

FLEET COMPLETE ELD

# Canada User Manual & Information Packet



## Contact support

(P): 1-800-220-0779

(E): [support@fleetcomplete.com](mailto:support@fleetcomplete.com)

## Contents

Getting Started	2
Using BigRoad	6
Instruction sheet for data transfer mechanism (using Inspection Mode and Sending ELD RODS to a Safety Official)	28
Instruction sheet for Malfunctions & Diagnostics	32
ELD Driver Card/Quick Instruction sheet	34

# GETTING STARTED

## Install Fleet Complete ELD

Before reading this manual, you must install your device. See the Install Guides for full instructions.

Click to access the Install Guides in our support knowledge base.

1



**MGS800**

2



**MGS700**

3



**FT1**

4



**DL200**

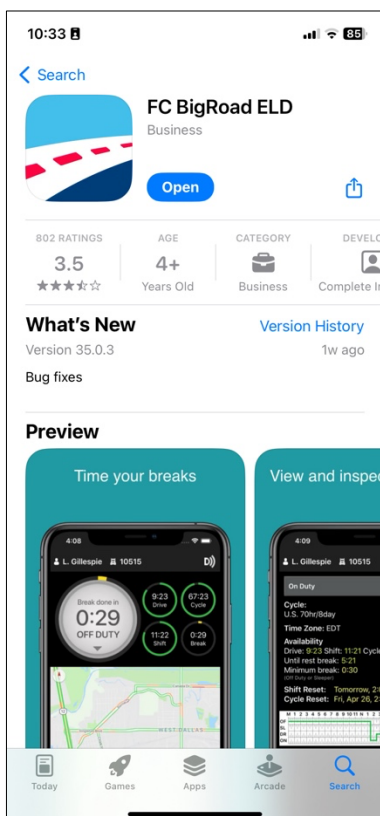
## Download the BigRoad mobile app

If you've already received an email to join a fleet on BigRoad, follow the instructions in that email.

If you're a new user, begin by downloading the BigRoad Mobile App for iOS (Apple) or Android (Google).

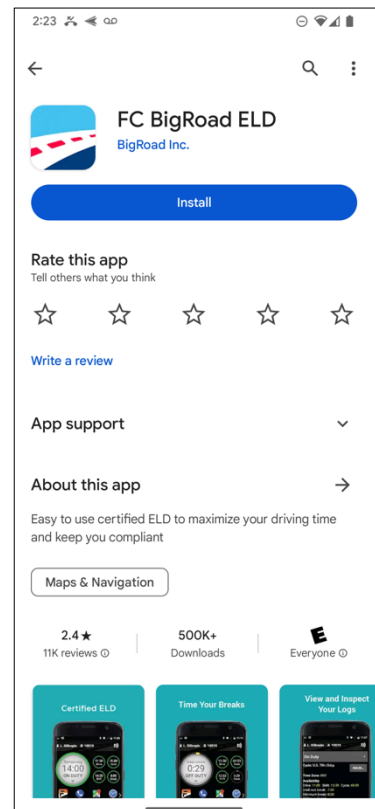
### How to download BigRoad for iOS (Apple)

- 1 Tap on the App Store icon from your device.
- 2 Enter **BigRoad** in search bar.
- 3 Tap on **Get** to Install the app then tap **Open**.



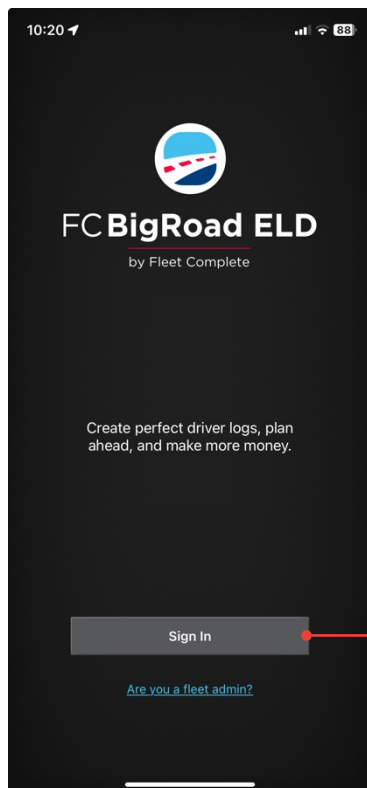
### How to download BigRoad for Android

- 1 Tap on the Play Store icon from your device.
- 2 Enter BigRoad in the search bar and tap on the listing.
- 3 **Install** the app.



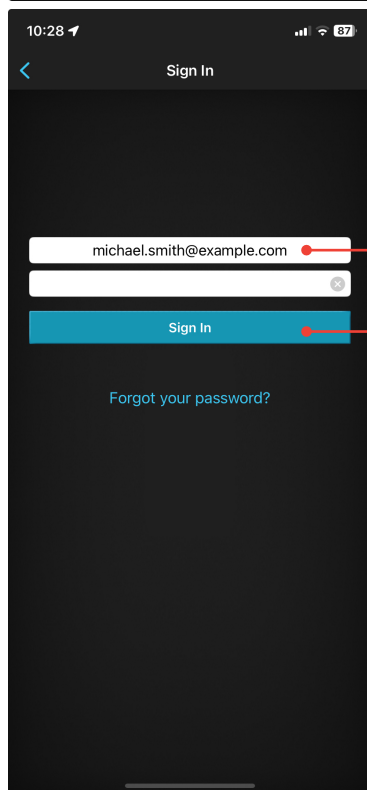
## Sign into your fleet

Log in to the BigRoad mobile app



**1** Launch the BigRoad Mobile App by tapping the **BigRoad icon** on your device's home screen.

**2** Tap the **Sign In** button.



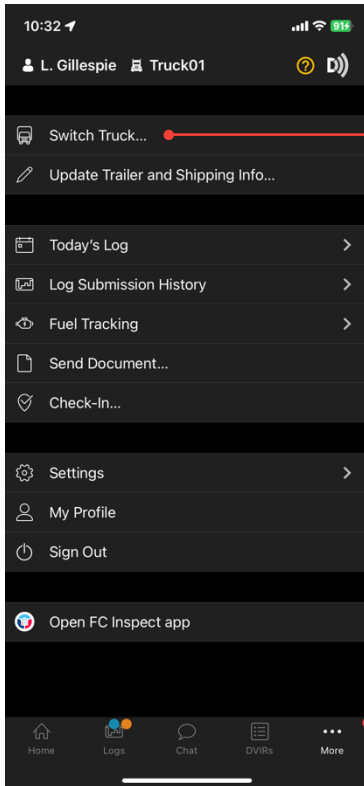
**3** Enter your email address and password for the account that your carrier has set up for you.

**4** Tap **Sign In**.



## Select your truck

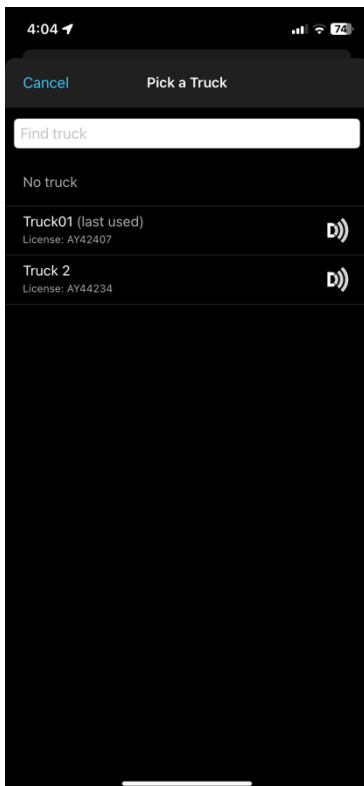
Connecting to a fleet complete ELD-enabled vehicle:



**1** Ensure that the vehicle is running before you attempt to connect. The Pick a Truck screen will be displayed when you sign in. If you are already signed in...

**2** Tap the **More** menu tab.

**3** Select **Switch Truck**.



**4** Select the truck you want to connect to. Note that Fleet Complete ELD-equipped vehicles will show a DashLink icon beside them.

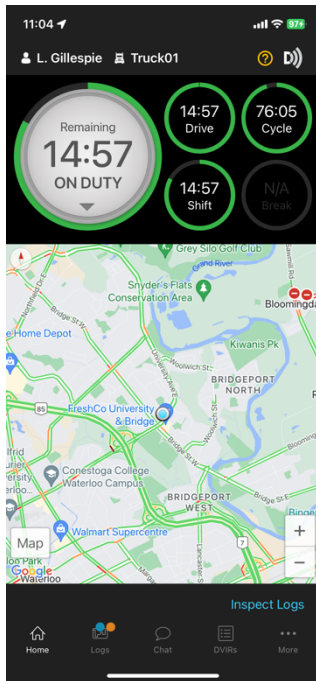
**5** Fleet Complete ELD should now be connected to your vehicle. Look for the **DashLink** icon in the top-right corner of the BigRoad Mobile App to confirm status.



**NOTE:** If your ELD-equipped vehicle has not been added to the BigRoad Mobile App, ask your carrier to add your truck. An Administrator must do this from the Fleet tab in the BigRoad Web App. ELD-equipped vehicles cannot be added or modified using the BigRoad Mob

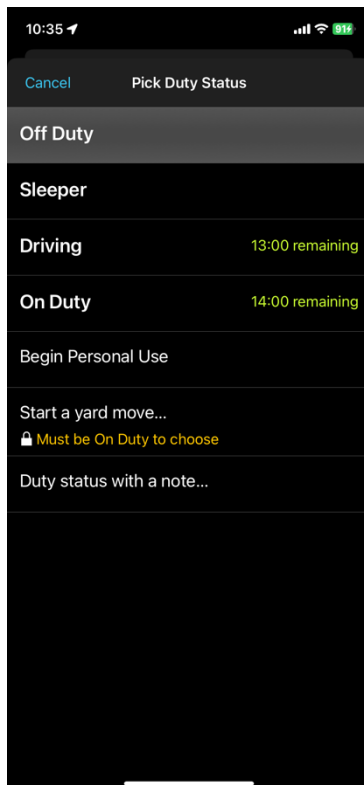
# USING BIGROAD

## Duty status selector



Easily change your current duty status and provide a visual indication of how much driving time, on-duty time, and break time is remaining.

