



Using FSM Mobile Offline

The **Offline Mode** of the Zoho FSM Mobile app enables you to access the data in your mobile app even when the internet connectivity is poor or non-existent. The offline mode of the Zoho FSM mobile app will come into effect when the offline mode is [enabled](#) and there is no internet connectivity. The offline mode is supported in the following versions of the mobile app:

- Android app (Version 1.6.0 and above)
- iOS app (Version 1.2.66 and above)

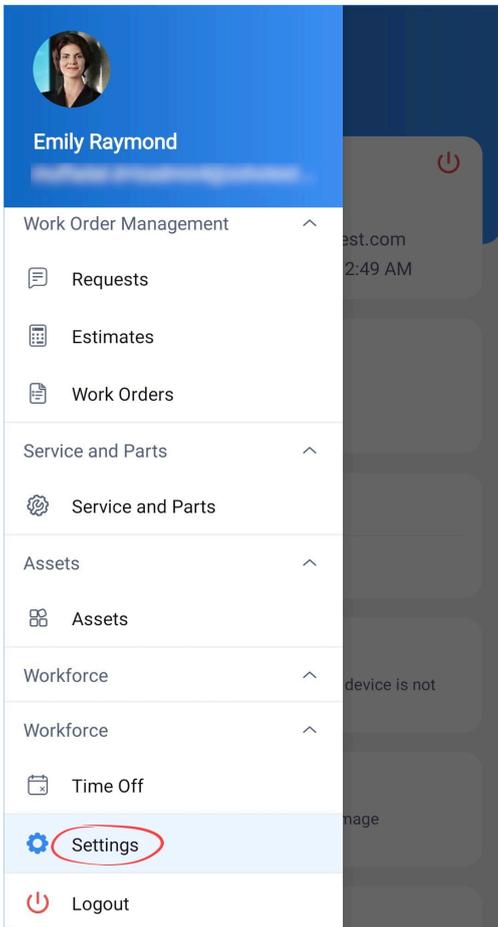
When the offline mode is enabled, the following takes place:

- Details of the latest (by **Created Time**) 200 service appointments will be cached to be made available offline. Related details of these service appointments like Service Reports, Time Sheets, Trips, Notes, and Work Orders will also be cached to be made available offline.
- This automatic caching of the mobile app data will be scheduled for 8 am daily.

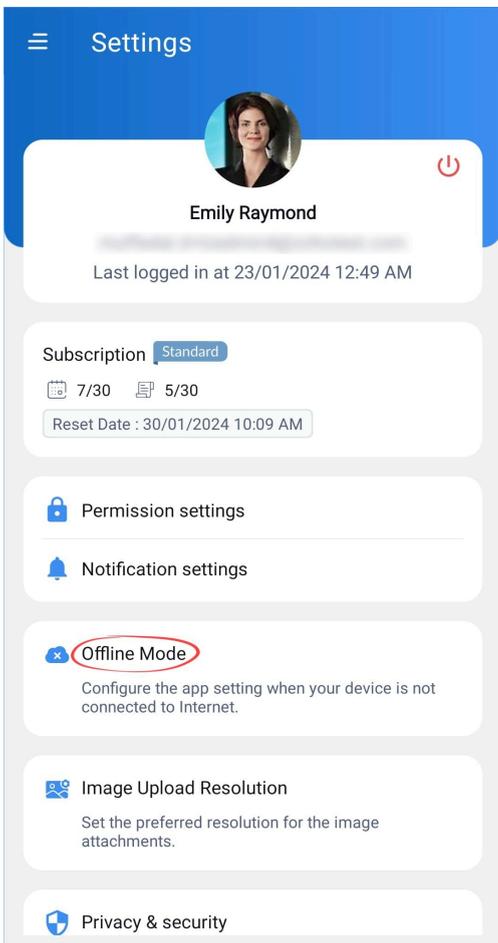
Enabling the Offline Mode

In the iOS app, by default offline data will be automatically cached at 8 am daily. However, in the Android app, to enable the offline mode, do the following:

