



# MEX Mobile FAQs

## PLATFORMS + DEVICES

### What platforms does MEX Mobile support?

MEX Mobile 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 new App?

You will need to be on at least build 81 of MEX 15. This version was released in October 2020.

Device Operating System Requirements:

 **Windows** Build 17134 or later

 **Android** 4.3 Jelly Bean or later

 **iOS** iOS 11 or later

### How do I download the 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.

Here are some help guides:

- [Google Play Store](#)
- [Apple App Store](#)
- [Microsoft Store](#)

## SYNCING DATA

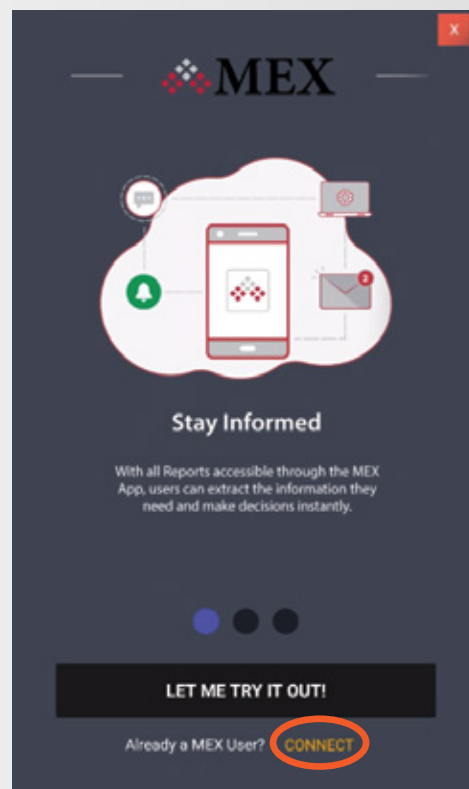
### What happens when I don't have a connection to a network?

You don't need to be on a network in order to get the job done! With a brand-new **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 connect my own database?

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



### How does MEX Mobile Sync my data?

The new MEX Mobile app is primarily offline, this means you will have a local copy of selected data and documents on your device and depending on the sync option you have chosen, 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 and updates the server, any records from the server that have also been updated since your last sync will also be downloaded to the device at this time.

For more information about this process, go to [Understanding MEX Mobile syncing](#).



# MEX Mobile FAQs

## MODULES

### What Modules are available on the app?

Access your Assets, Work Orders and History, enter Readings, view Drawings and other Documents, Run Reports and work with Requests. Prestarts have also been added exclusively on MEX Mobile, allowing users to carry out their checks on site.

If you have also purchased the Stores inventory module of MEX, options like the Catalogue listing, Purchasing, Issues and Goods Receipt, Stores Transfers and Stores Reports are also available on the App.

### What modules work offline?

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



GET IT ON  
Google Play



DOWNLOAD ON THE  
Apple Store



GET IT FROM  
Microsoft

# MEX Mobile FAQs

## 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?

For the first time ever, we have also included God Mode onto the MEX mobile app, allowing administrators to create and edit security groups, set mandatory fields and change labels.

### Can I customise the App?

You sure can, with God Mode an admin user has the ability to 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](mailto:engineering@mex.com.au).

*\*Do note that any other requests for customisations of the new mobile app will be put into a queue as we look to firstly improve the new app that has just been released.*



## BARCODING

### Can Barcodes be scanned via the in-built camera?

Yes, barcoding has been improved with the MEX Mobile app and can be used in more listings than ever before. 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 you can, 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.

## BARCODING HARDWARE



MEX App



Bluetooth Scanner



Label Printer



# MEX Mobile FAQs

## 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 in order 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

