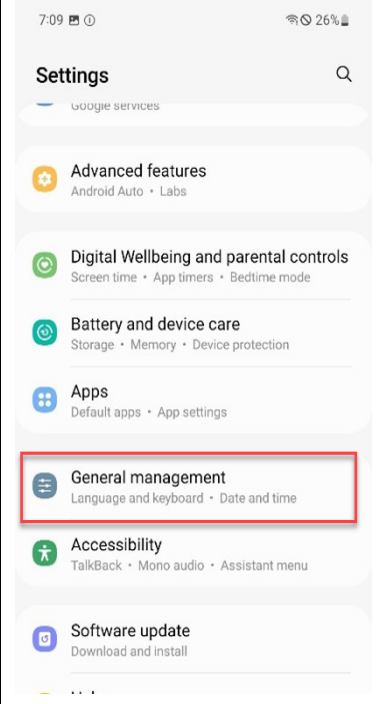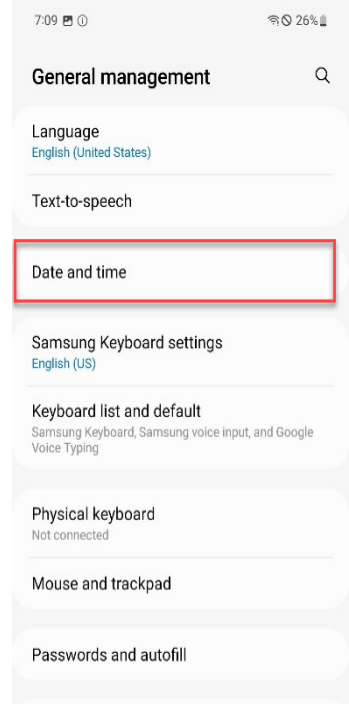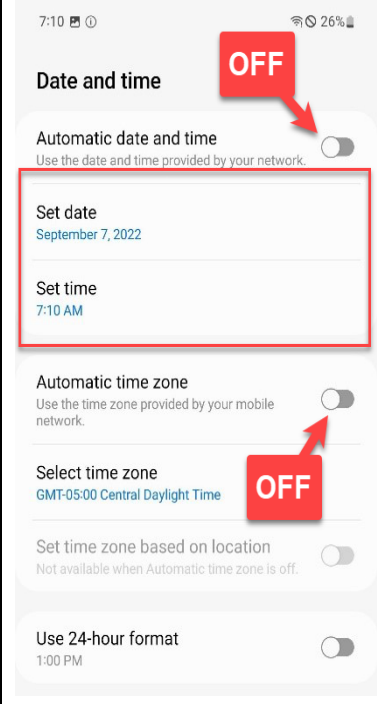# Mobile Device HD

Date and Time

- Locate your store's mobile devices and make sure they are powered on.
- Verify the device has the correct date and time according to the local time zone (If not)

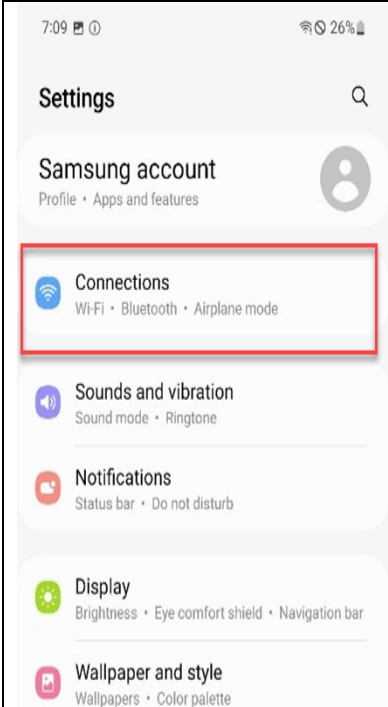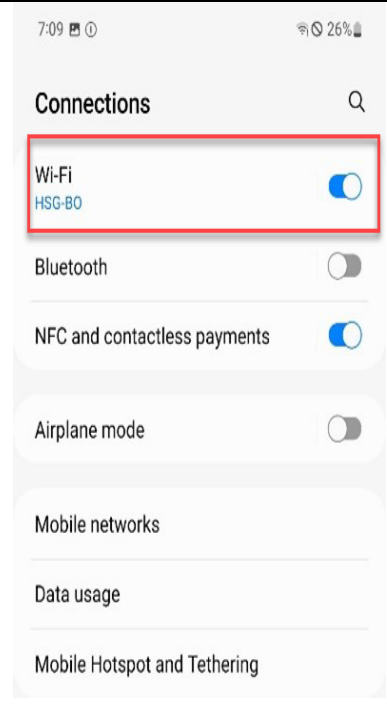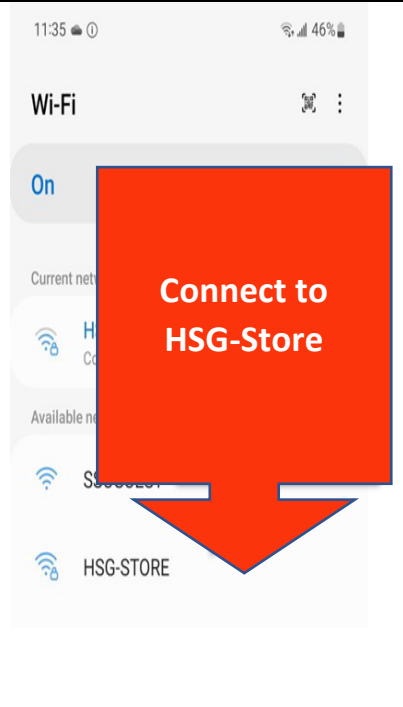| While in the Settings screen, go to General Management	Next, tap "Date and Time"	Enter the correct date and the correct time for the store's time zone and make sure automation is turned off

