



PreClear Mobile Application User Guide

ABOUT THE DRIVEWYZE™ PRECLEAR SERVICE

The Drivewyze PreClear service is an application that runs on all popular smartphones. This application provides commercial vehicle drivers access to the Drivewyze service network. The new Drivewyze service network uses the GPS technology built into smartphones to operate a highway transportation service network in participating states and provinces in the US and Canada. The Drivewyze mobile application alerts drivers as they approach weigh stations and inspection sites.

For commercial vehicle drivers whose vehicles are enrolled in the Drivewyze PreClear program, their vehicle safety history provides opportunities to save time and fuel by getting bypass instructions, thereby minimizing unplanned stops at weigh stations and inspection sites.

Drivewyze operates hands-free to ensure road safety. The driver does not touch the device's screen or press any buttons while operating the vehicle. Drivewyze meets FMCSA regulation, 49 CFR, Part 392.82 approving hands-free cell phone use.

IMPORTANT SAFETY INFORMATION



WARNING

- **Driving while distracted is an offence in many jurisdictions.**
- **Focusing on the device for more than a second or two can distract you while driving, resulting in serious injury or death to you and others.**
- **Place your mobile device in a frame or cradle that you can mount on the dashboard in such a way you can see the screen and hear audible alerts, allowing you to keep your eyes on the road at all times.**

Table of Contents

ABOUT THE DRIVEWYZE™ PRECLEAR SERVICE	1
IMPORTANT SAFETY INFORMATION	1
USING THE DRIVEWYZE PRECLEAR MOBILE APPLICATION	3
Getting Started.....	3
Monitoring For Service Sites In The Drivewyze Network	5
Stopping The Application.....	7
DRIVEWYZE ON THE ROAD	7
Bypass Granted	7
Bypass Not Granted.....	8
Using Drivewyze With Other Transponders.....	10
Error Has Occurred	11
OTHER APPLICATION FEATURES.....	12
Preview	12
Help	12
Recall	13
HOW THE DRIVEWYZE SERVICE WORKS	14
Geo-Fence Technology	15
INSTALLATION	16
Preparing the Mobile Device	16
Device Specific Settings	17
iPhone	17
PRIVACY AND SECURITY	17
FREQUENTLY ASKED QUESTIONS	18
ERROR MESSAGES	21
GETTING HELP	21

USING THE DRIVEWYZE PRECLEAR MOBILE APPLICATION

If you have not yet downloaded and installed the Drivevyze PreClear mobile application on your smartphone or device, see the [Installation](#) section.

👉 The application was designed to take advantage of the features on different devices. Regardless of slight differences of the screens presented in this guide, as compared with your device, the application works the same on all devices.

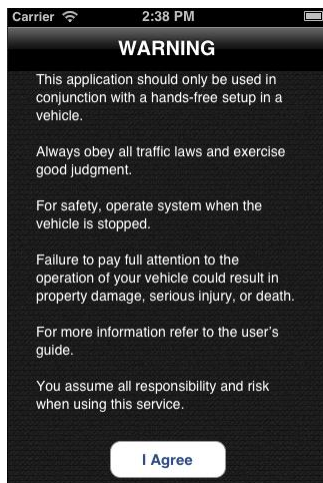
Getting Started



Step 1

To launch the application, tap the Drivevyze PreClear icon on your smartphone's Home or All Apps screen.

The first screen you will see shows the Drivevyze wordmark (on all platforms) and the application version (on Android only). The application will then automatically check for updates. If an update is available, the application will ask you to update the application. Otherwise it will proceed to the next screen.



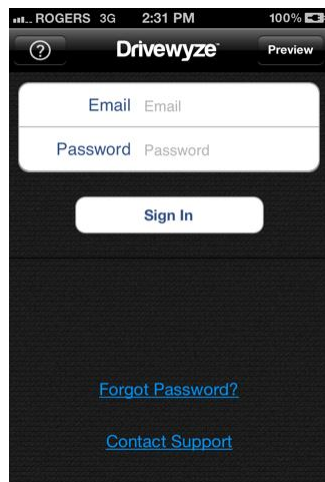
Step 2

Next you will be presented with a Warning Screen.

