



How to clear the TEOS Android Player app data on a device

Description

This guide explains how to clear the TEOS Android Player app data on a device, clearing the app data will remove all stored data of an application. This can solve issues when problems with an application occur.

In this manual a Sony Bravia will be used as example, location of settings may differ on other devices.

Requirements

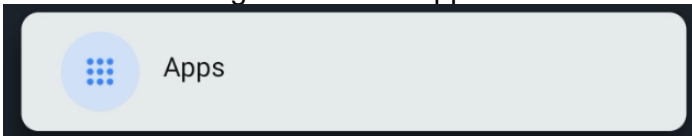
- Access to the device
- Remote to control the device
- ADB (optional)

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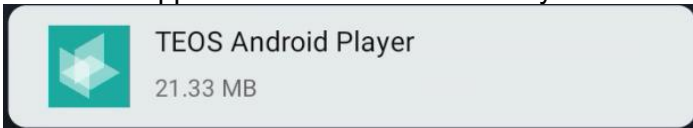
1. Using a remote navigate to the settings of the device.



2. Once in the settings search for "apps".



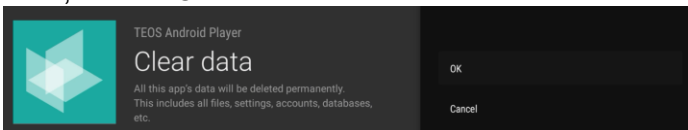
3. Select the application "TEOS Android Player"



4. In here there will be an option to "Clear data", select this.



5. Next, select "OK"



6. The app data of the application has now been cleared.

How to clear TEOS Android Player app data using ADB

1. Make sure ADB has been setup and ready to use using the following instructions:



How to enable ADB-USB debugging



How to connect to a device using ADB

After these steps have been done, we can execute the command to clear the app data of an application on the device

2. Different applications have different packages names; we can clear the app data of an application based on the package name.

TEOS Android Player: com.teos.manage
TEOS Cloud Control: com.teos.cloudcontrol
TEOS Control: com.teos.teoscontrol
TEOS Connect Receiver: comtdmsignage.teosconnect

3. In this example we will clear the app data for TEOS Android Player.

4. Type: “adb shell pm clear <package name>”
And replace <package name> with the desired application package name.

```
C:\platform-tools>adb shell pm clear com.teos.manage  
Success
```

5. The app data of the device is now cleared.

Please note: Some settings might to be reconfigured as clearing the app data will remove stored configuration, for example if TEOS Cloud Control is cleared the device needs to be readded to TEOS Manage.