

AT&T Fleet Complete

AT&T Fleet Complete ELD

User Manual



CONTACT SUPPORT

(P): 1-800-220-0779
(E): support@fleetcomplete.com

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GETTING STARTED

Install AT&T Fleet Complete ELD

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

Click [here](#) to download the Install Guides.

1



MGS700

2



DL-200

GETTING STARTED

Download the BigRoad Mobile App

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

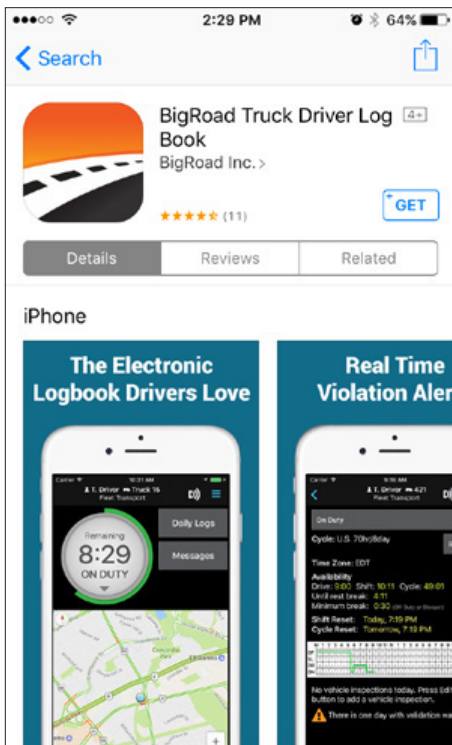
If you're a new user, begin by downloading the BigRoad Mobile App for iOS (Apple) or Android (Google).

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** and then **Install**.

HOW TO DOWNLOAD BIGROAD FOR ANDROID

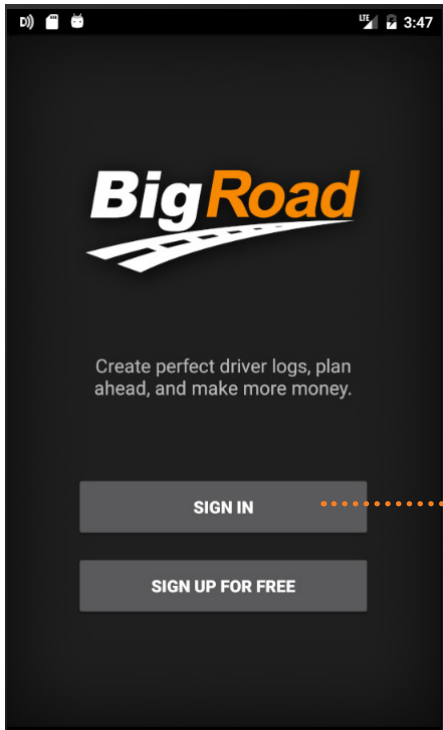
- 1 Tap on the App Store icon from your device.
- 2 Enter **BigRoad** in the search bar and tap on the listing.
- 3 Tap on **Install**.



GETTING STARTED

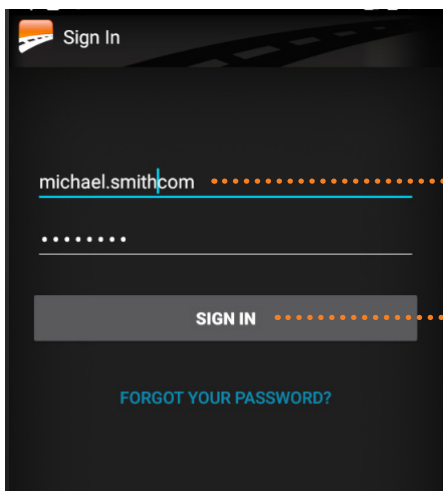
Sign In To Your Carrier

LOG IN TO THE BIGROAD MOBILE APP



1 Launch the BigRoad Mobile App by tapping the **BigRoad icon** on your device 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**.

GETTING STARTED

Log In To a Truck

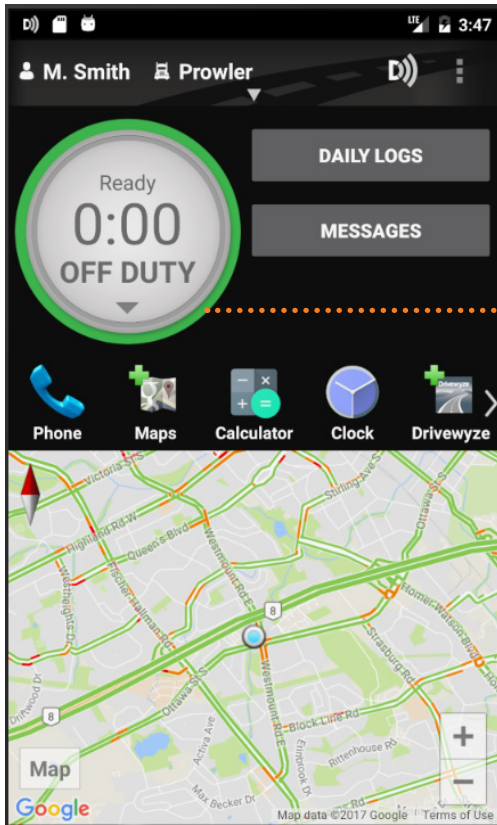
CONNECTING TO AN AT&T FLEET COMPLETE ELD-ENABLED VEHICLE:

- 1 Ensure that the vehicle is running before you attempt to connect.
- 2 Tap the **menu icon**.
- 3 Select **Switch Truck**.
- 4 Select the truck you want to connect to AT&T Fleet Complete ELD. Note that AT&T Fleet Complete ELD-equipped vehicles will show a DashLink icon beside them.
- 5  AT&T Fleet Complete ELD should now be connected to your vehicle. Look for the AT&T 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 Mobile App.

