

LogBook ELD: Troubleshooting Performance Issues

Performance issues

The Verizon Connect Reveal LogBook ELD can experience the following performance issues:

- **Power:**

To prevent this issue the Motor Carrier and Driver should ensure that the tablet with the Logbook application has sufficient power to be used.

- **Engine synchronization:**

This occurs when the mobile device has lost connectivity to the vehicle ECM for more than 30 minutes in a 24-hour period. During this time, the data on engine power status, vehicle motion status, miles driven and engine hours will not be accessible. To remediate, ensure that the LogBook app is connected to the vehicle via Bluetooth.

- **Timing:**

This issue occurs when there is a discrepancy of more than 5 minutes between the Reveal server timestamp and the mobile device.

- **Positioning:**

This issue occurs when the GPS signal has been lost and the mobile device is not able to retrieve a valid location for more than 60 minutes in a 24-hour period.

- **Data recording:**

This issue occurs due to not enough storage space on the device. The mobile device is unable to properly record new events and associated data. Events that have not been uploaded might be lost.

- **Data transfer:**

The automatic data transfer check (that is performed once every 24 hours) has failed.

Each of these performance issues should be addressed as follows:

1. Note the type of issue and provide written notice of the issue to your motor carrier within 24 hours.
2. Ensure that you have an accurate record of duty status (RODS) for the current 24-hour period and the previous 7 consecutive days. This can be either in the form of records from the ELD or RODS on compliant graph-grid paper. If necessary, manually reconstruct the RODS for any missing period.
3. Continue to manually prepare compliant RODS on graph-grid paper until the ELD is serviced and back in compliance.

Connection issues

If an Android/iOS mobile device is having difficulties connecting to a LogBook vehicle, follow these steps to try and resolve the Bluetooth connection issue.

1. Restart the mobile device and try connecting.
2. Perform a Bluetooth pairing.

Android: This is done by holding down the Bluetooth button on the mobile device, so that it searches for nearby Bluetooth devices to connect with. Select the one named GenX_ESN (ESN will be replaced by the vehicle ESN). If not paired, enter 1234 as the PIN if requested. If paired, disconnect this pairing. Try connecting through the app.

iOS: Perform a Bluetooth pairing. This is done by going into **Settings** on the mobile device and clicking on **Bluetooth**. Select the one named BT_ESN (ESN will be replaced by the vehicle ESN). If not paired, enter 1234 as the PIN if requested. If paired, disconnect this pairing. Try connecting through the app.

3. Perform a forced Bluetooth connection. This is done by turning Bluetooth off and on the mobile device. Then go back into the app and search for the vehicle. At this point you will receive a message stating "Application is requesting permission to turn on Bluetooth. Allow?" Select Yes.

4. If using an **Android** mobile device, confirm the right Bluetooth setting is enabled for the vehicle to be available to connect. Navigate to the **More** section of the app, and select the right setting:

- **Default GenX devices:** BT Classic
- **XIRGO Devices (pre-2000/Mixed Fleet):** BLE

When connecting, the vehicle list will display the Bluetooth setting and vehicles with corresponding device type.

5. If none of the above steps resolve your Bluetooth connection, call the Driver line at 844-307-2867.



Updated configuration

To ensure that configuration changes made in the Reveal web portal update the app, click on the **REFRESH CONFIG** button in the **More** section of the app. Log off and log back in to the app, to ensure the HOS logs are synced from the Reveal web portal.

Application version

Please ensure that you have the latest version of the LogBook ELD App. Navigate to the **More** section and click on **About** to view your current version. If needed, download the latest version from Google Play Store or Apple App Store.