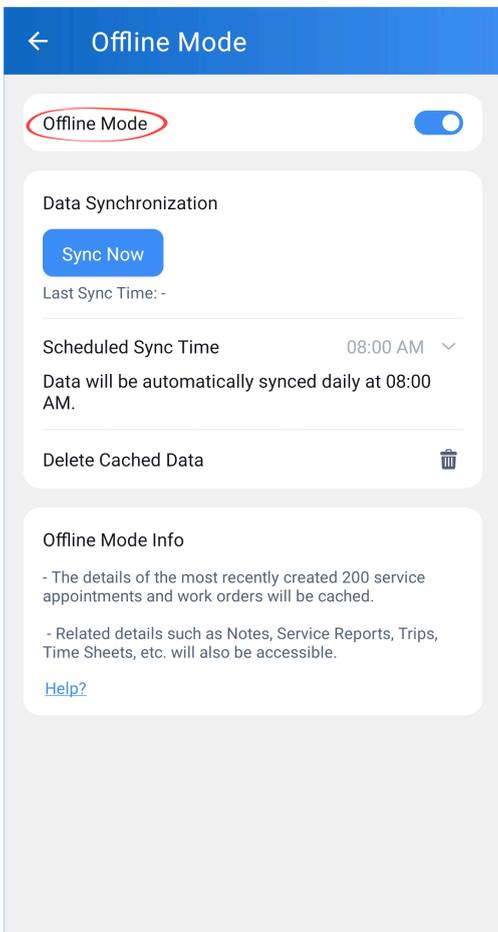
1. Log in to the Zoho FSM mobile app.
2. Click **Settings** in the left menu.



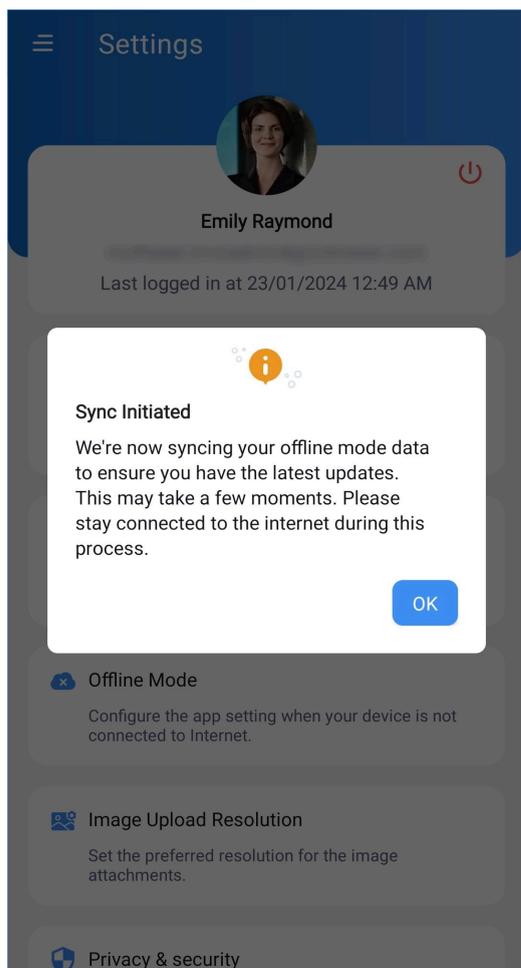
3. Click **Offline Mode**.



