User Guide - mSupply Mobile

Mobile Settings

The Mobile Settings is where an user with appropriate permissions can carry out certain administration tasks including:

- Edit the Sync URL and Sync Password for your mobile store
- Configure the Sync interval and Idle logout interval
- View the Realm Explorer
- Export Data (i.e. export your database file).
- Import Data (i.e. import a database file from another device).
- Perform a **Factory Reset** (i.e. remove all app-related data, including sync settings from the device)
- Check Connection (verifies connectivity between mSupply mobile and mSupply Desktop)

Permission to Edit Mobile Settings

To edit mobile settings, the user must have the **View/Edit Preferences** permission set for the mobile store on the Central server - refer Setting up admin access to the device settings.

Access Mobile Settings

Users with the appropriate permissions can access the mobile **Settings** on the bottom right of the main screen.

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Customer Invoices	Supplier Invoices	Current Stock
Customer Requisitions	4 Supplier Requisitions	Stocktake
ப் LOG OUT		SETTINGS

Clicking this button opens the **Settings** window.

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			Save Changes 🗸
Sync url: Sync password:	http://192.168.4.56:5000	1	Realm Explorer
Sync interval (minutes):	•	10	
Idle logout interval (minutes):	•	3	Export Data
			Import Data
			Factory Reset
			Check connection

Editing Sync URL or Sync Password



Be careful when editing this, as synchronisation will not work if the **Sync URL** or **Sync Password** do not match what is set on the primary server.

When edited, the following warning will appear:

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57		TI	ARNING: his will effect syncing for this store. lake sure you know what you doing!	×
	http://10.0.2.2:20	18		Dane
l				Export Data
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For changes to occur, click the **Save Changes** button.

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Sync url: Sync password:	http://192.168.4.56:5000	1	Realm Explorer
Sync interval (minutes):	•	10	
Idle logout interval (minutes):	•	3	Export Data
			Import Data
			Factory Reset
			Check connection

When prompted, re-enter your password to confirm the changes.

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		Please confirm your user password	×
S			Done
			Export Data

Export data to backup mSupply Mobile database

For support purposes, it may be necessary to recover a backup of the mSupply Mobile database from the device. Click **Export Data** button to generate the backup. You will get a toast notification saying *Exported data file*.

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				Save Changes
Sync url: Sync password:	http://192.168.1.96:8090			 Realm Explorer
				Export Data
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An admin worker will then be able to recover this backup file from **Download** > **mSupplyMobile_data** folder.

Import backup mSupply Mobile database



For support purposes (e.g. replicating an issue locally that was reported on a remote device), previously backed up files (using the **Export Data** functionality described above) are able to be imported into mSupply mobile. Click the **Import Data** button on the settings page. This will take you to your device's file system where you will be required to specify the backup file to be used for the import.

When a file is successfully selected and imported, you will get a toast notification saying *Imported data file. mSupply app will restart now*. The app will then restart and be ready for testing with the imported database file.

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			Save Changes
ync url: ync password:	http://192.168.4.48:5000	1	Realm Explorer
nc interval (minutes):		• 10	
dle logout interval (minutes):	•	3	Export Data
			Import Data
			Factory Reset
			Check connection
	Imported data file. mSupply app will restart now		

Perform a Factory Reset of mSupply Mobile

To avoid having to manually uninstall and reinstall mSupply mobile from a device, there is a **Factory Reset** option available in the settings menu which will do this for you. After clicking the button, you will be prompted with a warning and dialog to enter your user password:

Please confirm your user password to continue. Be aware that a factory reset will delete all local data. You will need to re-enter sync site details, and re-sync all data.		×
	Done	

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After entering the correct details, you will be taken back to the mSupply mobile initialisation page, where you will be required to re-initialise the tablet. See here for details on connecting to the central server.

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