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.

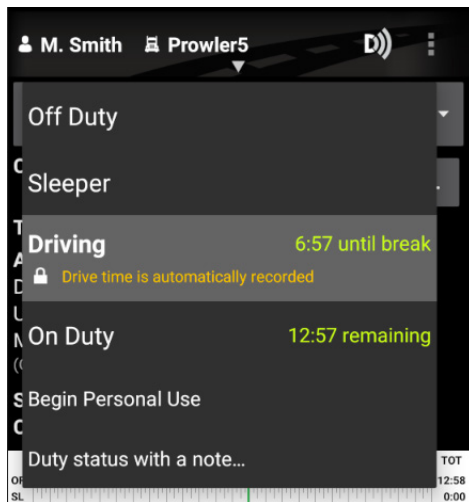
USING BIGROAD

Tracking Your Duty Status

AUTOMATIC DUTY STATUS SELECTION

- When connected to a AT&T Fleet Complete ELD-enabled vehicle, driving status will be automatically recorded once the vehicle is in motion.
- After being stopped for a period of time or turning off your vehicle, your duty status will automatically be changed to On Duty (not driving).

AUTOMATIC DUTY STATUS SELECTION



- By tapping the **duty status circle** from the BigRoad Mobile App home screen, you can easily change your duty status. Driving is automatically recorded, so you cannot manually set a driving status.
- The **duty status circle** will also show you how much drive and on duty time you have remaining.

USING BIGROAD

Using The Daily Log List

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

TO GET TO THE DAILY LOG LIST:

1 Tap **Daily Logs** on from the home screen.

2 Tap on **View Logs**.

3 You will see a list of your logs for the past 14 days.

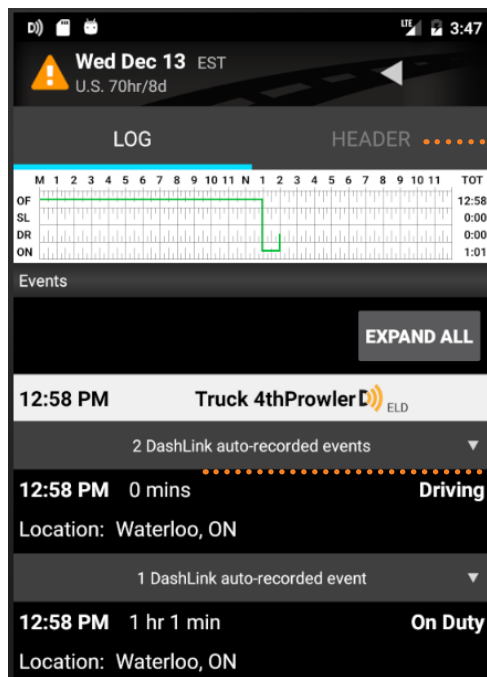
4 You can filter this list by Unidentified Driving, Carrier Edits, Warnings, or All.

This will help you to quickly find the day you are looking for.

USING BIGROAD

Editing Your Logs

TO ENTER EDIT MODE:



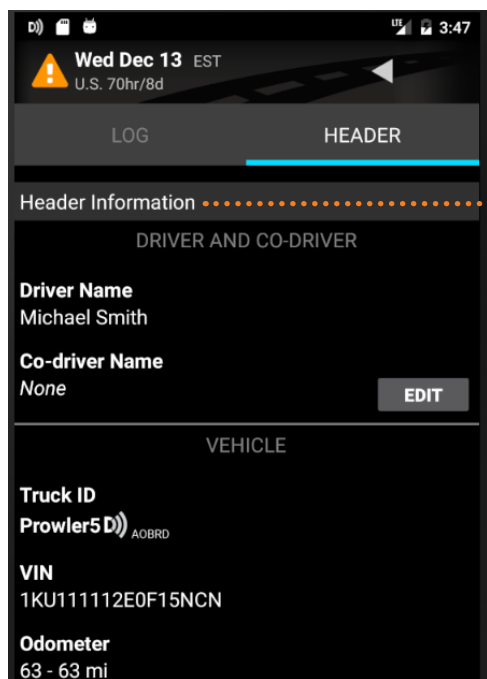
1

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.

The **Log** tab contains all the event, DVIR, and certification information.

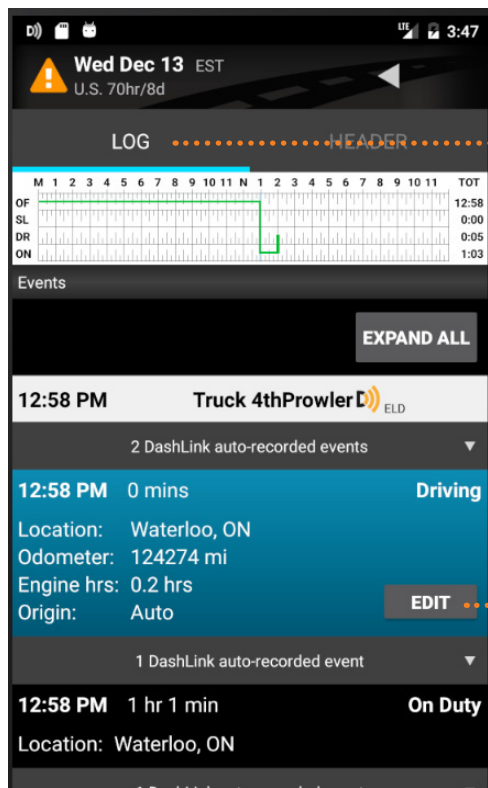


The **Header** tab contains driver(s), carrier and vehicle information.

