



Connect Troubleshooting Guidelines

Overview

If you're experiencing issues with Connect, the following troubleshooting steps may help you rectify the problem.

To learn more, visit our Help Guide at helpguide.simprogroup.com.

Have you got the latest version of Connect?

We've recently improved our data syncing capability so please ensure that you have the latest version of Connect installed. You can download the latest version of the app from the iTunes App Store and Google Play.

⚠ Remember to always sync all existing jobs and quotes before installing the latest version of Connect.

Are you connected to the internet?

To test this, can you open a web page? It may sound obvious, but sometimes it's worth checking whether you are in offline mode in the Connect app, in airplane mode on your device, or even if your mobile data or Wi-Fi access is turned off.

Sometimes restarting a device or switching between Wi-Fi and mobile data will help reset existing mobile connections.

How to sync your Connect data

There are two ways you can sync your data in Connect. On the Connect dashboard, tap **Sync** to sync all Connect data. Or, to sync data for an individual job or quote (also known as a project sync), simply navigate to the **Submit** page of the job or quote, select a status, and tap **Submit**.



If your workflow doesn't allow for this, return to the dashboard and do a sync of all data before continuing to the next job.

i For best practice, we recommend performing a project sync each time you work in a project by selecting a status and submitting.

Struggling to sync?

Information is shared between simPRO and Connect by syncing (with a stable internet connection). This is done by syncing all data, or performing a project sync (see **How to sync your Connect data** above).

Your Connect settings can influence the amount of data transmitted from simPRO to your device. If you are attempting to sync your data and it's taking too long, you may wish to investigate any of the following options:

Project sync vs syncing all data

If you are attempting to sync all data and it's taking too long, try syncing individual jobs or quotes before doing a full data sync (see **How to sync your Connect data** above).

This is especially useful for when you don't have a stable internet connection.

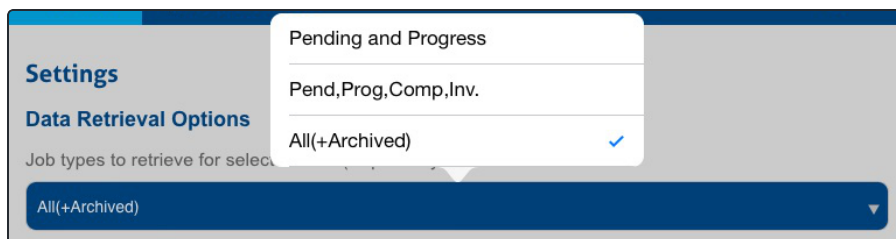
Remember, it's best practice to sync your projects as you work rather than once a day.

⚠ If you are unable to sync all data after syncing individual projects, please contact simPRO Support for further assistance.

Data retrieval options

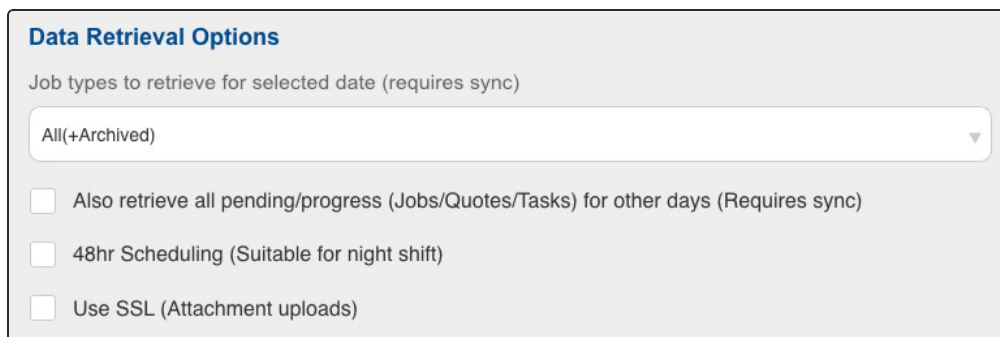
Your Data Retrieval Options control how much data is retrieved from simPRO when you sync your Connect device.

If your data retrieval options are set to **All (+ Archived)**, Connect will download any jobs / quotes you are scheduled / assigned to for the current focus date set in the Connect dashboard (completed, invoiced and archived jobs and quotes will appear in your **All** run-sheet).



If you do not need access to this amount of data in Connect, you may wish to update your data retrieval options. For example, selecting **Pending and Progress** downloads the least amount of data as it is only concerned with assigned jobs / quotes / tasks either pending or in progress, or pending or in progress jobs / quotes that have been scheduled for the focus date.

If you also select the check box **Also retrieve all pending/progress (Jobs/Quotes/Tasks) for other days** in addition to the settings above, you will download significantly more data from simPRO, as this includes details about jobs for days **other** than the selected focus date. We do not recommend selecting this option unless you absolutely require access to this data.



You may also need to adjust your data retrieval options depending on the network availability in the location you're working on to ensure that your device operates as smoothly as possible. Just keep in mind that the amount of data to download is proportional to the amount of jobs / quotes / tasks (and the information related to them like cost centres, assets, audits, etc) you have been assigned / scheduled to on the focus date.

These data retrieval options are summarised below:



Data requirements	Applicable data retrieval option	<i>Also retrieve all pending / progress (Jobs / Quotes / Tasks) for other days</i> check box
Lowest	<ul style="list-style-type: none"> • Pending and Progress 	Not selected
Low	<ul style="list-style-type: none"> • Pend, Prog, Comp, Inv. (pending, progress, complete, and invoiced jobs) • All (+ Archived) 	Not selected
Medium to high	<ul style="list-style-type: none"> • Pending and Progress • Pend, Prog, Comp, Inv. 	Selected
High	<ul style="list-style-type: none"> • All (+ Archived) 	Selected

GPS location settings or Geostamping

Geostamping allows GPS-enabled devices to send the locations of where your field technicians updated their mobile job and quote statuses.

