



How to Update Switchboard ELD by APK File Method

For updating Switchboard ELD, it is recommended to use PlayStore or a Switchboard supplied MDM method (e.g. Scalefusion) if these are available. However, there could be a variety of scenarios where Switchboard ELD is installed on a tablet and neither of these options are available. The remaining option for updating Switchboard ELD is to download and install the latest APK file. This document will step through that process for a 3Rtablet Pro model tablet with Chrome browser installed; other Android tablets should have a similar process.

This procedure will first be presented as a “quick procedure” to serve as a reference for those who are already familiar with the process, but just need a reminder of the steps and some details. Afterward, a much more detailed version of the procedure will be presented.

Quick Procedure:

- (1) Review the most recent logs on the tablet to see the latest date and time that the logs were used. Check the Switchboard website portal to ensure that the logs are fully synchronized with the tablet. The ELD app will sync automatically, typically within several minutes, when the tablet is connected to the internet.
- (2) Uninstall the Switchboard ELD app from the tablet using the Apps & notifications section in Android settings.
- (3) Open an internet browser (e.g. Chrome, Firefox, etc.) on the tablet and go to the URL: <https://trackm2m.com/support/>.
- (4) Scroll down to the Software Downloads section on the website and tap the link for Switchboard ELD Android app APK file to download the APK file.
- (5) If the browser gives an option to “Open” the APK file, tap to proceed. If the browser does not provide such an option, you will need to locate the APK within Android and tap on it to install.
- (6) You may be prompted to allow a permission to install from “an unknown source”. Proceed to apply this permission as needed.
- (7) If you see the “Turn on Play Protect?” message, tap the Decline button.
- (8) You should see that the app is now installed.
- (9) Copy the app icon from the list of all apps to the home screen of the tablet by holding and dragging the icon upward.

Detailed Procedure:

Use the View Logs section of the Switchboard ELD app to review the most recent log activity noting the date and time of the last event.

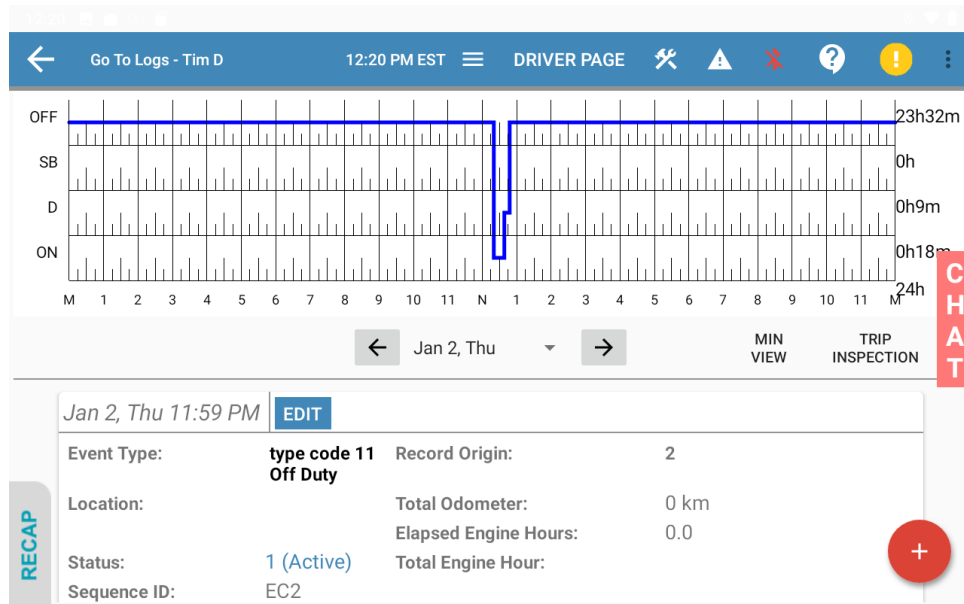


Fig. 1: Review most recent event in View Logs section of app.

Login to the Switchboard website portal to check if the log data in the portal matches and shows the most up-to-date information from the tablet. The URL for the Switchboard portal is:

<https://app-manager.onswitchboard.com/login>

If you do not know the username/password for this portal, ask your supervisor or contact TrackM2M.

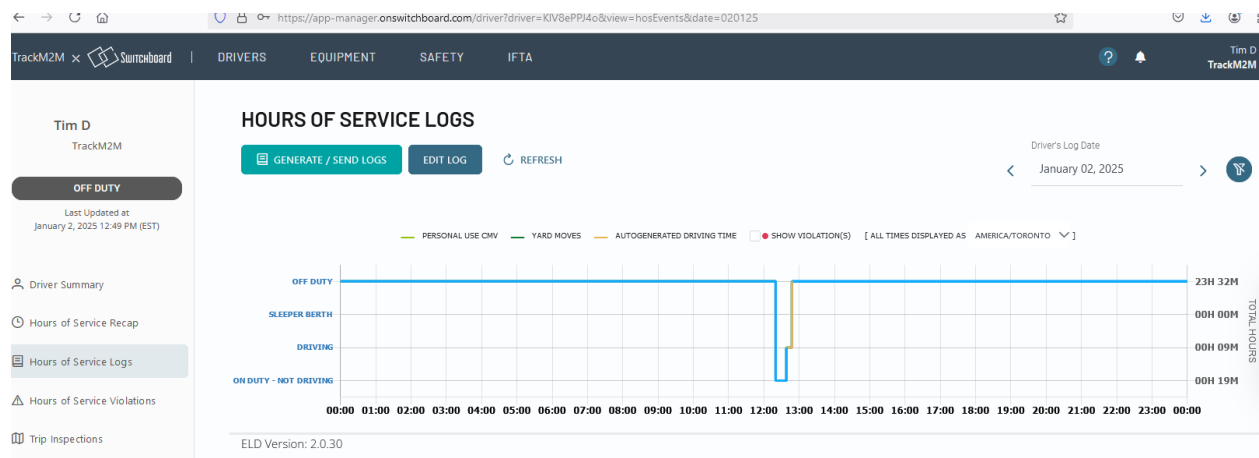


Fig. 2: Review data in the Switchboard website portal to confirm data is in sync with tablet.

If there is data missing on the portal, run the Switchboard app on the tablet and make sure the tablet has a live internet connection. The data sync will occur automatically within several minutes. If the portal is behind by longer periods of time, the sync process can take longer. Recheck/refresh the portal until you confirm the data matches with the tablet. This is important because the next step in the procedure will remove log data from the tablet and this data will not be recoverable if it has not been saved to the portal.

Tap the Home button of the tablet to display the Android home screen.

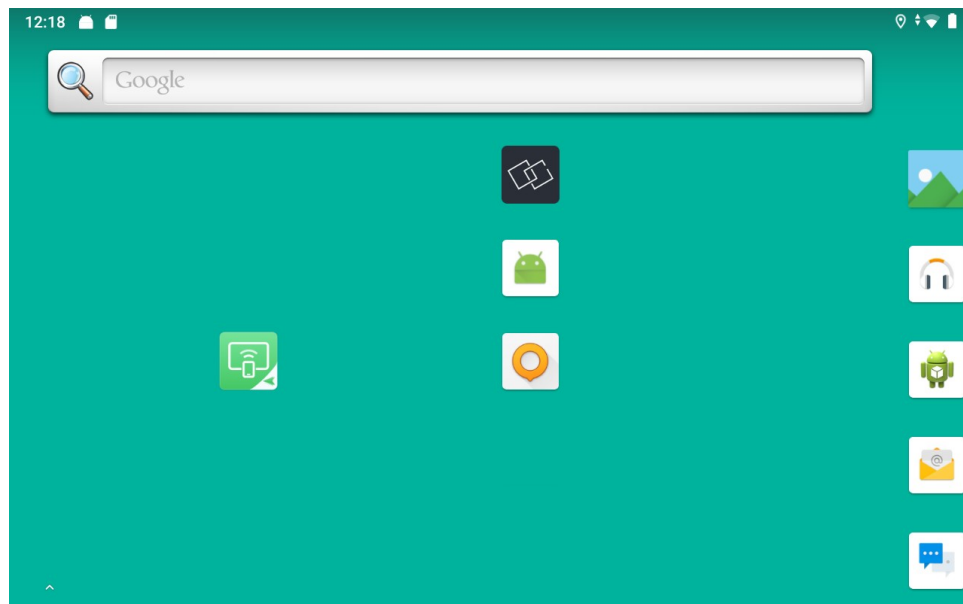


Fig. 3: Tap the Home button of the tablet to display the Android home screen.

