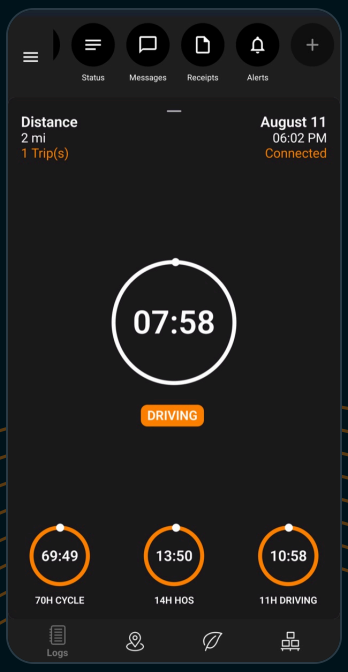
KONEXIAL

MY20 ELD · DRIVER MANUAL

My20 ELD driver manual

How to set up the Konexial ELD and the My20 app, run your day, handle a roadside inspection, and what to do when something goes wrong.



Keep this manual in the truck, printed or on your device. A paid ELD subscription is required for ELD compliance. Training videos: **konexial.com/resources/training**

What's inside

Part 1: Get set up
What you need · Your ELD · Account · App · Installing the ELD

Part 2: Every day with My20
Rules to drive by · The home screen · Starting your day · HOS clock · Exceptions · Logs · Ending your day

Part 3: Roadside inspections and UDRs
Sending your logs to an officer · Inspection mode · Unidentified driving records

Part 4: When something goes wrong
The ELD won't connect · ELD malfunction (FMCSA procedure)

Part 5: Menu, settings and add-ons
Main menu · Settings · Navigation, LiFE and Loads

Help
support@konexial.com · 865-888-6920, ext. 2

Part 1: Get set up

Thank you for choosing Konexial. The Konexial ELD and the My20 app give you everything you need for FMCSA compliance, and more.

1 What you need

- A valid **ELD subscription**.
- A cellular **tablet or smartphone** with unlimited data and nationwide coverage. Most drivers prefer a tablet.
- A **dash or window mount**, so the screen is visible from the driver's seat.
- The free **My20 app** and your **Konexial ELD**.

	Minimum	Recommended
Apple	iOS 15 or higher; iPhone 7 or newer; iPad Mini 4, iPad Air 2 or newer	iOS 26; iPhone 12 or newer; any iPad released in the last 4 years
Android	Android 8 or higher	Android 12 or higher. Phones: Google Pixel 8 or newer, Samsung Galaxy S21 or newer (including the S25 series), OnePlus 13, Sony Xperia 1 VII

! **Use a device just for the ELD.** The My20 app must stay open on the screen whenever the engine is on, so we recommend a tablet or phone used only for the ELD. **Mobile hotspots are not compatible.** Check your operating system at konexial.com/faq.

2 Know your ELD

Konexial has three ELDs. Each plugs into the truck's ECM (diagnostic) port.



Konexial Bluetooth ELD
9-pin (J1939) connector



Konexial Cellular ELD
OBDII connector



Konexial Tamper-Resistant Cellular ELD
Installed behind the dash

What type of ECM port does your truck have?

Your ELD	Truck's ECM port	What you need	
Bluetooth ELD (9-pin)	9-pin	No adapter	
	6-pin	6-pin to 9-pin adapter	
	14-pin	14-pin to 9-pin adapter	
	OBDII	OBDII to 9-pin adapter	
Cellular ELD (OBDII)	OBDII	No adapter	
	9-pin	9-pin to OBDII adapter	

Adapter cables are sold separately at **konexial.com/shop**.

! **Remove the ELD before any work on the electrical system**, a battery change or a charge. It can damage the device and void the warranty.

3 Set up your account

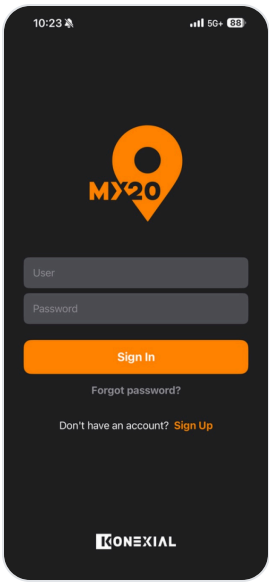
Your carrier's administrator does this once. If you are not the admin, skip to step 4.

