Frequently Asked Questions

- About FleetWatcher and Using It
 - FleetWatcher, (Checklist) New Customer Setup Checklist for new customer FleetWatcher setup.
 - 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, Where do I find the yearly miles driven for a truck/driver? How to find a vehicle/driver yearly miles

 - FleetWatcher: Can I enter a driver's name containing punctuation? Entering driver names into FleetWatcher
 FleetWatcher: Why do I see white loading screens and secure content popups? Fixing white loading screens and security messages in

 - FleetWatcher. Where are the Reports, and how are they used. What the reports in FleetWatcher do
 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? Adding remarks to a driving status
 What baud are DriverTech units set up for? What baud for DriverTech units?

 - Which Web Browsers for FleetWatcher Does DriverTech Support? FleetWatcher: Which web browsers are supported
 - Why are my Personal Use miles not resetting? How to reset Personal Use miles for HOS logs
 - Why are unassigned driving events (and other events) showing up on the logs of multiple drivers? How driving events appear on different driver's
 - o 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.
 - o 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? Brief explanation of what causes a log to stop part-way through the day
- - Can an ELD be set to 15 minute time intervals? Explanation of time intervals handled by the ELD
 - o Can I change a Driving status to a Non-Driving status? Explanation of driving status
 - Does DriverTech's ELD have Anti-Virus software? Anti-virus handling by the ELD
 - DTNav, typing in a city name that starts with "South" Entering a City/State into DTNav
 - Health Check Performing a Health check from Sys Info
 - 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? Process for combining On-Duty with Driving status
 - 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? Going from Driving to On-Duty automatically
 - How do I use the Agricultural Exemption Using the AG exemption
 - How do the HOS Timers calculate? A brief explanation of the timers/clocks in HOS
 - $^{\circ}\,$ If I turn the TruckPC off and start driving, will it record my drive time? How the ELD auto-records drive time
 - o I received a low memory warning. What should I do? What to do when receiving a low memory message on the unit
 - Manually Submit HOS Logs from the ELD ELD: Submitting HOS logs

 - Unit Icon Legend: What does this icon represent? What the various icons mean in the ELD
 What can I do if my unit cannot send or receive messages? Troubleshooting messaging issues.
 - What does a driver need to do when they see diagnostic errors? FMCSA regulations on driver responsibilities when they see diagnostic errors.
 - What does the driver do on their end to register a DT unit? Registering the ELD on the driver's end
 - What do the icons in the Log Overview report mean? Fleetwatcher: Identifying the diagnostic icons
 - 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? Explanation of the data recorded by the ELD automatically
 What is Required to Trigger an Auto-Arrival (Workflow)? What triggers an auto-arrival in workflow?
 What should I show a DOT officer while being inspected? Explanation of what to show a DOT officer when being inspected
 - What triggers an event that is recorded by the camera? Listing of the events that trigger a video from a camera
 - What were the 4 main HOS rule changes added in Sept. 2020? Related articles
 - 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. When only the symbol key lights up when touching anywhere on the screen
 - o Where Does State Mileage go if a Unit Was Unplugged While Crossing State Lines? An example explaining state mileage in regards to sensor
 - Which software version is my unit running? How to locate your unit's software version.
 - Who can Certify an HOS log? FMCSA regulation on the certification of HOS logs
 - Why am I being auto-removed from Yard Move? Brief explanation: how the driver is removed from Yard Move automatically
 Why am I not able to use the Co-Driver feature? Information on the functionality of the Co-Driver feature

 - Why are my State Miles Showing on the Wrong Date? How to troubleshoot the State Mileage Report data
 Why can't I add a status when I stop driving? Brief explanation: how to enter an on-duty status after driving has ended
 Why is my unit shutting down while I'm driving? Lost power while driving?

 - 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.

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 Data 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
- O 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