USING BIGROAD

Editing Your Logs

TO EDIT DUTY EVENTS:

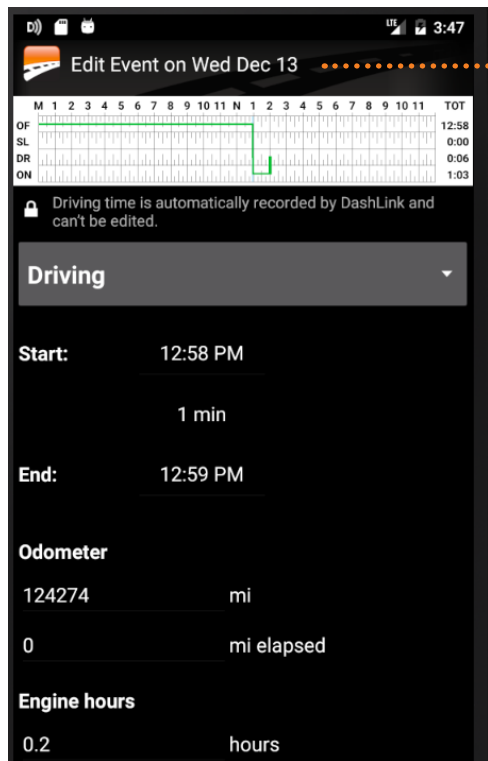


1

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

2

Tap **Edit**.



3

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

4

Tap **Save**.

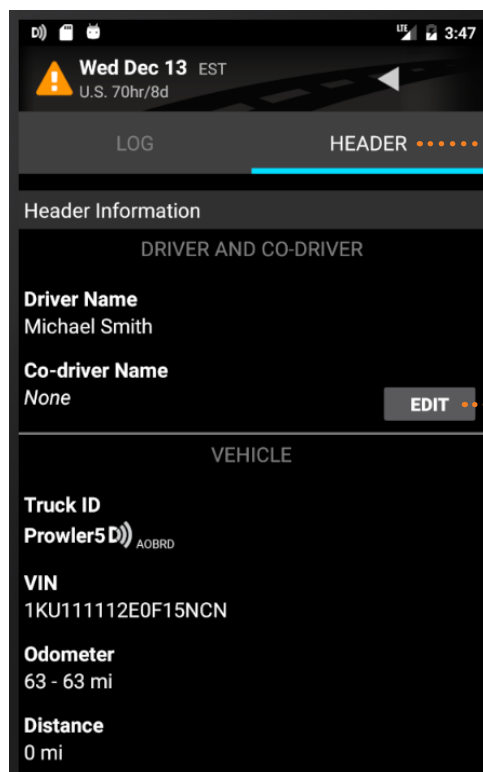
NOTE: Automatically recorded drive time and certain types of events cannot be edited, only annotated.

USING BIGROAD

Editing Your Logs

TO EDIT THE HEADER:

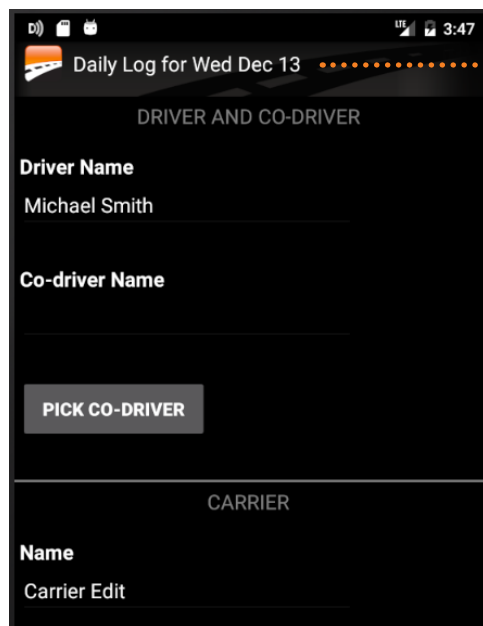
While on the Header tab you can edit an event, select the event you wish to edit, and tap the Edit button.

**1**

While in the **Header** tab, navigate to the section of the header that you want to edit.

2

Tap **Edit**.

**3**

Add any changes you wish to enter.

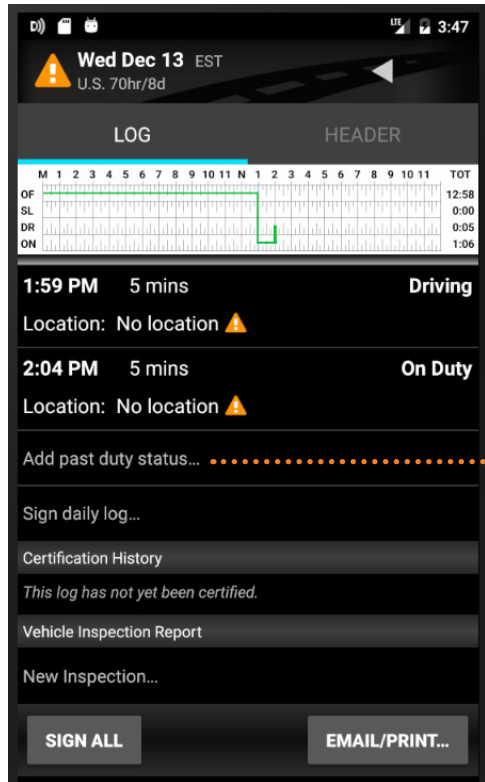
4

Tap **Save**.

