



# Room Display App

## Device Setup Guide · iPad / iOS

How to install, lock down and run the Clearrooms Room Display App on an iPad.

### What this guide covers

- Preparing the device and connecting it to Wi-Fi
- Installing and signing in to the Clearrooms Room Display App
- Preventing the screen from sleeping so the display is always on
- Locking the device into the app so users cannot exit it
- Day-to-day operation, troubleshooting and Clearrooms support

Clearrooms Ltd · [clearrooms.com](https://clearrooms.com) · [support@clearrooms.com](mailto:support@clearrooms.com)

## 01 Before you begin

---

This guide assumes you have a dedicated iPad that will be mounted outside (or near) a meeting room and used solely as a Clearrooms room display. The steps below take roughly 10–15 minutes per device.

### You will need:

- An iPad running iPadOS 15 or later (any model — Wi-Fi only is fine).
- A reliable 2.4 GHz or 5 GHz Wi-Fi network with internet access.
- Apple ID credentials for installing apps from the App Store.
- Your Clearrooms Room Display App login (username and password) for this device, supplied by your Clearrooms administrator.
- A permanent power supply — the iPad should remain plugged in during normal operation.

### Tip

If multiple iPads are being set up at once, complete **Section 2 (Install the app)** and **Section 5 (Guided Access)** on each device before mounting any of them. It is much quicker to do all configuration on a desk.

## 02 Install the Clearrooms app

---

### 1 Power on the iPad and complete the Apple setup wizard.

Connect to your Wi-Fi network and sign in (or skip) with an Apple ID. Skip Face ID / Touch ID and any optional steps you do not need — a wall-mounted display does not need biometrics enabled.

### 2 Open the App Store.

Tap the blue **App Store** icon on the Home screen.

### 3 Search for Clearrooms.

Use the Search tab at the bottom of the screen and search for *Clearrooms*. The publisher is **Clearrooms Ltd.**

### 4 Install and open the app.

Tap **Get** (or the cloud icon), authenticate with your Apple ID if prompted, then tap **Open** when installation finishes.

### 5 Sign in to the app.

Enter the Clearrooms username and password supplied by your administrator, then choose the meeting room this device should display. Logins are created and managed in the Clearrooms web dashboard.

## 03 Keep the screen always on

---

By default, iPads turn the screen off after a short period of inactivity. For a room display, the screen needs to stay on permanently so users can see availability at a glance.

**1 Open Settings.**

Tap the grey gear icon on the Home screen.

**2 Tap Display & Brightness.****3 Tap Auto-Lock.**

Choose **Never**. This stops iPadOS from turning the screen off due to inactivity.

**4 Return to Settings and tap Display & Brightness again.**

Set **Brightness** to a comfortable level — typically 60–80 % is ideal for a corridor display. Turn off **True Tone** if you want the brand colours to remain consistent throughout the day.

**Important**

**Auto-Lock = Never** only takes effect when the iPad is unlocked. Combine it with **Guided Access** (Section 5) so the device stays in the Clearrooms app indefinitely, even after a reboot.

## 04 Enable Guided Access

---

Guided Access is Apple's built-in single-app mode. Once turned on, the iPad will refuse to leave the Clearrooms app unless a passcode is entered. This prevents users from closing the app, opening Settings, or browsing the web on a public-facing display.

### 1 Open Settings → Accessibility.

Scroll down to the **General** section and tap **Guided Access**.

### 2 Turn the Guided Access toggle ON.

It will turn green when enabled.

### 3 Tap Passcode Settings → Set Guided Access Passcode.

Enter a 6-digit passcode and confirm it. **Record this passcode somewhere safe** — only IT/facilities staff should know it. Without it, the iPad cannot be unlocked from the app.

### 4 (Optional) Turn on Face ID / Touch ID as a shortcut.

This lets an admin end a Guided Access session with biometrics instead of typing the passcode.

### 5 Set Display Auto-Lock to Never.

Still on the Guided Access screen, tap **Display Auto-Lock** and choose **Never**. This is independent of the Auto-Lock in Section 3 and applies *only* during a Guided Access session.

