

Brobizz

Installation Guide

Toll App



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1. Installation of Toll App on the phone

After ordering the Toll App on Brobizz' self-service, the chosen driver will receive an email from Brobizz, with information on how to download the Toll App.

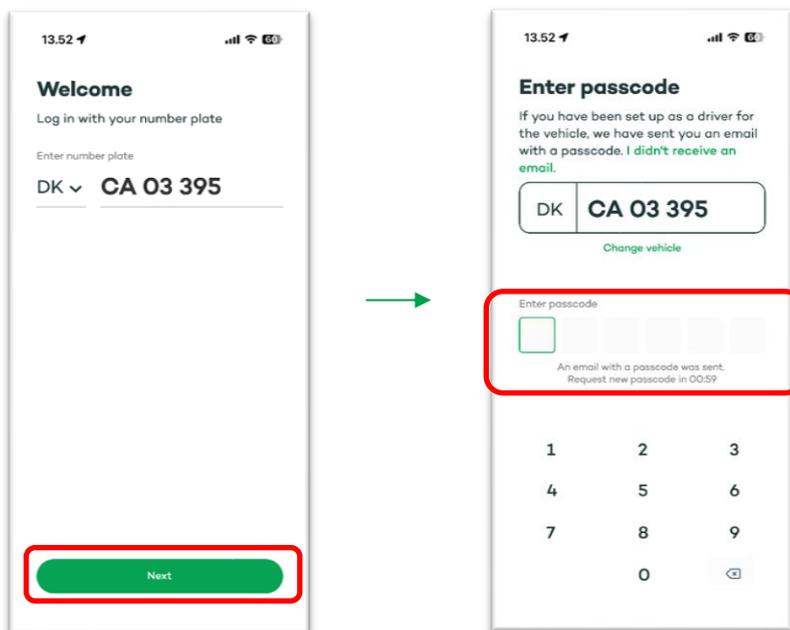
1.1. How to install the Toll App as a driver

The driver will receive a welcome email from Brobizz, which describes how to download the Toll App. Please follow the steps and download the Toll App.

1.1.1. Login for the first time as a driver

Follow these steps for download:

- 1) Download Toll App through link in email
- 2) Open the Toll App
- 3) Enter the license plate and click "Next"
- 4) You will now receive a passcode via email
- 5) Enter the passcode in the Toll App
- 6) You will now be logged in



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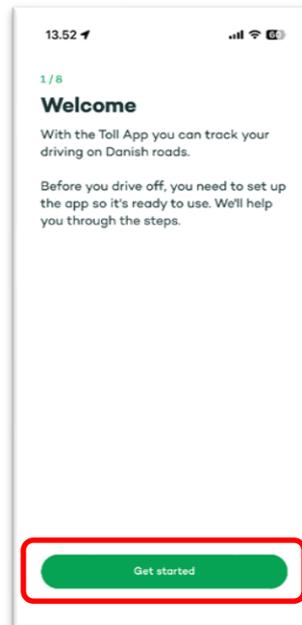
1.1.2. Set up the app before the first trip

When you have logged into the app, you need to set it up before you can use it. You need to go through 7 steps before you can begin your first trip.

Follow the below steps.

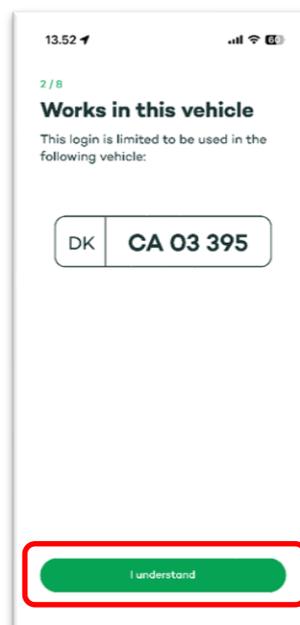
Step 1 - Welcome page

Read the page and click on "Get started"



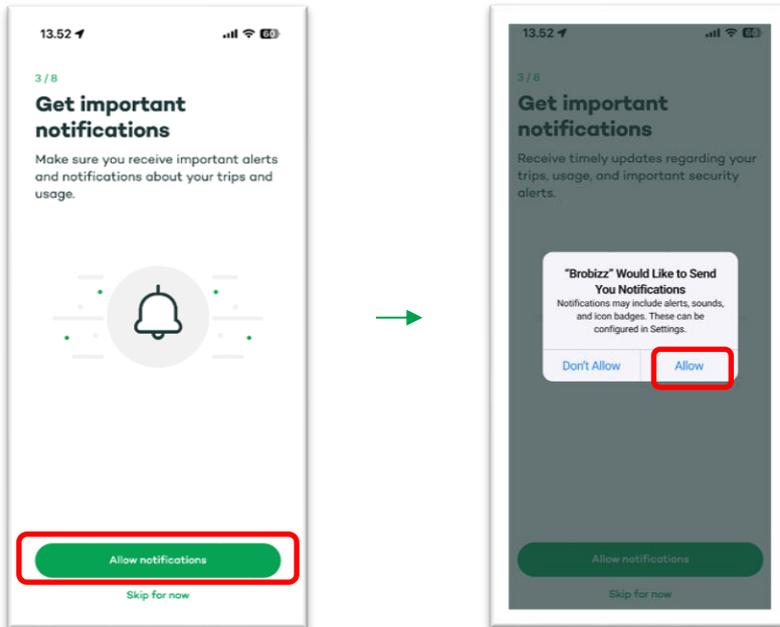
Step 2 - Works in this vehicle

Confirm that the app shall be used in the shown vehicle by clicking "I understand".



Step 3 - Get important notifications

Choose if you want to receive important notifications. It is recommended to receive notifications. Choose "Allow notifications" and hereafter click "OK" on the pop-up message. See section 4 for more information about the notifications.



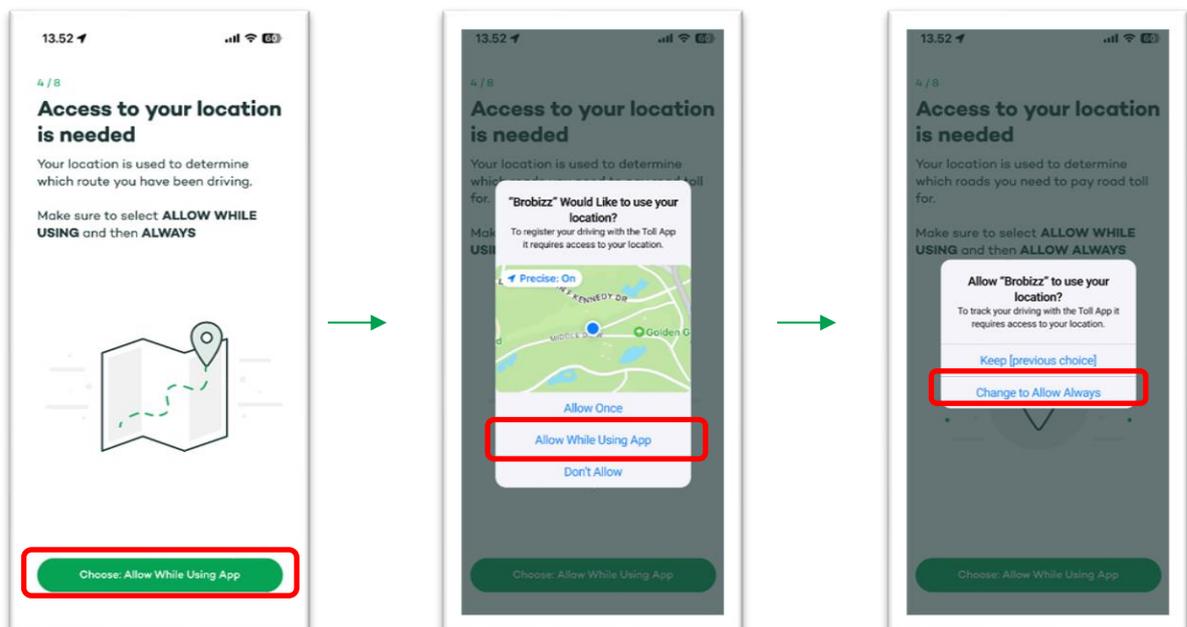
Step 4 - Access to your location

Before you can use the Toll App, you need to allow access to your location. Your location is used to determine which route you drive. If you don't allow access, you won't be able to use the Toll App.