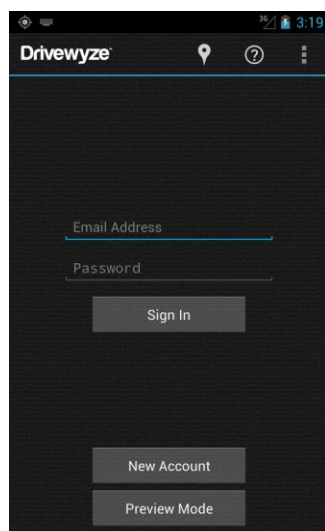
👉 Please read this important message on the screen before proceeding.

To proceed, select I Agree.

iPhone/iPad Version:





Android Version:




Step 3

Now you will see the Sign-In Screen. Note: the first time you reach the Sign-In Screen on an Android device, a Welcome Pop-Up will take focus, mention some of the benefits of the app, and will provide instructions on how to sign up for the PreClear service. This pop-up can be dismissed by tapping the **OK** button. Please note this pop-up will not be displayed on iPhones and iPads.

You will now be presented with a few options to choose from:

- To display help and support information, tap the **Help** icon .
- To experience portions of the service at no cost, tap **Preview** (on an iPhone or iPad) or **Preview Mode** (on an Android device). The application will work the same way as if you had signed up for the service, except that bypass privileges will not be granted. Selecting this option will take you to [Step 7](#).
- To sign-in into the app, tap **Sign In** (if you already have an account).
- To be instructed on how to create a new password, tap **Forgot Password?**. This option is offered as an on-screen link on iPhones and iPads, and as a menu option on Android devices.
- To view and optionally dial our toll-free number to speak with a Drivewyze PreClear representative, tap **Contact Support** (on an iPhone or iPad), or select the **Contact Us** menu option (on an Android device).
- Android devices only: To see our coverage map, tap the **Locations** icon .
- Android devices only: To be brought to our website where you can apply for a Drivewyze PreClear account, tap **New Account**. iPhone/iPad users will need to use the **Contact Support** option.

If you have a Drivewyze account, enter your email address and password, and select **Sign In**.

 Once you have signed-in, your device will be “registered” with the Drivewyze service. This is a one-time step. After this, you will not be presented with the Sign-In Screen again unless you replace the device, re-install the mobile app, or the device has been reset.

Monitoring For Service Sites In The Drivewyze Network

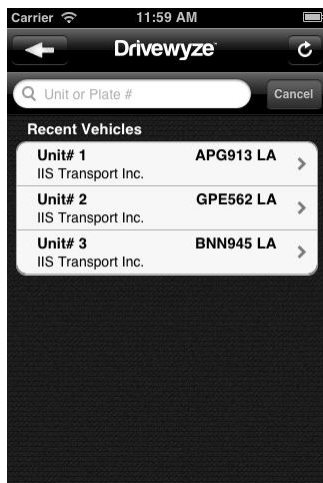


Step 4

This is the Start Screen.

To connect to the Drivewyze service network, tap the large **Start** button.

- ☞ To return to this screen after you have started, you will use the **Stop** button. See the following section [“Stopping the Application.”](#)
- ☞ If you’re using an Android device, and in Preview Mode, this screen will also display a **New Account** button you can use to apply for a Drivewyze PreClear account.



Step 5

Now you must select the vehicle you are about to use.

- ☞ Selecting a vehicle other than the one you are driving is illegal. Only vehicles that have been validated by Drivewyze will appear in this list.

If your vehicle does not appear in this list, use **Search** to enter the vehicle’s unit by name or license plate number. Contact us if your vehicle cannot be found.

- ☞ The list will display the names of up to five of the vehicles most recently used with the service.

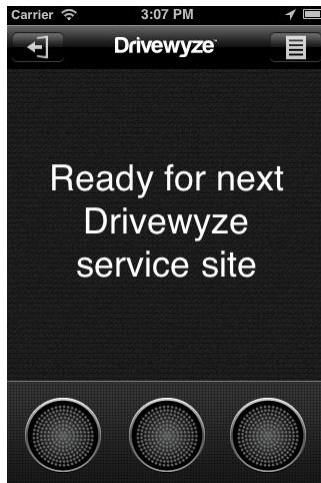


Step 6

If the selected vehicle does not have an approved photo and your device has a built-in camera, you will be prompted to submit one to the Drivewyze service. This will launch your device's camera application.