USING BIGROAD

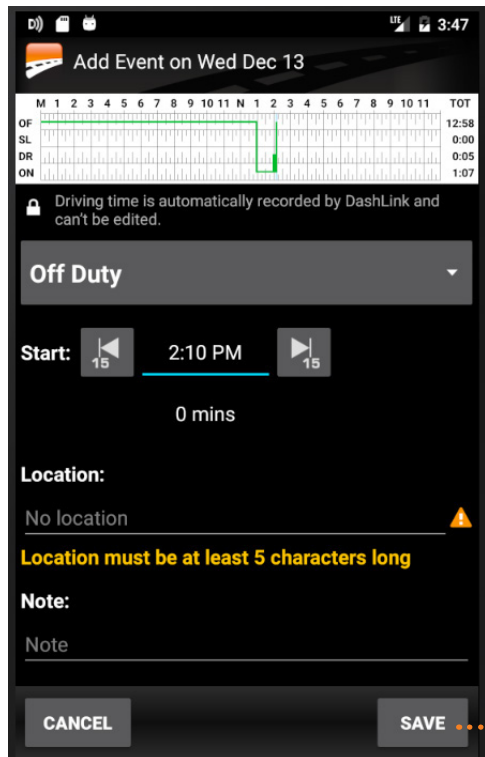
Editing Your Logs

TO ADD A PAST DUTY STATUS:



1

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



2

Select the **Start Time**.

3

Enter the **Location**.

4

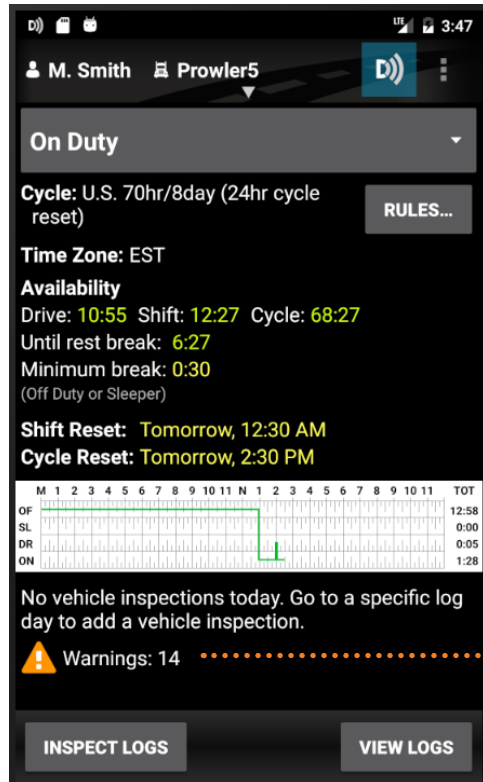
Enter a **Note**.

5

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

USING BIGROAD

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 of this manual. Specific errors will be highlighted with the orange **alert icon** shown above.

USING BIGROAD

Certifying Your Logs

WHEN YOU COMPLETE YOUR DAY, YOU'RE REQUIRED TO CERTIFY YOUR DRIVING LOGS. TO DO THIS:

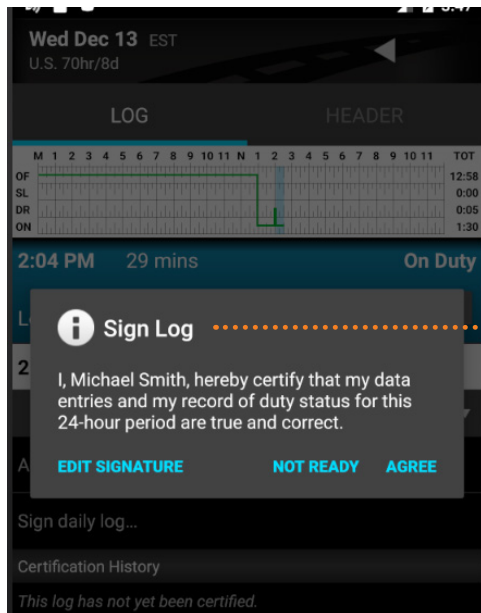
- 1 In the **Daily Log**, open the **Log** tab.
- 2 Tap **Sign Log** at the bottom.

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 Log** again.

IF YOU HAVEN'T ALREADY ADDED YOUR SIGNATURE TO THE BIGROAD MOBILE APP, YOU WILL BE PROMPTED TO DO SO.

