



# KONEXIAL

**A paid subscription is required for ELD compliance. For complete training, visit our driver resource center: <https://konexial.com/resources/training/>**  
**ELD Manual (Print or Electronic) Must Remain In Truck.**

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# INTRODUCTION

Thank you for choosing Konexial, your complete ELD solution. This compact & easy-to-use device has everything you need for FMCSA compliance & MUCH more

## What's Included:

- Konexial Electronic Logging Device supporting a 9 Pin (J1939) OR OBDII ECM Port
- Access to electronic ELD User Manual
- Free Konexial My20 App Download



## What you need:

- A valid ELD subscription
- Cellular tablet or smartphone with unlimited data running Apple iOS 14.0 (or higher) OR Android running 8.0 (or higher).

Verify your operating system at [www.konexial.com/faq](http://www.konexial.com/faq)  
Dash or window mount for your smartphone or tablet\*\*

NOTE: Your mobile device must have INTERNET capability with unlimited data and nationwide coverage. \*\*Most drivers prefer a tablet.

**MOBILE HOTSPOTS ARE NOT COMPATIBLE**

# ELD TIPS



**Konexial Bluetooth  
ELD**



**Konexial Cellular  
ELD**



**Konexial Behind the  
Dash ELD**

- Use one ELD per truck. Keep the ELD plugged in at all times. If you need to move it to another truck, call Konexial Support before switching it: (865) 888-6920.
- Confirm the ELD is working. Check for a green light. Do not unplug the device unless Support instructs you to. If unplugging is required, always turn the truck engine off first.
- Stay connected to be compliant. You must use the My20 App and stay connected to the ELD throughout the day. The app requires your input and daily log certification.
- Log in before engine on/off. Ensure you are logged into My20 and connected to the ELD before starting or shutting off your engine. Missing this data creates Unidentified Non-Driving Records (UDRs) you'll later have to review.
- Understand your workday. A “workday” includes all driving from first engine on to last engine off—On Duty, Off Duty, Personal Conveyance (PC), Short Haul, and Agricultural (AG) exceptions.

# ELD TIPS

- Set duty status before your first move. If using PC or AG, change your duty status and set your AG circle before beginning your workday. This prevents the app from automatically placing you On Duty.
- End trips properly. At the end of your 14-hour workday, end your Trip, complete the Post-Trip, then End Work Day and certify your logs.
- Keep My20 visible and active. Keep the My20 app open on the front screen. Backgrounding the app may cause it to hibernate and disconnect Bluetooth. Your device must be mounted and visible from the driver's seat.
- During maintenance, if your mechanic does not have an ELD subscription, leave the ELD plugged in unless they must access the ECM port. If the truck is driven, send the records to your carrier to follow the UDR process.
- Certify your logs daily. Drivers must certify their Record of Duty Status each day after the post-trip or from the RODS screen by tapping "Certify Records."
- Ensure accurate IFTA reporting. Your ELD subscription includes IFTA calculations. For accurate reports, enable location tracking on both the device and the app are set to "while using the app" and make sure all miles and locations are recorded. Upload fuel receipts individually or via .csv file.

# HARDWARE: Konexial ELD

## What Type of ECM Port Does Your Truck Have?



**The Konexial ELD comes equipped with a 9 pin ECM connector. If the truck has a 9 pin ECM port, no adapter is required.**



If the truck has a 6 Pin ECM port, a 6 pin to 9 pin adapter is required



If the truck has an 14 pin ECM port, a 14 pin to 9 pin adapter is required



If the truck has an OBDII port, a OBDII to 9 pin adapter is required



← Adapter cables sold separately at [Konexial.com](http://Konexial.com)

**WARNING:** Please remove the ELD device before any work is done on the electrical system, battery changes or charge, as this might damage the device and void any warranty on the device

# HARDWARE: Konexial Cellular ELD

## What Type of ECM Port Does The Truck Have?



**The Konexial Cellular ELD has an OBDII connector, if the truck has an OBDII ECM Port, no adapter is required**



If the truck has a 9 pin ECM port, a 9 pin to OBDII adapter is required



← Adapter cables sold separately at [Konexial.com](https://Konexial.com)

**WARNING:** Please remove the ELD device before any work is done on the electrical system, battery changes or charge, as this might damage the device and void any warranty on the device

# INSTALLATION

## Minimum Device Requirements

15



### iOS

Minimum: iOS 15 or higher iPhone 7 or newer iPad Mini 4, iPad Air 2, or newer  
Recommended: iOS 26 iPhone 12 or newer Any iPad released in the last 4 years



### Android

Minimum: Android 8 or higher Recommended: Android 12 or higher  
Phones: Google Pixel 8 or newer, Samsung Galaxy S21 or newer, OnePlus 13, Sony Xperia 1 VII, and the latest Samsung Galaxy S25 series.

\*\*Tablets are preferred by most drivers

# INSTALLATION

## Continued

### Step 1: Purchase Subscription

Purchase subscription from [konexial.com/subscriptions](http://konexial.com/subscriptions). You will receive an order confirmation email with instructions on how to create your carrier and driver accounts, and vehicles or assets.

\*Do not create a new account in the mobile application. This could cause log-in issues later in the on-boarding process.

For fleets of 10 or more vehicles, contact support at 865-888-6920 ext 2 for time saving set up.

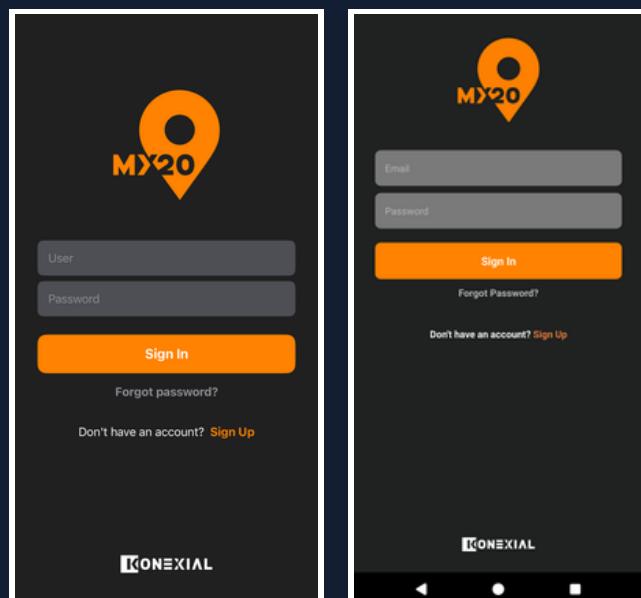
### Step 2: Set Up Carrier

Once the subscription has been purchased click on the "Set Up Your Account Link" in the receipt email you will receive and complete the 4 steps: Create Carrier, Create Administrator Profile, Create Drivers, Create Trucks/Vehicles and Trailers

\*If you are not the admin for the carrier please bypass this step.

