Technical Support Home

- Customer Support
 - Easy Search for Common Information
 - Search for Communication (Cell, WiFi, GPS)
 - Search for FleetWatcher
 - Search for HOS
 - Search for JBUS
 - Search for POWER
 - Frequently Asked Questions
 - 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
 - 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?
 - How can I tell if the unit received the new content or not?
 - How do I set up the document title and description the driver sees?
 - If I just upload the content I want the driver to see will it just show the file name for the file?
 - Is there a way to organize the library by a category name to make it easier to find documents?
 - What if I want a file to be in the Library of a specific Truck?
 - What is the maximum file name length?
 - What is the maximum path length?
 - When I need to update a file can I just use the same file name?
 - FleetWatcher, How does it determine which speed reading will be reported?
 - FleetWatcher, How do I make a form or macro?
 - FleetWatcher, How often do HOS logs and Events and Positions update?
 - FleetWatcher, Is There a Basic Template for Terminal Settings Changes?
 - FleetWatcher, New Customer Setup (Checklist)
 - FleetWatcher, Where do I find the yearly miles driven for a truck/driver?
 - FleetWatcher: Can I enter a driver's name containing punctuation?
 - FleetWatcher: Why do I see white loading screens and secure content popups?
 - FleetWatcher. Where the Reports are, and how they are used.
 - Health Check, How is it Done?
 - How are Speeding Alerts 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?
 - How can I change the backlight/volume on my TruckPC?
 - How does Daylight Savings Time (DST) work with my ELOGs?
 - How does the TruckPC detect driving?
 - How does the Truck PC go from Driving to On-Duty automatically?
 - How does Unassigned Driving Work?
 - 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 do I use the Agricultural Exemption
 - How long are Hours of Service records retained?
 - How to Approve or Reject log edits from the ELD
 - How-to change the truck number on your device
 - How-to Use the Co-Driver Feature
 - How Will the Truck-PC Detect Driving (Starting December 2017)?
 - If I turn the TruckPC off and start driving, will it record my drive time?
 - I received a low memory warning. What should I do?
 - My touchscreen is not responding. How can I fix it?
 - My unit is not communicating, how can I fix it?
 - My unit is showing the wrong time. How can I fix it?
 - The JBUS data information is not recording on my TruckPC. What should I do?
 - What are the exceptions to the HOS regulations?
 - How do the HOS Timers calculate?
 - What are the most commonly used Idle fields?What baud are DriverTech units set up for?
 - What can I do if my unit cannot send or receive messages?
 - What constitutes a long/mid/short idle in the reporting?
 - 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?
 - What is "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)?
 - What is Logging Malfunction (3)?
 What is Logging Malfunction (4)?
 - 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 can't I use the "add" button when I stop driving?
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- Why do I see events from other trucks on my log for today?
- Why do the HOS logs stop halfway through the day?
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- 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 wont 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
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- How-To Manua Rasylt Search for Common Information 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
- o 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.
 - o 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
 - o 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

- What is the maximum file name 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?
 - O 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?
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- What is "Yaw Control via Engine" and "YC Brake Control"? An explanation of yaw control via engine and YC brake control.
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- 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
- 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 wont 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 DTNay 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
 - o 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
 - o Can't retrieve Modem Identification Describes what to do when unable to communicate due to "Can't retrieve modem Identification"
 - o FleetWatcher, Cannot See Driver How to add a driver to FW
 - O 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

- Could Not Reimage Troubleshooting a Reimagelining Videos
- Device Auto Logging Driver Off Shows how to research 2 drivers possibly using the same Driver Code
- Froze While Booting Up What to do when the TPC unit freezes while booting up
- o 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
- 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.
- 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
- o No cell Unable to Send or Receive Messages How to troubleshoot a no cell issue.
- O 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
- Printer Issues Printer is not working correctly when trying to print from the TruckPC
- o 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
- Ounit 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
- 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
- Enforcement View Mode Reference Guide
- Hours of Service (HOS) List
- Technical Support Team Contact:

Step-by-Step guide on How-to Open and select a workflow

Recently Updated

- Demo Video for New DriverTech Camera
 - Feb 17, 2024 created by Support
- How-to Certify Your Logs From the ELD Sept 13, 2023 • commented by Harebottle
- How do I troubleshoot my GPS (Rev 7)?
- Sept 08, 2022 created by Support
- Rev 8 Notes
- Jun 24, 2022 updated by Support view change
- Forms Q&A
- Jan 24, 2022 updated by Support view change
- Installed Rev 8 Pictures 2021
 - Mar 10, 2021 updated by Support view change
- 20210304_154020.jpg
- Mar 10, 2021 attached by Support
- 20210304_154045.jpg
 - Mar 10, 2021 attached by Support
- 20210304_154148.jpg
- Mar 10, 2021 attached by Support
- 20210304_154338.jpg
- Mar 10, 2021 attached by Support
- 20210304_154217.jpg
 - Mar 10, 2021 attached by Support
- Enforcement View Mode Reference Guide
- Jan 20, 2021 updated by Support view change How does the unit warn for Personal Use limits?
- Dec 21, 2020 updated by Support view change
- image2020-12-21 9:16:4.png
- Dec 21, 2020 attached by Support
- image2020-12-21 9:15:14.png
- Dec 21, 2020 attached by Support

Show More

Back to The Top

Home