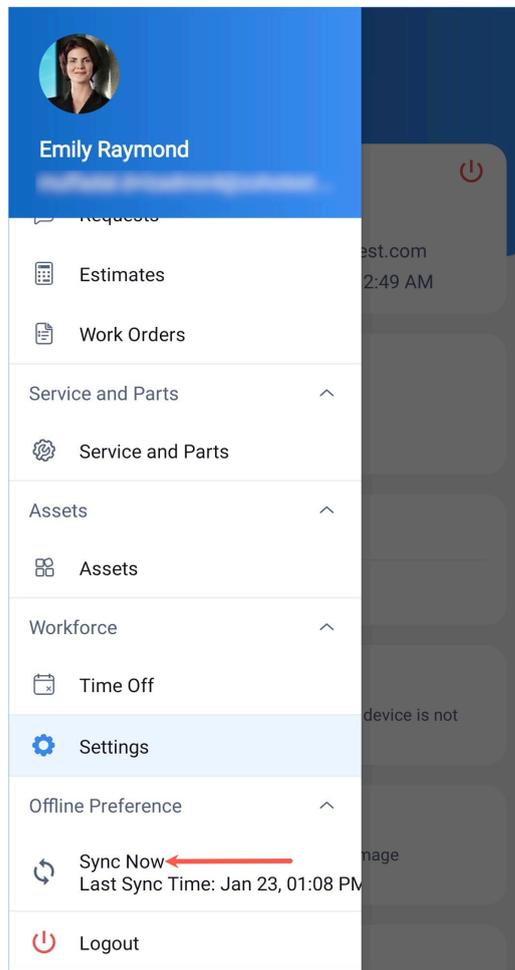
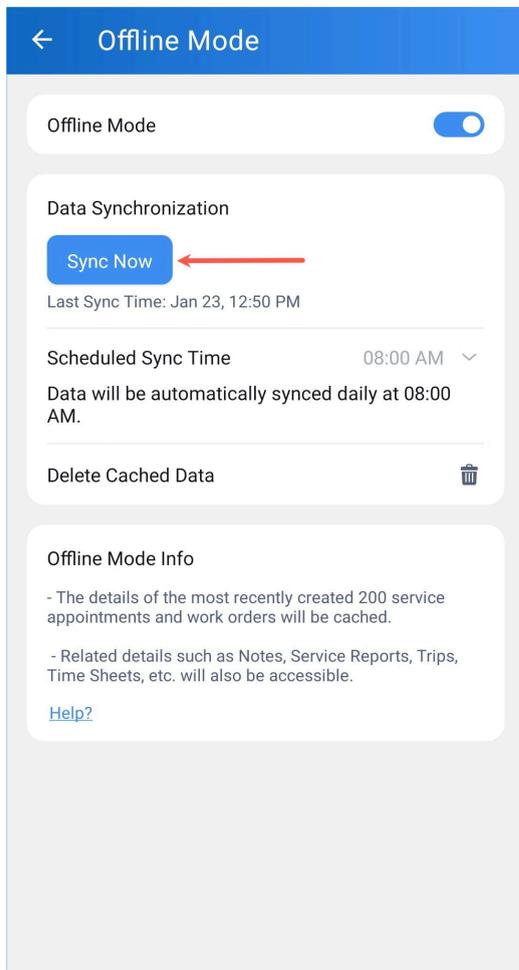
4. Enable **Offline Mode**.



Once the offline mode is enabled, the data for the offline mode will be fetched and stored in the device's internal storage.



You can also manually perform the caching of offline data using the **Sync Now** option. The **Sync Now** option will be available in the left menu only if the **Offline Mode** has been enabled.