Swipe upward anywhere on the home screen to open the list of all apps. Look for the Settings icon and tap to open the Android settings.

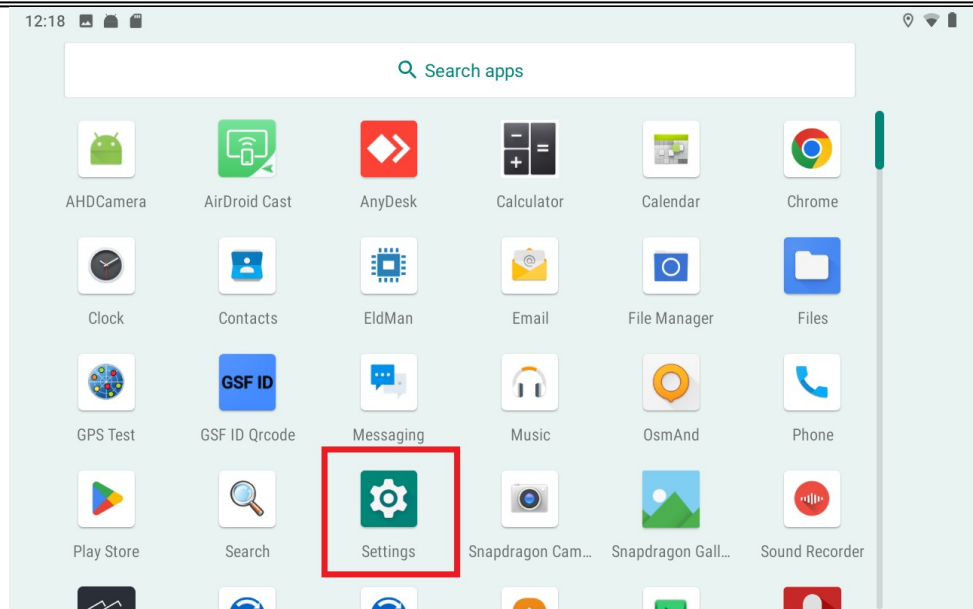


Fig. 4: Tap Settings to open the Android settings.

Look for the Apps & notifications section (just called Apps on some versions of Android). Tap to enter this section of settings.

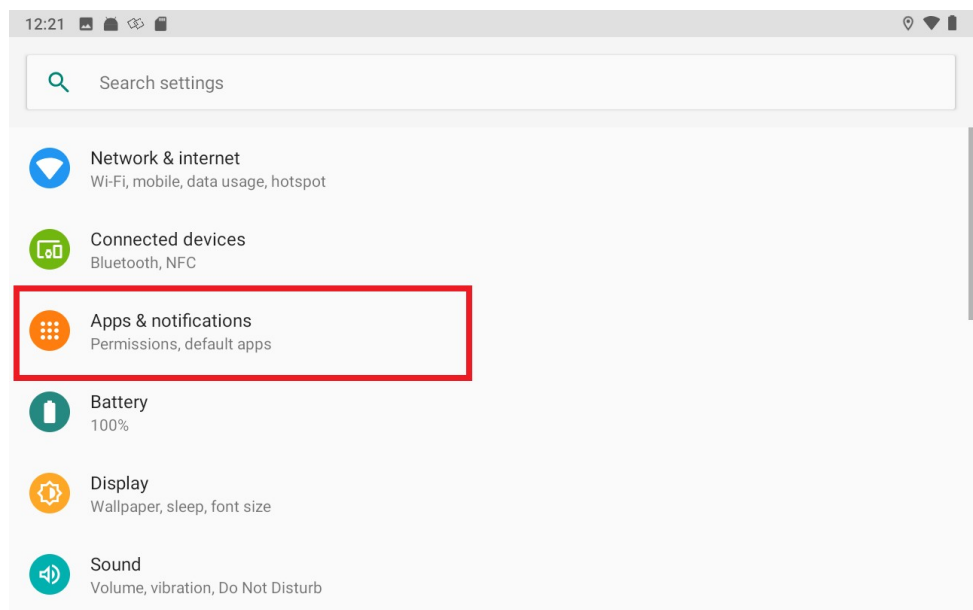


Fig. 5: Tap Apps & notifications to enter this section of Android settings.

Look for the Switchboard app in the list. It is likely listed near the top of the list if you have used the app recently. If you do not see the Switchboard app, you may need to tap “See all N apps” to view a full list of all apps. Tap the Switchboard app to open the settings for the app.

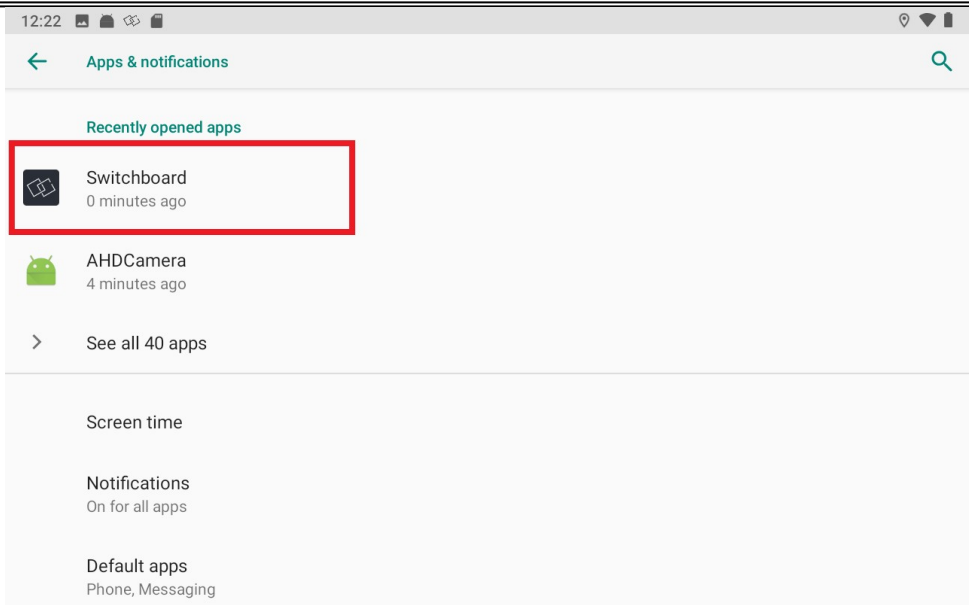


Fig. 6: Tap the Switchboard app in the list to open the Android settings for this app.

Tap the UNINSTALL button.

