

iPAD Mobile Attendant Service Guide for U-Scan

**Version: North American
Document Update: V1
Date: January 16, 2006**

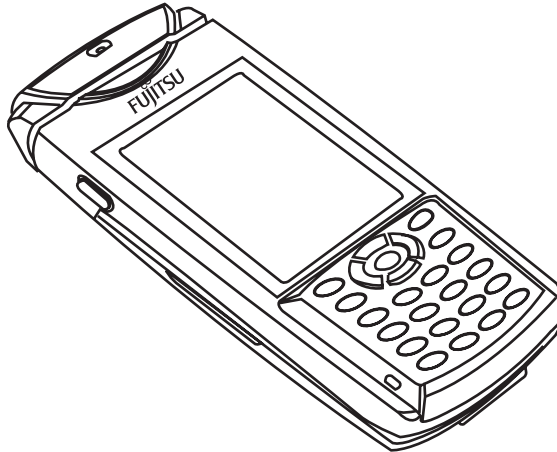
U-SCAN[®]

Document Updates

Version 1:

- Document creation.

FUJITSU iPad Mobile Attendant



Features:

- Bar code reader with support for JAN/EAN-13/8, UPC-A/E, Code39/128, Interleaved 2 of 5
- 3.5” (8.9 cm) TFT reflective colour LCD resistive touch panel
- 240 pixel wide by 320 pixel high display resolution with (with 2D acceleration)
- 32-bit RISC CPU, 32 MB ROM, 64 MB RAM, 32 MB Flash Disk
- Windows CE .NET operating system
- A stylus for written input (“Graffiti” writing)
- Keypad for user input
- Built-in speaker and microphone

Technical Specifications

Environment

- Operating temperature (no condensation): 32° to 104°F (0° to 40° C)
- Storage temperature: -4° to 140°F (-20° to 60° C)
- Operating relative humidity: 20% to 85% non-condensing
- Storage relative humidity: 8% to 95% non-condensing

Power

- Input: 100 to 240 V; 50 to 60 Hz, 81 to 120 VA
- Output: 16 V; 2.5 A

Battery

- Lithium ion 1700 mAh/3.7 V
- Charging time: Approximately 2.5 hours on cradle, iPad turned off
- Service life: Approximately 500 charges and discharges, or 2 years
- Backup battery: Manganese dioxide lithium (*cannot be replaced by user)

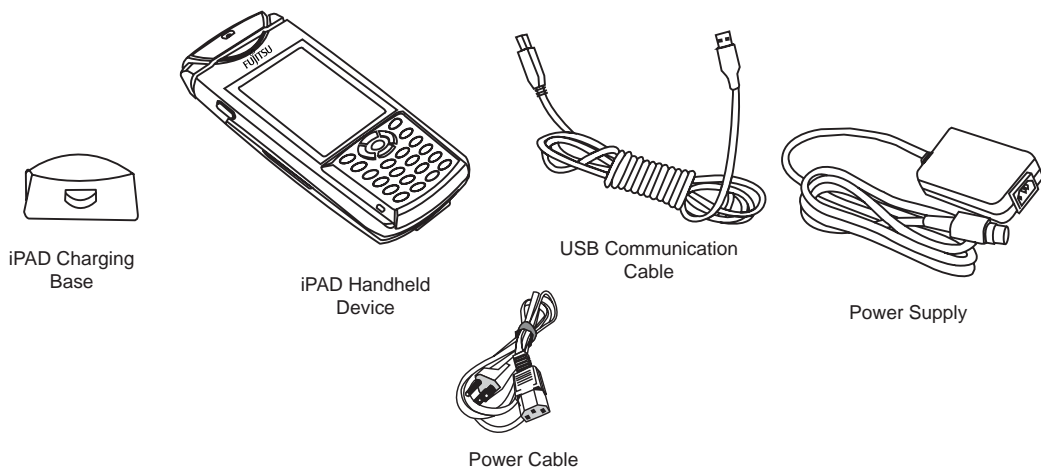
Wireless LAN Specifications

- Wireless LAN: IEEE 802.11b airwaves standard compliant, DS system, 11Mbps
- Antenna: internal

Components

The iPAD Mobile Attendant is made up of the following components:

- iPAD handheld device
- iPAD charging base
- Charging base power adapter and power cable
- Charging base USB cable (only connected when software is installed or upgraded)
- Spare battery and charger (optional)



Testing the iPad Mobile Attendant

1. Stop the Customer Software

See “Stop the Customer Software.”

2. Test the Connection to the AccessPoint

- 1 Locate the Attendant Station Computer.
 - 2 Go to **Start > Run**.
 - 3 Enter **cmd**, then press **ENTER**.
A command prompt appears.
 - 4 Enter **ping xxx.xxx.xxx.xxx**, where “xxx” is the Access Point’s IP address.
 - 5 Press **ENTER**.
 - 6 Ensure that there is a connection. If there is no response, refer to “[Troubleshooting the Access Point \(Model 96B\)](#)” or “[Troubleshooting the Access Point \(CISCO or 3COM 8000\)](#).”
-

3. Test the Connection to the iPad

- 1 Press and hold the **Power** button until the iPad turns off.
- 2 Press and hold the **Power** button until the iPad turns on.
The Windows CE desktop displays.
- 3 Double-tap **Mobile Attendant** or **MACE**.
The **Connect** screen displays.
- 4 Touch **Connect**.
- 5 Ensure that the U-Scan Mobile Attendant associates to **ESSID**.

IF	THEN
The iPad connects,	go to step 6 .
The iPad does not connect,	verify the Access Point and iPad settings.

- 6 On the Attendant Station, open a DOS box:
 - a Go to **Start > Run**.
 - b Enter **cmd** and press **ENTER**.
- 7 At the **C:>** prompt, enter **ping 192.168.0.100**.
- 8 Ensure that the connection was established.

iPAD Mobile Attendant Common Problems and Solutions

This section provides basic steps for resolving common problems. Refer to [Troubleshooting the iPAD Mobile Attendant](#) for the full troubleshooting procedures.

