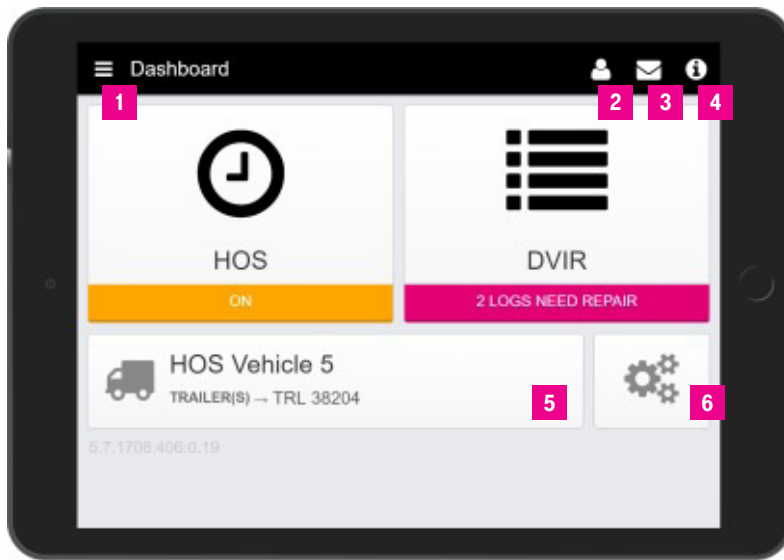


# SyncUP FLEET™ iOS Troubleshooting Guide

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

## DASHBOARD – THE HOME SCREEN



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

## iOS SETTINGS

1. **Power:** Ensure that your device is charging while the vehicle is in use. The GPS will not work if the Apple iPad/iPhone 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. This option can be found in **Settings > Privacy > Location Services**. Turn **Location Services** on.  
  
On the same page, scroll down to **SyncUP FLEET™** and set **Allow Location Access** to **Always**.  
  
**Note:** Verify that Airplane Mode is turned off.
3. **Mobile Network:** Go to **Settings > Cellular** and check that your **Cellular Data** is enabled.
4. **Notifications:** Go to **Settings > Notifications**, click on SyncUP FLEET™, and enable the **Allow Notifications** option.
5. **Uninstall:** If SyncUP FLEET™ is frozen and unresponsive, uninstall SyncUP FLEET™ and install it again from the App Store.

## 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 iOS 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 iOS 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 iOS 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 iOS 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.

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## 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.