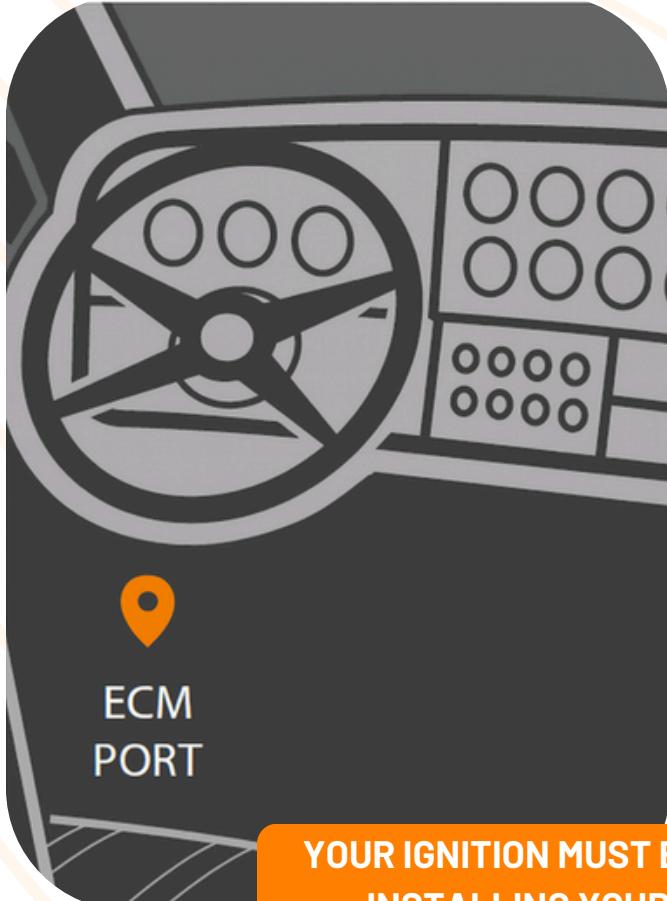
### Step 3: Download Driver App

Drivers should then go to the Google Play Store or Apple App store and download the FREE app to your tablet or Smartphone. When prompted, you must allow the app access to bluetooth, precise locations while using the app, microphone, notifications and pictures.



# INSTALLATION

## Installing the Konexial ELD in the Vehicle



**YOUR IGNITION MUST BE OFF PRIOR TO  
INSTALLING YOUR ELD DEVICE**

### To install the Konexial ELD

Match the pin configuration on the back of the ELD to your ECM connector (9pin or OBDII). Once the center pin "key" is aligned in the "slot", push the device in to fully seat it, and then turn the outer locking ring clockwise to the right by  $\frac{1}{8}$  of a turn to lock it in place.

If the ECM connector or ELD does not look like the back of your ELD, an adapter cable may be needed.

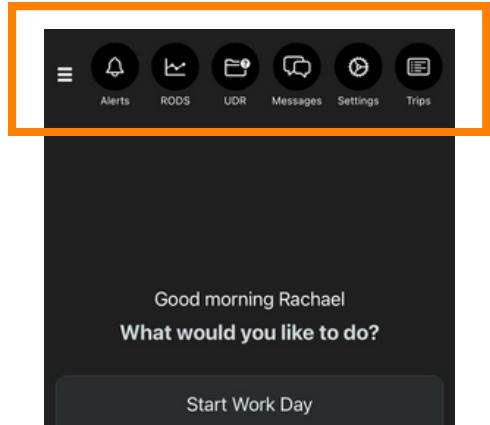
**Installation is complete when you see pulsing green light on the ELD**

# APP SHORTCUTS & TIPS

## Home Screen Navigation

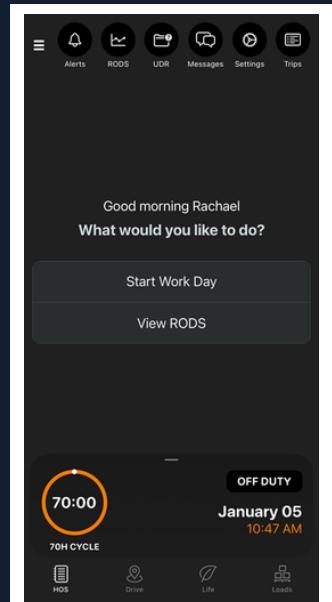
### Shortcut Bar

The shortcut bar is located on the top of the app screen. This section is configurable. Tap the + on the far right of the screen to choose and organize which tools and functions are visible.



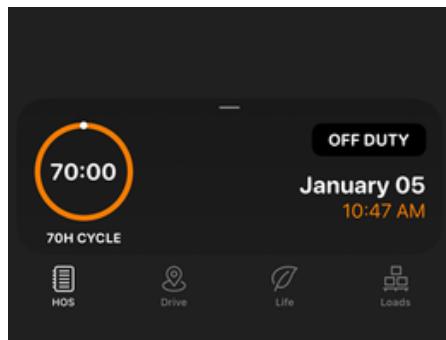
### MY20 Assistant will present the daily workflow:

Upon logging in, the My20 Assistant will present you with your daily workflow.

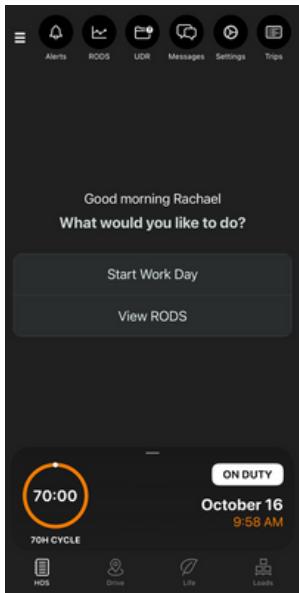


### Time Clock Widget

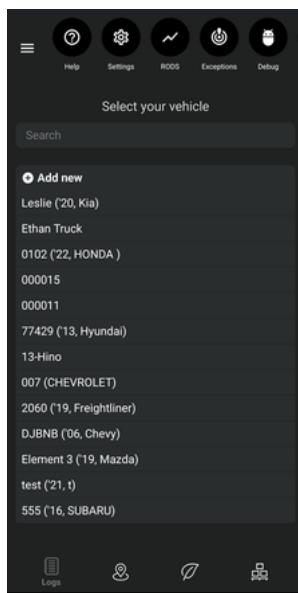
The time clock widget shows a snapshot of your HOS clock, duty status, and today's date and time. Slide up on the time clock widget to see the full time clock screen.



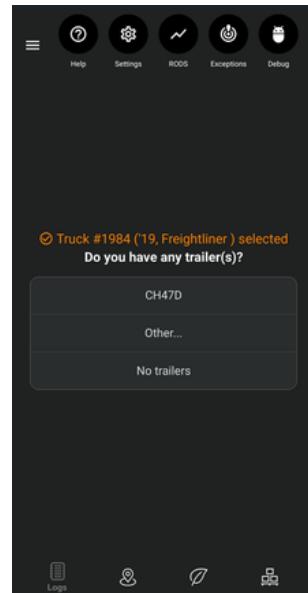
# STARTING WORK DAY & CREATING A TRIP



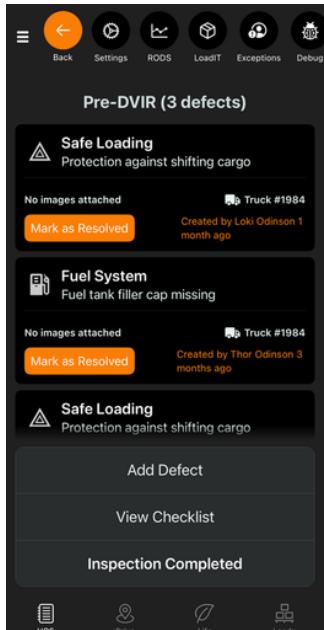
Select Start Work Day



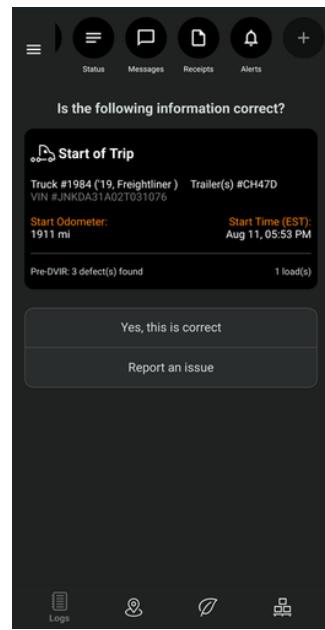
Select your vehicle



Add a Trailer (bypass if not applicable)



