

IOS ELD ACTIVATION WORK-AROUND

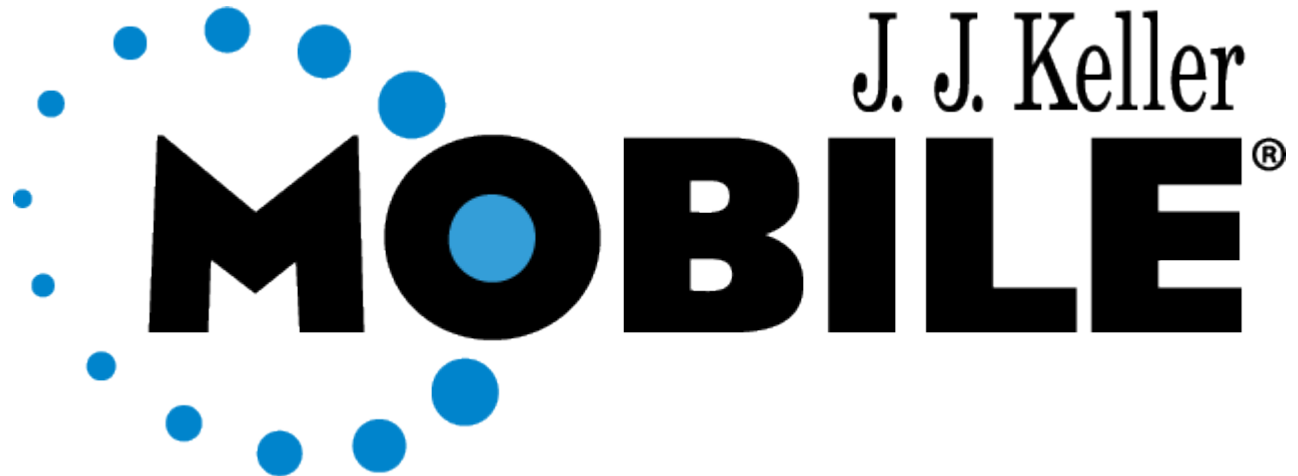


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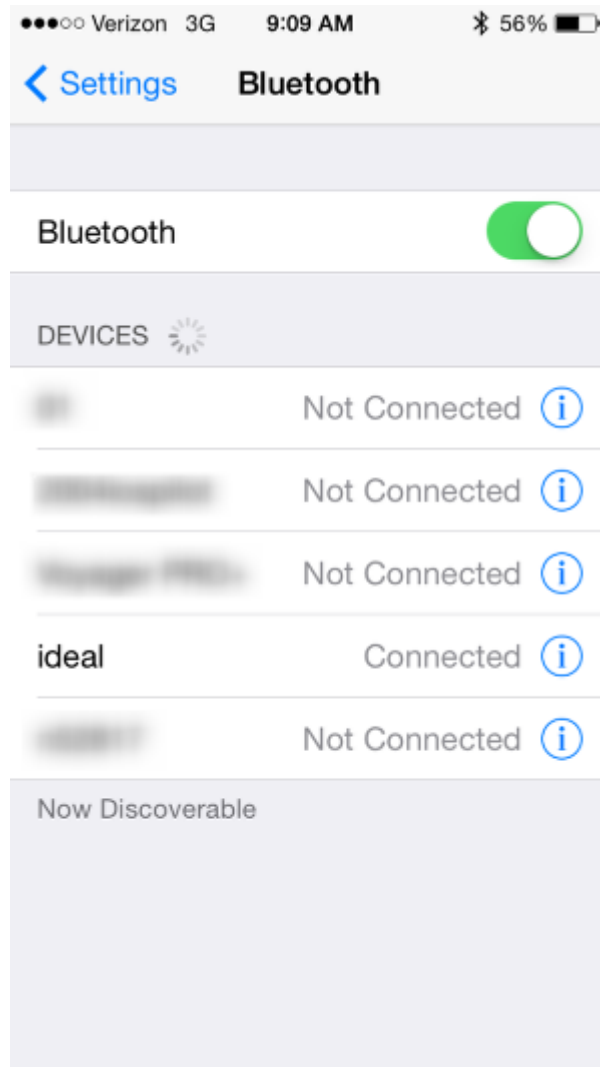
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iOS ELD Activation Work-Around

