



YOUR MOBILE ORDER TAKER IS CONNECTED VIA WI-FI BUT USING A HIDDEN REVEL NETWORK IN ORDER TO COMMUNICATE EFFECTIVELY WITH YOUR POS 1 MAIN AND YOUR KITCHEN DISPLAY SCREENS AND PRINTERS.

VARIOUS REASONS OF A DISCONNECT INCLUDE THE FOLLOWING:

- IPAD BATTERY GOING DOWN AND IPAD SHUTTING OFF
- CONNECTING TO THE INCORRECT WI-FI
- INTERRUPTION IN WI-FI CONNECTIVITY FOR EXTENDED PERIOD OF TIME

YOU MIGHT SEE ANY OF THE ERRORS BELOW:

WARNING!	Service Start Error	WARNING!		
This POS station is no longer connected to the network. Please reconnect the iPad POS to the wired and/or wi-fi network.	Create loyalty manager Error. Details: Configuration Error. Details: Not connected to internet.	The main POS station could not be reached for 2 minute(s). Please check your network and main POS station.		
ОК	Cancel Retry	Continue		
Please set main to communicate with server.				

TROUBLESHOOTING STEPS:

STEP 1 – RESTART YOUR IPAD

- 1. PRESS AND QUICKLY RELEASE THE VOLUME BUTTON <u>NEAREST</u> TO THE TOP BUTTON.
- 2. PRESS AND QUICKLY RELEASE THE VOLUME BUTTON FARTHEST FROM THE TOP BUTTON.
- 3. PRESS AND HOLD THE TOP BUTTON. DO NOT RELEASE WHEN THE POWER OFF SLIDE APPEARS.
- 4. WHEN THE APPLE LOGO APPEARS, RELEASE THE TOP BUTTON.



IF THE ISSUE IS NOT RESOLVED CONTINUE TO THE NEXT STEP

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STEP 2 – 'REFRESH' FROM YOUR SIGN IN SCREEN IF THE ISSUE IS NOT RESOLVED CONTINUE TO

THE NEXT STEP

2:03 PM Mon Mar 20		今日 43% 💷 🕚
Revel	Enter Pin	උ, Refresh
		\bigcirc Provision
	1 2 3	
	4 5 6	
	7 8 9	
	Clock In/Out O Login	

STEP 3 – As your IPAD IS IN A MODE (GUIDED ACCESS) TO RESTRICT USE OF THE IPAD TO ONLY THE REVEL APPLICATION WE WILL NEED TO SIGN OUT OF THIS SECURITY MODE. TO SEE IF YOUR IPAD IS IN THIS MODE SIMPLY PRESS THE TOP BUTTON FROM THE BOTTOM OF THE SCREEN AND IF YOU ARE TAKEN TO THE HOME SCREEN YOU CAN SKIP THIS STEP. IF NOT PROCEED WITH THIS STEP.

TO TEMPORARILY DISABLE GUIDED ACCESS

- PRESS THE TOP BUTTON 3 TIMES
- WHEN THE BELOW SCREEN IS VISIBLE ENTER THE FIVE DIGIT ZIP CODE OF YOUR STORE WITH A LEADING **0** (Ex: 001107)

Revel	Enter Pin	💍 Refresh
	Enter Passcode Cancel	Provision
	Enter your passcode	



3 Clicks

Mobile Order Takers

Revel

 YOU WILL PRESS 'END' ON THE BELOW SCREEN AND RECEIVE A CONFIRMATION THAT 'GUIDED ACCESS ENDED'.

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STEP 4 – YOU WILL NOW HAVE ACCESS TO PROPERLY CONNECT AS YOUR IPAD IS IN A MODE TO RESTRICT USE OF THE IPAD TO ONLY THE REVEL WI-FI.

- TAP THE "SETTINGS" ICON IN THE IPAD HOME SCREEN TO LAUNCH THE SETTINGS APP.
- TAP THE "WI-FI" TAB TO OPEN THE WI-FI SETTINGS MENU.
- MAKE SURE THE SLIDE FOR "WI-FI" IS TOGGLED TO "ON".
- TAP THE "OTHER" OPTION IN THE CHOOSE A NETWORK SECTION AT THE BOTTOM OF THE LIST.

• TYPE THE SSID OF THE HIDDEN NETWORK IN THE NETWORK NAME FIELD. EX: revfriendlys

• TAP THE "SECURITY" OPTION, AND			Enter network information	
THEN TAP WPA2. A CHECK MARK	Cancel		Other Network	Join
APPEARS NEXT TO THE				
CHOSEN SECURITY TYPE.	Name	revfrie	endlys	
• TYPE THE PASSPHRASE FOR THE				
HIDDEN NETWORK IN THE PASSWORD	Security	/		WPA2/WPA3 >
FIELD. EX: revelup!	Passwo	rd r	evelunt	
• TAP THE "JOIN" OPTION. THE IPAD	1 000110		evelup:	
CONNECTS TO THE HIDDEN WI-FI NETWOR	K, AND	THE WI-I	FI	
SYMBOL DISPLAYS IN THE STATUS BAR				





 PLEASE MAKE SURE THERE ARE NO OTHER NETWORKS LISTED IN 'MY NETWORKS'. WE DO NOT WANT THE IPADS ACCIDENTLY CONNECTING TO THE WRONG NETWORK. TO REMOVE PRESS THE 1
SELECT 'FORGET THIS NETWORK'
YW-Fi friendlysguest Join This Network

STEP 5 – REOPEN THE REVEL APP AND 'REFRESH' FROM YOUR SIGN IN SCREEN. IF YOU ISSUE IS RESOLVED THEN PROCEED TO STEP 6 OTHERWISE CONTACT REVEL SUPPORT.

STEP 6 – ENABLE GUIDED ACC	CESS	3 Clicks Top Button
• TAP THE 'TOP BUTTON' 3	TIMES	
• YOU WILL SEE A SCREEN CONFIRMING AS FOLLOWS:	1 2 3 4 Guided Access Started 6 7 Triple-click the Top Button to exit 9 Clock 0 Login	