iPad Room Reservations Display wifi reset

In the event of a power outage, not all iPad Room Reservation displays may automatically reconnect to the wifi. These instructions will help get these devices back up and running on wifi after a power outage if needed.

Step-by-step guide

Not all iPad Room Reservation displays may automatically reconnect to the wifi. This is noted by a wireless signal with a red x on the upper right of the display or the error that the Peek Application was unable to connect with the option to Retry or Cancel, or the Peek time is incorrect within the application.

1. If the Retry/Cancel error has appeared, hit retry.
2. If that does not resolve the issue:
   1. Triple click to turn off Guided Access, unlock the iPad by using a paperclip to triple click through the hole on the side of the display, enter the security code (to be provided by CS Team member).
   2. Double Click home button, swipe up to close Safari.
   3. Launch “Peek” shortcut from iPad home screen. (launching from the shortcut will allow it to open full screen without the browser tool bar).
   4. Triple click to turn on Guided Access.
   5. Select Resume in the upper right hand corner.
3. If the wifi is not reconnecting, go to Settings/WiFi connect to Yale Wireless. Close out of Settings.

Help us improve

Your Rating: ⭐⭐⭐⭐⭐ Results: ⭐⭐⭐⭐⭐ 8 rates

Related articles

Page: iPad Ordering Information
Page: EMS Architecture
Page: Media Services Requests in EMS
Page: How-to “Forget” the YaleSecure Network
Page: EMS Desktop Client Freezes