

Starting a Trip

Tap on "Trip" from the home screen
Set your current odometer reading
Select the driver/co-driver/trailer
Set your departure and destination
Enter trip/load number
Click "Start"

On this screen you will see a real time map, your total distance and state mileage calculation, and add fuel and expense costs

Logbook

Tap "Logbook one" for the first driver.

Select the driver and tap "Start".

Repeat for "Logbook two" if necessary for co-driver

Tap on status buttons under the graph to set your current status

Use the menu button in the upper right corner to :

- Edit Logbook
- New inspection
- Certify Logbook
- Roadside inspection
- New status

All manual changes to the duty status will be included in the events log. Information captured from the ELD may not be edited.

Transferring Logs to FMCSA

From inside the Logbook section tap on Roadside Inspection from the upper right corner menu.

Display: To be used when a visual inspection of your Logbook is requested.

- Tap display and select your date range,
- Add any comments if necessary,
- Tap open.

Transfer: To be used when you have been requested to transfer your logs to the FMCSA

- Tap Transfer
- Tap Email or Web services(At inspection officer's discretion)
- Add any comments if necessary,
- Tap send.

Change active driver

The driver on Logbook 1 will be the active driver by default at the start of a trip.

To change the active driver to the driver on Logbook 2 simply tap and hold the Logbook 2 button (3-4 seconds) until logbook 2 is indicated as the active driver.

Connecting your TruxBox ELD

- 1 With your vehicle OFF: Plug in the ELD device to your vehicle ECM diagnostic port using the required adaptor. LED light on the device will blink red
- 2 Make sure that Bluetooth is enabled on your mobile device, and log into the TruxTrax app with your vehicle PIN number.
- 3 Tap on ELD section from the home screen
- 4 Select your TruxBox ID from the available devices' list. And tap to connect it. LED light will become solid red once connection is successful
- 5 Turn on your vehicle: LED Light on the device will become solid green



ELD Hard malfunction

If the TruxTrax ELD (truxbox) is experiencing a hard malfunction whereby the driver is unable to resolve an event or the events are recurring repeatedly the driver/carrier should:

- a Contact TruxTrax support: support@truxtrax.com
- b Take note of the malfunction and provide a written description to your fleet manager within 24 hours
- c Keep a paper log or use the TruxTrax mobile app ELogbook feature for that day and until the ELD is repaired or replaced. In the event of an inspection, you may display the previous 7-14 days from the mobile app.



ELD Quick Setup & User guide

Data Diagnostics & Malfunctions guide



Transportation through Innovation

Made for your compliance, safety and fleet management needs, providing you with ELogbooks, FMCSA compliant ELD's, GPS Location Tracking, Real-time tools and Automated reporting.

Need help?
support@truxtrax.com | 1.877.515.5885



Troubleshooting guide for Data Diagnostic Events and Malfunctions



A warning triangle in the TruxBox section of the home screen of the app indicates that there is a data diagnostic event or malfunction that needs your attention. The LED light on the TruxBox may flash in red.



- 1 Tap on the TruxBox section of the home screen
- 2 Tap on EVENTS to see the the information regarding data diagnostic event or malfunction
- 3 Correct the issue by locating the data diagnostic event or malfunction code on this pamphlet and follow the instructions in the indicated under Response.

Data Diagnostics

An ELD must have the capability to monitor its compliance with the technical requirements. It must detect and record events related to malfunctions and data inconsistencies. (Subpart B, section 4.6) Data Diagnostic Events are when an ELD indicates there is a data inconsistency. The driver must follow the recommendations by the ELD provider to resolve the inconsistency, if it occurs. [Section 49 CFR 395.34(c)]

Power data diagnostic code 1

An ELD must monitor the Data it receives from the engine ECM or alternative sources, and data record history to identify instances when it may not have complied with the power requirements

Cause

- ELD not fully functional within one minute of the engine turning on
- Wiring or power source fault

Response

Drivers must check that their logs are correct by reviewing them on the mobile application. Then, they can resolve the diagnostic event by turning of the Truck engine and restarting. The driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence.

Engine synchronization diagnostic code 2

An ELD is required to establish a link to the engine ECM, and must record an engine synchronization data diagnostics event, when it no longer can acquire values for the ELD parameters required for records within five seconds.

Cause

Wiring or connection fault

Response

Drivers must notify the carrier as soon as possible and arrange for the ECM link to be restored. Once the ECM link is restored, drivers must thoroughly review their logs and edit, as necessary, to ensure they are correct. Then they can resolve the diagnostic event by turning of the Truck engine and restarting. The driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence.

