Android Client Trouble Shoot Guide:

Problems Covered:

Tapping on Launch Interface does not loads the interface

Adding a new patient record, details were not sent successfully, how to resend?

I cleared my patient record locally. How do I access a cleared patient?

How do I logout?

Unable to Install the application on mobile device?

Problem: Tapping on Launch Interface does not loads the interface
Solution: You need to enter your userid, in order to be able to launch the interface.

Problem: Adding a new patient record, details were not sent successfully, how to resend?
Solution: Patient record still must've been locally. Go to Access Patient record. Click on your patient and then tap on Post New Record, from there you can the details again.

Problem: I cleared my patient record locally. How do I access a cleared patient?
Solution: Tap on Search a Patient Record at main menu. Then enter that patient's details and then tap on search. Patient's details will be downloaded from remote database and then displayed.

Problem: How do I logout?
Solution: Press Home Button to place the application in background and terminate the app from recent application area. Closing the application logs you out automatically.

Problem: Unable to Install the application on mobile device?

Solution: Make sure your Android OS version is at least 3.0, Try re-downloading the installer file and re-install.