



LiveWatchCentral LiveDispatch

Technical Manual



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Technology & Security

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This manual details LiveDispatch operating instructions for LiveWatch-Central as created by Compatible Technology & Security. The manual is divided into sections for each main module. Depending on your needs, just skip over the material in this manual that does not apply to your particular needs. The procedures in this manual assume your system has already been set up.

Related Materials and References

FMCSA Regulations

<https://www.fmcsa.dot.gov/regulations/title49/b/5/3>

Hours of Service (HOS)

<https://www.fmcsa.dot.gov/regulations/title49/b/5/3/list?filter=Hours+of+Service>

Vehicle Inspection

<https://www.fmcsa.dot.gov/regulations/title49/section/396.1>

Regulatory Compliance and Approvals

FMCSA Federal Register

<https://www.gpo.gov/fdsys/pkg/FR-2015-12-16/pdf/2015-31336.pdf>

Registered ELDs

<https://3pdp.fmcsa.dot.gov/ELD/ELDList.aspx>

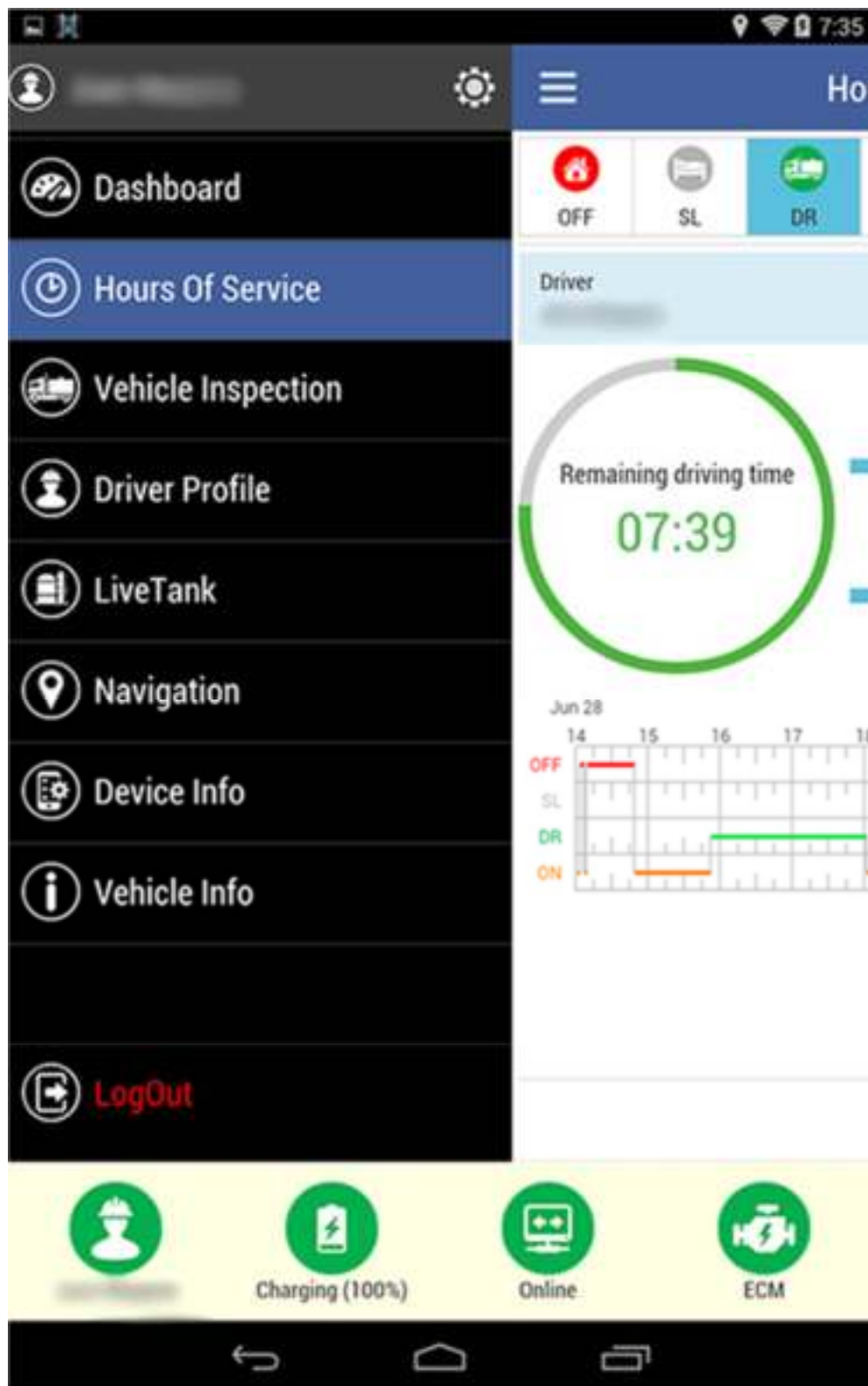
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Before using the Hours of Service (HOS) module on the tablet (ELD):

- Login using your user name and password.
- Confirm that the 'Login', 'Network' and 'ECM' icons have cycled from red to green at the bottom of the ELD screen, and the correct driver name is displayed below the 'Login' icon.

NOTE: A 10 HOUR RESET, OR 34 HOUR REST CYCLE (WHERE APPLICABLE) MUST HAVE OCCURRED BETWEEN SHIFTS, OR YOU WILL BE UNABLE TO LOG-IN TO THE HOS MODULE OF THE ELD. IF YOU ARE DENIED ACCESS TO HOS, CONTACT YOUR DIRECT SUPERVISOR IMMEDIATELY BEFORE PROCEEDING.

If any of the status icons do not cycle to green during this process, refer to the Troubleshooting section of this manual for help.



STEP 1: Select the 'Hours of Service' tab, from the ELD vertical menu:

NOTE: Statistical information, regarding your current duty cycle and a graphical chart detailing your hours will be displayed.

