



Apple OS / iOS Installation Guide

Includes MAC OSx and iOS based devices

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Using SPOT on a Apple OS Device

Summary

SPOT is available on your iPhone or iPad using the “Citrix Receiver”. This option is available to SBS using our hosted application services. You will require internet access via Wi-Fi or the 3GS network in order to connect to the SBS application server farm. The “Citrix Receiver” is free of charge and downloadable from the App Store. The receiver will enable you to connect to the SPOT Business Systems, LLC (SBS) hosted environment via this device with some functionality limitation on the device. Limitation includes no options for printing, small display’s and potential performance issues caused by internet connectivity issues and the performance of the device itself.

Requirements

These items are required prior to using the Citrix Receiver used to run SPOT in the MAC, iPad / iPhone environment.

- SPOT workstation license for the device. Contact Sales at sales@SPOTpos.com or 801-208-2212 for licensing options
- Username and Password credentials for workstation license connection
- Reliable Internet access
- Device Name (20 Characters or Less)

Usage and Configuration Limitations

SPOT is a Windows based system and is designed to run under windows and has not been altered to run natively in an Apple OSx / iOS environment. If you are a hosted customer you have the option to use Apple OSx / iOS based device as a workstation. In order to connect to our data center with your supported MAC OS based device you will install the latest Citrix Receiver. To verify you have a compatible device please navigate to the [Citrix Client Center](#) and verify your device is supported by the current published Citrix Receiver.

Currently tested devices

- iPhone 3s, 4, 4s with iOS 4 or higher
- iPad 1, iPad 2 with iOS 4 or higher
- Mac OSX 10.6.8

Configuration of the client is supported via this document. If you have any issues with the receiver install on your MAC OS device please refer to the manufactures knowledge base for more information.

Printing Limitations

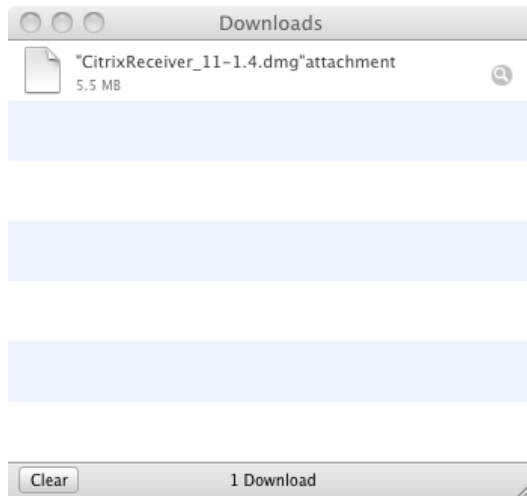
Printing is possible with some MAC OS based devices using certain printers. SBS is not responsible nor guarantees printer compatibility with SPOT. SBS support will assist in configuring SPOT to connect to your local printer but will not install or trouble shoot any MAC OS printing issues. We have tested the EPSON TM-T88V printer with the following notes;

- Must be USB TM-T88V. The driver will not work with any other model Epson.
- SPOT will not support any type of cash drawer kick out or tag printing.
- The MAC Driver doesn’t have any driver level settings for margins/page layout, etc.

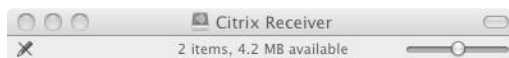
- The Templates in SPOT may have to be adjusted for margins due to differences in printing. You may need to create MAC version of their templates.

MAC OSx Installation

1. Download CitrixReceiver_11.4.dmg from <http://install.spotpos.com/Citrix/Citrix4.5/Mac/>
2. From the Safari Downloads list, verify the name is "CitrixReceiver_11-1.4.dmg". If not, right click on it and click "Show in Finder". This will open up the download folder. Select the file, right click and click "Get Info". A new popup will show up, 3/4ths of the way down there will be a section called "Name & Extension:" Correct the name and extension so it is a .dmg file. Then just click the Red X in the top left of the window.

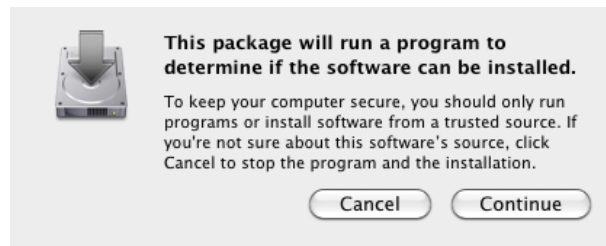


3. Either in the Downloads list or from the download folder double clicks the CitrixReceiver_11-1.4.
4. Double-Click "Install Citrix Receiver.pkg".