Issue	Possible Cause(s)	Solution
<p>The wrong feature is activated when you touch the screen.</p> <p>OR</p> <p>The Touch Screen is not responding properly.</p>	<ul style="list-style-type: none"> • The Touch Screen requires calibration. • The Touch Screen needs to be cleaned. 	<ul style="list-style-type: none"> • Clean the Touch Screen. • Calibrate the Touch Screen.
<p>No sound is made when the iPAD is connected to the system and attendant intervention is required.</p>	<ul style="list-style-type: none"> • The speaker is set to Low. 	<ul style="list-style-type: none"> • Adjust the speaker volume.
<p>The yellow LED lights.</p>	<ul style="list-style-type: none"> • A battery charging error has occurred. 	<ul style="list-style-type: none"> • Try to charge the main battery again. • Replace the main battery.
<p>The orange LED lights.</p>	<ul style="list-style-type: none"> • Main battery is being charged. 	<ul style="list-style-type: none"> • Wait until the LED turns green to indicate that charging is complete before removing the iPAD from the charging base. <p>Charging time is approximately 2.5 hours.</p>
<p>The red LED lights.</p>	<ul style="list-style-type: none"> • Main battery cannot be charged. • The charging base is defective. 	<ul style="list-style-type: none"> • Ensure that the iPAD is placed on the charging base correctly. • Verify the charging base power connections. • If the issue is not resolved, replace the device.

Issue	Possible Cause(s)	Solution
<p>The LED does not light when you place it on the base for charging</p>	<ul style="list-style-type: none"> • The iPad is not properly installed on the base. • The main battery is not properly installed. 	<ul style="list-style-type: none"> • Ensure that the iPad is correctly seated on the base. The iPad clicks into place when properly installed. • Make sure that the main battery is properly installed. • If the issue is not resolved, replace the main battery.
<p>The Low Main Battery screen displays.</p> <p>OR</p> <p>The front light is dark or turns black.</p>	<ul style="list-style-type: none"> • The battery needs to be charged. 	<ul style="list-style-type: none"> • Turn off the iPad and place it on the charging base.
<p>The iPad does not power on or there is no image on the Touch Screen.</p> <p>OR</p> <p>The iPad screen appears for a moment after you press the Power button, then turns black.</p>	<ul style="list-style-type: none"> • The battery lock switches are not in the lock position. • The battery is fully depleted. • The battery is defective, not installed properly, or not in the device. • The power button is defective. • The brightness is not set up properly. • The device was exposed to prolonged cold weather. 	<ul style="list-style-type: none"> • Ensure that the charging base power cable is properly connected. • Ensure that the battery is present and charging. • Ensure that the battery lock switches are in the lock position. • Verify the brightness setting. • Replace the battery. • If it still does not work, replace the unit.

Issue	Possible Cause(s)	Solution
<p>The iPad battery is not charging or is depleting very quickly.</p>	<ul style="list-style-type: none"> • The attendant is not turning off the iPad before placing it in the charging base. (User error.) • The charging base is not connected properly. • The iPad is not sitting properly in the charging base. 	<ul style="list-style-type: none"> • Ensure that the attendants are following the appropriate procedures. • Ensure that the charging base is connected. • Ensure that the iPad is sitting properly in the charging base. • Ensure that the iPad is charging. (The charge light turns orange. When charging is complete, the LED turns green. Approximate charge time is 2.5 hours.) • If the issue is not resolved, replace the battery.
<p>The iPad is not scanning bar codes.</p>	<ul style="list-style-type: none"> • The bar code scanner needs to be cleaned. 	<ul style="list-style-type: none"> • Use a dry cloth to clean the bar code reader (glass aperture on the top of the device).
<p>The iPad becomes unresponsive.</p> <p>OR</p> <p>Message: No Connection to U-Scan Open Net Lib Failed (0)</p>	<ul style="list-style-type: none"> • The AccessPoint is not connected or configured. • The Attendant Station MA software is not running. • The MA is not started in the Launchpad. • The MA is not configured properly. 	<ul style="list-style-type: none"> • Turn the iPad off and then on again, then start the iPad Mobile Attendant software and try to reconnect to the network. • If the issue is not resolved, reset the iPad. • If the issue is not resolved, perform a hard reset (cold boot). • Access the Attendant Station Launchpad. • Ensure that the MA is started. If necessary, touch Start MA. • Ensure that the Attendant Station software is running. • Verify the AccessPoint configuration. • Verify the iPad configuration. • Verify the software registry settings.

Issue	Possible Cause(s)	Solution
Message: No connection to U-Scan Socket connection failed (1)	<ul style="list-style-type: none"> • There is a problem with the MA network software or configuration. • There is a problem with the AccessPoint. 	<ul style="list-style-type: none"> • From the Launchpad, stop and then restart the MA. • Verify the AccessPoint configuration. • Ensure that the Attendant Station software is running.
Message: No connection to U-Scan Socket connection failed (2)	<ul style="list-style-type: none"> • There is a configuration problem with the iPad. • There is a configuration problem with the Attendant Station software. 	<ul style="list-style-type: none"> • From the Launchpad, stop and then restart the MA. • Reset the iPad. • Configure the iPad. • Verify the Attendant Station software registry settings. • Ensure that the Attendant Station software is running.
Message: No connection to U-Scan Socket connection failed (18)	<ul style="list-style-type: none"> • The connection was established and then broken. 	<ul style="list-style-type: none"> • From the Launchpad, stop and then restart the MA. • Turn the iPad off and then on again. • Reset the iPad. • Perform a hard reset. • Verify the iPad settings.
Message: No connection to U-Scan Socket closed on recover or Write failed or similar message	<ul style="list-style-type: none"> • The Attendant Station closed the communication socket. 	<ul style="list-style-type: none"> • From the Launchpad, stop and then restart the MA. • Ensure that the Attendant Station software is running. • Verify the AccessPoint configuration. • Reset the iPad. • Verify the iPad configuration.
Message: Fatal Error	<ul style="list-style-type: none"> • A fatal error in one of the iPad applications is causing the iPad to crash. 	<ul style="list-style-type: none"> • Perform a hard reset. • Configure the iPad.

