



MY'20

DRIVER'S ELD MANUAL

KONEXIAL

**A SUBSCRIPTION SERVICE IS REQUIRED FOR ELD COMPLIANCE
FOR COMPLETE TRAINING, VISIT OUR DRIVER RESOURCE CENTER**

www.konexial.com/training

MY20 TIPS

- 1 Only use 1 ELD per truck. Always leave the ELD plugged in. If you need to move an ELD to a different truck, notify My20 support before moving.
- 2 Check for a **GREEN** light on the ELD. Do not remove the ELD from the ECM port.
- 3 Your My20 ELD app must be connected to the ELD to be compliant. Verify it is connected on the ELD status page.
Menu >> Settings >> ELD Status
- 4 Make sure you are logged into the My20 app & connected to the ELD device before you start your engine or turn off your engine. This data has to be tracked, otherwise, it will come back later for you to accept as Unidentified Non-Driving Records (UDRs).
- 5 In **On Duty** status make sure you are connected to the ELD **before and after** you drive to do your Pre-trip and Post-trip each day. This is required and it will make sure all your records are current before you start driving that day and at the end of the day.
- 6 If the pre-trip button is grayed out, the truck has already been moved or the pre-trip inspection has been completed. You can delete the trip (if there is no velocity associated) and create another to complete a pre-trip inspection. If the post-trip button is grayed out, the post-trip inspection has already been completed.
- 7 The My20 app must be kept visible on the front of your phone or tablet. Otherwise, your phone may cause the app to “hibernate” and your Bluetooth connection may be lost.
- 8 If your mechanic does not have an ELD subscription, leave the ELD plugged into the truck while he/she completes their work unless there is a requirement to access the ECM port. If there is any driving done, send the records to the carrier to following the UDR process.
- 9 Drivers should certify their RODS as correct and accurate by signing logs on the **SIGN** screen or by selecting multiple days (white circles) at one time on the **LOGS** screen in the app at the end of every shift.
- 10 My20 Tower subscription includes IFTA calculations. IFTA reports will not be complete or accurate if the miles and location are not recorded accurately. Remember to upload your fuel receipts either individually or with .csv file upload.





MY20

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***PER FMCSA MANDATE, DRIVERS ARE REQUIRED TO HAVE ELD INSTRUCTIONS ONBOARD THEIR CMV IN PRINT OR ELECTRONIC FORM.**

LOS RECURSOS DE FORMACIÓN EN ESPAÑOL ESTÁN DISPONIBLES EN LA SECCIÓN DE AYUDA DE LA APLICACIÓN Y EN KONEXIAL.COM/TRAINING

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INTRODUCTION

Thank you for choosing MY20 - Your Complete ELD Solution. This compact & easy-to-use device has everything you need for FMCSA compliance & MUCH more!

WHAT'S INCLUDED:

- 1- MY20 Electronic Logging Device
9 Pin (J1939) or OBDII ECM Port*
- MY20 User Manual**
- FREE MY20 App Download

WHAT YOU NEED:

- Cellular tablet or smartphone with unlimited data running Apple iOS 11.0 (or higher) OR Android 7.0 (or higher). Verify your operating system at www.konexial.com/faq
- Dash or window mount for your smart phone or tablet***
- **NOTE:** Your mobile device must have INTERNET capability with unlimited data. Mobile Hotspots are not compatible. Most drivers prefer iPad tablets.



OUR MISSION IS TO HELP DRIVERS


DriveLiFE

We are committed to providing the best solutions and customer support in the ELD business.

*An adapter cable is required for trucks with OBDII or 6 Pin ECM ports, see page 4. **Per FMCSA Mandate: Beginning on 12/18/2017, a driver using an ELD must have an ELD information packet on-board the commercial motor vehicle (CMV) containing the following items: 1. A user's manual describing how to operate the ELD 2. An instruction sheet describing the data transfer mechanisms supported by the ELD and step-by-step instructions to produce and transfer the driver's HOS records to an authorized safety official; 3. An instruction sheet describing ELD malfunction reporting requirements and record keeping procedures during ELD malfunctions; and 4. A supply of blank driver's records of duty status (RODS) graph-grids sufficient to record the driver's duty status and other related information for a minimum of 8 days. ***Per FMCSA ELD Rule 395.22(g): A portable ELD must be mounted in a fixed position during CMV operation and visible to the driver from a normal seated driving position.

HARDWARE

WHAT TYPE OF ECM PORT DOES YOUR TRUCK HAVE?

MY20 ELD comes equipped with a **9 Pin ECM connector** 
If your truck has a 9 Pin ECM Port
No adapter cable is required.

