

# Technical Support Home

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    - Search for HOS
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    - Health Check, How is it Done?
    - How are Speeding Alerts Created?
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    - How does Daylight Savings Time (DST) work with my ELOGs?
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    - How does Unassigned Driving Work?
    - How do I add remarks to a driving status?
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    - How do I find my truck number in the DT unit?
    - How do I know that DriverTech's ELD is registered with the FMCSA?
    - How do I Show My Logs to Law Enforcement?
    - How do I use the Agricultural Exemption
    - How long are Hours of Service records retained?
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    - What are the exceptions to the HOS regulations?
      - How do the HOS Timers calculate?
    - What are the most commonly used Idle fields?
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    - What does a driver need to do when they see diagnostic errors?
    - What does DriverBase.BDeleted mean in Change Auditing?
    - What does the driver do on their end to register a DT unit?
    - What does Violation 128 mean?
    - What do the icons in the Log Overview report mean?
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    - What is automatically recorded by the ELD?
    - What is DriverTech's recommendation as far as Hydra or Deutsch cables?
    - What is DriverTech's recommendation as far as Yard Move and Personal Use.
    - What is Logging Malfunction (2)?
    - What is Logging Malfunction (3)?
    - What is Logging Malfunction (4) ?
    - What is Required to Trigger an Auto-Arrival (Workflow)?

# Technical Support Home

- What is the FMCSA's definition of Harassment?
- What is the RMA diagnostic fee?
- What new information is on the Drive-Safe screen with 6.01.04+?
- What should I show a DOT officer while being inspected?
- What triggers an event that is recorded by the camera?
- When do my logs/current totals update?
- When I press anywhere on the screen, only the bottom left corner lights up. How do I fix it?
- When I touch anywhere on the screen, only the bottom left corner lights up. How do I fix it?
- Where can I find the details on my current trip?
- Where Does State Mileage go if a Unit Was Unplugged While Crossing State Lines?
- Which is the current software version?
- Which software version is my unit running?
- Which Web Browsers for FleetWatcher Does DriverTech Support?
- Who can Certify an HOS log?
- Who must comply with the ELD rule?
  - Truck year 2000 addendum
- Why am I being auto-removed from Yard Move?
- Why am I not able to use the Co-Driver feature?
- Why am I not receiving Workflow Messages?
- Why are my Personal Use miles not resetting?
- Why are my State Miles Showing on the Wrong Date?
- Why are unassigned driving events (and other events) showing up on the logs of multiple drivers?
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- Why does my unit not ask me to fill out a DVIR when I go Off-Duty End of Shift?
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- Why is my unit requesting registration after it has already been registered?
- Why is my unit shutting down while I'm driving?
- Why isn't my 70 hour clock being calculated correctly (US-8)?
- Why was I put on the drive line before I started driving?
- Why won't my TruckPC turn on?
- Helpful Pages for New Customers
- How does the unit warn for Personal Use limits?
- Forms Q&A
- How do I troubleshoot my GPS (Rev 7)?
- How-to Articles
  - Printable How-to use HOS on the ELD Device
  - How-to use ELD
    - How-to Log into the ELD
    - How-to Start Your Day (Text Version)
    - How-to go into On-Duty
    - How-to Certify Your Logs From the ELD
    - How-to go into On-Duty From the HOS Graph (Text Version)
    - How-to Add a Duty Status
    - How-to End Your Duty Day
    - How-to End Your Duty Day (Text Version)
    - How-to Create DVIR
    - How-to Review and Certify your DVIR
    - How-to Change Trucks
    - How-to Enter Roadside Audit Mode
    - How-to go into Off-duty
    - How-to View Your BOL
    - How-to go into Sleeper Berth
    - How-to send HOS ELD logs to Enforcement Officer for Roadside Audit
    - How-to edit an existing Status
    - How-to go On-Duty From the HOS Graph
    - How-to turn a smartphone into your ELD display screen
    - How to start your day.
  - How-to Add a destination in CoPilot
  - How-to Calibrate Your Screen
  - FleetWatcher, How-to Find the Vehicle/Driver Info Page
  - How-to Fix Touch Screen only lighting up Symbol key
  - How-to Install a Truck PC Antenna
  - How-to Remove a destination from CoPilot
  - How-to Send a Message from the ELD
  - How-to Turn On Wifi for all trucks
  - How-to View HOS Timers in Intelliroute 3.5 before Driving
  - How-to View Route on CoPilot
  - How-to Change a GPS Location From N/A
  - How-to Register Your Device
  - FleetWatcher, How-to Enter a Route in New DTNav
  - How-to Disable Speed Alerts in DTNav
  - How-to Disable "End of Driving Day" Notification in DTNav
  - FleetWatcher, How-to set a Driver to Inactive
  - How-to Enable Turn by Turn Directions in DTNAV
  - How-to Assign a Co-Driver
  - How-to Create a Route in DTNav 1.4
  - How-to annotate adverse driving conditions
  - How-to put a truck into Personal Use or Yard Move
  - FleetWatcher : How-to and FAQ
  - DT Mobile App Map

