LEVEL ELD

Driver App User Guide

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Downloading the App

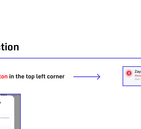
Please ensure you have connected a ELD to your Vehicle Gateway before continuing.

Google Play
App Store

Download the LEVEL ELD app from the Google Play Store (for Android phones/tablets) or the App Store (for iPhones and iPads).

Logging into the App

Before you begin driving, you must sign in to the LEVEL ELD app!
If you do not have LEVEL ELD account, please contact your fleet manager.



- Open the LEVEL ELD app
- Enter your username, password and tap "Log in"

ELD connection

Click on the Red button in the top left corner

Wait until the device is detected and select it

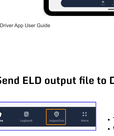
When the device is connected, the button will turn green

Start your shift

When your vehicle is moving 5 mph or more, LEVEL ELD will automatically update your current duty status to DRIVING and switch the app window to Driving mode.

Status change

When the vehicle has stopped moving for 5 minutes,
your duty status will automatically be set to On Duty (ON) (not driving).

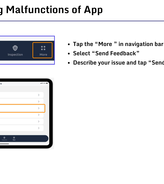


Choose the note(s) on the status

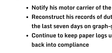
Click "Continue" to change your duty to the status

Showing Logs to Officers

- Tap the "Inspection" in navigation bar
- Show your 8 day summary logs to the officers



Send ELD output file to DOT



- Tap the "Inspection" in navigation bar
- Write your comment and tap "Send"

Managing Malfunctions of App

- Tap the "More " in navigation bar
- Select "Send Feedback"
- Describe your issue and tap "Send"

Managing Malfunctions of ELD

DRIVER (in accordance with §395.34(a)) MUST

- Notify his motor carrier of the malfunction within 24 hours
- Reconstruct his records of duty status for the current 24 hours and the last seven days on graph-grid paper logs that comply with §395.8
- Continue to keep paper logs until the ELD is serviced and brought back into compliance

MOTOR CARRIER MUST

- Correct, repair, replace, or service the malfunctioning ELD within eight days of discovering the condition or a driver's notification to the motor carrier, whichever occurs first
- Require the driver to maintain paper RODS (record of duty status) until the ELD is back in service

ELD malfunction codes and causes

- **P - Power Compliance** (The Vehicle Gateway was unable to read the engine's power status)
- **E - Engine synchronization** (The Vehicle Gateway was unable to read engine data such as the odometer or engine hours)
- **T - Timing Compliance** (The ELD's internal clock in the vehicle has not yet synchronized with the server that resulted in a time deviation of 10- minutes)
- **L - Positioning Compliance** (The ELD has accumulated more than 60 minutes without a GPS lock within a 24- hour period)
- **R - Data Recording** (The ELD does not have sufficient storage capacity to record ELD events)
- **S - Data Transfer Compliance** (The ELD has failed to transfer the driver's logs to the DOT as requested during a roadside inspection)
- **O - Other detected malfunction**