

OpenText Filr 23.3 Mobile App Help

July 2023

Supported Mobile Devices

The Filr app is supported on the following mobile devices:

- ♦ iOS phones and tablets for iOS 16.x and 15.x.

The native app is available as a free download in the Apple App Store.

- ♦ Android phones and tablets for Android 9 to 12

The native app is available as a free download in the Google Play App Store.

Accessing Filr through a web browser on a mobile device is not supported. Instead, download the Filr mobile app that is compatible with your mobile device.

Supported Languages

The default language that the Filr mobile app is displayed in is defined by the language set on the mobile device where the app is running. If the language on the device is not supported, the application is displayed in English.

The Filr mobile app supports the following languages:

- ♦ Czech
- ♦ Chinese (Simplified)
- ♦ Chinese (Traditional)
- ♦ Danish
- ♦ Dutch
- ♦ English
- ♦ Finnish
- ♦ French
- ♦ German
- ♦ Hungarian
- ♦ Italian

- ◆ Japanese
- ◆ Polish
- ◆ Portuguese (Brazil)
- ◆ Russian
- ◆ Spanish
- ◆ Swedish

AppConfig Support

Filr app on Android and iOS is enabled for AppConfig.

Files App Integration (iOS Only)

Filr files can be browsed through Files App on iOS 14 and above devices. You can perform various operations on the Filr files such as browse files, copy, paste, and so on through Files app.

File Viewing Support

The Filr mobile app allows you to view most files within the app. Depending on the size and type of file, the app might need to be opened in a third-party app, or a warning might be displayed before you can view it in the Filr app.

- ◆ [“Files That Cannot Be Viewed in the Filr App” on page 2](#)
- ◆ [“Files That Give a Warning Before They Are Displayed” on page 2](#)

Files That Cannot Be Viewed in the Filr App

The Filr app cannot display files of the following type that are larger than 20 MB on iOS devices and 2 MB on Android devices:

- ◆ Text files (such as `.txt`, `.odt`, `.pdf`, and so forth)
- ◆ HTML files

To view these files, you need to open the file in a third-party app, as described in [“Editing or Viewing a Filr-Based File in Another Application” on page 12](#).



Files That Give a Warning Before They Are Displayed

Because viewing a file within Filr consumes data (when using a mobile service provider), a warning is shown if you attempt to view a file over 5 MB in size.

When connected to Wi-Fi, a warning is shown if you attempt to view a file over 50 MB in size on iOS devices, because the process can be time-consuming.

Navigating to the Home Page of the App

Regardless of where you are in the Filr app, you can easily navigate to the home page.

- 1 If you are not already on the Home page, tap the **Home** button (for iOS, tap ; for Android, tap ).
The home page is displayed.

Searching the App

When you perform a search in Filr, Filr searches the following content:

- ◆ Folder names
- ◆ File names and file content
- ◆ Comments on files (if commenting is enabled)
- ◆ Net Folders

Searches file names by default. Depending on configuration settings set by the Filr administrator, file content might or might not be searched.



If you have access rights to view a file but you do not have access rights to view the folder where the file is located, the file is not listed in search results.

In offline mode, file content is not searched for downloaded files in the **Downloads** section. File names, comments, and author are searched.

The Filr app enables you to search for items either in a specific folder or across the entire site.

- ◆ [“Searching in a Folder” on page 3](#)
- ◆ [“Searching Globally” on page 4](#)

Searching in a Folder

- 1 Navigate to the folder that you want to search.
- 2 **iOS devices:** Tap the **Search** icon .
- Android devices:** Tap the **Search** icon  next to the folder name.
- 3 Choose from the following search options:
 - ◆ **Current Folder:** Searches files only in the current folder. Subfolders are not included. This is the default setting.
 - ◆ **Include Subfolders:** Searches files in the current folder and in any subfolders.
- 4 **iOS and Android devices:** Begin typing the words or phrases that you want to search for. Search results are displayed as you type.




Filr supports numerous wildcards and operators that you can use to refine your search. For more information, see .

When you search in the **Downloads** section, only wildcards with the * operator and the ? operator are functional.

Searching Globally

Global search searches everything on the Filr site for which you have access.

To perform a global search on your mobile device:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ).
- 2 **iOS and Android devices:** Tap **Search** .
- 3 **iOS and Android devices:** Begin typing the words or phrases that you want to search for. Search results are displayed as you type.



Filr supports numerous wildcards and operators that you can use to refine your search.

Accessing Your Personal Files (My Files)

All your personal files and folders are stored in one convenient location.

Personal files (My Files) include files that you upload to the Filr site and other personal files that are associated with your Home directory on a network server.

To access My Files from your mobile device:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .
- 2 Tap **My Files**.
- 3 Tap an individual file to view it.

If the file is not displayed,




- ◆ Your device might not support the file type.
- Or
- ◆ The file might be too large to view within the Filr app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a Filr-Based File in Another Application” on page 12](#).

Accessing Shared Files and Folders

Files and folders that you have shared with others are stored in one convenient location. Files and Folders that others have shared with you are stored in another location.

To view files and folders that have been shared with you:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .
- 2 **iOS and Android devices:** Tap the drop-down tab.
- 3 Tap **Shared With Me** .

Items that have been shared with you are displayed in the order that they were shared, with the most recent displayed first.