## Tracking your duty status

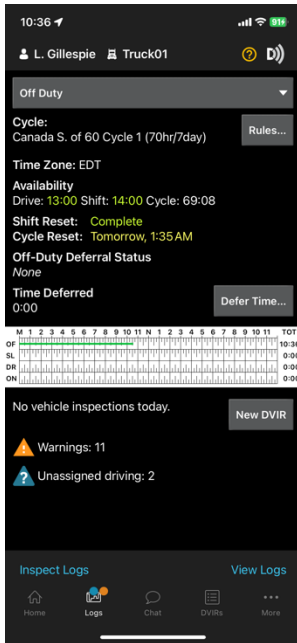


### Automatic duty status selection

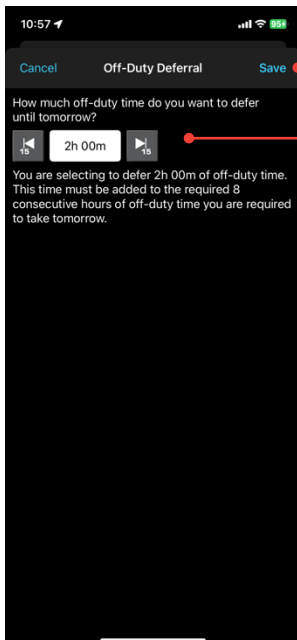
- When connected to a FC BigRoad ELD-enabled vehicle, driving status will be automatically recorded once the vehicle begins moving at greater than 8km/h.
- After being stopped for 5 minutes or turning the vehicle ignition off, your duty status will automatically be changed to On Duty (not driving).
- By tapping the **duty status circle** from the BigRoad Mobile App home screen, you can easily change your duty status. Driving is automatically recorded, however, if it becomes necessary, you can manually set a driving status.
- The **duty status circle** will also show you how much drive and on duty time you have remaining.

## Defer off duty time

As allowed by Canadian ELD Regulations. Drivers can defer up to 2 required off-duty hours to Day 2 and utilize that time for additional driving hours on Day 1. To defer off-duty hours to Day 2, please follow the steps outlined on this page.



1 Go to Logs screen and tap on the '**Defer Time**' button.



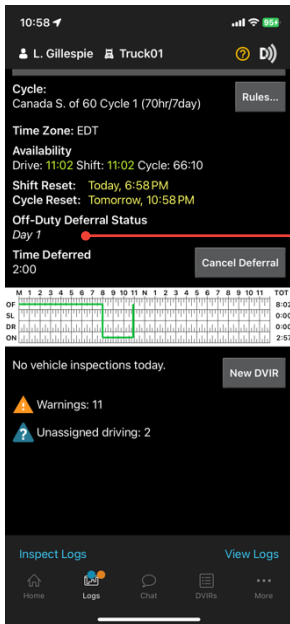
2 When you tap the '**Defer Time**' button, you will see a new screen that will allow you to select how much time to defer until Day 2, in chunks of **15 minutes**.

a. Please note that this will allow you to defer your remaining required off-duty time to a maximum of 2 hours.

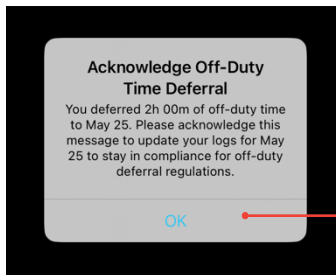
3 Once you choose the desired off-duty time to be deferred to Day 2 and tap '**Save**', a prompt will be displayed to confirm the deferral.

Defer off duty time continued on page 8 >

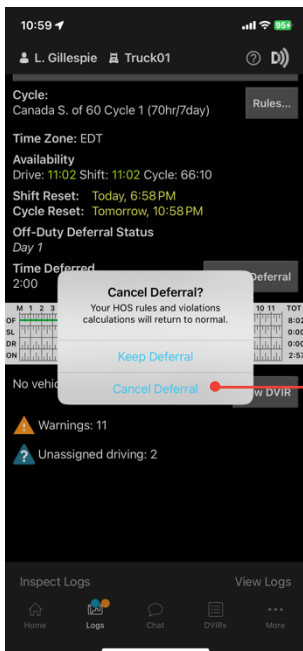
## Defer off duty time continued



1 Once confirmed, the logs screen will display **Off-Duty Deferral Status** and the time deferred to Day 2.



2 On Day 2, the app will show a confirmation dialog of the off-duty time deferred on that day.

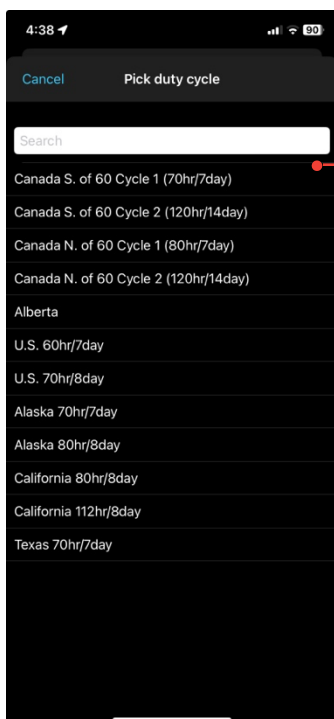
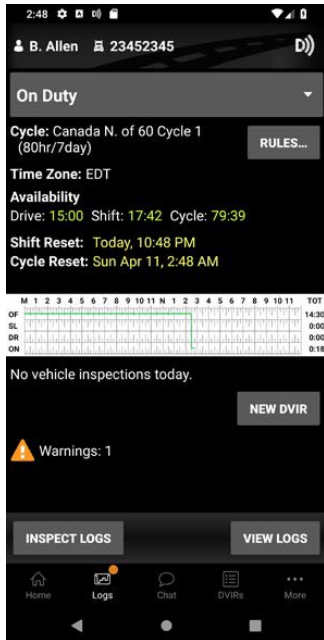


3 By tapping the '**Cancel Deferral**' button, driver can cancel the off-duty time he/she deferred to Day 2.

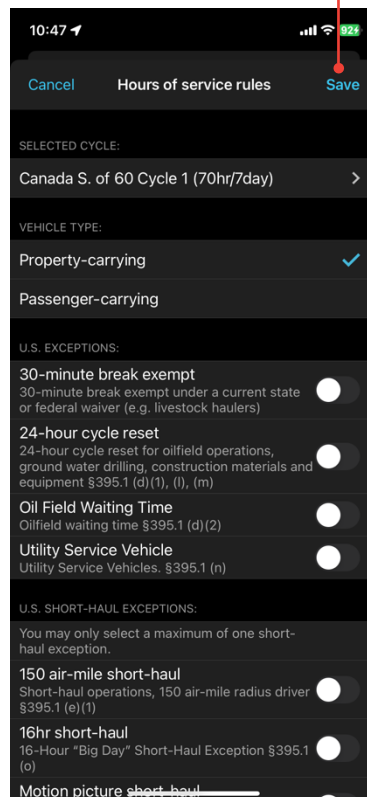
## Change cycle and jurisdiction

Drivers in Canada are required to select the appropriate jurisdiction & cycle to ensure they are following ELD regulations, and their HOS rules and violations are calculated correctly. Drivers and safety managers can switch between Canadian and US cycles to make sure their current cycle represents the jurisdiction and country they are driving in.

### Cycle & jurisdiction change on mobile (The driver has completed the cycle reset requirements):

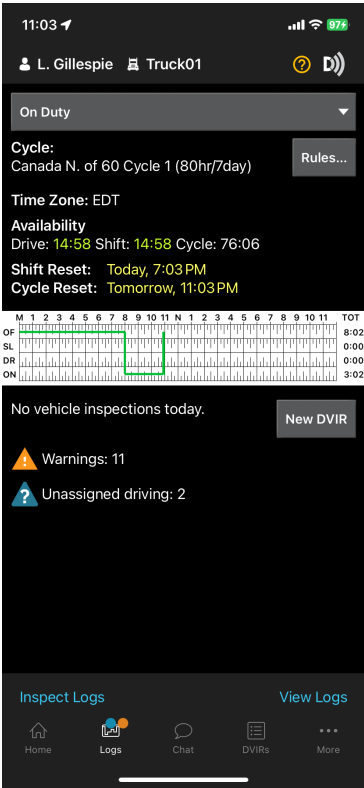
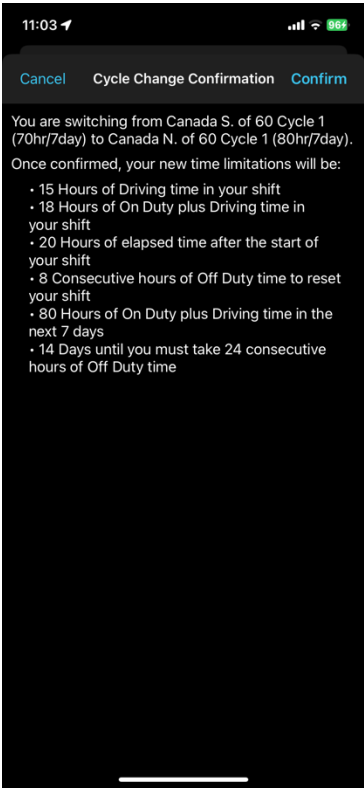


- 1 Go to **Home > Logs > Rules**
- 2 Tapping on the Rules button will show a **drop-down list** where the user can select their duty cycle.
- 3 Select any other Canadian or US cycle (as allowed by the regulations and the Fleet Admin/Safety Manager)
- 4 Save the change. If a Canadian cycle is being switched to or from, the driver will receive a prompt informing them about the new duty-/driving-hour limitations.



Change current Cycle & Jurisdiction continued on page 10 >

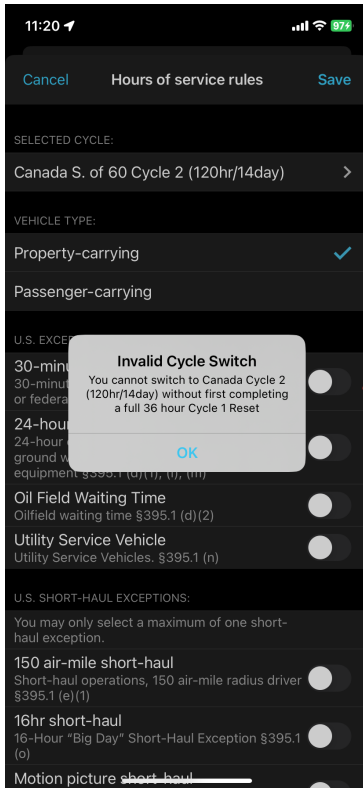
Change current cycle & jurisdiction  
continued



5 Driver has the option to Confirm or Cancel the cycle change.

6 When a driver confirms a cycle change, BigRoad will reset the cycle time and update the HOS Timers with the new limits.

