ALVARADO
dormakaba Group

PocketGate Direct Connect SVT Administrator Guide

PUD4139R3-0 Version 2.1

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PUD4139R3-0

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Preface

Document Overview

This guide is meant to instruct administrator personnel in the configuration and use of Alvarado's PocketGate Direct Connect SVT devices. Administrators have access to all PocketGate and device functionality, while regular users may be restricted in what they can and cannot access.

Alvarado's SVT devices are compatible with GateLink version 10.0.7.8 and above.

Support

For questions or comments regarding this guide or using the SVT, contact Alvarado Entertainment Support. Support hours are Monday–Friday 8:00 AM to 4:00 PM Pacific time.

Email: **support@alvaradomfg.com**

Phone: 909-591-8431

Using the SVT

This section goes over how to use the SVT device in conjunction with the PocketGate application.

Physical Button Layout and Functions

Home button – No function in PocketGate; press and hold while out of PocketGate to bring up task manager

Options button – No function in PocketGate; press to bring up contextual options menu when out of PocketGate

Back button – Closes on-screen keyboard; returns to previous screen

Left scan button – Press to activate imager

Volume up/down buttons

Right scan button – Press to activate imager

Power button – Device power options; locks screen; wakes device

Installing / Replacing the Main Battery

1. To install or replace the rechargeable battery, first make sure the device is powered off (see page 8).

2. Remove the battery cover located on the back of the device. The battery cover is secured with locking latches on top, and by tabs located underneath the cover that are inserted into slots in the bottom of the cover. Follow these steps to remove the cover.

   a. Rotate both locking latches inward to the horizontal, unlocked position.

Locked Latch   Unlocked Latch

   b. Once the latches are unlocked, carefully pry the middle of the top edge of the cover away from the device, using caution not to damage the bottom tabs.

   c. After clearing the latches, remove the cover by continuing to pull out from the top until both sides of the cover are released, then pull the cover up and away from the bottom tabs.

3. If you are replacing an existing battery that is already installed in the device, remove it by pushing slightly upwards before pulling the battery out of the device.

4. For battery installation, make sure it is oriented so that the battery contacts are aligned with the device's battery contact pins. Then insert the battery top-edge first, pushing it gently towards the spring-loaded contact pins. Once the pins are compressed, the bottom edge of the battery can be fully inserted into the device.

5. After battery installation, replace the battery cover by carefully aligning/inserting slots on the bottom of the cover onto pins on the device. Close the cover by first ensuring that both locking latches are still in horizontal, unlocked position, then by pressing firmly on each side of the cover to snap it into place.

6. Secure the battery cover by rotating locking latches downward to the vertical, locked position.

Charging the Device

The available charging dock (P/N 10-8081) allows charging of a single terminal and a spare battery simultaneously. The dock includes a power adapter as well as a micro USB port to allow a docked device to be connected to a PC for programming purposes.

The batteries used in Alvarado's SVT devices are Lithium-Ion polymer batteries. This battery type uses flexible materials to save space and improve battery life. Lithium-Ion polymer batteries have a 300 to 500 charge-discharge cycle life expectancy. This means that the batteries can be fully charged, completely depleted, and fully charged again at least 300 times before noticeable drops in performance and storage capacity can be observed. The batteries used in the SVTs have a two to three-year life expectancy before performance begins to drop.

Battery Best Practices

If these best practices are not observed, useful battery life will decrease more rapidly than designed and can cause battery failure.

- If the devices are used at least once a week for scanning, they can be left on powered chargers between events.

- If the devices are used less than once a week, but more than once per month, there are a couple of methods you can use to charge the devices before the next event:

    ○ Place the devices on their chargers after a scanning event. Once they reach 100% charge, disconnect the chargers from power.

    ○ Place the device on chargers that are not connected to power. The day before the next event, power the chargers and charge the devices.

- Once units reach 100% charge, either remove them from the cradle or disconnect the charger from power.

- Recharge batteries before they drop below 25% capacity.

- For longer term storage of periods lasting longer than a month, charge the battery to between 50% to 70% before removing the devices from their chargers (or removing the chargers from power) and powering them off or removing the batteries. Check the devices every three months and recharge them to between 50% to 70% as needed.

Power Options

Turning the Device On

While the device is powered off, press and hold the **Power** button on the right side of the device for about two seconds. The device will start booting up and will display the Lock screen when it's finished.

Powering Off or Restarting the Device

1. Press and hold the **Power** button on the right side of the device for about one second until the Power Options menu appears.

2. Press **Reboot** to restart the device or press **Power off** to turn it off.

3. Press **OK** to confirm.

Turning the Display On or Off

While the display is on, press (but do not hold) the power button on the right side of the device to turn it off. The application will continue to run and, if it was already online, the device will also remain connected to the server while the display is turned off.

While the display is off, press the power button to turn it back on. It will display the last screen you were looking at before you turned the display off.

Changing the Volume

1. Follow the steps in the **Exit the PocketGate Application** section on page 30 to close the application.

2. Swipe up from the bottom of the desktop to bring up the applications menu.

3. Press the **Settings** icon.
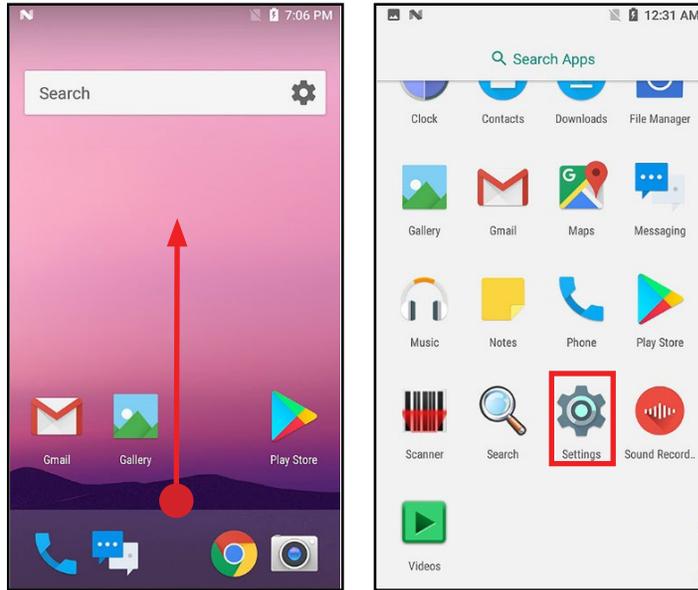
4. Press **Sound & notification** under the Device section.

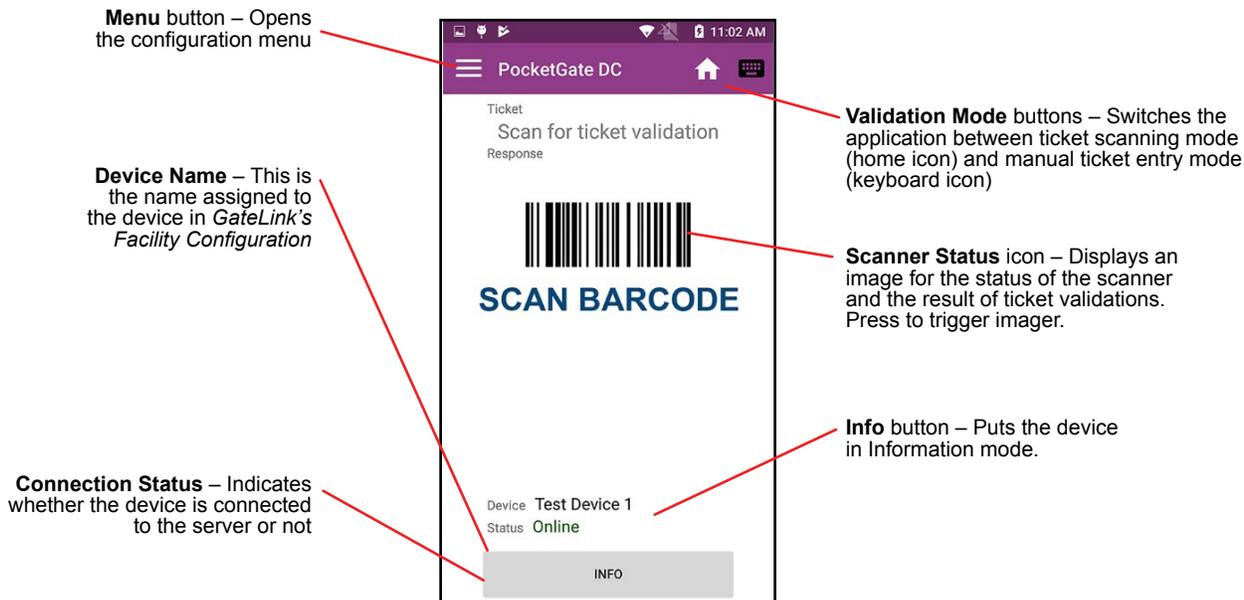5. Change **Media volume** to the desired level.

