

ticketer

Ticketer System Driver Pocket Guide





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NOTES

COMMON USER FUNCTIONS

- **<BACK>**

Use this button to go back to the previous step. This button will always be in the bottom left position.

- **<ACCEPT>**

Use this button to proceed to the next screen.

- **<PRINTER>**

There are two ways to print within the ETM. On some screens there will be a **<PRINT>** button. The other is when a printer icon is present in the top-right of the header.



- **<LISTS>**

Lists are used throughout the system for usability. The current selected item(s) will be highlighted in orange. Pressing a different entry will then select that entry. The current entry is then used by pressing one of the function buttons at the bottom of the screen.

- **<KEYBOARD>**

The on-screen keyboard has two primary uses; the first is to add text content for example in driver messaging or vehicle defects. The second is to filter a list to only those entries that start with the entered text. Type in as many characters as required and the list will filter dynamically to match the filter criteria.

- **<INACTIVE BUTTONS>**

An inactive button is *greyed-out*. It is not possible to proceed or press this button until another function on the same screen has been completed.

THE STATUS DISPLAY BAR

At the bottom of the ETM screen is the [<Status Display Bar>](#): This provides indicators as to the state of the ETM, such as GPRS (mobile connection) and GPS (location) connectivity, whether any messages are pending to the time of day and so on.



Each of the icons can be pressed to get more details on that component - for example pressing on the clock, will pop-up the time including seconds in a larger window. This 'pop-up' message box can be dismissed by pressing anywhere on the screen.

Messages

The [<Message>](#) icon indicates whether a driver message has been received/unread and how many messages there are.

When a message is being sent, the message icon turns amber with an arrow to indicate a message is sending. Messages are described in detail on [page 32](#).



GPS and GPRS Connectivity

The [<GPS>](#) (satellite) and [<GPRS>](#) (network) icons indicate whether the ETM has GPS line of sight and GPRS connectivity to the Ticker back office.

A green tick indicates a successful connection has been established, whereas a red cross indicates a failure to connect to that network. Amber indicates a connection is being established.



Clicking on either of these icons will display the last time the ETM connected to either network.

Smartcard

The <Smartcard> icon indicates whether the smartcard reader is operational or not. A green tick indicates the smartcard reader is working correctly, whereas a red cross indicates a failure to connect to the smartcard reader. The icon will show amber for times where ITSO is not working, but EMV is (or vice versa). Pressing this icon will display the reason.



Printer

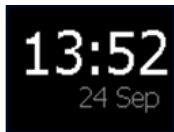
The <Printer> icon indicates whether the printer is operational or not. A green tick indicates the printer is working correctly, whereas a red cross indicates a failure, for example, out of paper or door open. Amber indicates low paper levels. Pressing this icon will display the reason.



Date/Time

The <Date/Time> icon displays the date and time. Clicking on this icon will display the time with seconds in a larger window.

When at a stop with timetables, the clock may turn red if it is too early to leave a stop, see [page 27](#) on Schedule Adherence.



Battery

The Ticker handheld contains an additional icon representing the current charge level on the battery, when the charge reaches a critical level and whether it is charging or not.



LOGGING IN

The ticket machine will be wired in with the master switch and should automatically switch on with the bus master switch. Check the printer is switched on.

If the ticket machine is already switched on, the screen may be darkened:

- Touch the screen to brighten the screen.

If you are using a <Driver> card to log in, present the card to the smartcard reader. The card should remain on the reader until the system beeps to indicate the card has been read.

If the card already has duty totals for a previous day, a screen will be shown to confirm that the previous day's totals can be printed and deleted. [Image 1](#)

This is in case the driver wishes to reprint the totals from that day using the **<Print>** button on the screen shown.

- Press the **<Erase>** button to proceed.

If you are using QR codes from a previous vehicle to transfer duty totals, log in with your driver code first, present your QR code and then enter your pin. [Image 2](#)

- Otherwise, enter your driver number and press **<OK>**.
Image 3
- Enter your pin number, if required and press **<OK>**.



IMAGE 1

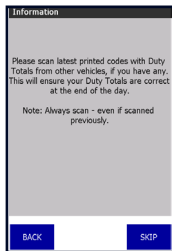


IMAGE 2

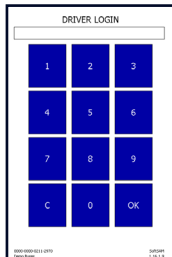


IMAGE 3

LOGGING IN - VEHICLE SELECTION

Depending on the configuration as selected by your office, the first screen may show all bus/fleet numbers - the last selected vehicle will automatically be selected. [Image 4](#)

- Press **<Accept>** to confirm.
- If you need to change the bus/fleet number;
 - Select the required bus/fleet number from the list.
 - Or search for the correct fleet number from the list using the **<Show Keyboard>**. [Image 5](#)
 - Press the **<Accept>** button.

The ETM can support multiple depots which may be in use depending on your configuration. The default depot used will be the depot you have been assigned to. If you need to select a vehicle from a different depot, this can be selected by clicking on the depot name.

Depending on your office configuration, the next screen will list a summary of any defects which have been identified on the current vehicle, if any. [Image 6](#)

It is not possible to proceed past this screen until a walk-around check has been carried out according to your company's policy, typically daily.

If the system expects a walk-around check to be performed, the last date and time would be displayed in red. If this is in black, then the driver may skip this step.

If the vehicle inspection is not required, press **<Accept>** or if an inspection is required, please follow the steps on [page 10/11](#).

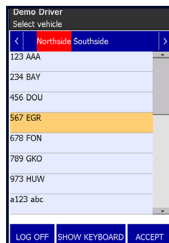


IMAGE 4

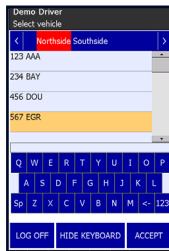


IMAGE 5

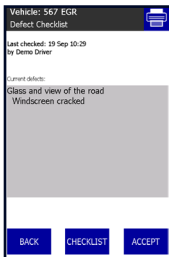


IMAGE 6

LOGGING IN - CHECKLISTS

If a vehicle inspection is required, please follow the below steps:

- Press the [<Checklist>](#) button to access the defect checklist function.
- Click on the individual component name.
- To fail a component within the category, press the [<Defect check>](#) button and a red cross will appear.
- To pass a component, press the [<Defect check>](#) button again and a green tick will appear.
- To return back to a red cross, press again, and so on. It is not necessary to manually tick every entry.

