machinemetrics

Kiosk Browser Remote Update for Tablets

The following steps will upgrade the KB Remote software currently installed and enable Samsung Knox. This is necessary to resolve connectivity issues and improve your MachineMetrics experience.

(Some images may appear slightly different due to tablet orientation. Any differences are purely visual and will not affect the process.)

1. Tap the center of the tablet screen four times or until prompt appears. Or, drag down from the upper right of the screen, tap the breadcrumbs, and then tap **Exit to Launcher**.

2. Enter unlock passcode (The default is "1234" or "0000" or custom passcode).
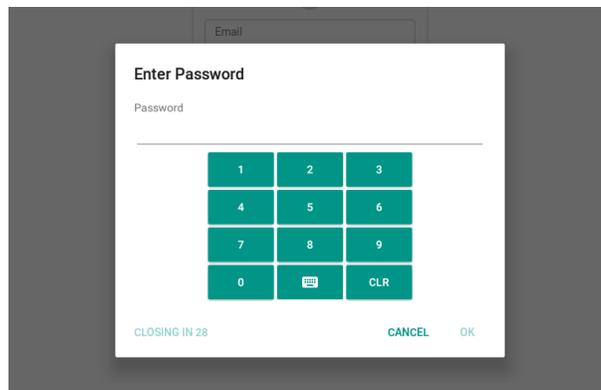
3. If the following prompt appears, tap **OK**.
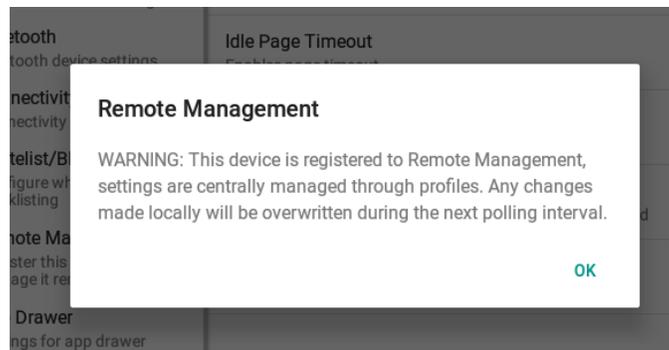
4. In the upper right of the screen, tap the **Exit** button, which appears as an arrow inside a box.
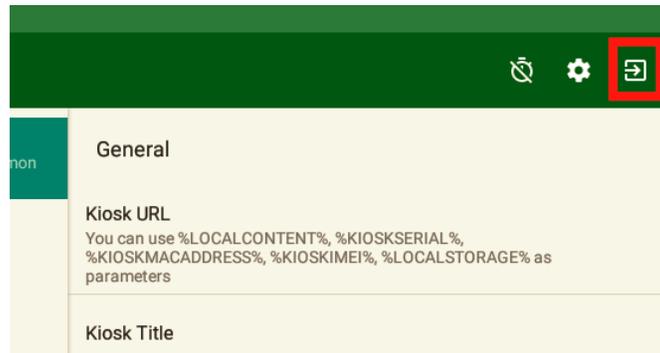
5. Tap the **TouchWiz home** Icon to go to the Android home screen.
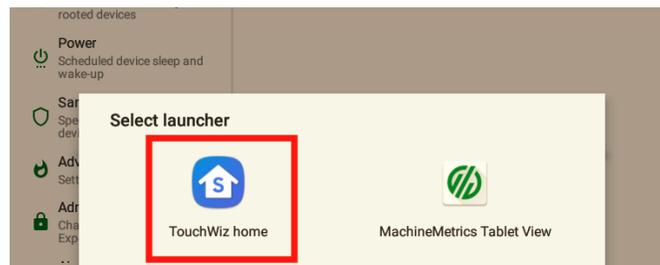
6. Tap the **Google Chrome** Icon.
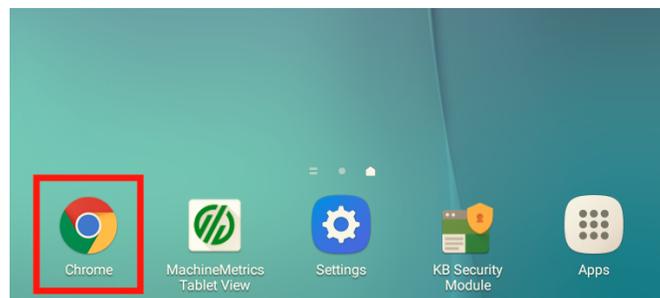
7. At the top of the screen, enter the following URL in the navigation bar: **bit.ly/mmtabletapk**

