

# Search for Communication (Cell, WiFi, GPS)

## Found 9 search result(s) for Communication.

Page: [No Communication \(Customer Support\)](#)

... **Communication** Problem: The unit is unable to communicate via cell and/or wifi. Solution: If you can

Oct 15, 2018

Labels: [wifi](#), [unit](#), [kb-troubleshooting-article](#), [gps](#), [communication](#) ... 2 more labels.

Page: [No cell - MS is not currently searching - Driver \(Customer Support\)](#)

... edit the macro and add or change labels. Related issues Home comms cell **communication** kbtroubleshootingarticle

Nov 08, 2019

Labels: [comms](#), [kb-troubleshooting-article](#), [cell](#), [communication](#)

Page: [No cell - MS is not currently searching - Dispatcher \(Customer Support\)](#)

... Click to edit the macro and add or change labels. Related issues Home comms **communication** cell kbtroubleshootingarticle Added keyboard image BC

Nov 08, 2019

Labels: [comms](#), [kb-troubleshooting-article](#), [communication](#), [cell](#)

Page: [No cell - Unable to Send or Receive Messages \(Customer Support\)](#)

... select. Click to edit the macro and add or change labels. Related issues Home **communication** comms device cell messaging kbtroubleshootingarticle

Oct 15, 2018

Labels: [comms](#), [kb-troubleshooting-article](#), [communication](#), [cell](#), [device](#) ... 1 more labels.

Page: [How-to Install a Truck PC Antenna \(Customer Support\)](#)

... change labels. Related issues Home howto howtoarticle truckpc antenna comms **communication** cell gps wifi kbhowtoarticle

Mar 12, 2018

Labels: [antenna](#), [comms](#), [wifi](#), [how-to-article](#), [howto](#) ... 5 more labels.

Page: [My unit is not communicating, how can I fix it? \(Customer Support\)](#)

... can I fix it? Answer: For troubleshooting instructions: Click Here <http://docs.drivertech.com/display/SU/NoCommunication> Fixing a no **communication** issue.

Related articles Related articles appear here based on the labels you ...

Jun 05, 2020

Page: [Customer Quick Access \(Customer Support\)](#)

... Quicksearch Links Hours of Service (HOS) JBUS Device **Communication** Device Power FleetWatcher Label Listing Page Articles New Driver Training ...

Jan 11, 2019

Page: [Glossary \(Customer Support\)](#)

... change how specific features on the unit works Sprint Cell provider for the cellular **communication** on the unit Startup Bootup The act of the unit powering on and starting from an "off" state ...

Oct 15, 2018

Page: [ELD Library and LibrarySync \(Customer Support\)](#)

... messaging features of FleetWatcher. Fleet messages can be delivered immediately by using whatever **communication** is available and received by the driver faster than you may be able to reach them ...

Oct 15, 2018

## Found 14 search result(s) for Cell.

Page: [No cell - Unable to Send or Receive Messages \(Customer Support\)](#)

... Progress: 5 of 8 ", the unit is having an issue with the SIM card, **cell** modem or, **cell** signal level too low. Have the driver log out of the device then press ... **cell**

Unable to Send or Receive Messages Problem: The unit is not currently communicating. Solution: Provide

Oct 15, 2018

Labels: [comms](#), [kb-troubleshooting-article](#), [communication](#), [cell](#), [device](#) ... 1 more labels.

Page: [No cell - MS is not currently searching - Driver \(Customer Support\)](#)

... **cell** MS is not currently searching Driver Problem: The unit is not communicating via **cell** and showing "MS is not currently searching" on Line 2 in **Cell**

Diagnostics Solution: Provide steps that the user can take to solve the problem. For example ...

Nov 08, 2019

Labels: [comms](#), [kb-troubleshooting-article](#), [cell](#), [communication](#)

Page: [No cell - MS is not currently searching - Dispatcher \(Customer Support\)](#)

... When possible, drive away from the current location, as it may be an area with a poor **cell** signal. Have your **cell** administrator check to see if the SIM card is active. Turn off the unit and disconnect ...

Nov 08, 2019

Labels: [comms](#), [kb-troubleshooting-article](#), [communication](#), [cell](#)

Page: [No Communication \(Customer Support\)](#)

... Communication Problem: The unit is unable to communicate via **cell** and/or wifi. Solution: If you can speak to the driver, try this: (If you know it is not a SIM

Oct 15, 2018

Labels: [wifi](#), [unit](#), [kb-troubleshooting-article](#), [gps](#), [communication](#) ... 2 more labels.