Missing required data elements data diagnostic code 3

An ELD must monitor the completeness of the ELD event record information in relation to the required data elements for each event type, and must record a missing data element and data diagnostics event for the driver, if any required field is missing at the time of recording.

Cause

- Temporary or permanent loss of GPS
- Intermittent or disconnected link to the vehicle ECM

Response

Drivers can resolve this data diagnostic by manually entering the missing data associated with their records, along with an explanation. The driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence.

Data transfer data diagnostic code 4

An ELD must implement in-service monitoring functions to verify that the data transfer mechanism(s) are continuing to function properly. An ELD must verify this functionality at least once every seven days.

Cause

ELD fails to communicate records to TruxTrax for seven continuous days

Response

Unless driving in an area with known cellular coverage issues, drivers should notify their carrier immediately. This fault auto-resolves, if the device begins to communicate successfully again. The driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence.

Unidentified driving records data diagnostic code 5

If more than 30 minutes of driving in a 24-hour period shows unidentified driver on the ELD, the ELD must detect and record an unidentified driving record data diagnostic event, and the data diagnostic indicator must be turned on for all drivers logged in to that ELD for the current 24-hour period and the following seven days.

Cause

More than 30 minutes combined vehicle use without a logged-in driver

Response

Drivers must review the unidentified journeys recorded on the ELD and accept any periods of drive time recorded, while they were driving and not logged in to the ELD system.

Malfunctions management

Malfunction events are when the ELD detects technical compliance issues. The driver must: (1) notify the motor carrier within 24 hours (2) reconstruct the record of duty status for the current 24 hours and the last seven days on graph-grid paper logs that comply with Section 49 CFR 395.8. Keep paper logs until the ELD is serviced and brought back into compliance. [Section 395.34(a)]

Engine synchronization code E

An ELD must set an engine synchronization compliance malfunction, if connectivity to any of the required data sources is lost for more than 30 minutes during a 24-hour period aggregated across all driver profiles.

Cause

More than 30 minutes without ECM engine synchronization over a 24-hour period

Response

Drivers must notify their carrier as soon as possible and arrange for the ECM link to be restored. Once the ECM link is restored, drivers must thoroughly review their logs and edit, as necessary, to ensure they are correct. Then, they can resolve the diagnostic event by turning of the Truck engine and restarting. The driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence.

Power compliance code P

An ELD must monitor the data it receives from the engine ECM or alternative sources, and data record history to identify instances when it might not have complied with the power requirements.

Cause

More than 30 minutes of driving time lost in a 24-hour period

Response

Drivers should review and correct their logs, and notify their carrier of the fault. Once the fault has been corrected, the malfunction is cleared by explaining the fault and resolution in the ELogbook notes section.

Timing compliance code T

The ELD must periodically cross-check its time with an external UTC source, and must record a timing compliance malfunction when it can no longer meet the underlying timing requirement of less than 10 minutes' time deviation.

Cause

Vehicle has been out of service for sufficient time that the internal clock is no longer accurate, and the ELD has not yet synchronised its time.

Response

Once the internal clock has been corrected, drivers are prompted to review their logs before resolving the malfunction. Then, they can resolve the diagnostic event by turning of the Truck engine and restarting. The driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence.

Positioning compliance code L

An ELD must monitor elapsed time during periods when the ELD fails to acquire a valid position measurement within five miles of the CMV's movement. When such elapsed time exceeds a cumulative 60 minutes over a 24-hour period, the ELD must set and record a positioning compliance malfunction.

Cause

More than 60 minutes without a valid GPS fix in a 24-hour period.

This malfunction might appear during a temporary loss of a valid GPS fix, but it auto-resolves once GPS is restored. The driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence.

Data recording compliance R

An ELD must monitor its storage capacity and integrity and must detect a data recording compliance malfunction if it can no longer record or retain required events, or retrieve recorded logs that are not otherwise cataloged remotely by the motor carrier.

Cause

Hardware fault

Response

The driver must notify the carrier and TruxTrax by following the "hard malfunction" process.

Data Transfer compliance code S

After an ELD records a data transfer data diagnostic event, the ELD must increase the frequency of the monitoring function to check at least once every 24-hour period. If the ELD stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks, the ELD must detect a data transfer compliance malfunction.

Cause

Failure to communicate for three days following a data transfer data diagnostic event

Response

Unless driving in an area with known cellular coverage issues, the driver must notify the carrier and TruxTrax by following the "hard malfunction" process if these events become a regular occurrence. This fault auto-resolves, when the device begins to communicate successfully.

User manual / "How-to" videos / Support

Scan this QR Code for "how-to" videos and your user manual or visit: traxtrax.com/how-it-works/

Technical support:
support@truxtrax.com | 1.877.515.5885