Information specific to the share is displayed beneath the shared item (such as who shared the item, when it was shared, and any notes associated with the share).

4 Tap an individual file to view it.

If the file is not displayed,



- ◆ Your device might not support the file type.

Or

- ◆ The file might be too large to view within the Filr app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a Filr-Based File in Another Application” on page 12](#).

To view files and folders that you have shared:

1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .

2 **iOS and Android devices:** Tap the drop-down tab.

3 Tap **Shared by Me** .

4 Tap an individual file to view it.

If the file is not displayed,

- ◆ Your device might not support the file type.

Or

- ◆ The file might be too large to view within the Filr app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a Filr-Based File in Another Application” on page 12](#).

Accessing Files and Folders in Your Organization’s File System (Net Folders)

Net Folders are folders and files on your organization’s network file system. These can be files on your home directory, files on a mapped drive, or files on a remote server. Filr gives you seamless access to these files, regardless of their location. The network files that you have access to through Filr are defined by your Filr administrator.

Files in Net Folders might or might not be fully indexed and searchable in Filr, depending on configuration settings made by the Filr administrator.

Your Filr administrator can disallow access to Net Folders from the Filr mobile app. If you do not have access to files in Net Folders that you normally have access to, your administrator has disabled this functionality.

To access Net Folders on your mobile device:



1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .

2 **iOS and Android devices:** Tap the drop-down tab.

3 Tap **Net Folders** .

Accessing Public Files and Folders

Public files are files that have been shared with the public. The ability to make files and folders available to the public must be enabled by your Filr administrator.

1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .

2 **iOS and Android devices:** Tap the drop-down tab.

3 Tap **Public** .

Items that have been shared with the public are displayed in the order that they were shared, with the most recent displayed first.

Information specific to the share, such as who shared the item, when it was shared, and any notes associated with the share, is displayed beneath the shared item.

4 Tap an individual file to view it.

If the file is not displayed,

- ◆ Your device might not support the file type.

Or

- ◆ The file might be too large to view within the Filr app. For more information, see [“File Viewing Support” on page 2](#).

For information about how to open the file in another application, see [“Editing or Viewing a Filr-Based File in Another Application” on page 12](#).

Sharing Files and Folders

Filr provides various methods of making files and folders available to others. How you decide to make files available might depend on various factors, such as the sensitivity of the information you are sharing or the relevance of information to certain individuals.

- ◆ **Sharing with individual users and groups:** Sharing lets you share files and folders with specific users and groups internal to your organization or with specific users external to your organization. When you share a file or folder, you also assign one of the shared-access rights.

Sharing with specific users and groups provides the greatest level of security for your files and folders.

Users receive a notification about the shared item, and the item is displayed in their Shared with Me area.

- ◆ **Distributing a File Link:** You can distribute a link (URL) to a file. When you distribute a link to a file, any user with the link can access the file. However, the file is not displayed in the Public area, so users must have direct access to the link to view the file.
- ◆ **Sharing with the Public:** When you share an item with the Public, any person with the URL to the Filr site can view the file in the Public area.

You can share files and folders directly from the Filr mobile app.

1 Navigate to the location that contains the file or folder that you want to share or for which you want to modify share settings.

2 **iOS devices:** Tap the information icon  next to the file or folder name.

Android devices: Tap the drop-down icon  next to the file or folder name.

3 Tap the **Share** icon .

The Share dialog box is displayed.

- 4 Tap inside the **Add a user, group, or email** field.
- 5 Begin typing the name of the user or group that you want to share with, then tap the name when it appears in the drop-down list.

or

Type the complete email address of the external user that you want to share with, then tap the address when it appears in the drop-down list.

TIP: If you plan to share with multiple users and you want to grant all users the same access rights, set the access rights of the first user that you share with (as described in [Step 7](#)), then share with additional users (as described in [Step 4](#) and [Step 5](#)).

Each additional user that you share with inherits the access rights of the user who was most recently added to the **Shared with** list.

- 6 (Optional) Repeat [Step 4](#) and [Step 5](#) to share with additional users.
- 7 (Conditional) To modify access settings for an individual user:
 - 7a In the **Shared with** section, tap the user whose access settings you want to modify.
 - 7b Choose from the following access settings to modify:

Access: Grant one of the following shared-access rights to the user or group:

- ♦ **Viewer:** Users can do the following:
 - ♦ **Shared Folders:** View
 - ♦ **Shared Subfolders:** View
 - ♦ **Files in Folders and Subfolders:** View and Read
- ♦ **Editor:** Users can do the following:
 - ♦ **Shared Folders:** View
 - ♦ **Shared Subfolders:** View
 - ♦ **Files in Folders and Subfolders:** View, Read, and Write
- ♦ **Contributor (Applies only to folders in My Files):** Users can do the following:
 - ♦ **Shared Folders:** View, Rename, Delete, or Copy

IMPORTANT: Exercise caution when granting Contributor shared-access rights because, as stated above, share recipients can rename, copy, and even delete the folder from your My Files area.