Basic PocketGate Operations

This section covers basic PocketGate operations that typical users will encounter when using the devices.

The PocketGate *Home* Screen

The *Home* screen is the default PocketGate screen. It displays when the application starts and is where most ticket validation activity occurs.

Menu button – Opens the configuration menu

Device Name – This is the name assigned to the device in *GateLink's Facility Configuration*

Connection Status – Indicates whether the device is connected to the server or not

Validation Mode buttons – Switches the application between ticket scanning mode (home icon) and manual ticket entry mode (keyboard icon)

Scanner Status icon – Displays an image for the status of the scanner and the result of ticket validations. Press to trigger imager.

Info button – Puts the device in Information mode.

(Screen shown: PocketGate DC — Ticket: Scan for ticket validation, Response, SCAN BARCODE, Device: Test Device 1, Status: Online, INFO)

Validating Tickets

To validate tickets, you can scan barcodes using the SVT's imager, enter ticket information manually, or scan RFID media.

Scanning Barcodes

The SVT can scan 1D and 2D barcodes with its imager.

1. Press the **Home** validation mode button if the application isn't on the Home screen.

2. Aim the imager window towards the barcode. The imager window should be about six inches away from the barcode.

3. Press and hold either of the yellow scan buttons on the sides of the SVT to activate the imager.

4. Place the red square over the barcode. If the imager does not decode the barcode right away, move the imager towards and away from the barcode. Do not sweep it from side to side.

5. When the imager decodes the barcode, the SVT will chime and the Home screen will display the result of the scan.

Enter Ticket Numbers Manually

6. Press the **Keyboard** validation mode button, or swipe to the left, to go to the *Manual Ticket Entry* screen.

7. Use the on-screen keyboard to enter a ticket number.

8. Press the **Validate** button. The device will validate the ticket number you entered and return you to the *Home* screen where the result of the validation will display.

RFID/NFC Scanning

The SVT supports 13.56 MHz, ISO1443A/B, and ISO15693 standards for RFID chips. It also supports NFC. The RFID/NFC scanner is on the back of the scanner behind the battery cover.

Ticket Information Mode

Ticket information mode allows a device operator to look up ticket information without validating the ticket. When the device scans a ticket while in information mode, it sends an information request to the server instead of a validation request.
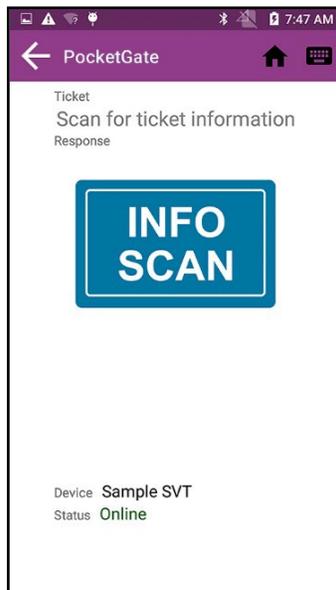
Default Information Mode screen

Ticket details

Information Mode displays the following information about tickets.

• The ticket number

• Whether the ticket is valid or invalid

• The reason the ticket is valid or invalid

• When and where the ticket was last valid (if it was already scanned)

• Ticket level, section, row, and seat information (if applicable)

To enable information mode:

1. Press the **Menu** button and select Device Setup.

2. Tap **Information mode** so the indicator slides right and turns green.

3. If your tickets have additional information assigned to them (like level, section, row, and seat information), ensure the **Show ticket details** setting is also enabled.
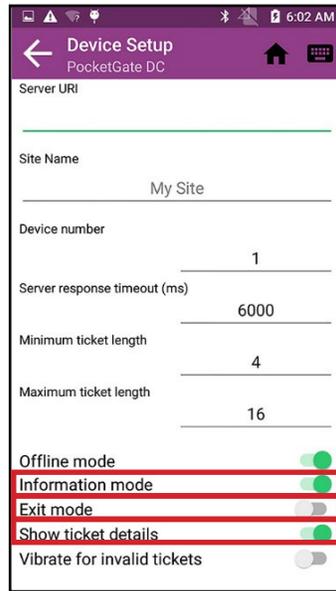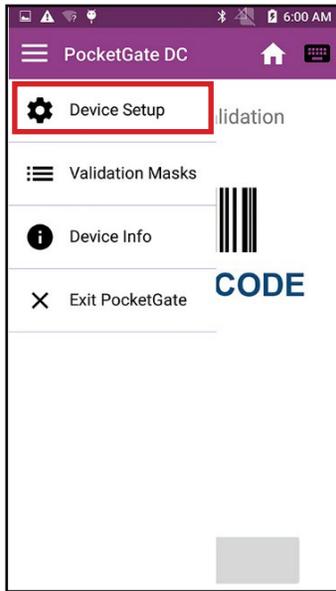
Offline Validation

SVT devices can perform limited ticket validation even if they are not connected to the server. The device enters Offline Mode whenever it loses connection to the server or if the device operator manually enables it. Offline Mode can be manually enabled on the Device Setup screen. See the **Device Setup Screen** section on page 18. The device status displays "Offline" when the device is in Offline Mode.
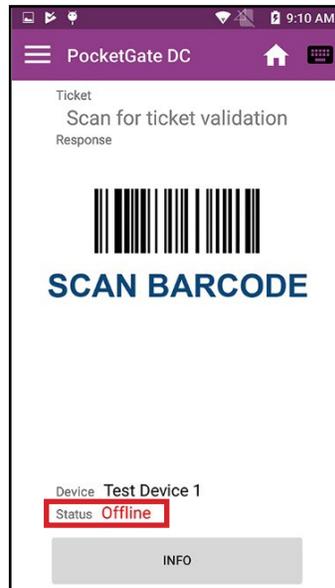
While in Offline Mode, the device can only use the ticket's barcode length and offline validation masks to determine whether it is valid or not.

The **minimum and maximum ticket length** fields on the Device Setup screen define the number of digits the barcode must have for device to accept it for validation. If the device is online, it will not validate any ticket that has barcode number that falls outside this range. When in Offline Mode, the device assumes that any ticket that falls within this range is valid. Unless a validation mask is also set up for the event, the barcode range is the only method the device uses to validate tickets while offline.

An **offline validation mask** is a pattern that ticket barcodes must match to be considered valid. PocketGate automatically downloads validation masks that are valid for the day when the device first comes online. Each device can have up to eight validation masks active at one time. In cases where there are more than eight events with validation masks that are valid for the day, the device will download masks by event name in alphanumeric order.