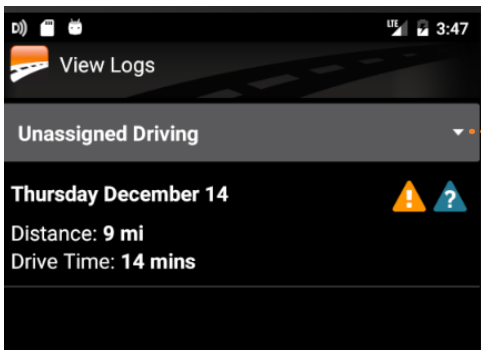
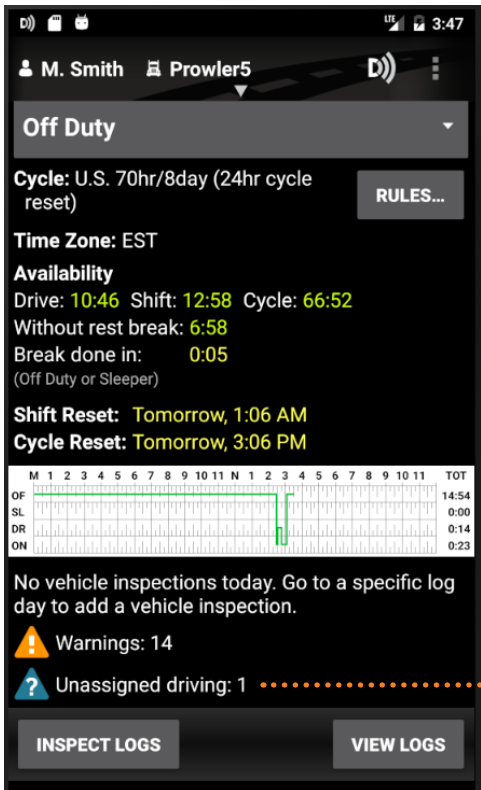
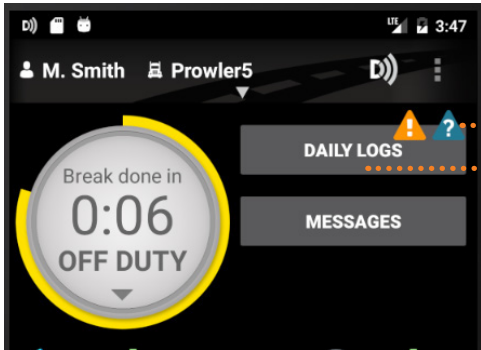
- 1 Using your touchscreen, draw the signature that you would like to use with your finger.
- 2 Tap **Save**.
- 3 Tap **Sign Log**.



NOTE: If you accept edits to a log that has already been certified, you do not need to recertify the log. Your Safety Manager can only make suggested changes to your log up to the time that you certified it.

USING BIGROAD

Unidentified Driving



If there are unassigned driving events for you to review and potentially claim, the home screen on the BigRoad Mobile App will show a blue question mark indicator on the **Daily Logs** button.

1

TO REVIEW UNASSIGNED DRIVING EVENTS:

From the home screen of the BigRoad Mobile App, tap the **Daily Logs** button.

2

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

3

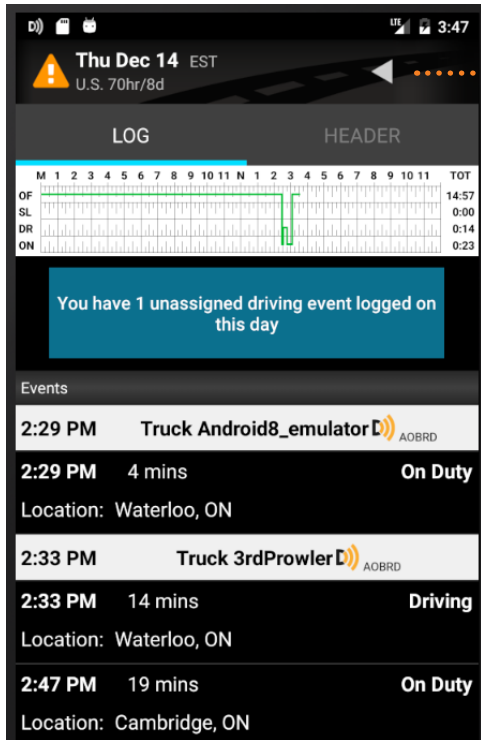
Tap the **Unassigned driving** text at the bottom of the screen. This will take you to the list of days with unassigned driving events that have not been reviewed yet.

4

When you open a log day with unassigned driving events, you will see a box indicating there is at least one unassigned driving event to review. **Tap this box** to review the list of events in a drop down menu.

