

Rovr – User Guide Mobile

For Android

V1.2



OVERVIEW

Rovr on Mobile with the Grabba 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 + Grabba 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 PHONE SETTINGS

1. **Disable NFC**
Settings → Connections → NFC
Disable NFC using the slider in the top right hand corner
2. **Change Screen timeout** to maximum – 10mins:
Settings → Device → Display → Screen timeout
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 “rovrr”
2. Install and open the application
3. Logon with your provided credentials

INSTALL GRABBA DRIVER APP

1. Connect the phone to the Grabba scanner with the provided phone tray. Refer to the Grabba instructions that came along with the device.
1. On your mobile device search the Google Play app store for “Grabba driver”
2. Install and open the application
3. “Wake” up the Grabba by pressing one of the side buttons on the device (ensure it is fully charged)
4. You may be prompted for permissions to use the Grabba – accept
5. The Grabba driver app will now display the device model, serial number and battery status

Note: Do **not** install the Grabba Keyboard application.

ROVR APPLICATION

OPERATION MODES

Your 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.

Mifare scans may require the setting of the card read dependant on whether the mifare card numbers are stored 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 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

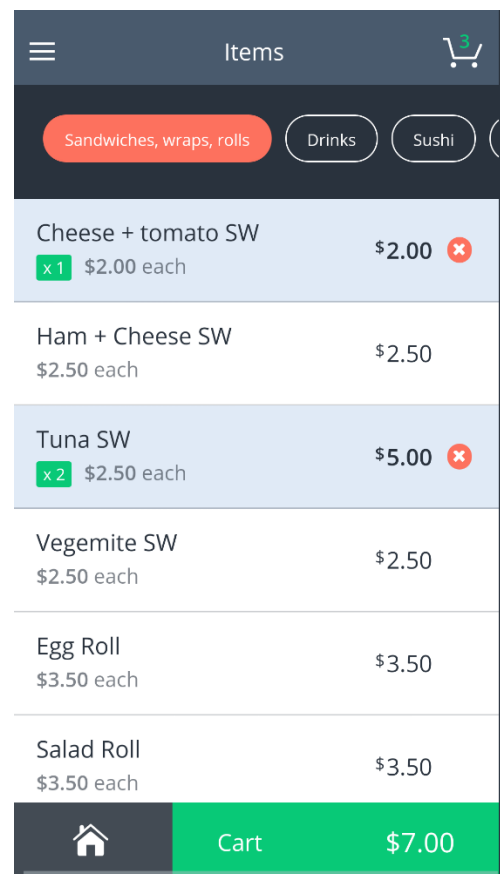
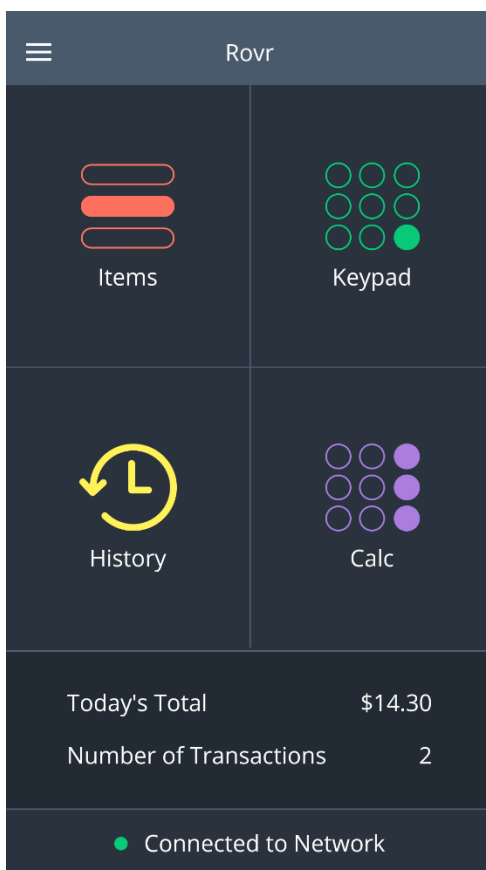
After logon you will reach the home screen menu. You can return to this screen at any time by selecting “home” from the hamburger menu in the top left.

Tap “items” to select an item from the predefined catalogue or tap keypad or calculator to manually enter a price.

