

Driver iFace User Training & Troubleshooting Guide

Driver Logon

Driver Logon
Tap here to logon

If you are not logged in, the 'Driver Logon' will appear orange.

John Smith
Tap here to log off

If you or someone else are logged in, the 'Driver Logon' will appear green.

If someone else is logged in, tap the 'Driver Logon' app and tap the green 'Log Off' button.

Create a New Driver

When you visit the 'Driver Logon' app and your name does not appear in the list, then you must add yourself as a driver on the iFace.

To do so, tap the blue 'New Driver' button. Using the keyboard that appears, enter your entire driver's licence number and then select your state from the list that appears when you tap on 'Please Select One'.

Tap 'Ok' when you are done.

Logging On the iFace

Start by tapping the 'Driver Logon' Screen.

From the list of driver's that appears, tap your name - it will then turn green when you've selected it properly.

Tap the green 'Logon' button on the top right.

Using the keyboard that appears, enter the last four (4) digits of your driver's licence number then tap the green 'Logon' button again.

A confirmation message will appear - ensure you have the correct details and tap the green 'Ok' button. If you accidentally entered the wrong licence number, tap the

red 'Cancel' button and start again.

Logging Off the iFace

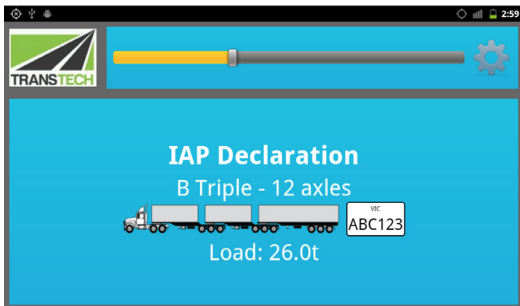
Start by tapping the 'Driver Logon' Screen.

From the list of driver's that appears, your name will be green.

Tap the green 'Log Off' button on the top right.

A confirmation message will appear asking you if you are sure you wish to logoff. Tap the green 'Ok' button, otherwise tap the red 'Cancel' button to stay logged in.

Making an IAP Declaration



Under IAP you must declare each time you load, unload, when the vehicle configuration changes and at least once every 24 hours.

“It doesn’t matter if you’re on HML, CML or on General Mass, you must still declare”

Firstly tap on the IAP Declaration button from the home screen, then on the “**Mass**” or “**Comments**” icon, depending on the declaration type that needs to be made.

Mass - Declaring your mass.

Comments - Any information pertaining to the

IAP declaration or route such as road closures or redirections.

Next, select the vehicle type and the number of axles followed by entering the total mass in tonnes.

Making an IAP Declaration (cont..)

Press “**Send**” once completed.



Please note: drivers must enter in “No Load” if it’s a prime mover or bob-tail.

You are about to make the following IAP declaration:

Vehicle Registration: ABC123 (VIC)

Vehicle Type: Rigid Truck (3 axles)

Mass: 22.6 tonnes

Are all the values on this declaration correct?


Send

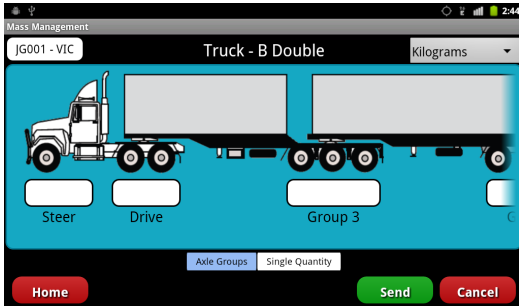
Review values

A confirmation pop up will appear with details of the declaration for final review.

Press “**Send**” to make the declaration, or press “**Review Values**” to change the details of the declaration.

Mass Management

Firstly, ensure that the vehicle type has been set. For IAP customers, set through IAP Declaration app, otherwise click the  button and visit the 'Vehicle Settings' tab at the top.



Select Mass Manager from the home screen. In the top right-hand corner, select your unit of measure (i.e. Tonnes).

Next, enter each axle weight. For long vehicle combinations, the driver can scroll left or right by swiping their finger on the vehicle.

Press '**Send**' to save the Mass Declaration.

Sentinel Fatigue Management

Sentinel


Working for:

2:44:59

Next rest in:

2:56:47

Firstly, make sure you are logged in on the iFace, then select the Sentinel widget from the home screen.



Date/Time	Rule
12/06/15 8:49pm	Must not work more than 6h in any 6.25h period
12/06/15 11:19pm	Must not work more than 8.5h in any 9h period
13/06/15 1:49am	Must not work more than 11h in any 12h period
13/06/15 4:49am	Must not work more than 14h in any 24h period following a 7+ hour break
16/06/15 2:49am	Must not work more than 84h following any 24+ hour break

The 'Rule Summary' screen shows when the next rest break is required according to fatigue laws.

