

Frequently Asked Questions about *The Administrative Observer*

Mobile Web version

Which handhelds can the Mobile Web version be used with?

Almost any PDA or smartphone that has the capability of accessing the Internet through a web browser can utilize the **Mobile Web** version. Users may use the native browser that came with their device or use any other browser that works on their device. If you find that your browser is slow, does not render pages accurately, or will not function properly, we recommend using Opera Mini 4.2, which can be downloaded from <http://www.opera.com/mini/> (Free download).

Are there any documents available to help me get started using the Mobile Web version?

A **Getting Started** pdf document is available on the main screen of the Mobile Web application for *The Administrative Observer*, which can be found at <http://www.mobileobs.com>.

Device specific **Getting Started** documents are also available.

iPhone users:

Using your desktop browser go to www.42regular.com/quickstart/iphone to obtain helpful instructions for getting started and using *The Administrative Observer* Mobile Web software with your iPhone.

Android users:

Using your desktop browser go to www.42regular.com/quickstart/android to obtain helpful instructions for getting started and using *The Administrative Observer* Mobile Web software with your Android smartphone.

Other smartphone users:

Using your desktop browser go to www.42regular.com/quickstart/smartphone to obtain helpful instructions for getting started and using *The Administrative Observer* Mobile Web software with your smartphone.

I have a Blackberry and am not pleased with the appearance and speed using the Mobile Web version?

We recommend using Opera Mini 4.2, which can be downloaded from <http://www.opera.com/mini/> (Free download)

How can I obtain Opera Mini 4.2 for my smartphone?

Opera Mini 4.2 can be downloaded from <http://www.opera.com/mini/> (Free download). This browser does not replace your native browser that came with your handheld.

The password that was e-mailed to me after registration takes too long to enter. Can it be changed?

Yes. The password can be changed from the Observation List page after logging in to the Mobile Web application. Tap the dropdown at the top of the page and select Change Password.

How can I get a Login ID for my colleagues?

Additional licenses can be purchased for the Mobile Web version for \$99.95. Each user using the Mobile Web application is required to purchase a license. Please contact Preferred Educational Software at (888) 959-2016.

I do not have an option to send or receive information from the Mobile Web server.

It is necessary to update to the latest version of *The Administrative Observer* desktop application. This update is available at www.pes-sports.com. Choose the link for **Downloads and Updates** and navigate to *The Administrative Observer*. Click on the download file named **obsxxxupdate.exe**. Follow the on-screen instructions to update *The Administrative Observer* desktop application.

Is training available for *The Administrative Observer* Mobile Web?

There are excellent narrated screencasts available on our website at www.theadministrativeobserver.com. Training is also available through our business partner Craig and Associates. You can contact them at (815) 222-3811 or by e-mailing training@42regular.com.