

MEX MOBILE FAQS



PLATFORMS & DEVICES

WHAT MOBILE PLATFORMS DOES MEX SUPPORT?

MEX is available across iOS, Android, and Universal Windows Platform (UWP) and are available to download from their respective app stores.

WHAT DEVICE CAN I USE WITH THE MEX APP?

Be advised that your MEX system will need to be on at least build 81 of MEX 15. This version was released in October 2020.

DEVICE OPERATING SYSTEM REQUIREMENTS:



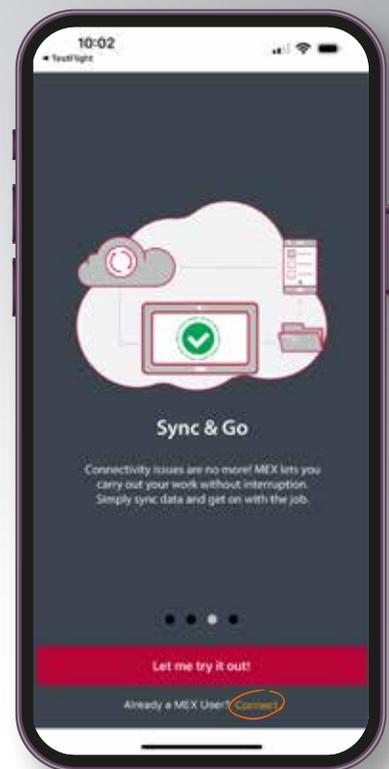
Build 17134 or later



iOS 11 or later



4.3 Jelly Bean or later



SYNCING DATA

WHAT HAPPENS WHEN I DON'T HAVE A CONNECTION TO A NETWORK?

You don't need to be on a network to get the job done! With a robust Sync and Go functionality, download the data you need onto your device and go about your business. Set the syncing option to be automatic and when you are back within network range, all data is updated. If you want to control the upload of data, set the syncing option to manual and initiate the synchronisation when you need to.

HOW DO I DOWNLOAD THE MEX APP?

Browse to the respective app store on your device and search for MEX. Then simply install the new app on your device and you're on your way.



HOW DO I CONNECT MY OWN DATABASE?

Once MEX is installed on your device, open the app and tap connect. Simply add in the server address of your system e.g. <https://yourserver.com/MEXData>

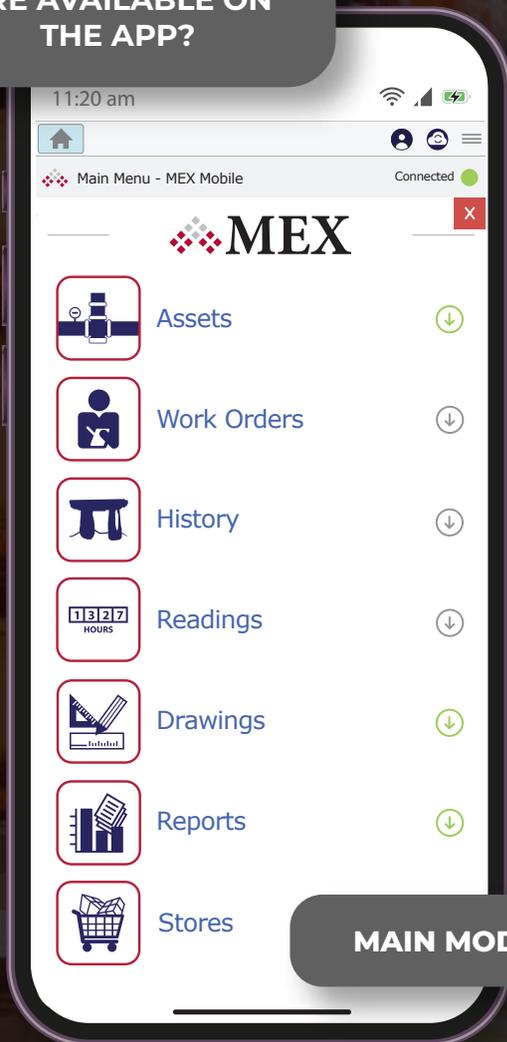
HOW DOES MY DATA SYNC ONTO THE MEX APP?

The MEX app is primarily online, this means you will have a local copy of selected data and documents on your device. Depending on the sync option you have chosen (automatic or manual), this data is synchronised back to the server to be shared with everyone.

