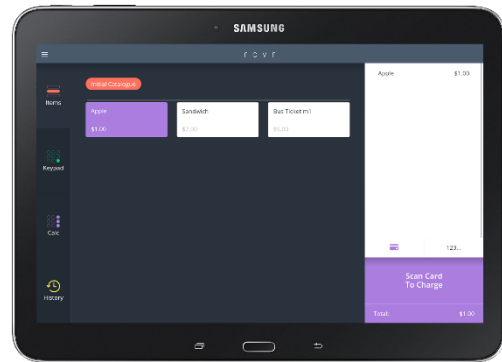# *Rovr – User Guide Tablet*

For Android

V1.2

OVERVIEW

Rovr on Tablet with a connected USB scanning device provide a simple, easy to use method of accepting Flexischools cashless cards. Rovr can work in offline mode for short periods to ensure continuity of service but is designed to work with a constant internet connection.

Rovr + USB Scanner supports either barcode or mifare card types.

Videos demonstrating Rovr use can be found here: www.vimeo.com/flexischools

QUICK SETUP

INTERNET CONNECTION

Your rovr device will need connection to the internet. Connect the device using a SIM card or via WIFI and test you can browse the internet prior to beginning setup.

ADJUST TABLET SETTINGS

1. **Change Screen timeout** to maximum – 10mins:
   Settings →Device →Display →Screen timeout
2. Change **home screen wallpaper** to the supplied Flexischools image :
   Settings →Device →Wallpaper →Home Screen
3. Set your play store app to **automatically update** applications:
   Open Google Play Store App → Settings → Auto-update apps

INSTALLING ROVR

1. On your mobile device search the Google Play app store for "Rovr"

2. Install and open the application

3. Logon with your provided credentials

LOGGING ON

Your Rovr login will be provided to you by you Flexischools representative. You will need an active internet connection to logon as this downloads the card data.

CONNECTING THE SCANNER

To connect your tablet to a USB scanner (either RFID/Mifare or Barcode) you require a OTG (On-the-go cable). This will be supplied by Flexischools. This cable will provide power to the scanner via the tablet.

You will need to unplug the scanner and OTG cable each night to charge the tablet. The OTG cable provides power from the tablet to an external device so cannot be used whilst charging the tablet.

We recommend that you connect your scanner after logon as sometimes it can interfere with the virtual keyboard appearing on some tablets. If the virtual keyboard fails to appear when you require it on the tablet, you can either 1) press and hold on the text area of the screen to force the virtual keyboard to appear or 2) simply unplug the scanner, use the keyboard and plug the scanner back in.

ROVR APPLICATION

OPERATION MODES

You service will be configured in either auto or manual mode. If you wish to change the mode of your service please contact Flexischools support.

Auto charge mode will enable you to set the price once and continually charge the same amount until you change the setup price.

Manual mode asks you to input a price after every transaction.

ROVR APP SETTINGS – Configuring the scan type

After logging on you will see a "hamburger" menu up the top left of the home page. Tap this and choose "settings" to change the scan settings of Rovr.

Barcode scans do not require any further configuration within the rovr application. However the barcode scanner itself may require programming, your Flexischools implementation engineer will advise.

Mifare scans may require the setting of the card read dependant on whether the schools store the mifare card numbers in HEX or decimal formats and whether these reads are store in direct or reverse format.

By default Rovr will scan in straight HEX. There are two settings under "RFID" on the settings page that will set Rovr to scan in decimal and/or reverse.

Consult with your Flexischools implementation team to determine your required setting.

Testing a card scan – you can test a card scan on this page as the scanner will be active. Under "Scan card to test" you will see the result of the card scan showing balance, card number and name.

OFFLINE OPERATION (no internet connection)

Rovr operates most effectively with a persistent internet connection, whether through wifi or 3G/4G. Rovr has been designed with the ability to continue to operate in "offline" mode, where the device loses connection to the internet.

If Rovr detects it is has lost internet connectivity and "offline" display will show on the top right hand corner of the application. Rovr will allow you to remain logged in and operating for up to 24 hours in offline mode before forcing a log out.

It is important to maintain internet connectivity as much as possible as this will ensure that your device always has the latest card data and balance information.

HOW TO USE ROVR

MANUAL CHARGE MODE

After logon you will reach the home screen which is the items page. You can choose to select an item from the predefined catalogue or select keypad or calculator to manually enter a price.