Click on "Choose: Allow While Using App".

You will now get a pop-up in which you need to select "Allow While Using App".

On the next pop-up you need to select "Change to Always Allow".



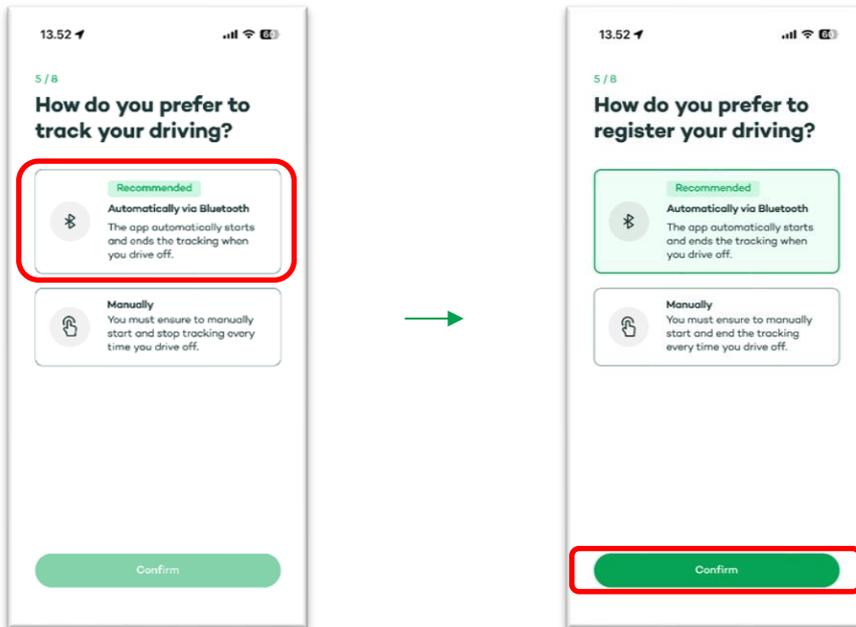
Step 5 - How do you prefer to register your driving?

You need to select how to track your trips, you can either select automatically via Bluetooth or manually. We recommend choosing automatically via Bluetooth. That way you don't need to manually start and stop your trip each time you drive.

Automatically via Bluetooth

If you want to track your driving automatically via Bluetooth, follow the below steps:

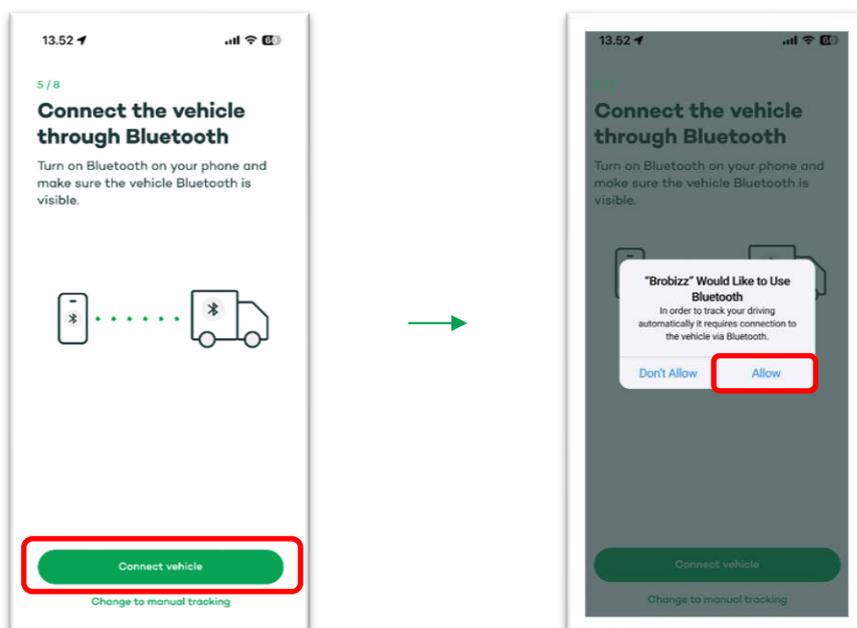
Select "Automatically via Bluetooth".



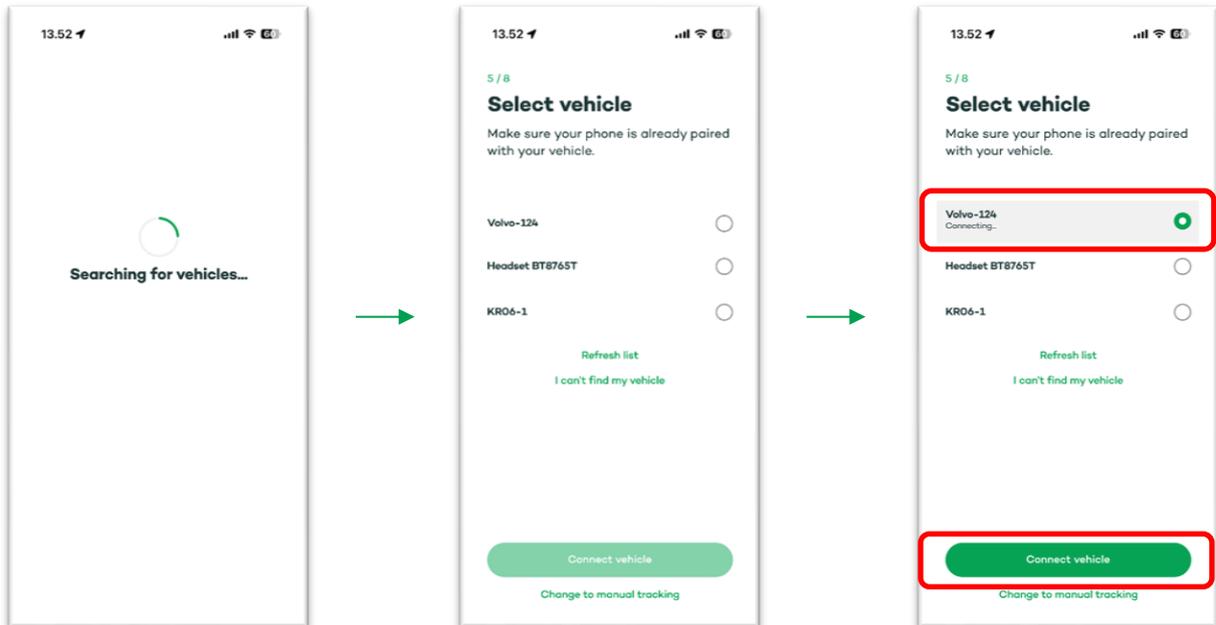
Connect to Bluetooth in the vehicle

Make sure your Bluetooth is activated on your phone and in the vehicle.