Take a photo of your tractor appearing as you see in the sample. After taking the photo and selecting to use it, you will return to this screen. Your photo will replace the sample. You can retake the photo or submit it to proceed.

- 👉 Photo will be displayed to law enforcement as you approach an inspection site. You can only use the service temporarily without an approved photo.



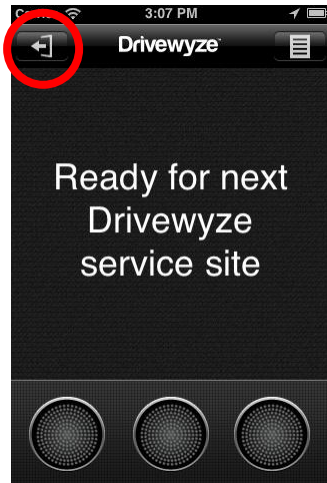
Step 7


Congratulations!

You are now connected to the Drivewyze service network, and ready to begin driving.

- 👉 Be sure to install your mobile device in a frame or cradle that you can mount on the dashboard in such a way that it will not cause any distractions to your driving, and still allow you to see the device screen and hear audible alerts.
- 👉 From this point on you only need to glance at the device for a second or two at any time.

Stopping The Application



To disconnect from the Drivewyze network, select the **Stop** icon  found in the upper left. BlackBerry users press the **Menu** key and then select **Stop**.

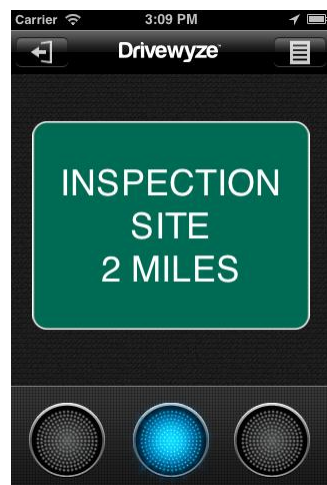
This returns you to the Start Screen.

From the Start Screen, you can close the application or start the service again selecting the **Start** button.

DRIVEWYZE ON THE ROAD

As you are driving down the road and approach a weigh station or inspection site, the application will detect your vehicle is approaching a Drivewyze service site. The following pages in this section cover all the different messages that the device will display on the screen and audible alerts, depending on whether or not you are granted bypass.

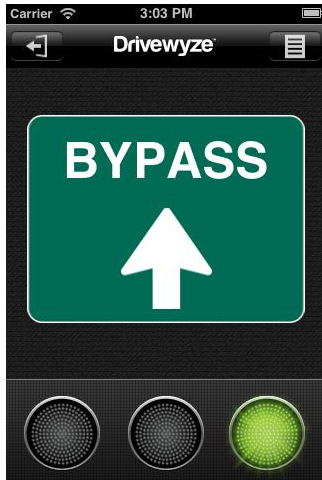
Bypass Granted



Approaching the Drivewyze service site

When your device detects that your vehicle is within two miles of a Drivewyze service site, it does the following:

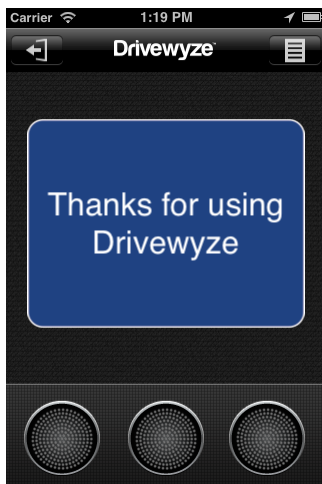
- Screen will display “INSPECTION SITE 2 MILES”.
- Center blue indicator light will be illuminated.
- You will hear an audio alert.



Maneuver Instruction

If law enforcement grants you bypass privilege, approximately one mile from the Drivewyze service site your device will respond with the following:

- Screen will display “BYPASS”.
- Right green indicator light will be illuminated.
- You will hear an audio alert.



Driving past the Drivewyze service site

Once you have driven past the Drivewyze service site, your device will display the following for 30 seconds and then return to the “Ready for the next Drivewyze service site” screen:

- Screen will display “Thanks for using Drivewyze”.
- All indicator lights will be off.
- You will hear an audio alert.

