

## Registering Your Device/Account Creation

To gain access to remote diagnostics, route reports, driver logs and much more, you need to register your device(s) online. Go to [www.oncommandconnection.com](http://www.oncommandconnection.com), click "Enroll" at the top of the page, and then enter your company information. If you need help with registration, click the Help button on the website or call 1-888.661.6272, Menu Option 3.

### Attention Owner/Operators

FMCSA regulations require that your administrative account be unique from your driver account. When registering online, you must use a different email address than the one you use to log in to the OnCommand Connection Electronic Driver Log mobile app.



## ELD Malfunctions

**The following instructions are in accordance with the guidelines set forth in §395.34:**

A motor carrier must ensure that its drivers possess onboard a commercial motor vehicle an ELD information packet containing:

- A user manual for the ELD installed in the vehicle.
- An inspection reference card.
- An instruction sheet for the driver describing ELD malfunction reporting requirements and record-keeping procedures during ELD malfunctions.

### How do I know if the ELD is malfunctioning?

The device is malfunctioning if none of the LED lights on the device are turned on when the device is connected to the diagnostic port and power is going to it.

**Important note:** If you begin driving an ELD-equipped vehicle and hear an intermittent beeping from the telematics device, this is your cue to log in to your OnCommand Connection® EDL app.

### What do I do if the ELD is malfunctioning?

1. Contact OnCommand Connection support at [oncommandconnection@navistar.com](mailto:oncommandconnection@navistar.com) or 1-888-661-6272 (menu option 3) to troubleshoot.
2. Provide written notice of the malfunction to your fleet within 24 hours.
3. Keep a paper log for that day and until the ELD is repaired. If you get inspected the same day as a malfunction, display the previous 7 days worth of logs from the Inspect screen of the OnCommand Connection EDL app.

## General Troubleshooting and Support

### If you experience any issues with:

1. Powering on ELD when engine starts.
2. ELD recording any vehicle activity such as vehicle miles, engine hours.
3. Time recorded with time of status entry.
4. ELD storing log data on device.
5. Location not working correctly... or have a non-working OnCommand Connection telematics device, or mobile app, immediately switch to paper logs and contact OnCommand Connection support to troubleshoot.

### Dealer Support:

1-800-336-4500 Menu Option 9-1

### Customer Support:

1-888.661.6272 Menu Option 3

### Website:

[oncommandconnection.com](http://oncommandconnection.com)

### Email:

[OnCommandConnection@Navistar.com](mailto:OnCommandConnection@Navistar.com)

## OnCommand® Connection Telematics Device Warranty

The OnCommand Connection telematics device is covered by a warranty for a period of 1 year from the date of purchase. During the warranty period, Navistar will replace, at no charge, a product that proves defective because of improper material under normal use. This limited warranty does not cover any

problem caused by damage resulting from improper usage or installation. To obtain warranty service, you should contact the OnCommand Connection support team at [oncommandconnection@navistar.com](mailto:oncommandconnection@navistar.com) or 1-888-661-6272 to determine the problem and the most appropriate solution for you.



OnCommand® Connection Telematics

# Quick Start Guide

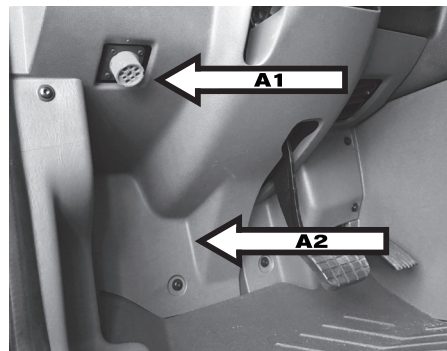
Please keep this guide in your vehicle at all times to ensure compliance.

Download detailed user manuals at [info.oncommandconnection.com/downloads](http://info.oncommandconnection.com/downloads)

## Installing the Telematics Device

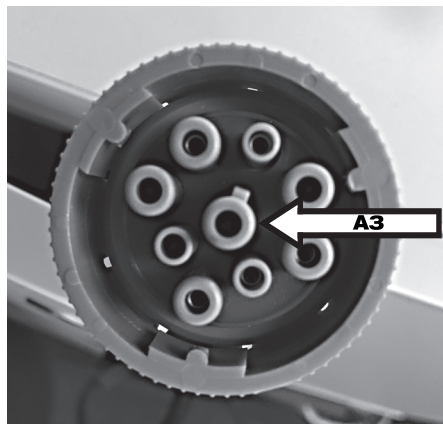
1

Connect the 9-pin male connector supplied with your device with the J-1939 port on the lower left side of your vehicle's dashboard (A1 below). (Note: some trucks may have a plastic panel (A2 below) underneath the dashboard that may need to be unscrewed and removed.)