The devices store ticket scans collected in Offline Mode locally. The number of offline ticket records stored on the device is shown on both the Home screen and the *Device Info* screen.
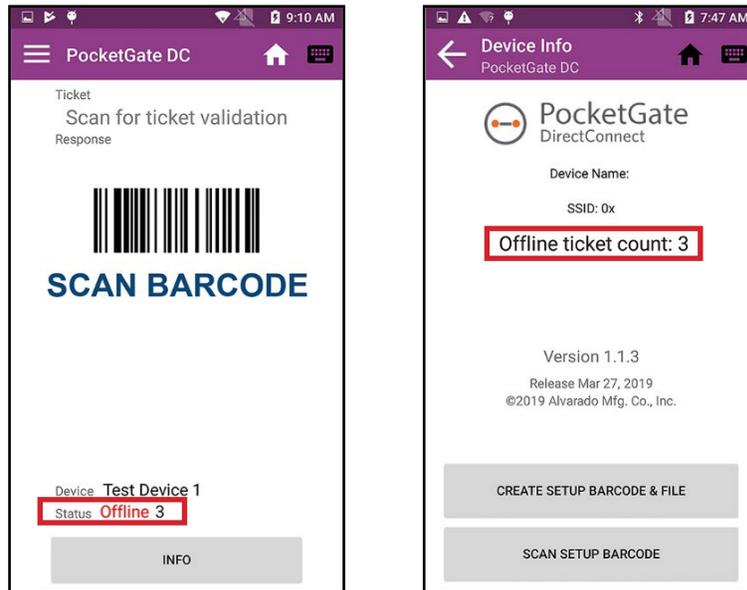

If a device scans a ticket in offline mode, that same ticket cannot be validated again by that device while the scan data is stored locally. After the device reestablishes its connection with the server, it uploads all offline scan data. The server determines whether the scans would have been valid or invalid if they were validated by an online device and stores those results in the database

Exit Mode

If an event will use entry/exit validation, the SVTs can quickly be configured as either entry or exit devices as needed. Entry/exit validation events allow patrons to enter and exit a facility multiple times using a single ticket. After a ticket is scanned in by an entry device, it can be scanned out by an exit device. After the ticket is scanned out, it can be scanned in again by an entry device.
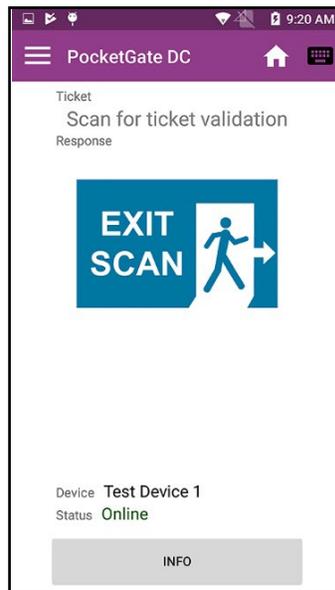
Enable or disable Exit Mode or the Entry/Exit Mode button on the Device Setup screen. See the **Device Setup Screen** section on page 18.

Set Server IP/URI (Static Mode)

Devices in static mode need to be directed to the GateLink server's URI (Uniform Resource Identifier) or IP address.

1. Press the **Menu** button and select **Device Setup**.

2. Modify the **Server URI** field as required so that it is directed to your server's validation endpoint.
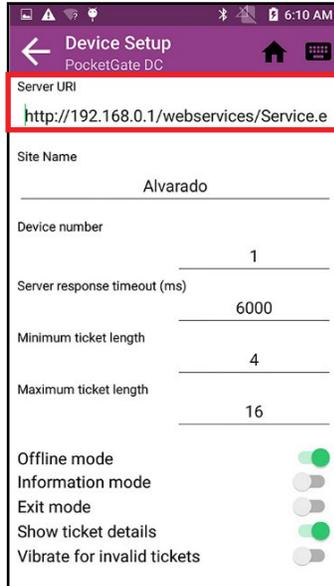
Advanced PocketGate Operations

Advanced functionality can be enabled and configured using the menu. Click the **Menu** button in the top-left corner of the PocketGate screen to display it.
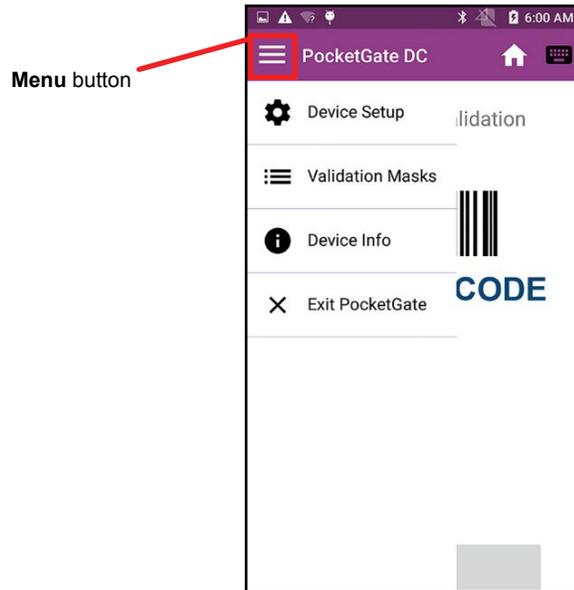
Menu button

Device Setup Screen

To go to the *Device Setup* screen, press the **Menu** button and select **Device Setup**. The *Device Setup* screen can be password protected to prevent unauthorized access. See the **Advanced Device Setup Options** section on page 20.

1. Press the **Menu** button and select **Device Setup**.

2. Modify the **Server URI** field as required so that it is directed to your server's validation endpoint.

The *Device Setup* screen contains configuration settings that affect various aspects of PocketGate's functionality. To modify text fields, tap the field to bring up the keyboard or number pad. To turn a setting on or off, tap the slider button. The slider will move to the right and turn green when the setting is enabled.

Setting enabled

Setting disabled
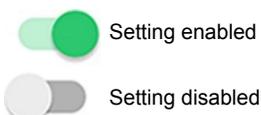
Standard Device Setup Options

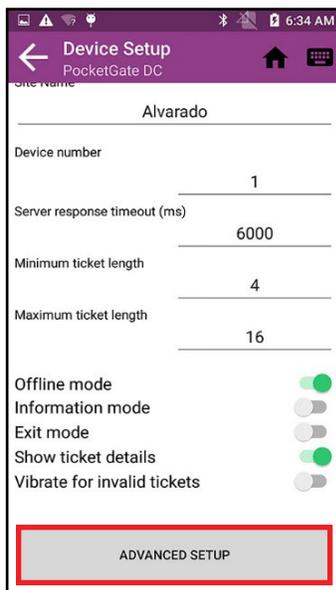| Setting Name	Description
Server URI	The URI of the server that directs the device to the server's validation endpoint.
Site Name	Identifies where the device is located.
Device Number	Under some configurations, the server identifies devices by tracking their device numbers.
Server response timeout (in milliseconds)	The time in seconds the device waits for a Delivery ID validation response from an external validation service. Set this to 0 to disable the server timeout.
Minimum ticket length	If the device scans a barcode with fewer digits than this number, the ticket will be considered invalid.
Maximum ticket length	If the device scans a barcode with more digits than this number, the ticket will be considered invalid.