STEP 2: Immediately after logging-in, the HOS clock will begin calculating your shift status as 'On Duty' (ON)

STEP 3: Place the ELD in the 'in-cab' charging dock

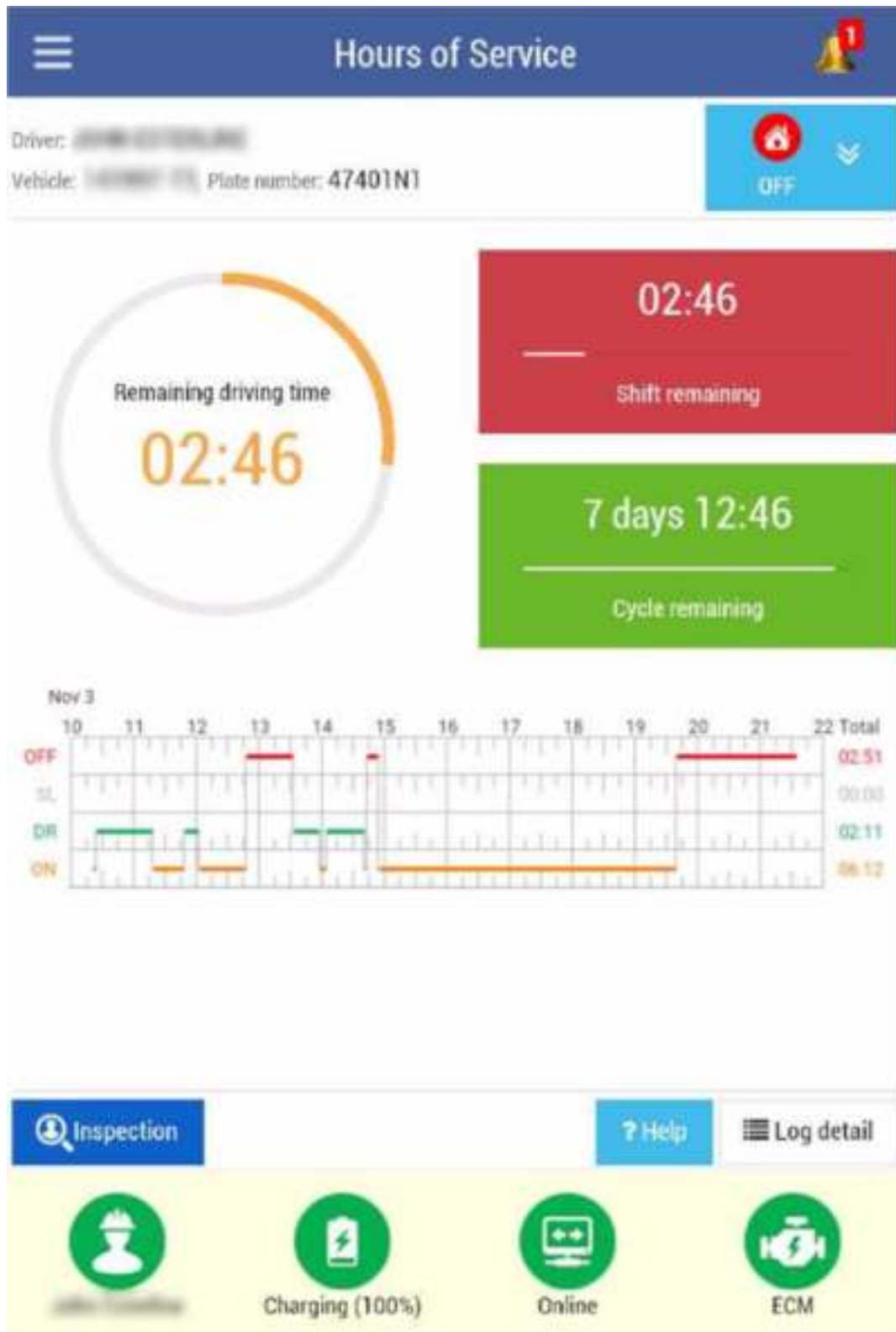
STEP 4: Once the vehicle is in motion, your shift status will automatically change to 'On Duty-Driving (DR)

NOTE: When the vehicle comes to a stop and is placed in Neutral, or the ignition is no longer in the 'RUN' position, your shift status will automatically change to 'On Duty' (ON)

NOTE: If the vehicle is NOT in motion, you can manually change your duty status to 'On Duty', by tapping on the (ON) icon, in the Hours of Service menu.

HOS Overview: Logging in to the HOS module

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After carefully reviewing the details of your daily log, and confirming that all necessary corrections have been made then you may begin the 'Log out/certify driver log' process:

STEP 1: Confirm that the 'Online' icon has cycled to green, on the ELD.

STEP 2: Tap on the 'Certify' button, on your HOS display.

STEP 3: Electronically provide your signature in the pop up window.

NOTE: A default signature will display. To create a new signature, tap on the 'Create New Signature' button.

STEP 4: Tap "Save", to complete your daily log.

STEP 5: You will automatically be logged out of the ELD.

Special Note: All driver log activities (except "On Duty - Driving" within prior shifts and cycles are editable within the maximum of current 8 days (60-hour/7-day and 70-hour/8-day limits).

HOS Overview: Logging out of the HOS module

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HOS Summary Mode

A. Information of Driver and Vehicle

B. Duty Status button

C. Current Shift/Cycle Counter - shows the remaining drive time (DR) for the current shift, and the balance of your shift cycle in days/hours/minutes.