Catalogue Item Charge:

1. Select the item you want to charge. Items listed here are setup by Flexischools but are accessible via supplier admin page.
2. Scan card to charge, transaction result will be listed and most recent highlighted
   Continue to scan cards to charge the same amount. Or tap "123.." to enter a card number manually. You can also press and hold the purple card number area to bring up the tablet keyboard for alphanumeric card number entry.

   If you enter a card number manually and additional confirmation page showing the user name will display before the change is processed.
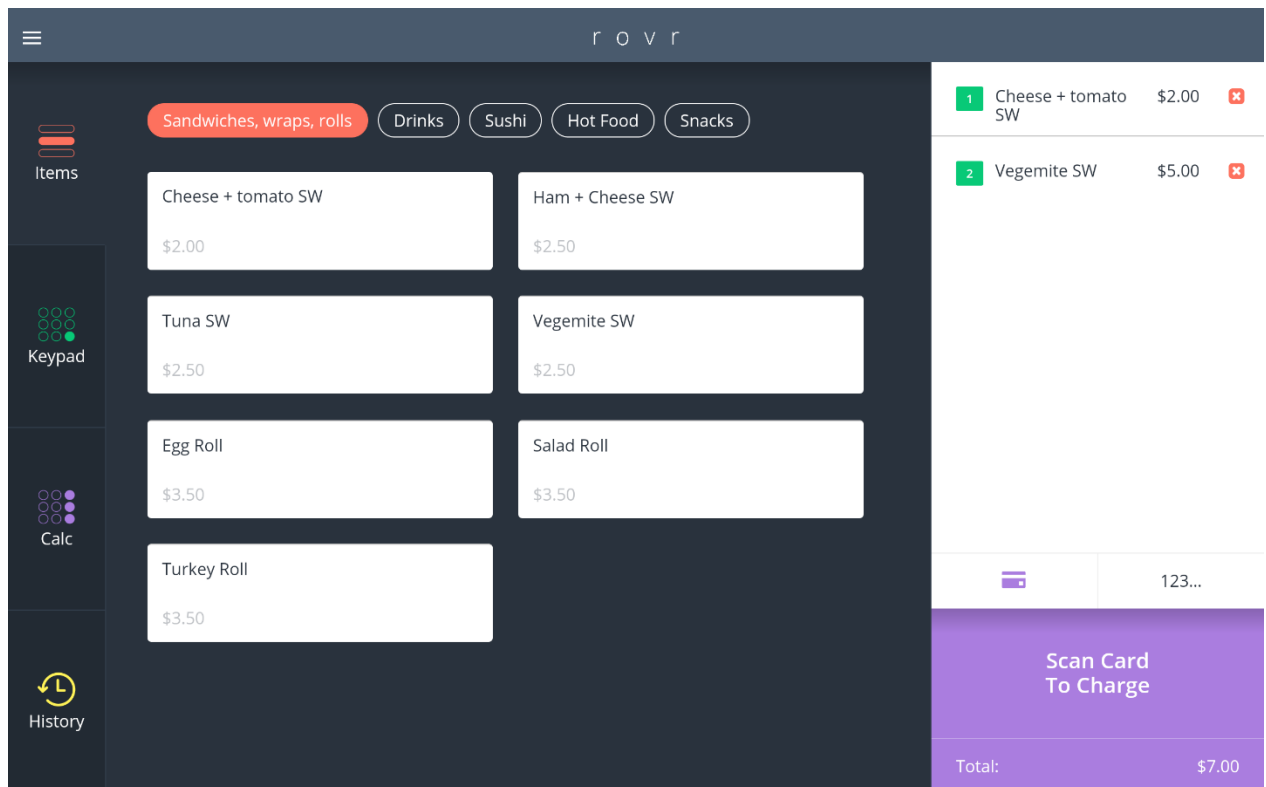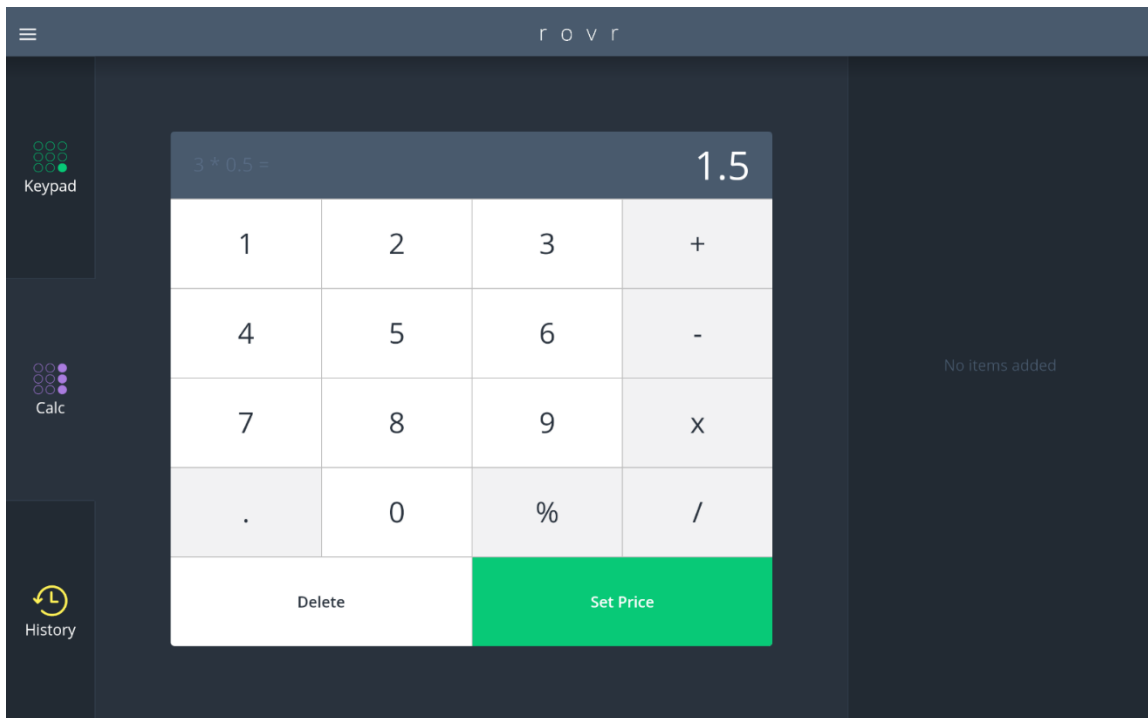