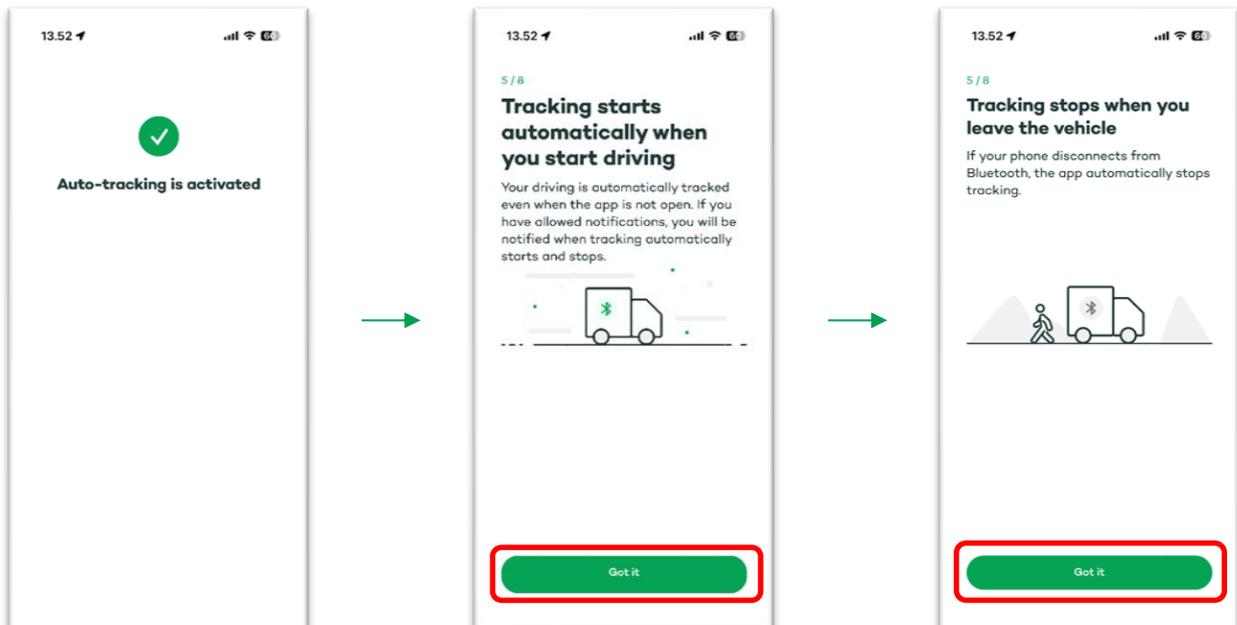
Click on "Connect vehicle" and hereafter on "allow" on the pop-up.



You will now be shown a list of Bluetooth devices. Select your vehicle on the list.

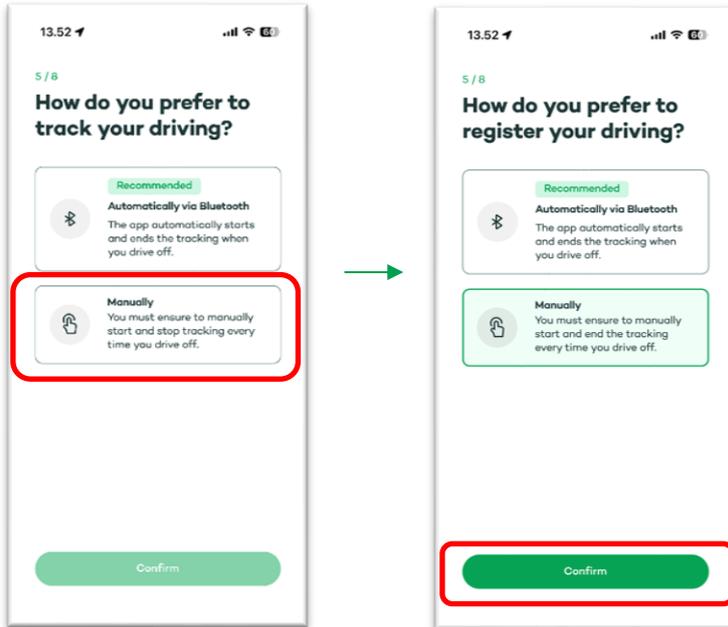


Once connected, the automatically tracking of your trips are set up. Read through the next steps and click on "Got It".

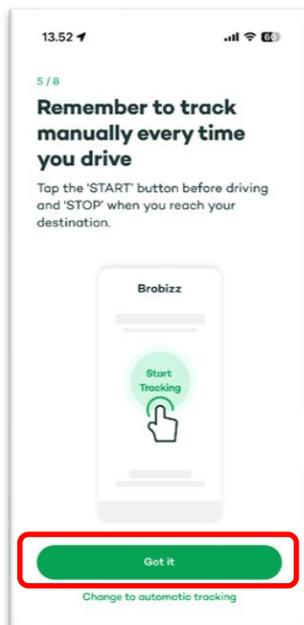


If you want to track manually follow to below steps:

Select "Manually" on the first screen and then click on "Confirm".

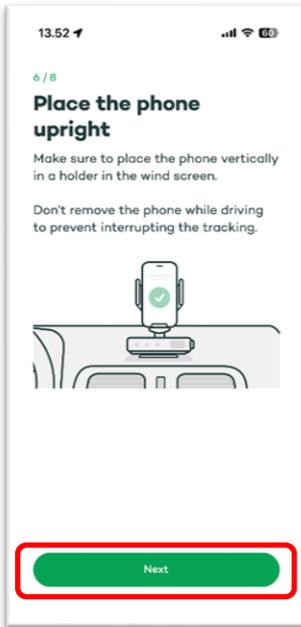


You need to manually start and stop tracking the trip. Click on "Got It", to confirm this.



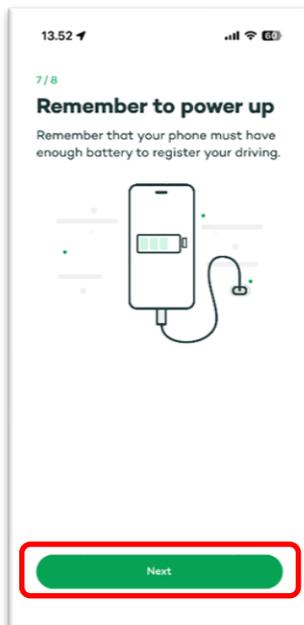
Step 6 - Place the phone upright

Before you start the trip, you need to place the phone correctly in the front window. Click on "Next"



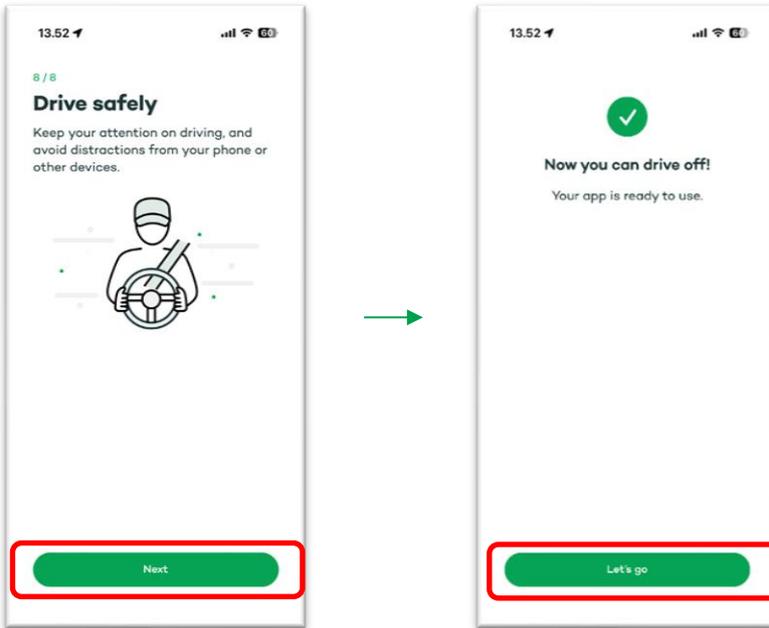
Step 7 - Remember to power up

You need to make sure, that your phone has enough battery before you drive. We recommend that you have your phone connected to power while you drive. Click on "Next".