D. HOS time grid - provides shift detail for all of the current HOS activity.

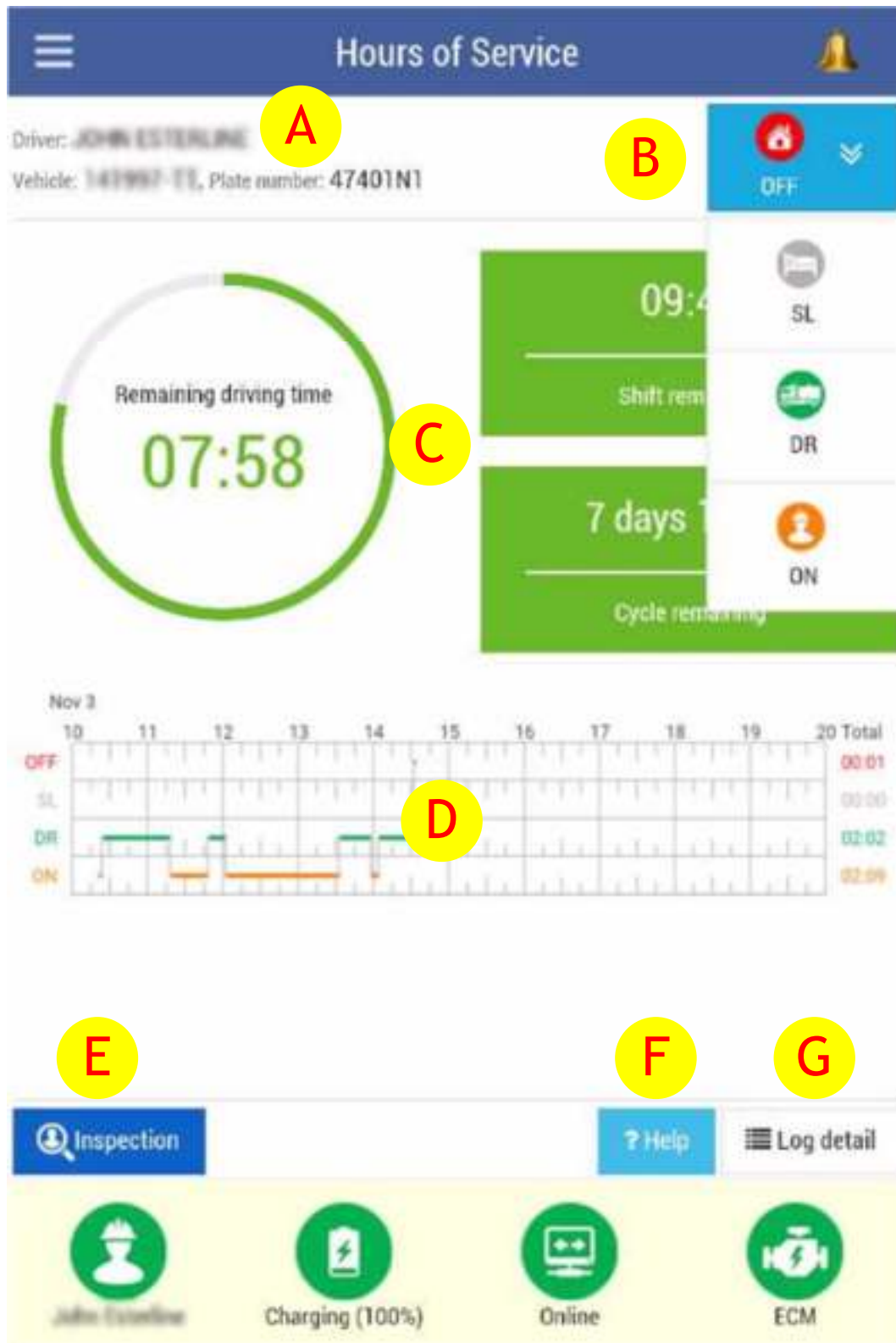
NOTE: In 'Driver Mode' the start time will be shown as the log in time to the ELD.

E. Inspection - Law Enforcement Inspection

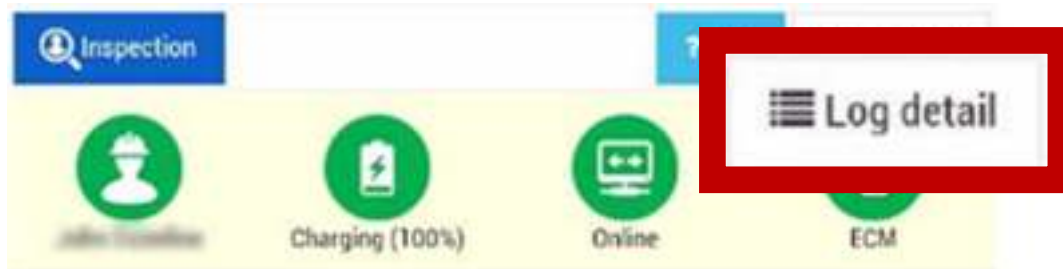
NOTE: In 'Inspection Mode' the start time will be displayed from midnight to midnight on a 24 hour time grid.

F. Help - HOS Guide

G. Log Detail - Review HOS driver log activities.



To review HOS activities details, click “Log details”