1. Buy a subscription at **konexial.com/subscriptions**. You'll get an order confirmation email with instructions.
2. Click **Set Up Your Account** in the receipt email and complete the four steps: **Create Carrier**, **Create Administrator Profile**, **Create Drivers**, and **Create Trucks/Vehicles and Trailers**.

! **Don't create a new account in the My20 app.** It can cause log-in problems later in onboarding. Fleets of 10 or more vehicles: call 865-888-6920, ext. 2 for a faster setup.

4 Download the My20 app

1. On your ELD tablet or phone, download the free **My20** app from the Apple App Store or Google Play.
2. When the app asks, allow access to **Bluetooth**, **precise location** (while using the app), the **microphone**, **notifications** and **photos**. The ELD won't work correctly without them.
3. Sign in with the driver login your carrier created.

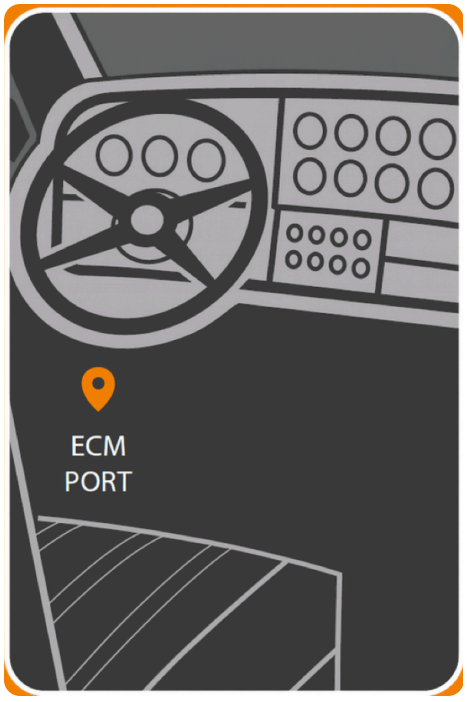


The My20 sign-in screen.

5 Install the ELD in the truck

> ! **Turn the ignition off** before you install the ELD.

1. Find the ECM port, usually under the dash.
2. Match the pins on the back of the ELD to the ECM connector (9-pin or OBDII). If they don't match, you need an adapter cable (step 2).
3. Line up the center pin "key" with the slot and push the ELD in until it's fully seated.
4. Turn the outer locking ring clockwise, about ⅛ of a turn, to lock it in place.
5. Installation is complete when the ELD shows a **pulsing green light**.



The ECM port is under the dash.

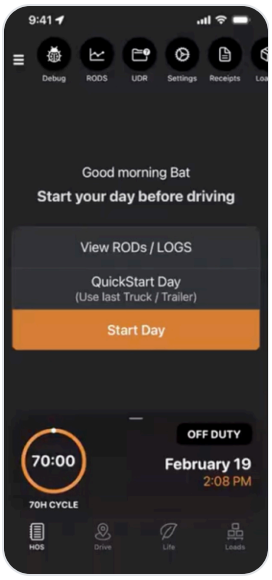
Part 2: Every day with My20

Rules to drive by

1. **One ELD per truck, always plugged in.** Call Konexial Support before moving it to another truck: 865-888-6920, ext. 2. Don't unplug it unless Support asks you to.
2. **Check for the green light.** A blinking green light means the ELD is working.
3. **Engine off before unplugging.** Always turn the engine off before you unplug the ELD.
4. **Keep My20 open and on screen.** Whenever the engine is on, the app must be open in the foreground, the screen awake, and the device mounted where you can see it from the driver's seat. A backgrounded app can go to sleep and drop Bluetooth.
5. **Stay connected over Bluetooth.** The app and the ELD must be connected through My20 at all times for compliance.
6. **Log in before engine on or off.** Be logged in and connected before you start or shut off the engine. You can check this in the top right of the Start Checklist. Missing it causes power events, which officers can see.
7. **Set your status before you move.** Using personal conveyance (PC) or the agriculture (AG) exception? Start your session, set the exception and your AG circle, and don't go On Duty first.
8. **Know your workday.** It covers all driving from first engine on to last engine off: On Duty, Off Duty, PC and AG.
9. **End properly and certify daily.** End your session, complete the post-trip, end your workday, and certify your logs.
10. **Maintenance:** leave the ELD plugged in unless the mechanic needs the ECM port. If the truck is driven without you, ask your carrier to handle the records (see UDRs).

