



WASP PROTECT

Portal > Knowledgebase > FAQs > Wasp-branded Android mobile devices: clearing app cache

Wasp-branded Android mobile devices: clearing app cache

Scott Kircher - 2019-04-15 - in FAQs

Android mobile devices may need to have their app cache cleared after software updates to AssetCloud and InventoryCloud.

First do a full sync, then log out of the app. Then follow the procedure below that matches your device. Other non-Wasp Android devices may have similar procedures.

DR3, DR4:

1. At the home icons screen, tap the circle/multidots icon.
2. Open Settings.
3. Apps.
4. Tap the app.
5. Storage.
6. Clear cache.
7. If the problem persists, this is also where you can Clear data. You can also go back one screen to Force stop or Uninstall the app completely.

DR2:

1. At the home icons screen, press the Menu button (3rd physical button).
2. Manage Apps.
3. Tap the app.
4. Clear cache.
5. If the problem persists, this is also where you can Clear data, Force stop, or Uninstall the app completely.

Related Pages

- [Mobile Device User Manuals, Programming Reference Guides, Quick Reference Guides, Quick Start Guides \(multiple models\)](#)