lilitab

SMART DOCK CONNECT

Quick Start Guide
v1.00

Model G40SC-C (USB-C)
Model G40SC-L (Lightning)

Federal Communications Commission Statement

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications made to the Device Name device not expressly approved by Lilitab LLC could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Innovation, Science and Economic Development Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following conditions:

- This device may not cause interference.
- This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient un ou des émetteurs/récepteurs exempts de licence conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux conditions suivantes :

- Cet appareil ne doit pas provoquer d'interférences.
- Cet appareil doit accepter toutes les interférences, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

Table of Contents

Introduction

SmartDOCK Connect is a communication module that provides Bluetooth connectivity between a tablet and a Lilitab SmartDOCK mount (sold separately).

Lilitab Head Units with an installed SmartDOCK Connect module can electronically unlock a SmartDOCK mount from the software interface, without a physical key, facilitating remote access control, device mobility, and tablet sharing.

The SmartDOCK Connect module is used in conjunction with the Lilitab SmartDOCK system, which includes the following components:

- Lilitab SmartDOCK Connect module (Model G40SC-C or G40SC-L)
- Lilitab Pro Head Unit (Model H40HUP or P40HUP, configured for desired tablet)
- Lilitab SmartDOCK Mount (Model G40SD-BC or G40SD-CC, configured in desired mounting style)
- Lilitab KMS App (or KMS-enabled custom app)

This Quick Start Guide covers the following topics:

- Installing KMS and registering a tablet
- Installing the SmartDOCK Connect module into a Head Unit
- Pairing KMS with the SmartDOCK Connect module
- Using KMS and SmartDOCK Connect to unlock a SmartDOCK

Hardware Setup

Installing KMS and Registering a Tablet

To set up a tablet to work with SmartDOCK Connect, you will first need to install and configure Lilitab KMS. This will generally be done by a system administrator, an authorized representative of that administrator, and/or the person responsible for the tablets and kiosks at a given location.

Step 1: Install the "Lilitab KMS" app (available free in the App Store) on the tablet and launch the app. Do not install the tablet into the head unit yet.

Step 2: If this is the first time the app has been launched, the Registration Wizard will appear. Enter the Enterprise ID and Group ID to which the tablet will be added. Next choose and enter a Tablet ID for the tablet.

> **Note:** If you are adding this tablet to an existing Enterprise and Group, continue below. If this is the first tablet to be registered, or the first tablet in a new group, see Appendix A: KMS System Setup on page 10.

Step 3: You will next be asked to confirm that it is your intent for the tablet to join the requested Enterprise and Group.

Step 4: To authorize the addition of the new tablet to the Group, enter the credentials of the Group owner (or any Enterprise administrator).

Step 5: Upon successful tablet registration, you will be asked whether you would like to "Exit to App" or "Exit to Portal". Choose "Exit to App" to begin the process of pairing the tablet with the SmartDOCK Connect module.

Next Step: Installing the SmartDOCK Connect Module

Step 1:

Step 2:

Step 3:

Step 4:

Step 5:

Installing the SmartDOCK Connect Module

Tools Needed: T10 Pin-Torx Wrench (provided)

Step 1: If tablet installed and latch security screws present, remove latch screws with wrench. If no tablet installed, skip to Step 3.

Step 2: Pinch the latch release (at center rear of head unit) together with one hand while sliding the faceplate towards the rear camera opening with the other. Remove the faceplate and tablet.

Step 3: Lift the cable from the cable clips.

Step 4: Using the T10 wrench, loosen and remove the four screws holding the mount panel to the back of the Head Unit.

Step 5: Lower the Mount Panel away from back of the Head Unit.

Step 6: Remove the Connect Module (if present) from the Mount Panel.

Step 7: Plug the SmartDOCK Connect Module firmly into the receiving connector on the Mount Panel.

Step 8: Reverse steps 5 through 3 to replace the Mount Panel into the back of the head unit, secure it with the 4 screws from Step 4, and route the cable into the cable clips. **Wait to reinstall the tablet until after it is paired with the SmartDOCK Connect Module.**

Next Step: Pairing with the SmartDOCK Connect Module
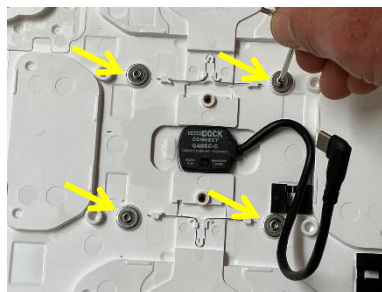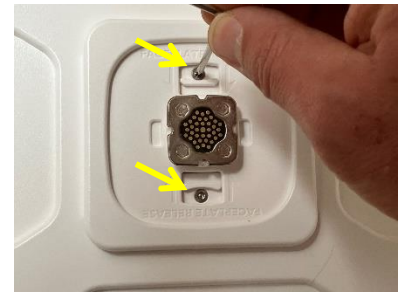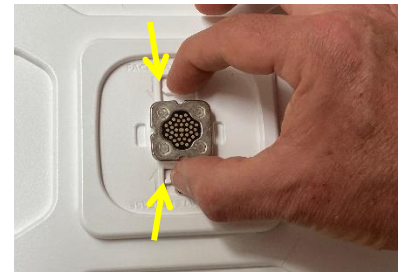
Step 1:
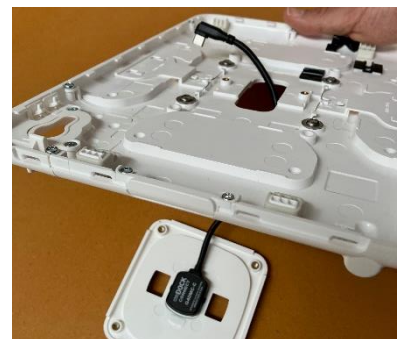

Step 2:

Step 5:

Step 3:

Step 4:

Step 6:

Step 7:

Step 8:

Pairing with the SmartDOCK Connect Module

The next step is to pair the tablet with the SmartDOCK Connect Module. The tablet uses this module to communicate with the SmartDOCK when the tablet is docked.

Before beginning the pairing process, check tablet settings and make sure that Bluetooth is turned on.