[Image 7 & 8](#)



[<Defect check>](#) button.



IMAGE 7



IMAGE 8

LOGGING IN - CHECKLISTS CONT.

- Notes can be added against defects by pressing the **<Notes>** button. This will show any previous notes and will allow the driver to add any additional details. [Image 9](#)
- Press **<Accept>** to save and return back to the Driver Checklist.
- Pressing on the **<Pass all others>** button provides a shortcut to pass any items within the Checklist which have not failed the driver checks.
- Press **<Accept>** to continue.

If the system has been configured to enter the mileage at every login, a mileage screen will be shown. [Image 10](#)

- You will need to enter the vehicles current mileage. If the mileage value typed in is greater than the previous amount, this will change to black as the system will figure this is logically correct. If the mileage value is lower, it will stay red.

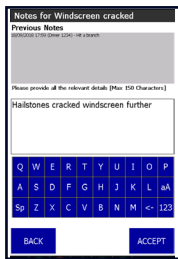


IMAGE 9

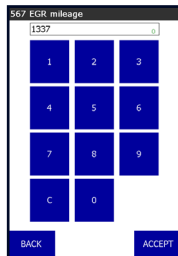


IMAGE 10



Defect notes and all failed checks can be printed by pressing the **<Printer>** icon in the top right hand corner of the ETM screen.

DRIVERS DUTIES AND RUNNING BOARDS

If the ETM has been configured in this way, the list of available duty IDs will be presented. If you have already logged into this vehicle today, or are using a driver smartcard or QR code to transfer duty totals from bus to bus, then any in-progress duties will be listed with a summary of that duty so far.

The ETM can support multiple depots which may be in use depending on your configuration. The default depot used will be the depot you have been assigned to. If you are required to select a duty from a different depot, this can be selected by clicking on the depot name.

- Select a duty from the list and press the **<Accept>** button. [Image 11](#)
- If the duty you need to start isn't listed on the screen, then this can be started by pressing on the **<New Duty>** button and enter the duty number as required. [Image 12](#)
- If this is your first trip of the day and duty details are not available on the ETM, then the **<Duty Selection>** screen will be presented automatically.
- Selecting a duty then pressing the **<Details>** button will display and allow printing of all the transactions so far on that duty. [Image 13](#)
- This is useful for reprinting an end-of-shift total as described on [page 28/29](#).

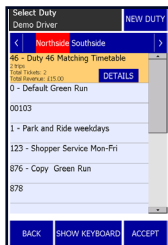


IMAGE 11

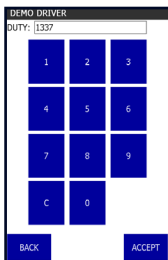


IMAGE 12



IMAGE 13

STARTING A TRIP

If there are already trips recorded for the duty number entered (either trips already made or if the duty schedules have been published to the ticket machine), you will be presented with a screen showing available trips for that day. [Image 15](#)

- Selecting any completed trips then pressing the **<Details>** button will display and allow printing of that trip's transaction summary - see [page 28/29](#). [Image 14](#)
- Any unstarted trips (or a trip that was not formally ended), can be started by selecting the trip in question and pressing **<Accept>**.

Or press the **<Ad Hoc>** button to start a new ad-hoc trip. [Image 15](#)

- Select the service number (by using keyboard or scrolling up and down) and press **<Accept>**.
- Some services may require an additional direction selection, for example, Inbound, Outbound, Clockwise or Anti-Clockwise, etc. [Image 16](#)
- Enter the journey number (found on your running card) and/or scheduled departure time, and press **<Accept>**.
- If the system has been configured to enter the mileage on every trip, this will be shown next.

Should there be an ETM component that is not ready at the start of the trip, this will be stated on the **<Component not ready screen>**.

This is to allow you to correct the issue before you start off, such as load the printer with paper, etc.



Trip Summary: P&R Outbound, 1125
Tickets 000074 to 000091
Total number of valid transactions: 18

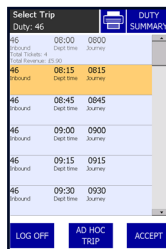
Ticket breakdown:

| | | |
|--------------|---|--------|
| Adult Return | 1 | E2.70 |
| Adult Single | 1 | E4.30 |
| Adult Single | 2 | E8.60 |
| Adult Weekly | 1 | E7.50 |
| Child Single | 2 | E3.90 |
| Child Weekly | 1 | E3.70 |
| Comp | 4 | E0.00 |
| DBL | 1 | E0.00 |
| DBL/Comp | 3 | E0.00 |
| dog_x_tkt | 1 | E0.50 |
| Rchrg25 | 1 | E25.00 |

Total: £47.50 £8.60

BACK PRINT

IMAGE 14

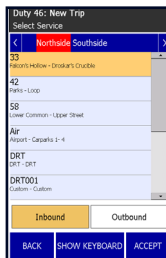


Select Trip
Duty: 46

| Inbound | Start time | Journey |
|--|------------|---------|
| 46 | 08:00 | 0800 |
| Total Tickets: 4 Total Revenue: £9.90 | | |
| 46 | 08:15 | 0815 |
| Inbound | 08:15 | Journey |
| 46 | 08:45 | 0845 |
| Inbound | 08:45 | Journey |
| 46 | 09:00 | 0900 |
| Inbound | 09:00 | Journey |
| 46 | 09:15 | 0915 |
| Inbound | 09:15 | Journey |
| 46 | 09:30 | 0930 |
| Inbound | 09:30 | Journey |

LOG OFF AD HOC TRIP ACCEPT

IMAGE 15



Duty 46: New Trip
Select Service

| | | | |
|---------------------------------|-------------------------------|-----------|---|
| < | Northside | Southside | > |
| 33 | P&R Hallow - Drovers' Crickle | | |
| 42 | P&R - Loop | | |
| 58 | Lower Common - Upper Street | | |
| Air | Report - Capella 2-4 | | |
| DRT | DRT - DRT | | |
| DRT001 | Custom - Custom | | |
| Inbound Outbound | | | |
| BACK SHOW KEYBOARD ACCEPT | | | |

IMAGE 16

FARE STAGES AND STOPS

The fare stage name on the <Top line> is your current fare stage. If the ETM has been configured with individual bus stops then the current bus stop is shown in the <Middle line>.

