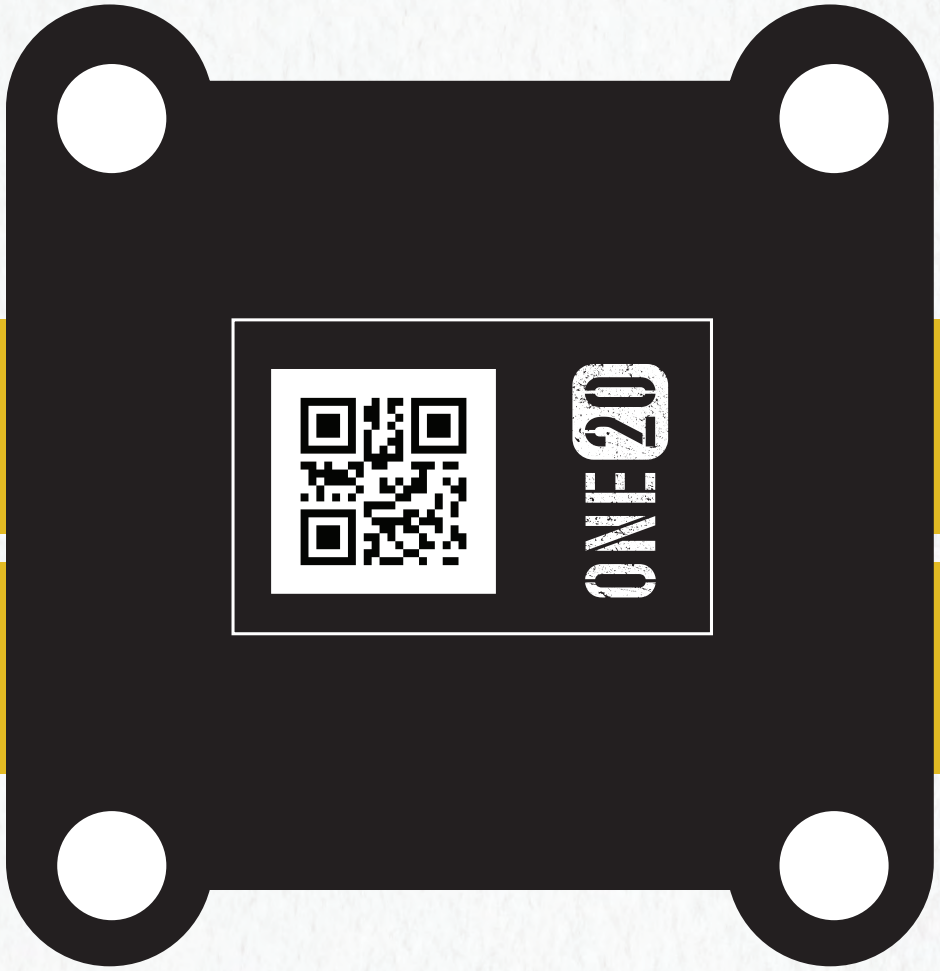
USER GUIDE

ONE20



F-ELD

HELP.ONE20.COM

1-888-986-6320

ONE20.COM

myone20

my_one20

GETTING STARTED.

Don't know where to start? This info will get you up and running.

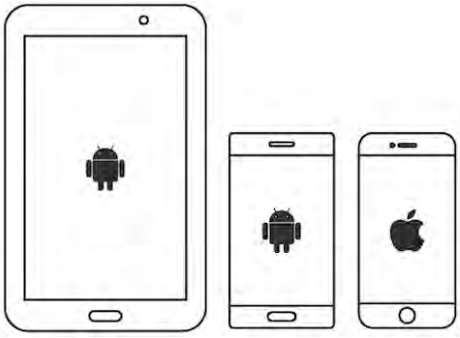
What You Need to Get Started

This article covers everything you need to have to set up and start using your ONE20 F-ELD.

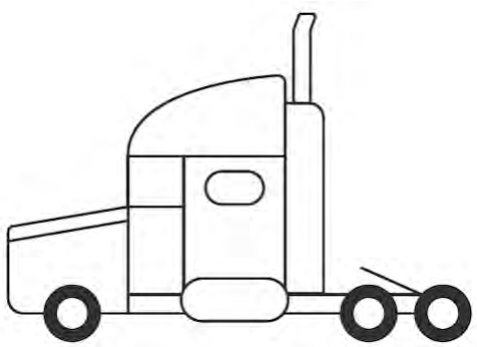
Truck Adapter

6 or 9-Pin Cable

Android Device or iPhone with a Cellular Connection



Access to Your Truck



Buying a ONE20 F-ELD Truck Adapter

This article covers how you can buy a ONE20 F-ELD.

Where to Buy

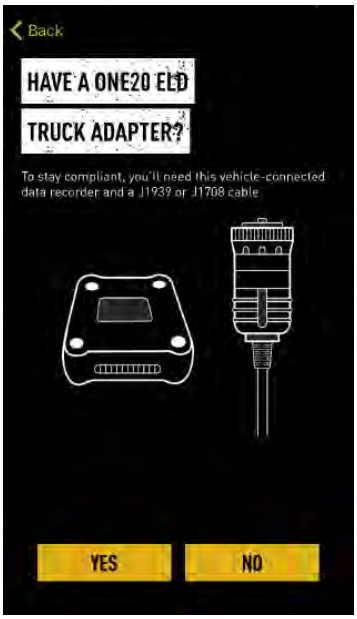
In addition to some retail locations, you can also purchase the ONE20 F-ELD Truck Adapter online. You can purchase a truck adapter here:

- **Samsung Users**: Click Here
- **Everyone Else**: Click Here

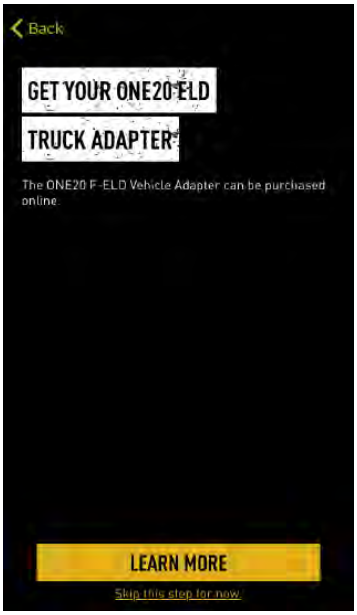
Finding Info on Buying in the App

1. Open the ONE20 F-ELD app. When you haven't created an account or logged in, the **Get Started** screen displays.

2. Tap the **Get Started** button. The **Have a ONE20 ELD Truck Adapter** screen displays.



3. In the **Have a ONE20 ELD Truck Adapter** screen, tap the **No** button if you do not have a ONE20 F-ELD Truck Adapter. The **Get Your ONE20 ELD Truck Adapter** screen displays.



4. In the **Get Your ONE20 ELD Truck Adapter** screen, tap the **Learn More** button to view additional information on where you can purchase a device.

Downloading and Installing the ONE20 F-ELD App

This support article covers how to download and install the ONE20 F-ELD app on your device from the App Store.

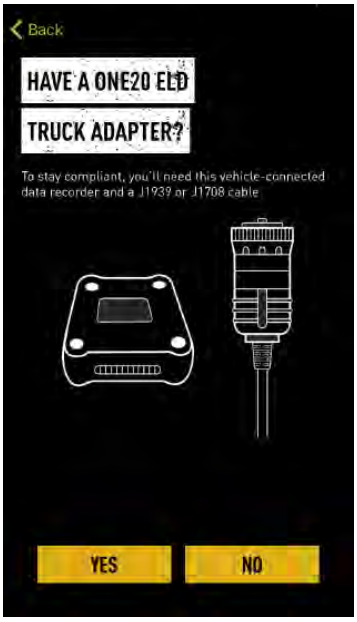
1. Tap the **App Store** app on your device. The App Store displays.
2. Search for "ONE20 F-ELD" in the App Store search bar. Search results display.
3. From the search results, tap on the ONE20 F-ELD app. The ONE20 F-ELD app's App Store page displays.
4. In the **ONE20 F-ELD** screen, tap the **GET** button. The **GET** button changes to an **INSTALL** button.
5. Tap the **INSTALL** button. The ONE20 F-ELD application installs on your device. When the application is done installing, the **INSTALL** button changes to an **OPEN** button.
6. Tap the **OPEN** button. The ONE20 F-ELD app opens on your device.

Creating an Account and Profile

This support article includes information on how to create an account and profile in the ONE20 F-ELD app. Signing up for a ONE20 F-ELD (or "electronic logging device") account allows you to not only get access to ONE20's subscription-free ELD, but it also gives you access to ONE20's membership.

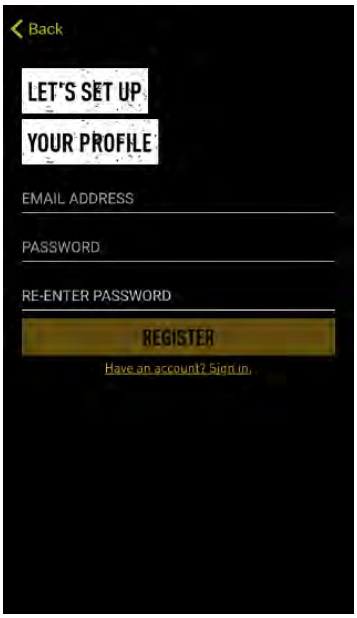
1. Open the ONE20 F-ELD app on your device. If you don't already have an account, you must sign up for an account. The **Get Started** screen displays.

2. Tap the **Get Started** button. The **Have a ONE20 ELD Truck Adapter** screen displays.

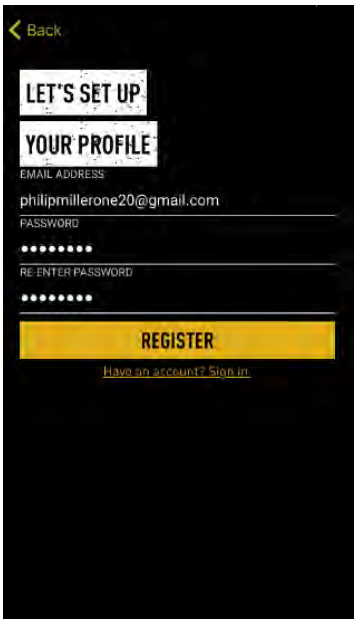


3. If you have a ONE20 F-ELD Truck Adapter, tap the **Yes** button. If you do not have a ONE20 F-ELD Truck Adapter, you can find information on how and where to purchase one here: Buying a ONE20 ELD Truck Adapter. The **Let's Get Started** screen displays.

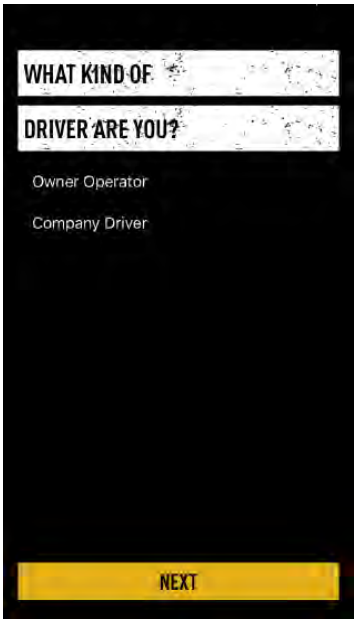
4. In the **Let's Get Started** screen, tap the **Sign Up** button. The **Let's Set Up Your Profile** screen displays.