- ♦ **Shared Subfolders:** View, Rename, Delete, Copy, and Move
- ♦ **Files in Folders and Subfolders:** View, Rename, Delete, Copy, Move, Read, and Write

Expires: Specify when the share will expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration), on a specific day (rights expire at the beginning of the day that you select) or you can set the expiry to **Never**. This option will be available only if the administrator has enabled the **Never Expiry** option. If the Never Expiry option is disabled, then, if the user edits the share settings of the files or folders that are already shared with never expire - the expiry setting defaults to 30 days. If the user has set the Notify to All recipients for those files and folders, then a notification is sent to the users with whom the file/folder was shared.

Allow re-share: Allow share recipients to re-share the item with the following groups:

- ◆ **Internal users:** Allow share recipients to re-share the item with internal users.
- ◆ **External users:** Allow share recipients to re-share the item with external users.
- ◆ **Public:** Allow share recipients to re-share the item with the public.
- ◆ **File Link:** Allow share recipients to re-share the item via a File Link.

For more information about File Links, see [“Distributing a Link to a File” on page 10](#).

Note: Include a personal note to share recipients. Only share recipients can read the note.

7c iOS phones: Tap **Share** to return to the **Shared with** section.

Android phones: Tap .

8 (Conditional) To modify access settings for multiple users simultaneously:

8a iOS devices: Tap **Edit** (located above the **Shared with** section), then select the users whose access settings you want to modify. On phone devices, tap **Define Share**.

Android devices: Long press (tap and hold) each user that you want to select. Then, on phone devices, tap **Edit**.

8b Choose from the following access settings to modify:

Access settings that you leave undefined retain any individual access settings that are present on a given user. Access settings that you define are modified for each user that is currently selected.

Access: Grant Viewer, Editor, or Contributor access rights. (Contributor applies only to folders.)

Expires: Set a date when the share will expire.

You can configure the share to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration), on a specific day (rights expire at the beginning of the day that you select) or you can set the expiry to **Never**. This option will be available only if the administrator has enabled the **Never Expiry** option. If the Never Expiry option is disabled, then, if the user edits the share settings of the files or folders that are already shared with never expire - the expiry setting defaults to 30 days. If the user has set the Notify to All recipients for those files and folders, then a notification is sent to the users with whom the file/folder was shared.

Allow re-share: Allow share recipients to re-share the item with the following groups:


- ◆ **Internal users:** Allow share recipients to re-share the item with internal users.
- ◆ **External users:** Allow share recipients to re-share the item with external users.
- ◆ **Public:** Allow share recipients to re-share the item with the public.
- ◆ **File Link:** Allow share recipients to re-share the item via a File Link.

For more information about File Links, see [“Distributing a Link to a File” on page 10](#).

Note: Include a personal note to share recipients. Only share recipients can read the note.

8c iOS phones: Tap **Share** to return to the **Shared with** section.

Android phones: Tap .

9 (Optional) Tap the **Make Public** icon  to make the item publicly available. In the **Shared with** section, tap **Public** that was just added, then set the access control settings for the public.

10 (Optional) Tap **Notify**, then choose from the following notification options:

None: Send no notifications.

All recipients: All recipients in the share list are notified.

Only newly added recipients: Only recipients that you add to the share list are notified.

New and modified recipients: Only recipients whose share rights you are modifying, as well as new recipients, are notified.

- 11 (Optional) Click **Share Access Report** to view the share access details of the sharee.

The Access report displays the following information:

- ◆ **User:** Name of the user who has accessed the share
- ◆ **IP Address:** The IP address of the device that was used to access the share
- ◆ **First Access Time:** The date, time, and timezone when the share was first accessed. No information is received when the share is accessed again.
- ◆ **Group:** If the user has shared to a group, then the name of the group is displayed that the user is part of.

The sharer receives an email notification with access details when the share is accessed by the sharee. A report is generated per share when the following conditions are satisfied:





- ◆ Users having Filr 4 Advanced Edition license
- ◆ File or folder shared with Filr 3.4 or later

- 12 **iOS devices:** Tap **Save** to save the share settings.





Android devices: Tap the **Confirm** icon  to save the share settings.

Unsharing File or Folder

Unsharing File or Folder for Selected Users





- 1 Navigate to the location that contains the file or folder that you want to unshare.
- 2 **iOS devices:** Tap the information icon  next to the shared file or folder name and then tap the **Actions** icon .
- Android devices:** Tap the drop-down icon  next to the shared file or folder name.
- 3 Tap the **Share** icon .
- 4 Tap the users from whom you want to unshare the file.
- 5 Tap **Remove** to unshare the file or the folder from the selected users.
- 6 Tap **Save**.

Unsharing File and Folder for All Users

- 1 Navigate to the location that contains the file or folder that you want to unshare.
- 2 **iOS devices:** Tap the information icon  next to the shared file or folder name and then tap the **Actions** icon .
- Android devices:** Tap the drop-down icon  next to the shared file or folder name.
- 3 Tap the **Unshare** icon  and then tap **Yes** to unshare the file or the folder.

Performing Collaborative Edits




Use the **Edit Online** option to perform secure collaborative edits on your documents. Collaborative edits can be performed on all major file types such as documents, spreadsheet, and so on. Edits are done by using the Browser, and no Native application is required.

- 1 Navigate to the location that contains the file that you want to perform collaborative edit.
- 2 **iOS devices:** Tap the information icon  next to the file.
Android devices: Tap the drop-down icon  next to the file.
- 3 **iOS devices:** Tap the **Edit Online** icon . This opens a new screen to edit the file.
Android devices: Tap the **Edit Online** icon . This opens a new screen to edit the file.

