



Android Tips and Tricks

General

- When charging at night, turn the phone off. To turn off the phone press and hold the power button until you get a pop up box asking to turn off or stating that the device is powering off.
 - If you are on call and/or forgot to turn phone off, power off then power back on in the morning, this will clear used memory.
- Issues with sync:
 - PointCare uses the cell phone line to sync, if you are in a low/no signal area you will need to wait until you see you have signal in the top right hand corner.
 - Test to see if you can make an outgoing call, if not contact your office as your line has been disconnected.
 - Go to the internet browser on your device and try to go to any website that you wouldn't normally go to such as www.aa.com (American Airlines), this will test to see if you have a connection if you do try to sync again if not contact your office.
- Every Monday do your PointCare Selective Refresh >> Once in PointCare >> touch Menu >> Maintenance >> Communications >> Selective Refresh >> touch on Select All and get the Green Check mark >> touch on Select button. Once Refresh is complete and you get a Green success >> touch Close >> touch on Back button until you get to your Visit Dates Screen
- Nurses – Every 3rd Wednesday you need to do a FDB Update Refresh >> Once in PointCare >> touch Menu >> Maintenance >> Communications >> touch FDB Update >> touch Update FDB >> once updates have been downloaded and install successfully >> touch on Dismiss >> touch on Back button until you get to your Visit Dates Screen
- RSL users Selective Refresh should be done every Monday >> Once in RSL >> touch Menu >> Maintenance >> Communications >> Selective Refresh >> touch on Select All and get the Green Check mark >> touch on Select button. Once Refresh is complete and you get a Green success >> touch Close >> touch on Back button until you get to your
- Every 90 days you will be forced to change your e-mail password. This is the password that you use to get onto SunPortal. You must first change it in SunPortal then it must be updated on the device. Instruction guides can be found on SunDial >> SolAmor Hospice >> HCHB Android or contact your site Super User.
- If PointCare is having issues (other than sync and you can get it open) go to Menu >> Maintenance >> Diagnostics >> Upload Log File >> Enter briefly the error that is occurring in the white text box >> then tap Upload button (it will seem like it is not doing anything just wait >> Once file is uploaded it will bring you back to the Maintenance Screen with a message “Log file upload Successful”. Then e-mail

HCHBSupport@sunh.com telling us the log file has been uploaded with a description of what the issue is along with your PCD phone number and a secondary contact number.

Verizon Razr Maxx

- If device freezes up a soft reset can be done by **pressing** and **holding** on the **Volume Down Key** then press and hold on the **Power Key** until the device powers off then release
- To capture your phone's screen image, **press** and **hold** both the **Power key** and **down volume key** for **three seconds**, or until you hear the camera shutter click.
 - You can then attach the picture to a e-mail for our review
 - Create new e-mail
 - Send to HCHBSupport@sunh.com
 - Touch Menu
 - Choose Attach File
 - Choose My Gallery
 - Scroll and touch on the picture to send
 - The screen shot will attach to the e-mail
 - Give description on the error
 - Touch Send

Sprint HTC EVO 4G LTE

- If device freezes up a soft reset can be done by **pressing** and **holding** on the **Power Key** for 10 seconds. The three keys at the bottom of the device will blink when it is close to restarting.
- To capture your phone's screen image, **press** and **hold** the **Power key** and **press and release the home button**, you will see the screen flash and a pop up saying "screen shot saved to Camera Shots".
 - You can then attach the picture to a e-mail for our review
 - Create new e-mail
 - Send to HCHBSupport@sunh.com
 - Choose Attach File
 - Choose Picture
 - Choose My Gallery
 - Choose Camera shots
 - Scroll and touch on the picture to send
 - The screen shot will attach to the e-mail
 - Give description on the error
 - Touch Send

If you have any problems please contact your Super User or 1-800-MIS-SUN1 choose the option for HCHB Support or e-mail HCHBSupport@sunh.com.