Step 8 - Drive safely

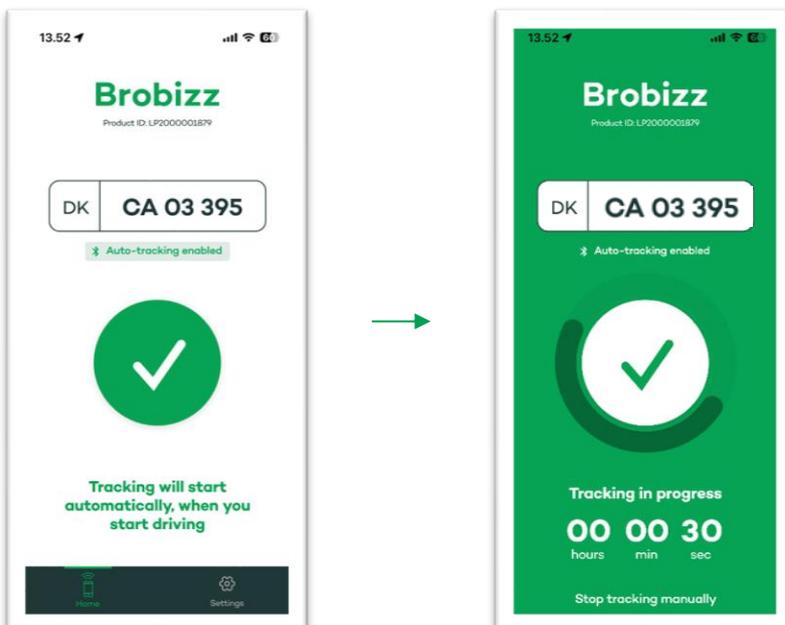
When you start your trip, keep the attention on the road. Click "Next".
The Toll App Is now ready for use and you can now start your first trip.



2. Automatic tracking

2.1 Tracking a trip

If you've set up the Toll App with automatic tracking via Bluetooth, your trip will automatically be tracked, once the phone is connected to the vehicle and you start the trip.
The following is shown in the app, once the Bluetooth connection is established and you start driving.

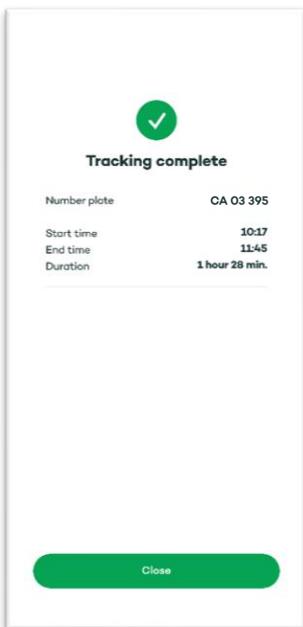


If you have enabled notifications, you will receive a notification on the lock screen of the phone, that shows that the trip is being tracked.



2.2 After a trip

Once no driving is detected and the Bluetooth connection is lost, the tracking of the trip will stop. In the Toll App, the screen will show details about the completed trip, and if you have enabled notifications, you will receive a notification on the lock screen of the phone.

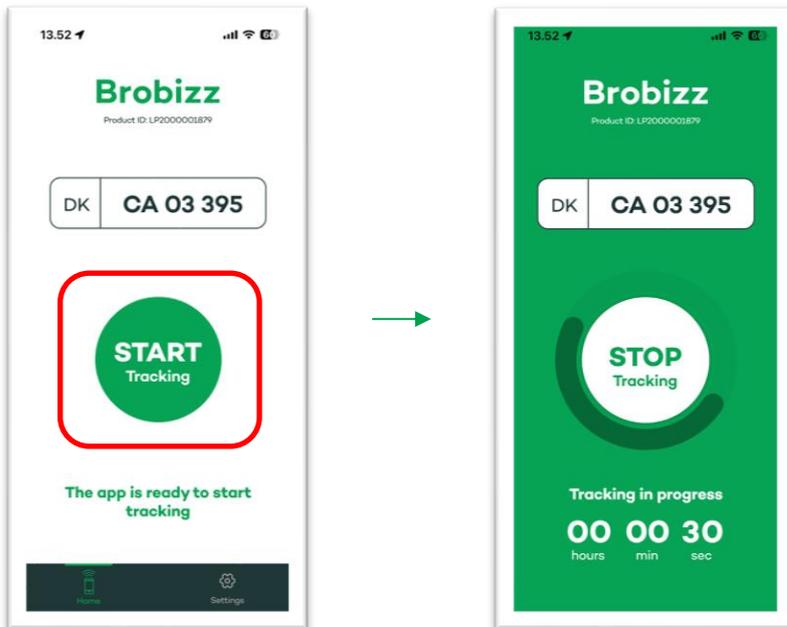


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3. Manual tracking

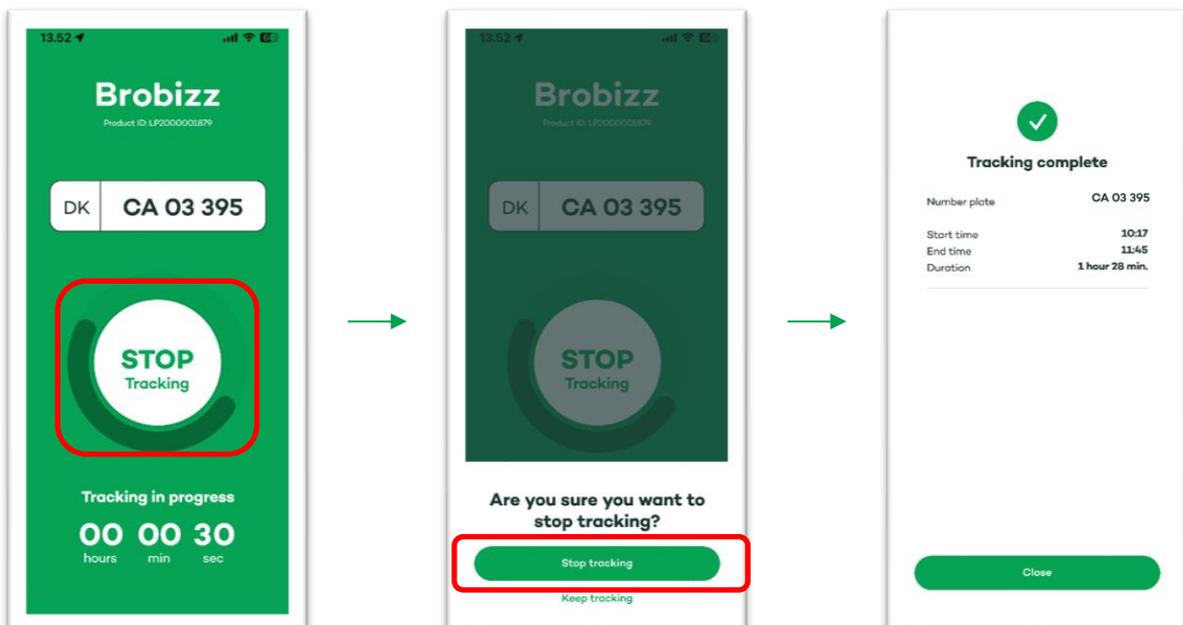
3.1 Tracking a trip

If you have chosen too manually track your trips, you'll need to start and stop the tracking in the Toll App. The following is shown in the app when you start the trip and once tracking a trip. Click "Start tracking" to start your trip.



3.2 After a trip

Once a trip is finished, you'll need to stop the tracking in the app. Click "Stop tracking" once the trip is finished. You will now get a overview of the trip.