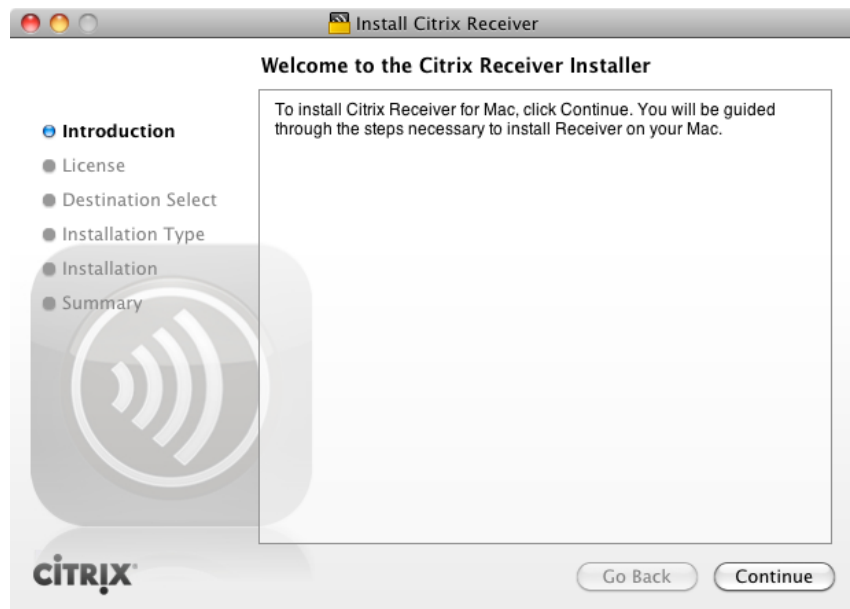


5. A warning message will come up, click "Continue".

6.



7. Click Continue on the first page.



8. Click Continue on the License Agreement. Then click Agree.



9. Select the Destination drive, typically the “Macintosh HD”. Then click Continue.



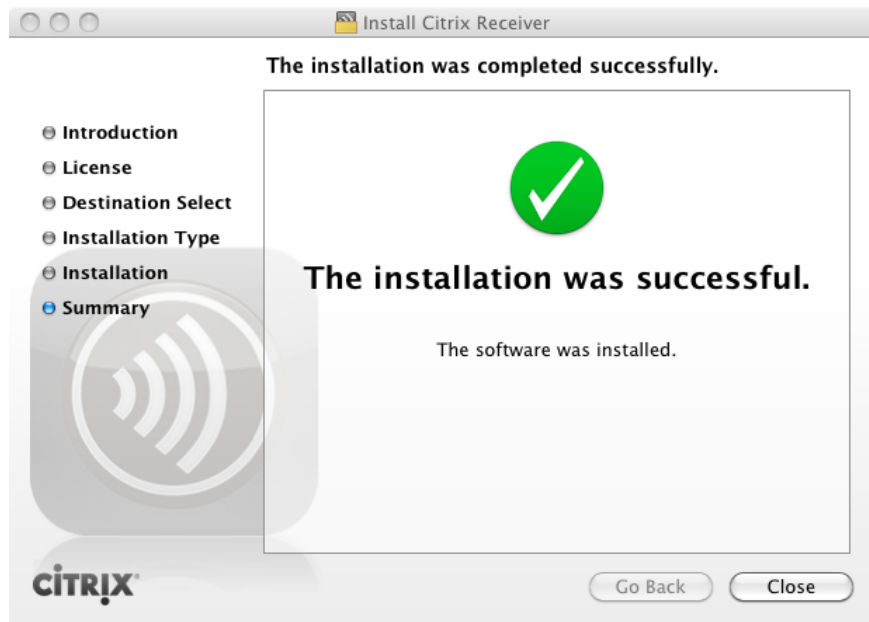
10. Click “Install”.



11. It will probably prompt for a password, if so, have the user enter their password.



12. It will install then say "Installation was successful." Click Close.



13. Click the Citrix Receiver shortcut which may install to the desktop, or you can find it from the applications folder across the bottom dock.



