

# UNIVERSAL TRANWARE

## TranAir Driver Guide

**PURPOSE:** This guide is intended for use by fleet drivers and documents the procedures for using the Universal TranWare TranAir in-vehicle software application.

**Notes on this application:**

1. Touch  on tablet to return to previous screen.
2. In entering numeric data, erase one entered character at a time by touching .
3. Allow a short delay between pressing buttons.

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## TURNING ON SYSTEM COMPONENTS

1. Turn on tablet by pressing and holding power button for 3 seconds.



2. Unlock the tablet.



4. Press and hold power button on POS for 2 seconds.



## LOGGING ON TO THE APPLICATION

5. From tablet home screen, touch TranAir application icon.



6. From the Log On Screen, touch the LOGON button.



7. Enter your number (either your driver number+pin, or just your pin, depending on how the system is set up) and touch the GO! button.



messages may briefly appear to indicate that the application is connecting to the POS, to the push-to-talk server, or GPS satellites. You can usually ignore these, unless you experience other problems.



The Clear Screen will tell you your starting position in the zone queue (i.e. how many drivers are in front of you for getting the next job in the zone you are in). Your position in the queue gets updated automatically in the dispatch office, but you will have to press the ZONES button to see your position change on the tablet.

The buttons and their functions are as follows:

MESSAGES takes you to the messages screen, where you can send pre-defined text messages to the dispatcher

FLAG creates a job for when a pedestrian hails you.

TALK takes you into a voice communication mode

MAP replaces the status with a map of your current location

LOGOFF takes you out of the system

PAYMENT creates a trip and takes you directly to the payment screen

BUSY puts you in a mode that tells the dispatcher that you cannot take any calls, but unlike LOG OFF, it does not take you out of the system, and you do not lose your position in the zone queue

BID allows you to offer yourself for a job in a different zone (this is usually done in the Zones screen)

BOOK lets you tell the dispatcher that you are in another zone (usually this is for taxi stands, airports, hotels, or other places with sub-zones)

ZONES takes you to a screen that displays the number of cars and jobs in the various zones.

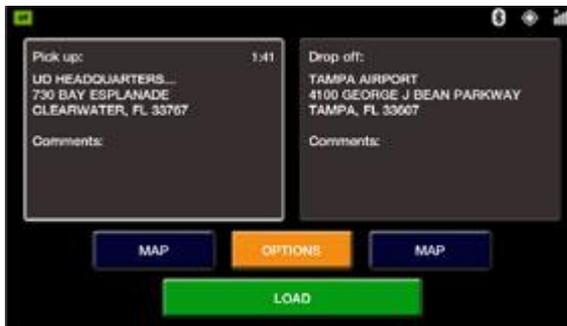
## TRIP FUNCTIONALITY

If trips are available in your zone, an audible alert sounds, and the JOB screen is displayed.



2. Touch ACCEPT to accept the trip or REJECT to reject the trip. If you select REJECT, the system may log you off of service, send you to the bottom of the zone queue, or offer you the job again, depending on the setup of the system and the job's status. If you do not accept a trip within a certain period of time (usually two minutes, but it varies) the application will automatically reject the trip, so pay attention!

3. If ACCEPT is selected, the Load Screen will be displayed;

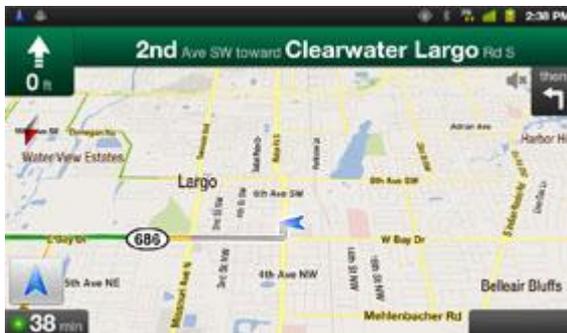


The dispatcher may have the ability to send you additional jobs while you are already on a job. If you have more than one job available, arrows will appear at the bottom of the screen that will allow you to flip through the jobs.

Touch MAP if you would like a map of the Pick up or Drop off location.



Touch TURN BY TURN if you would like to view turn-by-turn directions to the mapped location.



Touch OPTIONS on the Load Screen to access the following screen:



NO SHOW alerts dispatch that the passenger is not at Pick-up location.

CALL OUT is similar, but requests that the dispatcher call the passenger

BACK takes you to the previous screen

MESSAGES displays any messages from dispatch.

4. Press the LOAD button once the passenger is in the vehicle (or the HIRED button if there is an attached smartmeter). The Complete Screen will appear and the trip will begin. The MAP and TURN BY TURN directions as available as described above.



