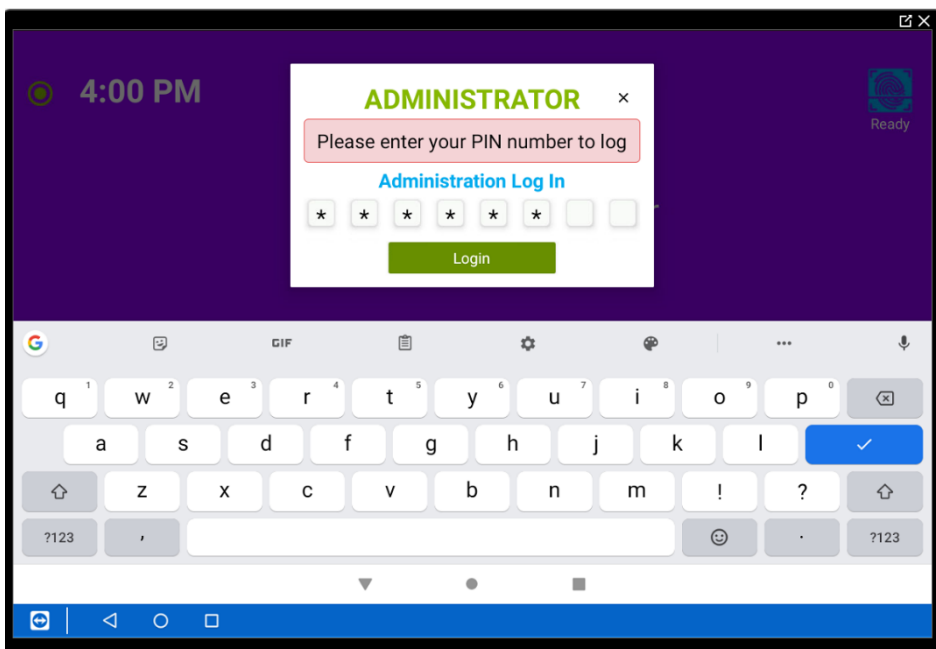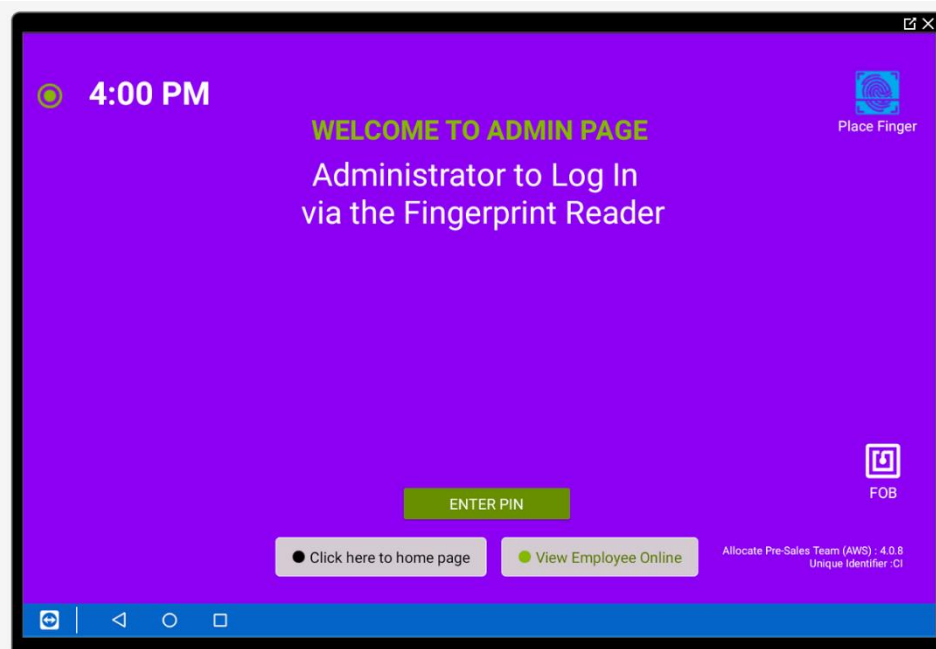# Restarting the FOB Scanner

