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 - please see the Setting up admin access to the device settings page for details.

Access Mobile Settings

Users with the appropriate permissions will see the **Settings** button on the bottom right of the main screen:
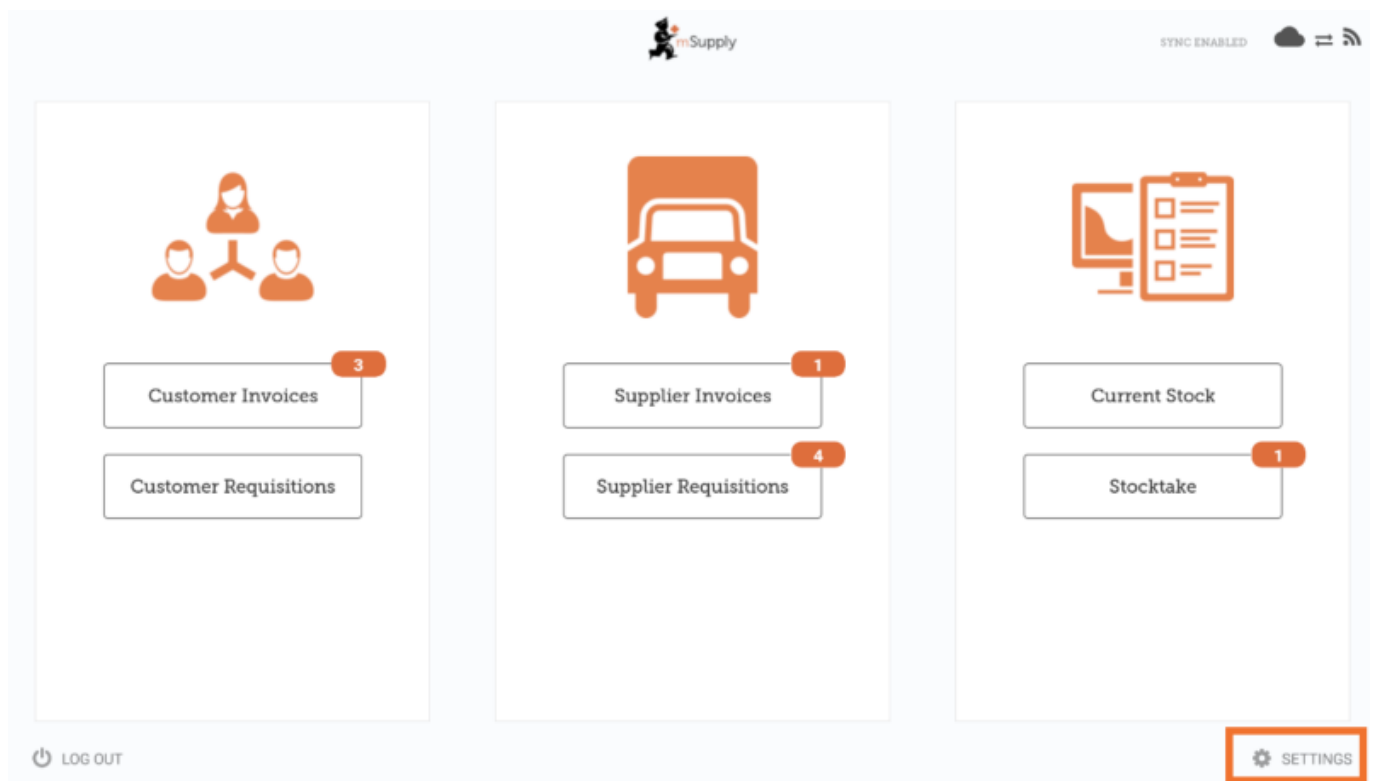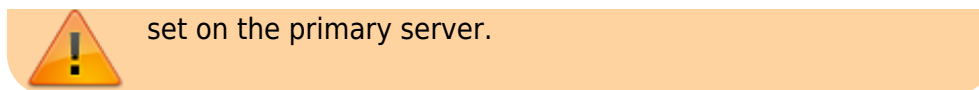
Tapping on this button opens the *Settings* window:

Editing Sync URL or Sync Password

⚠️ Be careful when editing this, as synchronisation will not work
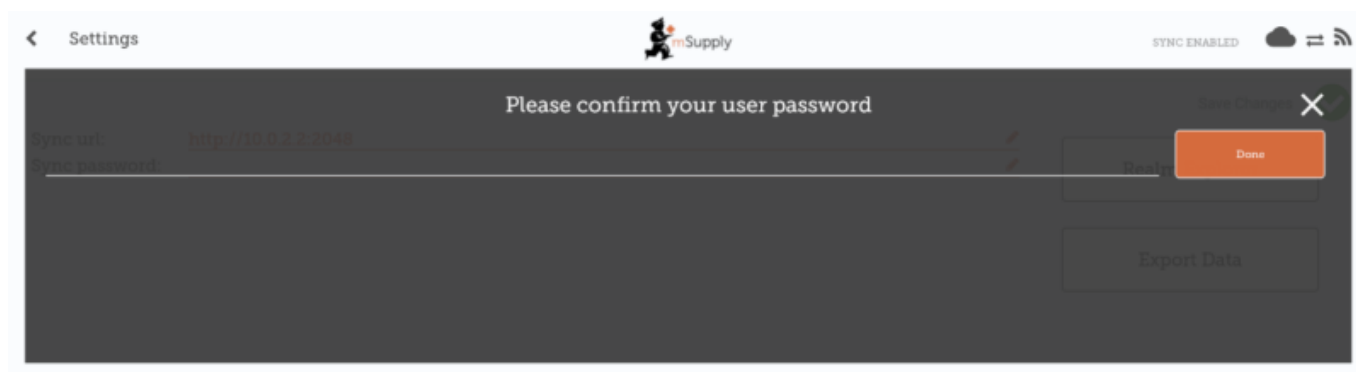if the **Sync URL** or **Sync Password** do not match what is

set on the primary server.

When edited, the following warning will appear:

WARNING:
This will effect syncing for this store.
Make sure you know what you doing!

For changes to occur, tap the **Save Changes** button:

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

Please confirm your user password

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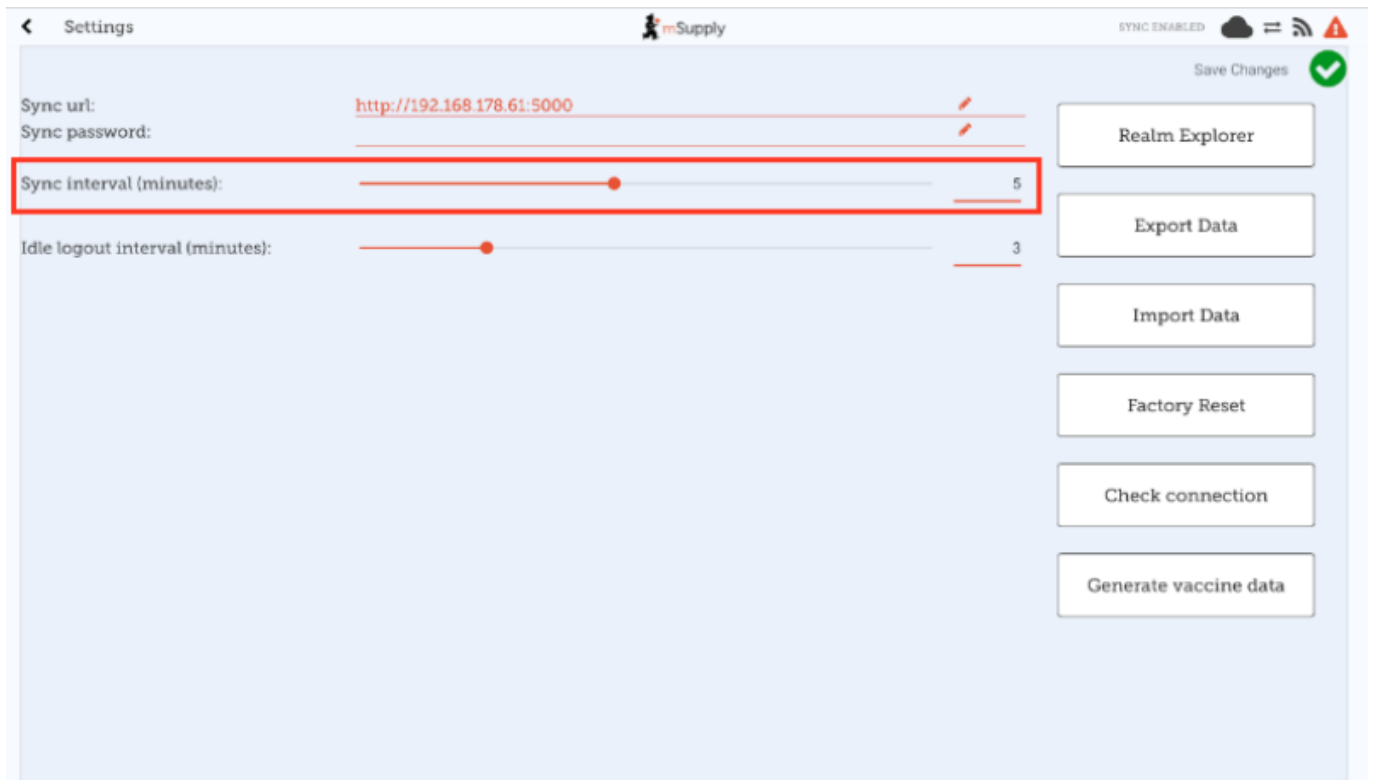
You will need to tap the **Save Changes** button and enter your password when done for the changes to be saved.