5. Enter this information:
   - **Email Address**: Enter your email address in the following format: "susanmillerone20@gmail.com".
   - **Password**: Enter a password that you would like to use to log into the ONE20 app. This password must be at least six characters.
   - **Re-Enter Password**: Re-enter the password that you entered in the **Password** field. This password must be at least six characters and must match what you entered in the **Password** field.

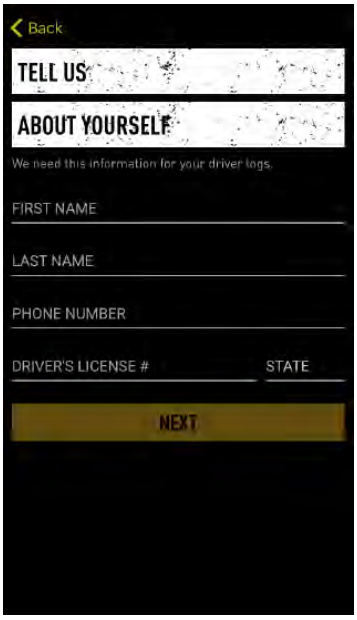


6. Tap the **Register** button. The **What Kind of Driver Are You** screen displays.

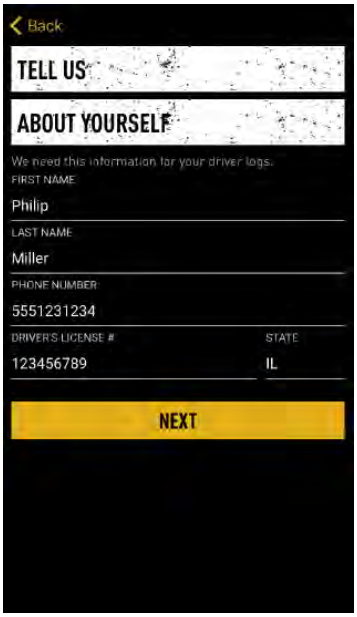


7. In the **What Kind of Driver Are You** screen, choose the option that best describes the type of driver you are. When an option is chosen, a check mark displays next to the field.

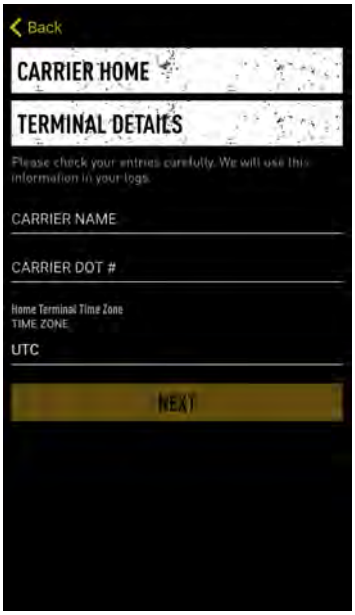
8. Tap the **Next** button. The **Tell Us About Yourself** screen displays.



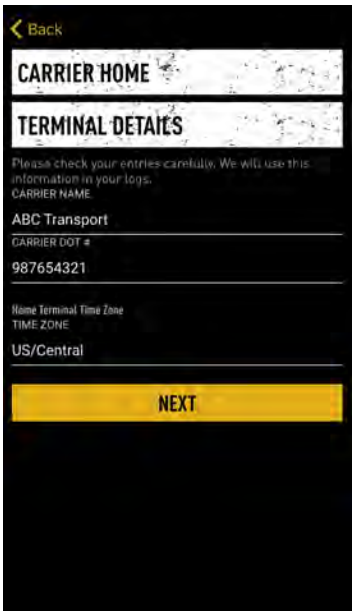
9. Enter this information:
   - **First Name**: Enter your first name. You must enter between two and 30 characters into this field before it can be saved.
   - **Last Name**: Enter your last name. You must enter between two and 40 characters into this field before it can be saved.
   - **Phone Number**: Enter your telephone number with area code. For example, it should look like this: 123-123-1234.
   - **Driver's License #**: Enter your commercial driver's license number. For example: 123123456.
   - **State**: Choose the state where your commercial driver's license (CDL) was issued.



10. Tap the **Next** button. The **Carrier Home Terminal Details** screen displays.



11. In the **Carrier Home Terminal Details** screen, enter this information:
    - **Carrier Name**: Enter the name of your carrier.
    - **Carrier DOT #**: Enter your carrier's assigned DOT number.
    - **Home Terminal Time Zone**: Choose the time zone where your carrier's home terminal is located.



12. Tap the **Next** button. The **What Cycle Rules Do You Use** screen displays.

13. In the **What Cycle Rules Do You Use** screen, choose the type of cycle rules that you use for FMCSA compliance. These options are available:
    - **USA 60 hour / 7 day**: Seven consecutive days means the period of seven consecutive days beginning on any day at the time designated by the motor carrier for a 24-hour period.
    - **USA 70 hour / 8 day**: Eight consecutive days means the period of eight consecutive days beginning on any day at the time designated by the motor carrier for a 24-hour period.

14. Tap the **Next** button. The **Do You Want to Enable Personal Conveyance** screen displays.

15. In the **Do You Want to Enable Personal Conveyance** screen, choose one of the available options. "Personal conveyance" is any time you are operating your commercial motor vehicle to do personal things. You can choose from these options:
    - **Yes**: Tap this option if you want to enable the use of personal conveyance.
    - **No**: Tap this option if you do not want to enable the use of personal conveyance.

The **Do You Want to Enable Yard Moves** screen displays.

16. In the **Do You Want to Enable Yard Moves** screen, choose one of the options included below. Yard moves are any slow, short movements that a driver makes while not driving a route. For example, if you want to move your truck around the yard without being put into driving status, your ELD would record a yard move, which helps you optimize your available drive time. If you enable this option, you can choose the "Yard Move" status before you move your truck a very short distance. Then, when you move your truck, the motion does not change your status to "driving." You will not automatically be put into "Driving" based on any time, speed, or distance threshold. It is very important to remember to manually change your status to "Driving" when you leave the yard.
    - **Yes**: Choose this option if you would like to enable yard moves in your ELD solution.
    - **No**: Choose this option if you would not like to enable yard moves in your ELD solution.

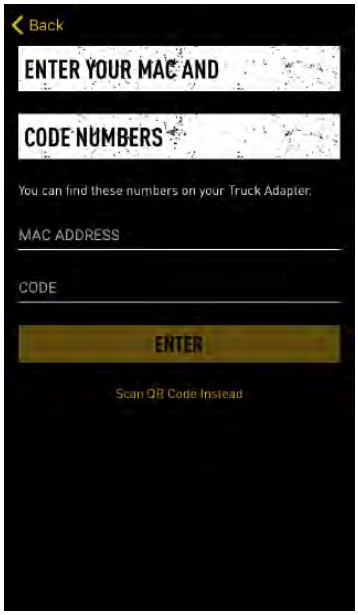
The **Ready to Connect Your Truck Adapter** screen displays.

17. In the **Ready to Connect Your Truck Adapter** screen, tap the **Yes, Let's Go!** button. The **First, Scan the Code on Your Adapter** screen displays.

18. You can connect your ONE20 F-ELD Truck Adapter in two different ways: entering the adapter's MAC address and security code or scanning the adapter's QR code.

Manually Entering Information

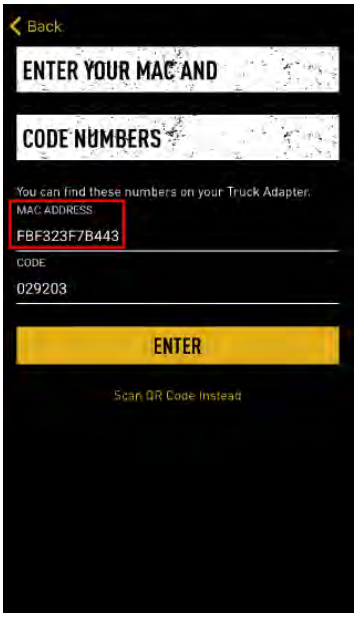
a. Tap the **Enter Information Manually** link. The **Enter Your MAC and Code Numbers** screen displays.



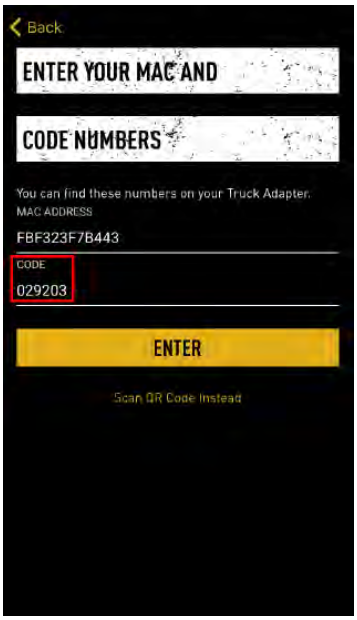
b. Enter this information into the fields:

MAC Address

THIS SIDE DOWN
SN: 3A1000000312
MAC: FBF323F7B443
CODE: 029203
PT30
THIS SIDE DOWN


Back
ENTER YOUR MAC AND
CODE NUMBERS
You can find these numbers on your Truck Adapter.
MAC ADDRESS
FBF323F7B443
CODE
029203
ENTER
Scan QR Code Instead

Code



c. After you enter your information, tap the **Enter** button.

d. Your adapter is connected. After your device is successfully connected, this screen displays:

Scanning the QR Code

a. Tap the **Scan Now** button. If you haven't given ONE20 access to your camera, a permissions dialog displays.

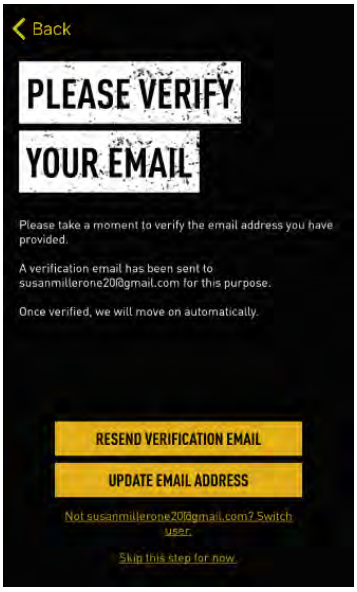
b. In the permissions dialog, tap the **OK** button. The ONE20 F-ELD app needs access to your phone's camera to scan the QR code on your adapter.

c. Capture your device's QR code with your phone's camera. The **Connect Your Adapter** screen displays.

d. Complete the steps in the **Connect Your Adapter** screen.

e. In the **Connect Your Adapter** screen, tap the **Pair Now** button. Your adapter is connected. After your device is successfully connected, this screen displays:

19. Tap the **Finish** button. If you haven't verified your email, the **Please Verify Your Email** screen displays.



20. To verify your email address, access the account verification email from ONE20. This email is sent to the email address that you used to create your ONE20 F-ELD account.
21. Follow the instructions included in the email to verify your account. Your account is verified and you can continue to use the ONE20 F-ELD app.

Setting Up Your ELD

Don't know how to install your ONE20 F-ELD? We created a short video to show you how to set up your ELD from beginning to end. You can find it here: https://help.one20.com/ELDInstall

Connecting Your ONE20 F-ELD Truck Adapter with the ONE20 F-ELD App

This article covers how to connect your truck adapter to the ONE20 F-ELD mobile application. Before your ELD can be used with the ONE20 F-ELD app, you must connect your adapter to the app.

