

Search for FleetWatcher

Find all articles relating to FleetWatcher.

Found 47 search result(s) for FleetWatcher.

Page: [FleetWatcher. Where the Reports are, and how they are used. \(Customer Support\)](#)

... labels you select. Click to edit the macro and add or change labels. support **fleetwatcher**

Mar 19, 2020

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

Page: [FleetWatcher, New Customer Setup \(Checklist\) \(Customer Support\)](#)

... What do I, as a new customer, need to do in order to setup my **FleetWatcher** account? Answer: You should complete the following within **FleetWatcher** to ensure that your company is setup properly: Administrator setup The initial Administrator login

Jan 30, 2020

Labels: [newcustomer](#), [fw](#), [new](#), [training](#), [fleetwatcher](#)

Page: [FleetWatcher, Unable to find a Truck \(Customer Support\)](#)

... groups, not just one.) OR add yourself (Manager) to the group the vehicle is in. Log out of **FleetWatcher** after completing the above. Press "F5" button on your keyboard, then log backCouldn't Find a Truck in FW Problem: Unable to locate a truck number in

Mar 09, 2020

Labels: [truck](#), [kb-troubleshooting-article](#), [reporting](#), [fleetwatcher](#)

Page: [FleetWatcher, Cannot See Driver \(Customer Support\)](#)

... See Driver in FW Problem: The driver is unable to be found under the "Drivers" report in **FleetWatcher** Solution: Provide steps that the user can take to solve the problem. For example "The level

Nov 14, 2019

Labels: [driver](#), [kb-troubleshooting-article](#), [reporting](#), [fleetwatcher](#)

Page: [FleetWatcher, Is There a Basic Template for Terminal Settings Changes? \(Customer Support\)](#)

... 8005555555 eastern 1 Default A basic template for making terminal settings changes in **FleetWatcher**. Related articles Related articles appear here based on the labels you selectQuestion: Is There a Basic Template for **FleetWatcher**

Nov 13, 2019

Labels: [fw](#), [fleetwatcher](#)

Page: [Which Web Browsers for FleetWatcher Does DriverTech Support? \(Customer Support\)](#)

... Question: Which Web Browsers for **FleetWatcher** Does DT Support? Answer: DriverTech supports all modern web browsers ...

Jun 05, 2020

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

Page: [FleetWatcher, How-to set a Driver to Inactive \(Customer Support\)](#)

Howto set a Driver to Inactive in **Fleetwatcher** Stepbystep guide Login to **Fleetwatcher**: Mouse over Management and click on Drivers image2018720 16:13:19.png ... Click to edit the macro and add or change labels. Related issues Home howto **fleetwatcher**

Mar 09, 2020

Labels: [how-to](#), [inactive](#), [driver](#), [fleetwatcher](#)

Page: [FleetWatcher, How do I make a form or macro? \(Customer Support\)](#)

Question: How do I make a form or macro in **FleetWatcher**? Answer: The document linked below contains all of the information you need in order

Nov 13, 2019

Labels: [form](#), [message](#), [messaging](#), [fleetwatcher](#)

Page: [FleetWatcher, How-to Enter a Route in New DTNav \(Customer Support\)](#)

... Stepbystep guide **FleetWatcher**. Send Route to Vehicle: Send a Message with Route to vehicle using **FleetWatcher** When the message arrives, have the driver open the message and he will then see this screen ...

Jun 05, 2020

Labels: [route](#), [dtnav](#), [message](#), [kb-how-to-article](#), [fleetwatcher](#)

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

... GPS speed data for recording if the ECM data becomes unavailable. An explanation of how **FleetWatcher** reports speed data. Related articles Related articles appear here basedQuestion: How does **FleetWatcher**

May 21, 2020

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

Page: [FleetWatcher, How often do HOS logs and Events and Positions update? \(Customer Support\)](#)

... different times. Events and Positions updates with (most common triggers): • Pings from a **FleetWatcher** user • Location updates (20 minutes) • Downloaded /uploaded files • Device logon

Nov 13, 2019

Labels: [update](#), [positions](#), [hos](#), [logs](#), [graph](#) ... 2 more labels.