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. Tap the **Export Data** button to generate the backup. You will get a toast notification saying *Exported data file* when the export is complete:
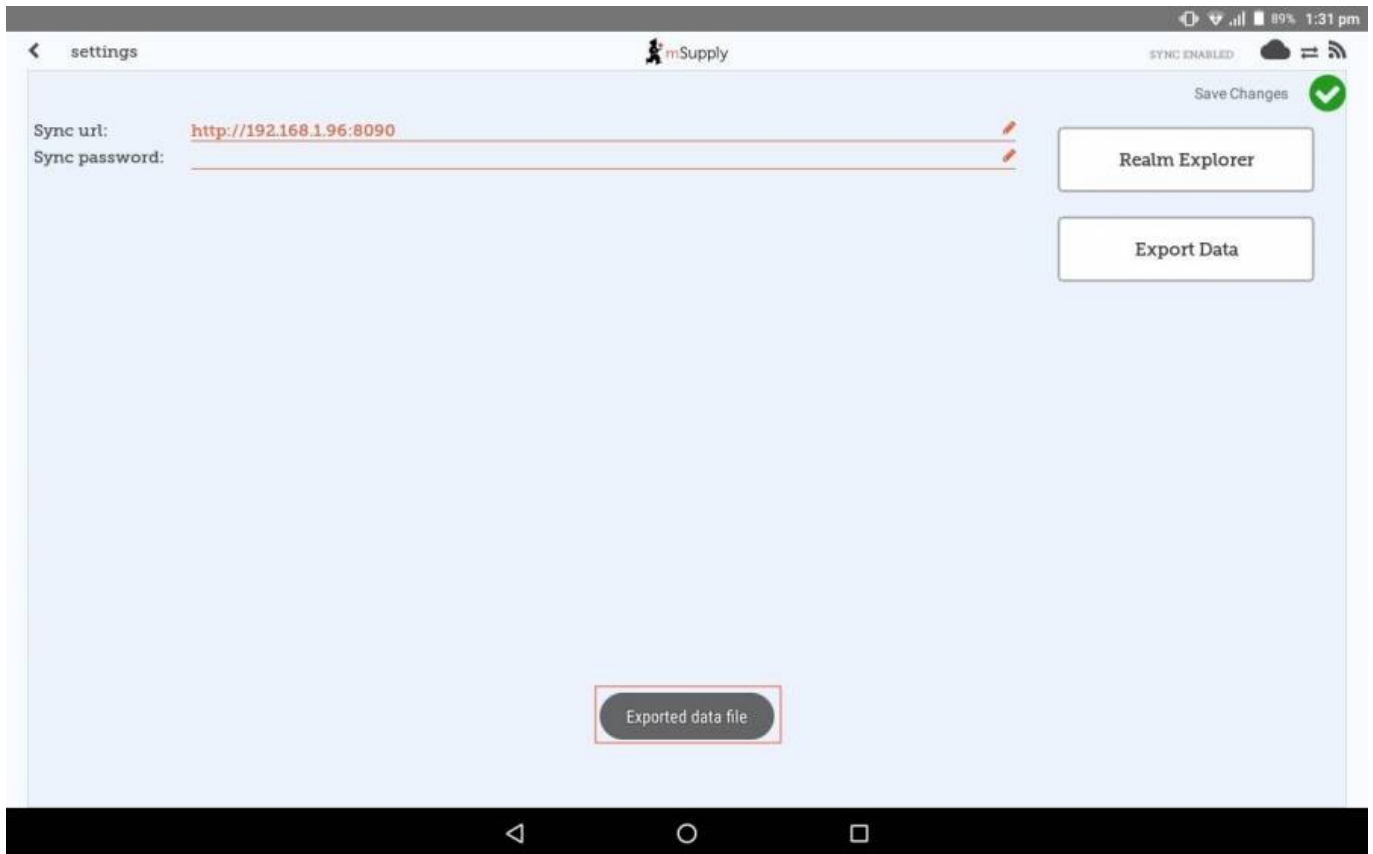
The backup file is saved in the *Download > mSupplyMobile_data* folder on the device and can be copied from there and used in another copy of mSupply mobile on another device.