1 Find your way around

- **Shortcut bar:** the row of icons at the top of the screen. Tap **+** on the far right to choose and arrange which tools show.
- **My20 Assistant:** the list of buttons in the middle of the home screen. It shows the next steps for your day, such as **Start Day**, **View RODS**, **Roadside Inspection** or **End Day**, and changes as your day goes on, so you always know what to do next.
- **Time clock widget:** the bottom of the screen shows your HOS clock, duty status, and today's date and time. Slide it up to open the full time clock.
- **Main menu:** the ≡ icon at the top left (Part 5).

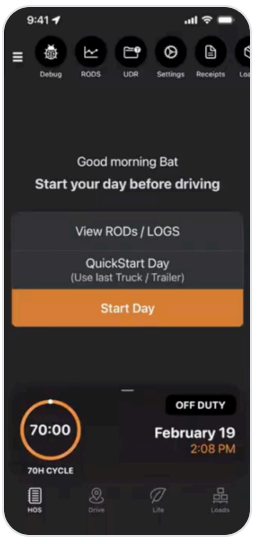


The home screen: shortcut bar, My20 Assistant and time clock widget.

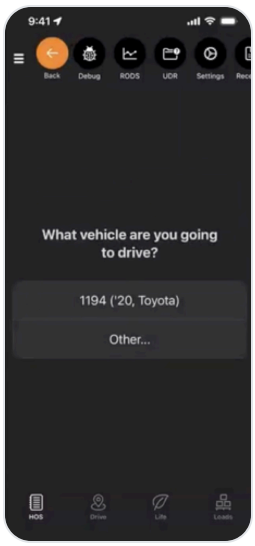
2 Start your day

Start an ELD session at the beginning of the day, before you turn on the engine.

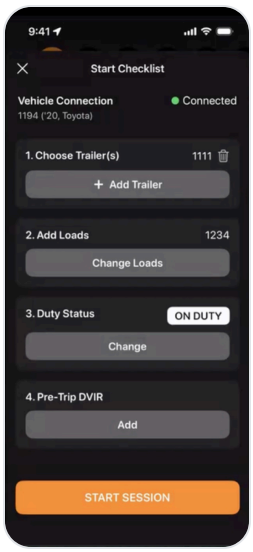
1. Tap **Start Day**. **QuickStart Day** picks the last truck and trailer you used and runs the same steps.
2. **Select your vehicle**, or tap **Other** to choose a different one.
3. **Add a trailer** (skip if not needed).
4. **Add loads:** create a new load or pick a dispatched one (skip if not needed).
5. **Set your duty status:** On Duty, an exception, or Sleeper Berth.
6. **Do your pre-trip inspection.** It's timed: the app records how long it takes.
7. Tap **Start Session**.



Start Day or QuickStart Day.



Select your vehicle.



The Start Checklist. "Connected" shows at the top right.

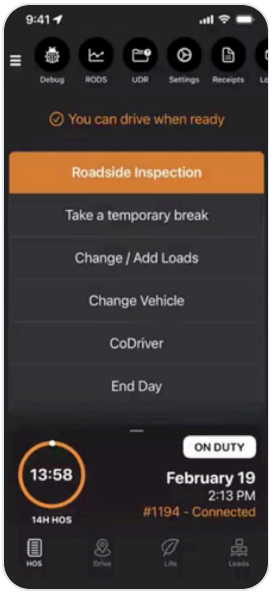
When do you need a new session? Only when you switch trucks or trailers. Record more loads in the same session with **Change/Add Loads** or the **LoadIT** shortcut. Create a session every time the engine is on, and end it only after the truck is parked for the day, with the engine off.

3 Drive with the My20 Assistant

Once you're connected, the Assistant tells you where you stand: **"You can drive when ready"** when you're On Duty, or **"Resting"** when you're Off Duty.

