



Banned Drinkers Register Mobile Application User Manual

VERSION

1.0

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DLGSC

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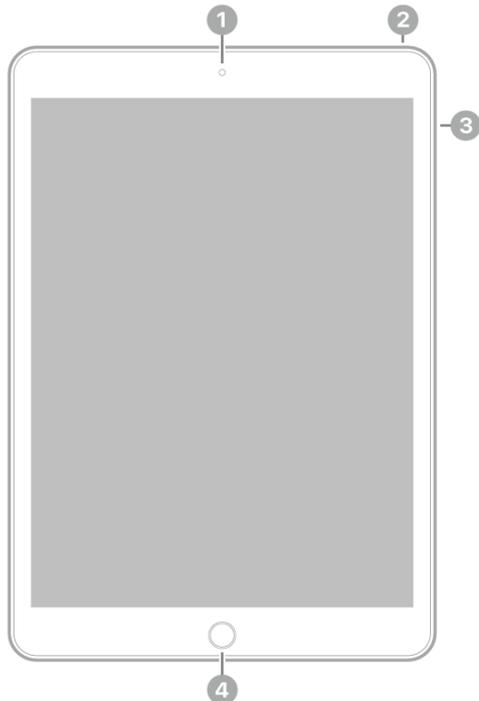
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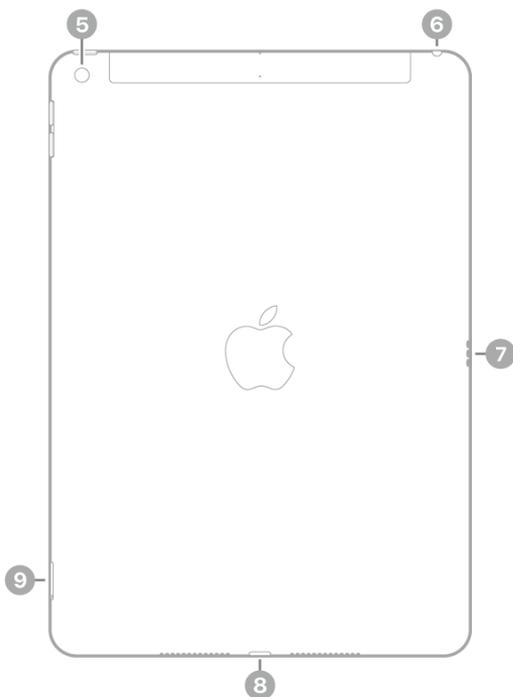
1 GETTING STARTED

1.1 iPad User Guide

You can access the iPad User Guide on the apple website: <https://support.apple.com/en-au/guide/ipad/ipada6b7a0b6/ipados>.



- ① Front camera
- ② Top button
- ③ Volume buttons
- ④ Home button/Touch ID



- ⑤ Rear camera
- ⑥ Headphone jack
- ⑦ Smart Connector
- ⑧ Lightning connector
- ⑨ SIM tray (Wi-Fi + Cellular)

1.2 Setting up the BDR Device (iPad)

To set up your device:

- a. Remove the BDR Device (iPad) from the box.
- b. Power on the device by holding and pressing the button at the top right-hand corner (Figure 1).



Figure 1

Important: Place the BDR Device (iPad) on charge a minimum of 4 hours before opening time.

1.2.1 Network Availability

Before using your BDR Device (iPad), please connect the device to your venue's secure Wi-Fi network.

- a. From the BDR Mobile Device's (iPad) Home screen, tap *Settings* (Figure 2).



Figure 2

- b. In the left panel, select *Wi-Fi* (Figure 3).



Figure 3

- c. To search for nearby wireless networks, move the Wi-Fi slider to on/green (Figure 4). Select your venue Wi-Fi network from the list.

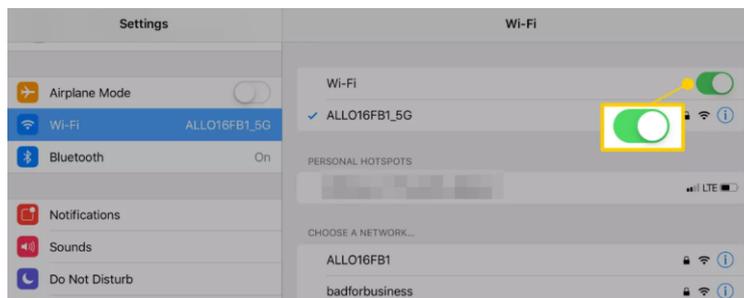


Figure 4

- d. Enter the Wi-Fi username and/or password (Figure 5).



Figure 5

- e. A blue tick will appear next to the Wi-Fi Network once the BDR Mobile Device (iPad) is connected (Figure 6).

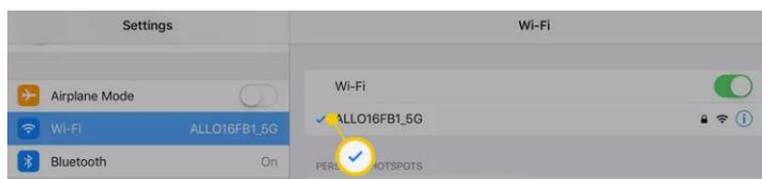


Figure 6

2 Logging In

2.1 Credentials

You need to be an authorised user to use the BDR Mobile App. You will have been provided a user account as part of your onboarding.

If you have not been provided with an account, please contact the Department of Local Government, Sport, and Cultural Industries (DLGSC).

2.2 Getting Started

2.2.1 Device Passcode

Upon receiving your BDR Mobile Device (iPad), you will be prompted to setup a new passcode (*Figure 7*). This code will be used to unlock the iPad.

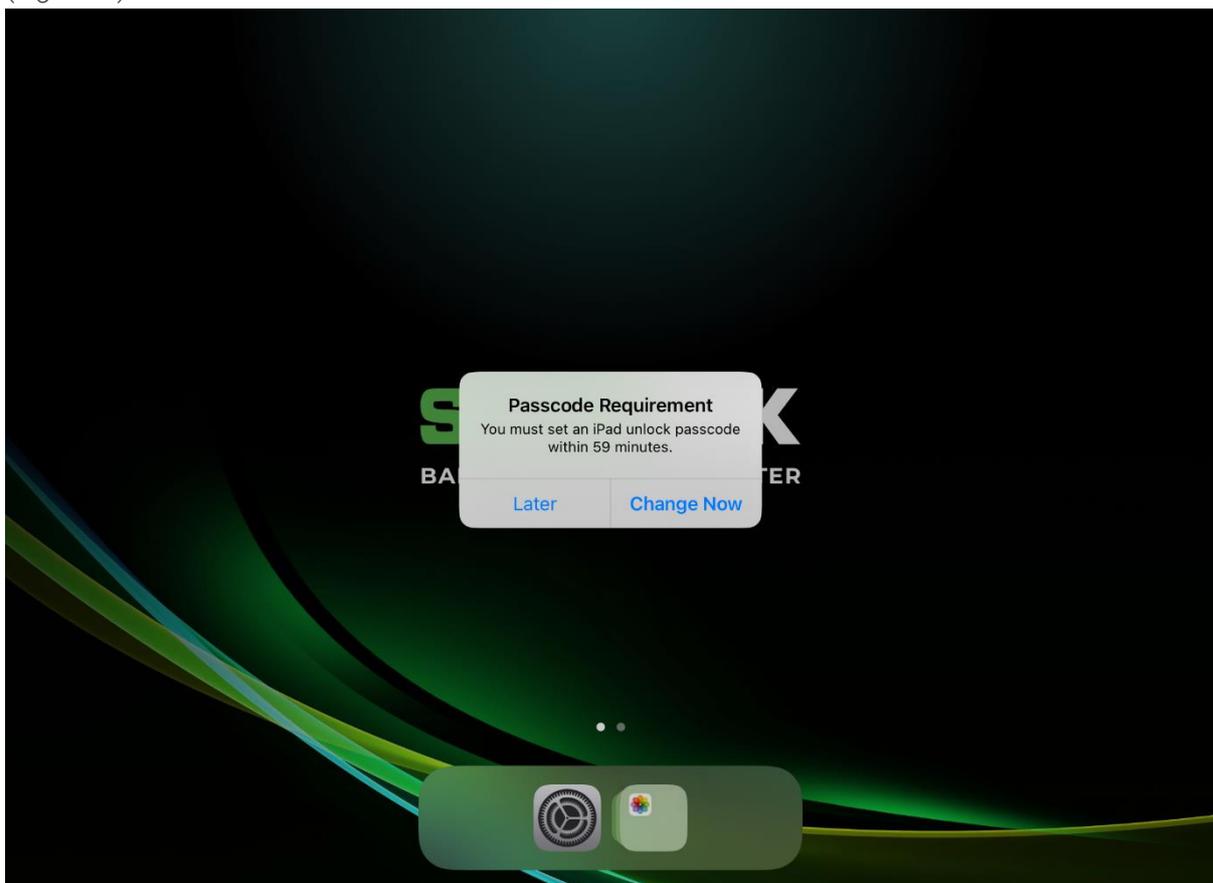


Figure 7

If a passcode is not entered within the hour, the device will enforce a passcode and cannot be used until the passcode is set. To set a passcode:

- a. Unlock the iPad.
- b. A *Passcode Requirement* prompt will appear (*Figure 7*).
- c. Select *Change Now*.
- d. Enter a 6-digits code, confirm, and tap *Set Passcode*.

2.2.2 To Login

You will have received an email containing your username and temporary password prior to receiving your BDR Mobile Device (iPad).

Unlock your BDR Mobile Device (iPad) and tap on the screen to access the BDR Mobile application. You will be presented with the BDR Mobile application login screen (*Figure 8*).



Figure 8

Logging in for the first time

- a. Enter your email and the temporary password and tap *Login* (*Figure 9*).
- b. Follow the onscreen prompts to set your new password and tap *Submit* (*Figure 11*).
- c. Where enabled, enter the one-time, authentication code (refer to *Setup Mobile Authentication* for instructions to set this up), then tap *Submit*.

Important: Where enabled, a Multi-Factor Authentication (MFA) code will be necessary for every login event.

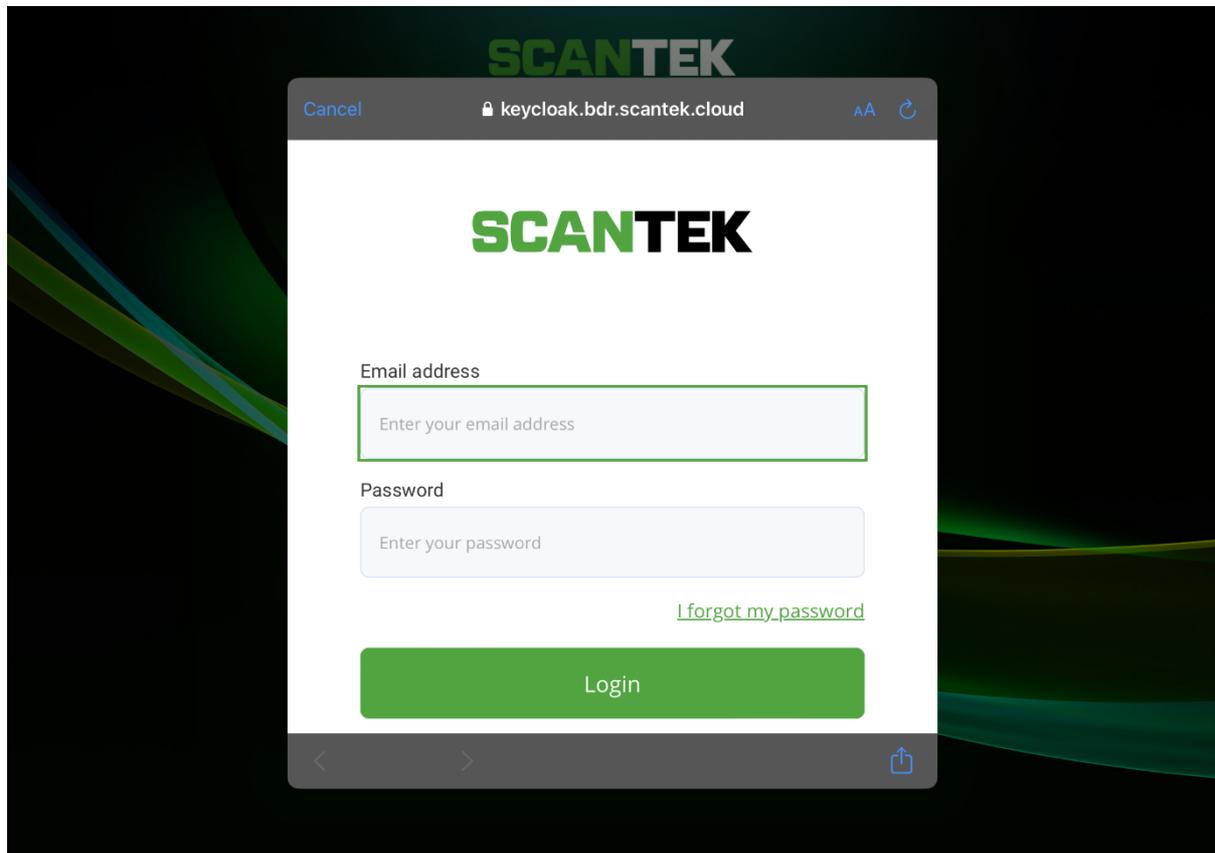


Figure 9

2.2.3 Setup your login

Use the password recovery feature in the BDR Mobile app to set your password and, where applicable, MFA authentication (refer to *Setup Mobile Authentication* below).

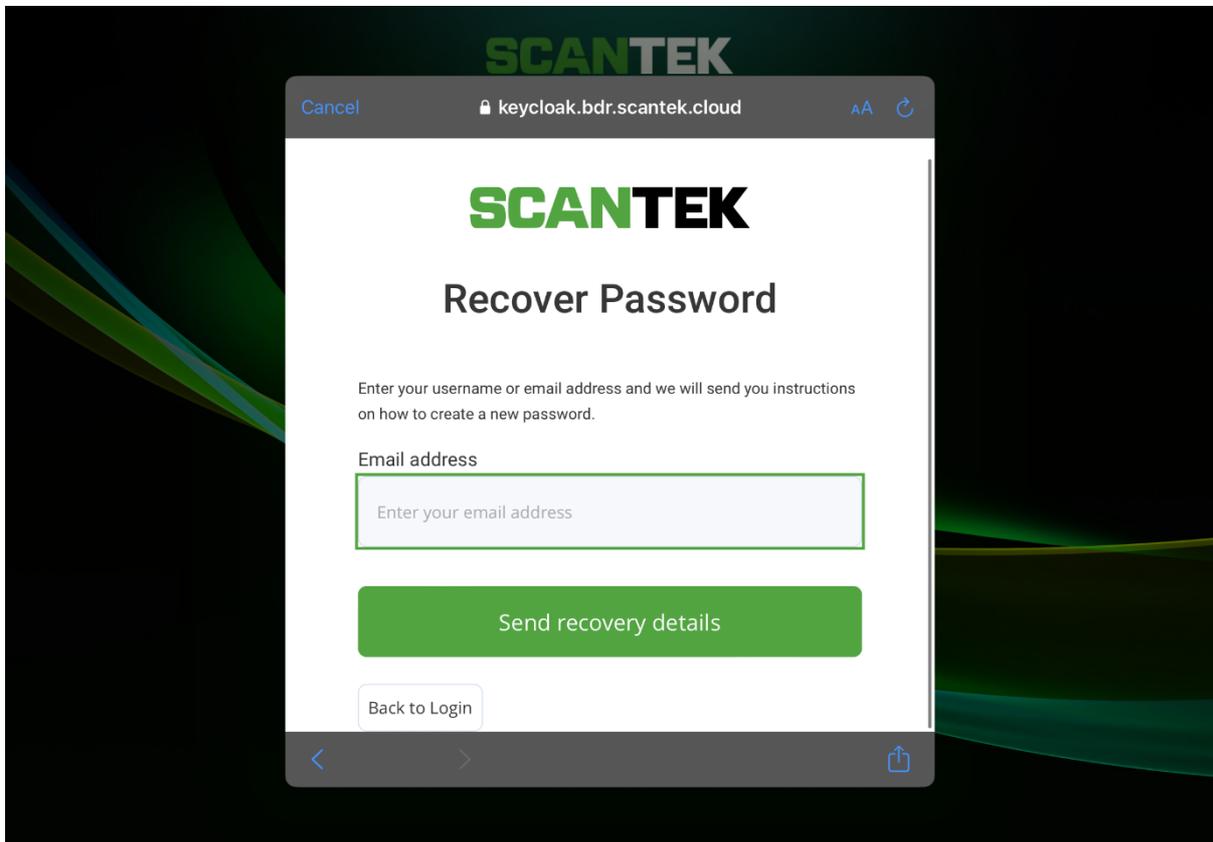


Figure 10

Resetting your password

- a. Unlock your BDR Device (iPad) and tap the screen to access the login screen.
- b. On the login screen, tap *I forgot my password* (Figure 9).
- c. Enter your email address and select *Send recovery details* (Figure 10). You will receive an email with instructions to create a new password.
- d. Click the link in the email.
- e. Enter your new password and click *Submit* (Figure 11).



