

## Tips to avoid VIA-T reading errors

All VIA-T devices from Bip&Drive are tested and activated. In the event of a reading error at a toll gate or parking barrier, three possible causes must be checked with the client:

### 1. Incorrect positioning of the device

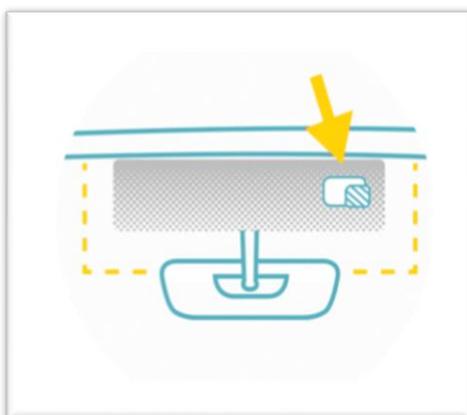
To avoid reading errors, the device must be placed in the central part of the windscreen in a position where it can be read by the toll antenna. Some vehicles are equipped with athermal windscreens that impede communication between the VIA-T and the toll antenna. In this type of vehicle there is a shaded area, just above the rear-view mirror, where the device works correctly. If it is placed in another part of the windscreen, there is no guarantee that it will work properly.

According to Bip&Drive, 98% of reading errors are the result of bad positioning of the device.

#### - Correct positioning of the device in the vehicle:



#### - Correct positioning of the device in a vehicle with an athermal windscreen:



## 2. Wrong lane or speed

For the VIA-T device to work properly, the vehicle must approach the toll gate in a lane prepared to read the device (marked with a T) at a maximum speed of 40 km / hour. When the reading has been completed, the device beeps and the barrier is raised.



The car approaches at 40 km / hour (max.)



The system identifies the owner of the device



The device is read



The device beeps, the traffic light changes to green and the barrier is opened

## 3. Toll gate antenna temporarily not working

In this case, the client may request a manual reading of the device.

**Recommendation:** The box in which the device is sent to you inhibits radio signals. You are therefore recommended to store the device in the box whenever you do not wish to use it. For example, in car parks, such as those belonging to Aena, if you have made a prior booking.

If you have any queries, please contact Customer Service on 88 88 88.