

MYZONE / AV IPAD RESTART

If the MYZONE PC drops it's connection, you may need to restart the MYZONE iPad application. You may also need to restart the AV iPad application.

In order to do this, carry out the following steps:

1. Triple-Click the home button on the iPad ①.
2. Once prompted, enter the Guided Access PIN Code '199991' ②.
3. Press 'End' in the top left corner ③.
4. Double-Click the home button on the iPad ④, and close the 'eCrisper' or 'Bitwise' application by swiping up on the application window ④.
5. Press the home button once ⑤ to return the iPad to the home screen. Here you can re-start the 'eCrisper' or 'Bitwise' application ⑤.

6. Once inside the app, triple-click the home button ① once more to restart Guided Access.

If any other issues, please contact the Hutchison Helpdesk.