Troubleshooting the iPad Mobile Attendant

NOTE: *The Access Point has enhanced security features and 128-bit encryption. If the iPad Mobile Attendant or Access Point fails, replace **both** devices so that the encryption keys will match.*

1. Restart the iPad Mobile Attendant

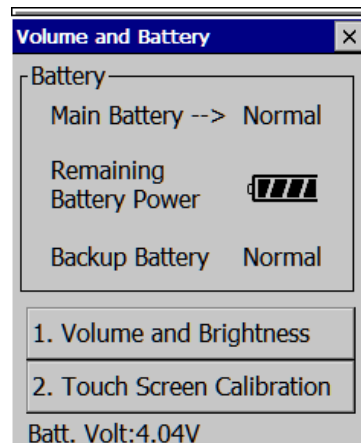
- 1 Locate the Computer keyboard inside the Attendant Station casing.
- 2 Press **ALT+TAB** to select the **Launchpad**.
- 3 Touch **Stop MA**.
- 4 Touch **Start MA**.
- 5 On the iPad Mobile Attendant, touch **MACE** or **Mobile Attendant**.
- 6 Touch **Connect**.

2. Inspect the iPad Power

- 1 Ensure that the power cable is connected to the iPad charging base.
- 2 Ensure that the power cable is connected to the iPad power adapter.
- 3 Ensure that the power adapter is connected to the power bar.

3. Verify the iPad Battery Charge Level

- 1 Press and hold **SHIFT** then press **ENTER**.
The **Volume and Battery** screen displays.
- 2 Verify the battery status in the **Battery** section.



Troubleshooting the iPad Mobile Attendant (Cont'd)

- 3 Refer to the table below for information on the battery status.

Status	Indication
External	The iPad is on the charging base.
Normal	The battery can be used.
Insufficient charge	The battery charge is too low.

- 4 Tap the **X** to exit the **Battery and Volume** screen.
- 5 If necessary, charge the iPad battery.

4. Charge the iPad Battery

Charge the iPad battery if the **Low Main Battery** screen displays.

- 1 Make sure that the power supply cable is connected to the charging base.
- 2 Make sure that the power supply cable is connected to the power adapter.
- 3 Make sure that the power cable is connected to the power supply and to the power bar.
- 4 On the iPad, press and hold the **Power** button until the iPad turns off.
- 5 Place the iPad on the charging base. You will hear a click if the iPad is properly installed on the charging base. The LED turns orange and charging begins.
- 6 Wait until the LED turns green. The approximate charging time is 2.5 hours.

5. Clean the Charging Base Contacts

If the contacts on the charging base are dirty, the iPad may not charge when placed in the cradle.

Use a dry cotton swab or gauze to clean the contact area of the charging base.

Troubleshooting the iPad Mobile Attendant (Cont'd)

6. Replace the iPad Battery (If Necessary)

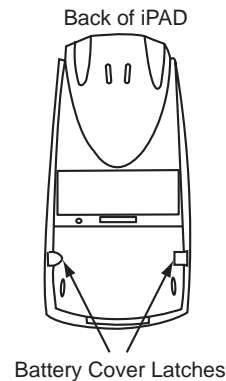
If you cannot charge the iPad battery even after cleaning the charging base contacts, replace the main battery. The service life of the battery might be expired or the battery may be faulty.



Make sure that the backup battery is sufficiently charged before you replace the main battery. While the main battery is being replaced, the backup battery preserves data in the iPad memory.

COMPLETE THIS PROCEDURE WITHIN 10 MINUTES.

- 1 Locate the spare battery.
- 2 Press and hold the **Power** button to turn off the iPad.
- 3 On the back of the iPad, slide the battery cover latches outwards.



- 4 Slide the battery cover down to remove it.
- 5 Pull the black ribbon to remove the battery.
- 6 Insert the spare battery into the battery slot. Make sure that you can access the black ribbon when the battery is in place.
- 7 Replace the battery cover and slide it up to lock it into place. Make sure that you CANNOT see the black ribbon when the cover is in place.
- 8 Push the battery cover latches in to lock the battery cover.
NOTE: *The iPad will not turn on if the battery lock switches are unlocked.*
- 9 Press and hold the **Power** button until the iPad turns on.
- 10 If the **Restore** screen displays, touch **Restore** to restore the iPad Mobile Attendant software.

Troubleshooting the iPad Mobile Attendant (Cont'd)

7. Calibrate the Touch Screen

Calibrate the Touch Screen if the iPad does not respond as expected when you select an on-screen button or key.

- 1 Press and hold **SHIFT** then press **ENTER**.
The **Volume and Battery** screen displays.
 - 2 Touch **Touch Screen Calibration**.
 - 3 Use the stylus to tap the center of each cross that appears.
 - 4 When the message **Tap the screen to register saved data** is displayed, tap the screen.
-

8. Adjust the iPad Volume or Brightness (If Necessary)

Adjust the iPad volume if it is too loud, too soft, or no sound is made when attendant intervention is required.

Adjust the brightness of the iPad Touch Screen if the display is difficult to read.

- 1 Press and hold **SHIFT** then press **ENTER**.
The **Volume and Battery** screen displays.
 - 2 Touch **Volume and Brightness**.
 - 3 Move the slider to adjust either the volume or brightness, as required.
 - 4 Tap the **X** at the top of the screen to exit any open windows.
-

9. Verify the iPad Mobile Attendant Network Settings

- 1 On the iPad Mobile Attendant, press **F1** to display the taskbar at the bottom of the screen.
- 2 Tap **Start > Settings**.
The **Control Panel** options display.
- 3 Double-tap **Network and Dial-up Connections**.
The **Network Connections** appear.
- 4 Double-tap **WLAGS46B1**.
The **Wireless Network Drive** screen appears.
- 5 Ensure that **Specify an IP address** is enabled if the store uses a static IP address, or that **Obtain an IP address via DHCP** is enabled if the store uses DHCP.

