

OneSight IT Operations

iPads and Hotspots

IT Captain

User Guide



ONESIGHT

EssilorLuxottica Foundation

Overview

This document will go over the iPads and Hotspots that will be used while on clinic. Preparation and support are important for these pieces of equipment as they are crucial to ensuring the clinic can operate smoothly.

iPad Organization



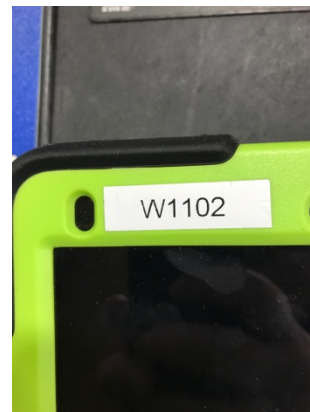
The first thing we will want to do with iPads is get them into the cases they are assigned. Each case will have a tag on the front defining the case number it is. For example, if you had Tech Case 17, you will want to fill them with devices labelled "V17## or W17##." Each case holds 10 iPads so fill the case respectfully. Once it is full you are going to want to plug the power strip that is mounted into the case into an outlet. **DO NOT EVER REMOVE THE POWER STRIP FROM THE CASE.** Once this power strip is plugged in, go ahead and connect 10 charging bricks and charging cables for the iPads and plug them in. This will be the most organized way to charge all 10 iPads together. Please do your best to make sure participants are not taking charging cables out of the case to charge iPads or their personal device outside of this area.

The next steps should have been completely by the associate hand carrying (if this was a hand carry clinic). Please repeat the steps to verify everything was done correctly.

iPad Identification

The first thing we want to do is power on the iPad. You can do this by holding the power button located at the top right of the tablet. After a few seconds an “Apple” logo should appear and will boot up. If it shows a red battery or won’t power on, please plug in the charger provided and let it charge for a few minutes.

Now, we are going to check if it is a cell service or WiFi tablet. The easiest way to do this is to look on the front of the iPad and there should be a sticker attached starting with either the letter “W” or “V.” If it is a “W” it will use WiFi service. If it is a “V” it will use Verizon cell service. Typically, the cell service tablets will be in a black case while the WiFi tablets are in a green case.



If the sticker is damaged or missing you can check the service by going into the settings on the iPad. To do this unlock the iPad by pressing the home button located towards the bottom of the screen in the middle. Once you press this, the iPad should unlock and you will be on the home screen. Tap on the settings app.

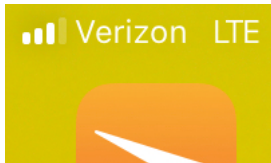


Once you are in the settings you will tap on “General” on the left side and then select “About” from the top on the right side. The first field should show the “Name” of the iPad. This should start with either “V” or “W.” If the name shows something else please reach out to Jamie Zickefoose at 513-454-4723.

IF this tablet is Verizon cell service (starts with a “V”) please follow these next steps. If it starts with a “W” please skip this section.

iPad (Verizon)

Once you have identified that this tablet is a Verizon service device, we will need to check to make sure the service is active. The easiest way to do this is by looking at the top right of the screen and to the left of the battery icon there should be some status bars with “LTE” next to it.



Depending on your location, it may show “3G” instead of “LTE” but that is fine. There will be more information on this later in the document.

iPad (WiFi)

Once you have identified that this tablet is a WiFi service device, we will need to connect to a WiFi connection. At clinic there will either be a local WiFi service provided for the clinic or we will be using a Verizon Hotspot.

To connect to WiFi on an iPad you will first need to go into the settings app.