Through the day, it gives you these options:

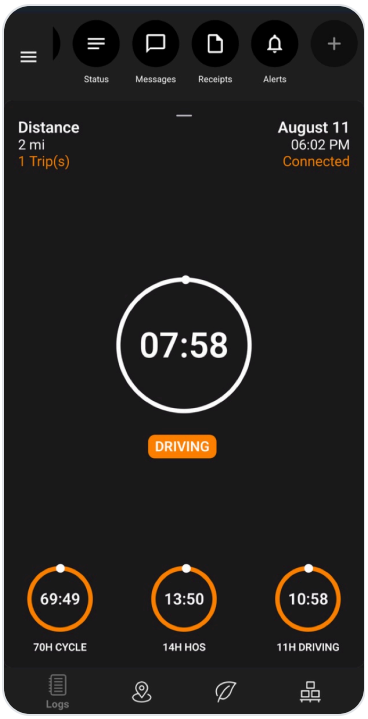
- **Load Details**
- **Take a Break**
- **CoDriver**
- **Roadside Inspection** (Part 3)
- **End Current Session**
- **End Workday**



Connected and On Duty: "You can drive when ready."

4 Read your HOS time clock

Center circle	When driving, counts down from 8:00 to your mandatory 30-minute break. When Off Duty, Sleeper or On Duty, counts up from 0:00.
Driving (lower right)	Driving time left on your 11-hour clock.
HOS (lower center)	Time left on your 14-hour duty clock.
Cycle (lower left)	Your duty cycle and the time left in it. Tap it to change your cycle type.
Distance (top left)	Total distance driven and the number of trips (sessions) today.
Top right	Today's date, local time and ELD connection status.



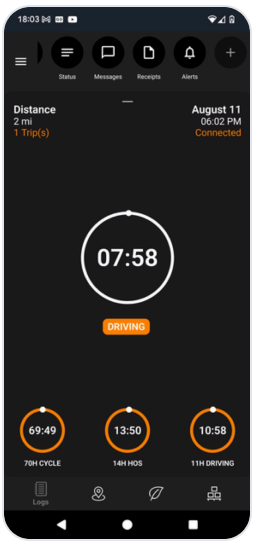
The full time clock.

5 Change duty status or turn on an exception

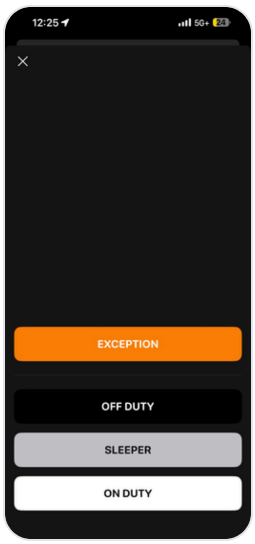
1. Tap the center clock to change your duty status or turn on an exception.
2. Tap the orange **EXCEPTION** bar at the top of the status screen.
3. Find the exception you need and tap **Activate**. Don't see it? Your carrier's admin may need to turn it on for you.
4. Tap **X** to go back to the time clock.
5. To turn an exception off, first set your status to **On Duty** or **Off Duty**, then tap **Deactivate**.

Off-duty exceptions	Other exceptions
Personal Conveyance Agriculture Agriculture – Livestock	Yard Moves · Split Sleeper Berth · Adverse Conditions · Oversized/Overweight · Oil Field & Well Waiting

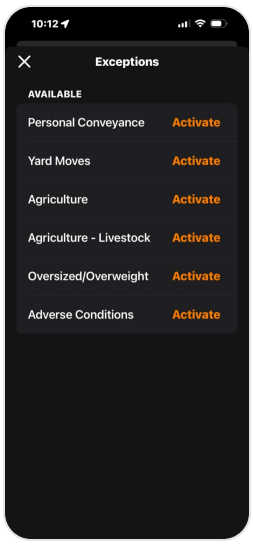
! **Turn on exceptions before you need them, with the truck in park.** They can't be turned on after the driving has happened. An exception stays on until you turn it off, so set yourself On Duty or Off Duty before you end it. Otherwise the app can leave you in Driving.



Tap the center clock.



Pick a status, or tap EXCEPTION.



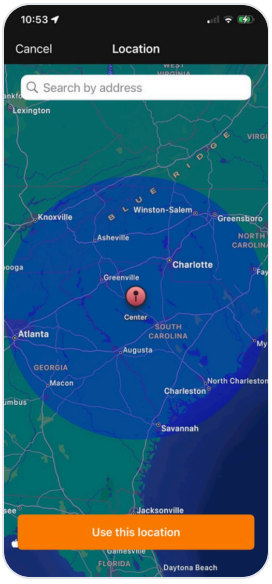
Activate the exception you need.