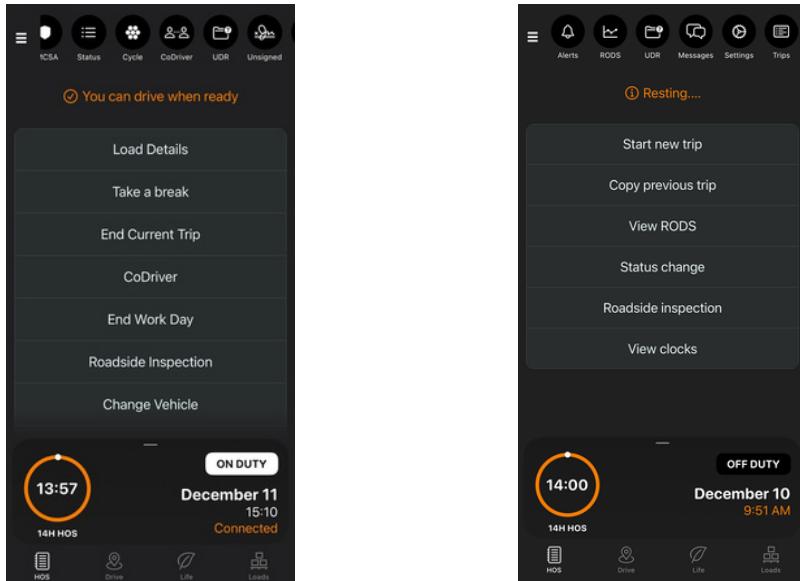
Preform Pre DVIR (Pre-trip)  
Add Load Details (can be skipped)  
ELD and App will communicate and once connected app will say “Continue Trip Creation”



App will show you your trip details for verification. Once verify the data is correct, you are ready to drive.

# ELD CONNECTION

## Connecting to ELD



On the workflow screen, if you are in “On Duty” status, the app will tell you that you can drive when ready. If you are in “Off Duty” status, the app will say “Resting”.

**To begin your duty day, start a trip by selecting your vehicle and trailer (if required). As long as you use the same truck and trailer, additional trips are not required. Multiple loads can be recorded within a trip using the “LoadIT” shortcut. The only time you need to create a new trip is when you switch a truck or trailer. When you select “End Work Day,” you will end your current trip, complete a Post-Trip DVIR, and need to certify your logs for that day.**

A trip must be created every time the truck engine is on and ended at the end of each working shift” is not correct and should be removed.

**Throughout your duty day, the My20 Assistant (workflow) will present you with a variety of available options.**

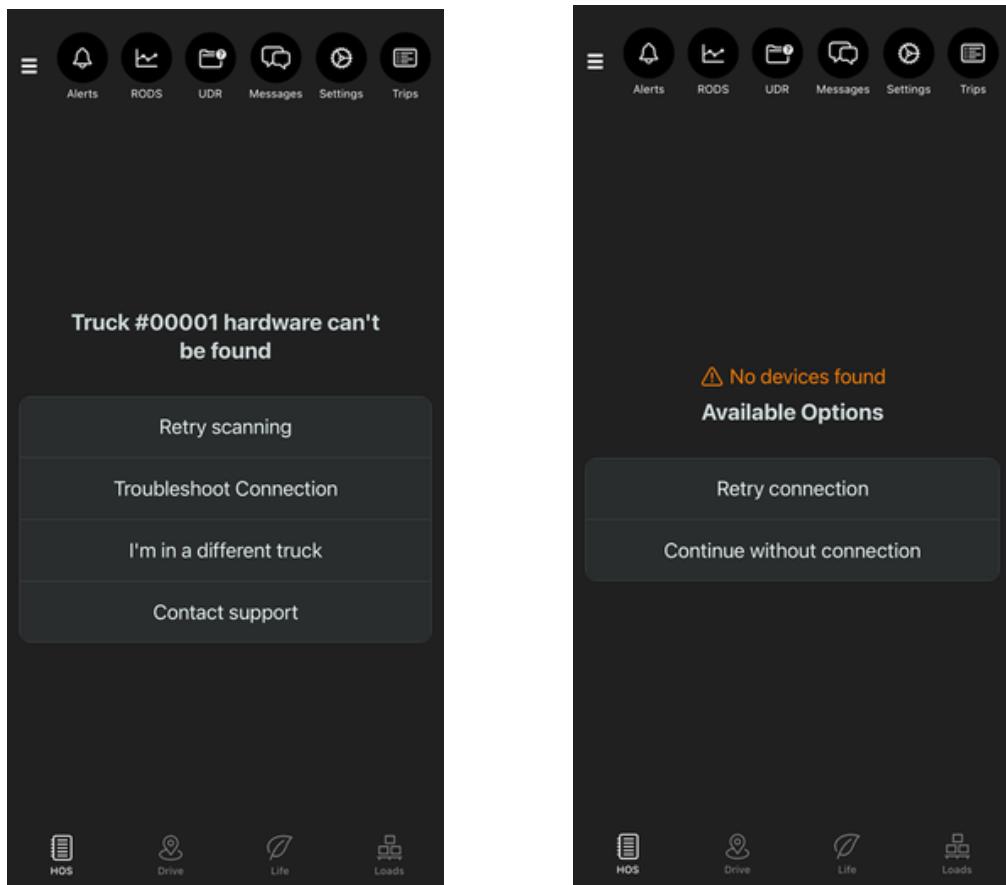
- Load Details
- Take a Break
- CoDriver
- Roadside Inspection
- End Current Trip
- End Workday

# ELD CONNECTION

## Troubleshoot Connection

### IF THE ELD WON'T CONNECT

Follow the "Troubleshoot Connection" prompts to troubleshoot the ELD connection:



### NEED ADDITIONAL HELP?

Tap HELP from the main menu on the MY20 app. Here you will find videos, FAQ's and more help resources.

Email [support@konexial.com](mailto:support@konexial.com)