5. Press the COMPLETE button once the location has been reached, (or the TIME OFF & HIRED buttons if there is an attached smartmeter). The trip will end and the Payment Screen will open.



If the Fare was not determined at the office, or gotten off of the meter. The app will ask you to enter the fare amount . Press GO and the Payment Options Screen is displayed showing fare amount.



Choose the appropriate selection:

- CREDIT (if available) go to the section entitled Credit Card Processing.
- CASH will ask if you would like to POS to print the receipt.
- ACCOUNT will ask for a Voucher Code.
- COMP will not charge the passenger for the trip.
- EDIT will allow you to change the fare. (this may be disabled based on fleet settings)

After the transaction is completed, the app will return to the clear screen and wait for the next job.

## Credit Card Processing

There are various options and devices that Tranware offers for credit card processing; what happens after you press the CRDIT button is largely dependent on what credit card device you have.

If you have an H50, you would simply press the CREDIT button, select the tip amount or percentage on the H50, swipe the card, and the application will process the payment and the H50 will print out two receipts, one for the passenger to sign, and one for them to keep.

If you have a P25, you press the CREDIT button and the app will go to the tip screen

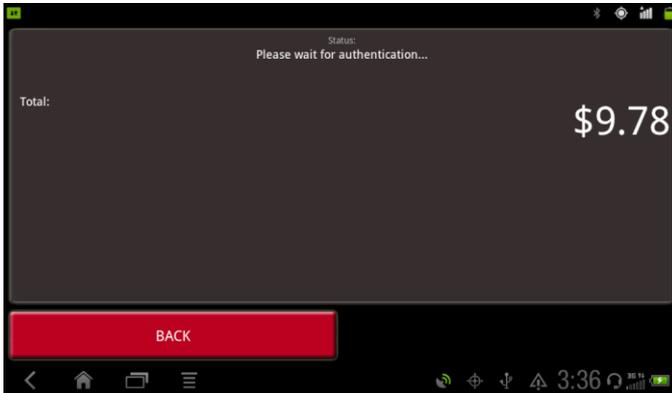


Here you would politely ask the passenger the tip amount or percentage and press enter. If the passenger chooses not to add a tip, type in 0 and press Enter. You would then swipe the card and the two receipts will print out.

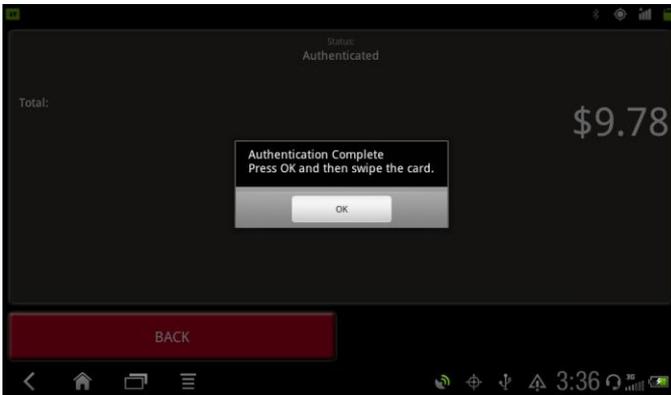
If you have a ROAMPay device, you press the CREDIT button and the app will go to the tip screen, as above:



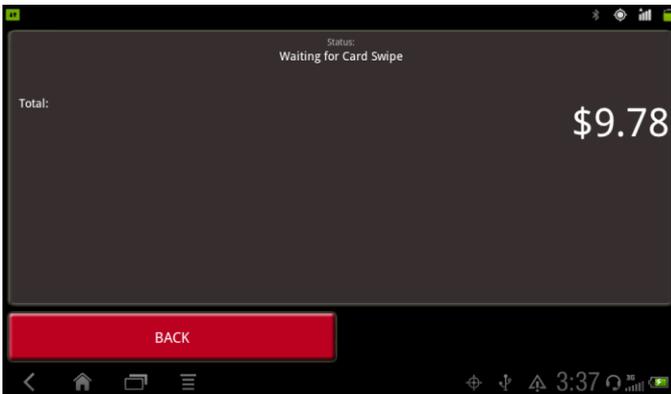
After pressing Enter, the app will go to this screen, where it will communicate with the ROAMPay device and authenticate with the ROAMPay server.