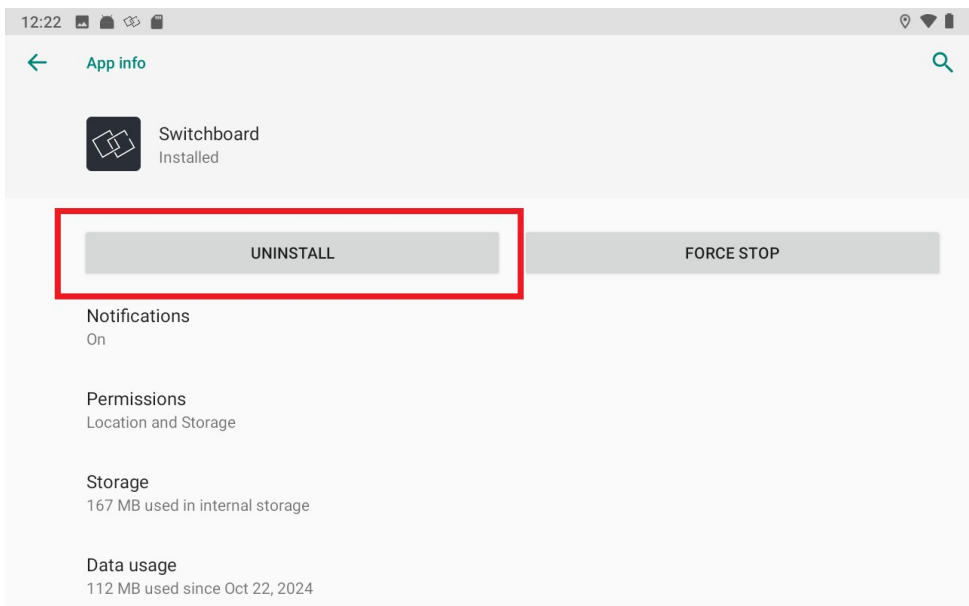


Fig. 7: Tap the UNINSTALL button to uninstall the Switchboard app.

Tap OK button to confirm uninstalling the app.

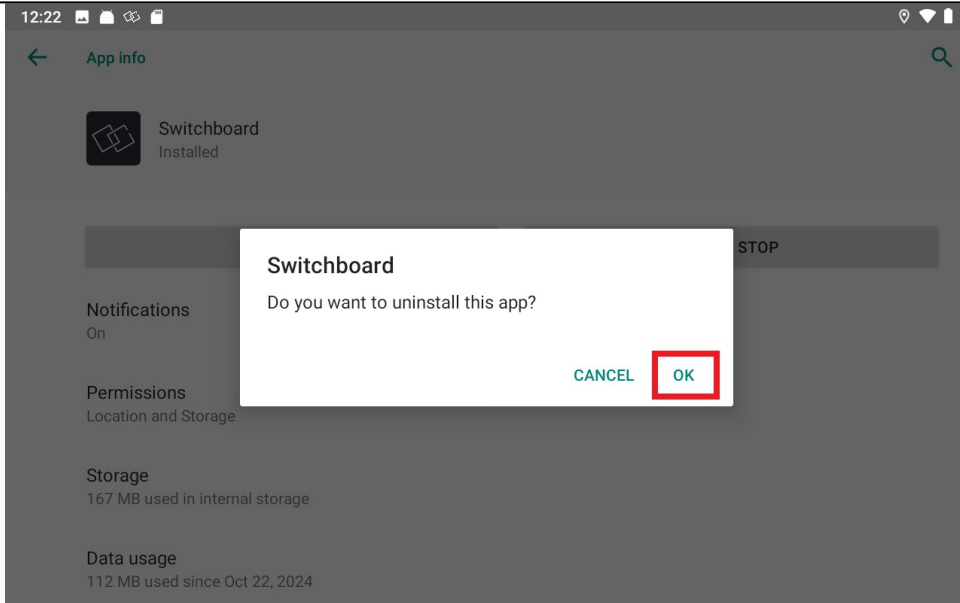


Fig. 8: Tap OK button to confirm uninstalling the app.

Upon returning to the list of apps, you will notice that the Switchboard app is no longer listed.

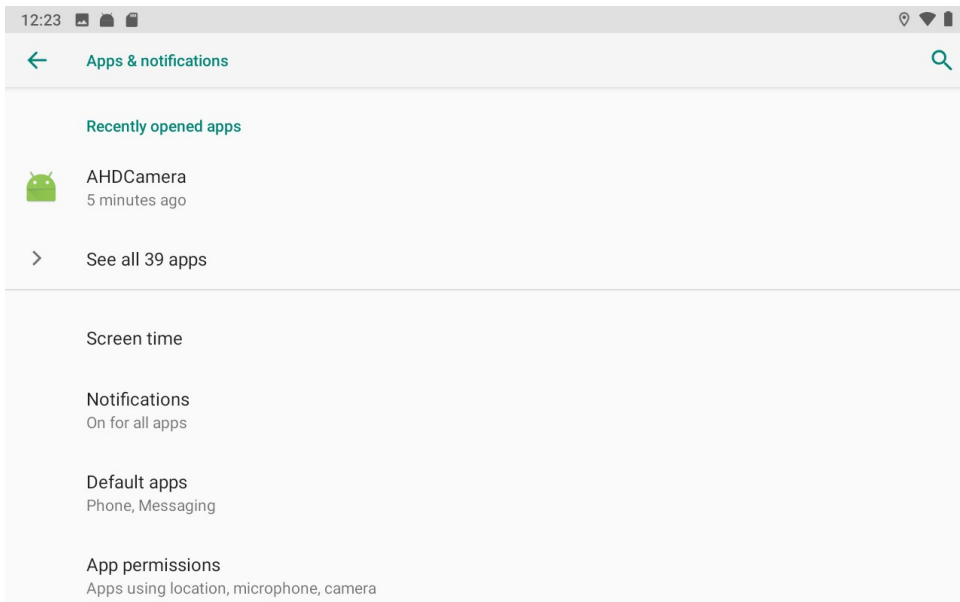


Fig. 9: After uninstalling the Switchboard app, it no longer appears in the list of apps.

Tap the Home button on the tablet. You will notice that the icon for the Switchboard app has been removed since the app has been uninstalled.

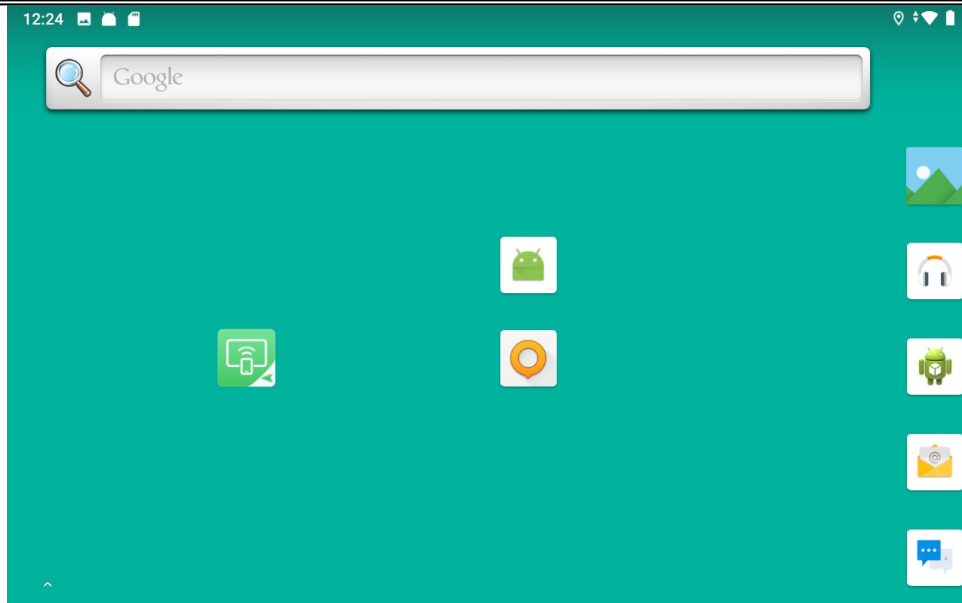


Fig. 10: The Switchboard icon has been removed from the Android home screen.