# Easy Search for Common Information

- [How-To Manually Add a Unit Home Page](#)
- [How-to Integrate software via API](#)
  - [Macro Point](#)
- [How-to Add a Company and Terminal](#)
- [Troubleshooting Articles](#)
  - [Basic Troubleshooting Guide for Customers](#)
    - [70 hr Violation Goes Away After Midnight](#)
    - [Bad Touch Screen](#)
    - [BSOD \(Blue Screen of Death\)](#)
    - [Can't retrieve Modem Identification](#)
    - [FleetWatcher, Cannot See Driver](#)
    - [Co-Pilot Error Messages](#)
    - [CoPilot is Showing UTC time](#)
    - [Copilot Not Getting GPS While GPS Locations are Working](#)
    - [FleetWatcher, Unable to find a Truck](#)
    - [Could Not Reimage](#)
    - [Device Auto Logging Driver Off](#)
    - [Froze While Booting Up](#)
    - [Green Power light is on - Display is Blank](#)
    - [Improper Boot Device](#)
    - [Intelliroute Icon Not Working](#)
    - [JBUS Locked Up](#)
    - [Logs Have Been Removed](#)
    - [No cell - MS is not currently searching - Dispatcher](#)
    - [No cell - MS is not currently searching - Driver](#)
    - [No cell - Unable to Send or Receive Messages](#)
    - [No Communication](#)
    - [No GPS](#)
    - [No Power](#)
    - [Printer Issues](#)
    - [Unable to send Email to and from the Unit](#)
    - [Unit Turns Off While Driving](#)
    - [Watchdog](#)
    - [White Display](#)
    - [HOS 6\\_0 Hours of Service reference card\\_v03](#)
  - [Rev 7 Verification of Installation](#)
- [Training Videos](#)
- [Demo Video for New DriverTech Camera](#)
- [Glossary](#)
  - [Label Listing](#)
- [Customer Quick Access](#)
  - [Enforcement View Mode - Reference Guide](#)
  - [Hours of Service \(HOS\) List](#)
  - [Technical Support Team Contact:](#)
- [Pin Call Out for Flying Lead Cable](#)
- [How-to Open Workflow](#)
- [Home](#)
- [Marketing Releases](#)
- [DriverTech Logo](#)

## Click below to manually find your answers:

Find the most commonly searched topics and words.