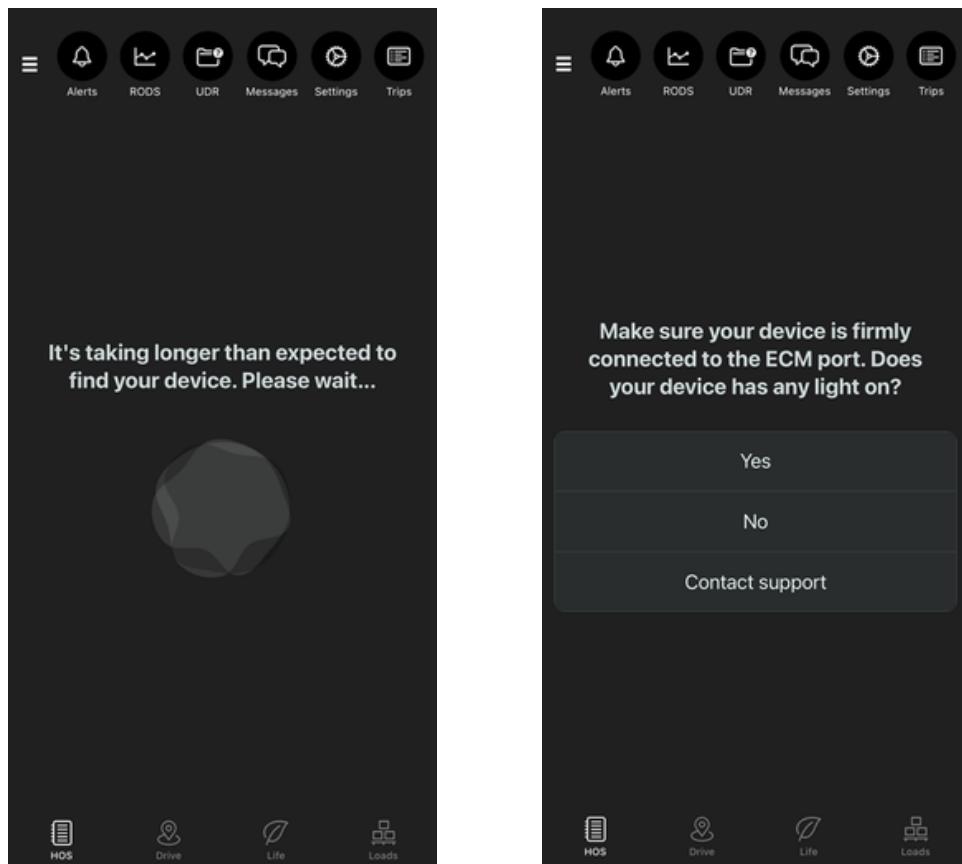
Call our support team at 865-888-6920 Ext. 2

# ELD CONNECTION

## Troubleshoot Connection

### If the ELD Won't Connect

**Follow the "Troubleshoot Connection" prompts to troubleshoot the ELD connection:**



### NEED ADDITIONAL HELP?

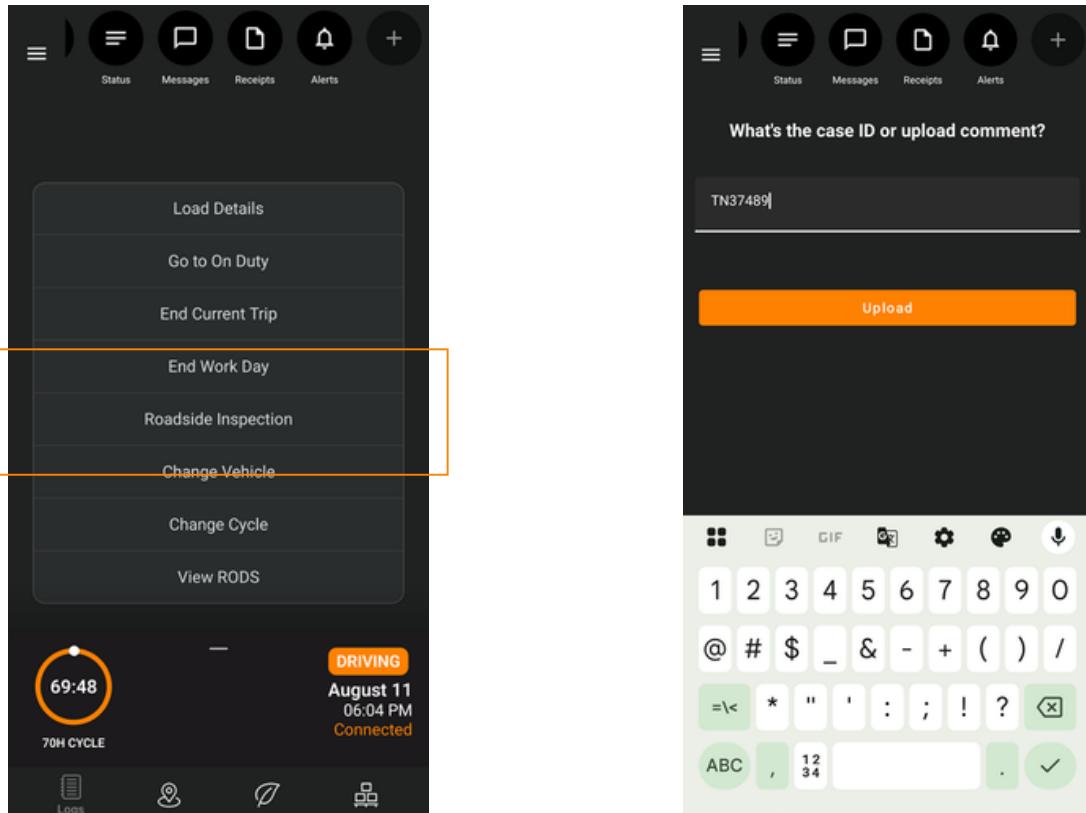
Tap HELP from the main menu on the MY20 app. Here you will find videos, FAQ's and more help resources.

Email [support@konexial.com](mailto:support@konexial.com)

Call our support team at 865-888-6920 Ext. 2

# APP ASSISTANT

## Roadside Inspection and FMCSA Upload



When stopped at roadside, tap Roadside Inspection. Check that all Unidentified Driving has been claimed and your RODS are up to date before sending them to the officer.

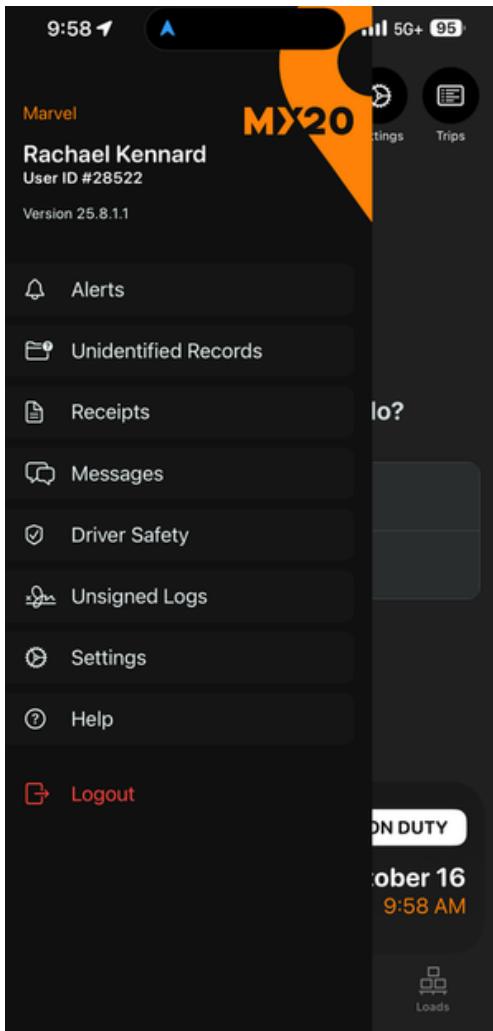
Tap FMCSA Upload, input the case ID, and tap upload. The officer will receive the last 7 days of RODS in the FMCSA web services portal.

