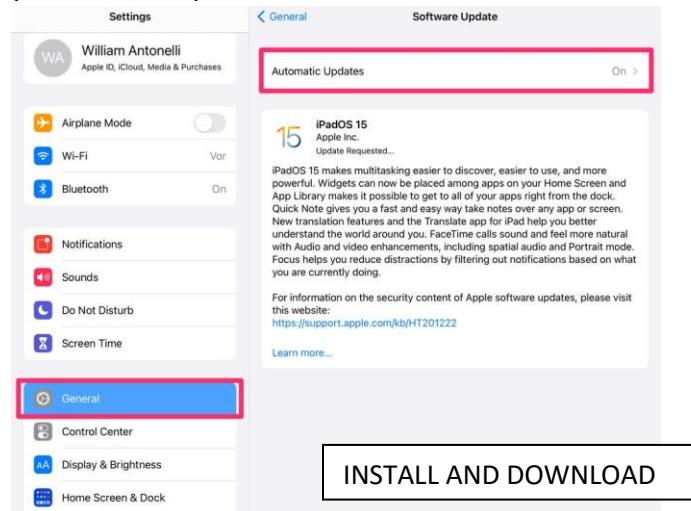


Updating iPads

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.

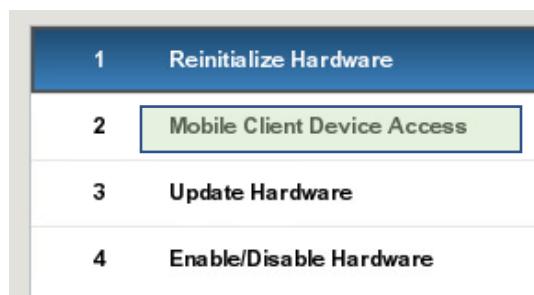


1. Install any available software updates first.
 - b. Restart the iPad to make sure updates have been completed.
2. Once the iPad has been updated, make note of which register number each iPad is associated with. This will be VERY important when you reinstall the applications.
3. The next few steps must be completed on a Ciao Computer.

1. In the Back Office, Click on “Support”



1. In the Back Office, Click on “Support”
 - b. Select “Mobile Client Device Access”



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

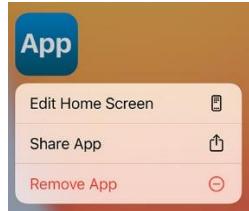
| Reg# | Installation ID | Status |
|------|--------------------------------------|---------|
| 31 | 6DA85409-CCBE-4198-86D5-24DC420DAC49 | Allowed |
| 32 | 7AF0F049-643E-4F2E-9996-838C1E7FC58B | Allowed |
| 33 | DB79C40E-5CA1-4F4D-ACB8-8C0663D5010F | Allowed |
| 34 | 65CA2746-FCC9-43F3-9F5E-6B61485FE748 | 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 Allow Disallow Delete

1 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.