



The Stock Visibility Solution

Basic Troubleshooting Guide

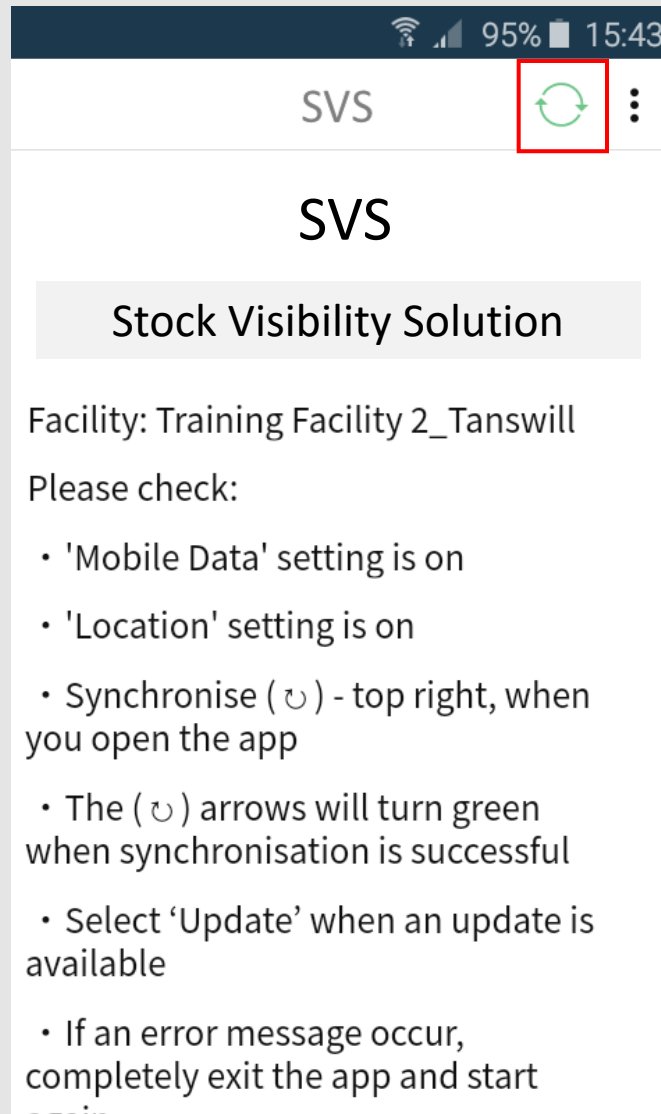
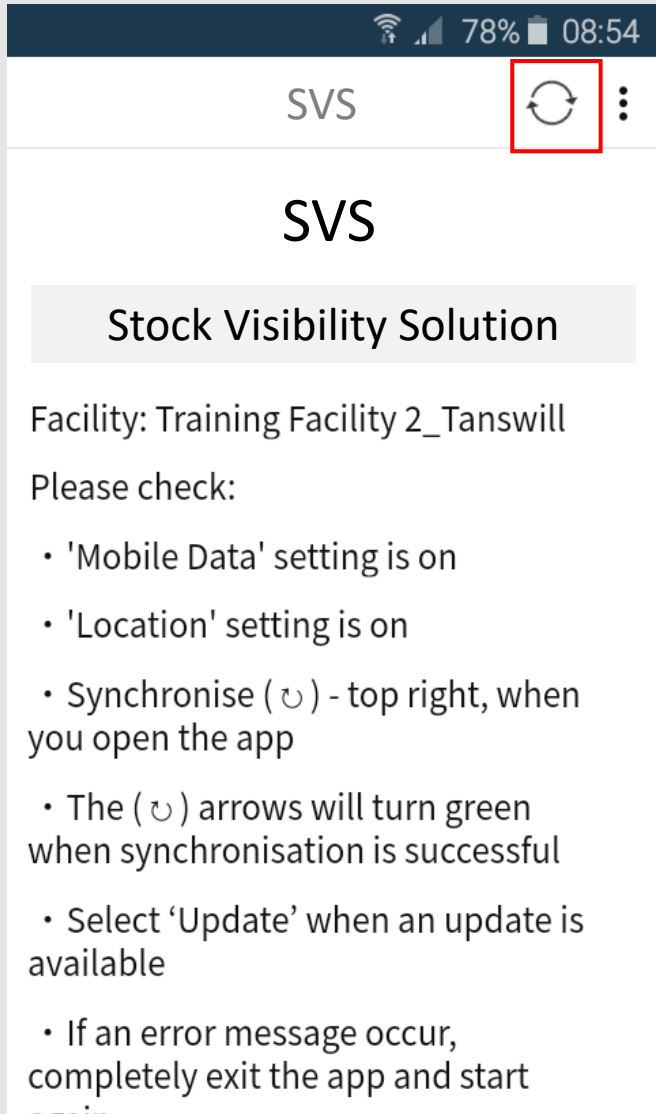


