



User Guide - mSupply Mobile

Mobile Settings

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

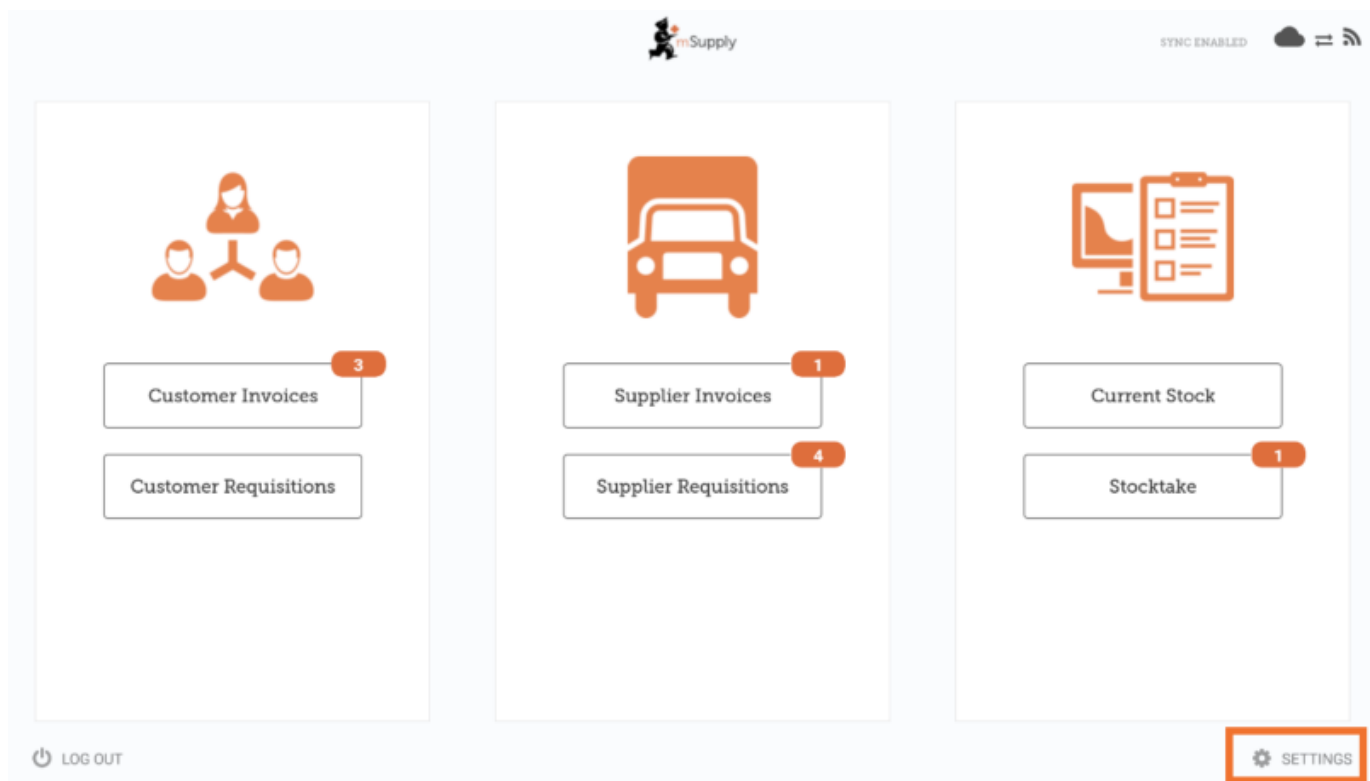
- Edit the **Sync URL** and **Sync Password** for your mobile store
- Configure the **Sync interval** and **Idle logout** interval
- View the **Realm Explorer**
- **Export Data** (i.e. export your database file).
- **Import Data** (i.e. import a database file from another device).
- Perform a **Factory 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.