Setting Name	Description
Offline mode	**Enabled:** The device does not send any ticket information to the server for validation. See the **Offline Validation** section on page 13. **Disabled:** The device sends validation requests to the server when it scans tickets.
Information mode	**Enabled:** The device sends information requests instead of validation requests to the server when it scans tickets. See the **Ticket Information Mode** section on page 11. **Disabled:** The device sends validation requests to the server when it scans tickets.
Exit mode	**Enabled:** The device treats ticket scans as exit scans. See the **Exit Mode** section on page 15. **Disabled:** The device treats ticket scans as entry scans.
Show ticket details	**Enabled:** When the device scans a ticket, additional information about the ticket displays on the screen. By default, the device displays reserved seating information for the ticket, like the assigned level, section, row, and seat. Also displays the patron name assigned to the ticket, if available, on validation scans. **Disabled:** When the device scans a ticket, it shows the result and reason code for the scan.
Vibrate for invalid tickets	**Enabled:** The device will vibrate when it scans invalid tickets. **Disabled:** The device does not vibrate when it scans invalid tickets.

Advanced Device Setup Options

Press the **Advanced Setup** button on the *Device Setup* screen to see additional configuration options.

General

Setting Name	Description
Unlock status bar	**Enabled:** Operators can pull down the status bar from the top of the phone, which gives them access to Wi-Fi settings and other Android options. **Disabled:** The status bar remains locked while PocketGate is running.
Allow screen rotation	**Enabled:** When the device rotates, the screen will change orientation appropriately. Only portrait-mode orientations are supported. **Disabled:** The screen will always be oriented the same direction.
Manual entry screen defaults to numeric keypad	**Enabled:** When operators press the *Manual Ticket Entry* button, the keyboard defaults to a 10-key numeric keypad. **Disabled:** When operators press the *Manual Ticket Entry* button, the keyboard defaults to a standard QWERTY keyboard.
Report analytics and crash data	**Enabled:** Allows the device to send detailed crash and error data to Alvarado for analysis. The device must be connected to a network that has Internet access to be able to send data. **Disabled:** The device does not send any data to Alvarado.

Security

Setting Name	Description
Require operators to log in	**Enabled:** Operators must log into the device to use PocketGate. **Disabled:** Operators do not need to log in to use PocketGate.
Require password to access Setup screen	**Enabled:** A password protects the *Device Setup* screen from unauthorized access. The password to access the Device Setup screen is the same as the one used to exit PocketGate. See the **Exit the PocketGate Application** section on page 30. **Disabled:** Any operator can access the Device Setup screen.

Operating Mode

Setting Name	Description
Debug Mode	**Enabled:** PocketGate will create response logs for each supported call and place them in the device's Documents folder. **Disabled:** The device does not create response logs.
Test mode	**Enabled:** The scanner will enter test mode when it scans a barcode that ends with a number. During test mode, the scanner validates a ticket, waits two seconds, increments the last digit of the ticket number it scanned, and then validates that ticket number. Test mode will continue to run until it is interrupted. **Disabled:** The device validates tickets normally.

Validation

Setting Name	Description
Offline Validation	**Enabled:** If a patron scans a ticket while the device is not connected to the validation server, the device will admit any ticket whose barcode length falls between the minimum ticket length and maximum ticket length and that passes any validation masks, if applicable. Any tickets that do not meet these parameters, the ticket will be invalid. **Disabled:** All offline scans are invalid.
Edit validation masks	**Enabled:** If the device is in Offline Mode, device operators can edit validation masks. See the **Validation Masks** section on page 23. **Disabled:** Device operators are not able to edit validation masks. All validation masks must be downloaded from the server while the device is online.
NFC tickets	**Enabled:** The device will attempt to decode NFC chips when presented. See the **Validating Tickets** section on page 10. **Disabled:** The device will not attempt to decode NFC chips.
Entry/Exit button	**Enabled:** An Entry/Exit button is added to the *Home* screen. Device operators can use this button to switch the scanner between entry and exit modes. **Disabled:** Device operators must use the Device Setup screen to switch between entry and exit modes.
Response specific sounds	**Enabled:** The device will play custom sounds when specific responses are returned from the server after a ticket validation. **Disabled:** The device will play the default valid and invalid sounds regardless of the specific response received from the server.
Parse Barcode	Defines a Regular Expression to pull certain data from a barcode scan (1D or 2D). Contact Alvarado for additional information/documentation. **NOTE:** The field contains an example regular expression by default, but it is non-functional.

Printing

Setting Name	Description
Enable printing	**Enabled:** Enables Bluetooth printer support. The device will attempt to connect to a Bluetooth printer when this setting is enabled. **Disabled:** The device will not attempt to connect to a Bluetooth printer.
Legacy printer	**Enabled:** Enable this setting if you are connecting the device to a legacy Zebra RW420 Bluetooth printer. **Disabled:** Disable this setting if you are connecting the device to a Zebra ZQ520 Bluetooth printer.
Check status before printing	**Enabled:** The device will verify that the connected Bluetooth printer is not in an error state before it attempts to print. The printer might enter an error state if the latch is open or if it is out of paper, for example. **Disabled:** The device will always attempt to print tickets, regardless of whether the printer is in an error state or not. This will reduce the time it takes to print tickets. However, if the device attempts to print a ticket and the printer cannot because it's in an error state, the ticket might be lost.
Print format	This field displays the print format that the device will use to print tickets.
Sync print format button	This button causes the printer to print a default ticket using the print format displayed in the *Print Format* field. It will use default data to populate any fields.

Updates

The settings in this section are only used in conjunction with Alvarado's GateUtility software.

Setting Name	Description
Check for update on startup	**Enabled:** The device checks for updates when the PocketGate application starts up. **Disabled:** The device does not check for updates.
Prompt for update	**Enabled:** The device will prompt the user before downloading any updates. **Disabled:** The device automatically downloads any available updates without first prompting the user.
Automatically download updates	**Enabled:** The device will automatically download any updates at the specified time. A Download Time field will appear if this setting is enabled. The time entered into the field must be in 24-hour format. **Disabled:** Users must manually download any updates.
Download time	Defines the time that the device will attempt to download updates. Time should be entered as HH:MM in 24-hour format.
Update server URL	Defines the location of the GateUtility server where the device receives updates.
Check for update button	Press this button to manually check for updates.

Validation Masks

To go to the *Validation Masks* screen, press the **Menu** button and select **Validation Masks**. See the **Advanced Device Setup Options** section on page 20.

The *Validation Masks* screen allows operators to add, edit, or delete validation masks, if the device is not currently connected to the server. A validation mask is a pattern that ticket barcodes must match to be considered valid.

PocketGate automatically downloads validation masks that are valid for the day when the device first comes online. Each device can have up to eight validation masks active at one time. In cases where there are more than eight events with validation masks that are valid for the day, the device will download masks by event name in alphanumeric order.

See the **Offline Validation** section on page 13.

Device Information

To go to the *Device* Info screen, press the **Menu** button and select **Device Info**. See the **Advanced Device Setup Options** section on page 20.

The *Device Info* screen displays the following information:

- The **version** of PocketGate the device is currently running.

- The **release date** of the current software.

- The **device name**, which it obtains from the server.

- The **IP address** the device is currently assigned.

- The name **(SSID)** of the network the device is currently connected to.

- The **MAC address** of the access point the device is connected to.

- Number of **offline tickets** the device has stored in its local memory.

Create and Export Device Setup Barcodes

You can create setup barcodes that automatically configure PocketGate SVT devices when scanned.

Clone Device Settings

1. Configure the Device Setup as desired.

2. Press the **Menu** button and select **Device Info**.

3. Press **Create Setup Barcode and File**. The device displays two QR codes and exports an INI file to the device's local memory. Both the QR codes and the INI file are copies of the settings currently configured on the device.
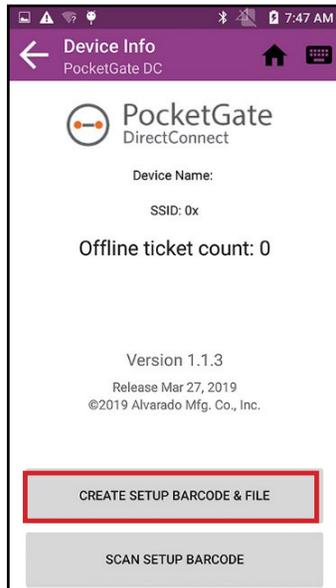
Scan the Device Setup Barcode from the Original Device

| NOTE | This method does not clone wireless profile settings (SSID, Encryption Type, and Password). If you need to clone wireless profile settings, follow the steps in the **Scan the Device Setup Barcode from the INI File** section on page 26. |

1. Follow the steps in the **Clone Device Settings** section on page 25. Leave the original device on the screen with the QR codes.