9 PIN ECM PORT

FRONT

BACK



FRONT

BACK



MY20 CELLULAR ELD


 **OBDII Pin ECM connector**
If your truck has a OBDII Port
No adapter cable is required.

OBDII PIN ECM PORT

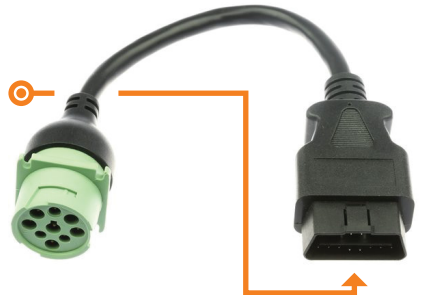
If your truck has a 6 Pin ECM Port
A 6 Pin to 9 Pin adapter cable is required
Available for purchase at konexial.com

6 PIN ECM PORT



If your truck has an OBDII ECM Port
An OBDII to 9 Pin adapter cable is required 
Available for purchase at konexial.com

OBDII ECM PORT



ADAPTER CABLES SOLD SEPARATELY AT KONEXIAL.COM

WARNING: Please remove the ELD device before any work is done on the electrical system, battery changes or charge, as this might damage the device and void any warranty on the device.

INSTALLATION

STEP 1: DOWNLOAD THE MY20 APP



- Go to the App Store or Google Play Store and search for MY20 ELD by Konexial.
- Download the FREE app to your tablet or smartphone
- When prompted, you must allow the app access to bluetooth, location, and pictures.
- MY20 supports Apple iOS 11.0 (or higher) OR Android 7.0 (or higher). Verify compatible operating systems at www.konexial.com/faq
****Tablets are preferred by most drivers**

STEP 2: CREATE YOUR ACCOUNT

USDOT Number

Driver's License Number

Issuing State

First Name

Last Name

Cell Phone Number

Email Address

Password
Min 8 chars (uppercase, lowercase & digit)
Confirm Password

Sign Up

By signing up, you're agreeing our terms & conditions

KONEXIAL

- Once you have purchased an ELD subscription at www.konexial.com, follow the instructions sent to you in your new subscription purchase email.
- You will receive an order confirmation email with instructions on how to create your carrier and driver accounts, and trucks or assets.
- For fleets of 10 or more trucks, contact support at 865-888-6920 ext 2 for time-saving set up.

INSTALLATION

STEP 3: INSTALL YOUR MY20 ELD



YOUR IGNITION MUST BE *OFF* PRIOR TO INSTALLING YOUR ELD DEVICE.



To install the MY20 ELD, match the pin configuration on the back of the ELD to your ECM connector (9pin or OBDII). Once the center pin "key" is aligned in the "slot", push the device to fully seat it, and then turn the outer locking ring clockwise (to the right) by 1/8 of a turn to lock it in place

SLOTTED KEY PIN FOR 9 PIN ELD



FRONT OF MY20 ELD



BACK OF MY20 ELD

KEY PIN FOR OBDII CELLULAR ELD



FRONT OF MY20 CELLULAR ELD



BACK OF MY20 CELLULAR ELD

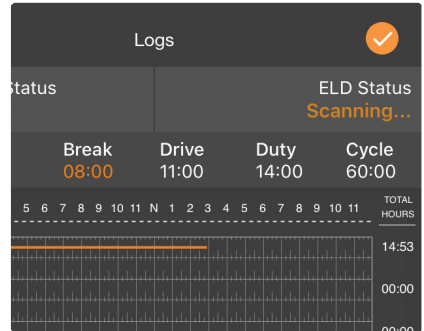
If your ECM connector or ELD does not look like the images above, you may need an adapter cable. Installation is complete when you see a pulsing green light on your ELD.

INSTALLATION

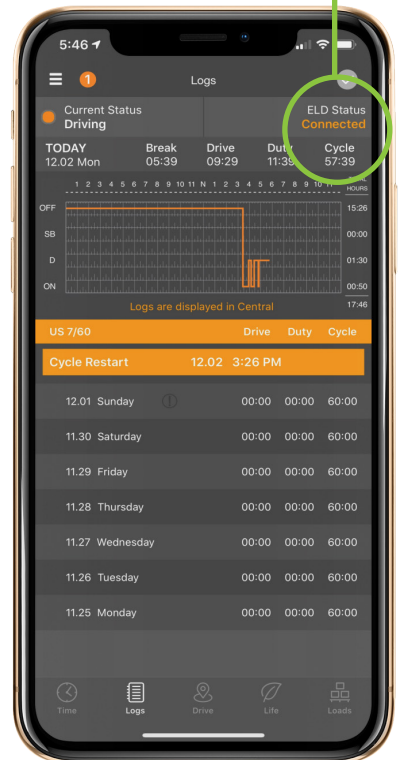
STEP 4: CONNECT YOUR ELD TO THE MY20 APP

TO CONNECT YOUR ELD TO THE MY20 APP:

1. While in your truck, confirm that Bluetooth and Location Services are enabled on your tablet or smartphone. Also, verify "Date and Time - set automatically" is activated on your device.
2. Open the MY20 app.
3. Tap ELD STATUS in the upper right corner.
4. Select your truck number under available devices.
5. ELD STATUS will change from Disconnected to Scanning...Connecting...Connected!