Create new Password

 You need to change your password to activate your account.

In order to protect your account, your password needs to be at least 12 characters long and contain one of each of the following:

- A number;
- A special character;
- An uppercase character; and
- A lowercase character.

New Password

Confirm password

Submit

Figure 11

Setup Mobile Authentication

Where enabled, you will be required to setup one-time password (OTP) authentication. To do this, you will need your own personal mobile device (e.g., a mobile phone).

- Install one of the following authentication applications on your mobile device:
 - Google Authentication
 - FreeOTP
 - Microsoft Authentication
- Open the authentication application and scan the QR code presented in BDR Mobile app. Alternatively, in the BDR Mobile app, select *Unable to scan?* and enter the setup key in the authentication application.
- In the BDR Mobile app, enter the one-time code provided by the authentication application.
- Select *Submit* to complete the setup process. You will be presented with the login screen.

Logging In

- a. Unlock your BDR Device (iPad) and tap the screen to access the login screen.
- b. On the login screen, enter your email and password, and tap *Login*.
- c. Where enabled, enter the one-time, authentication code (refer to *Setup Mobile Authentication* for instructions to set this up), then tap *Submit*.

Logging Out

On the main screen, tap the *Settings* icon and select the *Log out* button (Figure 12).

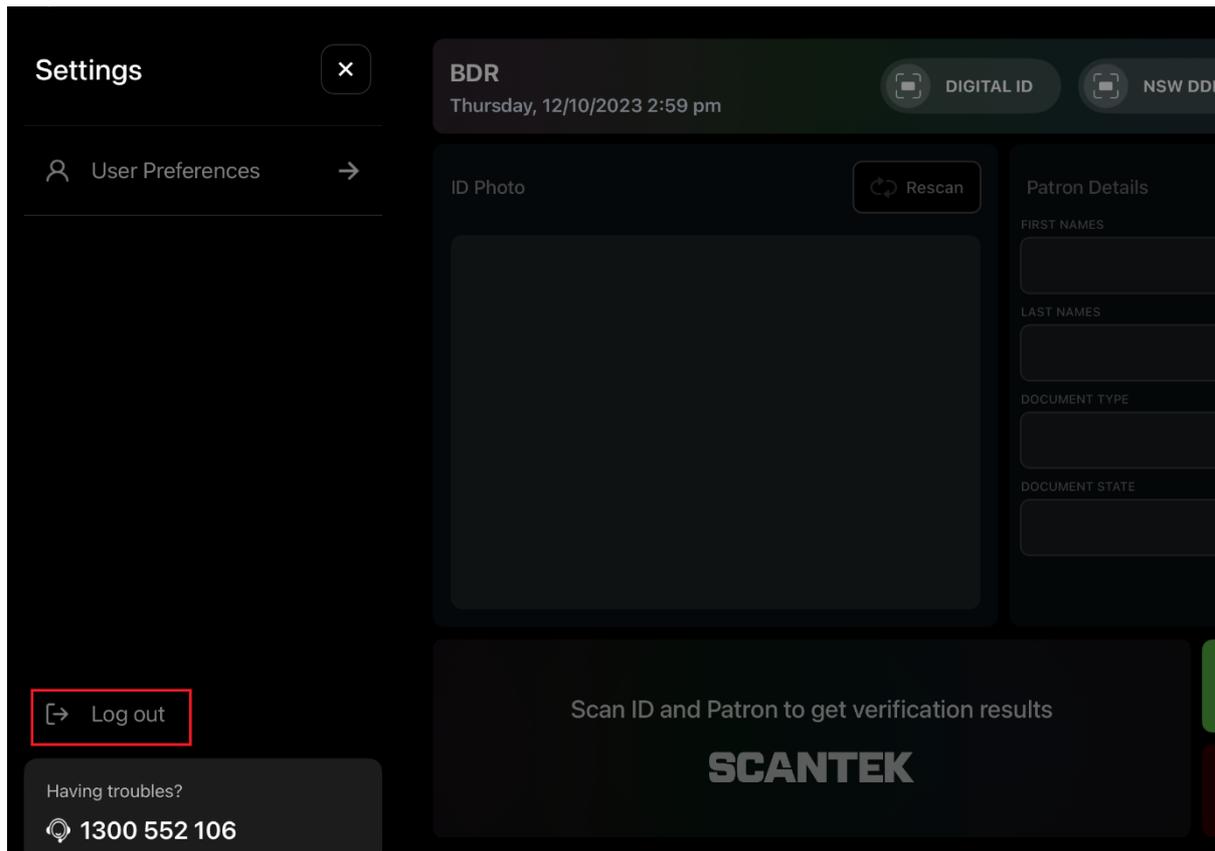


Figure 12

3 OPERATING THE BDR MOBILE APP

Once logged in, you will be presented with the scanning interface (Figure 13).

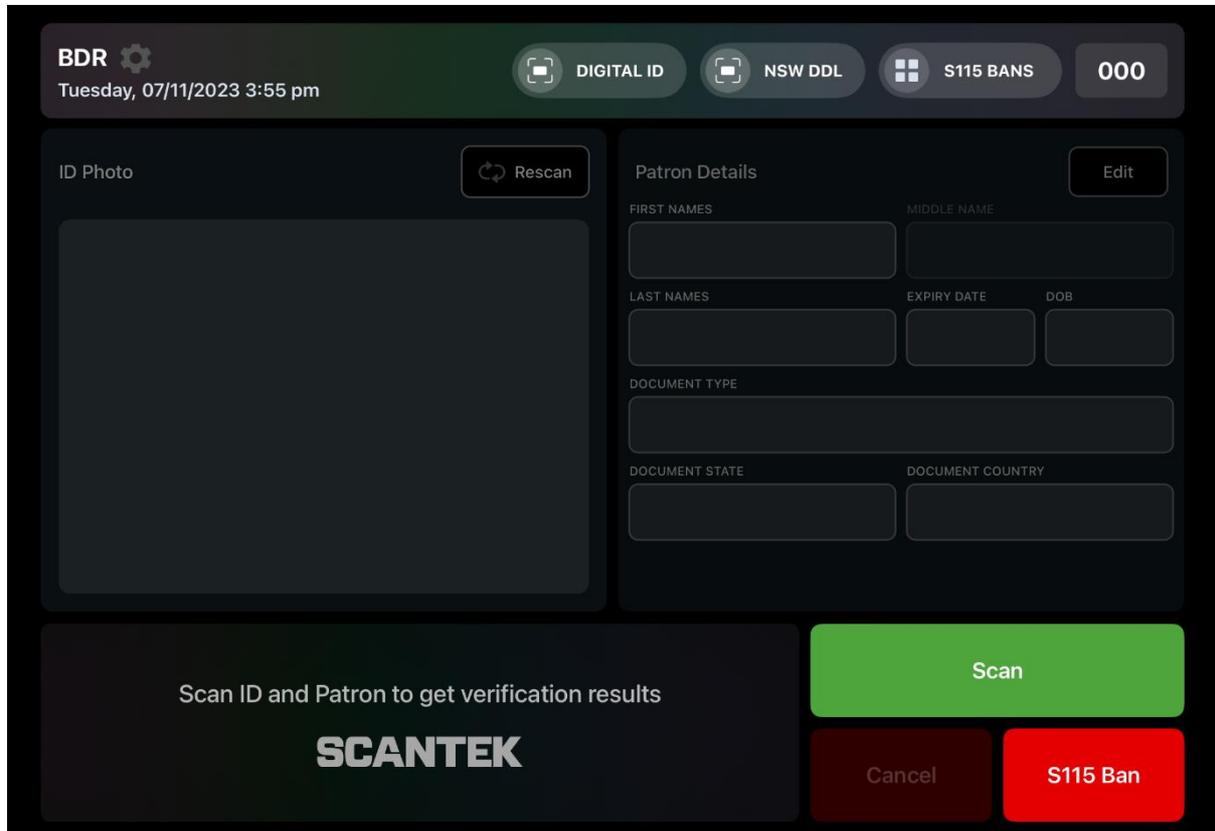


Figure 13

#	Function	Description
1.	Venue Name	Displays the venue name as specified in the portal.
2.	Date and Time	Current, local device date and time.
3.	Digital ID	This allows operators to capture digital IDs where a QR must be scanned from the Patron's device, such as AusPost Digital ID.
4.	NSW DDL	This allows operators to scan the NSW Digital IDs. On-screen instructions will display to scan the digital ID.
5.	S115 Bans	View the list of S115 Bans as well as previous scans from earlier that day.
6.	Scan Count	Automatically increments for every scan regardless of the action performed by the operator.

7.	Scan	To begin scanning, tap this button.
8.	ID Photo window	Displays the captured ID image.
9.	Rescan	To re-take the ID photo.
10.	Patron Details	Displays the captured ID details.
11.	Edit	To rectify incorrectly captured ID details.
12.	Scan Status	Indicates whether the patron ID is acceptable or fraudulent; if patron is underage or banned.
13.	Action buttons	Select if the patron has been allowed entry, rejected, or create a S115 Ban.
14.	Other Information	Displays the app version, device name, network speed and the date the ban list last synced to the scanning device. Where the device does not have an internet connection, the network speed will be replaced with an <i>Offline</i> status.
15.	Connectivity Status	Indicates whether the scanning device is communicating with the Scantek Cloud for up-to-date information.

3.1 Scanning Conditions

For optimal scan results, device stability and appropriate lighting conditions are essential.

- **Device Stability**

Try to keep the mobile device as stable as possible. This will minimise blur in the document being captured. Blurry scans may result in inaccurate scan results and will require manual entry and/or a recapture of the document.

- **Lighting Conditions**

Ensuring proper lighting during document capture is crucial. Avoid extremely dim or overly bright conditions.

Excessive or uneven lighting can result in glare, which may appear as a red highlight on the scan screen. If you notice light reflecting on the document, consider moving to a different location or adjusting your scanning angle. These adjustments will improve the captured scan results.

3.2 To Scan an ID

Before you scan an ID, make sure that the text on the physical document is clear and not obstructed. This obstruction could be caused by residue, dirt, normal wear & tear, or fading.

If the document cannot be cleaned, please ensure to manually correct the missing details using the *Edit* button for accurate scan results, following the instructions provided below.

- Tap the *Scan* button (*Figure 13*) to begin the capture process.
- Align the physical ID between the viewfinder's guidelines. The BDR Mobile app will automatically detect and capture the ID.
- The results screen (*Figure 14*) will display the captured ID image and the patron's details.

The screenshot displays the BDR Mobile app interface. At the top, it shows 'BDR' and the date/time 'Thursday, 12/10/2023 3:00 pm'. There are navigation buttons for 'DIGITAL ID', 'NSW DDL', 'S115 BANS', and a user ID '013'. The main area is divided into two sections: 'ID Photo' and 'Patron Details'. The 'ID Photo' section shows a photo of a woman with a green checkmark and a 'Rescan' button. The 'Patron Details' section shows a form with the following fields: 'FIRST NAMES' (Sam), 'MIDDLE NAME' (empty), 'LAST NAMES' (Sample), 'EXPIRY DATE' (16/06/2020), 'DOB' (15/10/2000), 'DOCUMENT TYPE' (Proof Of Age Card), 'AGE' (22), 'DOCUMENT STATE' (Queensland), and 'DOCUMENT COUNTRY' (Australia). There is an 'Edit' button next to the 'Patron Details' section. At the bottom, there are three large buttons: a green 'OK' button with a checkmark and the text 'Check the patron matches their ID', a green 'Accept' button, and two red buttons labeled 'Deny' and 'S115 Ban'.

Figure 14

To fix the incorrect capture results, re-scan the ID by tapping the *Rescan* button in the *ID Photo* window; or manually *Edit* the captured ID details. To do so,

- Tap the *Edit* button in the *Patron Details* window.
- Select the fields that require correcting; a keyboard will display.

- c. Select *Update* to save the changes. Then, action the scan as per normal (Figure 15).

3.2.1 Action Buttons



Figure 15

#	Action	Description
1.	Accept	The patron's document is valid, and you can proceed with the purchase by selecting <i>Accept</i> .
2.	Deny or cancel	This allows you to deny a patron from making sale. Selecting <i>Deny</i> will clear the screen and you can proceed with the next scan.
3.	S115	This will display a form to add a S115 ban.

3.3 Capturing a Digital ID

The BDR Mobile app provides the capability to capture NSW Digital IDs and the AusPost digital IDs.

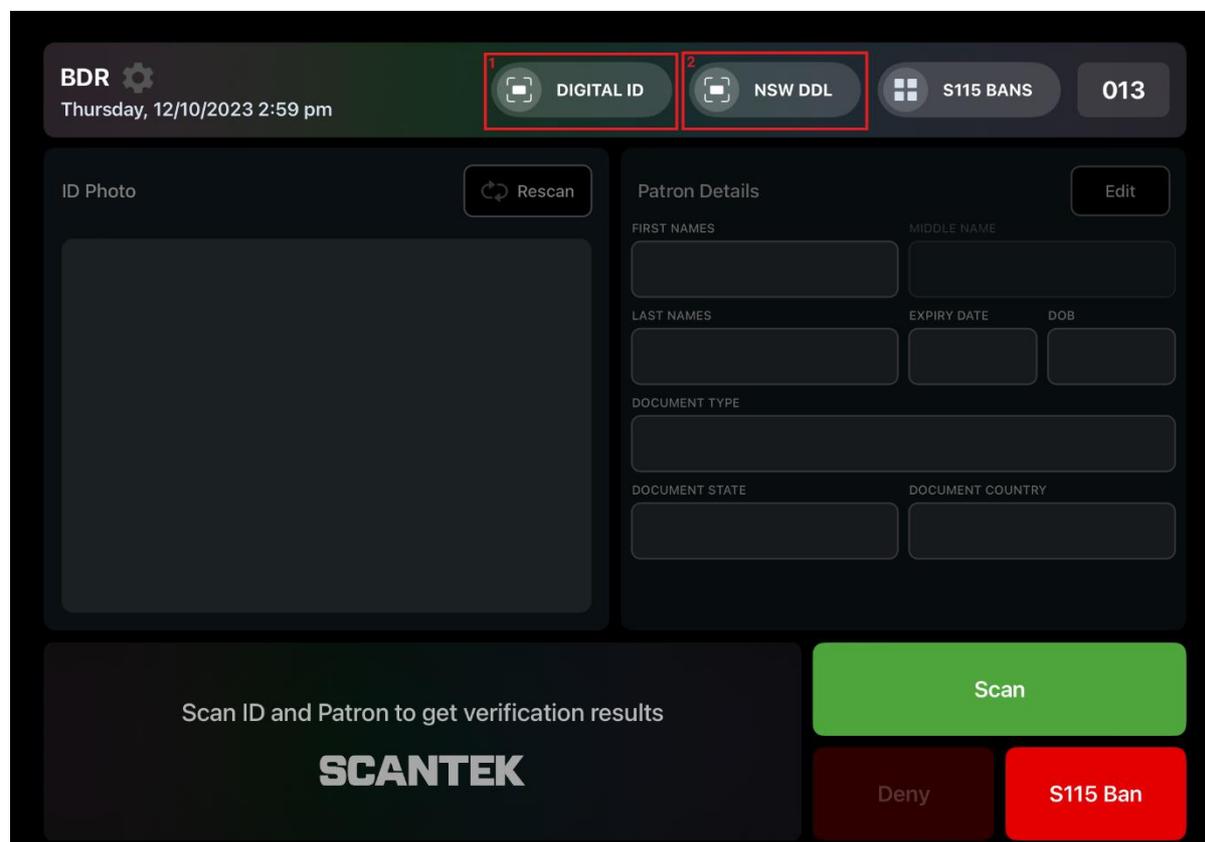


Figure 16

To scan the AusPost digital ID (1):

- i. Tap the *DIGITAL ID* button.
- ii. A window to scan the QR code will display.
- iii. Scan the QR code from the patron's device; like scanning an ID.
- iv. The patron ID details will be displayed on the main screen.

