Apple OS / iOS Installation Guide

Includes MAC OSx and iOS based devices

Updated 8/10/2012
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## Using SPOT on a Apple OS Device

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## Apple iOS Workstation Consent / Authorization Form

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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.

Notes
OSx or iOS devices do not allow the ICA Client Name to be specified in the receiver configuration. The ICA Client Name will come from the name of the computer. Please contact technical support to assist in the proper name configuration for your device. If you do not have your workstation name registered with SPOT hosting services you will not be allowed to login and use SPOT hosting resources.
iOS / iPad / iPhone Installation

“Citrix Receiver iOS 5.6.1”
Installing the application is a snap. Just follow these simple instructions.

1. Connect to the App Store on your device and search the words “Citrix Receiver”. After the installation, you are prompted with a configuration screen as shown below. Select “Add Account”.

2. Enter the Address [https://web.spotpos.com](https://web.spotpos.com) and select “Next”
3. You will receive the following message. This indicates that your iOS device does not have the root certificate for SSL certificate on our servers. Select “Setup” to proceed.

4. Use the following information to configure your receiver.

   - **Address:** https://web.spotpos.com
   - **Description:** SPOT
   - XenApp Services: Enabled
   - **Username:** Proved by SPOT support
Password: Provided by SPOT support

Domain: Demo

Ignore certificate warnings: On

5. You will now see the receivers published application list similar to the picture below displaying your company's application. Select the application and you will login.

![Application list](image)

**Login to the SBS Hosted Environment**

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

![Login screen](image)
Setting Options
Once you have your connection configured you have several options to customize the display, keyboard and other advanced options 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.

Settings > Advanced > Caffeine
It is suggested you turn on “Caffeine” for your SPOT session. By enabling this feature it “Prevents your iPad/iPhone device from going to sleep. This will decrease battery life during your sessions.

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.
MAC OSx Installation

“Citrix Receiver OSx 11.6”
This configuration describes the installation of the Citrix receiver version 11.6.

2. From the Downloads list, verify the name is “CitrixReceiver.dmg” exists and select.

3. Double-Click “Install Citrix Receiver.pkg”.

4. A warning message will come up, click “Continue”.

5. Click Continue on the first page.
6. Click Continue on the License Agreement. Then click “Continue”.

7. Select “Install” and continue.
8. You will be prompted for the administrator’s password for the OSx device.

Without this local machines admin user you will not be able to complete the install the software.

9. It will install then say “Installation was successful.” Click Close.
10. Click the Citrix Receiver shortcut which may install to the desktop, or you can find it from the applications folder across the bottom dock.

11. Enter the “Server Address” https://web.spotpos.com and select Next.

12. It should only take a few seconds then the dialog will change to “Please log on to Spotpos Virtual Apps”. Type in the user name and password credentials provided by SPOT customer support.
The user name format must be “Demo\YourUsername”. Passwords are case sensitive. If you would like save this password on your king ring then select the “Remember my password” option.

13. Once you have supplied the proper user credentials you will see the Citrix Receiver application screen. When you first see the screen it will be blank. Place your cursor in the “Search” field in the upper right corner of the screen and start typing “US_YourCompanyName”. As you type you will see a Published App named US_YourCompanyName display below the search box. Click on the app from the search list. The application will be added to your on screen application set. You can drag this ICON to the desktop. (Or wherever else they want to place it)
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.
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 take 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.
# Apple iOS Workstation Consent / Authorization Form

## CustomerConnect Authorization Form

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## Acknowledgement

By signing this authorization form I am authorizing the purchase and implementation of Apple iOS devices and the limitations of these devices as defined in this document.

- [ ] iPad
- [ ] iPhone
- [ ] Mac, Mac book or Other

I understand and agree to the current feature set, operation and implementation needs as discussed in this document. SPOT Business Systems, LLC does not currently support or offer features outside the features/operations outlined in this document and published release notes.

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<th>Date :</th>
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Please sign and fax this form to the sales department at SPOT Business Systems, LLC at 801-495-1208 when you are ready to purchase Apple OS based workstation(s).