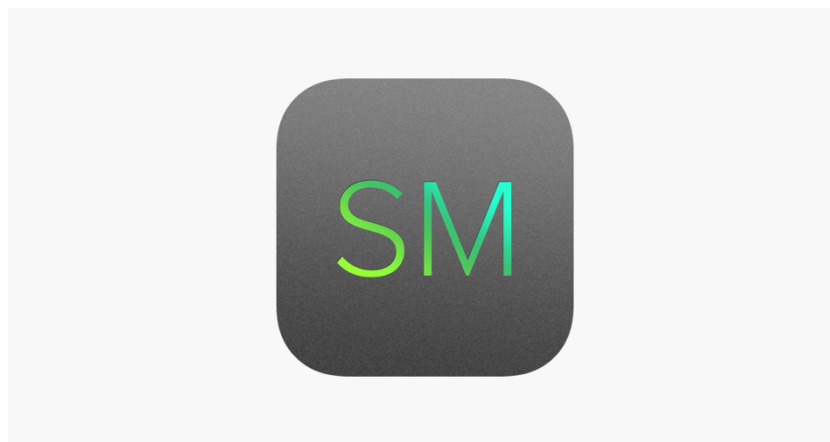
Now, tap on “WiFi” on the left side. On the right side there will be a slider to turn WiFi on or off. Make sure it is on (green) and then you can select from all open WiFi connections near you. This is where you would choose the local WiFi connection or the Hotspot device. There is more information on Hotspots later in this document. When you are fully connected to a WiFi connection you should see the WiFi symbol at the top right of the device.



This means you are connected and you can now move on to the next section!

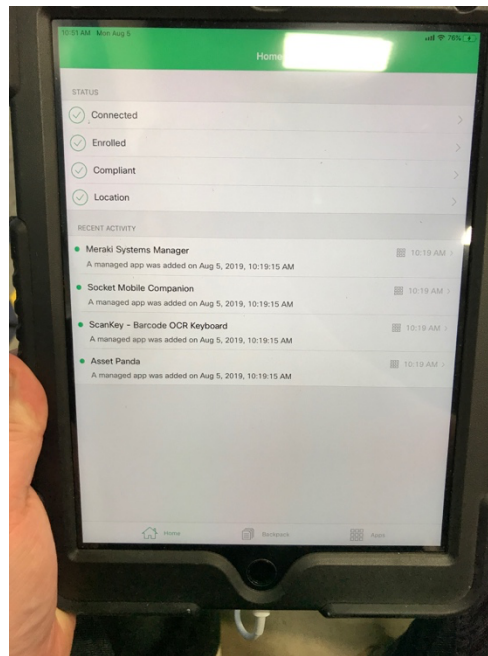
Confirming Device is Checked In

Now that we have access to the internet we can check to make sure the device is properly checked in. To start this, go to the home screen on the iPad by pressing the home button found on the middle of the screen towards the bottom. Once on the home screen you will want to tap on the “SM” Meraki app.



Once this app loads, a few pop ups may come up asking to allow location. Make sure you select “Always allow” and the message should go away. Now you will be on the home screen of the Meraki app.

There’s a lot going on within the home screen of the app but do not worry! We are only looking at 4 things here. Under “Status” you should see four statuses that consist of Connected, Enrolled, Compliant, and Location. All 4 of these SHOULD have a green checkmark to the left of them. If any of them do not have a green check mark please follow the steps below.



Connected: If this status has a red or yellow icon instead of a green checkmark then that means you are not connected to the internet. Please confirm that you are properly connected to a WiFi connection as shown in the previous steps or confirm that the cell service is active. If you have confirmed connection in previous steps and are still having issues please reach out to Jamie Zickefoose at 513-454-4723.

Enrolled: This status “piggybacks” off of the Connected status so if it does not have a green checkmark then follow the steps for “Connected” as shown above.

Compliant: This status “piggybacks” off of the Connected status so if it does not have a green checkmark then follow the steps for “Connected” as shown above.

Location: If this status has a red or yellow icon instead of a green checkmark then that means the location services are not enabled on this device. To fix this, go back to home screen on the iPad by hitting the home button at the bottom of the screen towards the middle. Once on the home screen go into the settings app.



Now, on the left side scroll down and select “Privacy.” Look on the right side and the top option should be for “Location Services.” Tap on that and on the next screen turn location services on (green.) Now go back to the home screen and back into the Meraki app. The “Location” status should now have a green checkmark! If this process still did not work, please reach out to Jamie Zickefoose at 513-454-4723.

Battery Saving

When on clinic it is important to keep battery usage at a minimum so each iPad can last the entire day. There are a few things we can do to help conserve battery usage.

Brightness: Keeping brightness on the iPad low may be annoying due to the low light but it is a major factor for battery usage. To adjust the brightness, go in to the settings and select “Display & Brightness” from the left side. On the right side you should see “Brightness” with a slider underneath. This should be set to the lowest possible setting that you can see (as far to the left as you can). This setting should be set before arriving but it is always good to double check.

