

Technical Bulletin

PocketOffice iPad Memory

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IPAD BATTERY LOSS

RAM memory will be lost if the iPad's main battery is removed for more than about ten minutes, or the main and backup batteries are depleted below a certain level. Remember — the iPad never truly turns off. Once the iPad appears to turn off due to low battery you have around 2 days to charge it before the iPad's RAM memory will be lost.

APPLICATION RECOVERY

The iPad uses what is known as an "Install Set" which is a list of files to be copied into the iPad. During the copy process if a file is to be copied into a RAM folder the system automatically makes a backup copy in the \Flashdisk folder which is permanent storage.

A StoreNext generic "Install Set" created by StoreNext is normally loaded by Fujitsu when the iPad is configured for shipment to the dealer. PocketOffice and other applications are then loaded into the iPad by the dealer. Since the PocketOffice application is not loaded by the "Install Set" any files loaded into RAM will be lost on a power fail. However the StoreNext install set files are normally loaded into the \flashdisk folder and should not be lost on power failure.

So if RAM memory is lost, the files in the \flashdisk will remain as they were when power is lost — minus some data in open files at the time the iPad's power failed — and the RAM loaded by the "Install Set" will be recovered to its state of how the iPad was loaded during the recovery process.

One easy way to test status is to load the iPad with the StoreNext "Install Set", add the PocketOffice application and then cold boot the iPad (you can cold boot by pressing the switch under the battery). Then determine the state of the machine after the cold boot. If the iPad does not work then your loading process should be evaluated.

GETTING THE STORENEXT INSTALL SET

- Sign on to the StoreNext Dealer Support website
- Use the link to the Mobile hardware FTP site)
- For the install set, open the (iPAD 100-14rf folder)
- Open the (install sets folder)
- Open the (minimum install set folder)
- Copy the install folder and all of its contents
- For the new install set document, open the (iPAD100-14RF folder)
- Open the (documents folder)
- Open the (new install set folder)
- Copy the PDF and follow the instructions

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