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. To do this, tap the **Import Data** button on the settings page. This will take you to your device's file system where you can 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 tapping 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!):
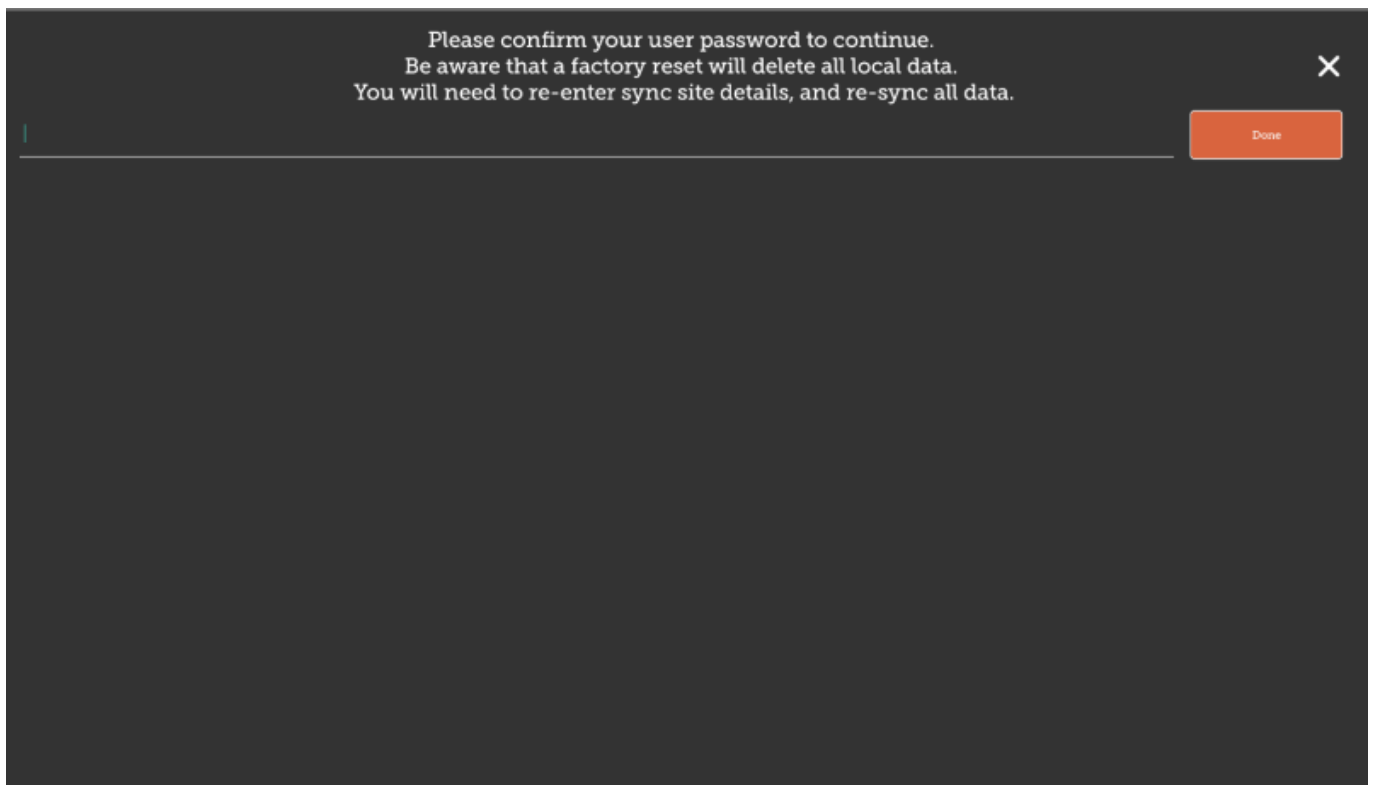
After entering the correct details and tapping **Done**, you will be taken back to the mSupply mobile initialisation page, where you can re-initialise the tablet. See here for details on configuring mSupply mobile to connect to the central server.

