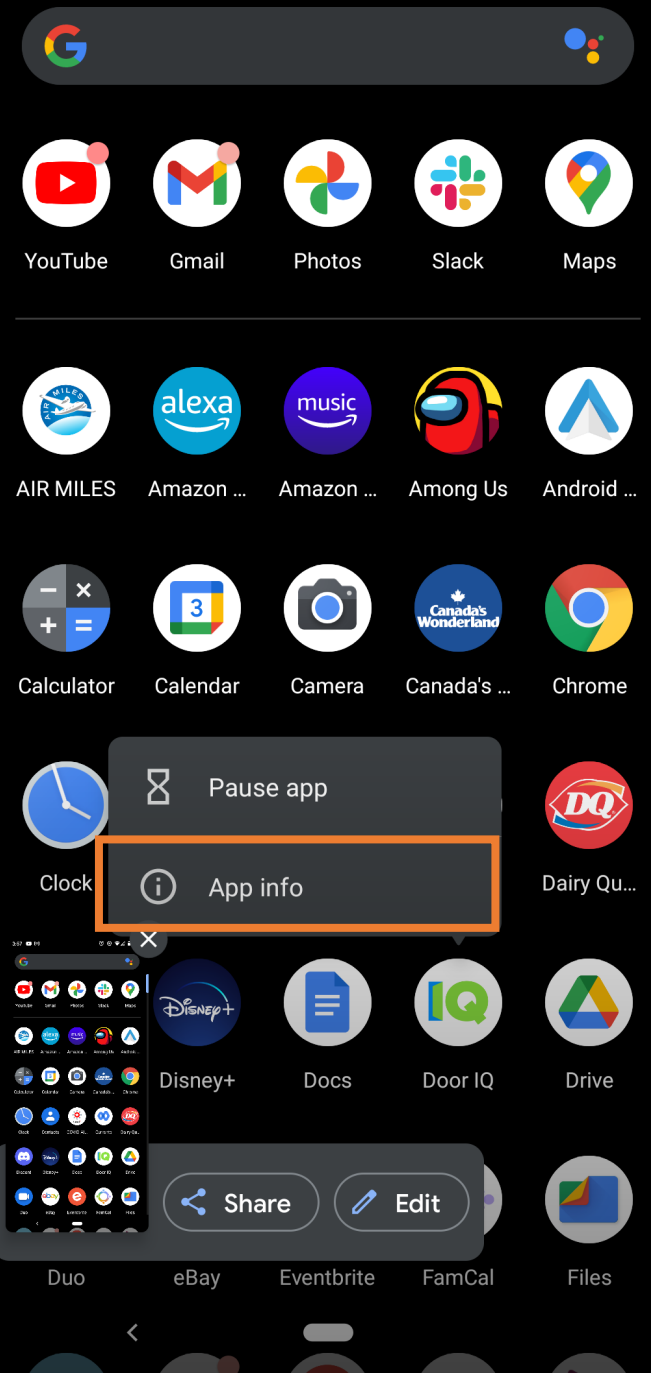


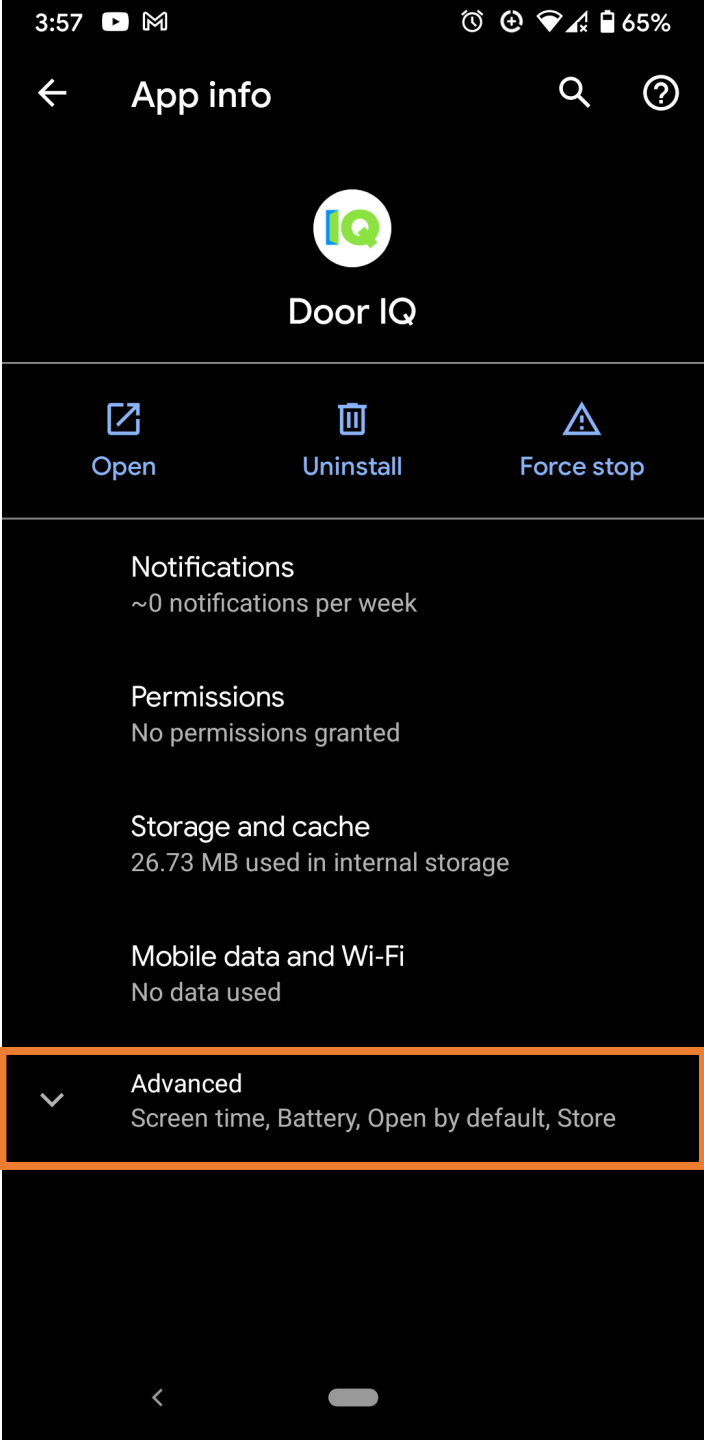
# How to Access App Info

- Firstly, open the app drawer and find the app icon
- Secondly, long press (press and hold for 1 second or more) on the app icon