Troubleshooting the iPad Mobile Attendant (Cont'd)

- 6 If **Specify an IP address** is enabled, verify the following settings:

IP Address: **192.168.0.100**

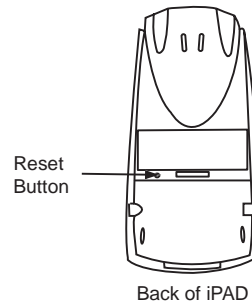
Subnet Mask: **255.255.255.0**

Default Gateway: **0.0.0.0**

- 7 Tap the **X** in upper right corner to close all open windows.

- 8 Reset the iPad:

- a Locate the **Reset** button on the back of the iPad.



- b Use the iPad stylus (pen) to press the **Reset** button.
The iPad turns off, then on again. The Windows desktop displays.

- 9 Double-tap **Mobile Attendant**.
The **Connect** screen displays.

- 10 Verify the following settings:

Host Name/IP **192.168.0.5** (unless otherwise specified by the project manager)

This is the IP address **OR**
Computer name of the Attendant Station

OR

CASH_XXX, where "XXX" represents the store number and "Y" represents the cluster.

Host Port **2500**

Station Name **MOBILE**

Tracing On **Disabled**

Legacy (if it appears) **Enabled** if the stores uses the iPad in legacy mode.

Disabled if the store uses detailed order view.

Troubleshooting the iPad Mobile Attendant (Cont'd)

11 Touch Connect.

10. Verify the Software Settings

- 1 At the Attendant Station, press **ALT+TAB** to access the **Launchpad**.
- 2 Ensure that the **Start/Stop MA** button appears.
- 3 At the Customer Station, press **ALT+TAB** to access the **Robot Control** window.
- 4 Ensure that the Mobile Attendant is listed on the right side of the window and the status light next to it is green.

NOTE: *If the iPad Mobile Attendant does not connect after you verify the software settings, perform Task 11, “[Verify the Registry Setting](#).”*

11. Verify the Registry Setting

Only perform this procedure if the iPad Mobile Attendant does not connect after you have verified all the settings.

- 1 Go to a Customer Station.
- 2 Go to **Start > Run**.
The **Run** dialog box appears.
- 3 Enter **regedit**.
- 4 Click **OK**.
The **Registry Editor** is accessed.
- 5 Go to **HKEY_CURRENT_USER \ software \ optimal robotics \ machine names \ MCASHNT.IPADDRESS**.
- 6 Verify the IP address.

IF	THEN
The IP address is 255.255.255.255 ,	change it to the IP address for the Attendant Station.
The IP address is the correct IP address for the Attendant Station,	do not change the address.

- 7 Repeat step **1** to step **6** for the remaining Customer Stations.
-

Troubleshooting iPad Mobile Attendant Connection Procedures

Perform the following procedures if the U-Scan Mobile Attendant stops responding. Begin with Task 1, “[Disconnect and Reconnect to the Network](#).” Only proceed to Task 2, “[Reset the iPad](#)” if the Task 1 does not work.

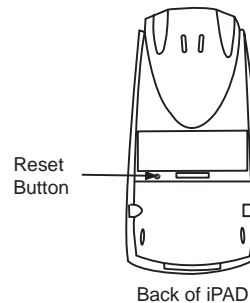
1. Disconnect and Reconnect to the Network

- 1 Press and hold the **Power** button until the iPad turns off.
 - 2 Press and hold the **Power** button until the iPad turns on. The Windows CE desktop displays.
 - 3 Double-tap **Mobile Attendant** or **MACE**. The **Connect** screen displays.
 - 4 Touch **Connect**.
-

2. Reset the iPad

If the iPad still does not respond after you disconnect and reconnect to the network, reset the iPad.

- 1 Locate the **Reset** button on the back of the iPad.



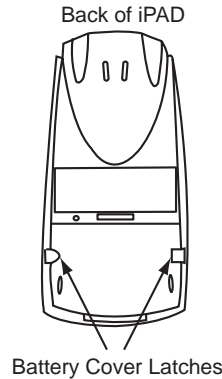
- 2 Use the iPad stylus (pen) to press the **Reset** button. The iPad turns off, then on again. The Windows CE desktop displays.
 - 3 Touch **MACE** or **Mobile Attendant**.
 - 4 Touch **Connect**.
-

Troubleshooting iPad Mobile Attendant Connection Procedures (Cont'd)

3. Perform a Hard Reset

Only perform a hard reset if the iPad Mobile Attendant does not respond to any key sequence.

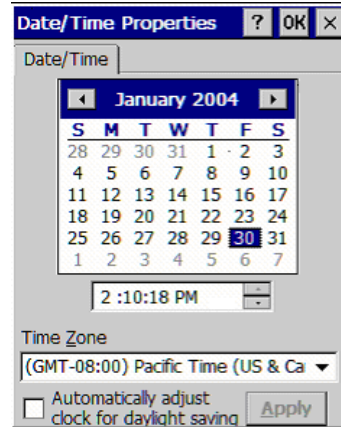
- 1 Press the **Power** button to turn off the iPad.
- 2 On the back of the iPad, slide the battery cover latches outwards.



- 3 Slide the battery cover down to remove it.
- 4 Pull the black ribbon to remove the battery.
- 5 Use the stylus to press the hard reset switch inside the battery slot.
- 6 Insert the battery back into the battery slot. Make sure that you can access the black ribbon when the battery is in place.
- 7 Replace the battery cover and slide it up to lock it into place. Make sure that you CANNOT see the black ribbon when the cover is in place.
- 8 Push the battery cover latches in to lock the battery cover.
- 9 Press the **Power** button to turn on the iPad.
The message **The contents of memory have been lost. Touch "Restore" to recover the application program** displays on the iPad.
- 10 Touch **Restore**.
The **Touch Screen Calibration** screen displays.

Troubleshooting iPad Mobile Attendant Connection Procedures (*Cont'd*)

- 11 Tap each target to complete the touch screen calibration.
After you calibrate the Touch Screen, the **Date/Time Properties** screen displays.



