

**Important Information for Mobile Workers using Motorola ES400 Devices with InfoSoft NI Apps**

**STATUS BAR – MOBILE INTERNET CONNECTION**




In the top status bar the mobile internet connection and signal is shown. It needs to show one of the following icons: “G”, “E”, “H”, “3G”


If neither of these icons is shown then your device has **NO** internet connection and your ISNI provided mobile App will be working in an OFFLINE mode.

**MOBILE INTERNET CONNECTION TURNED OFF**

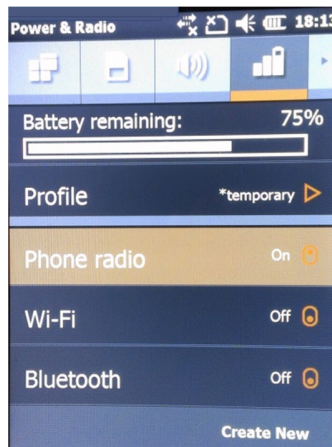
Most common issue with the ISNI provided mobile App is usually an internet connection issue.

These Icons in the top status bar mean you have no Internet connection: 

If your status bar is **NOT** showing either of the following icons: “G”, “E”, “H”, “3G” – check if the internet connection on your device is not turned OFF.

Press RED telephone button, click the Status bar on top of the screen and then click this icon: 

**Power & Radio Screen will be shown as per below**



Ensure that Phone Radio is ON (as shown above) – to change Phone Radio simply click it.

Please note if the device battery is running very low the device will turn the Phone Radio OFF itself and it won't turn it back on after charging – you will have to do this yourself.

In case your application uses mobile printers also ensure that Bluetooth is always ON.