Catalogue Item Charge:

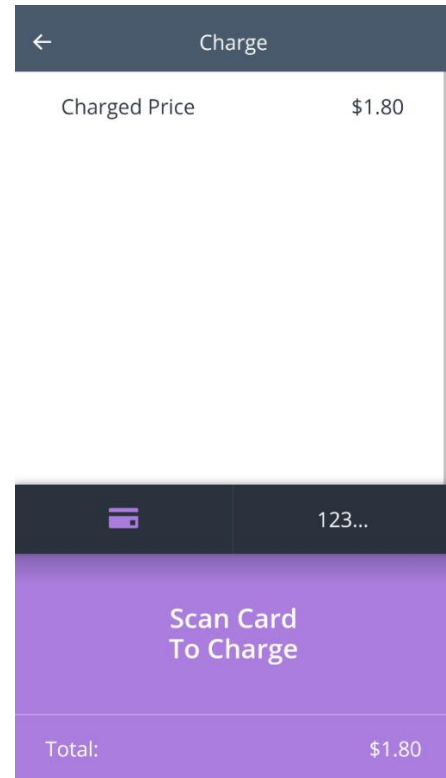
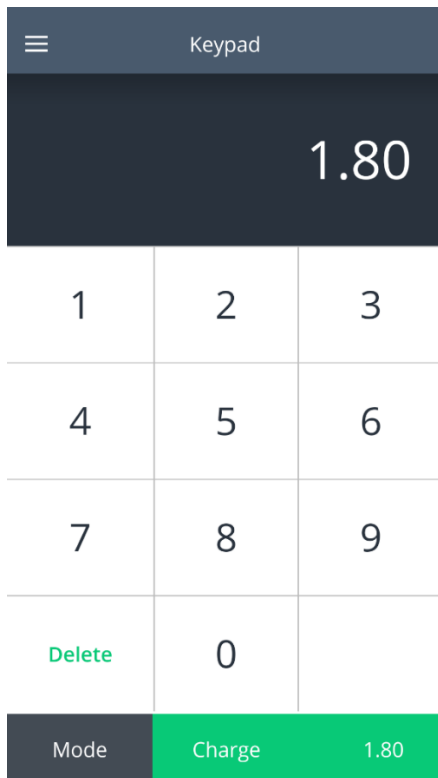
1. Select the item you want to charge. Items listed here are setup by Flexischools but are accessible via supplier admin page.
2. Scan card to charge, transaction result will be listed and most recent highlighted
Continue to scan cards to charge the same amount. Or tap “123..” to enter a card number 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.



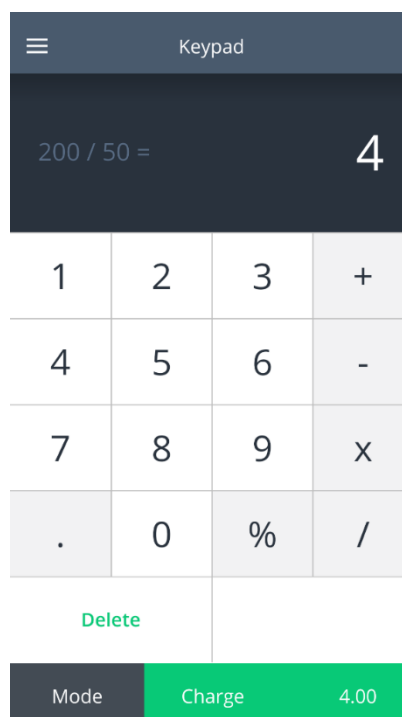
Simple Price Entry (Keypad):

1. Enter the price of the item to charge
2. Tap “charge”
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



Simple Price Entry (Calculator):

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



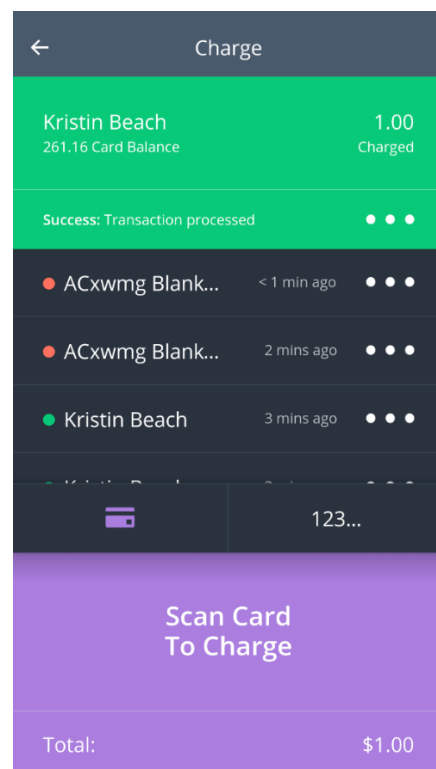
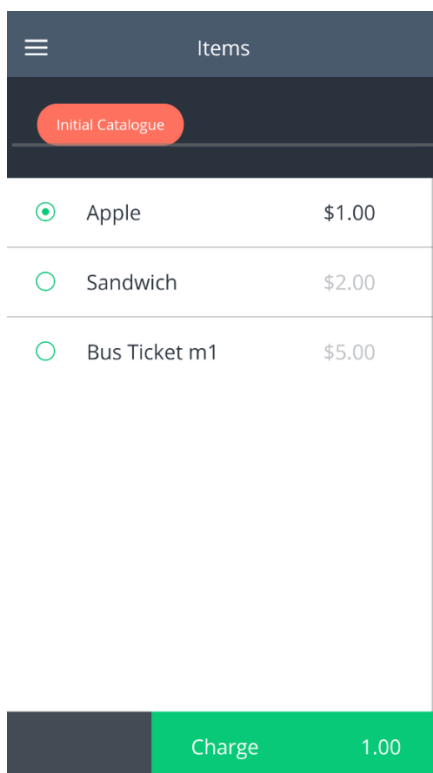
AUTO CHARGE MODE