8. Tap the **Go** button to begin downloading a file. **(**Do not open the file once it is downloaded)
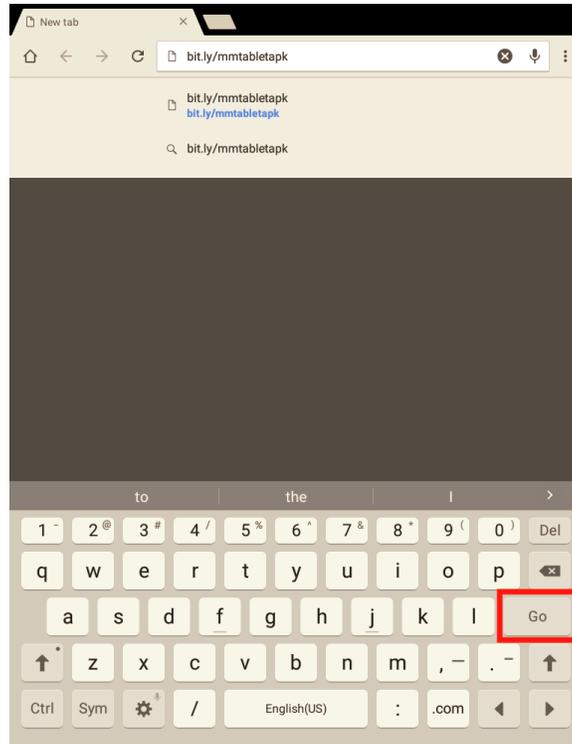
9. If you see the following prompt, tap **REPLACE FILE.**
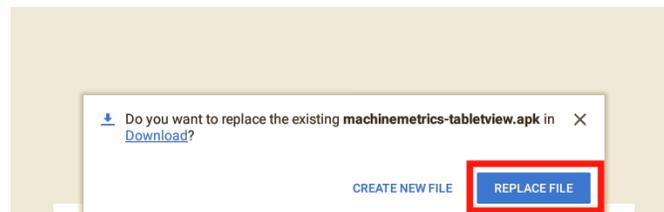
10. Repeat steps 7, 8 and 9, using the URL: **bit.ly/mmsecurity**

11. Press the center/home button on your tablet to return to the Android home screen.

12. Tap the **Apps** icon.
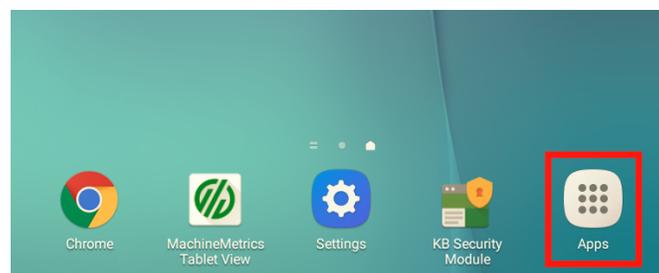
13. Tap the **My Files** icon.
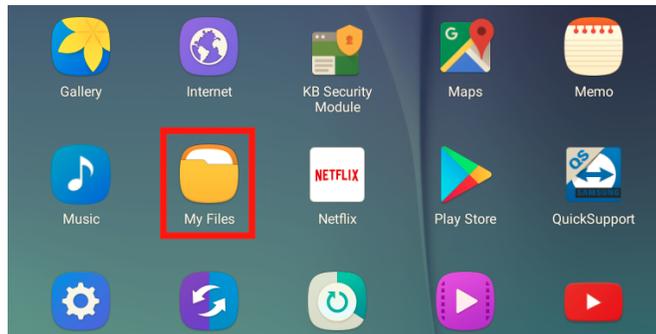
14. From the left side panel, tap **Download history**.