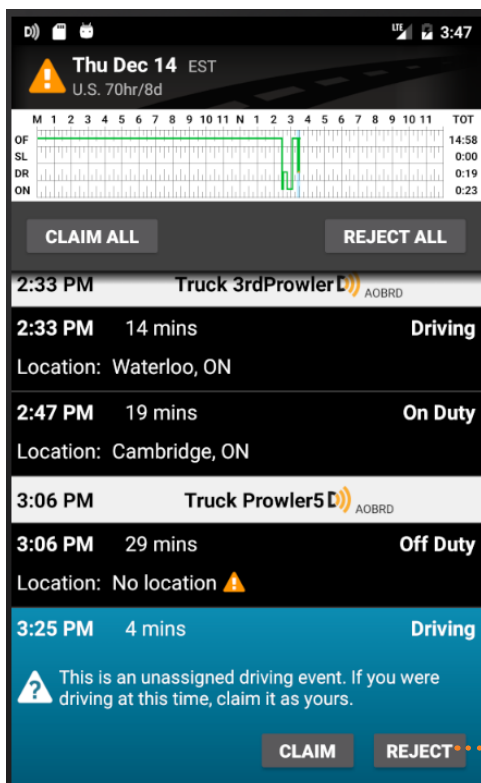
USING BIGROAD

Unidentified Driving



5

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



6

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

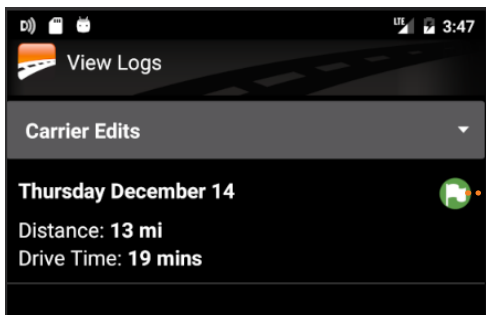
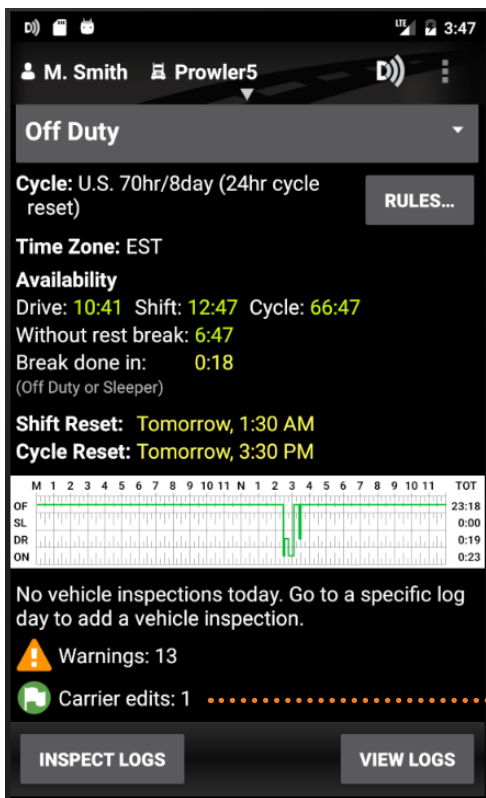
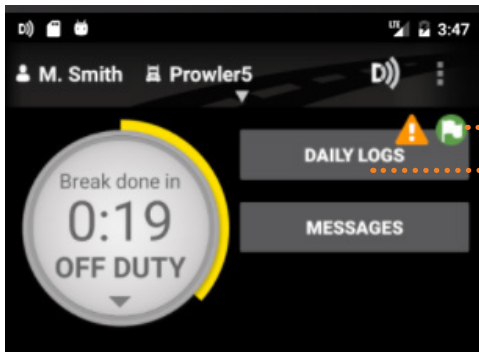
7

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

- You will not be prompted again for events 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.

USING BIGROAD

Approving Carrier Log Edits



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

1

TO REVIEW THESE SUGGESTED EDITS:

From the home screen of the BigRoad Mobile App, tap the **Daily Logs** button.

2

The app will indicate that there are 1 or more days with carrier edits that have not yet been reviewed.

3

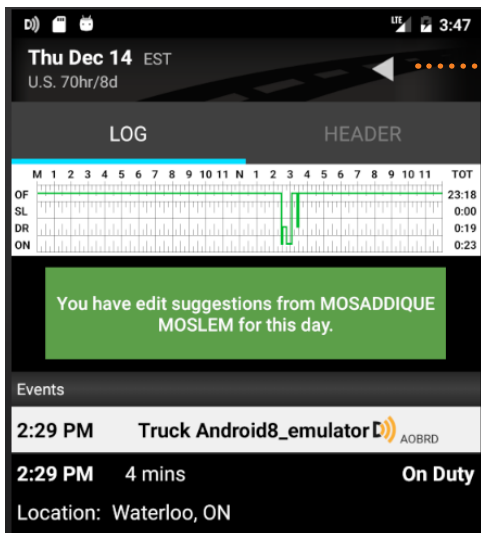
Tap the **Carrier edits** text at the bottom of the screen. This will take you to the list of days with carrier edits that you have not yet approved or rejected.

4

Select a **day** you want to review the carrier edits for.

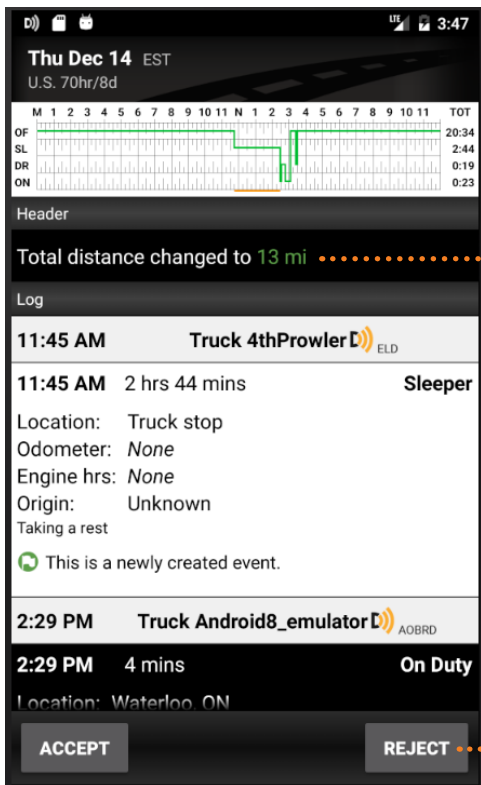
USING BIGROAD

Approving Carrier Log Edits



5

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



6

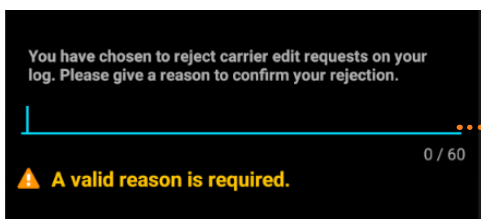
You will see all suggested edits in green text and a note from the Safety Manager explaining why the changes were made.

