SmartUse

Offline Mode

Offline Legend

⭘ In progress   ✅ Completed   ⏸ Waiting (some documents are still being processed)   ⚠ Failed
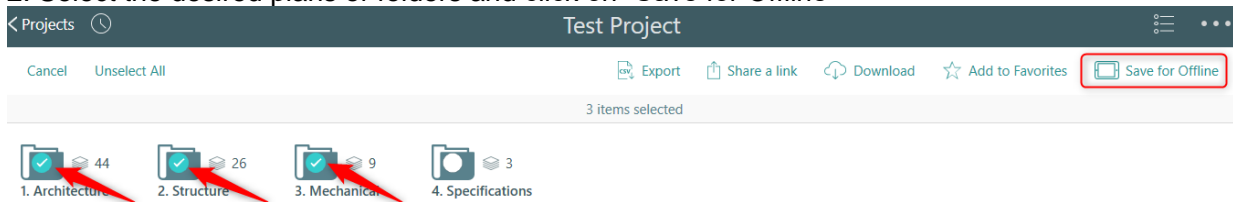
Steps to download documents in offline mode

Here are the quick steps to work on plans offline from the **SmartUse Application**:
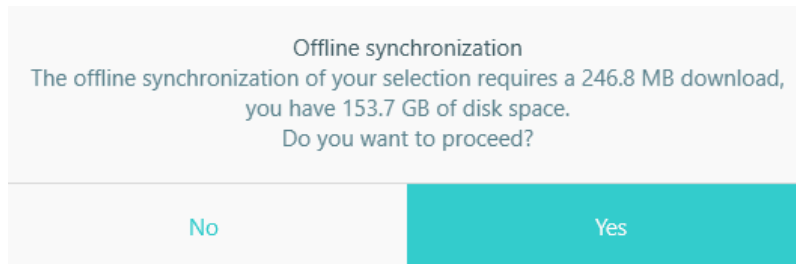
1. Click on the checkmark in the top left-hand corner

2. Select the desired plans or folders and click on "Save for Offline"

3. SmartUse will tell you how much space is required before the download, to confirm click "Yes"

Offline synchronization
The offline synchronization of your selection requires a 246.8 MB download, you have 153.7 GB of disk space.
Do you want to proceed?

No	Yes

4. You will then see this message appear stating that the download is being prepared and will be brought to the download screen

Preparing offline synchronization.

5. The next screen will show you the progress of the documents that are being downloaded in offline mode, it is important to wait until all items have finished downloading. During the offline synchronization, you can continue to use the application but always keep it open.
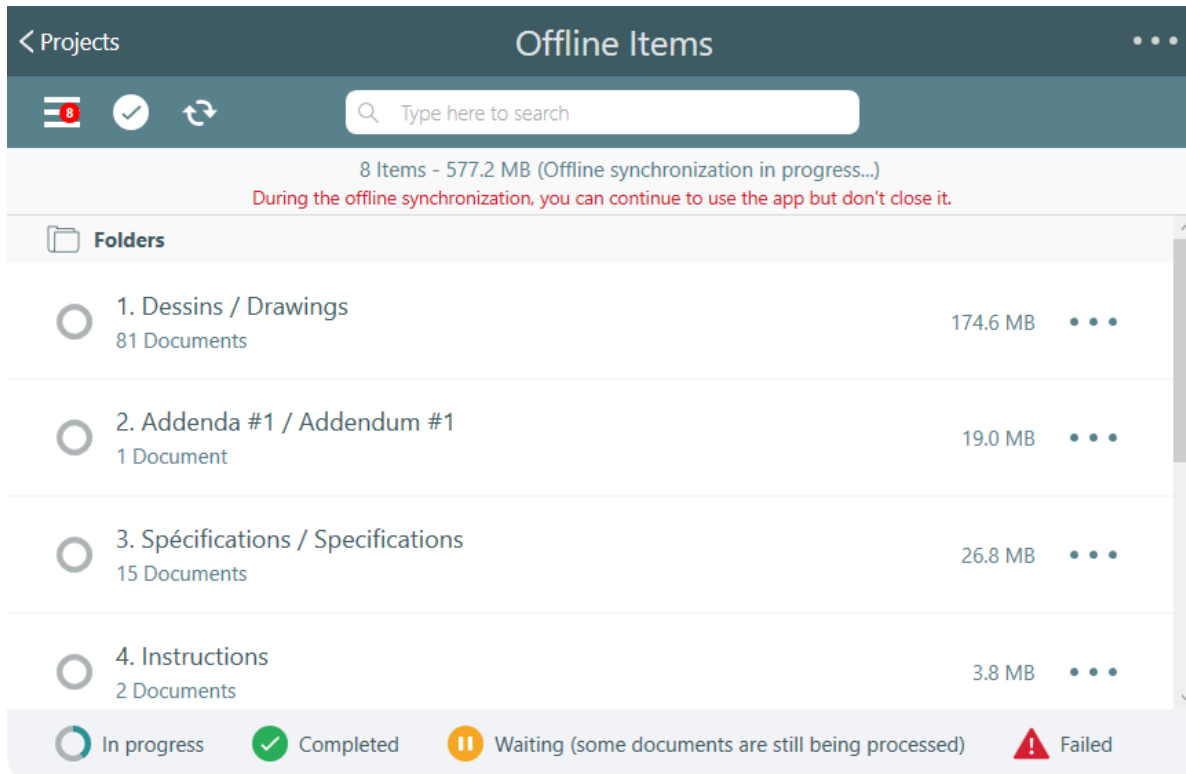
6. All documents are offline once the green checkmark appears next to the folder or documents, the Wi-Fi connection can then be disconnected