- 12 Scroll to the appropriate month.
- 13 Select the current date.
- 14 Use the arrows to set the time (hour and minute).
- 15 Set the time zone.
- 16 Ensure that **Automatically adjust clock for daylight savings time** is ***disabled*** (not checked).
- 17 Touch **Apply**.
- 18 Click **OK** at the top of the screen to continue.
The iPad Mobile Attendant continues restoring the applications.
The **Restore** screen appears when the process is complete. The iPad restarts.

4. Reset the iPad Mobile Attendant Connection

Perform this procedure if the Customer Station software was not properly exited when the Customer Station was restarted and the message **Connection to mcashnts refused because this Robot machine name not part of allowed name list** displays.

- 1 Go to the first Customer Station.
- 2 Press **ALT+TAB** to access the **Robot Control** window.
- 3 Touch **Stop Robot**.
The **Launchpad** appears.
- 4 Touch **Exit Launchpad**.
- 5 Repeat step 1 to step 4 for the remaining Customer Stations.
- 6 Locate the iPad Mobile Attendant.

Troubleshooting iPad Mobile Attendant Connection Procedures (Cont'd)

- 7 Press and hold the **Power** button until the iPad turns off.
 - 8 Press and hold the **Power** button until the iPad turns on.
The Windows CE desktop displays.
 - 9 Go to the Attendant Station.
 - 10 Exit the Attendant Station software.
 - 11 Restart the Computer.
 - 12 Wait until the Computer restarts and the Attendant Station software starts.
 - 13 Restart all of the Customer Stations.
 - 14 Double-tap the **Mobile Attendant** or **MACE** icon.
The **Connect** screen displays.
 - 15 Touch **Connect**.
-

Additional Information for the iPad Mobile Attendant

The following information is contained in this section:

- [iPad Mobile Attendant Maintenance and Cleaning](#) (page 20): Contains maintenance and cleaning information.
- [iPad Handheld Device Buttons and Features](#) (page 21): Diagram illustrating the button functions.
- [iPad LED Status](#) (page 22): Table describing the iPad LED indications.
- [Setting Up the iPad Mobile Attendant - Store Setup](#) (page 23): Procedure for setting up the Mobile Attendant hardware and software.
- [Setting Up the iPad Mobile Attendant - iPad Software Installation](#) (page 29): Procedure for installing the iPad Mobile Attendant Software and setting up the iPad.

iPAD Mobile Attendant Maintenance and Cleaning



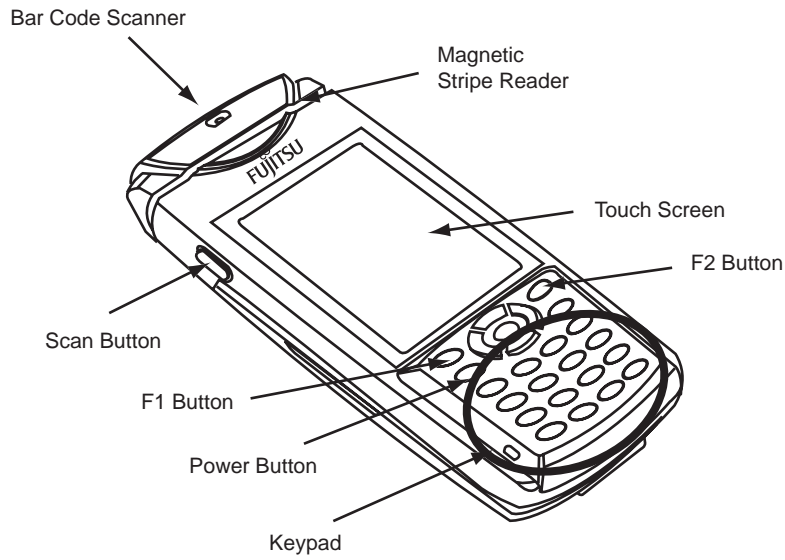
Do not use thinner, benzine, or other volatile solvents to clean the iPad. Such materials can discolor the iPad or erase printed characters.

- 1 Spray a lint-free cleaning pad or cloth with the suggested cleaning solution (one part glass cleaner to one part water) and clean the Touch Screen.
- 2 Clean the cover of the iPad using a cloth moistened with the solution or a dry cloth.

NOTE: *Make sure you wring the damp cloth out thoroughly to prevent water from getting into the iPad, as this can cause the device to malfunction.*

- 3 Occasionally clean the charging base interface with a dry cotton swab or gauze. If the terminals become dirty, contact may be poor, causing the iPad to turn off or to disable normal charging and communication.
- 4 Clean the bar code scanner with a dry cloth or a cloth moistened with the cleaning solution. The bar code scanner must always be clean when it is used.

iPAD Handheld Device Buttons and Features



NOTE: *Currently, there is no support for the iPAD magnetic stripe reader.*

- **Scan button:** Aim the bar code scanner at a bar code and press the **Scan** button to scan a bar code.
- **F1 button:** Press **F1** to display the taskbar at the bottom of the screen.
- **Power button:** Press and hold the **Power** button to turn the iPAD on or off.
- **F2 button:** Press **F2** to hide the taskbar if it is visible.
- **Keypad:** Press the numeric keys on the keypad to enter digits.

iPAD LED Status

Equipment Status	Color	Explanation
iPAD is being turned on	Green LED flashes once and turns off	The iPAD is starting up (resuming operation). Do not operate the iPAD until the LED goes off.
Bar code is being read by the scanner	Green LED flashes once	Lights if a bar code is read correctly.
Battery on the base is being charged	Orange - steady	The battery is being charged. The LED turns green when charging is complete.
	Green LED on steady	Charging is complete.
	Yellow LED on steady	A charging error has occurred. Either replace or charge the main battery again.
	Red LED on steady	The main battery cannot be charged because it either is not correctly placed on the base, the base is not properly connected to the AC outlet or the base is defective.

