



Using CabPay Troubleshooting

1 Frozen Device

If your mobile device freezes, **FORCE QUIT** the Cabvision Driver Application.

2 Lost Connection

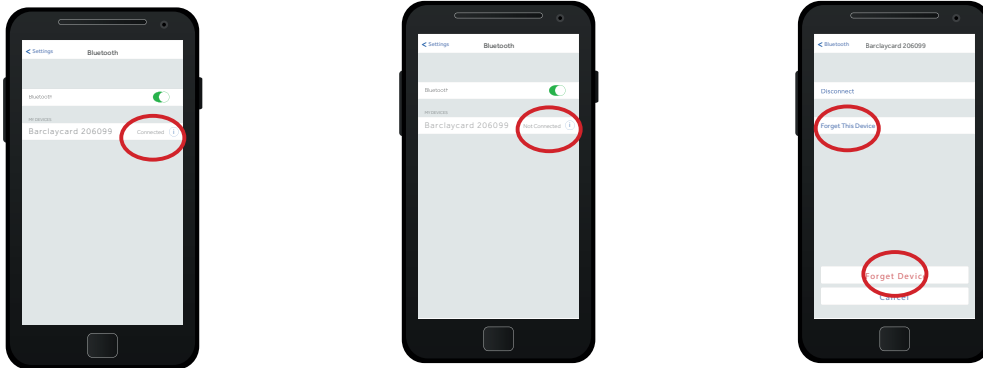
Open the Bluetooth settings on your mobile device. You should see that the "Barclaycard XXXXXX" shows Not Connected.

Press this and the screen will advance to Forget Device. Confirm Forget Device.

Go back to the Bluetooth screen and disable then re-enable Bluetooth by holding the ENTER button until the Bluetooth symbol flashes. (Holding the Enter button on the reader puts the device into Pairing mode)

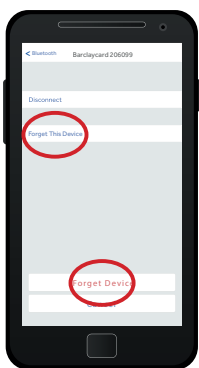
You will now see your "Barclaycard XXXXXX". You now need to go through the Pairing sequence (see *Pairing*) to be connected again.

NOTE: It is always quicker to Forget Device before re-pairing.



3 Factory Reset

To perform a factory reset, first perform Forget Device on your mobile device as you will need to Pair again as soon as your CabPay payment device has been reset.



Pin or paperclip end into tiny hole next to on/off button.

2



When offered the Menu screen press 3/ Total Factory Reset

3



Press tick button to confirm Factory Reset



After a few minutes the device will be reset and you should proceed with PAIRING.



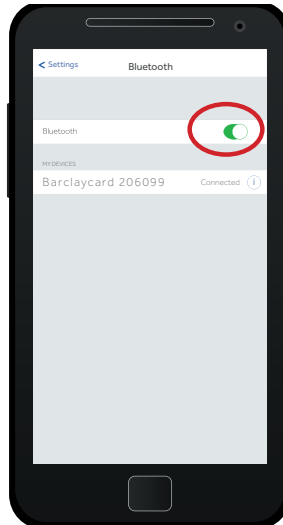
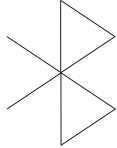


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4 Check Bluetooth settings on your phone

The Bluetooth symbol will show at the top of your mobile device if it is paired. If it does not you will need to ensure that Bluetooth is enabled.

Bluetooth symbol.



Go to Settings on your mobile device and open Bluetooth preferences. Ensure that Bluetooth is enabled.

5 Check Mobile Data

To ensure that you can use your Cabvision Driver App wherever you are please check that the cellular data on the App is enabled. . You will find the Cabvision Driver App listed in your mobile device **Settings**.

Once in **Settings** open the **Cabvision Driver App** and enable the **CELLULAR DATA**.