Step 1: Open the KMS app, tap on the menu icon in the KMS Header, and select "SmartDOCK" and "Pairing Status". If the KMS Header is not showing, use the pulldown tab in the upper right corner of the screen to open it. If the pulldown tab is not visible, open KMS Settings and turn on "Show KMS Controls".

Step 2: This will bring up the Pairing Status UI. If no SmartDOCK Connect Module is paired, you will see the screen shown at right. Place the Head Unit – **without tablet inside** – onto a SmartDOCK. The SmartDOCK should automatically lock onto the Head Unit. This provides power to the SmartDOCK Connect module without blocking access to the pairing button. When ready, press "Begin Pairing"

Step 3: Follow the onscreen instructions to instructions to press and hold the pairing button on the SmartDOCK Connect module (in the center rear of the Head Unit) for 3 seconds.

Step 4: Upon successful pairing, you will see the "Pairing Successful" notification. Press "Unlock Head Unit" and remove the head unit from the mount. Install the tablet in the Head Unit.

If pairing is not successful, and you see the "Pairing Unsuccessful" screen, you can perform the following troubleshooting steps:

1) Check tablet settings and make sure that Bluetooth is turned on. If not, turn it on and try again.
2) Check that the SmartDOCK power supply is connected and plugged into a working wall outlet. The light on the side of the SmartDOCK should be green.
3) Verify that the Head Unit is properly seated on the mount, with the tablet outside the Head Unit, and that the LED on the SmartDOCK Connect module begins flashing after the button is held for 3 seconds.
4) See Appendix C: Pairing Status/Troubleshooting

Next Step: Firmware Update

Step 1:
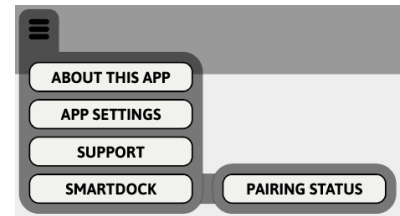
Step 2:
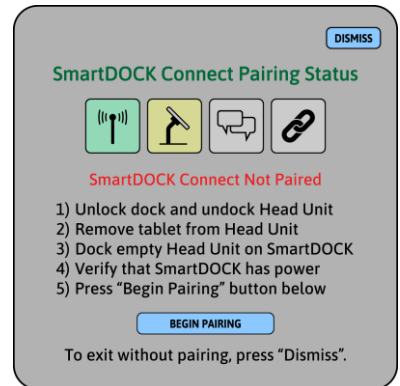
Step 3:
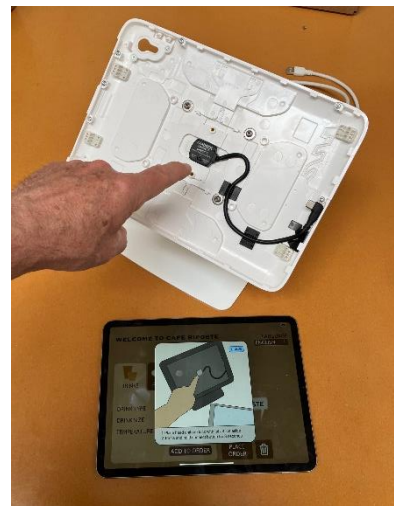
Step 4:
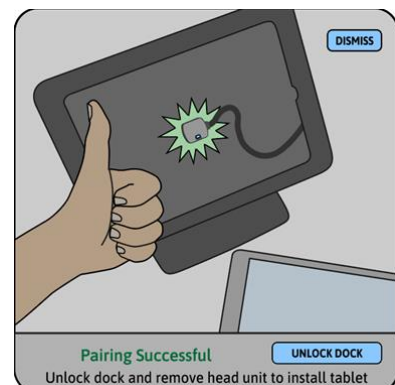
Firmware Update

Once the dock is communicating with a tablet via the SmartDOCK Connect module, the system may automatically update the dock firmware, if such update is needed. This process will take about 60 seconds. For best performance, allow the firmware update to proceed without disturbing the tablet or dock.

Firmware may also be updated manually by selecting "Update Firmware" from the SmartDOCK submenu in the KMS Header.

Registering a SmartDOCK in KMS

After dock firmware update, and if the dock is a new dock, KMS will launch a wizard to facilitate registration of the dock in KMS.

To Register a Dock:

Step 1: If the dock has never been registered and a tablet is docked to it, a wizard will appear and prompt for a Dock ID to identify the dock in the tablet's group.

To register the dock in the tablet's group (can change groups later) provide a Dock ID in the field provided and select "Join Group".

Alternately, you can skip dock registration until the next time a tablet is docked to it by pressing "Unlock Only". This allows the tablet to unlock the dock but does not register the dock in KMS.

> If a dock is unregistered or registered to a different group as the tablet, a valid UserID and PIN from the tablet's group will unlock the dock, but status data will not be available in the KMS portal.

Step 2: If you selected "Join Group", you will next be asked to provide authorization credentials to register the dock in the group. These should be admin credentials for the Group or Enterprise.

Step 3: Upon successful dock registration, you will be asked whether you would like to "Exit to App" or "Exit to Portal". Choose "Exit to App" to test software unlock.

> **You're Done!** At this point the tablet and dock are registered, are communicating with each other via the SmartDOCK Connect module, and you are ready to begin using software unlock. The next step is to practice unlocking your SmartDOCK.

Firmware Update:

Step 1:

Step 2:

Step 3:

Software Unlock with KMS

Using the Unlock Button

Once a tablet has been paired with the SmartDOCK Connect module and docked to a SmartDOCK, the dock can be unlocked by pressing the blue "Press to Unlock" button in the KMS header. KMS-enabled apps can be configured to use the Unlock Button directly, or to access a PIN Pad interface for secure unlock. Unlock policy is determined by the "Require PIN for Unlock" setting in the "Dock Configuration" panel (See Appendix F for configuration options).

Dock Configuration Panel

Using the PIN Pad

If Dock Configuration is set to "Require PIN for Unlock", pressing the Unlock Button will bring up the PIN Pad UI, which will prompt the user to enter their 3-digit User ID and 4-digit PIN to unlock the dock. User IDs and PINs are issued during user registration. For more information on user registration, see Appendix G.

