iPads & Castles - Common Topics and quick guidelines

	Task	Responsable	Other teams involved	Via	Comments
1	Request of New terminals (iPads/HHT/Castles..), facilities (batteries, SIMs..) and supplies	Business Support	IT Procurement	My ServiceDesk page https://myservicedesk.tui-ds.com/	validation from BSM required.
2	iPad enrollment	Business Support/ Rep	IT Infrastructure / IT Manager (out of Spain)	in case of issues: https://myservicedesk.tui-ds.com/	prerequisites of these steps: - Rep to be created in SAP HR & ID credentials available. - Can be done by rep following instructions in http://mobile.tui-ds.com
3	Terminals loading in Asterix inventory screen	Business Support	IT Infrastructure	Asterix Menu>Excursions 1.1>Sales Hand Held>Terminals	To do this task is necessary to prepare the serial of the terminals: ipads or castles. Required only for reps selling (through iPad or Castle Standalone)
4	iPad app installation "CF Asterix"	Business Support / Service Delivery	MyServiceDesk	in case of issues: https://myservicedesk.tui-ds.com/	In case of problems to install the app the MyServiceDesk can push the installation
5	Initial Bluetooth pairment : iPad - Castle	Business Support	IT Managers and MyServiceDesk(destinations without IT team in place)	in case of issues: https://myservicedesk.tui-ds.com/	This is only the first Bluetooth pairing required for initial terminal synchronization - Instructions available in http://mobile.tui-ds.com
6	Access to the app "CF Asterix" and introduce the iPad serial	Business Support	IT Managers and MyServiceDesk(destinations without IT team in place)	in case of issues: https://myservicedesk.tui-ds.com/	Video tutorial: http://mobile.tui-ds.com
7	Terminals syncronization: iPad - Castle	Business Support	IT Managers and MyServiceDesk(destinations without IT team in place)	in case of issues: https://myservicedesk.tui-ds.com/	Video tutorial: http://mobile.tui-ds.com
8	Inform the CF Asterix password to the rep	Business Support	Operations/Reps	Operations creates the password in ASX, so in case of any issues with the password – reps should contact Operations	This information is available in Asterix reps screen and normally is the same number as rep number Asterix menu>Excursions 1.1>Reps
9	Follow up of the best practices guide	Reps	Servic/e Delivery MgrsIT Infraestructure/IT Manager	in case of issues: https://myservicedesk.tui-ds.com/	Video tutorial: http://mobile.tui-ds.com
	Day-to-day: Bluetooth pairment : iPad vs Castle	Service Delivery	IT Managers and MyServiceDesk(destinations without IT team in place)	in case of issues: https://myservicedesk.tui-ds.com/	Once initial pairing is done from BS – daily responsibility sits with Service Delivery to ensure their teams follow the correct best practices rules/instructions and video provided
10	Day-to-day: Sales terminals management knowledge to reps	Service Delivery Managers	Business Support and Operations	Service manual and smiles academy	

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Area	Type of errors	Meaning	What to do	Notes:
Printing tickets issue	Multiventas (more tickets being sold) – iPad remains frozen	Connection between iPad and Castle is lost. Therefore the ticket isn't printed. The sale is done	Workaround: restart Castle (only). Take note of the ticket number – to print ticket afterwards once restarted Quick re-connection iPad + Castle →Red button + green button	Final solution still pending –more test with Firmware needed *Happens randomly / with both applications*
Printing tickets issue	Lost BT connection between iPad and Castle – iPad looks frozen but is actually trying to connect with the Castle in the background (can last 3 min at the moment)	Connection between iPad and Castle is lost. Therefore the ticket isn't printed. The sale is done	Workaround: restart Castle (only). Take note of the ticket number – to print ticket afterwards once restarted Quick re-connection iPad + Castle →Red button + green button	Final solution still pending –more test with Firmware needed *Happens randomly / with both applications*
Issues with credit card payments	"Server error payment with Credit Card"	Error appears when it doesn't find the iPad. Issue due to the order of boot sequence.	App must be opened first and then Castle switched on.	
Issues with credit card payments	"Denied format error (CA)"	This might be due to: Synchronisation wrong **or** hardware issue -iPad has been connected to a different Castle -Internal keys lost due to a blow	First try if this is a Synchronisation issue: from App on iPad – click again synchronization	If this doesn't solve the issue – it means is a hardware issue. Give back to your business support manager as Castle has to be changed/repaired.

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Area	Type of errors	Meaning	What to do	Notes:
Card payments issues	"Denied, Transaction cancelled" (before the credit card is inserted, upon selection of electronic capture) / issue would happen only the first time.	This is an issue with serial configuration from IECISA	If this doesn't work suddenly and was working before – open a ticket to myservicedesk as we have to escalate to IECISA	
	Denied transaction	When inserting the PAX name – special characters are not allowed. So system denies transaction.	remove special character (e.g. Apostrophe) or replace with a space. Eg. O'DONNELL → O DONNELL	
General issue	"System error 099"	Unexpected issue from IECISA server.	Open a ticket to myservicedesk	n/a
Communication error	Message "Time out error"	Communication with BT / Internet issue	Verify that BT is correctly activated and that you have internet coverage Red button + green button to re-connect BT	
General issue	Error, " Denied for diver. Reasons"	when this appears it might be due to: - ASX is blocking this due to any issues *for ex. availability, data loaded wrong..* - Lost communication / timeout in the process	Is not due to Castle/APP - Verify with office that is loaded correctly the data and availability in ASX - Try again in case is a communication issue	If this doesn't work – open a ticket to myservicedesk

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Area	Type of errors	Meaning	What to do	Notes:
General issue	Not registered or Lastbd not found	Issue happens when wrong serial number is inserted in the App or serial number not activated in ASX	Verify that you have the same serial number between ASX and APP.	Business support will be able to delete the serial number in the app and insert a new one or activate the correct serial number in ASX. Otherwise open ticket with myservicedesk.
General issue	Empresa/oficina/terminal 000 Company/Office/terminal 000	Incorrect serial number loaded in Asterix(Terminal maintenance screen)	Business Support team to correct information in the Asterix terminal maintenance screen and wait	
General issue	iPad do not charge the pinpad number	iPad with the "miura" connection configured instead of "castle" mode	Change to "castle" mode and syncronize	