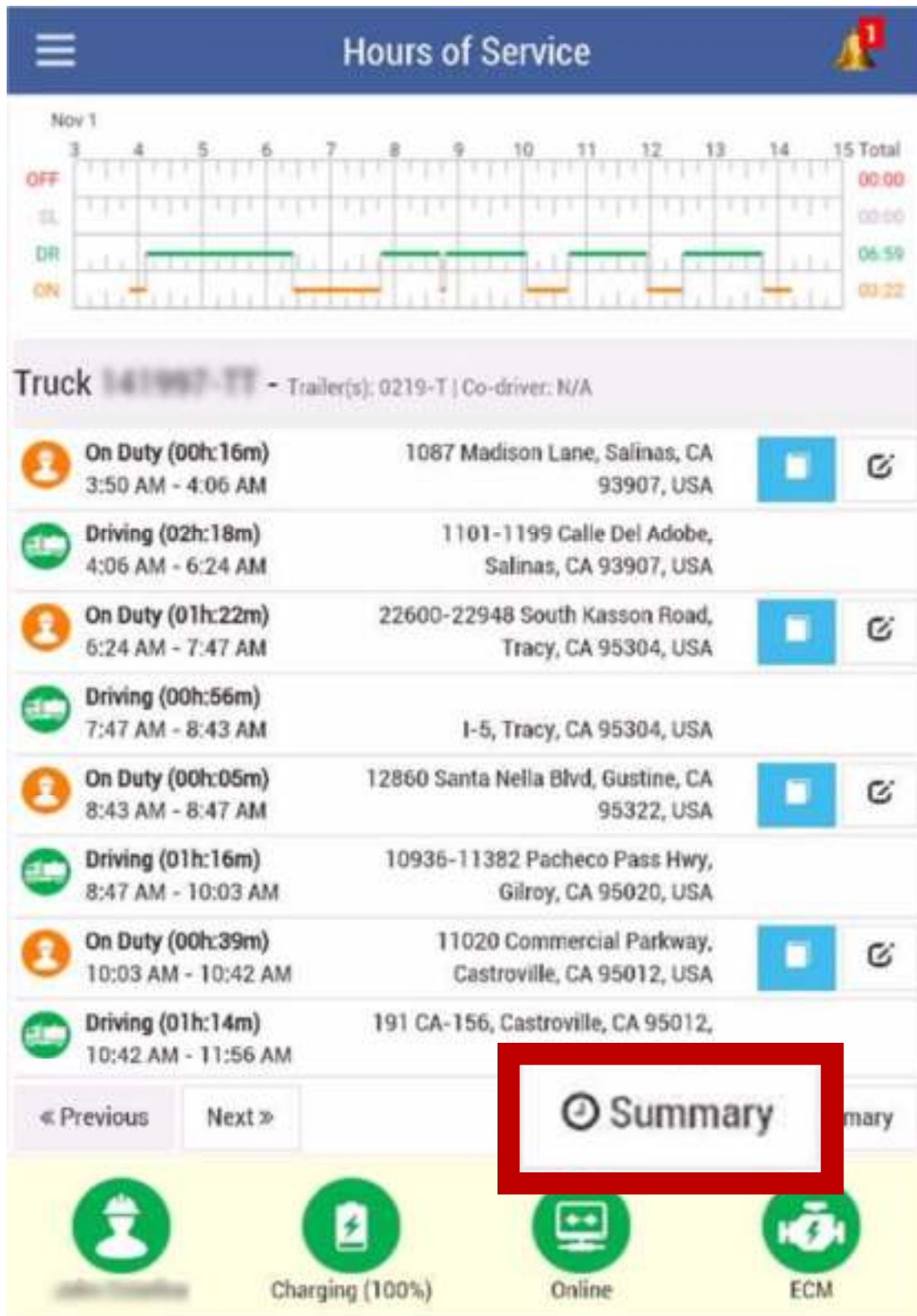


As soon as the driver logs in to start the HOS shift, the first activity will default to be [On Duty].

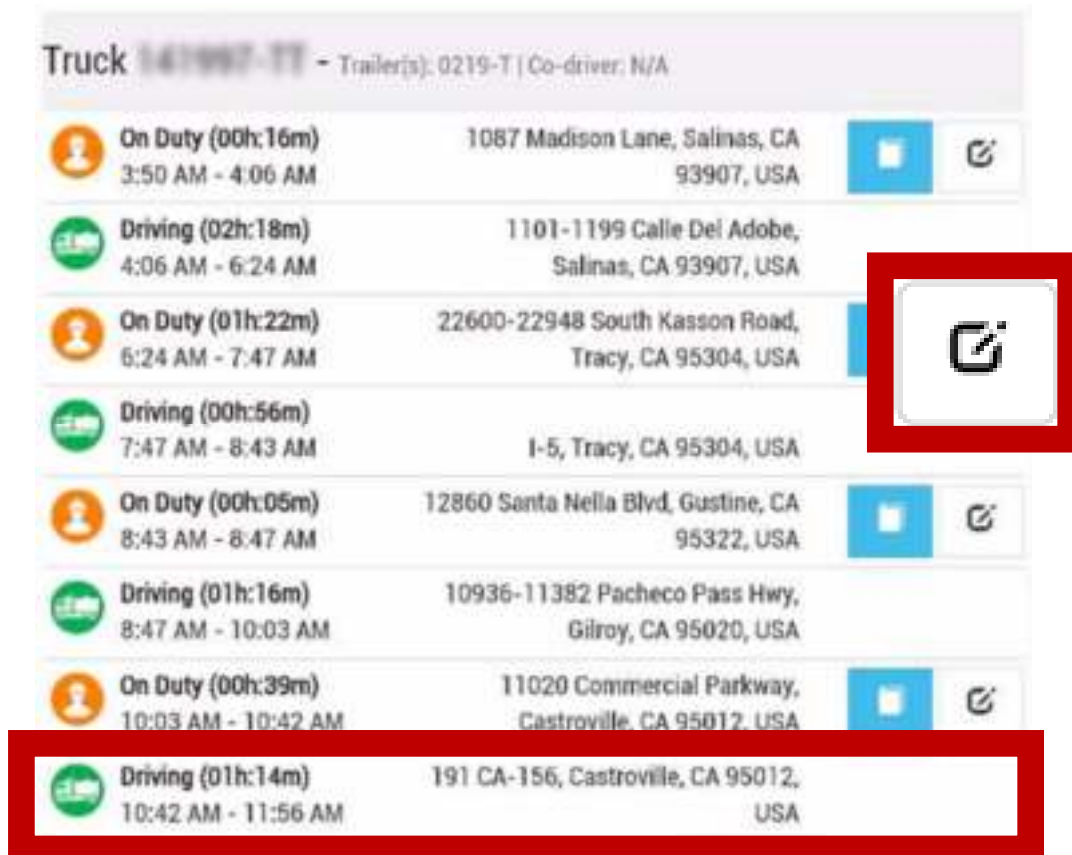
When the vehicle starts moving, activity will change to [Driving] automatically. When the vehicle stops moving, activity will change back to [On Duty].

All other related information such as mileage, time starts, time stops and geolocation are calculated automatically by the ELD.

To go back to Driver log summary, tap on [Summary] button.



Step 1: To edit HOS activities, tap on the [Edit] icon.



