DashLink Troubleshooting

STEP 1: FOR THE ADMINISTRATOR

Before you ask the driver to do anything, make sure the truck has been equipped for DashLink in the BigRoad Web App (the **Log Type** must be set to AOBRD or ELD). You should also have the **VIN** and **Device ID** fields filled out. At least one must be filled out to finish equipping the truck.
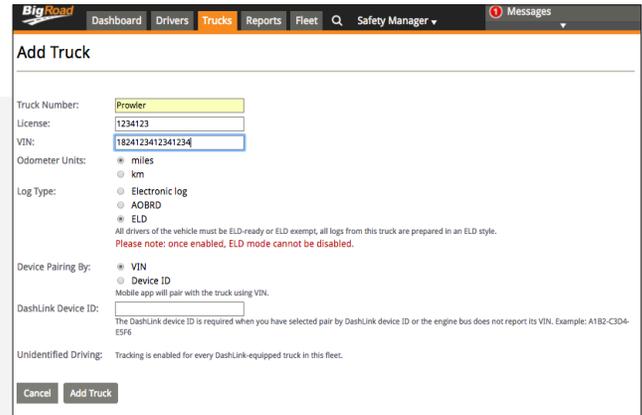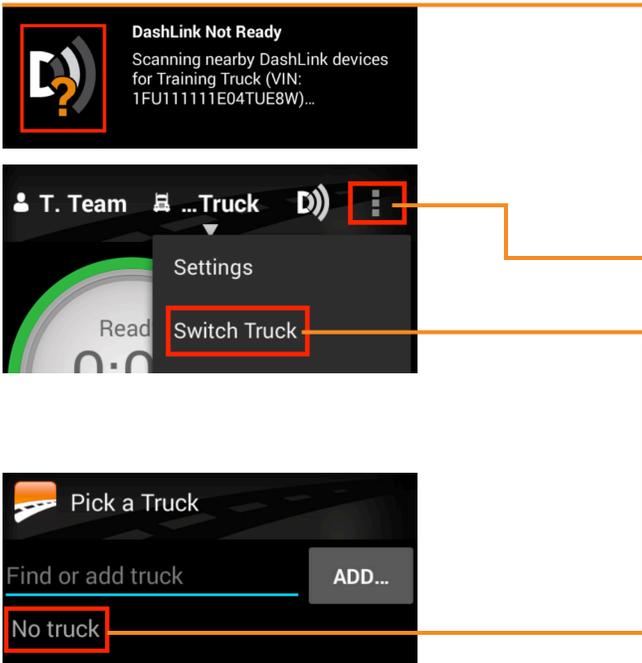
STEP 2: FOR THE DRIVER

Ask your drivers to follow these steps in the BigRoad Mobile App while in the truck with the engine running:

1. Go to **Settings.** Hold your finger down on the DashLink icon for approximately 7 seconds. This will unpair all DashLink devices. You should see a pop-up dialogue box that says **devices unpaired**.

2. Go back to the home screen in the BigRoad Mobile App. Select the **menu** (3 dots) in the top right.

3. Select **Switch Truck > No truck**.

4. Sign out of the BigRoad Mobile App.

5. Reboot your mobile device. Do a full power-off, not just a restart.

6. Unplug the DashLink cable. Wait 60 seconds and then plug it back in. This resets the DashLink. *Do not skip this step*.

7. Ensure Bluetooth is enabled on your device and sign into the BigRoad Mobile App.

8. Select your truck.

STEP 3: FOR THE ADMINISTRATOR

If the driver still can't get the DashLink connected, try swapping the **Pair By** setting on the truck in the BigRoad Web App*.
Then have the driver attempt to connect again by following steps 1-8 above.

*If it's set to **pair by VIN**, change it to **pair by Device ID** and vice versa.*

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.

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DashLink 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.

Following these best practices will improve not only your Bluetooth connection, but also GPS accuracy, mileage reporting, driver tracking, and more.