



Mezzanine Applications

How to synchronise my SVS application?



mezzanine
creating productive societies

1

Important things to remember



Synchronization icon

Device, SIM card and App function

Your sim card, device and app have been configured to function as a unit, therefore we advise you to not remove and replace your SIM card with which your device and app was registered with, doing so may result in your app not functioning properly.

Device Memory

Your app has been created to automatically store information that you have captured on your device when there is no network or internet coverage, thus enabling you to sync it at a later stage when or where you do have coverage. That is why it is very important to always keep enough memory open for storing data captured while being offline. If there is no memory or to little memory on your device your risk losing data you may have captured, therefore always remember to always keep enough memory open for storage.

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1. Ensure that Mobile Data is always on by doing the following sync test:



- Open the SVS application and press the two arrows forming a circle on the top right corner of your screen.
- Once you tap on the synchronize button the synchronize button will start spinning at the top right hand side of the screen, indicating the application attempting to connect to the network.
- One of two colors will be displayed on the bottom of the screen. Either the synchronize button will stay “BLACK” or turn “GREEN”.

What the two colors mean:

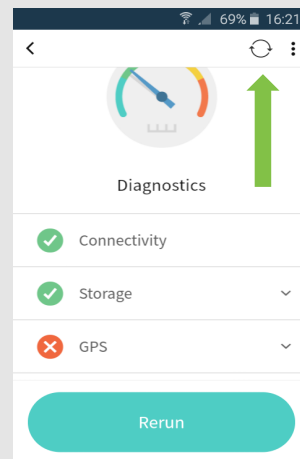
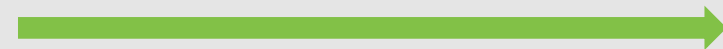
- Arrows turn green – Your mobile data is enabled and you have a strong network connection and data you capture on your SVS application are send to Mezzanine’s server.
- Arrows stays black – Your mobile data is disabled or you do not have a strong network connection and therefor Mezzanine servers do not receive the data you capture on the SVS application.

3 How to identify and fix errors



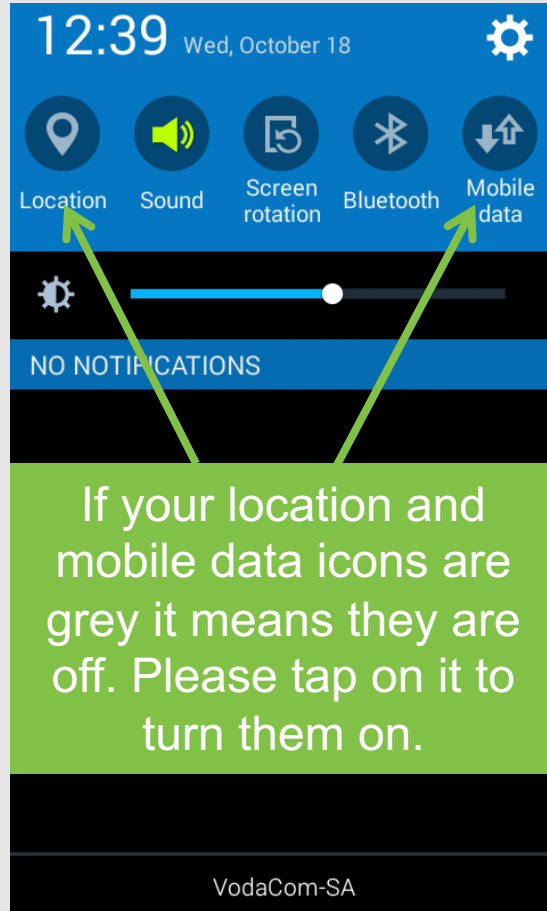
If the synchronize button turns green than the device your work on is fine and you may continue with your updates as normal. If the synchronize button stays green, please follow the steps below:

- If network has a green mark next to it, then your mobile data is enabled but you just need to reboot your device.
- Tap on the three dots, also on your top-right-hand corner
- If network have a red cross next to it, then your mobile data is disabled or you do not have a strong network connection.
 - Follow the steps as illustrated picture below in steps (Next page)
 - Sync again as illustrated on the picture on your right.

