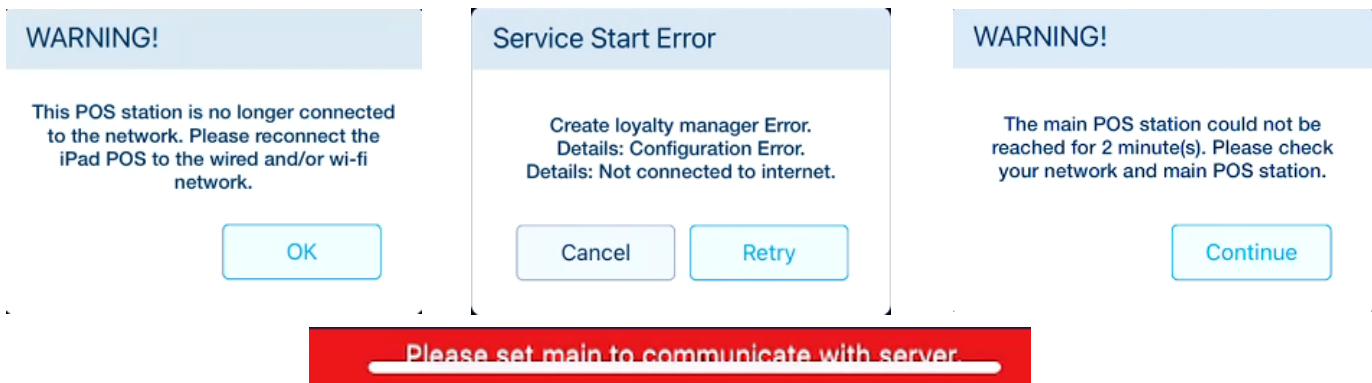


YOUR MOBILE ORDER TAKER IS CONNECTED VIA WI-FI BUT USING A HIDDEN REVEL NETWORK IN ORDER TO COMMUNICATE EFFECTIVELY WITH YOUR POS 1 MAIN AND YOUR KITCHEN DISPLAY SCREENS AND PRINTERS.

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

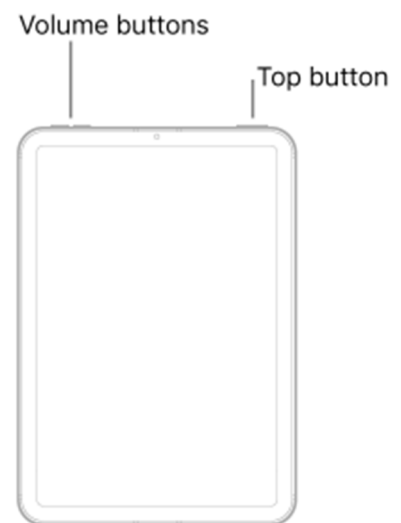
YOU MIGHT SEE ANY OF THE ERRORS BELOW:



TROUBLESHOOTING STEPS:

STEP 1 – RESTART YOUR IPAD

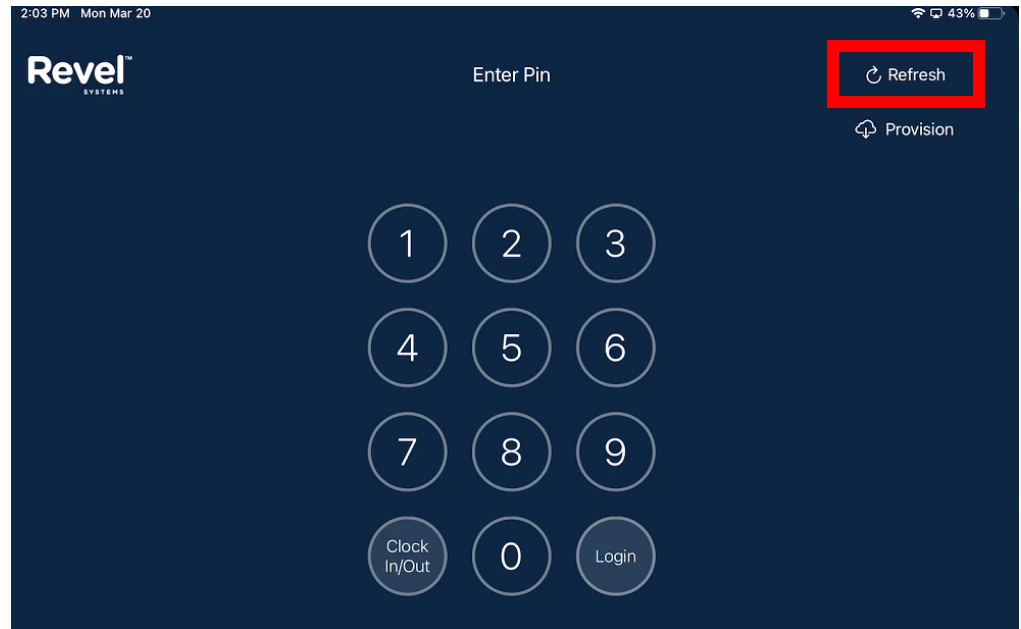
1. PRESS AND QUICKLY RELEASE THE VOLUME BUTTON **NEAREST** TO THE TOP BUTTON.
2. PRESS AND QUICKLY RELEASE THE VOLUME BUTTON **FARTHEST** FROM THE TOP BUTTON.
3. PRESS AND HOLD THE TOP BUTTON. **DO NOT RELEASE WHEN THE POWER OFF SLIDE APPEARS.**
4. WHEN THE APPLE LOGO APPEARS, RELEASE THE TOP BUTTON.



IF THE ISSUE IS NOT RESOLVED CONTINUE TO THE NEXT STEP

STEP 2 – ‘REFRESH’ FROM YOUR SIGN IN SCREEN

IF THE ISSUE IS NOT RESOLVED CONTINUE TO THE NEXT STEP

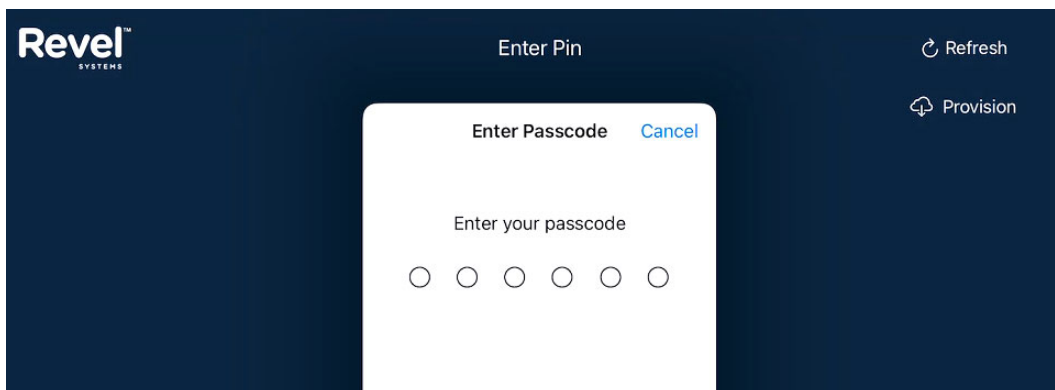
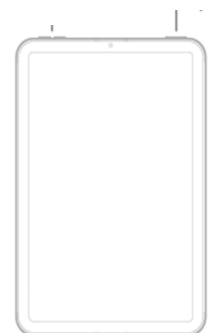


STEP 3 – AS YOUR IPAD IS IN A MODE (GUIDED ACCESS) TO RESTRICT USE OF THE IPAD TO ONLY THE REVEL APPLICATION WE WILL NEED TO SIGN OUT OF THIS SECURITY MODE. TO SEE IF YOUR IPAD IS IN THIS MODE SIMPLY PRESS THE TOP BUTTON FROM THE BOTTOM OF THE SCREEN AND IF YOU ARE TAKEN TO THE HOME SCREEN YOU CAN SKIP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