Enter User ID

Using a QR Code Badge to Unlock Dock

A QR Code Badge can also be used to unlock a SmartDOCK. If the "Include Unlock PIN in QR Code" setting on the Dock Configuration panel is enabled, the user only needs to show their QR Code to the camera to unlock the SmartDOCK. If "Include Unlock PIN" is not selected, the user may show their badge and will then need to enter their PIN on the keypad. If a user does not have a badge, they can also enter their User ID and PIN manually.

Enter PIN

Unlock Icon

The unlock icon, which appears in the KMS pull-down header, gives the state of the SmartDOCK:

	SmartDOCK locked and operating normally. Ready to unlock.		Power not available, SmartDOCK stalled, or communication error. Check power supply. If stalled, try again or use key to unlock. If communication error, use troubleshooter or use key to unlock.
	SmartDOCK unlocked. Ready to remove head unit. This icon will also show if head unit undocked.		SmartDOCK stalled in open position. Lift head and try again or use key to lock dock.
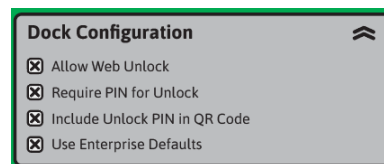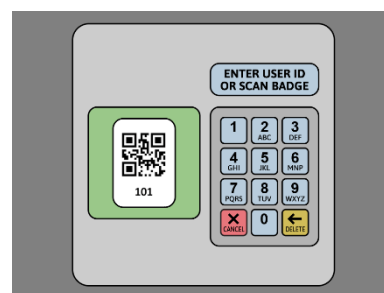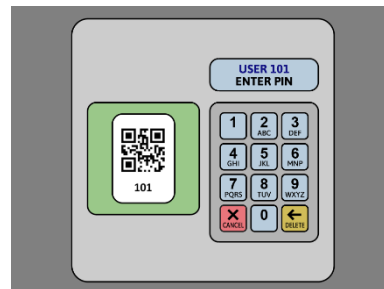
Appendix A: KMS System Setup

This appendix will explain the basics of the initial setup a Lilitab KMS deployment. This is intended as a minimalist, "quick start" treatment of the subject. For more detailed instructions about KMS, including comprehensive information about platform features, accessories supported, system settings, and administration tools, consult the **Lilitab KMS User Guide**.

Registration Wizard

When the Lilitab KMS app launches for the first time after being installed, it will open into a registration wizard. The registration wizard guides and assists the administrator in setting up a new deployment. The registration wizard can be used in any of the new-tablet configuration scenarios:

- **Setting up a new enterprise**
- **Creating a new group within an enterprise**
- **Adding a tablet to an existing group**

When the registration wizard opens, it prompts the user to enter an Enterprise ID, Group ID, and Tablet ID. These parameters identify the unique "coordinates" to which the tablet will be registered and locate the tablet with your company's KMS network.

Tablet Registration Coordinates

Please confirm the desired coordinates for this tablet.

Enterprise ID:	Enterprise ID
Group ID:	Group ID
Tablet ID:	Tablet ID

If you are not sure of your Enterprise ID and Group ID, please contact your system administrator.

CONTINUE

- **EnterpriseID:** The EnterpriseID is the top-level identity of an organization. The primary system administrator should choose the EnterpriseID (such as the name of the company) and should register the first tablet into KMS. When this first tablet is registered – and a unique EnterpriseID specified – the administrator will be asked to create an Agent account. The Agent role has primary responsibility for the KMS account under that EnterpriseID, including billing and authorizing any other enterprise-level admin accounts.

- **GroupID:** The GroupID is the name for the local group, within which Users are sharing tablets and docks. Devices that are in the same work area or store location usually share a GroupID. Any tablet in a specific group can be docked to any dock in that group, and any user in that group can unlock any dock in the group. The primary administrator of a group is called an Owner, and they manage the user accounts, tablets, docks, and other accessories within their group.

- **TabletID:** The TabletID identifies the individual tablet within the group in human-readable form. The TabletID can be anything (e.g. "Counter 1"), and is chosen by the Group Owner or Enterprise Admin who registers the tablet into KMS. The TabletID can be changed at any later time by an admin/owner with appropriate permissions.

If you are setting up a tablet to operate within an existing KMS network, you may want to contact your system administrator, who will provide you with the appropriate EnterpriseID and GroupID.

Creating a New Enterprise

If this is the very first tablet in your company to use Lilitab KMS, you will need to create a unique Enterprise ID for your company.

Generally, the person to create a new Enterprise ID will be a corporate system administrator, as they will become the Agent (primary contact) for the corporate enterprise account.

Of course, it's fine for anyone to create a new enterprise account, even just to experiment. Administrative responsibilities for the enterprise can be transferred to another person at a later time.

To create a new Enterprise:

Step 1: Enter (or confirm) the Enterprise ID, Group ID and Tablet ID on the first screen of the registration wizard. If the Enterprise ID provided is unique, the wizard will confirm that your intent is to create a new enterprise and group.

Step 2: After confirming that you are creating a new enterprise you will next be asked to provide the full name, email, and phone number of the primary administrative contact for the enterprise account. Then specify whether you would like to use email or text message for confirmation. Email and phone (text message) are used for second-channel authentication.

Step 3: After entering the confirmation code that you receive in email or text message, supply a username and password. The username and password will be used to access the admin portal.

Step 4: After providing username and password, you will be asked for password recovery questions and answers, should you need to recover your password. Then you will be asked for the enterprise business address.

Step 5: If you are using SmartDOCKs, you can next set up a User ID and Unlock PIN to use to unlock tablets in the initial group from docks in that group. An unlock badge, that can be used with the tablet camera, can be texted to the agent phone number. If not using SmartDOCKs, you can skip this step.

Step 6: Finally, you will have the option to set up credit card payment now or answer a three-question survey and set up payment later. In either case, the new enterprise will start a one-month trial period during which all KMS features can be used free of charge.

Step 1:

Tablet Registration Coordinates
Please confirm the desired coordinates for this tablet.

Enterprise ID: [Enterprise ID]
Group ID: [Group ID]
Tablet ID: [Tablet ID]

If you are not sure of your Enterprise ID and Group ID, please contact your system administrator.

[CONTINUE]

Step 2:

Enterprise Agent Contact Info
Please provide contact information for the enterprise agent. The agent will be the primary admin for EnterpriseID.

