SHEET 3 OF 6

Tablet Setup, iPad

Helix Control or Safari Home Screen · Auto-Lock off · Guided Access

Safety and use

- An iPad showing Helix is still a thin client of the hub. It must reach `http://<HUB-IP>:8080` on the home LAN. Away-from-home use goes through the Helix relay and the Helix Control app (Sheet 1), not through a router port-forward.
- Put the iPad's charger on the same UPS as the hub and network gear if this iPad is a household control point, especially if it will be used as an alarm keypad later.
- Do not write the Guided Access passcode, the Helix kiosk PIN, or the tablet pairing code on the bezel or in a photo.
- These steps use only the features in current iPadOS Settings, Safari, Guided Access, and the Helix Control app. Menu names can shift slightly with iPadOS versions.

What this sheet covers

How to set up an iPad as a Helix kiosk: either the **Helix Control** app, or Safari added to the Home Screen; how to turn **Auto-Lock** off; how to use **Guided Access**; power; and how to register the iPad to a Composer tablet profile.

Beta – confirm with Helix support The app name and install route (TestFlight or App Store) are still being finalized, and Helix has not picked one path for a dedicated wall iPad. Both paths below work; ask Helix support which to use.

1. What you need

Item	Notes
iPad	A current iPad or iPadOS version that can stay on power and run Safari or Helix Control. **Beta – confirm with Helix support** Helix has not published a minimum iPadOS version or an approved model list.
Power	Official (or quality) USB-C or Lightning power supply and a mount or stand that can keep the cable seated. For a wall iPad, use a lockable in-wall or on-wall kit.
Home Wi-Fi	Same network as the hub, or a VLAN that can reach port 8080. Prefer a reserved DHCP address for the iPad.
Hub address	`http://<HUB-IP>:8080` (prefer the reserved IP).
Composer	`http://<HUB-IP>:8090`, to create the tablet profile.

Item	Notes
Optional	Apple Configurator / MDM with a Web Clip and Single App Mode, for a multi-iPad fleet.

2. Power and placement

1. Place the iPad where the household will actually use it (kitchen, entry, or a wall kit in a main hall).
2. Use a mount that supports the iPad and holds the charging cable so daily use cannot unplug it.
3. Plug the charger into UPS-backed power if this screen must survive an outage (Sheet 1).
4. Join the iPad to the customer Wi-Fi. Confirm it can load a simple local page and that it has a strong signal (better than about −65 dBm).
5. In the router, add a DHCP reservation for the iPad.
6. Set the iPad language and time zone to the house. Turn on Do Not Disturb / Focus if other notifications would cover the kiosk, once Helix is installed.

An iPad is not a PoE device. If the job needs PoE-only wall power, use an Android PoE panel (Sheet 2) or a third-party iPad PoE adapter/kit that the mount vendor supports — **Beta – confirm with Helix support** Helix has not approved a specific iPad PoE kit. Ask Helix support.

3. Path A — Helix Control app

Use this when the iPad should behave like the household phones (pairing, notifications, and the same app chrome).

1. Install **Helix Control** (Helix Home) from the link Helix provides (TestFlight or the App Store).
2. Sign in with the homeowner or installer account that will own this house.
3. If this iPad is at the house, the app should find the hub on the LAN. If you are pairing remote access, use the short typed code or QR code from Composer → Remote access (Sheet 1, section 9).
4. Open the home dashboard and confirm rooms load from this hub, not from a demo project.
5. For a dedicated wall iPad, continue with Auto-Lock (section 5) and Guided Access (section 6) so the iPad cannot be used as a general tablet.
6. For push alerts: in the app or in the kiosk menu, open **Notifications** (the kiosk path is Helix menu → Notifications, and it asks for the kiosk PIN). Allow iOS notifications when prompted.

Beta – confirm with Helix support Push notifications may not be enabled in the build you install. Ask Helix support before promising alerts.

4. Path B — Safari home-screen web app

Use this when the iPad should look like the wall-tablet kiosk (full dashboard, no app-store wrapper). This is the path documented in the H1 programming manual.

1. Open **Safari** (not Chrome) and go to:

`http://<HUB-IP>:8080`

If a Composer tablet profile already exists, use:

`http://<HUB-IP>:8080/?tablet=<id>`

2. Confirm the Helix kiosk loads.
3. Tap the **Share** button → **Add to Home Screen**. Name it `Helix`.
4. Open Helix only from that Home Screen icon. Opening it in a regular Safari tab will show browser chrome and is easier to navigate away from.
5. If Safari warns about the connection (plain HTTP on the LAN), that is expected for `http://<HUB-IP>:8080`. Do not port-forward and do not put this page on the public internet to "fix" the warning. Away-from-home access should use the Helix Control app and the relay (HTTPS), not this bookmark.

