

# What to do if the ELD Malfunctions

## How will the driver know the ELD Malfunctioned?

- Option 1** Hours of service are not being logged correctly for example, while driving the ELD is not on the drive line.
- Option 2** There are no lights on the Plug-in or the light is red, during normal use the blue and green lights may flash or stay on. But it is not normal for the lights to remain off or the light to be red while the truck is running.
- Option 3** The application cannot connect to the plug-in, this can be determined by using “Check Plug-in” within the Geowiz App.

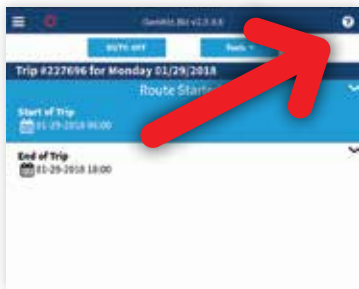
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## What does the driver need to do?

**Quick Fix** Log out of the Geowiz Application and unplug the plug-in. Log back in, replug the plug-in into the truck. If the issue continues, do these steps:

### Step 1

Tap on the “Help” button on the top right corner



### Step 2

Enter any notes you need to regarding the malfunction



### Step 3

Tap on the save button. This sends the report to us



### Step 4

Call and inform the fleet office about the malfunction.



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## What does the fleet need to do?

- Step 1** Email Geospace Labs support ([support@geowiz.biz](mailto:support@geowiz.biz)) so the support staff can include the fleet contact person on the ticket with the driver
- Step 2** Geospace Labs will take appropriate action to resolve the issue within 8 days allotted by the FMCSA; if this is not possible, the fleet will need to contact the FMCSA for an extension within 5 days of the initial malfunction report.