

FinishLine is a very straight forward App and you will rarely experience any issues but here are some things to try for various issues that we occasionally encounter.

I am experiencing some weirdness, in FinishLine, on my tablet...

There is an old joke. A chemical, electrical and computer engineer are driving down the highway and the car suddenly quits working. The chemical engineer says, “I bet we have some bad gas”. The electrical engineer says, “I bet we have a short somewhere”. The computer engineer says, “Let’s just get out of the car, wait 20 seconds, and get back in and I bet it will work fine”. *(insert laughter)*

1. Sync First and then Remove from memory unneeded apps - If whatever is going on is stopping you from syncing, no worries, the items you collected and saved, won’t be lost.

Tablets operate in a mode where you open one program and then open another and another and another and before you know it you can literally have dozens or scores of apps running. Removing the unneeded apps from memory will likely free up resources for FinishLine. Each tablet has a different technique for removing apps form memory. On the iPad, you click the Home button (the big one on the front) and then slide the unwanted apps off the screen. On Android, you go into the Manage Applications App and touch an application in the list and choose Force Stop. Figure out how to do this on your device.

2. Sync First and then Turn off your tablet, wait 20 seconds and start it up again. If whatever is going on is stopping you from syncing, no worries, the items you collected and saved, won’t be lost. This will re-arrange the memory of the computer and likely your weirdness will probably be gone.
3. A combination of 1 above and then 2.

We encourage our customers to see their Tablets running FinishLine as a work tool and use only those apps that are absolutely needed. Angry Birds, Fruit Ninja, iTunes, Netflix and your Facebook news feed probably don’t belong on the job site.

I can’t log in...

There are several conditions that will make logging in, appear, to not be working.

1. Check with your FinishLine administrator that your permissions are set properly, and you have the right User Name and User Password. For example, you could have an account that doesn’t allow you to log into a tablet, only the online portal. Your FinishLine administrator can check this out and adjust your permission.

2. When installing the App on a tablet the first prompt is for Project Name and Project Password. Putting in a user name and user password at this point will not work. If you don't know the Project Name and Project Password please talk to your local FinishLine administrator. After you have successfully connected to your project database with the correct Project Name and Project Password, you will be prompted for your User Name and User Password.
3. User Names and User Passwords are case sensitive. Some tablets will try to "AutoCorrect" the User Name entry and, for example, capitalize the first letter of your User Name or User Password. Also, names like rob can be auto-corrected to Rob or other names "auto-corrected" to all manner of permutations. Most tablets show the password entry for a moment and then "hide" the entry with a dot or asterisk so if you look closely you can see what characters are being entered.
4. If your user account was just created, it won't work on the tablet until the tablet is synced. If your User Name and User Password don't work, try hitting "Refresh User List" to download just the new valid user names and passwords.
5. The Tablet could be configured and connected to an old project or demonstration database. If this is the case, you will have to Add Project and go through the steps in item 1 of this Login Troubleshooting section.

See above "I am experiencing some weirdness, in FinishLine, on my tablet..."

I get an error when I sync...

This is almost always a network communications issue. **IMPORTANT:** Just because you have 5 bars, doesn't mean you have a solid connection to the Internet. It only means that you have a solid connection to your point of connection. A wireless Access Point or Cell tower, for example. What is happening between your point of connection and the Internet is a completely different matter.

1. If you are connecting via Cellular (3G, LG, LTE etc.), try a Wi-Fi connection. The cellular network is great technology, but everyone has experienced a "dropped call". When you are communicating via Cellular, on your tablet, a "dropped call" results in a communications error. Try Wi-Fi.
2. Insure that your Wi-Fi is connected. Send and Receive email or go to a website to insure you are connected. Please see "IMPORTANT" above.
 - a. If you can't get to a website, check to see that your Wi-Fi is turned on and/or you are not in airplane mode.
3. If you have difficulty syncing over Wi-Fi, try a different Wi-Fi connection. Try at Home, or a coffee shop, or at McDonalds. The Wi-Fi connection you are on may be overloaded. If there are 20 users in a Job Site trailer, all trying to connect to a single access point, there could be 60+ connections when you count everyone's laptop, tablet, phone, wireless printers, etc. etc.

Wireless is a shared environment so a 100mb wireless Access Point is a 100mb connection for 1 user. But only 50mb connection for 2 users, 25mb for 4 users, etc. etc. In the above example, 60 users would each only get 1.6mb. FYI: These measurements are bits per second. There are 8 bits in 1 byte. So, a 1 MB (million byte) files is actually 8 million bits going over your squeezed down connection. The point is try a different Wi-Fi connection if one doesn't work.

4. See above **“I am experiencing some weirdness, in FinishLine, on my tablet...”**

I've tried almost everything...

An out of date FinishLine app or Device Operating system, will sometimes cause problems with FinishLine. We encourage you to keep your system up to date.

1. Sync your FinishLine if you can. Updates can cause stability issues and there is the possibility that your inspection data, not synced, could be lost.
2. If you can't sync, try to send us your database. Please email us at support@punchlist.net if you are going to send your database to us. Then select Menu / Settings / Support Tab / **“Send data”** button.
3. Update FinishLine – Go to the Apple App Store or Google Play Store and search for an update.
4. Check your device manufacturer for an update to the Tablet. Apple and Android devices typically will signal you that there is a system upgrade. An iPad for example will show a number by the Setting Icon on the desktop, indicating the number of updates for your system.

I've tried everything, and nothing is working...

Very rarely a FinishLine installation on a tablet stops working properly. It may be necessary uninstall and reinstall FinishLine.

1. If you can't sync, try to send us your database. Please email us at support@punchlist.net if you are going to send your database to us. Then select Menu / Settings / Support Tab / **“Send data”** button.
2. Delete the FinishLine App from your device. Each device has a slightly different procedure to do this.
3. Reinstall FinishLine:
 - a. Connect to your project with the Project Name and Project Password
 - b. Login in with your User Name and User Password
 - c. Sync

Where can I find additional instructional information?

[Reports Tutorial](#)

[User Resources – Document Links](#)

[Admin Resources – Document Links](#)