Agent Name: [Enterprise ID]
Agent Email: [Group ID]
Agent Phone: [Tablet ID]

Please select the preferred method of confirmation below.
[CONFIRM BY EMAIL] [CONFIRM BY TEXT]

Step 3:

Username and Password
Please provide a username and password for the account.

Username: [Username]
Password: [Password]
Confirm: [Confirm Password]

The password must be at least 8 characters long and contain at least one uppercase letter and one number.

[SUBMIT]

Step 4:

Enterprise Business Address
Please provide the business address for the EnterpriseID corporate offices.

Address, Line 1: [Street Address]
Address, Line 2: [Address Line 2]
City: [City]
Country: [-- Select Country --]
State, ZIP Code: [-- Select State --] [ZIP]

[CONTINUE]

Step 5:

SmartDOCK Unlock Badge
Please provide a UserID and PIN for Username to unlock SmartDOCKs in group GroupID. If you are not using SmartDOCK, you may skip this step.

Owner User ID: [3-Digit User ID]
Owner Unlock PIN: [4-Digit PIN] [Confirm PIN]
SmartDOCK Unlock Badge: ☒ Text Badge to Phone
☐ Include PIN in QR Code

[SKIP] [CONTINUE]

Step 6:

KMS Free Trial Period

You are entering a one-month free trial period. You may set up payment by credit card now, or you may answer a three question survey about your application and set up payment later, either by invoice or credit card. You will not be charged at this time.

◉ Set Up Payment ☐ Answer Survey

For information about product pricing, click here.

[CONTINUE]

Creating a New Group

Lilitab KMS refers to a local network of kiosks, generally in the same business location, as a "Group". Each Enterprise will have multiple Groups, one at each location, and each Group reports to the Enterprise.

Members of a Group – "Users" – may use their UserID and PIN to unlock any tablet in their Group from any dock. Any transactions which occur within a Group will be associated with that Group when reported in the Enterprise portal.

Generally, a new Group can be created ad-hoc and on-site using the tablets in that group. The primary group administrator is called the Owner. This person could be the location manager or IT specialist.

To create a new Group within an existing Enterprise:

Step 1: Enter an existing Enterprise ID and new Group ID on the first screen of the registration wizard. If the Enterprise ID provided matches an existing enterprise, the wizard will confirm that your intent is to add a new Group to that Enterprise.

Step 2: After confirming that you are creating a new Group in an existing Enterprise, you will next be asked to provide the full name, email, and phone number for the group owner. Group owners have portal access (for their group only) to administer the Group's assets and view group-level reports. Then specify whether you would like to use email or text message for second-channel authentication.

Step 3: After entering the confirmation code that you receive in email or text message, supply a username and password. These credentials will be used to access the admin portal at the Group level.

Step 4: Next you will be asked for password recovery questions and answers, should you need to recover your password. Then you will be asked to provide the group business address.

Step 5: If SmartDOCKs will be used in the Group, you can next set up a User ID and Unlock PIN for the group owner to use to unlock tablets in the group. An unlock badge, uasble with the tablet camera, can be texted to the group owner phone number. If not using SmartDOCKs, you can skip this step.

Step 6: Group creation is now complete. You may now exit to the app, where you can add additional accessories, for example, or to the portal, where group settings may be configured or modified.

Step 1:

Tablet Registration Coordinates
Please confirm the desired coordinates for this tablet.

Enterprise ID: [Enterprise ID]
Group ID: [Group ID]
Tablet ID: [Tablet ID]

If you are not sure of your Enterprise ID and Group ID, please contact your system administrator.

[CONTINUE]

Step 2:

Group Owner Contact Info
Please provide contact information for the group owner.
The owner will be the primary admin for GroupID.

Owner Name: [Enterprise ID]
Owner Email: [Group ID]
Owner Phone: [Tablet ID]

Please select the preferred method of confirmation below.

[CONFIRM BY EMAIL] [CONFIRM BY TEXT]

Step 3:

Username and Password
Please provide a username and password for the account.

Username: [Username]
Password: [Password]
Confirm: [Confirm Password]

The password must be at least 8 characters long and contain at least one uppercase letter and one number.

[SUBMIT]

Step 4:

Local Group Address
Please provide the business address for the GroupID local group.

Address, Line 1: [Street Address]
Address, Line 2: [Address Line 2]
City: [City]
Country: [-- Select Country --]
State, ZIP Code: [-- Select State --] [ZIP]

[CONTINUE]

Step 5:

SmartDOCK Unlock Badge
Please provide a UserID and PIN for Username to unlock SmartDOCKs in group GroupID.
If you are not using SmartDOCK, you may skip this step.

Owner User ID: [3-Digit User ID]
Owner Unlock PIN: [4-Digit PIN] [Confirm PIN]
SmartDOCK Unlock Badge: ☒ Text Badge to Phone
☐ Include PIN in QR Code

[SKIP] [CONTINUE]

Step 6:

Group Creation Complete

Your new KMS Group -- GroupID -- is ready to go.
This tablet -- TabletID -- is registered to that group.

Select "Exit to App" to return to the App or
select "Portal Log In" to log in to the admin portal.

Thank you for choosing Lilitab KMS
to manage your kiosk deployment.

[EXIT TO APP] [PORTAL LOG IN]

Adding a Tablet to a Group

Once an Enterprise and one or more Groups have been created, additional tablets can easily be added to a Group.

To add a new Tablet to an Existing Group:

Step 1: Enter the Enterprise ID and Group ID of the Group to which the tablet will be added. Provide a Tablet ID.

Step 2: If the Enterprise ID and Group ID entered match an existing Enterprise and Group, you will next be asked to confirm that it is your intent for the tablet to join the group.

Step 3: To authorize the addition of the new tablet to the group, enter the credentials of the group owner (or any enterprise admin).

Release Tablet: If a tablet is registered in KMS to a different group (and is active in that group) an enterprise admin or owner from the group to which it is registered will need to provide credentials to release the tablet from that group.

Bring or Leave Data: If a tablet is registered in KMS and is being moved to different coordinates, either within the same group or to a different group, you will be asked what you would like to happen to the data associated with the tablet at its old coordinates. A tablet can have only one data set associated with it. If you want to keep the data from before, select "bring data". If you "leave data", then you may assume any data at the new coordinates.

