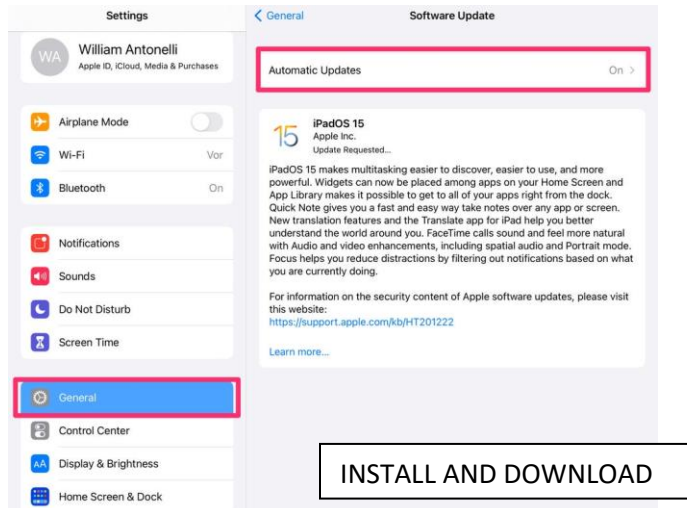
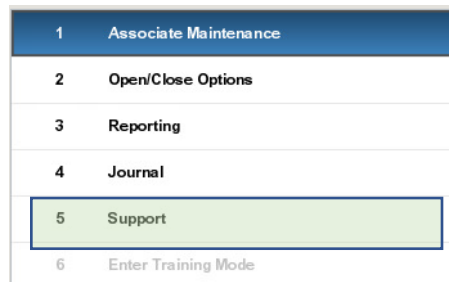


Updating iPads

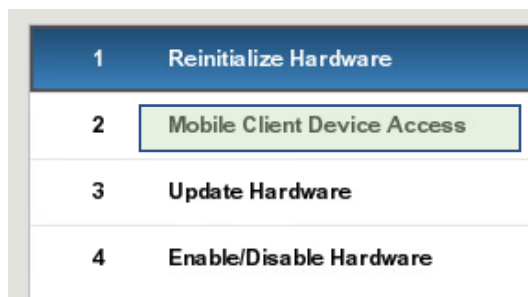
1. Install any available software updates first.
 - a. Go to Settings > General. Automatic Updates should be on. However, if the iPad is not plugged in or charged to at least 50% it will not update automatically. If you have an option to “Install and Download”, do so.



- b. Restart the iPad to make sure updates have been completed.
2. Once the iPad has been updated, make note of which register number each iPad is associated with. This will be VERY important when you reinstall the applications.
3. The next few steps must be completed on a Ciao Computer.
 - a. In the Back Office, Click on “Support”



- b. Select “Mobile Client Device Access”



- c. Select each one of the devices and Disallow, then Delete.

Reg #	Installation ID	Status
31	6DA85409-CCBE-4198-86D5-24DC420DAC49	Allowed
32	7AF0F049-643E-4F2E-9996-838C1E7FC58B	Allowed
33	DB79C40E-5CA1-4F4D-ACB8-8C0663D5010F	Allowed
34	65CA2746-FCC9-43F3-9F5E-6B61485FE748	Allowed
35	65D5C583-FDBA-48B6-B69B-5BFB1E175245	Allowed
36	1656ED9E-D2B3-4872-9C71-51C44B987E5D	Allowed
37	4812FFC6-B31F-49EE-9B42-EF7A183F52C2	Allowed
38	3337C397-B3C3-4E2D-868D-F86C67322A3F	Allowed
39	0FCE6ABF-05EE-4D2E-B97B-A13AD509BE54	Allowed
40	6543D251-0F4A-44B2-9178-6A7032AB1041	Allowed

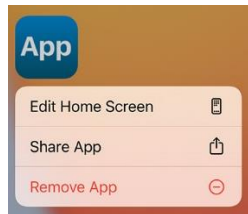
Back
Esc

Allow
F8

Disallow
F9
1

Delete
F10
2

4. Delete the XStore and Ciao Optical from the iPad.
- a. Tap and hold on the icon for each program. Select “Remove App”.



5. Reinstall both applications through the TeamVision App Store.



Once installed, you will need to reconfigure the XStore.

1. Power on your new iPad and check Wi-Fi Settings
 - a. Open Settings and navigate to Wi-Fi (Click Other Network)
 - b. If **038038** is already selected, move to Step # 2
 - c. If **038038** is not selected, contact TVOps@teamvisionteam.com and provide your store #, a cell phone # to contact and a good time to call you.
2. Click on the Xstore icon on the iPad home screen.
3. Once Xstore is open, there will be a screen asking you to configure
4. Click configure and input the following:
 - a. **Hostname: Micros-pos**
 - b. **Port: 8543**
 - i. If any other number appears, manually change it to 8543.
5. Click Location Details
 - a. Fill in your 5-digit site number, ex. 29002
 - b. Fill in register #
 - i. This should be saved from your notes before you deleted the app.
6. Log in to the Back Office from an iGel
 - a. Click Support
 - b. Click Mobile Client Device Access
 - c. Installation IDs should show up for each iPad. Status should say Pending, click Allow.
7. Once allowed, click Retry on the Xstore screen on the iPad. The program should connect and come to the Xstore login screen.

***If you continue to have issues connecting, you'll need to reset the ipad:**

-If the iPad needs to be reset, follow the steps below.

1. Go to iPad Settings
2. Select General
3. Scroll down and select Reset
4. Click Reset 2 additional times (the apps will still be on the iPad)
5. Once the iPad boots up, attempt to log in again. If you continue to have issues, notify Bev Riley and include photos of the error messages being received. Let her know you attempted reset of the ipad.

Note: Once the iPad is connected:

For iPads that are intended to be CO only, hide the Xstore app by editing the home screen and moving it into the folder that has other apps already in it. Leave just the Ciao! icon on the home screen. For iPads that are intended to have CO and Xstore, hide the Ciao! icon in the folder with other apps, leaving just the Xstore icon on the home screen.