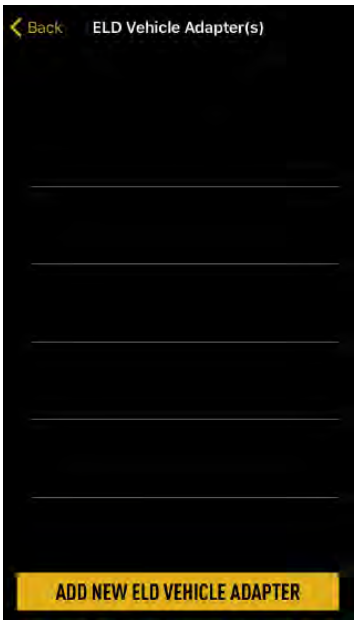
Connecting During Sign Up

You can choose to connect your ONE20 F-ELD Truck Adapter when you are signing up. For detailed information on how to do this, go here: Creating an Account and Profile.

Connecting After Sign Up

You can also connect your ONE20 F-ELD Truck Adapter after you have already signed up for an account.

1. Tap the **More** icon. The **More** screen displays.
2. In the **More** screen, tap the **Connect My Truck Adapter** option. The **ELD Vehicle Adapter(s)** screen displays.



3. Tap the **Add New ELD Vehicle Adapter** button. The **Ready to Connect Your Truck Adapter** screen displays.

4. Tap the **Yes, Let's Go** button. The **First, Scan the Code on Your Adapter** screen displays.

5. You can connect your ONE20 F-ELD Truck Adapter in two different ways: entering the adapter's MAC address and security code or scanning the adapter's QR code.

Scanning the QR Code

a. In the **First, Scan the Code on Your Adapter** screen, tap the **Scan Now** button. If you haven't given ONE20 access to your camera, a permissions dialog displays.

b. In the permissions dialog, tap the **OK** button. The ONE20 F-ELD app needs access to your phone's camera to scan the QR code on your adapter.

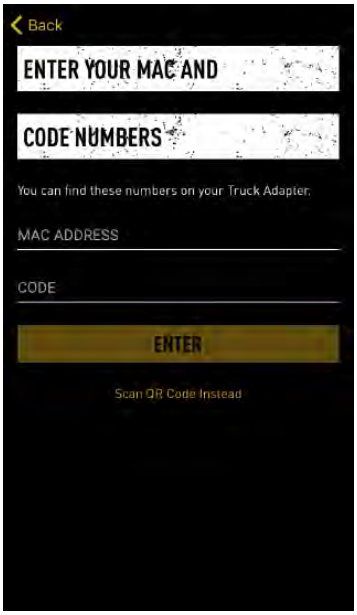
c. Capture your device's QR code with your phone's camera. The **Connect Your Adapter** screen displays.

d. Complete the steps in the **Connect Your Adapter** screen.

e. In the **Connect Your Adapter** screen, tap the **Pair Now** button. Your adapter is connected. After your device is successfully connected, this screen displays:

Manually Entering Information

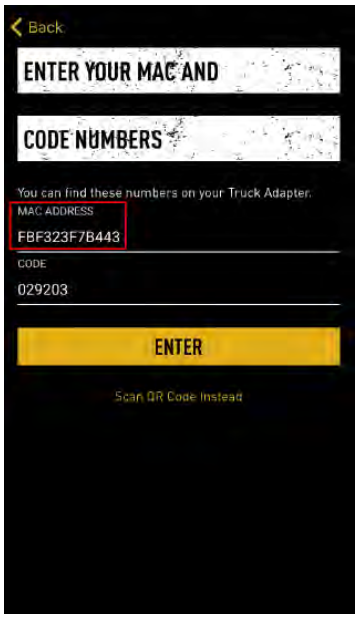
a. In the **First, Scan the Code on Your Adapter** screen, tap the **Enter Information Manually** link. The **Enter Your Mac and Code Numbers** screen displays.



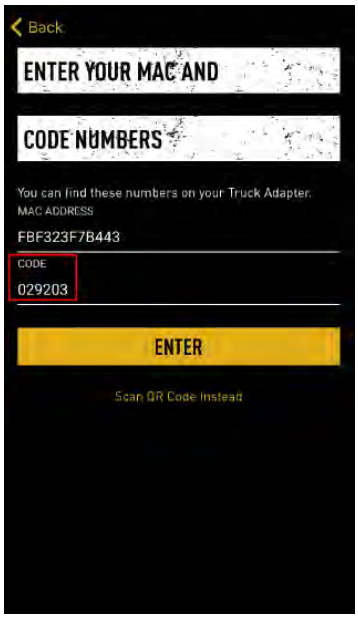
b. Enter this information into the fields:

MAC Address

THIS SIDE DOWN
SN: 3A1000000312
MAC: FBF323F7B443
CODE: 029203
PT30
THIS SIDE DOWN


Back
ENTER YOUR MAC AND
CODE NUMBERS
You can find these numbers on your Truck Adapter.
MAC ADDRESS
FBF323F7B443
CODE
029203
ENTER
Scan QR Code Instead

Code



c. After you enter your information, tap the **Enter** button.

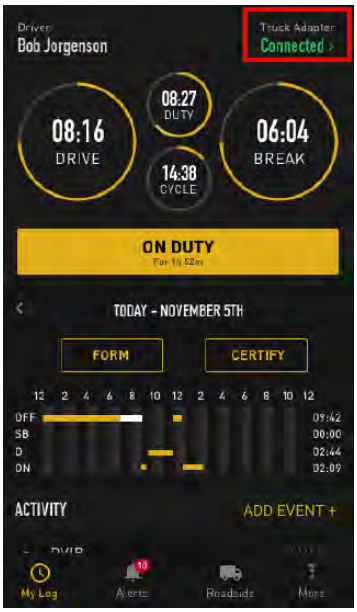
d. Your adapter is connected. After your device is successfully connected, this screen displays:

Back
CONNECTING VIA BLUETOOTH
Stay within 10 feet of the Truck Adapter.
CONNECTED!
Secure the Truck Adapter to your dash using the included Velcro® strips.
Your ELD is now compliant and ready for use.
FINISH

Making Sure Your Truck Adapter is Connected

This support article covers how to confirm that your ONE20 F-ELD Truck Adapter is successfully connected to your ONE20 F-ELD mobile app.

1. Tap the **My Log** option. Your logs for today display. In the upper, right-hand corner of the screen, your ELD connection status displays.



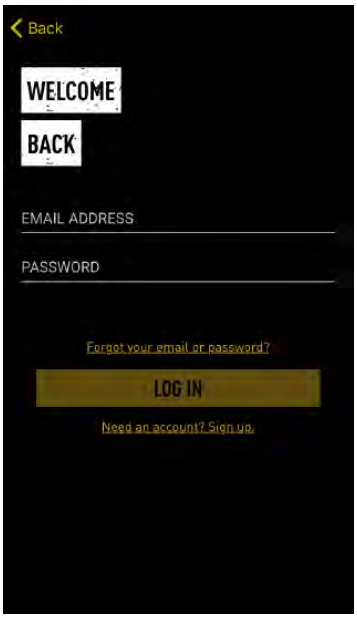
If your device is not successfully connected, you can find information on how to connect your adapter here: [Connecting Your ONE20 F-ELD Truck Adapter with the ONE20 F-ELD App](#).

Logging In

This support article covers how to log into the ONE20 F-ELD app. If you already have a ONE20 F-ELD account and you are logged out of your account, you can log into the app to gain access to the app benefits.

1. Open the ONE20 F-ELD app on your device. The **Get Started** screen displays.

2. In the **Get Started** screen, tap the **Already have an account? Sign in.** link. The **Welcome Back** screen displays.



3. Enter this information:
   - **Email Address**: Enter the email address that you have associated with your ONE20 account. The email address should be in this format: "susanmillerone20@gmail.com".

- **Password**: Enter the password that you have associated with your ONE20 account. This password must be at least eight characters. If you forgot your password, go to Resetting Your Password to learn how to reset your password.

4. Tap the **Log In** button. You are logged into the app.

Logging Out

This support article covers how to log out of the ONE20 F-ELD app.

1. Tap the **More** icon. The **More** screen displays.
2. Tap the **Log Out** option. A warning dialog displays.

3. In the warning dialog, tap the **Log Out** button. You are logged out of the ONE20 F-ELD app.

Managing Permission Settings

This article covers how to configure the app permissions settings that are required for the ONE20 F-ELD to function.

Your iOS device's app permissions need to be set so the ONE20 F-ELD app can have access to your device's location and camera. Setting these permissions on your device ensures that you can use all features within the ONE20 F-ELD app and that you are compliant with FMCSA regulations.

1. On your iOS device, tap the **Settings** app. The **Settings** screen displays.
2. Choose the **ONE20 F-ELD** app from the list. The **F-ELD** screen displays.
3. In the **F-ELD** screen, configure these options:
   - **Location**
     - While Using
   - **Camera**

Your changes are automatically saved.

Understanding the App's Icons

This article provides information on what the icons that are used throughout the ONE20 F-ELD app mean.

PC	Personal Conveyance	D	Drive
!	Malfunction	YM	Yard Move
SB	Sleeper Berth		Intermediate Log
I	Power Up		Log Certified
ON	On Duty	OFF	Off Duty

Understanding Your Adapter's Lights

This article covers what the lights on your ONE20 F-ELD adapter mean.

Red Light

RED LIGHT	
OFF	GPS power management engaged GPS is turned off GPS backup clock is ON
BLINKING	GPS is in acquisition mode
ON	GPS signal is locked

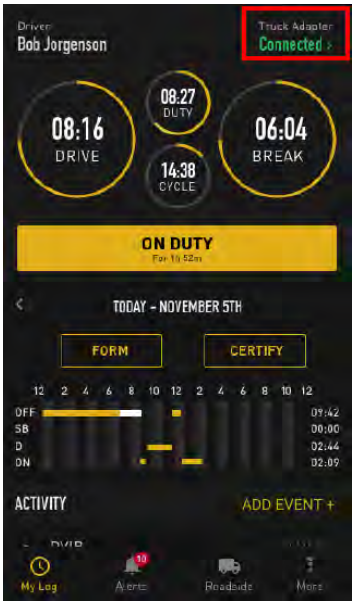
Green Light

GREEN LIGHT	
OFF	Device is not plugged in
SHORT BLINK	Device is powered Vehicle bus not detected
FAST BLINK	Vehicle bus activity detected Device is registering
ON	Device is registered on the vehicle bus

Disconnecting Your Truck Adapter

This article covers how to disconnect a truck adapter that is currently connected to your ONE20 F-ELD app.

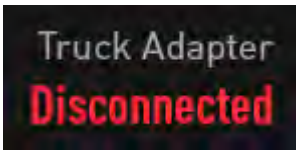
1. Tap the **My Log** option. Your logs for today display. In the upper, right-hand corner of the screen, your ELD connection status displays.
2. To disconnect from your truck adapter, tap on your current "Connected" status.



A list of current truck adapters displays.

3. Tap on the truck adapter you would like to disconnect. A dialog displays.

4. In this dialog, tap **OK**. Your ONE20 F-ELD app is disconnected from your ONE20 F-ELD truck adapter and "Disconnected" displays.