To scan an NSW Digital ID (2):

- a. Tap the *NSW DDL* button.
- b. The patron must scan the QR code displayed on the BDR Mobile App with their phone.
To do this, the patron must:
 - i. Log in to the Service NSW App from their personal phone,
 - ii. Select the driver license,
 - iii. Tap the dots in the right-hand corner,

- iv. Click *Sign into a venue*,
- v. Follow the process and scan the displayed QR code.
- vi. The patron ID details will be displayed on the main screen.

4 Take-away Alcohol Management System (TAMS)

Where TAMS has been enabled, the system will also determine whether a Patron is entitled to purchase alcohol, depending on what they have already purchased that day.

This section outlines how to use the TAMS functionality.

4.1 TAMS Purchase Screens

The TAMS screens will vary to accommodate local alcohol restrictions. Where TAMS is enabled, one of the following workflows will be enabled on the terminal (s). The workflow will be dependent on your venue's location.

The process to record a TAMS purchase will be the same across all workflows. For details on recording TAMS purchases, refer to [4.2 Recording a purchase](#).

4.1.1 Workflow One

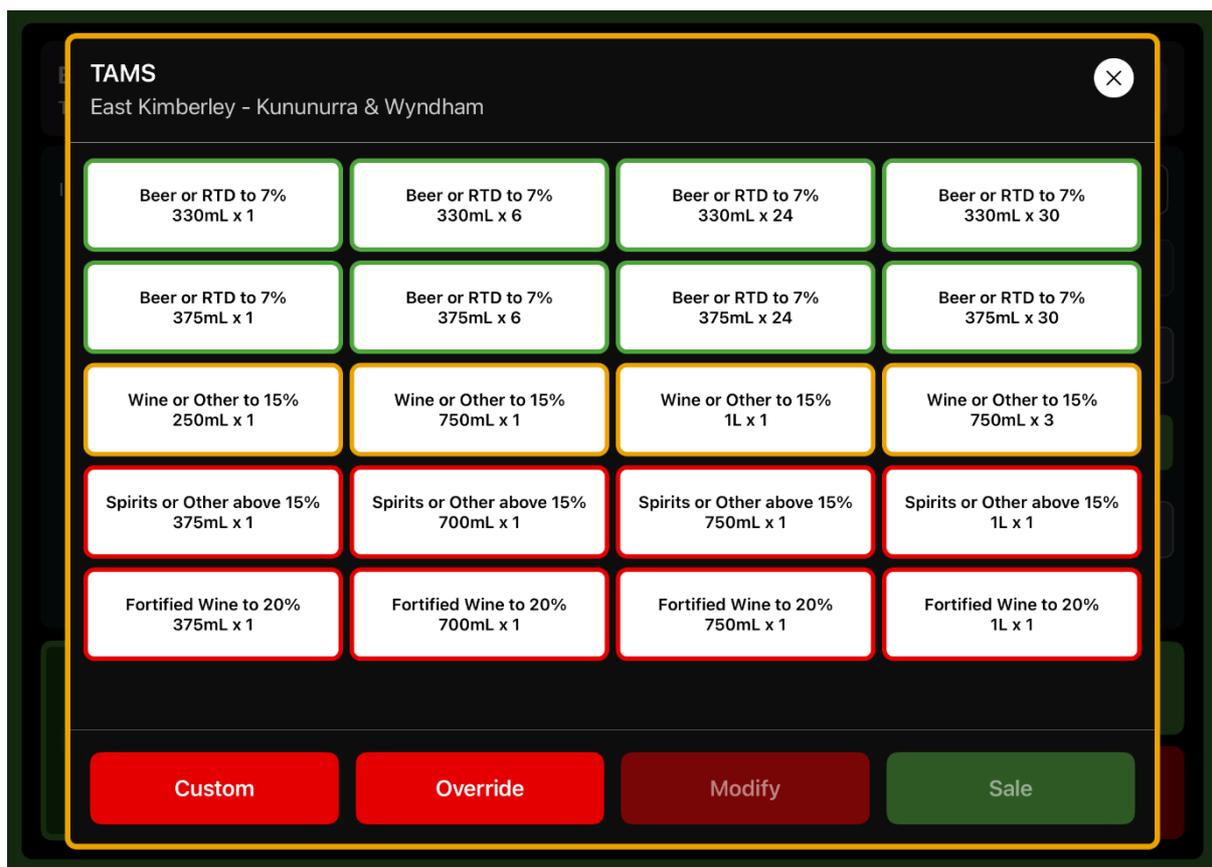


Figure 17

4.1.2 Workflow Two

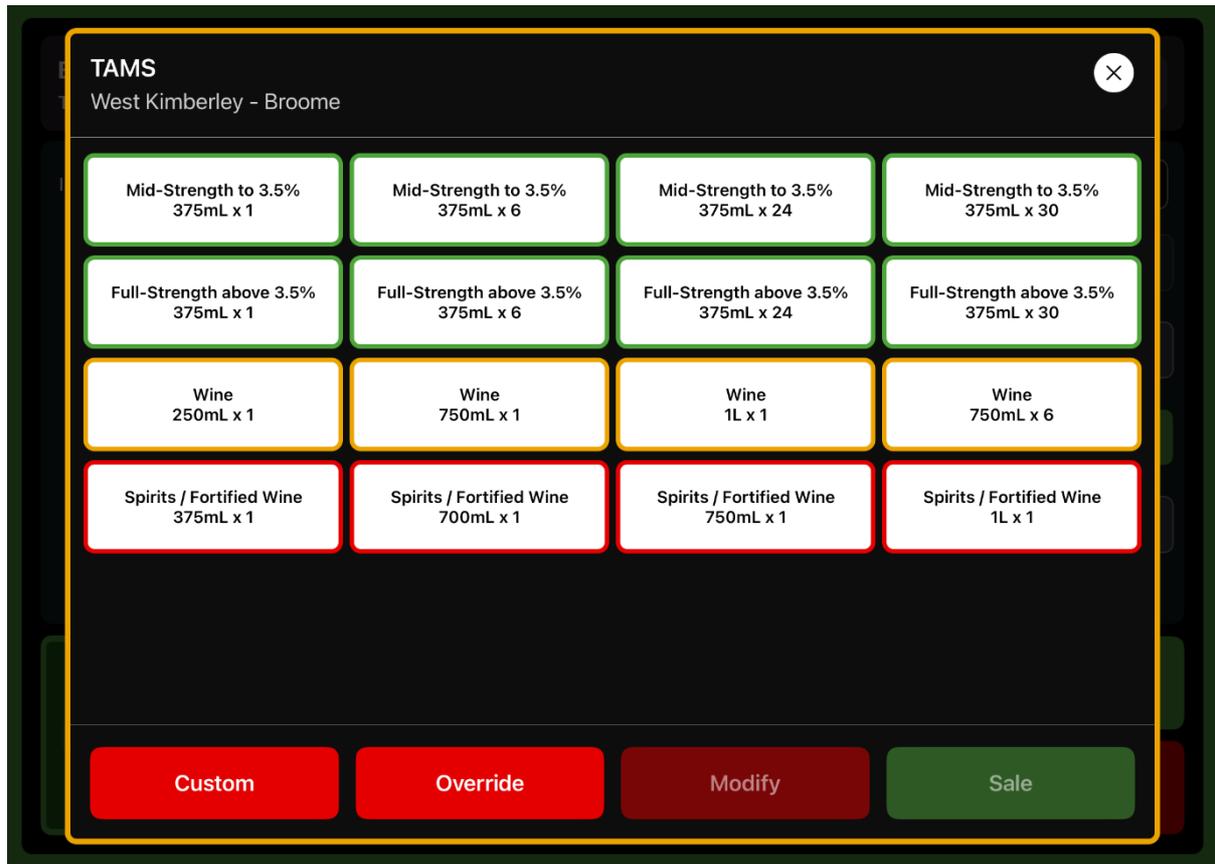


Figure 18

4.1.3 Workflow Three

Screen One – TAMS Menu

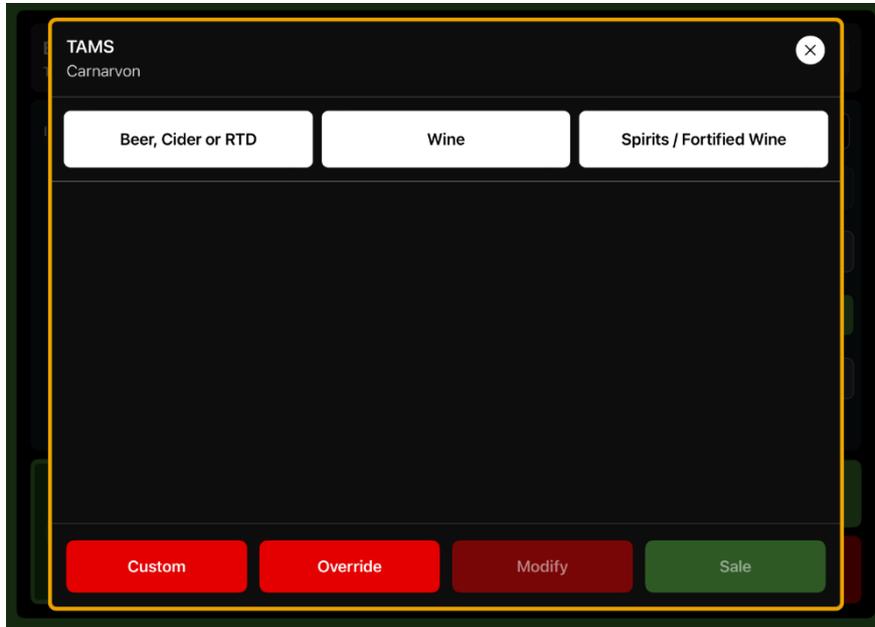


Figure 19

Screen Two – Beer, Cider or RTD

This screen is displayed when “Beer, Cider or RTD” is selected from the TAMS Menu.

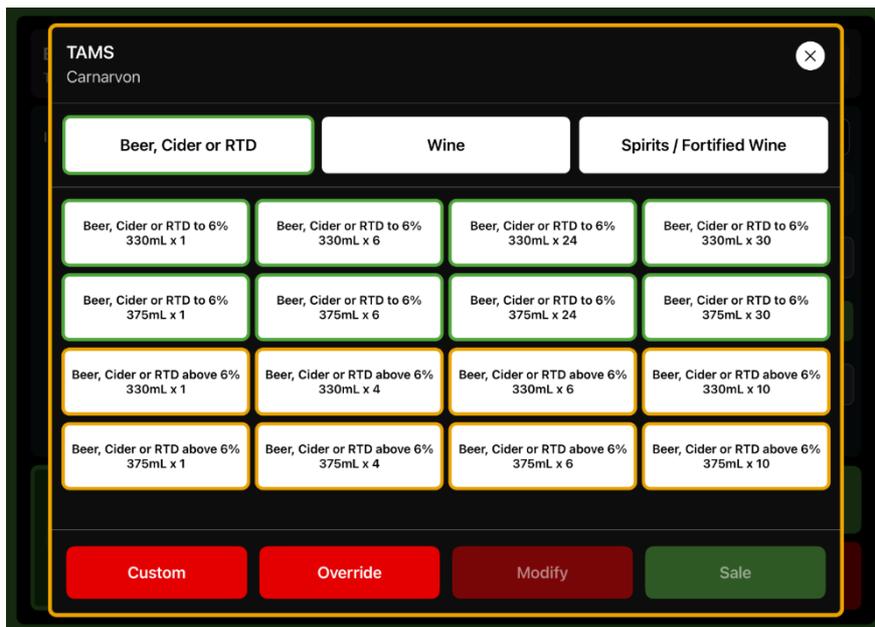


Figure 20

Screen Three – Wine

This screen is displayed when “Wine” is selected from the TAMS Menu.

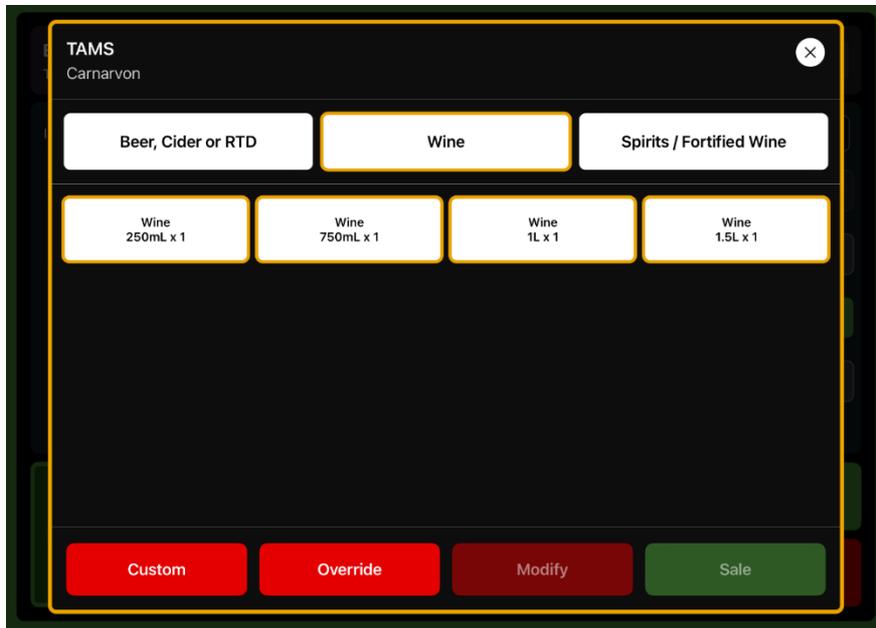


Figure 21

Screen Four – Spirits and Fortified Wine

This screen is displayed when “Spirits/Fortified Wine” is selected from the TAMS Menu.