Swipe upward on the home screen to view a list of all apps on the tablet. Look for a web browser such as Chrome or Firefox and tap to open the browser. This example uses Chrome browser.

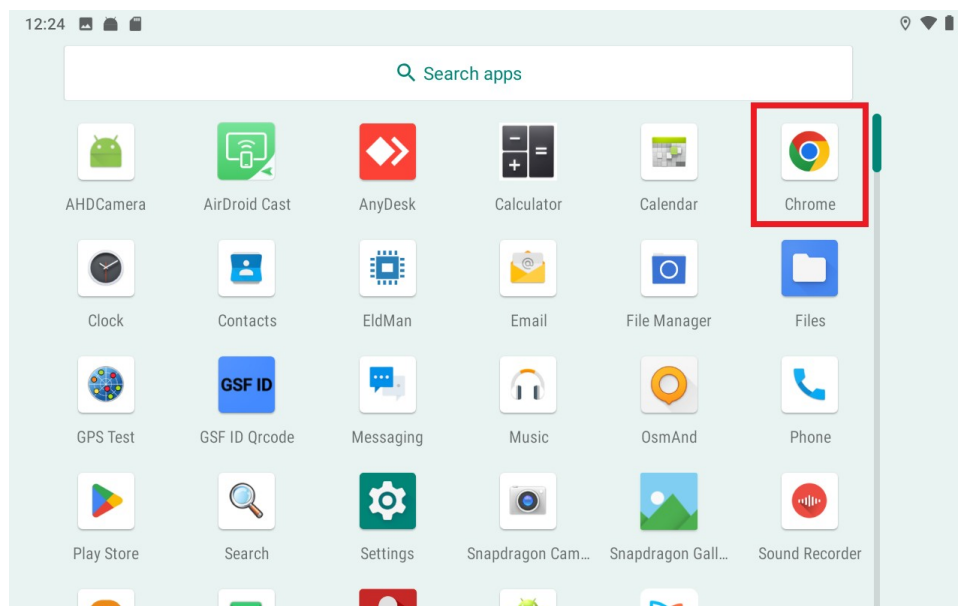


Fig. 11: Look for a web browser, such as Chrome, and tap to open the browser.

Navigate the browser to the following URL:

<https://trackm2m.com/>

Then tap the Support button in the top menu.

Alternatively, you can enter the direct link to the support page:

<https://trackm2m.com/support/>

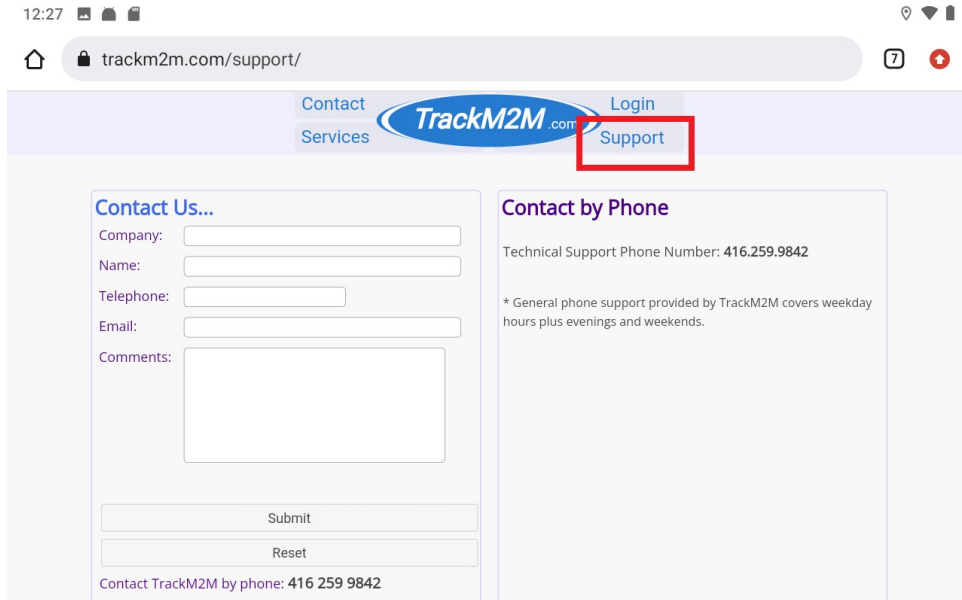


Fig. 12: Navigate to the trackm2m.com website and tap the Support option.

Scroll down to the Software Downloads section. Look for the Switchboard ELD link to download the Switchboard APK file. Tap the link.

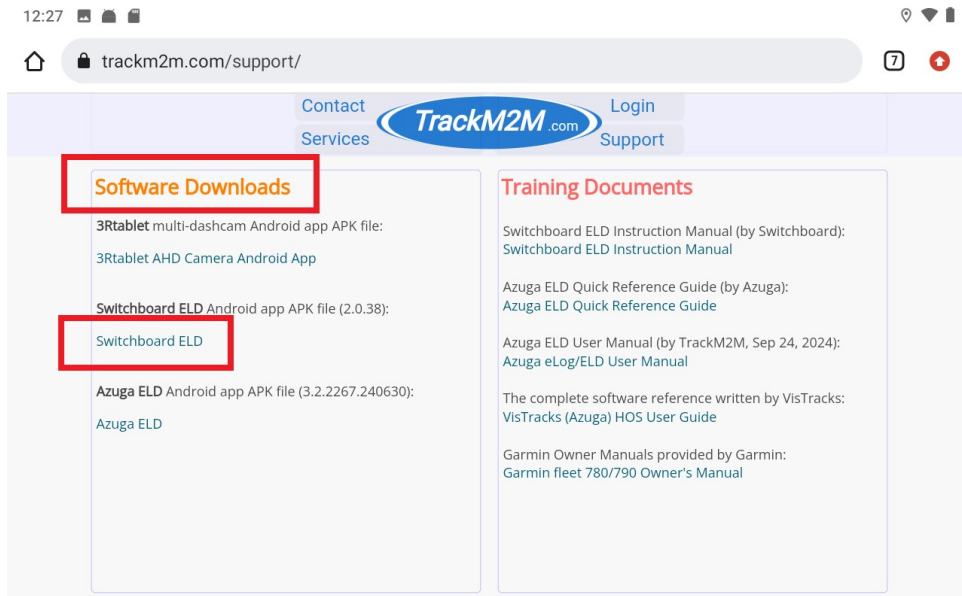


Fig. 13: Scroll down to Software Downloads section. Tap Switchboard ELD to download APK.

TrackM2M.com

If updates have been performed previously on this tablet, you may see the “Download file again?” message. Tap the Download button.