Page: [FleetWatcher, Where do I find the yearly miles driven for a truck/driver? \(Customer Support\)](#)

... find the yearly miles driven for a truck/driver? Answer: This information can be found in **FleetWatcher**. To locate this report, follow these steps: Go to "Reports" Select "Driver Performance" Select ... Click to edit the macro and add or change labels. Related issues Home support

Mar 09, 2020

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

Page: [FleetWatcher, How-to Find the Vehicle/Driver Info Page \(Customer Support\)](#)

... Click to edit the macro and add or change labels. Related issues Home fw **fleetwatcher** driver kbhowtoarticleHowto Find the Vehicle/Driver Info Page Stepbystep guide Login to **FleetWatcher**

Mar 09, 2020

Labels: [fw](#), [driver](#), [kb-how-to-article](#), [fleetwatcher](#)

Page: [FleetWatcher : How-to and FAQ \(Customer Support\)](#)

Unable to Find Truck: <http://confluence.drivertech.com:8090/display/SU/FleetWatcher,UnabletofindaTruck> <http://confluence.drivertech.com:8090/display/SU/FleetWatcher,UnabletofindaTruck> Unable to Find Driver: <http://confluence.drivertech.com:8090/display/SU/FleetWatcher,CannotSeeDriver> <http://confluence.drivertech.com:8090/display/SU/FleetWatcher,CannotSeeDriver> Reports: <http://confluence.drivertech.com:8090/display/PRODOC/ReportsinFleetWatcher> <http://confluence.drivertech.com:8090/display/PRODOC/ReportsinFleetWatcher> New Customer Setup: <http://confluence.drivertech.com:8090/pages/viewpage.action?pagelId=32145473> <http://confluence.drivertech.com:8090/pages/viewpage.action?pagelId=32145473> Set a Driver to Inactive: <http://docs.drivertech.com/display/SU/FleetWatcher%2CHowtosetaDrivertoInactive> <http://docs.drivertech.com/display/SU/FleetWatcher%2CHowtosetaDrivertoInactive> Terminal Settings Changes ...

Nov 14, 2019

Labels: [support](#)

Page: [FleetWatcher: Why do I see white loading screens and secure content popups? \(Customer Support\)](#)

... Why do I see white loading screens and secure content popups in **FleetWatcher**? Answer: You are using an "https" web address instead of "http". Try using ...

Nov 21, 2019

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

Page: [FleetWatcher: Can I enter a driver's name containing punctuation? \(Customer Support\)](#)

... Question: Can I enter a driver's name containing punctuation in **FleetWatcher**? Answer: No. Our software does not accept punctuation in drivers names because the FMCSA ...

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Jun 05, 2020

Labels: [support](#)

Page: [My unit is showing the wrong time. How can I fix it? \(Customer Support\)](#)

... can I fix it? Answer: Timezone settings are based on Terminal Group settings in **FleetWatcher**. In order to ensure that your unit is displaying the correct time you should move

Nov 14, 2019

Labels: [fw](#), [timezone](#), [time](#), [terminal](#), [device](#) ... 1 more labels.

Page: [Helpful Pages for New Customers \(Customer Support\)](#)

Getting Setup on **FleetWatcher** (our Web Portal fw.drivertech.com): <http://confluence.drivertech.com:8090/pages/viewpage.action?pagelId=32145473> <http://confluence.drivertech.com:8090/pages/viewpage.action?pagelId=32145473> Adding a Vehicle: <http://confluence.drivertech.com:8090/display/PRODOC/HowtoRegisterYourDevice>

Mar 27, 2020

Labels: [new](#), [how-to](#), [faq](#), [hos](#), [customer](#) ... 1 more labels.

Page: [Device Auto Logging Driver Off \(Customer Support\)](#)

... flash red when it is out of paper. Add paper to tray 1". Log into **FleetWatcher**. Go to Reports > Events and Positions.  Click

Mar 09, 2020

Labels: [unit](#), [driver](#), [kb-troubleshooting-article](#), [login](#), [device](#) ... 1 more labels.