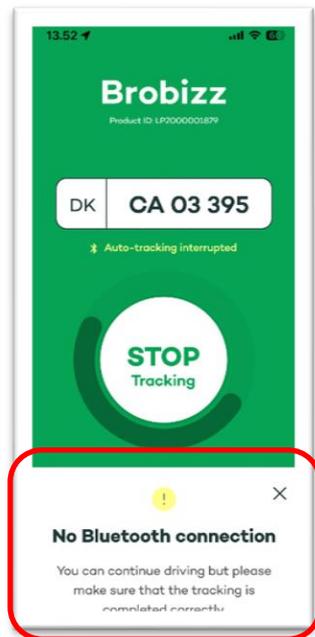


4. Alerts and notifications

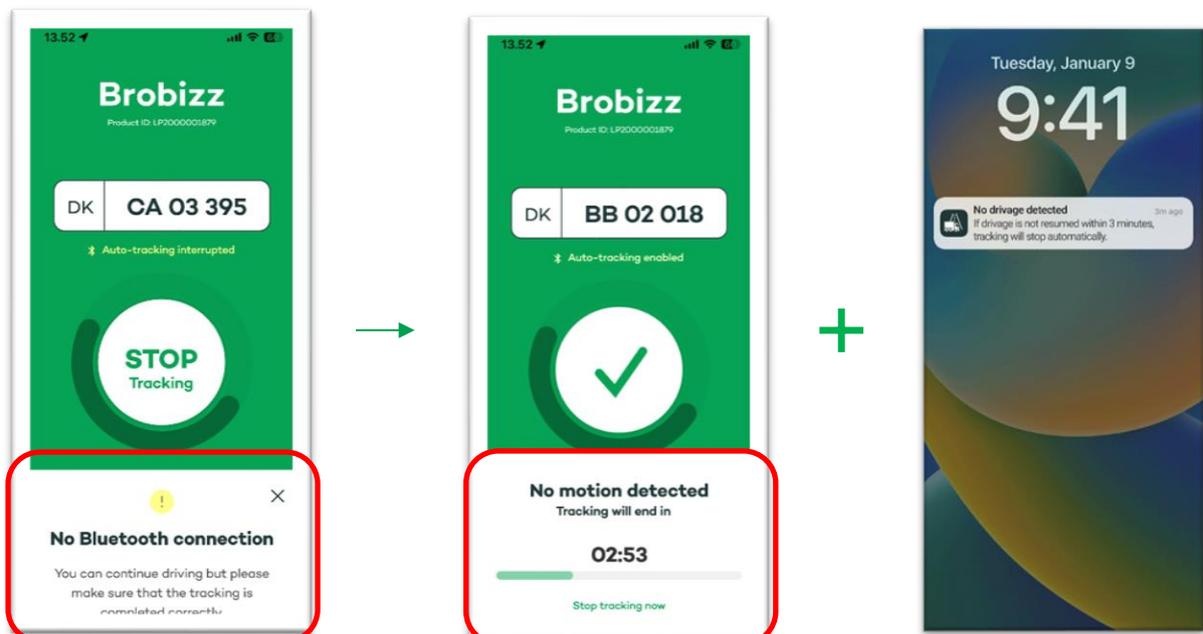
4.1 Bluetooth connection and automatic tracking

If the Bluetooth connection is lost while driving, a notification will be shown in the app.
If the Bluetooth connection is restored, the notification will disappear.

If the Bluetooth connection can't be restored but motion is detected, the automatic tracking of the trip will continue.



If the Bluetooth connection can't be restored and no motion is detected, the automatic tracking of the trip will continue for 3 minutes. If no Bluetooth connection or motion is detected within 3 minutes, the automatic tracking of the trip will end. You will receive a notification in the app and on the lock screen.



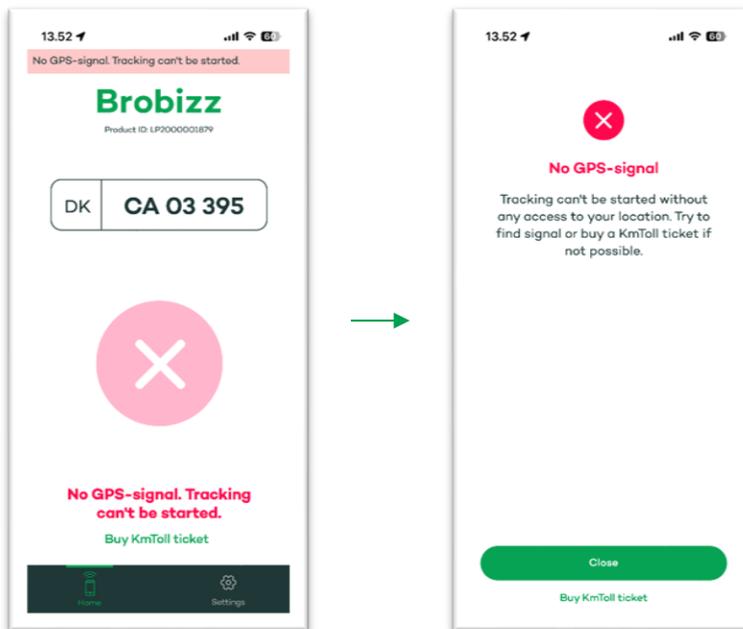
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4.2 No GPS-signal

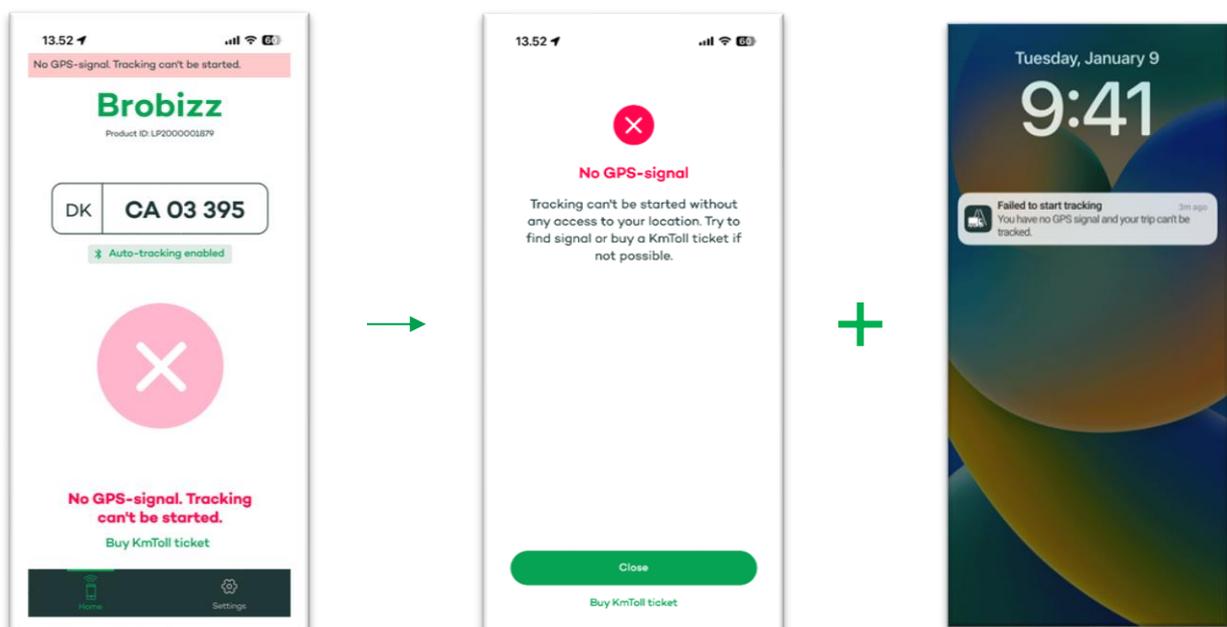
4.2.1 Before a trip

If the Toll App can't establish any GPS-signal before a trip is started, the app won't be able to track the trip.

An in-app notification will be shown if you have selected manual tracking, and you won't be able to start a trip. You will need to reestablish the GPS-signal before you can start your trip.