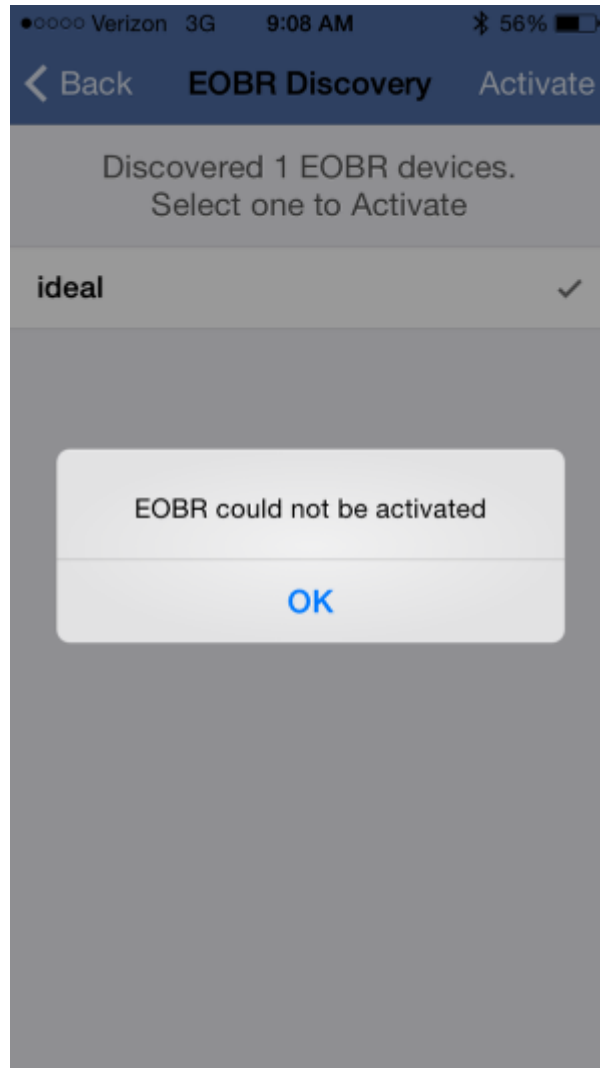
Activation Issue

There is a known issue with iOS v7.1, v7.1.1 and Bluetooth connections. This issue is caused by Apple iOS operating system. The issue is when a mobile user is attempting to connect/activate an ELD. This case assumes that the user has connected to the ELD from the mobile device in the Bluetooth menu (hardware level):

Bluetooth Connected to ELD



Activation Error Message

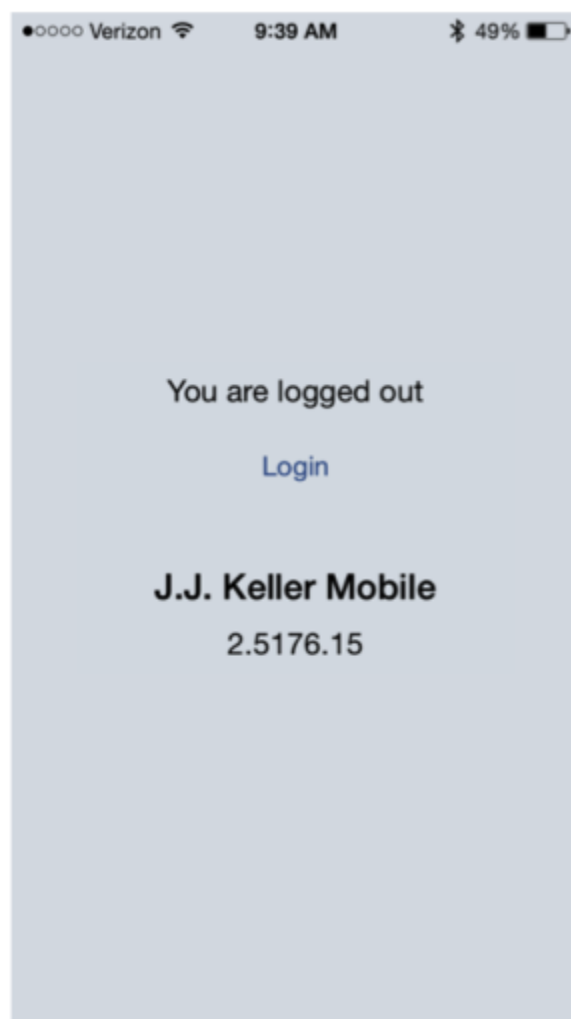
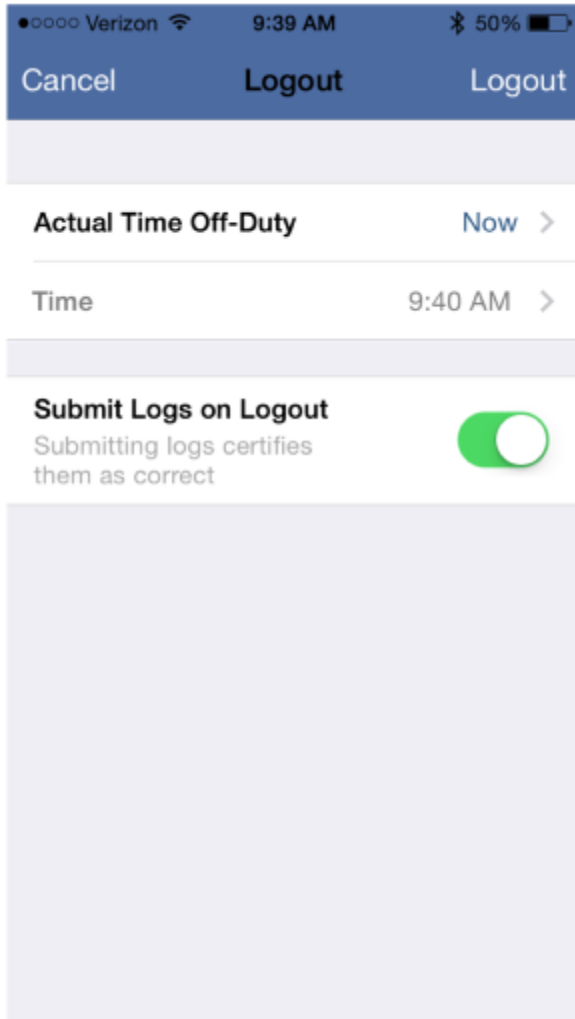