Assume Data or Start Fresh: If there is data at the destination coordinates and you are not bringing data from other coordinates, then the tablet may assume the data at the new coordinates. This may be desired, for example, if the new tablet is intended to replace a lost or broken tablet. If a registering tablet assumes the identity of an existing tablet in this way, the existing tablet (possibly lost or broken, in the example) will be made inactive.

Step 1:

> **Tablet Registration Coordinates**
> Please confirm the desired coordinates for this tablet.
> Enterprise ID: [Enterprise ID]
> Group ID: [Group ID]
> Tablet ID: [Tablet ID]
> If you are not sure of your Enterprise ID and Group ID, please contact your system administrator.
> CONTINUE

Step 2:

> **Confirm Join Existing Group**
> The Enterprise ID and Group ID entered match an existing Enterprise ID and Group ID.
> Enterprise ID: [Enterprise ID]
> Group ID: [Group ID]
> Do you want this tablet to join group GroupID within enterprise EnterpriseID?
> NO, GO BACK   YES, CONTINUE

Step 3:

> **Authorize Join Group**
> To register this tablet as TabletID, starting fresh, enter GroupID credentials.
> Username: [Username]
> Password: [Password]
> If you do not have access to this information, please contact your system administrator.
> Forgot password?   SUBMIT

Release Tablet:

> **Release Tablet from Group**
> To release this tablet from OldEnterpriseID/OldGroupID please enter OldGroupID authorization credentials.
> Username: [Username]
> Password: [Password]
> If you do not have access to this information, please contact your system administrator.
> Forgot password?   SUBMIT

Bring or Leave Data:

> **Bring or Leave Existing Data**
> There is data associated with the old tablet coordinates. Would you like to bring this data to the new coordinates?
> Old: [EnterpriseID/GroupID/TabletID]
> New: [EnterpriseID/GroupID/TabletID]
> To bring existing data to new coordinates, choose "Bring Data". To leave data at old coordinates, choose "Leave Data".
> BRING DATA   LEAVE DATA

Assume Data or Start Fresh:

> **Confirm Assume Data at New Coordinates**
> There is data associated with the new tablet coordinates. Would you like this tablet to assume this data?
> Old: [EnterpriseID/GroupID/TabletID]
> New: [EnterpriseID/GroupID/TabletID]
> To associate data already existing at new coordinates with this tablet, choose "Use Data", otherwise select "Start Fresh".
> START FRESH   USE DATA

Appendix B: Accessing the Admin Portal

From the App

Step 1: Pull the tab in the upper right corner down to expose the KMS header and footer. If the pulldown tab is not visible, open KMS Settings (in iOS Settings) and turn on "Show KMS Controls".

Step 2: Press the "Lilitab KMS" logo at the right end of the footer. This will take you to the portal login screen.

Step 3: Log in to the portal by providing your admin Username and Password.

Step 4: Upon successful login, you will arrive in the dashboard for the group to which the tablet is registered. If you have enterprise admin credentials, you may exit the group to access the enterprise dashboard.

From a Browser

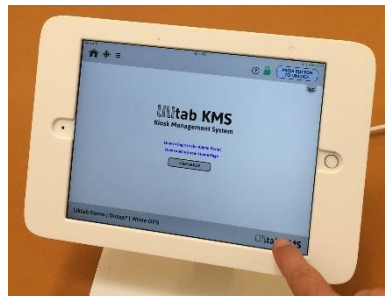**Step 1:** Open any browser and go to "https://kms.lilitab.com".

Step 2: At the login screen, enter the Enterprise ID, along with your admin Username and Password.

Step 3: Upon successful login, you will enter the portal. If you have enterprise credentials, you will start at the enterprise dashboard. If you have group credentials, you will start in your group.
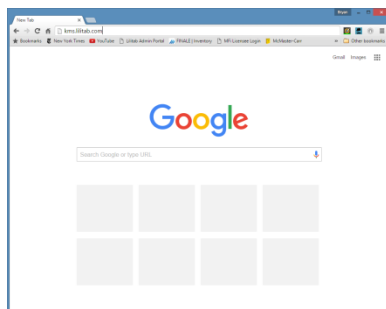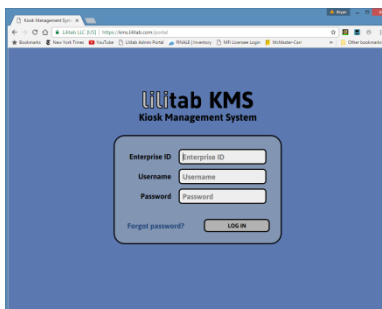
App Step 1:

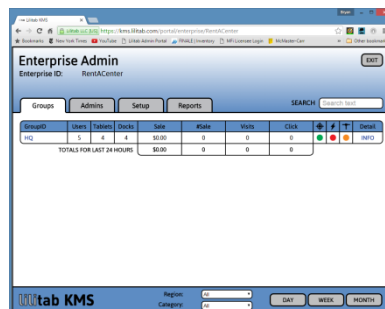**App Step 2:**

App Step 3:

App Step 4:

Browser Step 1:

Browser Step 2:

Browser Step 3:

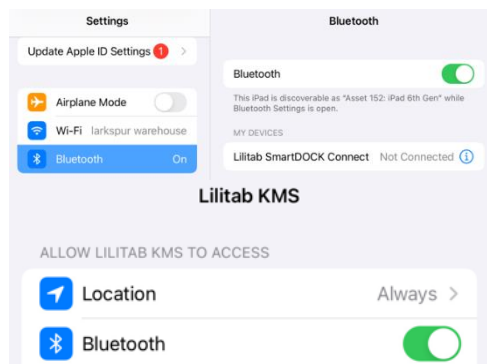# Appendix C: Bluetooth Pairing Status/Troubleshooting

If you are having trouble with the Bluetooth connection between the tablet and SmartDOCK Connect module, the first thing to do is dock the head unit. When the head unit is docked, the tablet should automatically connect to the module and begin communicating. If the tablet and module are paired and docked, but do *not* automatically connect, you can use the Pairing Status interface for troubleshooting.

