


Dashlink and Bluetooth Driver Guide for Apple iOS Devices

Troubleshoot Bluetooth Connection

Follow these troubleshooting steps to ensure Bluetooth Connection while using the BigRoad Mobile App:

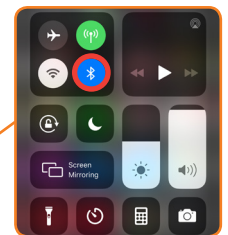
1 Ensure you are using the Latest Version of the BigRoad Mobile app:

- From an **iOS** device, navigate to the **App Store** 
- In the Search field, type **“BigRoad Truck Driver Logbook”**
- If the app says “Update”, Click the **Update** button to proceed with updating the BigRoad app to the most current version




2 Verify that the Bluetooth/GPS is enabled on the Mobile Device:

- To enable **Bluetooth**, **drag** your finger down from the top of the phone/tablet down until you see your control center
- Tap the **Bluetooth** icon to turn it **On** 




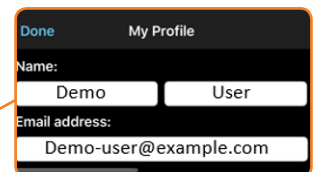
3 Ensure the Dashlink is connected to the Device’s Bluetooth:

- Open the BigRoad app
- On the upper right side of the screen, **click** on the BigRoad **DashLink** Symbol 
- **Press** and **hold** the white DashLink symbol on the following page for 5 seconds until prompted to pair with the device

Note: Turning Bluetooth on, on your phone/tablet is a mandatory setting that needs to be turned on. Without enabling this setting, there will be no possible Bluetooth connection.

4 Confirm that you are using the Correct Email Address

- Sign in to the BigRoad Application on your mobile device
- Tap the **More** button on the bottom right side of your screen 
- Tap **Settings** and the select **My Profile**
- Confirm with your administrator that the **email address** displayed on the mobile screen is the same Email address the administrator used to create your account.



Best Practices for Dashlink Connectivity


Note: The BR Mobile app should be up and running at all times during your shift to avoid Bluetooth connection issues.

Follow these best practices to prevent connectivity issues and keep DashLink running smoothly:

1. Only sign in to the BigRoad Mobile App on **One** mobile device at a time
2. Ensure there is **Internet Connection**
3. Verify the Mobile Device's **Bluetooth** is enabled
4. Always keep your mobile device **plugged in** and **charged** while driving

Connect to the Dashlink

In the event there is no Dashlink connection, there will be an **orange (i)** symbol across the top of the BigRoad app **Home Screen** advising you to connect to a Dashlink:

- 1 From the BigRoad Mobile App Home screen, tap the Dashlink symbol 
- 2 On the next screen, tap **Connect DashLink**

Note: If for any reason a connection to a DashLink device cannot be found, a message will appear with some troubleshooting tips and the opportunity to search again or cancel.

- If the DashLink is already connected, the DashLink symbol on the Home Screen will appear in **solid white**