- [Search for Communication \(Cell, WiFi, GPS\)](#) — Find all Articles related to Communication
- [Search for FleetWatcher](#) — Find all articles relating to FleetWatcher.
- [Search for HOS](#) — Find all Articles related to HOS
- [Search for JBUS](#) — Find all Articles related to JBUS
- [Search for POWER](#) — Find all Articles related to Power situations in the vehicle
- [DT 4000 ELD Information Flyer](#)
- [DT Video Information Flyer](#)
- [DT Mobile Information Flyer](#)
- [Dont Gamble with ELD Compliance](#)
- [Can an ELD be set to 15 minute time intervals?](#)
- [Can I change a Driving status to a Non-Driving status?](#)
- [Can I fix the inaccurate camera time stamps?](#)
- [Does DriverTech's ELD have Anti-Virus software?](#)
- [Does DriverTech have a data restoration policy?](#)
- [Driving and Motion as Defined via Vehicle Performance and HOS](#) — For Vehicle and Driver Performance: Vehicle is deemed to be driving after it has been at rest and vehicle has moved a 1/2 mile. For HOS: Vehicle is deemed to be driving after it has been at rest and vehicle has moved the distance specified as 'Minimum Drive Distance' in the Web Portal (defaults to 1/10th mile).
- [DTNav, typing in a name that starts with "South"](#)
- [ELD Library and LibrarySync](#)
  - [Can I use the same description with all versions of a specific document?](#) — Concerning document descriptions throughout versions.
  - [How can I tell if the unit received the new content or not?](#) — Concerning receipt of the library's files via the unit.
  - [How do I set up the document title and description the driver sees?](#) — How to setup the document title and description that the driver will see in the library.
  - [If I just upload the content I want the driver to see will it just show the file name for the file?](#) — Regarding file names and descriptions when sending to a driver
  - [Is there a way to organize the library by a category name to make it easier to find documents?](#) — Concerning library file organization.
  - [What if I want a file to be in the Library of a specific Truck?](#) — Concerning different library files for specific vehicle groups

## Frequently Asked Questions

- What is the maximum file name length? — Maximum file name length for library articles
- What is the maximum path length? — The maximum path length for a library entry.
- When I need to update a file can I just use the same file name? — Basic guidance on file name updates.
- [FleetWatcher, How does it determine which speed reading will be reported?](#) — An explanation of how FleetWatcher reports speed data.
- [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, New Customer Setup \(Checklist\)](#) — Checklist for new customer FleetWatcher setup.
- [FleetWatcher, Where do I find the yearly miles driven for a truck/driver?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
- [FleetWatcher: Can I enter a driver's name containing punctuation?](#)
- [FleetWatcher: Why do I see white loading screens and secure content popups?](#) — Fixing white loading screens and security messages in FleetWatcher.
- [FleetWatcher. Where the Reports are, and how they are used.](#)
- [Health Check, How is it Done?](#)
- [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?](#)
- [How can I change my Co-Pilot resolution back to normal?](#) — Steps to follow to reset Co-Pilot resolution back to normal
- [How can I change the backlight/volume on my TruckPC?](#) — How to change settings of the unit. Test
- [How does Daylight Savings Time \(DST\) work with my ELOGs?](#) — How the unit factors in Daylight Savings Time for Spring and Fall
- [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?](#)
- [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?](#)
- [How do I change the color scheme?](#)
- [How do I find my truck number in the DT unit?](#)
- [How do I know that DriverTech's ELD is registered with the FMCSA?](#)
- [How do I Show My Logs to Law Enforcement?](#) — How to enter and exit Roadside Audit Mode when being pulled over.
- [How do I use the Agricultural Exemption](#)