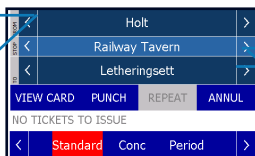
If your ETM has been configured accordingly, the fare stage and bus stop will auto-advance on approach to that stop. If this hasn't been configured then these can be advanced manually as needed.

- Press the right <Arrow> on the top bar to move to the next fare stage/bus and the left <Arrow>, to move back.
- Pressing in the middle of the <Top line> will bring up the list of all available fare stages. [Image 17](#)
- Select one and press the <Accept> button to select that stage as the current fare stage.
- If there are several entries in the list, this can be reduced by using the keyboard to filter the listed entries, which can be shown or hidden using the <Hide/Show Keyboard> button. [Image 18](#)
- Pressing the <Middle line> will bring up the list of all available stops within that fare stage with timetable data (dependent on your office configuration). [Image 19](#)
- Select one and press the <Accept> button to select that stop as the current bus stop.
- Alternatively, pressing <Show All> will list all stops across all fare stages. If timetable information has been published to the ETMs, this will also list the scheduled time at each stop.

FARE STAGES AND STOPS CONT.

- The destination, on the **<Bottom line>**, is the next available fare stage.
- To issue a ticket to a different fare stage, you can press the **<Arrows>** to the right or left.
- Pressing in the middle of the destination name **<Bottom line>** will bring up a list of fare stages and rapid ticket issue buttons.

Top line - fare stages



Middle line - bus stops

Bottom line - leads to rapid ticket issue screens



IMAGE 18

IMAGE 17

Current fare stop

Principle timing points are shown in bold

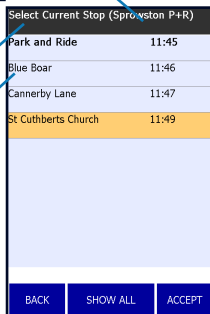


IMAGE 19

ISSUING TICKETS

Ticket Categories

- Select which ticket category you require from the Ticket Bar by pressing the appropriate type. Your selection will be highlighted in red and the appropriate tickets will be shown. [Image 20](#)
- Should more ticket categories be available than on-screen, use the [<Arrow>](#) buttons to access more options.



Ticket Types

Selecting the category lists the available tickets for that service:

- If the [<More>](#) button is present, this indicates there are more tickets for that category available and the total number of pages available as well as the current page number. Repeated clicks advances you a 'page' of tickets at a time.
- If the ticket is *greyed-out*, that ticket cannot be issued because of the day or date, time of day, or boarding stop.
- Change the number of tickets you require by pressing the '+' or '-' button, then press the [<Issue>](#) button to issue the selected ticket(s).
- When a valid ticket has been selected, the [<Issue>](#) button will change to green.

Repeat of Transaction

- Press the [<Repeat>](#) button after issuing tickets to issue exactly the same ticket(s) again. This is not valid for any smartcard or QR transactions.

Single Issue Tickets

- Press the destination name [<Bottom line>](#) to show the list of fare stages and rapid ticket issue buttons.
- Select the desired destination point.
- Select the ticket type and press the [<Issue>](#) button to issue one ticket.

ISSUING TICKETS CONT.

Punch

Used with return tickets, paper multi-journey tickets, day tickets, paper weekly tickets, or other tickets requiring punch recording.

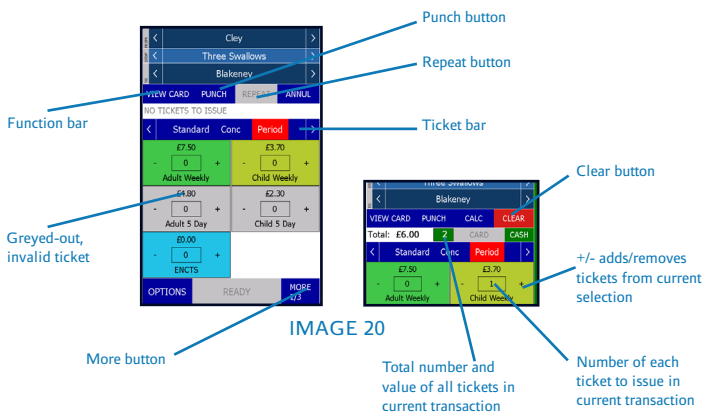
- Press the <Punch> button on the <Function bar>. This will record the passenger.
- An electronic punch which will physically punch a hole in a ticket is available as an optional extra from Ticketer.

Clear Function

If you wish to clear a current transaction before issuing tickets press the <Clear> button. This button and the <Calc> button only appear when a ticket is currently selected.

Issue Button

Use this button to issue tickets.



GIVING CHANGE

The ETM can calculate the amount of change due to passengers as follows (not valid on the single issue ticket screen):

- Select the requested number of tickets of each type (see Issuing Tickets on [page 16](#)) and press the <Calc> button. [Image 21](#)
- The total amount due is shown on the top line of the screen. Use the keyboard to enter the amount of cash tendered.
- The amount of change remaining is shown at the bottom of the screen.

Calc button

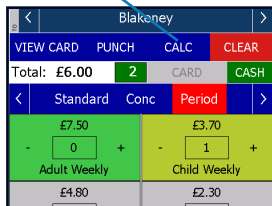


IMAGE 21

If you are issuing part of the change amount in note format, such as 5.00 or 10.00:

- Press on the corresponding value, and the amount of change now outstanding will show on the bottom of the screen. [Image 22](#)

Amount due

Change due

Notes issued

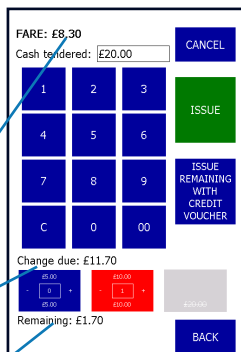


IMAGE 22

GIVING CHANGE CONT.