Step 2: Notice that activity logged from ECM for [Driving] is not editable. All other activities are editable.

Step 3: Adjust time slider for [Start time], [End time] and /or change [Duty Status] as driver sees fit. Any special notes can be added as well.

Step 4: Tap [Save] button to save.

Hours of Service

Nov 1

	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Total
OFF																	00:00
SL																	00:00
DR																	06:59
ON																	09:22

Edit Activity | Split Activity

10:03 — 10:42

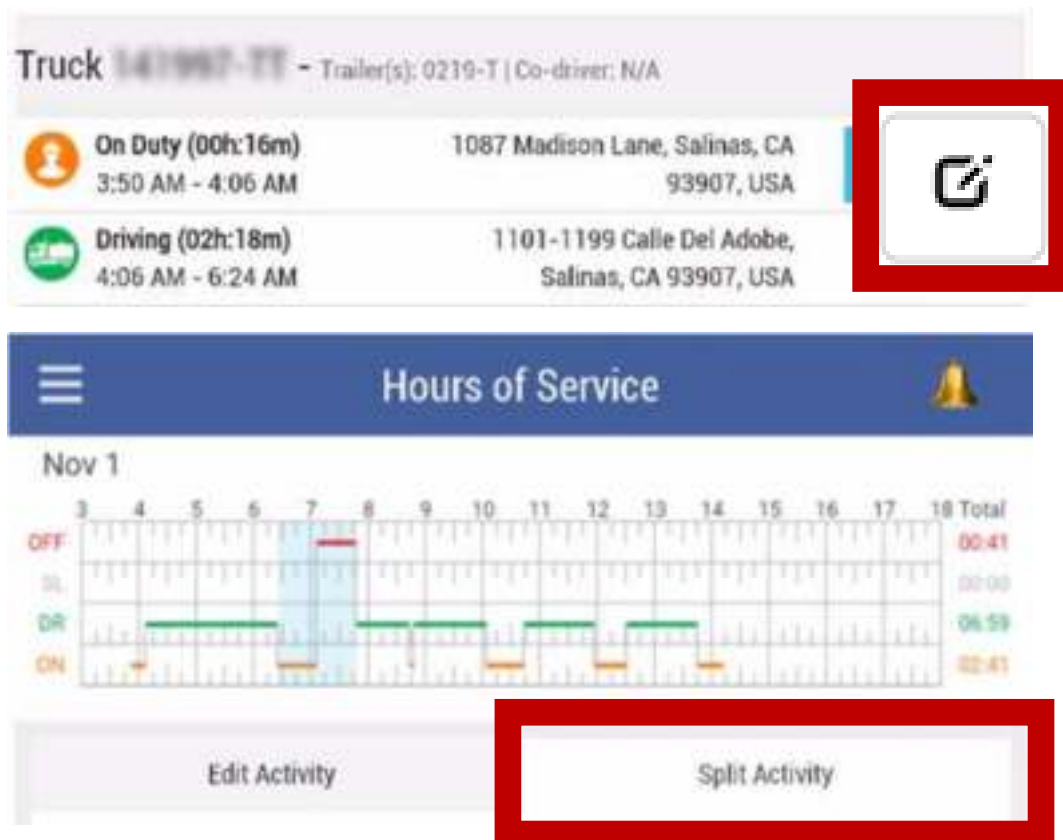
Duty status: On Duty

Note:

Save Cancel

Driver | Unplugged (97%) | Online | ECM

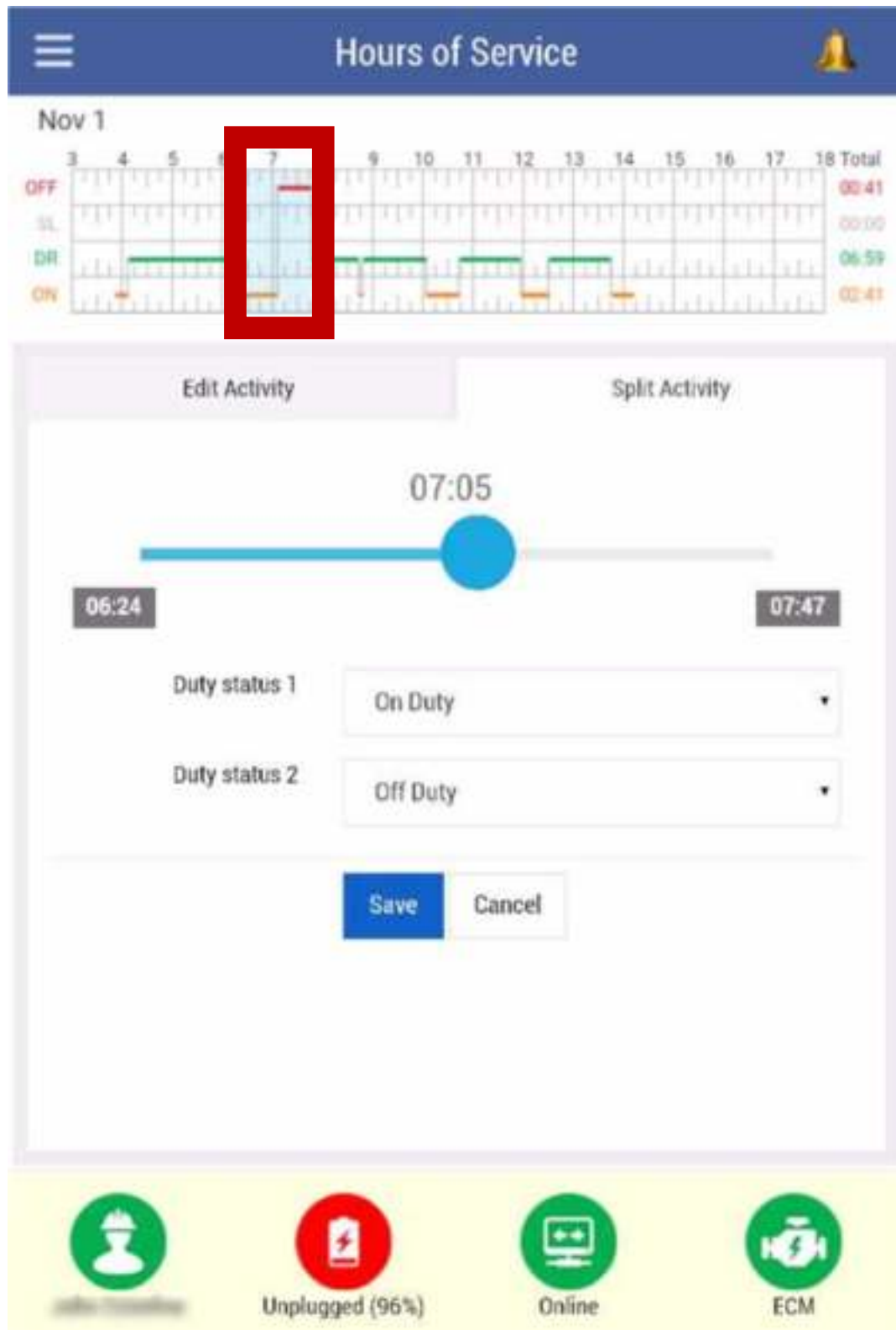
Step 1: To split HOS activities, tap on the [Edit] icon, then [Split Activity]