NOTE: Please make sure the time zone is also correct for that store location and update as needed.

It is important that the devices date, time, and time zone are all accurate. Without proper date/time configuration, the device will be unable to access the Wi-Fi network at the store.

Mobile Device HD

Network Configuration and Validation

It is important to ensure that the device is properly connected to the store's WIFI network and that the proper networks are available.
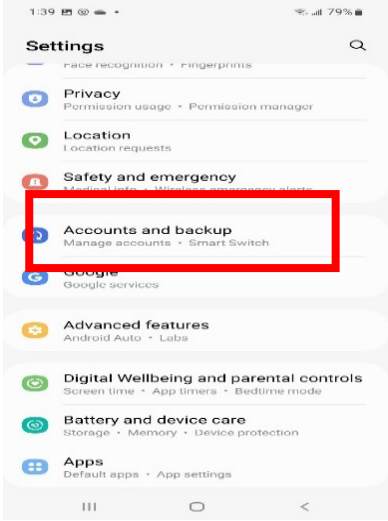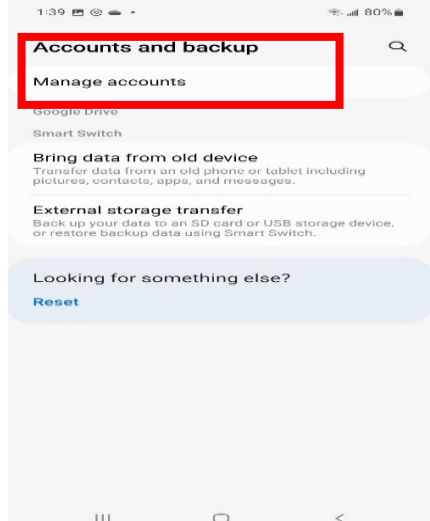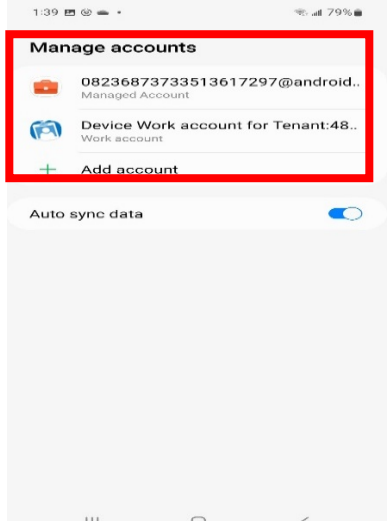
Access the Connections section of Settings	Tap the Wi-Fi section to display all available networks	Verify that the HSG-BO and the HSG-STORE networks are listed

