CabPay Pro Troubleshooting

1 Frozen Device

If your mobile device freezes, **FORCE QUIT** the *Cabvision Driver Application* by swiping up from the bottom of the screen and pausing in the middle of the screen. Then swipe up on the app's preview to close the app.

2 Lost Connection

Open the *Bluetooth Settings* on your mobile device. You should see that the "MiuraCVXXXXXX" shows **Not Connected**.

Press *(i)* and the screen will advance to *Forget Device*. Confirm *Forget Device*.

Return to the Bluetooth screen on your *mobile device* and forget your mobile on the payment device by pressing the yellow arrow, followed by *1. Bluetooth, 2. Manage Pairs* and press *1. device name (e.g. Hank's iPhone)*. On the Payment Device, hold the green tick (✅) for 5 seconds until the Bluetooth symbol flashes. When symbol flashes, release the enter button.

Holding the Enter (✅) button on the reader puts the device into Pairing mode or you can pair manually by pressing *the yellow arrow* on the keypad, followed by pressing *'1. bluetooth'* and *'3. start pairing'*)
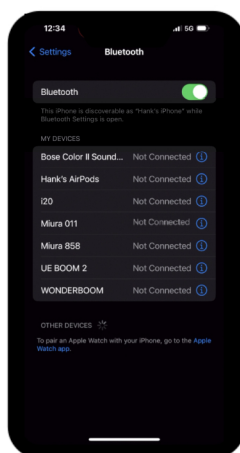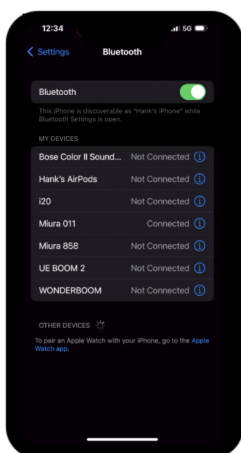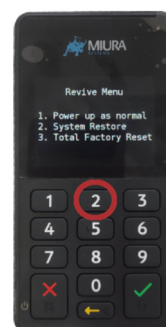

3 System Restore

To perform a *System Restore*, first perform F*orget Device* on your mobile device, by pressing the *(i)* next to the device in your phone settings, as you will need to Pair again as soon as your CabPay payment device has been reset.
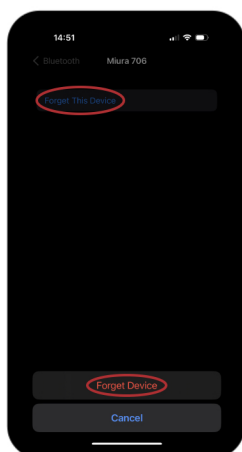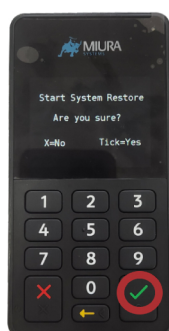

Pin or paperclip end into tiny hole next to charging point.

When offered the Revive Menu screen, press 2 for system restore.

NEVER press 3 for factory reset as it will make your device unusable.

Press tick button to confirm System Restore.

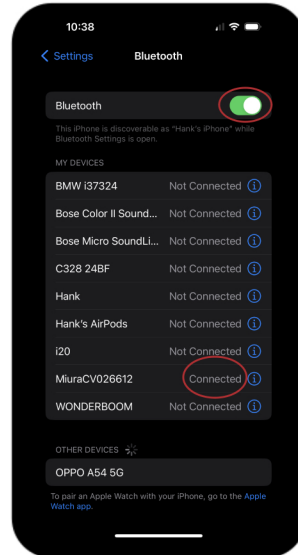After a few minutes the device will be reset and you should proceed with PAIRING.

Cabvision

4 Check Bluetooth Settings on your phone

If it is paired, the Bluetooth symbol will show on the top right of your mobile device. If it does not show, you will need to ensure that your Bluetooth is enabled by going to Bluetooth Settings on your mobile device.

Bluetooth Symbol

5 Check Mobile Data

To ensure that you can use your *Cabvision Driver App* wherever you are please check that the *Cellular Data* on the App is enabled. You will find the *Cabvision Driver App* listed in your mobile device *Settings*.
Once in *Settings* open the *Cabvision Driver App* and enable the *Cellular Data*.

Cabvision