

This document highlights the best practices when using the e-Track Certified™ application for **Automatic Onboard Recording Devices (AOBRDs)**. This should supplement, not replace, your e-Track Certified Daily Driver Guide, DOT Officer Operating Manual, and other manuals.

If You Experience an AOBRD Malfunction

Refer to Section 6 of this document for common troubleshooting steps. If the AOBRD continues to malfunction, you remain compliant if you follow this procedure:

- Note the malfunction and report it to the motor carrier within 24 hours.
- If not available on the AOBRD, reconstruct logs for the current 24h period and previous 7 days on paper graph logs.
- Continue to use paper graph logs until the AOBRD is repaired. Note: these logs are compliant for the time period that the AOBRD is malfunctioning.

Keep In Your Cab At All Times

- [e-Track Certified Driver Operating Manual](#) and/or [Driver Daily Guide](#)
- [e-Track Certified Instructions](#) on handling malfunctions and record-keeping during malfunctions
- [e-Track Certified DOT Officer Operating Instructions](#) for transferring hours of service records
- [Blank paper logs](#) to be used in case of AOBRD malfunction

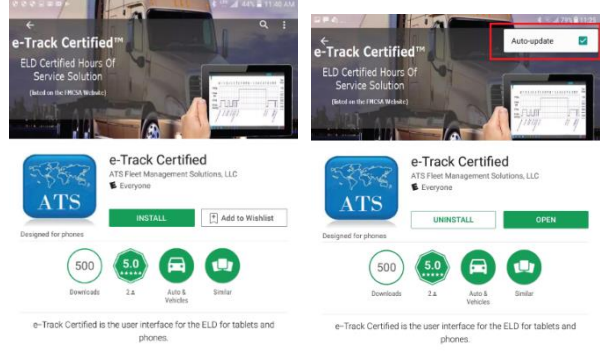
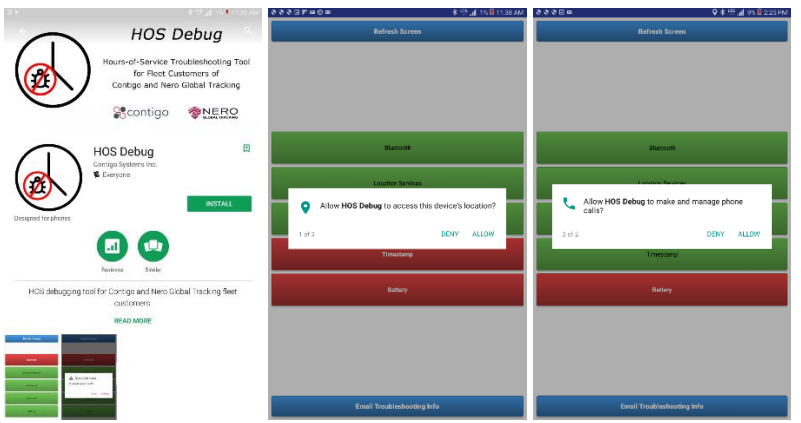
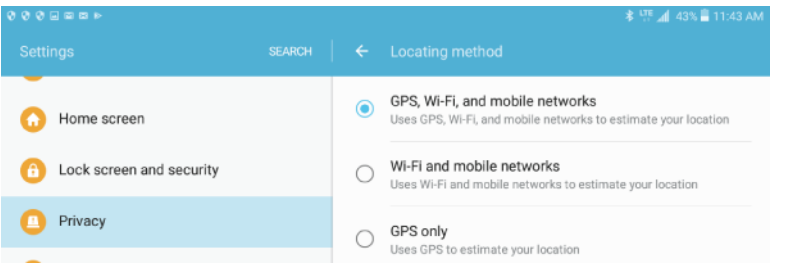
Using Multiple Devices for Duty Status Changes

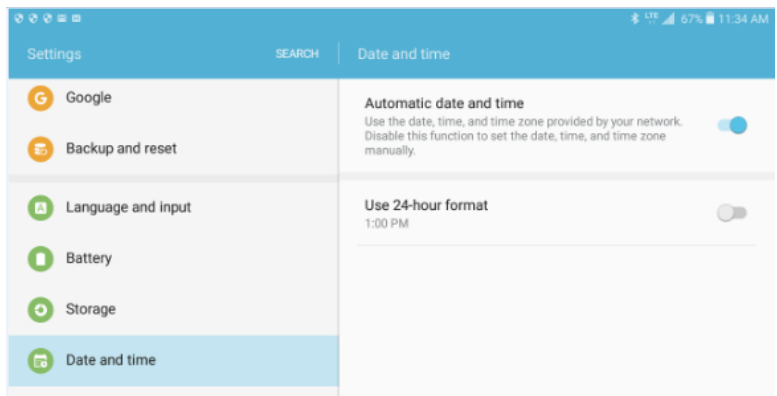
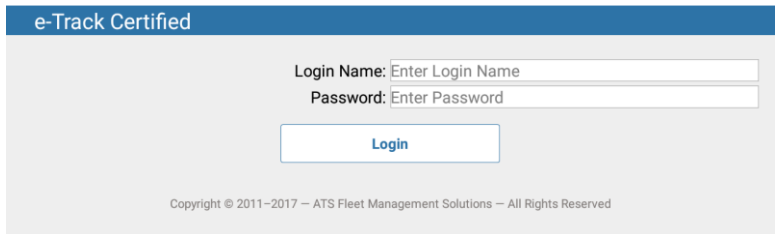
Occasionally, a driver may use an alternate device to perform a duty status change while away from the truck and its associated ELD tablet. **While not a recommended practice, this will only work as long as the driver isn't logged in to multiple devices at the same time.** Be sure to log out of the alternate device before logging in to the ELD in the vehicle. Note that the location in the log will be where the driver was when they made the duty status change (which may not match the location of the vehicle).