Setting Up the iPad Mobile Attendant - Store Setup

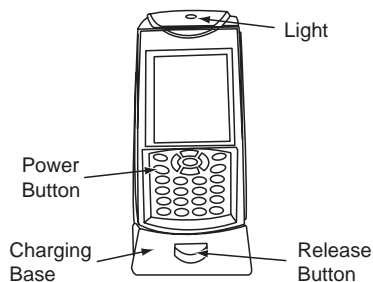
Perform the tasks below to set up the iPad Mobile Attendant if the Mobile Attendant software application was already installed.

If the message **No application has been installed** displays when you turn on the iPad, refer to “[Setting Up the iPad Mobile Attendant - iPad Software Installation](#)” on page 29.

1. Install the iPad Mobile Attendant Hardware

NOTE: *The main battery and spare battery are not installed in the device or charger during shipping to prevent discharge.*

1. Unpack the iPad Mobile Attendant components.
2. Verify that you have the following components:
 - a. iPad handheld device
 - b. iPad main battery
 - c. iPad spare battery (optional)
 - d. iPad battery charger (optional)
 - e. iPad charging base
 - f. Cradle power adapter and power cable
 - g. Cradle communication cable (USB)
3. Install the main battery in the iPad.
4. Connect the power cable to the power bar and to the iPad power adapter.
5. Connect the power cable to the power port on the iPad charging base.
6. Place the iPad on the charging base.



2. Set Up the iPad Mobile Attendant Software at the Customer Station

1. If necessary, perform the U-Scan software upgrade.
2. Go to the Customer Station.

Setting Up the iPad Mobile Attendant - Store Setup (Cont'd)

- 3 Stop the Customer Station software.
 - a Press **ALT+TAB** to access the **Robot Control** window.
 - b Touch **Stop Robot**.
The **Launchpad** appears.
 - c Touch **Exit Launchpad**.
 - 4 Go to **C:\Robot\Data**.
 - 5 Click **MobileAttendant_ON.reg**.
The **Registry Editor** dialog box appears.
 - 6 Click **OK**.
 - 7 Start the Customer Station software.
 - 8 Repeat step 2 to step 7 for the other Customer Stations.
-

3. Set Up the iPad Mobile Attendant Software at the Attendant Station

- 1 Go to the Attendant Station.
 - 2 Stop the Attendant Station software.
 - a If applicable, turn the manager key.
 - b Touch **Manager**.
 - c Touch **Exit**.
The **Launchpad** displays.
 - 3 Touch **Exit Launchpad**.
 - 4 Go to **Start > Run**.
 - 5 Enter **regedit**.
The Registry Editor appears.
 - 6 Go to **HKEY_CURRENT_USER > software > optimalrobotics > launchpad**.
 - 7 Double-click **MODE**.
 - 8 Change the setting to **cashier_ma**.
 - 9 Click **OK**.
 - 10 Exit the Registry Editor.
 - 11 Start the Attendant Station software.
-

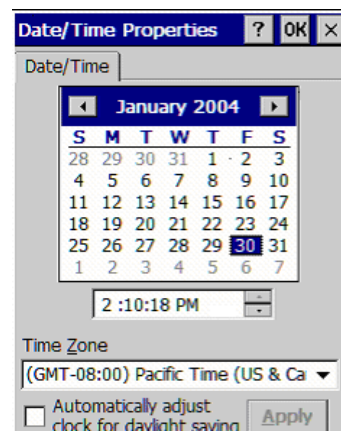
Setting Up the iPad Mobile Attendant - Store Setup (Cont'd)

4. Restore the iPad Software Application

- 1 Press the **Release** button on the charging base.
- 2 Press and hold the **Power** button on the iPad until the green LED lights.
The **Restore** screen displays.

NOTE: *The contents of the RAM were lost when the main battery was removed for shipping. The iPad is equipped with an automatic restore function to prevent memory loss when the battery dies.*

- 3 Touch **Restore**.
The iPad Mobile Attendant software applications are restored from the **flashdisk** folder.
- 4 Follow the on-screen instructions to calibrate the Touch Screen.
After you calibrate the Touch Screen, the **Date/Time Properties** screen displays.



- 5 Scroll to the appropriate month.
- 6 Select the current date.
- 7 Use the arrows to set the time (hour and minute).
- 8 Set the time zone.
- 9 Ensure that **Automatically adjust clock for daylight savings time** is **disabled** (not checked).
- 10 Touch **Apply**.
- 11 Click **OK** at the top of the screen to continue.
The iPad Mobile Attendant continues restoring the applications.
The **Restore** screen appears when the process is complete. The iPad restarts.

Setting Up the iPad Mobile Attendant - Store Setup (Cont'd)

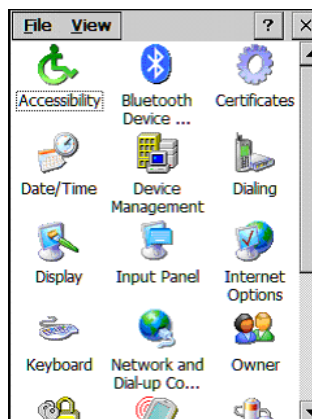
5. Set Up the Wireless Information

- 1 When the **Wireless Information** screen displays, disable (uncheck) **Notify when new wireless networks are available**.
 - 2 Make sure that the ESSID matches your store configuration.
 - 3 If no Access Point is present that follows your standard, follow the steps below:
 - a Double-tap **Add new icon**.
 - b On the keypad, press **SHIFT+0** to display the on-screen keyboard.
 - c Enter the SSID in the **SSID** field.
 - d Press **SHIFT+0** to minimize the on-screen keyboard.
 - e From the **Authentication** list, select **Open**.

NOTE: *This setting can vary depending on the local network security settings.*
 - f Tap **OK** to exit the window.
 - 4 Touch **OK** to close the **WLAGS46B1** window.
The Windows CE desktop displays.
-

6. Set Up the Network Settings

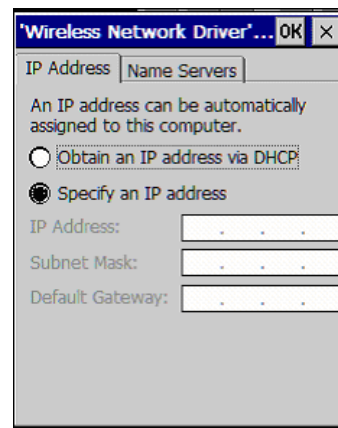
- 1 Double-tap **My Computer**.
- 2 Double-tap **Control Panel**.