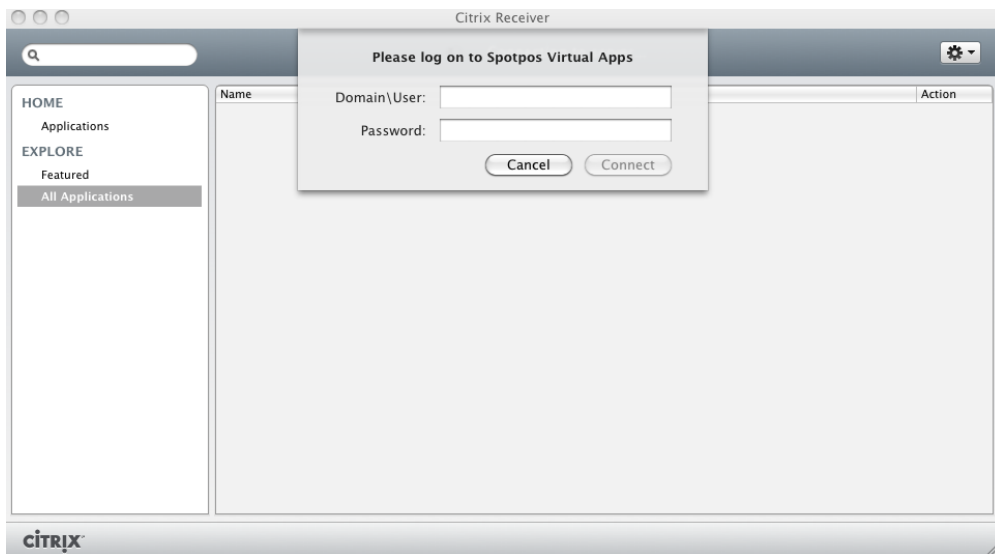
14. Click "Set up Now" under Desktop Access on the right.



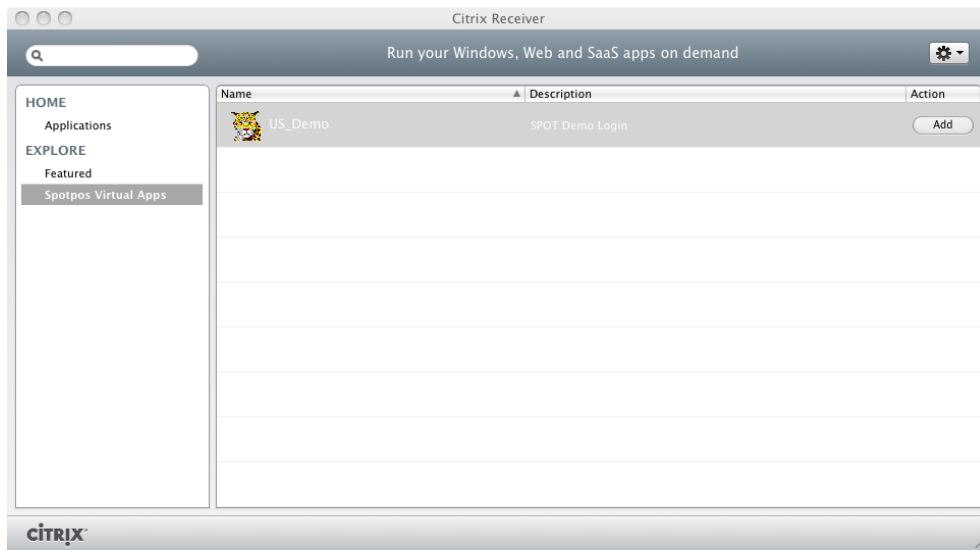
15. Enter the store URL of "ica2.spotpos.com".

16. It should only take a few seconds then the Description will change to "Spotpos Virtual Apps".
Click Ok.

17. Type in the Credentials. "Demo\Username" then the Citrix password and click Connect. Domain of "Demo" is required.



18. You will see the Published App named US_Company Name. Click and drag it to the desktop. (Or wherever else they want it.



Notes - Citrix Receiver no longer allows the ICA Client Name to be specified. The ICA Client Name that is used is the name of the computer. So you may have to rename their computer to the correct ID. Or when they log in, SPOT will not be able to identify the station and we have to create the station just like we do for Mobile Devices.

Also, just like mobile devices, you will have to enter the username and password every time you use the device.