Opening Pairing Status

To open the Pairing Status interface, select "Pairing Status" from the KMS Menu. The Pairing Status interface will walk you through four necessary elements of successful Bluetooth communication:

1. **Bluetooth enabled:** Bluetooth must be enabled both for the KMS app and for the tablet in general.
2. **Head Unit docked to SmartDOCK:** The SmartDOCK Connect module must be docked to a SmartDOCK for the SmartDOCK Connect module to be found. When docked, the module should automatically connect to the tablet with which it is paired.
3. **Tablet and SmartDOCK Connect must be paired:** Communication between the tablet and SmartDOCK Connect can fail if the pairing between them is disrupted, which can happen if the head unit is changed or if the SmartDOCK Connect module is intentionally forgotten in tablet settings or in the KMS-enabled app. The Pairing Status interface provides assistance in manually clearing and restoring device pairing.
4. **Communication Problem:** An unexpected error could occur in the communication between tablet and SmartDOCK that results in the communication link being stuck. The Pairing Status interface offers a "Reset Communication" feature to recover in that scenario.
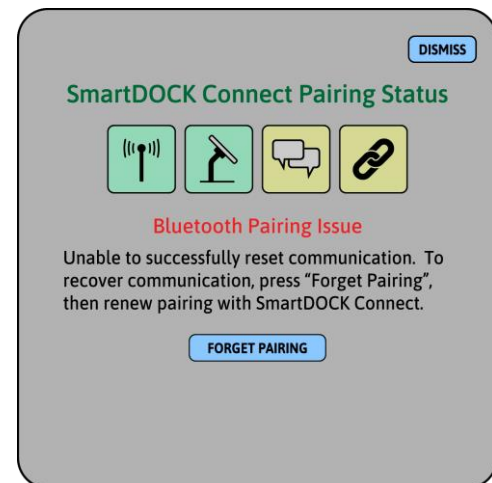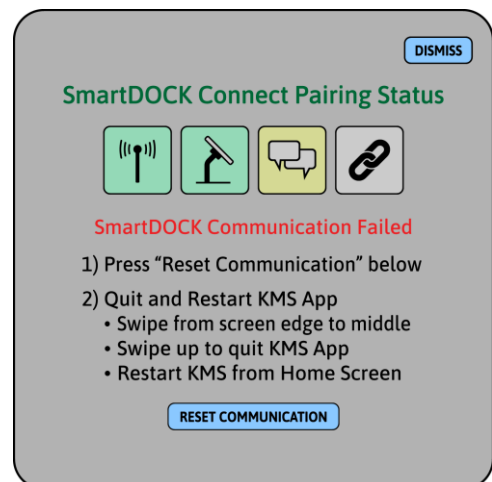
Accessing Pairing Status:
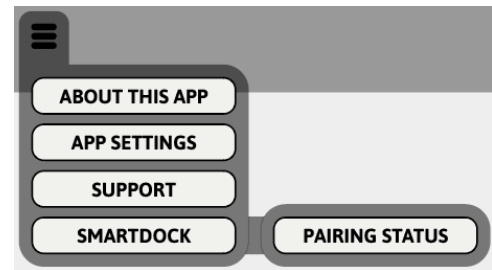
Clearing and Restoring Pairing:

Resetting Communication:

Tablet/App Bluetooth Enabled:

Unpairing a SmartDOCK Connect and Tablet

A tablet can only be paired with one SmartDOCK Connect module at a time. To change pairing, the tablet will need to be unpaired with the first SmartDOCK Connect before it can be paired to another.

To unpair a tablet:

Step 1: Open the KMS Menu, select "SmartDOCK" and then "Pairing Status".

Step 2a: If the head unit is docked and the currently paired SmartDOCK Connect module is connected and communicating, you will see the "Operating Normally" status screen.

Step 2b: If the head unit is not docked, and/or if the currently paired SmartDOCK Connect module is not working/available you will see the "Paired SmartDOCK Connect Not Found" screen.

> **Note:** The SmartDOCK Connect module is powered by the dock. The tablet and module will only connect and communicate when docked.

Step 3: In either case, if you wish to change the paired SmartDOCK Connect module, press "Change Pairing". This will clear the Bluetooth pairing information and display the "SmartDOCK Connect Not Paired" screen. From here, prepare the Head Unit as instructed:

1) Unlock dock and undock Head Unit
2) Remove tablet from Head Unit
3) Dock empty Head Unit on SmartDOCK
4) Verify that SmartDOCK has power
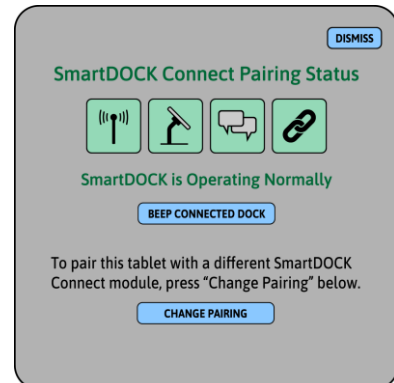5) Press the "Begin Pairing" button

Proceed with pairing as described on Page 7, "Pairing with the SmartDOCK Connect Module".

> **Note:** Pairing is between the tablet and the SmartDOCK Connect module. Once paired, the tablet can freely move between, and communicate with, any SmartDOCK in the same Group that it is docked to.
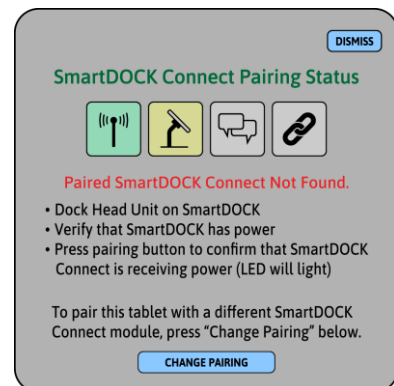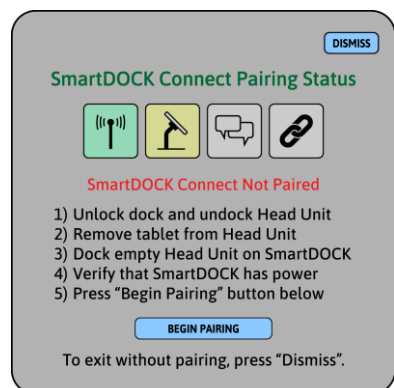
Step 1:
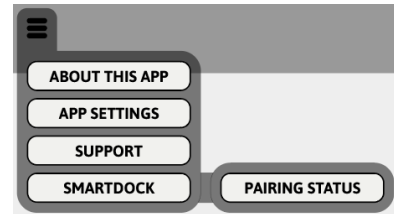
Step 2a:

Step 2b:

Step 3:

Removing Stale Bluetooth Connections

If a SmartDOCK Connect module is paired with one tablet, then paired with a second tablet, the bonding keys with the first tablet will become stale and it will be necessary to manually clear the pairing between the tablet and module before a new pairing can be created between the module and the first tablet.