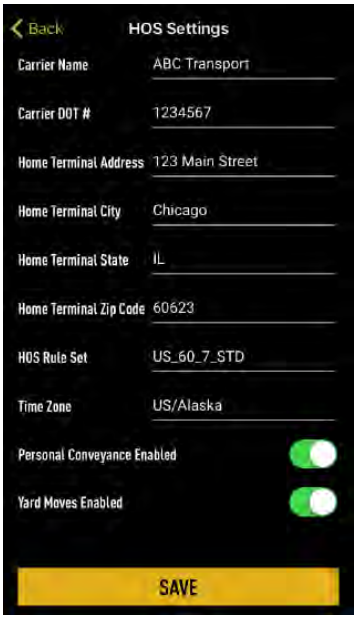
ACCOUNT MANAGEMENT.

This section covers how to change and reset your password, manage settings, and update your profile information. This isn't super exciting stuff, but it's helpful when you need it.

Managing Your HOS Settings

This support article covers how to edit your hours of service settings to ensure that your logs are true and correct. Your HOS settings include information like your carrier name and DOT number, address, rule set, 24-hour period start time, and other required settings for FMCSA compliance. It's important to note that you may be unable to edit some of your settings and some of your settings may be overwritten by your carrier's settings.

1. Tap the **More** icon. The **More** screen displays.
2. In the **More** screen, tap the **HOS Settings** option. The **HOS Settings** screen displays.



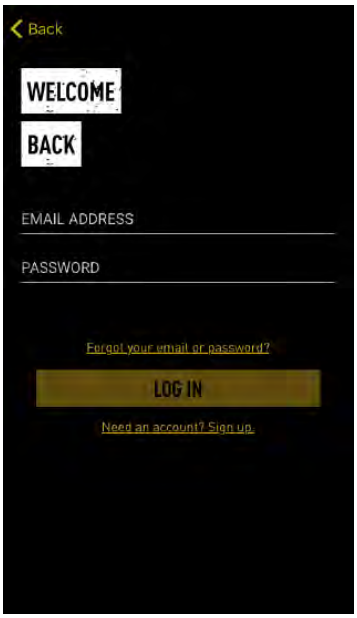
3. In the **HOS Settings** screen, edit this information:
   - **Carrier Name**: Enter your carrier's name. This field is required.
   - **Carrier DOT #**: Enter your carrier's United States Department of Transportation number. This field is required.
   - **Home Terminal Address**: Enter the address of your home terminal.
   - **Home Terminal City**: Enter the city of your home terminal.
   - **Home Terminal State**: Enter the state of your home terminal.
   - **Home Terminal Zip Code**: Enter the zip code of your home terminal. This information helps ONE20 use the right time zone in your app. This field is required.
   - **HOS Rule Set**: Choose the type of rule set you would like to use. This field is required.
   - **Time Zone**: This is the time zone of your home terminal zip code. The value that is entered here is determined by the value that you enter for your home terminal zip code. This field is required.
   - **Personal Conveyance Enabled**: Enable this option if you would like to use personal conveyance. Disable this option if you would not like to use personal conveyance. "Personal conveyance" is any time you are operating the commercial motor vehicle to do personal things. This field is disabled by default. It's important to note that if you are working with a carrier, that carrier has the ability to overwrite your settings and it can also prevent you from making changes to this setting.
   - **Yard Moves Enabled**: Enable this option if you would like your ELD solution to be able to log and record "yard moves." Yard moves are any slow, short movements that a driver makes while not driving a route. For example, if you want to move your truck around the yard without being put into driving status, your ELD would record a yard move, which helps you optimize your available drive time. If you enable this option, you can choose the "Yard Move" status before you move your truck a very short distance. Then, when you move your truck, the motion does not change your status to "driving."
4. Tap the **Save** button. Your changes are saved.

Resetting Your Password

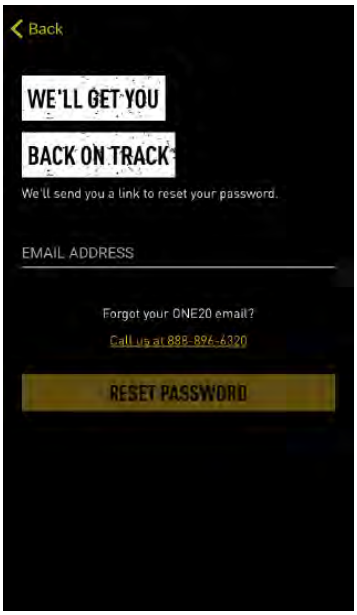
This support article covers how to reset your password in the ONE20 F-ELD app. Knowing how to do this can be helpful if you forgot which password you used to set up your account and you want to log in.

1. Open the ONE20 F-ELD app on your device. The **Get Started** screen displays.

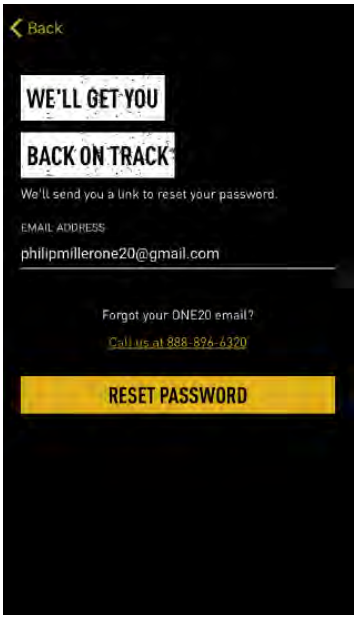
2. In the **Get Started** screen, tap the **Already have an account? Sign in.** link. The **Welcome Back** screen displays.



3. Tap the **Forgot your email or password** link. The **We'll Get You Back on Track** screen displays.



4. In the **We'll Get You Back on Track** screen, enter your email address into the **Email Address** field. This email address should be the email you used to create a ONE20 account.



5. Tap the **Reset Password** button. Your ONE20 F-ELD password is reset and you receive an email from ONE20 with additional guidance on how to finish resetting your password.

Updating Your Profile

This article covers how to update your profile information so you can make sure your account information is up-to-date and accurate. It's important to note that depending on how your ELD is set up and managed, you may be unable to edit some of your settings and some of your settings may be overwritten by your carrier's settings.

1. Tap the **More** menu option. The **More** screen displays.
2. In the **More** screen, tap the **My Profile** option. The **My Profile** screen displays.

3. In the **My Profile** screen, edit this information:
   - **First Name**: Enter your first name. This field is required.
   - **Middle Initial**: Enter the first letter of your middle name.
   - **Last Name**: Enter your last name. This field is required.
   - **Suffix**: Enter a suffix if you use one in your name. For example: Jr., Sr., III, etc.
   - **Driver ID**: Enter your driver ID. This value is assigned to you by a fleet or motor carrier.
   - **Driver's License Number**: Enter your commercial driver's license (CDL) number. This field is required.
   - **Driver's License State**: Choose the state that issued your driver's license.
   - **Driver Exempt from ELD Use**: Choose **Yes** or **No**, depending on if you are exempt from using an ELD. Choose **Yes** if you do not have to use an ELD. Choose **No** if you have to use an ELD. To comply with FMCSA regulations, ELDs must allow a motor carrier to configure an ELD for a driver who may be exempt from the use of the ELD. An example of an exempt driver would be a driver operating under the short-haul exemption in §395.1(e) (100 air-mile radius driver and non-CDL 150-air mile radius driver). Even though exempt drivers do not have to use an ELD, ELD equipped commercial motor vehicles may be shared between exempt and non-exempt drivers. Motor carriers can use this allowed configuration to avoid issues with unidentified driver data diagnostics errors. It's important to note that if you are working with a carrier, that carrier has the ability to overwrite your settings and it can also prevent you from making changes to this setting.
4. After you're done making changes, tap the **Save** button. Your profile information is saved.

Updating Your Truck Profile

This support article covers how to update your truck profile information. Keeping this information up-to-date is important because some of the information is used in your logs for FMCSA compliance. It's important to note that depending on how your ELD is set up and managed, you may be unable to edit some of your settings and some of your settings may be overwritten by your carrier's settings.

1. Tap the **More** icon. The **More** screen displays.
2. In the **More** screen, tap the **Truck Profile** option. The **Truck Profile** screen displays.

3. In the **Truck Profile** screen, edit this information:
   - **Truck #**: Enter the vehicle's ID number. This value is assigned by the fleet or motor carrier.
   - **Truck VIN**: This field displays the VIN for the vehicle. The F-ELD Truck Adapter gets this from the vehicle bus and it cannot be edited.
   - **Truck Plate**: Enter the license plate number assigned to the vehicle.
   - **Truck State**: Enter the state where the vehicle's license plate was issued.
4. After you are done making changes, tap the **Save** button. Your changes are saved.

ALERTS & ACTIVITIES.

Don't know what to do with alerts and unidentified activities? This section will help you out.

Assigning Unidentified Activity

This article covers how to assign an unidentified activity to your logbook.

When the ELD detects motion but no driver is connected to it, the motion is logged as an "unidentified activity" under the Unidentified Profile. All unidentified activity recorded by your ELD in the last 8 days will be stored for law enforcement review. This information cannot be deleted. If you were the driver at the time, you can easily assume this activity as your own and automatically update your log accordingly without any further edits required, or you can reject it if it was not yours. However, rejected unidentified activity will still remain reviewable by law enforcement under the Unidentified Profile during a roadside inspection.

1. Tap the **More** menu option. The **More** screen displays.
2. Tap the **Manage Unidentified Activity** option. The **Unidentified Activity** screen displays, showing all of the unidentified activities that have been recorded by your ELD in the last 8 days.
3. From the list of unidentified activities, choose the activity (or multiple activities) that you would like to assign to yourself. When an activity is chosen, a check mark displays in the box next to the activity.
4. Tap the **Assign to Me** button. If you selected multiple activities, you are asked to determine if you were "On Duty Not Driving" between unidentified driving activity events. If this is true, tap **Yes**. The chosen activities are assigned to your logbook and log history. You should review your log to make sure it's accurate. Note that if the log that you changed was already certified, you need to re-certify it.

Rejecting Unidentified Activity

You can choose to reject activities. When activities are rejected, they are not logged in your logbook or log history and they are removed from your list of activities.

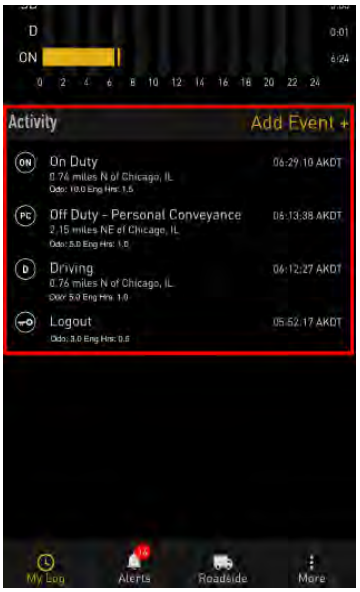
When the ELD detects motion but no driver is connected to it, the motion is logged as an "unidentified activity" under the Unidentified Profile. All unidentified activity recorded by your ELD in the last 8 days will be stored for law enforcement review. This information cannot be deleted. If you were the driver at the time, you can easily assume this activity as your own and automatically update your log accordingly without any further edits required. You can also reject it if it was not yours. However, rejected unidentified activity will still remain reviewable by law enforcement under the Unidentified Profile during a roadside inspection.

