# Technical Support Home

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    - 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?
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    - 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.
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# Technical Support Home

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- 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?
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- Who must comply with the ELD rule?
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- Why am I not able to use the Co-Driver feature?
- Why am I not receiving Workflow Messages?
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- Why are my State Miles Showing on the Wrong Date?
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- Why are violations from a different month showing up in my report for the month I chose?
- Why can't I add a status when I stop driving?
- Why can't I use the "add" button when I stop driving?
- 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?
- Why does the Personal Use Report have instances with 0 miles?
- Why do I see events from other trucks on my log for today?
- Why do the HOS logs stop halfway through the day?
- 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 wont my TruckPC turn on?
- Helpful Pages for New Customers
- How does the unit warn for Personal Use limits?
- Forms Q&A
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      - 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
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      - 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
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    - How-to View HOS Timers in Intelliroute 3.5 before Driving
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    - FleetWatcher, How-to Enter a Route in New DTNav
    - How-to Disable Speed Alerts in DTNav
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    - FleetWatcher, How-to set a Driver to Inactive
    - How-to Enable Turn by Turn Directions in DTNAV
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    - 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

## 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

- - 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 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 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

- o [Could Not Reimage](#) — Troubleshooting a Reimage
- o [Device Auto Logging Driver Off](#) — Shows how to research 2 drivers possibly using the same Driver Code
- o [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
- o [Improper Boot Device](#) — What to do when receiving the Improper Boot Device error
- o [Intelliroute Icon Not Working](#) — Steps to fix Intelliroute when it will not open.
- o [JBUS Locked Up](#) — What to do when the Unit is not recording Engine Data
- o [Logs Have Been Removed](#) — What to do if HOS logs are missing on the unit.
- o [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
- o [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.
- o [No GPS](#) — Troubleshooting steps if you are unable to get a GPS signal
- o [No Power](#) — Troubleshooting steps if your unit is unable to power up
- o [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
- o [Unit Turns Off While Driving](#) — What to do when your unit is rebooting while driving
- o [Watchdog](#) — Information when the TPC unit is experiencing Watchdog errors
- o [White Display](#) — For when your unit is only showing a blank white screen on the display
- o [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](#)
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