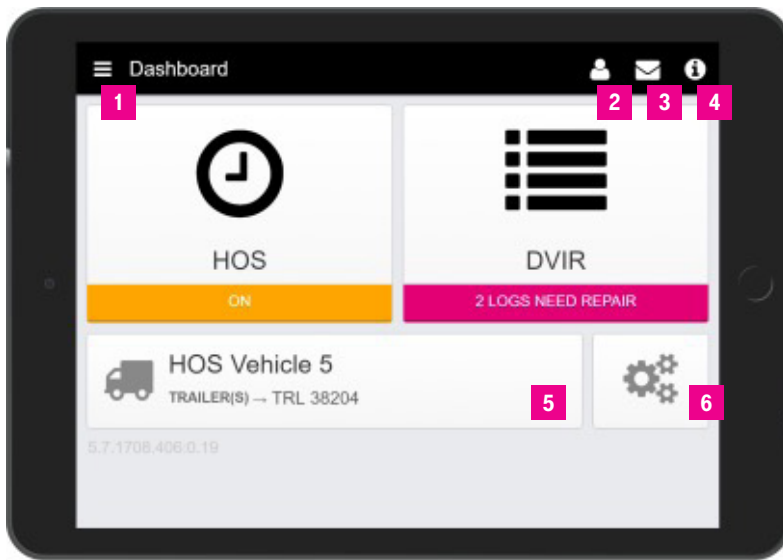


SyncUP FLEET™ Android Troubleshooting Guide

The purpose of this document is to assist users who are experiencing issues with the SyncUP FLEET™ HOS Application.

DASHBOARD – THE HOME SCREEN



1. Menu
2. User Options
3. Messages
4. Information Panel
5. Vehicle, Trailer and Shipments Configuration
6. Drive Settings

ANDROID SETTINGS

1. **Power:** Ensure that your device is charging while the vehicle is in use. The GPS will not work if the mobile device is not charging. A lightning bolt battery symbol will indicate that the device is charging.
2. **GPS:** Ensure that the GPS is enabled on your device and set to **High Accuracy** mode. This option can be found in **Settings > Location**.
Note: Verify that Airplane Mode is turned off.
3. **Mobile Network:** Go to **Settings > Data Usage** and check that the **Cellular data** option is enabled.
4. **Clear Cache:** Go to **Settings > Apps**, click on **SyncUP FLEET™**, select the **Storage** button, and click **Clear Cache**.
5. **Force Stop:** If SyncUP FLEET™ is unresponsive, go to **Settings > Apps**, click on **SyncUP FLEET™**, and then click **Force Stop**.

SyncUP FLEET™ SETTINGS

1. **Report Bug:** Go to **Settings > Report a Bug** and try to explain the bug in as much detail as possible.
2. **Verify Internet Connection:** Open the internet browser on your device, and see if you can connect to a website. Additionally, check Step 3 of the Android Settings section.
3. **Updates:** Go to **Settings > Check for Updates**.
4. **Log Out and Log In:** Click on the driver's name in the top-right corner of the screen, and select **Log Out**.
5. **Information Panel Notifications:** Tap the **Information Panel** button to see the status of your connections and any issues that may be present. Possible statuses include:

Vehicle connected	Vehicle disconnected
SyncUP FLEET™ connected	SyncUP FLEET™ disconnected
GPS connected	GPS disconnected
Power connected	Power disconnected

TROUBLESHOOTING FAQ

Q: When I try to log in, I see a message saying “Network Error: Couldn’t connect to the server. Please check your network and try again.”

A: See Step 3 in the Android Settings section and Step 2 in the SyncUP FLEET™ Settings section.

Q: When I try to log in, I see a message saying “Incorrect mysyncupfleet.com login credentials.”

A: Contact your manager about your access to the system.

Q: The information panel says that SyncUP FLEET™ and the vehicle are not connected.

A: See Step 3 in the Android Settings section and Step 2 in the SyncUP FLEET™ Settings section.

Q: The information panel says there is no GPS connection.

A: Follow Steps 1 and 2 in the Android Settings section. If the issue is not resolved, follow Step 3 in the SyncUP FLEET™ Settings section.

WARNING! If you have any problems changing duty status, revert to using paper logs immediately.

ESCALATION

When escalating an issue, please provide the following details:

SyncUP FLEET Device Serial Number: _____

Driver User Account: _____

Mobile Device Model: _____

SyncUP FLEET™ (Android) Version: _____

Date of the Issue: _____

Time of the Issue: _____

If possible, provide screenshots of the mobile device’s display.