### 6 Turn off Mirror Display Auto-Lock if it is on.

(Older iPadOS versions only.)

## 05 Lock the iPad into the Clearrooms app

---

Now start a Guided Access session so the iPad cannot leave the Clearrooms app until you choose to end the session.

### 1 Open the Clearrooms app.

Make sure you are signed in and the app is showing the room status.

### 2 Triple-click the Top button (or Home button on older iPads).

The Guided Access setup screen will appear over the app.

### 3 (Optional) Disable parts of the screen.

You can drag a box around any on-screen area you want to disable — useful if you want to prevent taps in certain corners of the app. For most room displays, leave the whole screen active.

#### 4 Tap Options (bottom-left).

Turn **OFF**: Sleep/Wake Button, Volume Buttons, Motion, Keyboards, Touch (leave ON if users need to tap to book), and Time Limit. Tap **Done**.

#### 5 Tap Start (top-right).

Enter the Guided Access passcode if asked. The Clearrooms app is now locked on-screen.

#### How to end a Guided Access session

Triple-click the Top/Home button, enter the passcode, then tap **End** in the top-left. You only need to do this for software updates, app updates, or to sign back in.

## 06 (Recommended for fleets) Single App Mode

Guided Access is the simplest way to lock a single iPad into the Clearrooms app and is perfect for small deployments. If you are managing 5+ iPads, consider supervising the devices and using **Single App Mode** instead. It survives reboots automatically and is centrally manageable.

#### Options:

- **Apple Configurator 2** (free, Mac only) — supervise the iPad over USB-C, then enable Single App Mode pointing at Clearrooms.
- **Apple Business Manager + an MDM** (e.g. Jamf, Mosyle, Kandji, Intune) — supervise devices over the air and push a Single App Mode profile to all room displays at once.
- Once Single App Mode is active, the iPad will automatically relaunch Clearrooms after a power cut or restart.

#### We can help

If you want help setting up Apple Configurator or an MDM profile for your Clearrooms fleet, contact us at [support@clearrooms.com](mailto:support@clearrooms.com) — we have ready-made configuration profiles we can share.

## 07 Day-to-day operation

---

### 1 Leave the iPad plugged in.

The display should remain on a charger at all times. Bookings data continues to sync over Wi-Fi every few seconds.

### 2 After a power cut.

If Guided Access was running before the power went out, iPadOS may need to be unlocked once. Enter the device passcode and Guided Access will resume automatically. (With Single App Mode this step is not required.)

### 3 After an iOS update.

iOS updates can occasionally end a Guided Access session. After the update completes, repeat Section 5 to re-lock the app.

### 4 Updating the Clearrooms app.

End the Guided Access session, update from the App Store, then re-start the session as in Section 5.

## 08 Troubleshooting

---

### The screen turned off on its own.

Check Section 3: **Settings** → **Display & Brightness** → **Auto-Lock = Never**, and Section 4 step 5: **Display Auto-Lock = Never** inside Guided Access.

### Triple-click doesn't do anything.

Guided Access is not turned on. Go to **Settings** → **Accessibility** → **Guided Access** and switch it on.

### The Guided Access passcode is lost.

Restart the iPad while holding the Top + Volume Down buttons to force a reboot. If the passcode was set by Face ID/Touch ID, an admin face/finger can also end the session. As a last resort, the iPad will need to be factory reset.

### Bookings are not appearing.

Open **Settings** → **Wi-Fi** and confirm the iPad is connected and has internet access. End the Guided Access session and re-open the app to force a refresh. If the issue persists, contact Clearrooms support.

### The display is too dim or too bright.

Set **Brightness** manually (Section 3, step 4). Turning off **True Tone** and **Auto-Brightness** stops the display from drifting over the course of the day.

## 09 Support

---

---

If you get stuck, the Clearrooms team is happy to help.

**Email** [support@clearrooms.com](mailto:support@clearrooms.com)

---

**Web** [clearrooms.com](https://clearrooms.com)

---

**Knowledge base** [clearrooms.com/help](https://clearrooms.com/help)