

AT&T Primetime Tablet Features



	4G LTE connected		Battery less than 20%
	Airplane mode		Vibration mode
	No signal		Battery full
	Signal strength		Battery charging
	No micro-SIM card installed		Bluetooth® on
	Alarm set		Connected to a Wi-Fi network
	Silent mode		Wi-Fi in use
	Battery less than 15%		GPS on



SETTINGS – Can be accessed by swiping down from the top of the screen.

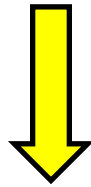


Wi-Fi – Can be turned on/off by swiping down from the top of the screen and tapping on the wi-fi icon for approximately 1 second. Then, slide the on/off switch (●). Wi-fi should NOT be on while driving; only beginning/end of day in poor service areas.



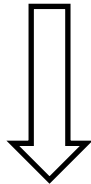
Recent Apps – To close or toggle between apps, tap the recent apps button. Tap the “x” or swipe an app to the right to close an app. Tap in the middle of an app to open the app. To enter/exit split-screen mode, tap and hold the recent apps button.

Service Modes



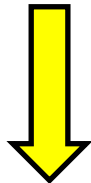
Deadhead

Staging Location to 1st Pickup



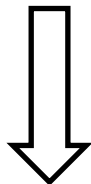
Revenue Service

1st Pickup to Lunch



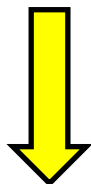
Deadhead

Lunch



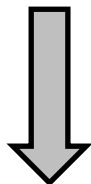
Revenue Service

After Lunch to Last Drop Off



Deadhead

From Last Drop Off Back to Staging Location



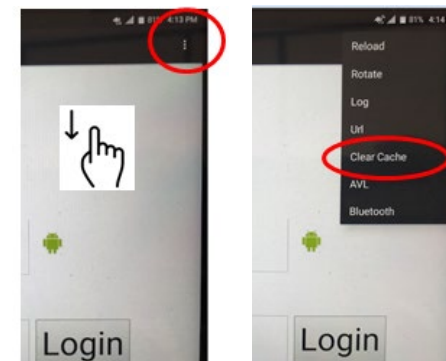
End Revenue

Ready to Logout

Updates & Troubleshooting

In order to keep up with the changes in technology, periodic updates will be necessary.

- If you receive a pop-up, asking you to update the tablet or an app, tap yes (unless the update will require a wireless connection and you do not have access to wireless). Report any updates that fail or you are unable to complete due to lack of a wireless connection.
- If you receive a request from the office staff to clear the cache in the Mobilitat app, follow the steps below:
 - From the Mobilitat app Login screen, swipe down to reveal a menu (⋮) in the top right corner. Tap on the menu and then tap Clear Cache.



Mobilitat App Login

1. Username = Staff ID#
2. Password = DOB (mmddyy)
3. Update Odometer
4. Choose Service Mode
 - a. Deadhead when starting route
 - b. Revenue Service only if changing vehicles mid-day
5. Driver Signature
6. Tap Go

Important Information

1. **DO NOT tap Refresh** unless asked to do so during troubleshooting. It may cause you to lose ALL of your trip details.
2. **DO NOT perform Start/Go to Deadhead Tickets** (which will appear in purple)
 - a. ONLY open them to view Trip Notes and then Close.
3. Avoid Back button in Driver View app; it will take you to login screen

Performing a Pickup

- Note:** Your 1st pickup of the day will automatically put you into Revenue Service Mode.
1. On the List of Tickets tab, tap the relevant address
 2. Tap **Arrive** as soon as you pull up to the address
 3. Then, review trip details (Fare Type & Amount, Trip Notes, etc.)
 4. Update odometer
 5. **IF** the client boards the vehicle:
 - a. Collect any applicable Fares, Vouchers, etc.
 - b. **IF** prompted, obtain client Signature. Escort to sign if client is unable.
 - c. Once the client is on-board and you are ready to pull away, tap **On Board**.
 6. **IF** the client is a No Show:

- a. Await confirmation & approval then Tap **No Show** to move on

Performing a Drop Off

1. On the List of Tickets tab, tap the relevant address
2. Tap **Deliver** as soon as you pull up to the address
3. Allow the client(s) to exit the vehicle, assisting as necessary
4. Update the odometer
5. Tap **Depart** when you are ready to pull away

Performing a Walk-On

1. On the Walk-Ons tab, to On Board a client, simply tap on the relevant Counter (Reduced \$1.00 **OR** Standard \$1.50)
 - a. You should see a ticket appear in the On Board section on the right side of the screen.
2. **IF** multiple clients in the same category are boarding at once, you can tap the "+" icon next to Reduced or Standard counters and then type in the number of people boarding.
3. When clients exit the vehicle, tap one of the tickets in the On Board section.
 - a. This should cause the ticket to disappear.
4. **IF** you make a mistake, contact dispatch via Driver Line and ask for the ticket to be deleted so it doesn't impact your expected fares.

Lunch Breaks (Purple)

1. Tap on the Lunch Break ticket
2. Update the Odometer
3. Tap **Arrive** to Begin lunch
 - a. Automatically puts you in **Dead Head** Service Mode

4. Tap Logout twice if you will be exiting the vehicle
5. Update the Odometer
6. Tap **On Board** to End lunch
 - a. Automatically puts you in Revenue Service Mode

End of Day Procedure (After Last Drop Off)

1. **DO NOT** perform Stop Time tickets
 - a. ONLY open them to review any Trip Notes
2. After the last Client Drop Off (while still at the address), select Change Status and then Deadhead
 - a. Input Odometer & Tap **Set**
 - b. Ensure that your current status is **Dead Head**
 - c. Proceed to fuel up and drive back to the staging location

End of Day Procedure (Very End of Day)

1. Once back at the staging location and done for the day, tap Change Status and then End Revenue Service
 - a. Input Odometer & Tap **Set**
 - b. Ensure that your current status is **Out of Service**
 - c. Tap Logout
2. Press/Hold the Power Button & Tap Power Off
3. Store the tablet, charger, and cord in the zipper case and place under the seat.

Trip Ticket Color Guide

- RED** – Pickup in Progress
- BLUE** – Drop-off in Progress
- ORANGE** – Trip Time is Priority
- GREEN** – Add-on or Change (**Bird Chirp**)
- BROWN** – Cancellation (**Crow Caw**)
- DARK OLIVE** – No Show Awaiting Confirmation from Dispatch