Optional Feature - Credit Vouchers

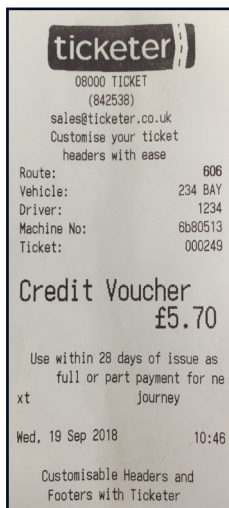
The following is only available if the Credit Vouchers feature has been enabled for your ETM.

If you are unable to issue change, a credit voucher can be issued instead by pressing the [<Issue remaining with credit voucher>](#) button. You can issue a credit voucher in place of either part of the change owed or all.

The passenger can then use this as credit for future journeys. [Image 23](#)

For example, change calculated at 6.60, you have notes, but no change. You can issue a 5.00 note and create a credit voucher for 1.60.

- Press [<Issue>](#) to issue tickets, press [<Back>](#) to return to the main Ticket Issue screen, or press [<Cancel>](#) (top right) to clear the selection of tickets and start again.



[IMAGE 23](#)

CONCESSIONARY SMARTCARDS

The card reader will read all valid concessionary passes. In most instances, the customer needs only to place their card on the reader and the driver does not have to press any buttons. Exceptions to this are described.

Paper tickets may or may not be issued depending on your office configuration.

An audible confirmation will sound with a confirmation screen if the card is processed correctly, or it will play an audible warning buzz and display an error if the card is not read successfully. [Image 24](#)

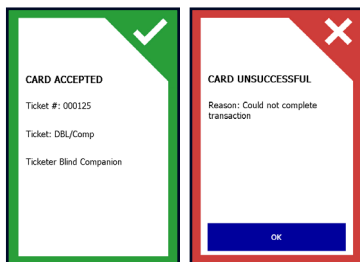


IMAGE 24

Recording Destination

Depending on the Local Authority, the passenger's destination may be required.

- If the ETM has been configured to record destinations, the driver will be prompted to select the destination from the displayed list, and then press **<Accept>** to confirm. [Image 25](#)



IMAGE 25

CONCESSIONARY SMARTCARDS CONT.

Additional Fare to Pay

In certain areas, the local authority may issue a surcharge for using concessionary cards out of hours (for example, 0.50 for travel before 9.30am).

- When a concessionary card is used and if an additional fare is requested, the ETM will ask for payment and the amount to pay will be printed on the screen. [Image 26](#)

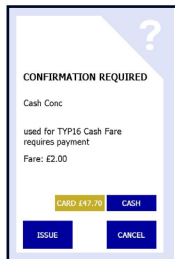


IMAGE 26

Companion Passes

In those areas that support them, companion passes allow a companion to travel with the concessionary card holder. The ticket machine will ask you to confirm whether a companion is travelling with the card holder. [Image 27](#)

- Answer **<Yes>** if a companion is travelling and **<No>** if the passholder is travelling alone.

When recording the destination and confirming travelling companions, it is important to ensure the card is left on the reader until the transaction is complete. If the card reader is not working or an apparently valid card fails to read, you should manually issue an appropriate ticket to record concessionary pass holders.



IMAGE 27

If the card is not valid or has been hotlisted, the passenger will need to find an alternative means of payment.

COMMERCIAL SMARTCARDS AND QR CODES

Period Pass/Multi-Journey Smartcard Products

If a passenger places a valid smartcard on the card reader, the ticket machine will automatically issue a ticket (requiring no input from the driver) in the same manner as concessionary tickets. Paper tickets may or may not be issued, depending on your office configuration.

Depending on the type of card presented, any of the additional options as previously described for concessionary cards may be presented for commercial smartcards. Details on these should be provided by your configuration manager.

Product Selection

Should more than one product be valid and available, the ETM may prompt the selection of the product to use.

- Select one of the available products and press <Accept>. [Image 28](#)

mTickets and Paper QR Codes

As with smartcards, if a passenger places a valid mTicket or QR code on the card reader, the ticket machine will issue a ticket (usually requiring no input from the driver as above) and a paper ticket will not be necessary. [Image 29](#)

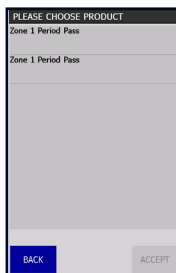


IMAGE 28

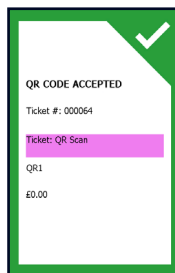


IMAGE 29

COMMERCIAL SMARTCARDS AND QR CODES CONT.

Card Check

Should a card not work as expected or a passenger wishes to find out what products are on their card:

- Press the **<View Card>** button and then ask the passenger to place their card on the reader.
- A customer-friendly version of this screen can be displayed to the cardholder or printed by pressing the **<Print>** button. [Image 30](#)

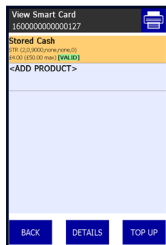


IMAGE 30

Please note that this is for informational purposes only and is not a valid ticket for travel.

Topping-Up - Adding Value to Commercial Products

If the system has been configured to accept top-up options, it may be possible to add value to a passenger's card.