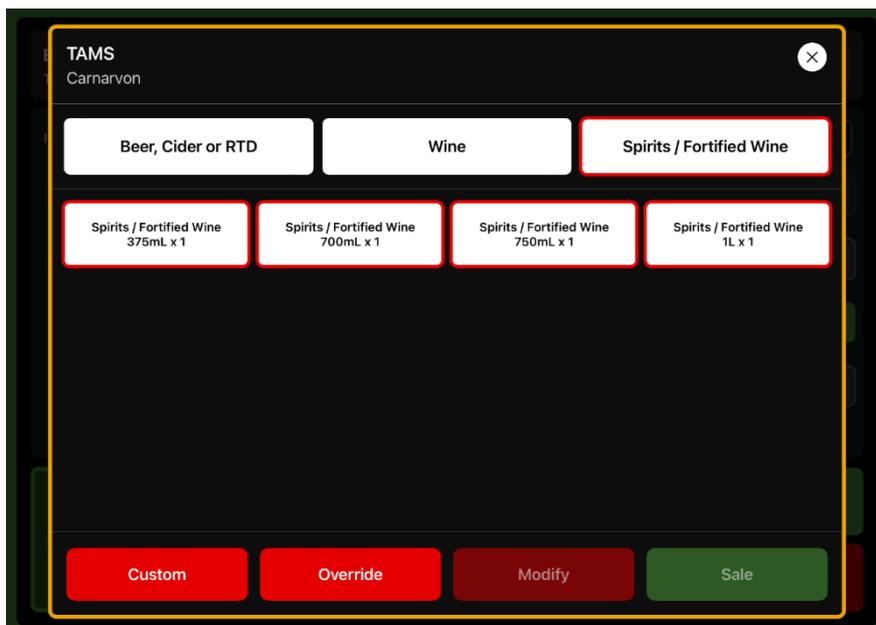


Figure 22

4.2 Recording a Purchase

If the patron's ID returns an *OK* or *Warning* scan result, select the 'Accept' button to proceed with the sale. Refer to [5.2 – TAMS Only Scan Results](#) for different scan results.

Where *Workflow Three* is enabled, first select the drink type from the TAMS Menu. Refer to [4.1.3 – Workflow Three, Screen one – TAMS Menu](#).

Recording a Purchase

- a. Select the appropriate options and tap 'Sale'.

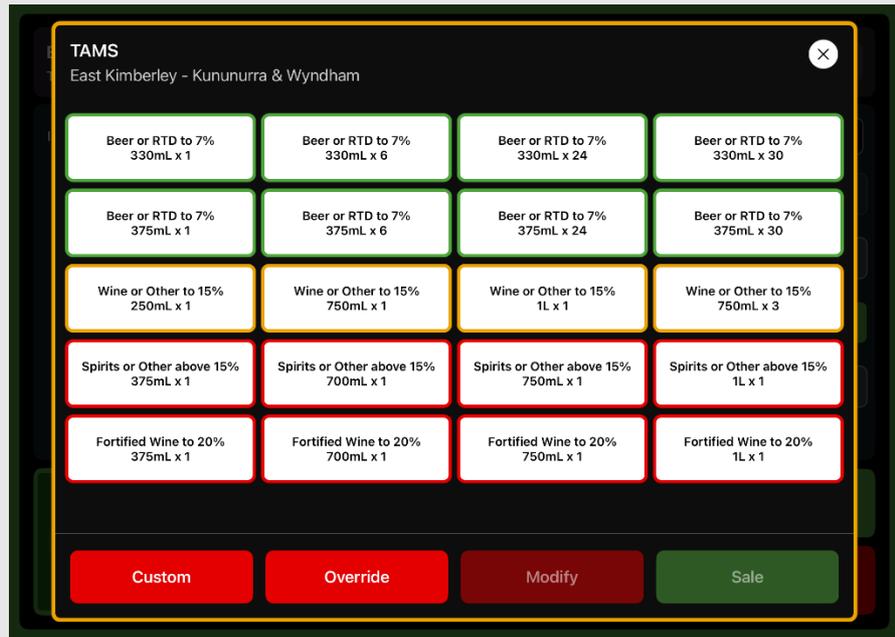


Figure 23

- b. Review the listed items and tap 'Save' to complete the purchase.

This will update the patron's alcohol purchase history on all online devices.

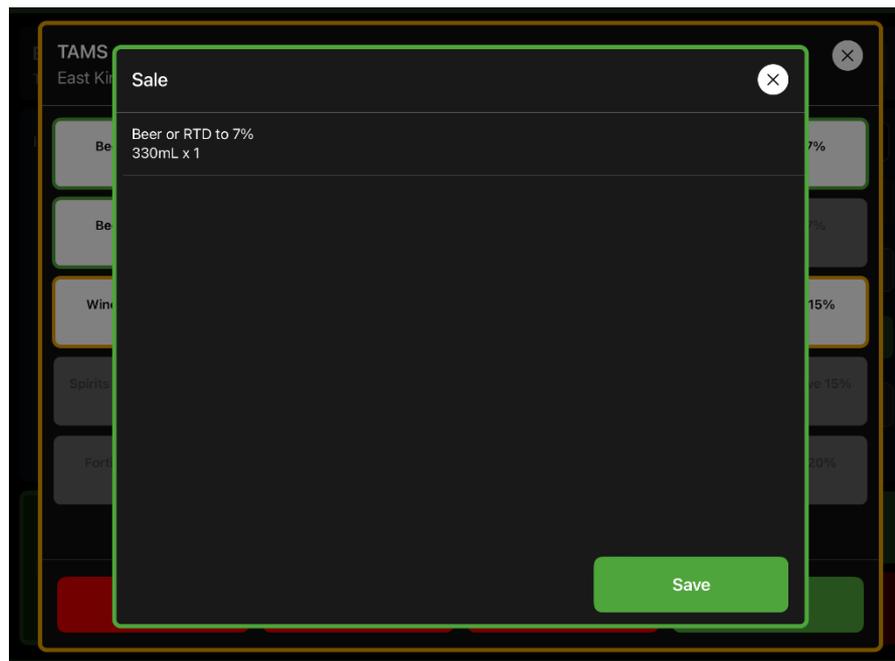


Figure 24

Custom Purchases

- a. Manually enter a purchase by tapping on 'Custom' and selecting the 'Type' of purchase from the dropdown.
- b. Then enter the 'Size' (in mL) of the item and the 'Amount' the patron has purchased.
- c. Once complete, tap 'Save'.

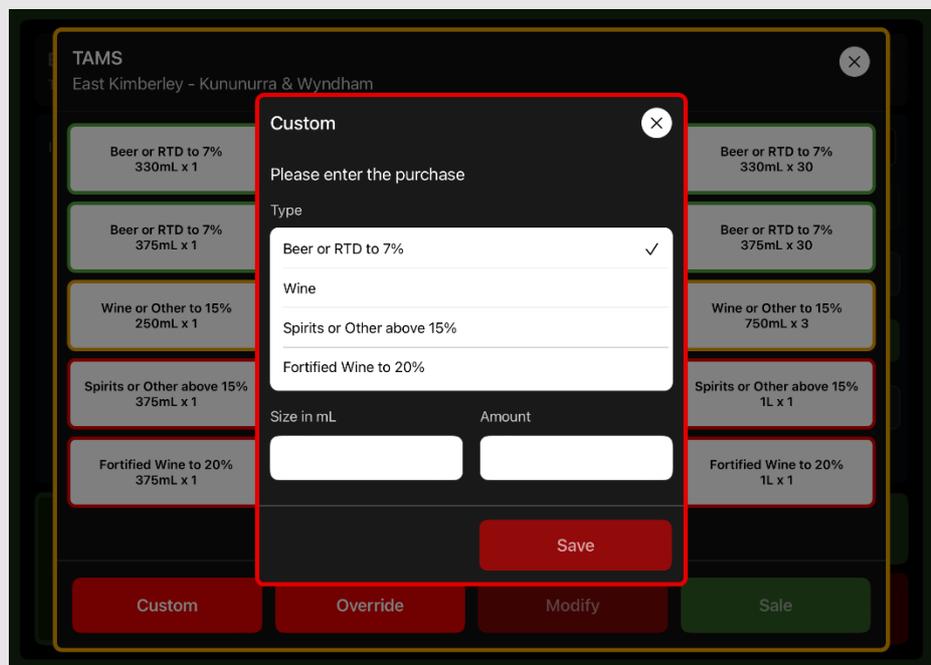


Figure 25

Previous purchases

When a patron has already made a purchase earlier in the day, the 'TAMS' screen displays the limited options now available for purchase for that patron.

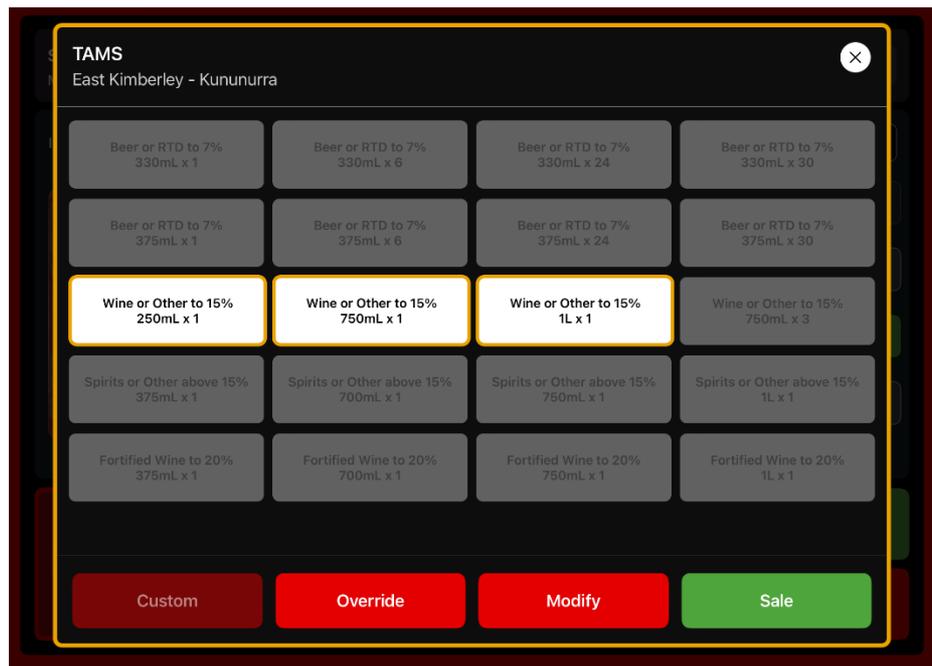


Figure 26

Incorrectly entered items:

- From the TAMS purchase screen (Figure 26), select *Modify*.
- Use the bin icon to remove individual items or 'Remove all' button to clear the cart.

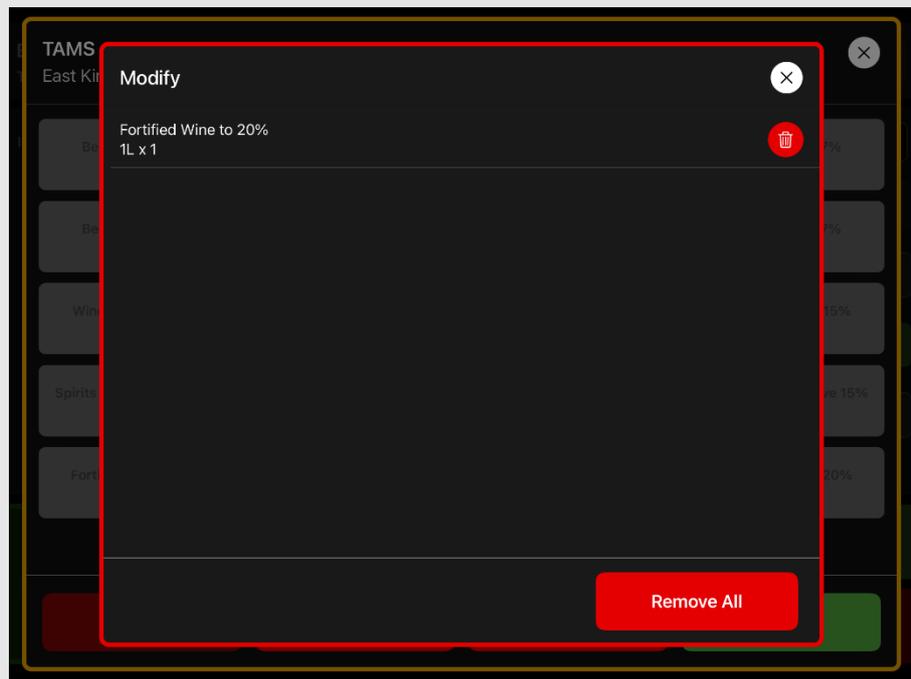


Figure 27

Daily Purchase Limits Reached

When a patron has reached their daily purchase limit, all purchase options will be greyed out, indicating they are not available.

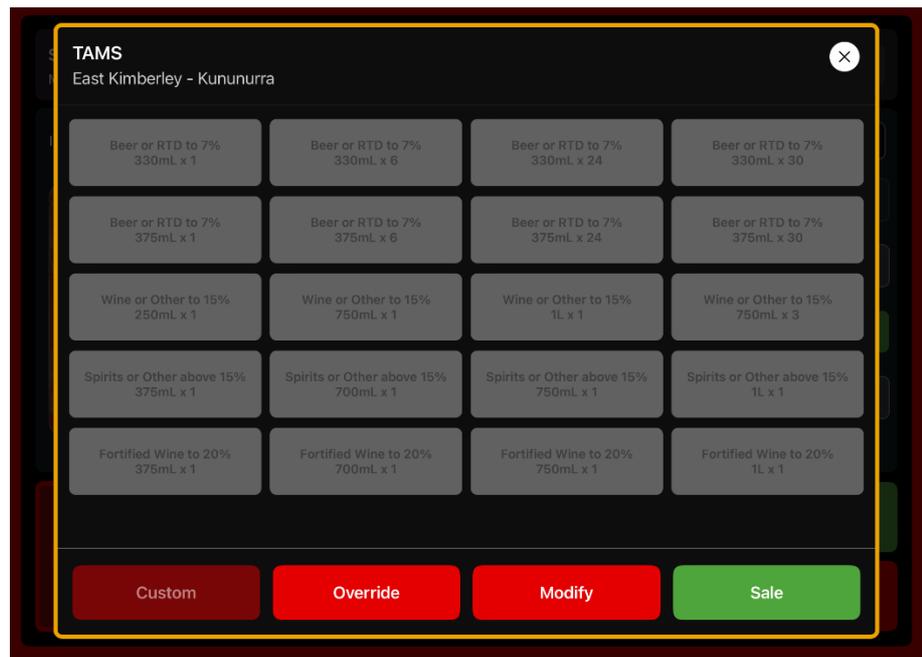


Figure 28

Override

Use the *Override* button to override purchase limits.

Please check that sufficient evidence for exemption is available.

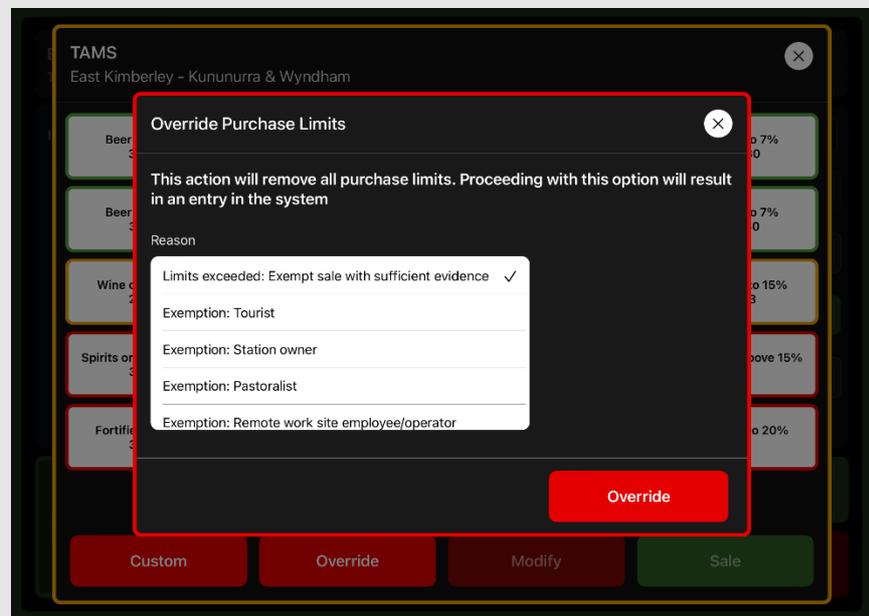


Figure 29

5 SCAN RESULTS

5.1 BDR Scan Results

The scan takes approximately three seconds, after which the ID information screen will appear. Scan time may vary depending on your internal network.

OK

1.