A short-term solution for resolving the 'new/tag collected' pop-up or Fob reader not responding on A9 and above devices is to restart the FOB scanner. You will need regular admin access in order to do this.
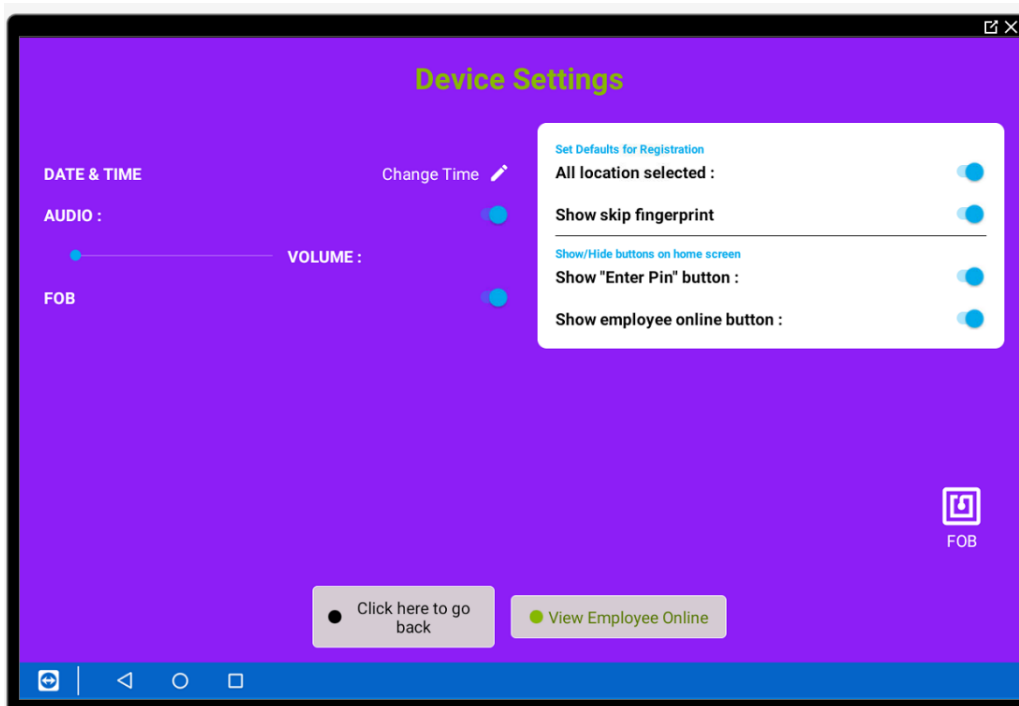
First, enter your admin pin when you have selected the 'Administrator Access' button.

This will bring you to the Admin Page. From here, select device settings (third option in from the left, blue icon).
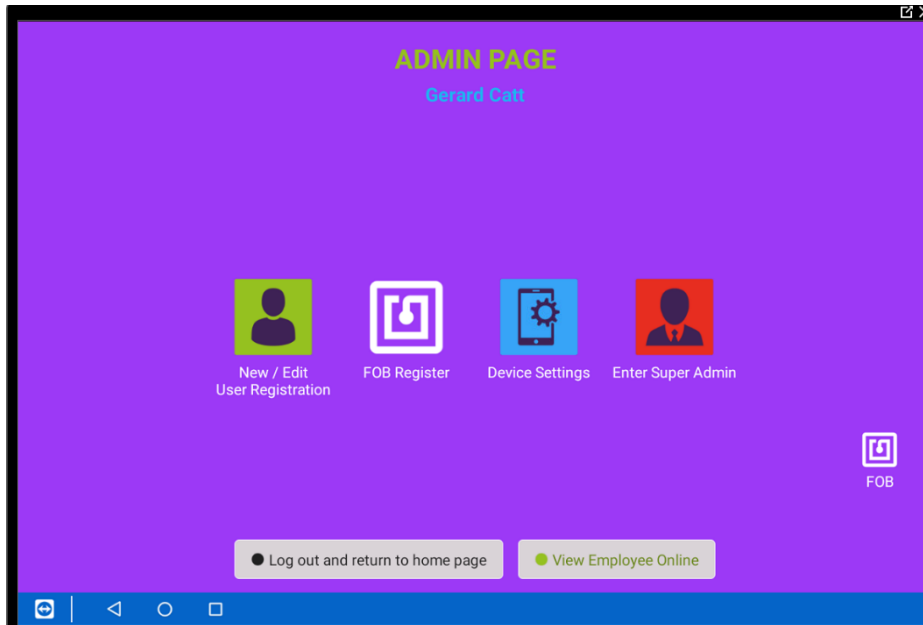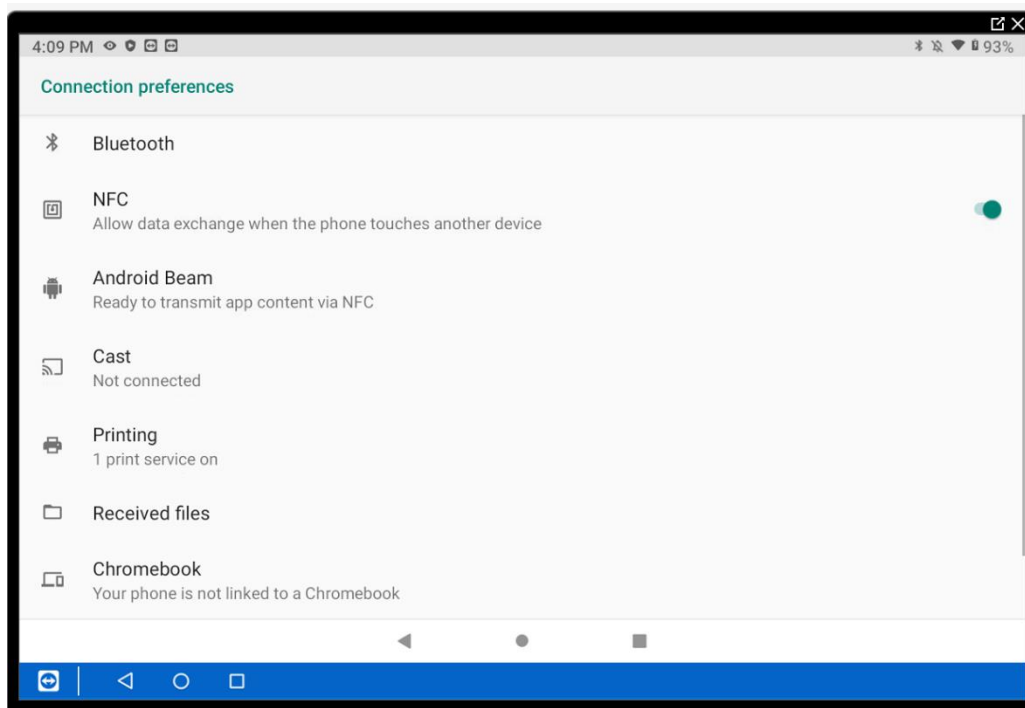