**IMPORTANT: The MY20 app saves 8 days of log history. The Konexial TOWER stores records for 6 months. Per FMCSA regulations, a motor carrier must keep both the ELD RODS data and a backup copy on a separate device for 6 months.**

# APP OPERATION

## Main Menu

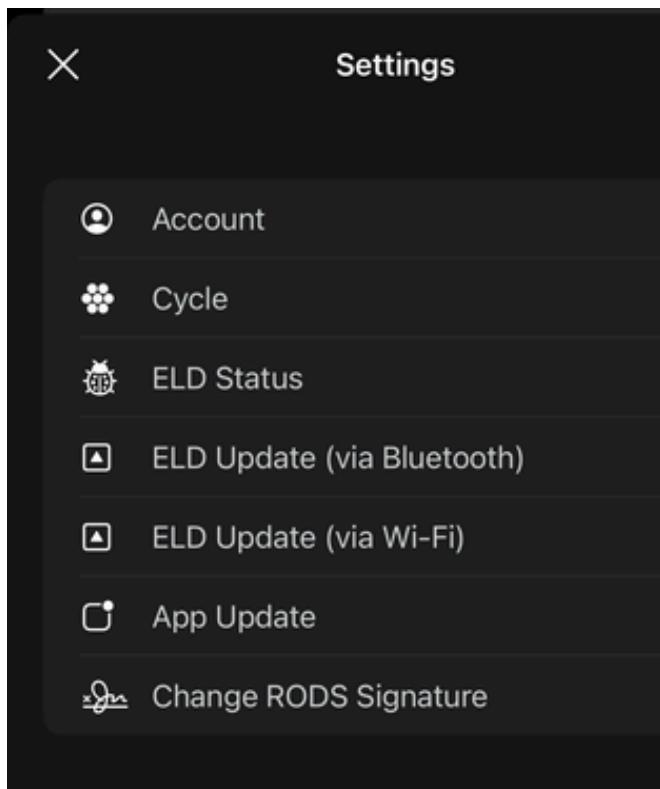
**Tap the Main Menu icon in the upper left corner to access the following options:**



- **Alerts:** Tap to see push notifications from My20.
- **Unidentified Records:** Manage unassigned drive time and any pending data so App will allow log off.
- **Receipts:** Tap to input fuel receipts.
- **Messages:** View dispatcher, broadcast, or other load related messages.
- **Driver Safety:** Tap load your driver safety report.
- **Unsigned Logs:** Tap to see the daily RODS outside the weekly duty cycle that need to be signed.
- **Settings:** Tap to open a sub-menu with more settings
- **Help:** Tap to access support information on our website.
- **Logout:** Tap to log out of the My20 app. If you get the “View Pending Data” message, review and claim them.

# APP OPERATION

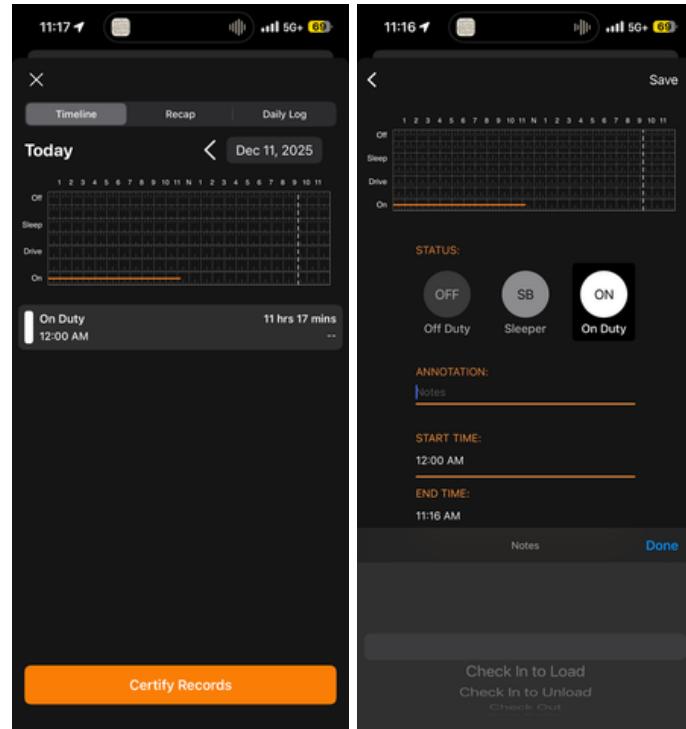
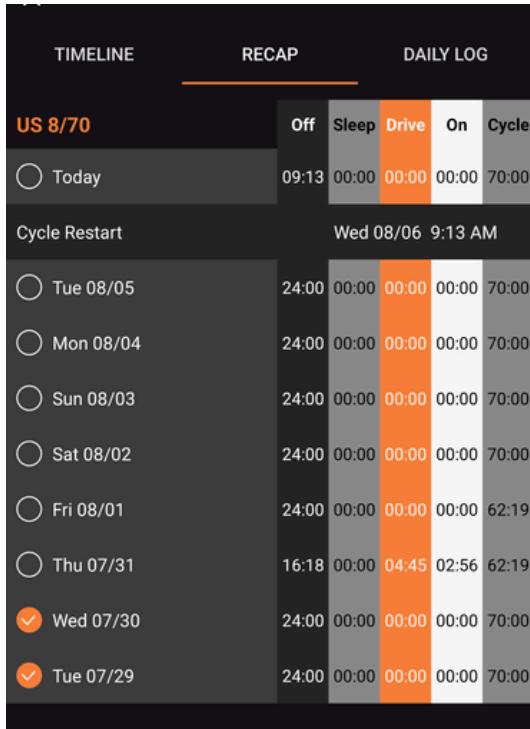
## Settings



- **Account:** Tap to view your carrier account information and reset your password.
- **Cycle:** Tap to set your HOS cycle.
- **ELD Status:** Tap to view your current vehicle information, connect to your device, send debug information and contact support.
- **Offline Map:** Tap to install offline map.
- **ELD Update:** Tap to update your ELD firmware.
- **App Update:** Tap to update the My20 App

# APP OPERATION

## Viewing, Annotating, Certifying Logs



### How to View Rods

Upon logging in, the My20 Assistant presents the option to View RODS.

**RODS Shortcut:** You can access RODS from the RODS shortcut located at the top of your app screen.

On the RODS screen, you can view Timeline, Recap, and Daily Log PDF (the photo reflects the recap screen)

### How to Annotate Logs

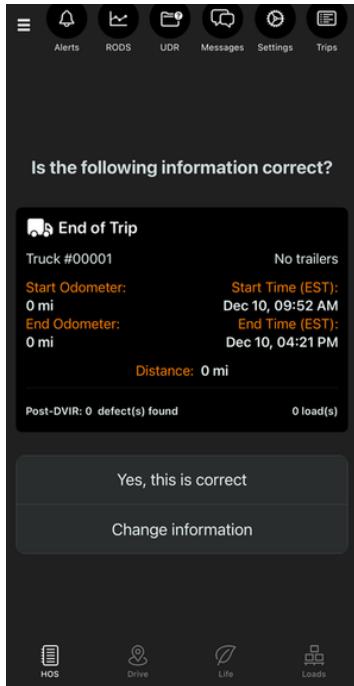
Annotations (notes) can be made to current day logs as well as any of the previous 7 days shown on the RODS Timeline.

- Select the status transaction you want to add an annotation.
- On the edit status screen, select the annotation field to add your note.
- Select from listing of status specific notes or select “Other” option to add personalized notes with the keyboard or microphone.

Once you have finished, select “Save” in the upper right corner of the screen.

# APP OPERATION

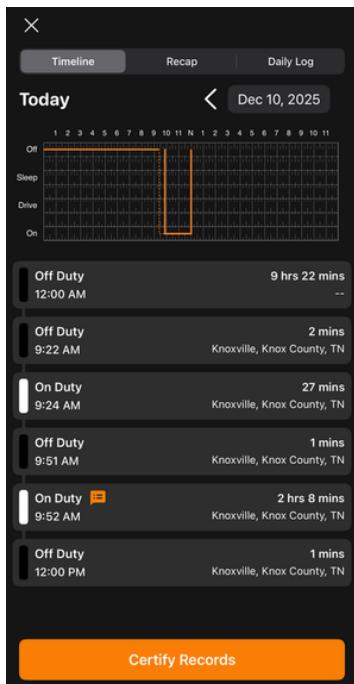
## Quick Tutorials: Logs



### How to End a Trip and End a Workday

At the end of your work day:

- Verify that you do not have any unidentified driving records. Accept them if you do.
- Tap “end Current Trip”
- Complete the Post DVIR (Post -trip) and the inspection of the vehicle.
- Verify and accept the data shown, making any changes necessary.
- Certify your RODs for the day if done driving.
- Tap “End Work Day” Log off the MY20 App.