15. Tap the top file, **com.pro...ec.5.apk**, on the "Download history" list. (If you are prompted with an "Install Blocked" window, see "Install blocked/Unknown sources" exception on pg **9** of this document.)
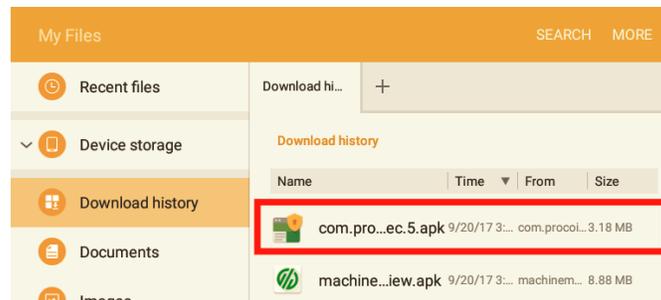
16. Tap **INSTALL**. Wait for the installation to finish.
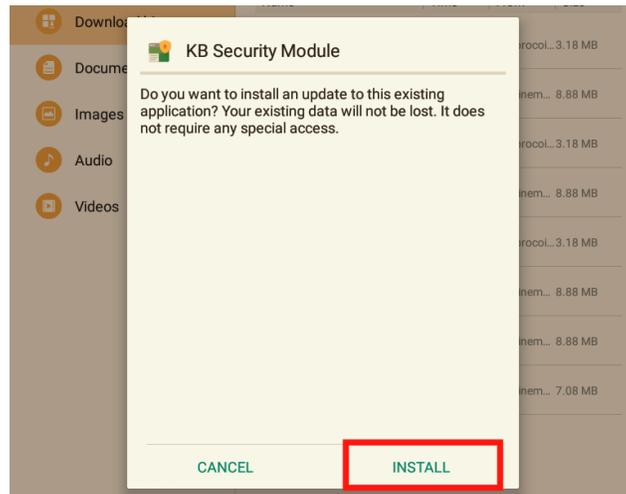
17. Tap **OPEN**.
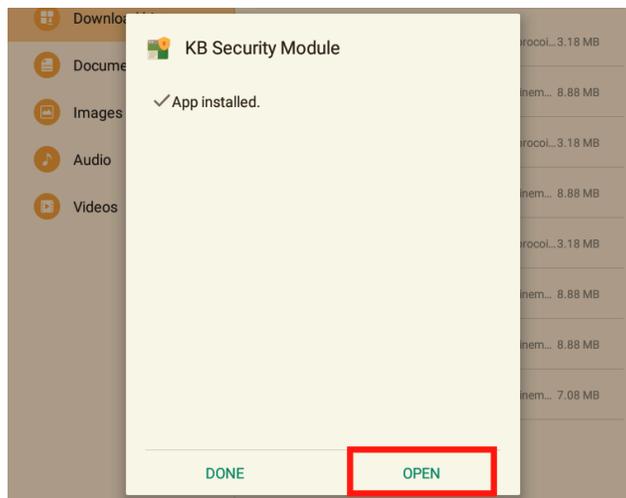
18. If you see the following prompt, tap **ACTIVATE**.
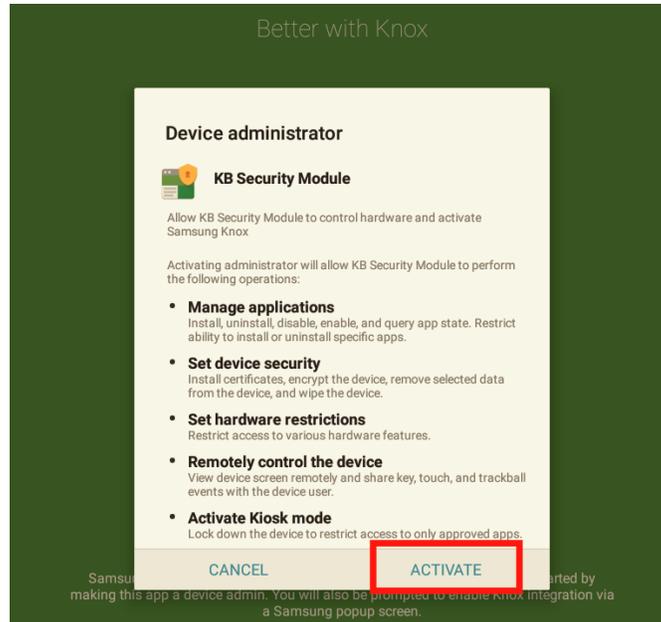
19. In the bottom right of the screen, tap **NEXT**.