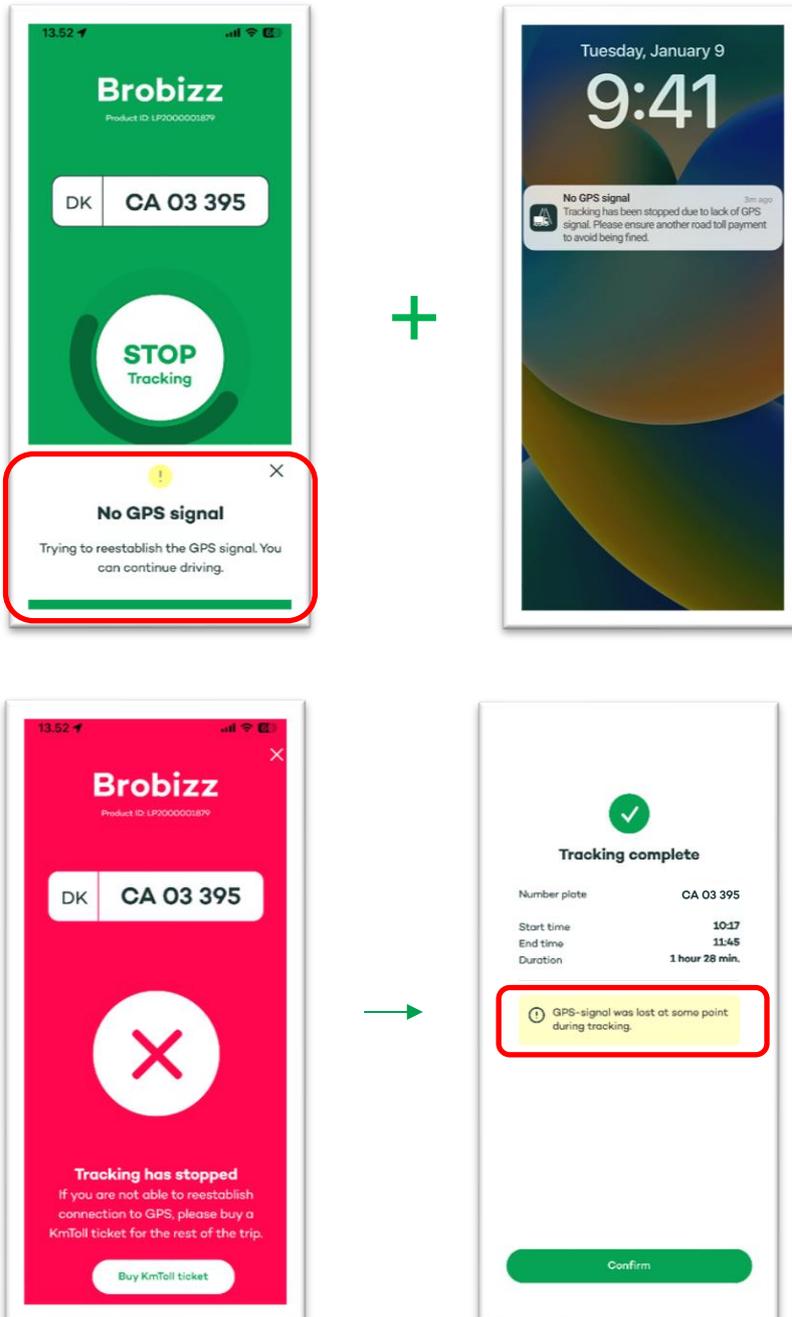


If automatic tracking is selected, an in-app notification will be shown as well as a notification on the lock screen. You will need to reestablish the GPS-signal before you can start your trip.



4.2.2 During a trip

If the GPS-signal is lost during an active trip, where the app is tracking, an in app and lock screen notification will appear, informing that the GPS-signal is lost. The app will continue to track the trip for 10 min, but if the signal can't be reestablished within these 10 minutes the trip will end and tracking stop.



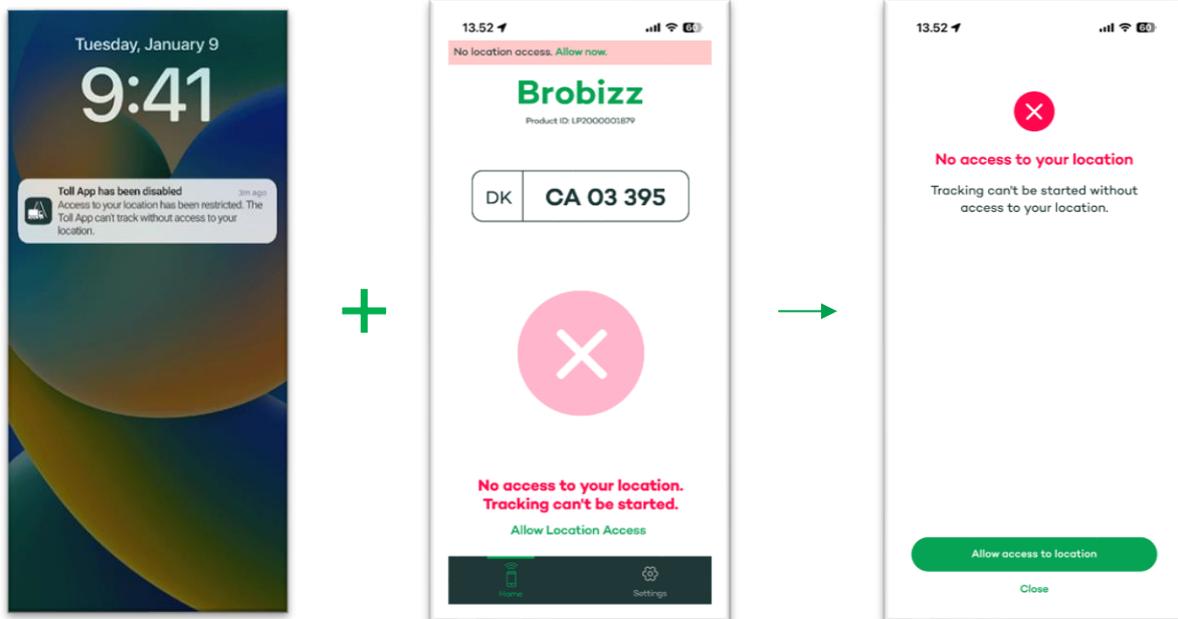
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4.3 No access to location data

If the access to location data is changed to not allowed, the Toll App can't track the trip and tracking is therefore disabled.

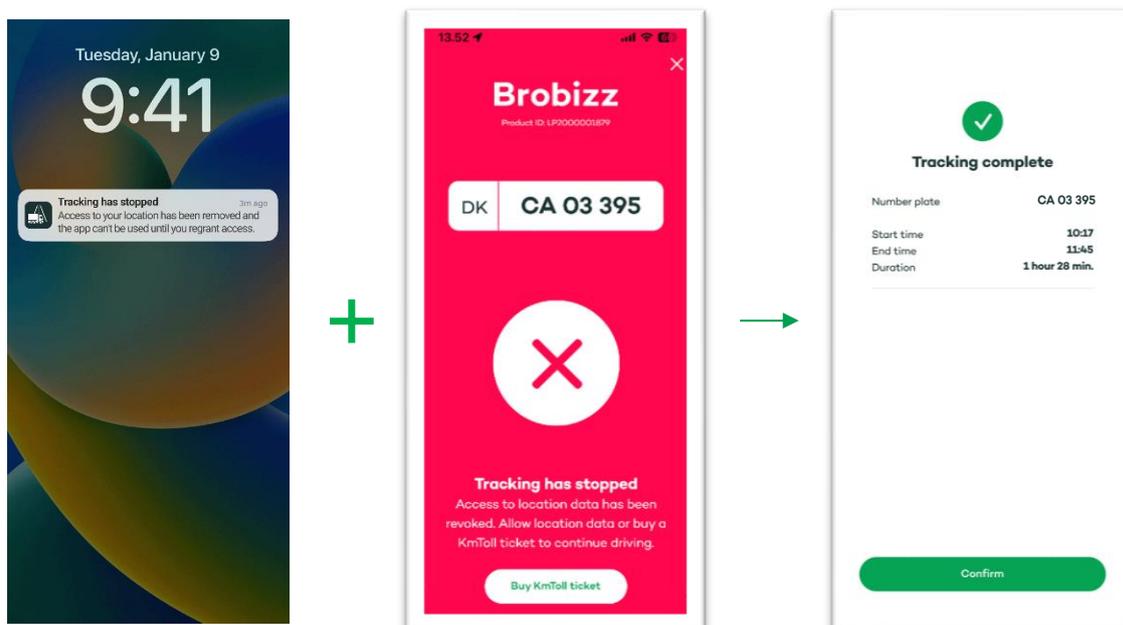
A lock screen and in app notification will appear informing, that the access to location needs to be real-
lowed.