### How to Certify Logs

- Tap Certify Records, the bar will turn green.
- Tap the green Records certified to unsign the daily log

# APP OPERATION

## ELD Malfunction Procedure Instructions

**\*IMPORTANT: Per FMCSA requirements, this information is required as part of your ELD information packet.**

**PER FMCSA REGULATIONS, IN THE EVENT OF AN ELD  
MALFUNCTION, A DRIVER MUST:**

**\*Begin by contacting Konexial My20 Support to resolve  
possible issues.**

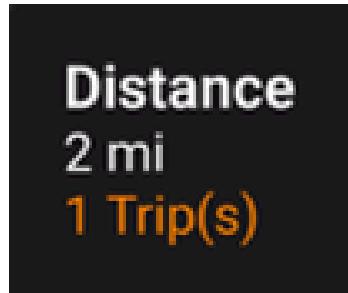
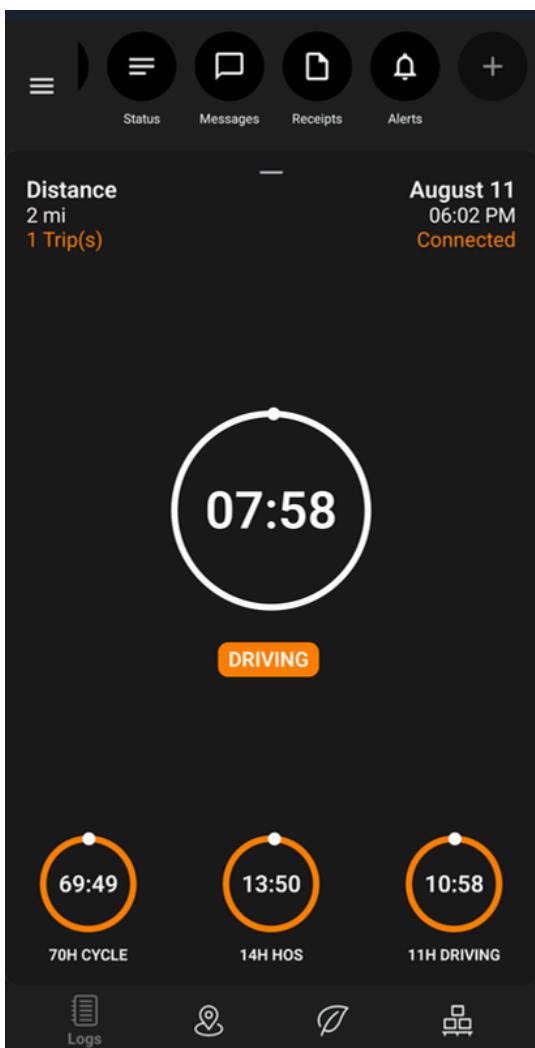
Note the malfunction of the ELD and provide written notice of the malfunction to the motor carrier within 24 hours.

Reconstruct the RODS for the current 24-hour period and the previous 7 consecutive days, and record the records of the duty status on graph-grid paper logs that comply with 49 CFR 395.8\*, unless the driver already has the records or retrieves them from the ELD.

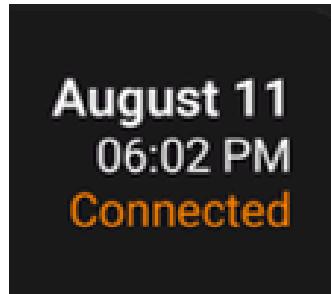
Continue to manually prepare RODS in accordance with 49 CFR 395.8 until the ELD is serviced and back in compliance. The recording of the driver's hours of service on a paper log cannot continue for more than 8 days after the malfunction; a driver that continues to record his or her hours of service on a paper log beyond 8 days risks being placed out of service.

# APP OPERATION

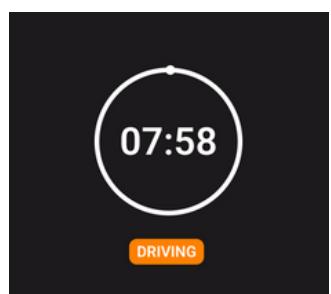
## HOS Time Clock



**Distance:** The top left corner of the screen shows miles driven today.



**Date/Time/ELD Status:** The top right corner displays todays date, time, and ELD status. Tap for ELD Status function.

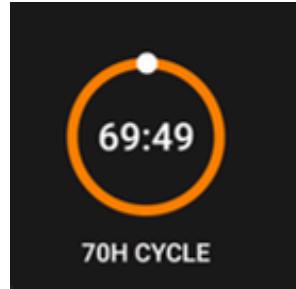
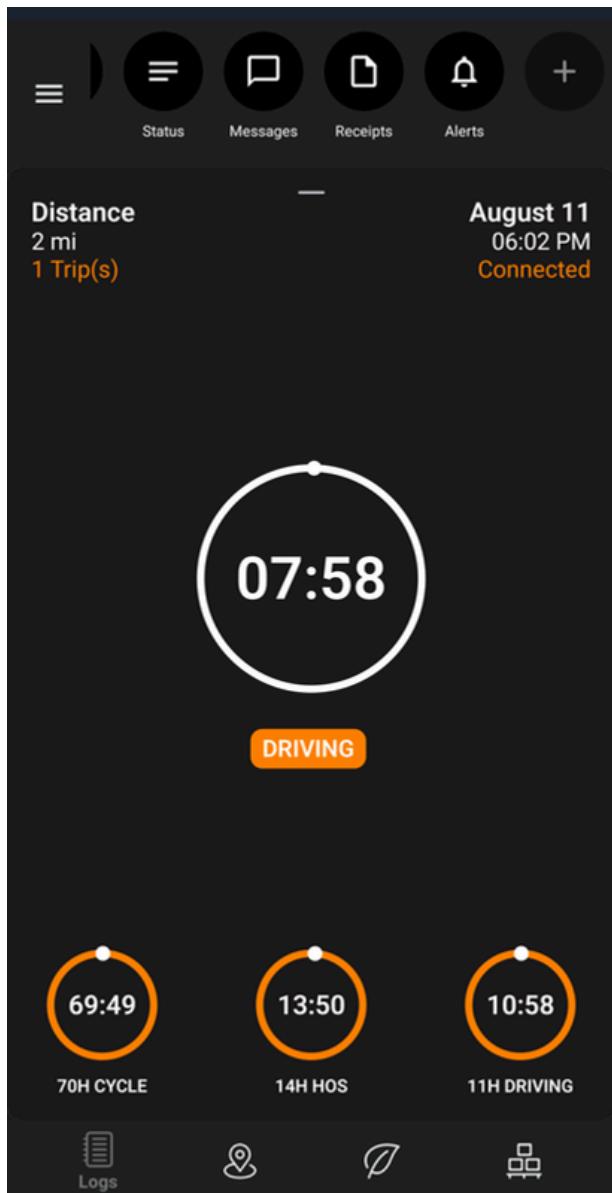


**Center Circle:** Multi-function clock which counts down from 8 when in driving status for the 30 minunte mandatory break and counts up from 0:00 when in off duty/sleeper status.