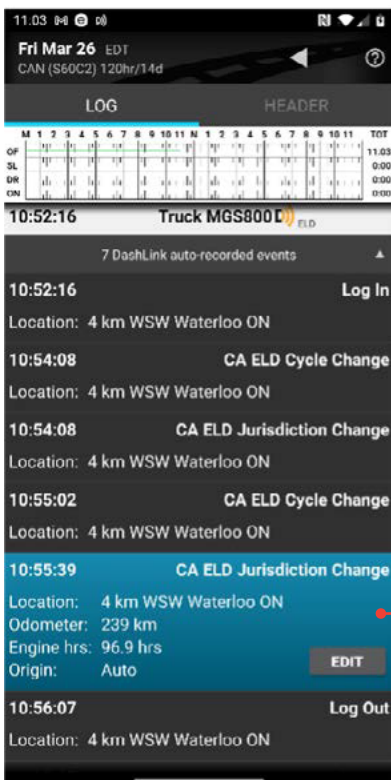
## Change current Cycle & Jurisdiction change on mobile (Driver has NOT completed cycle reset requirements):



1

Go to **Home > Logs > Rules**

Driver will not be allowed to change the cycle from Cycle 1 to Cycle 2 or vice versa if they have completed a full cycle reset.



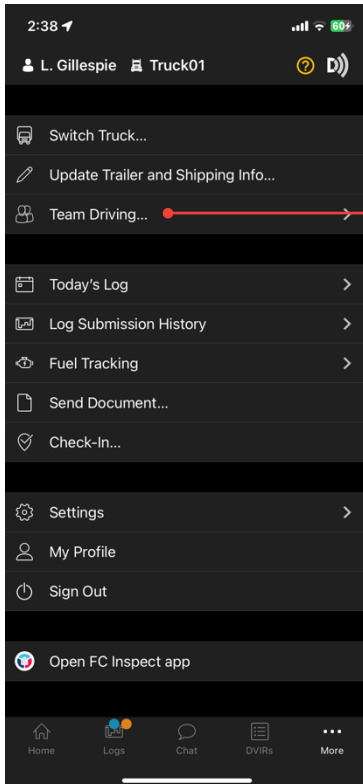
2

Event record for each Cycle/Jurisdiction Change:

- All cycle and jurisdiction changes are recorded under 'Events' as auto recorded Dashlink events. They can be found on both Mobile app and Web app under Events on the daily log.
- If both cycle and jurisdiction are changed within 1 request, then both jurisdiction and cycle change events will be recorded.

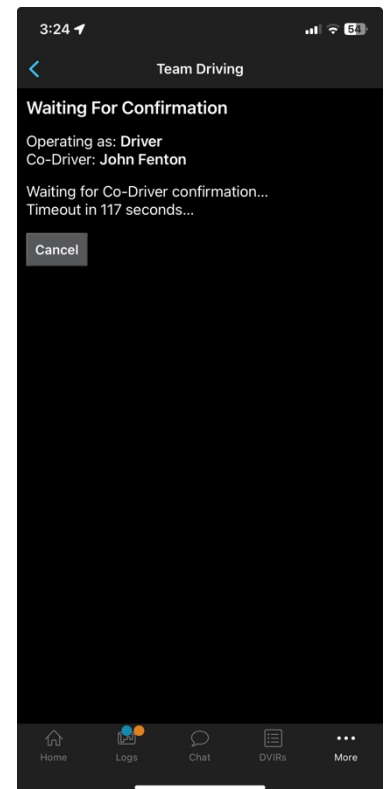
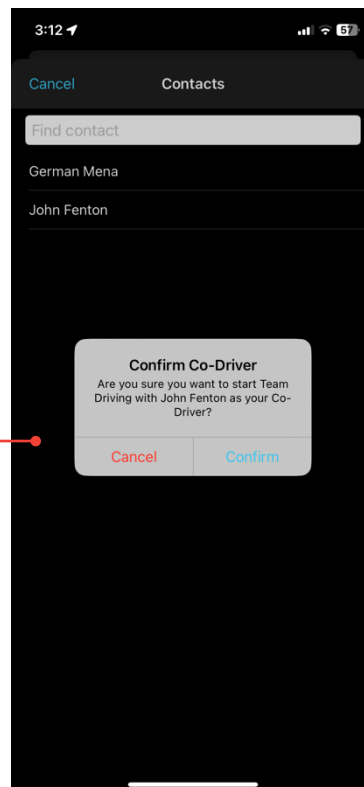
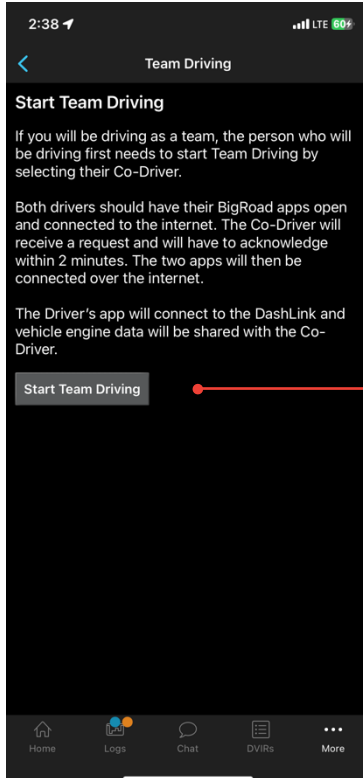
## Team Driving

Some drivers work together and drive as a team to cover more ground and deliver loads in a timely manner. BigRoad accommodates team driving with a few easy steps. For illustration, let us assume Driver A is the person Driving, and Driver B is the co-driver.



To start Team Driving complete the following steps:

- 1
  - Select the Same Truck
  - Driver A signs in to the BigRoad Mobile App
  - Select the truck from the Pick a Truck Screen
  - Tap 'More' from the main screen & Tap '**Team Driving**'
- 2
  - Tap the button, '**Start Team Driving**'
  - The Driver (Driver A) is now taken to a list of drivers on their fleet that they can choose as co-driver (Driver B).
- 3
  - Confirm the co-driver selection prompt.
  - Driver B will now receive a pop up to accept/reject the team driving request.
  - Once Driver B Confirms, team driving has started.



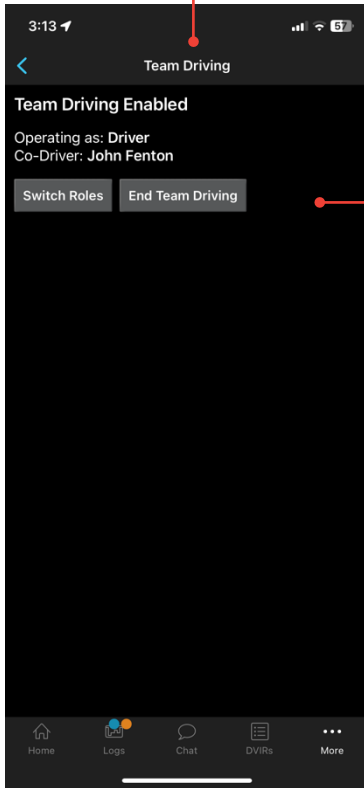
**NOTE:** It may take a few seconds to display the team driving request in-app. The drivers' names will appear on each other's daily logs as a co-driver. Once movement is detected Driver A's app will be locked however driver B will be able to make changes.



## To see Team Driving Status:

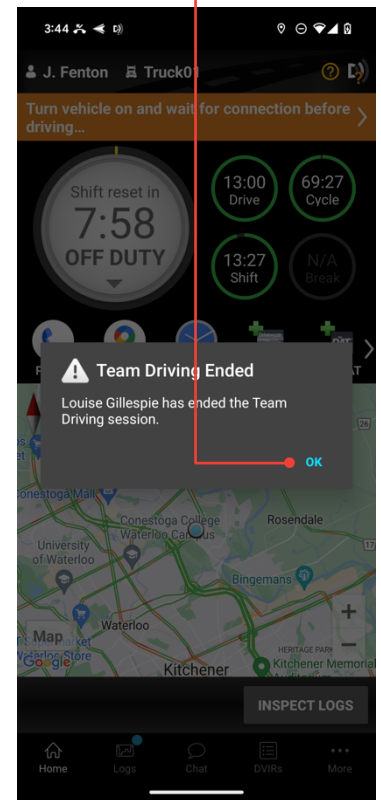
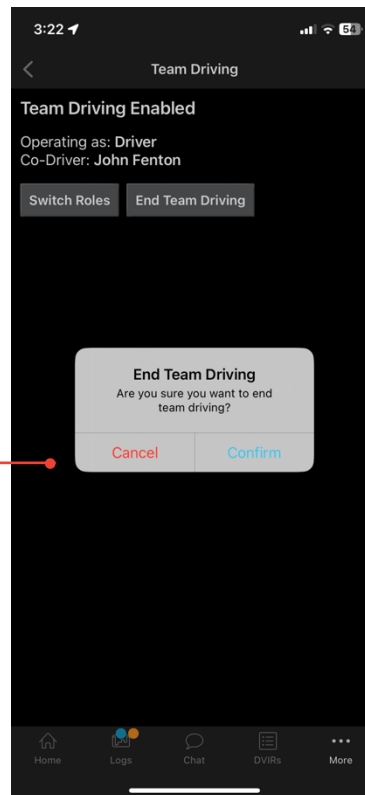
On the home screen, tap the Team Driving icon next to the driver's name. The Team Driving status will be displayed.

## To end Team Driving the take following steps:



1 When the vehicle is not moving and team driving is complete for the shift, navigate to More and select Team Driving to end the Team Driving connection.

2 Upon confirming, one driver receives a notification that Team Driving has been ended by the other driver.



3 Drivers can now operate as single drivers.

## Hours of Service (HOS) rule limit notifications

When a driver is approaching the last 30 minutes of a HoS rule limit, then the app notifies them. It's important to have app notifications enabled for FC BigRoad ELD to be warned of upcoming time limits.

