

# Managing credits in Solo

## Overview

This application note provides guidance on how credits are used within a Solo system. Credits are required when your installation expands beyond a single door or a single user.

You will learn how credits are applied, the process for adding them to a system, and the different ways they can be purchased either directly through the Solo app or via authorised distribution partners.

## Free mode

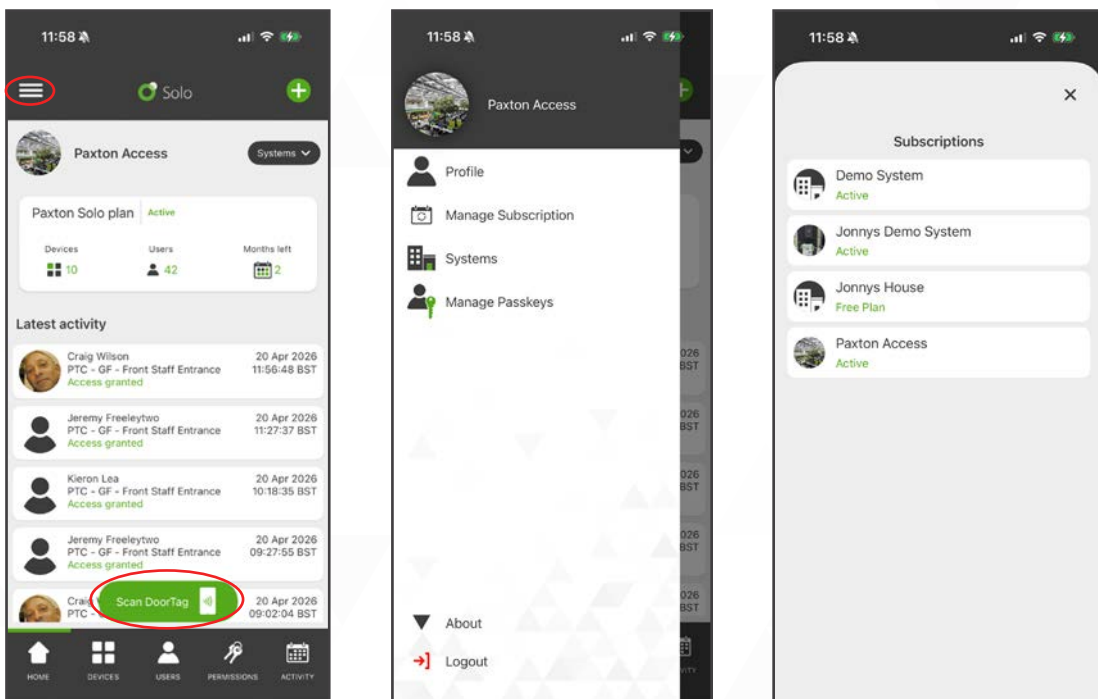
Solo offers a free mode, this allows a system to have one user and one device operating without any cost. If you add an additional door or an additional user, you will need to have credits on your system for the additional doors or users to work.

## Purchasing and applying Credits

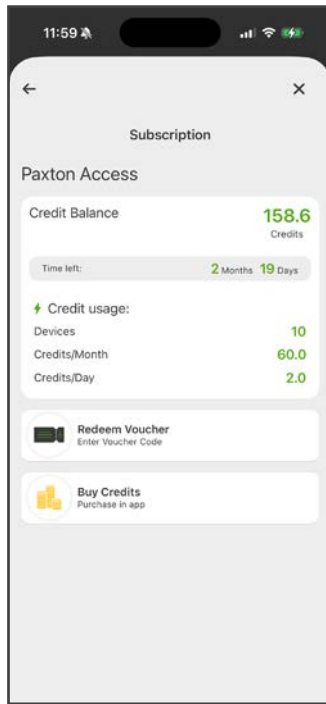
Credits can be purchased through our distribution partners, or using in app payments within the Solo app.

To view and manage your credit balance, go to the subscription area of the Solo app.

1. Tap on the burger menu in the top left corner
2. Select 'Manage Subscription'
3. Tap on the system you wish to manage



From here, you will be able to see information about your system's credit balance (explained later on) and the option to buy credits or redeem a voucher.

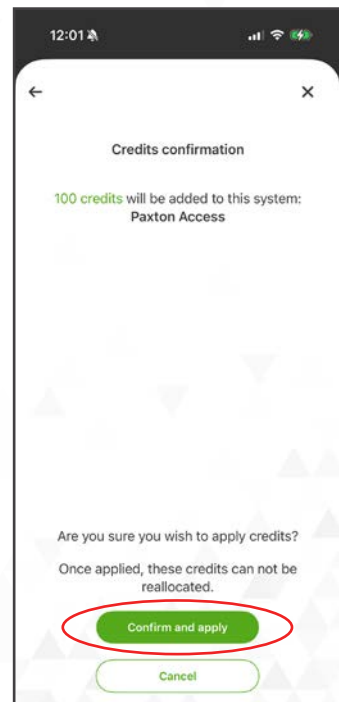
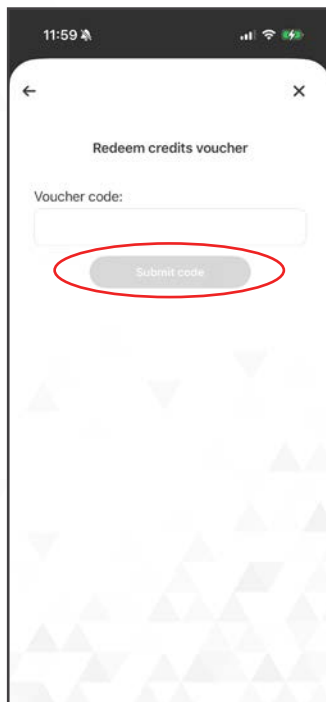
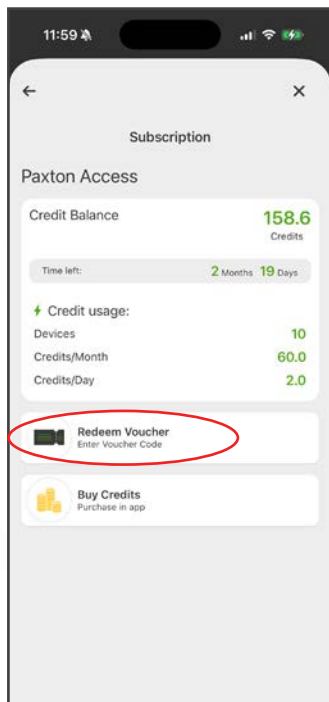