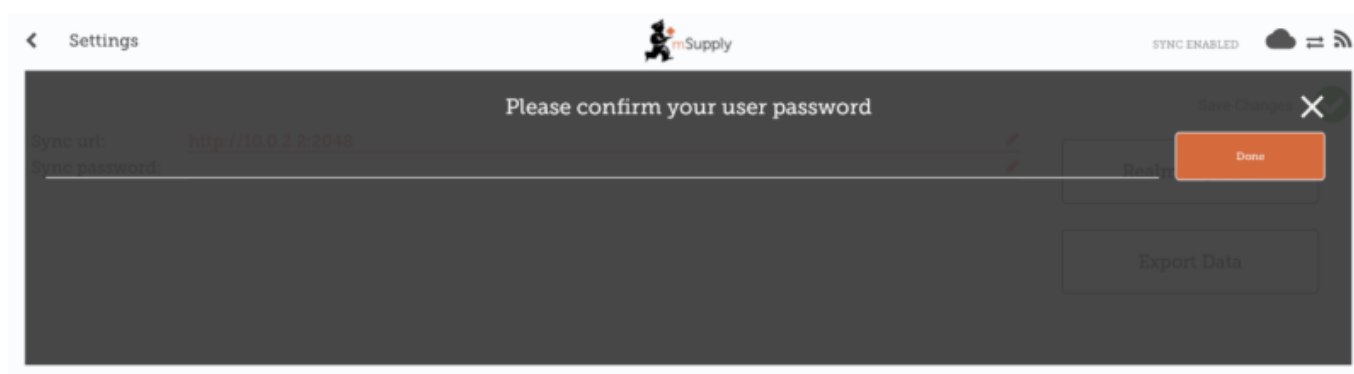
When edited, the following warning will appear:



For changes to occur, click the **Save Changes** button.



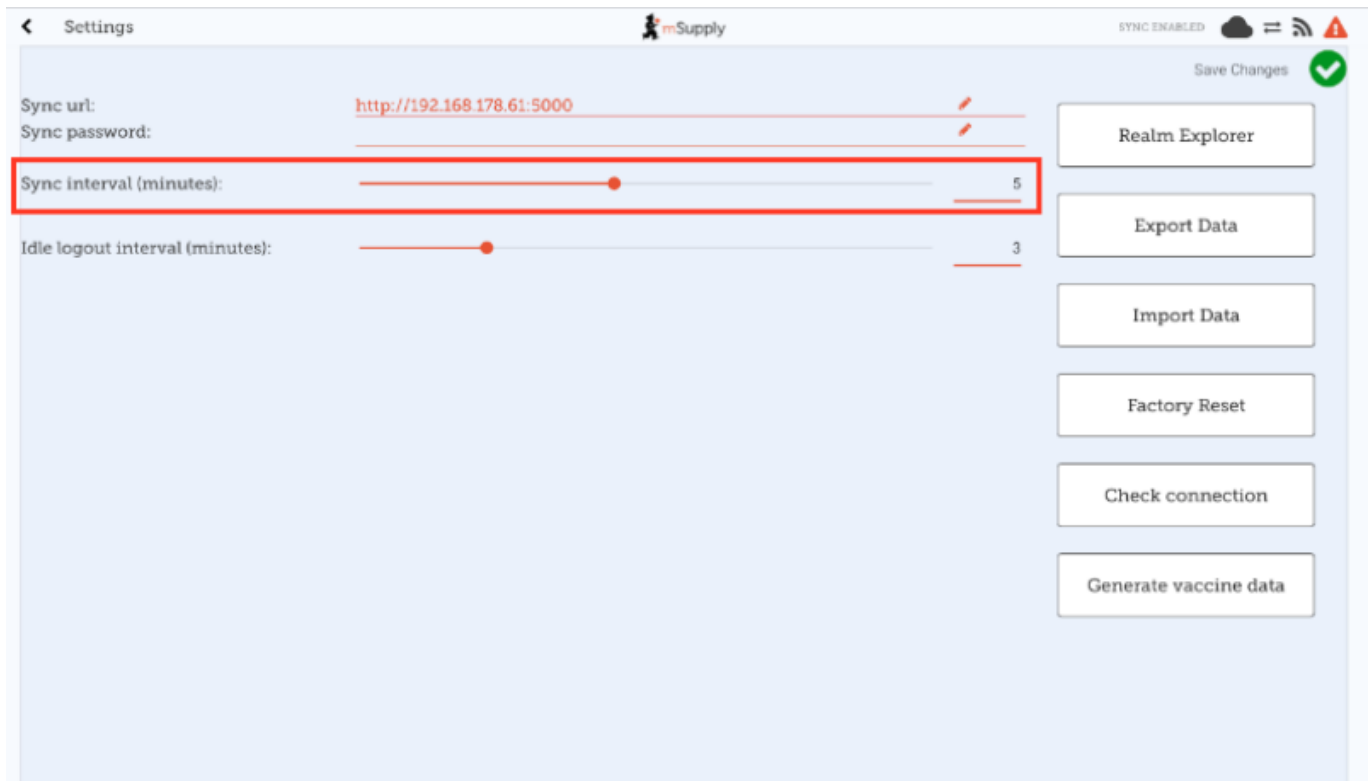
When prompted, re-enter your password to confirm the changes.



