

# **Using FSM Mobile Offline**

The **Offline Mode** of the Zoho FSM Mobile app enables you to access the data in your mobile app even when the internet connectivity is poor or non-existent. The offline mode of the Zoho FSM mobile app will come into effect when the offline mode is <u>enabled</u> and there is no internet connectivity. The offline mode is supported in the following versions of the mobile app:

- Android app (Version 1.6.0 and above)
- iOS app (Version 1.2.66 and above)

When the offline mode is enabled, the following takes place:

- Details of the latest (by **Created Time**) 200 service appointments will be cached to be made available offline. Related details of these service appointments like Service Reports, Time Sheets, Trips, Notes, and Work Orders will also be cached to be made available offline.
- This automatic caching of the mobile app data will be scheduled for 8 am daily.

### **Enabling the Offline Mode**

In the iOS app, by default offline data will be automatically cached at 8 am daily. However, in the Android app, to enable the offline mode, do the following:

- 1. Log in to the Zoho FSM mobile app.
- 2. Click **Settings** in the left menu.

Emily Raymond		U
Work Order Management	^	est.com
🖻 Requests		2:49 AM
Estimates		
🗄 Work Orders		
Service and Parts	^	
Service and Parts		
Assets	^	
🕆 Assets		
Workforce	^	device is not
Workforce	^	
Time Off		
Settings		nage
U Logout		

### 3. Click **Offline Mode**.

≡ Settings
Emily Raymond
Last logged in at 23/01/2024 12:49 AM
Subscription Standard 7/30 F 5/30 Reset Date : 30/01/2024 10:09 AM
<ul><li>Permission settings</li><li>Notification settings</li></ul>
Configure the app setting when your device is not connected to Internet.
Image Upload Resolution Set the preferred resolution for the image attachments.
Privacy & security

#### 4. Enable **Offline Mode**.

← Offline Mode
Offline Mode
Data Synchronization Sync Now Last Sync Time: -
Scheduled Sync Time 08:00 AM $\sim$ Data will be automatically synced daily at 08:00 AM.
Delete Cached Data
Offline Mode Info
- Related details such as Notes, Service Reports, Trips, Time Sheets, etc. will also be accessible.
Help?

Once the offline mode is enabled, the data for the offline mode will be fetched and stored in the device's internal storage.

=	Settings	
		Ċ
	Emily Raymond	
	Last logged in at 23/01/2024 12:49 AM	
	° 🕕 💡	
-	Sync Initiated	
	We're now syncing your offline mode data to ensure you have the latest updates. This may take a few moments. Please stay connected to the internet during this process.	
	ок	
×	Offline Mode	
	Configure the app setting when your device is no connected to Internet.	t
	Image Upload Resolution	
	Set the preferred resolution for the image attachments.	
•	Privacy & security	

You can also manually perform the caching of offline data using the **Sync Now** option. The **Sync Now** option will be available in the left menu only if the **Offline Mode** has been enabled.



### Automatic Data Synchronization

When the offline mode is enabled, automatic caching of data will be scheduled for 8 am daily. This scheduled data caching will not be executed in the following scenarios:

- The user has logged out of the mobile app
- The user hasn't used the mobile app for three days continuously
- There is no internet connectivity
- Any settings (e.g. battery optimization) in the phone that restricts such activity

(i) The offline data will be lost when the user logs out of the mobile app.

### Using the Offline Mode

When internet connectivity is not available, the offline mode will come into effect. To access the cached data for offline use, simply tap on the **Reload** option located at the bottom of the screen. Click **Proceed** in the confirmation message.



In the offline mode, users will be able to view the details of the appointments in READ-ONLY mode.

• Details of the latest (by **Created Time**) 200 service appointments will be available offline. Related details of these service appointments like Service Reports, Time Sheets, Trips, Notes, and Work Orders will also be available offline.



The offline mode will offer functionalities in a diminished capacity. No editing of data will be allowed. Refer the table below for the details:

<b>.</b> .	Availability		
Feature	Android	iOS	
Check-In or Check-Out	Not supported		
Notifications	Not supported		
Search	Not supported		
Logout	Not supported Allowed		
Service A <sub>F</sub>	opointments		
Status Updates	Not supported		
Service And Parts tab	Read-only		
Service Tasks tab	Read-only		
Time Sheets tab	Read-only		
Service Reports tab	Read-only Read-only		

https://help.zoho.com/portal/en/kb/fsm/mobilize-your-workforce/articles/using-fsm-mobile-offline

Trips tab	Read	-only
Notes tab Attachments can be viewed if already viewed in normal mode	Read	-only
Map View	Not su	pported
Navigation to details page of lookup fields	Only Work Order Details o	can be viewed
Edit, and other record actions in <i>Details</i> page	Not suj	pported
Filter, and Sort in List View	Not supported	Filter Not supported Sort supported
<u>Standard List Views</u>	Limited	l Views
Work	Orders	
Status Updates	Not su	pported
Service Tasks tab	Read-only	
Service And Parts tab	Read-only	
Service Appointments tab	Read-only	
Notes tab Attachments can be viewed if already viewed in normal mode	Read-only	
Invoices	Not supported	
Related List	Read-only Skills, Follow Up Work Orders and Estimates for which Appointments have been created	Read-only Skills, Only Follow Up Work Orders (for which Appointments have been created)
Navigation to details page of lookup fields	Not suj	pported
Edit, and other record actions in <i>Details</i> page	Not supported	
Filter, and Sort in List View	Non supported	Filter Not supported Sort supported
Standard List Views	Only All W	/ork Orders
Menu	ı Items	
Customers	Not su	pported

Services and Parts	Not su	pported
Assets	Not su	pported
Time Off	Not su	pported
Profile	Not supported	Details under the <b>Personal tab</b> can be viewed

## **Syncing Data**

After using the app in offline mode, when you go online, you need to synchronize your app data to fetch the latest data. To do so, click **Reload**.

Ξ Home Ω
Welcome Emily Raymond 3:17:51 PM Check-in
Ongoing Service Appointments
AP-219 In Progress Invoiced
🕚 Started 23+ Days ago
Started work atDuration01/01/2024 03:25 PM1 Hr
AC Installation
Overdue Service Appointments
AP-219 In Progress Invoiced
🍑 13+ Days past the end time
Started work at Duration 01/01/2024 03:25 PM 1 Hr
Switch to regular mode <u>Reload</u>

# **Disable Offline**

To disable the offline mobile, do the following:

- 1. Click **Settings** in the left menu.
- 2. Click Offline Mode.

#### 3. Turn off **Offline Mode**.

← Off	fline Mode	<u>Help?</u>
Offline Mo	ode	

### **Remove Offline Data**

To remove offline data stored locally, do the following:

- 1. Click **Settings** in the left menu.
- 2. Click **Offline Mode**.
- 3. Click **Delete Cached Data**.

<ul> <li>Offline Mode</li> </ul>
Offline Mode
Data Synchronization
Sync Now
Last Sync Time: Jan 25, 02:46 PM
Scheduled Sync Time 08:00 AM ~
Data will be automatically synced daily at 08:0
Offline Mode Info
Offline Mode Info - The details of the most recently created 200 service appointments and work orders will be cached.
Offline Mode Info - The details of the most recently created 200 service appointments and work orders will be cached Related details such as Notes, Service Reports, Trips Time Sheets, etc. will also be accessible.
Offline Mode Info - The details of the most recently created 200 service appointments and work orders will be cached. - Related details such as Notes, Service Reports, Trips Time Sheets, etc. will also be accessible. Help?
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4. Click **Delete** in the confirmation message.

