



MOBILE APPLICATIONS FREQUENTLY ASKED QUESTIONS

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VR MILEAGE TRACKER VR ATHLETE TRACKER VR HEALTH DIARY

Q: *For VR Mileage Tracker, how do I get the application to remember my last odometer reading?*

A: You need to press the “Fill” button next to the Odo start field on a new entry. It does not populate automatically. This pulls the last odometer end entry for the same vehicle you selected.

Q: *For VR Mileage Tracker, how do I export and email mileage information?*

A: Click the Options button (should be the middle button on your phone) to bring up the **Export** button. Click the **Export** button and enter a date from and date thru. Click the **Send Email** button to email the information.

NOTE: *Once you email the file, the app saves the file to your SD card under VR Mileage Tracker. You can then browse to it with a file explorer. The default location for the file is /sdcard/MileageTracker/MileageTrackerData.csv. Once you copy this file to your computer, you should be able to open it with Excel (PC) or Numbers (Mac) to view the data.*

Q: *For all the apps, how do I update the application?*

A: Open the Market. Click Menu and press downloads. This will bring up all the installed apps and if there are any needed updates for this app, it will tell you on that screen.

Q: The application seems to be stuck and trying to download but unsuccessfully. How do I cancel the download, so I can try again?

A: Open the Market. Press the Settings button and click Downloads. You should see your pending downloads at the top. Cancel any outstanding downloads for the app. Navigate to the app link in the Market (it should say “Purchased”). Try installing again.

Q: I don't see the app in the Market to purchase it. I've searched for the app and can't find it.

A: This may be due to your having a “small screen” phone. We have adjusted our app and added an additional property so that the app is visible to phones of all screen sizes. If you run into this problem, please contact us at support@visualrecords.com.

Q: My phone was updated with the latest Android OS. The VR icon has changed to a generic Android one and I cannot open it anymore. I tried to uninstall it and reinstall it, but each time I power off my phone, it doesn't work anymore. What can I do?

A: The problem seems to be with copy protected apps. Some phones may have a broken mechanism for managing these in their latest update. You can try to toggle copy protection off in the marketplace and it will work fine after a reinstall of the app.

If that does not work, here are some other things you can try:

Try doing a hard reset:

1. Hold Home Button and press power (continue to hold until you see the triangle with an asterisk like in step 2)
2. Screen will show an Android with a triangle with asterisk.
3. Let Go of Home Button and Power.
4. Select “reboot phone.”
5. Allow the reboot process to complete until phone completely powers up.

Move app from private folder:

1. See if our app stores itself at /data/app-private instead of /data/app.
2. Uninstall our app. Restart, then reinstall from scratch.
3. At that point, use Titanium to backup both apps, and uninstall again.
4. Then pull the .apk files from the Titanium backups and install with adb install (which installs to /data/app).