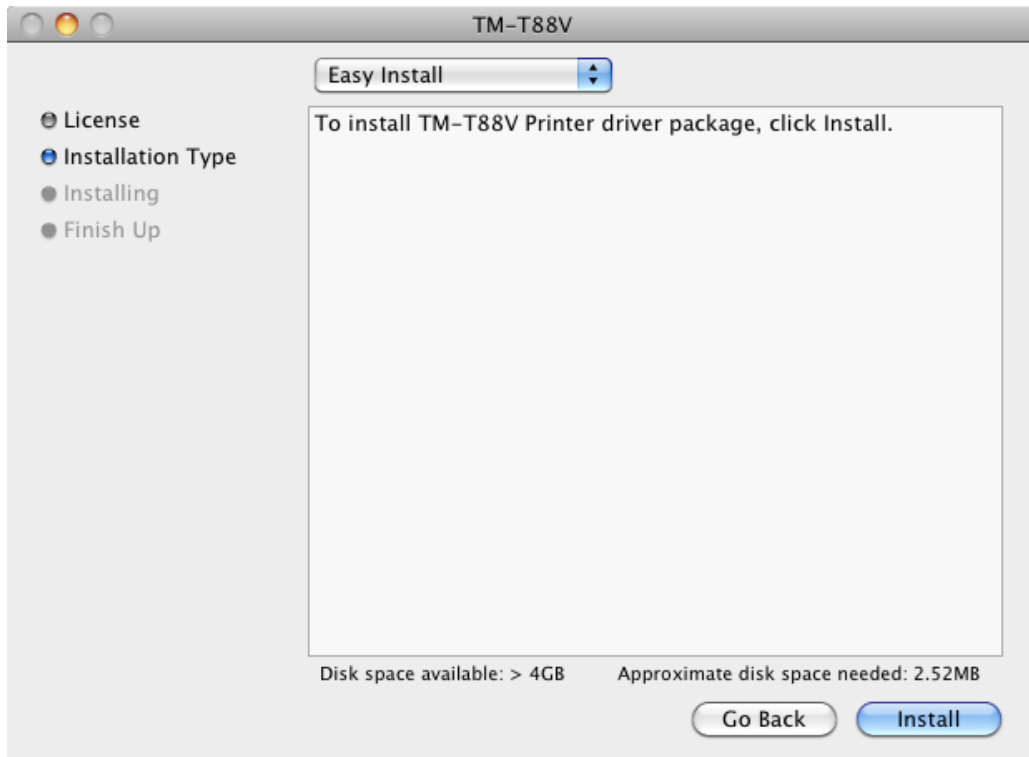
Epson USB TM-T88V Printer Support

Limitations

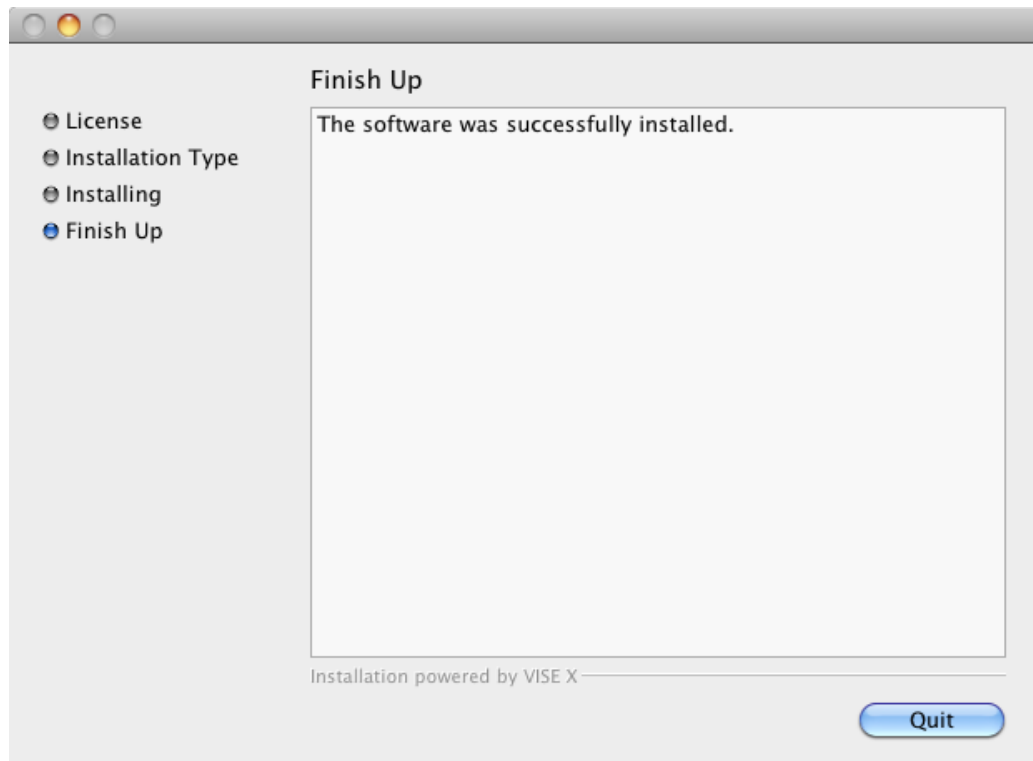
SPOT does not guarantee any printer compatibility with your MAC OS devices.