2. On any device that will receive settings, press the **Menu** button and select **Device Info**.

3. Press the **Scan Setup Barcode** button. If the device does not scan a barcode within ten seconds, it times out and returns to the *Home* screen.

4. While the imager is initialized, scan the **top** barcode from the screen of the original device. The device will report whether the scan succeeded or failed.
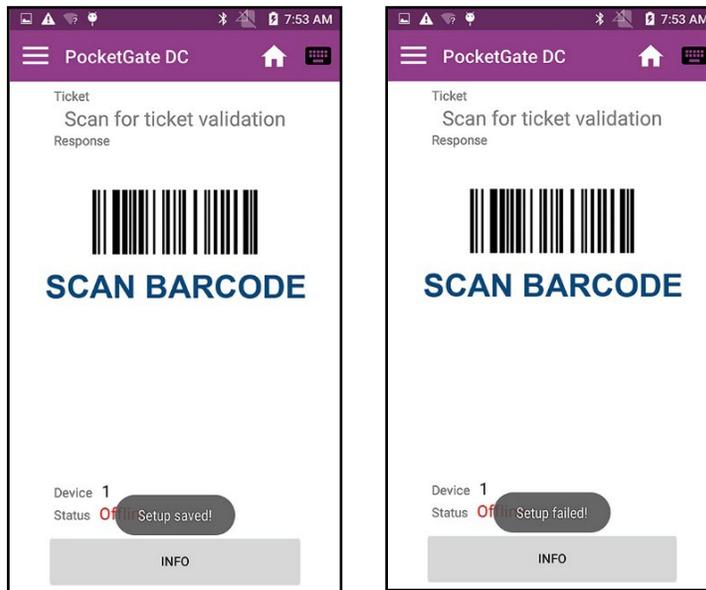
| NOTE | If the setup barcode scan fails, verify the barcode and INI file are both properly formatted. If the problem persists, contact Alvarado for support and provide the INI file. |

Load the INI File on PGate Startup

The device can automatically load settings from an INI file if the file has the correct filename and is stored in the correct location on the device.

1. Follow the steps in the **Clone Device Settings** section on page 25.

2. Use a micro USB cable to connect the device to a computer.

3. Navigate to the device's *Documents* folder and find the INI file you exported. The file name includes the date and time it was created so you can find the correct file if there are multiple INI files in the folder.
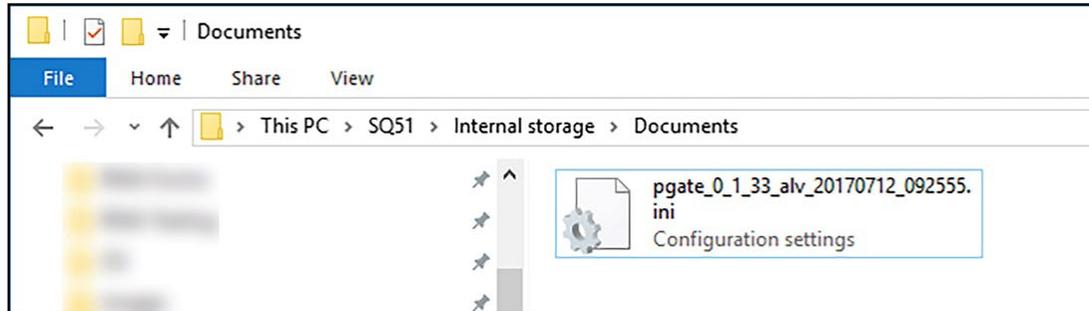
4. Cut or copy the INI file to your computer.

5. Rename the INI file to **pgatedcsetup.ini**.

6. Disconnect the micro USB cable from the device and connect a different device that you want to configure.

7. **Copy** the *pgatedcsetup.ini* file and place it in the new device's Downloads folder.

8. Restart the device. When PGate launches, it will automatically apply the configuration settings from the INI file. The *pgatedcsetup.ini* file will be automatically deleted from the *Downloads* folder after the device applies the settings

Profile Fields in the INI File

You can specify parameters that will allow the device to connect to a Wi-Fi network when it's powered on. You still need to configure static IP addresses manually. See the **Configure the Wireless Network Connection** section on page 31

1. Double-click the INI file to open it. It will open in Notepad by default.

2. Find the line that begins with **Encryption=**. Specify the network's encryption type. Possible values are **WPA** or **WEP**.

3. Find the line that begins with **SSID=**. Specify the network's broadcast name.

4. Find the line that begins with **Key=**. Enter the network's password or key.

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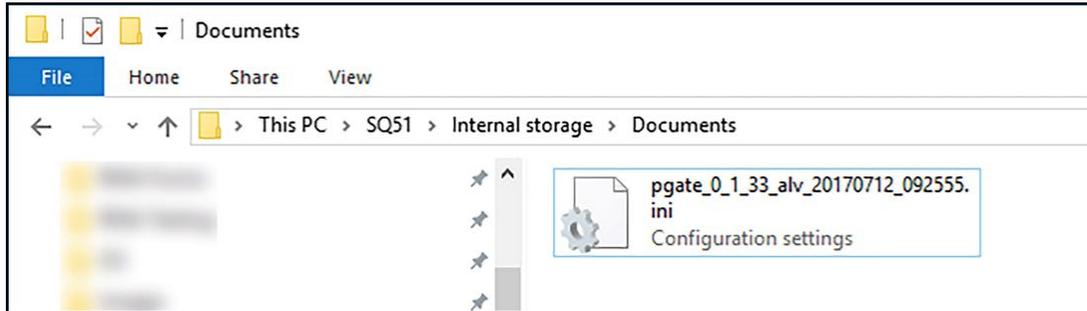
4. Cut or copy the INI file to your computer.

5. Double-click the INI file to open it. It will open in Notepad by default.

6. Edit the file if necessary. See the **Device Setup Screen** section on page 18 for information on what the different settings do.

7. Copy all text in the INI file.

8. Paste the text into a QR code generator.

9. Print the QR code or leave it displayed on your computer's monitor.

10. On any device that will receive settings, press the **Menu** button and select **Device Info**.

11. Press the **Scan Setup Barcode** button. If the device does not scan a barcode within ten seconds, it times out and returns to the *Home* screen.
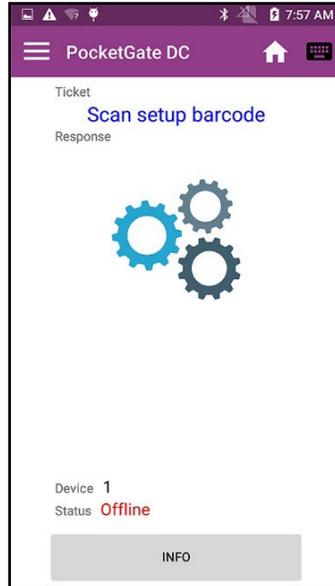
12. While the imager is initialized, scan the QR code. The device will report whether the scan succeeded or failed.