ELD STATUS



TROUBLESHOOTING

If your ELD does not connect automatically try the following:

1. Do you see a pulsing green light on the edge or face of the ELD? If not, trying turning your ignition on.
2. Are Bluetooth and Location Services enabled on your tablet or smartphone?
3. Close all other open apps.
4. Temporarily disable any other Bluetooth accessories connected to your device.
5. Log out of the MY20 app and sign back in.
6. Unplug and plug in the MY20 ELD to the ECM port.
7. Delete and re-install the MY20 app on your mobile device.
8. Power your mobile device off and back on.

If your ELD still will not connect or shows NO light or a solid red light, Call us at 865-888-6920 ext. 2 for assistance.

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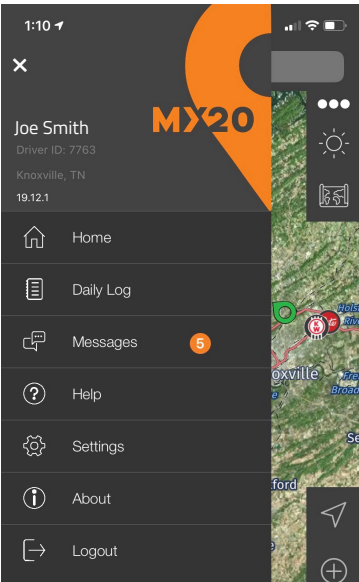
INSTALLATION

STEP 5: UPDATE YOUR MY20 ELD DEVICE FIRMWARE

YOU'RE ALMOST DONE!

The last step is updating your ELD's firmware - This is the operating system embedded in the MY20 ELD. Periodically, firmware is updated with enhancements or bug fixes. ****My20 ELD Cellular Unit updates are done Over the Air ("OTA") and will not follow this process.****

TO UPDATE THE FIRMWARE ON YOUR MY20 ELD:



1 Disconnect all other bluetooth devices including headsets, cameras, etc.

2 With the ELD connected to your device, tap 

3 Tap Settings. 

4 Tap ELD update. 

5 Tap 

NOTE: The update process can take 5 to 15 minutes. Keep the MY20 app open during this process. Taking a phone call or using other apps may slow or disrupt the update process.

YOUR ELD INSTALLATION IS COMPLETE!

Continue reading to learn how to operate your MY20 ELD.

NEED HELP?

● Tap **HELP**  from the main menu on the MY20 app. Here you will find How to Videos, FAQ's and more help resources.

● Email support@konexial.com

● Call our support team at 865.888.6920 Ext.2

APP OPERATION

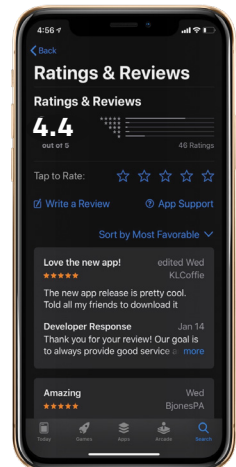
HOW TO UPDATE MY20 APP



UPDATE MY20 APP

- Uninstall your current MY20 ELD App version.
- **For iOS users:**
 - Tap & hold down the MY20 App icon until it shows an "X"
 - Tap the "X" and it will say "Cancel" or "Delete"
 - Choose "Delete"
- **For Android users:**
 - Tap & hold down the MY20 App icon until it shows "Uninstall"
 - Tap "Uninstall"
- Go to Google Play Store or Apple App Store and install the newest MY20 ELD App version available.