Installing Driver

1. Download the corresponding Mac driver for the printer you have.
TM-T88V - <http://pos.epson.com/developers/techresdetails.htm?productpk=642>
2. From the Safari downloaded files list, double click the zip file.
3. Then double click the "TM-T88V_110.dmg" installation package. 110 is the version, so it may be different if you are using a newer version of the driver.
4. Double Click "TM-T88V_110".
5. Have the user enter their password if prompted.
6. Click "Continue" on the License Agreement. Then click Agree.
7. Click "Install".



8. If you don't already have it plugged in, it will prompt asking you to plug in the printer and click "Continue".
9. Click "Quit".

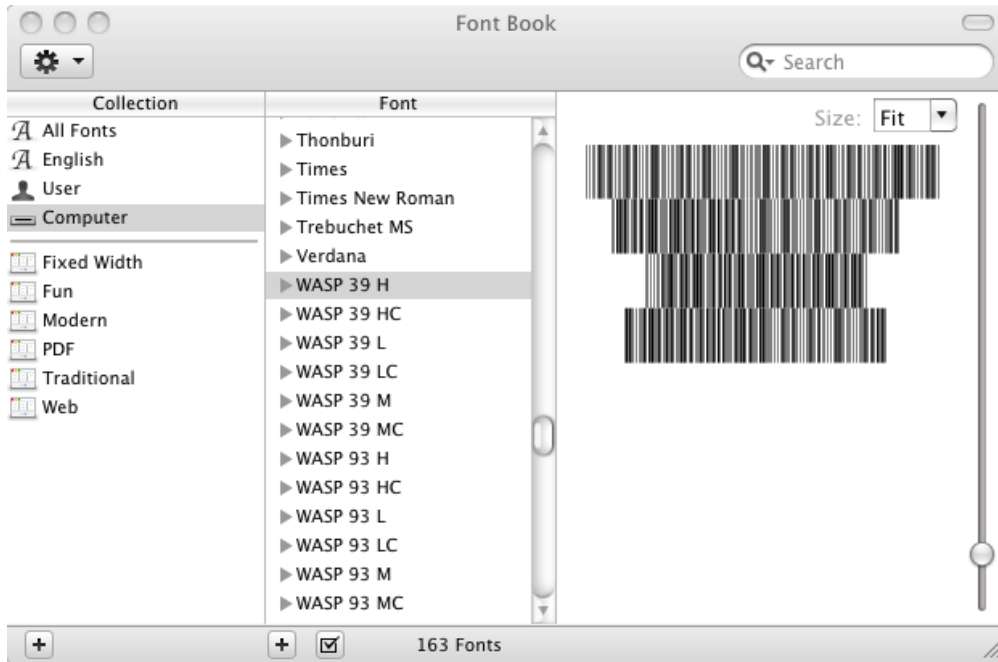


10. Connect to SPOT and reselect the printer and test.

****Note**The first print job after installing may takes up to 10 seconds.**

Installing Required Fonts

1. Download the Font Pack from Install.SPOTpos.com.
2. Open Font Book from Applications.
3. Click Font Book in the top left on the top bar and hit Preferences.
4. Change Default Install Location to Computer.
5. Click the red X in top left.
6. Under Collection, choose computer.
7. Right Click or click the cog and choose "Add Fonts".
8. Browse to the Fonts zip file and click open.
9. The computer will validate each one and install them.



10. Log out and back into Citrix and WASP fonts should work correctly now.

iOS / iPad / iPhone Installation

“Citrix Receiver”

Installing the application is a snap. You will connect to the App Store on your device and search the words “Citrix Receiver”. Once you find the application install it on your device. After the installation, open the application and you are prompted with a configuration screen as shown below.



Use the following information to configure your receiver when connecting to the SBS server farm.