- [How long are Hours of Service records retained?](#) — Data Retention policy.
- [How to Approve or Reject log edits from the ELD](#)
- [How-to change the truck number on your device](#) — When asked to register your device.
- [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 Will the Truck-PC Detect Driving \(Starting December 2017\)?](#) — How the Truck-PC will detect driving with the new ELD mandate in December 2017.
- [If I turn the TruckPC off and start driving, will it record my drive time?](#) — Explains what happens when the unit senses the truck ignition is turned ON
- [I received a low memory warning. What should I do?](#) — What to do when receiving a low memory message 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?
- [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
- [What are the exceptions to the HOS regulations?](#)
  - [How do the HOS Timers calculate?](#)
- [What are the most commonly used Idle fields?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
- [What baud are DriverTech units set up for?](#) — What baud for DriverTech units?
- [What can I do if my unit cannot send or receive messages?](#) — Troubleshooting messaging issues.
- [What constitutes a long/mid/short idle in the reporting?](#) — Idle times explained.
- [What does a driver need to do when they see diagnostic errors?](#)
- [What does DriverBase.BDeleted mean in Change Auditing?](#) — Defining DriverBase.BDeleted in the Change Auditing Report
- [What does the driver do on their end to register a DT unit?](#)
- [What does Violation 128 mean?](#)
- [What do the icons in the Log Overview report mean?](#)
- [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?](#)
- [What is DriverTech's recommendation as far as Hydra or Deutsch cables?](#)
- [What is DriverTech's recommendation as far as Yard Move and Personal Use.](#)
- [What is Logging Malfunction \(2\)?](#) — An explanation of Logging Malfunction (2)
- [What is Logging Malfunction \(3\)?](#) — An explanation of Logging Malfunction (3)
- [What is Logging Malfunction \(4\) ?](#)
- [What is Required to Trigger an Auto-Arrival \(Workflow\)?](#) — What triggers an auto-arrival in workflow?
- [What is the FMCSA's definition of Harassment?](#)
- [What is the RMA diagnostic fee?](#)
- [What new information is on the Drive-Safe screen with 6.01.04+?](#) — Breakdown of new Drive-Safe screen with DTCORE 6.01.04+
- [What should I show a DOT officer while being inspected?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
- [What triggers an event that is recorded by the camera?](#)
- [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. How do I fix it?](#) — What to do when only the symbol key lights up when touching anywhere on the screen
- [When I touch anywhere on the screen, only the bottom left corner lights up. How do I fix it?](#) — What to do when only the symbol key lights up when touching anywhere on the screen
- [Where can I find the details on my current trip?](#) — Brief steps for locating trip information.
- [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 is the current software version?](#) — A list of the latest software (DTCORE) versions.
- [Which software version is my unit running?](#) — How to locate your unit's software version.
- [Which Web Browsers for FleetWatcher Does DriverTech Support?](#)
- [Who can Certify an HOS log?](#)
- [Who must comply with the ELD rule?](#)
  - [Truck year 2000 addendum](#)
- [Why am I being auto-removed from Yard Move?](#)
- [Why am I not able to use the Co-Driver feature?](#) — Information on the functionality of the Co-Driver feature
- [Why am I not receiving Workflow Messages?](#) — Workflow troubleshooting steps.
- [Why are my Personal Use miles not resetting?](#) — How to reset Personal Use miles for HOS logs
- [Why are my State Miles Showing on the Wrong Date?](#) — How to troubleshoot the State Mileage Report data
- [Why are unassigned driving events \(and other events\) showing up on the logs of multiple drivers?](#)
- [Why are violations from a different month showing up in my report for the month I chose?](#) — Concerning violations and the month they are reported.