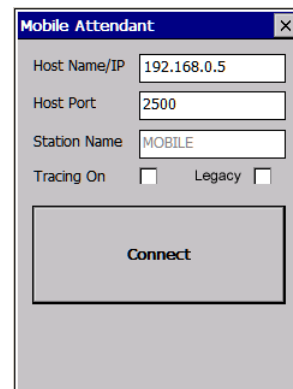
- 3 Double-tap **Network and Dial-up Connections**.
The network connections display.

Setting Up the iPad Mobile Attendant - Store Setup (Cont'd)

- 4 Double-tap **WLAGS46B1**.
The **Wireless Network Driver** window appears.



- 5 Select **Specify an IP address**.
- 6 Use the keypad to enter the information below:
 - a In the **IP address** field, enter **192.168.0.100**.
 - b In the **Subnet Mask** field, enter **255.255.255.0**.
 - c In the **Gateway** field, enter **0.0.0.0**.
- 7 Tap the **X** in the upper corner of the screen to close all open windows and display the Windows CE desktop.
- 8 Double-tap **MACE** or **Mobile Attendant**.
The **Mobile Attendant** screen displays.
- 9 Follow the steps below to enter Attendant Station Computer name in the **Host Name/IP** field:
 - a Use the stylus to select the **Host Name/IP** field.
 - b Press **SHIFT+0** to display the on-screen keyboard.
 - c Enter the Attendant Station Computer name or IP address.



- d Press **SHIFT+0** to exit the on-screen keyboard.

Setting Up the iPad Mobile Attendant - Store Setup (Cont'd)

- 10 Tap **Connect** to start the MACE application. Once the iPad establishes a connection, the **Select Lane** screen displays.
-

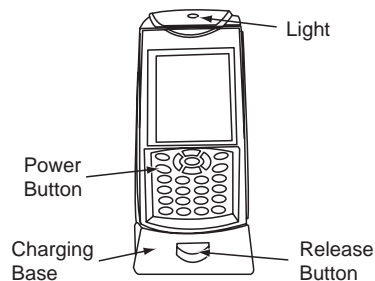
7. Test the iPad Mobile Attendant

- 1 On the **Select Lane** screen, ensure that the lane numbers display on the lane buttons.
- 2 Purchase a non bar-coded item:
 - a At the Customer Station, start an order and select **No Barcode** then **No Label**.
 - b Ensure that the appropriate lane button flashes on the iPad and that you hear a beep.
 - c Touch the flashing lane button.
The on-screen keyboard displays.
 - d Enter **4011** and touch **Code**.
The **Select Lane** screen displays on the iPad. Bananas are purchased at the Customer Station.
- 3 Purchase a large item:
 - a At the Customer Station, select **Large Item**.
 - b Ensure that the appropriate lane button flashes on the iPad and that you hear a beep.
 - c Touch the flashing lane button.
 - d Use the bar code scanner on the iPad to scan a bar code.
 - e Touch **Done**.
The **Select Lane** screen displays. The item is purchased at the Customer Station.
- 4 Ask the attendant to void the transaction.

Setting Up the iPad Mobile Attendant - iPad Software Installation

1. Install the iPad Mobile Attendant Hardware

- 1 Unpack the iPad Mobile Attendant components.
- 2 Verify that you have the following components:
 - a iPad handheld device
 - b iPad main battery
 - c iPad spare battery (optional)
 - d iPad spare battery charger (optional)
 - e iPad charging base
 - f Cradle power adapter and power cable
 - g Cradle communication cable (USB)
- 3 Install the main battery in the iPad.
- 4 Connect the power cable to the power bar and to the iPad power adapter.
- 5 Connect the power cable to the power port on the iPad charging base.
- 6 Place the iPad on the charging base.



- 7 Allow the iPad to charge. The LED turns green when the iPad is charged.

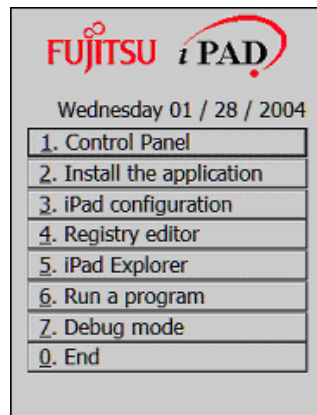
Setting Up the iPAD Mobile Attendant - iPAD Software Installation (Cont'd)

2. Perform the Initial Setup

- 1 Press and hold the **Power** button until the iPAD turns on. The **iPAD** screen displays.

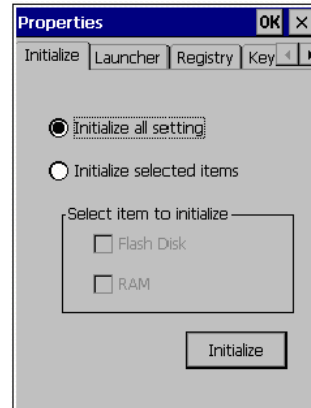


- 2 On the keypad, press and hold **SHIFT + CANCEL** until the **Setup** menu displays.



Setting Up the iPad Mobile Attendant - iPad Software Installation (Cont'd)

- 3 Place the iPad on the charging base. Tap option **3 iPad configuration**.
The **Properties** screen appears.



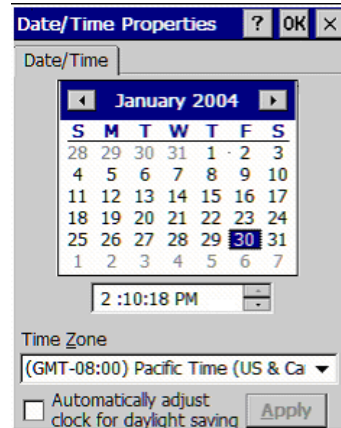
- 4 Tap the **Initialize** button.
The message **Do you want to initialize?** displays.
- 5 Tap **Yes**.
The iPad displays the **Initialization Progress** screen and then turns off.
- 6 Press the **Power** button to turn on the iPad device.
You are prompted to install an application.