A green screen indicates the document is valid - you can proceed with the purchase by selectin 'Accept'.

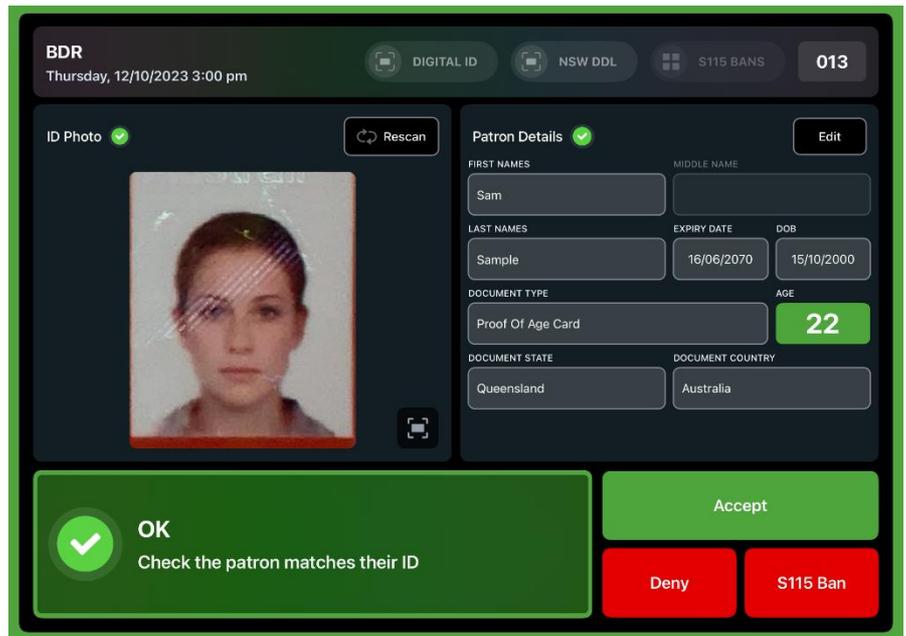


Figure 30

2.

Banned

This screen indicates the patron is banned.

The patron should not be permitted a sale.

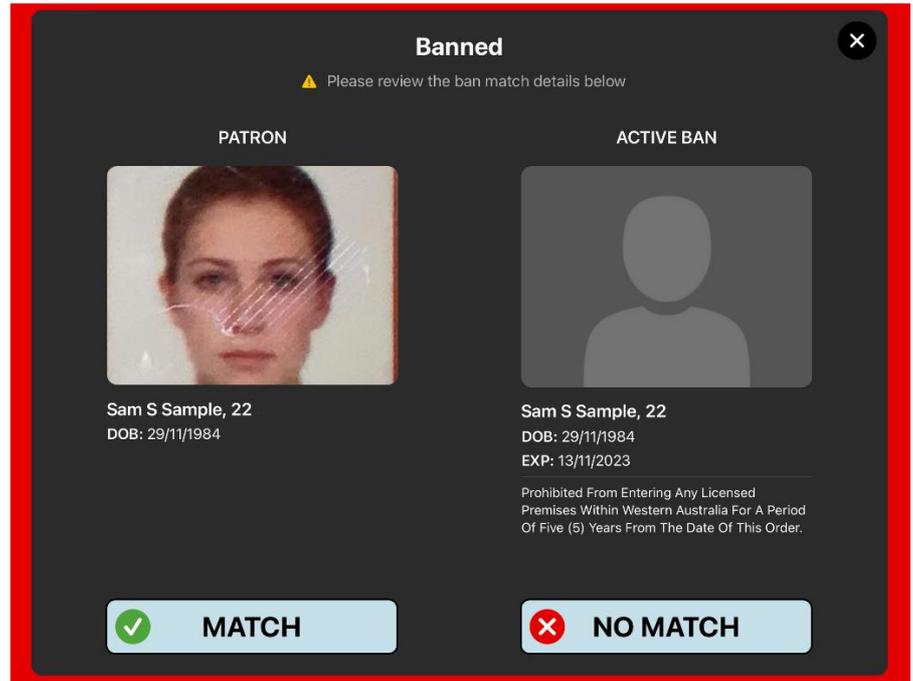


Figure 31

3.

Possible Ban

This screen indicates that the captured details are very similar to a banned Patron.

If the patron matches the ban, select *Match*.

The patron must be refused sale and the ban match confirmed.

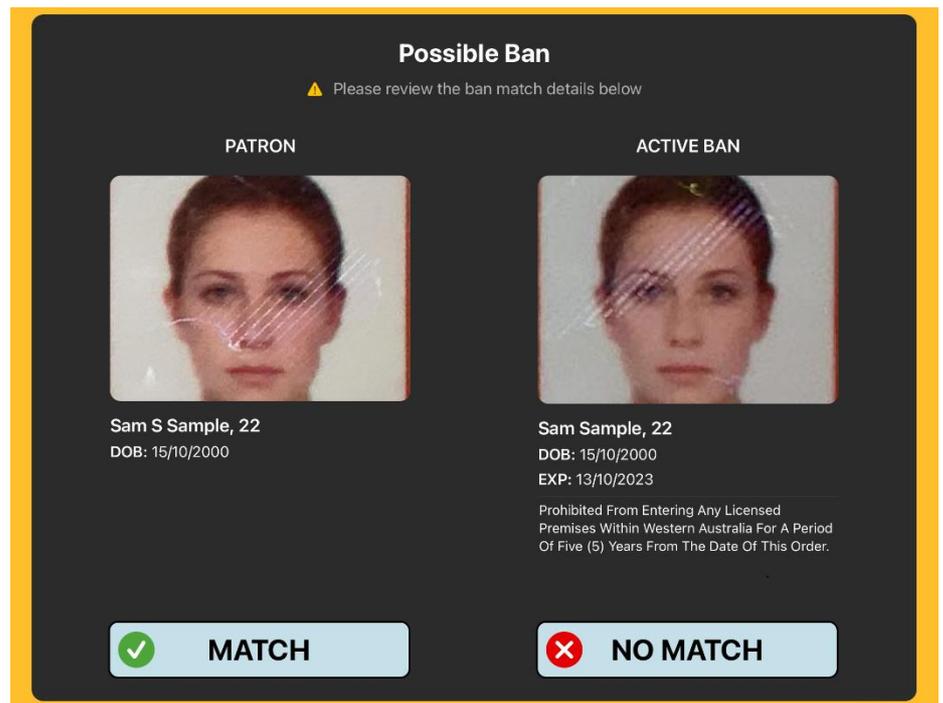


Figure 32

S115 Banned

4. This orange screen indicates that the patron has been banned from the venue by the Licensee (refer to 8 - S115 Ban).

If the patron matches the ban, select *Match*.

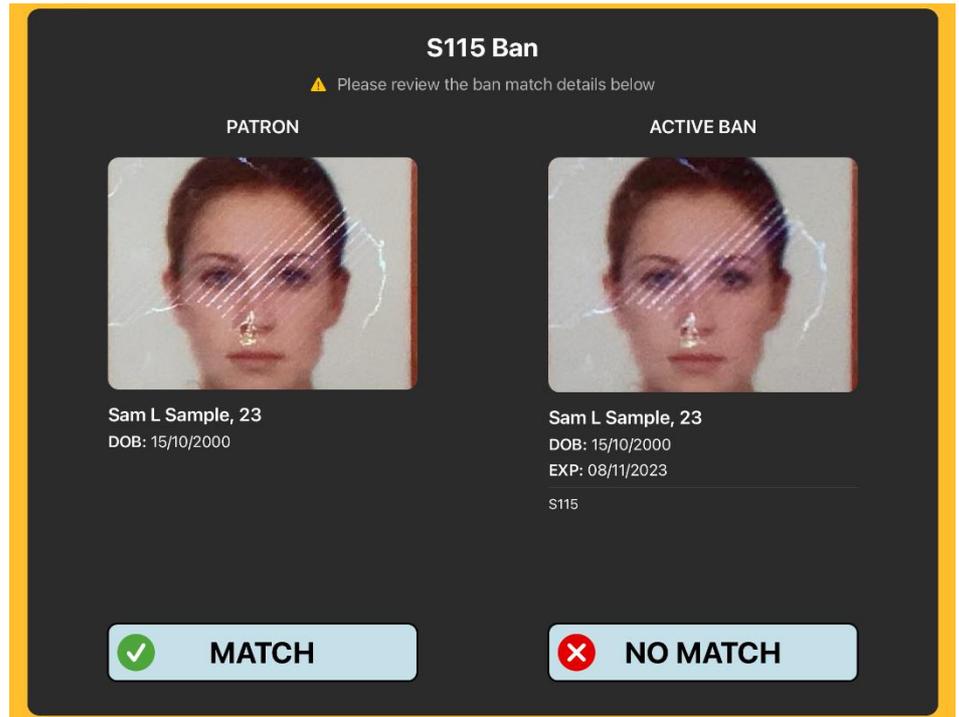


Figure 33

Possible S115 Ban

5. This orange screen indicates that the patron's details are very similar to a patron that has been banned by the venue.

If the patron matches the ban, select *Match*.

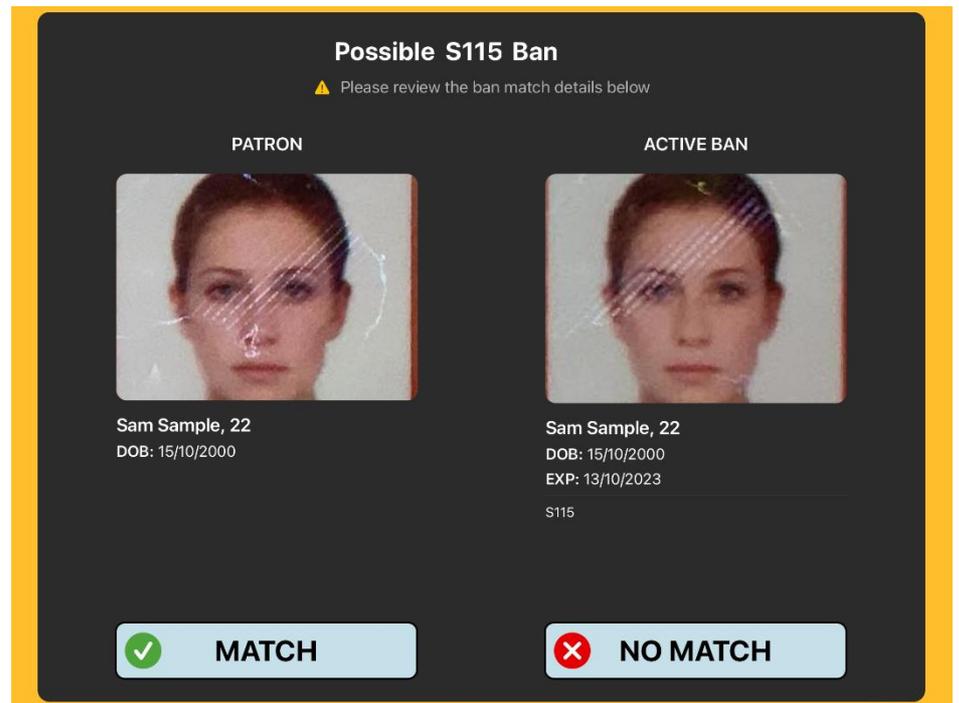


Figure 34

6.

Under 18

This screen warns that the Patron is under 18 and should not be allowed to make an alcohol purchase.

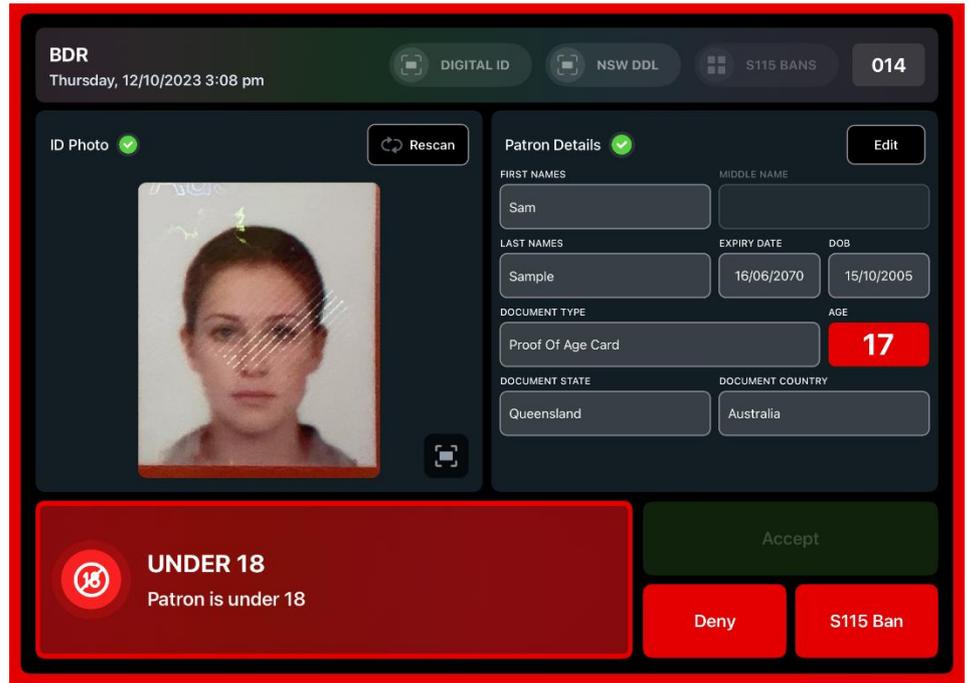


Figure 35

7.

Unrecognised

This orange screen warns you that the ID scanned is not recognized by the system, and a new ID must be scanned.

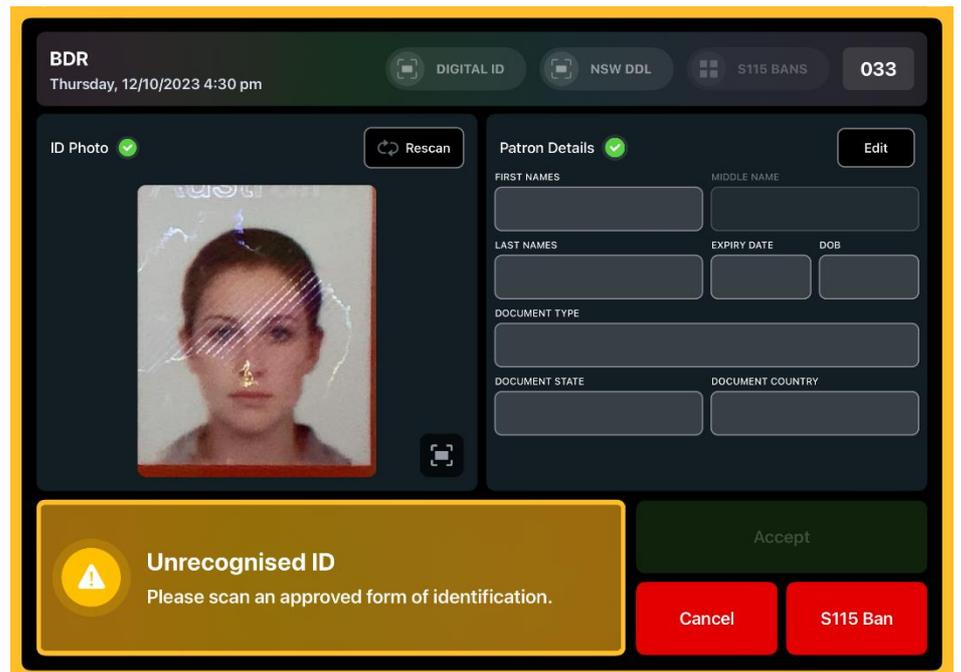


Figure 36

8.

Rescan

This orange screen warns you that the ID document was incorrectly scanned; or there was a misread scan.

