

Installation and logging in to the application

Q1. What to do when the app, every time you launch it on Android, wants to reinstall itself?

After installing the app, you will see the 'SWI App' icon in the main menu of your device. Launch the app using this icon. Do not launch the app using the installer.

Q2. When logging into the application, the message 'Invalid login or password' is displayed

Check if the correct port is entered in the application settings. The port number should be entered after the domain address, separating the domain and port with a colon. Example: **soft4lean.eu:443**

Creating and editing instructions.

Q1. How do I add and move a step between existing steps on an Android device?

Hold down the step you want to move. After holding, a menu will appear where we can use the buttons  to swap places.

Q2. How to delete instructions in the SWI Mobile application?

Hold the instruction you want to delete. The icon  will be displayed in the top menu to delete the instruction.

Q3. Can I work with the application without access to the Internet?

The application allows you to work in offline mode (without access to the Internet). All modifications will be saved locally on the device. For the changes to be visible on the server, we need to connect to the network and synchronize the application with the server.

Q4. I do not see a created instruction in the SWI Display application.

Instruction will be visible after marking it is as the 'IN USE' instruction. You can do this by going to the **archive** (function available from the instruction list using button ) and selecting the 'IN USE' status.

Q5. Recent changes are not visible when I display the instruction in the SWI Display application.

Make sure that the instruction has been synchronized with the server. In the mobile app, it is synchronized automatically when we are in network coverage. In the desktop app, the instruction is sent to the server when the instruction is saved if we have access to the network.

Q6. How to transfer instructions from Android app to Windows app (or vice versa) when I am using Single version or I am offline and can't connect to the server?

The saved instructions can be found in the folder: C:\ProgramData\SWI\Instructions (for Windows) or in the folder: Internal memory\SWI_App (for Android).

The selected instruction can be moved to a designated folder. We have to do it ourselves, e.g. by cable or e-mail. You can also easily export the instructions from the Windows application to your desktop using the 'Save instruction to local drive'  button..

Q7. Can I increase the step height in the app on a mobile device?

It is not possible in the mobile app. We can do it in the SWI Desktop application for Windows using



the buttons:

Q8. Can I create instructions from an existing instruction in the application?

Yes you can do it using the button 'create new from selected'  in the instruction archive.

Q9. How to perform photo cropping in the mobile version of the app?

Go into the photo canvas and select the image you want to crop. Once selected, a 'Crop image' button will appear at the bottom of the screen. When you click on the button, a bitmap will be highlighted on the photo, which you can stretch with two fingers or move with one finger. After selecting the area of interest, confirm with the 'crop image' button.

Q10. Can I customize the instruction template to my needs?

We offer the possibility of implementing an instruction template into your application. Send us a template of your instruction or your requirements. After getting familiar with the template, we will answer what are the possibilities of adding your own template to the application database.