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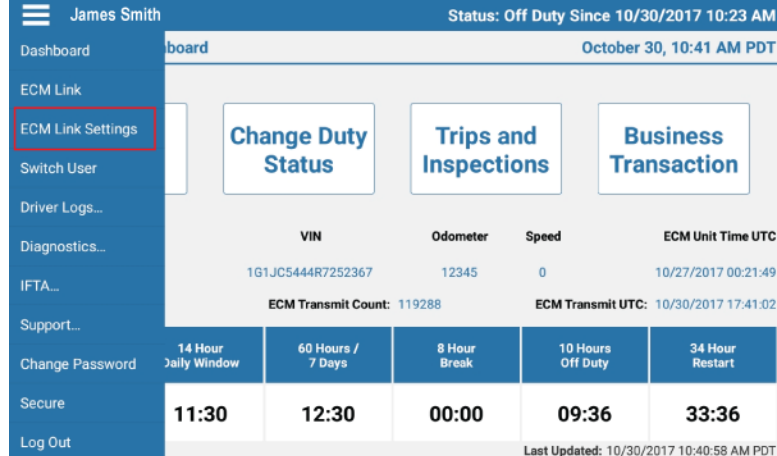
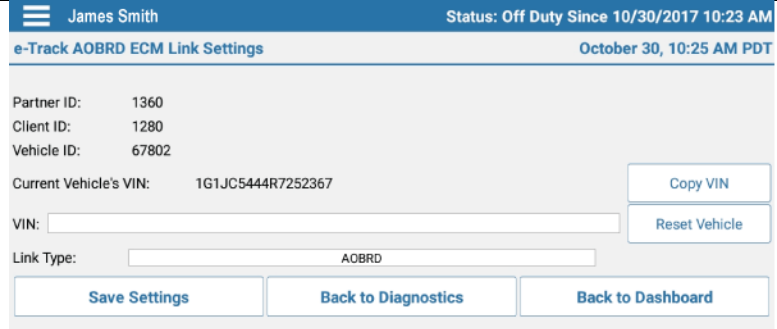
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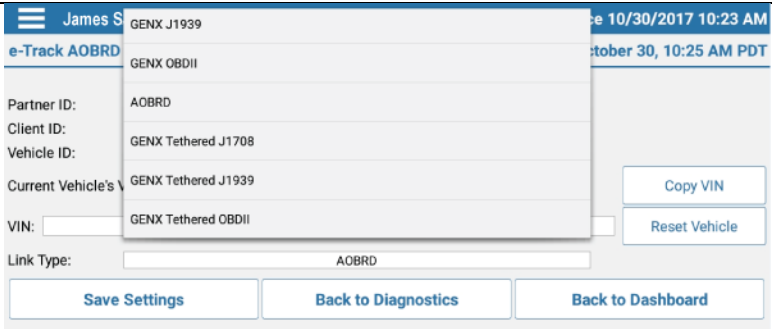
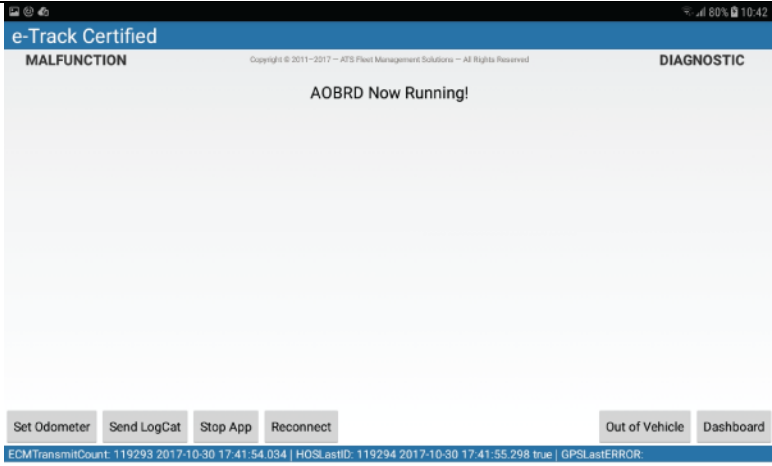
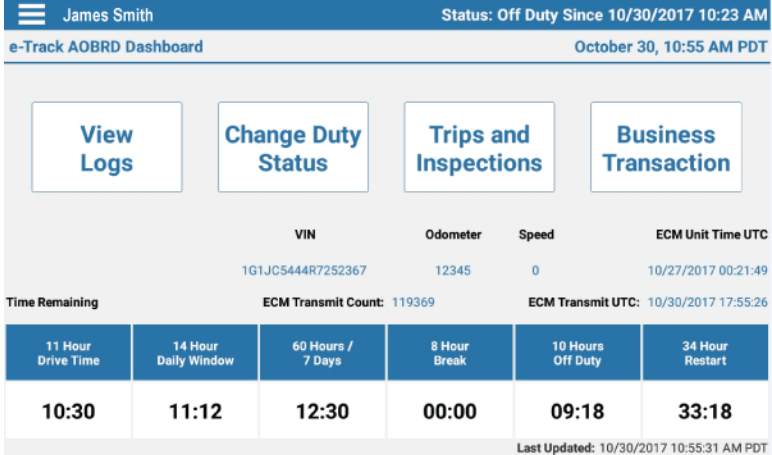
1. Installing e-Track Certified App and HOS Debug App

1.1	Make sure your GPS beacon is installed in the vehicle.	
1.2	Go to the Google Play store.	
	<p>a) Search for “e-Track Certified” under “Apps”. Download the app.</p> <p>Notes:</p> <ul style="list-style-type: none"> “e-Track Certified” is supported on Android OS version 4.4.2 or above. It is recommended that you enable “Auto-Updates” option. You can do this in the Play store once the app is installed, and click on the top right “...” and select “Auto-Updates”. 	
	<p>b) Search for “HOS Debug” under “Apps”. Download the app.</p> <p>When you start the app, please “Allow” the following:</p> <ul style="list-style-type: none"> Allow HOS Debug to access this device's location? Allow HOS Debug to make and manage phone calls? * <p>* Note: the app will not make phone calls, only report the telephone number to assist with troubleshooting.</p> <p>This app will help you check that your setup is done correctly and/or help you troubleshoot any issues. It is not required to run this app if your AOBRD is functioning normally. See Section 6.1 for how to use this app.</p>	
1.3	From your device settings, enable the GPS location sharing for higher accuracy.	

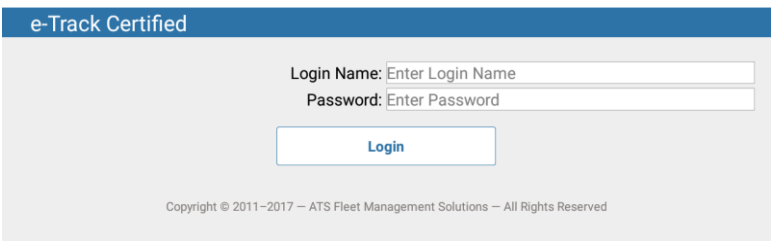
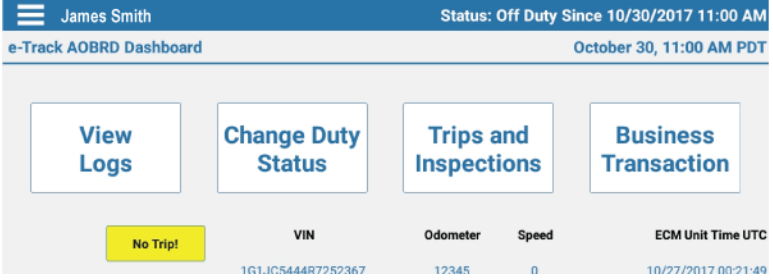
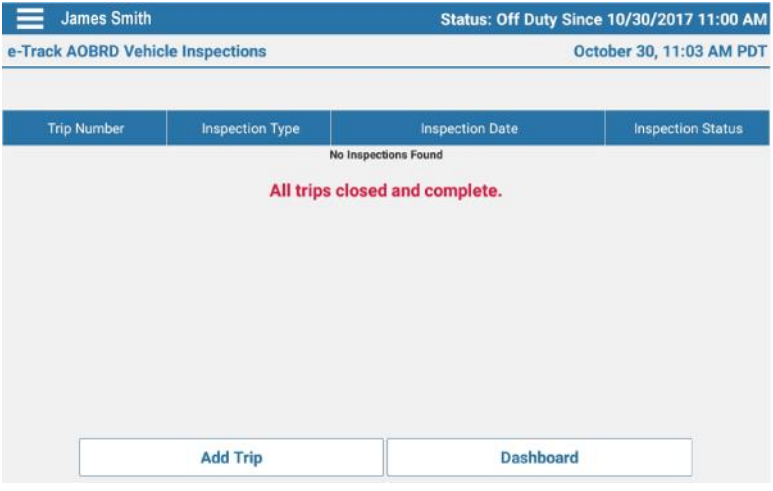
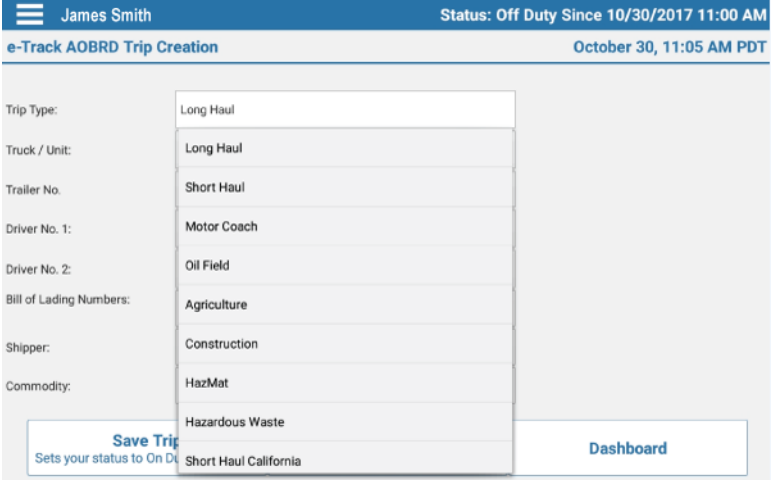
1.4	From your device settings, set your "Date and Time" to "Automatic date and time" and set "Automatic time zone on".	
1.5	Open the "e-Track Certified" app and login.	
1.6	If you experience any issues, start the HOS Debug app. See Section 6.1 for details on how to use the app.	

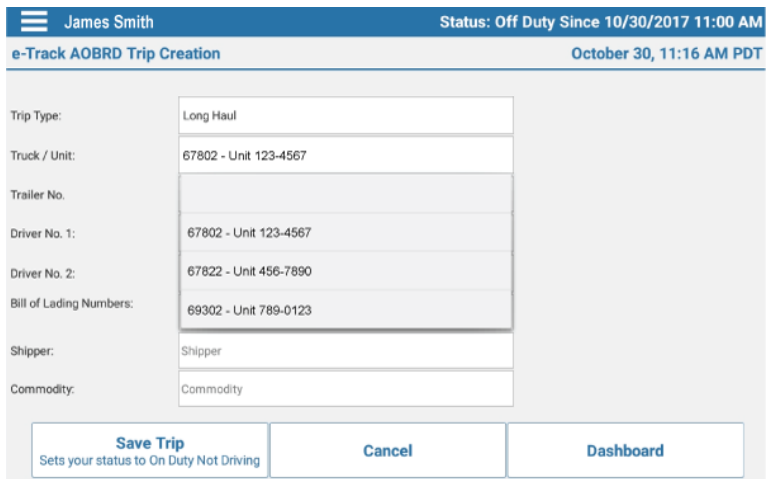
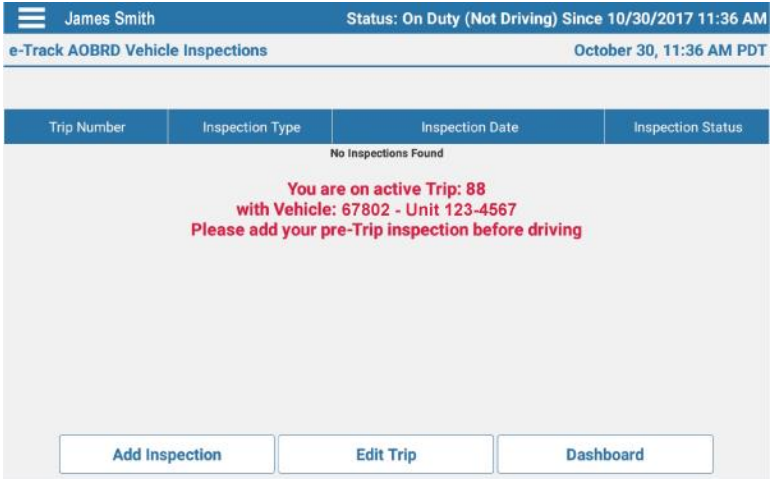
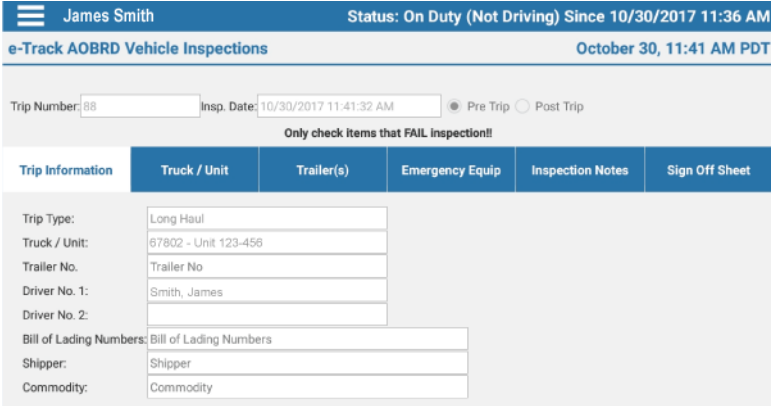

2. e-Track Certified App Initial Setup

2.1	Open the e-Track Certified app. From the drop down menu, go to "ECM Link Settings".	
2.2	Ensure your "Link Type" is set to "AOBRD". If it is not, click on the field and select AOBRD from the drop down list. Important: If "Link Type" is set to something other than AOBRD, the device will be expecting a connection. This may cause errors on the app.	