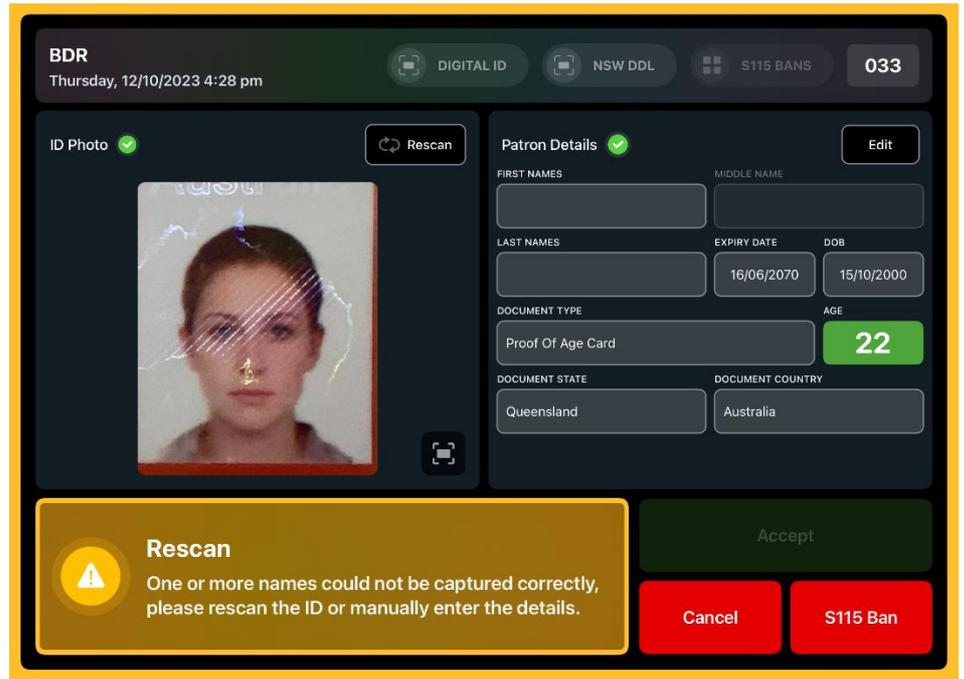


Figure 37

9.

DOB Not Read

This orange screen warns you that the date of birth could not be read from the ID document.

Rescan the document or try another document.

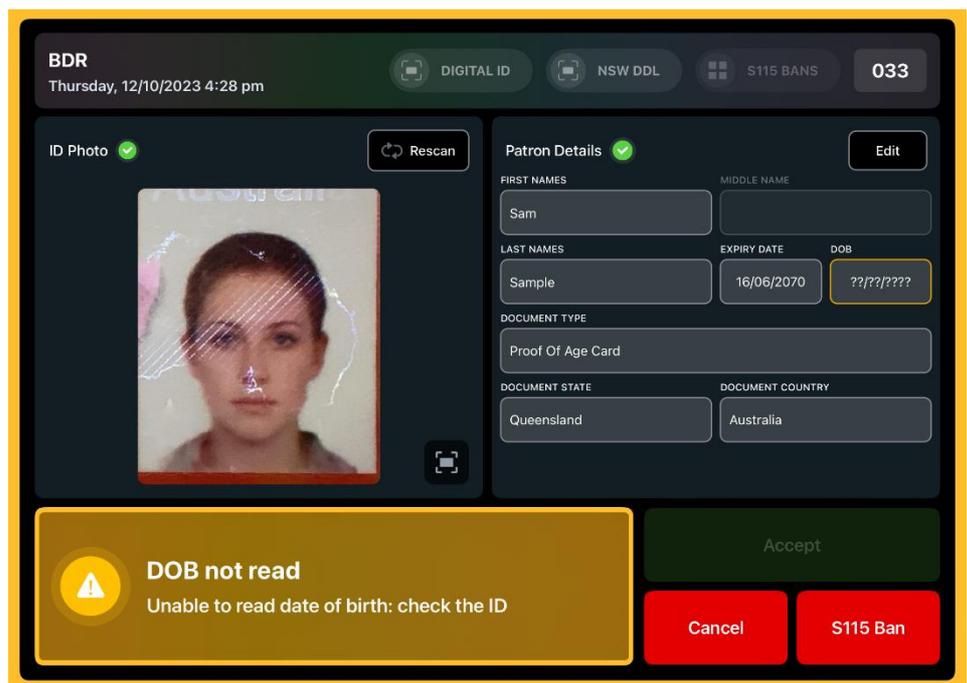


Figure 38

5.2 TAMS Only scan results

Where TAMS has been enabled, once the system determines the patron is not banned, the system will also determine whether a patron is entitled to purchase alcohol, depending on what they have already purchased that day. The possible result for a TAMS enabled system are outlined in this section. For details on recording TAMS purchases, refer to [5.2 Recording a Purchase](#).

The scan takes approximately three seconds, after which the ID information screen will appear. Scan time may vary depending on your internal network.

OK

1.

You will see a green screen if a patron's ID is valid, and you can proceed with the purchase.

The screenshot displays the BDR mobile application interface. At the top, it shows 'BDR' and the date/time 'Thursday, 12/10/2023 4:22 pm'. There are navigation icons for 'DIGITAL ID', 'NSW DDL', 'S115 BANS', and a user ID '034'. The main area is divided into two sections: 'ID Photo' and 'Patron Details'. The 'ID Photo' section shows a photo of a woman with a green checkmark and a 'Rescan' button. The 'Patron Details' section contains fields for 'FIRST NAMES' (Sam), 'MIDDLE NAME', 'LAST NAMES' (Sample), 'EXPIRY DATE' (12/10/2013), 'DOB' (15/10/2000), 'DOCUMENT TYPE' (Proof Of Age Card), 'AGE' (22), 'DOCUMENT STATE' (Queensland), and 'DOCUMENT COUNTRY' (Australia). At the bottom, there is a large green 'OK' button with a checkmark, indicating 'Full purchasing options available' and 'Patron's ID has expired'. To the right of the OK button are three buttons: 'Accept' (green), 'Cancel' (red), and 'S115 Ban' (red).

Figure 39

2.

Warning

This orange screen warns you that previous purchases have been made by the patron you have scanned in.

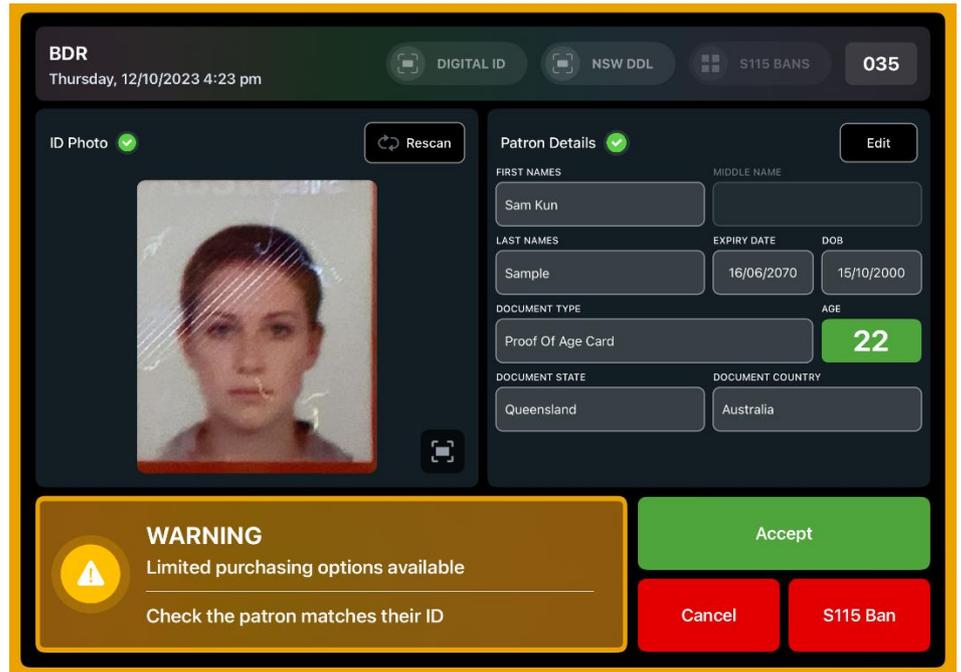


Figure 40

3.

Limit Hit

This red screen indicates that the patron has reached their daily purchase limit.

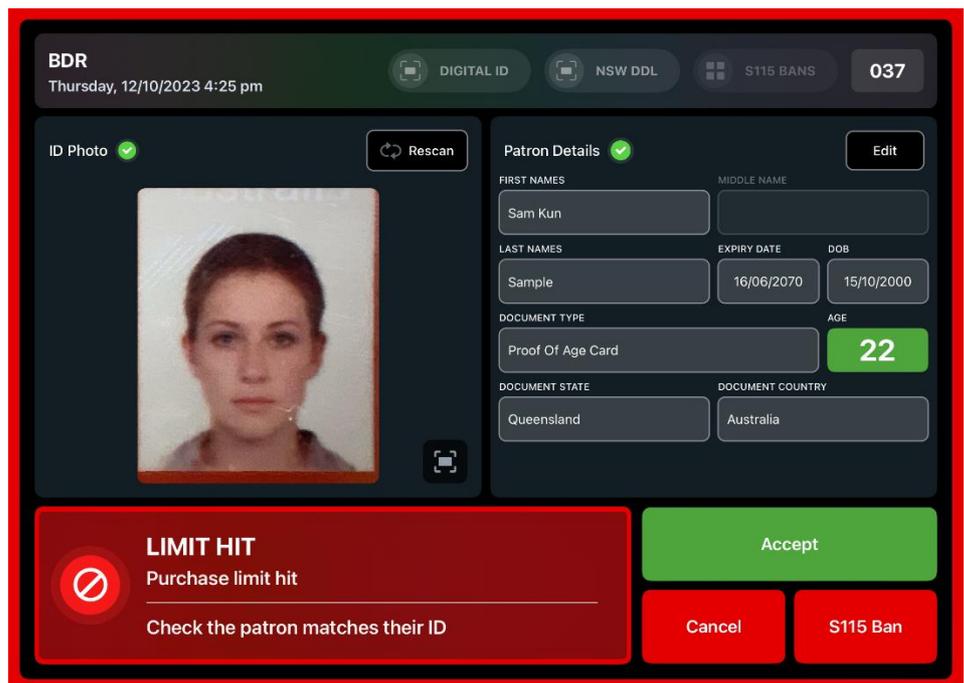


Figure 41

6 S115 BAN

The BDR Mobile app provides the functionality for a Licensee to add a S115 ban to the BDR system. The Operator will be alerted if the patron has been banned by a Licensee in accordance with s.115 of the Liquor Control Act 1988.

Where a patron has an active S115 ban, scanning their ID will produce result 4 shown in section [5.1 BDR Scan Results](#).

Adding a S115 Ban

A S115 ban can be created in a variety of ways – from the main screen, the scan result screen or from previous sales.

To create a ban, the following information is required:

#	Item	Description
1.	Surname	Surname of the patron to be banned.
2.	First name(s)	First name(s) of the patron to be banned.
3.	Date of Birth	Date of birth of the patron to be banned, as it appears on the document.
4.	Ban Commencement date	The date that the S115 ban will commence.
5.	Ban duration	The length of time that the S115 ban will be active. This field allows the Operator to select a number and the unit of time (days, weeks, months, years).
6.	Ban Expiry date	The date that the S115 ban will expiry. This field is auto populated once the ban length has been selected.

Selecting the 'Create Ban' button will save and add the S115 Ban to the system. A confirmation message will display with the banned persons' details (*Figure 42*).

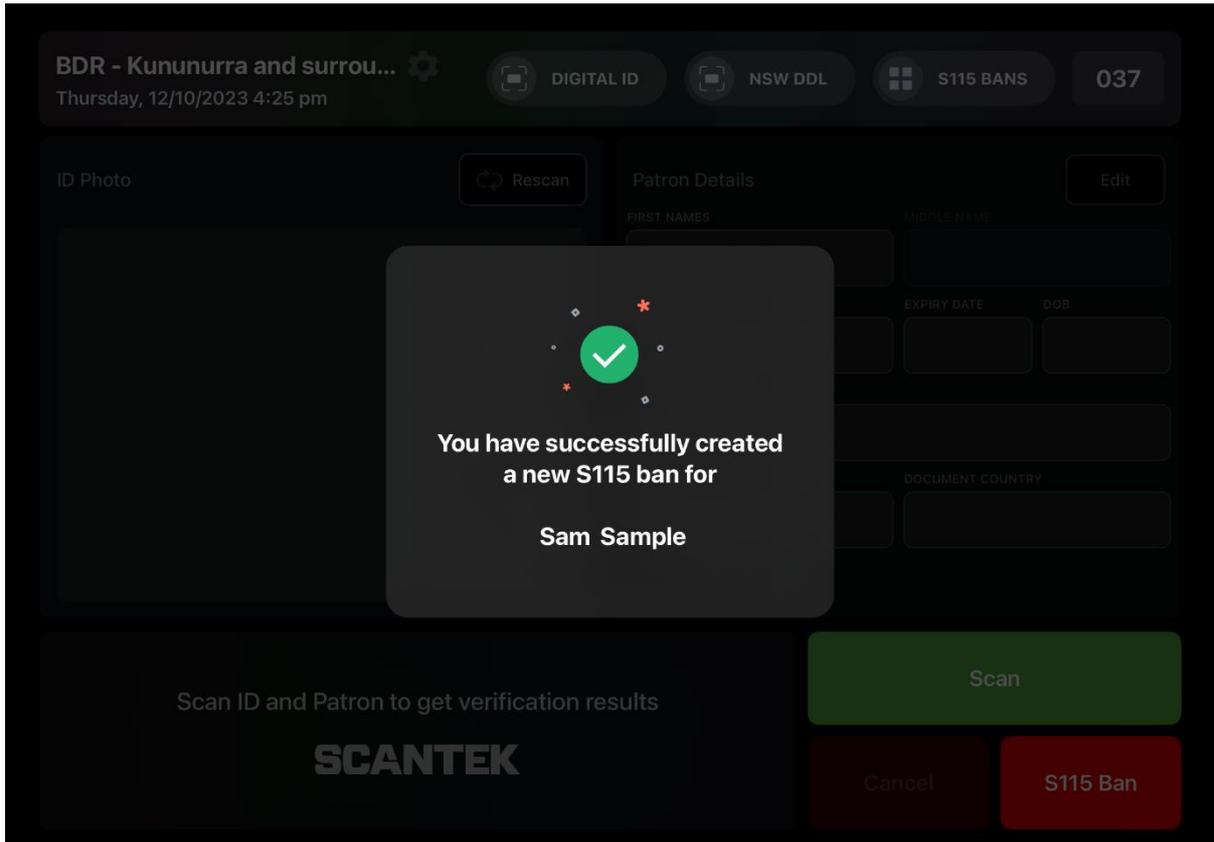


Figure 42

IMPORTANT: S115 Bans are only applicable to the Licensee (venue) which created the ban.

6.1.1 From a Scan

When the Operator scans an ID (refer to 3.2 *To Scan an ID*), the scan result screen is displayed with the option to *Accept*, *Deny* or *S115 Ban* the scanned patron.

To create the ban,

- a. select the *S115 Ban* button to create the ban.

This will display a *S115 Ban* form prefilled with the captured document information, including the patron's full name and date of birth (DOB).

Create New S115 Ban

START DATE / TIME: 12 Oct 2023 3:00 pm

DURATION: 1 DAYS

FIRST NAMES*: SAM

SURNAME*: SAMPLE

DATE OF BIRTH*:

12	July	1997
13	August	1998
14	September	1999
15	October	2000
16	November	2001
17	December	2002
18	January	2003

BAN EXPIRY DATE*: 13/10/2023

Create Ban

Figure 43

- b. Select the ban commencement dates.
- c. Select the ban duration. The expiry date will update automatically.
- d. Select *Create Ban* to add the S115 Ban to the BDR system (applicable to your venue only).

