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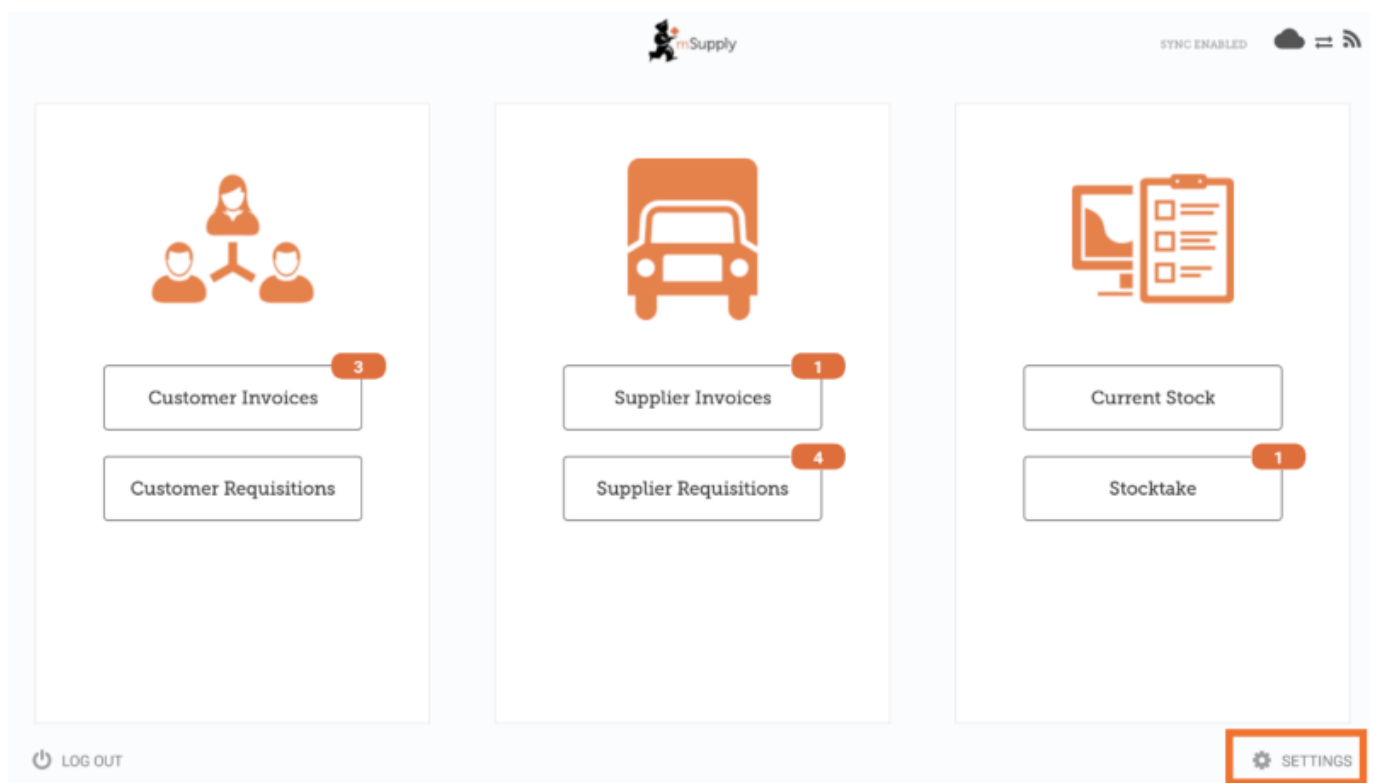
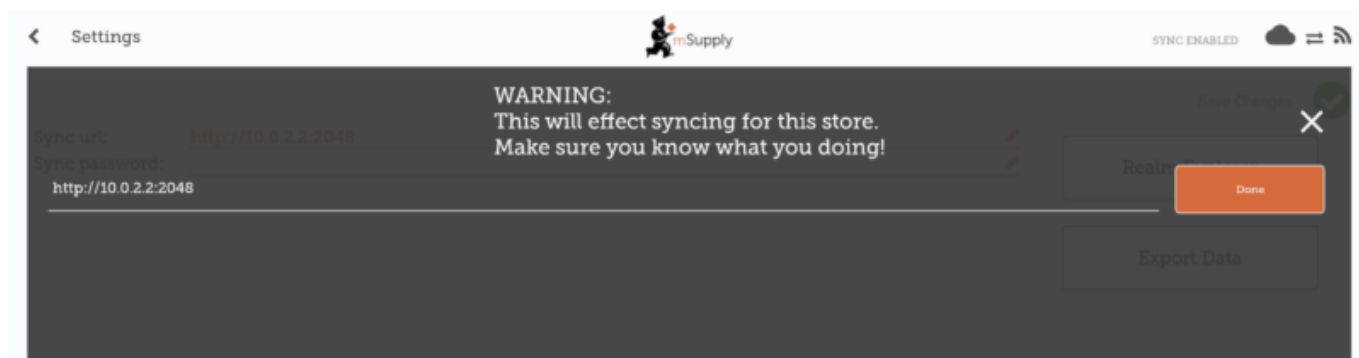Clicking this button opens the **Settings** window.