Description: SPOT

Address: ica2.spotpos.com

Username: your username

Password: you will provide this each time you login (provided by SPOT)

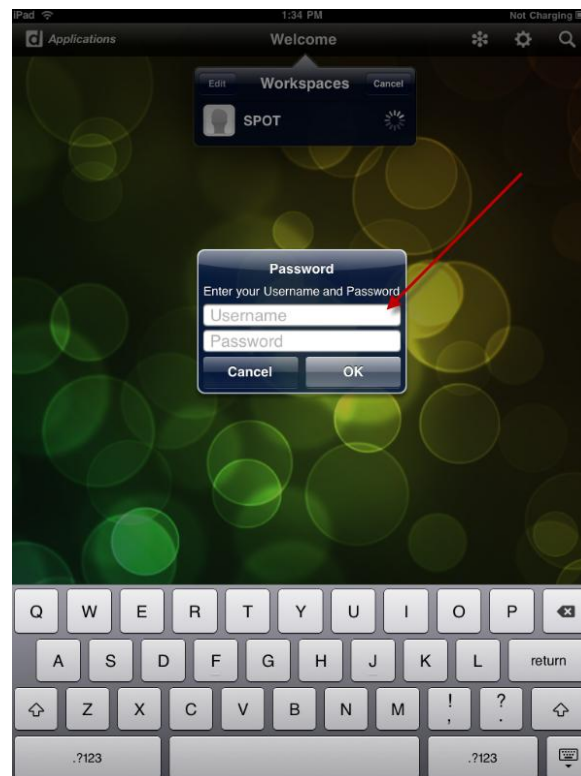
Domain: Demo

Access Gateway: Off

The username and password are supplied by SBS support at the time of workstation configuration.

Login to the SBS Hosted Environment

By selecting the “SPOT” application set from your workspace you will be prompted for your login credentials.

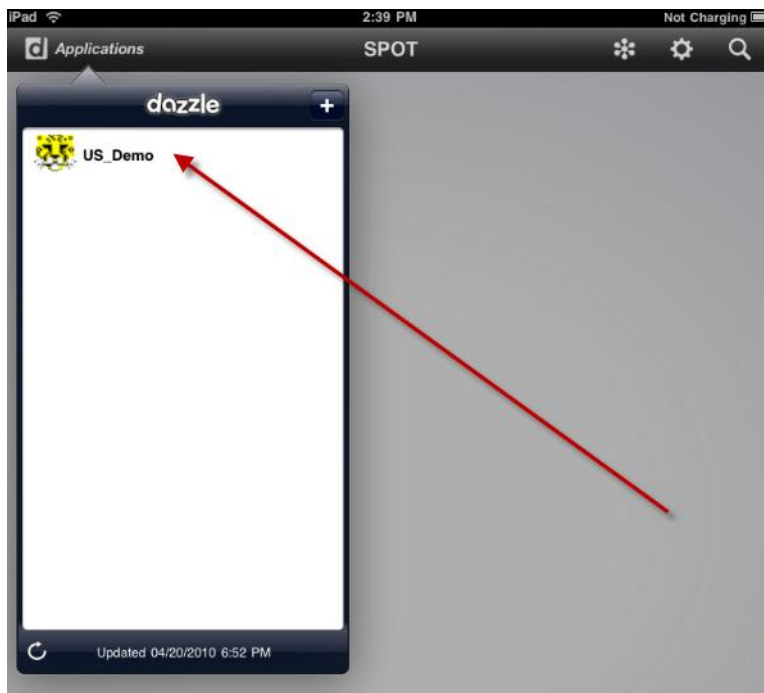


Launch "SPOT" Published Application

Once you are connected to the SBS hosted environment you will launch your "Published Application". This is the same application used on your PC's desktop at stores and at the office. You will find your application icon by selecting the "Applications" button on the workspace as shown below.

