

Quick guide: SWRemote Technical procedures

Please note: **There are 2 parts to this document.**

Page 1 - Reviews online functionality.

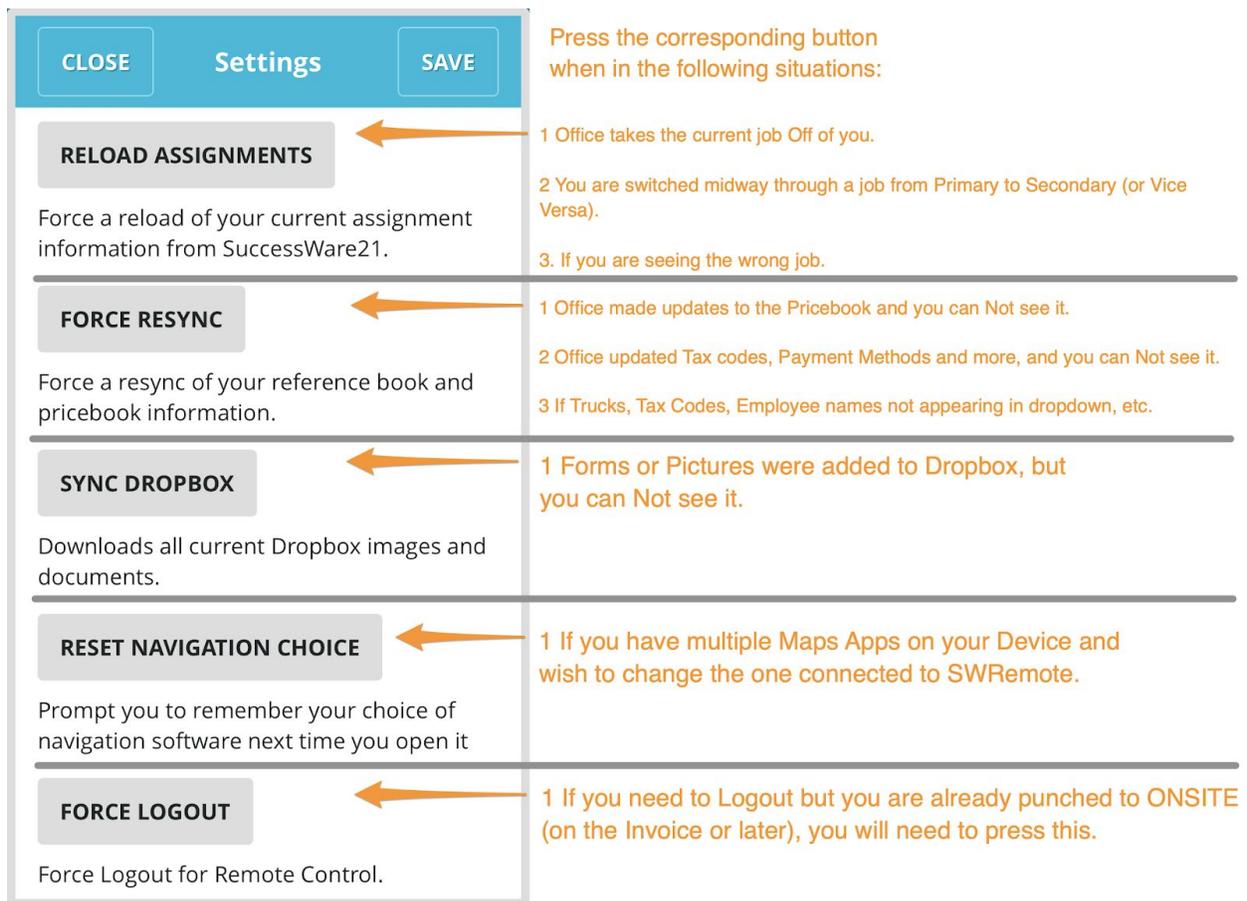
Page 2 - Reviews what can be done in very low reception (low cell signal) areas.

Some issues will require reaching out to the Support Team:

Email: SWRemote@Pointman.com / Phone: 800-566-6940 / [Chat](#) with us!

Online Functionality

When you have a strong connection, but something isn't working as it should, you may need to go into the **Settings**, found in the left hand *Menu*.



The screenshot shows the 'Settings' menu with a blue header containing 'CLOSE', 'Settings', and 'SAVE' buttons. Below the header are five settings options, each with a description and an arrow pointing to it from the right. The settings and their descriptions are:

- RELOAD ASSIGNMENTS**: Force a reload of your current assignment information from SuccessWare21.
- FORCE RESYNC**: Force a resync of your reference book and pricebook information.
- SYNC DROPBOX**: Downloads all current Dropbox images and documents.
- RESET NAVIGATION CHOICE**: Prompt you to remember your choice of navigation software next time you open it.
- FORCE LOGOUT**: Force Logout for Remote Control.

Instructions for each setting:

- RELOAD ASSIGNMENTS**:
 - 1 Office takes the current job Off of you.
 - 2 You are switched midway through a job from Primary to Secondary (or Vice Versa).
 - 3. If you are seeing the wrong job.
- FORCE RESYNC**:
 - 1 Office made updates to the Pricebook and you can Not see it.
 - 2 Office updated Tax codes, Payment Methods and more, and you can Not see it.
 - 3 If Trucks, Tax Codes, Employee names not appearing in dropdown, etc.
- SYNC DROPBOX**:
 - 1 Forms or Pictures were added to Dropbox, but you can Not see it.
- RESET NAVIGATION CHOICE**:
 - 1 If you have multiple Maps Apps on your Device and wish to change the one connected to SWRemote.
- FORCE LOGOUT**:
 - 1 If you need to Logout but you are already punched to ONSITE (on the Invoice or later), you will need to press this.

There are some very specific errors that the Support Team will need to assist with. Support Channels are at the top of this document.

Low Reception (Low Cellular signal)

If you notice that you have a very sluggish load time between screens in SWRemote, or notice that you only have 1 bar:

Please turn **Airplane Mode On** and then back **OFF**: Try turning it on for ~15 seconds before turning it off. This is disconnecting from the connected tower (wherever that may be) and reconnecting to the nearest tower.

(This can sometimes speed up or even restore the Cellular Connection)

Airplane Mode looks different between *Android* and *Apple* & different depending on if you are using the *quick access menu* or the *Settings App*.



If turning Airplane Mode On and then back OFF does not work -

You can try turning Airplane Mode ON and leaving it ON as you work through your job. You are now working **offline** and will not have access to Maps, Credit Card payments, Photos, completing calls and getting next call. NOTE: To get around the completing / getting next call, we suggest increasing the calls to download from the Admin site.

Once you drive to an area with a good connection, please turn Airplane mode Off and let SWRemote sync, as it will send your information back to the Office.

NOTE: When staying in Airplane mode, if you Quit SWRemote or it crashes, you will not be able to get back into your job until you A. Turn off Airplane Mode and B. Have a strong enough Cellular Connection.