If this setting is set to **Force** in simPRO, technicians will be required to have location services on to update the **Start Travel** and **Start Work** statuses in a project, as well as submitting the project status in the **Submit** page. This setting will tell Connect to try longer to obtain a more accurate location and will prevent the user from moving on to another job upon status submission until it has finished.

We do not recommend this option if your technician operates in areas with poor GPS signal (for example, obtaining a good GPS lock is more difficult indoors).



Attachments taking too long to upload?

If hi-resolution images are not necessary, you can use Connect's **Take Photo** feature in the **Attachments** page of a project to capture and attach photos rather than attaching from the gallery, as these are optimised to save data and upload time to simPRO.

Device-specific tips and troubleshooting

Close apps running in the background

On some devices, you can close recently-used apps that may still be running in the background to improve the performance of Connect.

The way you cancel apps will depend on the device and operating system version. On most iOS devices, you can quickly press the home button twice, then swipe up on the apps you wish to close.

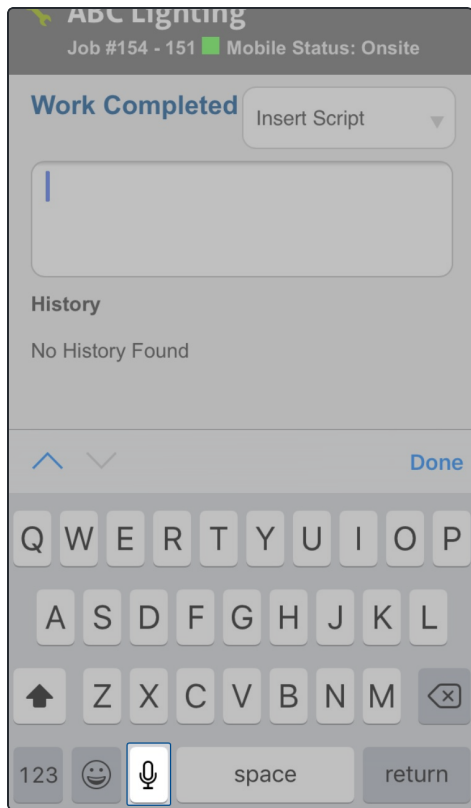
Some Android devices, such as Samsung mobile phones, have a 'Recent Apps' button to the left of the home button. Press this button, then swipe left or right to close an app, or alternatively, tap **Close All**.

Enter project descriptions and work notes with speech-to-text

When using Connect, depending on your device functionality, you can enable speech-to-text to speak into your device's microphone and have it converted to text in any text field in Connect.

You can then enter your work notes, job descriptions, and other text information in Connect more quickly and efficiently by simply dictating them.

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iOS devices

To use speech-to-text when using Connect on an iOS device, you can enable dictation in your device settings.

To enable dictation in an iOS device:

1. Tap the **Settings** app on your device.
2. In **Settings**, tap **General > Keyboard**.
3. Scroll down to **Enable Dictation**, then tap the **toggle** button to enable it.
4. In the warning pop-up message, tap **Enable Dictation** to continue.

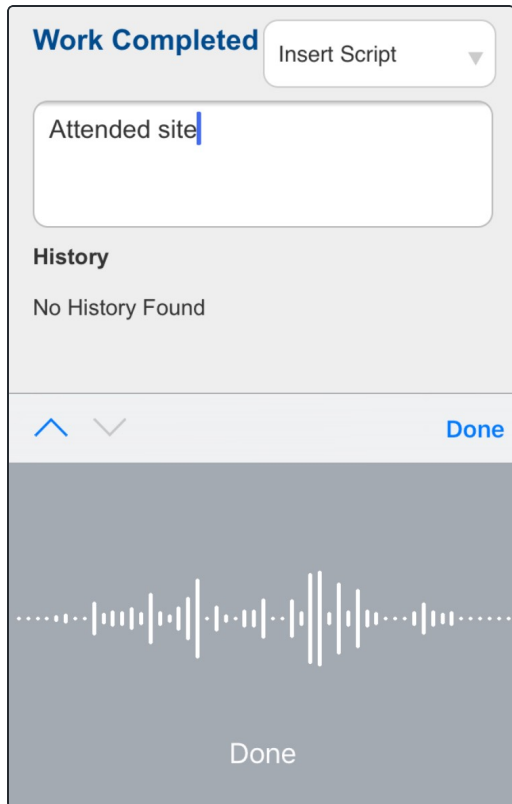
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Then, to use speech-to-text in Connect:

1. Access the Connect app as normal.
2. Navigate to the page with the text field you wish to complete.
3. Tap inside the text field to allow your device keyboard to display.
4. Tap the **microphone** icon.
 - If you have not enabled dictation in your device's settings, tap **Enable Dictation** in the pop-up message.
5. Begin dictating the words that you want to appear in the field, then tap **Done** when you have finished.
6. Adjust the text as necessary and proceed through your Connect workflow as normal.

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 The dictation functionality may only be available on specific iOS devices or versions.

Android devices

If you have installed the Google Keyboard app on your device and have made it your default keyboard in your device settings, you can enable 'Google voice typing' to have a **microphone** icon appear in your keyboard when you use Connect.