Automatic Data Synchronization

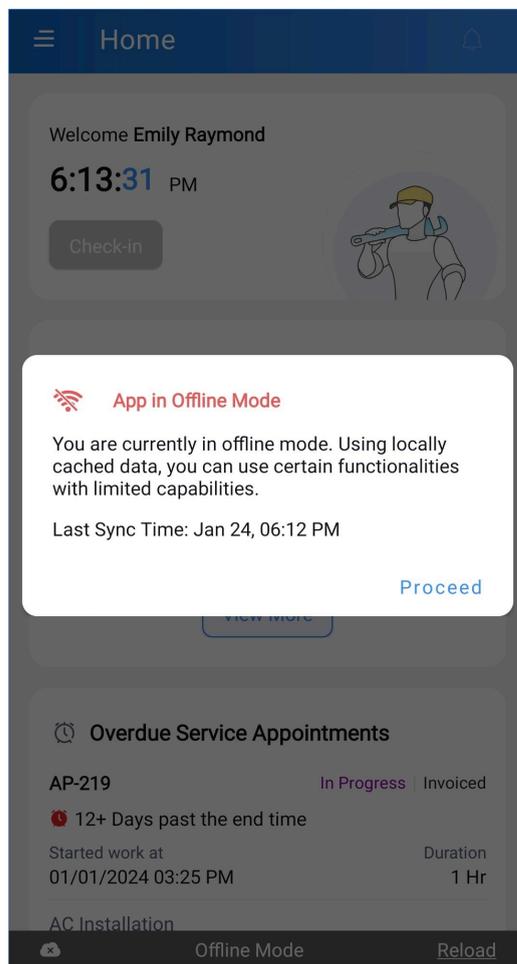
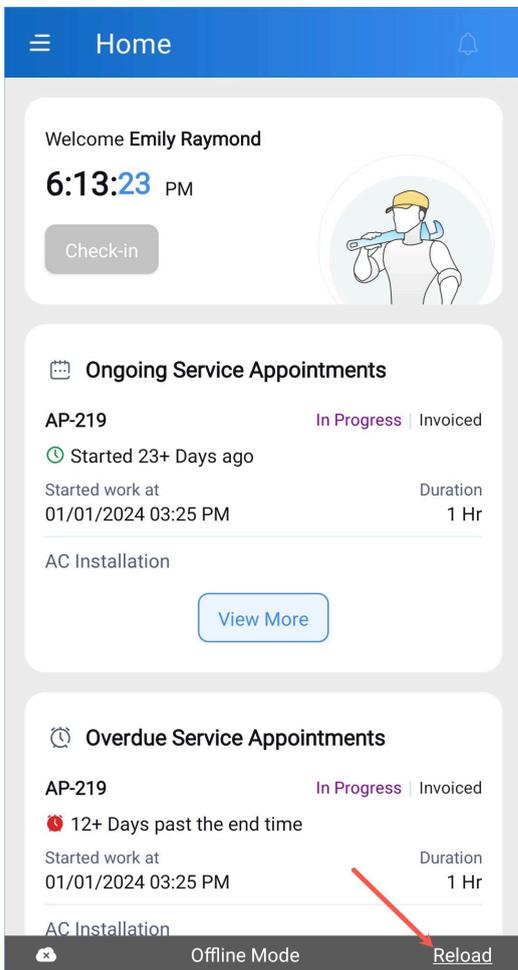
When the offline mode is enabled, automatic caching of data will be scheduled for 8 am daily. This scheduled data caching will not be executed in the following scenarios:

- The user has logged out of the mobile app
- The user hasn't used the mobile app for three days continuously
- There is no internet connectivity
- Any settings (e.g. battery optimization) in the phone that restricts such activity

i The offline data will be lost when the user logs out of the mobile app.

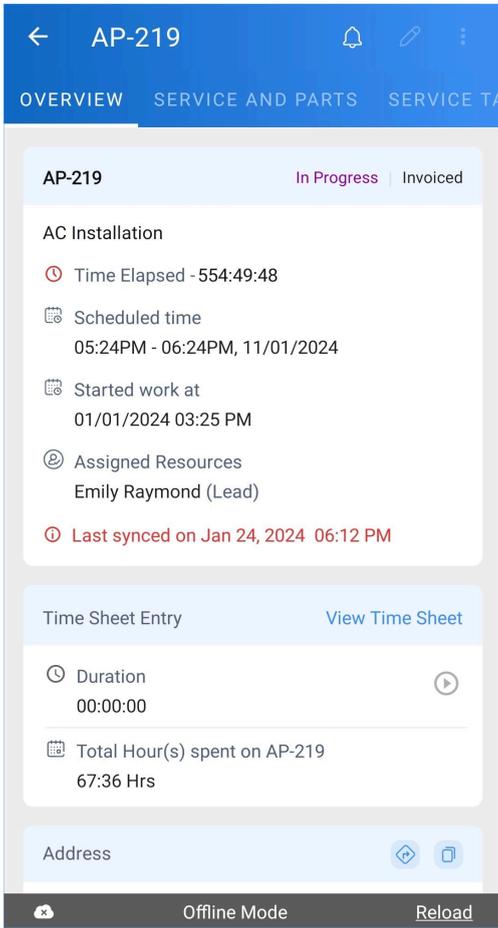
Using the Offline Mode

When internet connectivity is not available, the offline mode will come into effect. To access the cached data for offline use, simply tap on the **Reload** option located at the bottom of the screen. Click **Proceed** in the confirmation message.



