General

- Does DriverTech have a data restoration policy? Explanation of DriverTech's restoration policy
- How do I know that DriverTech's ELD is registered with the FMCSA? FMCSA Registered/Approved devices
- How long are Hours of Service records retained?
- How-to login to DTMobile When attempting to login to the DTMobile App
- What are the different types of Malfunctions and Diagnostic Events? List of the different types of Malfunctions and Diagnostic Events What are the exceptions to the HOS regulations? Explanation of the various exceptions to the HOS rules What are the most commonly used idle fields? Idle fields used by the ELD

- What constitutes a long/mid/short idle in the reporting? Idle times explained.
- What is DriverTech's recommendation as far as Hydra or Deutsch cables? Explanation of which cables are recommended by DriverTech What is DriverTech's recommendation as far as Yard Move and Personal Use. Yard Move and Personal Use settings recommended by DriverTech
- What is the FMCSA's definition of Harassment? Harassment and Coercion as defined by the FMSCA
- What is the RMA diagnostic fee? Explanation of the diagnostic fee DriverTech charges Where can I find the details on my current trip? Brief steps for locating trip information.

- Which is the current software version? A list of the latest software (DTCore) versions. Who must comply with the ELD rule? Explanation of who must comply with the ELD rule