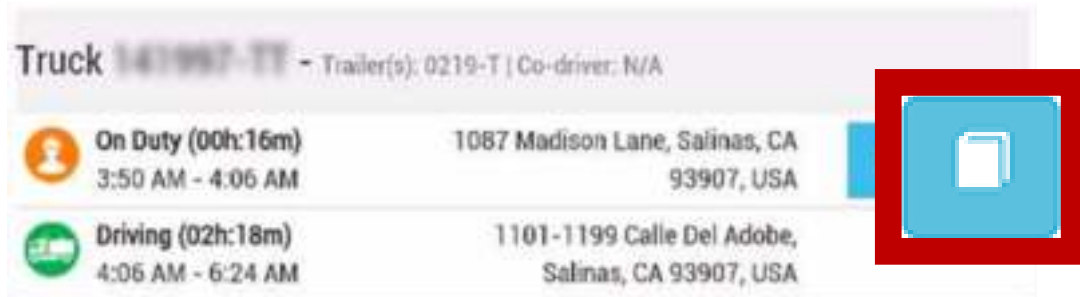
Step 2: Notice that time for selected activity is being split in half, use timeline slider for adjustment.

Step 3: Adjust “Duty Status 1” and “Duty Status 2” for duty status as driver sees fit.

Step 4: Tap [Save] button to save.




Step 1: To add documents or supporting data related to a specific HOS activity, tap on [Document] icon.




Step 2: Choose [Type] then enter document name and note information as driver sees fit.

Step 3: Images can be added by selecting tapping on the camera icon.

Step 4: Tap [Save] button to save.



Hours of Service

HOS Document

Type:

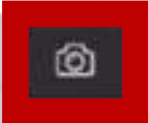

BOL

Name:

Enter document name


Note:


Picture:




Save

Cancel






Charging (92%)



Online



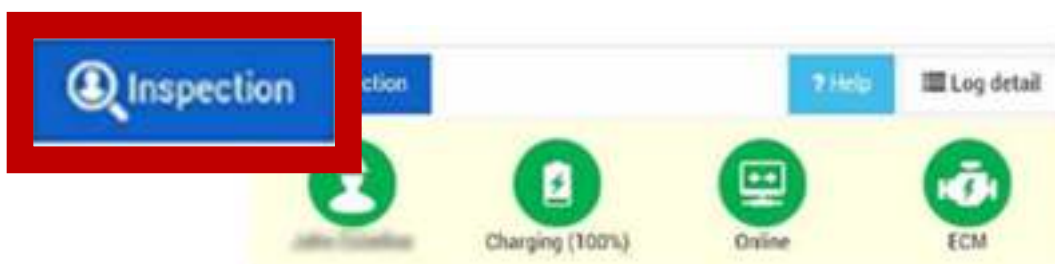
ECM

The [Inspection] icon provides law enforcement personnel a viewable format for HOS logs.

In the event of a roadside inspection, or mandatory log review:

STEP 1: Remove the ELD from the in-cab charging dock

STEP 2: Tap the [Inspection] icon on the ELD display

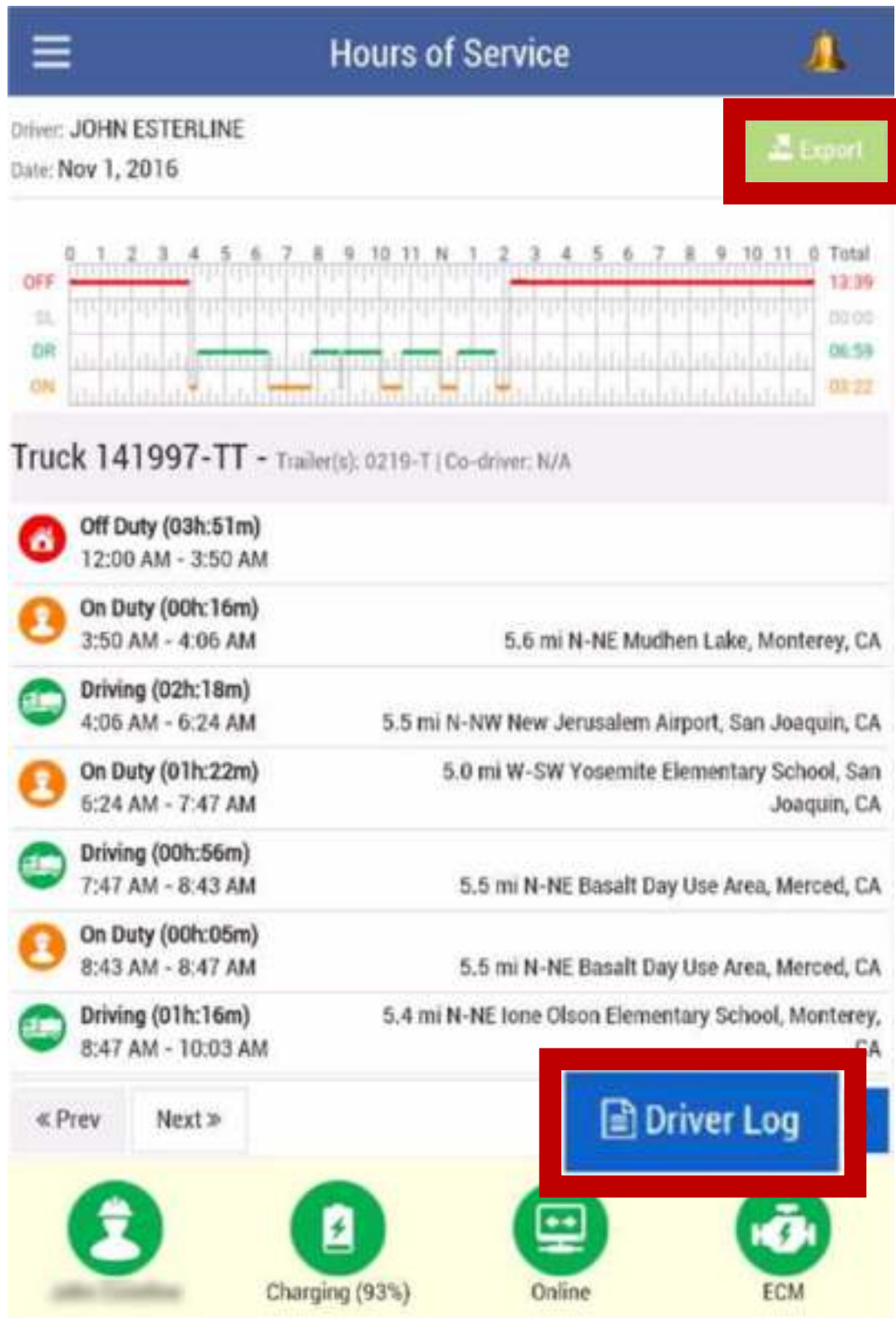


STEP 3: Hand the ELD to the law enforcement officer

NOTE: The following ELD [Inspection] display options differ from those of the [Driver] display:

- The time grid is displayed in a 24 hour format
- HOS activities are not editable
- GPS locations are approximate distances. Rather than physical addresses




By request, an [Export] option is provided, for the purposes of exporting last eight (8) consecutive duty logs. The process is conducted through the ELDs USB port, or email. Tap [Driver Log] to go back to HOS summary.




Symptom: [Network] icon shows “Offline”, the ELD does not have a network connection. Try the following:




Step 1: From the ELD vertical menu, tap on [Device Info], check “Wi-Fi Status” to confirm the ELD is connected to Access Point.