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 tap the **Check Connection** button. If the connection is all good, you will get a toast notification saying *Connection successful*:
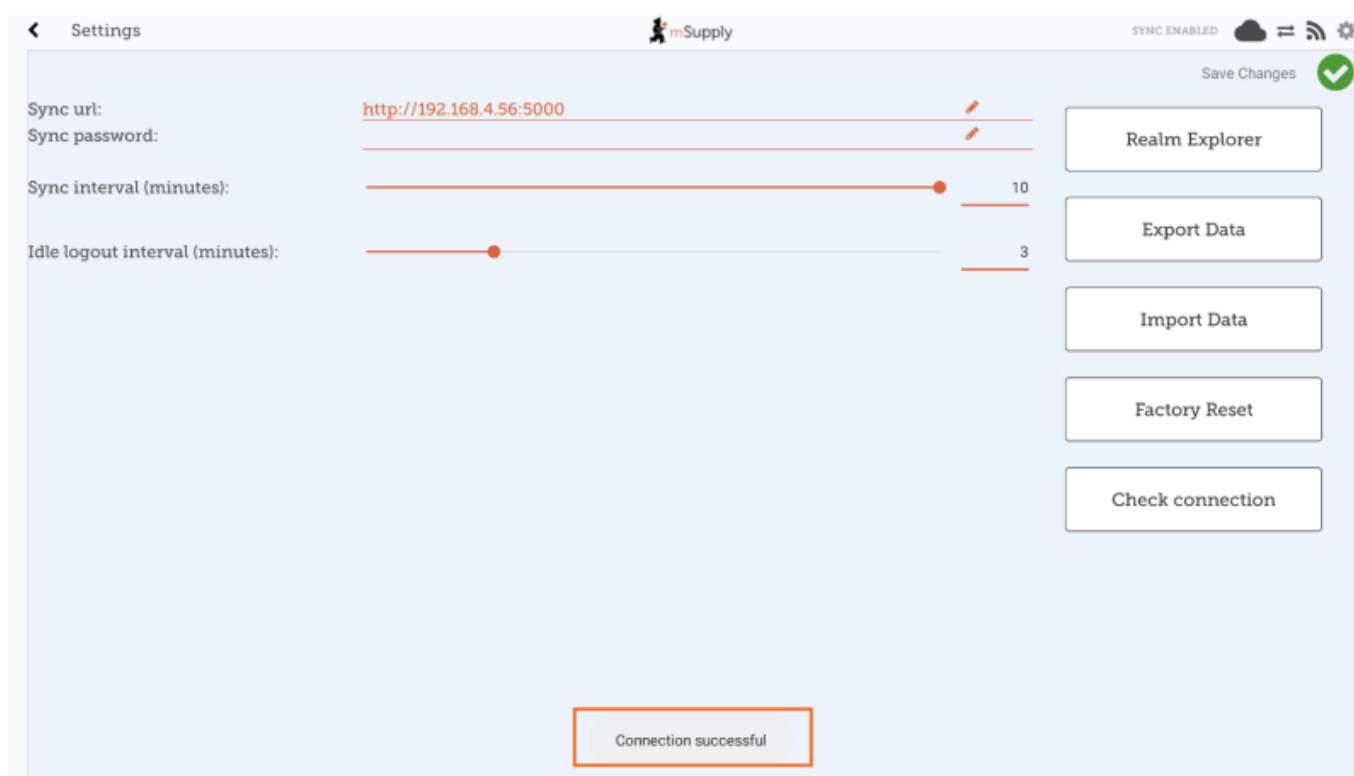
If there are any problems (like an incorrect URL, incorrect password, bad internet connection) the notification will instead have a description of the error, e.g. *Unable to connect* or *Invalid username or password*.

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