My Device Is Not Seen on EloView 3.0

Frequently Asked Questions > Equipment

Devices that have version 5.000.032.0071+p or greater will have a setting on the device that must be turned **ON** of **OFF** to communicate with the corresponding Elo View.
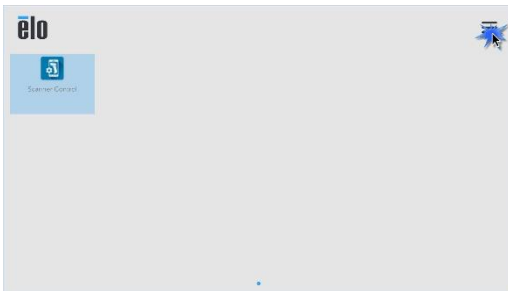
1. To verify the Elo View Setting, follow the steps below.
2. Press and release the Home & Power buttons simultaneously on the back of the device.
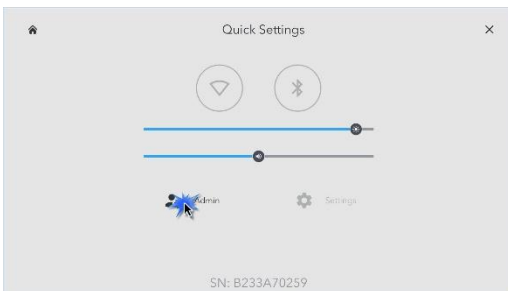3. A locked screen will be displayed, tap on the lock icon
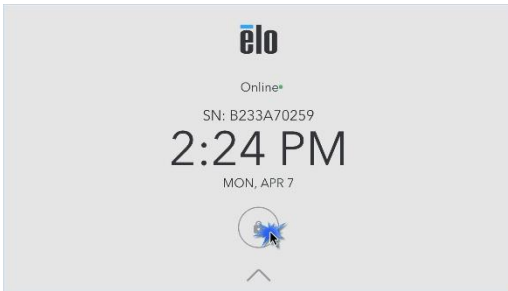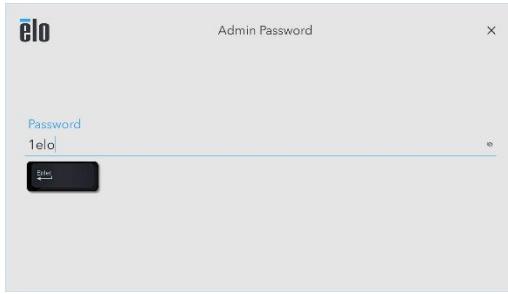

4. Type 0D0g and press enter.
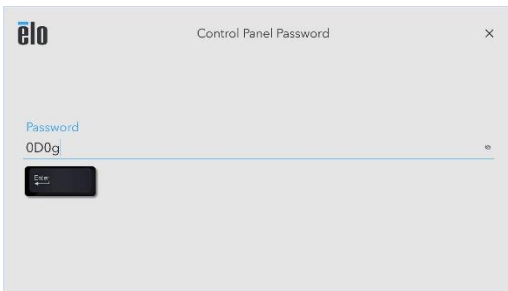
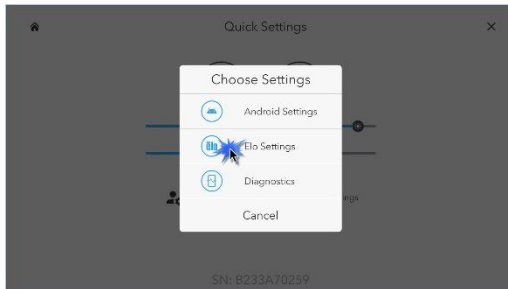5. Tap on the Hamburger Menu in the upper right corner of the screen.
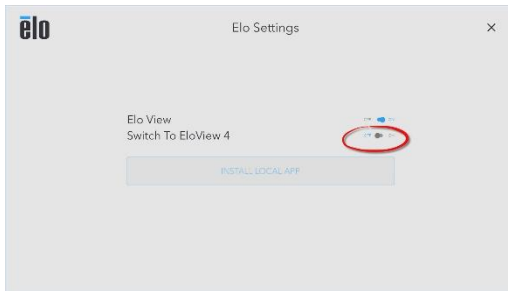

6. Tap the Admin Icon.

7. Type **1elo** and press enter.

8. Tap Elo Settings

9. On the Elo Settings screen, if you use Elo View 3.0 make sure the "Switch To Elo View 4" setting is set to **OFF**.

If you have any questions or concerns regarding this tutorial, or any other inquiries, please feel free to contact us at:

Email: support@orderdog.com

Call: (866) 673-3736

Our hours: 8 AM – 6 PM Central

Monday – Friday

Afterhours Support Available

Vitis our website for more tutorials and resources:

https://orderdog-inc.kayako.com/