## How-to Articles

- [Why can't I add a status when I stop driving?](#)
- [Why can't I use the "add" button when I stop driving?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
- [Why did my workflow go to my Inbox and not my Work tab?](#)
- [Why does my unit not ask me to fill out a DVIR when I go Off-Duty End of Shift?](#) — What to do when the unit does not ask the driver to enter a DVIR when going Off-Duty
- [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?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
- [Why is my unit requesting registration after it has already been registered?](#) — How to fix registration issues.
- [Why is my unit shutting down while I'm driving?](#) — Lost power while driving?
- [Why isn't my 70 hour clock being calculated correctly \(US-8\)?](#) — 70 hour calculation on US-8.
- [Why was I put on the drive line before I started driving?](#) — An explanation of how the unit decides "driving" status.
- [Why won't my TruckPC turn on?](#) — Troubleshooting steps for a unit with no power.
- [Helpful Pages for New Customers](#)
- [How does the unit warn for Personal Use limits?](#)
- [Forms Q&A](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
- [How do I troubleshoot my GPS \(Rev 7\)?](#)
- [Printable How-to use HOS on the ELD Device](#) — Printable ALL Basic HOS How-to Information from the TPC
- [How-to use ELD](#) — ALL HOS How-to Information from the TPC
  - [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 Start Your Day \(Text Version\)](#) — A step-by-step guide to beginning your on-duty day
  - [How-to go into On-Duty](#) — This is how you would go On-Duty at the beginning of your day.
  - [How-to Certify Your Logs From the ELD](#) — Step by step guide to certifying logs.
  - [How-to go into On-Duty From the HOS Graph \(Text Version\)](#) — Entering an On-Duty status from the HOS Graph tab.
  - [How-to Add a Duty Status](#) — Step by step guide to adding a duty status to an existing log.
  - [How-to End Your Duty Day](#) — How to end your on duty day from your ELD.
  - [How-to End Your Duty Day \(Text Version\)](#) — Text-only version of How-to End Your Duty Day
  - [How-to Create DVIR](#) — Step-by-step guide to creating a DVIR
  - [How-to Review and Certify your DVIR](#) — How to review and certify a DVIR
  - [How-to Change Trucks](#) — A step by step guide to changing from one unit and/or truck to another
  - [How-to Enter Roadside Audit Mode](#)
  - [How-to go into Off-duty](#) — Step by step instructions for going into Off-duty.
  - [How-to View Your BOL](#) — A step by step guide to viewing your BOL for a specific date.
  - [How-to go into Sleeper Berth](#) — Step by step guide to going into Sleeper berth - break.
  - [How-to send HOS ELD logs to Enforcement Officer for Roadside Audit](#) — Step by step guide to sending HOS ELD logs to an enforcement officer or DOT representative for Roadside Audit.
  - [How-to edit an existing Status](#) — This is how you would go On-Duty at the beginning of your day.
  - [How-to go On-Duty From the HOS Graph](#)
  - [How-to turn a smartphone into your ELD display screen](#) — Step by step guide to sending HOS ELD logs to an enforcement officer or DOT representative for Roadside Audit.
  - [How to start your day.](#)
- [How-to Add a destination in CoPilot](#) — How to add a destination when using the CoPilot application
- [How-to Calibrate Your Screen](#) — Step by step guide to calibrate a TPC touchscreen.
- [FleetWatcher, How-to Find the Vehicle/Driver Info Page](#) — How to find the Vehicle/Driver info page in FW
- [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 Install a Truck PC Antenna](#) — This is how you would log in to the DriverTech unit in the truck.
- [How-to Remove a destination from CoPilot](#) — How to remove a destination when using the CoPilot application
- [How-to Send a Message from the ELD](#) — This is how you would send a message on the TPC in the truck.
- [How-to Turn On Wifi for all trucks](#) — How to setup WiFi for the company for TruckPCs
- [How-to View HOS Timers in Intelliroute 3.5 before Driving](#) — This is how you would view your Timers before you start driving so you can view while you are driving.
- [How-to View Route on CoPilot](#) — How to view a route when using the CoPilot application
- [How-to Change a GPS Location From N/A](#) — When you require a location update to a status in your HOS logs.
- [How-to Register Your Device](#) — When asked to register your device.
- [FleetWatcher, How-to Enter a Route in New DTNav](#) — Entering a new route in DTNav using FleetWatcher
- [How-to Disable Speed Alerts in DTNav](#) — Describe when someone would need this information. For example "when connecting to wi-fi for the first time".
- [How-to Disable "End of Driving Day" Notification in DTNav](#) — When you want to disable the "End of duty/driving day" warning in DTNav.
- [FleetWatcher, How-to set a Driver to Inactive](#) — Step by step guide to calibrate a TPC touchscreen.
- [How-to Enable Turn by Turn Directions in DTNAV](#) — Describe when someone would need this information. For example "when connecting to wi-fi for the first time".
- [How-to Assign a Co-Driver](#) — Describe when someone would need this information. For example "when connecting to wi-fi for the first time".
- [How-to Create a Route in DTNav 1.4](#)
- [How-to annotate adverse driving conditions](#)
- [How-to put a truck into Personal Use or Yard Move](#)
- [FleetWatcher : How-to and FAQ](#)
- [DT Mobile App Map](#)
- [How-To Manually Submit HOS Logs](#)
- [How-to Integrate software via API](#)
  - [Macro Point](#)
- [How-to Add a Company and Terminal](#)
- [Basic Troubleshooting Guide for Customers](#)
  - [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"
  - [FleetWatcher, Cannot See Driver](#) — How to add a driver to FW
  - [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
  - [FleetWatcher, Unable to find a Truck](#) — How to locate/find a truck in FW

## Training Videos

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- [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.
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- [Unit Turns Off While Driving](#) — What to do when your unit is rebooting while driving
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- [White Display](#) — For when your unit is only showing a blank white screen on the display
- [HOS 6\\_0 Hours of Service reference card\\_v03](#) — Reference Card for new HOS in DTCore 6.0
- [Rev 7 Verification of Installation](#) — How-to verify an installation has been completed properly
- [Label Listing](#)
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Step-by-Step guide on How-to Open and select a workflow

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