

MedAire's Digital Assessment Kit (DAK) iPad Maintenance Task Card

Task Description: Software update for MedAire's Digital Assessment Kit (DAK).

Type of Task: Routine (allow 4 hours to complete this task)

Required Material and Tools:

- iPad charger and power outlet
- Unrestricted Wi-Fi access (Network must allow Apple Store access)

Safety Precautions:

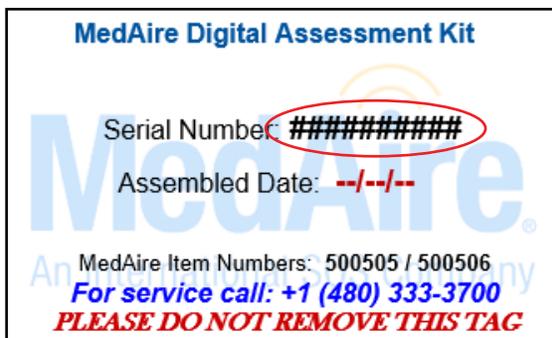
- None

Work Instructions:

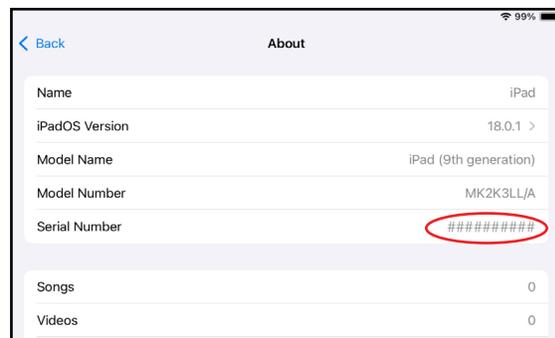
Step 1: Identify and Verify DAK and iPad Serial Number

1. **Locate** the DAK serial number on the ID tag.
 2. **Power** on the iPad inside the DAK and **retrieve** the iPad serial number.
- Open Settings → Tap General → Tap About → Locate Serial Number.

DAK Tag



iPad



3. Ensure that the serial number on the iPad and DAK ID tag **match**.

Step 2: Update iOS Software

1. **Plug** the iPad to a power source using the provided charger. Ensure it **remains** plugged in throughout the update process.
Note: The iPad battery must be at least 20% charged before update is permitted.
2. **Connect** to Wi-Fi: Ensure the iPad is connected to a stable Unrestricted Wi-Fi network (network must allow Apple Store access).
3. **Check** for IOS Update and **Download & Install** (if available):
 - Open Settings → Tap General → Tap Software Update. → Download & Install (if available).
4. Once the update is **downloaded**, your iPad will restart to complete the installation. After restarting, **proceed** to **Step 3**.

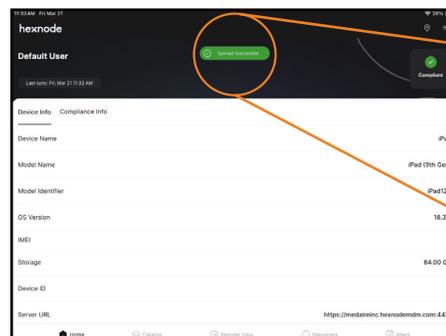
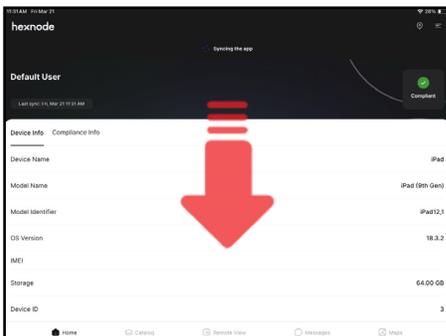
Step 3: Verify Latest MedAire Aviation App Version

1. **Go** to <https://www.medaire.com/dak> and **verify** the latest MedAire Aviation App version
 - Under App Requirement **look for** “The most current version of the app used by the DAK:”
2. **Check** the MedAire Aviation App version on the iPad:
 - Open the app → Click the three-bar menu (upper left corner) → Locate and verify the version number.
3. If the app version **matches** the version listed on MedAire.com, **skip** to **Step 5**. If it **does not match**, **proceed** to **Step 4**.



Step 4: Update Apps (Hexnode UEM App & MedAire Aviation App)

1. **Locate** and **open** the Hexnode UEM App from the iPad home screen.
2. **Swipe down** on the home page from top to bottom and **look** for the “Sync Successful” (green box) message.
3. **Return** to iPad home screen.



There are two ways to **update** the applications:

- Method 1 (Manual Update/Self Service – Recommended – 4 Hours)
- Method 2 (Remote/Assisted Update – Call MedAire to request remote update – Up to 48 business hours)

Method 1: Manual Update/Self Service

1. **Keep** the iPad **powered on** and **connected** to Wi-Fi for at least 4 hours.

- The screen does not need to remain on, but the iPad **must stay powered on**.

2. After 4 hours, **verify** the update by checking the MedAire Aviation App.

- A blue dot should **appear** on the iPad home screen if the update is complete.



Note: The blue dot will **disappear** once the app is opened or after 30 days from the update completion.

If no blue dot is present, Open the MedAire Aviation App → Click the three-bar menu (upper left corner) → Locate and verify the version number matches the version listed on MedAire.com

Method 2: Remote Update

1. **Contact** MedAire's Account Management Team

+1 (614) 202-6166 or +1 (480) 333-3700

- **Provide** your name, contact information, and the iPad serial number.
- **Allow** up to 48 business hours for a response (Arizona, USA time zone).
- Ensure the iPad **remains charged** while waiting for a response.

Step 5: Final Verification & Close Kit

1. **Confirm** that the iPad serial number matches the DAK bag tag serial number.
2. **Power off** the iPad **completely** and **attach** it to the Velcro panel.
3. **Securely close** the kit.

Acceptance Criteria: All Applications on the IPAD are up to date with the most current version listed on MedAire.com

Sign-off and Acceptance:

Part Number: _____

Serial Number: _____

Task completed by: _____

Date completed: _____