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5. Turn Auto-Lock off

If Auto-Lock is on, the iPad will go black and may require Face ID or a passcode before anyone can use Helix.

1. Open **Settings → Display & Brightness → Auto-Lock**.
2. Set Auto-Lock to **Never**.
3. Plug the iPad in and confirm it is charging. Some iPadOS versions are more willing to stay awake while on power; the wall iPad should stay on power all the time.
4. Set brightness to a fixed, readable level. Turn off auto-brightness if it makes the screen too dark at night, or leave it on if the mount sits in strong daylight — pick what is readable in that room.
5. Wait several minutes and confirm the screen stays on Helix.

If the house wants a passcode for theft protection, know that the iPad must be unlocked before Helix is usable. For a dedicated kiosk, Guided Access (next section) is the better lock, and Auto-Lock should still be Never.

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6. Guided Access (lock the iPad to Helix)

1. Open **Settings → Accessibility → Guided Access** and turn it **On**.
2. Tap **Passcode Settings** and set a Guided Access passcode. Use a unique code. Do **not** reuse the Helix kiosk PIN. Store it only in the credential vault. Optionally enable Face ID / Touch ID to end Guided Access.
3. Under Guided Access, you can also set a display auto-lock of **Never** (if shown) so it does not fight the setting in section 5.
4. Open Helix (the Home Screen web app, or Helix Control).
5. **Triple-click** the top button (or the Home button on older iPads). If the shortcut asks which feature, choose **Guided Access**.
6. If you need to disable parts of the screen (for example a worn edge that false-taps), circle those areas before starting.
7. Tap **Start**. The iPad is now locked to Helix.
8. To end Guided Access (installer only): triple-click, enter the Guided Access passcode, and tap **End**.

For a fleet of iPads, Apple Configurator or MDM can install a Web Clip and **Single App Mode**, which is stronger than Guided Access. Use that when the installer or customer already has MDM. **Beta – confirm with Helix support** Helix has not published a recommended MDM profile.

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7. Register the iPad in Composer

Same idea as the Android wall tablet:

1. In Composer → **Tablets**, add an iPad profile (for example `Kitchen iPad`) and set the default room.
2. On the iPad, open `http://<HUB-IP>:8080/?tablet=<id>` once, or Helix menu → **This tablet** → enter the pairing code.
3. After **Send to tablets**, close and reopen the Home Screen app (or pull to refresh) so the new layout appears.
4. Reset with `?tablet=none` or **This tablet → Unregister** while unlocked.

The kiosk PIN still protects Settings, unlock/open, disarm, and long-press edits. Five wrong entries lock the pad for 5 minutes.

8. Test

1. Auto-Lock is Never. After several minutes the screen is still on.
2. Guided Access is running. The Home Screen and other apps are not reachable with a swipe.
3. After a power blip (unplug the charger for a moment, or reboot the iPad), the iPad comes back, stays on power, and can be returned to Guided Access. If it does not auto-resume Guided Access after a reboot, add a job-sheet note to start it again, or use Single App Mode. **Beta – confirm with Helix support** Test this on the actual iPad before you leave the job.
4. Rooms and tiles work. The default room is correct.
5. Notifications, if enabled, prompt only after the PIN step, and a test is recorded on the job sheet.
6. Ending Guided Access requires the Guided Access passcode.

9. Troubleshooting

Symptom	What to do
Safari cannot find `helix-ch01.local`	Use `http://<HUB-IP>:8080`. Add that URL to the Home Screen.
Screen goes dark	Auto-Lock is not Never, or the iPad is not actually on power. Check the cable and the UPS.
Triple-click opens the screenshot / Accessibility menu instead	In Settings → Accessibility → Accessibility Shortcut, include Guided Access, or set the side-button shortcut so Guided Access is the one that starts.
Family got out of Helix	Guided Access was never started, or someone knows the Guided Access passcode. Start it again and change the code if needed.
Old layout	Send to tablets, then swipe the Home Screen app closed and reopen it.
Push, microphone, or camera features fail in Safari	Some of those need HTTPS. Use the Helix Control app and the relay for away-from-home and for features that iOS will not grant to a plain HTTP page.
App shows a demo house	You are not talking to this hub. Pair again on the LAN, or check Remote access (Sheet 1).

Next: program the house in Composer (Sheet 4).