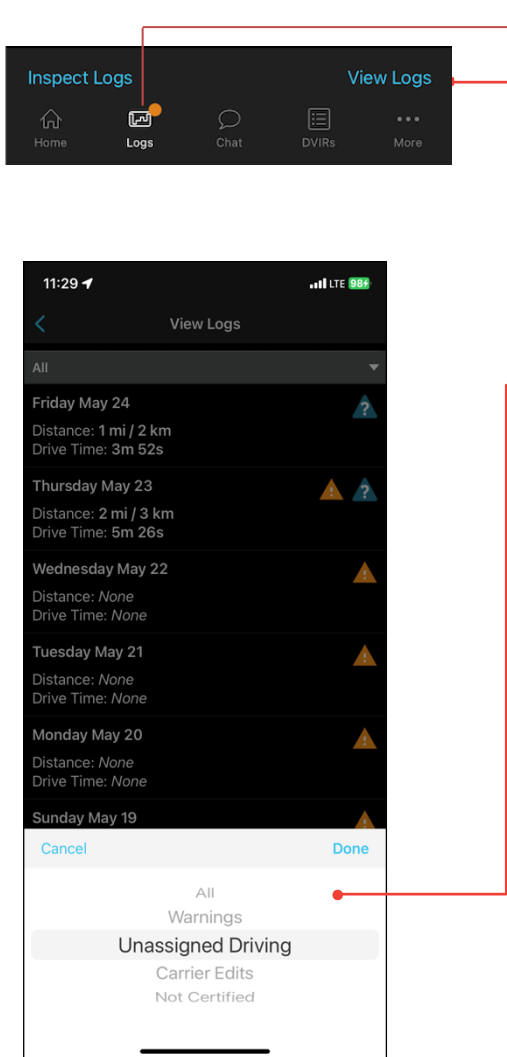


- 1 • The driver will receive a notification in the form of an in-app full screen alert.
- When the HOS rule limits for duty-/driving-hours have been reached, the warning for that specific limit will disappear from the logs screen.

## Using the Daily Log list

The Daily Log List allows you to quickly find the daily log you want to review.

- 1 Tap the '**Logs**' menu tab from the home screen.
- 2 Tap on **View Logs**.
- 3 You will see a list of your log days for the past 14 days and the current day.
- 4 You can filter this list by **Unassigned Driving**, **Carrier Edits**, **Warnings**, or **All**.  
  
This will help you to quickly find the day you are looking for.

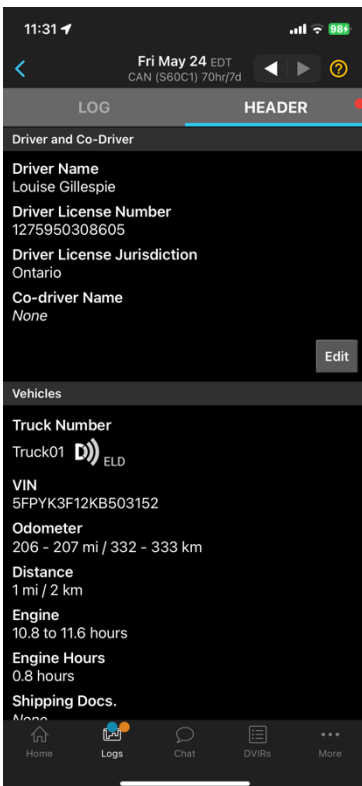
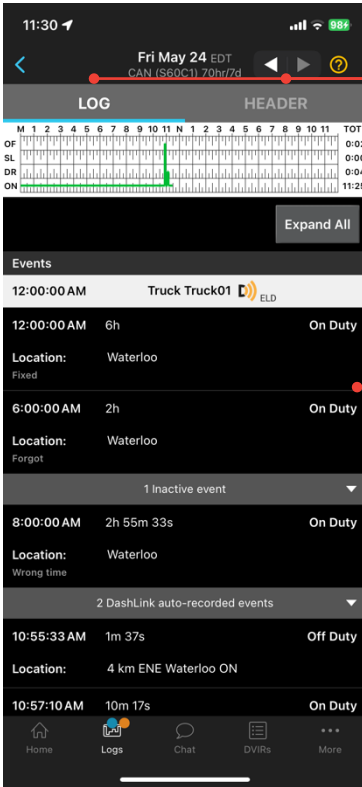


The first screenshot shows the app's home screen with a bottom navigation bar. The 'Logs' tab is highlighted with a red circle and a line pointing to step 1. The 'View Logs' button is also highlighted with a red circle and a line pointing to step 2. The second screenshot shows the 'View Logs' screen with a list of log days from Sunday May 19 to Friday May 24. A filter overlay is shown at the bottom, with 'Unassigned Driving' selected and highlighted with a red circle and a line pointing to step 4. The filter options are: All, Warnings, Unassigned Driving, Carrier Edits, and Not Certified.

## Editing your logs

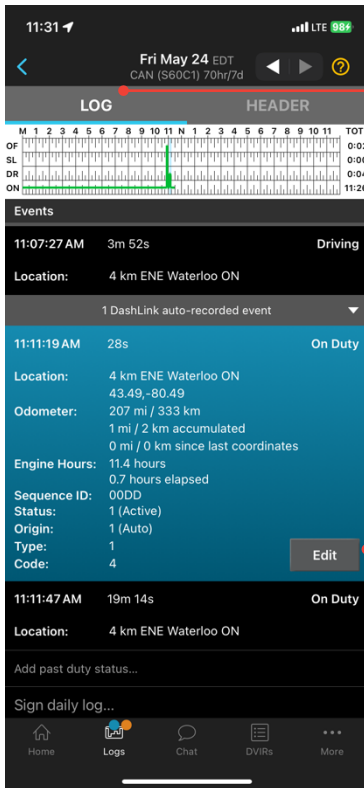
To enter Edit mode:

- 1 Continuing from the previous step, tap on the log day you want to edit to see details for that day.
- 2 You can choose to edit the **Log** or the **Header** tabs.
- 3 The Log tab contains all the events, DVIR (Driver Vehicle Inspection Report), and certification information.
- 4 The **Header** tab contains driver(s), carrier, and vehicle information.



Editing your logs continued on page 17 >

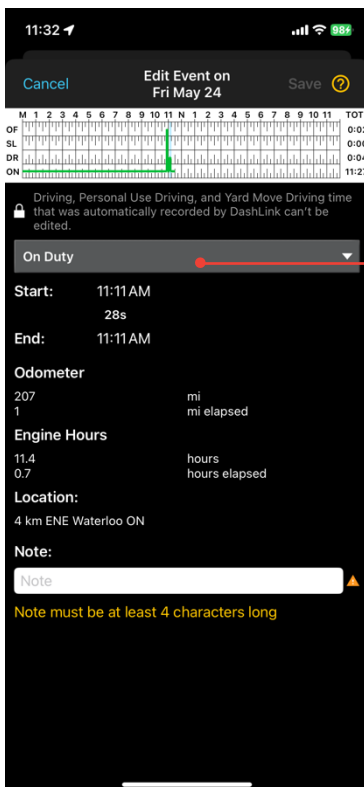
## Editing your logs continued



To edit Duty Status events:

**1** While in the Log tab, select the event you wish to edit. It will expand and display in blue with an **Edit** button.

**2** Tap **Edit**.



**3** Add any changes or notes required to the duty status event.

**4** Tap **Save**.



**NOTE:** Automatically recorded drive time cannot be changed, only annotated. Drivers can edit the following event types:

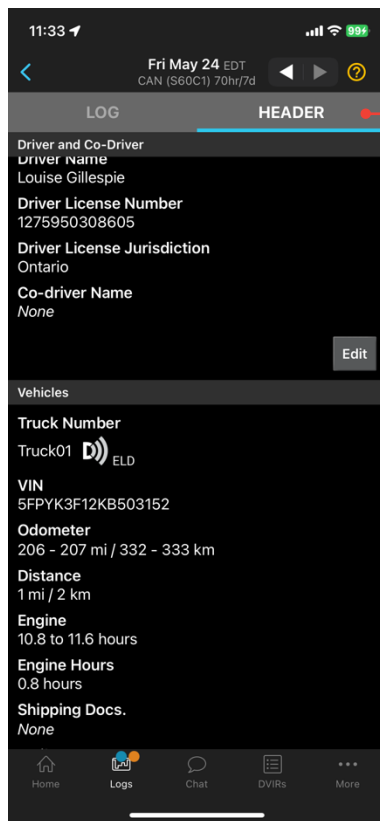
- Off Duty
- On Duty Not Driving
- Sleeper

Editing your logs continued on page 18 >

## Editing your logs continued

### To edit the Header:

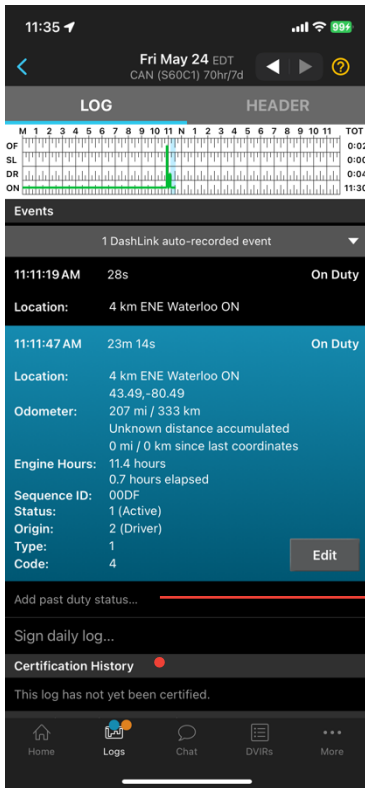
While on the Header tab, you can review Driver, Co-Driver & Vehicle details. Based on permission & Canadian ELD regulations, user can edit some details.



- 1 While in the **Header** tab, navigate to the section of the header that you want to edit.
- 2 Tap **Edit**, if available.
- 3 Add any changes you wish to enter.
- 4 Tap **Save** (**Done** in iOS).