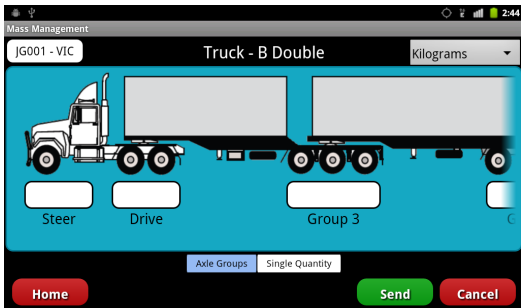
To start recording fatigue, select the blue "**Work/Rest**" button at the top.

- Press the correct button according to the fatigue event you wish to record.


If a user forgets to change the status of their working times, back office staff need to be notified, as changes can be made via the back end.

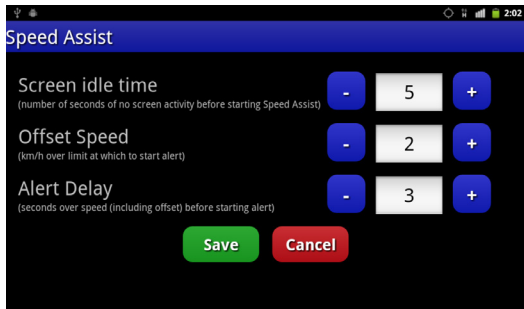
Please note: drivers still need to fill out their paper work diaries as required by law.

SpeedAssist



The SpeedAssist app will automatically start; there is no way to start the application itself.

To adjust the settings of speed assist, click the  button from the home screen, and tap the **“Speed Assist Settings”** button.

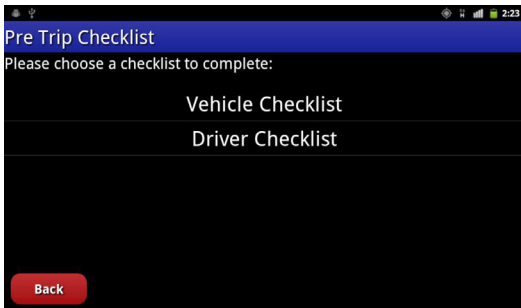


When the set speed has been exceeded for the time and the offset, the screen will flash red and an audible alert will sound.

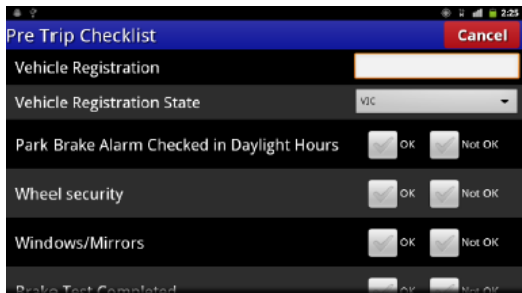
To change the volume of the alert, use the volume buttons on top of the iFace next to the on/off button.

Pre-Trip Checklist

Begin by selecting the Pre-Trip Checklist widget from the homescreen.



From the list that appears, select the checklist you wish to complete.



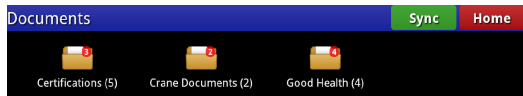
Fill in each item in the checklist by selecting the correct option applicable or answering the item.

Press “**Submit**” once complete.

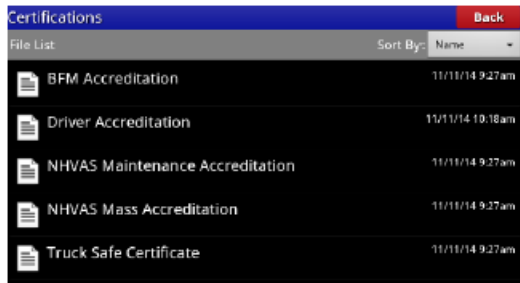
Please note: a failed answer may cause you to answer a separate question at the bottom.

Easydocs

Start by selecting the Easydocs widget from the homescreen.



Documents are stored in folders. Each folder displays the number of documents in brackets. The number in red displays the number of unread documents within.

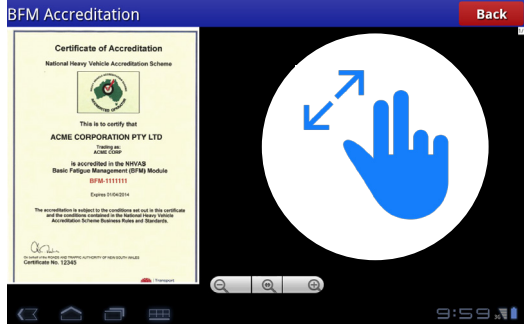


Select the folder to view the documents within as shown to the left.