Step 2: Tap on ELD home button  -> System App  -> Setting  ->

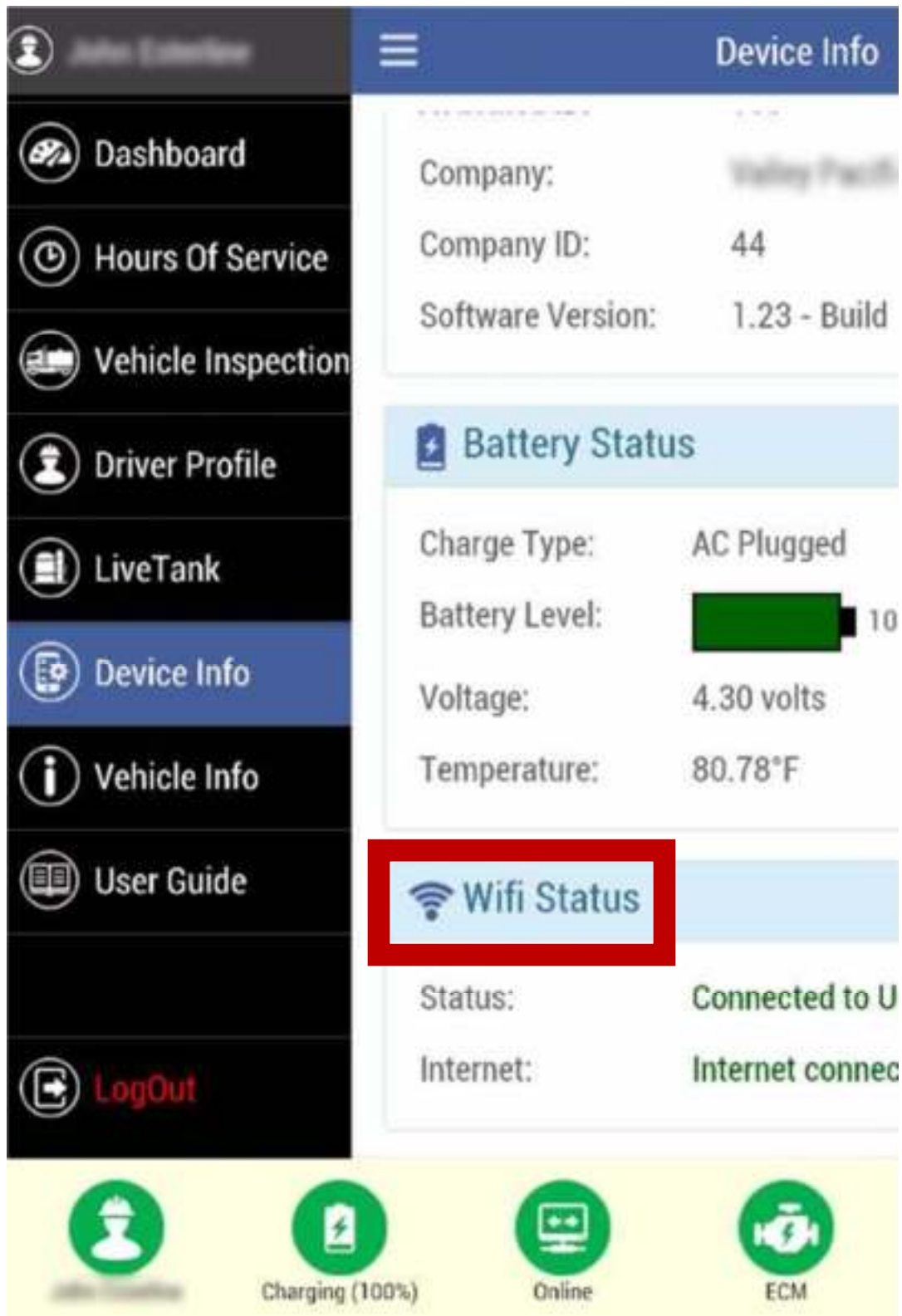
Wi-Fi 

Step 3: Make sure ELD is connected to either terminal Wi-Fi or truck Wi-Fi.

If ELD is already connected to Wi-Fi and [Network] is still shown “Offline”, try resetting LiveDispatch application with the following steps:

Step 1: Tap on ELD Multi-App button  -> terminating application by “sliding” “liveDispatch” application to the right.

Step 2: “liveDispatch” application should be automatically started within 20 seconds.



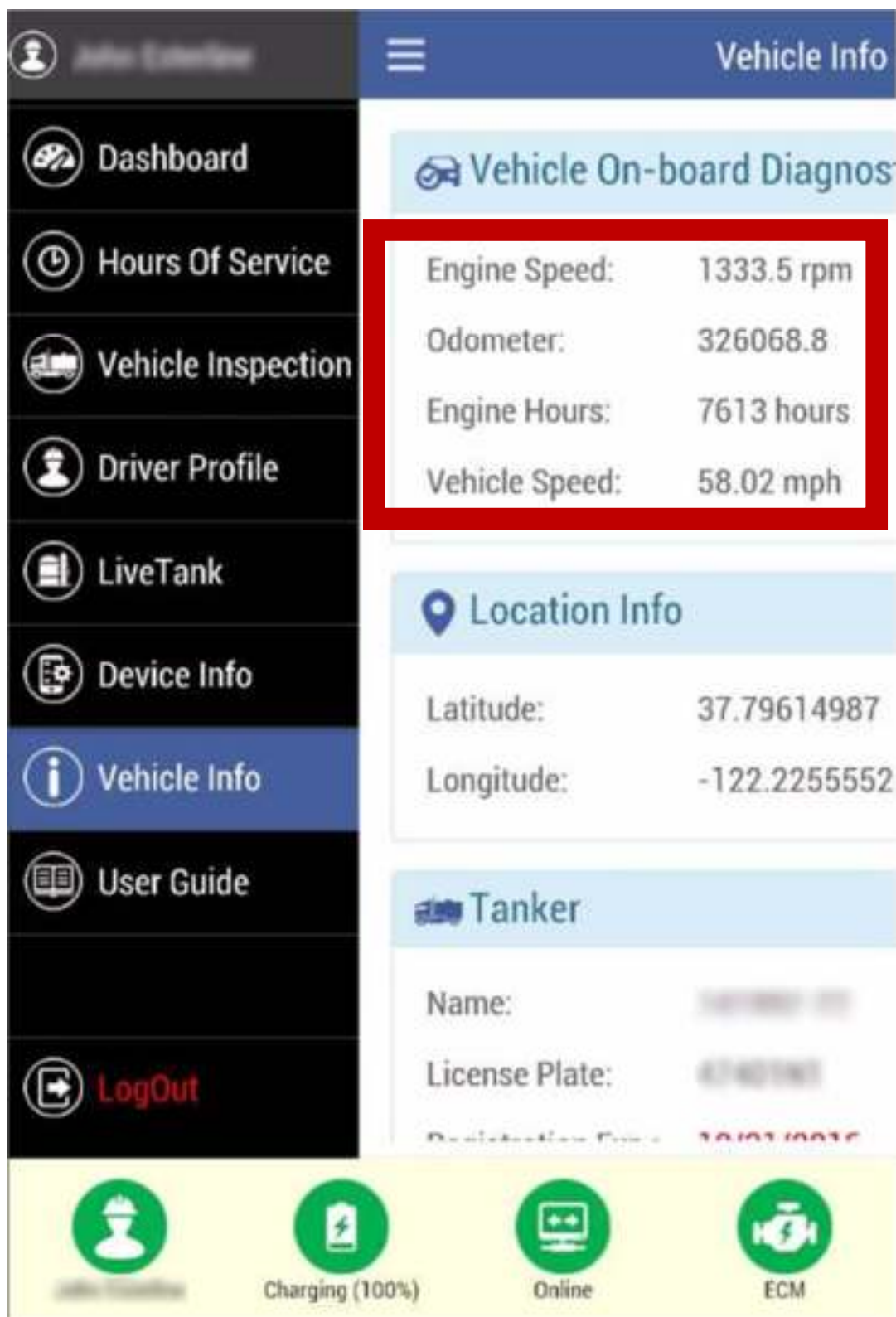
Symptom: [ECM] icon shows in “red”, ELD may have lost connection to vehicle ECM (Engine Control Module). Try the following:



Step 1: From the ELD vertical menu, tap on [Vehicle Info], check “Vehicle On-board Diagnostics” to see if there is any data shown for Engine Speed, Odometer, Engine Hours, and Vehicle Speed.

Step 2: If there is no data in Step 1, verify if ELD is connected to truck Wi-Fi. If truck Wi-Fi is connected and ECM is still not connected, try re-starting LiveDispatch application.

Step 3: If none of the above works and problem persists, **CONTACT YOUR DIRECT SUPERVISOR IMMEDIATELY AND SWITCH TO MANUAL LOG BOOK FOR HOS PURPOSE.**





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