		
2.3	<p>Once the device is successful associated to the GPS beacon, you will view a screen that shows that the AOBRD is now running.</p> <p>NOTE: The "Malfunction" and "Diagnostic" text on the top left and top right of the screen are headers.</p> <ul style="list-style-type: none"> If there is a malfunction, a red box would appear on the left column. If there is diagnostic issue, a yellow box would appear on the right column. 	
2.4	Continue to the Dashboard by clicking on the "Dashboard" button.	

3. At the Start of Each Day

3.1	Open the "e-Track Certified" app and login.	 <p>The login screen shows fields for 'Login Name' and 'Password', a 'Login' button, and a copyright notice at the bottom: 'Copyright © 2011-2017 - ATS Fleet Management Solutions - All Rights Reserved'.</p>
3.2	<p>If there is "No Trip" indicated by the yellow note on the left, then create a trip.</p> <p>If a trip exists, skip to the next step.</p>	 <p>The dashboard shows the user 'James Smith' with status 'Off Duty Since 10/30/2017 11:00 AM'. It includes buttons for 'View Logs', 'Change Duty Status', 'Trips and Inspections', and 'Business Transaction'. A yellow 'No Trip!' button is visible. Below these are fields for VIN, Odometer, Speed, and ECM Unit Time UTC.</p>
3.2a	<p>How to Create Trip:</p> <ul style="list-style-type: none"> • Select "Trips and Inspections" from the dashboard or click on the yellow "No Trip" box. • Select "Add a Trip". 	 <p>The screen shows 'No Inspections Found' and a message 'All trips closed and complete.' at the bottom. There are buttons for 'Add Trip' and 'Dashboard'.</p>
3.2b	<p>Select "Trip Type" from the drop down menu.</p> <p>Note: "Long Haul" type trips may last multiple days. In this instance, you can do a Post Trip inspection and keep the trip active. To CLOSE the trip, you must select "Check to Close Trip" on the left of the sign off page side to close the trip. See Section 4.3 for a screenshot.</p>	 <p>The screen shows a dropdown menu for 'Trip Type' with options: Long Haul, Long Haul, Short Haul, Motor Coach, Oil Field, Agriculture, Construction, HazMat, Hazardous Waste, and Short Haul California. There is a 'Save Trip' button and a 'Dashboard' button.</p>

3.2c	<p>Select Truck/Unit from the dropdown list.</p> <p>Other fields are optional, complete as needed.</p> <p>Click on "Save Trip".</p> <p>Note: If your vehicle does not appear on the drop down list, the vehicle may not be setup or it may be on an active trip. Please see Section 6 for possible troubleshooting tips.</p>	
3.3	<p>Once you have an Active Trip, select "Add Inspection".</p>	
3.3a	<p>Complete the Pre-Trip inspection.</p> <p>NOTE: Only check those items that FAIL inspection.</p>	
3.3b	<p>Sign Off.</p>	

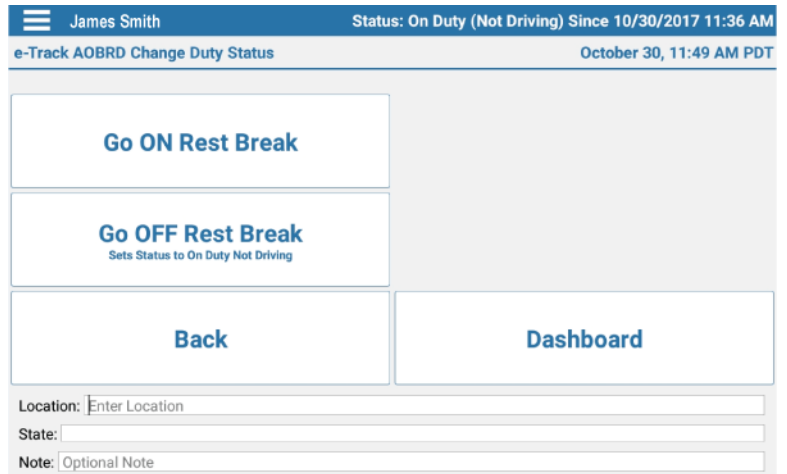
4. During the Day

For detailed instructions, please see “e-Track Certified Driver Daily Guide” and “e-Track Certified Driver Operating Manual”. Below are some best practices for certain functions.

4.1 Changing Duty Status on Rest Break

4.1.1 Change Duty Status: Rest Break

If you change your duty status to “Go ON Rest Break”, it is best practice to manually change your duty status to “Go OFF Rest Break” at the end of your break.

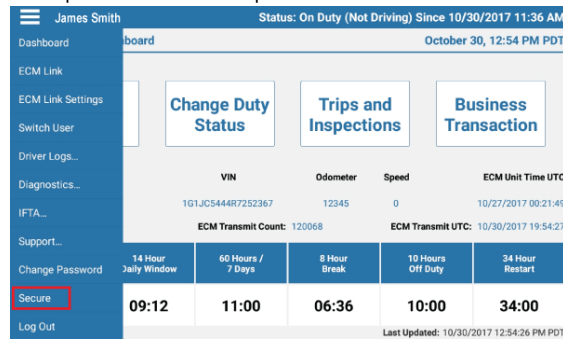


4.2 Secure Mode

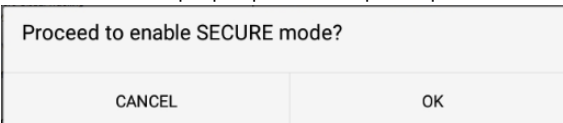
You may want to use this feature when you are presenting logs to a requesting DOT Officer. The Secure Mode enables the DOT Officer to view only those required items during an inspection.