2

Connect the cable to the J-1939 port by matching the middle key (A3) on the connector with the keyhole in the middle of the diagnostic port.

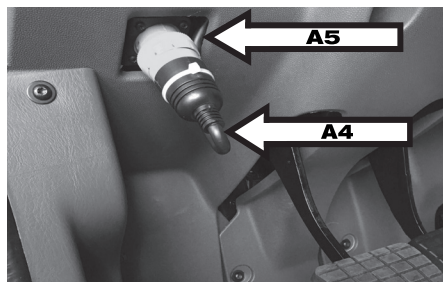


3

Turn the locking ring counter-clockwise until it is locked securely in place. (Note: the locking ring may require extra pressure to turn.) Do not use any tools on the locking rings (pliers, vice grips, etc) – this may damage the connector.

4

Bend the cable over and zip tie it to the large end of the connector (A4).



5

Route the cable up into the dash, out the way of feet and pedals (A5). (Make sure extra cable is secured with zip ties provided in the kit.)

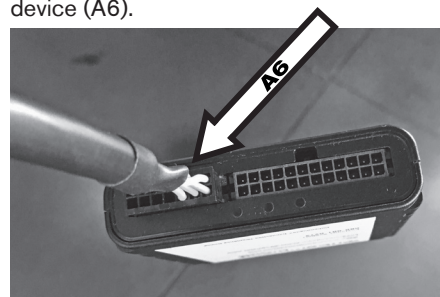
7

Check your device power by keying on and checking the lights directly above the 14-pin input:

- The amber light will begin blinking as soon as it is connected to a cellular network.
- The green light will begin blinking once connected to GPS. (Note: this process may take a few minutes)
- If no lights show on the device, double check that all your connection points are secure. Otherwise there may be a malfunction. (See malfunction instructions on the back page of this guide)

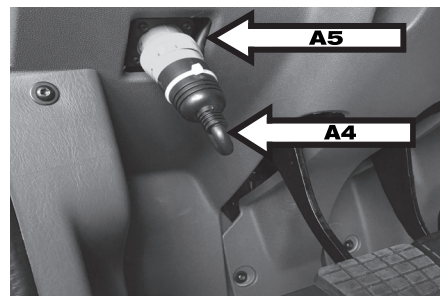
6

Attach the small side of the cable to the smaller, 14-pin input on the telematics device (A6).



8

Secure the device with the provided Velcro and zip ties. If using Velcro supplied with the kit, make sure the area is clean of all grease, dirt and dust before applying the Velcro. Or, simply zip tie the device in-place with the provided zip ties. Once complete, your device should be secured and out of the way and your cable should look like this:



## Using the Electronic Driver Log

For detailed app instructions, visit [info.oncommandconnection.com/downloads](http://info.oncommandconnection.com/downloads). Note that your phone or tablet must have a data plan for the app to work.

1

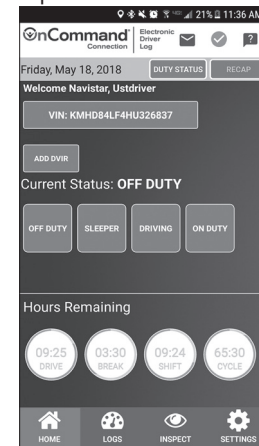
### Download

The OCC Electronic Driver Log app to your phone or tablet (iPhone or Android) to create an account using one of the options: Facebook, email or Google

4

### Get Started

By selecting your status or adding an inspection report from Home



5

Drive!

2

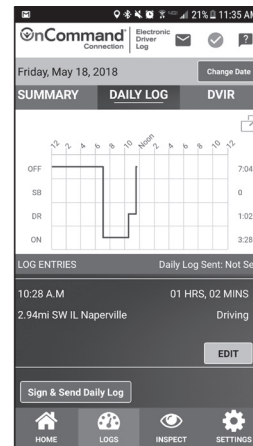
### Connect

With the vehicle's telematics device by selecting the device with the name that begins with "Link2" from the list of available devices during setup

6

### Manage

Your daily trips by viewing log history and submitted DVIRs.



3

### Setup

Your account by entering your CDL, log rule and carrier information

7

### Complete Your Day

By making sure you've added vehicle details and carrier contact information to submit your Daily Logs and DVIRs from the settings screen.

Set your status to **Off Duty**, and you're done!