If you are having trouble pairing a tablet and SmartDOCK Connect module, removing stale Bluetooth connections may be an effective way to resolve the problem.

To clear a stale pairing, open Settings from the iOS Home Screen:

Step 1: From Settings, tap on "Bluetooth" in the left column. Find "Lilitab SmartDOCK Connect" under "My Devices". Tap on the "Information Icon" to open device properties.
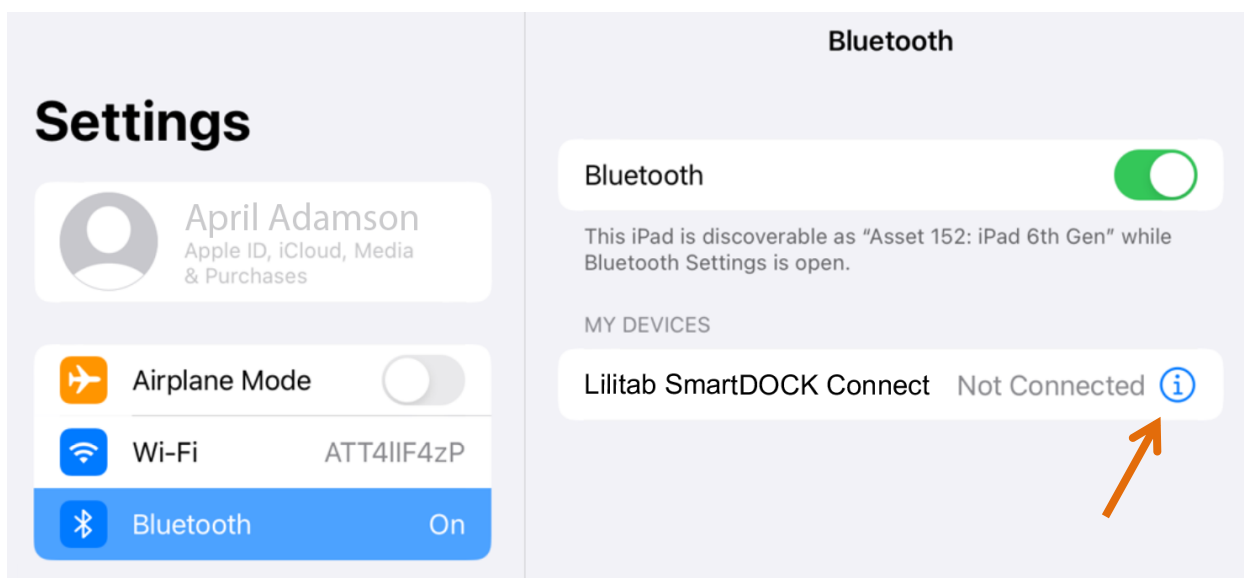
Step 2: This will open device properties. Here tap "Forget This Device".
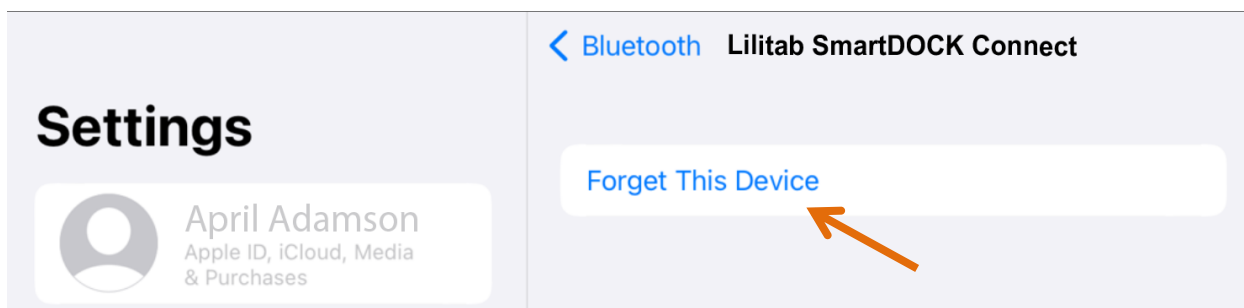
Step 3: Repeat Step 1 and Step 2 until all "Lilitab SmartDOCK Connect" devices have been removed from the "My Devices" list.

Step 4: To proceed with pairing, return to the KMS App, then follow the instructions on Page 7 under "Pairing with the SmartDOCK Connect Module".

Appendix D: SmartDOCK Troubleshooting

If the SmartDOCK won't lock or unlock

- Be sure the SmartDOCK power cable is plugged into the power supply, the power supply is plugged into the wall, and the wall outlet has power. The SmartDOCK motor will not operate unless the SmartDOCK is receiving wall power.

- Make sure tablet Bluetooth is turned on and the SmartConnect Module is paired with the tablet. For Bluetooth pairing instructions, see Pairing with the SmartDOCK Connect Module on page 7.

- For Bluetooth troubleshooting, see Appendix C: Bluetooth Pairing Status/Troubleshooting.

- Make sure the correct PIN is being used. If a user PIN isn't working or has been forgotten, please see "if a PIN or Password is forgotten or not working" below.

- If needed, the key may be used to lock or unlock the SmartDOCK at any time.

If a PIN or Password is forgotten or not working

- As new users are set up, they enter and confirm their PIN the first time they use the PIN Pad.

- If a user forgets their PIN, it can be reissued by the Group Owner or a Group Manager from the user's detail page in the Local Group Admin interface. See Appendix B: Accessing the Admin Portal on page 14 for information in how to access the admin portal. After PIN Reissue, the user will be asked to enter and confirm a new PIN the next time they unlock a dock.

- If a Group admin forgets their password, it can be recovered by clicking "forgot password" on the portal login screen and completing the password recovery process.

To reset the SmartDOCK

- Use the key to remove the Head Unit from the SmartDOCK. Return the lock to the middle position when removing the key.

- Unplug the SmartDOCK from the power supply. Wait at least 10 seconds. Plug the SmartDOCK back into the power supply. Wait until the SmartDOCK resets.