- Press the **<View card>** button, then place the card onto the reader.
- Select the product you wish to top-up, press the **<Top Up>** button or if you wish to add a product, select the **<Add Product>** entry. [Image 30](#)
- If there are any products available to create or top-up options configured, these will be shown next. [Image 31](#)
- If the top-up is not possible - exceeds max value for example - this will be prevented, the button will be disabled and the reason will be displayed. [Image 32](#)



IMAGE 31

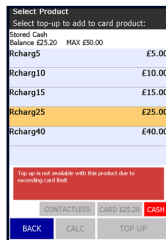


IMAGE 32

SMART PAYMENT METHODS

Stored Value (ePurse/Pay-As-You-Go) Smartcard Products

If the cardholder wishes to purchase a ticket from the ePurse (cash on the card), the ticket type and quantity must be selected first, and then the passenger can place the card on the reader. [Image 33](#)

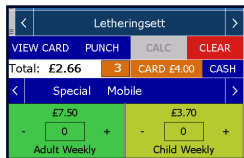


IMAGE 33

- Once the passenger has advised which ticket they wish to purchase, select the required ticket(s).
- Ask the passenger to place their card onto the card reader.
- The ETM will display the card balance.
- If insufficient credit is showing on the card, the [<Issue>](#) button will be *greyed-out*.
- If sufficient credit is shown, the [<Pay by Card>](#) button will show. [Image 34](#)
- The amount for the ticket will be deducted from the card and the ticket will be issued. [Image 35](#)



IMAGE 34

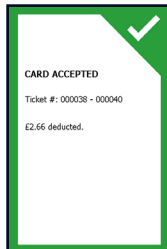


IMAGE 35

Contactless EMV

For contactless transactions, follow the same process as above, but when contactless cards are presented, the card balance is not shown. [Image 36](#)

For contactless cards, there is a 30.00 limit. If the total is over this amount, the contactless option will be *greyed-out* and alternative payment will need to be taken.

An audible alert will sound when the transaction has completed.



IMAGE 36

ANNULLING A TICKET

If you issue a ticket by mistake, you can cancel the transaction using the **<Annul>** function.

Please note, there may be a time limit in which a transaction can be annulled depending on your office configuration:

- Check that the top line destination name is the same as the fare stage from which the ticket is issued.
- Now press the **<Annul>** button. [Image 37](#)
- Select the appropriate transaction, it will then be highlighted orange. Details about the transaction (ticket numbers, price) are provided to aid selection. [Image 38](#)
- Press the **<Annul>** button.
- A screen will appear, listing the ticket(s) sold in that transaction with the respective value(s).

| Annual Tickets from: Holt | |
|---------------------------|-------|
| Tickets | 3 |
| 000035-000037 | £2.66 |
| Tickets | 1 |
| 000034 | £8.00 |

BACK

ANNUAL

IMAGE 37

If more than one ticket was in the original selection, all tickets will be auto-selected by default. Pressing each ticket will de-select/select it as required. [Image 38](#)

- Now press the **<Annul>** button. If the ticket was issued from a smartcard, the card will need to be placed back on the reader.
- An annulled ticket will be printed – even if the original ticket did not print a ticket.

| Transaction Details | | |
|--|-----------------------------------|---------------|
| Holt | | |
| Letheringsett | | |
| Child Single | 1 | |
| £00075 | | £0.70 |
| Child Single | 1 | |
| £00086 | | £0.70 |
| Child Return | 1 | |
| £00017 | | £1.26 |
| Tickets to annul: 3 (£2.66) | | |
| BACK | ANNUAL WITH CREDIT VOUCHER | ANNUAL |

IMAGE 38

If there is insufficient change, it may be possible to issue a **<Credit Voucher>** for the annulled amount, see [page 19](#). The availability of this option will depend on your office configuration.

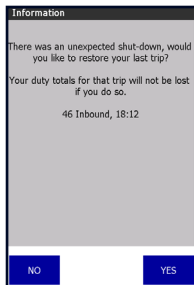


Remember: It may be required that any annulled tickets are to be handed in at the end of your shift.

RESTARTING TRIPS

If power to the ETM was interrupted, there may be an option to restart the last trip automatically. Once you have entered your driver code or used your smartcard to log into the bus within a set time limit, the ETM will offer the driver to continue an aborted trip. [Image 39](#)

- Pressing [<Yes>](#) will reload the same trip and associate any cash totals to the previous record of that trip.
- Pressing [<No>](#) will allow the driver to login as normal.
- If you do not have this option activated or you pressed [<No>](#), it will be necessary to restart the same trip from the list of completed trips.



[IMAGE 39](#)

Note: if you inadvertently ended the trip, but did so through the correct manner, the ability to restart this trip is not available as the ETM believes this trip was ended correctly.

However, you can start another trip with the same journey identifiers by starting a ad-hoc trip via the [<Ad Hoc>](#) trip button.

It is important to ensure that the same trip details are used so the trip can be matched to the correct trip in the back office and any connected real-time systems.

- Enter the Journey ID, press [<Accept>](#).
- Enter departure time and press [<Accept>](#).

TIMETABLES AND EARLY RUNNING STOPS

Schedule Adherence

The ETM supports the addition of the timetable for every service and every stop if this has been configured by your depot.

You may be provided with visibility of the service timetable and the live schedule through various displays. [Image 40](#)

- Selecting the stop list will show the scheduled times at each of the stops and the actual time (in brackets).
- A comparison with the timetable on the Vehicle in Motion screen. [Image 41](#)
- On the ticket sales screen, if you are at a stop early, the ETM will indicate that it is not time to leave (to aid in avoiding early running scenarios) through a colour coded pictogram.
- When there is a minute to go, this will change from red to orange and count down from 60 seconds in 15 second increments to the departure time. [Image 42](#)
- Once the clock reverts to the standard format, it is time to leave the stop.



| Stops | |
|------------------------|-------|
| Railway Tavern | 16:00 |
| Holt Road, Letheringsa | 16:03 |
| Phone Box | 16:07 |
| Blue Bell | 16:11 |
| Three Swallows | 16:14 |
| Delicatessen | 16:16 |
| Church, Blakeney | 16:20 |
| Bus Shelter, Blakeney | 16:20 |
| Langham Road | 16:23 |

IMAGE 40

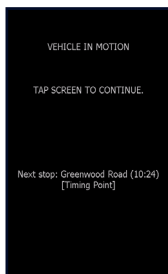


IMAGE 41



IMAGE 42

END OF TRIP/DAY

End of the Trip - Staying on Bus

Once you arrive at the end of the current trip, you must start a new trip for the return trip or a new service.