Bluetooth Off: Turning Bluetooth off is another way to save battery through the day. To do this go into the settings. On the left side select “Bluetooth.” Now, on the right side select the slider to the right of Bluetooth so it is grey (not green).

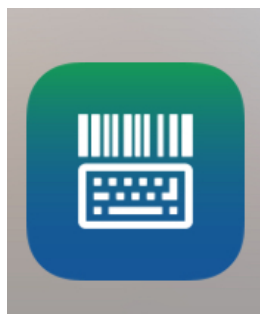
Power Off: Make sure to ALWAYS power off the device when the day ends or if there is a break in the day.

WiFi Off: If the iPad is a cell service tablet we want to make sure to turn off WiFi so it is not always searching for a connection. To do this go into the settings. On the left side select WiFi and on the right side turn the slider to the off position.

ScanKey Keyboard Access

The ScanKey app is an important app to use while on clinic. These are the steps we may need to do in order to have the application work properly.

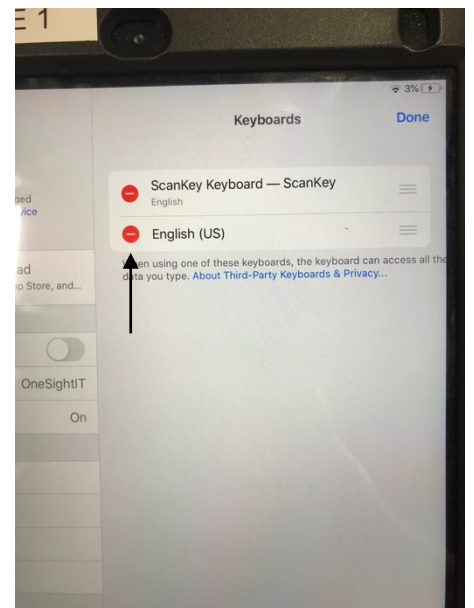
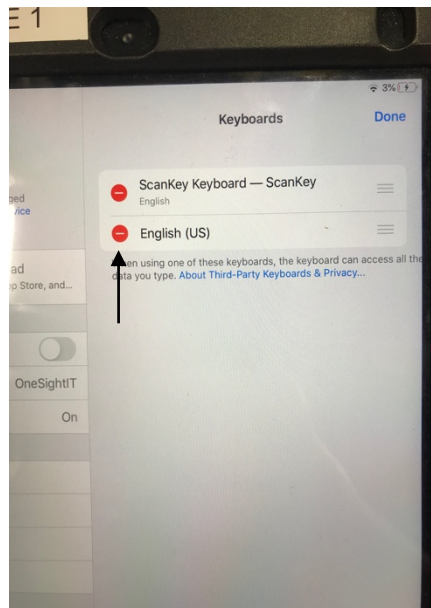
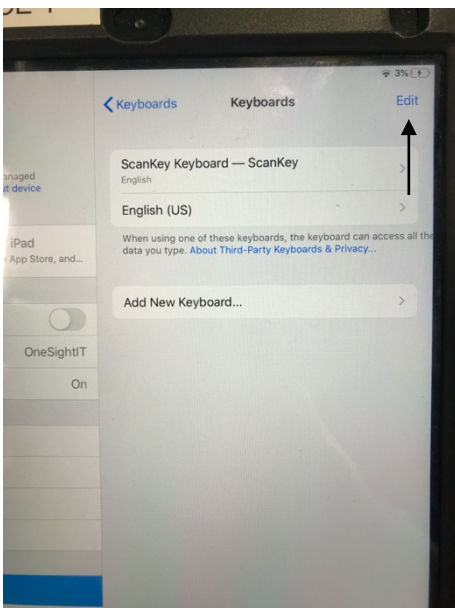
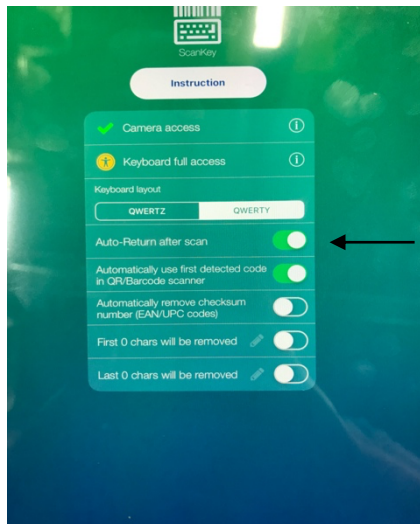
Go to the home screen of the iPad and open the ScanKey application.