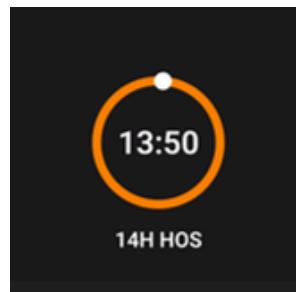
A white dashed vertical line on the RODS graph of the Logs screen will appear when the duty status is changed to either OFF Duty or SLEEPER to indicate when the 10 hour daily restart will be completed. Please wait until the orange horizontal duty line crosses the white dashed vertical line to ensure you get credit for the 10 hour restart.

# APP OPERATION

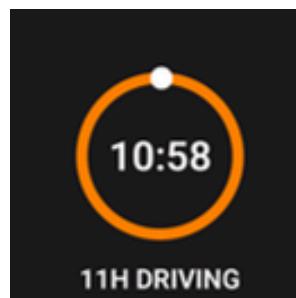
## HOS Time Clock



**CYCLE:** Displays duty cycle and remaining current cycle time (lower left). Tap cycle time to change your cycle type.



**HOS:** Displays remaining HOS time on 14 hour duty clock (lower center).

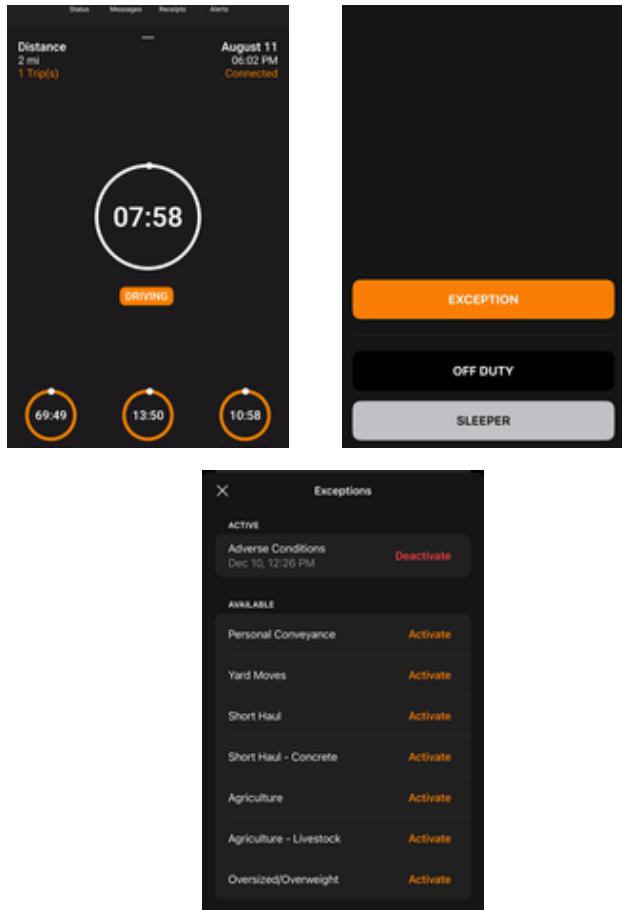


**DRIVING:** Displays remaining driving time on 11 hour clock. (lower right).

A white dashed vertical line on the RODS graph of the Logs screen will appear when the duty status is changed to either OFF Duty or SLEEPER to indicate when the 10 hour daily restart will be completed. Please wait until the orange horizontal duty line crosses the white dashed vertical line to ensure you get credit for the 10 hour restart.

# APP OPERATION

## HOS Exceptions and Breaks



- Touch center clock screen to change duty status or activate an exception
- Touch the exceptions bar on the top of the status screen.
- Choose the exception you wish to enable.
- Tap Activate to activate the exception.
- After turning exceptions on, tap X to return to the time clock screen.

NOTE: All exceptions must be activated while the truck is in park and NOT in driving status. Exceptions must be activated BEFORE they are needed. They can not be activated after the driving has occurred. Once activated, an exception stays activated until manually deactivated (turned off).

### Off Duty Exceptions:

- Personal Conveyance
- Agriculture - Livestock
- Agriculture

### Other Exceptions:

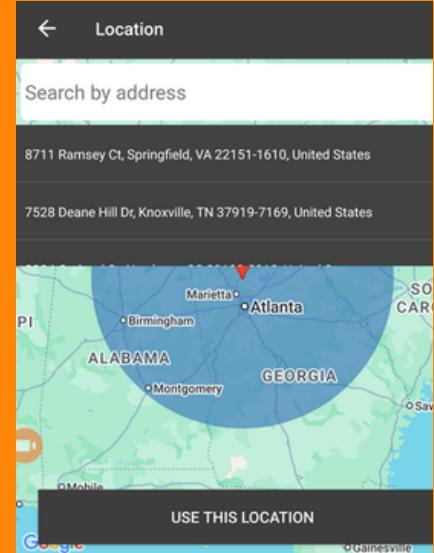
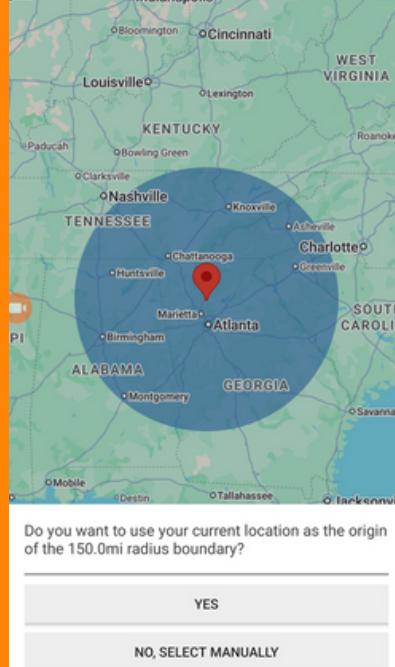
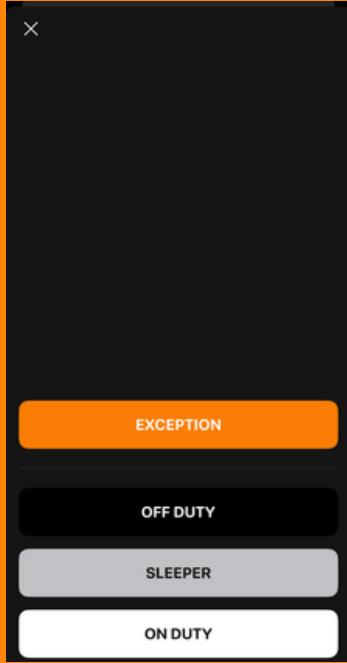
Personal Conveyance  
Oil  
Field & Well Waiting Split  
Sleeper Birth  
Yard Moves  
Short Haul

Short Haul - Concrete Delivery  
Adverse Weather  
Oversized/Overweight

# APP OPERATION

## HOS Exemptions & Breaks: Agriculture Exemption

### How To Activate the Agriculture Exemption:



- Tap the orange exception bar to view available ELD exceptions.
- Touch “activate” on Agriculture or Agriculture-Livestock to activate the exempt status
- Set your location either at the current location or manually.
- Tap the magnifying glass or the search button to manually set your location.
- If using AG-Livestock, you’ll be prompted to set your origin and destination locations.
- Tap “Use this location once the AG circle has been set.
- Start driving. You will be alerted when entering and exiting the 150 air-mile radius.