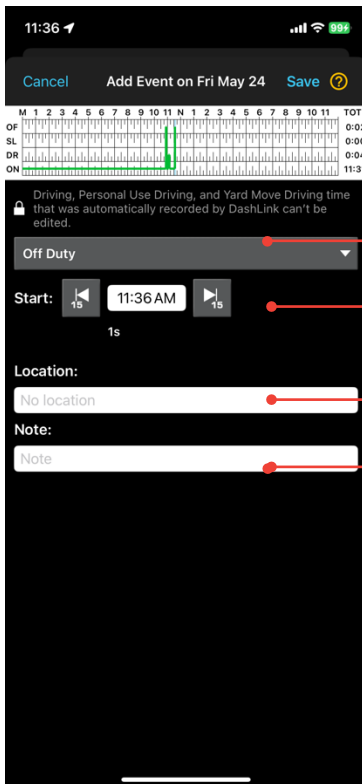
Editing your logs continued on page 19 >

## Editing your logs continued



If a duty status event is missing from your logs that you want to add, and there isn't an existing event to edit, so you can add a past duty status:

**1** Tap **Add past duty status** to add a new duty status event to your log.



**2** Select the **Duty Status**.

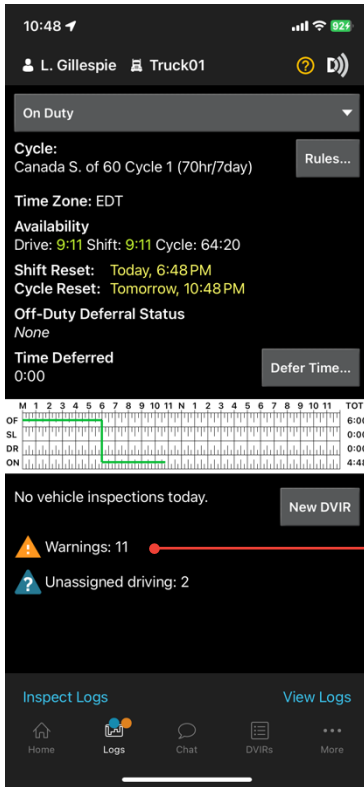
**3** Select the **Start Time**.

**4** Enter the **Location**

**5** Enter a **Note**.

**6** Tap **Save**. The new duty status event will be reflected in your logs and your hours-of- service.

## Log Warnings



How to identify errors or omissions in your log



The BigRoad Mobile App will identify any errors or omissions in your log and notify you using an alert icon. This will look like the small orange triangle with an exclamation mark shown here.

Fixing errors using edit

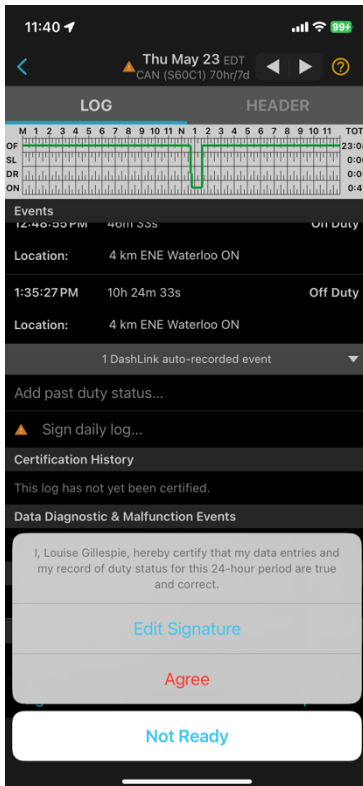
To fix errors in your log, use the same process outlined in the **Editing your logs** section (pages 16 to 19) of this manual. Specific errors will be highlighted with the orange **alert icon** shown above.



## Certifying your logs

When you complete your day, you're required to certify your driver logs. To do this:

- 1 In the **Daily Logs**, open the **Log** tab.
- 2 Tap **Sign Daily Log** at the bottom.



If there are any errors in your log, you will be prompted to either fix the problems or to sign the log now.

- 1 Follow the wizard to review any problems.
- 2 Once the problems have been addressed, tap **Sign Daily Log** again.

If you haven't already added your signature to the BigRoad mobile app, you will be prompted to do so.

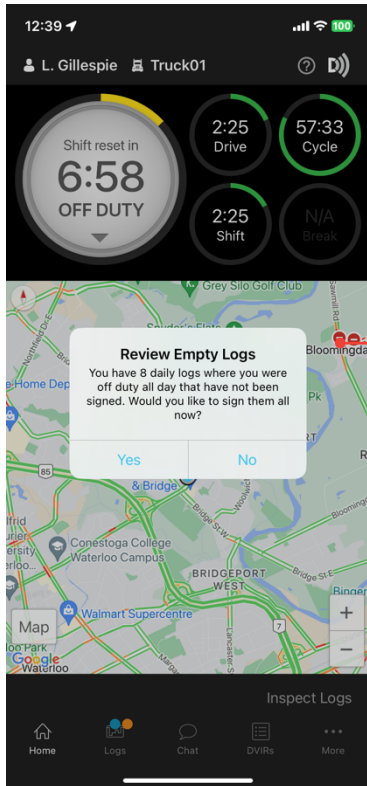
- 1 Using your touchscreen, draw the signature that you would like to use with your finger.
- 2 Tap **Save**.
- 3 Tap **Sign Log**.

**Certifying your logs** continued on page 22 >

## Certifying your logs continued

The popups on login and logout for Empty & Unsigned Logs

The mobile app shows a popup on login and logout for Empty & Unsigned Logs.



1

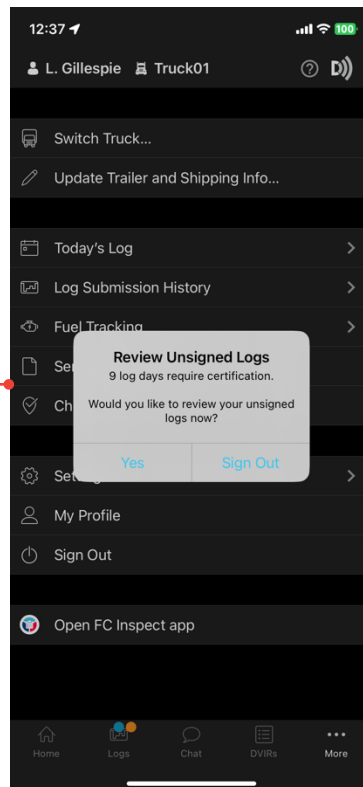
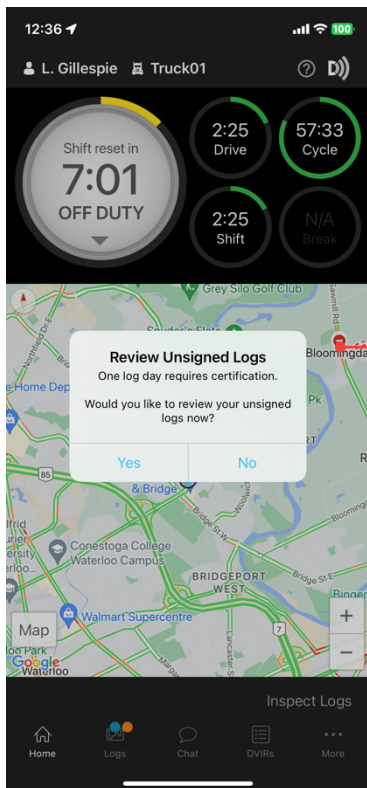
The first one on login asks drivers to sign all unsigned logs for the days they didn't log in and there was no activity. This allows them to certify all logs at once when they return from time off.

2

The second pop-up at login asks drivers to sign the remaining unsigned log days that have activity. They need to sign these one at a time to ensure they review the activity before certifying it.

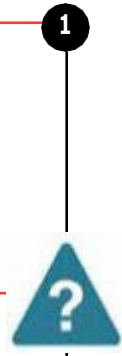
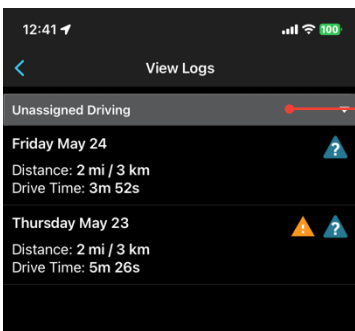
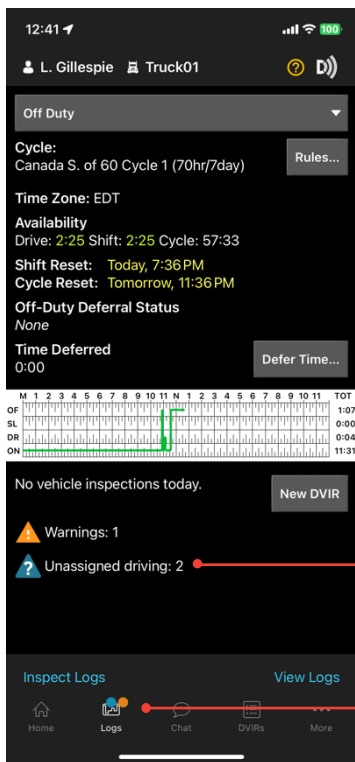
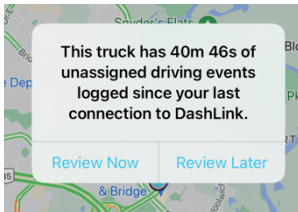
3

At logout, another pop-up asks drivers to sign all unsigned logs.



## Unidentified Driving

Unidentified driving is recorded when a vehicle with a BigRoad ELD installed begins moving but there isn't a driver signed in and connected to that truck. Drivers who subsequently sign in to the app and select that truck will be notified that there is unidentified driving to review. This is also called unassigned driving within BigRoad until it is assigned to a driver.



### To review unidentified driving events:

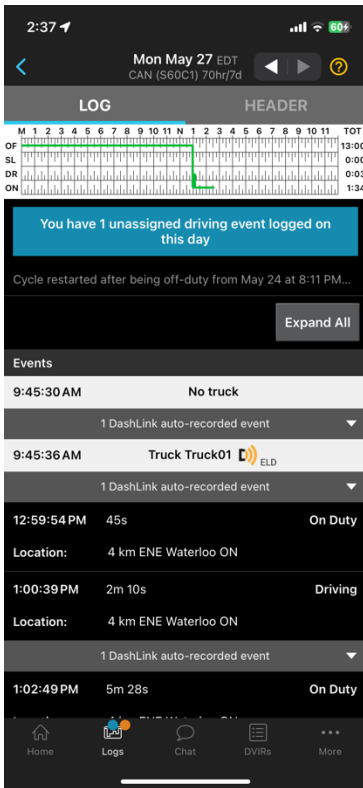
On the home screen of the BigRoad Mobile App, if there are unidentified driving events for you to review and potentially claim, a blue circle indicator will show on the **Logs** menu tab.

The Logs screen in the app will indicate that there are 1 or more days with unidentified driving events that have not yet been reviewed. This will be called **Unassigned driving**.

Tap the **Unassigned driving** text at the bottom of the screen. This will take you to the list of days with unidentified driving events that have not been reviewed yet.

When you open a log day with unassigned driving events, you will be able to choose to claim the driving time or not.

