

iPad Handling & Maintenance Best Practices

Congratulations on taking your operation mobile!

As you embark on this new journey of transforming your business into a mobile environment, it's important to implement the steps outlined below. Following these guidelines will help protect your investment and ensure your Staff and Guests unlock the complete value of mobility

Required Steps



KEEP IT CHARGED

- Each Mobile iPad should have sufficient charging space available: 12w+ Charging Brick with a USB-A to USB-C charging cable
- Pads should reside in a Charging Cabinet that is encased, lockable and organized
- There should be at least one slot/bay with sufficient charging capacity for each device.
- Pads should be charged overnight to 100% (both the iPad and the Payment Device)
- Print Spooler iPad should be constantly plugged in (and charging) in an accessible location with proper connectivity.



MAKE SURE IT IS CLEAN AND DRY

- Pads should be gently cleaned with a damp cloth or wipe on a nightly basis
- Avoid leaving iPads in areas where moisture, heat, extreme temperatures and condensation are prevalent. Such as: Walk-in coolers / freezers, Expo/Pass Windows, Patio areas, Dishwashing Areas, Kitchen Equipment, Direct Sunlight



PLAY IT SAFE

- While the cases are ruggedized and provide a level of protection in a restaurant environment, Users should refrain from tossing, slamming, using force, etc.
- When carrying the iPad while not in use, be mindful of how it's being transported.
- Users should not allow the iPad to move about loosely, upside-down or sideways in the apron (The Tabit Apron is a perfect fit!)
- If carrying on the wrist, be mindful of surroundings such as walls, tables, chairs, equipment, etc.
- Avoid crumbing ("scraping") food and beverage remnants from tables and equipment directly in/on to the iPad/Payment Device while exposed in the hand or apron.

Recommended Steps



ONE AT A TIME

- Follow a protocol where Servers and other Users are required to "check out" the device and "check back in" for their shift. This will ensure that only one User utilizes a device at a time.
 - The more hands interact with a device over the course of a day increases the likelihood of something happening to it, as well as the difficulty to determine who may have damaged it, should something happen.



LABELING - EXTREMELY IMPORTANT

- All of your Mobile iPads should be labeled with their Device Name. If the iPad has a Payment Device attached to it, that payment device should be labeled with its 6-digit Serial Number for easy identification.
 - Proper and prominently labeled naming conventions on devices will allow for easy deployment of an "iPad Checkout/Requisition Process." This way, you'll always know who is responsible for each device on each shift.

Treat your iPad like you treat your cell phone! :)