## Redeeming a voucher

Once a voucher has been purchased, you will receive an email containing a code that can be entered into the Solo app.

To redeem the voucher:

1. Tap on 'Redeem voucher' within the subscriptions area
2. Enter your code and tap 'Submit code'
3. Check the number of credits and system you wish to add the credits to is correct and tap 'Confirm and apply'



The credits will now be applied to that system.

## In-App Purchases

Credits can also be purchased within the Solo app using In-App purchases.

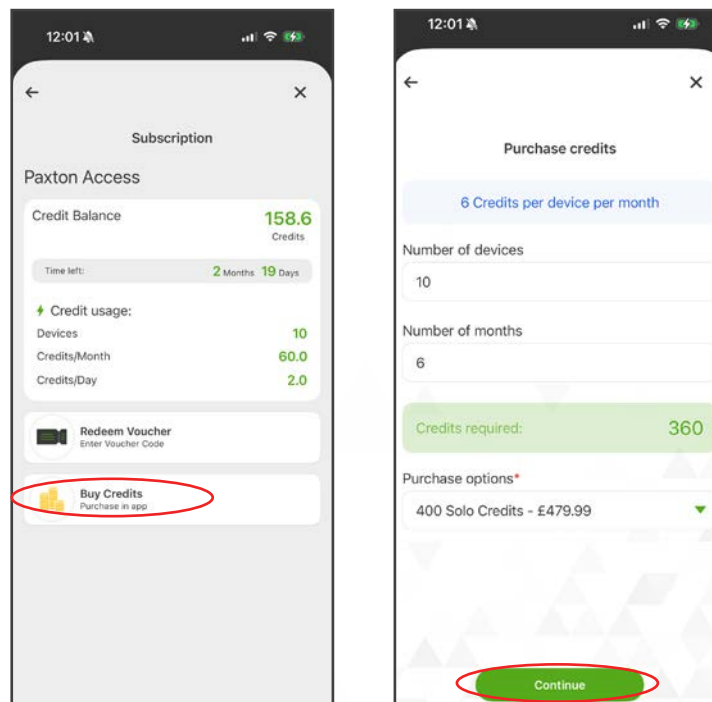
To purchase credits in the app:

1. Navigate to the subscription area and tap **'Buy credits'**

You will now see some editable fields to help work out how many credits you need to purchase.

- Edit the fields to see how many credits you require
  - a. Number of devices will default to the number on your system
  - b. Number of months will default to six
- The drop-down will automatically select the closest number of credits needed to cover the figure produced from the above fields. You can also manually change the number in the drop-down menu if you know how many credits you will need.

2. Tap **'Purchase'** and follow the In-app purchase instructions

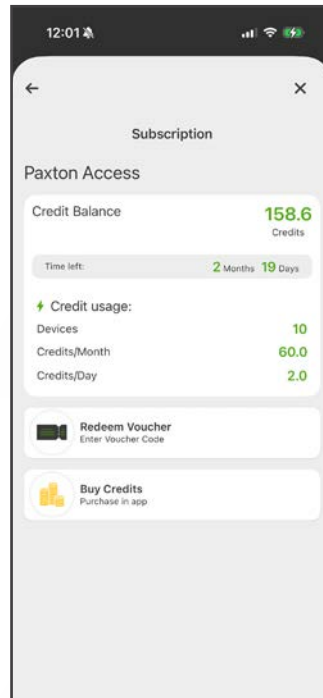


## Subscription Information

The subscription screen will display all the information related to credits on your system.

It will display:

- Credit balance
- How many months are left of your credit balance
- How many days are left of your credit balance
- Number of devices on your system
- Number of credits used per month
- Number of credits used per day



## Low Credits

### Warning

If you are running low on credits and will soon not have enough to cover the cost of the devices on your system, you'll receive ample warning to give you time to act and add more credits.

If there are 30 days or less worth of credits remaining, system engineers and token administrators will receive a banner within the app to explain this. This banner will count down until there are no days left.

When there are 7 days left, key users will also receive this banner.

### Insufficient credits

If a system does not have enough credits to meet the daily burn down requirement based on the number of devices on the system, users will be notified and required to take action.

- System engineers will receive a notification telling them that the system has insufficient credits.
- Upon opening the app, system engineers will be advised they have run out of credits and will need to either purchase more or continue in free mode.

### Purchase credits

If a system engineer chooses to purchase more credits, upon purchasing the credits the system will continue to work as normal.

## Continue in free mode

If a system engineer chooses to continue in free mode, the system will revert to one user and one device. The system engineer will need to select which user and which device that should continue working. Once a selection has been made, only that user will be able to gain access through the selected door. All other users will be denied access, and the user selected will be denied access to other doors.

While in this state, any other devices and users will show as 'inactive'.

Adding credits to your system will enable the devices and users to work as expected again.