MEMO

Subject: Tablet Battery Life
Date: 23MAY18

Thank you to everyone who contacted us regarding draining tablet batteries with the new app. After some troubleshooting the root cause has been discovered. Please follow the steps below to prevent battery drainage.

Issue
If the Comply365 app is left open and displaying on the screen it will override the tablet’s Time Out Settings that are in place to automatically put the tablet into sleep mode after a preset amount of time.

The Fix
To prevent the tablet from remaining awake at all times and draining the battery, the User must manually do any of the following steps to manually ensure the tablet goes into sleep mode, if the app is not exited:

1) A quick press of the Power Button on right side of tablet will put the tablet directly into sleep mode
2) Minimize the app by tapping on the tablet’s Home Button > This will make the tablet’s home screen appear > To Maximize the app again, tap on the Comply365 icon on the tablet’s home screen
3) Log Out – Tap your initials in upper left corner > Tap Log Out
4) Task Kill – Tap Task Manager (2 small rectangles on front, left of tablet) Swipe the app closed > Or tap the “X” on the Comply365 app card to close

How to Set Your Tablet’s Time-Out Settings

Tab A - Go to the tablet’s Settings > Tap Display > Tap Screen Timeout > Select the desired time out preference (example 30 seconds)
Tab 4 - Go to the tablet’s Settings > Tap Device > Tap Display > Tap Screen Timeout > Select the desired time out preference (example 30 seconds)

Which Tablets and App Versions are Affected

Tab A, Comply365 v3.4.1 and higher | all Android OS versions
Tab 4 Comply365 v3.4.1 and higher | all Android OS versions