Page: [How-to Add a Company and Terminal \(Customer Support\)](#)

Support <http://tickets.drivertech.com/browse/SU> SU22357 <http://tickets.drivertech.com/browse/SU22357> **fleetwatcher** company terminal

Aug 17, 2020

Labels: [company](#), [terminal](#), [fleetwatcher](#)

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

... edit the macro and add or change labels. Related issues Home malfunction jbus **fleetwatcher**

Oct 15, 2018

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

Page: [What does DriverBase.BDeleted mean in Change Auditing? \(Customer Support\)](#)

... edit the macro and add or change labels. Related issues Back to The Top Home **fleetwatcher** report change driver

Oct 15, 2018

Labels: [driver](#), [change](#), [report](#), [fleetwatcher](#)

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

... edit the macro and add or change labels. Related issues Home malfunction jbus **fleetwatcher**

Oct 15, 2018

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

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

... Click to edit the macro and add or change labels. Related issues Home malfunction **fleetwatcher** jbus

Oct 15, 2018

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

Page: [What are the most commonly used Idle fields? \(Customer Support\)](#)

... select. Click to edit the macro and add or change labels. Related issues Home **fleetwatcher** report fuel idle

Oct 15, 2018

Labels: [idle](#), [fuel](#), [report](#), [fleetwatcher](#)

Page: [What do the icons in the Log Overview report mean? \(Customer Support\)](#)

... Cleared message is displayed, the Malfunction icon will go away in approximately 24hrs. support **fleetwatcher** hos Reformatting Brad

Jun 05, 2020

Labels: [support](#), [hos](#), [fleetwatcher](#)

Page: [Where Does State Mileage go if a Unit Was Unplugged While Crossing State Lines? \(Customer Support\)](#)

... Click to edit the macro and add or change labels. Related issues Home fw **fleetwatcher** reporting fuel report

Oct 15, 2018

Labels: [fw](#), [fuel](#), [report](#), [reporting](#), [fleetwatcher](#)

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

... change labels. Related issues Home personal mode hos logs fw **fleetwatcher** reporting

Oct 15, 2018

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

Page: [How does Unassigned Driving Work? \(Customer Support\)](#)

... window on the unit). The answer to the question will determine what happens to the Driving Segment that is already in **FleetWatcher**. If the driver answers "Yes" to the question **FleetWatcher** will then place that segment into the driver's logs under the driveline. If the driver answers "No" to the question the unit

Nov 21, 2019

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

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

... file that needs to go out, you should always use the messaging features of **FleetWatcher**. Fleet messages can be delivered immediately by using whatever communication is available and received ...

Oct 15, 2018

Page: [When do my logs/current totals update? \(Customer Support\)](#)

... Totals update: 1. With position reports. 2. When the carrier requests it from **FleetWatcher**. 3. When the carrier "pings" the truck. 4. When the driver changes from ...

Oct 15, 2018

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

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 **FleetWatcher**, New Customer Setup (Checklist) FAQ Howto Troubleshooting Glossary of Terms

Jan 11, 2019

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

... Touch Screen BSOD (Blue Screen of Death) Can't retrieve Modem Identification **FleetWatcher**, Cannot See Driver CoPilot Error Messages CoPilot is Showing UTC time ...

Oct 15, 2018

Labels: [troubleshooting-guide](#)

Page: [How-to change the truck number on your device \(Customer Support\)](#)

... I change the truck number on my device? Answer: Stepbystep guide Log into **FleetWatcher** <http://fw.drivertech.com/> Pull up the current truck number in **FleetWatcher** on the Vehicle/Driver Information page under Reports Press "ReReg ELD" to initiate ...

Jun 05, 2020

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

Page: [Logs Have Been Removed \(Customer Support\)](#)

... out all current data stored on the unit, and if this data hasn't been uploaded to **FleetWatcher**, there is a chance this data will not be recoverable. Make sure Logs are

Search for FleetWatcher

uploaded to **FleetWatcher** before reimaging the TruckPC. Check to see if the driver switched trucks around the time ...

