

# Trouble Shooting

## Q&As

Q- When I try to login it keeps asking me a code, where can I get a code?

A-

When you enter your Face ID and PVIN the server verifies its data base and sends you a verification code instantly. You have to immediately open and check your e-mail, and your text messages.

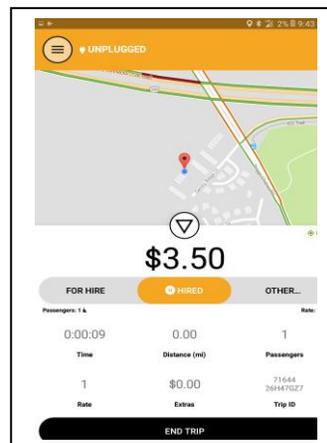
If your licenses are active and you don't receive the verification code instantly, check your email and text folders settings.

You may request the verification code as many time as you would, but make sure you enter and try the code sent to you last.

Q- How do I add additional Passenger/s?

A-

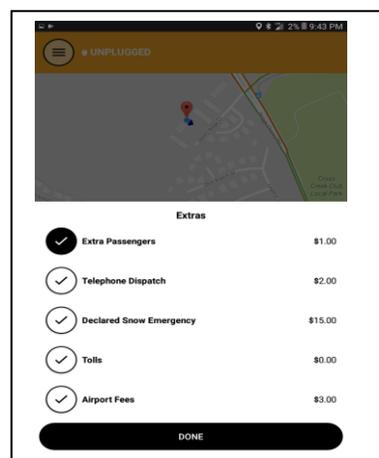
Once you start the meter press the arrow at the bottom center of the screen. Press the passengers tab, and roll the number screen to the right until you get the right number of passengers, and click the done button.



Q- How do I add Extras?

A-

Press the arrow again. You will see the Extras tab next to the passengers' tab. Press the extras tab and a menu will pop out with the list of extra charges. Press the appropriate one. Some of them have default amount, and some not. If they don't, customize, and update the fare.

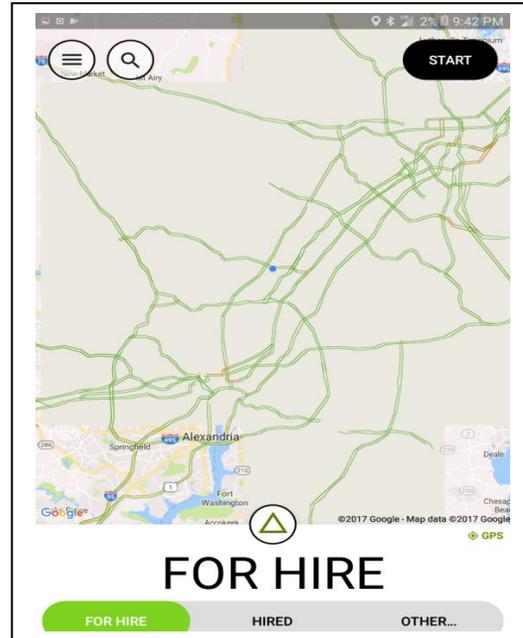


Q- How do I connect to the square reader?

A- -First step: At the top most part of your screen you see a long horizontal grey bar. On this bar right corner there are Location, Network, Bluetooth, and Battery signs, and check if they are on.

If not scroll down the grey bar and change each status to on.

-Next step: To the left of the start button you see two circular buttons. Click the left button with three horizontal bars. On the drop down menu look for the square button. Press square button, immediately press and hold the square reader power button and wait for four orange blinking lights. Release the power button of the square reader and press the blue connect button on the tablet. Wait for the buffering window and the connection message. After once they are successfully click the X button at the left most corner of the square window on the tablet.



Q- Why credit card payment doesn't go through and keeps on buffering?

A- It may be the connection between the servers, check also your network sign and you have a strong signal. If the problem persists turn your tablet off, and reboot the system again by turning the power on.

Q- Why does the app meter counts less money?

A- Make sure that you Location service is always on. If you don't see that it is on the grey top bar, scroll down the bar and go to setting. (Press the circular gear sign), and check the location switch is on. If not, turn the switch on.

Q- A) How do I logout? B) How do I see my trip history? C) How do I send feedback? D) How do I get fare estimate?

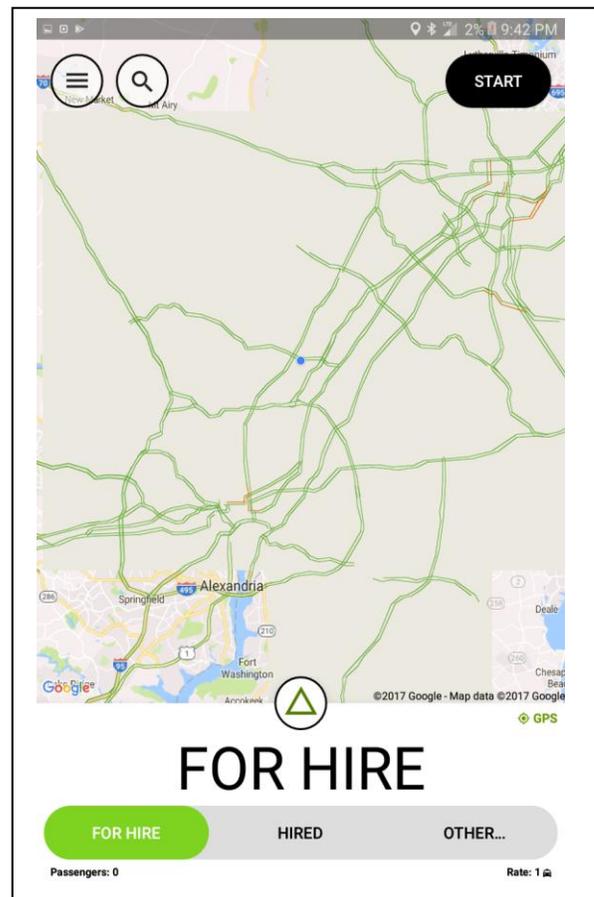
A-

A-Press the top left circular Icon with three bars. You will see a drop down menu. In the menu choose the logout button and click. It will enable you to logout.

B-On the same dropdown menu mentioned above, press the trip history button, and you will see trips you made that day. If you want to check another day, press the calendar button (the small square on the top right), and highlight any day you want and click done.

C-Use the same method above, and click the feedback button it will direct you to the feedback options.

D) On the start screen on the right you see a magnifying glass icon. Press at this icon and enter the address you like to get estimate. It will give you an estimate of the fare from where you are located.



Q- Why I don't see my last trip in the trip history?

A-

The batching time of square is at 8:00 PM every night. If you don't see your transaction for that day it may appear the next day. If not call our accounting department.