6.1.2 From the Main Screen

The main screen allows the Operator to add a S115 Ban by selecting the 'S115' button. Like creating a ban from a scanned ID, this will display an empty S115 Ban form (*Figure 44*).

Enter the patrons full name, DOB, ban start date/time and the ban duration, then select *Create Ban*.

Create New S115 Ban

START DATE / TIME: 12 Oct 2023 3:01 pm DURATION: 1 DAYS

FIRST NAMES*

SURNAME*

DATE OF BIRTH*

9	July	2002
10	August	2003
11	September	2004
12	October	2005
13	November	2006
14	December	2007
15	January	2008

BAN EXPIRY DATE* 13/10/2023

Create Ban

Figure 44

6.1.3 From previous sales

To add a S115 ban on the patron whose ID was previously scanned, from the main screen, select *S115 Bans* button (Figure 45).

A list of previous scans will be shown; select the patron you wish you ban. This will display a S115 Ban form prefilled with the captured document information (Figure 43), including the patron's full name and date of birth (DOB).

Select the ban commencement dates and ban duration, then select *Create Ban* to finalise the ban.

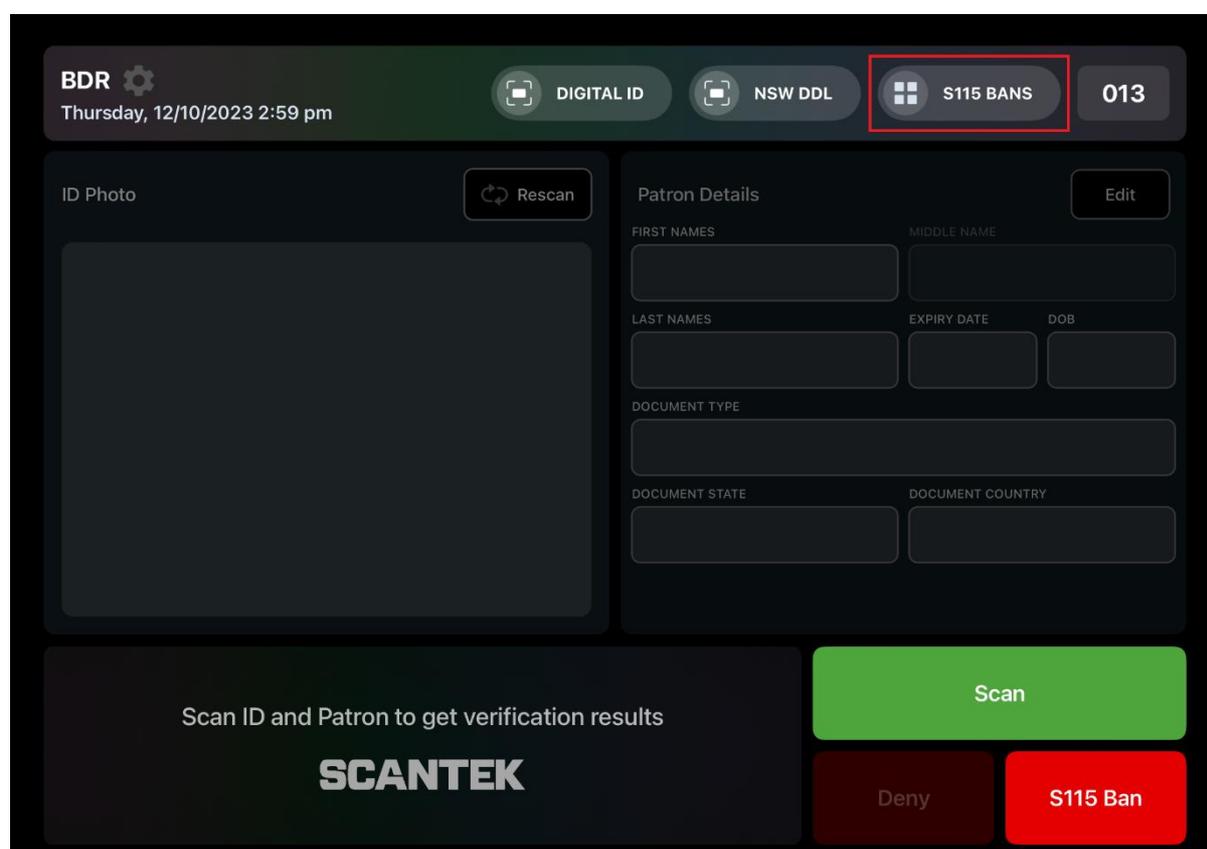


Figure 45

6.2 Remove a S115 Ban

An existing S115 Ban can be manually removed before its expiry date. From the main screen, select *S115 Bans* button. A S115 ban list will be shown; select the patron you wish you unban.

If you do not see a list of S115 bans, select the *S115 Bans* tab (Figure 46).

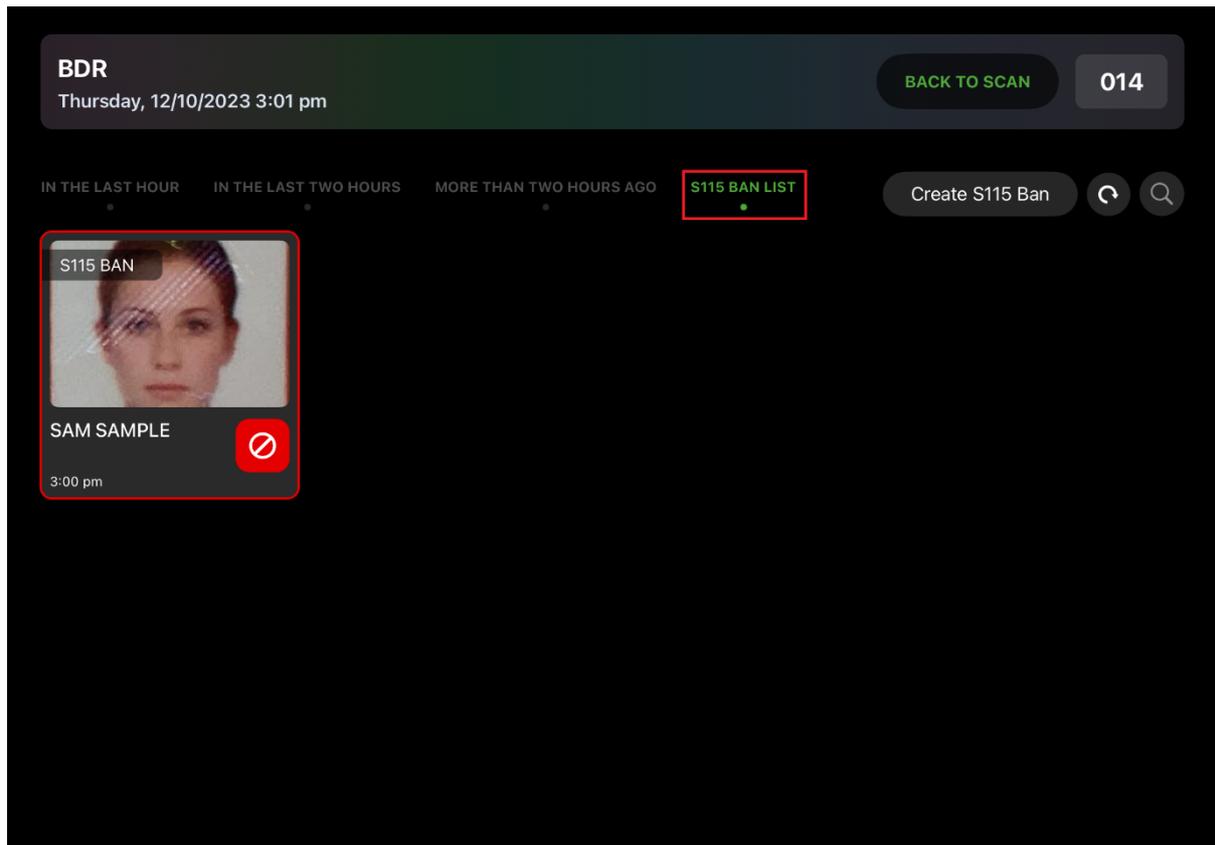


Figure 46

Select the patron whose S115 Ban you want to remove. This will display the patron's details, and a button to remove the S115 Ban (Figure 47).

Select the *Remove S115 Ban* button to remove the ban from the system.

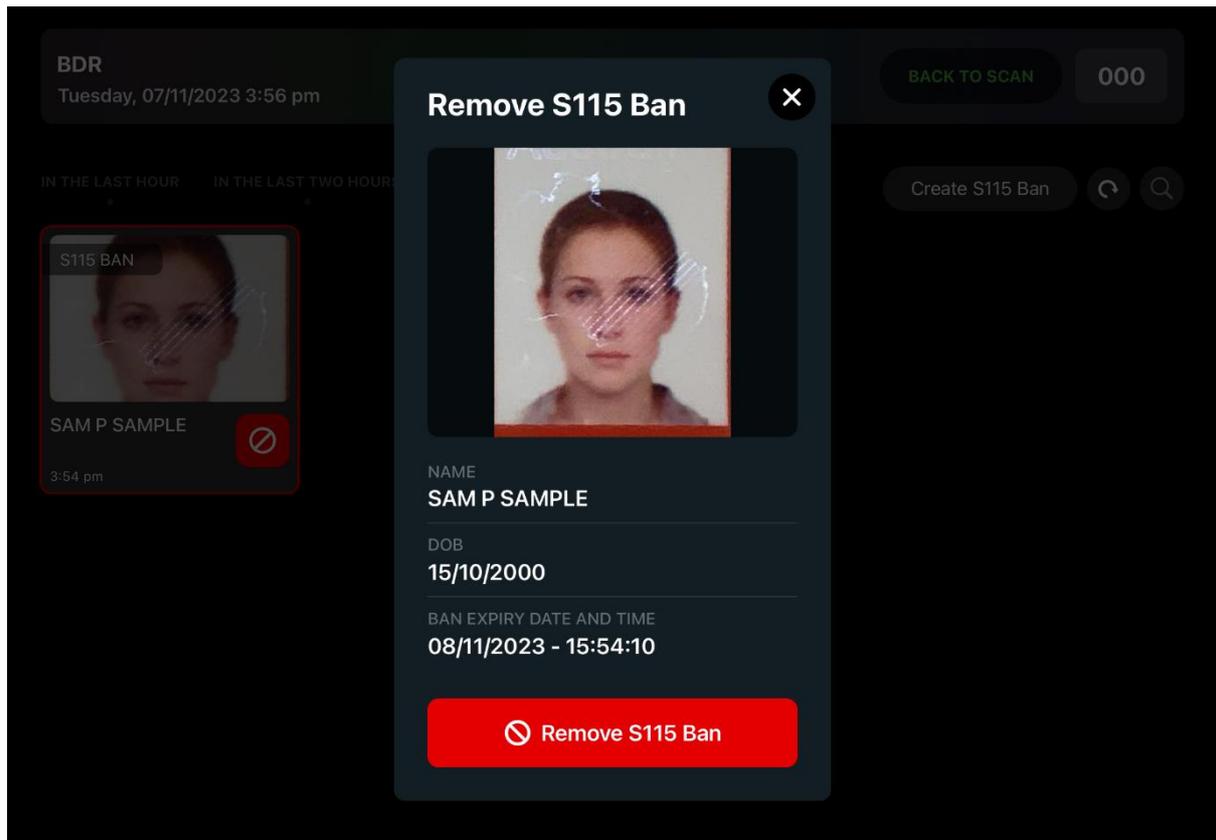


Figure 47

7 Ban Matches

When a patron's scanned ID details partially match those of one or more existing ban, the App will display all the possible matches. The same will occur if there are multiple matches, or possible duplications. The scan image is shown side by side with the possible ban image and allows for the operators to compare and confirm or deny the ban match.

Where there is more than one ban match, swipe right on the *Active Ban* to see the next match (Figure 48).

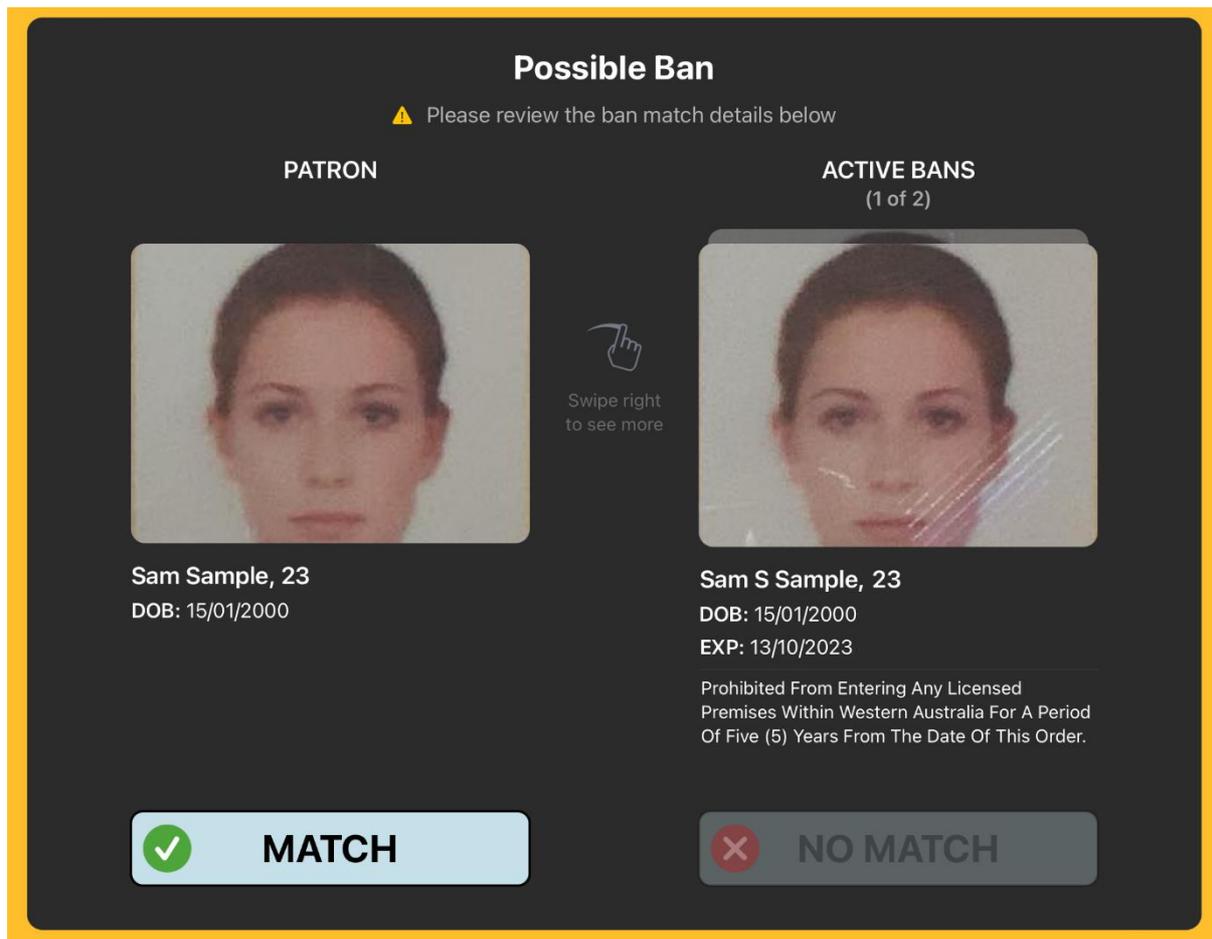


Figure 48

Confirm the match by selecting 'Match'. If the ban is not a match, tap the 'No Match' button. The *No Match* will remain disabled until all possible matches have been reviewed.

8 Settings

To access the BDR Mobile App *Settings*, tap the setting icon.

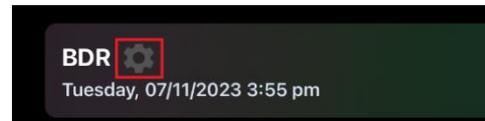


Figure 49

The *Settings* feature provides access to user preferences and the Scantek Customer Support number.