- If the HSG-STORE asks for a PW then the device has not received the correct Certs and we have to get them connected to a WIFi to receive the certs.
- Attempt to connect to any available network connection (preferred HSG-Guest if available).
- If not available, The store will need to attempt to connect to a local public Wifi. Possibly a Starbucks or another retail location in the area or through a hotspot.
- Once connected, the device will start to receive updates.
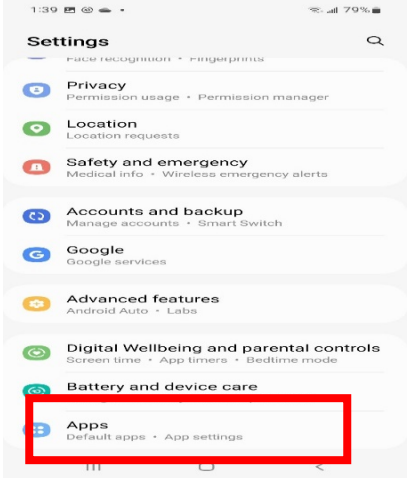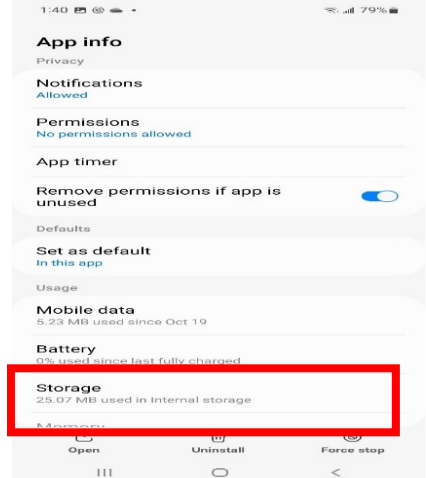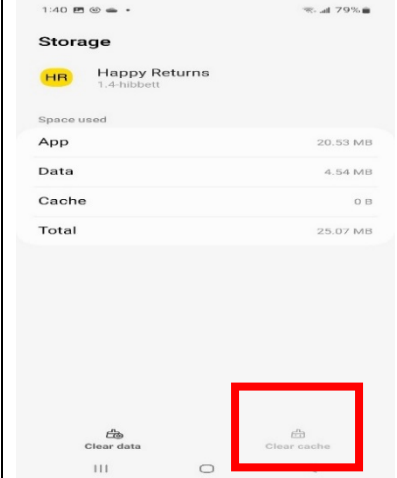
Once network validation is complete, **make sure the device is connected to the HSG-Store Wi-Fi network**. If the device is unable to connect to the network, walk the user through rebooting the device.

Remove Accounts: If a store is experiencing issues logging into an app.

Mobile Device HD

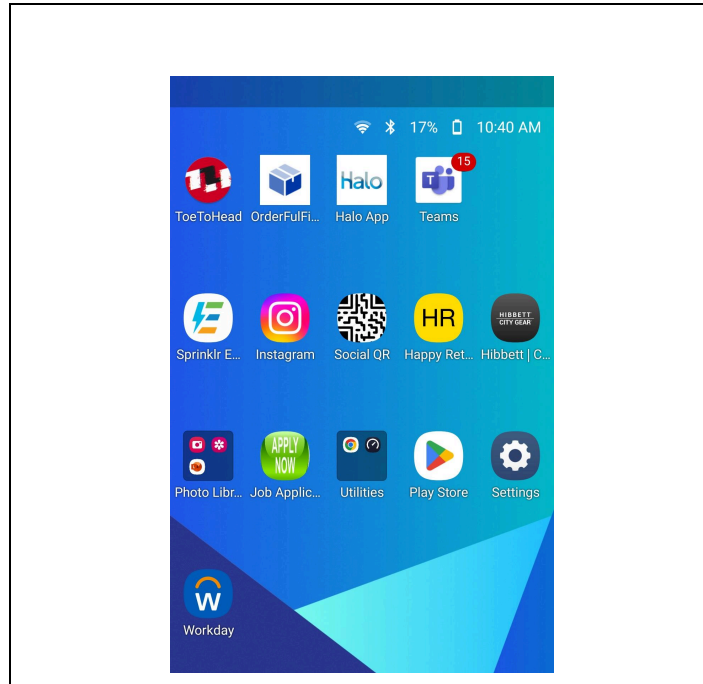| While in the Settings screen, go to Accounts and Backup	Select Manage Accounts	You should see 2 different accounts. 1- #####@android 2- Device Work for tenant. Remove all other accounts.

Clear cache: Happy Returns, T2H, Order Fulfillment, Teams. Every time. Log back into all apps using Employee Account. If experience log in issues, clear cache for all apps and repeat log in process. Finally reboot the device and repeat all steps if unable to log in.

From the settings screen select Apps	1-Select all Apps below. 2- Select Storage	Clear Cache and then attempt to log in using the store account.

Application Validation

Next, we need to validate that all applications are installed properly. Look at the device's home screen and see if you have the proper icons represented.

Mobile Device HD

If any of these icons are missing, the user should select the "Play Store" icon and continue to download the proper application.

Chargers and other Peripherals

Verify that each mobile device has a supporting charging cable and that the location can plug in all devices at one time for overnight charging. Devices were shipped with charging cables, however these cables may have been replaced by store managers and/or district managers. The table below identifies the type of cable that was originally shipped with each model of device.

Device Model	Charging Cable Type
A-51	USB-A to USB-C
A-52	USB-A to USB-C
A-53	USB-C to USB-C