When launching the app, it may ask for access to the camera. Please select “Yes” or “Allow.” If it does not ask this, it is most likely allowing access already so you can move forward. Turn on the option for “Auto-Return.”

Now, go back to the home screen of the iPad and go into the settings for the tablet. Scroll down on the left side until you see “ScanKey.” Tap on this and then look for “Keyboards” on the right side. Select this and then turn on “ScanKey Keyboard” and “Allow Full Access.” Now in the settings, go back and choose the option for “General.” Then, select “Keyboards” to see a list of all active keyboards. If there are any other keyboards on this list such as “Emoji” or “US Keyboard” you will want to delete them. To do this, select the “Edit” button at the top right and then select the red “-” symbol next to the keyboard you want to delete.

The ScanKey app should work properly now.



Hotspots



Jetpack Hotspot



Jetpack Hotspot w/ HooToo

Hotspots are sent out to some clinics with iPads that use WiFi only. These devices have a Verizon sim card inside and can provide internet for the whole clinic! If you do not have Hotspots at this clinic you can skip this section.

The hotspot will come in one of two ways. The first way is the Jetpack alone in a blue pouch with the charger. The second way will be in an orange road case that includes the Jetpack, HooToo router, travel adapter, and all charging cables. These are both set up differently so make sure you distinguish which one you have on clinic.

Setting up the Jetpack alone is very simple. First, you will power on the device via the power button found at the top right of the device. It will show a Verizon symbol and then boot up after a minute or so. Once it is powered on completely it should be broadcasting its signal. The WiFi name as well as password SHOULD be labelled on the stickers on the front of the device. If these are not there do not worry as you can find it on the device. First select the "Menu" button on the home screen. Now, select the option for "Wi-Fi." Select "WiFi Name/Password"

and this will display the SSID and password. The SSID is the name it will show when you search for WiFi connections on the iPad.

Setting the Jetpack and HooToo router is a little bit different. First you will power on the Jetpack by holding the power button at the top right of the device. This will display a Verizon logo and then boot up after a few minutes. Now, power on the HooToo router by pressing and holding the power button at the top for 5 seconds.



Once this is powered on it should be forwarding the signal from the Jetpack. This device is great as it can extend the signal from the Jetpack, providing a better internet signal in larger areas. Now, to connect to this you will go on your iPad and connect to the WiFi named "Vision # Extended." It should be a sticker on the side of the HooToo. The password for all HooToo routers is "11111111" (Eight 1's). You are also able to connect to the Jetpack itself but I would recommend just sticking with the extended connection for consistency. That's all you need to do to connect to a Hotspot or HooToo extender! If you are not getting any service from these devices please reach out to Jamie Zickefoose at 513-454-4723.

Cell Service

If the clinic is not using WiFi tablets with a local internet connection or Hotspots then most likely you will be using Verizon cell service iPads. These have a Verizon sim card inside that will have Global or Regional data depending on where the clinic is. These are activated and de-activated respectfully for each clinic so they should be good to go on arrival.

If this is a Global clinic they may decide to swap out the Verizon sim cards with another local phone company sim. They will do this if the Verizon coverage is not as strong in that area. **IF you are using a local sim card PLEASE do not lose the Verizon sim and make sure they are sent back!**

If you are having any issues with cell service on clinic please follow these next steps for troubleshooting the issue.

1. Navigate to the settings on the iPad
2. On the left side look for “Cellular” and select it
3. On the right side confirm that “Cellular Data” is marked in green
4. If service is still not active please reboot the iPad by holding the power button until it says “slide to power off.” Slide to turn it off, wait a few seconds, and then hold the power button to power it back on
5. Once the iPad comes back up, wait 30 seconds and see if service shows as active (LTE or 3G at the top right of the screen).
6. If the service is still not active please remove the entire case of the iPad
7. Once the case is removed, look at the right side of the iPad and towards the bottom you should see a slot with a small hole (pictured below)
8. Find a paperclip or something small that you can push into the hole and it should pop out the SIM card slot
9. When this comes out confirm the SIM card is there, take it out, and put it back in
10. Once you have put the SIM card back in the iPad should have service. If there are still issues, please reach out to Jamie Zickefoose at 513-454-4723