Page: [How-to Install a Truck PC Antenna \(Customer Support\)](#)

... labels. Related issues Home howto howtoarticle truckpc antenna comms communication **cell** gps wifi kbhowtoarticle

Mar 12, 2018

Labels: [antenna](#), [comms](#), [wifi](#), [how-to-article](#), [howto](#) ... 5 more labels.

Page: [Basic Troubleshooting Guide for Customers \(Customer Support\)](#)

... 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 GPS No Power Green Power light is on Display ...

Oct 15, 2018

Labels: [troubleshooting-guide](#)

Page: [How-to turn a smartphone into your ELD display screen \(Customer Support\)](#)

... officer or DOT representative should receive the information within moments on his computer, if there is **cell** or wifi coverage. COMPLETE: If there is **cell** or wifi coverage you have successfully sent your HOS logs to the enforcement ...

Mar 12, 2020

Labels: [add](#), [newcustomer](#), [how-to](#), [how-to-article](#), [enforcement](#) ... 3 more labels.

Page: [Enforcement View Mode - Reference Guide \(Customer Support\)](#)

... officer or DOT representative should receive the information within moments on his computer, if there is **cell** or wifi coverage. COMPLETE: If there is **cell** or wifi coverage you have successfully sent your HOS logs to the enforcement ...

Jan 20, 2021

Labels: [enforcement](#)

Page: [How-to send HOS ELD logs to Enforcement Officer for Roadside Audit \(Customer Support\)](#)

... officer or DOT representative should receive the information within moments on his computer, if there is **cell** or wifi coverage. COMPLETE: If there is **cell** or wifi coverage you have successfully sent your HOS logs to the enforcement ...

Aug 21, 2020

Labels: [add](#), [newcustomer](#), [how-to](#), [how-to-article](#), [hos](#) ... 2 more labels.

Page: [What triggers an event that is recorded by the camera? \(Customer Support\)](#)

... 8 seconds and the next 8 seconds worth of video and immediately send it over **cell**, if configured for **cell** communications. The video will be stored on the website for 30 days, but is available for unlimited downloads. Along ...

# Search for Communication (Cell, WiFi, GPS)

Jun 05, 2020

Labels: [eld](#), [support](#)

Page: [Can't retrieve Modem Identification \(Customer Support\)](#)

Can't retrieve Modem Identification Problem: An error when the unit is unable to communicate due to "Can't retrieve Modem Identification" on Line 2 Solution: This may be the Modem Update issue: <http://confluence.drivertech.com:8090/display/SU/Error%3ANoCell%2C5of8> <http://confluence.drivertech.com:8090/display/SU/Error%3ANoCell%2C5of8> When seeing this error on Line 2, you ...

Jan 21, 2020

Page: [What can I do if my unit cannot send or receive messages? \(Customer Support\)](#)

... either plan, and are unable to send and receive messages: Check communications: Check to see if the **cell** icon has a red X through it in the bottom right corner next to the time ...

Oct 02, 2019

Labels: [newcustomer](#), [support](#)

Page: [Glossary \(Customer Support\)](#)

... via FleetWatcherUser Configurable to change how specific features on the unit works Sprint **Cell** provider for the cellular communication on the unit Startup Bootup The act of the unit powering on and starting ...

Oct 15, 2018

Page: [ELD Library and LibrarySync \(Customer Support\)](#)

... png, bmp, pdf, wmv, wma, mp3 Getting documents into the Library via **cell** is possible, but takes extra time and extra charges may apply. If the tractor is never ...

Oct 15, 2018

## Found 7 search result(s) for wifi.

Page: [How to Turn On Wifi for all trucks \(Customer Support\)](#)

... any interaction from any of your drivers. Below are the steps used to add the **Wifi** Settings. You can use these same steps to add up to 10 differentHowto Turn On **Wifi**

Mar 09, 2020

Labels: [wifi](#), [how-to-article](#), [kb-how-to-article](#)

Page: [No Communication \(Customer Support\)](#)

... Communication Problem: The unit is unable to communicate via cell and/or **wifi**. Solution: If you can speak to the driver, try this: (If you know it is not a SIM CARD

Oct 15, 2018

Labels: [wifi](#), [unit](#), [kb-troubleshooting-article](#), [gps](#), [communication](#) ... 2 more labels.

Page: [How-to Install a Truck PC Antenna \(Customer Support\)](#)

... issues Home howto howtoarticle truckpc antenna comms communication cell **wifi** kbhowtoarticle

Mar 12, 2018

Labels: [antenna](#), [comms](#), [wifi](#), [how-to-article](#), [howto](#) ... 5 more labels.

Page: [How to turn a smartphone into your ELD display screen \(Customer Support\)](#)

... DOT representative should receive the information within moments on his computer, if there is cell or **wifi** coverage. COMPLETE: If there is cell or **wifi** coverage you have successfully sent your HOS logs to the enforcement officer ...