e
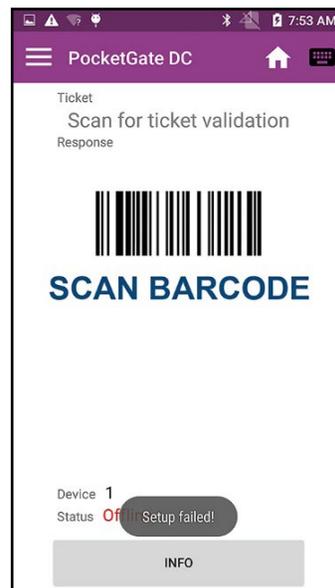
Exit the PocketGate Application

1. Press the **Menu** button and select **Exit PocketGate**.
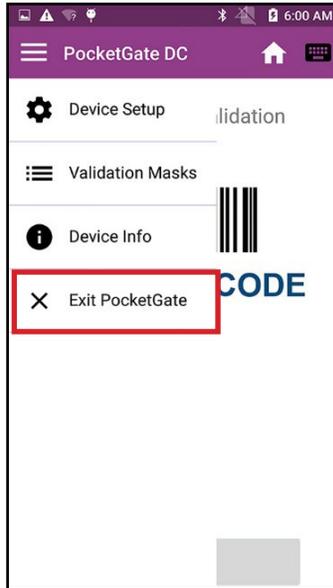
2. Use the keypad to enter the password and press **Confirm**. The default password is **alvarado**.

Configure the Wireless Network Connection

Create a New Profile

1. Exit the **PocketGate Application**. See page 30.

2. Swipe up from the bottom of the desktop to bring up the applications menu..

3. Press the **Settings** button.

4. Press **WLAN**.
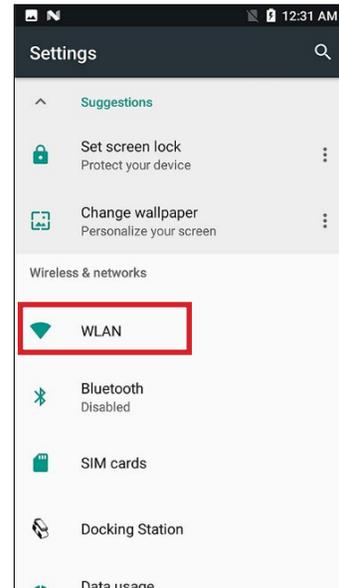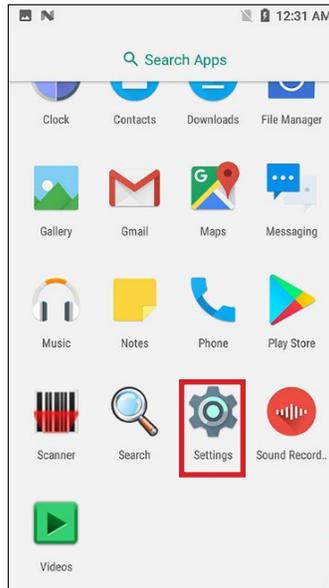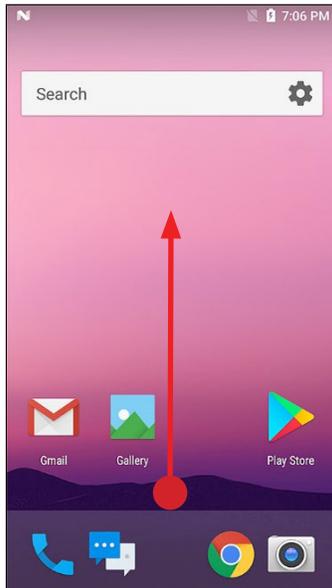
5. A list of available networks displays on the *WLAN* screen. If the network you would like to connect to is displayed, press it. Otherwise, press **Add Network** at the bottom of the list.

6. Enter information as required to configure the network and press **Save**.

Modify an Existing Profile

1. Exit the **PocketGate Application**. See page 30.

2. Swipe up from the bottom of the desktop to bring up the applications menu.

3. Press the **Settings** button.

4. Press **WLAN**.
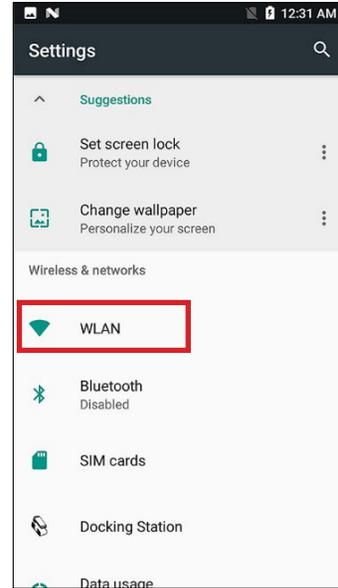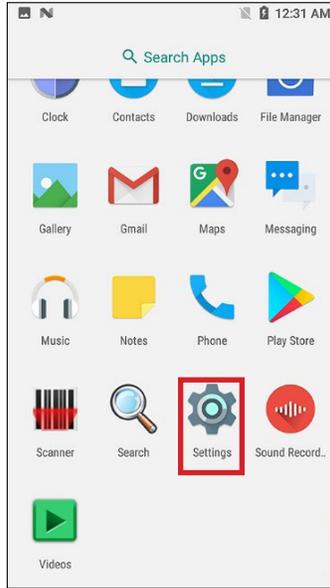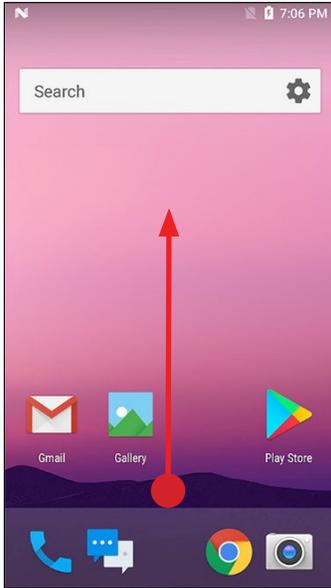
5. Press and hold the network profile you want to edit to bring up a context menu and press **Modify network**.
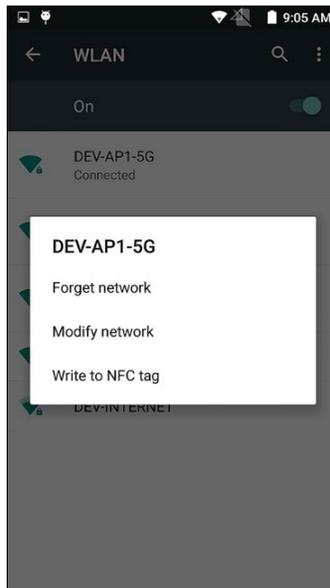
6. Modify network settings as required and press **Save**.

Enable Cellular Data

A cellular data network may be used to communicate with the server, which requires a mobile data plan and SIM card from a compatible cellular provider.

Complete setup/provisioning of the mobile data plan is beyond the scope of this document. However, here are some basic steps used to configure mobile data on a cellular network.

1. Power off the device then remove the battery cover and battery.

2. Locate the SIM card slot within the battery compartment and install the card into the slot, orienting the SIM card as labeled on the device.

