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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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Velcome		Enter p	asscode	
og in with your number plate nter number plate DK ~ CA 03 395	_	If you have I the vehicle, with a passe email.	ceen set up as we have sent t code. I didn't re CA 03 3 Change vehicle	s a driver for you an email acceive an
		Enter passood An ema Requi	il with a passcode rst new passcode i	was sent. in 00:59
		1	2	3
		4	5	6
		7	8	9
			0	



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.

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Get importe notification	ant Is		Get important notifications
Make sure you rece and notifications a usage.	ive important alerts bout your trips and		Receive timely updates regarding your trips, usage, and important security alerts.
		→	"Brobizz" Would Like to Send You Notifications my include alerts, sounds, and icon badges. These can be configured in Settings. Don't Allow Allow
Allow not Skip f	iffications for now		Allow notifications Skip for now

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.





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		5/8 Select vehicle Make sure your phone is with your vehicle.	already poired	5/8 Select vehic Make sure your phor with your vehicle.	le
\cap		Volvo-124	0	Volvo-124 Connecting_	0
Searching for ve	ehicles	Headset BT8765T	0	Headset BT8765T	0
		KR06-1	0 -	KR06-1	0
		Refresh lis I con't find my v	t ehicle	Refre	ih list my vehicle
		Connect web Change to manual	cle tracking	Connect Change to mo	: vehicle

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".

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		5/8 Tracking sto automatica	arts Ily when	5/8 Tracking stops leave the vehic	when you le
Auto-tracking	is activated	you start dr Your driving is auton even when the app i have allowed notific notified when tracki starts and stops.	tiving matically tracked is not open. If you cations, you will be ing automatically	If your phone disconn Bluetooth, the app au tracking.	ects from tomatically stops
	-	· · · · · ·	<u>b</u>		
		Got	t ît	Got in	



If you want to track manually follow to below steps:

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

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low d rack	lo you prefer to your driving?	How do you p register your	refer to driving?
*	Recommended Automatically via Bluetoath The opp outpointically starts and and at the tracking when you drive off.	Recommen Automatical The app auto and ends the you drive off.	ded y via Bluetooth matically starts tracking when
ß	Manually You must ensure to manually start and stop tracking every time you drive off.	You must ens stort and enc every time yo	ure to manually I the tracking u drive off.
	Confirm	Centin	
		Comm	

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

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Remer	nber to track	c
manua	ally every tim	e
you dr	ive	
Tap the 'S' and 'STOP destinatio	TART' button before o ' when you reach you n.	driving r
	Brobizz	
	Stort Tracking	
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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"

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٥/٥ Place the phor upright	ne
Make sure to place the in a holder in the wind s	phone vertically creen.
Don't remove the phone to prevent interrupting	while driving the tracking.
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".

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Remember to	power up
Remember that your enough battery to reg	phone must have gister your driving.
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.







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.





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.





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 reallowed.

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.





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. A 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 one the internet signal reconnects. An in-app notification will appear.

Tracking c	complete	
vumber plate	GR 23 370	
itart time	10:17	
ind time	11:45	
Juration	1 hour 28 min.	

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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Brobizz	Product ID	LP2000001879
DK CA 03 395	Automatic tracking Track your driving automa Bluatooth	tically via
	Notifications Get important information your driving	about
	Vehicle	
START	Number plate	xxx
Tracking	Chasis number	xx
Indexing	Vehicle type	> 12.000 kg
	Fuel	Diese
	Euronorm	Euro6
	Max allowed weight	27.000 kg
	CO2-emisson class	Class 2
he app is ready to start tracking	Reference	ххх
	Driver	
	First name	200
<u>a</u>	Last name	XXX
ano Settings	Email	XXX
	Need he	lp?
	Visit our help pag	es and FAQs
	Contact Custon	ner Service
	Log or	t
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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.

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Settings	
Product ID	LP2000001879
Automatic tracking Track your driving automatica Bluetooth	ally via
Notifications Get important information ab your driving	out

Settings	
Product ID	LP2000001879
Automatic tracking Track your driving automatical Bluetooth	y via
Notifications Get important information abo your driving	ut

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.

Need help?	
Visit our help pages and FAQs	
Contact Customer Service	
Log out	

->





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	Toll App can be reopened by
	be used.	adding an active payment card
		or once the outstanding pay-
	Blocked cause can be due to miss-	ment is paid
	ing or expired payment card or due	
	to an outstanding payment	
No GPS-signal	The Toll App can't establish any	Reestablish the GPS-signal by
	GPS-signal	moving the phone and make
		sure the phone is placed correct
		in the front window of the vehi-
		cle
No internet signal	The Toll App can't connect to any	Reestablish the internet con-
	internet signal.	nection and make sure that in-
		ternet is turned on in the
		phone's settings
No access to location data	The Toll App has no access to loca-	The Toll App needs to have ac-
	tion data.	cess to location data for it to be
		able to track a trip.
		Allow access to locations data
Cancelled Tell App	The Tell App has been concelled	The Tell App for the specific ve
	The Toll App has been cancelled	high poods to be reordered at
		Brobizz colf convice and he roin
		stalled
Tamparing datastad	The Tell App has detected tamper	The GPS signal is disturbed and
	ing with the GPS-signal	can't be located by the Toll Ann
		Make sure that no other de-
		vices or anns can interfere with
		the GPS-signal