Samsung Knox enables additional features and strengthens security. Get started by making this app a device admin. You will also be prompted to enable Knox integration via a Samsung popup screen.
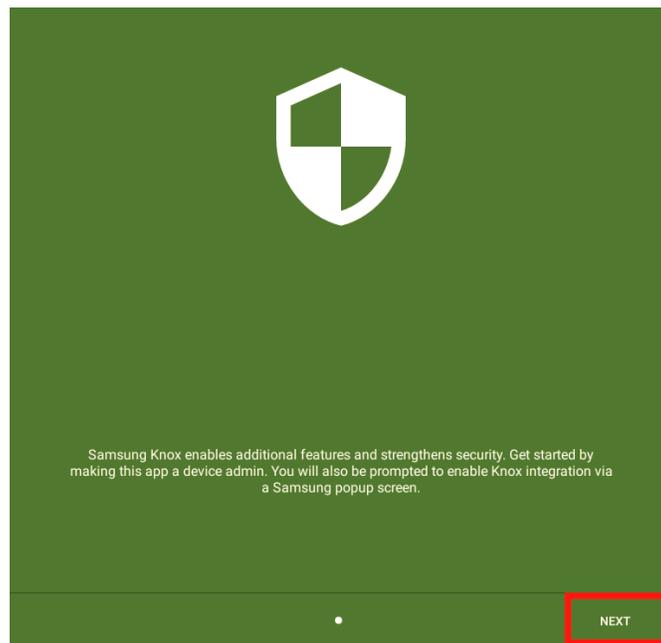
NEXT

20. Tap the check box at the bottom left of the screen indicating you agree with the terms.

21. Tap **CONFIRM**.
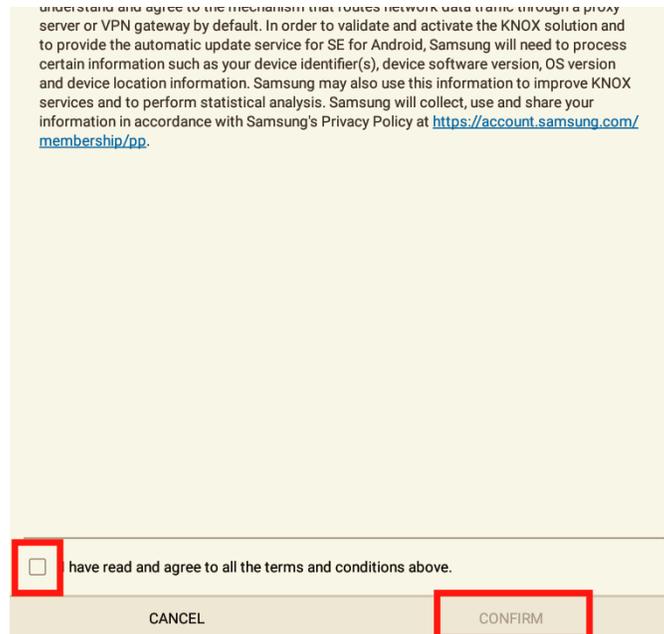
22. If the screen does not change after a few seconds, press **Next**.

