

Table of Contents

1.	Do I need to uninstall the app on the device?	2
2.	Can I delete an incomplete form before it sends?	3
3.	Where is my form - it's not on the device or the server	4
4.	Why can't I select my template on the device?	5
5.	How do I send back error logs?	6
6.	Can I edit mistakes on a form	7
7.	How do I exit a form?	8

1 Do I need to uninstall the app on the device?

Yes, if:

- a) it's connecting to a new web site and "account" with the same app
- b) the device database is corrupted (shouldn't happen)

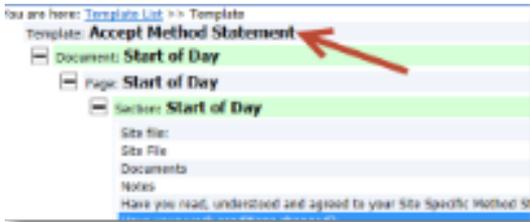
Downside of doing so:

- a) any data input on the device but not yet received on the server will be lost

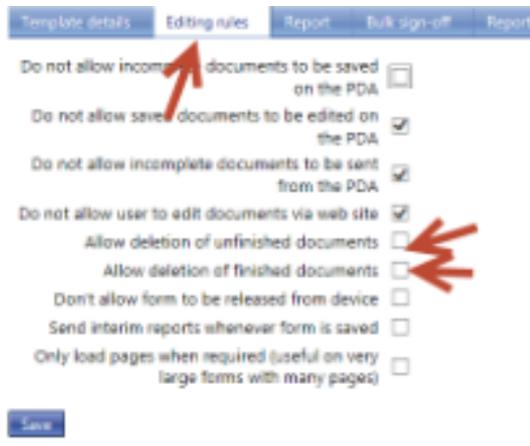
So... before uninstalling always ensure that you finish off any unfinished forms and then do Send Reports until it says "nothing to send".

2 Can I delete an incomplete form before it sends?

Deletion needs to be enabled for each template... go to Maintain Templates, click on the template and then on the top line starting with "Template:":



Click on Editing rules and then tick the relevant box(es) regarding deletion.



For old forms that are still on the device, click on them, Save and then you should see the delete option (ie. you see Delete on the way "out" of the form).

3 Where is my form - it's not on the device or the server

On the device there are three places a report might be once it's started:

- If a "job" was sent to the device from the office then any forms will be under "Work List".
- If the form was created on the device through "New Form" and has not been sent back then it will appear under "Edit Form".
- If the form was finished and released then it may just be waiting to be sent back (in which case you won't see it on the device any more) - go to Send Reports and it will send it back to the server. The reports should be sent back automatically but if there was no signal or similar problem then check using Send Reports that it has actually been sent

If you cannot find it in Work List, Edit Form or Send Reports on the device, nor in any of the report menus on the server (bearing in mind data transfer connections and speeds), contact support who can see whether it has been held up in a queue behind the scenes.

4 Why can't I select my template on the device?

The system can be set up to have different forms for different customers so the most likely explanation is that your customer is not associated with the template that you wish to select on the device. There are two ways of rectifying this:

- If you want the form template to be available to *every* customer then go to Setup, Maintain Templates click on the box alongside the template and use the "Add to all customers" option
- If you want to enable it on a customer-by-customer basis then go to Setup, Customers, click on the customer and then use the "Add template" button to add in the individual form template that you want

Both of these options will need the users to run Receive Updates before the device will show the changes.

5 How do I send back error logs?

Occasionally an error occurs with magic5 and it is helpful for magic5 support to be able to view the technical details that caused the problem. You may be aware that an error has happened, or you may have contacted magic5 support to find out why something hasn't happened as you expected and they may have asked you to send the information.

Log on to magic5 (or exit the form you were working on) so that you are on the menu screen. Open your device's menu and select 'Support: e-mail log files'. You may sometimes be asked to send the database using 'Support: send database' but please don't do this unless requested.

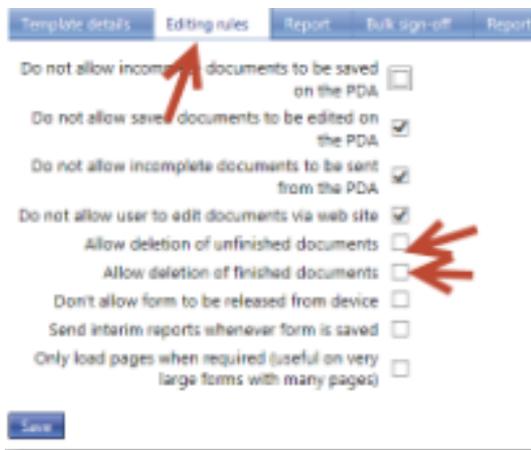
6 Can I edit mistakes on a form

If someone has created a form for the wrong customer/location they needs to be able to delete a form.

- To to Maintain Templates and click on the template you want to change:



Click on Editing rules and then tick the relevant box(es) regarding deletion.



For old forms that are still on the device, click on them, Save and then you should see the delete option (ie. you see Delete on the way "out" of the form).

7 How do I exit a form?

On the device there are three ways to Save a form. These then allow you to use the Release button to send the form back to the office:

1. Tap on the phone's **menu button** within magic5 and use **Save**,
2. Click the **save icon**, or
3. Press the phone's **'back' button** and choosing **Save** from the pop-up window.

Alternatively, you can **add buttons** to the end of the form to do the same thing - this might be clearer for some device users. To do this:

1. **Open the template** that you wish to change (from Setup/Maintenance->Maintain Templates).
2. Find the part of the form **where** the **button** should go (maybe the end of the last section of the last page).
3. Click **Add item**
4. Choose **Action buttons**
5. Leave the question blank and open the **Button 1 tab**.
6. Type something meaningful in **Text** (eg Save).
7. Select either **Save and release form** or **Save form (no release)**. The first saves and sends straight back to head office, while the second saves and awaits manual release or delete.
8. Type **'save'** into unique name.
9. Click **Save**.

You can have up to 4 buttons so you may wish to add a cancel button as well.