

How to Use Offline Support in Layer App

When your internet connection is spotty, Layer still saves your data.

Learn more about Offline Support for mobile devices ↓

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BEFORE GOING ON SITE

UPDATE SOFTWARE

- ✓ **OS:** Go to the app store and download the latest operating system for the device.
- ✓ **Layer:** Go to the app store and download the latest version of Layer (Layer Platform in the app store).

TIP **Device Recommendation:** Layer can be used offline with most browsers and devices (iOS & Android). For the best experience, using the Layer iOS app for iPhone or iPad is recommended.

[Download Mobile Apps >](#)

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BEFORE GOING ON SITE

CHECK PROJECT SET UP

- ✓ **Sync Data Locally:** Open the Layer Project on the mobile device. Load all Rooms, Fields, and PDFs that will be needed on site.

Note: Gallery View, Document View, Model View, views from Revit, Search, Filter, and Sort functions are unavailable when working offline.

TIP **Test Offline Support before going on site:** Go to Account Settings > Go Offline. Place a dot annotation in drawing view or take a photo. Go back to Account Settings > Go Online. Confirm that the test data appears and was synced.

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NO INTERNET ON SITE

ENABLE OFFLINE SUPPORT

- ✓ **Enable Offline Support:** Go to Account Settings > Go Offline. A yellow bar will appear at the top of the screen to indicate that the device is offline. Survey as needed. Return to a stable connection every hour to sync data.

TIP **Drawing View Annotations:** While offline, PDF annotations will display an 'X' instead of a number.

TIP **Conflicting Updates:** When more than one person updates the same field, the most recent update will be used during synchronization.

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WHEN BACK ONLINE

CHECK YOUR DATA

- ✓ **Disable Offline Support:** Go to Account Settings > Go Online. Check that all pending uploads have been cleared on the mobile device before leaving the site.

TIP **Troubleshooting:** If data isn't uploaded properly, try this:

- Check if there are pending uploads from the Files category.
- Restart the upload process by manually going offline and back online on the device.



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