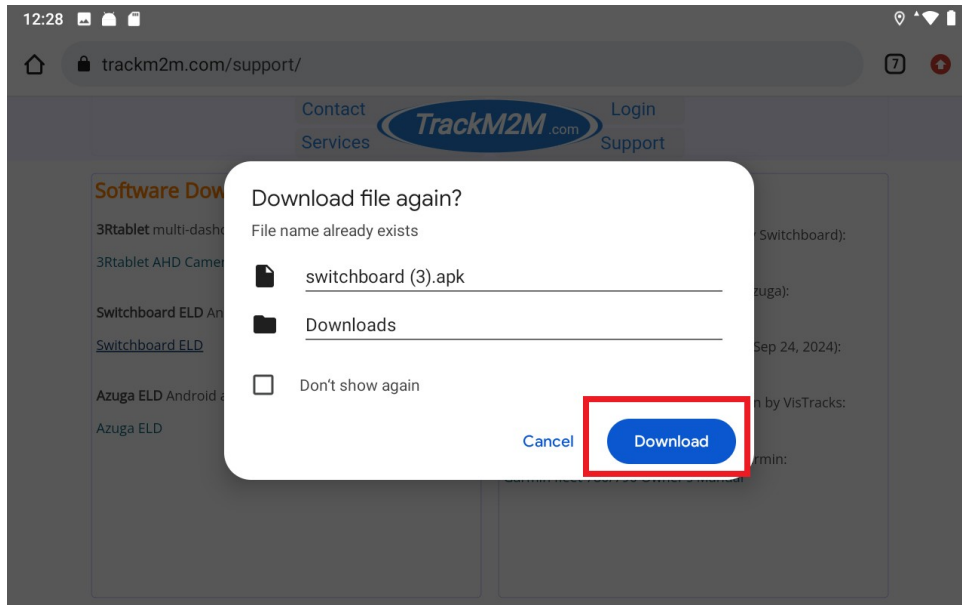


Fig. 14: Tap the Download button.

For Chrome browser, tap the Open button after the APK file has been downloaded to initiate the installation process.

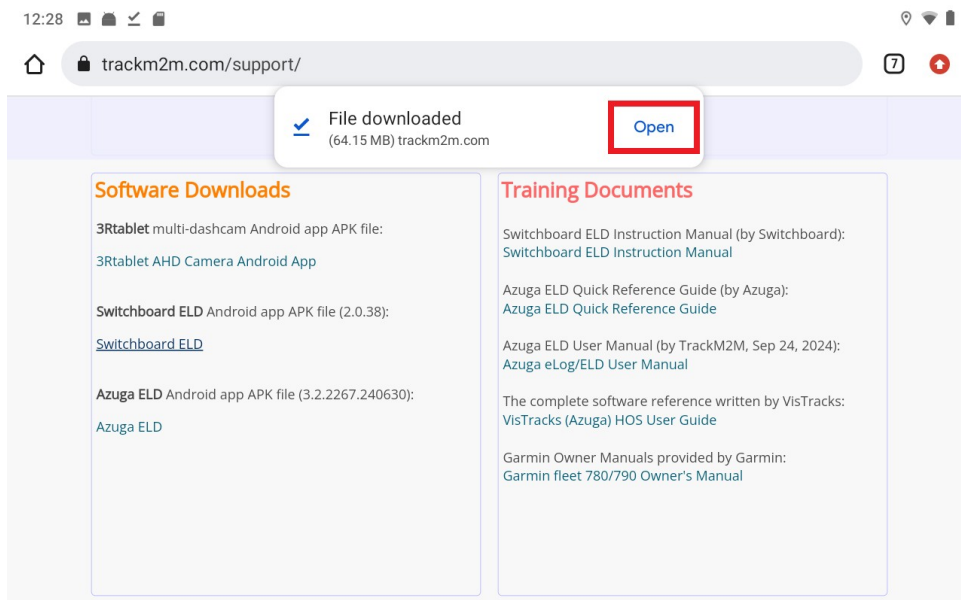


Fig. 15: Tap the Open button to initiate the installation process.

Tap the INSTALL button in the lower right corner.

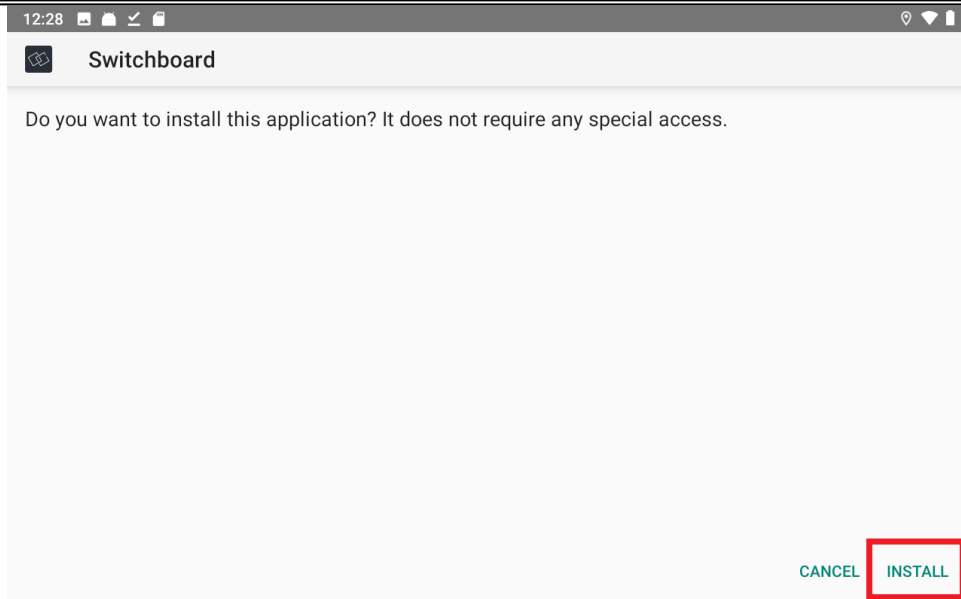


Fig. 16: Tap the INSTALL button in the lower right corner.

If you see the “Turn on Play Protect?” message, tap the Decline button.

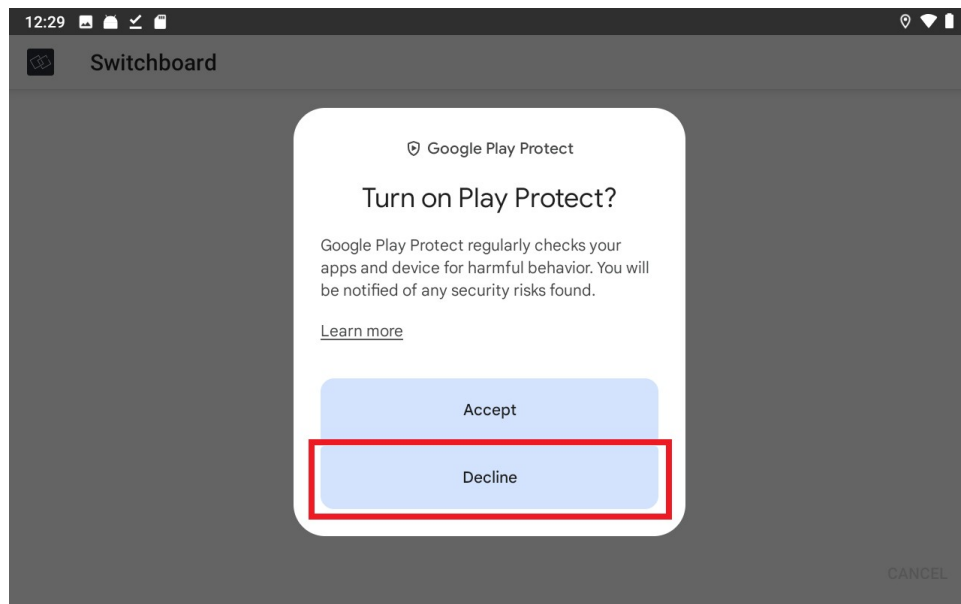


Fig. 17: If you see the “Turn on Play Protect?” message, tap the Decline button.

