



Resetting an Android-Based Handheld



Sometimes a handheld will freeze and not allow access to the WTS application. If *all other means* of resetting the device has failed a full reset may be needed. Three steps are needed – 1) Copy the database file off of the handheld, 2) delete the SQBX folder, and 3) clear the WTS app data.

Copying the Handheld Database File

This file will be used to import data into WTS thereby preventing handheld data loss.

* **Note:** The principles are the same but some of the screenshots and steps may vary.

1. From the home screen, select the Apps button.
2. Locate 'File Browser' and select.
3. Select the 'Two Arrows' icon to navigate to the root directory.



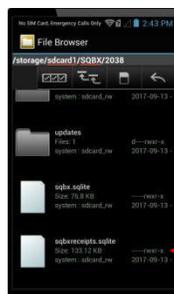
4. Locate the 'Storage' folder and open.
5. Two folders called 'sdcard0' and 'sdcard1' should appear.
6. Open 'sdcard0' and locates the 'SQBX' folder. If no 'SQBX' folder is present, back up and open 'sdcard1' folder.



7. Open the numbered folder and

8. Find the file called 'sqbxreceipts.sqlite'. Copy this file off of the handheld. This file contains the data from the WTS app.

9. You may have to change the view to 'List View' to observe the file names correctly.

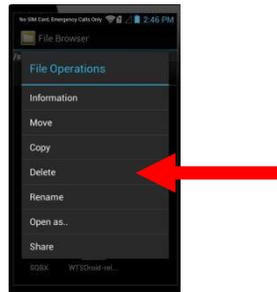




Deleting the SQBX Folder

This removes all instances of WTS data from the handheld

1. Navigate back up until you reach the directory containing the 'SQBX' folder.
2. Long-press the 'SQBX' folder and select 'Delete'. Select 'Yes' to confirm delete.





Clearing the WTS app data

This clears any data related to accessing the WTS app

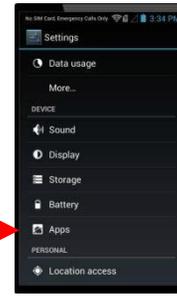
1. From the home screen, select the Apps button.



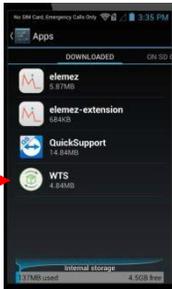
1. Locate 'Settings' and select.



2. Scroll down, locate 'Apps' and select.



3. Locate the 'WTS' app and select.



4. Locate the 'Clear data' button and select.

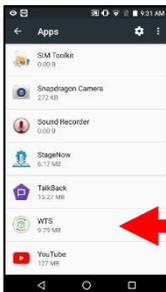


5. Select 'Ok' to confirm data delete.

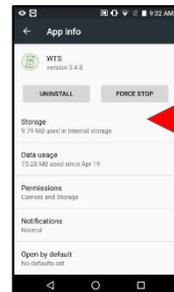


For Newer Android Devices (TC51 / TC56)

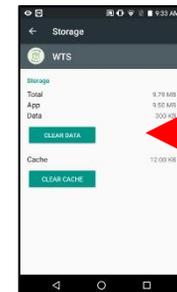
3. Locate the 'WTS' app and select.



4. Locate 'Storage' and select.

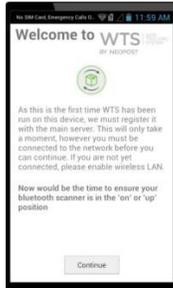


5. Select 'Clear Data' and select 'Ok' to confirm data delete.





4. The handheld has now been fully reset and is ready for site registration.



5. Find the install code from within WTS and enter this on the handheld.



6. Select 'Register', enter user credentials. Once the handheld has successfully synced, it is ready for use.