23. Once you see the follow screen, press the tablet's back button to return to "My Files".
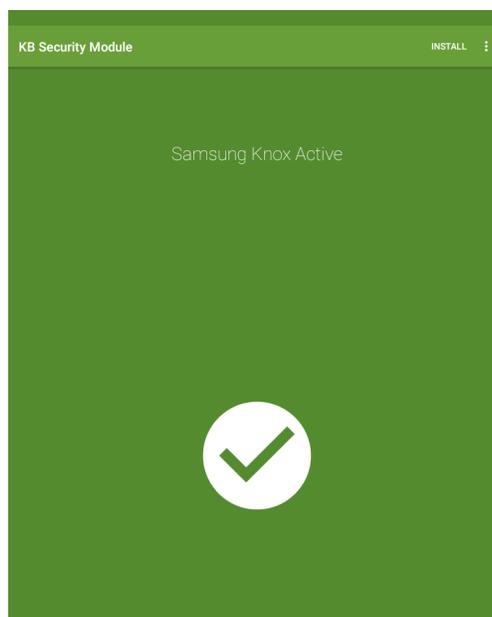
24. Tap the file second from the top, **machine...iew.apk**, in the "Download history" list.
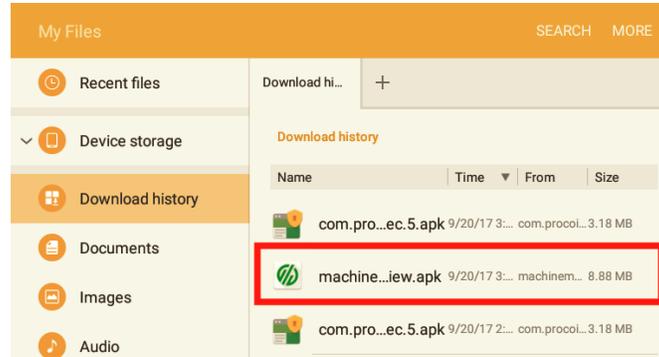
25. Tap **INSTALL**
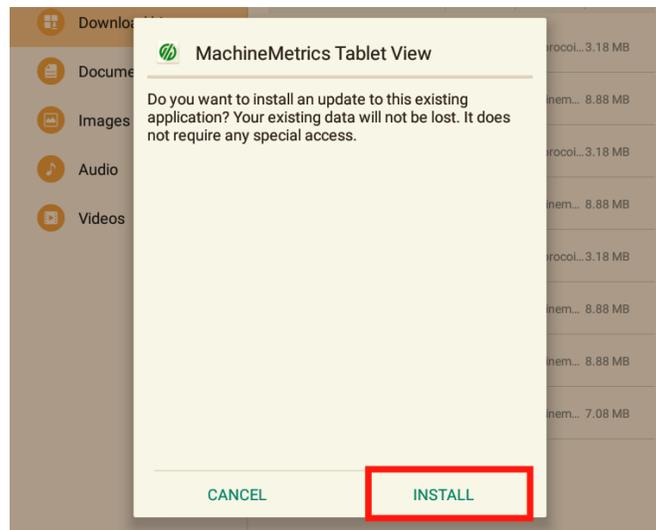
26. Once the installation has finished, tap **OPEN**.

27. If presented with a login screen, enter your MachineMetrics email and password. (Do not attempt to log in with Google. If you usually use Google for log in, go to your Profile at the URL: https://app.machinemetrics.com/account. At the bottom of the page, create a password.)

If you are prompted with a "Update Google Play services" window, see "Update Google Play services" exception on pg **10** of this document.

Contact **Support@MachineMetrics.com** if you have any questions!

Exceptions & Solutions

Install Blocked / "Unknown Sources"

1. Tap **SETTINGS**.
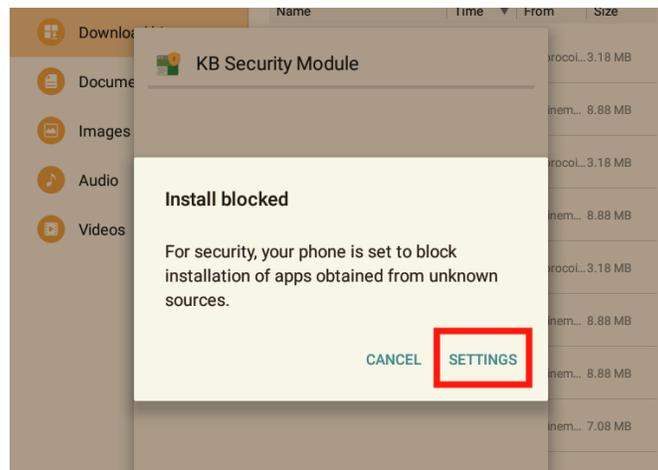
2. Tap **Unknown sources**.
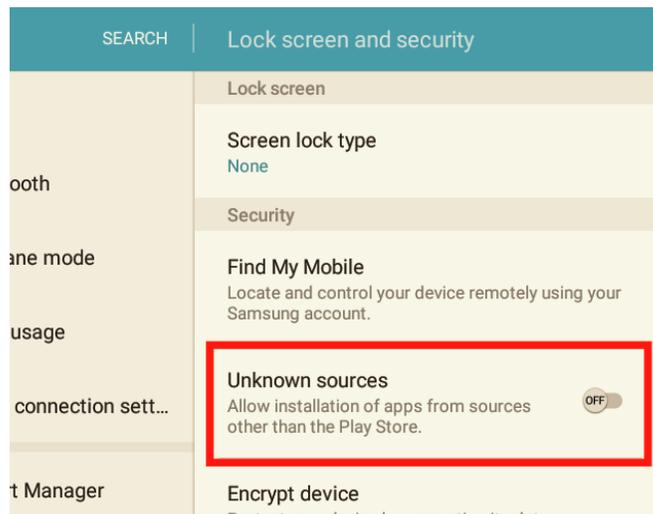
3. **Uncheck** the box labeled "Allow this installation only".