Before a trip



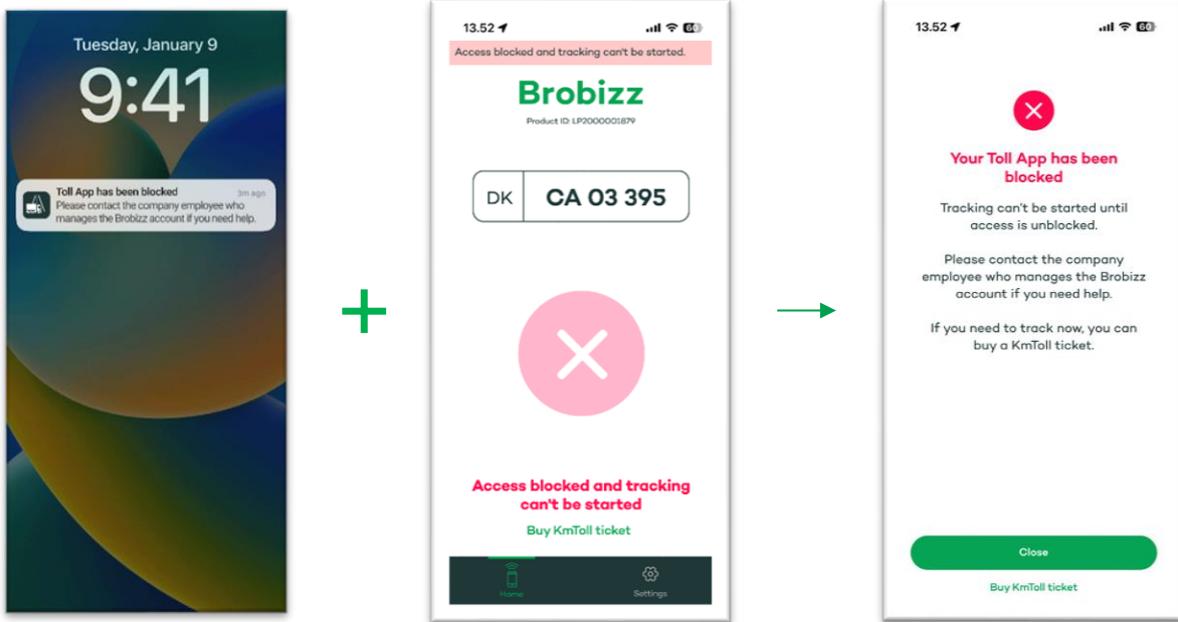
During a trip

If the access to location data is disabled during a trip, the Toll App can't track the trip, and the trip will be ended. An in app and lock screen notification will appear.



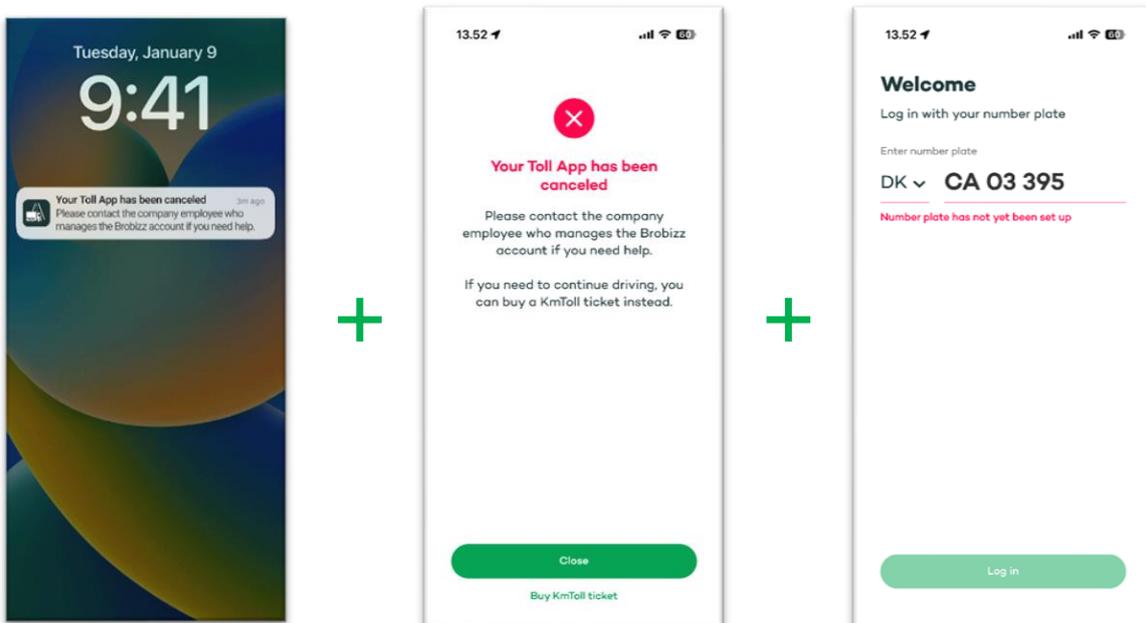
4.4 Toll App is blocked

If the Toll App have been blocked, a lock screen and in app notification will appear. The Toll App won't be able to track a trip before the Toll App have been reopened.



4.5 Toll App is deregistered/closed

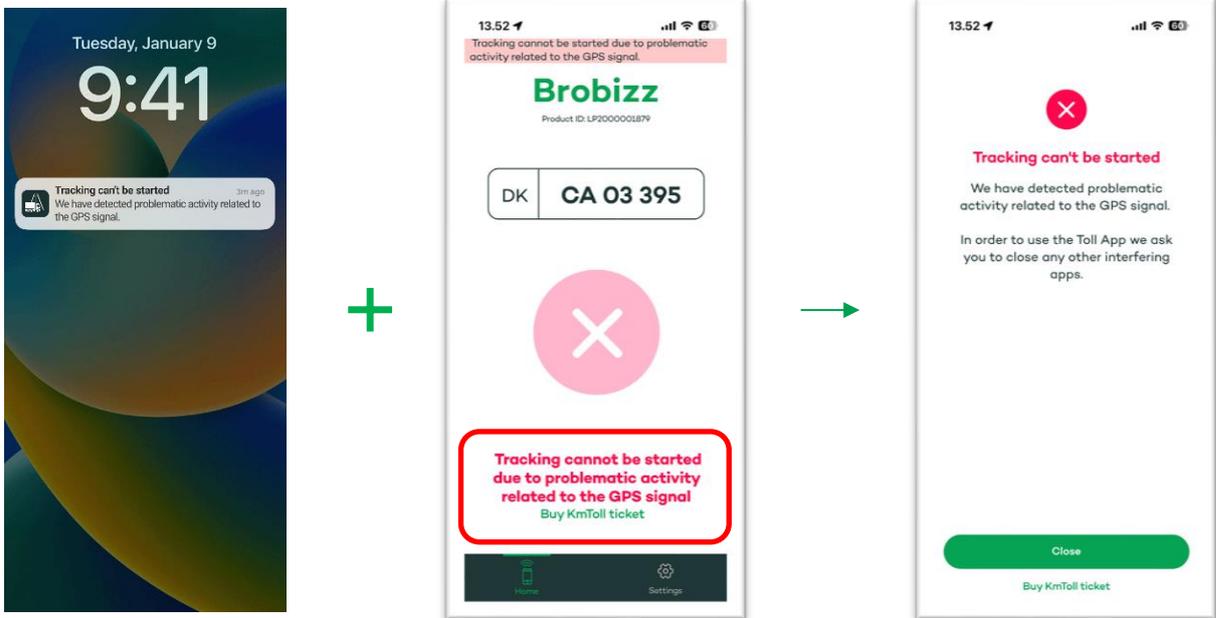
If the Toll App or user have been deregistered and closed, the access to the Toll App is removed and the user won't be able to login. A Lock screen notification and in app notification will appear.