Keypad:

1. Enter the price of the item to charge
2. Tap "set price"
3. Scan the card to charge, or tap "123.." to enter a card number manually
   If you enter a card number manually and additional confirmation page showing the user name will display before the change is processed.
4. Success or failure confirmation – tap to dismiss
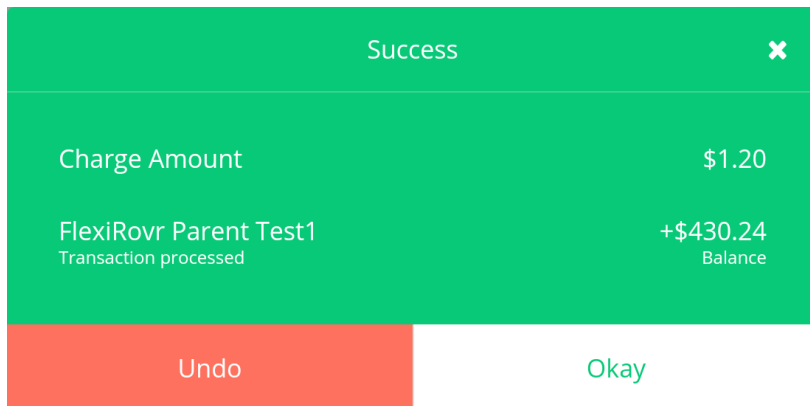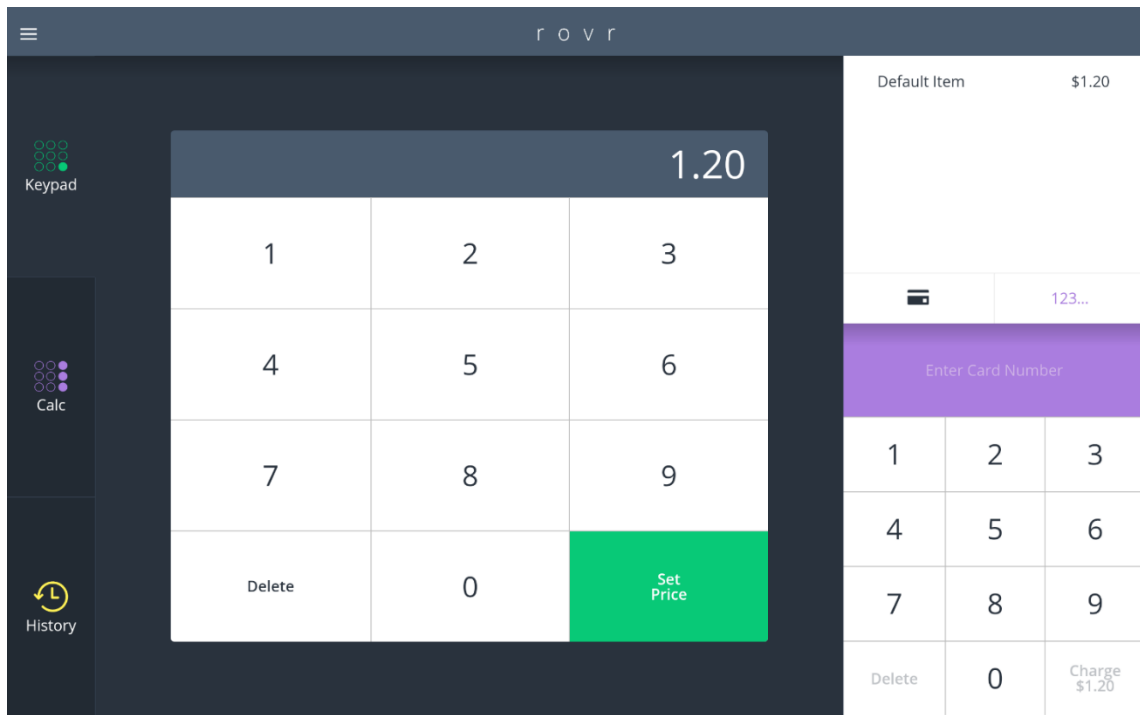
Calculator mode:

1. On the simple price entry screen tap "mode" to change between simple and calculator modes
2. Enter your calculation until the amount you want to charge displays. Note the calculation is automatic, no requirement to hit "="
3. Tap "charge"
4. Scan the card to charge
5. Success or failure confirmation – tap to dismiss

AUTO CHARGE MODE

After logon you will reach the home screen which the items page. Auto charge is designed for you to set the price once and continually charge the same amount on each scan until you manually return to the menu screen.

1. Select the item you want to set for the auto charge. You can select the item from the catalogue "items", or directly enter the price using the keypad or calculator.
2. Scan card to charge, transaction result will be listed and most recent highlighted
    Continue to scan cards to charge the same amount. Or tap "123.." to enter a card number manually
    If you enter a card number manually and additional confirmation page showing the user name will display before the change is processed.

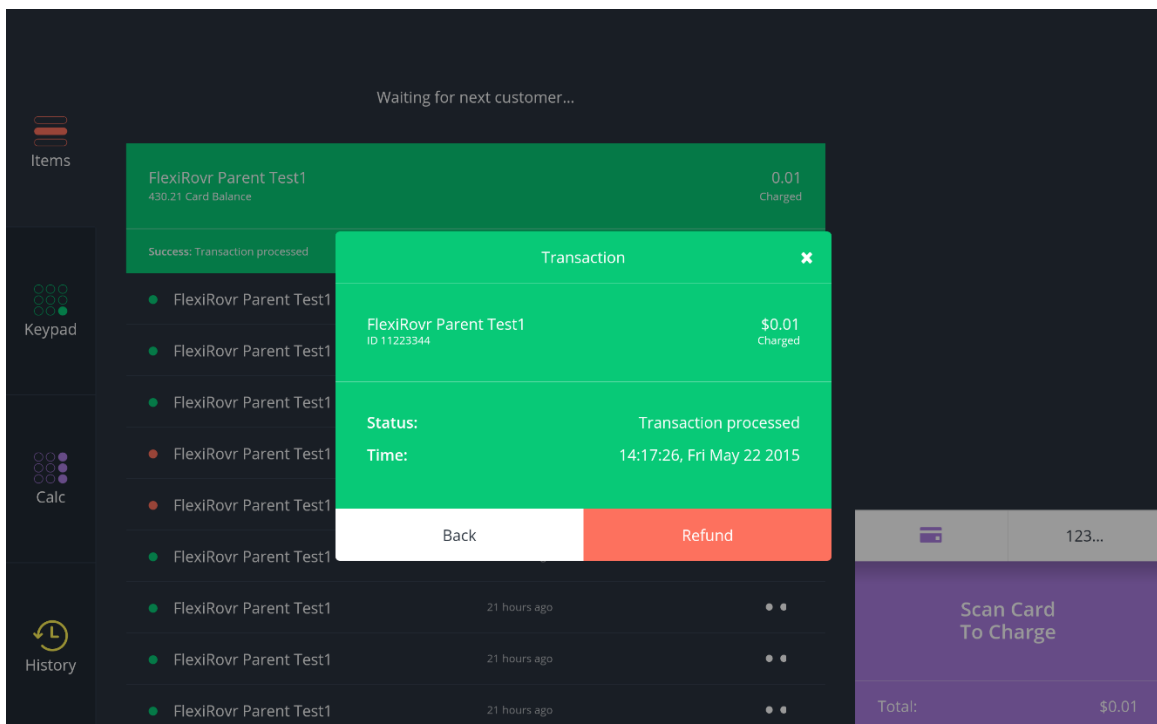   If you wish to change the item, tap the back arrow to return to the home screen
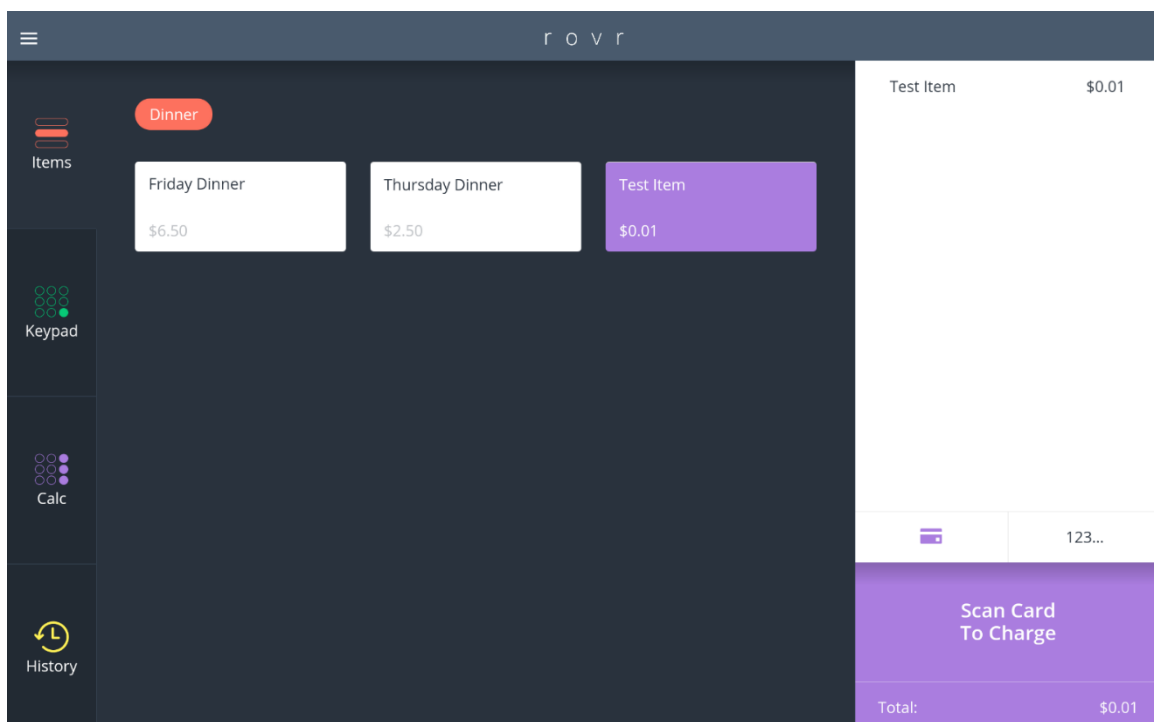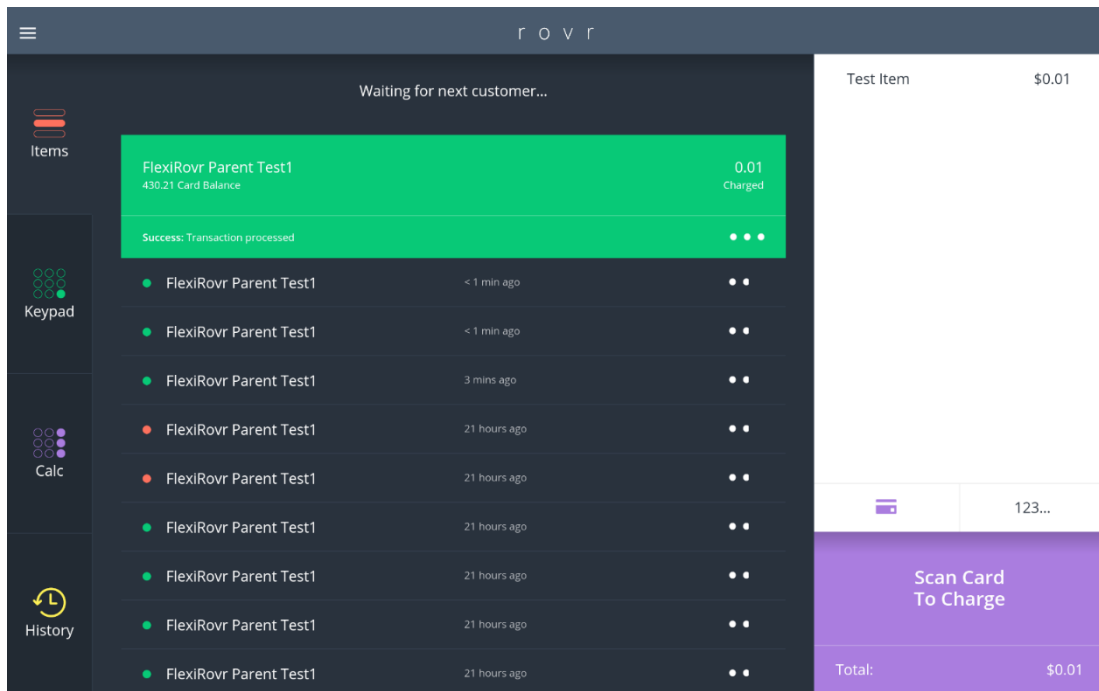
REFUNDING TRANSACTIONS