1. Tap the **More** menu option. The **More** screen displays.
2. Tap the **Manage Unidentified Activity** option. The **Unidentified Activity** screen displays, showing all of the unidentified activities that have been recorded by your ELD in the last 8 days.
3. From the list of unidentified driving activities, choose the activity (or multiple activities) that you would like to reject. When an activity is chosen, a check mark displays in the box next to the activity.
4. Tap the **Reject** button. The **Reason for rejection** dialog displays, prompting you to enter a comment explaining why this unidentified driving activity should not be included in your daily log.
5. In the **Reason for rejection** dialog, enter a brief text description describing why you rejected the unidentified activity.
6. After you enter a comment, tap **Reject**. The chosen activities are marked as rejected and are not logged in your daily log. These items still remain on the Unidentified Profile in your Unidentified Activity until another driver assumes them as their own or until they are more than 8 days old.

Viewing Activities and Events

This article covers how to view your event and activity information in the ONE20 F-ELD app. An ELD event occurs when your truck adapter records data with data elements. This data can come from information you entered or directly from your truck adapter.

1. Tap the **My Log** option. Your logs display.
2. Scroll to the **Activity** section. Your activities and events display. This information shows what you've been up to, including location and time stamp information. For more details on what the icons mean that are used on this screen, go here: Understanding the App's Icons.



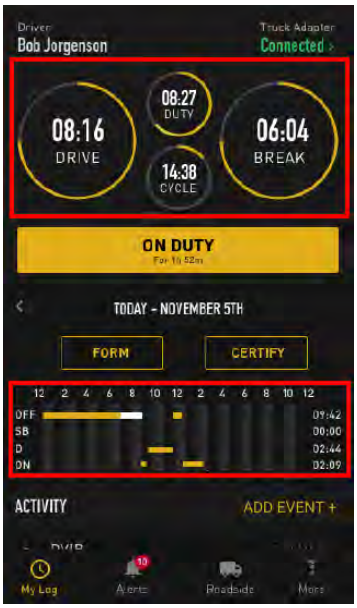
VIEWING & EDITING LOGS.

Here's where the good stuff is. If you need information on how to edit your logs, this is your go-to spot.

Managing Your HOS

This support article covers how to view and manage your hours of service. You can view how much time you have left for your drive, duty, cycle, and break time categories. It's important to note that depending on how your ELD is set up and managed, you may be unable to edit some of your settings and some of your settings may be overwritten by your carrier's settings.

1. Tap the **My Log** option. Your logs for today display, showing how much time you have left in your drive, duty, cycle, and break time categories. You can also view how much time you spent on duty, driving, in sleeper berth, off duty, in personal conveyance, and in yard moves.



Here are more details on each field:

- **Drive**: This represents the amount of remaining driving time you have available today. This amount resets to 11 hours after 10 consecutive hours off duty.
- **Duty**: This represents the amount of remaining on duty time you have today. You cannot drive beyond the 14th consecutive hour after coming on duty. Off duty time does not extend the 14-hour period. This amount resets to 14 hours after 10 consecutive hours off duty.
- **Cycle**: This represents the amount of remaining duty time you have in your weekly cycle. You may not drive after 60/70 hours on duty in 7/8 consecutive days. This amount resets to 60/70 after 34 consecutive hours off duty.
- **Break**: This represents the amount of time remaining before you must take a 30-minute break. You may only drive if 8 hours or less have passed since the end of your last off-duty or sleeper-berth period of at least 30 minutes.

Viewing and Understanding Today's Logs

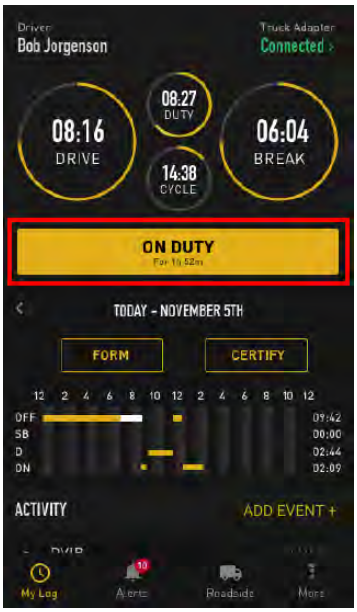
This support article covers how to view your logs for today. Information on what each part of your logs means is also included.

1. Tap the **My Log** option. Your log displays.

Changing Your Status

This support article covers how to update your status. You can choose from these statuses: On Duty, Driving, Sleeper Berth, Off Duty, Off Duty - Personal Conveyance, and On-Duty - Yard Moves. Note that some statuses only display when they are enabled in your HOS settings.

1. Tap the **My Log** option. Your logs for today display.
2. Tap the current status. The **Change Status** screen displays, showing your current status and the amount of time you've been in the status. You should check this value when coming "on duty" to ensure you've completed your necessary reset.

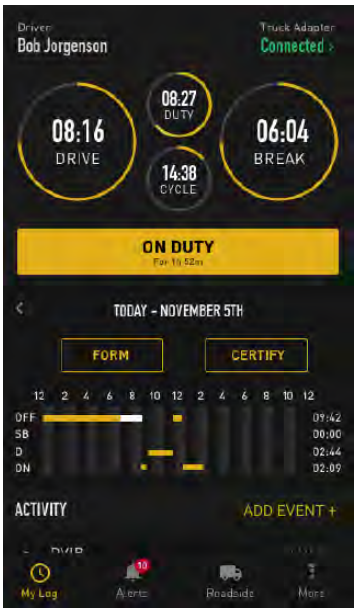


3. In the **Change Status** screen, edit this information:
   - **Status**: Choose your new status. You can choose from the options below. **For the most accurate, up-to-date definitions and requirements for each status, refer to the FMCSA's documentation.**
     - On Duty ("ON")
     - Driving ("D")
     - Sleeper Berth ("SB")
     - Off Duty ("OFF")
     - Off Duty - Personal Conveyance ("PC")
     - On Duty - Yard Moves ("YM")
   - **Location**: Your current location is automatically entered. If it doesn't display or it is incorrect, tap the pin icon to retrieve your location from your device's GPS. If this is still incorrect or unavailable, you can manually enter your location.
   - **Comment**: Enter any text that you would like to associate with your change in status.
4. Tap the **Save** button. Your changes are saved.

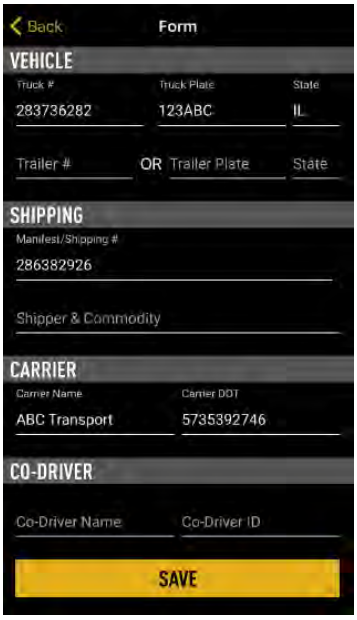
Managing Your Form Header

This support article covers how to edit your form header information so your logs are complete and compliant. The "form header" information includes vehicle, shipping, and co-driver information. This same information used to be gathered by filling in the top of old, paper log forms.

1. Tap the **My Log** icon. Your logs for today display.



2. Tap the **Form** button. The **Form** screen displays.



3. Edit this information:
   - **Vehicle** (Note that you need to enter either your truck number or a truck plate and state to certify your logs)
     - **Truck**

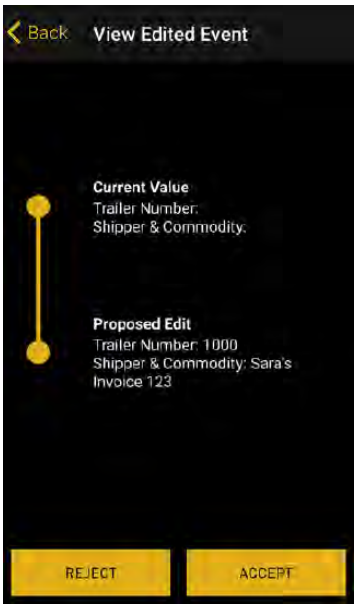
        - **Truck #**: Enter your truck number into this field.
        - **Truck Plate**: Enter the license plate number that was assigned to your truck. This information is needed to certify if any driving time exists for the day.
        - **State**: Choose the state that issued your license plate.
    - **Trailer**
        - **Trailer #**: Enter your trailer number into this field. Note that if you are pulling multiple trailers on one day, separate the different trailer IDs with spaces when entering this information. For example, if you're pulling three trailers with these numbers: "123," "456," and "789," this is what you would enter into the **Trailer #** field: "123 456 789".
        - **Trailer Plate**: Enter the license plate number that was assigned to your trailer.
        - **State**: Choose the state that issued your trailer's license plate.
- **Shipping**
    - **BOL/Manifest/Shipping #**: Enter your bill of lading (BOL), manifest ("cargo document") information, or shipping number into this field. If any driving time exists for the day, this information is needed to certify your logs.
    - **Shipper & Commodity**: Enter free-form text that includes your shipper's name and commodity that it ships. For example, you could enter this: "ABC Shipping - PVC Pipes".
- **Carrier**
    - **Carrier Name:** Enter the name of your carrier. Note that this field is required before your logs can be certified. If you are operating under multiple carriers in one day, ONE20 recommends that you ask the carrier for your logs so you have them in electronic form before leaving the carrier. You can also choose to email your logs to yourself.
    - **Carrier DOT:** Enter your carrier's assigned DOT number.
- **Co-Driver**
    - **Co-Driver Name**: Enter the name of your co-driver.
    - **Co-Driver ID**: Enter your co-driver's ID number. This number is assigned to your co-driver by a fleet or motor carrier.

4. Tap the **Save** button.

Accepting or Rejecting Admin Edits

This article covers how to accept or reject edits that your administrator makes to your logs. If you accept the changes, your logs are updated with the administrator's changes. If you reject the changes, your logs are not updated with the administrator's changes.

1. When an administrator attempts to make changes to your logs, you receive a notification.

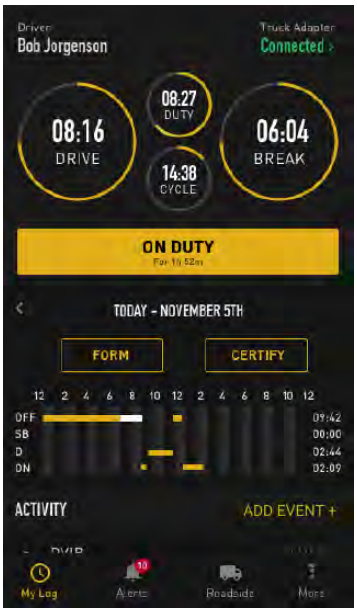


2. You can choose to accept or reject the edits from your administrator. Choose one of these options:
   - **Accept**: Tap the **Accept** button if you would like to accept your administrator's log changes. If you accept the changes, your logs are updated.
   - **Reject**: Tap the **Reject** button if you would like to reject your administrator's log changes. If you reject the changes, your logs are not updated.

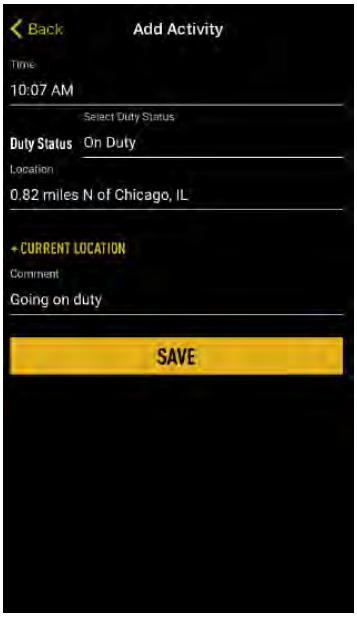
Adding Activities or Events

This support article covers how to edit an existing activity on your logs. You can edit most activities on your log. However, driving time recorded by the ELD cannot be shortened. These events cannot be edited: driver login/logout, CMV engine power up/shut down, intermediate log, malfunction, and data diagnostics.