1

How to do the Weekly Sync test

This will ensure that anyone who submitted their stock updates will know for sure that the updates will reach the Web portal before the due date which will also ensure that they are not reflected as non-reporting

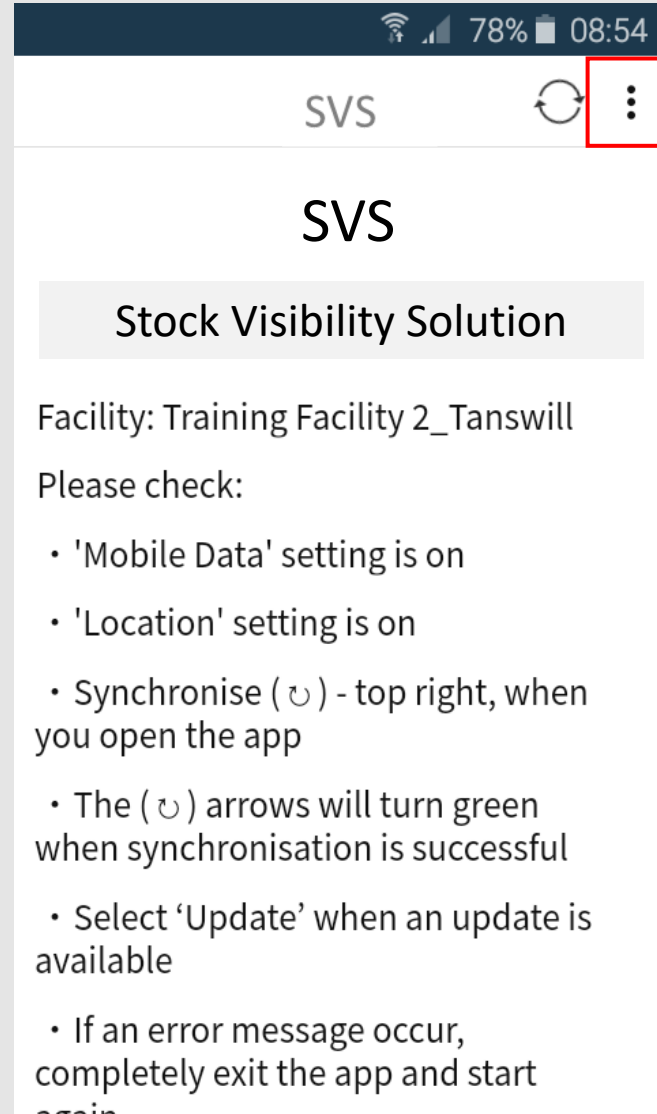
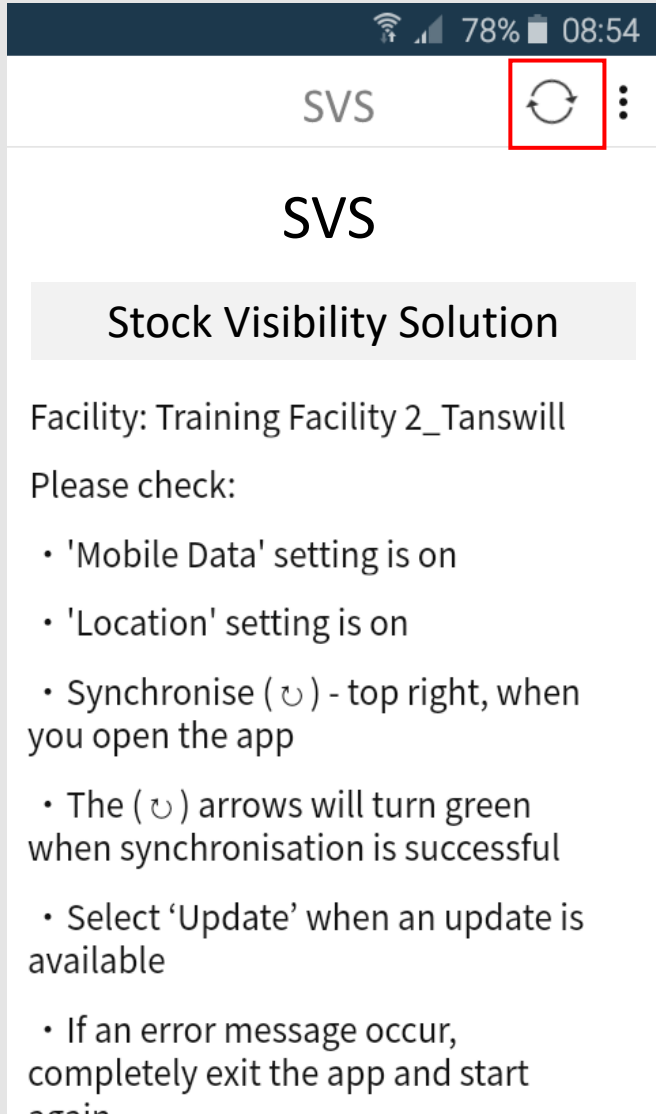
2 Synchronization Test