**Pre FMCSA regulations, you must enter a complete address or GPS coordinates, not just city and state.**

# UNIDENTIFIED DRIVING RECORDS

## What are UDRs?

Unidentified Driving Records (UDRs) are created on the ELD hardware whenever the truck engine is turned on or if the truck is driven without a driver connecting to the hardware with the My20 App. Because the records can not transfer from the hardware through to the My20 App via the Bluetooth connection, they are saved in the hardware's memory until the next time a driver is connected to the hardware with the app.

**Warning: If UDRs are not accepted by the appropriate driver, his/her logs are not current, accurate, or compliant.**

UDRs are presented to any driver that connects to the hardware and must be managed by the driver making the determination that the records belong to him and need to be applied to his records to update them, or that they don't belong to him and need to be sent to the carrier's My20 Tower administrator. UDRs are a very important facet of compliance with the FMCSA mandate. All of a carrier's UDRs are transmitted to FMCSA any time any of the carrier's drivers are inspected.

### HOW TO MANAGE UDR

1. Try to eliminate by staying connected to the ELD hardware whenever the engine is on. If you are connected to the ELD hardware when the engine is on, either when the truck is stopped or moving, the records will be received by the app via Bluetooth, and the driver's logs will be up to date. No UDRs are created.
2. If UDRs are created, they are automatically presented in list format when the driver connects to the ELD.

# UNIDENTIFIED DRIVING RECORDS

## How to Manage UDRs

Unidentified Driver Records			
Truck Name	Date	Time	Time-lapse
1981 ('16, International)	2025-12-04	09:37	0 hrs 21 mins
1981 ('16, International)	2025-12-04	11:09	0 hrs 32 mins
1981 ('16, International)	2025-12-07	14:51	0 hrs 7 mins
1981 ('16, International)	2025-12-07	16:16	0 hrs 42 mins

The UDR listing is presented with each segment as unselected with a white circle. Each segment should be reviewed by the driver. Those records that belong to the driver should be either individually selected or as a group using the "Select All" option at the top of the listing.

If the segment belongs to the driver, the driver should select the white circle and it will change to a filled orange circle with a checkmark. If the segment doesn't belong to the driver, nothing more needs to be done. Leave as an empty white circle.

**Once the segments have been reviewed the driver should select "Driver" if either all of the segments (all orange circles) belong to the driver or if there is a mixture of orange (Driver) and white circles (Carrier). When "Driver" is selected with a mixture of both orange and white, the orange circle segments will go to the driver and the white circles will go to the carrier.**

Truck Name	Date	Time	Time-lapse	
1981 ('16, International)	2025-12-04	09:37	0 hrs 21 mins	<input type="radio"/>
1981 ('16, International)	2025-12-04	11:09	0 hrs 32 mins	<input type="radio"/>
1981 ('16, International)	2025-12-07	14:51	0 hrs 7 mins	<input checked="" type="radio"/>
1981 ('16, International)	2025-12-07	16:16	0 hrs 42 mins	<input type="radio"/>

Remaining unselected records will be sent to carrier

[Cancel](#) [Continue](#)

# UNIDENTIFIED DRIVING RECORDS

## Continued- How to Manage UDRs

Unidentified Driver Records				
Select All <input type="radio"/>				
Truck Name	Date	Time	Time-lapse	Carrier
1981 ('16, International)	2025-12-04	09:37	0 hrs 21 mins	<input type="radio"/>
1981 ('16, International)	2025-12-04	11:09	0 hrs 32 mins	<input type="radio"/>
1981 ('16, International)	2025-12-07	14:51	0 hrs 7 mins	<input type="radio"/>
1981 ('16, International)	2025-12-07	16:16	0 hrs 42 mins	<input type="radio"/>

If all of the segments (orange circles with a white checkmark) belong to the carrier, select “Carrier” to assign those segments to the tower. Once “Driver” has been selected those records belonging to the driver will be updated in the application and the driver’s logs will be current and compliant.

Any UDR segment that has been assigned to the driver by the carrier will be tagged with an “ASSIGNED BY CARRIER” banner below the segment. These UDRs are managed by the driver in the app in the same manner as the UDRs that come directly from the ELD.

**UDRs must be reviewed before driving at the beginning of the driver’s day and after the driving day has been completed at the end of the day before ending the trip, certifying the RODs and logging off to verify ALL records have accurately been assigned and logs updated properly.**

# ADDITIONAL APP FEATURES

## DRIVE: Commercial Navigation

In-app commercial navigation gives drivers turn-by-turn directions directly in the My20 app. Points of interest are also available. Navigate to fuel, restaurants, weigh stations, truck parking, truck dealerships, and more. (\*Add on Service).

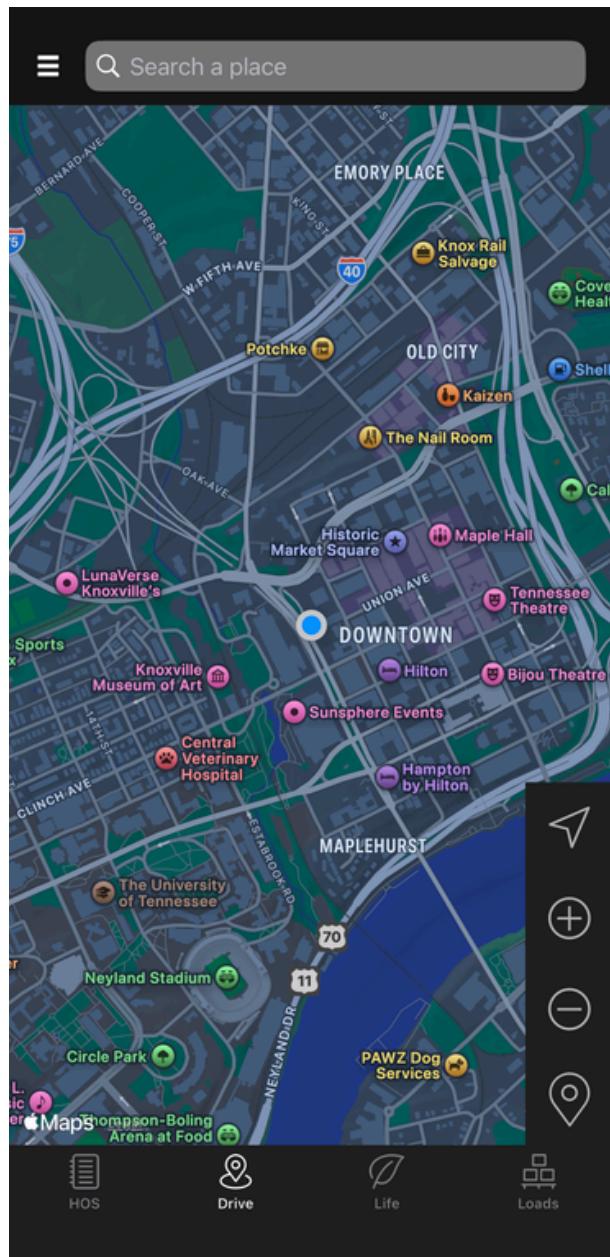
## LiFE: Curated Content Stream

The DriveLiFE curated content stream brings encouraging, uplifting, industry specific news, articles, videos, and images, directly into your My20 mobile app.

## Loads: Digital Loads Execution

Digital loads execution centralize dispatch, document management and compliance all in one easy to use digital space.

Loads ensures a seamless and efficient load execution process from start to finish.



# NOTES



ELD Support  
email: support@konexial.com  
phone: 865.888.6920 ext 2  
training videos: [www.konexial.com/training](http://www.konexial.com/training)