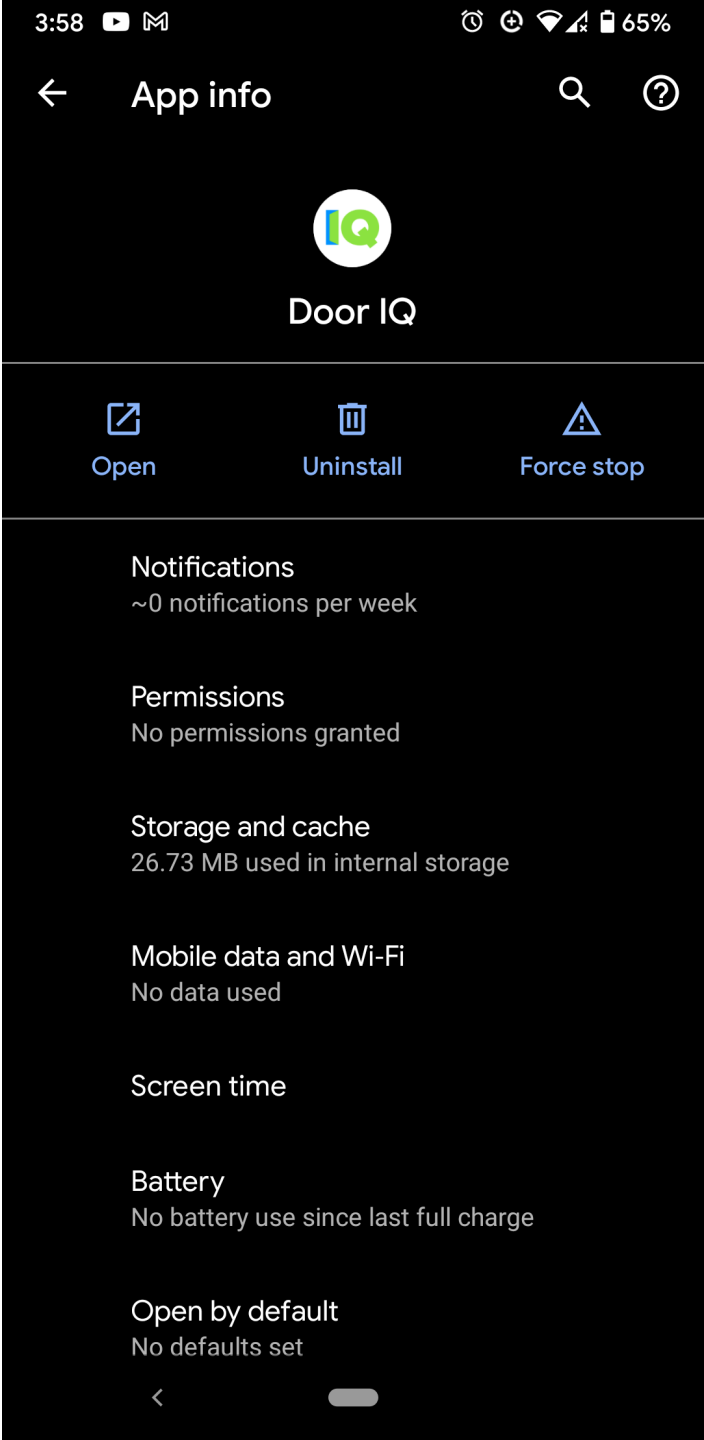
# How to Access App Info

- After the long press, Select “App Info”



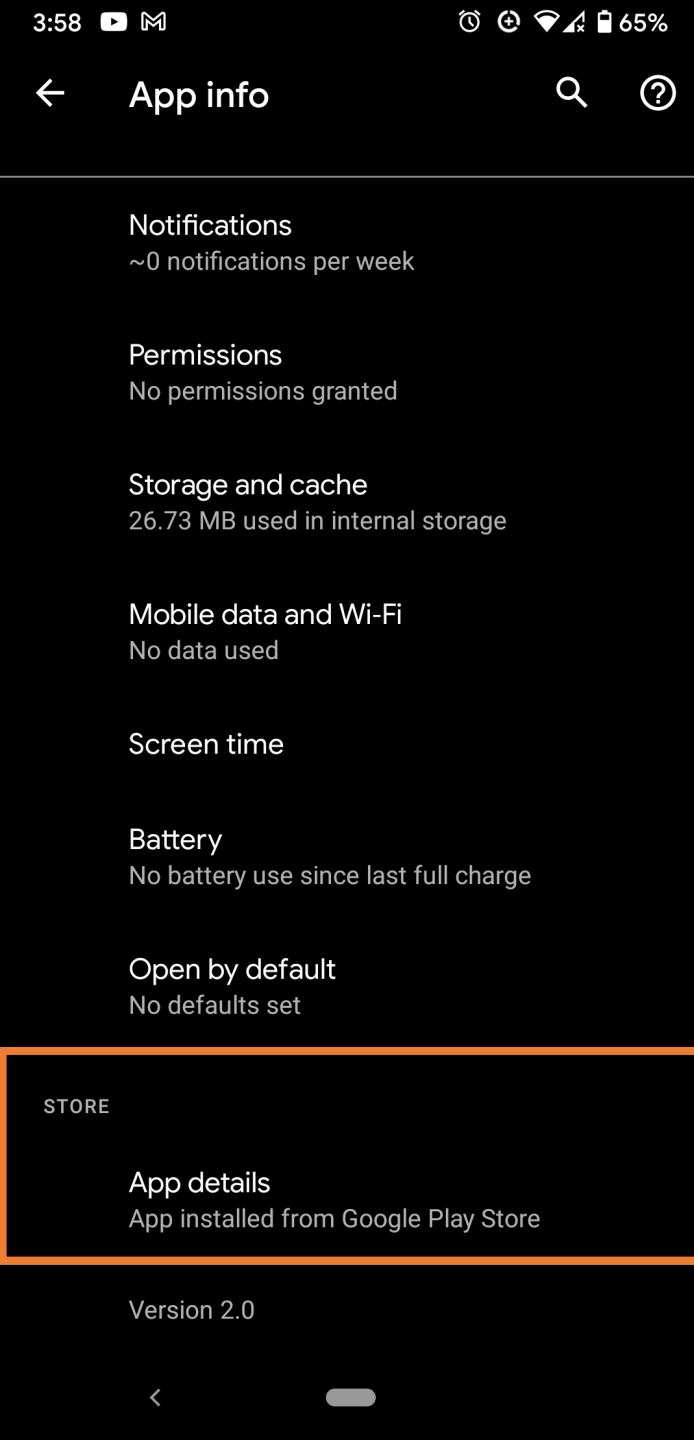
# App Info

- Now you will see the following app info screen
- Select advanced at the bottom of the screen



# App Info

- After selecting advanced, you will see new options, scroll to the bottom of the list



# App Info

- At the bottom of the list, you will see the option to view the app details in the Google Play store.
- Select “App details”



## DoorIQ (Beta)

Door IQ

Uninstall

Open

ⓘ You're a beta tester for this app. Future updates will include beta versions.