Mar 12, 2020

Labels: [add](#), [newcustomer](#), [how-to](#), [how-to-article](#), [enforcement](#) ... 3 more labels.

Page: [Enforcement View Mode - Reference Guide \(Customer Support\)](#)

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Jan 20, 2021

Labels: [enforcement](#)

Page: [How to send HOS ELD logs to Enforcement Officer for Roadside Audit \(Customer Support\)](#)

... DOT representative should receive the information within moments on his computer, if there is cell or **wifi** coverage. COMPLETE: If there is cell or **wifi** coverage you have successfully sent your HOS logs to the enforcement officer ...

Aug 21, 2020

Labels: [add](#), [newcustomer](#), [how-to](#), [how-to-article](#), [hos](#) ... 2 more labels.

Page: [Glossary \(Customer Support\)](#)

... pdf, etc.) Library Sync This is a feature that will automatically happen when the unit is connected to **WiFi** and there are new files to Sync to the library on the unit Line Status line. As in: the drive line ...

Oct 15, 2018

## Found 23 search result(s) for GPS.

Page: [Copilot Not Getting GPS While GPS Locations are Working \(Customer Support\)](#)

Copilot Not Getting **GPS** While **GPS** Locations are Working Problem: The unit's **GPS** appears to be functioning but CoPilot is not showing the correct location.

Solution: CoPilot not getting GPS ... Click to edit the macro and add or change labels. Related issues Home copilot **gps**

Oct 15, 2018

Labels: [copilot](#), [kb-troubleshooting-article](#), [gps](#)

Page: [No GPS \(Customer Support\)](#)

... **GPS** Problem: The unit's **GPS** is not functioning correctly. Solution: Troubleshooting steps if you are unable to get a **GPS** signal Provide steps that the user can take to solve the problem. For example "The level ...

Oct 15, 2018

Labels: [unit](#), [kb-troubleshooting-article](#), [gps](#)

Page: [How do I troubleshoot my GPS \(Rev 7\)? \(Customer Support\)](#)

... bottom right hand corner of the device. Directly behind the right hand corner is the **GPS** antenna connector. Unscrew the **GPS** antenna connector, and inspect for damage. This can include frayed wires, cuts, or a broken ...

Sept 08, 2022

Page: [How to Change a GPS Location From N/A \(Customer Support\)](#)

Howto Change a **GPS** Location From N/A Stepbystep guide Add the steps involved: Select the date ...

Mar 09, 2020

Labels: [software](#), [6](#), [dtcore](#), [hos](#), [kb-how-to-article](#) ... 1 more labels.

Page: [No Communication \(Customer Support\)](#)

... three coax cables are secure. (These are the only threaded cables attached to the TruckPC). They will be labeled **GPS**, **CELL**, and, **WIFI** respectively. Power down Unit Properly Have the driver log

Oct 15, 2018

Labels: [wifi](#), [unit](#), [kb-troubleshooting-article](#), [gps](#), [communication](#) ... 2 more labels.

Page: [CoPilot is Showing UTC time \(Customer Support\)](#)

... Click to edit the macro and add or change labels. Related issues Home copilot **gps** kbtroubleshootingarticle

Oct 15, 2018

Labels: [copilot](#), [kb-troubleshooting-article](#), [gps](#)

Page: [Intelliroute Icon Not Working \(Customer Support\)](#)

... Click to edit the macro and add or change labels. Related issues Home intelliroute **gps** device kbtroubleshootingarticle

# Search for Communication (Cell, WiFi, GPS)

Oct 15, 2018

Labels: [intelliroute](#), [kb-troubleshooting-article](#), [gps](#), [device](#)

Page: [What is Required to Trigger an Auto-Arrival \(Workflow\)? \(Customer Support\)](#)

... change labels. Related issues Home workflow autoarrival arrive hos messaging **gps**

Jun 05, 2020

Labels: [auto-arrival](#), [workflow](#), [arrive](#), [gps](#), [hos](#) ... 1 more labels.

Page: [Co-Pilot Error Messages \(Customer Support\)](#)

... Click to edit the macro and add or change labels. Related issues Home copilot **gps** software kbtroubleshootingarticle Added keyboard image BC

Nov 08, 2019

Labels: [copilot](#), [software](#), [kb-troubleshooting-article](#), [gps](#)

Page: [How to Disable Speed Alerts in DTNav \(Customer Support\)](#)

... select. Click to edit the macro and add or change labels. Related issues Home **gps** navigation howtoarticle howto kbhowtoarticle dtnav Updated Menu/DTNav

Oct 17, 2019

Labels: [navigation](#), [how-to-article](#), [how-to](#), [dtnav](#), [gps](#) ... 1 more labels.