Multiple files that can be concurrently edited by multiple users.

Distributing a Link to a File

You can distribute a link (URL) to a file. When you distribute a link to a file, any user with the link can access the file. However, the file is not displayed in the Public area, so users must have direct access to the link in order to access the file.

- 1 Navigate to the location that contains the file for which you want to share a link.
- 2 Tap the information icon next to the file name (for iOS, tap ; for Android, tap ).
- 3 Tap the **Send Link** icon .

The File Link dialog box is displayed.

- 4 If a link has not previously been created for the file, click **Get File Link** or **Get Link**.

The following URLs are created for accessing the file:

Download File Link: Depending on browser settings, users are either prompted to download or open the file, or the file is automatically displayed in the browser. This link allows users to access the file directly.

View File Link: This link displays the file in a web browser in an HTML view. If the file type cannot be displayed in a web browser, this link is not available.

The File Link is now included in the Share dialog. You can modify the expiration date or note associated with the link, or you can remove the link so that the file is no longer accessible to users with the link by accessing the Share dialog, as described in [“Sharing Files and Folders” on page 6](#).

- 5 (Optional) You can configure an expiration date by tapping the **Expires** section, selecting an expiration date, then clicking **Done** or **Set**.

You can configure the link to expire either after a given number of days (each day is counted as a 24-hour period from the time that you set the expiration) or on a specific day (rights expire at the beginning of the day that you select).

- 6 **iOS devices:** Choose from the following actions for distributing the File link:

- ◆ **Copy:** Allows you to select either the Download or View link to copy, and copies the link to your device’s clipboard. You can then paste the link into another application on your device.
- ◆ **Email:** Uses your device’s default email app to email the link. Both the Download and View links are included in the email.
- ◆ **Filr Email:** Uses Filr’s built-in email system to email the link. Both the Download and View links are included in the email.

- ◆ **Remove:** Deletes the File link so that users are not able to access the file by using the current links.



Android devices: Click **Send**.

A list of options is displayed for sending File Link data to other applications on your device. The following Filr-specific actions are available:

- ◆ **Email via Filr:** Uses Filr’s built-in email system to email the links. Both the Download and View links are included in the email. You can set an expiration date from the email form.
 - ◆ **Copy to clipboard:** Allows you to select either the Download or View link to copy, and copies the link to your device’s clipboard. You can then paste the link into another application on your device.
- 7 (Optional) After you create the File Link, you can modify user access and perform other management functions for the File Link by accessing the Share dialog, as described in [“Sharing Files and Folders” on page 6](#).

Viewing What’s New

The Filr app enables you to see new files that have been added to the Filr site. (Files that have been most recently added, modified, or commented on are displayed.)

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ).

- 2 Tap **What’s New** .

Files that have been most recently added, modified, or commented on that you have access to are displayed.

You can filter the list by tapping a category, such as My Files, Shared With Me, Shared By Me, and Net Folders.

- 3 Tap an individual file to view it.

If the file is not displayed,



- ◆ Your device might not support the file type.
- Or
- ◆ The file might be too large to view within the Filr app. For more information, see [“File Viewing Support” on page 2](#).

IMPORTANT: Files that are password protected or that are not supported for rendering must be opened in another application for viewing.

For information about how to open the file in another application, see [“Editing or Viewing a Filr-Based File in Another Application” on page 12](#).

Viewing Recent Files

The Home page displays the files that you have most recently viewed or modified, in chronological order.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap ).
The files that you have most recently viewed or modified are displayed in the **My Files** column.

2 iOS and Android devices:

- ♦ **On a phone device:** Swipe to the right to view recent files in the **Shared with Me**, **Net Folders**, **Shared by Me**, and **Public** columns.

Recent files for that area are displayed.


- 3 Tap an individual file to view it. The app navigates to the file location and renders it if the platform supports the file type.

IMPORTANT: Files that are password protected or that are not supported for rendering must be opened in another application for viewing.

For information about how to open the file in another application, see [“Editing or Viewing a Filr-Based File in Another Application” on page 12](#).


Viewing Comments for a File

NOTE: Filr administrators can disable comment viewing, so you might not see it on your device.

- 1 On your mobile device, navigate to and view the file for which you want to view comments.
- 2 **iPhone, iPad and Android devices:** When you view the file, tap the **Comment** icon .

Commenting on a File

NOTE: Filr administrators can disable commenting, so you might not see it on your device.

- 1 On your mobile device, navigate to and view the file that you want to comment on.
- 2 **iPhone, iPad and Android devices:** When you view the file, tap the **Comment** icon .
- 3 Tap the **Plus** icon to add a new comment.

or

To reply to an existing comment, tap the **Reply** icon  next to the comment that you want to reply to.

- 4 Specify your comment, then tap **Add / Send**.

Editing or Viewing a Filr-Based File in Another Application



You might need to open Filr-based files in other applications if

- ♦ The type of file is not supported for viewing within the Filr app.
- ♦ You need to edit the file.

IMPORTANT: If your Filr administrator has disallowed the downloading of files to mobile devices, you cannot edit or view a file in an external application as described in the following sections.

Using Filr to Open a File in Another Application

To access and open a file in an external application starting within the Filr app:

- 1 Navigate to the file that you want to open in an external application, then tap the **Actions** icon (iOS devices, tap ; Android devices, tap ).
- 2 Tap the name of the application that you want to use to open the file.
On iOS devices, Filr is registered with the Open In technology to import and export all file types. Other applications can also choose the types of files they support.
- 3 (Optional) Edit the file, then save it to Filr as described in [“Uploading Files” on page 18](#).
or
On Android devices: Edit the file in the external application, save the file, then close the app or use the Back button to navigate back to the Filr app.
Filr asks if you want to upload the changes that you made. Tap **Upload** and the changes are uploaded.


Using Pickers/Providers to Open Filr-based Files

Many applications are integrated with pickers (iOS) and providers (Android) that let you open Filr-based files within the applications themselves.

- 1 While using another application and needing to open a file, access the picker/provider and choose Filr as the file source.
- 2 Browse to and open the file.
- 3 (Optional) Edit the file and then save it directly in Filr.

Saving a File to the Photos App (iOS Only)


You can save a file directly to the Photos app on your iOS device:

- 1 On your mobile device, navigate to and view the file that you want to save to the Photos app.
The file must be an image file, such as .jpg or .png.
- 2 Tap the **Actions** icon , then tap **Save Image**.
- 3 (Conditional) Click **OK** if you are prompted to allow Filr to access your photo album.


Taking a Photo


On iOS and Android devices, you can use the Filr app to take photos and successfully upload them to Filr:

On an iOS device

- 1 Navigate to the folder or area where you want to upload the photos.
- 2 Tap the **Plus** icon .
- 3 Tap **Take a Photo**.
- 4 Take the photo, tap **Use Photo**, and then tap **Upload**.

On an Android device





- 1 Go to home page and tap the plus icon in the upper-left corner .
- or

Navigate to the folder where you want to upload the photos and tap the icon .

- 2 Tap **Take a Photo**.
- 3 Take the photo and then tap **Upload**.





Automatically Uploading Photos and Videos to Filr

On iOS and Android devices, you can set the Filr app to automatically upload the photos and videos from the local storage to the Filr server:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .
- 2 **iOS devices:** Tap **Settings**  > **General**, then tap **Automatic Upload**.
Android devices: Tap **Settings**  > **Camera** > **Automatic Upload**.
- 3 Tap the **Automatic Upload** switch to enable the option.
Photos and videos are automatically uploaded to the Filr server without any notification to the user.
- 4 To ensure that the photos and videos are only uploaded using Wi-Fi and not the mobile data, select the Wi-Fi option.
- 5 Select a folder to upload the photos and videos on your Filr server.

Deleting Photos and Videos After Uploading to Filr

On iOS and Android devices, you can set the Filr app to delete photos and videos from the local storage after they are successfully uploaded to Filr:

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .
- 2 **iOS devices:** Tap **Settings**  > **General**.
Android devices: Tap **Settings**  > **Camera**.
- 3 Tap the Delete on Upload switch to enable or disable the option.
On enabling this option, photos and videos are deleted automatically from the storage without any notification to the user.

NOTE: On Android 11 and later versions, deleting the uploaded photos and videos from the local storage fails. Due to restrictions posed by Google to provide better protection to the app and user data on external storage.

Downloading a File or Folder


You can download files or folders onto your mobile device to make them available when you are offline. Comments already made on downloaded files are also available.

Your Filr administrator can disallow the downloading of files to mobile devices from the Filr mobile app. If you cannot download files to your mobile device as described in this section, or if files that you previously downloaded are no longer there, your administrator has disabled this functionality.

1 Navigate to the file that you want to download.

2 **iPhone:** When you view the file on the iPhone, tap the **Actions** icon , then tap **Add To Downloads**.


To remove the file from your downloads, tap the **Actions** icon , then tap **Remove From Downloads**.

iPad: When you view the file on the iPad and on Android devices, tap the **Download** icon .

To remove the file from your downloads, tap the **Remove** icon .

Android devices: Tap the Menu button, then tap **Add to Downloads**.

To remove the file from your downloads, tap the Menu button, then tap **Remove from Downloads**.

To remove the file from your downloads, tap the **Remove** icon .

The following icons indicate that a file has been downloaded:

- ◆ The download icon overlays on the file icon, next to the file name.

On Android devices:



On iOS:





- ◆ On the iPad, the **Download** icon  is changed to the **Remove** icon .

You can access your downloaded files by tapping **Downloads**  from the home screen.

Current Downloads Size

To see how much memory your downloaded files are consuming on your device:

1 Tap the Home button (for iOS, tap ; for Android, tap .

2 **iOS devices:** Tap **Settings**  > **Usage**.

The **Downloaded Files** section displays the memory usage of your downloaded files.

Android devices: Tap **Settings**  > **Storage**.

The **Current Downloads Size** displays the memory usage of your downloaded files.

Maximum Downloads Size

To set the amount of Filr data that can be downloaded on your device:

- 1 Tap the Home button (for iOS, tap ; for Android, tap .
- 2 **iOS devices:** Tap **Settings**  > **Usage**.

The **Maximum Downloads Size** section displays the maximum allowed storage space for the downloaded files and folders. You can set the size from 50 MB to 500 MB.

Android devices: Tap **Settings**  > **Storage**.





The **Maximum Downloads Size** displays the maximum allowed storage space for the downloaded files and folders. You can set the size from 50 MB to 500 MB.

Synchronizing Downloaded Files

Filr synchronizes the downloaded files on your mobile device with the files on the server at a schedule set by your Filr administrator or automatic synchronization when in background.

Synchronization Schedule

To modify your synchronization settings or to synchronize your files immediately:

- 1 Tap the Home button (for iOS, tap ; for Android, tap .
- 2 **OS devices:** Tap **Settings**  > **General**, then look at the options in the **Synchronize Downloads** section.
Android devices: Tap **Settings**  > **Synchronize Downloads**.

- ♦ **WiFi only:** When this option is enabled, the synchronization process occurs only when your mobile device is connected to WiFi. When it is disabled, the synchronization process uses WiFi when available, and uses data through your mobile provider when WiFi is not available.
- ♦ **Synchronize Now:** Synchronizes your downloaded files immediately, regardless of the **WiFi only** setting.

Background Synchronization For Downloaded Files

Synchronizes your downloaded files immediately, regardless of the synchronization schedule set in the following scenarios:

- ♦ When the Filr app goes to the background
- ♦ When you logout and login to the Filr app


This feature is available with Filr Android and Filr iOS apps.

Sharing Debug Logs

Filr now allows you to register the debug log. All the actions performed by any users on Filr is registered as a log in the debug log file and you can share this file with others. Debug logs are used to understand the behavior of the Filr application and track of various operations in the Filr application. These logs help the support team to troubleshoot the issues if any. This feature is available only for Android.

Enabling Debug Log


When Debug Log is enabled, Filr starts registering the logs. The log file gets stored in the external storage of your android device. Perform the following steps to enable the debug logs:

- 1 Tap the **Home** button .
- 2 Tap **Settings > Debug Information**.
- 3 Slide the **Enable Log** slide button.

Share the Debug Log File option is disabled until you enable the **Debug Log**.

Sharing a Debug Log File

Debug log file can be shared through Filr or through any application on your phone that supports file sharing. To share a debug log file perform the following steps:

- 1 Tap the **Home** button .
- 2 Tap **Settings > Debug Information**.
- 3 Tap **Share the Debug Log file** The application on your phone that supports file sharing is displayed.




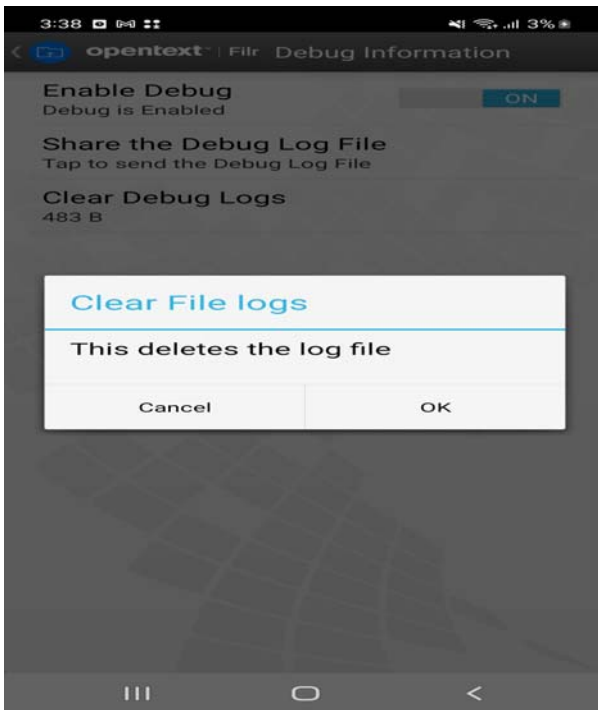
- 4 Select the application you want to use for sharing the log file.
- 5 Disable the Debug Log.

You can disable the Debug Log when there is no need to register the logs.

Clearing the Debug Log

If the Debug Log option is enabled, then the log file occupies your phone's memory and might impact your phone's performance. To avoid this, you can delete the debug log file after it is shared. To delete the log file, perform the following steps:

- 1 Tap the **Home** button .
- 2 Tap **Settings > Debug Information**.
- 3 Tap **Clear the Debug Log**.



- 4 Click **OK**. The log file is permanently deleted from your phone.

Uploading Files

IMPORTANT: By default, Filr doesn't restrict uploading based on file type. However, beginning with Filr 3.1, Filr administrators can modify this.

If your Filr administrator has restricted file uploading by file type, attempts to upload restricted files are blocked and errors display on the devices attempting the uploads.

You can upload files to the Filr site from your mobile device.

Uploading Files from within Filr

- 1 **iOS devices:** Navigate to the folder or area where you want to upload to, tap the **Plus** icon **+**, then select the files that you want to upload.

Android devices: Navigate to the folder or area where you want to upload to.

In a Net Folder where you have the required rights, tap the icon to the left of the Net Folder path **+** or tap the menu icon **☰** next to the folder, tap **Upload File**, then select the files that you want to upload.

In My Files, navigate to where you want to upload, tap the plus icon in the upper-left corner **+**, tap **Upload File**, then select the files that you want to upload.

Uploading a File from Another App

- 1 From another app on your mobile device, view the file that you want to upload to Filr.
- 2 **iOS devices:** Tap the **Open In** icon **📄**, then tap the Filr icon.

This option is not available from the Photos app on iOS devices.

NOTE: Filr is registered with the Open In technology to import and export all file types. Other applications can also choose the types of files they support.

Android devices: Tap **Share**, then tap the Filr icon.

The Filr app is launched and the Upload File dialog box is displayed.

- 3 (Optional) In the **File Name** field, rename the file.
- 4 To save the file to the default destination (My Files), tap **Upload**.

or



To save the file to another destination on the Filr site:

iOS devices: In the **Select a destination** section, tap either **My Files**, **Shared With Me**, or **Net Folders**, navigate to the folder that you want to save the file to, then tap **Select > Upload**.

Android devices: Tap **Browse**, tap the location drop-down list to choose either **My Files** or **Net Folders**, tap the folder where you want to save the file, then tap **Select > Upload**.




Creating a Folder

You can create a new folder from your mobile device.

- 1 (Conditional) To create a folder within an existing folder, navigate to the folder where you want to create a new folder, then tap the icon in the toolbar (for iOS, tap ; for Android, tap ).
- 2 Type the name for the new folder, then tap **Save/OK**.




Moving a File or Folder

You can move a file or folder to another location on the Filr site by using your mobile device.

- 1 Navigate to the location that contains the file or folder that you want to move.
- 2 Tap the information icon next to the file or folder name that you want to move (for iOS, tap ; for Android, tap ).
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Move**.
- 5 In the **Change folder** section, click either the **My Files**, **Shared with Me**, or **Net Folder** icon that represents the location where you want to move the file or folder.
For example, if you want to move a file to a folder in your My Files area, click the **My Files** icon.
- 6 (Optional) If you want to move the file or folder to a specific folder within either the My Files, Shared with Me, or Net Folder areas:
 - 6a Navigate to the folder where you want to move the file.
 - 6b **iOS devices:** Click **Select**.
 - 6c Click **Move**.




Copying a File or Folder

You can copy a file or folder to another location on the Filr site by using your mobile device.

- 1 Navigate to the location that contains the file or folder that you want to copy.
- 2 Tap the information icon next to the file or folder name that you want to copy (for iOS, tap ; for Android, tap .
- 3 (Conditional) For iOS, tap the **Actions** icon .
- 4 Tap **Copy**.
- 5 In the **Change folder** section, click either the **My Files**, **Shared with Me**, or **Net Folder** icon that represents the location where you want to copy the file or folder.
For example, if you want to copy a file to a folder in your My Files area, click the **My Files** icon.
- 6 (Optional) If you want to copy the file or folder to a specific folder within either the My Files, Shared with Me, or Net Folder areas:
 - 6a Navigate to the folder where you want to move the file.
 - 6b **iOS devices:** Click **Select**.
 - 6c Click **Copy**.




Renaming a File or Folder

You can rename a file or folder from your mobile device.

- 1 Navigate to the location that contains the file or folder that you want to rename.
- 2 Tap the information icon next to the file or folder name that you want to rename (for iOS, tap ; for Android, tap .
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Rename**.
- 5 Type the new name, then tap **Save/Rename**.



Deleting a File or Folder

You can delete a file or folder from your mobile device.

- 1 Navigate to the file or folder that you want to delete.
- 2 Tap the information icon next to the file or folder that you want to delete (for iOS, tap ; for Android, tap .
- 3 **iOS devices:** Tap the **Actions** icon .
- 4 Tap **Delete**.
- 5 Tap **Yes/Delete** to confirm the deletion.

Viewing File Details

You can view important details about files on your mobile device.



- 1 Navigate to the file for which you want to view the details.
- 2 **iOS and Android:** Tap the information icon (for iOS, tap ; for Android, tap  > **Details**) next to the file name.

The following details are displayed:

- ◆ **File Name:** The name of the file.
- ◆ **File Path:** The path to the file.
- ◆ **Size:** Size of the file.
- ◆ **Created By:** User who created the file.
- ◆ **Created:** Date that the file was created.
- ◆ **Modified By:** User who last modified the file.
- ◆ **Last Modified:** Date the file was last modified.
- ◆ **Note:** Note associated with the share from the user who shared the file. (Displayed only for shared files in the Shared with Me area.)
- ◆ **Downloaded:** Indicates whether the file has been downloaded and is available to view offline.
- ◆ **Share With:** Displays who the file has been shared with and information regarding the share.

Viewing Folder Details

You can view important details about folders on your mobile device.

- 1 Navigate to the folder for which you want to view the details.
- 2 **iOS and Android devices:** Tap the information icon (for iOS, tap ; for Android, tap ) next to the folder name.

The following details are displayed:

- ◆ **Folder Name:** The name of the folder.
- ◆ **Folder Path:** The path to the folder.
- ◆ **Created By:** User who created the folder.
- ◆ **Created:** Date that the folder was created.
- ◆ **Modified By:** User who last modified the folder.
- ◆ **Last Modified:** Date that the folder was last modified.
- ◆ **Note:** Note associated with the share from the user who shared the folder. (Displayed only for shared folders in the Shared with Me area.)
- ◆ **Share With:** Displays who the folder has been shared with and information regarding the share.





Managing Cached Files

If you cannot see updated content on the Filr app, or if you experience similar problems, you might need to clear the Filr cache. You can also view the amount of data your cached files are using, and you can set a maximum size for cached files.

- ♦ [“Setting a Maximum Size for Cached Files” on page 22](#)
- ♦ [“Viewing the Current Cache Size” on page 22](#)
- ♦ [“Clearing the Cache” on page 22](#)





Setting a Maximum Size for Cached Files

You can set a maximum file size so that nothing over the maximum size is cached.





- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap )
- 2 **iOS devices:** Tap **Settings**  > **Usage**, then tap **Maximum Cache Size**.
Android devices: Tap **Settings**  > **Storage** > **Maximum Cache Size**.
- 3 Tap the number that represents the maximum file size that you want to cache.

Viewing the Current Cache Size

You can view the size of your currently cached files.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap )
- 2 **iOS devices:** Tap **Settings**  > **Usage**, then tap **Current Cache Size**.
Android devices: Tap **Settings**  > **Storage** > **Current Cache Size**.

Clearing the Cache

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap )
- 2 **iOS devices:** Tap **Settings**  > **Usage** > **Clear Cache**.
Android devices: Tap **Settings**  > **Storage** > **Clear Cache**.

The amount of data that cached items are consuming is also displayed in the **Cached Files** section (iOS), the **Current Cached Files** section (Android).

Understanding Document Conflicts

If a document is edited at the same time from various locations, only the first file that is uploaded to Filr retains the original file name. Other versions of the file are uploaded to Filr under different file names. Only the original file maintains any file comments and share information.

For example, suppose that User A and User B begin editing `file1.doc` at the same time on different devices. User A saves his changes and uploads the file to Filr. The file is saved in Filr with User A's changes and with the original file name (`file1.doc`). User B then saves her changes and uploads the file to Filr. User B's file is renamed to `file1 (User B's conflicting copy date).doc`. User B sees User A's version of `file1.doc` in Filr, and User B is notified that her file has been renamed.

IMPORTANT: A renamed file can be uploaded only if the user who created it has Contributor rights to the folder where the file originated. For example, if a file was shared with User B, and User B has only Editor rights to the folder where the file exists (not Contributor rights), the file cannot be uploaded to Filr after it is renamed.

Security Considerations

When you access Filr on your mobile device, it is important that your sensitive documents are secure. Filr provides secure access to files from your mobile device. However, if your Filr administrator has allowed you to download files to your mobile device, you need to make sure that your device is set up to encrypt files.

- ♦ [“Default Security Settings” on page 23](#)
- ♦ [“Configuring a 4-Digit Passcode” on page 23](#)
- ♦ [“Encrypting Downloaded Files” on page 23](#)





Default Security Settings

When you access Filr from your mobile device, you enjoy the same security as when you access Filr from your workstation. Security features include:

- ♦ Secure access via SSL
- ♦ All previously established access control settings

Configuring a 4-Digit Passcode

For added security, you can configure a 4-digit passcode that is required when accessing the Filr app. If your device supports touch ID, you can enable touch ID to be used rather than the 4-digit passcode.

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .
- 2 **iOS devices:** Tap **Settings**  > **Account** > **Passcode Lock**.
Android devices: Tap **Settings**  > **Account** > **Passcode Lock**.
- 3 Tap **Turn Passcode On**.
- 4 Specify and confirm your 4-digit passcode.
- 5 **iOS devices:** (Optional) If your device supports touch ID, you can enable the **Use Touch ID** option.

Encrypting Downloaded Files

Your Filr administrator can allow you to download files to your mobile device and allow you to open files in third-party applications. If your Filr administrator has given you these abilities, ensure that your mobile device is set up to encrypt files:

- ♦ [“Encrypting Downloaded Files on iOS Devices” on page 24](#)
- ♦ [“Encrypting Downloaded Files on Android Devices” on page 24](#)

Encrypting Downloaded Files on iOS Devices

NOTE: This functionality is available only on devices that offer hardware encryption, including iPhone 3GS and later, iPad (all models), and iPod Touch 3rd generation and later.

To set up your iOS device to encrypt files, you need to enable a passcode:

- 1 Turn on passcode encryption by tapping **Settings > General > Passcode Lock**.
- 2 Follow the prompts to create a passcode.
- 3 After the passcode is set, scroll to the bottom of the screen and ensure that the **Data protection is enabled** text is visible.




Encrypting Downloaded Files on Android Devices

NOTE: This functionality is available only on Android 4 and later. The steps might vary depending on your device.

To set up your Android device to encrypt files, you need to configure data encryption:

- 1 Tap **Settings > System Security**.
- 2 Tap **Data encryption**, then follow the on-screen prompts to set up data encryption for your device and for the SD card (the SD card is where downloaded files reside).

Signing Out

- 1 If you are not already on the Home page, tap the Home button (for iOS, tap ; for Android, tap .
- 2 **iPhone:** Tap the **User** icon .
iPad and Android devices: Tap your linked user name in the upper right corner of the page.
- 3 Tap **Sign Out**.

Features Not Available in the Mobile App

The Filr mobile app enables you to access your most important files wherever you are. However, not all Filr features are available in the mobile app. For a full set of features, access Filr from a web browser on your workstation, as described in the [OpenText Filr 23.3 - Frequently Asked Questions \(FAQ\)](#).

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