3. Replace the battery and secure the battery cover then power on the device.
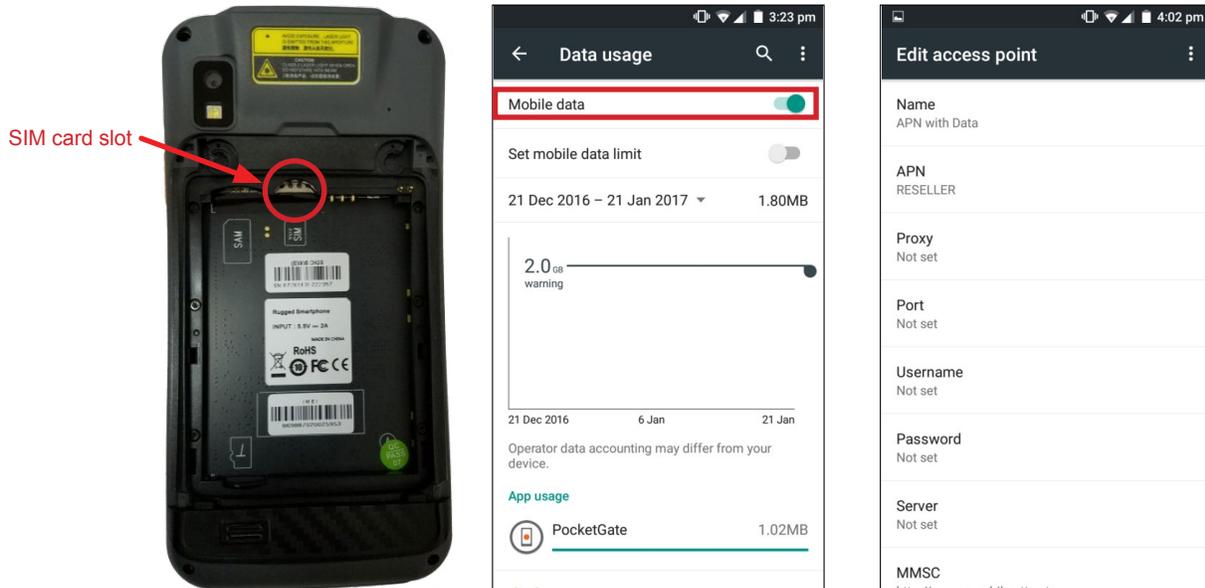
4. From the *Home* screen, press the **Applications** button, then **Settings**, then **Data Usage** to enable the Mobile Data option. Tap the Mobile data setting to toggle it on.

5. To setup the connection to your cellular provider's access point, return to **Settings** and press **More**, then **Mobile Networks**, then **Edit Access Point** to configure applicable APN parameters provided by your carrier.

Miscellaneous Functions

Clear PocketGate Data

Clearing PocketGate data resets the application to default settings, including Dynamic Mode servers. It also clears all locally stored offline scan information.

1. Exit the **PocketGate Application**. See page 30.

2. Swipe up from the bottom of the desktop to bring up the applications menu.

3. Press the **Settings** button.

4. Press **Apps**.
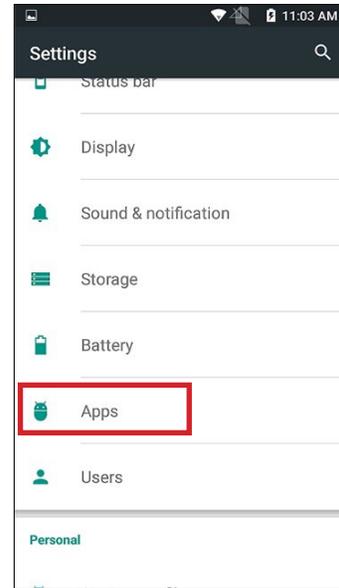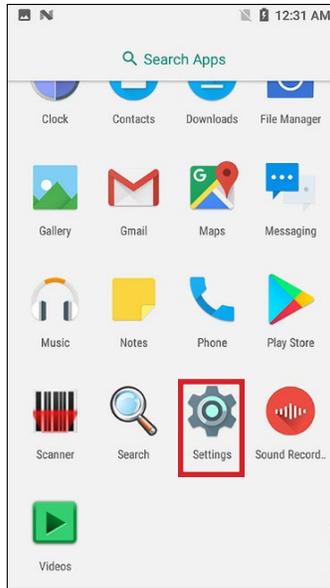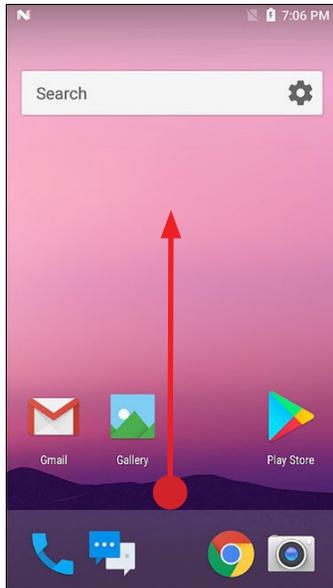
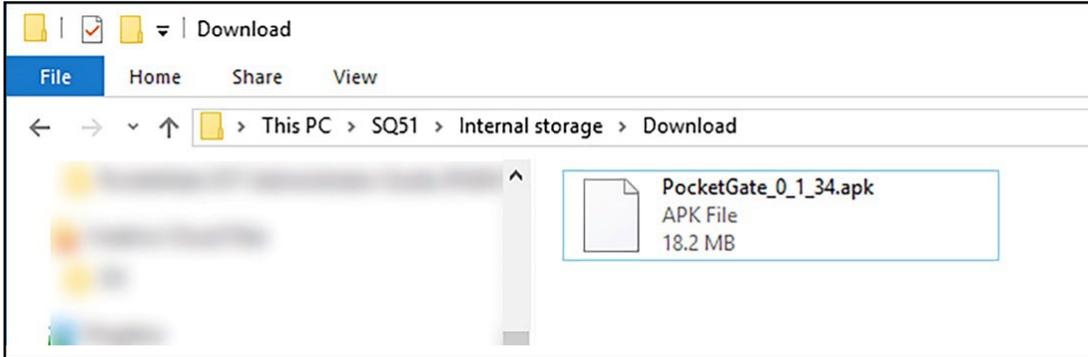5. Press the **PocketGate** icon.

6. Press the **Clear Data** button.
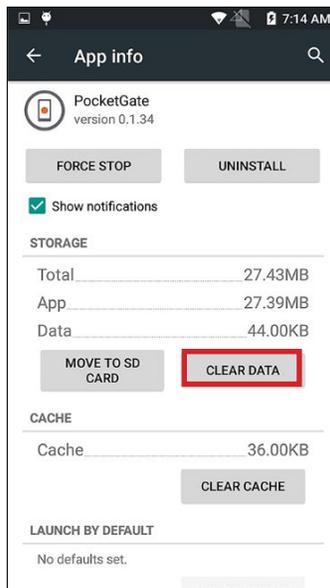
Install/Update the Application

| **NOTE** | • You will need a micro USB cable to complete the steps in this section. |
| | • You will need an APK file from Alvarado containing the new version of PocketGate |

1. Use the micro USB cable to connect the SVT to your computer.

2. From your computer, use Windows File Explorer to navigate to the device's *Download* folder

3. Copy the APK file from your computer to the device's *Download* folder.

4. On your device, exit the **PocketGate Application**. See page 30.

5. Swipe up from the bottom of the desktop to bring up the applications menu.

6. Press the **File Manager** button.
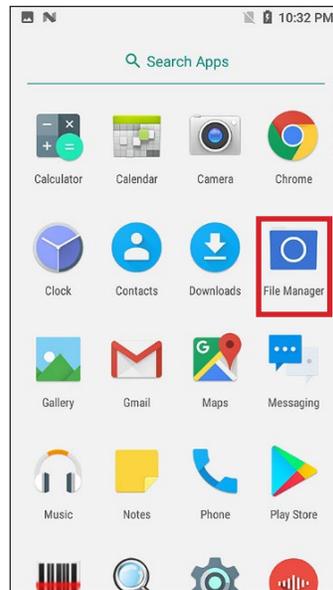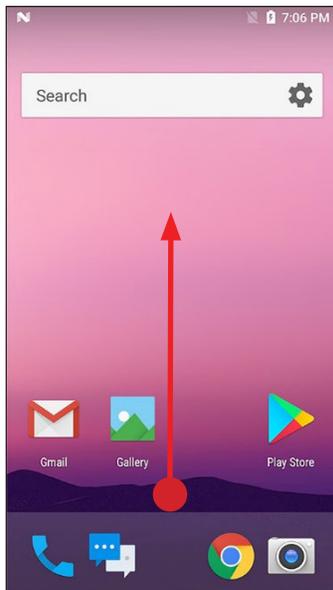
7. Press **All**.