Page: [How to Enable Turn by Turn Directions in DTNAV \(Customer Support\)](#)

... edit the macro and add or change labels. Related issues Home dtnav maps **gps** device rev7 kbhowtoarticle

Oct 17, 2019

Labels: [rev7](#), [dtnav](#), [maps](#), [gps](#), [device](#) ... 1 more labels.

Page: [How to Disable "End of Driving Day" Notification in DTNav \(Customer Support\)](#)

... select. Click to edit the macro and add or change labels. Related issues Home **gps** navigation howtoarticle howto kbhowtoarticle dtnav Entered an updated

Menu/DTNav

Oct 17, 2019

Labels: [navigation](#), [how-to-article](#), [how-to](#), [dtnav](#), [gps](#) ... 1 more labels.

Page: [How to Install a Truck PC Antenna \(Customer Support\)](#)

... Related issues Home howto howtoarticle truckpc antenna comms communication cell **gps** wifi kbhowtoarticle

Mar 12, 2018

Labels: [antenna](#), [comms](#), [wifi](#), [how-to-article](#), [howto](#) ... 5 more labels.

Page: [Basic Troubleshooting Guide for Customers \(Customer Support\)](#)

... Driver CoPilot 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 ...

Oct 15, 2018

Labels: [troubleshooting-guide](#)

Page: [FleetWatcher, How does it determine which speed reading will be reported? \(Customer Support\)](#)

... TPC can record speed either through the ECM (via JBUS) or from the **GPS**. The TPC will always choose the ECM reading as long as the ECM reading is available. The TPC ...

May 21, 2020

Labels: [jbus](#), [hos](#), [logs](#), [reporting](#), [fleetwatcher](#)

Page: [How are Speeding Alerts Created? \(Customer Support\)](#)

... monitors road speed from the ECM The unit continuously monitors position from the **GPS** The unit matches **GPS** position with posted speed limits The unit continuously compares road speed to the posted ...

Oct 15, 2018

Labels: [support](#)

Page: [What triggers an event that is recorded by the camera? \(Customer Support\)](#)

... data that will be recorded with the event is listed below: Seconds To/from Event, RPM, Speed, **GPS** Speed, Throttle Position, Cruise, Clutch, Brake Position, Stability Control, Distance ...

Jun 05, 2020

Labels: [eld](#), [support](#)

Page: [What is Logging Malfunction \(4\) ? \(Customer Support\)](#)

... Malfunction (4) is a system controller reset. This will typically occur when the unit detects **GPS** movement but the unit is not receiving ROAD SPEED data from the JBUS. The system controller ...

Oct 15, 2018

Labels: [malfunction](#), [jbus](#), [fleetwatcher](#)

Page: [What is Logging Malfunction \(3\)? \(Customer Support\)](#)

... 3)? Answer: Logging Malfunction (3) is a system controller reset. This will occur when **GPS** movement is detected for 90 seconds but the unit is not receiving RPM data. The system controller ...

Oct 15, 2018

Labels: [malfunction](#), [jbus](#), [fleetwatcher](#)

Page: [What is Logging Malfunction \(2\)? \(Customer Support\)](#)

... reset. This will typically occur when the ignition is detected but the unit is not receiving RPM data or if the **GPS** is showing movement but the JBUS cannot be detected. The system controller is reset in an attempt to correct ...

Oct 15, 2018

Labels: [malfunction](#), [jbus](#), [fleetwatcher](#)

Page: [Why does the Personal Use Report have instances with 0 miles? \(Customer Support\)](#)

... onetenth of a mile, the recorded mileage will be 0. These instances can be coupled with small movements in the **GPS** location. Explanation of how a Personal Use record could show 0 miles ...

Oct 15, 2018

Labels: [mode](#), [fw](#), [personal](#), [hos](#), [logs](#) ... 2 more labels.

Page: [Hours of Service \(HOS\) List \(Customer Support\)](#)

... send HOS ELD logs to Enforcement Officer for Roadside Audit Howto Change a **GPS** Location From N/A HOS FAQs How do I show my ...

Oct 03, 2019

Page: [Driving and Motion as Defined via Vehicle Performance and HOS \(Customer Support\)](#)

... from the trucks SAE J1708 or J1939 bus then this threshold is 2 MPH and if using **GPS**, it is 7 MPH. Above definition referenced on End of Day Rollup <http://docs.drivertech.com:8090/display/PRODOC/EndofDayRollup#EndofDayRollupVehicleMotionVehicleMotion> as of 12 ...

Jan 27, 2020

Labels: [driving](#), [motion](#)

[Back to The Top](#)

[Home](#)