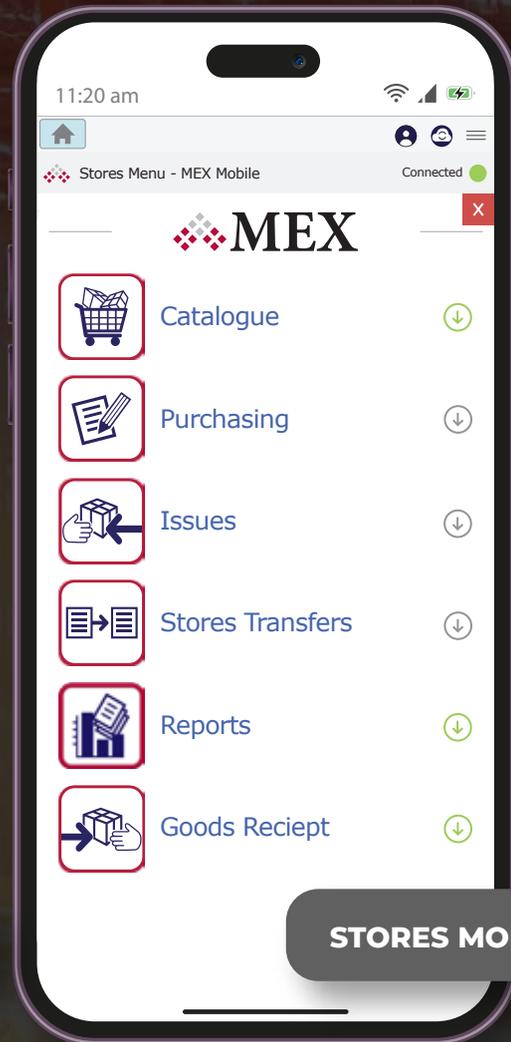
When a sync is initiated, the mobile device will first scan its synced records for anything that has changed. Once this is complete the app updates the server and any records from the server that have also been updated since your last sync will also be downloaded to the device. For more information about this process, go to [Understanding MEX Mobile syncing](#).

MODULES

WHAT MODULES ARE AVAILABLE ON THE APP?



MAIN MODULES



STORES MODULES

WHAT MODULES WORK ONLINE?

All modules mentioned above except for **Reporting** and the **MEX Dashboard**. You will need to be in network range to run these reports.

WHAT PARTS OF MEX CANNOT BE ACCESSED ON THE APP?

Remember this is the on-the-go version of MEX so certain administrative modules of MEX are not accessible on the app. Modules like the **Control Files** and **Preventative Maintenance** module are only available on the MEX main application through a browser.

LICENSING

HOW DOES THE LICENSING WORK WITH THE MEX APP AND MAIN VERSION?

Logging into the MEX App will consume one of your MEX user licenses. Please keep this in mind should you plan to roll out new devices for your workforce. MEX licences are on a concurrent basis, so you will need to plan your license numbers around how many users are logged in at the same time.

If the user is set up as a Prestart user, when they login MEX will consume a prestart license. These are separate from a standard MEX licence and are sold in packs of 20.

DO I HAVE TO PAY FOR THE APP?

No, all MEX apps are free to download. However, accessing the MEX app will consume a MEX user license.



BARCODING

CAN BARCODES BE SCANNED VIA THE IN-BUILT CAMERA?

Yes, using your devices camera, find Work Orders related to a particular asset by just scanning the barcode in the work order listing.

CAN I USE MY BLUETOOTH SCANNER?

Yes, if you have a Bluetooth or RFID scanner, connect the scanner to your device and you can start scanning your assets.

DOES THE APP SUPPORT NFC?

Yes, if your Device is Near Field Communication (NFC) compatible then MEX can use NFC to locate Assets, respective work orders and History and more.

SECURITY & CUSTOMISATION

DO MY SECURITY GROUPS FLOW ACROSS TO THE MEX APP?

When a user first logs into the app, their assigned security group settings are also migrated over to the app. Ensuring that any areas of the app and mandatory fields are also enforced.

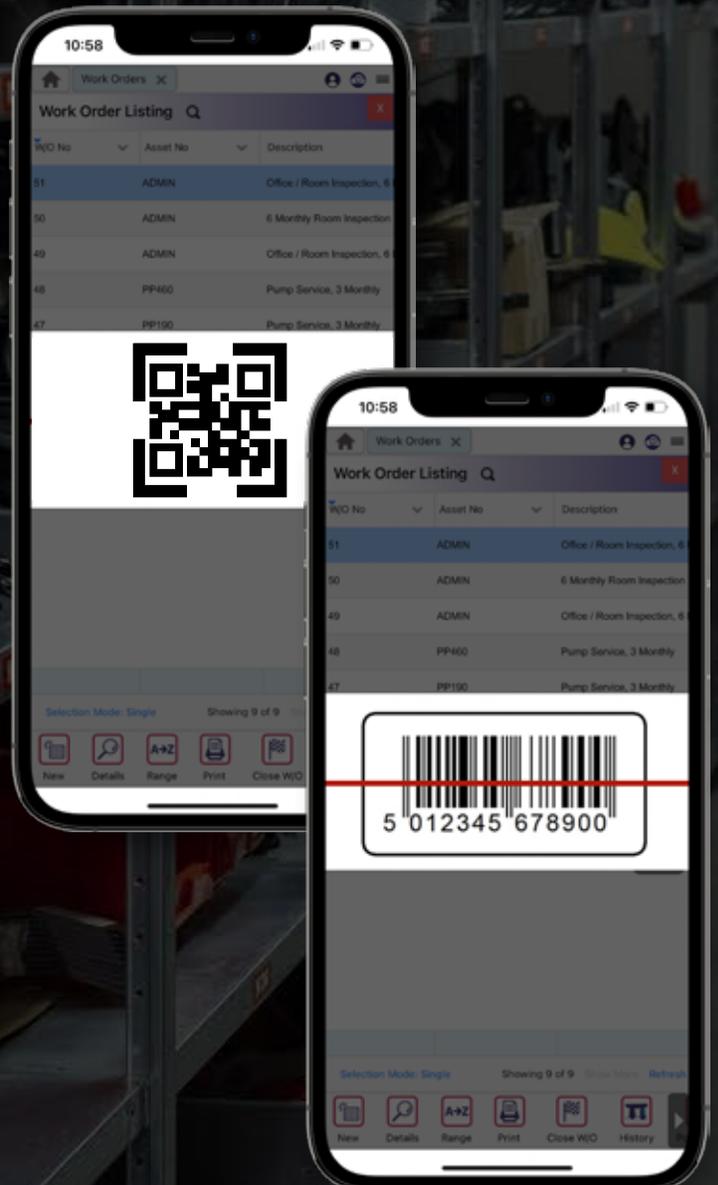
HOW DO I MAKE SECURITY CHANGES ON THE APP?