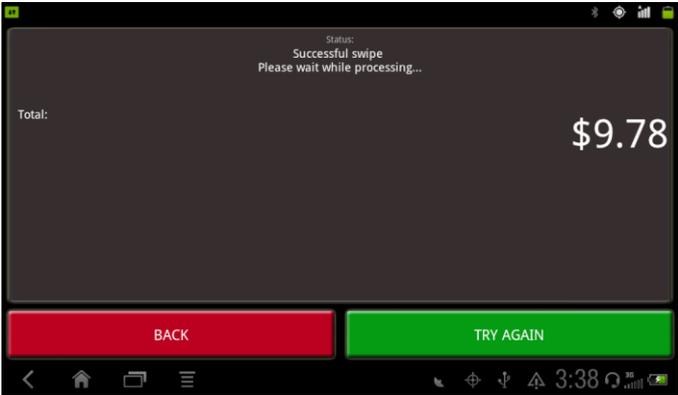
It will then tell you that the device is authenticated and it is ready to swipe.



Select ok, and swipe the card



Swipe the card a little bit slower than you normally would, it takes a little practice to get a successful swipe. After receiving a successful swipe, the app will process the payment and, if successful, notify you on the screen that the payment completed.



## FLAG TRIPS



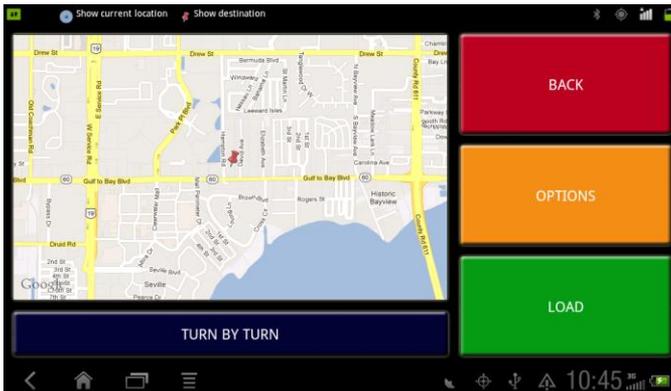
1. On the Clear Screen, press FLAG button. OF if you have an attached smartmeter, the flag trip will start as soon as you press the HIRED button on the meter.



2. Enter the destination zone number and press GO! If you are unsure what zone you are going to, just put in a zone that is close. You have to put in something. The job will be created and you status will be set to Loaded.



3. The OPTIONS button acts the same as a normal trip, but the MAP buttons will not work the same. The map will only show your current location. However, if you require turn-by-turn directions, you can push the turn-by-turn button and input the destination manually.



4. The flag trip can be completed just like a normal trip either from the screen, or the meter, depending on company policies.

## BIDDING ON TRIPS



1. On CLEAR Screen, touch ZONES to see a list of zones with the number of trips and number of vehicles in each of those zones. While in this screen, your tablet will also update your position in the zone queue.



2. If there is a zone that has available trips, but no available vehicles, that driver can press the BID button. This will send a message to the dispatch software, asking for the job. press the BID button and enter the zone to be bid on.



If the bid is accepted, the app will treat it like a normal job.



## VOICE COMMUNICATIONS

The application has a built-in capability for an “as needed” voice channel to the Dispatch center called TRANSMitter. This is an optional feature your fleet may have installed. The TRANSMitter dialog box can be accessed from every screen in the application. from every screen in the application in one of two ways:

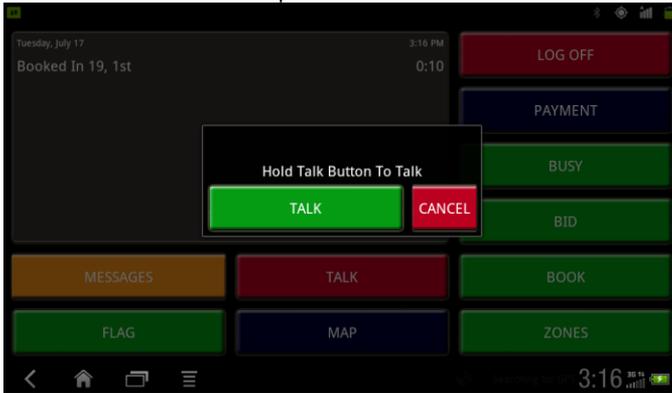
To enter TRANSMitter mode, select with the TALK button, if available:



If there is no TALK button, TRANSMitter mode can be accessed by pressing the top of the screen



If the dispatcher is not currently communicating with another driver, your tablet will enter TRANSMITTER mode, hold down the TALK button to speak to the dispatcher. And press the CANCEL button to return to normal operations.



## LOG OFF

When you are done with your shift, or otherwise need to remove yourself from active service, we recommend that you LOG OFF rather than simply power down the tablet.



1. Press the LOG OFF button.



2. Press the EXIT button to exit the application.