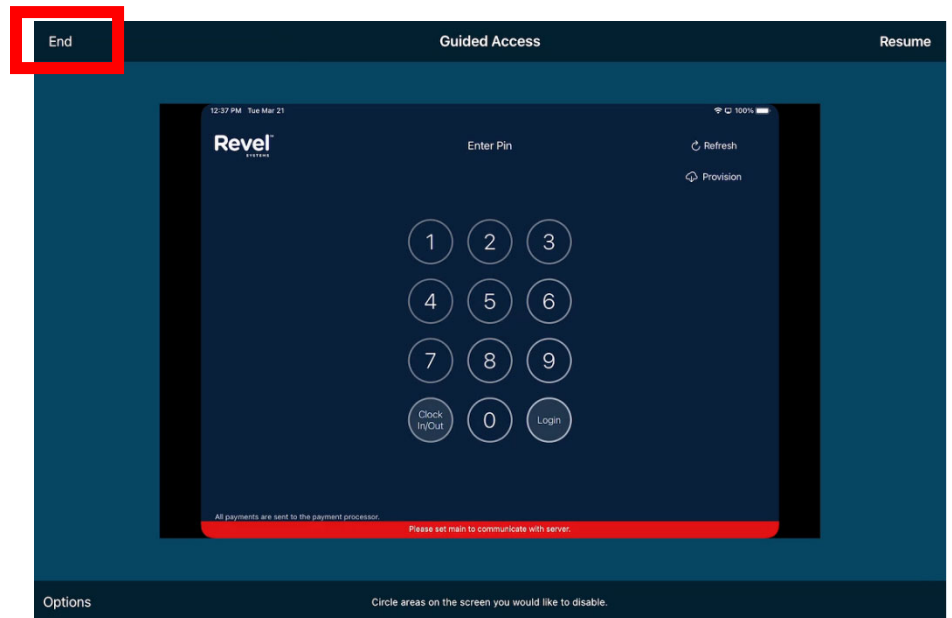
TO TEMPORARILY DISABLE GUIDED ACCESS

- **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)**

3 Clicks
Top Button

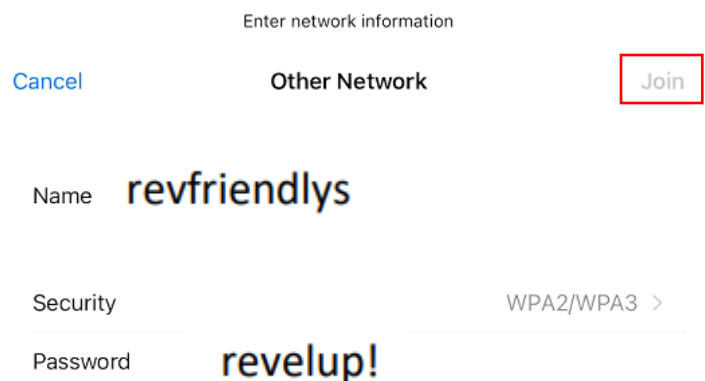



- YOU WILL PRESS 'END' ON THE BELOW SCREEN AND RECEIVE A CONFIRMATION THAT 'GUIDED ACCESS ENDED'.

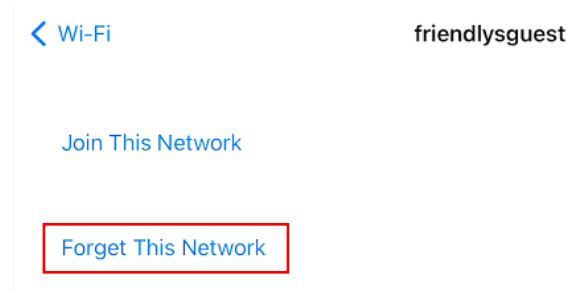


STEP 4 – YOU WILL NOW HAVE ACCESS TO PROPERLY CONNECT AS YOUR IPAD IS IN A MODE TO RESTRICT USE OF THE IPAD TO ONLY THE REVEL WI-FI.

- 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 THEN TAP WPA2. A CHECK MARK APPEARS NEXT TO THE CHOSEN SECURITY TYPE.
- TYPE THE PASSPHRASE FOR THE HIDDEN NETWORK IN THE PASSWORD FIELD. EX: **revelup!**
- TAP THE “JOIN” OPTION. THE IPAD CONNECTS TO THE HIDDEN WI-FI NETWORK, AND THE WI-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 
- SELECT 'FORGET 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 ACCESS

- TAP THE 'TOP BUTTON' 3 TIMES
- YOU WILL SEE A SCREEN CONFIRMING AS FOLLOWS:

