

SedonaOffice - Sedona-X – Troubleshooting connectivity and functionality on mobile data

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Sedona-X does not have any restrictions on the network itself. It functions properly on WiFi and cellular data (mobile data).

When Sedona-X functions on WiFi, but does not work on mobile data, a few things to look for are:

1. **Mobile data** needs to be enabled on the device.
2. **Signal:** A poor signal (one bar signal) means poor data transmission.
3. **Restrictions:** A specific app can be restricted to work on WIFI only through the phone settings by limiting the app's access to mobile data, or by using a third-party app like NetGuard.

Any manual restrictions would be set up in the phone or tablet settings.

Navigate to Cellular/mobile data settings and toggle on the app's cellular data access or ensure it's not set to "WiFi only".

Note: The settings route will be different for iOS, Android, as well as the iOS or Android version used.

Android:

- Open the Settings app.
- Go to "Apps" or "Apps & Notifications".
- Select the app you want to configure.
- Tap "Data usage" or "Mobile data".
- Ensure "Allow background data" or "Use mobile data" is enabled.
- On some Android devices, you might find an option to "Allow app while Data saver on".

iOS (iPhone/iPad):

- Open the Settings app.
- Tap "Cellular" or "Mobile Data".
- Scroll down to the app list.
- Toggle on the switch next to the app to allow it to use cellular data.

Troubleshooting:

- **Check for "WiFi only" settings:** Some apps might have a setting that forces them to use WiFi only, even when mobile data is available.
- **Restart your device:** A simple restart can sometimes resolve connectivity issues.
- **Ensure mobile data is enabled:** Make sure mobile data is turned on in your device's settings.
- **Check for data saver mode:** If data saver mode is enabled, it might restrict background data usage for some apps.

- **Review app permissions:** Some apps might require specific permissions to access mobile data.
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