



ELD - Telenexus Device Troubleshooting

There are four LEDS on the TN Device; 1 is the far left side light, and 4 is the far right side light



When first installed, all lights should be off, with only the far right flashing quickly every 2 seconds).

Once the ignition is on, all lights should be on, with all lights on, and all green except for the second indicator light, which will be amber until the driver logs in and the tablet connects to the TN. Once the TN device has been setup and the tablet is connected:

When the ignition is off, the first three will be off, and the fourth (Power) will be off, with a quick green blink about every 2 seconds. The following will display when the ignition is on.

1.) Diagnostic/malfunction light

- a.) Solid green if there are no diagnostic/malfunction events.
- b.) Flashing amber if there is a diagnostic event. c.) Flashing red if there is a malfunction event.



2.) Bluetooth status light

- a.) Solid green when the TN is connected to the Android device.
- b.) Solid amber if the TN is not connected to the Android device.
- c.) Flashing red if there is a failure in establishing BT functionality (i.e. the Bluetooth receiver in the TN did not start during boot up).

3.) GPS status light

- a.) Solid green when the comms are normal.
- b.) Solid amber light if GPS position cannot be set (bad GPS reception).

4.) Power indicator

- a.) Solid green if ignition has been turned on.

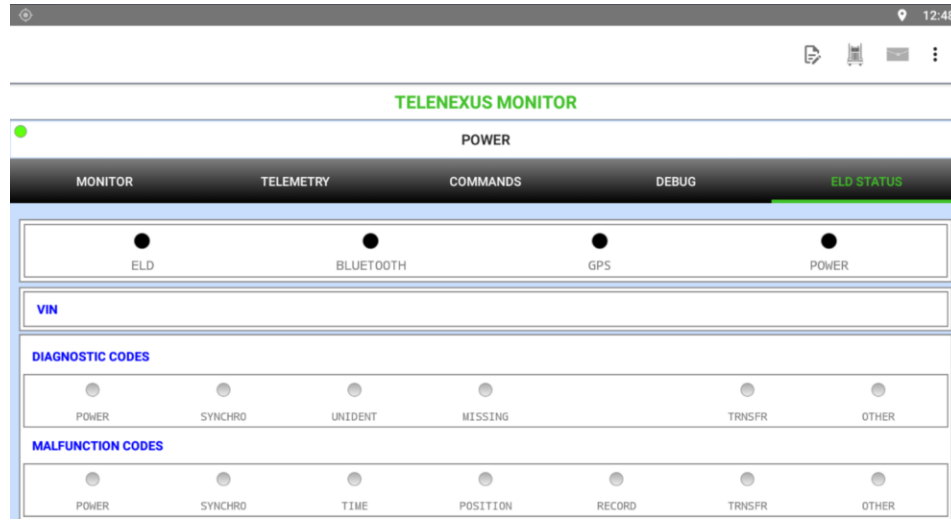
Other indicators to be aware of:

- If lights 3 and 4 are a solid red, that means the SD card is not correctly inserted, or cannot be read.
- If all four lights are a blinking red, that means the truck is in motion, but the driver did not log in.

To view the Telenexus Monitor Screen

If the above steps are confirmed, go into the Telenexus Monitor from the Menu button, and on that first page that pops up, view the different bits of data coming from the ECM. You can also verify Engine Speed (engine rpms) and Total Distance (Odometer).

- On the Android, go into the Menu
- Tap on Monitor Telenexus
- Swipe from right to left to get to the fourth page
- Here, you can see what the diagnostic and malfunction code



DIAGNOSTIC CODES

POWER

Description: This may be caused by an intermittent or disconnected connection to the vehicle ECM, likely due to an install issue.

Cause: This may be caused by an intermittent or lack of connection to the vehicle power signal (ignition).

SYNCHRO

Description: Unit did not receive data from the engine within 5 seconds of requesting engine data.

Cause: This may be caused by an intermittent or lack of connection to the vehicle engine.

MISSING

Description: Did not receive all required data needed to accurately capture a log event (such as GPS info).

Cause: This may be caused by the unit not picking up GPS.

UNIDENT

Description: More than 30 minutes of driving in a 24 hour period is recorded under the unidentified driver profile.

Cause: This may be caused by drivers not certifying their logs.



TRNSFR

Description: Device is unable to confirm completion/success of roadside inspection data transfer.

Cause: This may be caused by the unit not picking up GPS.

MALFUNCTION CODES

POWER

Description: System detects greater than 30 minutes of cumulative drive time while the display was off over a 24 hour period.

Cause: Lack of connection to the vehicle power signal (ignition).

SYNCHRO

Description: Device lost connection with engine data for 30 minutes or more over a 24 hour period.

Cause: This may be caused by an intermittent or lack of connection to the vehicle engine.

TIME

Description: Device is not able to properly synchronize to UTC (GPS Time). ELD application pulls time from GPS time.

Cause: The unit is not picking up GPS.

POSITION

Description: Device is not able to collect a valid location measurement within 5 miles of the vehicle movement for a total of more than 60 minutes over a 24 hour period.

Cause: The unit is not picking up GPS.

RECORD

Description: Display does not have enough storage to record or retain necessary event data (odometer, idle time, etc.) or gather driver logs stored on the handset.

Cause: The handset is low on memory / storage.

TRNSFR

Description: The unit failed to communicate with the FMCSA's database (during Roadside Inspection file transfer). Error will populate after 3 continuous unsuccessful days of trying to send data.

Cause: The ELD is lacking communication to the server.