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.
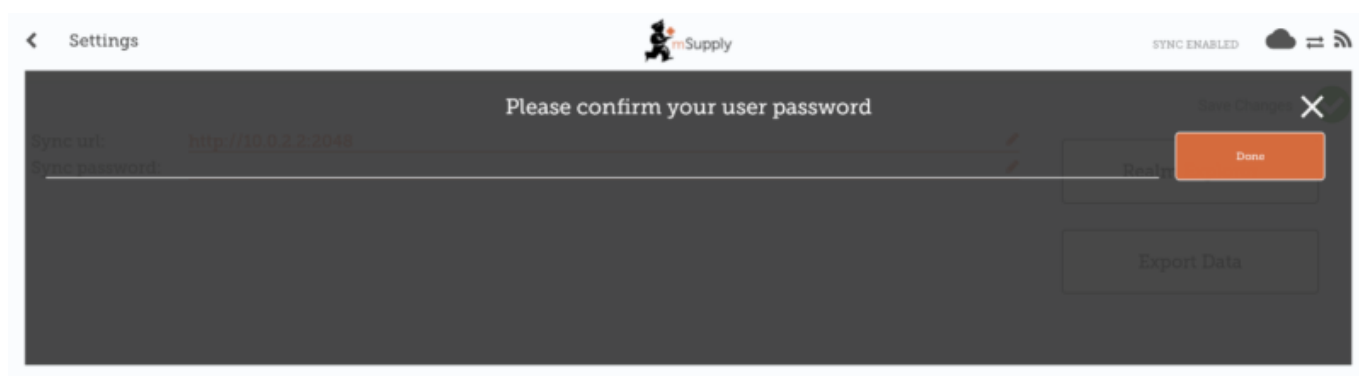
When edited, the following warning will appear:

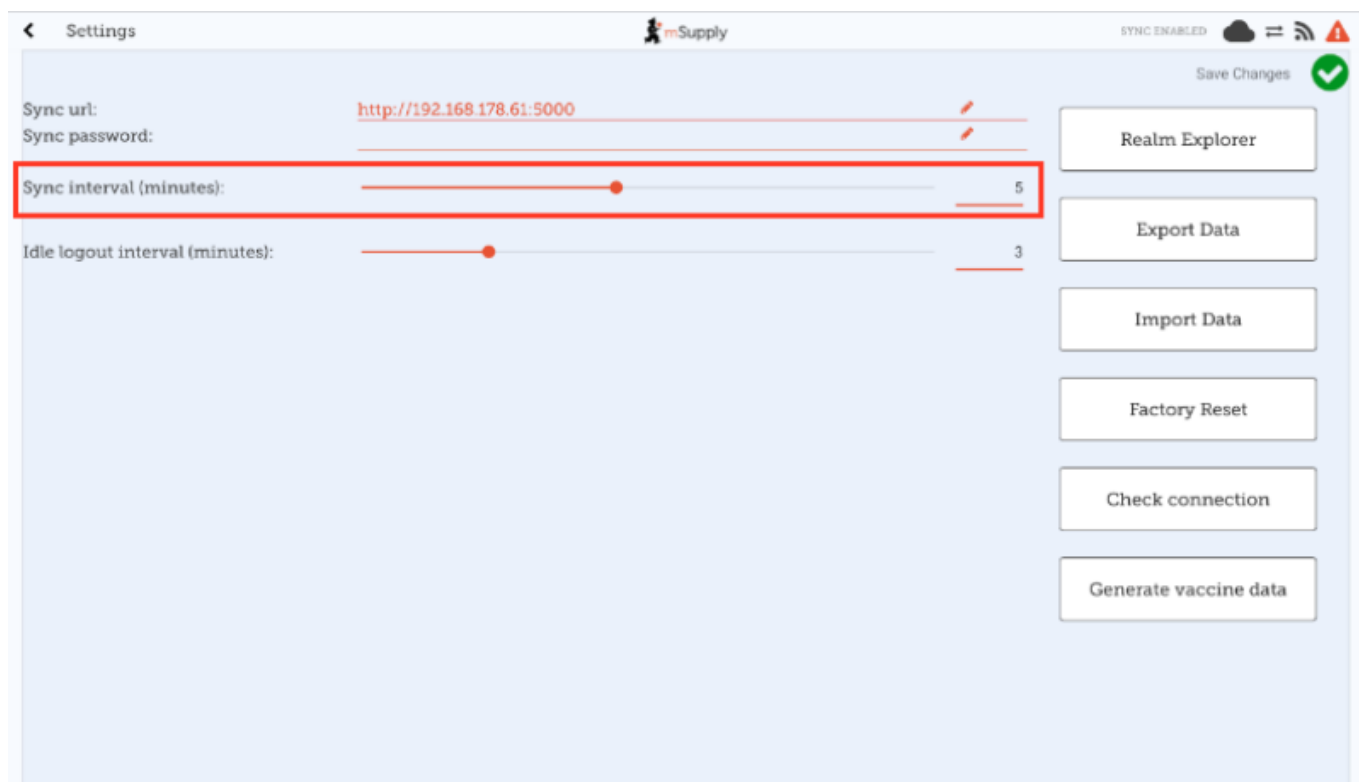[For changes to occur, click the](#) **Save Changes** button.

[When prompted, re-enter your password to confirm the changes.](#)

Editing the Sync Interval

- mSupply Mobile will attempt to sync to the Primary server at regular intervals.

- The default sync interval is 10 minutes.
- From v8.1.0, it is possible to edit the sync interval to be from 1 minute to 10 minutes.
- To edit, drag the **Sync interval (minutes):** slider left (to decrease the value) or right (to increase the value).
- It is also possible to enter a specific value into the text field to the right of the slider.

You will need to click the **Save Changes** button and enter your password when done for the changes to be saved.