- Press the **<Options>** button to get to the drivers' options screen. [Image 43](#)
- Press **<End Trip>**.
- Select the current trip and press **<Details>** button to display and allow printing of the transaction summary for that trip.
- Select either another unstarted trip or press **<New Trip>** and enter your new route following the Starting Trip instructions as detailed on [page 13](#).

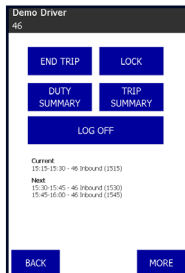


IMAGE 43

Optional Features

There is an optional configuration available which will automatically detect the end of a trip and will ask the driver to confirm that it is appropriate to do so.

End of your Shift on this Bus

- Press **<Options>** in the bottom left hand corner and press **<Log Off>**.

This will give you a receipt of your takings from that bus so far, or all transactions of the day if you logged in with a driver smartcard. [Image 44](#)

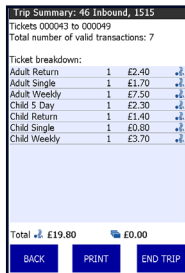


IMAGE 44

QR Code Option

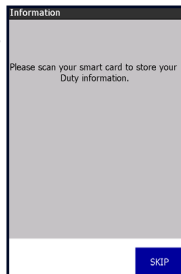
If you logged on with a QR code, the waybill will print a new QR code with the total takings so far. You only need to retain receipt of the last waybill.

More details on the printed waybill can be found on [page 30/31](#).

END OF TRIP/DAY (CONT)

If you logged on with a driver smartcard, the ticket machine will ask you to re-present your driver card, so the duty totals can be written back to the card. [Image 45](#)

- Place the driver card on the reader and wait for the green light on the card reader and a tone.
- The card should remain on the reader until the system beeps to indicate the totals have been written to the card.
- Once complete, the ticket machine will inform the driver that the data is written and the card can be removed.
- Press [<Continue>](#).



[IMAGE 45](#)



If you are using driver smartcards or QR codes to transfer the duty totals from bus to bus, you need only retain the last receipt as an indicator of what to pay in. If you are not using driver smartcards, you must retain the last receipt from every bus you have used and add up the totals from each slip.

DRIVER'S WAYBILL

The Duty Summary (Driver waybill) is automatically printed when the driver logs off the ETM. [Image 46](#)

This can also be printed manually by selecting the [<Duty Summary>](#) from the Select Trip screen, and choosing [<Duty Summary>](#).

On each ETM, the driver's daily duty totals will be reset on the next day's duty, so duties do not carry across days.

If all transactions have not reached the server at the time of printing/log off, a note will be shown on the bottom of the waybill.

The process for the use of these waybills differs if you used a Driver Card or QR Code to log into the ETM.

QR Code Option

If you logged on with a QR code, then the waybill will print a new QR code with the total takings so far. You only need to retain receipt of the last waybill.

With Driver Card

The Duty Summary lists the net total of the day's transactions for the driver, for that duty, on all buses (subject to the correct use of the driver card and selecting the correct sign on/sign off procedures throughout your working day).

When using Driver Cards, only the last Duty Summary printout needs to be retained and handed in.

Without Driver Card

The Duty Summary lists the net total of the day's transactions for the driver, for that duty, for that bus.

It is important that you retain the final Duty Summary printout for each bus used throughout the duty. Earlier duty summaries from each bus can be discarded as the later one will include any transactions made that day.

Duty number

Date/time printed

Date/time this duty
was started

Total number of
tickets issued
(less annuls)

Total number and
value of annulled
tickets

Total cash
collected (less
annuls)

Total zero value
tickets e.g
Concessions or
punch tickets

Driver name

Current bus

Number of ETMs
used on this duty

Ticket breakdown
showing all tickets
issued or annulled
for all trips

Total smart card
revenue (less
annuls)

QR Code for
scanning

Driver Summary
Driver: Demo Driver
Driver ID: 1234

Date/time: Tue, 11-09-2018 14:03
ETM: c811245106b0080e
Current vehicle: 678 FON
Current ETM: c811245106b0080e
Session Start on this vehicle:
11-09-2018 14:01

Number of ETMs: 1
Duty: 1
Number of trips: 1
Total tickets issued: 6

Ticket Breakdown (1 trip):

| Ticket | Qty | Value | Pmt |
|--------------|-----|--------|------|
| Adult Single | 4 | £18.45 | cash |
| CHC RT | 1 | £5.00 | cash |
| Child Single | 1 | £1.90 | cash |

Totals (1 trip)

| | | |
|----------------|---|--------|
| Cash | | |
| Gross | 6 | £25.35 |
| Annul | 0 | £0.00 |
| Net Cash | 6 | £25.35 |
| Other | | |
| Card | 0 | £0.00 |
| Zero Fares | 0 | £0.00 |
| Non Cash Annul | 0 | £0.00 |

Driver Summary
Date/time: Tue, 11-09-2018 14:03
Keep this printout safe.

Scan the codes below when
starting duty on another vehicle

Total Parts: 1

Part 1 of 1:



IMAGE 46

MESSAGES - READING/REPLYING

When the ETM has received a message for you, the message icon will go red and indicate the number of messages pending. [Image 47](#)

The messages can be accessed in two ways:

- In the Ticket Select screen, press the [<Options>](#) button, followed by the [<More>](#) button and the [<Messages>](#) button.

Or

- Click on the [<Messages>](#) icon within the status display bar - [page 6](#). The number of messages pending will be displayed and you will be able to access them directly from there.

Messages will either be targeted to the individual driver, the current service or the current vehicle. Messages of each type can be viewed by pressing the respective buttons at the top of the screen. Unread messages appear in bold.

[Image 48](#)

Messages can be tagged as important. When a message which has been sent as important is received, the ETM will alarm briefly, the message and envelope icon will both turn red and the icon will show there is a message pending. [Image 49](#)

Important messages are shown in the list of messages in red. [Image 48](#).