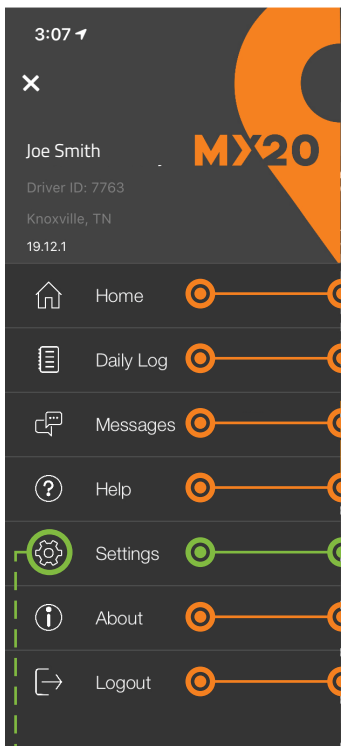
Love the MY20 app?
Give our team, 5 STARS
and POSITIVE Review



APP OPERATION

MAIN MENU & SETTINGS

TAP THE MAIN MENU ICON  IN THE UPPER LEFT CORNER TO ACCESS THE FOLLOWING OPTIONS:



MAIN MENU

Tap Home to exit the main menu and return to the Logs screen.

Tap Daily Log to go to your LOGS screen.

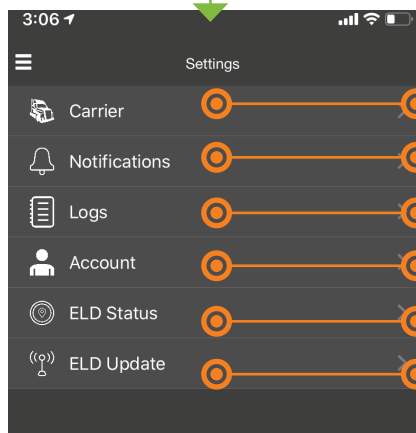
Tap Messages to view dispatcher, broadcast or other load related messages.

Tap Help to access support information on our website, such as the MY20 user manual (English & Spanish), help videos, FAQs, and more!

Tapping Settings will open a sub-menu with more settings

Tap About to go to our website.

Tap Logout to sign out of the MY20 app.



SETTINGS MENU

Tap Carrier to view your carrier info and USDOT#

Tap Notifications to set HOS violation alert preferences.

Tap Logs to set cycle, odometer, and restart menu.

Tap Account to view account information and reset your password.

Tap ELD Status to view current GPS and vehicle information as well as current ELD firmware version.

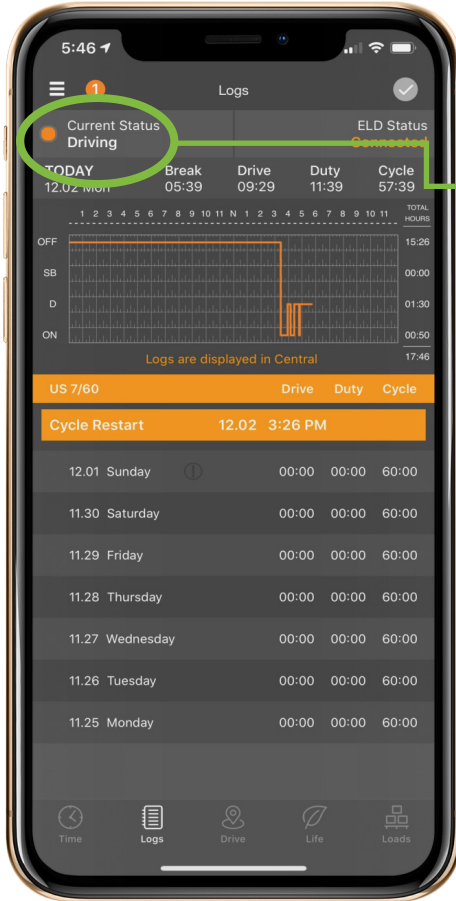
Tap ELD UPDATE to download the latest firmware to your ELD. See page 8 for instructions.

APP OPERATION

LOGS SCREEN & STATUS CHANGE

Logs for the current day are displayed mid screen with the previous 7 days listed underneath. Tap the center of the graph to view current day log details. Tap any date below the graph to view previous day logs.

LOGS SCREEN FUNCTIONS:



- The LOGS screen is the default screen for the MY20 app. Anytime you log in you will be directed to this screen.
- DUTY STATUS is displayed in the upper left corner. Tap CURRENT STATUS to view status options:
 - On Duty
 - Off Duty
 - Sleeper Berth
- ELD STATUS is displayed in the upper right corner. Tap ELD STATUS to connect or disconnect your mobile device from the MY20 ELD. For log accuracy, your mobile device must ALWAYS be CONNECTED to the MY20 ELD when you are in your truck. See page 7 for connecting instructions.
- The grey circle in the top right will turn orange once all daily data has been transferred to the Tower. **DO NOT log out until the circle turns ORANGE.** You can tap the grey circle to see if there is any pending data to be processed.

NOTE: The MY20 ELD automatically changes your duty status to *Driving* when your truck moves over 5MPH. You may change your duty status after your truck is stationary for 1 minute.