- 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 deleted events will be hidden by default but can be expanded for review by the driver.

7

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

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



ROADSIDE INSPECTION

Using Inspection Mode And Sending Your Electronic Records of Duty Status (eRODS) To The FMCSA

HOW YOU WILL BE INSPECTED:

You'll be inspected based on the configuration of the truck you're currently driving. If you're driving a truck that's configured as AOB RD, you'll be inspected as AOB RD. If you're driving a truck that's configured as ELD, you'll be inspected as ELD.

INSPECTION MODE OPTIONS FOR ELD USERS:

When asked to provide an officer with your logs during an inspection, you have 3 options:

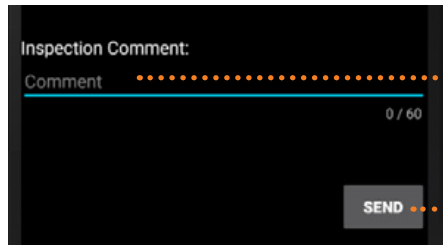
- Send to FMCSA
- Inspect On-Screen
- Send/Print Logs

SEND TO FMCSA
This option allows you to send your logs to the FMCSA via web services or email. To send your logs to the FMCSA:

- 1 Tap on **Daily Logs**.
- 2 Tap **Inspect Logs**.
- 3 Choose the number of days.
- 4 Tap **Inspect Logs**.
- 5 Tap **Send to FMCSA**.
- 6 Select **Via Web Services** or **Via Email**.

ROADSIDE INSPECTION

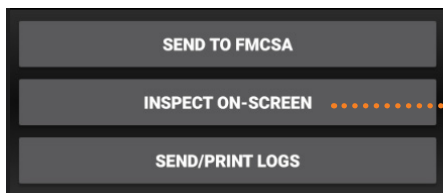
Using Inspection Mode And Sending Your Electronic Records of Duty Status (eRODS) To The FMCSA



7

Select **Send** and enter a note (required).

NOTE: After hitting **Send**, you will see a message indicating that you were successful or unsuccessful. If you were unsuccessful in transferring the logs to the FMCSA, you can choose another inspection mode.



1

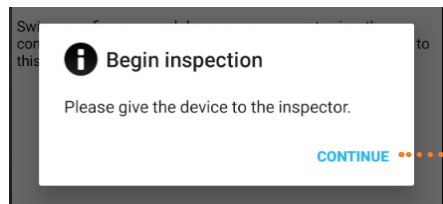
INSPECT ON-SCREEN

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

Follow steps 1 through 4 on previous page.

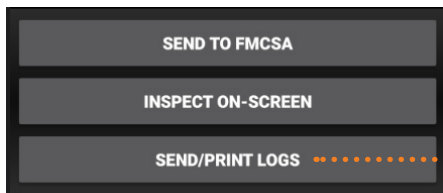
2

Select **Inspect On-Screen**.



3

BigRoad will advise you to hand over your device to the inspector.



1

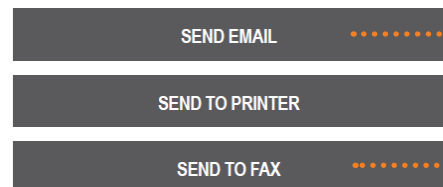
SEND/PRINT LOGS

This option allows you to send your logs as an email attachment to any recipient or to a configured printer.

Follow steps 1 through 4 on previous page.

2

Select **Send/Print Logs**.



3

Select one of **Send Email**, **Send to Printer**, or **Print to Fax**.

- If you select **Send Email**, you must enter an email address.
- If you select **Send 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.

BIGROAD

Diagnostics & Malfunctions

AT&T Fleet Complete ELD self-monitors for issues that prevent it from logging in a compliant manner and creates diagnostic events in your logs when certain data is not present. The most common diagnostic issues include:

- Lost connection to the engine's ECM
- Lost GPS signal
- Unable to contact FMCSA servers

When there is a diagnostic issue, the BigRoad Mobile App will notify you on-screen.

Usually, these diagnostic issues will resolve themselves quickly. However, if they persist, a malfunction will be set and you will be notified on-screen.

For persistent diagnostic issues, some basic troubleshooting may resolve the problem.

Please contact AT&T Fleet Complete Support if you need further assistance. They can be reached at 1-800-220-0779 or support@fleetcomplete.com.

DIAGNOSTIC	ISSUE	RESOLUTION
Lost ECM connectivity	Loose AT&T Fleet Complete ELD cable Loose diagnostic port cable	Check that the cable is firmly attached to vehicle's diagnostic port and to the AT&T Fleet Complete ELD unit. 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	AT&T Fleet Complete ELD not receiving strong enough GPS signal (Green LED blinks on DL-100 and DL-200), red LED blinks 3-1 or 3-4 pattern on MGS700)	Reposition AT&T Fleet Complete ELD so that the top of the unit is facing up and no metal panels are obstructing the view of the sky.
Cannot connect to AT&T Fleet Complete ELD	Bluetooth not enabled Wrong truck selected Vehicle not equipped for AT&T Fleet Complete ELD. Wrong Device ID set for AT&T Fleet Complete ELD Bluetooth not connecting	Turn on Bluetooth on your mobile device. Select the correct truck via Switch Truck. Contact your fleet manager to enable DashLink logging (AOBRD or ELD) for your vehicle. Contact your fleet manager to ensure the Device ID set on the truck matches the ID or serial number on the AT&T Fleet Complete ELD unit. Restart the mobile device and re-select the truck in the BigRoad Mobile App.

