an on-duty status after driving is finished
    - Why did my workflow go to my Inbox and not my Work tab? — Sending a dispatch workflow correctly

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- Why is my unit requesting registration after it has already been registered? — How to fix registration issues.
- Why isn't my 70 hour clock being calculated correctly (US-8)? — 70 hour calculation on US-8.

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