SyncUP FLEET™ iOS Troubleshooting Guide

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

**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](image)
   - ![Vehicle disconnected](image)
   - ![SyncUP FLEET™ connected](image)
   - ![SyncUP FLEET™ disconnected](image)
   - ![GPS connected](image)
   - ![GPS disconnected](image)
   - ![Power connected](image)
   - ![Power disconnected](image)
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.

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.