After logon you will reach the home screen menu. You can return to this screen at any time by selecting “home” from the hamburger menu in the top left.

Tap “items” to select an item from the predefined catalogue or tap keypad or calculator to manually enter a price.

1. Select the item you want to set for the auto charge. Items listed here are setup by Flexischools but are accessible via supplier admin page when logged in at www.flexischools.com.au
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.

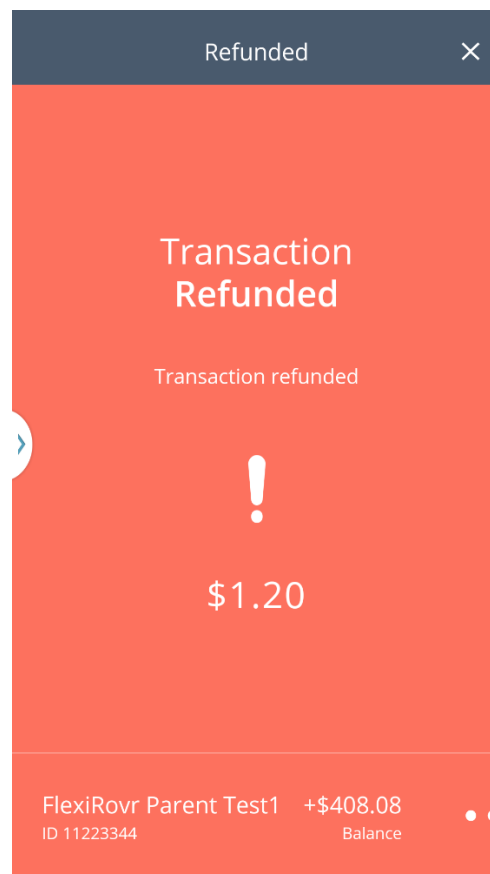
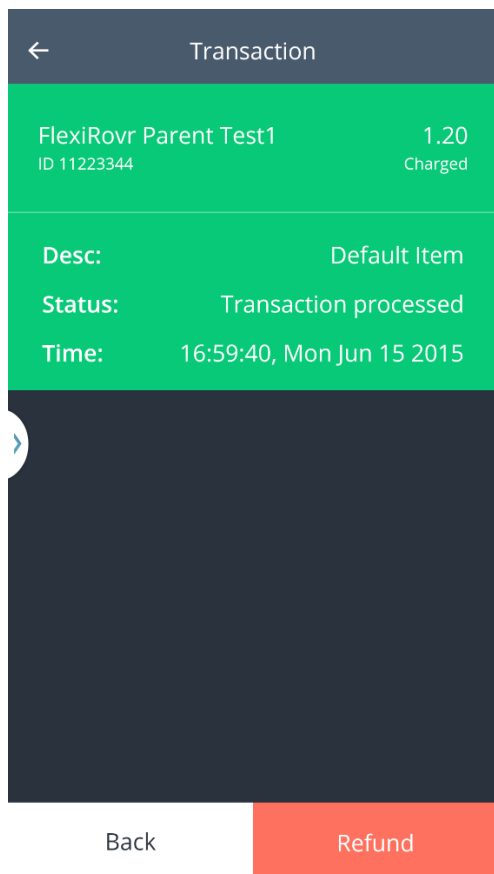
If you wish to change the item, tap the back arrow to return to the home screen



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 Grabba won't scan?**
Is it awake? Try pressing either side button to wake up the device.
- **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 either 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>