### What's new •

Last updated Jul. 27, 2021



Door IQ 2.0 is coming!

- Fire Doors
- More photos...

### Private feedback to developer

Only the developer can see this feedback



Write feedback

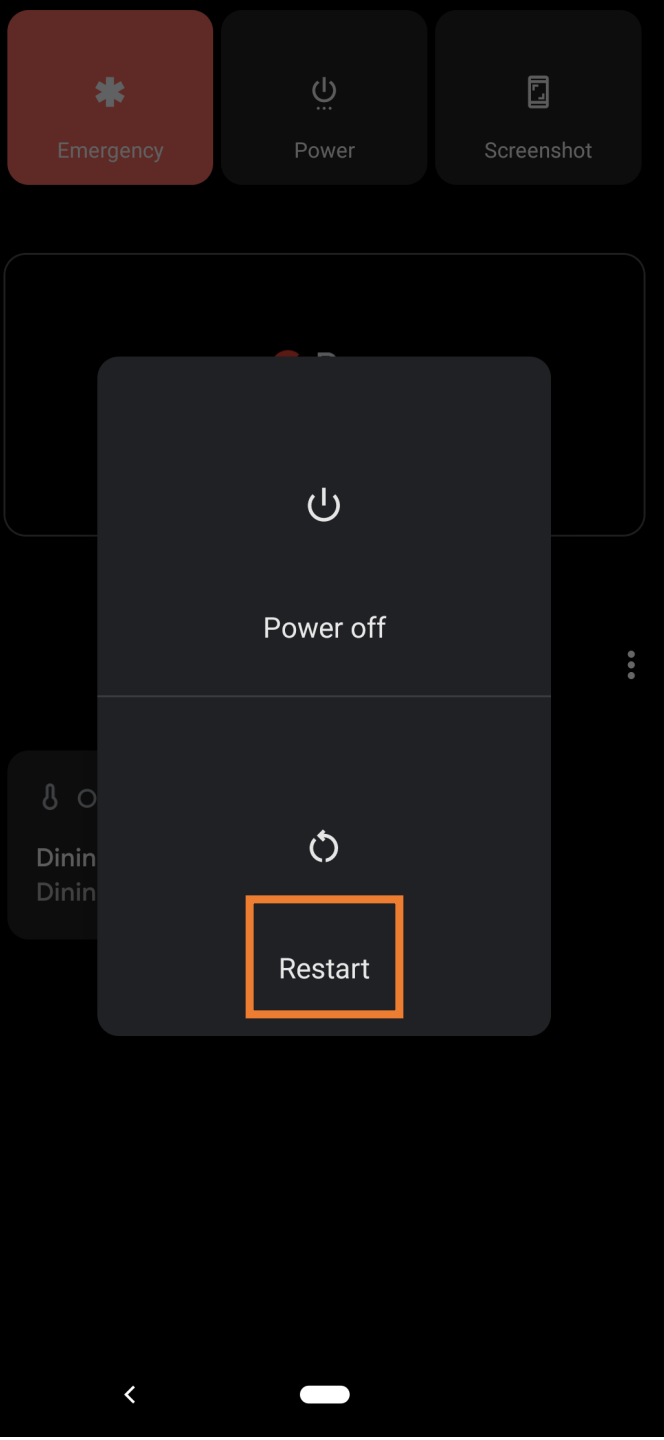
Developer contact



You're < beta tester

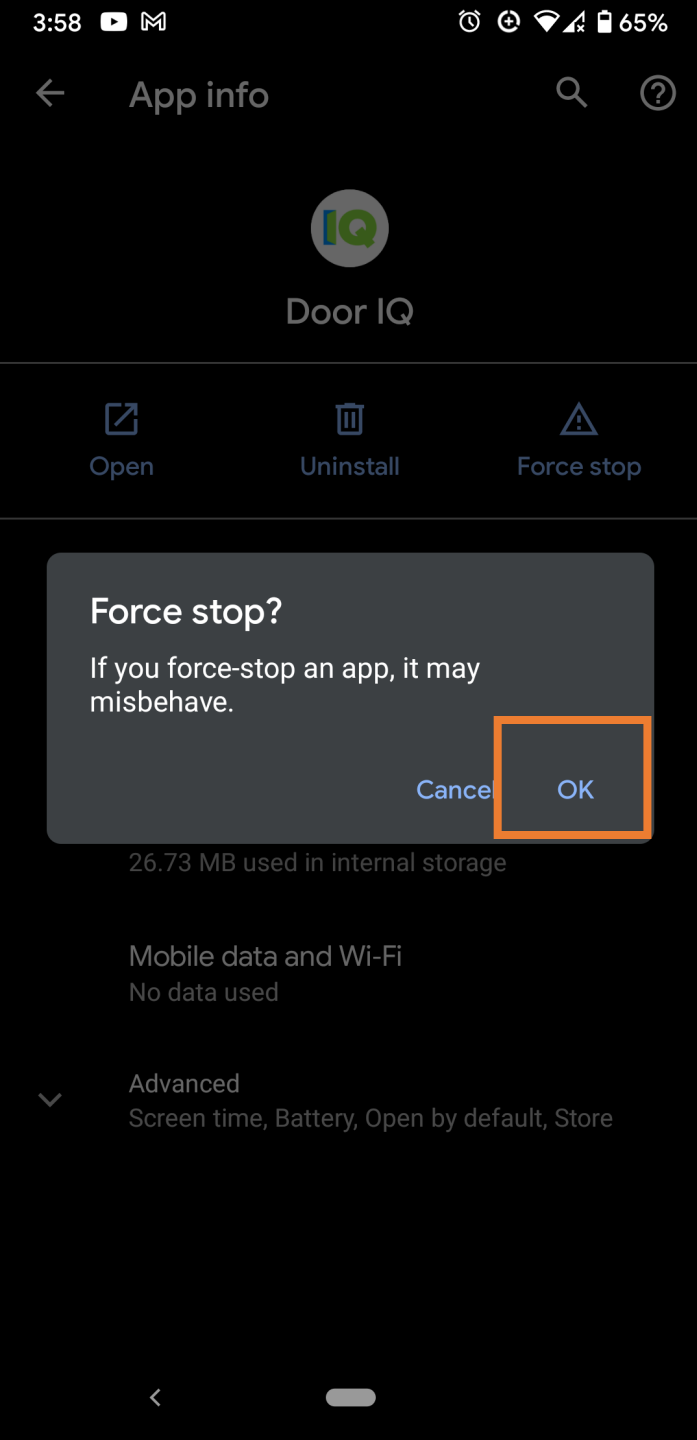
# App Details

- At the upper right you will see either “Open” or “Update” if the app is installed
- Wait 60 seconds on this screen while connected to the Internet
- If you still only see “Open”, then the app is likely update to date
- If you only see “Open”, but when opening the app you see an old version what can you do?
  - In some cases you will need to either Reboot or Force stop the app to allow the update to occur