In the offline mode, users will be able to view the details of the appointments in READ-ONLY mode.

- Details of the latest (by **Created Time**) 200 service appointments will be available offline. Related details of these service appointments like Service Reports, Time Sheets, Trips, Notes, and Work Orders will also be available offline.



The offline mode will offer functionalities in a diminished capacity. No editing of data will be allowed. Refer the table below for the details:

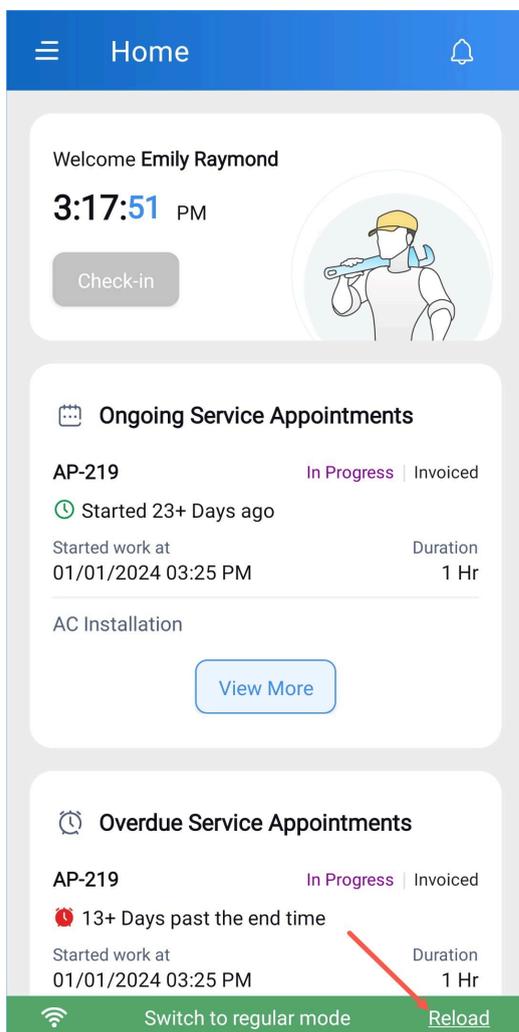
Feature	Availability	
	Android	iOS
Check-In or Check-Out	Not supported	
Notifications	Not supported	
Search	Not supported	
Logout	Not supported	Allowed
Service Appointments		
Status Updates	Not supported	
Service And Parts tab	Read-only	
Service Tasks tab	Read-only	
Time Sheets tab	Read-only	
Service Reports tab	Read-only	Read-only

Trips tab	Read-only	
Notes tab Attachments can be viewed if already viewed in normal mode	Read-only	
Map View	Not supported	
Navigation to details page of lookup fields	Only Work Order Details can be viewed	
Edit, and other record actions in <i>Details</i> page	Not supported	
Filter, and Sort in List View	Not supported	Filter Not supported Sort supported
Standard List Views	Limited Views	
Work Orders		
Status Updates	Not supported	
Service Tasks tab	Read-only	
Service And Parts tab	Read-only	
Service Appointments tab	Read-only	
Notes tab Attachments can be viewed if already viewed in normal mode	Read-only	
Invoices	Not supported	
Related List	Read-only Skills, Follow Up Work Orders and Estimates for which Appointments have been created	Read-only Skills, Only Follow Up Work Orders (for which Appointments have been created)
Navigation to details page of lookup fields	Not supported	
Edit, and other record actions in <i>Details</i> page	Not supported	
Filter, and Sort in List View	Non supported	Filter Not supported Sort supported
Standard List Views	Only All Work Orders	
Menu Items		
Customers	Not supported	

Services and Parts	Not supported	
Assets	Not supported	
Time Off	Not supported	
Profile	Not supported	Details under the Personal tab can be viewed

Syncing Data

After using the app in offline mode, when you go online, you need to synchronize your app data to fetch the latest data. To do so, click **Reload**.