6 Use the agriculture exception

The AG exception covers driving within 150 air miles of your source.

1. Tap the orange **EXCEPTION** bar and tap **Activate** on **Agriculture** or **Agriculture – Livestock**.
2. Set your location: use your current location, or tap the magnifying glass and enter a full address.
3. For Agriculture – Livestock, you'll be asked for your origin and destination.
4. Once the AG circle is set, tap **Use this location**.
5. Start driving. The app alerts you when you enter or leave the 150 air-mile radius, so you can turn the exception on or off.

> ! **Per FMCSA regulations, enter a complete address or GPS coordinates**, not just a city and state.



The 150 air-mile circle. Tap Use this location.

7 View, annotate and certify your logs

View your logs (RODS)

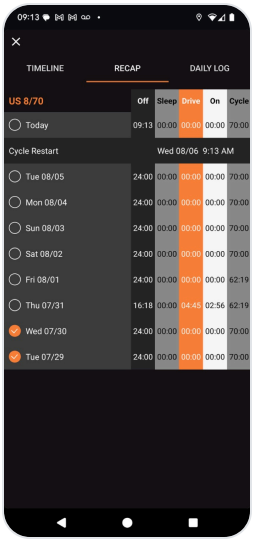
- Tap **View RODS** in the My20 Assistant, or the **RODS** shortcut at the top of the screen.
- The RODS screen has three tabs: **Timeline**, **Recap** and **Daily Log** (a PDF of the day).

Add a note (annotation)

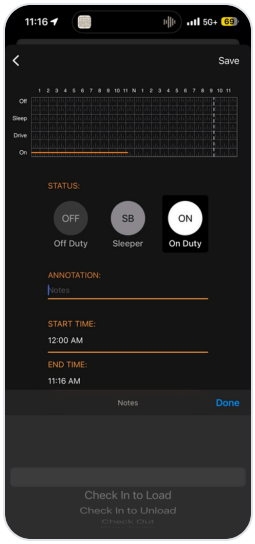
1. You can annotate today's log and the previous 7 days on the RODS Timeline. Tap the status entry you want to annotate.
2. Tap the **Annotation** field. Pick a ready-made note, or tap **Other** to type or dictate your own.
3. Every annotation needs a location (city, state). Tap **Save** at the top right.

Certify your logs

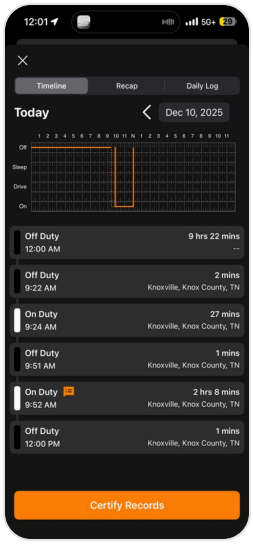
1. Certify your Record of Duty Status every day, after the post-trip or from the RODS screen.
2. Tap **Certify Records**. The bar turns green.
3. If your records or duty status change afterwards, you must certify them again.



The Recap tab.



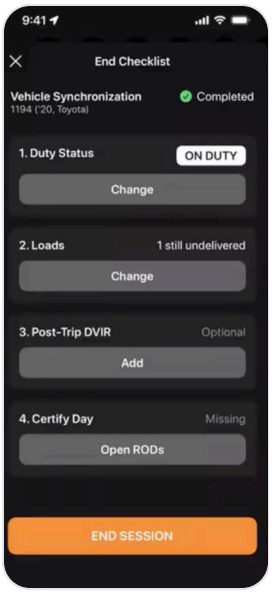
Adding an annotation.



Certify Records at the bottom of the Timeline.

8 End your day

1. Tap **End Day** and work through the end-of-day checklist.
2. Mark loads as **Delivered**, if needed: tap **Change** and update the status.
3. Add your **post-trip inspection** (it's noted on your logs automatically). Tap **Inspection Completed** and confirm any defects are listed.
4. Change your duty status to **Off Duty**.
5. Certify your logs.
6. Tap **End Session**, with the truck parked and the engine off.