# Solution 1 to No Update: Restart

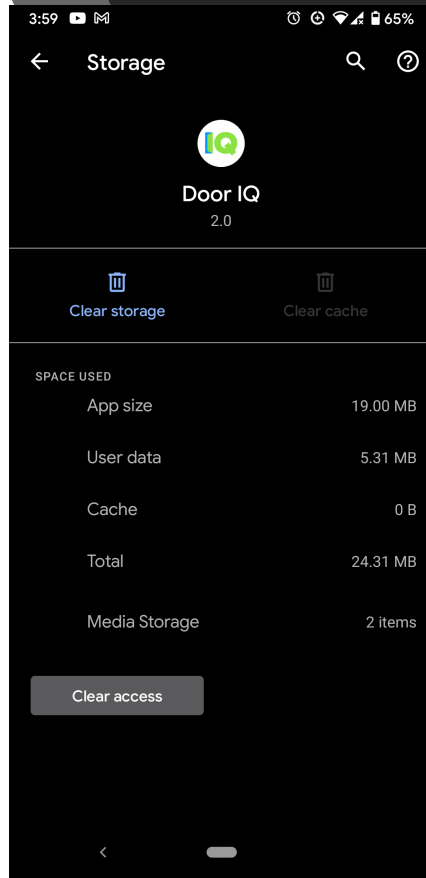
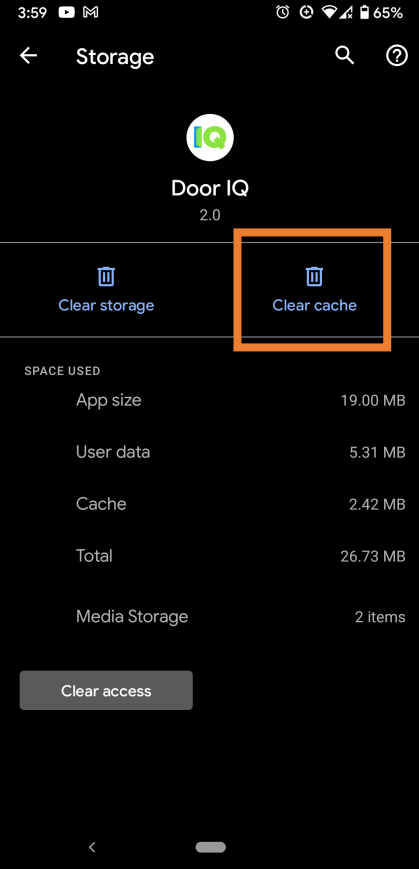
- Usually, the best option to get an update when it is not being found in the Play store is to restart the device (do this by pressing the power button and choosing "restart". It is also acceptable to turn off and then on the phone.
  - If you have trouble turning the phone off, holding the power button for 10 seconds will force the device to shut down, and the device can then be powered back on
- Important: After restarting, go directly to the App Info or Play Store screens, do NOT open the app
- Wait about 1 minute while connected to the Internet and you will usually see the available update



# Solution 2 to No Update: Force Stop

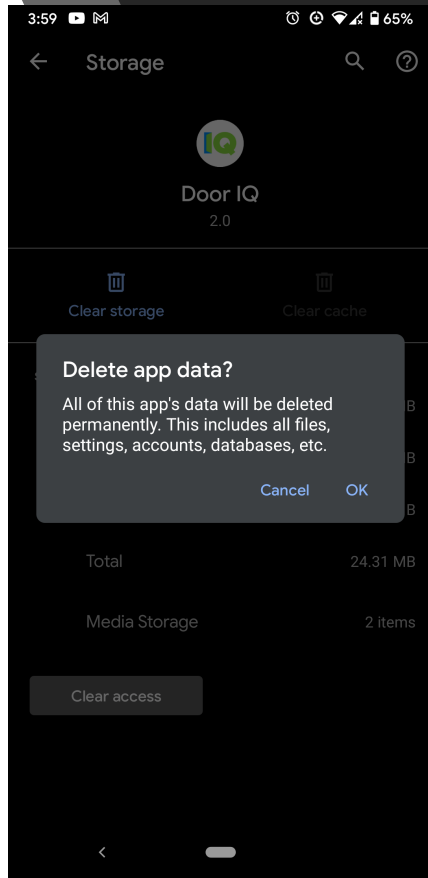
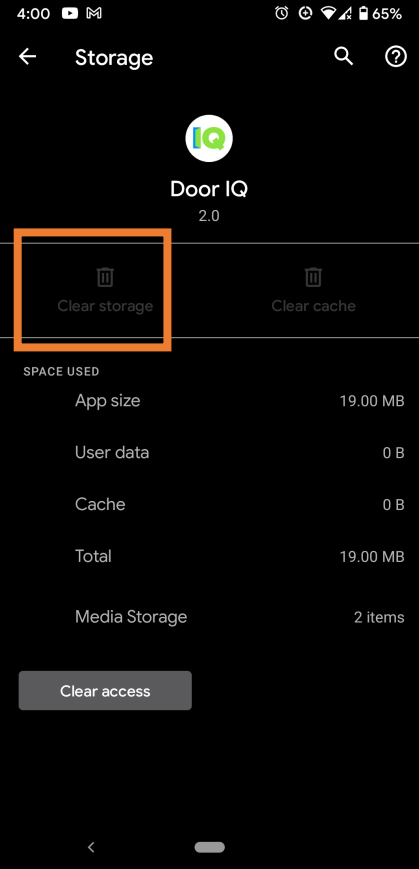
- Select “Force stop” in the upper right of the App Info screen
- Select “OK” when prompted that the app may misbehave