The installation process will continue.

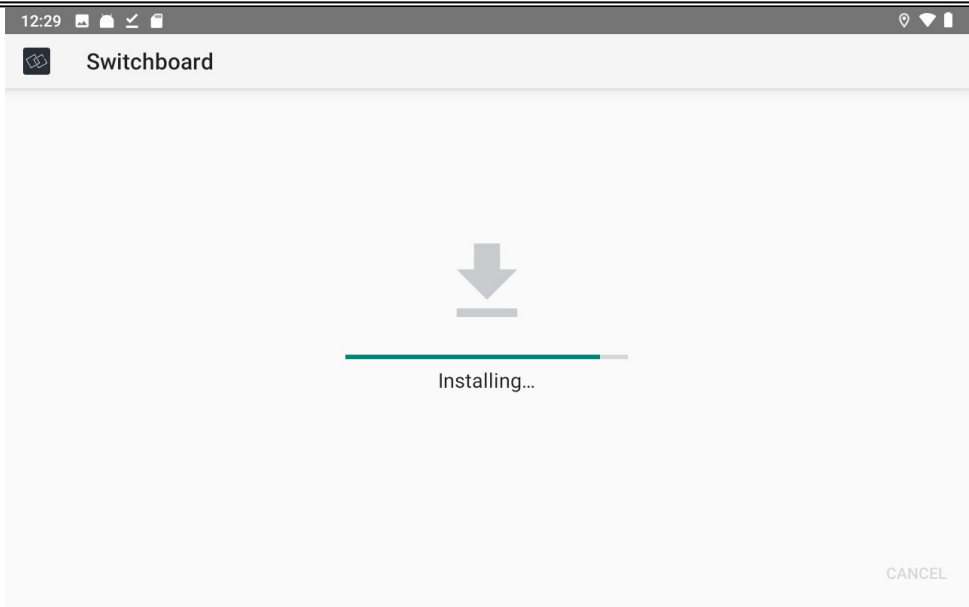


Fig. 18: The installation is in progress.

When the installation is complete, tap the **DONE** button to return to the Android home screen.

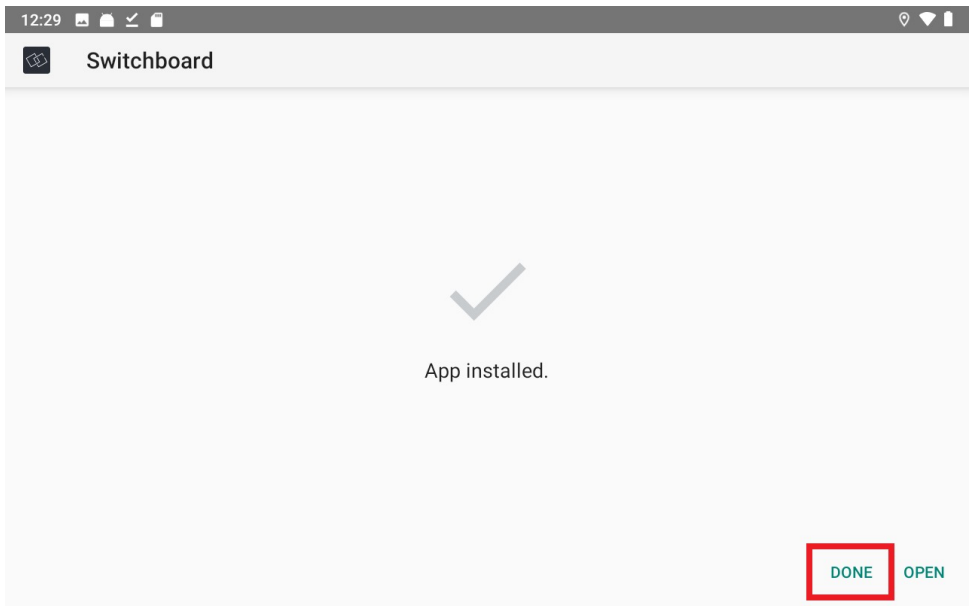


Fig. 19: Tap the **DONE** button when installation has been completed.

The Switchboard ELD app is now installed, but the icon still does not appear on the Android home screen. Swipe upward on the home screen to view a list of all apps.

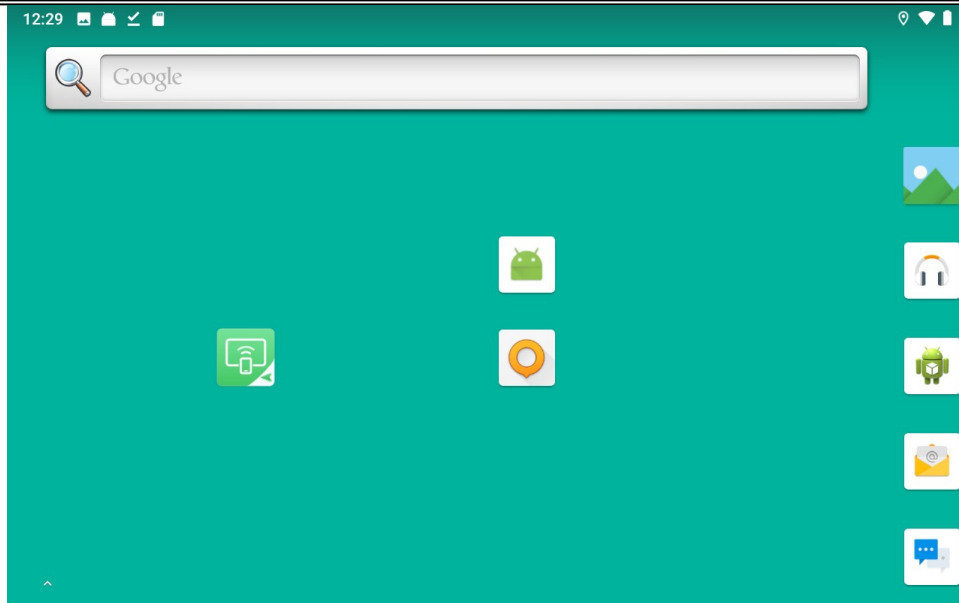


Fig. 20: The Switchboard app has been installed, but icon does not appear on home screen.

Locate the icon for the Switchboard app. Tap and hold the Switchboard icon. Then drag the icon slightly upward and you will see the home screen displayed. Drag your finger to the position on the home screen where you would like the Switchboard app icon to appear.

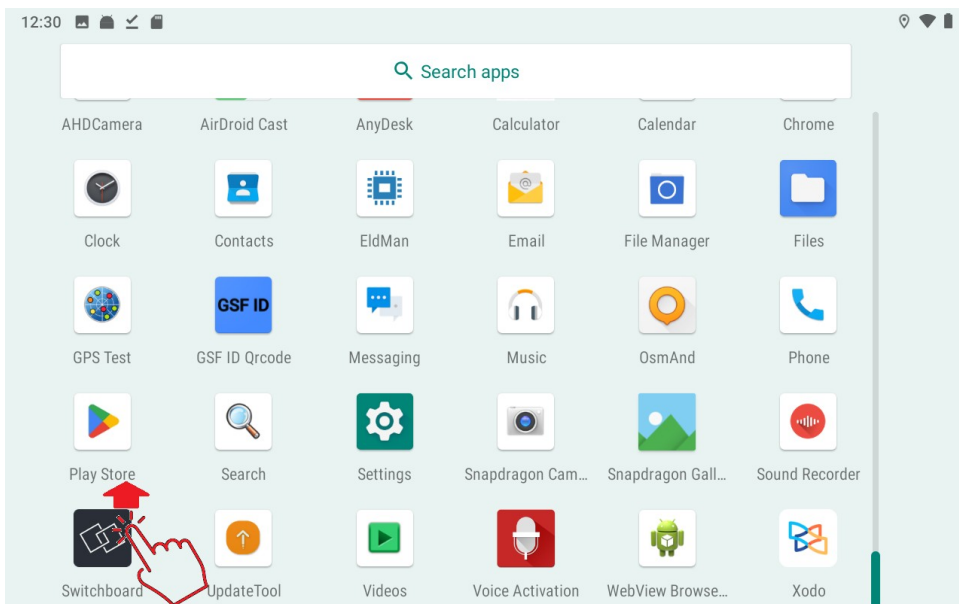


Fig. 21: Tap and hold the Switchboard icon. Then drag the icon upward to place on home screen.