Bypass Not Granted



Approaching the Drivewyze service site

When your device detects that your vehicle is within two miles of a Drivewyze service site, it does the following:


- Screen will display “INSPECTION SITE 2 MILES”.
- Center blue indicator light will be illuminated.
- You will hear an audio alert.



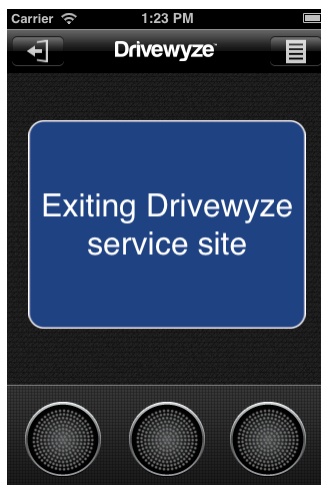
Maneuver Instruction

If law enforcement decides to have you pull in, or if the service site is closed, approximately one mile from the Drivewyze service site your device will display the following:

- Screen will display “FOLLOW ROAD SIGNS”.
- Left red indicator light will be illuminated.
- You will hear an audio alert.

 Pull-in instruction is issued at random intervals, even if your vehicle has a good safety record. This is the same security feature used by other bypass programs.

This instruction directs you to follow the normal traffic laws as anyone would without a bypass service.




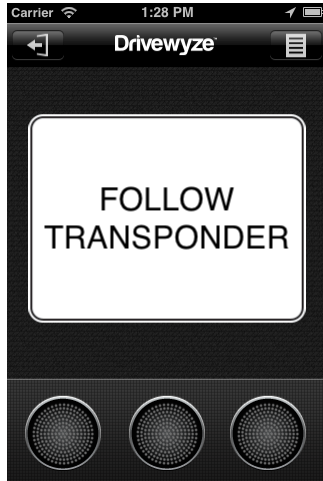
Driving past the Drivewyze service site

Once you have driven past the Drivewyze service site, your device will display the following for 30 seconds and then return to the “Ready for the next Drivewyze service site” screen:

- Screen will display “Exiting Drivewyze Service Site”.
- All indicator lights will be off.
- You will hear an audio alert.

Using Drivewyze With Other Transponders

-  The account holder must inform Drivewyze what bypass transponders are in use for each vehicle. It is the responsibility of the account holder to keep Drivewyze up to date with any changes to their transponder service.

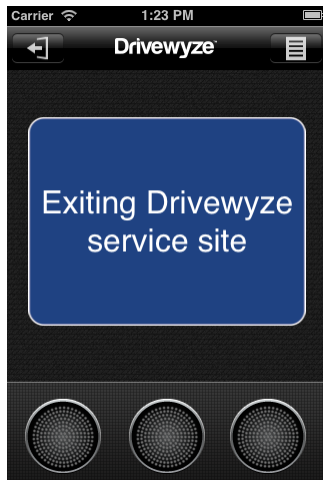


Approaching the Drivewyze service site

If your vehicle also has a transponder-based service, there is a possibility that the Drivewyze application and the transponder could give you conflicting instructions.

To avoid driver distraction and ensure safety, Drivewyze will yield to your other bypass services in operation at that site. When your device detects its within two miles of a Drivewyze service site, it respond with the following:

- Screen will display “FOLLOW TRANSPONDER”.
- All indicator lights will be off.
- You will hear no audio alert.

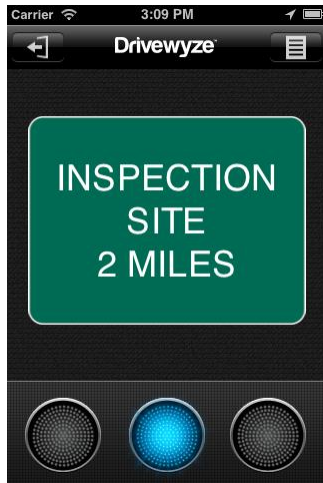


Driving past the Drivewyze service site

Once you have driven past the Drivewyze service site, your device will display the following for 30 seconds and then return to the “Ready for the next Drivewyze service site” screen:

- Screen will display “Exiting Drivewyze Service Site”.
- All indicator lights will be off.
- You will hear an audio alert.