## Unidentified Driving continued

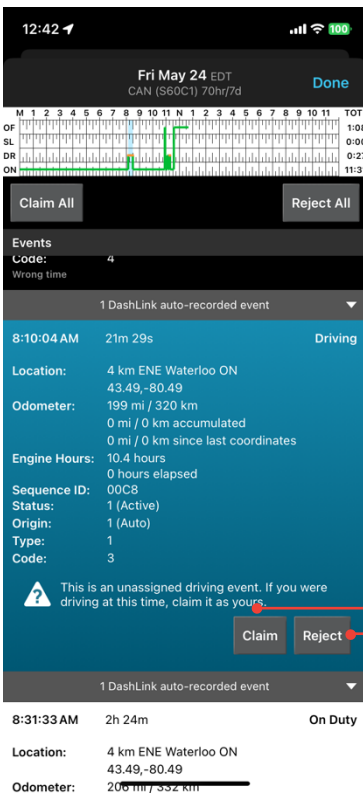


Review each unassigned driving event that was detected and has not been assigned to yourself or to another driver.

For each unassigned driving event that belongs to you, tap the **Claim** button.

If an unassigned driving event does not belong to you, tap **Reject**.

- You will not be prompted again for an unassigned driving event you have rejected. These events will be listed in a report available on the BigRoad Web App for review by Fleet Administrators.
- For convenience, you may also claim or reject all events that have occurred on a particular day (for the events that have missing location information, 'Claim all' button won't be available. Drivers will be asked to enter location before claiming these events)
- If an Unidentified Driving (UD) event was claimed in error, the driver or support person can UNDO the claim and re-assign it back to Unidentified driving. This ability is available on both the Mobile and Web apps.
- When a driver claims a UD event, they now have the option to EDIT the event and select the UNDO CLAIM button to re-assign the event back to UD.
- When the driver taps on the UNDO CLAIM button, after confirming, the UD event will no longer appear under their logs and it will be re-assigned as an unassigned event which can be claimed by any other driver in that fleet or annotated by the fleet safety manager on the web app.



12:44

Fri May 24 EDT  
CAN (S60C1) 70hr/7d

LOG

HEADER

M 1 2 3 4 5 6 7 8 9 10 11 N 1 2 3 4 5 6 7 8 9 10 11 TOT

OF 1:10

SL 0:00

DR 0:27

ON 11:08

Events

8:00:00 AM 10m 45s On Duty

Location: Waterloo  
Edited because driving time claimed.

8:10:04 AM 21m 29s Driving

Location: 4 km ENE Waterloo ON  
43.49,-80.49

Odometer: 199 mi / 320 km  
0 mi / 0 km accumulated  
0 mi / 0 km since last coordinates

Engine Hours: 10.4 hours  
0 hours elapsed

Sequence ID: 00F8

Status: 1 (Active)

Origin: 4 (Claimed)

Type: 1

Code: 3

Edit

8:31:33 AM 2h 24m On Duty

Location: 4 km ENE Waterloo ON

2 DashLink auto-recorded events

10:55:33 AM 1m 37s Off Duty

Location: 4 km ENE Waterloo ON

Home

Logs

Chat

DVIRs

More

12:49

Edit Event on  
Fri May 24

Cancel Save

M 1 2 3 4 5 6 7 8 9 10 11 N 1 2 3 4 5 6 7 8 9 10 11 TOT

OF 1:14

SL 0:00

DR 0:27

ON 11:08

Driving, Personal Use Driving, and Yard Move Driving time that was automatically recorded by DashLink can't be edited.

Driving

Unidentified driving events claimed in error can be reassigned back to Unidentified Driver.

Undo Claim

Start: 11:17 AM  
1m 15s

End: 11:19 AM

Odometer  
207 mi  
0 mi elapsed

Engine Hours  
11.4 hours  
0 hours elapsed

Location:  
4 km ENE Waterloo ON

Note:  
Note

Note must be at least 4 characters long

Ignore Event

12:50

Edit Event on  
Fri May 24

Cancel Save

M 1 2 3 4 5 6 7 8 9 10 11 N 1 2 3 4 5 6 7 8 9 10 11 TOT

SL 0:00

DR 0:27

ON 11:08

Driving, Personal Use Driving, and Yard Move Driving time that was automatically recorded by DashLink can't be edited.

Driving

Unidentified driving events claimed in error can be reassigned back to Unidentified Driver.

Undo Claim

Start:  
End:  
Odometer  
207 mi  
0 mi elapsed

Engine Hours  
11.4 hours  
0 hours elapsed

Location:  
4 km ENE Waterloo ON

Note:  
This was not my driving

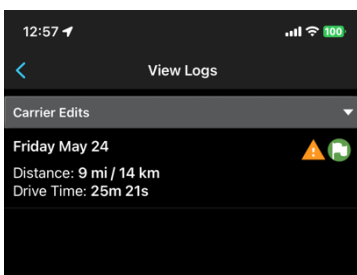
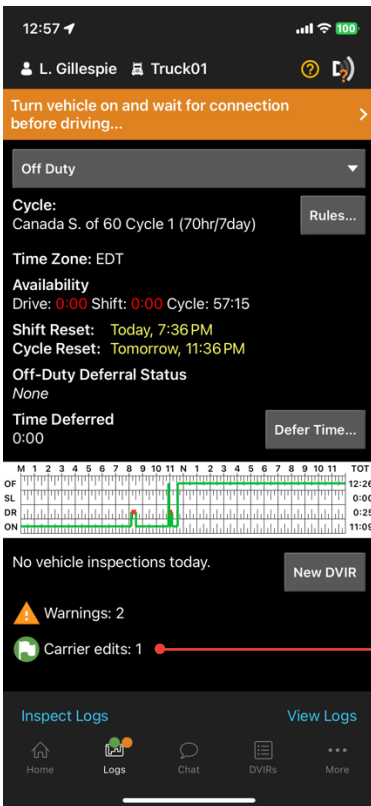
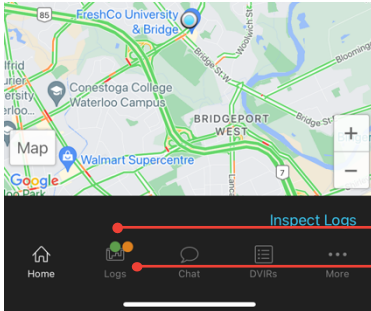
Ignore Event

## Approving carrier log edits

If your carrier has made suggested edits to your daily logs, there will be a green indicator on the Logs menu tab on the BigRoad Mobile App home screen.

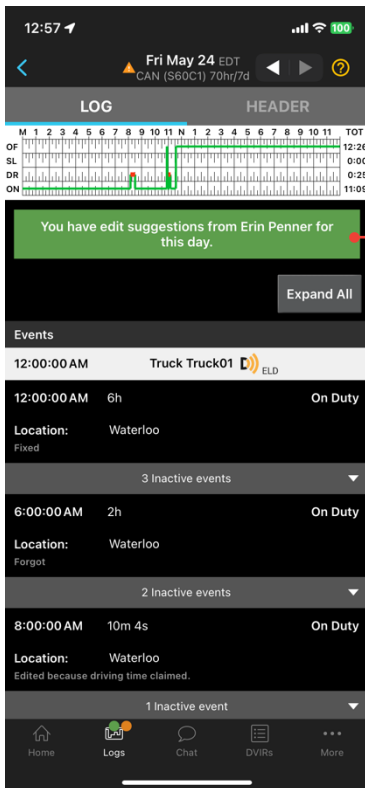
### To review these suggested edits:

- 1 From the home screen of the BigRoad Mobile App, tap the **Logs** menu tab.
- 2 The app will indicate that there are one or more days with carrier edits that have not yet been reviewed.
- 3 Tap the **Carrier edits** text at the bottom of the screen. This will take you to the list of days with carrier edits that you have not yet approved or rejected.
- 4 Select a day you want to review the carrier edits for.



Approving carrier log edits continued on page 27 >

## Approving carrier log edits continued



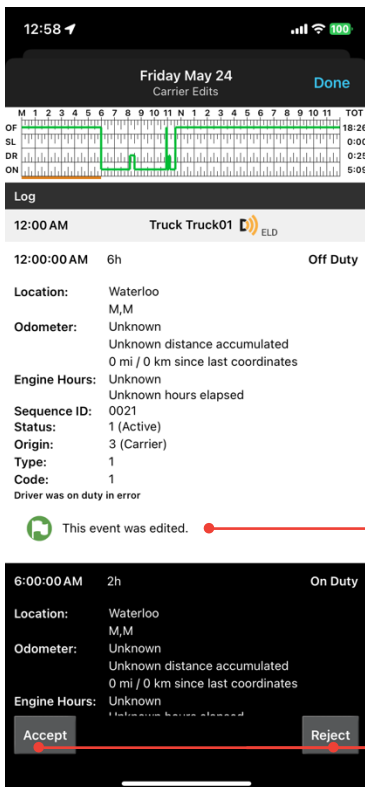
1 In the daily log, tap the green banner outlining the changes to review them.

2 You will see all suggested edits in green text and a note from the Safety Manager explaining why the changes were made.

- In the list of events, any newly created or edited events will appear in white with a **green flag icon**.
- In the list of events, any inactive events will be hidden by default but can be expanded for review by the driver.

3 You will have the ability to accept or reject these edits.

- If you accept the edits, they will be added to your log.
- If you reject this edit, you will be required to provide a reason and your log will remain unchanged.



# Instruction sheet for data transfer mechanism (using Inspection Mode and Sending ELD RODS to a Safety Official)

## How you will be inspected

In Canada, if you're driving a truck that's configured with an Electronic Logging Device 'ELD', you'll be inspected against ELD regulations based on the configuration of the truck you are currently driving. This instruction sheet describes how to generate and transfer ELD logs to a safety official.