- 7 Press **SFT + CAN**.
You are prompted to calibrate the iPad screen.
- 8 Use the stylus to touch the center of each cross.

Setting Up the iPad Mobile Attendant - iPad Software Installation (Cont'd)

- 9 After the calibration is complete, you are prompted to set the **Date/Time Properties**.



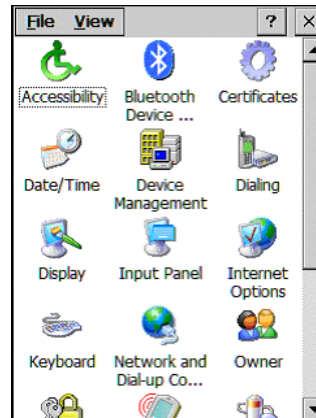
- 10 Use the arrow buttons to display the current month, then use the stylus to select the day.
- 11 Select the appropriate time zone from the **Time Zone** list.
- 12 Set the **Time** by selecting the hour, minute and using the scroll buttons to adjust the time.
- 13 Verify that the **Automatically adjust clock for daylight savings time** is disabled (**not checked**).
- 14 Tap **Apply** and click **OK** at the top of the screen to continue.

3. Set Up the Wireless Information

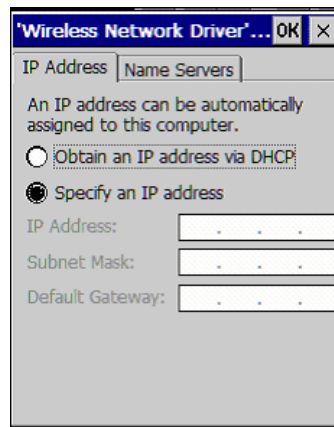
- 1 Disable (uncheck) **Notify when new wireless networks are available**.
- 2 Double-tap **Add new icon**.
- 3 Press **SFT+0** to display the on-screen keyboard.
- 4 Enter the wireless network SSID in the **SSID** field.
- 5 Press **SFT+0** to exit the keyboard.
- 6 In the **Authentication** box, select **Open**.
NOTE: *This setting may vary depending on local network security settings.*
- 7 In the **Encryption** box, select **Disabled**.
NOTE: *This setting may vary depending on local network security settings.*
- 8 Tap **OK** to exit the window.

Setting Up the iPad Mobile Attendant - iPad Software Installation (Cont'd)

- 9 Tap **OK** to close the **WLAGS46B1** screen.
The **Setup** screen displays.
- 10 Tap the **Control Panel** box.
The Control Panel icons appear.



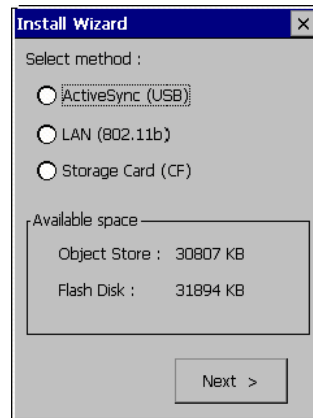
- 11 Double-tap **Network and Dial-up Connections**.
The **Network Connections** appear.
- 12 Double-tap **WLAGS46B1**.
The **Wireless Network Driver** screen appears.



- 13 If your store uses a static IP address,
 - a Select **Specify an IP address** and use the number pad to enter the information below.
 - b IP Address: **192.168.0.100**
 - c Subnet Mask: **255.255.255.0**
 - d Default Gateway: **0.0.0.0**
 - e Go to step **15**.

Setting Up the iPad Mobile Attendant - iPad Software Installation (Cont'd)

- 14 If your store uses a dynamic IP address (DHCP), select **Obtain an IP address via DHCP**.
- 15 Tap **OK** to save the settings.
- 16 On the **Setup** screen, tap **Install the application**. The **Install Wizard** window appears.



- 17 Enable **802.11b** and click **Next**. The **Install from Ethernet** screen appears.
- 18 Select **Desired SSID**.
- 19 Press **SFT+0** to access the on-screen keyboard and enter the same SSID you entered earlier.
- 20 Press **SFT+0** to exit the keyboard.

4. Install the Server

- 1 Tap **Next**. The **Install Server** screen appears.
- 2 Enter the Attendant Station Computer name in the **Server** box.
- 3 If the message **Logon to Network Server window** appears, follow the steps below:
 - a Press **SFT+0** to access the on-screen keyboard.
 - b In the **User Name** field enter **robot**.
 - c In the **Password** box enter **robot**.
 - d Tap **OK**. You are prompted to save the logon credentials.
 - e Tap **Yes**.

Setting Up the iPad Mobile Attendant - iPad Software Installation (*Cont'd*)

- 4 Click the **Browse** button.
The \\Cash_StoreNumberA\ window appears.
NOTE: *If you cannot connect to the Attendant Station to install the MACE application restart the procedure.*
 - 5 Double-tap the **IPAD** directory.
 - 6 Tap the **CONFIG.HHT** file and tap **OK**.
The **Install Server** window reappears.
 - 7 Tap **Next**.
The **Installation Progress** window appears. When the installation is complete the **End** button becomes enabled.
 - 8 Tap **End**.
The **Setup** screen displays.
 - 9 Tap **End**.
The **Registry Settings** are backed up and the iPad turns off.
-

5. Enter the Host Information

- 1 Press the **Power** to turn on the iPad.
The Window desktop appears.
- 2 Double-tap the **Mobile Attendant** or **MACE** icon.
The **Mobile Attendant** screen appears.
- 3 In the **Host Name/IP box** enter the computer name or IP address of the Attendant Station:
 - a Use the stylus to select the information.
 - b Press **SFT+0** to access the keyboard.
 - c Enter the Attendant Station Computer name.
 - d Press **SFT+0** to minimize the keyboard.
- 4 Tap **Connect** to start the MA application.
When the iPad connects, the **Select Lane** screen appears.