4. Tap **OK**.
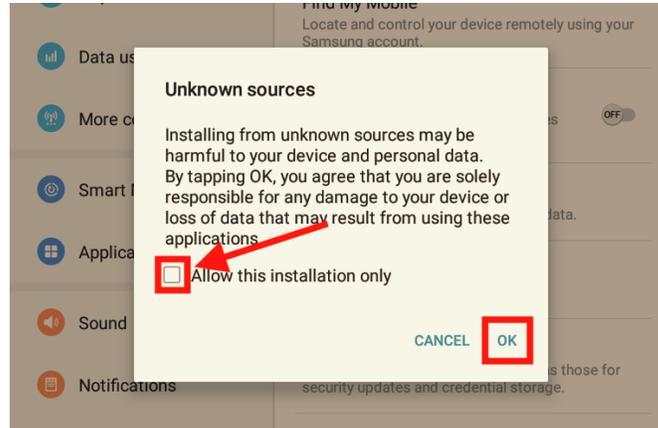
5. Return to step **16**.

Update Google Play services

1. Do not press the update button. Press the **home/center** button on your tablet.
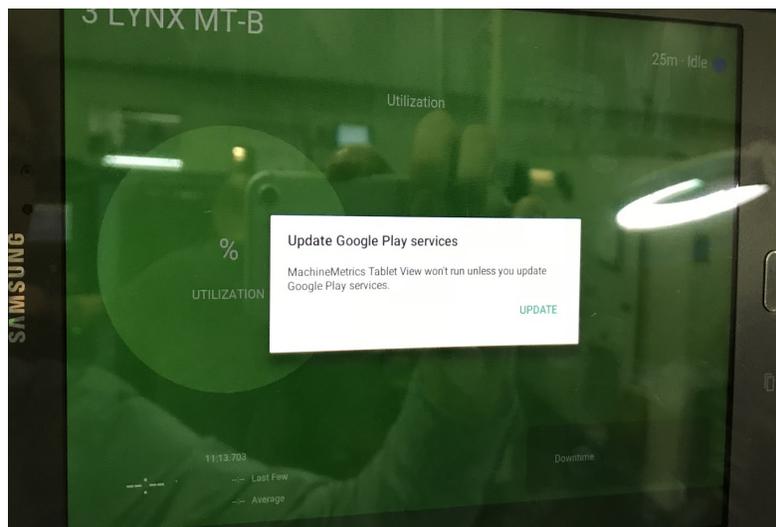
2. Tap the center of the tablet screen four times or until prompt appears. Or, drag down from the upper right of the screen, tap the breadcrumbs, and then tap **Exit to Launcher**.