APP OPERATION

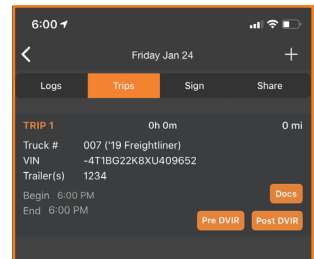
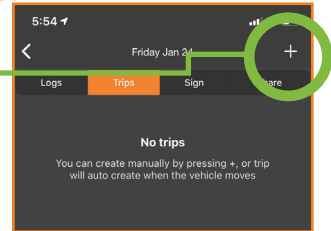
LOGS SCREEN



HOW TO CREATE A TRIP

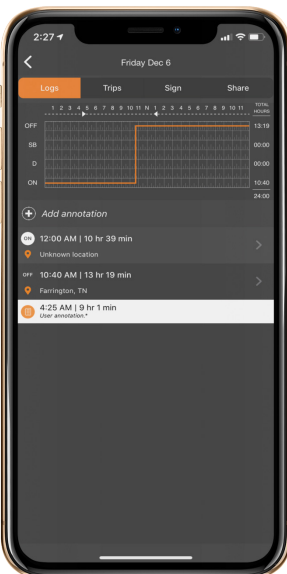
All driving activity duration, distance, pre & post DVIR, & document management is based on the drivers trips created.

- Connect to the ELD and select the TRIPS tab, from the drivers daily log screen.
- Select the + sign from the upper right hand corner of the screen. (you will see a list of your carriers trucks)
- Select the truck that you will be driving. (If you are connected to the ELD, there will be an orange “currently connected” banner)
- You will be brought to the “New Trips” screen. From here, you will select co-driver (if team driving), enter trailer numbers, & add shipping document information (numeric or photo upload option).
- Select save, in the upper right hand corner.
- You will be presented with pre & post-trip DVIR options



HOW TO ANNOTATE YOUR LOGS

Annotations (notes) can be made to current day logs as well as any of the previous 7 days shown on the LOGS SCREEN.



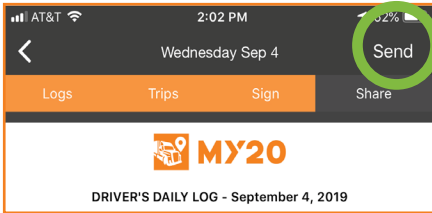
- On the LOGS Screen, tap the day then the graph of the day you wish to annotate.
- Tap + Add Annotation to annotate your logs.
- Annotations or Notes may be added to any time segment on your log and are not bound by specific transactions.
- Enter the start time, end time, location and note the reason for your annotation. Select “save” in the upper right corner of the screen.
- Once saved, you will see two arrowheads indicating start and end times connected by a dashed line on the top of the RODS 24-hour graph.

Tap the back ◀ arrow in the upper left and you will see the annotation in white.

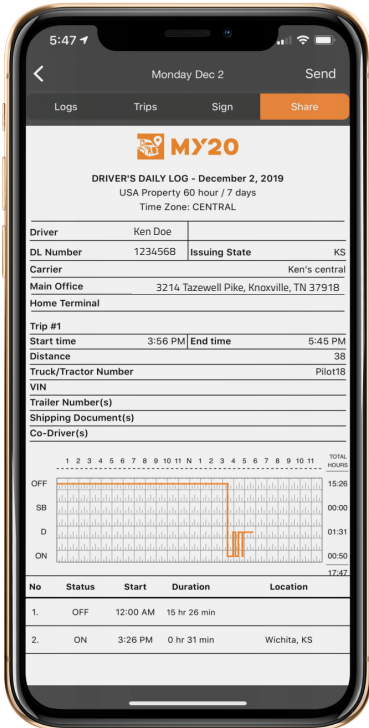
APP OPERATION

HOW TO CERTIFY & TRANSFER YOUR HOS RECORDS

***IMPORTANT: Per FMCSA requirements, your RODS logs must be reviewed and certified (signed) on a daily basis. This information is required as part of your ELD packet.**



- 1) Begin on the LOG screen. Tap the center of the RODS graph of the current day's log. Once selected LOGS, TRIPS, SIGN, & SHARE will appear with the Logs tab selected.
- 2) Review the driving, duty, and cycle hours and change as appropriate.
- 3) Add any annotations where appropriate.
- 4) Select the trips tab, review the docs for correct co-driver (if team driving), trailer, and documents.
- 5) Select the sign tab and use your finger or stylus to sign your signature.
- 6) Once completed, select save in the upper right corner of the screen.



HOW TO TRANSFER RODS

From the logs screen, tap the RODS graph of the current days logs. Select the SHARE tab to create the days RODS pdf.