Error Has Occurred



Approaching the Drivewyze service site

When your device detects that your vehicle is within two miles of a Drivewyze service site, it does the following:

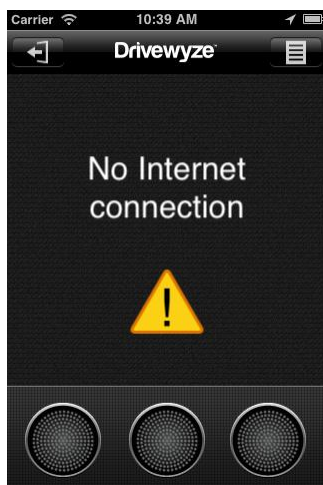
- Screen will display “INSPECTION SITE 2 MILES”.
- Center blue indicator light will be illuminated.
- You will hear an audio alert.



Maneuver Instruction

If the device detects an error for any reason, approximately one mile from the Drivewyze service site your device will display the following:

- Screen will display “FOLLOW ROAD SIGNS”.
- Left red indicator light will be illuminated.
- You will hear an audio alert.



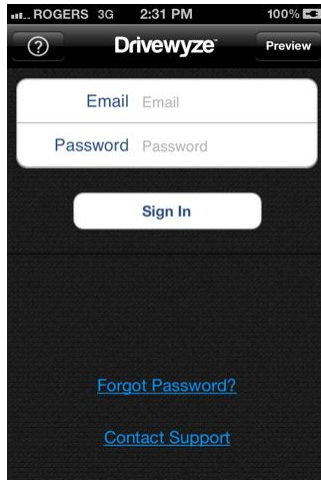
Driving past the Drivewyze service site

Once you have driven past the Drivewyze service site, your device will display an error message for 30 seconds then return to the “Ready for the next Drivewyze service site” screen:

- Screen will display a brief message about the error (for a list of the error messages, refer to the [Error Messages](#) section.)
- All indicator lights will be off.
- You will hear an audio alert.

OTHER APPLICATION FEATURES

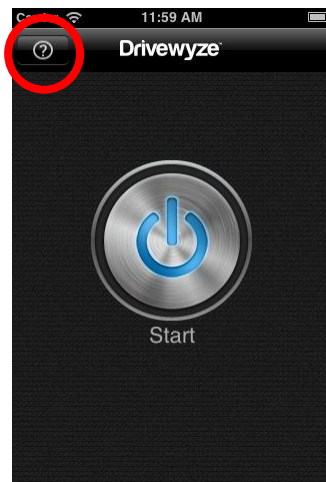
Preview




The Preview feature allows you to try out the different features of the service before you actually subscribe to the service, as described in the [Drivevyze On The Road](#) section above.


Without a valid service account you will only be given the scenario described in [Bypass Not Granted](#).

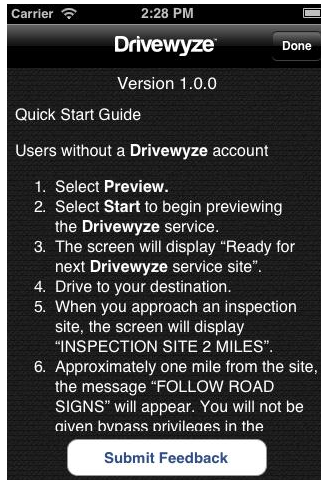
Help



At the Start Screen you can view **Help** and support information, touch the **Help** icon .

BlackBerry users should press the **Menu** key and then select **Help**.

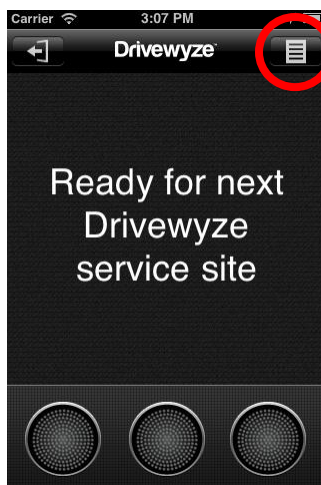
 Viewing **Help** or **Submitting Feedback** should not be done while driving. Once you have parked your vehicle, select [Stop](#) to return to this Start Screen to use this function.




Within the **Help** screen, you can find two options.

- **More** will take you to a web page with additional help and support information.
- **Submit Feedback** will take you to a web page to provide your comments, ask questions, and reports problems.