3. Enter unlock passcode (The default is "1234" or "0000" or custom passcode).
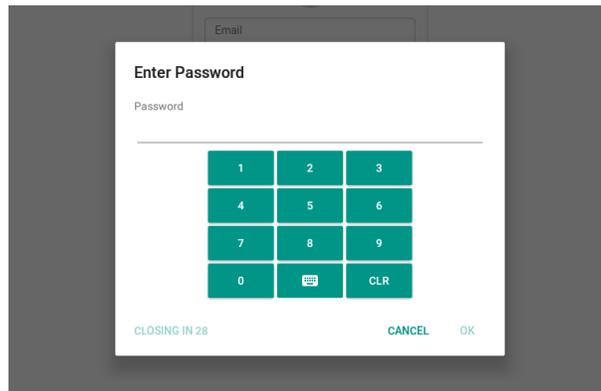
4. On the prompt that appears, tap **OK**
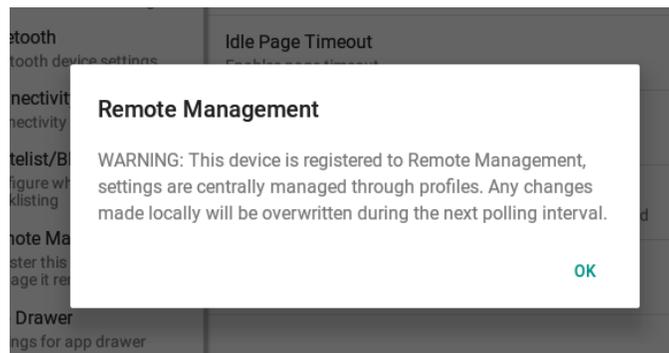
5. In the upper right of the screen, tap the **Exit** button, which appears as an arrow inside a box.
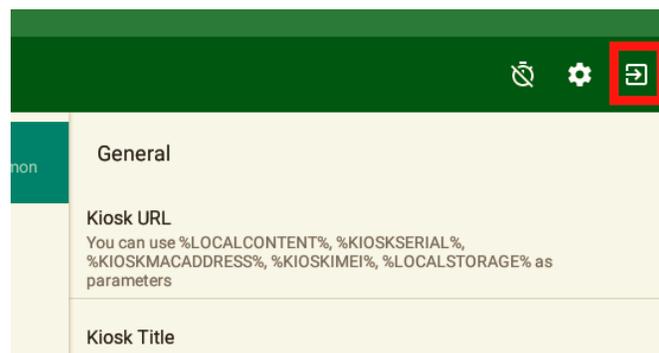
6. Tap the **TouchWiz home** Icon to go to the Android home screen.
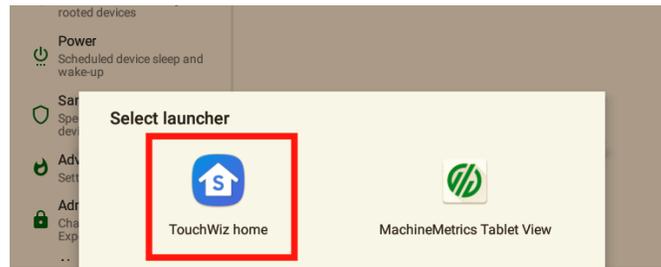
7. Tap the **Google Chrome** Icon.
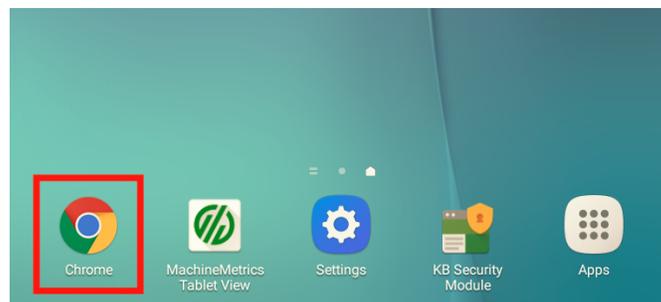
8. At the top of the screen, enter the following URL in the navigation bar: **bit.ly/mmgoogleplay**

