

When drivers are having problems connecting to a tractor via Bluetooth, have them complete the following steps:

1. The driver and handheld need to be in the tractor
2. Log completely out of WorkPlan
3. Restart handheld (power off/on)
4. Turn tractor off
5. Restart the tractor
6. Make tractor has been running for at least 60 seconds
7. Log back into WorkPlan
8. Once the tractor is running and broadcasting, you should see signal bars, select the tractor and continue.
9. If the tractor continues to show no Bluetooth connection, check to see if you can see active Bluetooth signals on other nearby tractors (if possible)
10. If Bluetooth is available on other tractors but not the desired tractor, this indicates an issue with Bluetooth for that specific tractor.
 - a. Report the vehicle to the terminal manager and/or dispatcher and use a different vehicle for the day
 - b. Vehicles should be reported to the Service Desk for troubleshooting and ticket escalation if unable to resolve the issue during the call.
11. If Bluetooth is not available on any tractors, this could indicate a Bluetooth issue with the handheld. Swap the handheld with a spare and try again.
12. If all tractors continue to show Bluetooth not available, contact the YRC Service Desk to check if Bluetooth is enabled on the handhelds.

If the tractor will go into drive automatically, have the driver complete the following steps:

1. Go to the WorkPlan Home screen and tap **Vehicle**
2. Tap **Leave vehicle.**
3. **Log** Driver completely out of WorkPlan.
4. Restart the handheld and log into WorkPlan again (do not choose Resume).
5. Tap **Vehicle** again to load the vehicle list.
6. Tap to reconnect to the desired vehicle.
 - a. If Bluetooth is not broadcasting on the selected vehicle see the Tractor shows go to steps above to troubleshoot.
7. Click **Done** to exit the screen. You should return to the Duty Status screen.

8. Driver should begin driving to verify if automatic switching will continue.
 - a. Vehicle needs to be moving at a minimum of 5 mph for approximately 30 seconds before it would switch to driving.
9. If it does not switch to Drive, the driver will need to manually put himself in **On Duty (ON)** and **Driving (D)** until the issue is fixed.
10. If the application will not allow the driver to manually select Driving (D):
 - a. Instruct the driver to go Off Duty and log out of WorkPlan.
 - b. The driver should go on paper logs *only for the current tour and current tractor*.
 - c. At the end of the tour, the driver must recreate their logs by adding events either on their handheld.