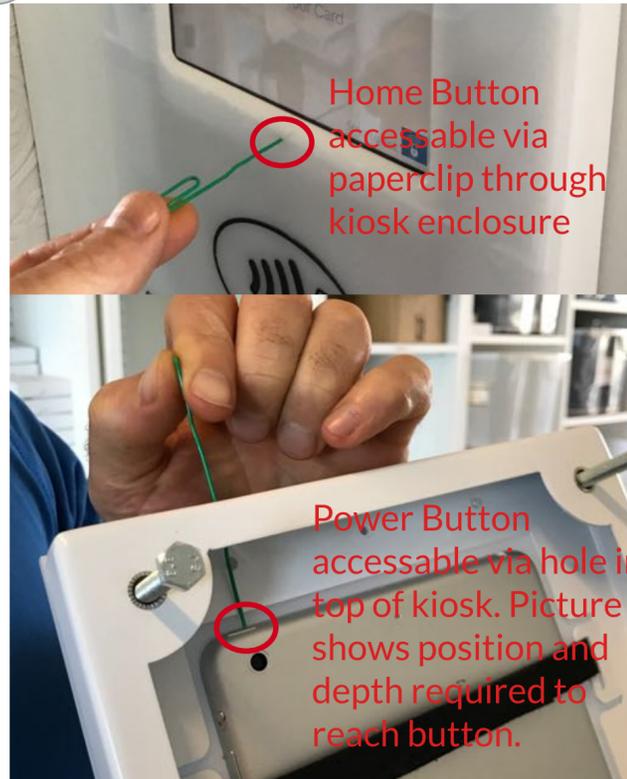


Solution Method "M" - How to Reset the Kiosk iPad

1 Locate pinhole in Kiosk cover front (Home Button) and top (Power Button)

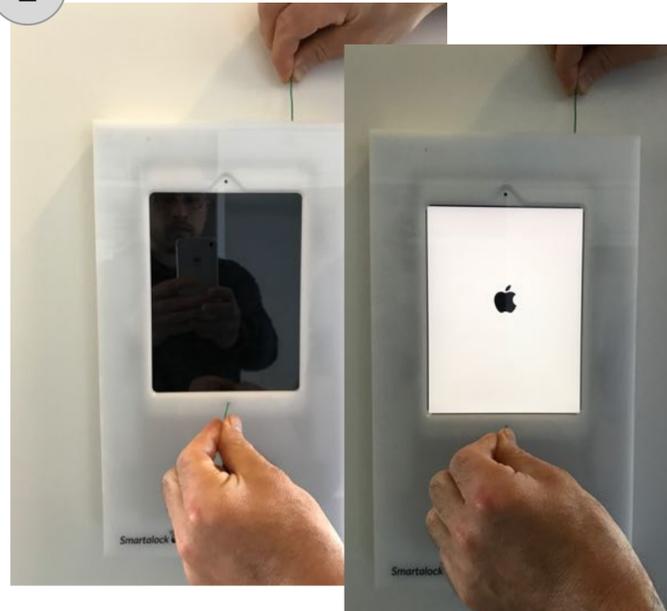


If Home button is unresponsive to returning iPad to home screen then the iPad itself may need to be reset.

To do this first locate the 2 kiosk holes for accessing the Home and Power buttons. To reach the Power button may require a fully unfolded paper clip or small screwdriver.

The kiosk does not need to be removed from the wall to reach the Power button, the picture above shows the depth and position of the button as it can occasionally be difficult to locate if the tool used is inserted on an angle

2 Press and hold both buttons until screen goes black then white Apple logo appears



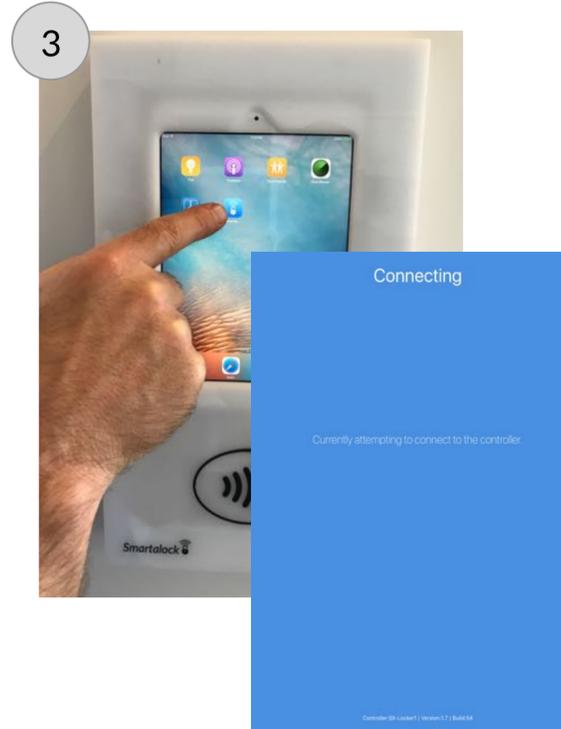
Press and hold both Power and Home buttons until white screen and Apple logo appears

Press and hold the Power and the Home button for 5 seconds until screen goes black and then changes to white with Apple logo.

The iPad should take around 1-2 minutes to reboot fully.

If nothing happens, then most likely the Power button is not being pressed down. Check alignment of top tool/paperclip. There should be an audible click as the button is pressed down.

3 Relaunch Kiosk App

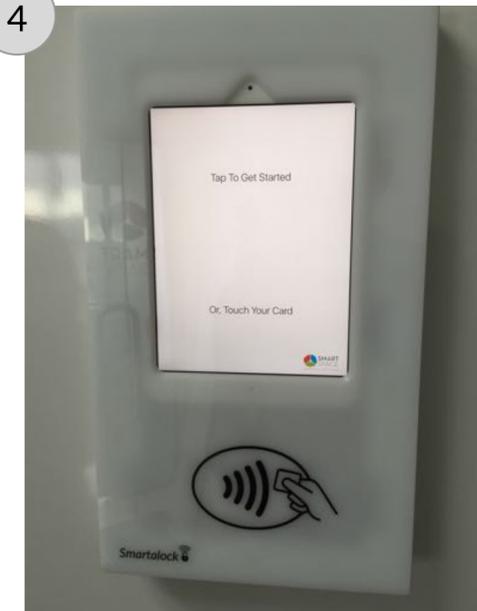


After rebooting home screen will appear.

If the Smartalock Kiosk app does not start automatically, tap it once from the home screen.

The App should show Connecting and then transition to the normal Kiosk App screen

4 Check Kiosk App Working



Swipe a card that is known to work against the card reader and watch for the Kiosk to respond and door to unlock.

If Kiosk still does not respond then try one of the alternative solutions below

| Solution | Method |
|--------------------------|--------|
| Restart Controller | "F" |
| PoE Injector Power Reset | "C" |