4.2.1 To Enter Secure Mode

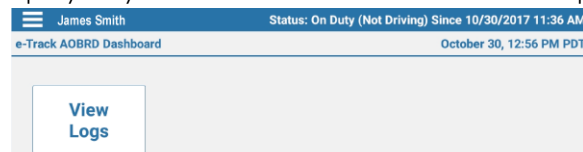
Expand the top left menu drop down list and select “Secure”.

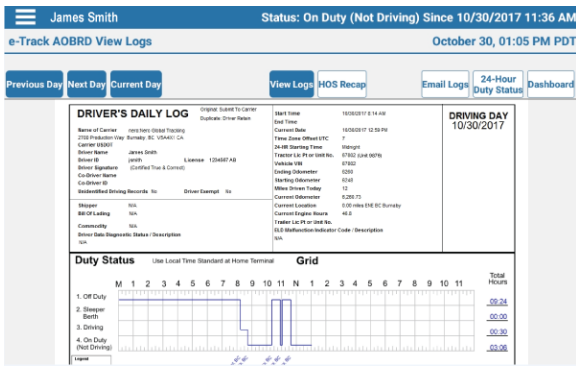

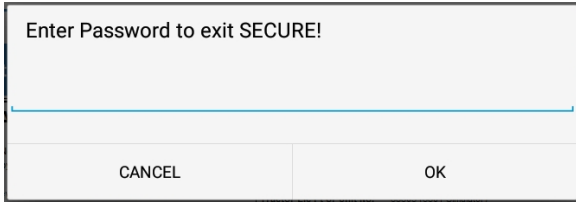


There will be a window pop up. At the prompt, select “OK”.



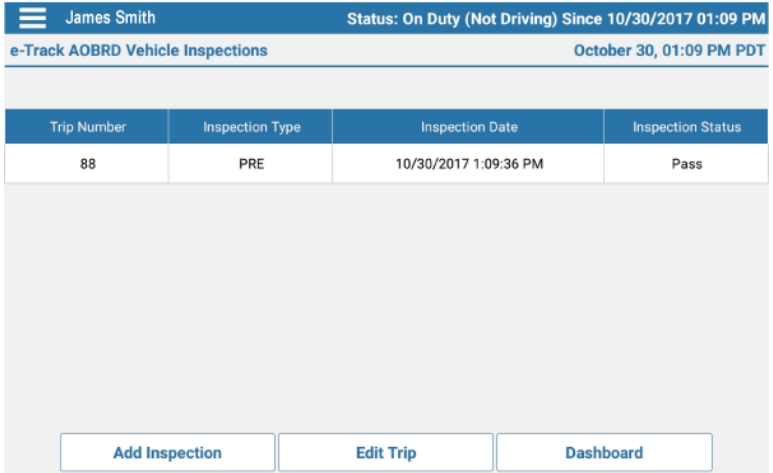
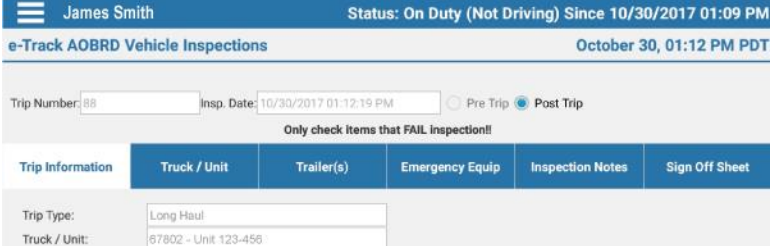


This will display only the items needed to be seen for Inspection.



		
4.2.2	To Exit Secure Mode	<p>Expand the top left menu drop down list and select "Secure". Note: in the secure mode, there are fewer menu options available.</p>  <p>Click on "Secure". You will be prompted to enter your password.</p>  <p>Once you enter your password, you will resume to your regular Dashboard.</p>

5. At the End of Each Day

IMPORTANT: At the end of **EACH DAY**, you **MUST** perform a Post Trip Vehicle Inspection.

5.1	<p>Go to "Trips and Inspections".</p> <p>You will see all inspections associated with an Active Trip.</p> <p>Select "Add Inspection".</p>	
5.2	<p>Complete the Post-Trip inspection.</p> <p>NOTE: Only check those items that FAIL inspection.</p>	
5.3	<p>Sign Off.</p> <p>Note for Long Haul Trips Only:</p> <ul style="list-style-type: none"> Long Haul trips may span multiple days. You may complete a "Post Trip Inspection" and still keep the trip active. To close a long haul trip, you must select "Check to Close Trip" on the red text to the left of the sign off button. 	<p>Sign off screenshot for non-Long Haul</p>  <p>Sign off screenshot for Long Haul</p> 
5.4	Change duty status to "Off Duty".	
5.5	Log out.	

6. Troubleshooting and FAQ

Below are some common problems and typical solutions.

Notes on the “HOS Debug App”

The “HOS Debug” app has been designed to help troubleshoot issues that might occur with “e-Track Certified” and will help diagnose any device-beacon communication issues.

- The “HOS Debug” app is not required to run at all times. It is to assist with troubleshooting, and can be loaded/run when you encounter problems or assist with initial setup.
- For AOB RD, Bluetooth will always show an error. You can disregard as Bluetooth is only required for ELD.
- If you have tried to troubleshoot the issues and problems still persist (e.g., button remains red on “HOS Debug”), click on the blue “Email Troubleshooting Info”. This will email Technical Support with supplemental details so they can assist you.

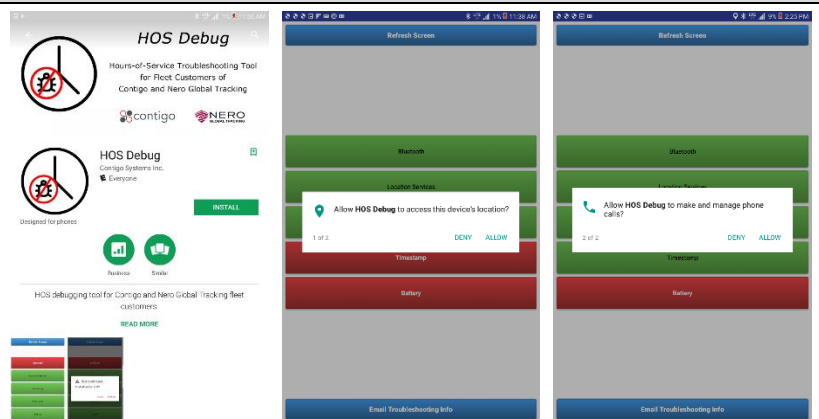
6.1 Troubleshooting Communication and Setup Issues with “HOS Debug” App

6.1.1 Go to the Google Play store, and search for “HOS Debug” under “Apps”. Install the app.

When you start the app, please “Allow” the following:

- Allow HOS Debug to access this device's location?
- Allow HOS Debug to make and manage phone calls? *

* Note: the app will not make phone calls, only report the telephone number to assist with troubleshooting.



