

# TM4K Technology Troubleshooting Guide

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# iPads

## Running the Software

As the iPads are safely housed in the exhibit, users do not have easy access to the device. Simply double click the app icon on the home screen to launch Earning It / Lets Deal.

## Exiting the App

To exit the current app and return to the home screen, swipe up from the bottom of the screen. This takes you back to the iPad Home Screen. Swipe up on the app preview image to close the application.

## Maintenance

Maintenance is fairly straight-forward with the iPads. It is recommended that you periodically check for updates in the operating system and keep the devices up to date.

- Update your iPhone, iPad, or iPod touch:  
<https://support.apple.com/en-us/HT204204>

## Troubleshooting

Regular maintenance of the iPads will help to minimize the need for troubleshooting. Here are some problems that may occur.

### Someone has Exited the App

iPad housing should prevent a user from exiting the app, but if it is somehow exited, double click the app icon on the home screen to launch Earning It / Lets Deal.

### The App Won't Run

If for some reason, the app will no longer run, try the following:

1. Check to ensure that the iPad operating system is up to date by going to the Settings app and checking for updates.
2. Restart the iPad:  
<https://support.apple.com/guide/ipad/restart-ipad-ipad63d30b5a/ios>
3. If there is still a problem, please contact Mystic Scenic Studios, Inc., (781) 329-9006.

# Windows

## Running the Software

The computers have been configured to start up automatically in the application. When the computer is restarted, it will automatically log in as the default user (TM4K or ALA). It will then automatically launch the Balance My Budget application. Note that it may take a couple minutes for the application to start. The TM4K and ALA users do not have a password and are administrators of the computer.

The app is designed to run at fullscreen and does not have an exit button. Therefore as long as the users don't have access to the keyboard or mouse, they shouldn't be able to exit the application.

To exit the application, click Escape on the keyboard. Note, while the users will not have access to the keyboard, one will accompany the exhibit as not all functionality can be accessed via touchscreen alone.

To restart the application, click on the shortcut to the application on the desktop of the computer.

## Maintenance

It is recommended that you periodically check for updates in the operating system and keep the computers up to date.

- Update Windows 10: <https://support.microsoft.com/en-us/help/4028685/windows-10-get-the-update>

## Troubleshooting

### Someone has Exited the App

If the application has been exited, restart it.

### The Application Doesn't Run Automatically

If the application doesn't run automatically on startup, click the shortcut to the application on the desktop to start the application

## The Application Runs Slowly or Freezes

If the application freezes or is running slowly, exit the application (hit escape on the computer) and restart the application. If you're still experiencing problems, restart the computer.

## The Application Doesn't Run or Doesn't Run Correctly

If the application isn't running correctly, try:

1. Quitting the application and restarting it.
2. Restarting the computer.
3. If there is still a problem, please contact Mystic Scenic Studios, Inc., (781) 329-9006.