

Intros ÖV-Radar FAQ

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1. Requirements for using the app

1.1 What are the requirements for making full use of the Intros ÖV-Radar?

To make full use of the Intros ÖV-Radar, the following services must be activated on your smartphone:

- **Bluetooth:** enables communication with vehicles.
- **Location sharing:** must be on to use all features.
- **Push notifications:** inform you of approaching vehicles, even if the app is running in the background.
- **Internet connection:** required for the timetable display and other online services.

The app prompts you to activate these services the first time you start it.

1.2 What settings are required for the app to work at my location?

In the "Settings" tab, select the appropriate region under "Select region". This will activate the timetable data and functions for your local transport provider.

2. Basic functions

2.1 How can I read the departure board of a stop?

The Timetable tab displays the departures of your nearest stop by default. To view other departure times, tap "Select stop".

2.2 How can I scan buses near me?

Activate the "Nearby vehicles" button in the Radar tab to detect approaching vehicles in your vicinity.

2.3 How can I send a boarding request to a bus?

Detected buses are displayed in the Radar tab. Every bus has a "Board" button, which you can use to send your request to board.

2.4 What does the check in button do?

The check in button offers the following functions:

- Automatic triggering of boarding requests for favourite lines.
- Receipt of push notifications for detected vehicles.

2.5 How can I follow the progress of the journey?

In the Radar tab, tap on a vehicle near you to see the next 3 to 4 stops. The display is updated automatically, with the next stop always appearing at the top.

2.6 How do I alight from a bus?

During the journey, the app automatically displays the bus stop overview. At the bottom, you will find a "Leave" button that simulates pressing the bus's stop button.

3. Checking in

3.1 What is the effect of checking into the Intros ÖV-Radar app?

Checking in (top right in the Radar tab) lets you:

- Receive push notifications about approaching vehicles.
- Activate automatic boarding requests for your favourites.

3.2 When am I automatically checked out?

The system automatically checks you out if:

- You change location (approx. 100 m).
- A set time has elapsed (5 or 10 minutes, depending on the setting).

3.3 Where can I set the check out criteria?

Under "Settings" in the "Automatic check out" section, you can select the following options:

- After 5 minutes
- After 10 minutes
- After moving

4. Favourites

4.1 What are favourites?

Favourites allow automatic boarding requests to be triggered. A favourite compares the line number, destination and location with the data of a vehicle.

4.2 Where can I find my favourites?

Your favourites are listed at the bottom of the Radar tab. After checking in, they are sorted by distance.

4.3 How can I set favourites?

In the Timetable tab, you can mark a connection (line and destination) as a favourite. The boarding location is automatically applied. Favourites can be removed in the same place.

4.4 What is the effect of activating or deactivating favourites?

An activated favourite triggers a boarding request. If you do not want to use it at the moment, you can deactivate it in the Radar tab.

4.5 What conditions must be met for an automated boarding request?

- The user must be checked in.
- The favourite's line number and destination must match those of the vehicle.
- The current location must match the boarding location.
- The favourite must be activated.

5. Settings

5.1 How can I change my timetable?

In the Timetable tab, tap "Select stop" to choose a new stop or region.

5.2 How can I indicate that I need help with boarding or alighting?

You can activate the following options in the vehicle settings:

- Help with boarding and alighting
- Line announcements
- Door signal

5.3 What does "automatic check out" mean?

Once you have boarded your bus, you will be automatically checked out so that you do not receive any further notifications during the journey.

6. General tips and tricks

6.1 Can I make a leave request without opening the journey progress?

Yes. On iOS, this option appears when you move the line display. This function is not yet available on Android.

6.2 Can I set or delete favourites without opening the connection details?

Yes. On Android, this is done by pressing and holding the desired connection in the Timetable tab. On iOS, this option appears when you move the line display.

6.3 Are Siri commands available on iOS?

Yes, the following commands are possible:

- "Check in to Intros": to check in.
- "Check out of Intros": to check out.
- "Intros next connections": to display the next three connections.