



Troubleshooting ELD Equipment & FAQ's

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Troubleshooting ELD Equipment and FAQ's

NOTE: The truck engine must be running and the tablet seated in the cradle for at least two minutes prior to any tests or checks being performed. This allows any and all internal system communication time to update. Do not manipulate the tablet in any way during this period.

What if tablet will not power on or charge while in cradle?

- a. Remove the tablet from the cradle and replace it
- b. Verify the tablet:
 - i. Is securely attached to the cradle
 - ii. That the exposed contact pins of the cradle are clean and free of debris
 - iii. That none of the contact pins are stuck in
 - iv. That the tablet is not upside down in the cradle
- c. Ensure that the power/comm cable is properly seated in the port of the cradle itself; may require you to unplug and re-seat the power cable in case it vibrated loose or was inadvertently unplugged.
- d. **Attempt a hard reset. Sometimes the tablet can appear off, when in fact the screen is just frozen.** At the right end of the tablet, there is a rubber cover with the word “reset” on it. Pull back the rubber cover. You will see an SD card slot, a small hole, and then another hole with a metal grommet inside. Selecting the hole without the metal, closest to the SD card slot, you will insert a paper clip into the hole until the screen blanks out and begins to reset. If nothing happens, then the tablet was actually off.
- e. If, after performing the above steps, the tablet will not turn on or charge, diagnose whether it is a tablet issue or an electrical/wiring problem.
 - i. Using a charging cable supplied, plug the tablet in to see if the charging cable powers up and/or begins to charge the tablet.
 1. If the tablet charges, there is likely an issue with the wiring/electrical components of the ELD installation; at which time, you may escalate the case to Pedigree Support at 844-407-9307.
 2. If the tablet fails to charge, escalate the case to Pedigree Support at 844-407-9307.

What if the “LMU not connected” notification continues to show?

- a. Hold down the power button for two seconds. When the power off/reboot options appear, select reboot. This will cycle the tablet automatically and perhaps correct issue.
- b. Remove the tablet from the cradle and replace it
- c. Verify the tablet:
 - i. Is securely attached to the cradle
 - ii. That the exposed contact pins of the cradle are clean and free of debris
 - iii. That none of the contact pins are stuck in
 - iv. That the tablet is not upside down in the cradle
- d. Ensure that the power/comm cable is properly seated in the port of the cradle itself; may require you to unplug and re-seat the power cable in case it vibrated loose or was inadvertently unplugged.
- e. If, after performing the above steps, the tablet will still not connect, contact Pedigree Support at 844-407-9307 to have them review the truck information and verify everything is set up correctly

What if tablet is not auto-switching duty statuses?

- a. Remove the tablet from the cradle and replace it
- b. Verify the tablet:
 - i. Is securely attached to the cradle
 - ii. That the exposed contact pins of the cradle are clean and free of debris
 - iii. That none of the contact pins are stuck in
 - iv. That the tablet is not upside down in the cradle
- c. Sign out of POV.
- d. Hold down the power button for two seconds. When the power off/reboot options appear, select reboot. This will cycle the tablet automatically and perhaps correct issue.
- e. Sign back into POV.
- f. Ensure that the power/comm cable is properly seated in the port of the cradle itself; may require you to unplug and re-seat the power cable in case it vibrated loose or was inadvertently unplugged.
- g. Contact Pedigree Support at 844-407-9307 to have them review the truck information and verify everything is set up correctly.

Miscellaneous error messages on tablet:

There may be times that misc. error messages appear on your tablet or screens will not change to the POV screen to allow sign-in. Below steps should be exhausted prior to determining a tablet is defective and in need of replacement.

- a. Hold down the power button for two seconds. When the power off/reboot options appear, select reboot. This will cycle the tablet automatically and perhaps correct the issue.
- b. If (a) does not work, power the tablet off > remove from cradle > shut off truck engine > replace tablet to cradle > restart truck engine. The tablet should power up automatically. If this does not occur and/or the error message persists, see step (c).
- c. **Hard reset; this must be performed with tablet powered on.** At the right end of the tablet, there is a rubber cover with the word “reset” on it. Pull back the rubber cover. You will see an SD card slot, a small hole, and then another hole with a metal grommet inside. Selecting the hole without the metal, closest to the SD card slot, you will insert a paper clip into the hole until the screen blanks out and begins to reset.