

How to synchronize the SVS application

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 off line. If there is no memory or too little memory on your device you risk losing the data you may have captured, therefore always remember to always keep enough memory open for storage.



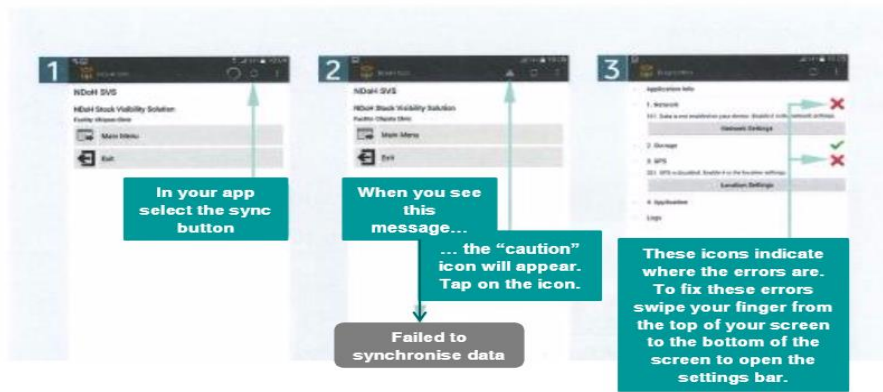
1. Ensure that Mobile Data is always on by doing the following Sync test:

- Open SVS Application and press the two arrows forming a circle on the top right corner of your screen. Newer model phones have the Three dots on the top right-hand corner of the screen, click once and when menu open choose “synchronize”
- Once you tap on the synchronize button a wheel will start spinning at the top left-hand side of your screen, indicating the application attempting to connect to the Network
- One of two messages will be displayed on the bottom of the screen. Either “DATA SYNCHRONIZED” or “FAILED TO SYNCHRONIZE DATA”

WHAT THE TWO MESSAGES MEAN:

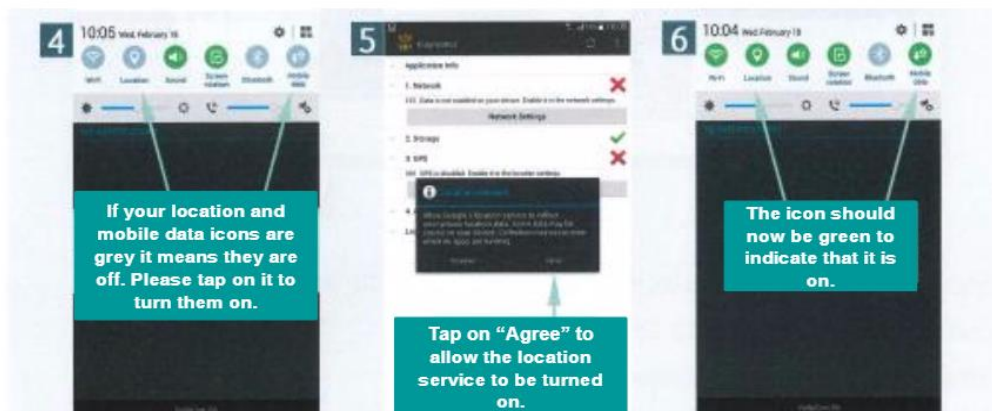
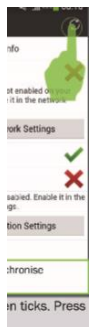
- **Data synchronize** - Your mobile data is enabled and you have a strong network connection and data you capture on your SVS application are sent to Mezzanine’s server.
- **Failed to synchronize data** - Your mobile data is disabled or you do not have a strong network connection and therefore Mezzanine servers do not receive the data you capture on the SVS application.

How to identify and fix errors

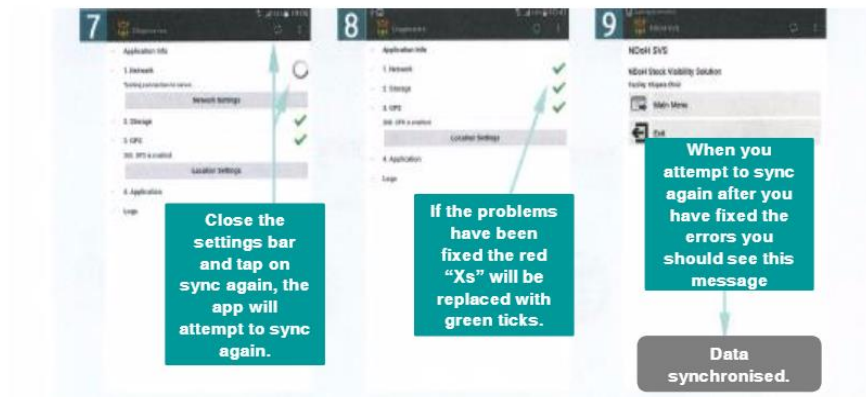


If you get the message “Data Synchronized than the device you work on is fine and you may continue with your updates as normal. If you get the “Failed to synchronize message”, please follow the steps below:

- 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 triangle with the exclamation mark, 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 4-6
 - Or Click on Network on the screen as illustrated in picture 3, Then choose Network settings and switch Mobile Data on.
 - Go back to your diagnostics screen (click on back button until you see the Diagnostics screen where Network had a Red Cross next to it.
 - Sync again as illustrated on the picture your left



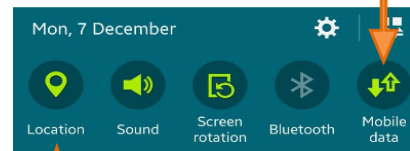
How to identify and fix errors



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.