

Customer Support

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- [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"](#)
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 - [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.
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 - [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?](#) — 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.

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4. E

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This Glossary is designed to help describe, understand terms and, acronyms used in the Technical Support website.

A

Add - Inserting a new HOS status onto your HOS logs.

Aeris - A cellular provider.

Audit - To review HOS logs. Typically by a Department of Transportation representative.

B

Backlight - Keeps the display lit for drivers and users to be able to use the unit at all times of the day

Bootup - **Startup** - The act of the unit powering on and starting from an "off" state.

C

Change - To adjust/edit a log.

Conversion - Updating a unit to receive cellular service from a new provider.

Create - To insert a new status.

D

Detect - Also, **Auto Detect**, A function of the ELD recognizing that driving has started or stopped driving.

Display - [screen](#), [touch screen](#), [monitor](#) - The touchscreen of the unit.

Drive - The act of driving as logged by the ELD on the HOS logs.

Driving - 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).**

DTScan - Application used in order to use a portable scanner with the TruckPC.

E

Email - Electronic mail sent to and from the device. Each driver has hers/his own email address assigned to their Driver Code.

Enforcement - Typically a Department of Transportation representative.

Frequently Asked Questions

- [FleetWatcher, How does it determine which speed reading will be reported?](#) — A n 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?](#) — Fi xing 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?](#) — H ow 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](#) — Desc ribe 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

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10. N-O

F

FAQ - Frequently Asked Question

Featureset - The features and adjustable settings as defined by the company.

Froze - **Crash** - The display and unit will not respond to any commands. The screen remains stagnant.

FTP - File Transfer Protocol. Typically to store files on the ELD via the Library for reference at a later date.

Fuel - The ELD keeps mutple pieces of information on the consumption

H

HD100 - A type of ELD used to keep track of HOS - Smaller black device used with a separately bought display. Display not included.

HOS - **Hours of Service** - This is used to keep track of the driver's logs and all log calculations are done on the ELD.

How To Article - **How To** - An article that provides step by step instructions on how to complete a task or function in the ELD software.

I

Idle - Vehicle is deemed to be Idling when both the Ignition is ON and Engine RPM is more than 0. Idle is included in various reports such as [Trip Detail](#) and Alerts can be configured in Settings for [Vehicle Groups](#) within the Portal.

Intelliroute - Mapping software on the unit provided by Rand McNally

K

KB How To Article - An article detailing how to perform a certain function with or related to the TPC.

KB Troubleshooting Article - A troubleshooting article designed to assist drivers and shop technicians in identifying and correcting issues.

Kernel - A base level of software that directs the system controller.

L

Law - A rule or regulation that has been set in place by FMCSA or other Authorities for drivers

Library - Application on the unit for multimedia (i.e videos, pdf, etc.)

Library Sync - This is a feature that will automatically happen when the unit is connected to Wi-Fi and there are new files to Sync to the library on the unit

Line - Status line. As in: the drive line, the on-duty line, or the off-duty line.

Log(s)* - Typically referring to the driver's HOS logs. Can alternatively refer to information stored

Frequently Asked Questions

- 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

11. P-Q

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- trailer

on the Truck PC or data compiled and stored in FleetWatcher.

M

MCT - TPC, TruckPC - ELD used to keep track of HOS.

Message - An email sent to or from the ELD.

Messaging - The function of the ELD that handles emails and workflow.

Modem - Hardware in the TPC that provides and regulates cellular and WiFi signals.

Movement - Detected motion of the truck by the ELD.

O

Officer - DOT/Law Enforcement Officer - An officer allowed to inspect a driver's logs to confirm that they are staying compliant with all FMCSA and driving rules and regulations

On-Duty - The status of the driver whenever they are working or driving.

P

Patch - A software update that upgrades, fixes or, changes existing software on the unit.

Plan - Setting group determined by your company. Typically in reference to navigation programs.

Power - All devices are utilizes a 12 volt system. A unit that is "powered-up" is considered to be "on" while a "powered-down" unit is "off".

R

Roadside - Used in reference to being in the act of being pulled over by law enforcement. Also, **Roadside Audit**, which is the mode all drivers are strongly recommended to be in when pulled over.

S

Scanning - Function of the scanner hardware and scanning software on the ELD to scan images.

Screen - touch screen, display, monitor - The touch screen of the unit

Sensor - A device that detects and records data.

Settings - TPC options configurable by the company 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 from an "off" state.

Frequently Asked Questions

- 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.
- [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?](#)

15. U-V

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- [4g](#)
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T

Time - This time is showing the time of the terminal this unit is assigned to

Timers - Timers that keep track of hours and countdown before the driver goes into violation

TND - ELD used to keep track of HOS

Touchscreen - [Display](#) - The interactive display of the TPC unit.

TPC/TruckPC - ELD used to keep track of HOS

U

USB - [Universal Serial Bus](#) - This is the type of port used to connect external devices

V

Volume - The sound level of the audio coming from the unit's speakers.

X

Xerox - A company that produces scanners that may be used with some ELD devices.

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[Home](#)

How-to Articles

- [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

Training Videos

- [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 Reimager
- [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
- [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
- [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
- [Printer Issues](#) — Printer is not working correctly when trying to print from the TruckPC
- [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
- [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

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