Information Notice

NUMBER: 600870-000034
SUBJECT: Wireless Blockage and Flow Monitor iOS 13 Location Services
DATE: 10/21/2019

Since Apple released iOS 13, some customers are having trouble connecting the RECON® Wireless Blockage and Flow Monitor app to the Intelligent Ag Wi-Fi network.

When you update to iOS 13, you will be prompted to enable location services the first time you open the app. You must select **Only While Using the App** or **Always Allow** location services in order to prevent any interruptions while using our app.

If you select **Don't Allow**, this will prevent the iPad from connecting to the "IASBlockage" or "IASNetwork2" network. To re-enable location services, follow the steps below.

Re-enable Location Services

1. Delete and re-download the app.

    a. On the iPad home screen, press and hold on the RECON app icon. Tap **Rearrange Apps**, then tap the X when it appears in the upper left corner of the app. Tap **Delete**.

    b. Connect the iPad to the internet.

    c. Tap the **App Store** icon on the iPad home screen.

    d. Type *Intelligent Ag* in the search field, then tap **Search**.

    e. Tap the RECON® Wireless Blockage and Flow Monitor search result when it appears in your search results.

    f. Tap **Get**, and then tap Install. Enter your Apple ID and password, if prompted. The app will download.

2. Open the app and allow location services.

    a. Tap the RECON app icon on the iPad home page.

    b. When prompted to allow the app to access your location, tap **Allow While Using App**.

Contact

Questions? Contact your Intelligent Ag Support Specialist at one of the following numbers: 1-701-436-1219 (U.S.) or 1-306-993-1156 (Canada), or send an email to support@intelligentag.com.