IMAGE 47



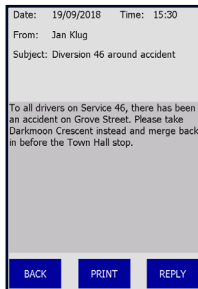
IMAGE 48



IMAGE 49

MESSAGES - READING/REPLYING CONT.

- Select the message of interest, it will be highlighted in orange, and then press <Read>.
- Messages can be replied to by pressing the <Reply> button. [Image 50](#)
- A new message for the office/depot can be created by pressing the <Compose> button.
- When composing a new message, select the subject header as required and enter in any additional text in the message box provided. [Image 51/52](#)

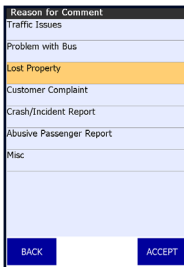


Date: 19/09/2018 Time: 15:30
From: Jan Klug
Subject: Diversion 46 around accident

To all drivers on Service 46, there has been an accident on Grove Street. Please take Darlmoon Crescent instead and merge back in before the Town Hall stop.

BACK PRINT REPLY

IMAGE 50



Reason for Comment

Traffic Issues

Problem with Bus

Lost Property

Customer Complaint

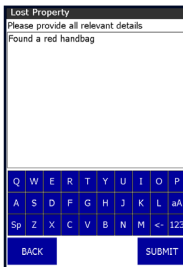
Crash/Incident Report

Abusive Passenger Report

Misc

BACK ACCEPT

IMAGE 51



Lost Property

Please provide all relevant details

Found a red handbag

Q W E R T Y U I O P
A S D F G H J K L aA
Sp Z X C V B N M <- 123

BACK SUBMIT

IMAGE 52

LOCKING THE TICKET MACHINE

The ETM can be locked should you wish to suspend operation without the need to log out (for example, on a break):

- Press the **<Options>** button and then press the **<Lock>** button. [Image 53](#)
- The screen-lock screen will appear. [Image 54](#)
- When you return to your vehicle, press resume and key in your passcode or pin number and then press the **<Back>** button to return to the ticket issuing screen.
- It is also possible to log back in using a driver card if this was used to originally log in to the ETM.

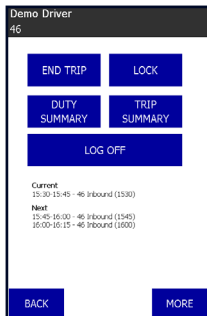


IMAGE 53

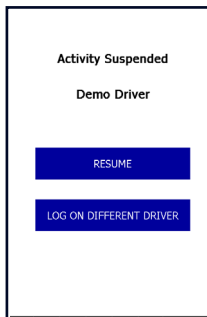


IMAGE 54

VEHICLE IN MOTION SCREEN

Using the inbuilt GPS facilities, the ETM will detect when the vehicle is moving and the Vehicle in Motion (VIM) screen will be displayed. This will dim the screen to help avoid screen glare when driving at night.

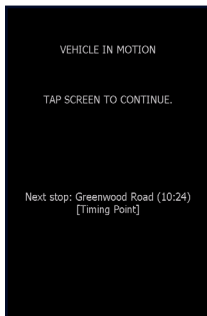
[Image 55](#)

Should your office configuration be setup to "auto advance" the fare stage or stop, on approach to the next stop, the VIM will display the forthcoming stop, along with any notes that have been added.

Should timetable data be available, then the VIM will display the scheduled time expected at that stop along with the difference to the timetable at the last timed point (i.e. bus stop).

Depending on your office configuration, the screen may not automatically dismiss when the vehicle comes to a stop and may need to be manually dismissed.

Press anywhere on the screen to dismiss the VIM.



[IMAGE 55](#)

INACTIVITY BLACKOUT AND MAINTENANCE

When on the login screen, the display will darken after a set period of inactivity.

While on the blackout screen, the ETM will use this opportunity to perform any routine maintenance required.

This maintenance period does not take very long, but can be aborted during the process if the ETM is needed.

- If the screen is pressed when this maintenance is about to start, a message stating that the maintenance can be aborted is displayed. [Image 56](#)
- Press anywhere on the screen to abort this function.
- If the maintenance period is not aborted the screen will update to show that there is current activity. [Image 57](#)
- Once the maintenance is finished, regardless of whether the screen has been displaying the progress or not, a message stating the maintenance has finished is displayed. [Image 58](#)
- Press anywhere on the screen to return to the login screen.



[IMAGE 56](#)



[IMAGE 57](#)



[IMAGE 58](#)

SHUTTING DOWN

Correct Shutdown Procedures

The shutdown sequence is an important function on Ticketer ETMs. During the controlled shut down routine the ETM performs essential maintenance which ensures correct operation of the ETM on the next restart. If the ETM is not logged out of correctly, then the driver waybill cannot be printed.

When the driver has completed a shift, or is moving to another vehicle, the driver **MUST** log off from the ETM first - see [page 28](#).

However, if the master switch has been switched off without going through the correct logging off procedure, a warning message will appear with an audible alert.



It is important to always power down the ETM through the bus master switch.

SHUTTING DOWN - HANDHELD

Correct Shutdown Procedure

It is important to always power down the handheld ETM through the power button which is found on the side of the handheld. [Image 59](#)

This allows the ETM to go through the correct maintenance procedure.

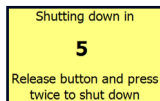
- To power down, press the power button twice and a message will appear. [Image 60](#)
- To dismiss shutdown, press anywhere on the screen.



[IMAGE 59](#)

Suspended State

In order to preserve battery power, the handheld will automatically suspend itself should there be no activity for a defined period (e.g. 10 minutes). To 'wake' the handheld from this sleep mode, simply tap anywhere on the screen.



[IMAGE 60](#)

ADDITIONAL OPTIONS

Additional functions are available to the driver to perform auxiliary tasks, such as printing a test ticket and rebooting the ticket machine.

- Press the **<Options>** button followed by the **<More>** button. [Image 61](#)

<Comms Status> - lists all pending data awaiting transmission to the server.