### Inspection mode options for ELD users driving in Canada:

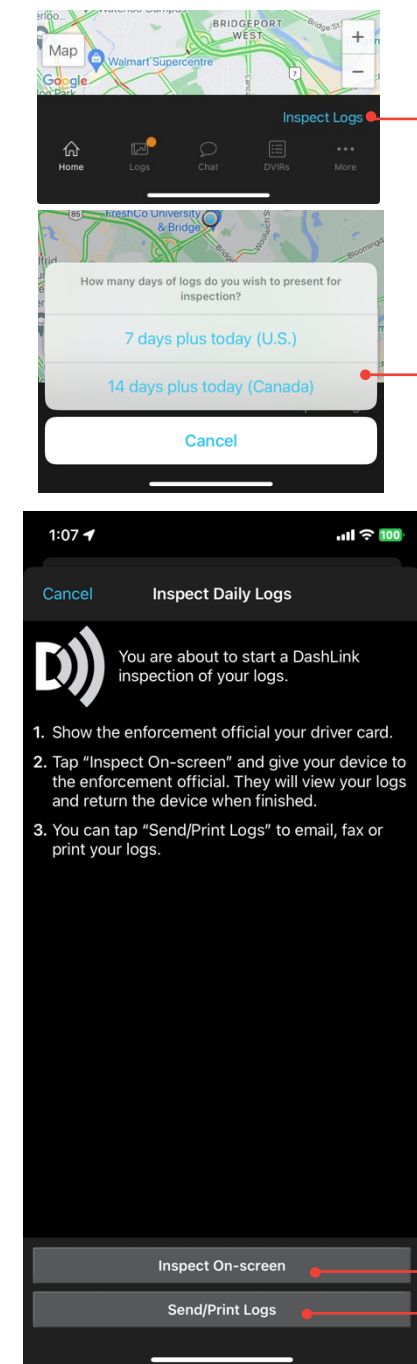
When asked to provide a safety official with your logs during an inspection.

**1** Tap the '**Inspect Logs**' button on the home screen.

**2** Select '14 days plus today' and tap '**Inspect Logs**'

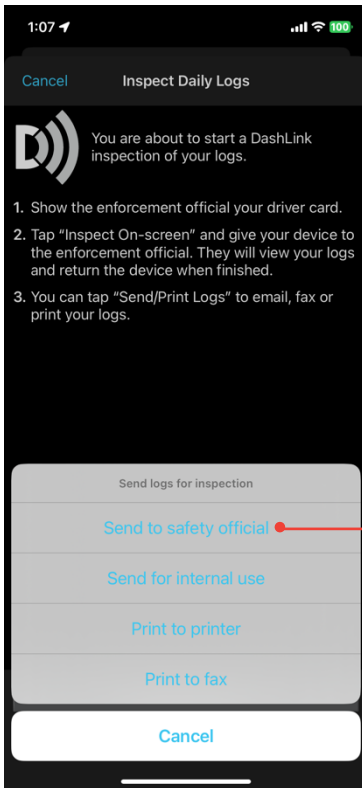
**3** You will get two options:  
a. **Inspect On-Screen**  
b. **Send/Print Logs**

**Data Transfer Instructions** continued on page 29 >





## Inspection mode options continued



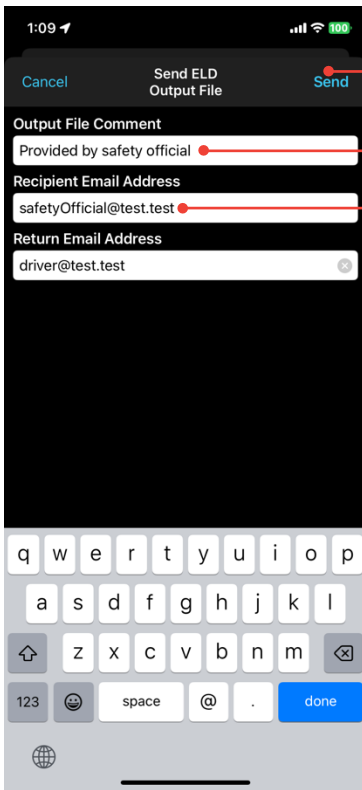
1 Tap **Send to safety official**.

2 Enter the recipient's email address & your return email address.

3 When asked by the Safety Official, the driver must enter an '**Output File Comment**'

4 Select **Send**.

5 After tapping Send, you will see a message indicating that it was successful or unsuccessful. If you were unsuccessful in transferring the logs to the Safety Official, you can choose to display the logs on-screen.

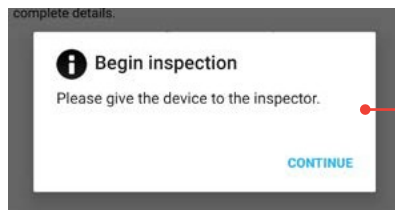
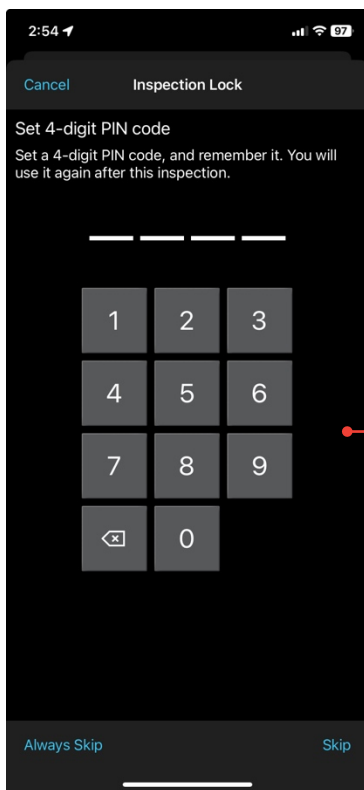


Data Transfer Instructions continued on page 30 >

## Other options to share data

Apart from emailing logs to a Safety Official, drivers can also send logs as an email attachment to any recipient or to a configured printer.

- Follow steps 1 through 3 on page 27.
- Select **Send/Print Logs**.
- Select one of **Send for internal use**, **Print to Printer**, or **Print to Fax**.
  - If you select **Send for internal use**, you must enter an email address.
  - If you select **Print to Printer**, you'll be prompted to print to a printer that is configured with your device.
  - If you select **Print to Fax**, you must enter a fax number.



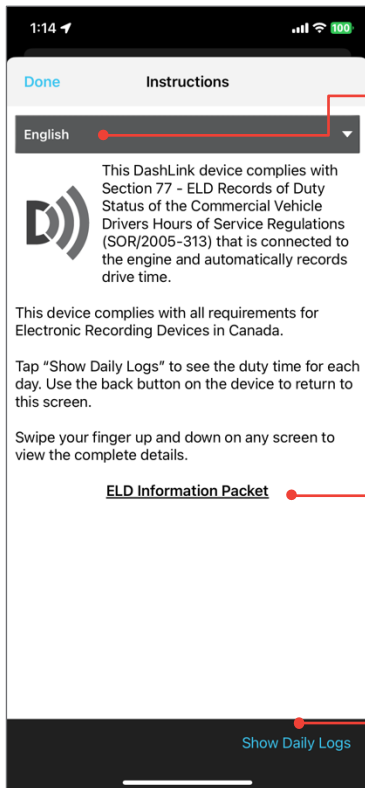
## Inspect On-Screen

This option allows the Safety Official to view your logs on-screen.

- 1 Follow steps 1 through 3 on page 27.
- 2 Select **Inspect On-Screen**.
- 3 The driver will be prompted to setup a pin so the safety official can only see the Inspection Mode data. There is an option to skip.
- 4 As next step, the application will advise you to hand over your device to the Safety Official. Press **Continue**.

**Data Transfer Instructions** continued on page 31 >

## Inspect on-screen continued



5

Upon pressing **Continue**, more information about the regulation is shown to the safety official. They can choose which language to view the logs in. They can access the ELD Information packet (this document) using this link for detailed info.

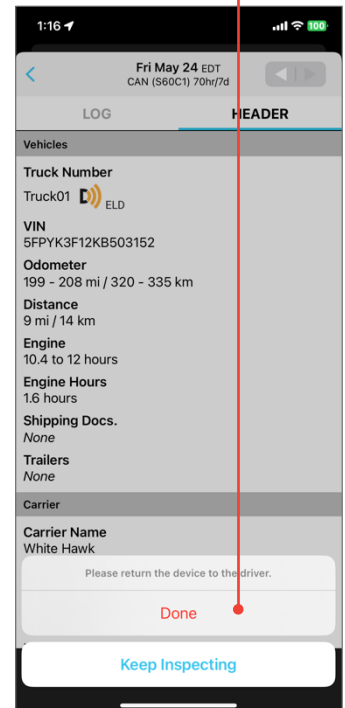
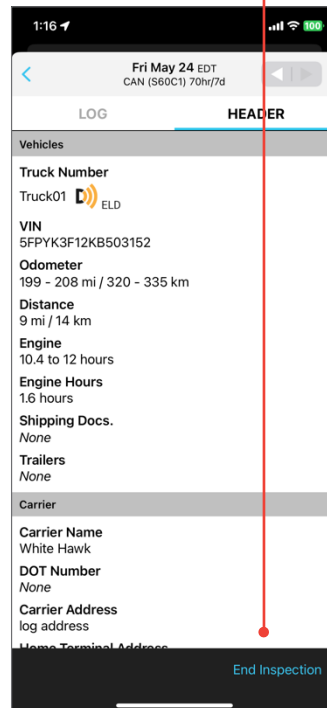
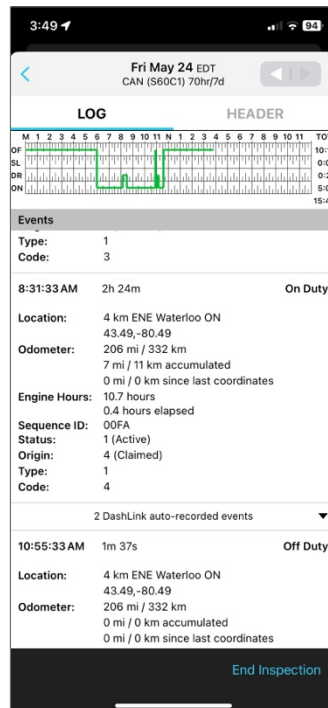
Then they will select:

- Show Daily Logs

From the list of logs, tap on any log day to explore details on below tabs:

- Log – containing all events
- Header – containing information about the log day

After reviewing, tap **End Inspection** and tap **Done**.



# INSTRUCTION SHEET FOR DIAGNOSTICS & MALFUNCTIONS

Fleet Complete BigRoad ELD self-monitors for issues that prevent it from logging in a compliant manner and creates diagnostic & malfunction events in your logs when something is wrong with the system. This is an instruction sheet for the driver describing the measures to take when the ELD malfunctions.