Editing the Sync Interval

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

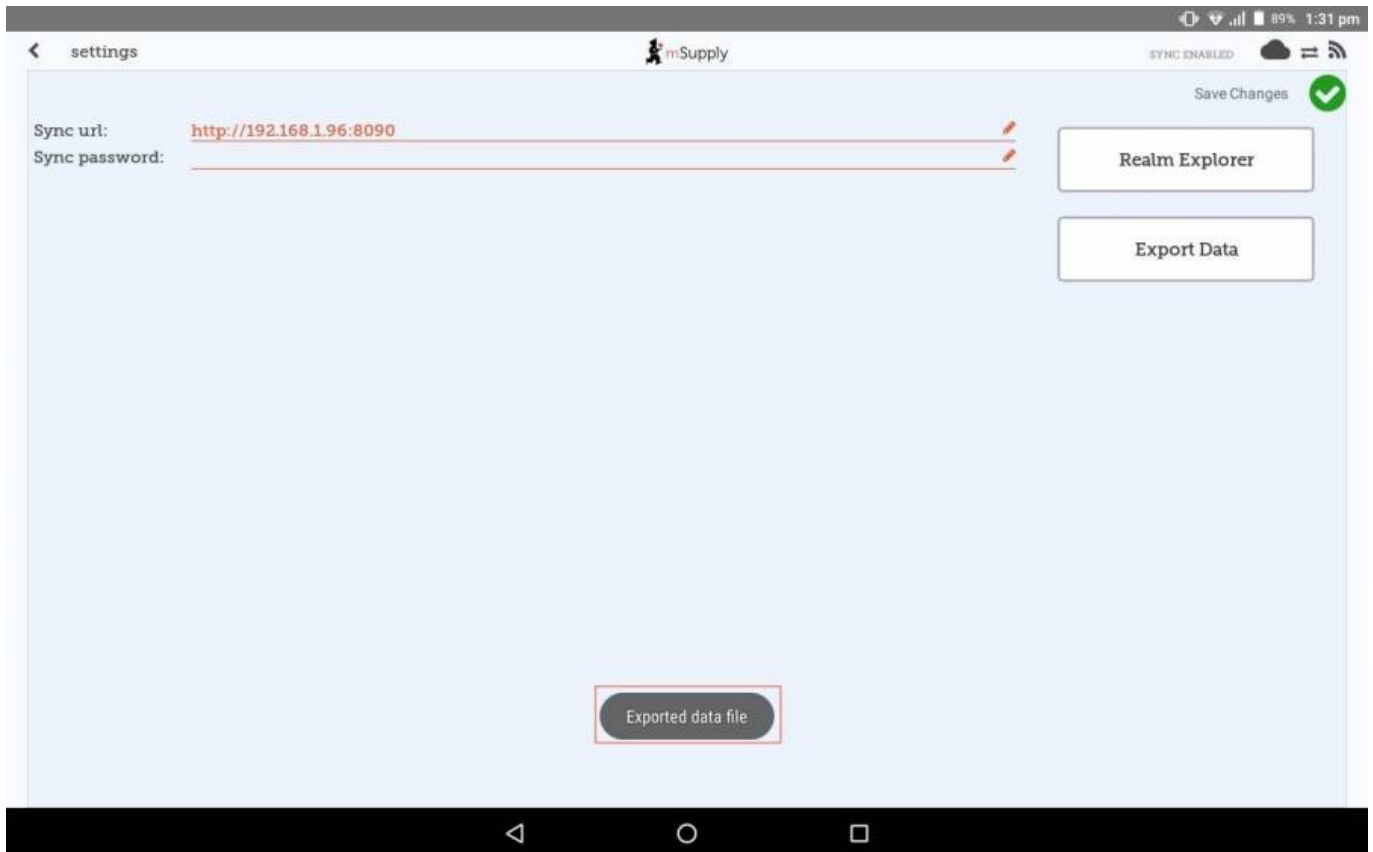
- The default sync interval is 10 minutes.
- From v8.1.0, it is possible to edit the sync interval to be from 1 minute to 10 minutes.
- To edit, drag the **Sync interval (minutes)**: slider left (to decrease the value) or right (to increase the value).
- It is also possible to enter a specific value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

