

Manual Castle vs. iPad Connection

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TUI Destination Services

Operational Excellence

Castle vs. iPad Connection

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1) Connecting the Castle to the IPAD for the first time - IPAD Software and Castle App – preparations

- 1.1. When you get your IPAD for the first time you need to make sure that it is updated to the latest version.
- 1.2. Click on **Settings** → **General** and → **Software Updates** to check if there are any updates available. If there are click on **Download** to install the latest version
- 1.3. We next need to make sure that the castles tool is installed. Go into your app catalog and find the CF Asterix tool and install that.
- 1.4. Now that your IPAD is fully up to date we need to copy the **serial number** as we will need this at a later stage. Easiest way to do this is to go into **Settings** -> **General** -> **About** and scroll down till you find the **serial number**. Press and hold it till the **Copy button** appears click on **Copy** and you now have that copied ready to paste this in later.
- 1.5. Next you need to find the **castle app** on your IPAD and launch this.
- 1.6. First screen that comes up will ask you to **input the serial number** of your IPAD. This is the number you have just copied.
- 1.7. If you receive an **Error Message** showing **0000** for the company, office and terminal the serial number of the IPAD has not been launched in Asterix correctly. Either the serial number is wrong or has not been added to Asterix.
- 1.8. Contact BS and ask them to check the serial number of your IPAD in Asterix. BS has to delete the **serial number** entered into the Asterix Application on your IPAD to solve the problem.



2) Bluetooth Connection between Castle and IPAD

- 2.1. The next thing we need to do is get the Bluetooth connection working between the two devices.
- 2.2. Startup the Castle machine by pressing the **on off switch** under number 7.
- 2.3. On the IPAD go back into **Settings** and into the **Bluetooth section**.
- 2.4. When the castle starts up it will tell you there is a connection error. That's because it has never been connected to the IPAD before.
- 2.5. Press the **green Button** on your keypad on your castle and it will start searching for Bluetooth devices.
- 2.6. It may take a minute till it appears but you should see **the name** "discoverable as on your IPAD" appearing on the screen of the castle. In this example our device is number 1 so we would press **number 1** on the keypad.
- 2.7. In the next step you have to choose the connection type which is "**LAP v2**" and confirm this, in our example this is number 1, by pressing number 1 on the keypad.
- 2.8. The castle will start scanning for the IPAD and after a few seconds it will tell you to type in the code number on the IPAD which is **0000**.
- 2.9. Your IPAD should say connected and you should be able to see that the serial number of the device shown on the IPAD is the same as shown on the back of the castle.
- 2.10. We now want to see the FC Asterix App again. After a few seconds we can look over to the castle and see that the Bluetooth connection is showing in the top left corner.



3) Synchronization between Castle and Asterix

- 3.1. Now in the Asterix App go to **Configure -> Settings and Synchronization**
- 3.2. The castle is now downloading the information that it needs to work with TUI. This may take 3-4 minutes depending on your connection speed.
- 3.3. Eventually you see the **TUI logo** on the screen. This is an indication that your device is now ready.



4) Personal Castle User Setup

- 4.1. We now need to setup the castle for you.
- 4.2. In your Asterix App click on **Configure** and find the **"Change Rep"** button.
- 4.3. Select your **user name** by entering it into the field. Next you will be asked to type in the **PIN number** (for your castle device) that was given to you by BS.
 - If you haven't been given one please contact your BS person.
 - If your **PIN number** doesn't work, please contact **Operations** to fix the problem.
 - The PIN number cannot be changed and you will need to remember it as you will need to enter it every time you access Asterix.
- 4.4. Enter your **4-digit PIN** number and it will confirm your name.
- 4.5. You are now set up so that the device is registered to you and your name will appear on the front screen.
- 4.6. At this point we recommend that you double check to make sure that the **company**, the **office** and the **terminal** or TID are the same on both devices. If they are you are now ready to start selling.
- 4.7. Recommendation: go to **Configure** → **Settings** and change the following default settings for a faster and more comfortable use:
 - **Keep Data**: in the "Transaction" section check **Tour Operator, Hotel, language** and in the "Ticket" section select **guest name, room number, ticket language, guest language** that way the sales form will always remember the last setting and use this data for the next sales.
 - **Session Time**: set to **maximum** (60 minutes) to avoid data loss due to **screen log**
 → You can change these settings anytime if you do not find them helpful for your daily work.



5) Charging, Switch-on, Switch-off Bluetooth functionality of your Castle

5.1. Charging

- The first thing you need to do with your castle when you receive it make sure it is **charged**.
- On the left hand side you will find a little rubber cover and underneath there, there is a little hole for you where you can plug the charger in.
- The castle takes about **2.5 hours** to be fully charged. After that you should disconnect it **don't** leave it charging overnight.
- One full charge should be enough for about **70-80** ticket sales.

5.2. Switch-on & Switch-off of Bluetooth Connection

- To start up the castle press and hold the **on off switch** under number 7 for a few seconds. The screen will start loading.
- It will then take a minute or two for the castle to be fully ready to use. I will speed this process up that we can get to the next step.
- Eventually you get back to the screen with the TUI logo showing and you are ready to go.
- At any time you can press the **red button** to disconnect the Bluetooth connection or the **green button** to reconnect Bluetooth. It can be quite useful to switch off Bluetooth when you are travelling between hotels to save battery power.