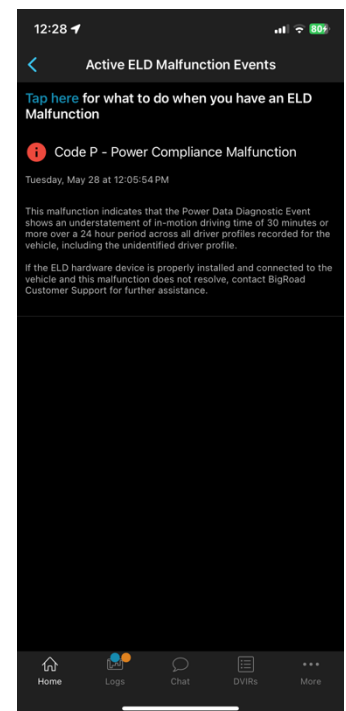
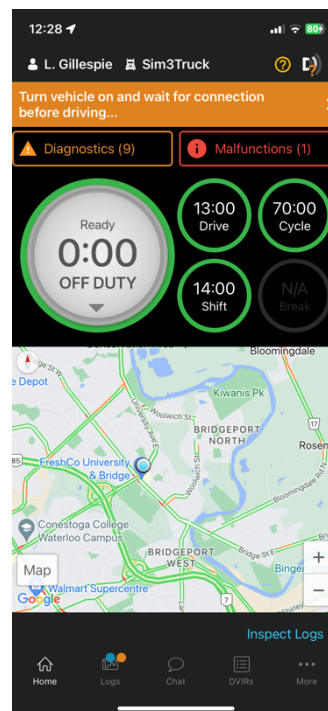
When there is a diagnostic/malfunction issue, the BigRoad Mobile App will notify on-screen in red or orange banner on top. Usually, these diagnostic issues will resolve themselves quickly. However, if they persist, a malfunction/diagnostic code will be set. Below is a list of Malfunction/diagnostics codes which may show up in case of any issues.

Malfunction/Diagnostic Code	Description
P	Power compliance malfunction
E	Engine synchronization compliance malfunction
T	Timing compliance malfunction
L	Positioning compliance malfunction
R	Data recording compliance malfunction
S	Data transfer compliance malfunction
O	Other ELD detected malfunction
1	Power data diagnostic event
2	Engine synchronization data diagnostic event
3	Missing required data elements data diagnostic event
4	Data transfer data diagnostic event
5	Unidentified driving records data diagnostic event
6	Other ELD identified diagnostic event

For persistent diagnostic or malfunction issues, some basic troubleshooting may resolve the problem (as mentioned on next page). Please contact Fleet Complete Support if you need further assistance. Fleet Complete can be reached at **1-800-220-0779** or **support@fleetcomplete.com**.

If a malfunction occurs that cannot be resolved by driver or BigRoad Support, please refer to the **ELD Driver Card/Quick Instruction Sheet**. In this case, you must switch to paper logs when the Fleet Complete ELD is malfunctioning and immediately notify your carrier. Your carrier must arrange for the ELD to be fixed or replaced within 14 days, or at the latest, upon return of the driver to the home terminal from a planned trip.

When your Fleet Complete ELD is malfunctioning, you can use the BigRoad Mobile App to show any past logs that remain accessible, correct, and certified. Any days where the log is incomplete or cannot be certified must be reconstructed on a compliant paper log. You must always carry blank paper logs with you in case they are required.



BigRoad Mobile App showing a diagnostic/malfunction issue.

## Basic troubleshooting with ELD device hardware

Diagnostic	Issue	Resolution
Lost ECM connectivity	Loose Fleet Complete ELD cable	Check that the cable is firmly attached to vehicle's diagnostic port and to the Fleet Complete ELD unit.
	Loose diagnostic port cable	Check that the diagnostic port housing remains solidly in place and that no wires have become detached from the back of the port.
Lost GPS connectivity / Lost timing compliance	<p>Fleet Complete ELD not receiving strong enough GPS signal:</p> <p>Red LED blinks 3-1 or 3-4 pattern on MGS 800 &amp; MGS 700.</p> <p>On DL200, the GPS light is turned off.</p> <p>On FT1 device, weak GPS signal can be determined by GPS LED flash count (x3 times).</p>	<p>Reposition Fleet Complete ELD so that the top of the unit is facing up and no metal panels are obstructing the view of the sky. Move the vehicle outdoors if isn't.</p>
Cannot connect to Fleet Complete ELD	Bluetooth not enabled	Turn on Bluetooth on your mobile device.
	Wrong truck selected	Select the correct truck via Switch Truck.
	Vehicle not enabled for ELD	Contact your fleet manager to enable DashLink logging (ELD) for your truck.
	Wrong Device ID set for Fleet Complete ELD	Contact your fleet manager to ensure the Device ID set on the truck matches the ID or serial number on the Fleet Complete ELD unit.
	Bluetooth not connecting	Restart the mobile device and re-select the truck in the BigRoad Mobile App. Select 'Show Details' on the connection screen to view Bluetooth connection details.

### BIGROAD MOBILE APP WITH DASHLINK CONNECTION

#### FC BIGROAD ELD CERTIFICATION

The BigRoad Mobile App used with a Fleet Complete BigRoad ELD device (FT1, MGS800, MGS700, DL-200) is 3<sup>rd</sup> party certified for Canadian ELD and complies with section 77 – ELD Records of Duty Status on the Commercial Vehicle Drivers Hours of Service Regulations (SOR/2005-313).



## ADDRESSING ELD MALFUNCTIONS

### HOW DO I KNOW I HAVE A MALFUNCTION?



When a red banner appears at the top of the app. It says 'Malfunctions' and indicates the number of active malfunctions.

### WHAT DO I DO DURING AN ELD MALFUNCTION?

#### In the event of an ELD malfunction, a driver must:

1. Call BigRoad Support at 1-800-220-0779 to troubleshoot the issue.
2. Notify the motor carrier that is operating the commercial vehicle as soon as the vehicle is parked.
3. Record in the record of duty status (RODS) for that day, the time the motor carrier was notified of the malfunction.
4. If the ELD is not fully functional, reconstruct logs for the current day and past 14 days in accordance with SOR/2005-313 and continue to do so until the ELD is repaired or replaced.

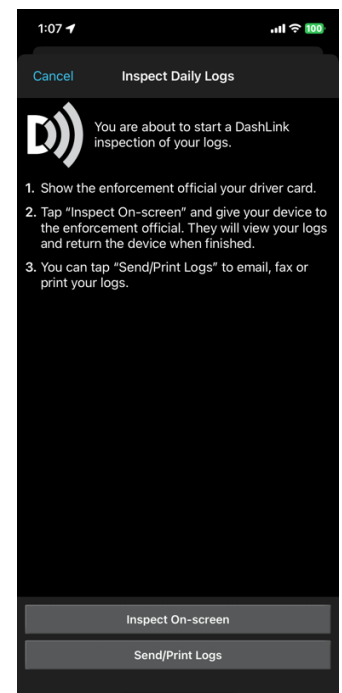
### WHAT DOES MY MOTOR CARRIER NEED TO DO DURING AN ELD MALFUNCTION?

#### If an ELD malfunctions, a motor carrier must:

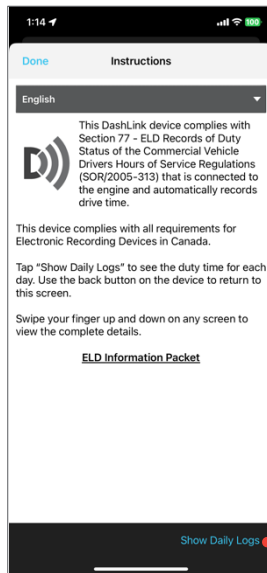
1. Correct, repair, replace or service the malfunctioning ELD within 14 days of discovering the condition.
2. If the malfunction cannot be resolved by BigRoad Support, a new ELD Device will be provided.
3. Require the driver to maintain paper record of duty status (RODS) until the ELD is back in service.

### DRIVER INSPECTION INSTRUCTIONS

1. Select Inspect Logs from the home screen and pick the number of days to inspect.
2. To submit logs electronically, ensure you are connected to your running vehicle.
  - a. Select 'Send/Print Logs' then 'Send to safety official'.
  - b. The safety official will provide you with an 'Output File Comment' and an email address.
  - c. Click Send and the safety official will receive the file.
  - d. If the file cannot be sent due to connectivity issues, an on-screen inspection must be done.
3. To show logs on-screen, tap 'Inspect On-Screen'.
  - a. You should see a DashLink logo and instructions to start an ELD inspection.
  - b. Give the safety official your device and this instruction card.
4. If a safety official requests your ELD Information Package, follow step 3 above. There is a link to the ELD Information Package on the Inspection Mode Instructions Screen.



## FC BigRoad ELD Safety Official's Guide

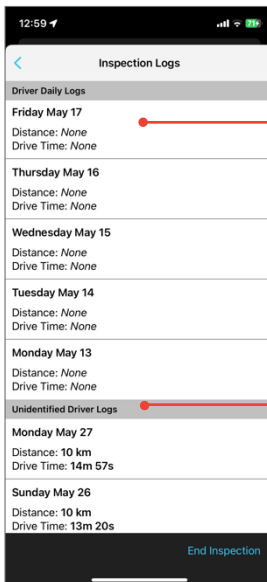


The **DashLink logo** verifies that the hardware is engine-connected and functioning correctly. If you do not see the logo, the driver is not using an ELD.



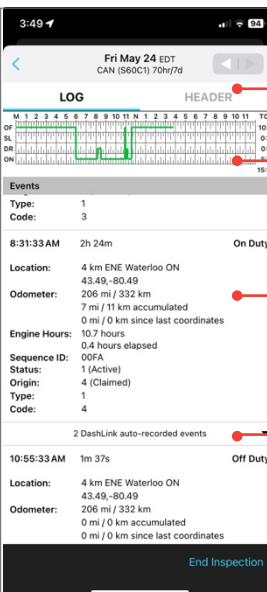
If you see this icon on the inspection screen, then the ELD device is malfunctioning. When malfunctioning, the driver will show paper logs for the drive time that transpired during the malfunction. Logs prior to the malfunction can be viewed on the phone or tablet.

\*Tap **Show Daily Logs** to see log details.



Tap any day to see detailed logs for that day.

Tap to review any unclaimed unidentified driving.



Tap the **HEADER** tab to view a list of vehicles, trailers, active Data Diagnostic and Malfunction Status, and other information for this log day.

The **graph grid** shows the driver's drive, on-duty, off-duty, and sleeper berth time for the day.

Each **duty status event** is listed with required information, such as duration, location, and vehicle odometer/hours.

Tap the **DashLink auto-recorded** events sections to see details of non-duty status events recorded by the ELD.

Need help?  
Contact Support at  
1-800-220-0779 or  
[support@bigroad.com](mailto:support@bigroad.com)

