



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'

			<u>Ľ×</u>
	Device	Settings	
DATE & TIME AUDIO : FOB	Change Time 🖍 VOLUME :	Set Defaults for Registration All location selected : Show skip fingerprint Show/Hide buttons on home screen Show "Enter Pin" button : Show employee online button :	•
	 Click here to go back 	View Employee Online	Бов





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

4:05 P	M ◇ ♥ ₪ ₪	ĽX ೩ © ♥ 🛙 93%
Connected devices		
+	Pair new device Bluetooth will turn on to pair	
00	Previously connected devices	
	Connection preferences Bluetooth, NFC	
(j)	Turn on Bluetooth to connect to other devices.	
	< • B	
•		

Connected devices page

4:09 P	M ◇ ♥ ⊡ ⊡	¥ 12, ♥ 11 93%		
Connection preferences				
*	Bluetooth			
۵	NFC Allow data exchange when the phone touches another device	•		
	Android Beam Ready to transmit app content via NFC			
2	Cast Not connected			
0	Printing 1 print service on			
	Received files			
ᅳ	Chromebook Your phone is not linked to a Chromebook			
0				

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.