

Optimum iPad Set-Up to Run ARISE Scenarios

Use the Latest iOS

As of 12/15/2017, the latest iOS version is 11.2 . We have been using this version to test new scenarios and it is working well. To update iOS from a fairly recent previous version, the process goes pretty smoothly. If you have not updated the iOS in a long time (months, never), it could get a little more involved as you may have to update Wi-Fi passwords, or Apple IDs may not be easily found or expired.

To update a consortium iPad, go to iPad settings > General > Software Update. The iPad will need to be connected to Wi-Fi while updating and must have either 50% battery power, or be connected to the charger in order to download and install the update.

If your iPad has not been used for a while, it could be waiting with an already downloaded update to install. If this happens, you must first allow it to finish the previous update, and then install the latest update.

For non-consortium managed devices, your college may have a policy for updating iOS devices.

Here is a link to the Apple recommended process for privately owned devices:

<https://support.apple.com/en-us/HT204204>

Use the Latest ARIS App

As of 12/15/2017, the latest ARIS App version is 2.5.6 . **IMPORTANT!** Version 2.3.2 or later from ARIS must be used because it is specifically designed for the iPad AND it shows our scenarios properly. All iPads need to be updated to this version or later. If the Apple iOS is version 9.3.5 or later on consortium iPads, the iPad should try to automatically update, or prompt you to update, to the latest ARIS App. Sometimes the ARIS App needs to be deleted and re-installed because it has frozen up or is not behaving properly or refuses to update.

Delete, Install, or Re-Install the ARIS App

Delete:

To delete the App touch the App icon until all apps begin to wiggle. Touch the 'X' that now appears on the ARIS App to delete it.

Install or Re-Install:

If you have a Consortium managed iPad and a recent version of iOS (9.3.5 or later):

1. Leave the iPad connected to Wi-Fi and power for 24 hours. The App should re-install itself during the daily check-in that the management software does.
2. Alternatively, you can send us a message to force an update immediately, which we can do remotely from CVTC. Call the CVTC Help desk at 715-830-5555 and request that your college have their ARISE Consortium iPads get a App re-install command sent. If our Apple technician is available, this can happen very quickly.
3. A third option (**not recommended for Consortium managed iPads***) is to re-install the latest version from the App Store on the iPad, but you will need to have a working Apple ID supplied by you or your college to download it. Here is a link to the Apple recommended process for privately owned devices: <https://support.apple.com/en-us/HT204204>

**This breaks the ability of the management software (Consortium managed iPads only) to automatically update the ARIS App in the future because now it will require the Apple ID and password each time.*

For non-Consortium iOS devices, feel free to install/re-install the ARIS App from the Apple App Store anytime using your own Apple ID and password. In the store, search for 'ARIS', and selection the option from the 'Field Day Lab – University of Wisconsin – Madison'.

Set Display to NEVER Sleep (or the longest possible 'Auto-Lock' option)

iPads are typically set to preserve battery life by 'going to sleep' after a set time. Depending on your iPad, the time setting choices can vary. Consortium managed devices are able to be set to NEVER go to sleep. We recommend this setting because if the iPad goes to sleep during the use of a scenario, the timers used in our scenarios do not track the passage of time properly. The scenarios are effectively paused until the iPad is awakened. If the Auto-Lock: NEVER setting is not available for your device, set it to the longest time available (Ex: for my personal iPad the longest is 15 minutes).

To set the Auto-Lock activation time, on your iPad go to Settings > Display & Brightness > Auto-Lock.

Set Side-Switch to Control Mute

Consortium iPads (iPad Air models) have a side switch above the volume buttons that can be set to control either the muting of Apps OR rotation lock. This switch is protected by a rubber flap in the OtterBox protective case we provided with the iPads. This switch was inadvertently set to off on some iPads when they were placed into the cases causing the ARISE scenario sounds to be muted. Changing the position of the switch to 'ON' (no red showing) will fix this issue.

We recommend using this switch for muting and NOT for lock rotation. Locking rotation can be set in the settings of the iPad. Go to Settings > General > Mute (in the 'USE SIDE SWITCH TO' section). When this is set, the lock rotation will need to be selected in the 'Control Center' (see below).

In newer iPads (iPad Air 2) or other devices there may not be a side switch at all. In this case both mute and rotation are controlled via the 'Control Center'.

Use Control Center to Lock Rotation

A 'Control Center' menu exists on iPads and iPhones. This is accessed by using your finger to 'swipe up' from the bottom of the display towards the top.

Here you will see buttons, sliders and icons that let you quickly access some controls for your device. The lock rotation button will appear here if the iPad settings are using the side switch for muting or if there is no side switch. The round button looks like a paddle lock with a circular arrow around it. When it is set to lock the display (keep it from rotating) it will turn red.

ARIS and our scenarios are all currently designed to show content if the 'portrait mode', or to be taller than wider. With your device oriented vertically, access the control center and lock this orientation in place when using ARISE scenarios or serious games.

Allow the Camera to Be Used with the ARIS App

When using a newly installed ARIS App for the first time, it should pop up a questions asking if it is okay to have the App access the camera on your device. You *must* allow ARIS to use the camera in order to scan the QR codes used to start the scenarios, or to scan QR codes during.

If you accidentally remove permission for ARIS to use the camera, you can give access back through the device settings. Go to Settings > ARIS (located by scrolling down the list) > Camera. Touch the toggle switch so green is showing.

Make Sure Wi-Fi Connectivity is Up-to-Date

ARISE simulations and serious games are completely dependent on Wi-Fi and access to the internet. Everything you see during a simulation, from scanning the start codes to seeing images or videos, comes from servers located in Madison or Fox Valley. Strong Wi-Fi is essential to using this technology. Every college has policies for using Wi-Fi and configuring the accounts and passwords. If your college requires Wi-Fi connections have account passwords that need to be changed periodically, be sure to update your device when these changes occur. If allowed to lapse, your device will not be able to get the latest iOS, the latest ARIS App, or work at all during a scenario or serious game.

Keep iPads Charged or Charging & On During Times of High Use

Prior to a semester or other time of high use, keep your devices charged, 'On', and connected to Wi-Fi in order to be ready for use. This allows the Consortium iPads that have the management software to update the ARIS App automatically. It could also download any new iOS update and have it available to you to initiate the update more quickly. Also, if you notice a new release of iOS or the ARIS App has occurred, it would be good to look over the devices to see if things updated properly.

Before Semester Begins or Times of Anticipated High Use

Set aside time to update all iPads to the latest iOS and ARIS App and test thoroughly.

Test out a simulation or serious game ahead of time to ensure your devices are working properly. Contact us or visit the Frequently Asked Questions for the ARISE project (www.ariseproject.com) in the Help area of the website with questions.