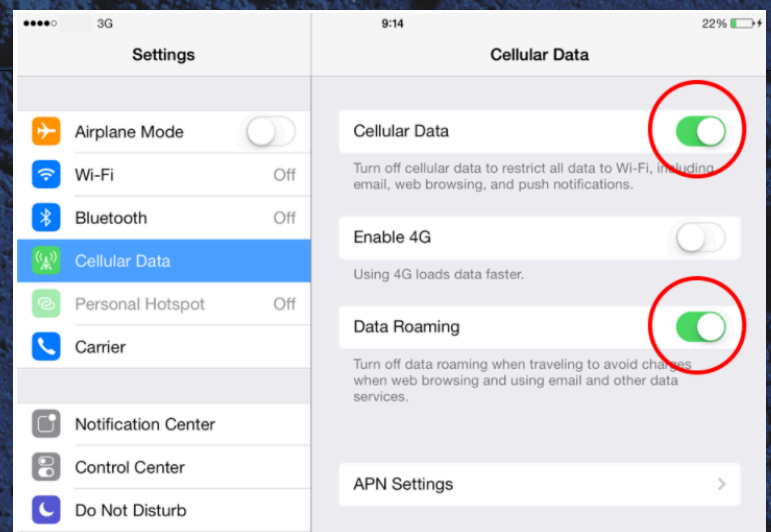
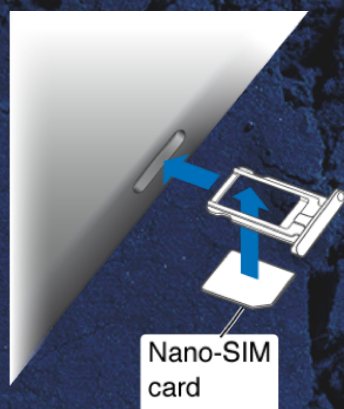
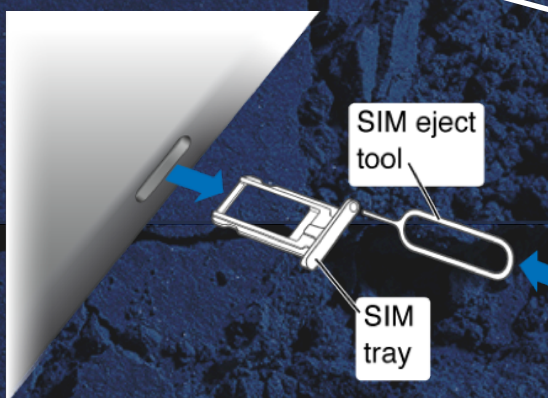


# TR Retail iPad SIM Card Installation Guide

1. To insert a SIM card, insert the SIM tool into the small hole to eject the SIM tray
2. Insert the SIM card into the SIM tray with the gold contacts facing down and the notched edge on the upper right.
3. Push the SIM tray back in until it clicks into place and is flush with the side of the device.
4. Once you have inserted your SIM card, turn on your iPad and test that it is set-up correctly depending on if it is a counter iPad or a counter manager iPad
5. Go to Settings > Cellular Data and Turn Cellular Data ON and Data Roaming ON.



For iPad/SIM card Support contact your Local IT Retail Service or TR IT Regional Lead

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# iPad Check-In

1. To confirm that the counter iPad is checking into ELC systems correctly please perform these steps.
2. Check the iPad is connected to the internet, this will be either via Airport Wifi or Data Sim card in the device.
3. Open the application called "Hub".
4. Select "Support" at the bottom right.
5. Now select "Sync Device".
6. Please confirm the date and time stamp under "Device Info, Last Seen"

If you experience any issues when performing any of the steps above, then please contact your :

Local IT Retail Service or  
TR IT Regional Lead



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