6.1.2 “HOS Debug” checks the setup configurations for the main areas.

- If setup is correct, buttons appear in green.
- If setup is incorrect, the button for that item will appear in red. Click on the button and a pop up will appear with more details. Click on “Settings” to be brought to the relevant item.
- Once you correct the configuration, click “back” on your browser to return to the HOS Debug dashboard.

Below are specific examples of possible configuration errors.

NOTE: For AOB RD use, you can disregard Bluetooth errors. Bluetooth is required for ELD functionality only.









Note: When you open “HOS Debug” app, you will get a pop up regarding Bluetooth Range. Disregard as this is for ELD users only.

Bluetooth Range check will not be accurate if the HOS app is also running.

OK

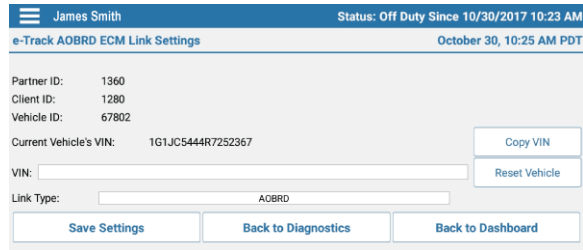
<p>Bluetooth Issues - Disregard</p> 	<p>Not applicable.</p> <p>Bluetooth is <u>not</u> required for AOB RD functionality. You can disregard any errors showing for Bluetooth connectivity.</p>
<p>Location Services Issues</p> 	<div> <p>Location Service Issue</p> <p>Location services are OFF. Select Settings:</p> <ul style="list-style-type: none"> • Set Location ON. <p>Cancel Settings</p> </div> <div> <p>Location Service Issue</p> <p>High Accuracy is OFF. Select Settings:</p> <ol style="list-style-type: none"> 1) Select Mode. 2) Select: High accuracy. <p>Cancel Settings</p> </div>
<p>Networking Issues</p> 	<div> <p>Networking Issue</p> <p>Mobile data is OFF. Select Settings:</p> <ul style="list-style-type: none"> • Set Mobile data to ON. <p>Cancel Settings</p> </div> <div> <p>Networking Issue</p> <p>Flight mode is ON. Select Settings:</p> <ul style="list-style-type: none"> • Set Flight mode to OFF. <p>Cancel Settings</p> </div>
<p>Timestamp Issues</p> 	<div> <p>Timestamp Issue</p> <p>Automatic date and time is OFF. Select Settings:</p> <ul style="list-style-type: none"> • Select: Automatic date and time. <p>Cancel Settings</p> </div>

<p>Battery Issues</p> 	<div data-bbox="824 191 1398 394">  Battery Issue Your battery is low. Plug in your tablet/phone. OK </div>
<p>Version Issues</p> 	<div data-bbox="824 508 1398 678">  Version Issue No HOS app is found, please download it from Google's Play Store. Cancel Play Store </div> <div data-bbox="824 688 1398 858">  Version Issue Your HOS app is out of date, please upgrade it from Google's Play Store. Cancel Play Store </div>
<p>If problems persist, click on the "Email Troubleshooting Info" at the bottom of the screen.</p> 	<div data-bbox="824 882 1398 1058"> <p>Contigo or Nero Global Tracking customers, enter your HOS login name:</p> <input type="text"/> Cancel OK </div> <div data-bbox="824 1068 1398 1724"> <p>To: support@contigo.com</p> <p>ELD troubleshooting report</p> <p>Bluetooth Pairing: RED (Bluetooth is OFF.) Bluetooth Range: GREY Location Services: GREEN Networking: GREEN Timestamp: GREEN Battery: GREEN Version: GREEN ELD in Play Store Version: 2.1.357 Installed ELD Version: 2.1.357 HOS Login Name: awillis Date/Time: 11/17/2017 11:08:45 AM PST Phone Number: Can't be retrieved OS Version: 7.1.1 HOS Debug App Version: 1.0.4 Phone Model: SM-T377W Manufacturer: samsung Carrier: Bell Battery Level: 96.00% Location Service: On Location High Accuracy Mode: On Last Known Location: Can't be retrieved Automatic Date & Time: On Automatic Time Zone: On Paired Bluetooth Devices: None Paired GENX Bluetooth Signal Strength (RSSI): Can't be retrieved DIAG HOS PVT Response: Can't be retrieved DIAG CAN Response: Can't be retrieved DIAG SERNUM Response: Can't be retrieved</p> </div>

6.2 e-Track Certified App Setup

6.2.1 What do I do if "ECM Link" is showing no data or showing that it is not connected?

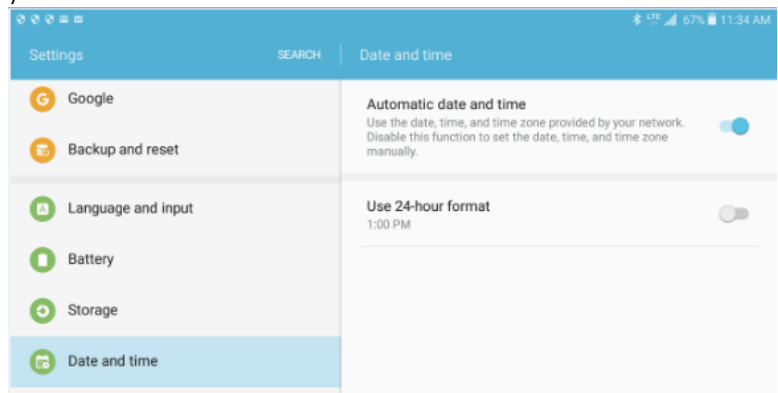
Under ECM Link Settings, make sure **AOBRD** connection type is selected.



6.2.2 How do I setup automatic time stamp setup?

If automatic time zone is not setup, the "e-Track Certified" app may show Malfunction. Clicking on Malfunction icon will show timing is incorrect in ECM link page.