Let go and the icon will now be placed on the home screen.

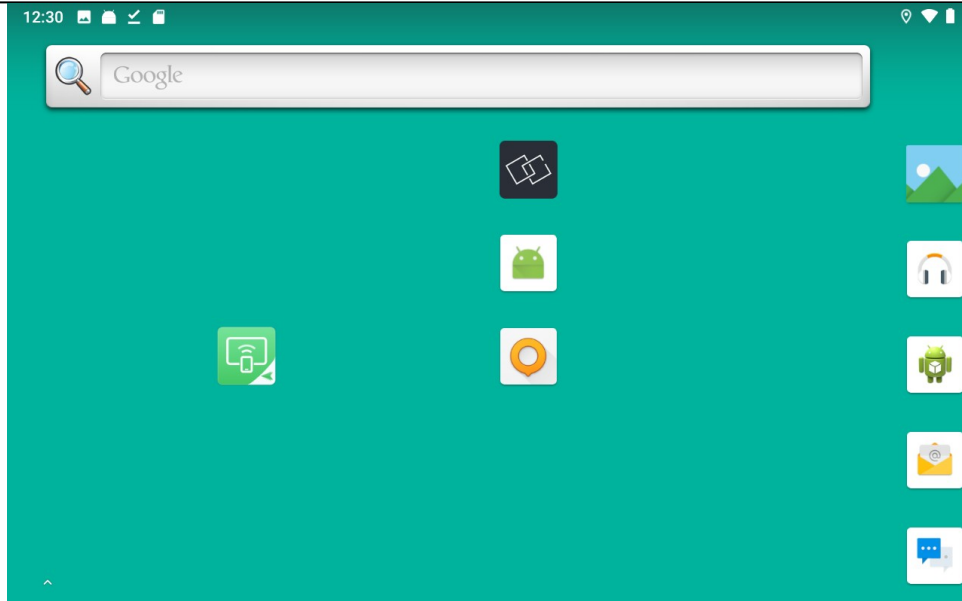


Fig. 22: The Switchboard app icon now appears on the Android home screen.

Tap on the Switchboard app icon to run it. Allow all permissions as necessary.

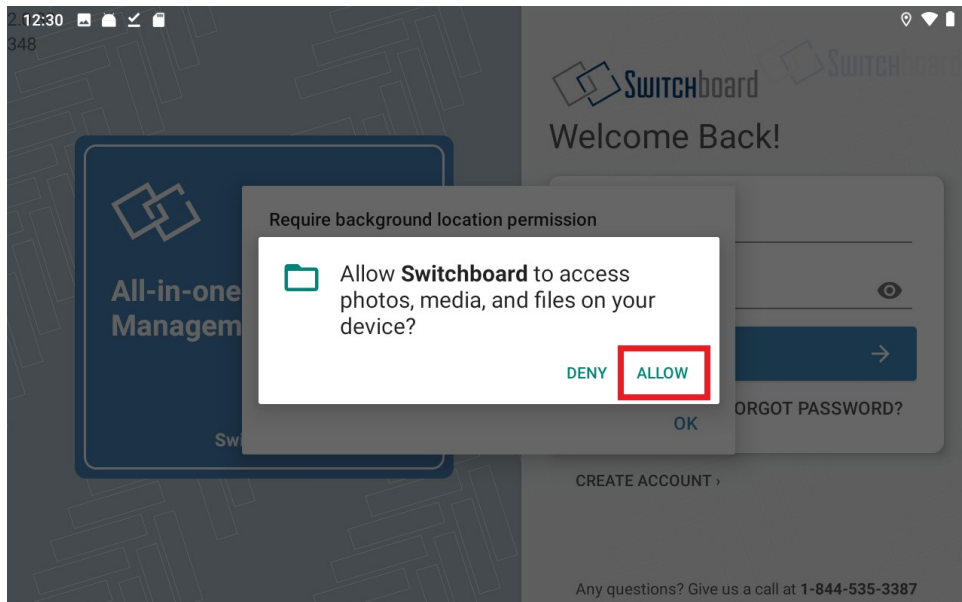


Fig. 23: Allow app permissions as required.

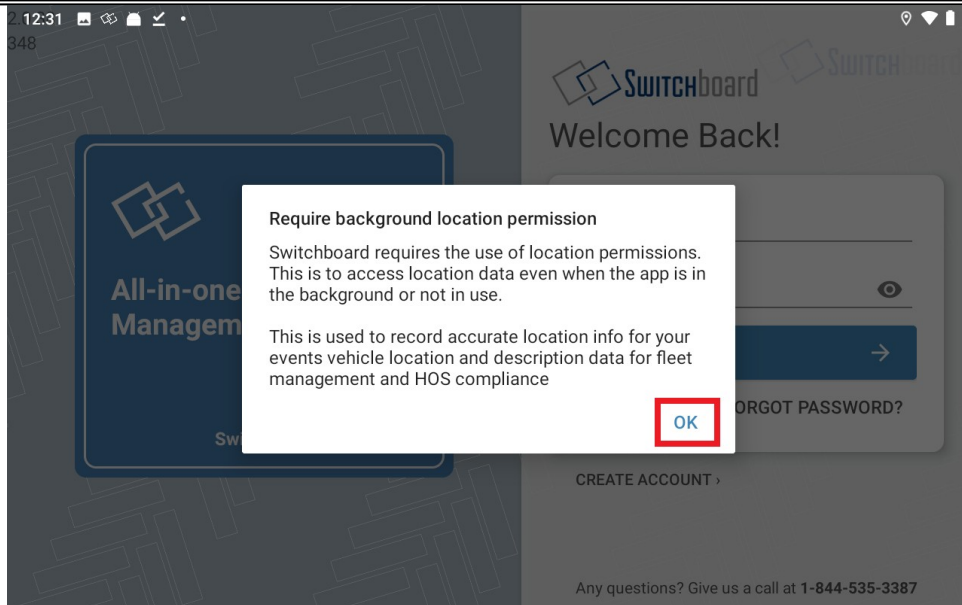


Fig. 24: Allow app permissions as required.