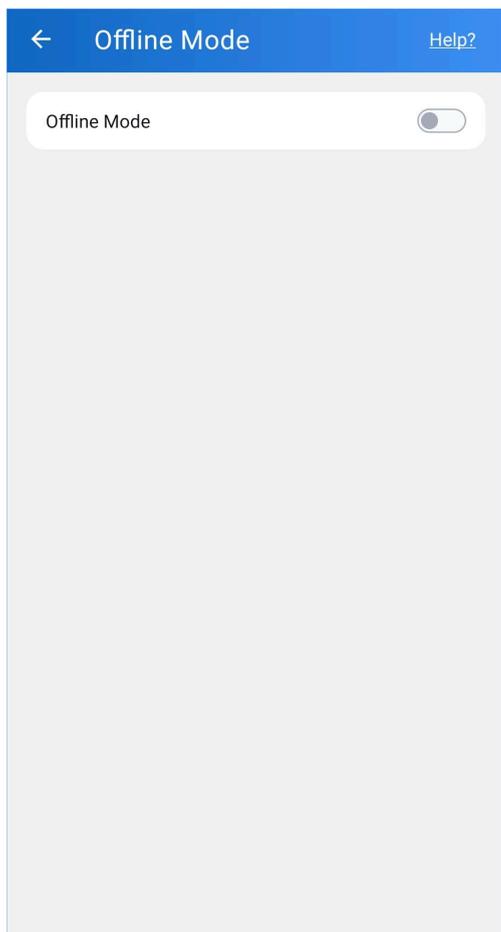


Disable Offline

To disable the offline mobile, do the following:

1. Click **Settings** in the left menu.
2. Click **Offline Mode**.

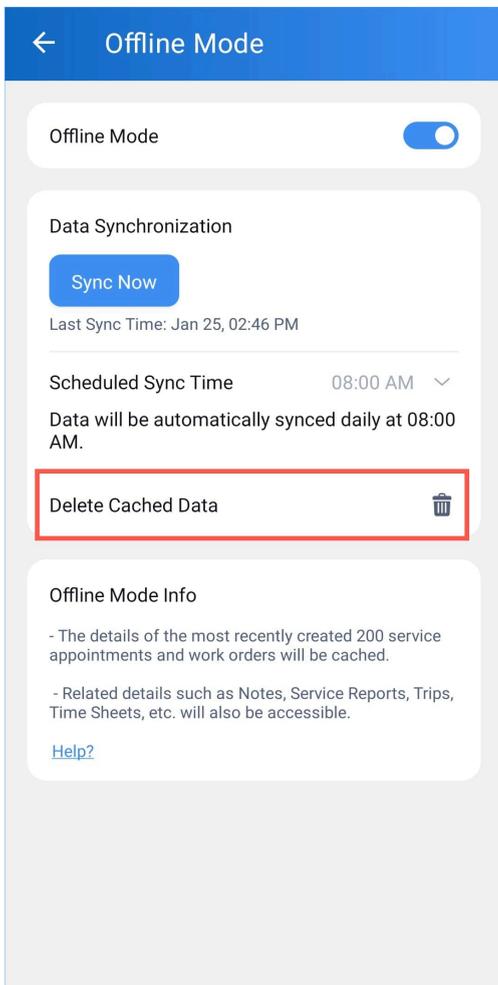
3. Turn off **Offline Mode**.



Remove Offline Data

To remove offline data stored locally, do the following:

1. Click **Settings** in the left menu.
2. Click **Offline Mode**.
3. Click **Delete Cached Data**.



4. Click **Delete** in the confirmation message.