Recall

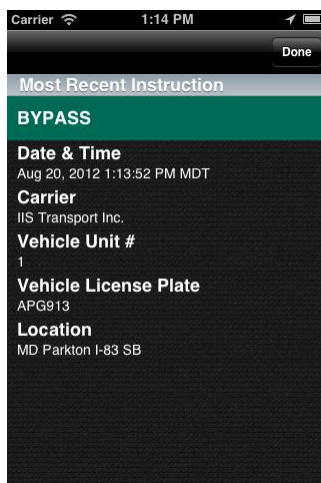


To view the last instruction given by the Drivewyze service, select the **Recall** icon  found in the upper right corner.

BlackBerry users will press the **Menu** key and then select **Recall**.

This selection will display information about the last service site and the driving instruction given as shown on the following screen.

 This step may be a necessary action at the request of law enforcement.



This is the screen displayed by selecting **Recall**.

- The given maneuver instruction is highlighted in color for the last inspection site.
- The date and time of the last instruction, the carrier whose credentials you are using, the vehicle's unit number and license.
- The name and location of the last inspection site.

HOW THE DRIVEWYZE SERVICE WORKS



The Drivevyze service uses the Internet and GPS technology built into smartphones.

Drivevyze is designed for real-time decision-making in support of improved road safety and traffic congestion relief.



The Drivevyze mobile application includes enhanced driver-aid features including clear visual and auditory notifications designed to support safe decision-making on the road.

Once the mobile application is activated, the screen will display [“Ready for next Drivevyze service site.”](#) The mobile application will then check the location of the vehicle to determine when the vehicle is approaching a weigh station or inspection site.



Approximately two miles ahead of a service site, the device will provide the driver with a visual and audible notification.

If the vehicle also has a transponder-based bypass service, then the device will let the transponder system control the bypass instruction. Review the section [Using Drivevyze With Other Transponders](#) for the specific details.



Approximately one mile from the site, the device will contact the Drivewyze service network and request pre-clearance from law enforcement at the inspection site.

Bypass privileges are completely determined by screening rules defined by state law enforcement agencies.



The carrier's and vehicle's credentials and safety records are evaluated according to law enforcement's rules at that station.

☞ Pull-in instruction will be issued at random intervals. This is the same security feature used by other bypass programs.



Approximately one mile from the site, the device may visually and audibly notify the driver to "[Bypass](#)" the site.

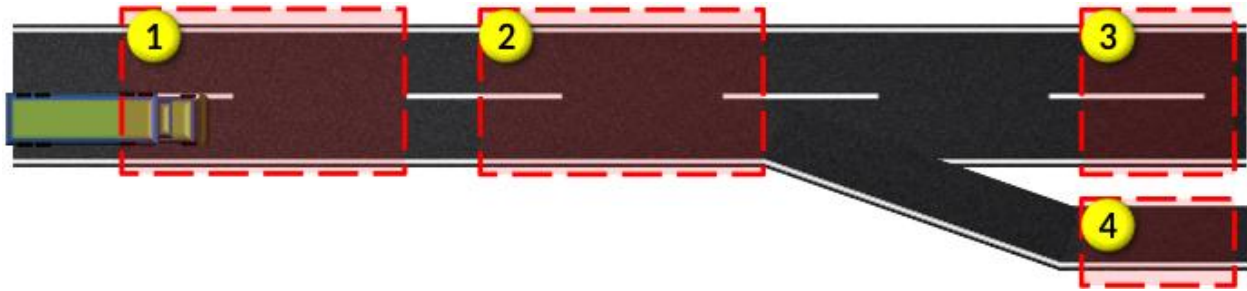
Otherwise the device will respond with following road signs or transponders.

☞ If error occurs, the device will default to instructing the driver to follow the road signs and then display the [error message](#).

Geo-Fence Technology

Geo-fencing is a technical term to describe the technology that provides a virtual location of a real-world geographic location using GPS coordinates and mobile access to the Internet. The Drivewyze mobile application comes preloaded with geo-fences of all enrolled weight and Commercial Vehicle Enforcement inspection sites. This includes both permanent and temporary inspection sites.


Each service site uses four geo-fences as shown in the following diagram.