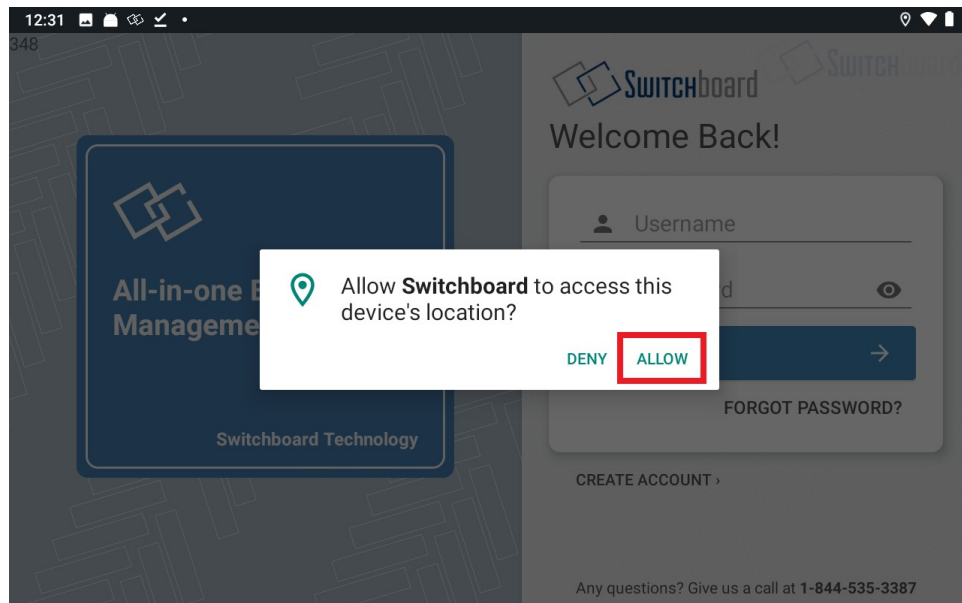


Fig. 25: Allow app permissions as required.

You will find that the Username box is empty because this is a fresh installation of the app that contains no data.

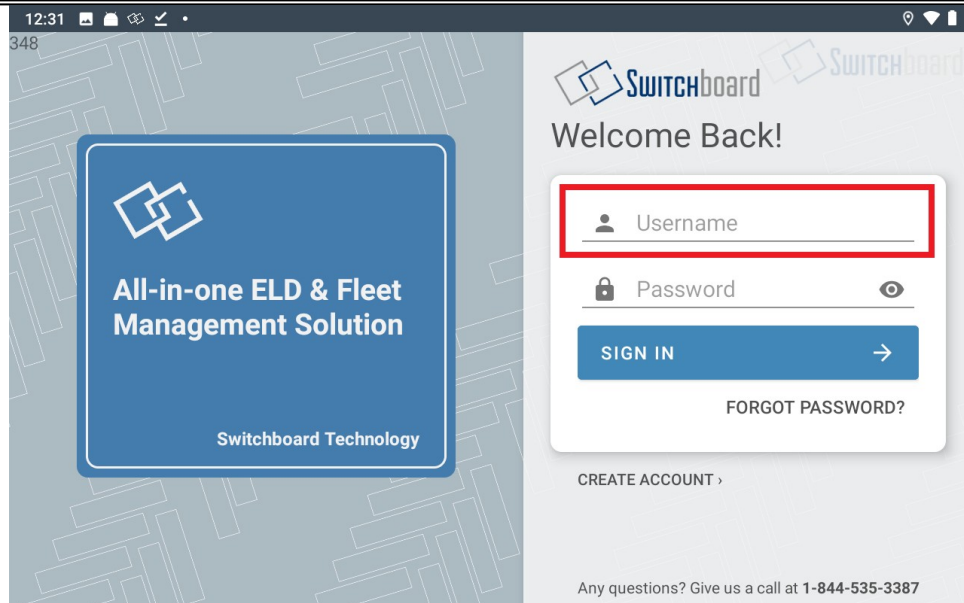


Fig. 26: The Username box will be empty after installation. Fill in your username.

The training screens will appear in the app because this is a fresh installation. Tap NEXT button to get through the training screens. The training screens will not appear next time the app runs.

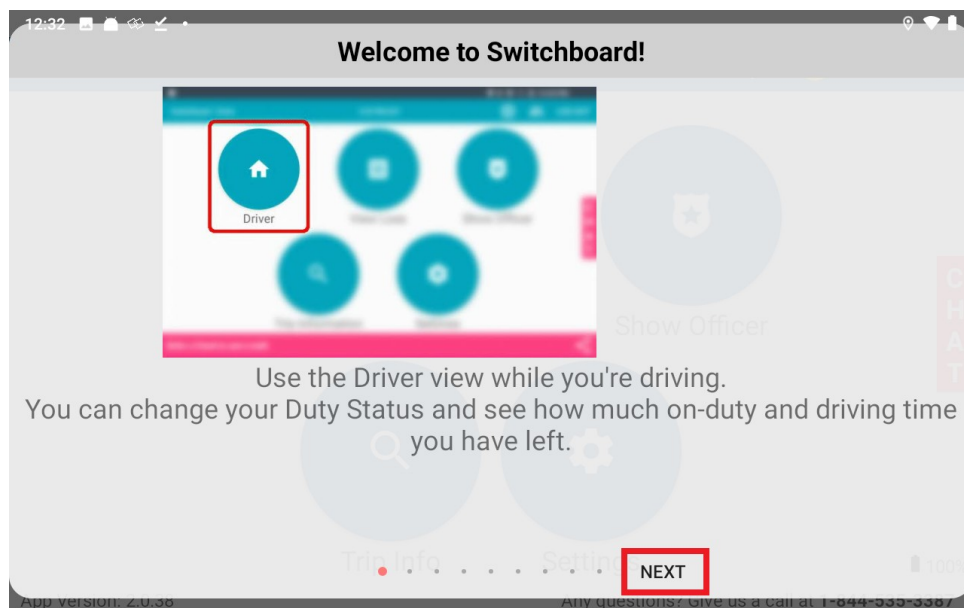


Fig. 27: The training screens will appear in the fresh installation of the app.

You can see the app version in the lower left corner of the home screen of the Switchboard app.

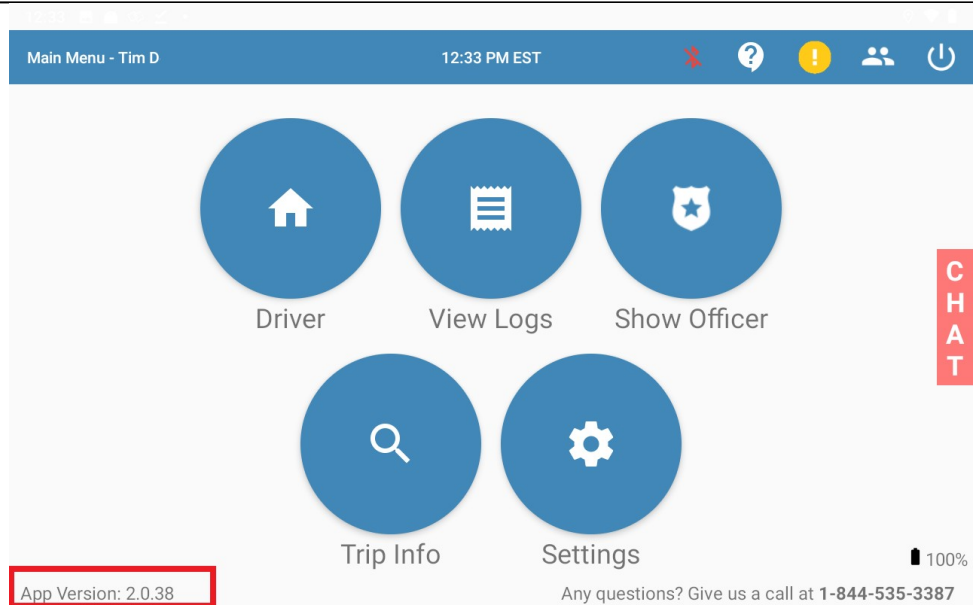


Fig. 28: View the app version in the lower left corner of the Switchboard app home screen.