



Quick Reference Card

Troubleshooting your BT connection

OVERVIEW

As BigRoad users, drivers will need to pair to their in-vehicle devices from their phone/tablet via Bluetooth. There are several reasons why they may have problems establishing a Bluetooth connection and different ways on how to troubleshoot them.

Fleet Complete -BigRoad users should attempt to troubleshoot their Bluetooth connection using the following methods:

1. Confirm correct truck log type on Admin Portal
2. Verify BigRoad app is on the current version
3. Confirm Bluetooth is turned on
4. Confirm BigRoad account is only signed in to one device

Confirm truck provisioning on Admin Portal

To confirm that the trucks provisioning is correct and able to establish a Bluetooth connection:

1. From the Main Toolbar, click **Fleet / BigRoad**
2. Select the **Fleet** tab
3. Select the **Trucks** sub-menu on the left of the screen
4. Select the **edit** hyperlink, below actions for the specific truck
5. Verify that the log-type is set AOBRD/ELD (Electronic log will not allow you to pair by electronic log)
6. For a quicker and more stable connection, make sure the **device pairing by** is set to Device ID

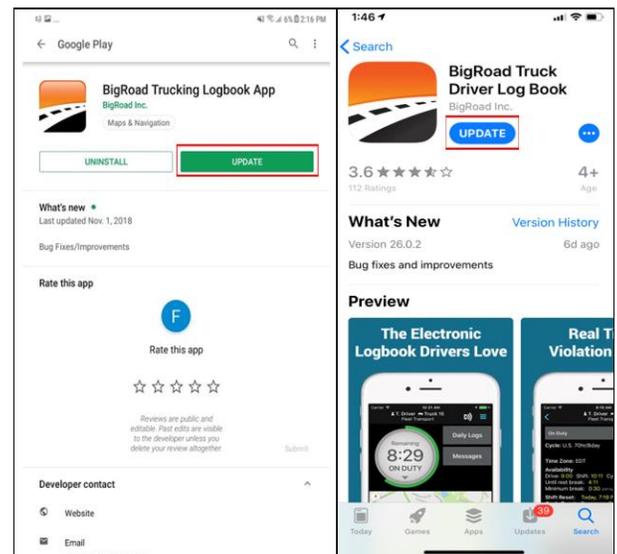
The screenshot shows the 'Truck: Legend's F-150' configuration page. Fields include License (1UZ 650), VIN (1FTEV1E8GK82337), Odometer Units (miles selected), Log Type (Electronic log selected), and Device Pairing By (Device ID selected). A DashLink Device ID (000037060320) is also present. A 'Save' button is visible at the bottom.

Verify BigRoad App is on the current version

A common reason for not being able to establish a strong Bluetooth connection is running the BigRoad app on an old version of the mobile application. Running the BigRoad mobile app on the most *up to date* version of will ensure that all aspects of the application run smoothly.

To make sure the driver is using the most recent version of the BigRoad app:

1. From the iOS/Android device, navigate to either the App Store or Play Store
2. **Search** for "BigRoad Trucking Logbook App"
3. If the app says "Update", **Click Update** to proceed with updating the BigRoad app to the most current version





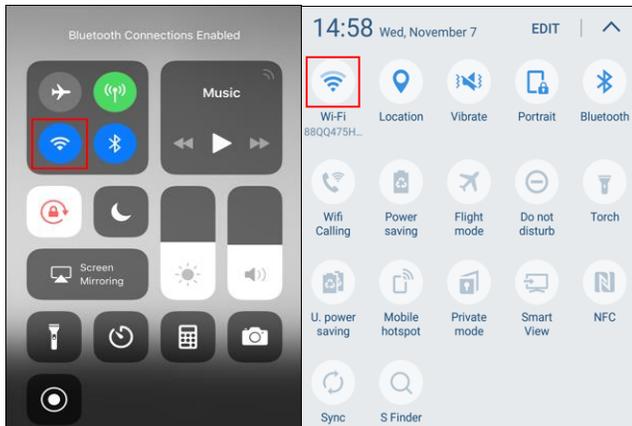
Quick Reference Card

Verify that Bluetooth/GPS is enabled on Device

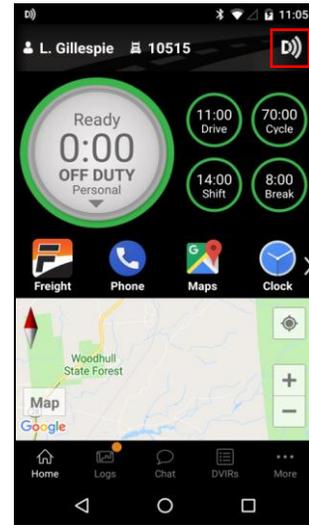
Turning Bluetooth on, on your phone/tablet is a mandatory setting that needs to be turned on. Without enabling this setting, there will be no possible Bluetooth connection. The device is recommended to not pair via the Bluetooth settings, instead within the BigRoad app itself.

To turn Bluetooth on:

1. **Drag** your finger down from the top of the phone/tablet down until you see your control center
2. **Select** the Bluetooth icon to turn it on



3. Open the BigRoad app
4. On the upper right side of the screen, **click** on the **BigRoad DashLink Symbol** and **press and hold** the white DashLink symbol on the following page for 5 seconds until prompted to pair with the device

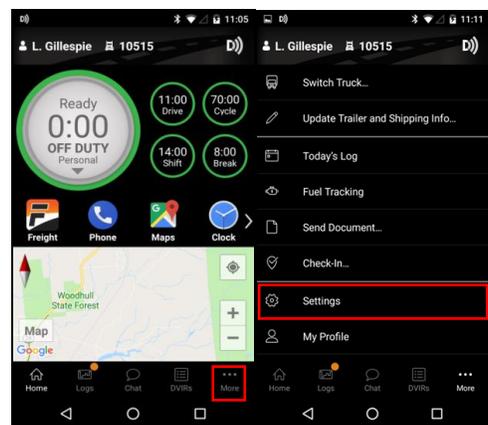


Confirm the use of the Correct Email Address

Occasionally a driver will create their own fleet by signing up for a BigRoad trial account. Trial accounts will not have trucks set up to the right configuration nor will the device be able to pair via Bluetooth. The driver will need to sign in using the correct email address the Fleet Administrator used, when adding them to the fleet.

To confirm the use of the correct email address:

1. **Sign in** to the **BigRoad Application** on your mobile device
2. Access your settings by **clicking** on the three dots on the bottom right side of your screen
3. Tap **Settings**





Quick Reference Card

4. **Verify** your email address on the screen and **confirm** with your administrator that the **email address** displayed is the same account the administrator used when adding the driver to the fleet.

