



CyntrX ELD Q & A

Q. I am operating on Paper Logs today, is there an option for me to keep using Paper Logs?

A. No. Drivers must be using a certified Automatic On-Board Recording Device (AOBRD) prior to December 2017. Unfortunately, there is no “magic bullet” to operate solely on Paper Logs into 2018 and beyond.

Q. I heard about an ELD Extension option that allows my fleet to operate “as is” until 2019, how do I get this extension?

A. If you are using a certified AOBRD electronic logging system in 2017, you have until December 18, 2019 to complete system migration to 395.20 (FMCSA ELD Regulations).

A. This option is only available to fleets operating on electronic logs prior to December 18, 2017. If you are required to record daily “record of duty status”, and are currently using Paper Logs, you must migrate to a certified electronic logging system by December 18, 2017.

Q. I have CyntrX installed on my vehicles, is this a qualified AOBRD Electronic Logging System?

A. Just having CyntrX Equipment installed does not meet the requirements. The installed CyntrX system becomes fully compliant, once drivers and carriers start using the system for electronic logging and complete CyntrX ELD training.

Q. What happens when we purchase or lease new vehicles after December 18, 2017?

A. If your operation uses AOBRDs and you replace vehicles in your fleet with new commercial motor vehicles, you can install existing AOBRDs in the new CMVs. However, you may not purchase and install a new AOBRD in a vehicle after Dec. 18, 2017,” according to FMCSA’s update.

Q. What is included with the CyntrX ELD solution?

A. CyntrX Includes:

- + Driver Mobile Application
- + Fleet Manager Website
- + BTLE Accessory
- + Activation
- + Training
- + Software Updates
- + CyntrX Fanatical Support



Q. What hardware is provided? Can we install it ourselves?

A. We provide the ELD device along with hardware/cabling. Install is the customers responsibility. It typically can be done in under an hour shop time.

Q. Do we have to buy a separate device such as tablet or smartphone?

A. Our solution is a BYOD (Bring Your Own Device). Currently we support all Android 4.4 tablets and smartphones. I-phones will be supported sometime in August.

Q. Do we have to pay anything else for app or software?

A. The CyntrX ELD Pro app is available on the Google Play Store, at no cost.

Q. Will we need a data plan on our device?

A. Solution on smart phone or tablet works with Wi-Fi Only or Data Plan
Wi-Fi Only, driver needs ability to log-in/log-out to app when in Wi-Fi area. If not, data will not sync back to portal

Q. How and when can we access driver information in our office?

A. Driver information is available at all times through the CyntrX ELD Portal. The portal is available on your CyntrX Site.

Q. Is there a contract required?

A. No contracts.

Q. What monthly service will we have to pay and what does it include?

A. ELD monthly service fee is per month, per device. It includes training, support, updates, service. If you are currently leasing vehicles through one of our affiliates we will have to reach out to them to generate a quote with pricing information.

Q. Will this include the IFTA fuel tax report and DVIR?

A. It does not include IFTA, but does have electronic DVIR.

Q. Is it completely DOT compliant with on-board instructions and inspection capability?

A. Our solution is self-certified with the FMCSA, current with all DOT/HOS rules and regulations, and ELD compliant. It comes with all required documentation and instructions.

Q. If our truck breaks down can the hardware be transferred to a rental?

A. Devices can be transferred to a new truck. In this case, you must contact our Support Team for assistance, in case additional hardware is required.

