

Lost Connections

Lost Connection during Payment (Tablet and Terminal)

In the rare event of both devices losing connection, the payment may not immediately reflect on the terminal.

To address this, simply tap **'Retry'** to resolve the issue.

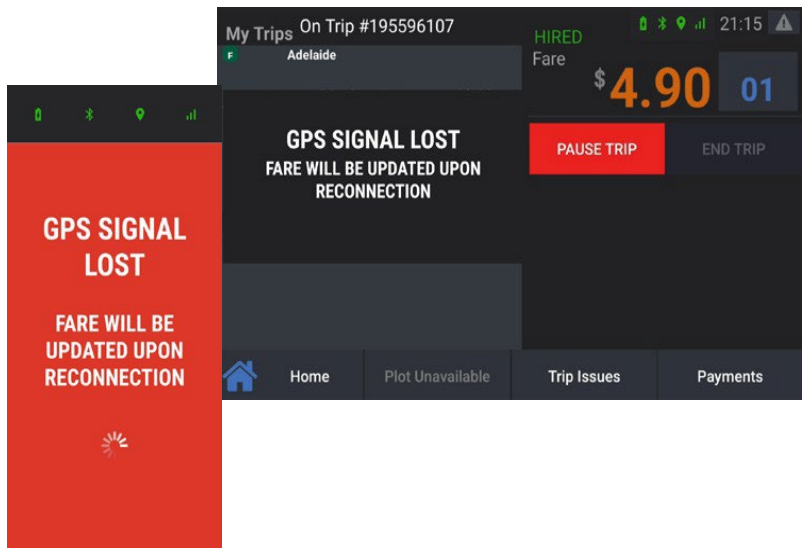
If the payment still fails to transfer to the terminal, press **'Finish Trip'** and proceed to request payment directly from the passenger.

Lost Connection

Driving through tunnels will lead to a loss of GPS signal.

When this occurs, the tablet will send out an announcement:

'As we enter this tunnel, our GPS signal will be temporarily lost. Your fare will be adjusted for distance traveled and toll fees upon tunnel exit'



Both devices will display a message: **'GPS Signal Lost – Fare will be updated upon reconnection'**.

Once the signal and coverage are restored, the fare will automatically adjust to account for the distance travelled and toll fees.