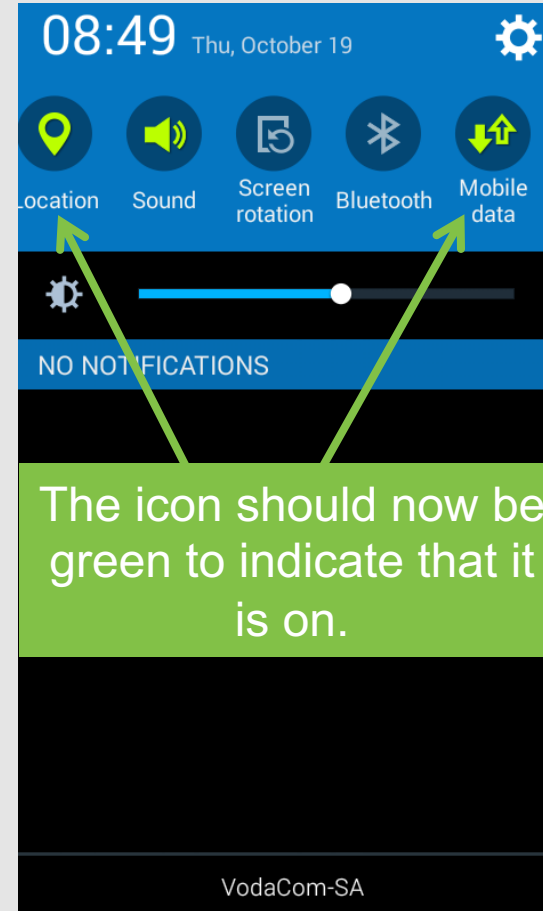


4

How to enable Mobile data and Location

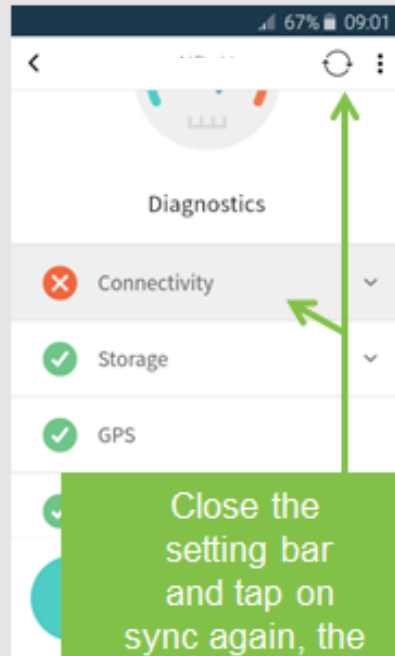


If your location and mobile data icons are grey it means they are off. Please tap on it to turn them on.

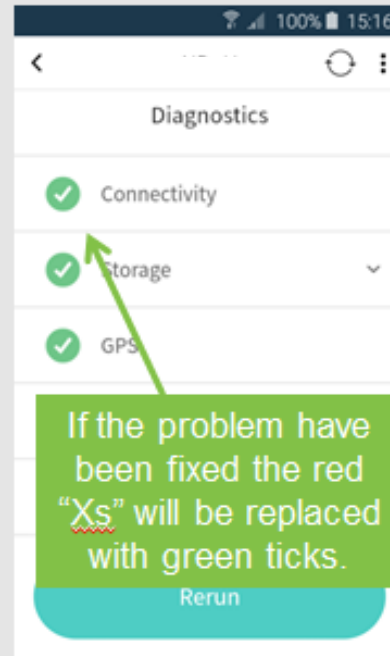


The icon should now be green to indicate that it is on.

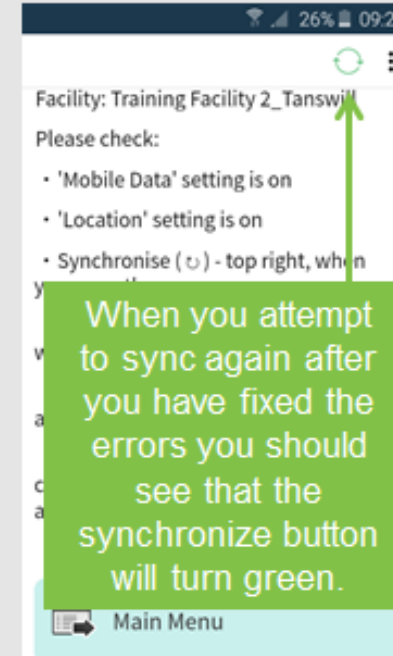
How to identify and fix errors



Close the setting bar and tap on sync again, the app will attempt to sync again.



If the problem have been fixed the red "Xs" will be replaced with green ticks.

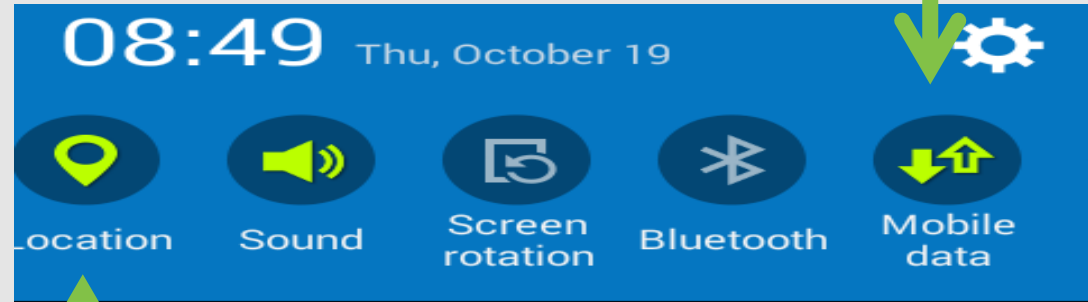


When you attempt to sync again after you have fixed the errors you should see that the synchronize button will turn green.

6 How to identify and fix errors

1. Mobile data

The Mobile data must always be switched on. If it is not, an error message will appear and the device data will not sync successfully to the server.



2. Location

The location icon must always be activated. This will also trigger an error message if switched off and device data will not sync successfully.