When you enter device settings, select the FOB slider to turn the FOB off. This will take you out of the application and into the device settings 'connected devices'

When you get to 'connected devices', select 'connection preferences' and use the slider to next to NFC to turn the FOB scanner off.
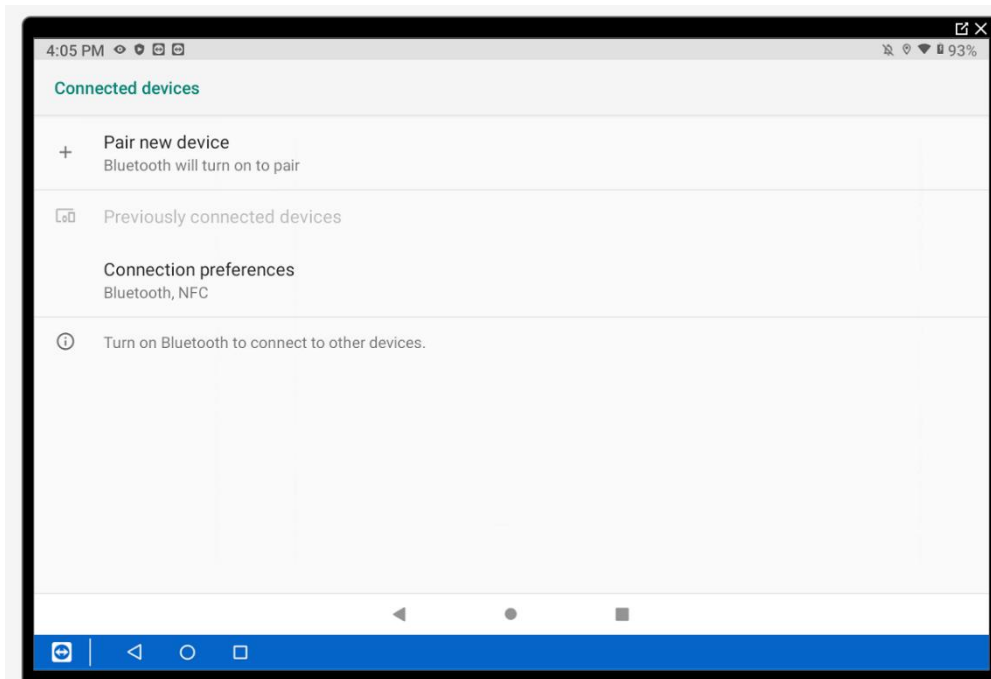
Connected devices page

Connection preferences with NFC on. Turn NFC off to turn the FOB scanner off

Press the home button (the bottom middle circle) to be taken back to the OnTime application. The FOB scanner is now turned off. Repeat these steps to turn the FOB scanner back on again.