Please note: documents cannot be uploaded, edited or deleted from the iFace - this must be done through NextGen.

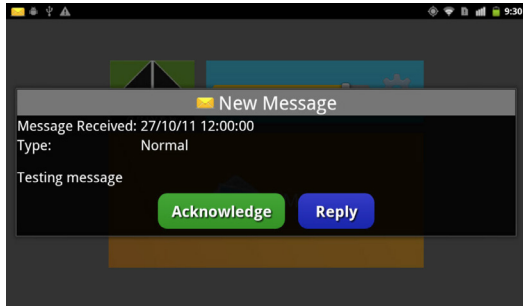
Easydocs (cont..)

To open a document, select the document you wish to view. It will then open on the full screen of the iFace. You can zoom in and out using the controls at the bottom of the screen or by using a pinching motion on the touchscreen. You can move around the document by touching the screen and moving your finger.



Messaging

When a new message is received, it will pop up on the screen and a message icon will appear in the top left hand corner of the screen.



If you press “**Acknowledge**” it will mark the message as “**Read**” and will be stored in the Messaging app. If you press “**Reply**”, you will be prompted to create a message in reply to the received message.

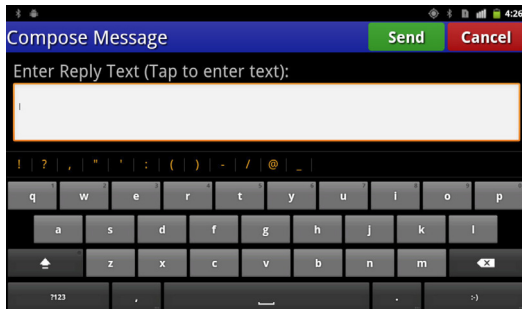
Messaging (cont..)

Drivers can also write messages to operators. There are two types of messages:

- Replies are messages used to respond to a message that was sent to the driver from the back-office.
- New messages are used to send new messages to the back-office.

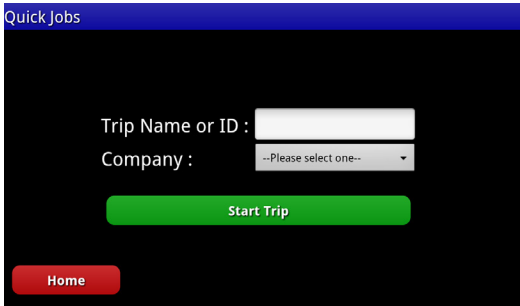
To create a new message, click the **“Create”** button from the Messaging screen or if replying to a message click reply.

Write the reply using the keyboard and click the **“Send”** button to send the reply.



QuickJobs

Start by selecting the QuickJobs widget from the homescreen.



Enter your trip details and select the company for the trip to be assigned to.



Once a Trip has been started the driver has the option of Starting a **Delivery**, **Pickup** or **Delay**.

QuickJobs (cont..)

QuickJobs : Delay

Trip Started at : 10:01am

Reason : Loading delay

Sub-reason : --Please select one--

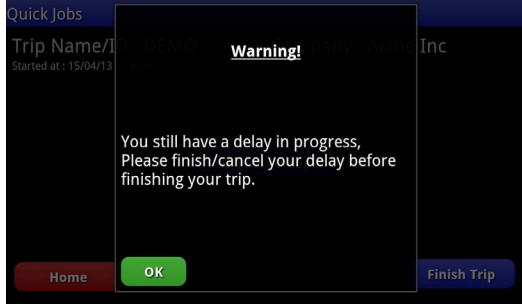
Time : 10 01 AM

Start

Back

Select a reason for the chosen job, then fill in the time by clicking the plus and minus buttons and adjusting the AM/PM option.

If the driver tries to finish the trip whilst a delay is still in progress the below warning is displayed.



End the delay in the same manner as you would finish a delivery or pick up.

When the driver finishes a trip by pressing the “**Finish Trip**” button, they will not need to enter a time. However they will be asked to confirm the finished trip.

SmartNav

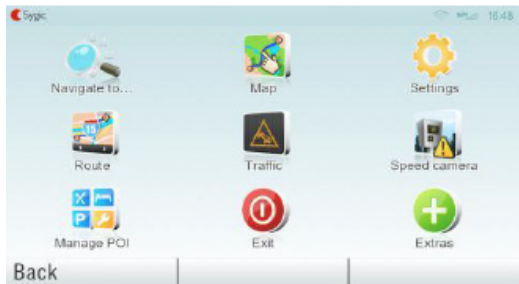
Select SmartNav from the Homescreen.
SmartNav contains IAP specific route information for cranes only.



