



Quick Reference Card

Dashlink TroubleShooting & Best Practices

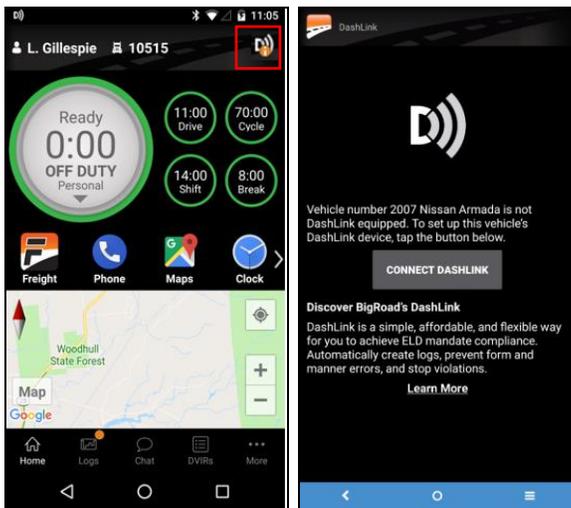
Overview

If a selected vehicle is not yet connected to a DashLink device, this will need to be done prior to the driver getting in and driving away. The DashLink will automatically record the asset's daily log events and odometer readings. The phone or tablet the driver is using will need to have Bluetooth enabled and they need to be logged in to the BigRoad Mobile App prior to starting the connection process.

Connecting to a Dashlink

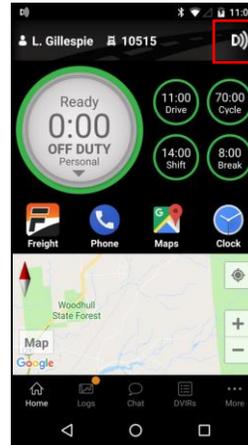
There will be an orange band across the top of the Home Screen advising the driver to connect to a Dashlink

1. From the BigRoad Mobile App Dashboard screen, tap the Dashlink symbol
2. Tap **Connect DashLink**



Note: If for any reason a connection to a DashLink device cannot be found, a message will appear with some troubleshooting tips and the opportunity to search again or cancel.

If the DashLink is already connected, the DashLink symbol on the Home Screen will appear in solid white



Best Practices

Follow these best practices to prevent connectivity issues and keep DashLink running smoothly.

1. **KEEP YOUR DEVICE PLUGGED IN AND CHARGED AT ALL TIMES WHILE DRIVING:** It's very important that your phone remains plugged in while you're using DashLink. The Bluetooth connection is strongest when your phone is fully charged, which allows DashLink to run smoothly. If your phone is running on battery mode, one of the first things it automatically reduces is your Bluetooth connection. When Bluetooth connection is reduced, it makes it difficult for DashLink to run properly.
2. **KEEP BIGROAD MOBILE APP OPEN AND IN THE FOREGROUND.** Don't minimize or close down the BigRoad Mobile App while driving because this will put the Mobile App in the background. Mobile devices will close apps in the background to free up memory for apps running in the foreground. When you put BigRoad Mobile App in the background, your mobile device will give the BigRoad Mobile App less power and it won't work well. Combine this with a low battery and you're likely to have drop outs in your connection.
3. **ONLY SIGN IN TO BIGROAD ON ONE MOBILE DEVICE AT A TIME.** If you're signed into BigRoad on more than one device at a time (example: your cell phone and your tablet), the DashLink will try to connect to both devices. This will confuse the DashLink and it won't be able to connect to either device properly