1. Tap the **My Log** option. Your logs for today display.



2. Tap the **Add Event** link in the **Activity** section. The **Add Activity** screen displays.



3. Edit this information:
   - **Time**: Enter the time that the event occurred. This field is required.

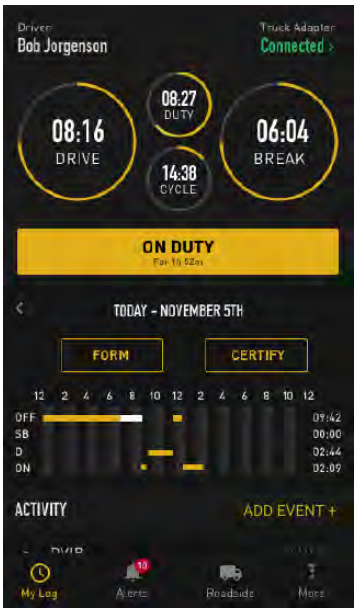
- **Duty Status**: Edit the duty status that you would like to log. This is anytime your duty status is manually updated.
- **Current Location**: Enter the location where the event occurred. This field is required.
- **Comment**: Enter any notes that you would like associated with the event that you're adding to your logs. This field is required.

4. Tap the **Save** button. The information is saved and your logs recalculate.

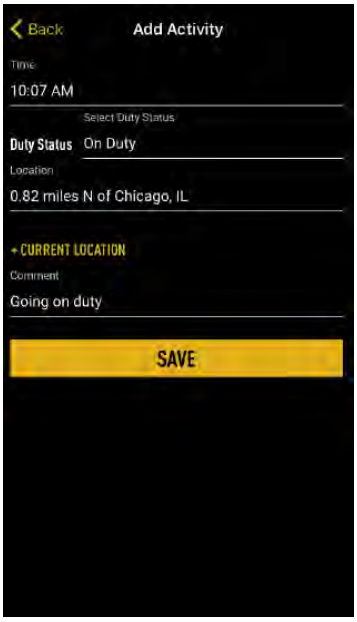
Editing Activities or Events

This support article covers how to edit an existing activity on your logs. You can edit most activities on your log. However, driving time recorded by the ELD cannot be shortened. These events cannot be edited: driver login/logout, CMV engine power up/shut down, intermediate log, malfunction, and data diagnostic.

1. Tap the **My Log** option. Your logs for today display.



2. In the **Activity** section, choose the activity you would like to edit. The **Add Activity** screen displays.



3. Edit this information:
   - **Time**: Edit the time that the event occurred.

- **Duty Status**: Edit the duty status that you would like to log. This is anytime your duty status is manually updated.
- **Current Location**: Edit the location where the event occurred. You can have the app automatically populate your current location into this field by tapping the + **Current Location** option.
- **Comment**: Edit any notes that you would like associated with the event that you're adding to your logs.

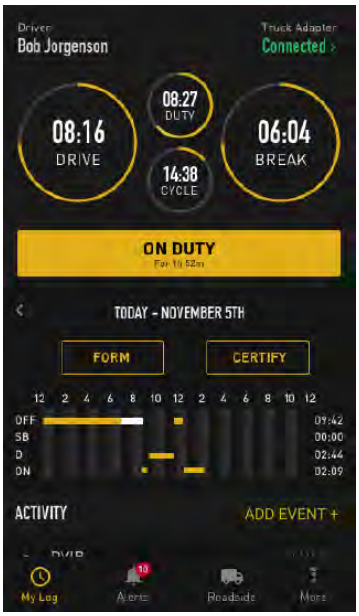
4. Tap the **Save** button. The changes are saved.

Certifying Logs

This support article covers how to certify your logs in the ONE20 F-ELD app. It is recommended that all drivers certify their logs at the end of every work day to avoid unwanted reminder alerts. Your log will not be editable after it is certified. If you realize you made a mistake, you need to uncertify your certified logs, make changes, and then re-certify the updated logs.

If you fail to certify your logs, the ONE20 F-ELD app will display a notification and you must complete the steps included below.

1. Tap the **My Log** icon. Your logs for today display.



2. When you're ready to certify your logs, tap the **Certify** button. The **Certify Your Day** screen displays.

3. Using your finger, sign your name.

4. Tap the **Certify** button. A warning dialog displays.
5. In the warning dialog, tap the **Agree** button. Note that when you tap this button, you are certifying that your logs are accurate, complete, and error-free. You also have the option to tap **Not Ready** if you decide that you are not ready to certify your logs.

MANAGING & SHARING LOGS.

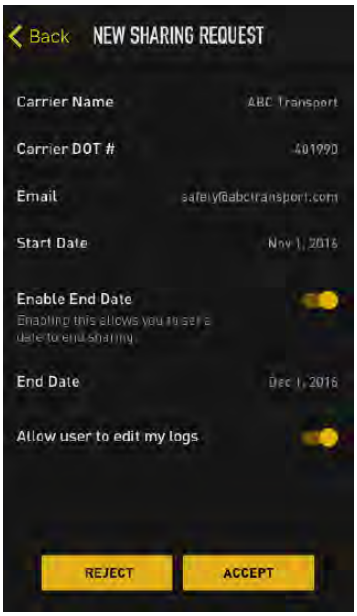
Information on how to print, email, and share your logs is included here. It's not as boring as it sounds--we promise.

Approving or Rejecting Log Sharing Requests

This support article covers how to approve or reject log sharing requests. Carriers can request access to your logs so they can get the information they need for FMCSA compliance. When this happens, you receive a "Log Sharing Request" alert. You can choose to accept or reject the carrier's request to access your logs.

Think of log sharing like submitting your paper log. You can also choose whether you want to authorize access to only review your logs or to review and also edit them. It is also up to you to choose if you want your logs to be shared for only a defined period of time or indefinitely.

1. When someone sends you a sharing request, the **New Sharing Request** screen displays, showing the alert. Note that you can always access the **Log Sharing** screen by going to **More|Log Sharing**.



2. In the **New Sharing Request** screen, choose one of these options:
   - **Reject**: Choose this option if you would not like the carrier who requested access to your log information to be granted access to this information.
   - **Accept**: Choose this option if you would like the carrier who requested access to your log information to be granted access to this information.

Based on which option you chose, the carrier who requested to view your logs either can or cannot view your log information.

Sharing Your Logs With a Motor Carrier

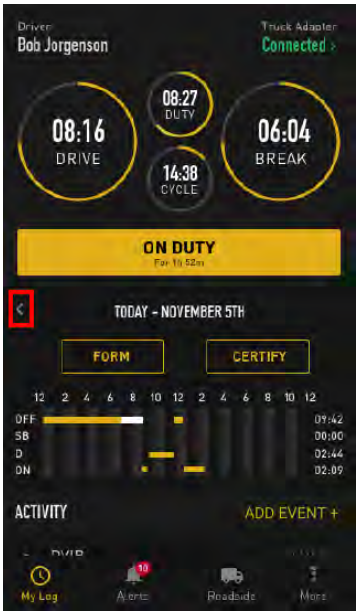
This support article covers how to share your logs with a motor carrier. When you share your logs with a motor carrier, that carrier is able to view your log information.

1. Tap the **More** option. The **More** screen displays.
2. Tap the **Log Sharing** option. The **Sharing** screen displays.
3. In the **Sharing** screen, tap the **Add** button. A new screen displays.
4. In this screen, edit the following information:
   - **Company Name**: Enter the name of the company that you would like to have access to your logs.
   - **Email Address**: Enter the email address for the company that you would like to have access to your logs. This value is frequently the company's driver manager or safety manager. This format should be used: "philipmillerone20@gmail.com".
   - **Company Type**: From the drop down, choose the type of organization that best describes the company you entered into the **Company Name** field.
   - **Carrier DOT #**: Enter the DOT number that is assigned to the carrier who you would like to have access to your logs.
   - **Do you operate under the sole authority of *Carrier Name***?: Choose the **Yes** option if you are operating under the sole authority of the company you entered into the **Company Name** field. Choose the **No** option if you are not operating under the sole authority of the company you entered into the **Company Name** field.
   - **What kind of log access do they need?**: Choose one of these options:
     - **View Only**: Choose this option if you would like the company to only be able to view your driver logs.
     - **View and Edit**: Choose this option if you would like the company to be able to view and edit your driver logs.
   - **Start Date**: Enter the date for the first day that this company should have access to your logs.
   - **End Date**: Enter the date that you would like your logs to stop being shared with this company.
   - **I understand**: Enable the **I understand** field to acknowledge that by sharing your logs with this company, they may change or override your settings and information on your logs.
5. After you're done making changes, tap the **Save** button. Your changes are saved and your logs are shared. Note that depending on your settings, the company that has the ability to view and/or edit your logs may have the ability to change or override settings and other information in your ONE20 F-ELD app.

Viewing Old Logs

This article covers how to view your logs for previous days. In addition to today's logs, you can also view your logs for the past 15 days. If you need to access logs older than this, you must log into the ONE20 Dashboard using your ONE20 F-ELD driver credentials to view logs from up to 6 months prior.

1. Tap the **My Log** option. Your logs display.
2. Tap the arrow to view your logs for the previous day.



Viewing Who Can Access Your Logs

This support article covers how to see who can access your logs. You can view the list of current and past carriers who have had access or currently have access to your logs. The carrier name and sharing period both display.

1. Tap the **More** option. The **More** screen displays.
2. Tap the **Log Sharing** option. The **Sharing** screen displays, showing a list of carriers that are currently able to access or have been able to access your logs in the past.

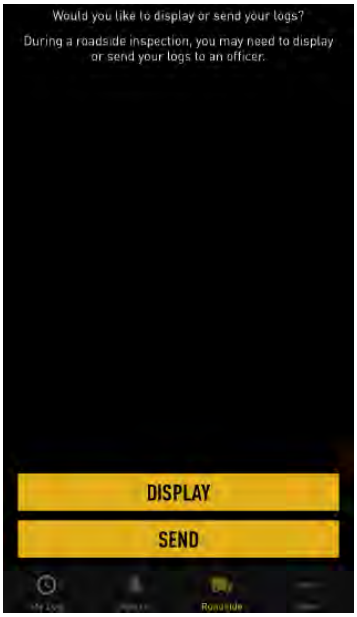
ROADSIDE INSPECTIONS.

Who doesn't love a good roadside inspection? This information shows you how to get what you need for an inspection so you can get back on the road.

Sending Your Logs

This article covers how to send your logs. You can send your logs through email or through a web service. You may be asked to do this during a roadside check.

1. Tap the **Roadside** icon. The **Roadside Inspection** screen displays.



2. In the **Roadside Inspection** screen, tap the **Send** button. You are prompted to enter an optional Output File Comment.
3. If the roadside official tells you to enter an output file comment, enter text into this field. If you are not told to enter a comment, leave the field blank.
4. Tap the **Next** button. You can choose to send your logs in two different ways: through an email or through a web service.