Oct 15, 2018

Labels: [unit](#), [missing](#), [kb-troubleshooting-article](#), [hos](#), [logs](#)

Page: [Rev 7 Verification of Installation \(Customer Support\)](#)

... button can be accessed from SYSINFO Diagnostics JBus tab This will send a message to **FleetWatcher** with all information received on the JBUS (J1939 and J1708)

The **FleetWatcher** website will have the information on the Message tab for this vehicle. 3) Calibrate the camera to verify ...

Oct 15, 2018

Labels: [install](#), [installations](#), [completed](#), [verification](#)

Page: [What does Violation 128 mean? \(Customer Support\)](#)

... day. This is a newly created "violation", and will show up as a Personal Use Violation in the next **FleetWatcher** Update. Keep in mind that a personal use violation is for your purposes only, and will not be seen ...

Jun 05, 2020

Labels: [support](#)

Page: [Can I fix the inaccurate camera time stamps? \(Customer Support\)](#)

Question: In **FleetWatcher**, the camera is showing an inaccurate timestamp on videos. Can I change those? Answer ...

Jun 05, 2020

Page: [What does the driver do on their end to register a DT unit? \(Customer Support\)](#)

... green arrow again. As soon as this is done you should be able to see the truck in **FleetWatcher**. support

Jun 05, 2020

Labels: [support](#)

Page: [How-to annotate adverse driving conditions \(Customer Support\)](#)

... look on the driver's screen: image2019102 9:57:40.png This is how it will look in **FleetWatcher**: image2019102 9:58:31.png support

Mar 09, 2020

Labels: [support](#)

Page: [How can I tell if the unit received the new content or not? \(Customer Support\)](#)

Question: How can I tell if the unit received the new content or not? Answer: **FleetWatcher** now has an additional field on the Management / Vehicle page that indicates the last time ...

Oct 15, 2018

Labels: [librarysync](#), [library](#)

Page: [Technical Support Team Contact: \(Customer Support\)](#)

... <http://docs.drivertech.com/display/SU/PrintableHowtouseHOSontheELDDDevice> – This is Driver training information <http://docs.drivertech.com/display/PRODOC/HowtoRegisterYourDevice> <http://docs.drivertech.com/display/PRODOC/HowtoRegisterYourDevice> – Howto Add a Vehicle to the Website/**FleetWatcher** We currently do not have any Driver training videos, but there are plenty of videos ...

Mar 30, 2020

Labels: [support](#)

Page: [70 hr Violation Goes Away After Midnight \(Customer Support\)](#)

... paper. Add paper to tray 1". This is currently intended functionality. The day will be marked in **FleetWatcher** as previously containing a violation with an icon that has a white X inside a yellow circle ...

Oct 15, 2018

Labels: [violation](#), [kb-troubleshooting-article](#), [hos](#), [logs](#)

Page: [Why isn't my 70 hour clock being calculated correctly \(US-8\)? \(Customer Support\)](#)

... Here is an example of a driver's last 8 days. You can find this page in **FleetWatcher** under Compliance > Log Overview. This driver has not had a 34 hour reset ...

Mar 09, 2020

Labels: [driving](#), [timers](#), [hos](#), [us-8](#)

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

... use these same steps to add up to 10 different Secured Networks. Log in **FleetWatcher** <http://fw.drivertech.com/> <http://fw.drivertech.com/> http://fw.drivertech.com / [FW login.png](#) Click Management Click System Settings ...

Mar 09, 2020

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

Page: [How does Daylight Savings Time \(DST\) work with my ELOGs? \(Customer Support\)](#)

... duty status during the lockout time, an administrator will need to edit the log from **FleetWatcher** If you forget to go offduty over the time change weekend we recommend ...

Jun 05, 2020

Labels: [change](#), [time](#)

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

... Can alternatively refer to information stored on the Truck PC or data compiled and stored in **FleetWatcher**. M MCT TPC, TruckPC ELD used to keep track of HOS. Message ...

Oct 15, 2018

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[Home](#)