

SIRCLE POS

How do we lend technical support to Sircle POS? We remote into your tablet using Mobizen!

NOTE: You will need to do this setup on a computer (Windows or Apple)

- 1) Download the Mobizen app on your tablet:

[Mobizen on Play Store](#)

(For this you will have to login onto the play store with your gmail account on the tablet)

- 2) Once installed on the tablet, open the application and create an account (it will use the gmail account on your tablet by default. Don't use a password you would usually use for your other non-related accounts because we will need your account credentials to remotely see and control your tablet. Use something like SirclePoS.)

NOTE: Just because we have your credentials does not mean we can remotely control your tablet whenever we'd like to.

NOTE: Now for the next few steps we'll be working off of the computer you are using for this.

- 3) Download the Mobizen for windows from the link below (If on an Apple computer, use the second link below)

[Windows](#)

[Apple](#)

- 4) Go to the folder that the downloaded file was stored in and run the file to install mobizen on your computer (follow the prompts for install).

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NOTE: Before proceeding to the next steps, you have to enable USB Debugging and Developers Options on your tablet

5) Below are some steps on how to enable USB Debugging and Developer Options for different Android versions:

a. How to enable USB Debugging

1. Developer Options on Gingerbread (Android 2.3):
Settings> Applications> Development> USB Debugging

2. Developer Options on ICS (Android 4.0):
Settings> Developer Options> USB Debugging

3. Developer Options on JB (Android 4.1):
Settings> Developer Options> USB Debugging

b. How to enable Developer Options

1. Open Settings> About on your Android phone or tablet.

2. If you have a Samsung Galaxy S4, Note 8.0, Tab 3 or any other Galaxy device with Android 4.2, open Settings> More tab> About and tap it.

3. If you have Galaxy Note 3 or any Galaxy device with Android 4.3, go to Galaxy Note 3 from Settings> General> About and tap the Build version 7 times.

4. Now scroll to Build number and tap it 7 times.

5. After tapping the Build Number 7 times, you will see a message "You are now a developer!" If you have a Galaxy S4 or any other Samsung Galaxy device with Android 4.2, the message reads as follows- "Developer mode has

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been enabled".

6. Return to the main Settings menu and now you'll be able to see Developer Options.

7. Tap on Developer options and mark the box in front of USB Debugging to enable it.

8. To disable USB Debugging mode later, you can uncheck the box before the option

9. To enable Developer Options, go to Settings> Developer options and tap on the ON/OFF slider on the top of the page.

c. If you have an HTC tablet

1. Open Settings> About> Software Information> More.

2. Then tap "Build number" seven times to enable Developer options. Finally you will see "You are now a developer!" message on the screen.

3. Go back to Settings menu and now you'll be able to see "Developer options" there.

4. Tap it and turn on USB Debugging from the menu on the next screen.

NOTE: USB Debugging will be under Developer options.

6) Connect your tablet to the computer which you installed Mobizen on, via the USB cable for the tablet.

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- 7) Once it is connected, open the Mobizen application you installed on the computer and login using the account credentials you created in step 2. You will be provided with a 6 digit code when you successfully login.
- 8) Open the Mobizen application on your tablet now and do the 2 step verification. This is where the 6 digit code in the previous step will be entered (The 6 digit code expires quickly so enter it as fast as possible.)
- 9) Once the code is entered you should now be able to control your tablet via the mobizen application on your computer. After this initial setup, you would be able to control the tablet via a web browser (Chrome, Firefox). Now we should be able to control your tablet as well when we get your Mobizen account credentials. We'll provide you with the 6-digit code which you'll enter in the Mobizen app (tablet) 2 step verification.