When is the synchronization run?

1. When the application is reopened after it was closed

2. When the application is reopened after it was minimized

3. After 15 minutes if the application remains open

4. When connected to Wi-Fi, when browsing a folder after an interval of 2-3 minutes

## Tips for downloading documents in offline mode

- It is recommended that all downloads been done while connected to Wi-Fi, certain cellular connections like 3G and LTE may not be strong enough

- The app needs to remain open during the download, if the app is closed or minimized this will affect the synchronization and, in some cases, will stop the download

- On iOS: Downloading will stop if the tablet goes to sleep (black screen). To prevent this, it is recommended to turn off the Auto-Lock during the download. To do so, go to **Settings > Display and Brightness> Auto Lock > Never**
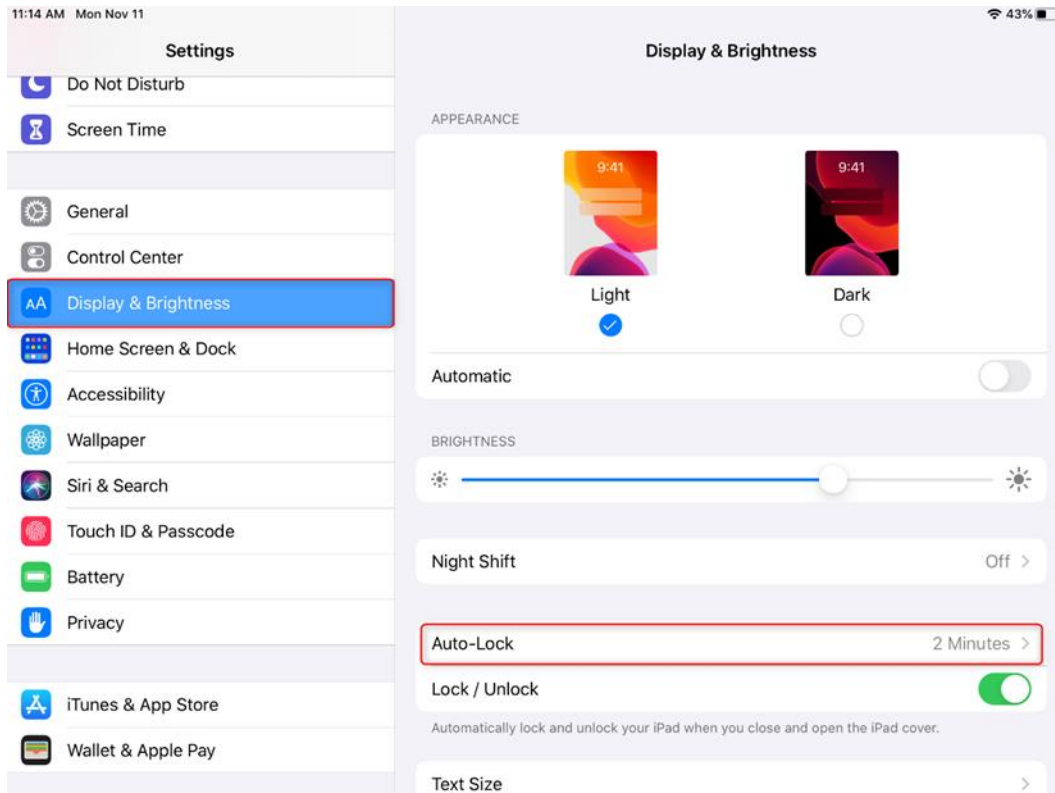
How to view the documents that are saved for offline