9. Tap the **Go** button.
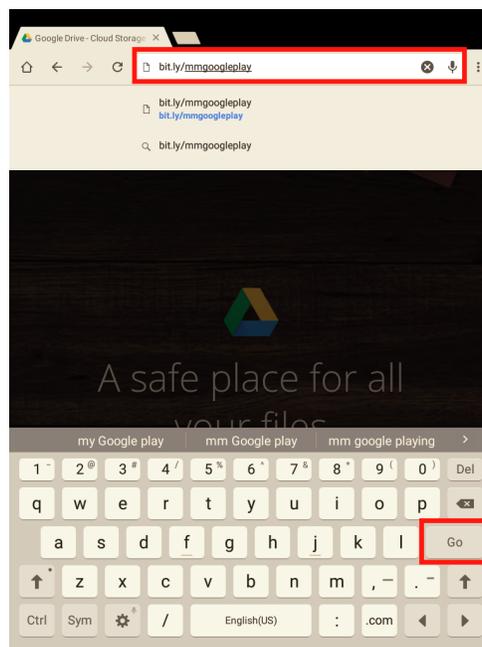
10. Press the center/home button on your tablet.

11. In the bottom right of the screen, tap the **Apps** icon.
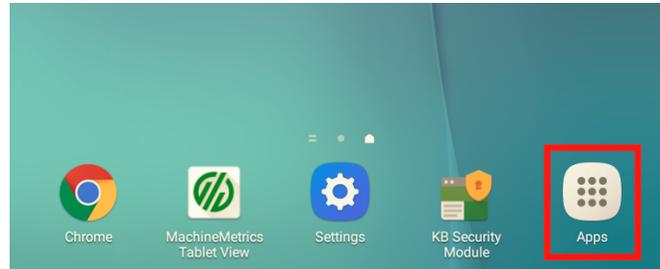
12. Tap the **My Files** icon.
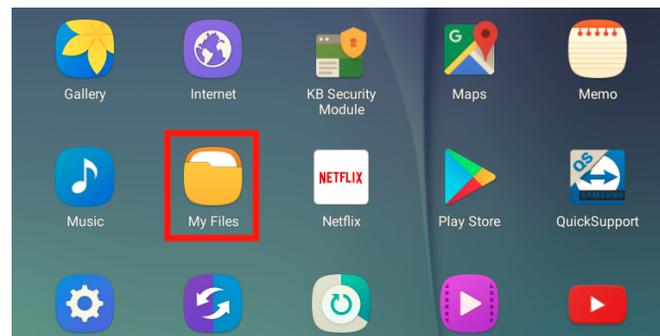
13. From the left side panel, tap **Download history**.

14. Tap the top file in the "Download history" list, **google-p...ices.apk**.
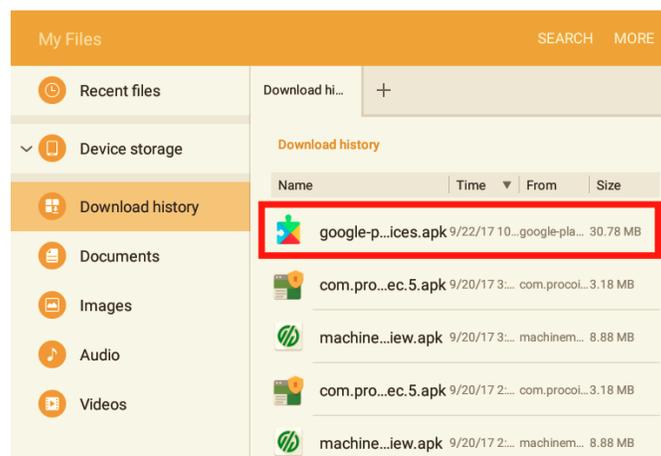
15. Tap **INSTALL**.
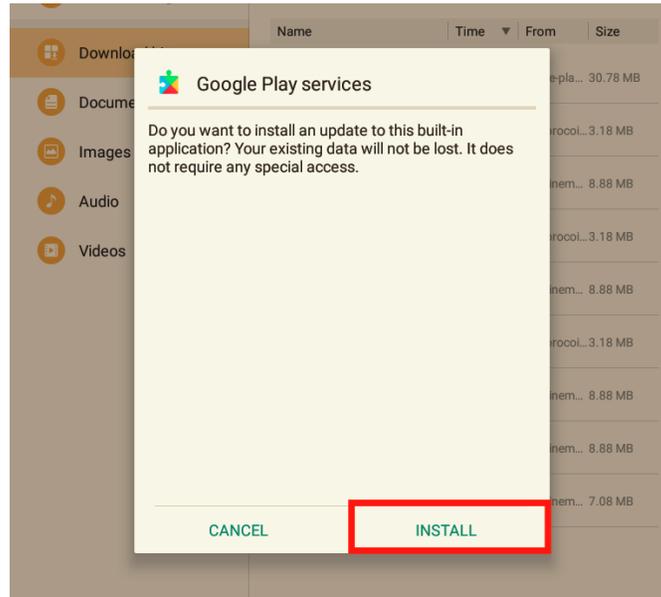
16. Once the installation is finished, press the home/center button on your tablet.

17. Tap the **MachineMetrics Tablet View** icon.