Using Edit Mode, administrators can create and edit security groups, set mandatory fields, and change labels.

CAN I CUSTOMISE THE APP?

You sure can, with Edit Mode an admin user can add on any custom fields that have already been added to forms and listings inside the main version of MEX. You cannot add new custom fields directly on the app itself.

If you are looking to customise the app further, please get in contact with our engineering team at engineering@mex.com.au



MISCELLANEOUS

WHAT REPORTS CAN I ACCESS ON THE MOBILE SOLUTION?

All MEX reports have been added to the mobile solution. You will, however, need to be in network range if you want to run reports, as this requires a connection to the database to poll the data.

WHAT ABOUT MY DASHBOARD KPI'S?

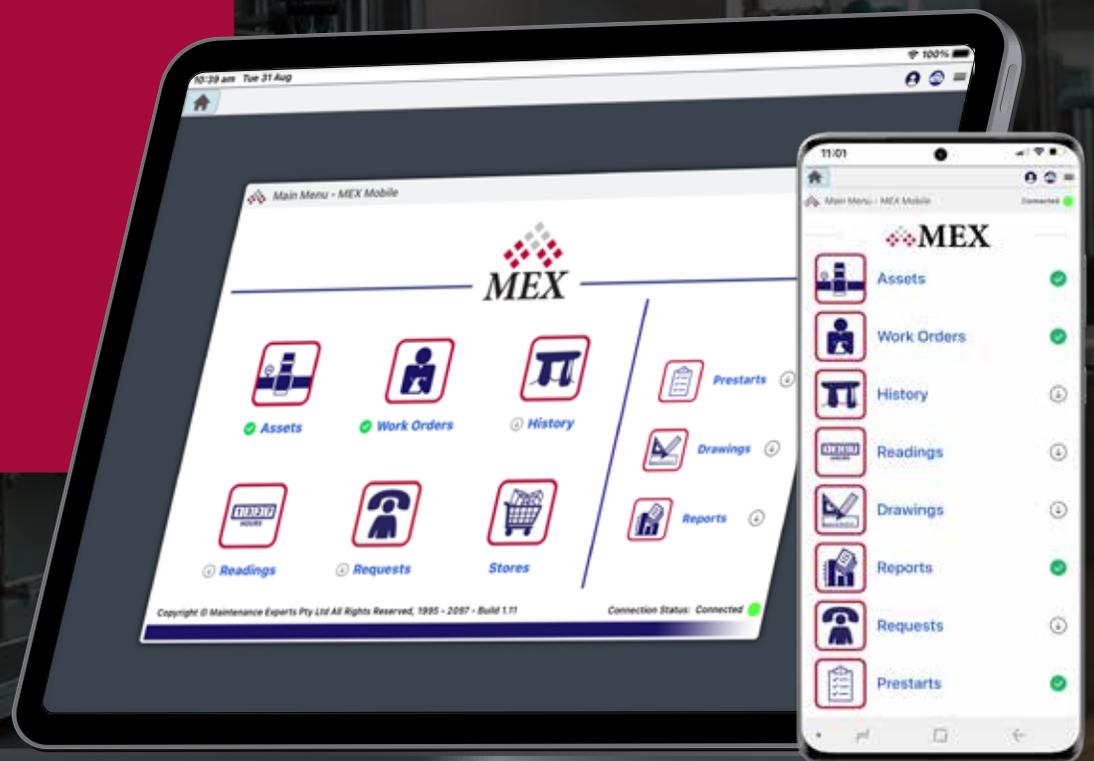
The MEX Dashboard has also been added to MEX Mobile boosting its reporting capabilities. Access all your graphs, gauges, and lists directly from your fingertips.

DOES THE APP HAVE PUSH NOTIFICATIONS?

Notifications will pop up on your device if there are any new orders added or approvals that need your input.

WHAT LANGUAGES ARE AVAILABLE ON THE MEX APP?

- English
- French
- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- German
- Indonesian
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish
- Swedish
- Tamil
- Thai
- Turkish
- Vietnamese



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