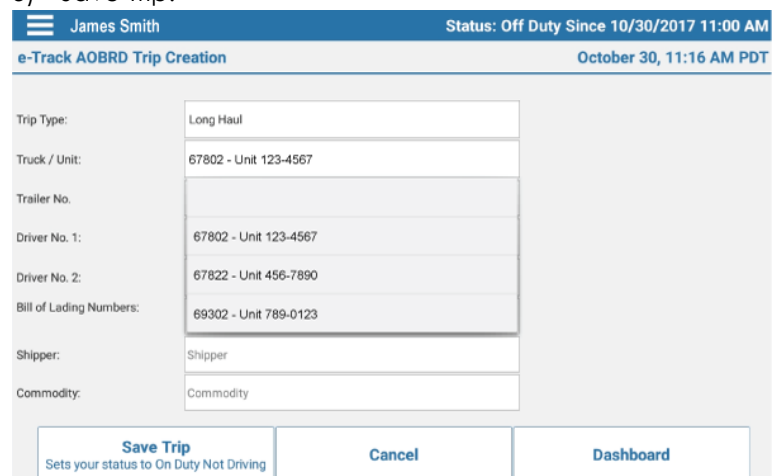
Please make sure the Automatic time zone is setup on the device. This can be found on the Android device under Settings -> General management -> Date and time (this may vary slightly on an older OS)




6.3 Connectivity Questions

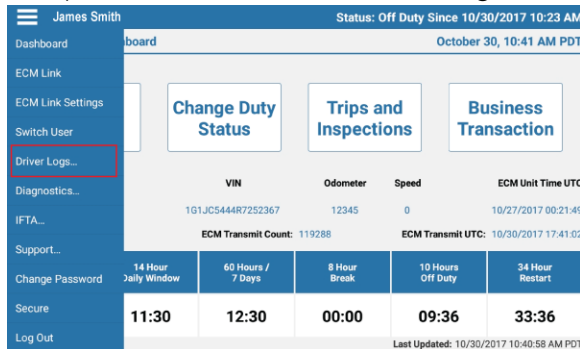
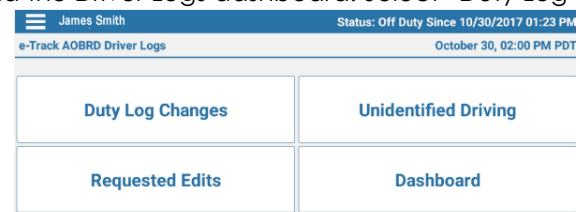
6.3.1 How do I properly move my device to another vehicle?

- 1) **First, you MUST properly end all active trips.** See section 5 for details.
- 2) Go to Trips and Inspections.
- 3) Add a Trip
- 4) Select the new "Truck/Unit" from the dropdown list*.
- 5) Save Trip.

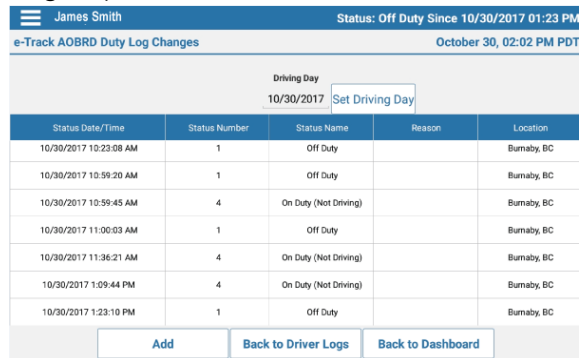


***Note:** If the vehicle you wish to change to is not on the drop down list, contact your System Administrator. The vehicle may not be properly setup.

6.3.2	What is a Malfunction indicated in the e-Track Certified app?	<p>A Malfunction in the "e-Track Certified" app indicates that the app is not receiving the correct data from the beacon to maintain compliance.</p> <p>A Malfunction in the app does not indicate a vehicle malfunction (DTC alert).</p>
6.3.3	What happens when the vehicle goes through an area where there is no cell coverage?	<p>If the vehicle goes out of coverage, the driver's duty status changes and other actions will be stored on the tablet. At the same time, the mileage will be stored on the beacon.</p> <p>This data will be synced with ATS servers (and appear in the ATS Client portal) once the driver is back in a cell coverage area.</p>
6.4 Trip Questions		
6.4.1	I am trying to create a trip but the vehicle does not show up.	Contact your System Administrator to ensure your "Location" and "Vehicle" has been completed and properly setup in the ATS portal application.
6.4.2	Can I create two overlapping trips?	<p>No, you can't create trips that are overlapping</p> <p>If a trip is created and assigned to a driver, and driver is active during that trip, no other trips can be assigned to that driver until the driver completes the trip and closes the active trip.</p> <p>Note: For Long Haul Trips only, you must select the "Check to Close Trip" option to the left of the sign off box. If this is unselected, the post trip inspection will be recorded but the trip will remain active.</p> 
6.4.3	How do I delete an active trip?	<p>The Driver cannot delete a trip.</p> <p>The Driver can close an active trip by performing a Post-Trip Inspection. Note: For Long Haul Trips only, drivers must select "Check to Close Trip" (see 5.4.2 for a screenshot).</p>
6.4.4	How do I delete an inactive trip?	<p>The Driver cannot delete a trip (active or inactive).</p> <p>Inactive trips will just stay inactive.</p>
6.4.5	Can the Driver add a trip?	Typically, the Driver starts all trips in the "e-Track Certified" app. If there is no active trip when the Driver logs in, they are prompted to create the trip and then enter their Pre-trip inspection.
6.4.6	How can a Driver ignore a trip?	The Driver can't ignore a trip. All driving data must be logged by law.