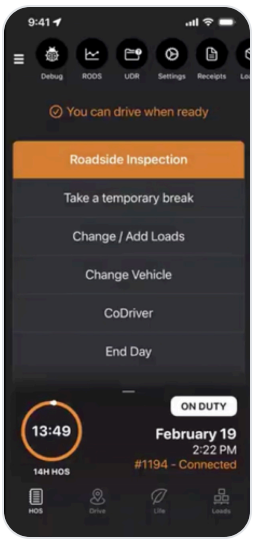
The End Checklist.

Part 3: Roadside inspections and UDRs

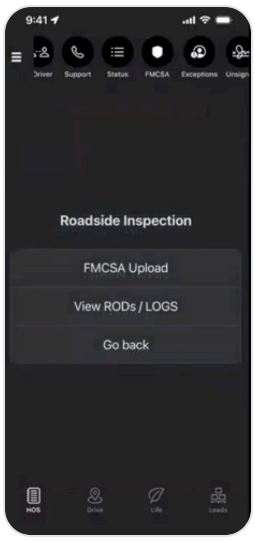
1 Send your logs to an officer

These are the data transfer instructions FMCSA requires you to carry.

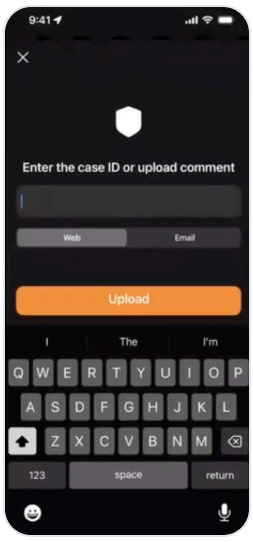
1. When you're stopped for an inspection, tap **Roadside Inspection** in the My20 Assistant.
2. Check that all unidentified driving is claimed and your RODS are up to date.
3. Tap **FMCSA Upload**. You can also open it from the main menu.
4. Choose **Web** or **Email**, enter the case ID or comment the officer gives you, and tap **Upload**.
5. The officer receives your RODS for the current day and the previous 7 days through the FMCSA web services portal.



Tap Roadside Inspection.



Tap FMCSA Upload.



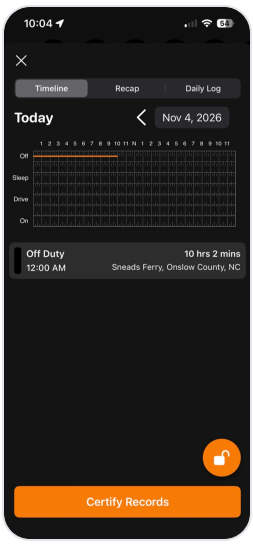
Enter the case ID, then Upload.

How long records are kept: the My20 app keeps 8 days of log history, and Konexial Tower stores records for 6 months. Per FMCSA regulations, the motor carrier must keep the ELD RODS data and a backup copy on a separate device for 6 months.

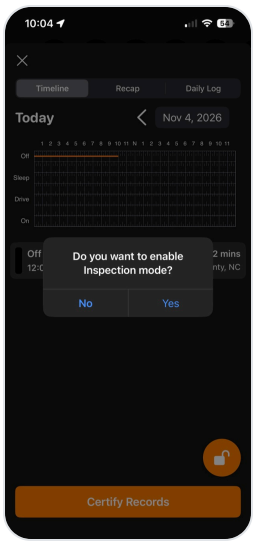
2 Hand your device to the officer (Inspection mode)

If the officer wants to look at your logs on your device, lock it in Inspection mode first. The officer can then see only your logs.

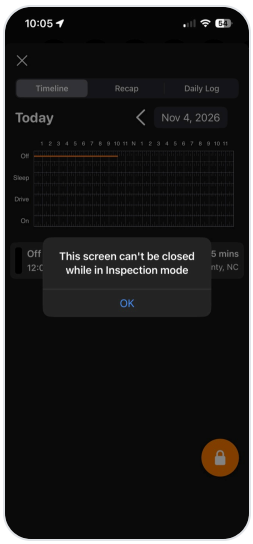
1. Open **View RODS/LOGS**.
2. Tap the orange **lock** button at the bottom right.
3. When asked "Do you want to enable Inspection mode?", tap **Yes**.
4. Confirm with Face ID, your fingerprint or your passcode.
5. Hand over the device. Only the **Timeline**, **Recap** and **Daily Log** can be opened, and the screen can't be closed while Inspection mode is on.
6. To turn Inspection mode off, tap the **lock** button again and confirm with Face ID, your fingerprint or your passcode.



