

Software Support



Software Support— MedTable AR Manual Update

We have released the new MedTable AR app for existing tablets. Follow these steps to remove the old MedTable app and install the updated MedTable AR product.

MedTable AR Manual Updating

How to delete an old MedTable and install the new MedTable AR product on existing tablets.

Before you start:

Thank you for your interest in our product and updating to the latest version. Please reach out to a MedTable AR team member at (404) 219-7936 if you have any questions regarding this process and we will be happy to assist you.

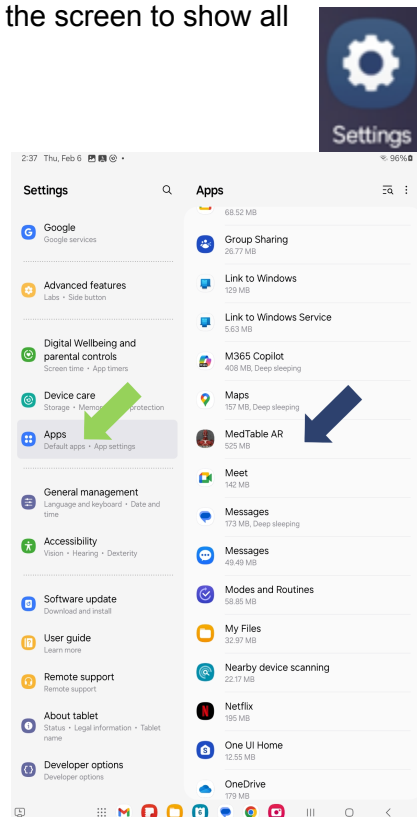
Make sure your MedTable AR tablet is connected to the internet before continuing.

Please open this PDF on your MedTable AR tablet and click the link below to download the APK file to install. Automatic security questions may pop up asking if you want to install unknown .APKs. Please select Yes as it is necessary to install this product. Download times may vary, please pause here until the file has completely finished downloading.

[Click Here to Download the MedTable .APK](#)

Uninstalling the old MedTable App

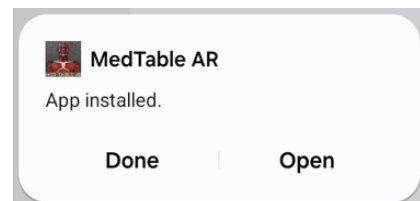
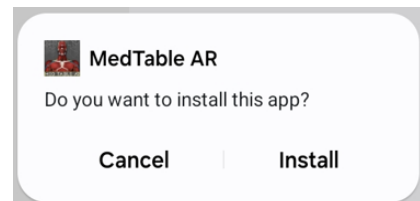
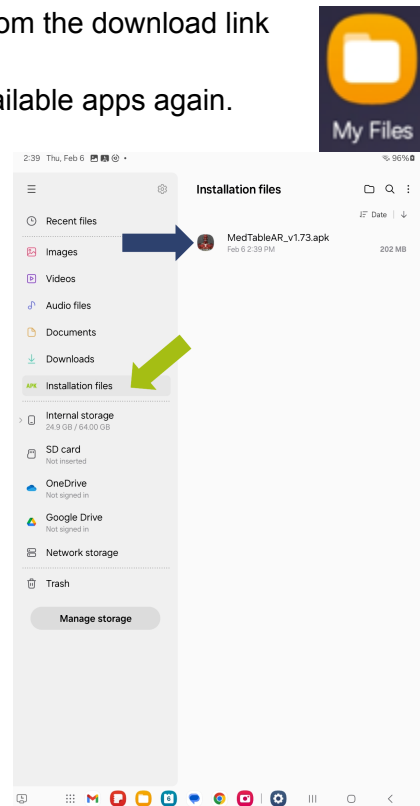
1. Unlock your tablet and swipe Up from the bottom of the screen to show all available apps.
2. Tap on the Settings icon that looks like a gear.
3. Scroll through the Settings until you see Apps and tap it (Green arrow).
4. Scroll through the installed apps until you see MedTable AR (Blue Arrow) and tap it.



5. Tap Force Stop to ensure the app is closed (Green Arrow).
6. You will be notified “If you force stop an app, it may cause errors.” Click OK.
7. Tap Uninstall (Blue Arrow).
8. You will be asked “Do you want to uninstall this app?” Tap OK.
9. The app will uninstall and this APP menu will close and return you to the general APP settings menu.
10. Close the Settings menu.

Installing the new MedTable APK

1. Make sure you have downloaded the MedTable APK from the download link in “Before you start”.
2. Swipe Up from the bottom of the screen to show all available apps again. This time, tap on My Files.
3. Tap on Installation files, this should show all downloaded .APK files on your tablet. (Green Arrow)
4. Tap on the latest version you see, in this case it is MedTableAR_v1.73.apk (blue arrow). You version may not be this exact number, but it will be this number or higher. If it is a lower number, please click on the download button at the beginning of this document or contact MedTable AR support.
5. You will be asked “Do you want to install this app?” Click Install.
6. When it is done installing, it will inform you “App installed.” Click Open.
7. If you are asked to allow/install unknown APKs, please accept.
8. If you get any error messages, please contact MedTable AR Support



Running the new MedTable AR app for the first time

1. When the app opens, you will be presented with a gray screen and a box that requests to “Allow MedTable AR to take pictures and record video?” Choose “While using the app”
 - a. This is required for Augmented Reality to work. The app is not recording your students or saving data in any way.
2. The next screen will request that you to “Please enter your Client ID.”
3. Enter the ID provided by your MedTable AR support email. Please contact support if you cannot find this Client ID so it may be reissued to you.
4. Please make sure numbers and capitals are exact. When you have entered your Client ID, tap Activate.
5. Next, you will be asked to select the type of MedTable mat you have. If your mat has yellow text, tap the yellow image and hit X to continue. If you have blue, tap that image and hit X. You can change this selection any time in the Settings Menu from the MedTable Main Menu.
6. Congratulations! You have successfully installed the updated MedTable and are able to enjoy new content! From this point forward, you should be able to update the app for new content from the Main Menu Settings.
7. If you want to check for additional updates, click on the Settings Gear from the MedTable main menu and follow the on screen instruction. Additional information about updating is available in the User Manual.