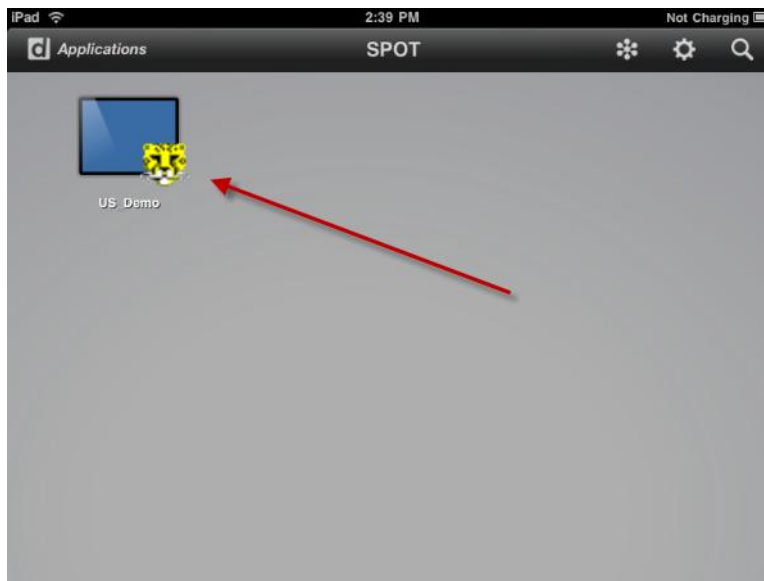
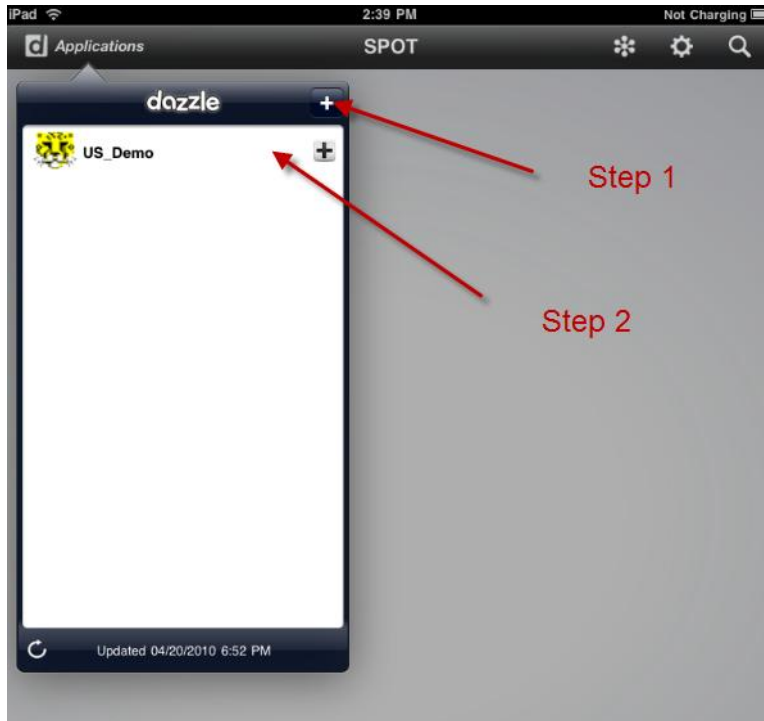


In this example the application available to this user is US_Demo. You should see the same application name as seen on your PC's. By selecting the "Application" from this list SPOT will be launched.



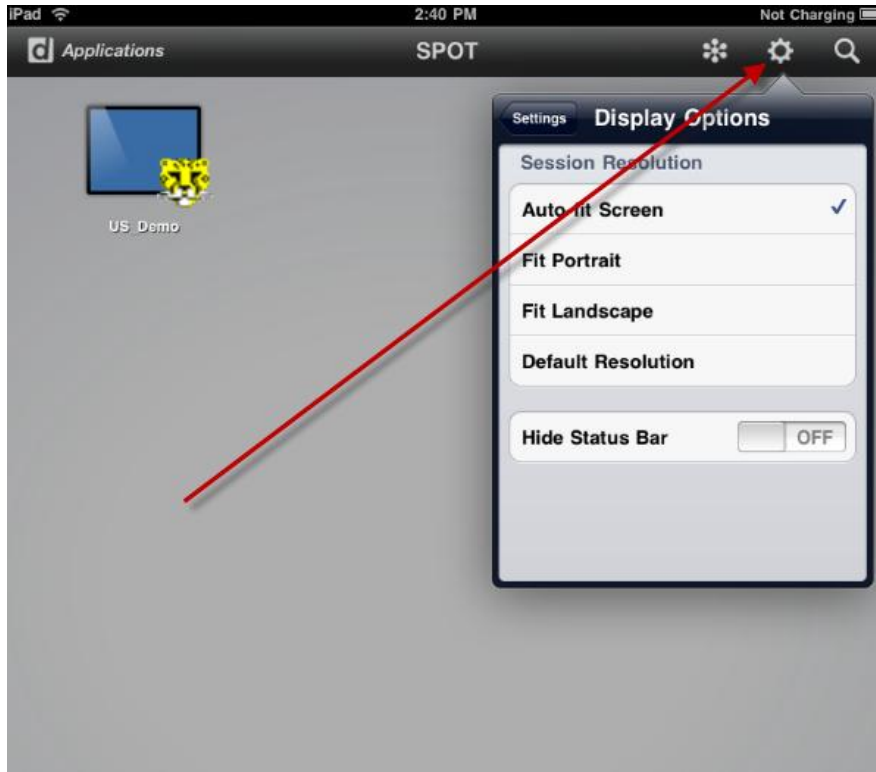
Create Application Short Cut on the Workspace

You can create a shortcut to your application by selecting the "+" on the application list and then selecting the application once again. You will now find the application shortcut on your "Citrix Receiver" workspace. This is only visible after you login to the SBS hosted environment.



