# MEX iOS App FAQ

## What steps are there to get MEX iOS app working with my data?

1. Download the MEX iOS app from the app store onto your iPad, iPhone or iPod.
2. Download the MEX Server Install from the MEX User Portal.
3. Run the MEX Server Install on your PC/Server.
4. Enter the internal and external addresses for the database settings into your apple device

## Why can I not see my own data when I first open up MEX iOS app?

The database has been set up for the initial install and is a trial database that Maintenance Experts has placed in the cloud for everyone to see what it does. To see your own data from MEX, you must run the server install to allow the iPad to work with your MEX database.

## Why do I have a server install?

The MEX Server Install is required because MEX uses a SQL server database that needs to connect with the iOS app. In order to establish a connection MEX will utilise IIS (Internet Information Server) on your windows computer.

The MEX iOS app only works with MEX v14.0.3.0. and above you will need to upgrade to this version in order to use the app.

## What is the difference between an Internal and External Server access?

External is when you are using the Internet to communicate to your data outside of your normal network at your company. Internal is using the internal wireless network within your company

## How do I publish the iOS app access to the Internet?

You firstly must have an outward facing static IP address which your ISP would do for you. The IIS (Internet Information Server) must then be configured to allow connection onto the static IP address to your MEX database. The bindings on the "default" web site will need to have this Static IP address.

## Do I keep my database in house or place it on the web?

This is entirely up to you. Your database can be stored anywhere you see fit.

## How much does MEX iOS app cost?

It may cost you nothing to use MEX on the iPad. The iOS app version of MEX is no different to logging into MEX. By logging onto the MEX app it will consume a concurrent user license.

## Are there going to be upgrades for MEX iOS app?

Yes, we will continuously improve on the iOS app and endeavor to incorporate customer suggestions

MEX Makes It Simple