



## Driver's ELD Manual/Malfunctions Clearance Guide

### Getting Started:

1. Hold the **power button** — generally found on the side of your mobile device, to turn On your tablet/smartphone.
2. Verify that your device has good **cellular data connection** by checking the cellular signal indicator at the top right corner of the home screen.
3. Assure that the device is fully charged by checking the **battery level** in the upper right corner of the home screen. We recommend keeping it connected to the charger at all times.
4. Locate and select the **ELD application icon** from your home screen.
5. Enter your **username and password** once prompted to a sign-in window. Contact your office personnel to reset your password if needed.
6. Select your truck from the vehicle list once logged in. Press *Confirm* when prompted to the **Confirm Vehicle** window. You have now accessed your Logs record.

### Connecting Your ELD:

1. Ensure that you are on the **home screen of the ELD application** and your engine is turned OFF.
2. Connect the ELD device to the diagnostic port/Engine Control Module (ECM) of the vehicle. Start your truck if the ELD flashes green.

#### Clearing malfunction:

##### **If no light comes on:**

The ELD device may not be properly connected.

- Unplug your ELD device from your diagnostic port for 60 seconds.
- Reconnect the ELD device to your diagnostic port.

##### **In the case of flashing blue:**

The ELD application has not started due to the engine remaining on.

- Log out from the ELD application. Restart your tablet/smartphone and Log in to the ELD application.
- Assure that your truck is off and your engine is not running. Remove the key from the ignition and wait 1 minute. Put your key back into the ignition and start your truck.

3. Turn on engine and allow 1 - 2 minutes for the ELD device and on-board application to synchronize successfully; once the ELD turns solid blue, you may start your shift.

#### Clearing malfunction:

##### **In the case of flashing blue:**

- Log out of the ELD application. Restart your tablet/smartphone and log in to the ELD application.
- Turn the engine OFF if the ELD flashes green and reconnect the ELD device as instructed above.

4. Assure that the application **screen locks** once the vehicle accelerates to 5mph.

#### **Clearing malfunction:**

##### **In case the screen does not lock:**

- Stop the vehicle immediately.
- Switch your smart device off for 1 minute.
- Turn the device on and follow the instructions listed in the above sections to reconnect to the ELD. *Failing to stop your vehicle to ensure proper functioning of the ELD device and application will constitute as a **DOT violation**.*

In accordance with 49 Code of Federal Regulations (CFR) 395.8, the driver is required to manually prepare Reconstruct the record of duty status (RODS), and document the duty status on graph-grid paper logs until the ELD is serviced and back in compliance. For more information visit: <https://www.fmcsa.dot.gov/faq/what-must-driver-do-if-there-eld-malfunction>

#### **Recording Your Shift:**

Follow these steps at the end of each 14-hour shift:

1. Switch your duty status within Logs window to **Sleeper or Off Duty** mode.
2. Log out of your session by expanding the **ELD application menu** and then pressing the **three-line icon** in the left upper corner of the screen. *Attempting to log out without changing the status to Off Duty or Sleeper mode will prompt a warning.*
3. Turn OFF your dedicated device; switching off the smart device will enable system alerts about important **application updates**. Always ensure your device has been turned off/on prior to the start of any new shift.
4. Complete your **required 10-hour break** following each shift in order to meet regulatory requirements. The system will not count anything shorter than 10-hours as a full break [ex: 9 hours and 59 minutes constitutes as a violation].

**For legal and safety purposes please refrain from calling customer support line, your management, or safety personnel while driving!**

**Please contact our Support Team at 877-862-0020 or send an email to [support@tfmeld.com](mailto:support@tfmeld.com) should you have an urgent situation and are unable to reach your safety department.**