<Inspector> - prints an inspector slip when an inspector passcode has been entered.

<Messages> - allows access to all messages targeted to driver, current service or current vehicle - see [page 32/33](#) for more details.

<Insurance Details> - prints the company insurance details that can be provided in the event of an accident.

<Test Print> - issues a test print to confirm printer operation.

<Reboot> - reboots the ticket machine.

<Contact Ticketer> - to report any issues with the ticket machine directly to Ticketer or to send Ticketer any suggestions for improvements or future enhancements.

<Checklist> - access the vehicle defect functionality which can be used to record any defects that have occurred whilst in service - see [page 10/11](#) for more details on how to use this function.

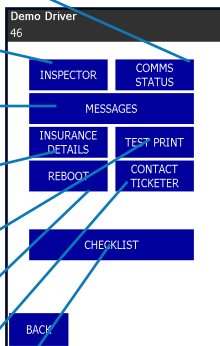
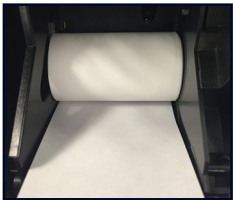


IMAGE 61

TROUBLESHOOTING

Ticket machine does not print ticket

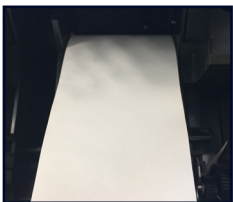
- Make sure the printer is switched on.
- Ensure ticket roll is inserted correctly (see below).
- Briefly press the "Feed" button on the printer. This will usually prompt the printer to print the ticket.
- If a paper ticket is required, the previous ticket should be annulled, and the ticket can be reissued. See [page 25](#) for details on annulling tickets.
- If an end-of-shift total did not print, log back into the ticket machine and manually print the duty summary total as described on [page 8](#).



Right way up

Tickets issued are blank

- The ticket roll might be inserted upside down.
- Re-insert ticket roll the correct way up as shown in the pictures to the right.



Wrong way up

Ticket is issued unexpectedly

If a ticket has printed and you weren't expecting this to happen, this is because:

- You have previously selected and not cleared a paper ticket product. The ticket machine remembers a previous selection even if you move to a different screen.
- Always check the amount due and number of tickets selected before issuing tickets.

You will need to annul the ticket as described on [page 25](#).

Not connecting to back office

If the ETM has not connected to the back office for a period of time, then duty slips will not tally with the office records.

If an ETM cannot connect to the back office, this will be indicated by the connectivity icon on the status bar. If the lack of connectivity persists, then this is relayed to the driver through various (non-intrusive) points throughout the ETM, for example when logging in or when starting trips.

If the icon is red, the ETM is out of communication with the server.

If the icon is green, the ETM can successfully communicate with the server.

A temporary lack of connectivity may be caused by a network 'blackspot' and the ETM will automatically re-connect once it is in an area of mobile signal. Once the ETM can connect to the server then any pending information should be sent automatically.

If the icon stays red for an extended period, please power cycle the ticket machine and let it run through the shut down procedure. Once this is complete, please turn the ETM back on and see if it will then turn green.



Duty print out does not contain all trips

The end of duty printout contains all trips made that day on that bus only – unless driver smartcards or QR codes are used.

Due to network coverage in parts of the UK, driver totals are not transferred from bus to bus using the same mechanism that driver totals are sent to the server. Therefore, Ticketer recommends the use of driver smartcards to transfer duty totals from bus to bus.

If a driver smartcard has not been used, then the duty slip issued when logging off will contain all the trips made on that bus. If you have used multiple buses that day, you will need to add each slip.

Note – if you have used the same bus more than once, please refer to [page 28/29](#)

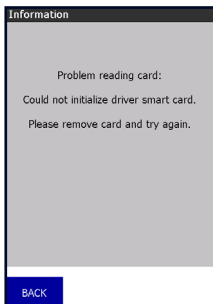
Ticket machine cannot read driver card

If the card is removed too early during the logging off procedure, the ticket machine may not have completed writing back to the card. This can make the card invalid when attempting to log into the next vehicle.

The driver should always wait for the ETM to confirm the duty data has been written to the smart card, as in the Log-off procedure on [page 28](#).

In the event that a card cannot be read, the ticket machine will show a warning such as the one shown here.

It will be necessary to reformat the card in order to continue using that card. Please see a member of management in order to correct your card.



Lost or forgotten driver smartcards

If the driver loses or forgets their driver card at any point in the shift, the system will still function in full without the driver card. However the driver totals will not be transferred between vehicles. In this case the driver should keep hold of all the last duty total slips (one for each vehicle) in order that their total can be calculated by the office.

Ticket machine will not read passenger smartcards

- Check the customer is only placing one smartcard on the reader and they don't have any other cards in close proximity.
- Check the smartcard is valid.
- Check that the card hasn't been removed before it has been read.
- Check the smartcard indicator on the screen is showing a green tick mark.
- If a red cross is present, rebooting the ticket machine may correct the issue.



Smartcard error message - no valid tickets

If the passenger informs you that the card is valid, you can check that the card is loaded with the correct type of product as follows;

- Press the [<View Card>](#) button.
- Place the smartcard on reader.
- Check the list of products on the card to ensure that they are valid.
- Press the [<Printer>](#) icon in the top right to obtain a paper copy of the details shown on screen.

Waiting for components

If an external component is not ready when a trip is started, the screen shown here may be displayed. The smaller text provides more hints as to how to resolve the issue. Some may only be resolved by rebooting the ticket machine.



Power cycling the machine

It may be necessary to power cycle the ticket machine. This can be achieved by:

- Either switching the master switch to the OFF position.

Or by rebooting the machine.

- To reboot, press the [<Options>](#) button, followed by the [<More>](#) button and the [<Reboot>](#) button.



Please do not pull the switch at the back as this simply pulls the power from the unit and prevents the ticket machine from executing its closedown routine, which may be necessary to correct the issue.



Contact us:

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www.ticketer.co.uk



A world of public transport possibilities