Overview

This guide describes how to use the Inspector mode in the HOS (Hours of Service) app. It describes how FMCSA inspectors in the US view and share HOS logs as part of an ELD inspection.

Hours of Service is compliant with the regulations on electronic logging devices defined in 49 CFR § 395.20 by the US Federal Motor Carrier Safety Administration (FMCSA).

Entering Inspector Mode

To enter the Inspector mode:

1. Go to the **HOS Status** screen.
2. Tap **Actions** at the bottom of the screen.
3. Tap **Inspector Mode**.

Inspector Mode

4. Tap **Continue** to enter the Inspector mode. To leave the Inspector mode, you must enter the password for the signed-in account.

Sharing Daily Logs in the US

You can share the HOS logs for the past 8 days with the FMCSA, either by email or by uploading them directly to a server.
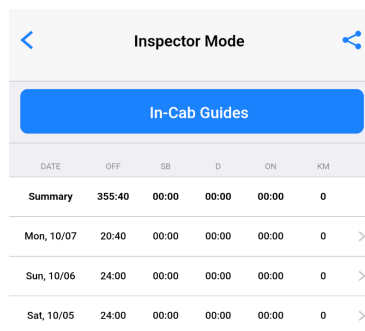
To do this:

1. Go to the summary list view in the Inspector mode UI.
2. Tap the **Share** button ⤴ or Share⤴ in the upper right corner of the screen.
3. Enter the authorized safety officer output file comment into the text area below **ADD A NOTE**.
4. Tap **Send Logs**.
   If you receive an error message, change the method under **EMAIL OR UPLOAD TO FMCSA** to "Email to FMCSA".
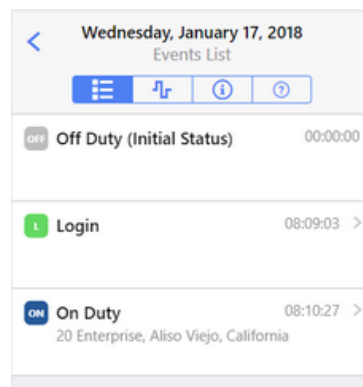
Viewing Daily Logs

The initial screen in Inspector mode shows the past 8 days of daily HOS logs in a summary list.

To view the HOS details for a single day, tap the arrow ⟩ button to the right of the entry. The following screens are available for the selected day:

- Events List: A list of all events for the day with more information available when you tap the arrow button for an event
- Chart: All events for the day are visible on a chart. You can move forward or backward through the events by using the arrow buttons.
- Information: A list of information about driver, vehicle, and carrier
- Unidentified Driving: A list of events for the day that were recorded on the vehicle but have not been assigned to a driver. Events that have been claimed by a driver on the Unidentified Driving screen are shown in gray with a line through them. All remaining unclaimed events are displayed without a line through them.

Required Actions for all Malfunctions

In the event of an ELD malfunction, drivers are required to:

1. Provide written notice of the malfunction to your motor carrier within 24 hours.
2. Ensure that you have an accurate record of duty status (RODS) for the current 24-hour period and the previous 7 consecutive days.
3. Continue to manually prepare compliant RODS on graph-grid paper for up to 8 days or until the ELD is serviced and back in compliance.

Contacting Support

If you have any questions that can't be answered by using the Help Center (https://fleet-help.verizonconnect.com/hc/en-us), contact our support team:

- By email: support@verizonconnect.com
- By phone: +1 (877) 943 7306