

FlyTab Tips, Tricks and FAQ

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- **Advanced Card Readers** - The next-gen FlyTabs support a variety of different ways to pay. On the **Credit Card** screen in vPOS, add the credit card information by one of the following methods:
 1. **Contactless (payWave)**- Tap the card on the Card Reader at the back of the device or hold the FlyTab close to the customer's phone.
 2. **Chip and Pin (EMV)** - Insert card into the Card Reader slot, with **chip facing down and magnetic strip up**.
 3. **Swipe** - Swipe the card along the Card Reader
- **New Rapid Chargers** - We are aware of charging issues with the new rapid chargers and the issue is being investigated as a priority with the manufacturers and partners involved. In the meantime, please continue using your older charger that was originally supplied.
- **Time and Date Setting** - Incorrect time and date settings have been the cause of some of the card reader syncing errors and End of Day upload issues. To ensure the correct time and date settings:
 1. From the home screen, select the **Clock** icon.
 2. Tap on the three vertical dots (more context menu) in the upper-right corner.
 3. Tap **Settings**.
 4. Select **Home time zone** and update to wherever you consider home.
 5. Tap **Change date & time** and temporarily disable **Automatic date and time**.
 6. Under **Select time zone**, update the **Region** to **United States** and the **Time zone** to your current time zone.
 7. Arrow back to the Date and Time screen.
 8. Select and update the **Set date** and **Set time** if incorrect.
 9. Re-enable **Automatic date and time**.
 10. Restart your device.
- **Flight Deck Connectivity and Airplane Mode** - Each aircraft is equipped with a private Wi-Fi network in the flight deck for operational purposes. The next-gen FlyTabs are set up to automatically connect to this network while on the ground and connectivity will last until the aircraft reaches an altitude of around 26,000 – 32,000 feet. Therefore, it is not required to put your device into airplane mode.
- **RiM HelpDesk** - If you encounter issues with the FlyTab device itself not working (connectivity, charging, blank screen, errors, etc.), the vPOS app, or Crew Portal, contact the RiM HelpDesk at 888-270-1510.

For all other applications on the FlyTab such as Schoox, DocuNet, ProSafeT, UltiPro, etc., contact the Frontier IT HelpDesk at 720-347-4400.