- 1) On the Share tab, select SEND (Android users tap 3 vertical dots) in the upper right corner of the screen. A drop down box will appear with the options to transfer your RODS via :
 - EMAIL: Enter an email address and send your log via email.
 - PRINT: Connect your smart phone or tablet to a wireless printer to print a paper copy of your log.
 - FMCSA Upload: Electronically transfers logs directly to the FCMSA site. Enter a comment to FMCSA. You will receive a confirmation message from the FMCSA.

IMPORTANT: The MY20 app saves 8 days of log history. The MY20 TOWER stores records for 6 months. Per FMCSA regulations, a motor carrier must keep both the ELD RODS data and a back up copy on a separate device for 6 months.

APP OPERATION

ELD MALFUNCTION PROCEDURE INSTRUCTIONS

**IMPORTANT: Per FMCSA requirements, this information is required as part of your ELD information packet.*

PER FMCSA REGULATIONS, IN THE EVENT OF AN ELD MALFUNCTION, A DRIVER MUST:

- 1 Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.
- 2 Reconstruct the RODS for the current 24-hour period and the previous 7 consecutive days, and record the records of the duty status on graph-grid paper logs that comply with 49 CFR 395.8*, unless the driver already has the records or retrieves them from the ELD.
- 3 Continue to manually prepare RODS in accordance with 49 CFR 395.8 until the ELD is serviced and back in compliance. The recording of the driver's hours of service on a paper log cannot continue for more than 8 days after the malfunction; a driver that continues to record his or her hours of service on a paper log beyond 8 days risks being placed out of service.

Drivers Daily Log

(24 hours) / / Original - File at home terminal.
 (month) (day) (year) Duplicate - Driver retains in his/her possession for 8 days.

From: _____ To: _____

	Mid-night											Noon											Total Hours
	1	2	3	4	5	6	7	8	9	10	11	1	2	3	4	5	6	7	8	9	10	11	
1. Off Duty																							
2. Sleeper																							
B																							
3																							
4																							
5																							
6																							

NOTE: Drivers must notify My20 of any malfunction of the ELD. Support can be reached at 865-888-6920 ext 2 or screen shot can be emailed to support@konexial.com

APP OPERATION

MY20 TIME CLOCK & GREAT LOGS



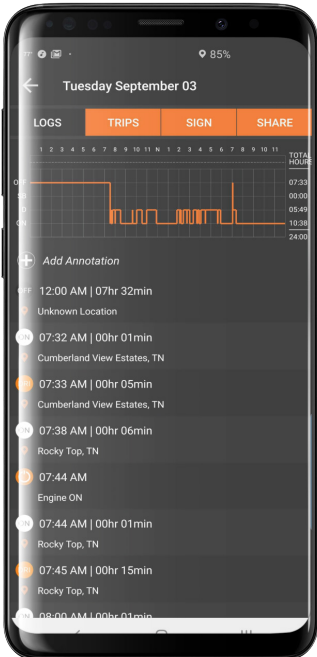
MY20 TIME CLOCK SCREEN



The MY20 time clock screen acts as the main hub for driver information.

TIME CLOCK FUNCTIONS:

- **CYCLE:** Tap cycle time at the top left corner to change your cycle type.
- **CONNECT:** Tap the smaller circle on the bottom center of the screen. This should say "CONNECTED" at all times while using the ELD.
- **TODAY:** The bottom left corner of the screen shows miles driven TODAY.
- **TIME CLOCK:** The Center of your screen displays the time remaining in your 14 hour duty clock (top). Time remaining until the 8 hour mandatory break (center)
- **DRIVING:** The bottom right corner displays driving time available for the day.
- **HOS:** The top right corner shows how much time is left in your duty cycle day.



OVERVIEW

5 TIPS FOR GREAT LOGS

- 1 GREEN LIGHT ON ELD: DO NOT REMOVE FROM PORT**
- 2 ELD MUST BE CONNECTED TO APP, VERIFY EVERYTHING IS CONNECTED ON ELD STATUS PAGE.**
- 3 EVERY STOP: YOU MUST CHANGE STATUS**
- 4 ALWAYS LOOK FOR THE ORANGE CIRCLE BEFORE DISCONNECTING/LOGGING OUT.**
- 5 TALK WITH KONEXIAL SUPPORT STAFF: 865-888-6920 EXT 2 FOR HELP.**

APP OPERATION

HOS EXCEPTIONS & BREAKS



- Tap the time clock icon
- Touch exceptions at the bottom right corner of the time clock screen.
- Choose the exception you wish to enable.
- Touch the toggle switch and the exception status will turn orange.
- After turning exceptions on, tap dismiss at the bottom of the screen to return to the time clock.