You can refund a transaction anywhere you see an ellipsis "…" next to a transaction. The following places you are able to refund a transaction:

- Transaction Success Confirmation
- Sales History – accessible from the menu

STATISTICS

Under the top left menu you can access the statistics page. This page will detail transactions processed through this device:

1. Today's Transactions – this will total all sales and count the number of successful transactions with a date of today (up to 1,000 transactions)
2. Since Logon (date/time) - this will total all sales and count the number of successful transactions since the last logon to rovr on this device. This enables you to log on and off between sessions to get a count for each session.
3. Unsynchronised transactions – rovr synchronises transaction asynchronously in the background. It is not uncommon for there to be a low number here – this display is for troubleshooting purposes and used by Flexischools support.

TROUBLESHOOTING

- **My cards won't scan?**
  Is your scanner plugged into the tablet? Is the status light on? Try unplugging and re-plugging it in. You can also try rebooting your tablet. If you tablet is low on charge you will need to charge it first.

- **I can't login**
  Call Flexischools on 1300 361 769

- **User not found error message**

  This means the card has not been registered with Flexischools. Parents need to add the card to their student's account by clicking "setup card" after logging onto Flexischools. Please contact Flexischools if you would like additional material with instructions to send home to parents on how to setup their student's card.

- **My device is displaying an "OFFLINE" status**
  This means the device is unable to synchronise transactions. Whilst you can still process transactions offline, the application requires internet connectivity to ensure all transactions, balances and card data are synchronised. Please re-connect your device to the internet via ether Wi-Fi or 3G/4G

- **Missing items from catalogue**
  Your catalogue items are setup for you during the implementation process. If you have been given a "supplier admin" logon to www.flexischools.com.au you can add items and edit details of this catalogue. Alternatively contact Flexischools support to make any changes to the menu.

- For any other queries or questions, contact Flexischools on 1300 361 769

For additional instructions and how-to's see our web page: www.flexischools.com.au/

Videos: https://vimeo.com/flexischools