1. Mobile application notifies the service that the vehicle is approaching a Drivewyze service site in approximately two miles.
 - Driver is notified of the approaching site or told to [follow their transponder](#).
2. When the vehicle is approximately one mile from the Drivewyze service site, the application requests the maneuver instruction and displays it within seconds.
 - Drivewyze service compares the vehicle's and carrier's credentials with law enforcement's preclearance screening rules at that site.
 - Drivewyze service sends the maneuver instruction to the mobile application.
 - If a transponder is used, the "FOLLOW TRANSPONDER" message remains displayed
3. Mobile application sends Drivewyze vehicle's location for confirmation of compliance with the bypass maneuver instruction
4. Mobile application sends Drivewyze vehicle's location for confirmation of compliance with the non-bypass maneuver instruction
 - Vehicle and carrier's information is displayed to law enforcement exiting this area

INSTALLATION

To download and install the Drivewyze mobile application, visit www.drivewyze.com/support and follow the instructions on-line.

 Your smartphone or device must have a data plan, and your device must be connected to your cellphone network service for any of these options to work.

Preparing the Mobile Device

- Secure your mobile device in a location allowing you to keep your eyes on the road. Devices low in the vehicle may be distracting as this causes you to look down. Place the device at eye level.
 - Placing devices low in the vehicle may interfere with their reception, creating dropouts in areas with poor reception. It's recommended the device be up higher and closer to the windshield.

- Attached a constant source of power to the device, such as an accessory cable.
- Check that the device is not in vibrate-only or silent mode.
 - If you are using any in-cab accessories that use your vehicle's sound system be sure the volume is at an appropriate level so you can hear the audible alerts.
- Avoid placing the mobile device in direct sunlight to avoid reflections and give you the best visibility to the screen.
 - Certain types of sunglasses can interfere with the LCD screens. If you notice this problem, try rotating the LCD to a different orientation.
- Location services need to be enabled, allowing for GPS usage. You may wish to turn it off after using the Drivewyze service to conserve the mobile device's battery.
- Some devices may not provide simultaneous voice and an Internet connection. This depends on your type of phone, network provider, and present location.
- Being on a phone call may block data transmission, depending on the type of phone, the network provider, and the location. It's best to not be on a phone call at the time you approach a Drivewyze service site unless you know your phone and that location can support simultaneous voice and data.

**WARNING**

Smartphone components and particularly batteries can be damaged due to excessive heat. Remove the device from the vehicle or store it out of direct sunlight when not in use.

Device Specific Settings

iPhone

Notifications should be set to Alerts


Go to Settings > Notifications, and change the alert style to Alerts.

PRIVACY AND SECURITY

- Data encryption ensures data privacy; no personal data is stored on in-cab devices or transmitted during operations.
- Drivewyze is committed to maintaining the data privacy of all our customers and drivers. Complete vehicle activity data is available only to account holders, their authorized users and the Drivewyze support team.

- Only the minimum information required to support a bypass request is shared with an agency providing the bypass opportunity.
 - No personal information on the mobile device.
 - Private data is protected from unauthorized users or third parties by physical, network and application layer security features.
- Please review our Privacy Policy for more details at www.drivewyze.com

FREQUENTLY ASKED QUESTIONS

 You can also view the latest information at www.drivewyze.com/support.

Question	Answer
Which mobile devices are supported?	<ul style="list-style-type: none">• BlackBerry OS v5 and higher• Any phone from any manufacturer running the Google Android OS v2.2 and higher• iPhone 3GS/4 iOS v5 and higher• iPad II and iPad III (only models with cellular data)• Samsung Galaxy Tab (SCH-1800, SGH-T849, SPH-P100, SGH-I987)
What does the Drivewyze phone application cost?	The mobile phone application is provided at no charge. To obtain a copy of the application, see the section Installation .
Will I accumulate costly data usage charges on my smartphone data plan?	No, the Drivewyze service was designed to incur minimal data costs to even the most limited data plans. The mobile application only transfers a small amount of data to determine a bypass request, and only at service sites.
Will Drivewyze's performance be affected by which mobile network provider I use?	There may be slight variations in performance between mobile carriers depending on the geographic location of participating weigh stations. This should be insignificant to the operation of the service.
Will different phones perform differently with the Drivewyze application?	Some manufacturer differences may have a minor impact on system performance. It should not be noticeable nor affect the usability of the service.
What if I forget my password?	At the sign-in screen you can select Forgot Password .