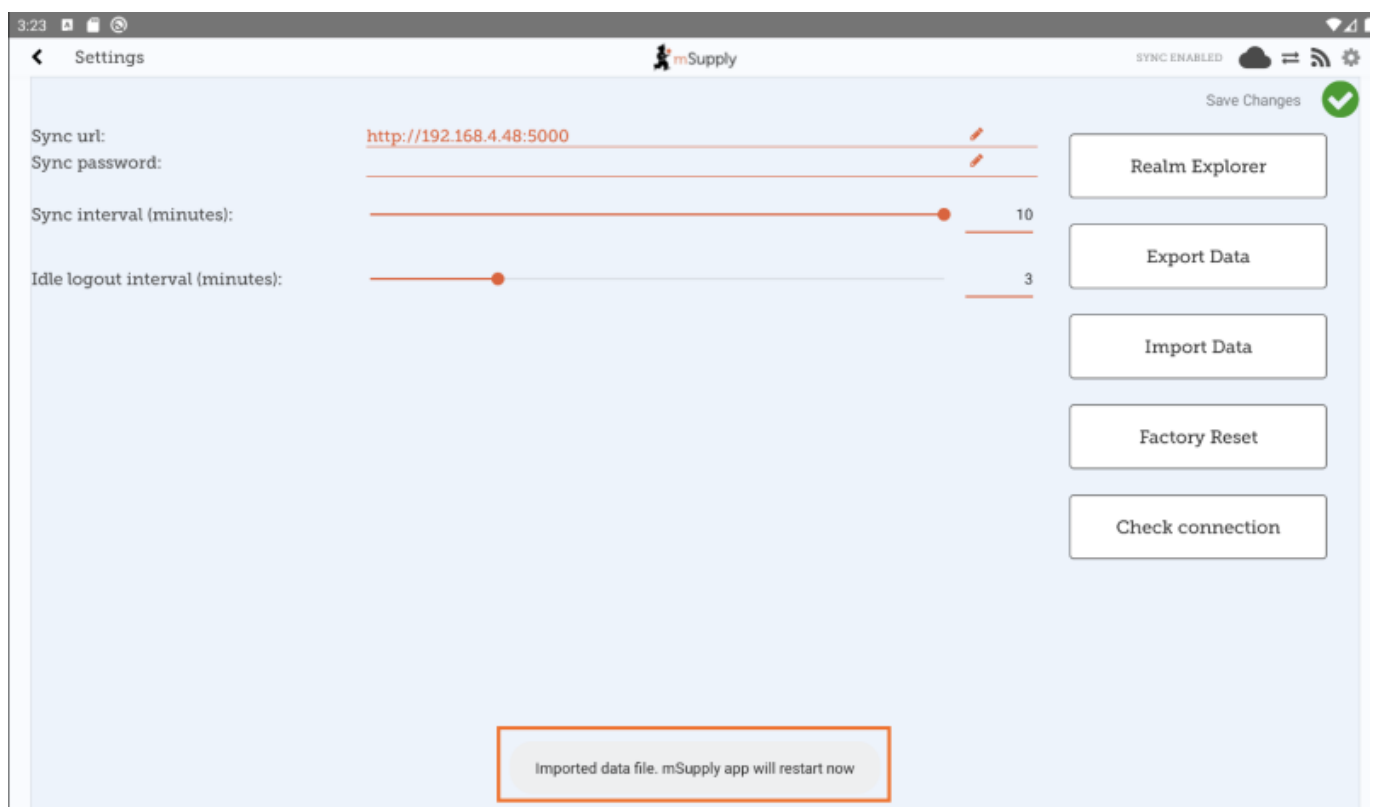
Import backup mSupply Mobile database



This functionality is available from mSupply mobile v8.1.0 onwards

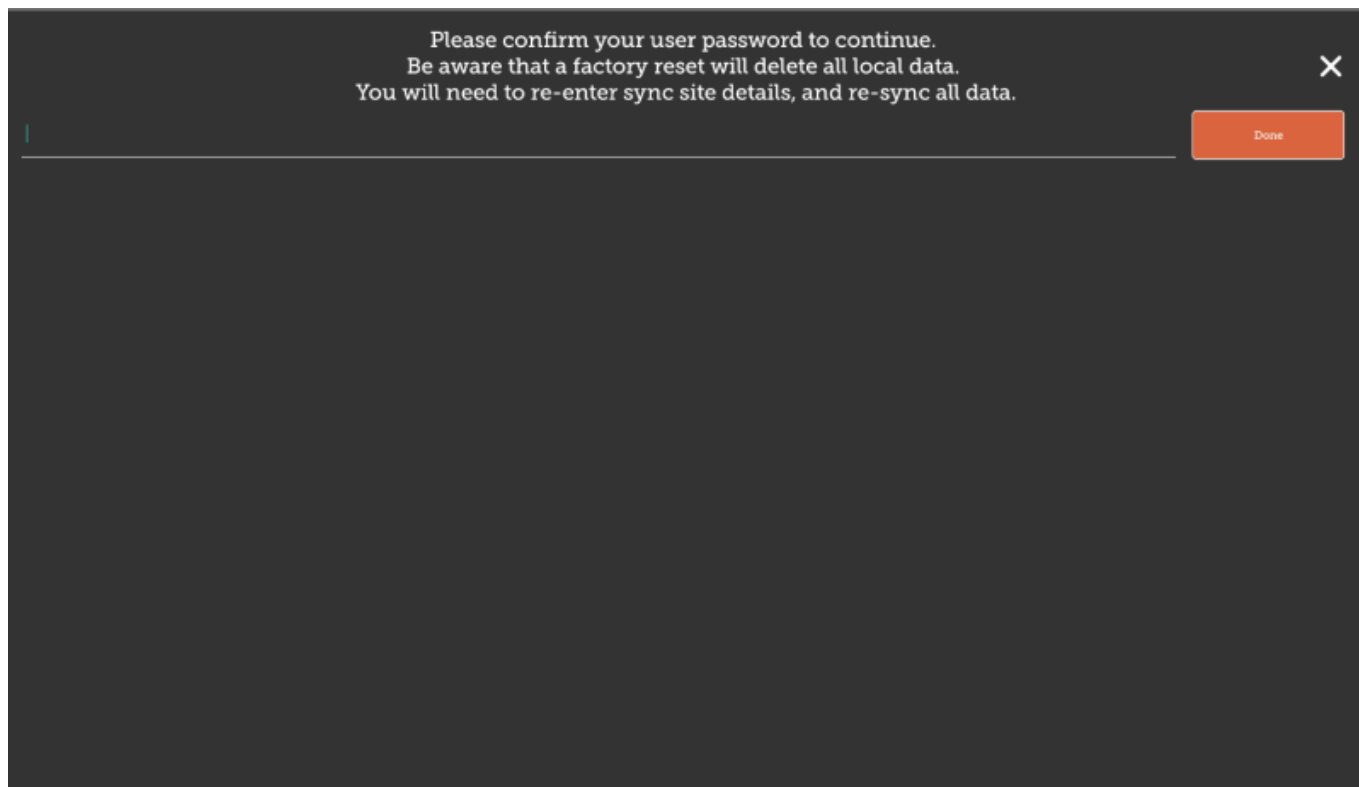
For support purposes (e.g. replicating an issue locally that was reported on a remote device), previously backed up files (using the **Export Data** functionality described above) are able to be imported into mSupply mobile. Click the **Import Data** button on the settings page. This will take you to 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*:



Settings

SYNC ENABLED

Save Changes

Sync url: <http://192.168.4.56:5000>

Sync password:

Sync interval (minutes): 10

Idle logout interval (minutes): 3

Realm Explorer

Export Data

Import Data

Factory Reset

Check connection

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](#)

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