8. Press **Download** to open the folder.

For Assistance: support@alvaradomfg.com +1 (909) 591-8431 PUD4139R3-0
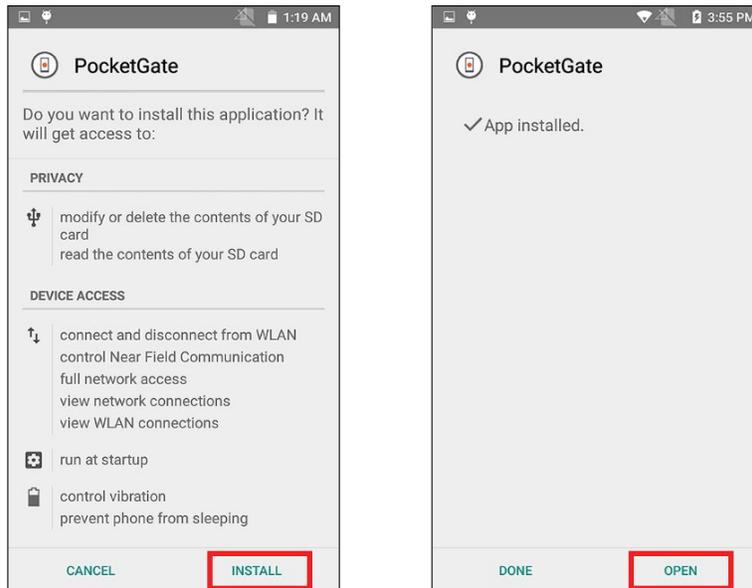
9. Press the APK file you loaded earlier to install PocketGate
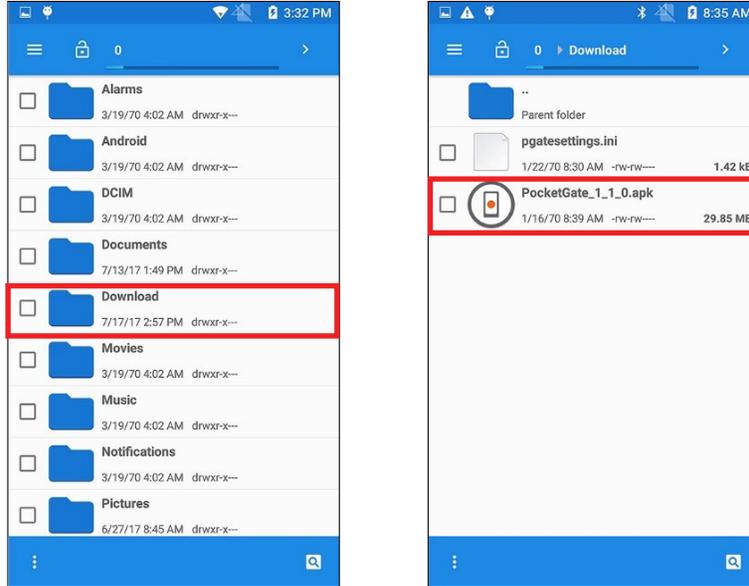
10. Press **Install**. Wait for the device to report a successful installation.
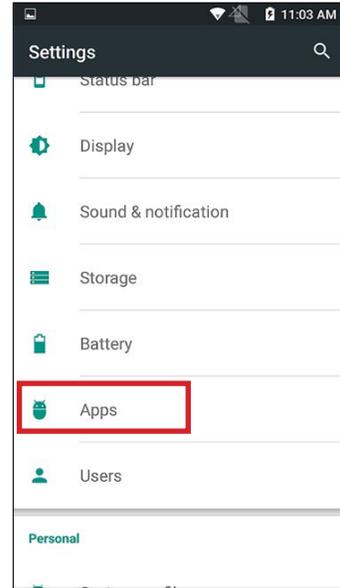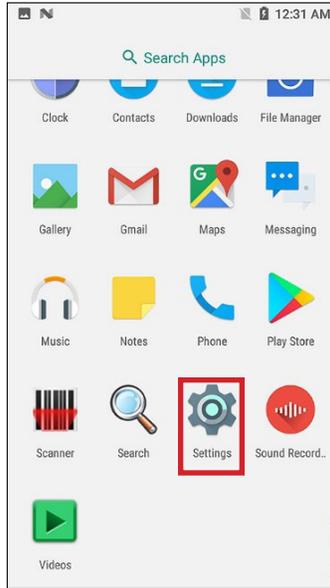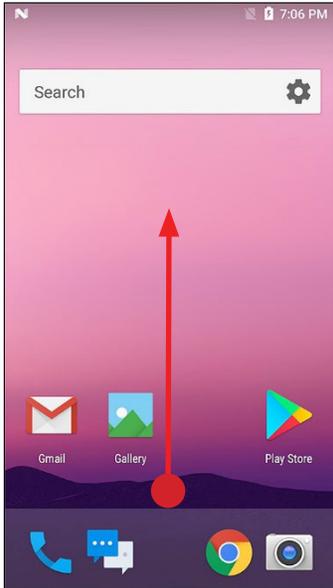
11. Press **Open** to launch PocketGate

Uninstall PocketGate

In some instances, a new version of PocketGate may require the old version to be completely uninstalled first. Alvarado will advise if that is the case.

1. Exit the **PocketGate Application**. See page 30.

2. Press the **Applications** button.

3. Press the **Settings** button.

4. Press **Apps**.

5. Press the **PocketGate** icon.

6. Press the **Uninstall** button.
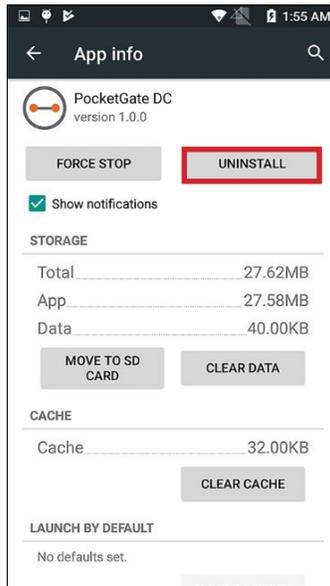
Appendix – Change Network Type (CDMA–GSM)

1. Exit the **PocketGate Application**. See page 30.

2. Press the **Phone** button and press the **keypad** button.

3. Dial ***#*#4636#*#***. A Testing menu will automatically appear when you finish entering the numbers.

4. Press **Phone Information**.

5. Scroll down and find the *Set preferred network type* dropdown menu. Select the appropriate option from the list.
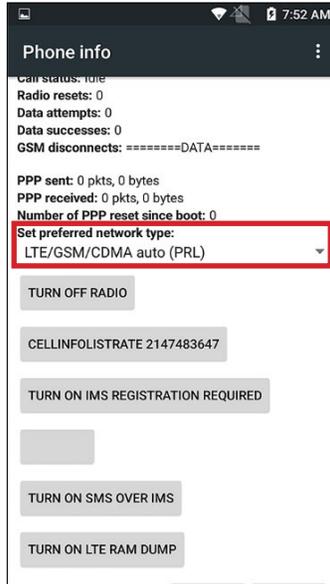
Revision History

Revision	Date	Author	Revision History/Description
1.0	10/5/2017	D Bohannon	Original Document
2.0	12/18/2017	D Bohannon	Added section on setting server IP static mode. Other minor edits.
2.1	1/8/2020	D Bohannon	Updated for current version.

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