Question	Answer
What if my mobile device freezes or turns off while in operation?	Simply restart the mobile device, open the application and start the service again.
Reception is poor where I travel. What can I do to prevent dropouts?	<p>You may find error messages such as Internet connection timed out or No Internet connection in some areas. Vermont is a state with poor reception. You can check the coverage areas from your network provider (Verizon, AT&T, Sprint and T-Mobile).</p> <p>Devices mounted higher on the dashboard, rather than low within the vehicle, may receive a better signal. Try moving the device higher and closer to the windshield.</p>
What if the phone fails to connect to the Drivevyze service while I'm driving?	<p>The Drivevyze service is designed to be "fail safe". In case of any system failure the device will signal the driver to follow the existing road signs.</p> <p>See the section Error Has Occurred.</p>
What if I switch to another application on the mobile device while I'm driving?	The Drivevyze mobile application will remain running. You will still be notified according to your device's notification settings when approaching an inspection site.
Can I use the phone for voice at the same time?	<p>Being on a phone call may block data transmission, depending on the type of phone, the network provider, and the location. Some phones and their network providers support simultaneous voice and data. Even if your phone and network provide this, some rural locations may not.</p> <p>It's best not to be on a phone call as you approach Drivevyze service sites unless you know your phone and location provides simultaneous voice and data.</p> <p>In any event, if the Drivevyze mobile application cannot connect to the service it will safely alert the driver to the "Follow Road Signs" and at the exit point report the error "Voice call blocked Internet connection."</p>
Why does the application request access to GPS on my mobile device?	The Drivevyze mobile application requires access to the GPS system in the device to determine when it is entering and exiting a predetermined inspection site.

Question	Answer
Why does the application request access to the Internet?	The Drivewyze service communicates via the Internet to request if bypass can be granted.
What are the rules for approving a bypass request?	Each state law enforcement agency is free to implement their preclearance screening rules.
How much time will I have to react to the bypass message?	The application will first display a notification message when the vehicle approximately two miles away from the service site, and then request bypass clearance. Drivewyze will then signal the driver approximately one mile before the inspection site. This lead-time provides ample opportunity to make necessary lane changes.
Do I need to travel in any particular lane or speed?	No, the Drivewyze service will work regardless of what lane is being used or your vehicle's speed.
What if I already have a bypass transponder in my vehicle?	<p>Safety is the highest priority at Drivewyze. We have designed the system to work together with transponder-based bypass systems.</p> <p>See the section Using Drivewyze With Other Transponders.</p>
What if I drive multiple vehicles or change the vehicle I am driving?	You can register multiple vehicles and select the correct vehicle before driving.
Where should I place my phone while driving?	<p>Please follow all transportation safety laws designed to limit driver distraction including the use of hands-free headsets. We advise mounting the phone to your dashboard with a standard mounting kit or cradle and keep your phone connected to your vehicle utility power to keep the phone running at all times during your travel.</p> <p>It's best to install the mobile device in a location close to the windshield. Mobile devices placed deep within the vehicle can result in poor signal reception. Mounting it higher and closer to the windshield can improve reception.</p>

ERROR MESSAGES

Voice call blocked Internet connection	Not all cellular carriers allow voice and data traffic to occur at the same time. Making a phone call while Drivewyze is trying to send a bypass request may block communication.
No Internet connection	Your mobile device may have lost Internet connection when Drivewyze tried to send a bypass request. Be sure you have data access enabled on your device.
Cannot determine location	Your device's GPS can sometimes be affected by a variety of factors (e.g. weather, buildings, etc.). This message indicates that Drivewyze could not determine your location with enough accuracy or GPS is turned off.
Internet connection timed out	Your device may have lost its Internet connection after requesting preclearance.
Battery low	This error occurs on BlackBerry users only. When the battery reaches a minimum level, it may turn off hardware components required by Drivewyze to deliver bypass services (e.g., GPS, data connection). It is highly recommended to keep your device plugged in to a power source while in use.

GETTING HELP

If you encounter a setup or operational problem, contact Support:

Phone: 1 (888) 988-1590

Fax: 1 (877) 393-8883

Email: support@drivewyze.com

Web: www.drivewyze.com