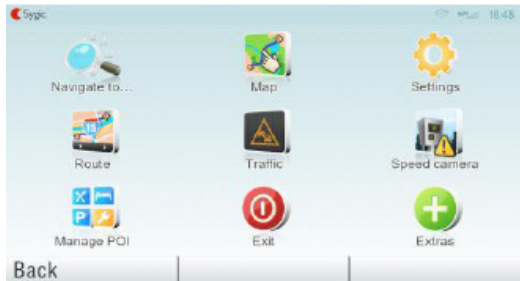
Once started you will see a map showing your current or last known position.

To enter the menu of the application, tap

any where on the map and it will bring up the following options.



SmartNav (cont..)



Select the “**Navigate to...**” option to enter a destination. Follow the next commands as they appear, to allow SmartNav to navigate you to your destination.

SmartNav has heavy vehicle routing information built in. Vehicle attributes such as mass, height, width and length can be entered and will be taken into account when constructing the route. Select “**Settings**” from the menu and ensure “**Yes**” is selected for the “**Use truck attributes**” setting (by default it is set to yes).

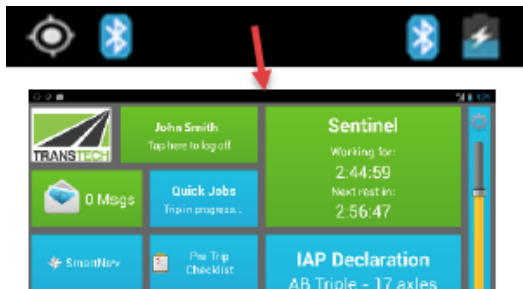


Troubleshooting



I can't log into Sentinel!

Check the iFace has successfully paired with the IVU, two Bluetooth symbols displayed near the time in the corner as seen to the left.



If no bluetooth symbols appear, hold the power button down for 10 seconds to reset the iFace.

** This fix does not apply to standalone iFaces (non-IAP)*

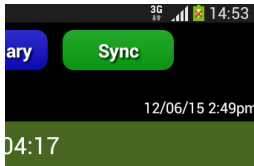
*** Position of Bluetooth symbols may differ between iFace models.*

Troubleshooting (cont..)

I can't log into Sentinel (cont..)

This can happen if the iFace has not sync'd your rest information with the server. Please ensure you are within cellular communications range.

Next tap the Sentinel widget from the homescreen. Next to the “**Work Summary**” button on the right, it will either display the date or “**Updating**” or “**Failed**”.



If the date is not recent or it displays “Failed”, press the green “**Sync**” button. If you're out of mobile coverage you will need to wait until you are back in range for the update to occur.

Troubleshooting Checklist

1. Vehicle ignition is turned “**ON**”.
2. Truck is within cellular comms range.
3. Power iFace “**OFF**” and then “**ON**” again (hold power button for 3 sec each time).
4. Press “**Sync**” button in Sentinel.
5. Hold power button down for 10 seconds (hard reset).

Troubleshooting (cont..)

The iFace won't switch on?

Ensure the screen is connected to the in-vehicle charger and it is charging - a big green battery icon will appear on the blank screen. Press the power button to turn the screen on. If this doesn't wake up the device, try holding down the power button for 10 seconds. This will cause the device to vibrate and reboot (hard reset).



If the device still will not turn on it is likely that there is no charge in the battery. Try charging the device with the 240v AC charger originally

supplied with the iFace (your inline/depot manager may have this).

Please note: don't charge the iFace from a computer - it will not supply enough current to charge the device.

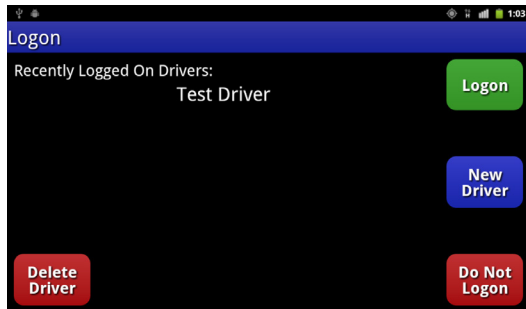
Troubleshooting Checklist

1. Hold power button down for 3 seconds to turn on.
2. Hold power button down for up to 15 seconds (hard reset).
3. Plug device into vehicle charger - is the power light on?
4. Try charging device in another vehicle.
5. Try charging device with the supplied 240v wall charger.

Troubleshooting (cont..)

I can't create myself as a driver?

Drivers must be created through NextGen. If you press “**New Driver**” and you enter your licence number and state correctly but are not able to log in, contact your inline/depot manager and request that a driver account be created for you on NextGen.



The iFace is still not working!

If you have completed the troubleshooting checklists and your device is still not working, please notify your inline/depot manager of the issue, and what vehicle the device is from.



If the iFace can be turned on, tap the Transtech logo & note the DEVICE & IVU ID. Emailing/SMS a photo of the device may also help in troubleshooting.