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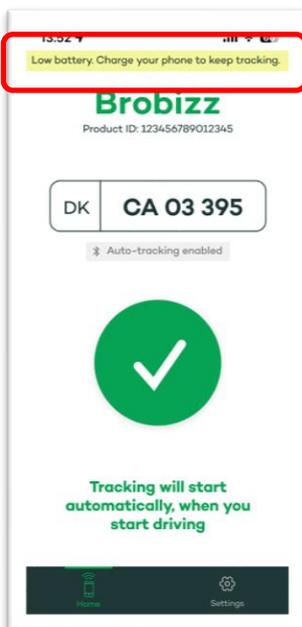
4.6 Tampering detected

If a problem with the activity of the GPS-signal is detected, the Toll App won't be able to track a trip. An in app and lock screen notification will appear.



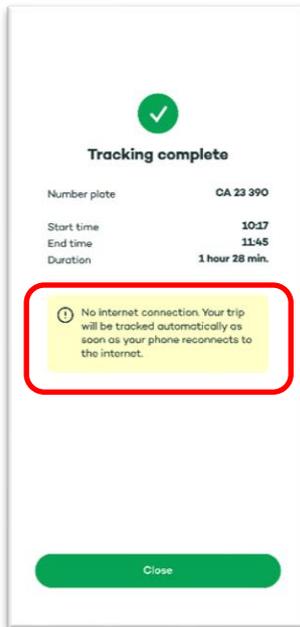
4.7 Low battery

If the phone has low battery, an in-app notification will appear.



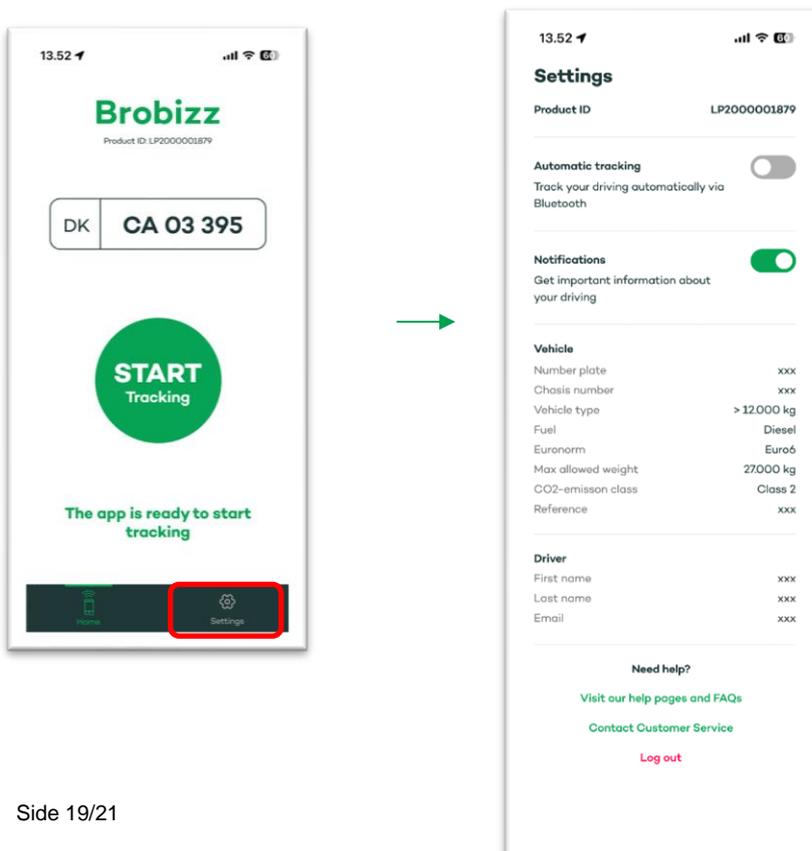
4.8 No internet signal

If a trip has been tracked but the internet signal was lost, the tracked route will be stored and registered once the internet signal reconnects. An in-app notification will appear.



5. Settings

There is a "Settings page" in the bottom right corner of the Toll App. In the Settings, it is possible to see information about the vehicle, driver and more.

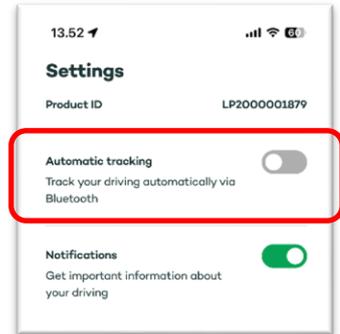


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5.1 Tracking settings

It is possible to change the setting of how to track a trip, by clicking the toggle next to the "Automatic tracking". Bluetooth will need to be enabled. See section 1.1.2 for more info.

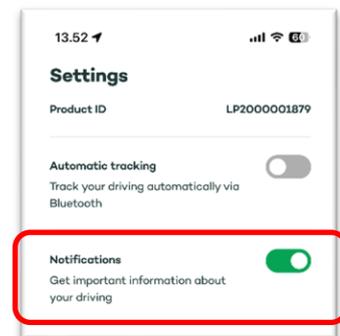
If the toggle is grey, the trip needs to be tracked manually.
If the toggle is green, automatic tracking via Bluetooth is active.



5.2 Notifications preferences

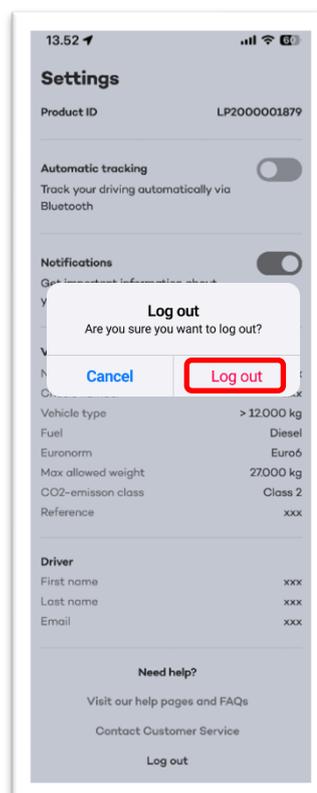
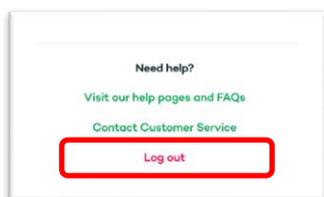
It is possible to change the setting, by clicking the toggle next to the "Notifications".

If the toggle is green, you will receive notifications. This setting is recommended.
If the toggle is grey, notifications are turned off.



5.3 Log out

It is possible to log out of the Toll App on the settings page. This is done by clicking "Log out" in the bottom of the page.



6. Troubleshooting

The Toll App can display various alert and error messages as the notifications described in section 4. The table below indicates the error and possible solutions.

Error message	Cause	Solution
Blocked Toll App	The Toll App is blocked and can't be used. Blocked cause can be due to missing or expired payment card or due to an outstanding payment	Toll App can be reopened by adding an active payment card or once the outstanding payment is paid
No GPS-signal	The Toll App can't establish any GPS-signal	Reestablish the GPS-signal by moving the phone and make sure the phone is placed correct in the front window of the vehicle
No internet signal	The Toll App can't connect to any internet signal.	Reestablish the internet connection and make sure that internet is turned on in the phone's settings
No access to location data	The Toll App has no access to location data.	The Toll App needs to have access to location data for it to be able to track a trip. Allow access to locations data in the phone's settings
Cancelled Toll App	The Toll App has been cancelled	The Toll App for the specific vehicle needs to be reordered at Brobizz self-service and be reinstalled
Tampering detected	The Toll App has detected tampering with the GPS-signal	The GPS-signal is disturbed and can't be located by the Toll App. Make sure that no other devices or apps can interfere with the GPS-signal