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*.
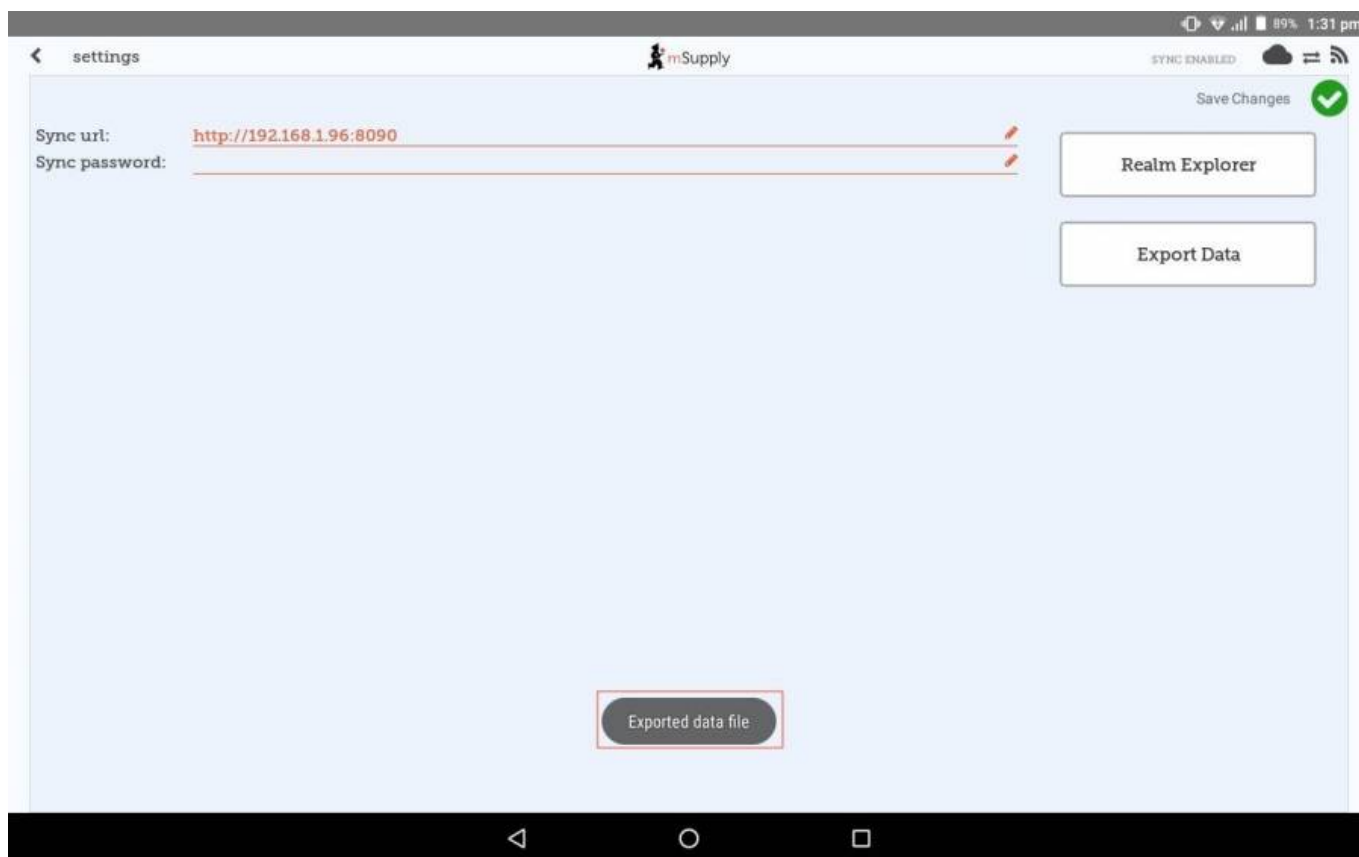
An admin worker will then be able to recover this backup file from **Download** > **mSupplyMobile_data** folder.