Tap the lock button.



Tap Yes, then confirm it's you.



Locked: the screen can't be closed.

3 Understand unidentified driving records (UDRs)

A UDR is created on the ELD whenever the engine is on, or the truck is driven, without a driver connected through the My20 app. The ELD stores those records until the next time a driver connects. Then they're shown to that driver, who must either **accept** the ones that are theirs or leave them to go to the carrier's Tower administrator.

UDRs matter for compliance: all of a carrier's UDRs are sent to FMCSA whenever any of its drivers is inspected.

> ! **If UDRs aren't accepted by the right driver, that driver's logs aren't current, accurate or compliant.**

Avoid them

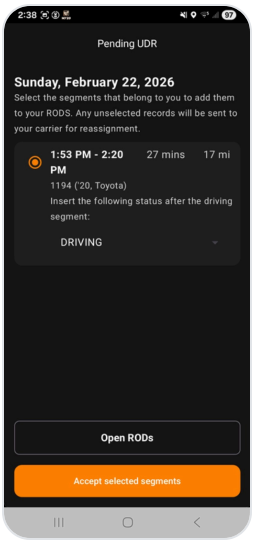
Stay connected to the ELD whenever the engine is on, whether the truck is moving or stopped. Your records then reach the app over Bluetooth and no UDRs are created.

4 Review and accept UDRs

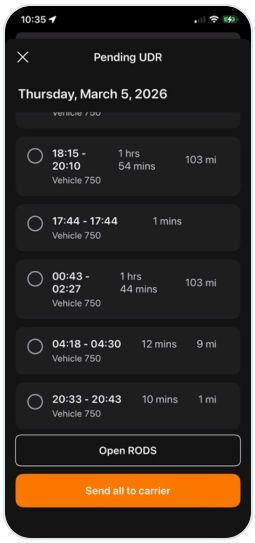
If there are UDRs, the app lists them as soon as you connect. Review them before you drive, before a roadside upload, and at the end of the day before you end your session.

1. Each segment starts with an empty circle. Review each one.
2. If a segment is yours, tap its circle. It turns into a filled orange circle with a check mark.
3. If it isn't yours, leave the circle empty. It goes to the carrier.
4. Under each segment you accept, check the status to add after it (for example **ON DUTY**).

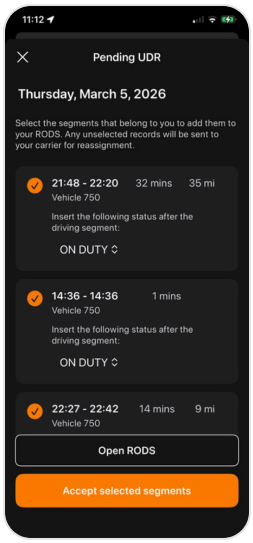
5. Tap **Accept selected segments**. Your selected segments go on your RODS and the rest go to the carrier. If none are yours, the button reads **Send all to carrier**.



A pending UDR.



Nothing selected: Send all to carrier.



Your segments selected in orange.

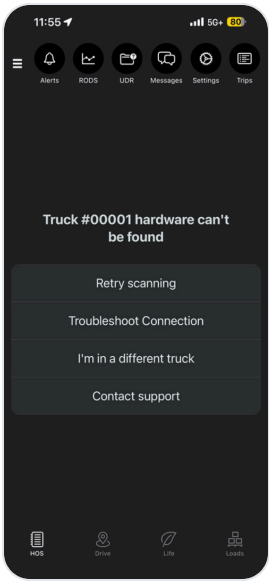
> **Make sure a segment is yours before you accept it.** Once accepted, it can't be changed, only annotated. Segments your carrier has assigned to you show an **Assigned by Carrier** banner; handle them the same way.

Part 4: When something goes wrong

1 The ELD won't connect

1. Turn the truck key to **ACC**.
2. Check the ELD is firmly seated in the ECM port and its light is on.
3. In the app, follow the **Troubleshoot Connection** prompts: **Retry scanning**, **Troubleshoot Connection**, or **I'm in a different truck**.
4. Still not connecting? Tap **Contact support**, or call 865-888-6920, ext. 2.

ⓘ Tap **Help** in the main menu for videos, FAQs and more help.