NOTE: All exceptions must be turned on while the truck is in park and NOT in driving status.

On Duty Exceptions:

- Yard Moves
- Short Haul
- Short Haul - Concrete Delivery
- 16 Hour Rules
- Adverse Weather

Off Duty Exceptions:

- Personal Conveyance
- Oil Field & Well-Waiting
- Split Sleeper Berth
- Agriculture

NOTE: BREAK COMPLETION LINE

A white dashed vertical line on the RODS graph of the Logs screen will appear when the duty status is changed to either OFF Duty or SLEEPER to indicate when the 10 hour daily restart will be completed. Please wait until the orange horizontal duty line crosses the white dashed vertical line to ensure you get credit for the 10 hour restart.

APP OPERATION

UDR - UNIDENTIFIED DRIVING RECORDS

WHAT ARE UDRS?

Unidentified Driving Records (UDRs) are created on the ELD hardware whenever the truck engine is turned on or if the truck is driven without a driver connecting to the hardware with the My20 App. Because the records can not transfer from the hardware through to the My20 App via the Bluetooth connection, they are saved in the hardware's memory until the next time a driver is connected to the hardware with the app.

WARNING

If UDRs are not accepted by the appropriate driver, his logs are not current, accurate, or compliant.

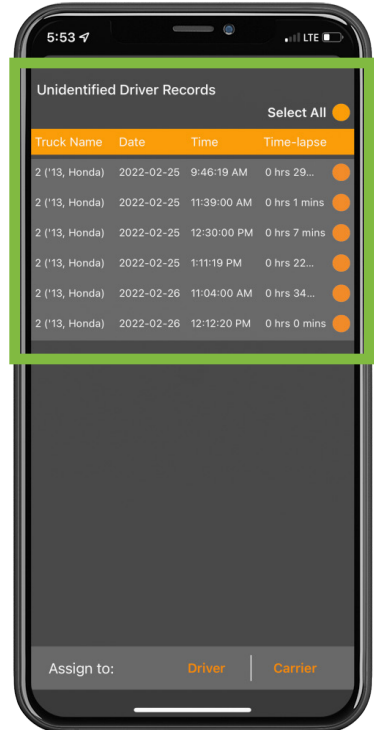
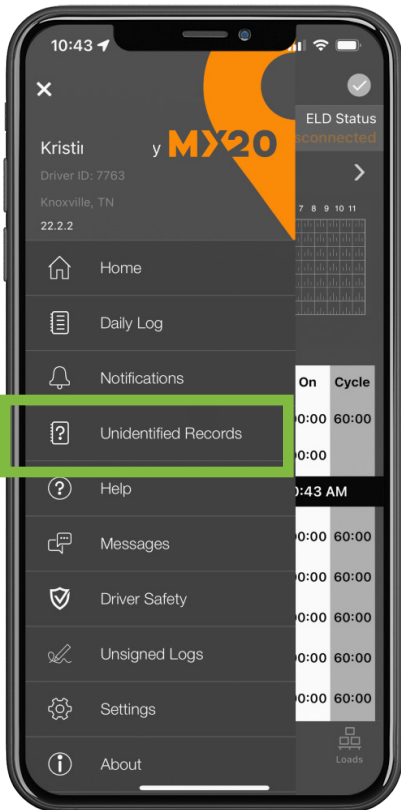
UDRs are presented to any driver that connects to the hardware and must be managed by the driver making the determination that the records belong to him and need to be applied to his records to update them, or that they don't belong to him and need to be sent to the carrier's My20 Tower administrator. UDRs are a very important facet of compliance with the FMCSA mandate. All of a carrier's UDRs are transmitted to FMCSA any time any of the carrier's drivers are

APP OPERATION

UDR - UNIDENTIFIED DRIVING RECORDS

HOW TO MANAGE UDR

- 1** First, try to eliminate UDRs by staying connected to the hardware when the engine is on. If you are connected to the hardware when the engine is on, either when the truck is stopped or the truck is moving, the records will be received by the ELD via BT and the logs will be up to date. No UDRs are created.
- 2** If UDRs are created, they are automatically presented in list format to the driver when the driver changes his status to a non-driving status.