Import backup mSupply Mobile database

⚠️ This functionality is available from mSupply mobile v8.1.0 onwards

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.
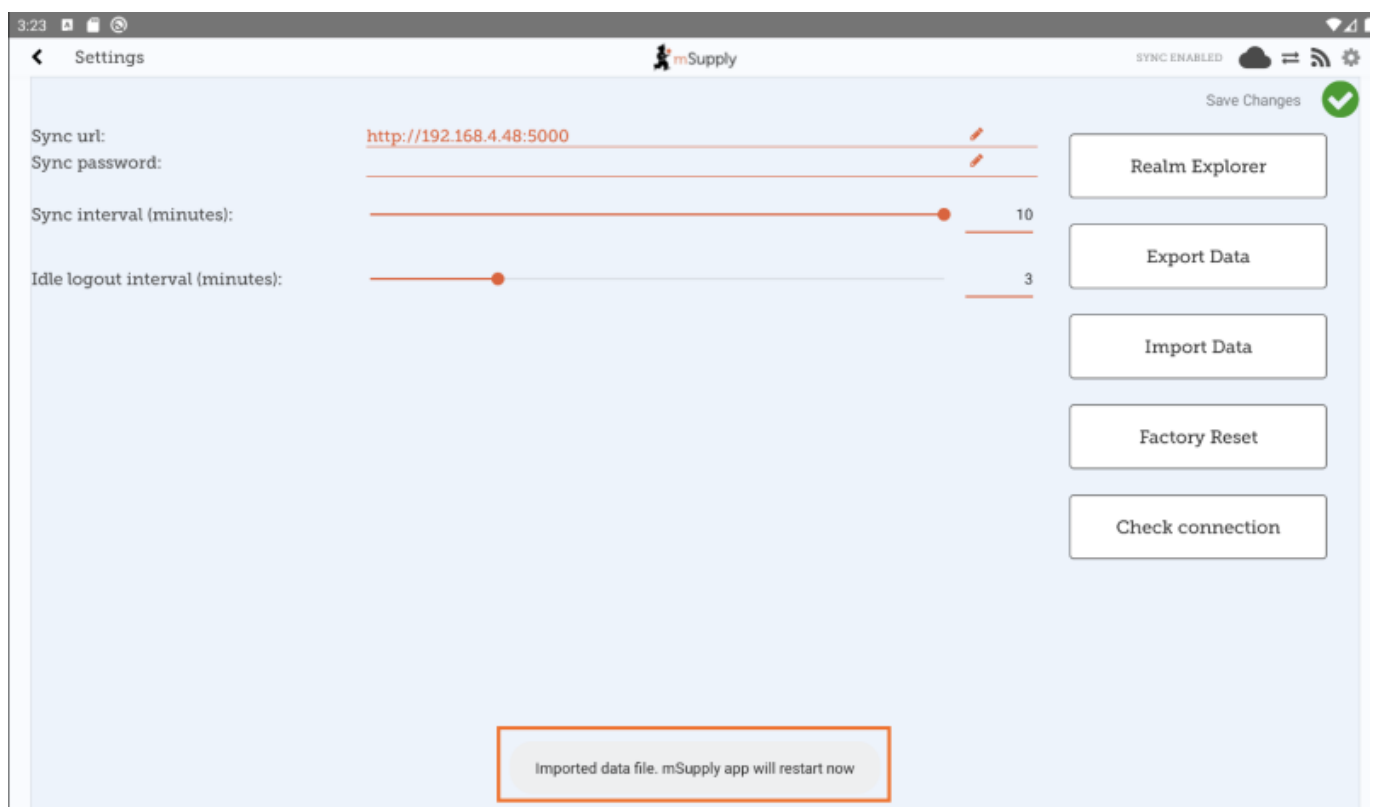
Perform a Factory Reset of mSupply Mobile