The Troubleshoot Connection prompts.

2 ELD malfunction: what FMCSA requires

This malfunction instruction sheet is a required part of your ELD information packet.

! **First, call Konexial My20 Support: 865-888-6920, ext. 2.** Many problems can be fixed over the phone.

Per FMCSA regulations, if the ELD malfunctions, the driver must:

1. **Note the malfunction** and give the motor carrier written notice within **24 hours**.
2. **Reconstruct the RODS** for the current 24-hour period and the previous 7 consecutive days on graph-grid paper logs that comply with 49 CFR 395.8, unless you already have the records or can get them from the ELD.
3. **Keep logging on paper** under 49 CFR 395.8 until the ELD is serviced and back in compliance.

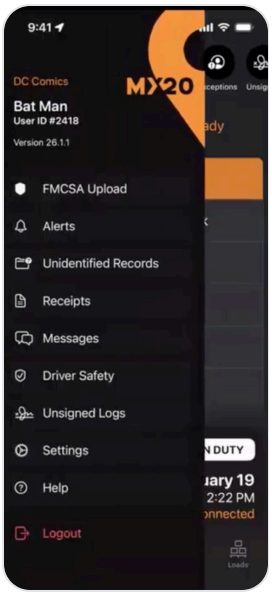
! **Paper logs can't continue for more than 8 days after the malfunction.** A driver who keeps logging on paper beyond 8 days risks being placed out of service. Keep enough blank graph-grid paper logs in the truck for at least 8 days.

Part 5: Menu, settings and add-ons

1 Main menu

Tap the ≡ icon at the top left of the app.

FMCSA Upload	Send your logs at a roadside inspection (Part 3).
Alerts	Push notifications from My20.
Unidentified Records	Review unassigned drive time and pending data. The app won't let you log out until it's handled.
Receipts	Enter fuel receipts.
Messages	Dispatcher, broadcast and load messages.
Driver Safety	Your driver safety report.
Unsigned Logs	Daily RODS outside your weekly duty cycle that still need signing.
Settings	More settings (below).
Help	Support videos, FAQs and contact details.
Logout	Log out of My20. If you see "View Pending Data," review and claim it first.



The main menu.

2 Settings

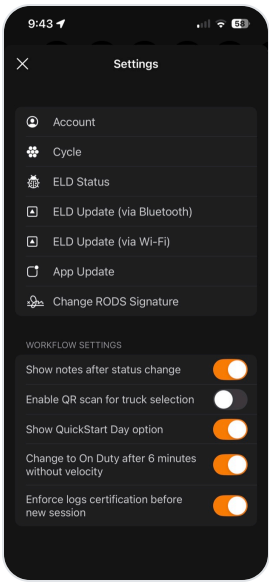
Main menu → Settings.

Account	Your carrier account details; reset your password.
Cycle	Set your HOS cycle.
ELD Status	Your current vehicle; connect to the ELD, send debug information and contact support.
ELD Update	Update the ELD's firmware, over Bluetooth or Wi-Fi.
App Update	Update the My20 app.
Change RODS Signature	Update the signature used to certify your logs.

Workflow settings

Switch these on or off to suit how you work.

Show notes after status change	Ask for a note each time you change duty status.
Enable QR scan for truck selection	Pick your truck by scanning its QR code.
Show QuickStart Day option	Show the QuickStart Day button, which reuses your last truck and trailer.
Change to On Duty after 6 minutes without velocity	Switch you from Driving to On Duty once the truck has been stopped for 6 minutes.
Enforce logs certification before new session	Make you certify your logs before you start a new session.



Settings, with the workflow settings below.

3 Add-on features

Some features are add-on services. Ask your carrier which ones you have.

- **Drive: commercial navigation.** Truck-specific, turn-by-turn directions inside My20, with points of interest: fuel, restaurants, weigh stations, truck parking, truck dealerships and more.
- **LiFE: curated content.** Encouraging, industry-specific news, articles, videos and images, right in the app.
- **Loads: digital load execution.** Dispatch, documents and compliance in one place, from pickup to delivery. See the *Dispatch to mobile guide* for the full steps.

Need help? We're here.

Email **support@konexial.com** or call **865-888-6920, ext. 2**.

Training videos: konexial.com/resources/training · In the app: Main menu → Help