1. To view your offline items, click on the menu (1) and then offline items (2). Any items previously put offline will appear.
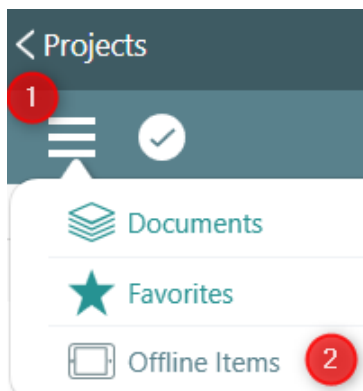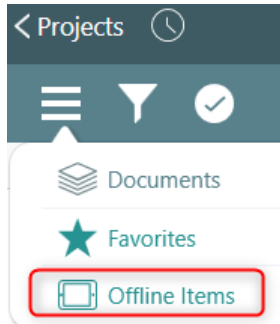

2. Please note that as soon as the device connects to Wifi, the plans will sync automatically and will reflect any changes or annotations.
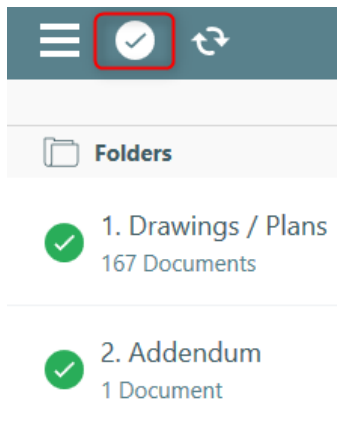
3. Any new revisions/documents already offline will automatically be put up to date
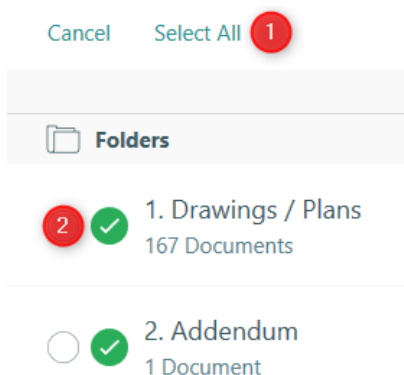
How to remove items from offline

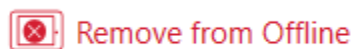1. From within your project, click the 3 lines menu on the left and select **Offline Items**

2. Click on the check mark to open a box to select which items you want to remove from offline

3. You can choose to **Select All** (1) or select individual documents one by one (2)

4. Once you have selected the desired documents click **Remove from offline**

Troubleshooting

Lost internet connection during the download

If the download is not completed and the internet connection is cut off, upon the next connection to SmartUse, the download will resume from where it was before the disconnect. To view the progress, use the 3 lines menu in the top left and click on offline items. The progress will be indicated above the message in red. During the offline synchronization, you can continue to use the app but don't close it.
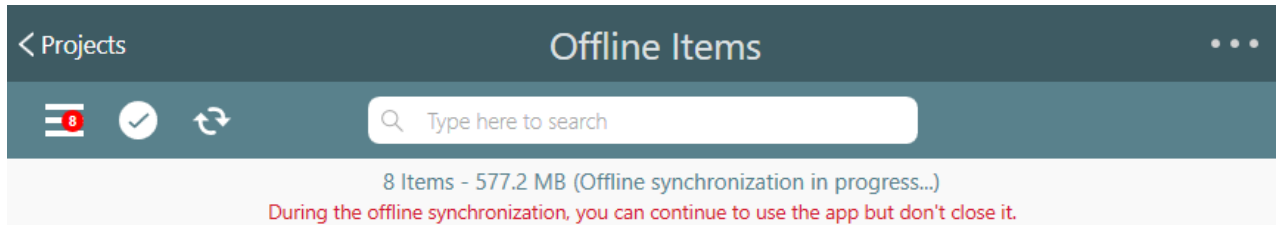
A red exclamation mark appears beside a folder or document in offline items

The red exclamation mark indicates that the documents are not ready to download. There is nothing to do but wait and as soon as the documents are ready to be synchronized offline, they will do so during the next sync.