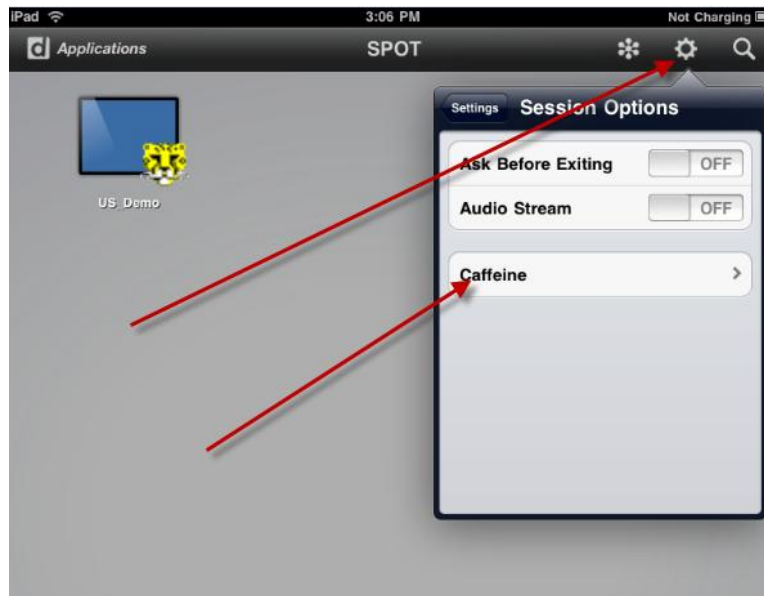
Configuration Options

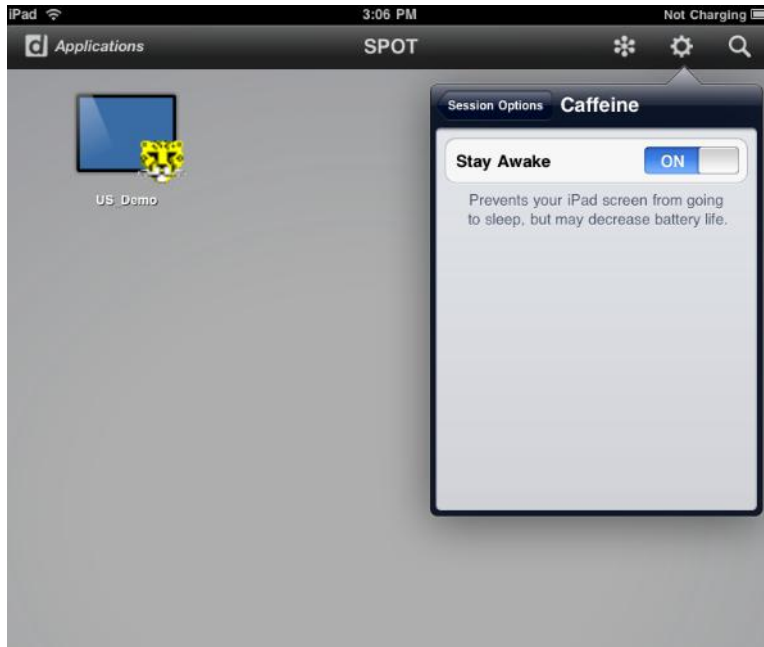
Once you are connected to the SPOT application you have several options to customize the display during the SPOT session. These options include optimization for viewing the application in portrait or landscape mode, default resolution etc. You will want to experiment with the session and display options to find what works best for you.



Session Options - Caffeine

It is suggested you turn on “Caffeine” for your SPOT session. This option is available from the workspace configuration under > Session Options > Caffeine> Stay Awake. By enabling this feature it “Prevents your iPad screen from going to sleep, but may decrease battery life.





Session Options – Navigation Options

You will want to explore the “Options” button while in the session. You have the option to enable scrolling, view the keyboard and use arrow keys to navigate around the SPOT session.