If a malfunction occurs that can't be resolved by yourself or BigRoad Support, please refer to the **ELD Driver Card**. You must switch to paper logs when the AT&T Fleet Complete ELD is malfunctioning and immediately notify your carrier. Your carrier must arrange for the unit to be fixed within 8 days, or request an extension from FMCSA.

When your AT&T 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 paper.



BIGROAD MOBILE APP WITH DASHLINK CONNECTION

DASHLINK ELD CERTIFICATION

The BigRoad Mobile App used with DashLink complies with ELD mandate requirements defined by the FMCSA in 49 CFR part 395 Subpart B when used as instructed in the user guide.



ADDRESSING ELD MALFUNCTIONS

HOW DO I KNOW I HAVE A MALFUNCTION?



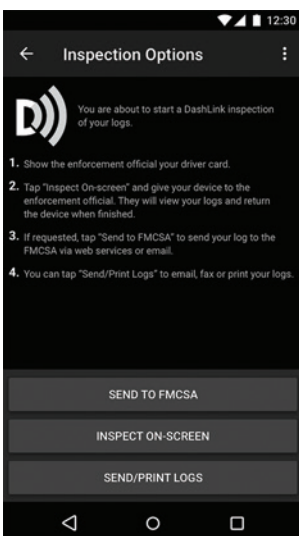
When a red X is shown on the DashLink icon in the app.

WHAT TO DO DURING A MALFUNCTION?

1. Reconstruct your record of duty status on paper logs for the day.
2. Call BigRoad Support at 1-888-305-8777 ext. 1 to troubleshoot the issue.
3. If the malfunction cannot be resolved, contact your carrier within 24 hours to provide written notice of the malfunction.

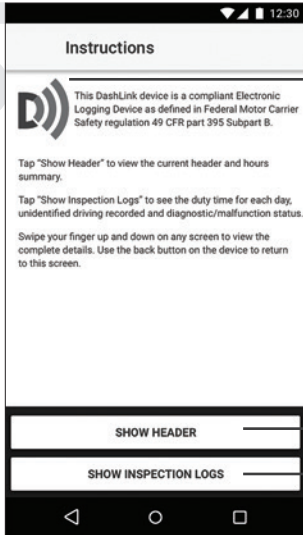
WHAT DOES MY CARRIER NEED TO DO DURING A MALFUNCTION?

1. A malfunction must be corrected within 8 days.
2. If the malfunction cannot be resolved by BigRoad Support, a new DashLink will be provided.
3. If more time is required to resolve the issue, the carrier must notify their State FMCSA Division Administrator as part of S395.34(2). For non-US operators, this can be the nearest State.




DRIVER INSPECTION INSTRUCTIONS

1. Select **Daily Logs**, tap **Inspect Logs** and pick the number of days to inspect.
2. To submit logs to FMCSA, tap **Send to FMCSA**.
 - a. Pick from **Via web services** or **Via email**, depending on officer's request.
 - b. Type in the output file comment that the inspector provides you with.
 - c. Click **Send** and the inspector will receive the file.
 - d. If the file cannot be sent due to a connectivity issue, an on-screen inspection must be done.
5. 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 inspector your device and this instruction card.



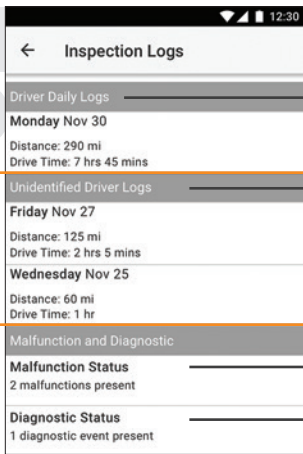
The **DashLink logo** verifies that the hardware is engine-connected and functioning correctly. If you do not see the logo, the driver is not using an ELD.



If you see this icon on the inspection screen, then the DashLink device is malfunctioning. When malfunctioning, the driver will show you 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 Header** to see a summary of the driver's hours-of-service information.

Tap **Show Inspection Logs** to see daily log details.

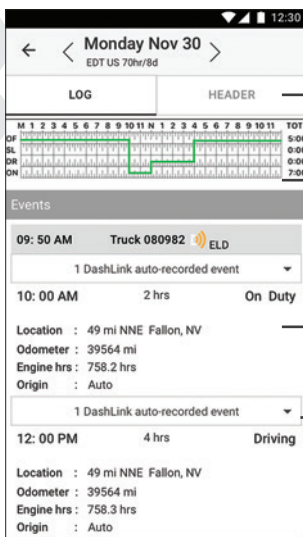


Tap any day to see detailed logs for that day.

Tap to review any unclaimed unidentified driving.

The **Malfunction Status** screen will show any ELD malfunctions and how long they have been occurring.

The **Diagnostic Status** screen will show if any ELD diagnostic issues are occurring. *Note: Diagnostic events do not indicate a malfunctioning ELD. Many diagnostics are transient and expected.*



Tap the **Header** button to view a list of vehicles, trailers, 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 duration, location, and vehicle odometers/hours, when available.

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