



Using Guided Access with Proto Studio iPads and Proto Cloud

(Proto Technical Guide – Field Installation & Support)

PURPOSE

This guide explains how to enable and manage **Guided Access mode directly within Proto Cloud**. Guided Access locks a Proto device to a single app or content experience, preventing users from exiting the application during public demos, installations, or client-facing sessions. Content and Apps must be managed in the Proto Cloud account while using this feature.

PREREQUISITES

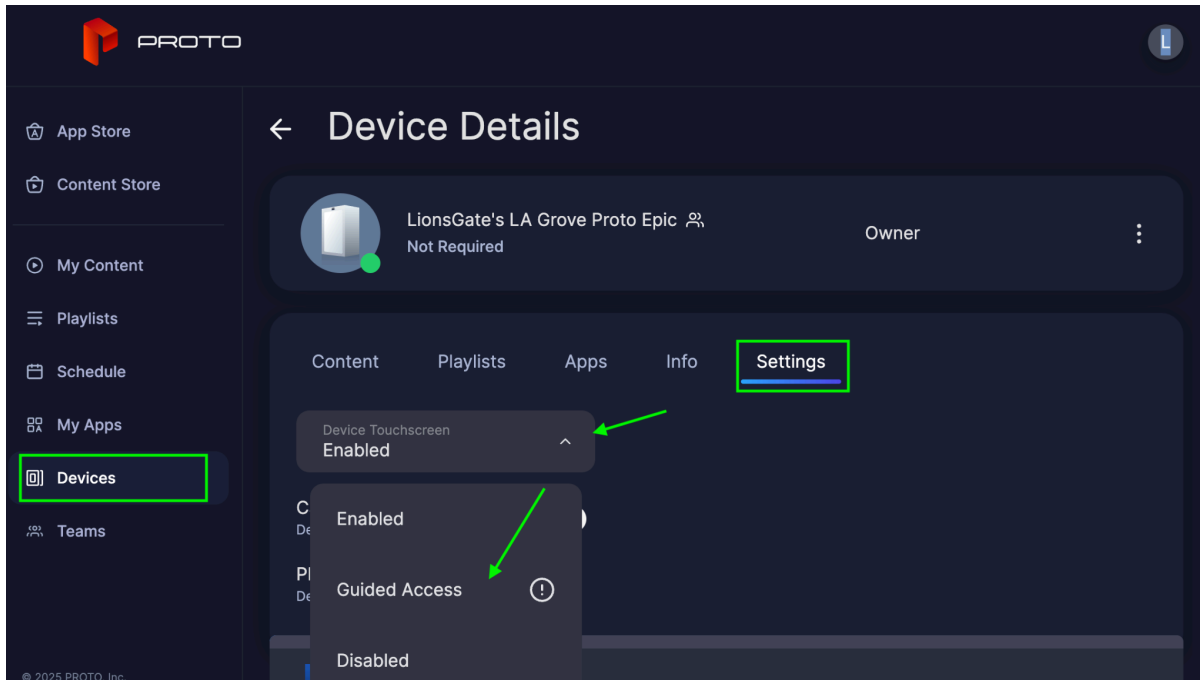
- Active **Proto Cloud** account with administrator or device management permissions
- Linked Proto device (Epic, M, Luma, or M2)
- Network connection confirmed
- Device online in Proto Cloud

STEP 1: ACCESS DEVICE SETTINGS

1. Log in to **Proto Cloud** at cloud.protohologram.com.
2. Navigate to the **Devices** section from the main menu.
3. Select the device you want to enable Guided Access on.