5.3. Switch-off

- To switch off the castle press and hold the **on off switch** under number 7 for 5 seconds
- You can now see on your screen that it is shutting down.



6) Making a sale using Castle and IPAD

- In your Asterix App click on **Process** and **Sales**
- Enter all of the details related to the hotel, guest and the excursion you are trying to sell.
- Once you have filled in all details on the form you can choose between a **Cash** or a **Card** sale.

6.1. Cash

- In this case we are going to look at **Cash**. You simply press the Button **Cash**, acknowledge it on the IPAD by clicking on Yes. Now you will see the ticket on your IPAD screen.
- You can verify that all data is correct and press **Print** to print the ticket.
- The castle will then print out the ticket that you require.
- Press **OK** on the IPAD to confirm the printout.
- You can **email** the ticket as a PDF if necessary by clicking on **Send**.
- Enter the email address, modify the message as needed and click on **Send**.
- Once you are done click on **End**
- The sales form will appear on the screen again and you will be able to do the next sale.

6.2. Credit Card

- The Card process is very similar. At the bottom of the page you would press **Card** instead of **Cash**. Follow the instructions on the screen of your castle device.
- The castle asks you to put the card in and, depending on the type of the credit card it will ask you to put a PIN number.
- In that case give the castle device to the guests for them to enter it.
- Once that has been accepted the castle will print out a receipt, giving you the option to reprint if necessary and a copy for the guest.
- It will then tell you to **remove** the card.
- You can then click on the button **Print** on the IPAD to print the tickets.
- Press **OK** on the IPAD to confirm the printout.



- You can **email** the ticket as a PDF if necessary by clicking on **Send**.
- Enter the email address, modify the message as needed and click on **Send**.
- Once you are done click on **End**
- The sales form will appear on the screen again and you will be able to do the next sale.

7) Making a refund using the Castle and IPAD

With this video we are going to look at how to refund a sale that was made on the IPAD.

- In your Asterix App click on **Process** and **Refund**
- Now enter the **ticket number**. This can be done either by entering the number manually or using the camera of the IPAD to scan the barcode on the ticket.
- Click on **Ok** on the IPAD to confirm that the ticket that has been selected is correct.
- In the next step you can **modify** the ticket and manually change the ticket if you do not want to refund the whole sale for example.

7.1. Cash

- If this was a Cash sale click on **Print**. The castle will now print out a new ticket which shows the cancellation of the sales.
- Press **OK** on the IPAD to confirm the printout.
- You can email the ticket as a PDF if necessary by clicking on **Send**.
- Enter the email address, modify the message as needed and click on **Send**.
- Once you are done click on **End**



7.2. Credit Card

- If this was a Credit Card sale click on **Print**
- The castle will now do the refund. It will print out the receipt to confirm the payment cancellation. Press **OK** to print a customer copy.
- Click on **Print** on the IPAD to printout a new ticket which shows the cancellation of the sales.
- Press **OK** on the IPAD to confirm the printout.
- You can **email** the ticket as a PDF if necessary by clicking on **Send**.
- Enter the email address, modify the message as needed and click on **Send**.
- Once you are done click on **End**



8) General tips to avoid connection problems

- 8.1. **Before** you switch on your **Castle** make sure that your IPAD is connected to the **internet** (you can test this for example by trying to open your OSP or your browser and doing a quick search).
- 8.2. During times when you don't use your castle **switch off** Bluetooth on your castle by pressing the **red button** on your pinpad. (Bluetooth connection symbol on your castle will be **red**). During the sales process, shortly before you finish filling in the sales form, establish the Bluetooth connection between IPad and castle again, by pressing the **green button** on your pinpad (the Bluetooth connection symbol on your castle will be **blue**).
- 8.3. Always ensure that your **Asterix App** is launched on your IPAD **before** you switch on the Castle and try to establish the Bluetooth connection.
- 8.4. All devices have to be **close** together in order to successfully build a stable connection between each other.
- 8.5. It is recommended to **limit** the number of (saved) devices through Bluetooth and to eliminate other devices within Bluetooth that are not being used.
- 8.6. **Close** your **Asterix App** when you finish your day.
- 8.7. In the **Asterix App** go to **Configure → Settings** and change the following default settings for a faster and more comfortable use:
 - **Keep Data:** in the "Transaction" section check **Tour Operator, Hotel, language** and in the "Ticket" section select **guest name, room number, ticket language, guest language** that way the sales form will always remember the last setting and use this data for the next sales.
 - **Session Time:** set to **maximum** (60 minutes) to avoid data loss due to **screen log**

→ You can change these settings anytime if you do not find them helpful for your daily work.



9) Help

- 9.1. Remember that is easy to get help at any time
- 9.2. On your IPAD click the **"MyServicedesk"** Button. This will bring up your screen where you can easily get access to all the contact numbers.
- 9.3. You can also login with your normal TUI Logon and password to raise a new case. Once inside you should be able to find the tools for creating new or reviewing previous incidents.