Here's what the error message looks like when attempting to **activate** the ELD within mobile app and the process fails. There is no consistency to this error message, it seems to come up at random times; it can even occur if you have been previously connected to the ELD.

Activation Work-Around

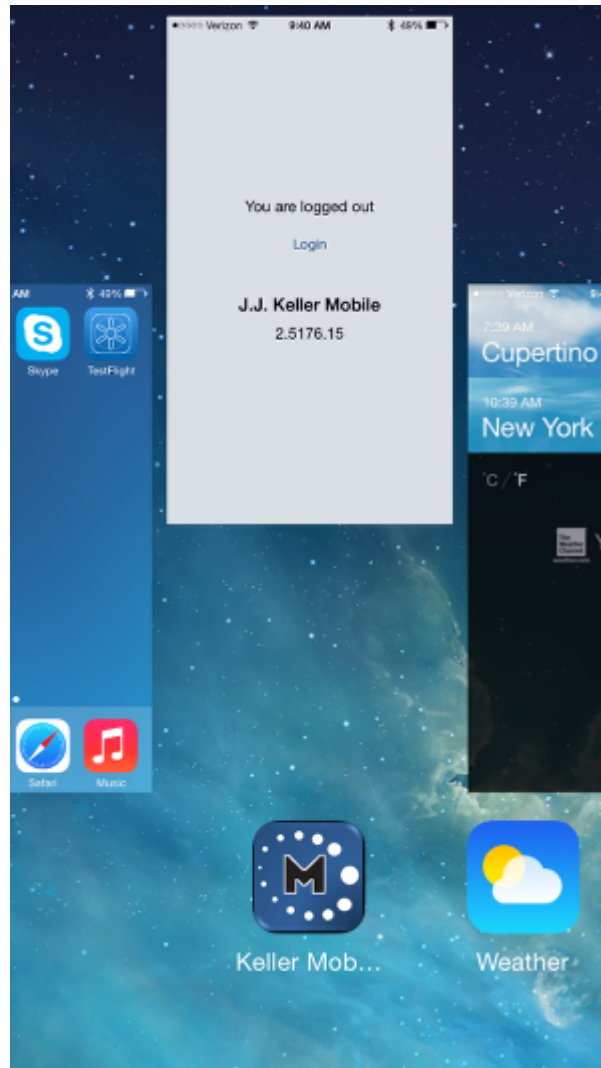
Please follow these steps to remedy the activation issue.

Log Out of J. J. Keller Mobile®



Alternatively, you can simply quit the application, without logging off, as described in the next step.

Quit the J. J. Keller Mobile Application



To close J. J. Keller Mobile and get it out of memory, please follow these steps:

1. Double tap the **Home** button
2. **Swipe** J. J. Keller Mobile app up off screen to quit the application.
3. **Launch** the J. J. Keller Mobile app, discover/activate ELD again.

If the above does not solve the issue, then you may have to perform one of the following steps.

- a. Go to the Bluetooth menu, **toggle** Bluetooth off then on.
- b. Or you may have to **forget device** and reconnect to the ELD.

As a last resort on some devices; turn off device, turn it back on, launch the J. J. Keller Mobile app and perform the discovery/activation process again.

Bluetooth Connection Tips

Connecting, releasing and reconnecting Bluetooth with iPhones.

- Some customers are experiencing issues connecting, releasing and reconnecting to the ELD.
- This is most often experienced when one driver is trying to connect to an ELD after another driver has been connected.
- Best process to minimize this issue:
 - When a driver is going to leave the vehicle:
 - Open the **EOBR Discovery** screen by clicking on the **EOBR icon** from the main screen/dashboard.
 - Click **Release**
 - Turn off Bluetooth on the iPhone in **Settings / Bluetooth**.
 - This will close out this Bluetooth connection with the ELD and make it available for another device to connect to it.