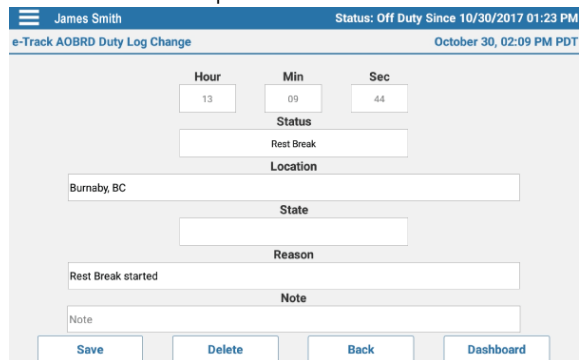
6.4.7	Can a Driver edit a trip?	<p>Yes, the Driver can make changes to trip, but only data which is not read from the ECM (i.e., driving data) may be altered.</p> <p>If a Driver makes changes to a trip, it may take 5-10 minutes for the changes to show in the logs.</p> <p>If a Driver forgets to log off or change duty status to "Off Duty" or "On Duty (Not Driving)", the Driver or Administrator can go back and make corrections to the log (either in the "e-Track Certified" app or in the Client portal). Note that actual driving time (generated by the vehicle automatically) cannot be changed.</p> <p>NOTE: After the edits are made, the Driver will need to Recertify the logs.</p>
6.4.8	Can an active trip be assigned to a different Driver?	No. A trip can only be shared between two drivers if both Drivers are initially configured for the trip. To change a driver, the active trip must be closed and a new trip created.
6.4.9	Can an active trip be assigned to another vehicle?	No. A trip can't be re-assigned from one vehicle to another vehicle. The active trip must be closed and a new trip created.
6.4.10	If a trip is assigned to a Vehicle and Driver, can another trip be also assigned to that vehicle and driver?	Yes, the System Administrator can create multiple trips, but it is not recommended as this may cause confusion. The recommended process is that all Drivers start their own trips by performing a Pre-trip inspection in the "e-Track Certified" app.
6.5 Duty Status Questions		
6.5.1	What constitutes pre-trip failed inspection check?	When at least one checkbox is checked for the Pre-Trip inspection.
6.5.2	Can the Driver change the previously recorded logs using the "e-Track Certified" app?	Yes, Duty Log changes may be made within the app. However, no "Driving" logs may be altered in any way. This is a restriction of the FMCSA regulations.
6.5.3	Can the Driver change the location of a duty status?	<p>Yes. On the left pull down menu, select "Driver Logs..."</p>  <p>This will load the Driver Logs dashboard. Select "Duty Log Changes"</p> 

This will show a list of logs. Click on the log you wish to edit. Note: the default screen is the current day. To select a different day, click on the "Set Driving Day" button.



Status Date/Time	Status Number	Status Name	Reason	Location
10/30/2017 10:23:08 AM	1	Off Duty		Burnaby, BC
10/30/2017 10:59:20 AM	1	Off Duty		Burnaby, BC
10/30/2017 10:59:45 AM	4	On Duty (Not Driving)		Burnaby, BC
10/30/2017 11:00:03 AM	1	Off Duty		Burnaby, BC
10/30/2017 11:36:21 AM	4	On Duty (Not Driving)		Burnaby, BC
10/30/2017 1:09:44 PM	4	On Duty (Not Driving)		Burnaby, BC
10/30/2017 1:23:10 PM	1	Off Duty		Burnaby, BC

Click on the Log entry you wish to change. This will bring up the record. Change the relevant information and click "Save". Note: The "Reason" field must be completed.



Hour	Min	Sec
13	09	44

Status: Rest Break

Location: Burnaby, BC

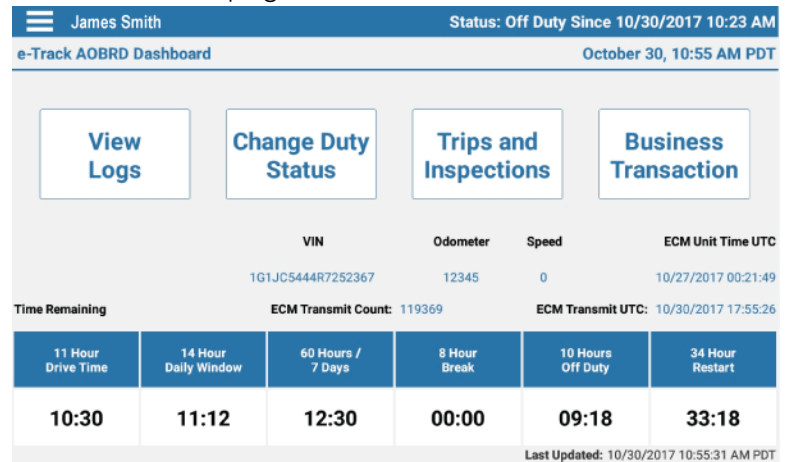
State:

Reason: Rest Break started

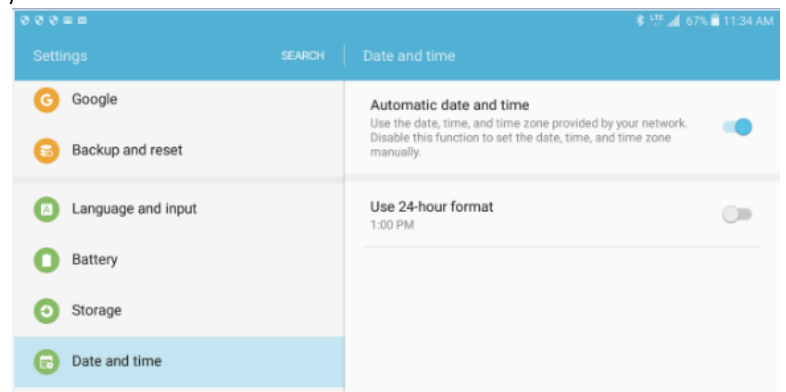
Note:

6.5.4 How do I setup automatic time stamp setup?

If automatic time zone is not setup, the "e-Track Certified" app may show Malfunction. Clicking on Malfunction icon will show timing is incorrect in ECM link page.



Please make sure the Automatic time zone is setup on the device. This can be found on the Android device under Settings -> General management -> Date and time (this may vary slightly on an older OS)



6.5.5 Can the Driver log out of the app while the duty status is "Driving"?

This is possible but not recommended, as the duty status may remain "Driving" until the Driver logs in again, thus creating an error in their logs.

There is a 5-minute timeout after vehicle movement stops, after which the duty status changes automatically to "On Duty (Not Driving)". As a workaround, if the Driver logs out before the timeout, they are prompted to change their duty status.

NOTE: If this error has occurred, and the logs incorrectly indicate that Driving has occurred, the driver or administrator may add a change to Off Duty status immediately after the incorrect driving period begins. This correction will need to be annotated to indicate the nature of the error, and approved by the driver.

6.6 Other Questions

6.6.1	Where does the "e-Track Certified" app get the GPS location?	For ELD and AOBRD, the locations associated with duty status changes are coming from the device's GPS, not from the vehicle GPS beacon.
6.6.2	How are the engine hours calculated? Is it from the time when Ignition is turned on until it is turned off?	Yes, engine hours is retrieved from the GPS beacon.
6.6.3	I log in and only see "View Logs" on my dashboard.	You may be in Secure Mode. Please see Section 4.2 on how to exit Secure Mode.