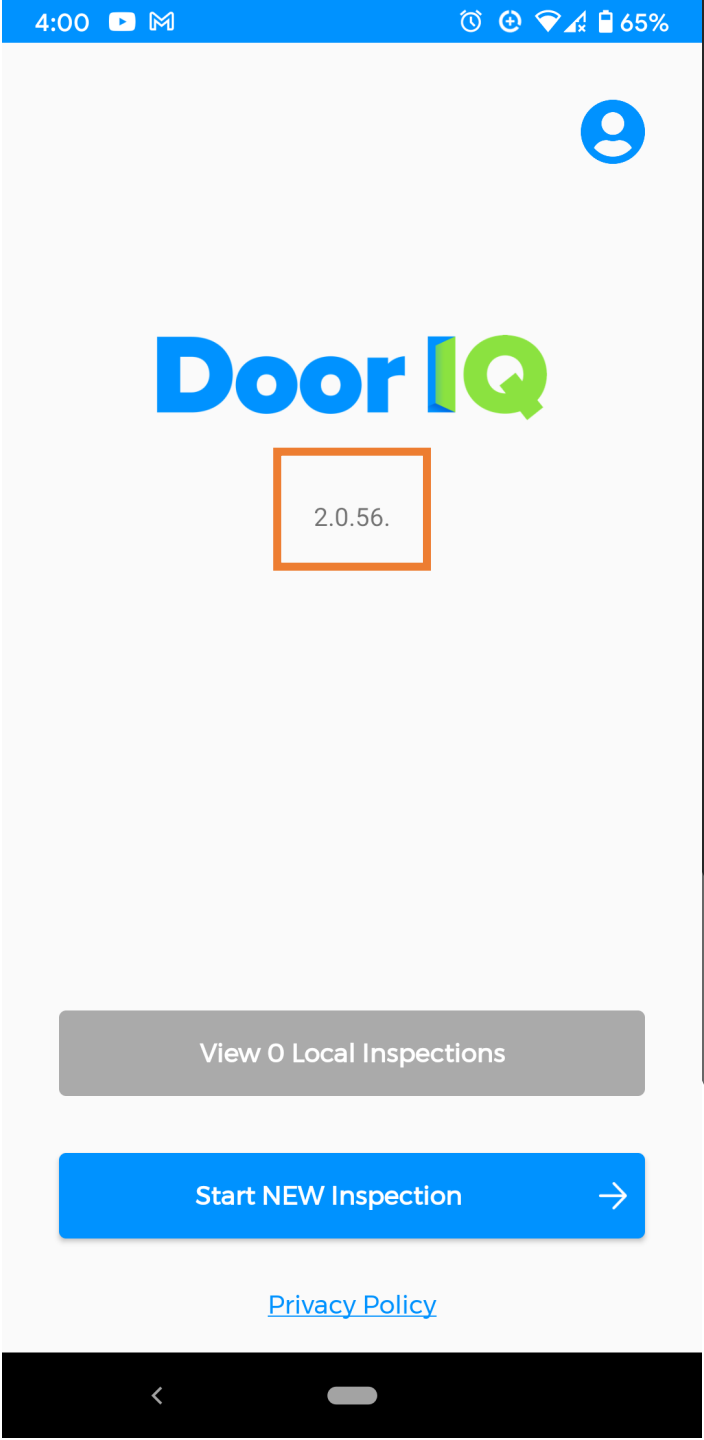
# What Happens if the App Crashes After an Update?

- If the app crashes the cause is often simply a bad cache
- Select “Clear Cache” at the upper right
- If successful, the icon will become “grayed out” and no longer be selectable
- If this doesn’t resolve the issue, you may want to clear storage (note that after doing this you will need to re-enter you login and potentially other application data that is stored only on the device)



# What Happens if the App Crashes After an Update?

- If the app crashes and clearing the cache fails to resolve the issue, you will want to also try the “Clear Storage” option in App Info
- Select “Clear Cache” at the upper left
- When prompted “Delete app data?” select “OK”
- If successful, the icon will become “grayed out” and no longer be selectable



# What is the Application Version

- In most applications, this information is found on the home screen or about screen
- If not found there, this is also available in the (play store) app info screen