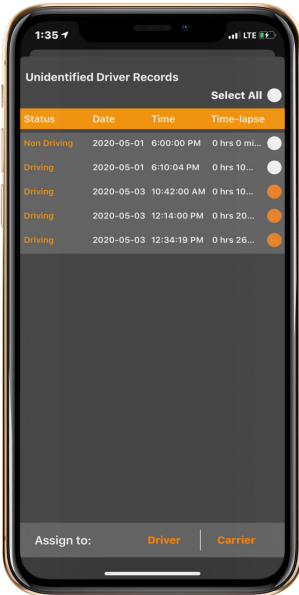


APP OPERATION

UDR - UNIDENTIFIED DRIVING RECORDS

HOW TO MANAGE UDR

3 Each UDR segment is presented to the driver as preselected with an orange circle and should be reviewed individually by the driver.



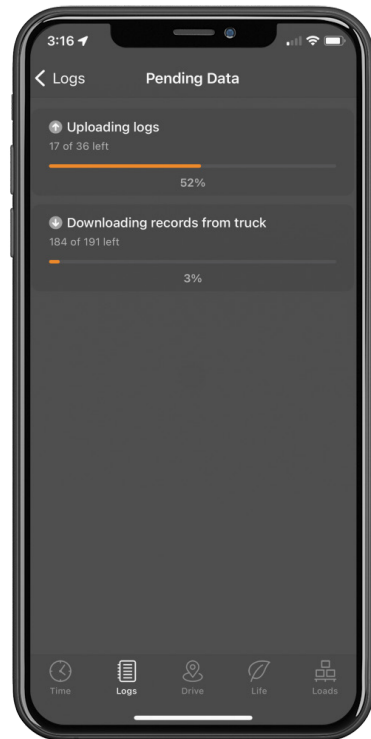
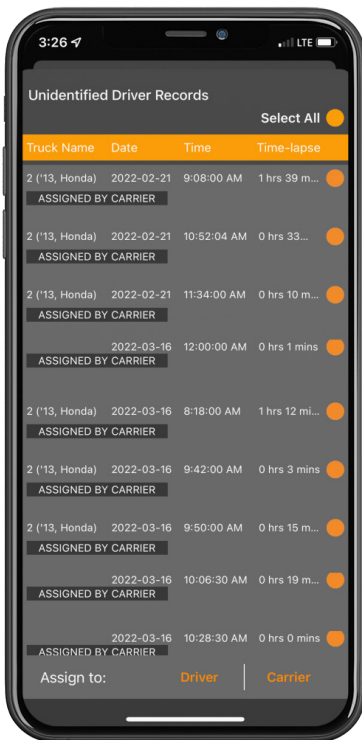
- If the segment belongs to the driver, nothing more needs to be at this time (leave it alone and orange).
- If the segment doesn't belong to the driver, the driver should deselect that segment by touching the orange circle will change to a white outline.
- Once the segments have been reviewed the driver should select "Driver" if either all of the segments (all orange circles) belong to the driver or if there is a mixture of orange (Driver) and white circles (Carrier). When "Driver" is selected with a mixture of both orange and white, the orange circle segments will go to the driver and the white circles will go to the carrier.
- If all of the segments (orange circles) belong to the carrier, select "Carrier" to assign those segments to the tower.
- Once "Driver" has been selected those records belonging to the driver will be updated in the application and the driver's logs will be current and compliant.

APP OPERATION

UDR - UNIDENTIFIED DRIVING RECORDS

HOW TO MANAGE UDR

- 4 Any UDR segment that has been assigned to the driver by the carrier will be tagged with an “ASSIGNED BY CARRIER” banner below the segment. These UDRs are managed by the driver in the app in the same manner as the UDRs that come directly from the ELD.



UDRs must be reviewed before driving at the beginning of the driver's day and after the driving day has been completed at the end of the day to verify ALL records have accurately been assigned and logs updated properly.

APP OPERATION

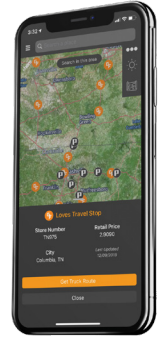
MY20 DRIVE



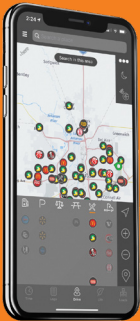
GoFuel

Fuel discounts aren't just for large fleets anymore. GoFuel makes it possible for owner operators and small fleets to save money and get rewarded.

GoFuel customers will receive discount fuel pricing and turn-by-turn directions to the lowest fuel price.



SIGN UP TODAY AT konexial.com/gofuel



DriveLiFE



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GoLoad

TM



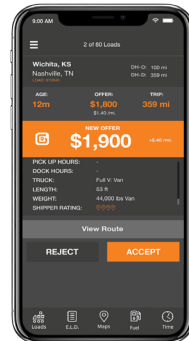
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Our philosophy at Konexial can be summed up into two words...**Drive LIFE.** We are committed to creating technology to **HELP DRIVERS DRIVELiFE.**