Email

a. Tap the **Email** option.

b. Tap on the **FMCSA Logs** option. Available apps display. Note that depending on what apps you have installed on your device, you may see different sharing apps in this screen.

c. Using your preferred email method, send the automatically attached CSV file.

Web Services

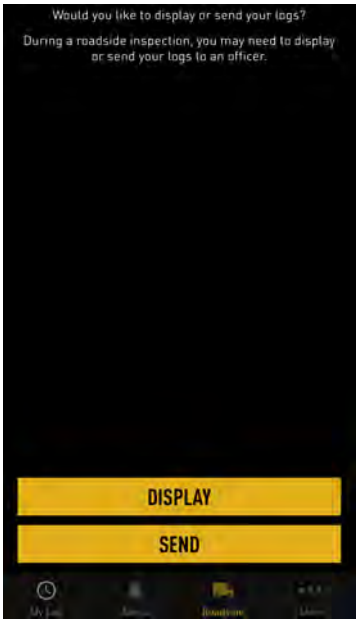
a. Tap on the **Web Services** option.

b. Tap the **Send Now** button. An XML file of your logs will be transferred to the FMCSA for the roadside official to access and review.

Showing Your Logs

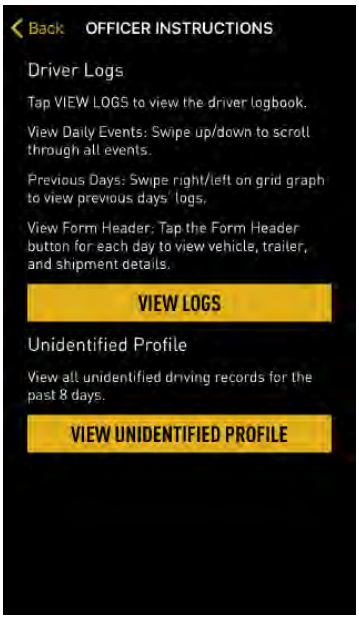
This support article covers how to show your logs if you are asked to do so during a roadside inspection.

1. Tap the **Roadside** option. The **Roadside Inspection** screen displays.



2. In the **Roadside Inspection** screen, tap the **Display** button. A second **Roadside Inspection** screen displays.

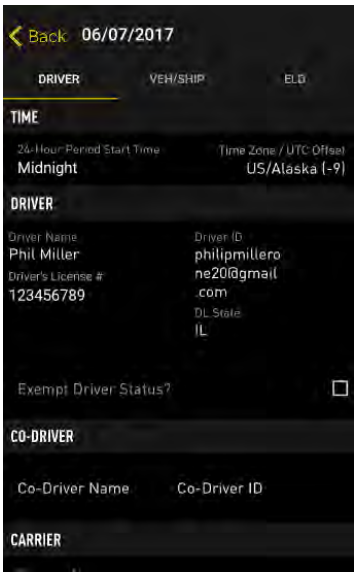
3. Hand your device to the officer.
4. The officer taps the **Continue** button. The **Officer Instructions** screen displays.



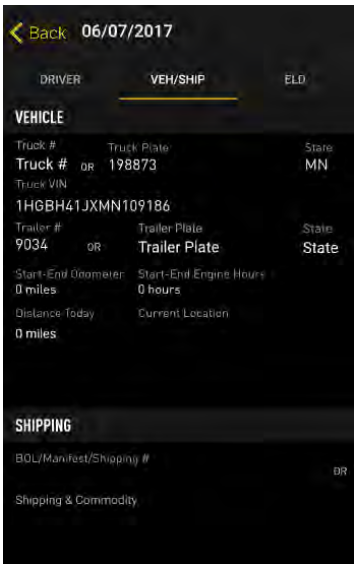
5. The officer taps the **View Logs** button. The **Roadside Log** screen displays, allowing the officer to view detailed log and activity information.

6. If the officer wants to view additional driver, vehicle, and ELD information, he or she taps the **Form Header** button. In this screen, the officer can tap on the tabs to view detailed driver information, vehicle information, as well as ELD information like manufacturer and ID. Additionally, the officer can view any unidentified activity recorded by the ELD under the Unidentified Profile by tapping on the **View Unidentified Activity** link on the **ELD** tab.

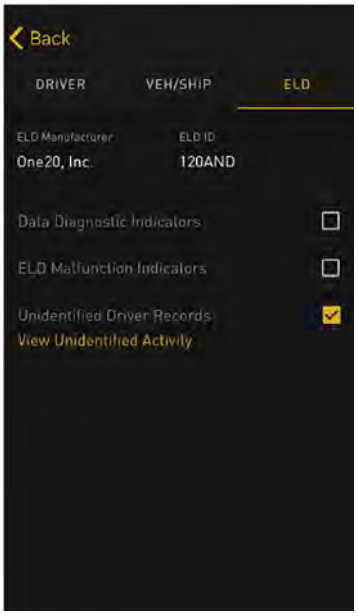
Driver Tab



Veh/Ship Tab



ELD Tab


Back
DRIVER
VEH/SHIP
ELD
ELD Manufacturer
One20, Inc.
ELD ID
120AND
Data Diagnostic Indicators
ELD Malfunction Indicators
Unidentified Driver Records
View Unidentified Activity

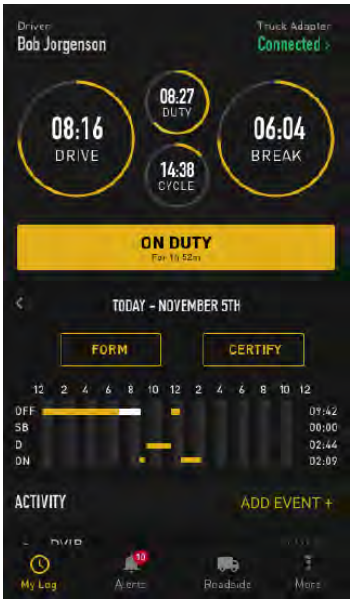
CO-DRIVING.

Do you share your truck adapter? We'll show you how to set up your ELD for this situation and we'll also show you how to switch drivers.

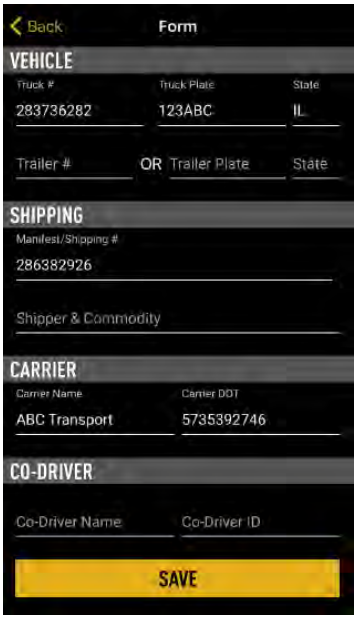
Setting Up Co-Driving

This article covers how to set up co-driving in the ONE20 F-ELD app. "Co-driving" happens when two or more drivers share one truck adapter (and truck).

1. Tap the **My Log** icon. Your logs for today display.



2. Tap the **Form** button. The **Form** screen displays.



3. In the **Co-Driver** section, enter this information for your co-driver(s):
   - **Co-Driver Name**: Enter the name of your co-driver.
   - **Co-Driver ID**: Enter your co-driver's ID number. This number is assigned to your co-driver by a fleet or motor carrier.

NOTE: For more detailed information on all the fields that can be edited in the **Form** screen, go here: Managing Your Form Header.

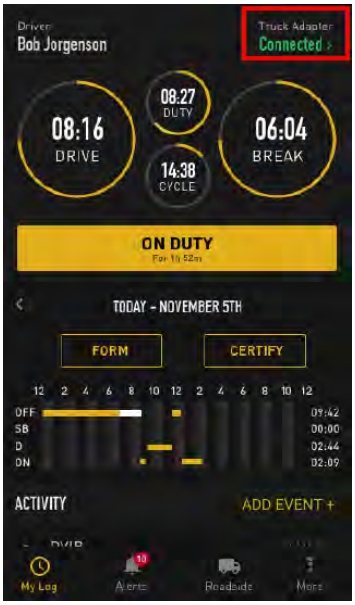
4. Tap the **Save** button.

Switching Drivers

This article covers how to switch drivers, which can be done by each driver connecting and disconnecting from a shared truck adapter. Note that when co-driving, drivers can share a ONE20 F-ELD truck adapter but they cannot share a mobile device or one instance of the ONE20 F-ELD app. Each driver must have his or her own mobile device and ONE20 F-ELD app.

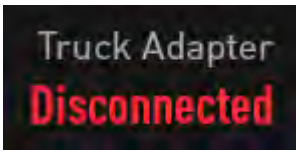
Step 1: Disconnect the Connected Driver

1. Tap the **My Log** option. Your logs for today display. In the upper, right-hand corner of the screen, your ELD connection status displays.
2. To disconnect from your truck adapter, tap on your current "Connected" status.



A list of current truck adapters displays.

3. Tap on the truck adapter you would like to disconnect. A dialog displays.
4. In this dialog, tap **OK**. Your ONE20 F-ELD app is disconnected from your ONE20 F-ELD truck adapter and "Disconnected" displays.



Step 2: Connect the Disconnected Driver

After the connected driver disconnects from the shared truck adapter, the driver who is current disconnected from the truck adapter can connect.

For detailed information on how to connect to a truck adapter, go here: Connecting Your ONE20 F-ELD Truck Adapter with the ONE20 F-ELD App.

SYSTEM MALFUNCTIONS & DIAGNOSTIC EVENTS.

If things get funky, this info gives you more details about what's happening and how to fix it.

Viewing System Issues

This article covers how to find system issues that your ELD is currently experiencing or has experienced in the past. Knowing how to find your ELD's system information can help you determine if you need to keep paper logs to remain compliant or if there is anything you need to do to repair issues when system issues come up.

1. Tap the **Menu** button. The **Menu** displays.
2. Tap the **System** menu option. The **System** screen displays, showing any system issues that your ELD is currently experiencing or has experienced in the past. For more detailed information on how to handle system issues, go here: Handling System Malfunctions.

Handling Data Diagnostic Events

This article covers the types of data diagnostic events and what they mean.

What to Do

- Click on the **Details** link in the **System Issues** screen for more detailed information

What the Diagnostic Events Mean

DATA DIAGNOSTIC EVENT TYPE	WHAT DOES IT MEAN?
Data Diagnostic Power Event	An ELD must monitor the data it receives from the engine ECM or other sources (as allowed), its onboard sensors, and data record history. This is needed to identify instances when it may not have complied with the power requirements. In this case, the ELD must record a power data diagnostics event for the corresponding driver(s), or under the unidentified driver profile if no drivers were authenticated at the time of detection.
Data Diagnostic Engine Synchronization Event	An ELD is required to establish a link to the engine ECM to monitor its connectivity and its ability to retrieve the vehicle parameters. It also must record an engine synchronization data diagnostics event when it can no longer get updated values for the ELD parameters required from records within five seconds of the need.
Data Diagnostic Missing Required Data Elements Event	An ELD must monitor the completeness of the ELD event record information in relation to the required data elements for each event type and it must record a missing data elements data diagnostics event for the driver if any required field is missing at the time of recording.
Data Diagnostic Data Transfer Event	An ELD must implement in-service monitoring functions to verify that the data transfer mechanisms are continuing to function properly. An ELD must verify this functionality at least once every seven days. These monitoring functions may be automatic or they may involve manual steps for the driver. The ONE20 F-ELD uses manual steps. If the monitoring mechanism fails to confirm proper in-service operation of the data transfer mechanism(s), an ELD must record a data transfer data diagnostic event and enter an unconfirmed data transfer mode.
Data Diagnostic Unidentified Driving Records Event	This is displayed for all drivers who connect to the Truck Adapter in the current and next 7 days. It shows once the unidentified activity time is greater than 30 minutes in a 24-hour period. It clears when the total unidentified activity in the current and previous seven days is less than or equal to 15 minutes.