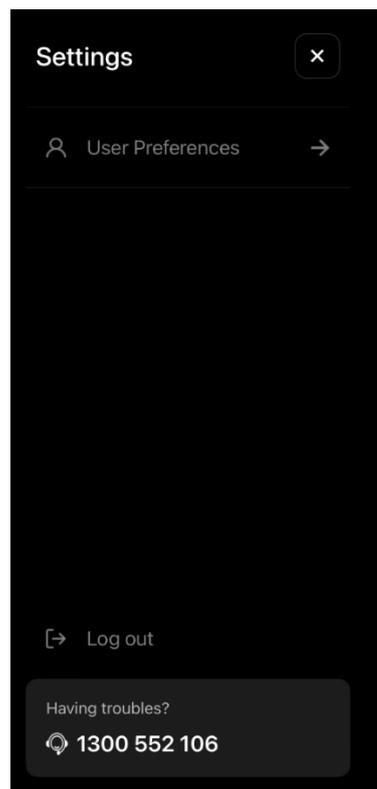


Figure 50

Feature	Description
User Preferences	Access to personalised features for ease of use, including: <ul style="list-style-type: none">• Left-right hand mode,• Turbo scan mode, and Photo capture speed.
Logout	This will sign you out of the BDR Mobile Application and back to the login screen. Please note, you will be logged out automatically after 5-minutes of inactivity.
Helpdesk Number	This is the Scantek Customer Support number. Call this number for immediate phone support.

User Preferences

User preferences provide various settings that can be changed, based on user preference.

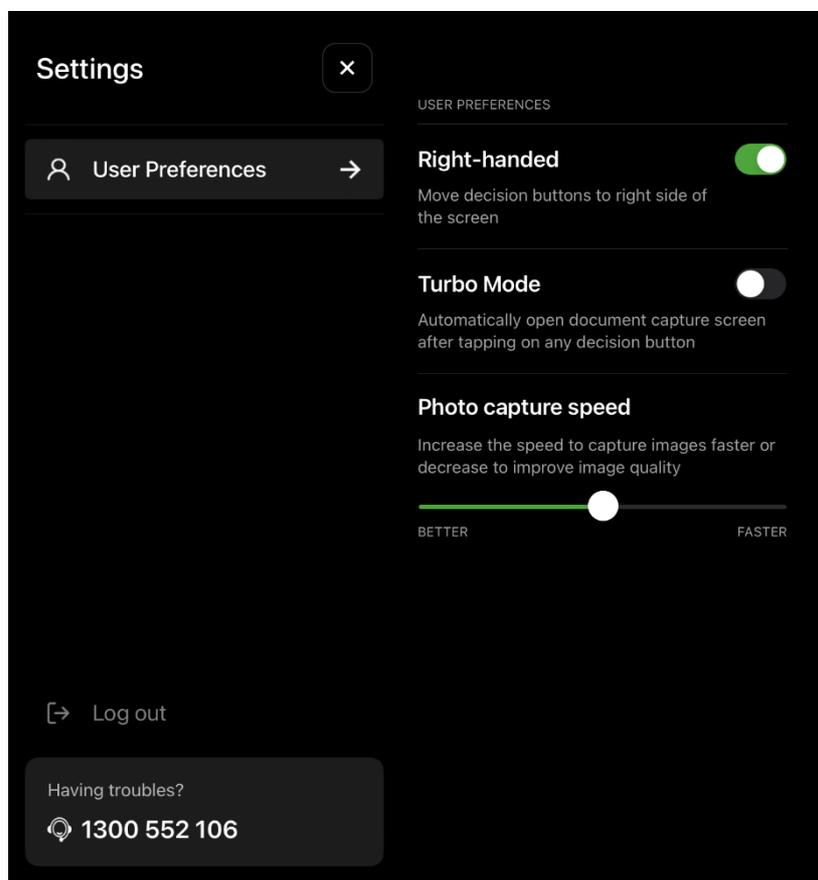


Figure 51

Feature	Description
Right-handed mode	Enabled: the action buttons on the screen are placed to the right-side of the screen. For reference, see <i>Figure 12</i> . Disabled: the action buttons will move to the left of the screen.
Turbo Mode	Enabled: once a scan has been actioned, the screen will immediately return to the document capture screen. Disabled: you must tap the Scan button to access the scanning interface.
Photo Capture Speed	Use the slider to choose between scan accuracy and document capture speed. By default, the functionality is set to the optimal position.

9 Important safety information for iPad

This information was taken from Apple's website (<https://support.apple.com/en-au/guide/ipad/ipad27098ef5/ipados>) on 07/11/2023.

WARNING: Failure to follow these safety instructions could result in fire, electric shock, injury, or damage to iPad or other property. Read all the safety information below before using iPad.

Handling. Handle iPad with care. It is made of metal, glass, and plastic and has sensitive electronic components inside. iPad or its battery can be damaged if dropped, burned, punctured, or crushed, or if it comes in contact with liquid. If you suspect damage to iPad or the battery, discontinue use of iPad, as it may cause overheating or injury. Don't use iPad with a cracked screen, as it may cause injury. If you're concerned about scratching the surface of iPad, consider using a case or cover.

Repairing. Don't open iPad and don't attempt to repair iPad yourself. Disassembling iPad may damage it or may cause injury to you. If iPad is damaged, malfunctions, or comes in contact with liquid, contact Apple or an Apple Authorized Service Provider. Repairs by service providers other than Apple or an Apple Authorized Service Provider may not involve the use of Apple genuine parts and may affect the safety and functionality of the device. You can find more information about repairs and service at the [iPad Repair website](#).

Battery. An iPad battery should only be repaired by a trained technician to avoid battery damage, which could cause overheating, fire, or injury. Batteries should be recycled or disposed of separately from household waste and according to local environmental laws and guidelines. For information about battery service and recycling, see the [Battery Service and Recycling website](#).

Lasers. The TrueDepth camera system and the LiDAR Scanner contain one or more lasers. These laser systems may be disabled for safety reasons if the device is damaged or malfunctions. If you receive a notification on your iPad that the laser system is disabled, you should always have it repaired by Apple or an Apple Authorized Service Provider. Improper repair, modification, or use of non-genuine Apple components in the laser systems may prevent the safety mechanisms from functioning properly and could cause hazardous exposure and injury to eyes or skin.

Distraction. Using iPad in some circumstances may distract you and might cause a dangerous situation (for example, avoid using headphones while riding a bicycle and avoid typing a text message while driving a car). Observe rules that prohibit or restrict the use of mobile devices or headphones.

Navigation. Maps depends on data services. These data services are subject to change and may not be available in all countries or regions, resulting in maps and location-based information that may be unavailable, inaccurate, or incomplete. Compare the information provided in Maps to your

surroundings. Use common sense when navigating. Always observe current road conditions and posted signs to resolve any discrepancies. Some Maps features require Location Services.

Charging. Charge iPad with the included USB cable and power adapter. You can also charge iPad with “Made for iPad” or other third-party cables and power adapters that are compliant with USB 2.0 or later and with applicable country regulations and international and regional safety standards. Other adapters may not meet applicable safety standards, and charging with such adapters could pose a risk of death or injury.

Using damaged cables or chargers, or charging when moisture is present, can cause fire, electric shock, injury, or damage to iPad or other property. When you charge iPad, make sure the USB cable is fully inserted into the power adapter before you plug the adapter into a power outlet. It’s important to keep iPad, the USB cable, and the power adapter in a well-ventilated area when in use or charging.

Charging cable and connector. Avoid prolonged skin contact with the charging cable and connector when the charging cable is connected to a power source because it may cause discomfort or injury. Sleeping or sitting on the charging cable or connector should be avoided.

Prolonged heat exposure. iPad and its USB power adapter comply with required surface temperature limits defined by applicable country regulations and international and regional safety standards. However, even within these limits, sustained contact with warm surfaces for long periods of time may cause discomfort or injury. Use common sense to avoid situations where your skin is in contact with a device or its power adapter when it’s operating or connected to a power source for long periods of time. For example, don’t sleep on a device or power adapter, or place them under a blanket, pillow, or your body, when it’s connected to a power source. Keep your iPad and its power adapter in a well-ventilated area when in use or charging. Take special care if you have a physical condition that affects your ability to detect heat against the body.

USB power adapter. To operate the Apple USB power adapter safely and reduce the possibility of heat-related injury or damage, plug the power adapter directly into a power outlet. Don’t use the power adapter in wet locations, such as near a sink, bathtub, or shower stall, and don’t connect or disconnect the power adapter with wet hands. Stop using the power adapter and any cables if any of the following conditions exist:

- The power adapter plug or prongs are damaged.
- The charge cable becomes frayed or otherwise damaged.
- The power adapter is exposed to excessive moisture, or liquid is spilled into the power adapter.
- The power adapter has been dropped, and its enclosure is damaged.

USB power adapter specifications:

Frequency	50 to 60 Hz, single phase
Line voltage	100 to 240 Vac
Output voltage	Refer to the output marking on the power adapter

Hearing loss. Listening to sound at high volumes may damage your hearing. Background noise, as well as continued exposure to high volume levels, can make sounds seem quieter than they actually are. Turn on audio playback and check the volume before inserting anything in your ear. For information about how to set a maximum volume limit on iPad, see [Reduce loud headphone sounds in Settings](#). For more information about hearing loss, see the [Sound and Hearing website](#).

WARNING: To prevent possible hearing damage, do not listen at high volume levels for long periods.

Radio frequency exposure. iPad uses radio signals to connect to wireless networks. For information about radio frequency (RF) energy resulting from radio signals, and steps you can take to minimize exposure, go to Settings  > General > Legal & Regulatory > RF Exposure, or see the [RF Exposure website](#).

Radio frequency interference. Observe signs and notices that prohibit or restrict the use of mobile devices. Although iPad is designed, tested, and manufactured to comply with regulations governing radio frequency emissions, such emissions from iPad can negatively affect the operation of other electronic equipment, causing them to malfunction. When use is prohibited, such as while traveling in aircraft, or when asked to do so by authorities, turn off iPad, or [use airplane mode](#) or Settings  > Wi-Fi and Settings > Bluetooth to turn off the iPad wireless transmitters.

Medical device interference. iPad, iPad Smart Cover, Smart Folio, Smart Keyboard Folio, Magic Keyboard, Magic Keyboard Folio, and Apple Pencil contain magnets as well as components and/or radios that emit electromagnetic fields. These magnets and electromagnetic fields might interfere with medical devices.

Consult your physician and medical device manufacturer for information specific to your medical device and whether you need to maintain a safe distance of separation between your medical device and iPad, iPad Smart Cover, Smart Folio, Smart Keyboard Folio, Magic Keyboard for iPad or

Apple Pencil. Manufacturers often provide recommendations on the safe use of their devices around wireless or magnetic products to prevent possible interference. If you suspect iPad, iPad Smart Cover, Smart Folio, Smart Keyboard Folio, Magic Keyboard for iPad or Apple Pencil are interfering with your medical device, stop using these products.

Medical devices such as implanted pacemakers and defibrillators may contain sensors that respond to magnets and radios when in close contact. To avoid any potential interactions with these devices, keep your iPad, iPad Smart Cover, Smart Folio, Smart Keyboard Folio, Magic Keyboard for iPad, and Apple Pencil a safe distance away from your device (more than 6 inches/15cm, but consult with your physician and your device manufacturer for specific guidelines).

Not a medical device. iPad is not a medical device and should not be used as a substitute for professional medical judgment. It is not designed or intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment, or prevention of any condition or disease. Please consult your healthcare provider prior to making any decisions related to your health.

Medical conditions. If you have any medical condition or experience symptoms that you believe could be affected by iPad or flashing lights (for example, seizures, blackouts, eyestrain, or headaches), consult with your physician prior to using iPad.

Explosive and other atmospheric conditions. Charging or using iPad in any area with a potentially explosive atmosphere, such as areas where the air contains high levels of flammable chemicals, vapours, or particles (such as grain, dust, or metal powders), may be hazardous. Exposing iPad to environments having high concentrations of industrial chemicals, including near evaporating liquified gasses such as helium, may damage or impair iPad functionality. Obey all signs and instructions.

Repetitive motion. When you perform repetitive activities, such as typing, swiping, or playing games on iPad, you may experience discomfort in your hands, arms, wrists, shoulders, neck, or other parts of your body. If you experience discomfort, stop using iPad and consult a physician.

High-consequence activities. This device is not intended for use where the failure of the device could lead to death, personal injury, or severe environmental damage.

Choking hazard. Some iPad accessories may present a choking hazard to small children. Keep these accessories away from small children.

Magnetic interference. The Magic Keyboard and Magic Keyboard Folio contain magnets that hold iPad securely in place. Avoid placing cards that store information on a magnetic strip—such as credit cards or hotel key cards—on Magic Keyboard and Magic Keyboard Folio surfaces that attach to iPad, as such contact may demagnetize the card.

10 Important handling information for iPad

This information was taken from Apple's website (<https://support.apple.com/en-au/guide/ipad/ipadab498ed1/ipados>) on 07/11/2023.

Cleaning. Clean iPad immediately if it comes in contact with anything that may cause stains or other damage—for example, dirt or sand, ink, makeup, soap, detergent, acids or acidic foods, and lotions. To clean:

- Disconnect all cables, then do one of the following to turn off iPad:
 - *On an iPad with a Home button:* Press and hold the top button until the slider appears, then drag the slider.
 - *On other iPad models:* Simultaneously press and hold the top button and either volume button until the sliders appear, then drag the top slider.
 - *All models:* Go to Settings  > General > Shut Down, then drag the slider.
- Use a soft, slightly damp, lint-free cloth—for example, a lens cloth.
- Avoid getting moisture in openings.
- Don't use cleaning products or compressed air.

The front of iPad is made of glass with a fingerprint-resistant oleophobic (oil-repellant) coating. This coating wears over time with normal usage. Cleaning products and abrasive materials will further diminish the coating and may scratch the glass.

Using connectors, ports, and buttons. Never force a connector into a port or apply excessive pressure to a button, because this may cause damage that is not covered under the warranty. If the connector and port don't join with reasonable ease, they probably don't match. Check for obstructions and make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port.

Lightning to USB Cable. ([models](#) with a Lightning connector) Discoloration of the Lightning connector after regular use is normal. Dirt, debris, and exposure to moisture may cause discoloration. If your Lightning cable or connector become warm during use or your iPad won't charge or sync, disconnect it from your computer or power adapter and clean the Lightning connector with a soft, dry, lint-free cloth. Do not use liquids or cleaning products when cleaning the Lightning connector.

Lightning to USB Cable or USB-C Charge Cable. (depending on [model](#)) Certain usage patterns can contribute to the fraying or breaking of cables. The included cable, like any other metal wire or cable, is subject to becoming weak or brittle if repeatedly bent in the same spot. Aim for gentle curves instead of angles in the cable. Regularly inspect the cable and connector for any kinks, breaks, bends, or other damage. Should you find any such damage, discontinue use of the cable.

Operating temperature. iPad is designed to work in ambient temperatures between 32° and 95° F (0° and 35° C) and stored in temperatures between -4° and 113° F (-20° and 45° C). iPad can be damaged, and battery life shortened if stored or operated outside of these temperature ranges. Avoid exposing iPad to dramatic changes in temperature or humidity. When you're using iPad or charging the battery, it is normal for iPad to get warm.

If the interior temperature of iPad exceeds normal operating temperatures (for example, in a hot car or in direct sunlight for extended periods of time), you may experience the following as it attempts to regulate its temperature:

- iPad stops charging.
- The screen dims.
- A temperature warning screen appears.
- Some apps may close.

Important: You may not be able to use iPad while the temperature warning screen is displayed. If iPad can't regulate its internal temperature, it goes into deep sleep mode until it cools. Move iPad to a cooler location out of direct sunlight and wait a few minutes before trying to use iPad again.

Version	Release Date	Description
1.0	13/11/2023	Initial Release