- Replace the head unit onto the SmartDOCK. The SmartDOCK should lock normally.

To quit and restart the App

- Swipe from the edge to the center of the screen, then release, to enter the iOS app switcher.

- Swipe up on the KMS-enabled app to quit the app.

- Tap in the background area of the app switcher to return to the Home Screen.

- Relaunch the KMS-enabled app by tapping the app icon on the Home Screen.

If more help is needed, please contact Lilitab Product Support at support@lilitab.com or http://www.lilitab.com/pages/support

Appendix E: App Settings

App settings can be accessed via the System Settings interface on the tablet. To access Settings, tap on the Settings icon on the Home Page, then scroll down in the left-hand column until you see the KMS app icon. Tap this icon to access KMS settings.

At the top of the screen are the access settings:

Setting	Purpose	Recommended Setting
Location	Used to provide tablet location to service. **Must be enabled to use geofence/geolocation.**	Always On
Bluetooth	Used for communication with SmartDOCK Connect	On
Microphone	Involved in rerouting audio from speakers to headset	Any
Camera	Used by the PIN Pad screen to capture QR Code badge	On
Background App Refresh	Used to allow app to monitor geofence and continue updating server when in background	On

Below the Access Settings are the Lilitab KMS Settings, which allow tablet users to access UI features which may help with administration and debugging at the tablet.

Setting	Purpose	Recommended Setting
Version	Displays KMS or KMS SDK version; useful for support.	N/A
Show KMS Controls	Shows the KMS pulldown tab in the upper right corner of the screen. This control is overridden after 5 minutes by the Group-Level KMS UI Configuration Settings (see Appendix F). Provides access to KMS Menu and Dock Unlock button.	Kiosk Use: Off Associate Use: Maybe On
Show Status Bar	Shows the iOS status bar, including WiFi strength, time, and battery/charging status. Helpful to associates using tablet, but takes screen space. Also overridden after 5 minutes by the Group-Level KMS UI Configuration Settings	Kiosk Use: Off Associate Use: Maybe On

Below the Lilitab KMS Settings are the Tablet Coordinates, which allow the user to identify the tablet and assign it to an enterprise and group.

Setting	Purpose	Recommended Setting
Enterprise ID	Specifies the company EnterpriseID to which tablet is registered.	Enterprise ID
Group ID	Specifies the GroupID in which tablet is registered.	Group ID
Tablet ID	Specifies the TabletID, within the Group, to which tablet is registered.	Tablet ID

Can be used to change tablet coordinates – to rename the tablet and/or to move between groups and between enterprises. Any change to tablet coordinates will launch the Registration Wizard the next time the app is active. Changes to TabletID require group owner/admin approval. Change of EnterpriseID or GroupID require owner/admin approval from both the originating group (to exit the old group), and the destination group (to enter the new group).

Appendix F: Portal Settings

The following settings at the Enterprise and Group levels influence the appearance and behavior of SmartDOCK Unlock Controls. To access the portal, see Appendix B.

Allow Web Unlock: When selected, this setting allows javascript access to SmartDOCK unlock methods. Default is not selected.

Require PIN to Unlock: This setting brings up the PIN Pad UI for dock unlock, with which users registered in the same group as the dock can enter their PIN to unlock the dock. This associates each unlock/undock with an authorized user and facilitates a chain of custody for the tablet.

Include Unlock PIN in QR Code: If selected, the user will receive (by test message or email) a QR Code that includes their User ID and PIN. This is convenient, but not secure, as the QR code could be photographed and used by an unauthorized user. If not selected, users will receive a QR code containing only their 3-digit User ID and will need to remember their PIN. Default is not selected.

Enterprise Settings, Dock Config Panel:

Dock Configuration ⌃
- ☐ Allow Web Unlock
- ☒ Require PIN for Unlock
- ☒ Include Unlock PIN in QR Code
- ☒ Allow Group-Level Override

Group Settings, Dock Config Panel:

Dock Configuration ⌃
- ☐ Allow Web Unlock
- ☒ Require PIN for Unlock
- ☒ Include Unlock PIN in QR Code
- ☒ Use Enterprise Defaults

Group Settings, KMS UI Config Panel:

KMS UI Configuration ⌃
- ☒ Show KMS Controls
- ☒ Show Status Bar
- ☒ Show Menu Button
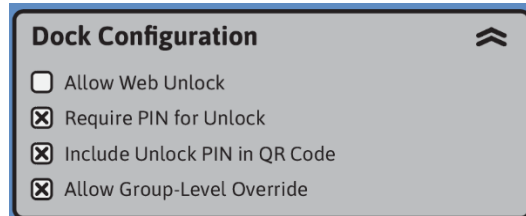- [A0A0A0] Header/Footer Background Color

Allow Group-Level Override: This setting determines if Groups within the Enterprise can have different settings than the Enterprise. If selected, the Group Dock Configuration can be individually set for each Group. If not selected (Group-Level Override not allowed) then all groups within the Enterprise will follow the enterprise-level settings.

Use Enterprise Defaults: If this setting is selected, all group-level settings will inherit the matching enterprise settings and will not be modifiable. To modify Dock Config settings at the Group level, this setting must be unselected. If "Allow Group-Level Override" is selected in Enterprise settings, this setting will be selected and not modifiable at the group level.
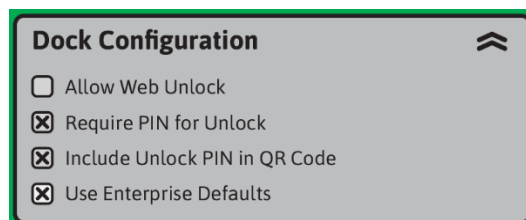
Show KMS Controls: When this setting is selected, the KMS Header and Footer are available (by pulldown tab) as an overlay. When extended into the screen area, the KMS Controls provide access to the Unlock Button, the KMS Menu, the KMS Portal, and other KMS features. When this setting is unselected, the KMS Controls will be hidden. If hidden, KMS Controls can be exposed for a short amount of time using the "Show KMS Controls" app setting (see Appendix E).

Show Menu Button: When selected, "Show Menu Button" allows the KMS Menu to appear in the KMS Header. Among other things, the menu provides access to SmartDOCK Pairing Status (see Appendix C).