

Wasp

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

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Scott Leonard - 2024-01-12 - in FAQs

Android mobile devices may need to have their app cache cleared after software updates to AssetCloud, InventoryCloud, PackageTracker, or PreciseTime.

Before clearing the cache, first do a full data sync from the app, then log out of the app. Follow the procedure below that matches your device. Other non-Wasp Android devices may have similar procedures.

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DR6, Android v12 OS:

1. At the home icons screen, swipe up from the bottom.
2. Open Settings (gear icon).
3. Apps.

4. Under "Recently opened apps" if necessary, tap "See all X apps".
5. Tap the app.
6. Storage & cache.
7. Clear cache.
8. If the problem persists, this is also where you can Clear storage (data). You can also go back one screen to Force stop or Uninstall the app completely.

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DR5, Android v10 OS:

1. At the home icons screen, swipe up from the bottom.
2. Open Settings (gear icon).
3. Apps & notifications.
4. App info.
5. Tap the app.
6. Storage & cache.
7. Clear cache.
8. If the problem persists, this is also where you can Clear storage (data). You can also go back one screen to Force stop or Uninstall the app completely.

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DR4, Android v7.1.2 OS

DR3 (device is no longer supported by Wasp), Android v6 OS:

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.

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DR2 (device is no longer supported by Wasp), Android v4.3 OS:

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.