Handling System Malfunctions

This article covers the types of system malfunctions and what they mean.

What to Do

If you are notified that your ELD solution is experiencing a system malfunction, do these things:

- Click on the **Details** link in the **System Issues** screen for more detailed information
- Keep paper logs until the issue is fixed
- Record the malfunction and provide written notice to your fleet in under 24 hours
- Refer to your Cab Card document for more information

What the Malfunctions Mean

SYSTEM MALFUNCTION TYPE	WHAT DOES IT MEAN?
Power System Malfunctions	An ELD must set a power compliance malfunction if the power data diagnostics event indicates an aggregated in-motion driving time understatement of 30 minutes or more on the ELD over a 24-hour period across all driver profiles, including the unidentified driver profile.
Engine Synchronization System Malfunctions	An ELD must set an engine synchronization compliance malfunction if connectivity to any of the required data sources specified is lost for more than 30 minutes during a 24-hour period aggregated across all driver profiles, including the unidentified driver profile.
Timing System Malfunction	An ELD must record a timing compliance malfunction when it can no longer meet the underlying compliance requirement.
GPS System Malfunction	An ELD must monitor the elapsed time during periods when the ELD fails to acquire a valid position measurement within five miles of the CMV's movement. When this elapsed time exceeds a cumulative 60 minutes over a 24-hour period, the ELD must set and record a positioning compliance malfunction.
Data Recording System Malfunction	An ELD must monitor its storage capacity and integrity and must detect a data recording compliance malfunction if it can no longer record or retain required events or retrieve recorded logs that are not otherwise cataloged remotely by the motor carrier.
Data Transfer System Malfunction	An ELD must implement in-service monitoring functions to verify that the data transfer mechanisms are continuing to function properly. An ELD must verify this functionality at least once every 7 days. These monitoring functions may be automatic or may involve manual steps for the driver. After an ELD records a data transfer data diagnostic event, the ELD must increase the frequency of the monitoring function to check at least once every 24-hour period. If the ELD

stays in the unconfirmed data transfer mode following the next three consecutive monitoring checks, the ELD must detect a data transfer compliance malfunction.

LEGAL STUFF.

Everyone loves a quick read on product warranties and FCC regulations, right? We know you probably won't read this stuff, but we have to include it anyway.

Warranty

ONE20 Limited Warranty Statement and Policy

[Last modified March 2017]

The following One20 Limited Warranty Statement and Policy describes the standard limited product warranties available to product customers of One20, Inc. (“One20”).

ONE20 PRODUCTS

Limited Warranty for One20 F-ELD and Accessories

Unless covered by a separate manufacturer’s warranty, One20 warrants that its product (“One20 F-ELD”) will be free from defects in material and workmanship under normal use and service for a period of one (1) year from the date of purchase by the first consumer purchaser; all cables and other accessories will be warranted for a period of 30 days from the date of purchase by the first consumer.

What Does One20’s Warranty Not Cover?

This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abnormal use, abnormal conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt, neglect, or unusual physical, electrical or electromechanical stress; (b) scratches, dents and cosmetic damage, unless caused by One20; (c) defects or damage resulting from excessive force or use of a metallic object; (d) equipment that has the serial number or the enhancement data code removed, defaced, damaged, altered or made illegible; (e) ordinary wear and tear; (f) defects or damage resulting from the use of the One 20 Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by One20; (g) defects or damage resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by One20 (h) defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source; or (i) One 20 Product used or purchased outside the United States.

One20’s Warranty Service Process for One20 Products

If service is required, purchaser must contact One20 Support, prior to returning any One20 Products to One20. To contact One20 Support, call 1-888-986-6320, Monday through Friday, during One20’s business hours, 8-5pm, except for US holidays. Purchaser must provide proof of purchase and serial number of the product to obtain return authorization and instructions.

Unless otherwise specified, purchaser must follow RMA procedures to get an RMA# for return to repair or to replace the One20 Product. Shipping charges for repaired or replaced One20 Products shipped to One20 will be paid by the purchaser and shipping charges from One20 to the purchaser will be paid by One20. Shipping method will be determined by One20. The decision to repair or replace a Product within one20's Limited Warranty is at One20's discretion.
One20 reserves the right, upon inspection, to determine repairability and refuse to repair, if the One20 Product is deemed irreparable, One20 will notify customer and customer will advise if a replacement is desired. Replacement of irreparable One20 Products and shipping of One20 Products are at full cost to customer.

If applicable, purchaser should keep a separate backup copy of any contents (personal or otherwise) of the One20 Product before delivering the Product to One20 for warranty service, as some or all of the contents may be deleted or reformatted during the course of warranty service.

One20 reserves the right, upon inspection, to determine repairability and refuse to repair. The decision to repair or replace a One 20 Product within One20's Limited Warranty is at One20's discretion, as applicable. If the One20 Product is deemed irreparable, One20 will notify purchaser and purchaser will advise if a replacement is desired. Replacement of irreparable One20 Products and shipping of One20 Products are at full cost to purchaser. If One20 determines that the One20 Product is not covered by the its Limited Warranty but repairable, One20 will notify purchaser and purchaser will advise if repair is desired in which case purchaser shall be responsible for all part, shipping and labor charges for the repair or return of such One20 Product. One20 may issue a credit as an alternative to repairing or replacing the One20 Product. The decision to repair, replace or issue a credit is at One20's option.

Repair, replacement or credit is the purchaser's sole remedy for One20 Product that does not meet One20's Limited Warranty. If One20 is unable to repair or replace the One20 Product, or provide credit to purchaser, or if the limited warranty is found to have failed of its essential purpose, Purchaser's exclusive remedy and One20's sole liability in contract, tort or otherwise is the payment by One20 of actual damages in an amount not to exceed the amount paid for the One20 Product.

What are One20's Limits on Liability?

ONE20'S LIMITED WARRANTY STATEMENT AND POLICY STATES THE SOLE LIABILITY OF ONE20 ARISING OUT OF THE PERFORMANCE OF THE ONE20 PRODUCTS AND PASSES ALONG SAMSUNG LIMITED WARRANTY TERMS TO PURCHASERS OF APPLICABLE SAMSUNG PRODUCTS. ONE20 MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, OR ARISING FROM A COURSE OF PERFORMANCE, DEALING, OR TRADE WITH RESPECT TO THE ONE20 PRODUCTS OR ANY SERVICES FURNISHED. ONE20 DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, AND ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THE PROVISIONS OF THE PRECEDING LIMITED WARRANTY AND WARRANTY DISCLAIMERS ARE REFLECTED IN THE ONE20 PRODUCT PRICES.

One20 may modify this warranty at any time; however, the modified warranty will only apply to products purchased after the effective date of the modification. ONE20 SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE TO ANY PERSON FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGES RESULTING FROM USE OR MALFUNCTION OF THE PRODUCTS, LOSS OF PROFITS OR

REVENUES OR COSTS OF REPLACEMENT GOODS, EVEN IF ONE20 IS INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE DISCLAIMER OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND DISCLAIMERS MAY NOT APPLY TO PURCHASER.

ONE20 MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY SOFTWARE OR EQUIPMENT USED IN CONJUNCTION WITH THE PRODUCTS, OR THE ABILITY TO INTEGRATE ANY SUCH SOFTWARE OR EQUIPMENT WITH THE PRODUCTS, WHETHER SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT IS INCLUDED WITH THE PRODUCT DISTRIBUTED BY ONE20 OR OTHERWISE. RESPONSIBILITY FOR THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT RESTS SOLELY WITH THE PURCHASER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT.

One20's Limited Warranty gives purchasers of ONE20 Products specific legal rights who may also have other rights that vary from state to state.

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the limited Warranty.

Contacting One20

One20's contact address is 1300 Oak Side Circle., Chanhassen, Minnesota 55317. Purchaser may contact us at support@One20.com or at 1-888-986-6320 for questions, complaints or claims with respect to the products described in this Limited Warranty Policy and Statement.

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No portion of this service may be reproduced in any form, or by any means, except as authorized below, without prior written permission from One20.

FCC

FCC ID: 2ALBDPT30

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.

TROUBLESHOOTING & FAQS...

Still have questions? We have a TON of FAQs and troubleshooting information at help.one20.com. Join us there. Paper is so last year anyway.

FINDING HELP & MORE INFO.

Technology can be frustrating. Information on where to look and who to call for help is included here. We've got your back.

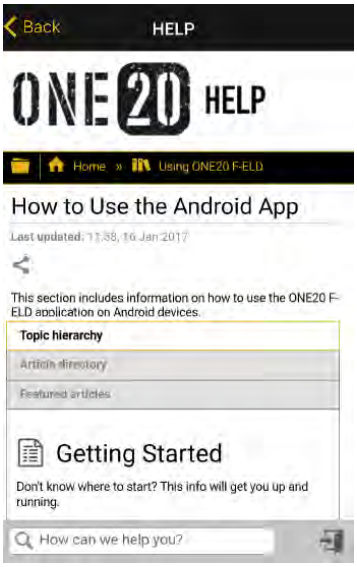
Managing Your F-ELD Info on the Web

You can also choose to manage your ONE20 F-ELD information by logging into the ONE20 Dashboard here: https://dashboard.myone20.com. The ONE20 Dashboard is a web portal that allows you to manage and share your log information, generate reports, and manage unidentified activity. For detailed information on how to use the ONE20 Dashboard, go here: How to Use the Dashboard.

Getting Help

This support article covers where to go to find information on how to use the ONE20 F-ELD app.

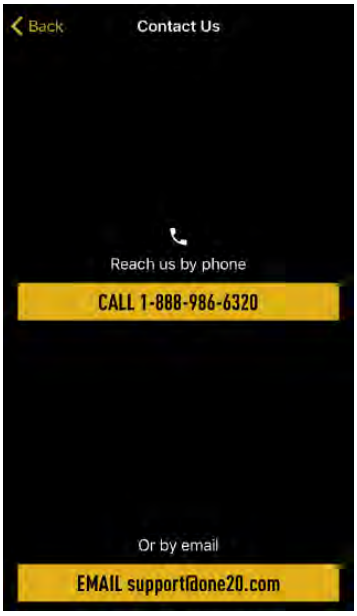
1. Tap the **More** menu option. The **More** screen displays.
2. Tap the **Get Help** menu option. The **Help** screen displays. In this screen, you can browse or search for the help topics you need.



Contacting ONE20

This support article covers where to find the information you need to contact ONE20 for additional help or information.

1. Tap the **More** option. The **More** screen displays.
2. Tap the **Contact Us** menu option. The **Contact Us** screen displays.



3. Tap one of these options:
   - **Call**: Tap this button if you would like to call ONE20's Support representatives to get help. When you tap this option, a phone call is initiated using your phone's default phone app.
   - **Email**: Tap this button if you would like to email ONE20's Support representatives to get help. When you tap this option, an email is started using your phone's default email app.

WE'RE DONE HERE.

CAN'T GET ENOUGH?

help.one20.com