PINNACLE
professional

USER GUIDE
APP UPDATE & INSTALL

19.1

Solera | HOLLANDER INTERNATIONAL

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ANDROID APPLICATIONS ON
19.1

What do you need to know?

To ensure you see no loss of functionality across your Android applications pre or post your version 19.1 installation of Pinnacle we are requiring all yards to make some changes to their currently installed android applications.

This should only take around 5 minutes to do and we advise you complete this before your 19.1 roll-out commences. Hollander Support can advise you on when your roll-out is due to take place to help minimise any disruption.

Steps to be aware of

1 - Switch off Automatic Updates for your android applications as instructed.
2 - Await instructions from Hollander Support. Continue to use your apps with your 18.2 build
3 - Pinnacle is updated from 18.2 to 19.1 - Uninstall your current Inventory Pro Application.
4 - Navigate to the Google Play store install the updated Inventory Pro Application which is compatible with 19.1.
5 - Contact support for any further assistance if required.

* Note after completing step 4 you can if you wish re start automatic updates so any other applications on your device is not prevented from receiving updates.

What applications does this impact?

Inventory Pro, Barcode Pro and Tricoder Pro applications are impacted with this release and will requires a full reinstall once advised by support.

However all applications installed on the device will be impacted as we are asking you to switch of automatic updates for all applications through the Google Play Store for this device.

As a result, for application updates out with the Pinnacle applications these will need to be undertaken manually through the Google Play Application.

HOW TO
SWITCH OFF AUTO UPDATES

WHY

In order to avoid the Google Play store sending an incompatible version of the application prior to your 19.1 Pinnacle Update we require the auto updates settings on your Android device to be turned off.

For yards on Pinnacle 18.2 you need to ensure your updates are switched off until advised by support. If you don't do this there is a significant risk your applications database on each device used could be impacted.

How to turn off auto updates

1 - Open the Google Play Store on your device

2 - Click on the 3 horizontal lines in the top left corner (this is the menu button)
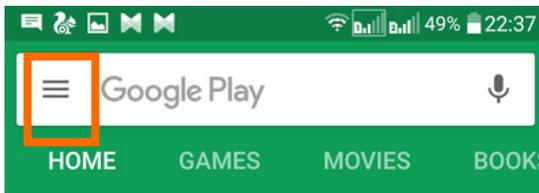
3 - Click Settings

Settings
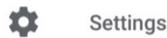
4 - Click on " Auto-update Apps"

Settings

General

Notifications
Manage notification settings

App download preference
Over any network

Auto-update apps
Don't auto-update apps
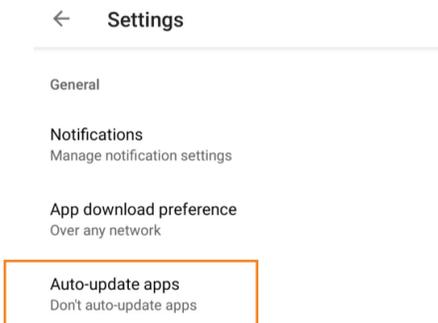
5 - Select "Don't Auto Update apps"
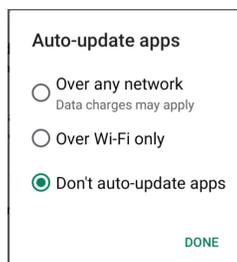
Auto-update apps

○ Over any network
Data charges may apply

○ Over Wi-Fi only

◉ Don't auto-update apps

DONE

WHY

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3.1 How to uninstall an application on a tablet device

1 - Navigate to your application menu. It should look something like this. Click it.

2 - Find the Inventory Pro Application, click and hold until the App starts to "wobble"

3 - Drag and drop the App over the uninstall option displayed at the top left of the screen.

4 - Click uninstall on the dialog box that pops up.
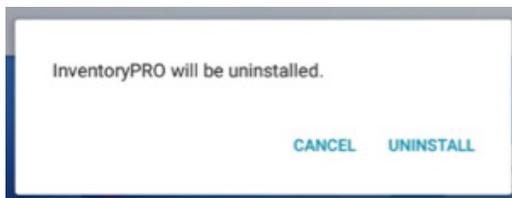
3.1 How to uninstall an application on Cipher RS31 Scanners

1 - Find the relevant application, click and hold until the options to remove and uninstall appear on screen.

2 - Drag and drop the App over the uninstall option displayed at the top right of the screen.

4 - Click "OK" to confirm the uninstall on the dialogue box.

Support

Contact options

Additional Support Options

The Hollander Support team will be available through this process, initially the support team will be in contact you to advise on timelines of your 19.1 deployment. As a result of this the steps detailed earlier in this document should then be followed.

If you have any questions or encounter difficulties with any of the stages outlined please contact our support team directly via the online customer portal or phone - (02) 8090 3741 or alternatively you can email: support@hollanderau.com.

VIDEO - How to install our Apps

As part of the process outlined you will need to install the new version of InventoryPro that is compatible with Pinnacle version 19.1.

We have included a how to video you can watch here that explains the process.