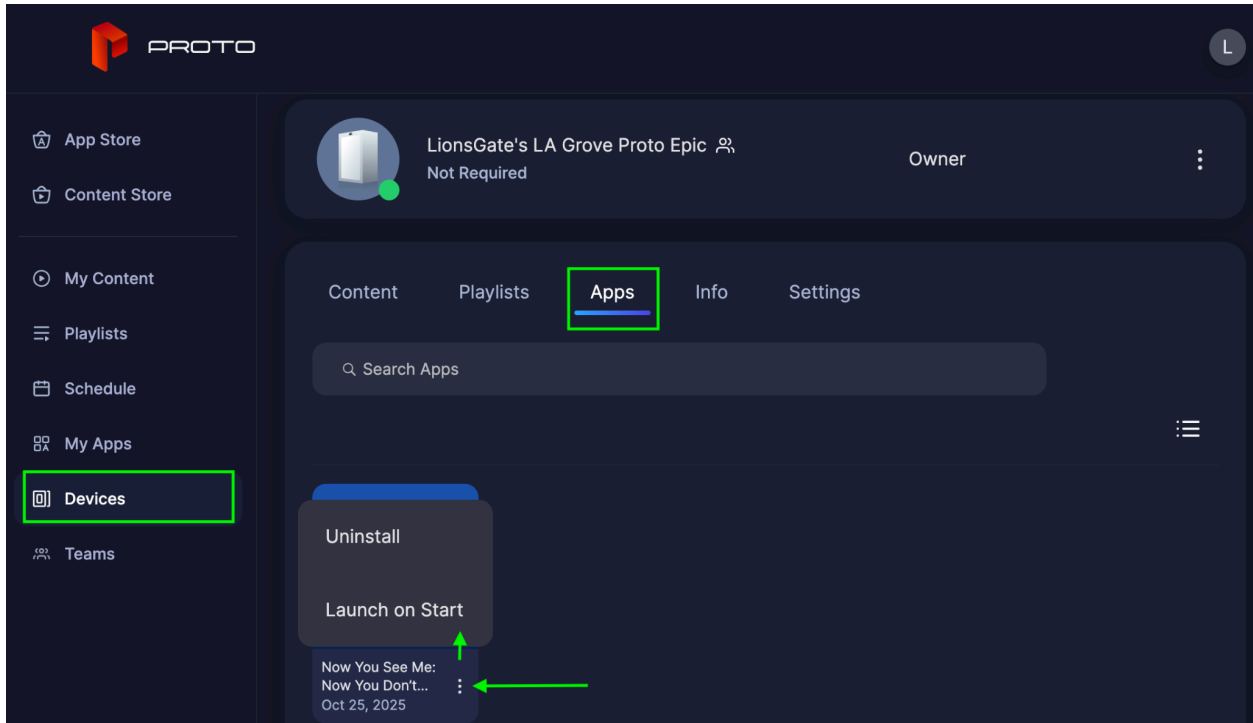
STEP 2: ENABLE GUIDED ACCESS

1. Click **Settings** in the device panel.
2. Locate the **Touchscreen** drop-down menu.
 - Available options: **Enabled** (*default*), **Guided Access**, and **Disabled**.
3. Select **Guided Access**.
4. When prompted, **set a secure PIN**.
 - This PIN will be required to exit or change Guided Access mode later.
5. Guided Access will now be active for that device.
 - Touch interaction remains enabled, but the user cannot exit the running app.



STEP 3: LAUNCH CONTENT “ON STARTUP” IN GUIDED ACCESS

1. While Guided Access is active, return to the **Apps and Content** section.
2. Choose the app or experience you want to display.
3. Click the **three dots (•••)** next to the app name.
4. Select **Launch on Startup** (recommended).
 - This ensures the app launches automatically upon reboot.
5. Launch the app or content manually to begin the locked session.



STEP 4: EXIT GUIDED ACCESS

1. Navigate back to the same **Device Settings** page in Proto Cloud.
 2. Change **Touchscreen** from **Guided Access** to **Enabled** or **Disabled**.
 3. Enter your **PIN** to confirm and unlock the device.
-

TROUBLESHOOTING

- **Cannot exit Guided Access:** Double-check your PIN or verify admin access.
 - **App not launching after reboot:** Ensure **Launch on Startup** is enabled for the desired app.
 - **Device unresponsive:** Restart the device, reconnect it to Proto Cloud, and reapply settings.
-

PROTO BEST PRACTICES

- Always enable Guided Access during **client presentations or trade events**.
 - Keep the PIN secure and recorded in the **installation log sheet**.
 - Reconfirm app launch settings before rebooting the unit.
 - Disable Guided Access before performing firmware updates or cloud reconfiguration.
-

Document Version: 1.0 – October 2025

Maintained by: Proto Support & Field Operations

Contact: support@protohologram.com