To avoid having to manually clear app data (which is sometimes not possible on remote devices), 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 (note the warning and be sure you really want to clear everything!):
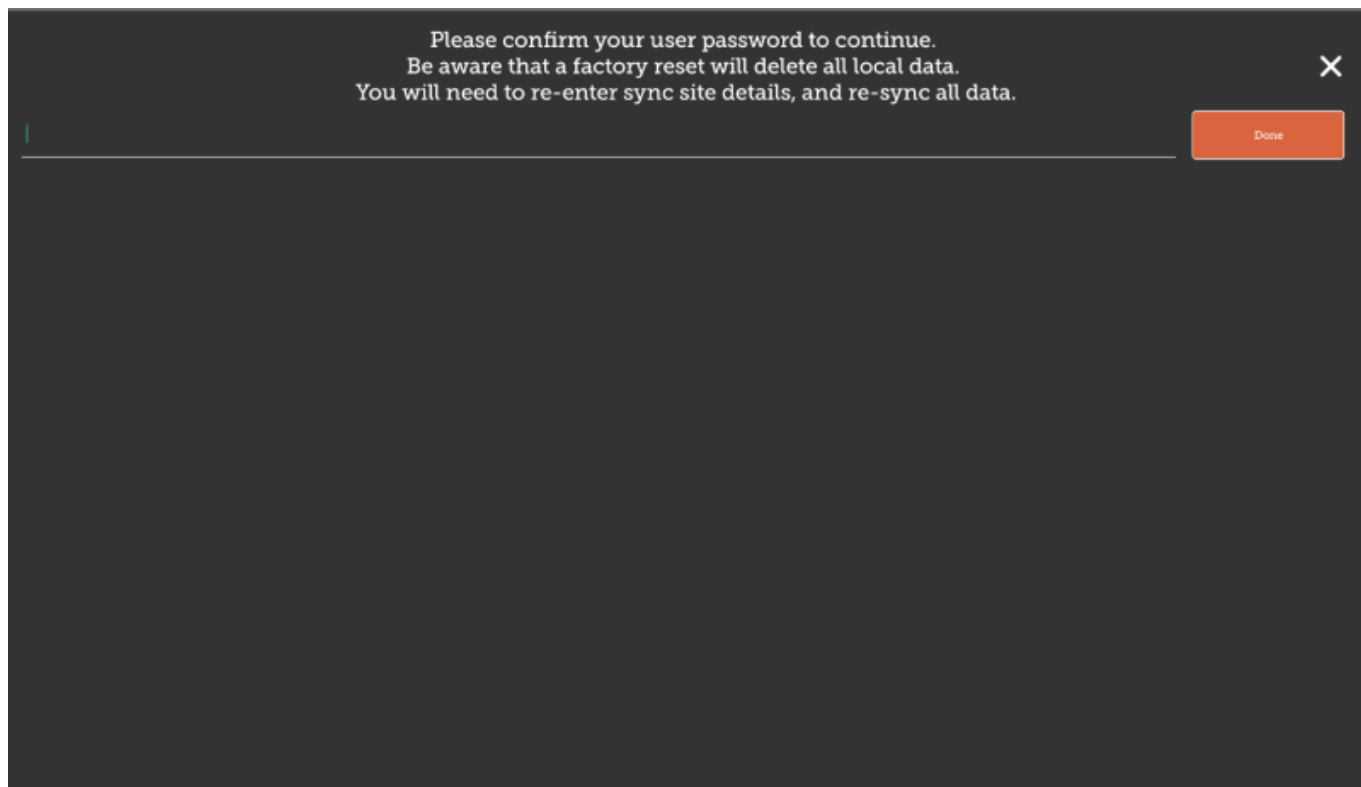
After entering the correct details and clicking **Done**, you will be taken back to the mSupply mobile initialisation page, where you will be required to re-initialise the tablet. See here for details on configuring mSupply mobile to connect to the central server.

Check Connection

> ⚠️ This functionality is available from mSupply mobile v8.1.0 onwards

This feature provides a quick and easy way of verifying that the tablet has connectivity established with mSupply Desktop. This is particularly useful after updating the **Sync URL** or **Sync Password**. Simply click the **Check Connection** button. If the connection is all good, you will get a toast notification saying *Connection successful*:

If there are any problems (some examples include: incorrect URL, incorrect password, or no internet) the notification will instead have a description of the error, e.g. *Unable to connect* or *Invalid username or password*

Previous: **The Cash Register** *| | Return to home page:* **Userguide - mSupply Mobile**