- To sync the application tap the **sync icon**.
- The **sync button** will turn **green** when, The sync was completed successfully

3

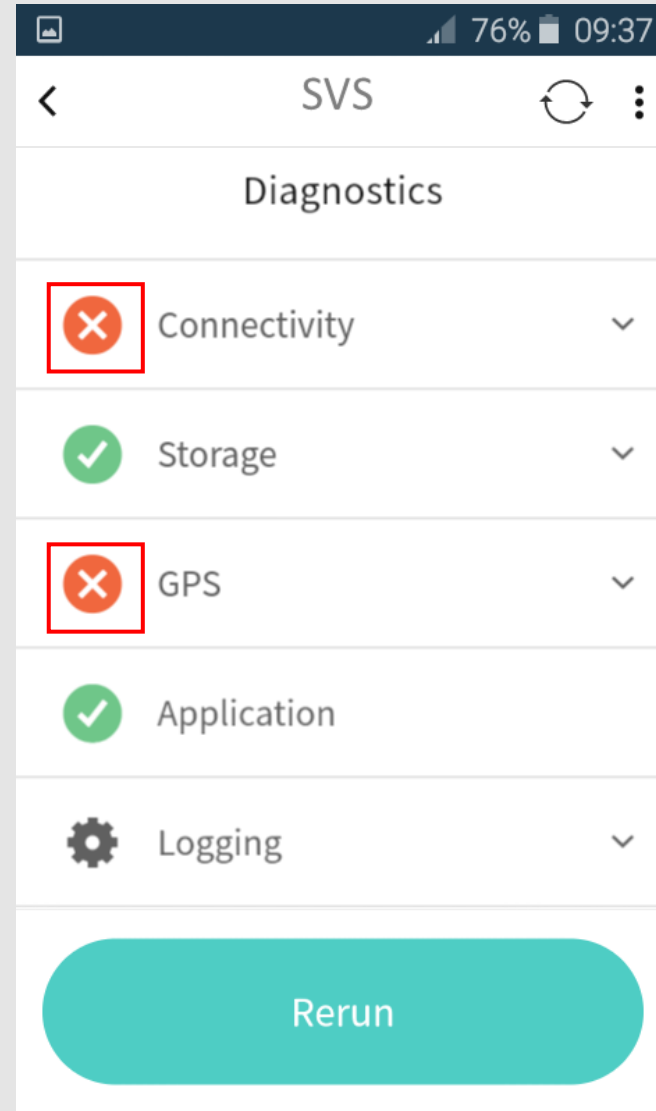
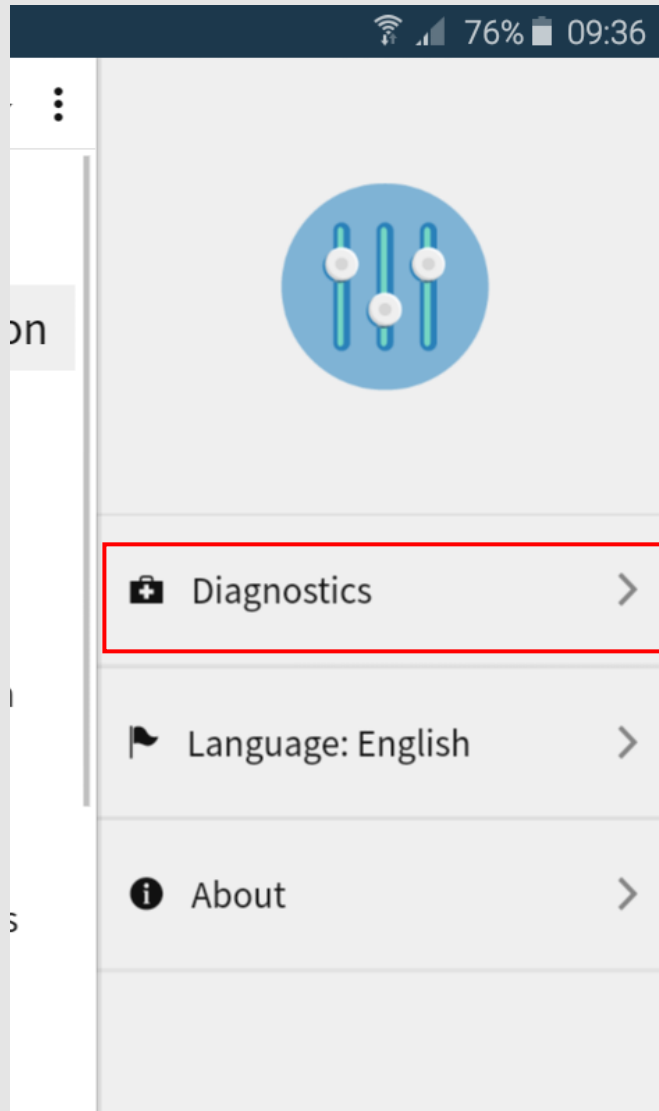
Synchronization



- If the sync button does **not turn green**, The sync was not successful.

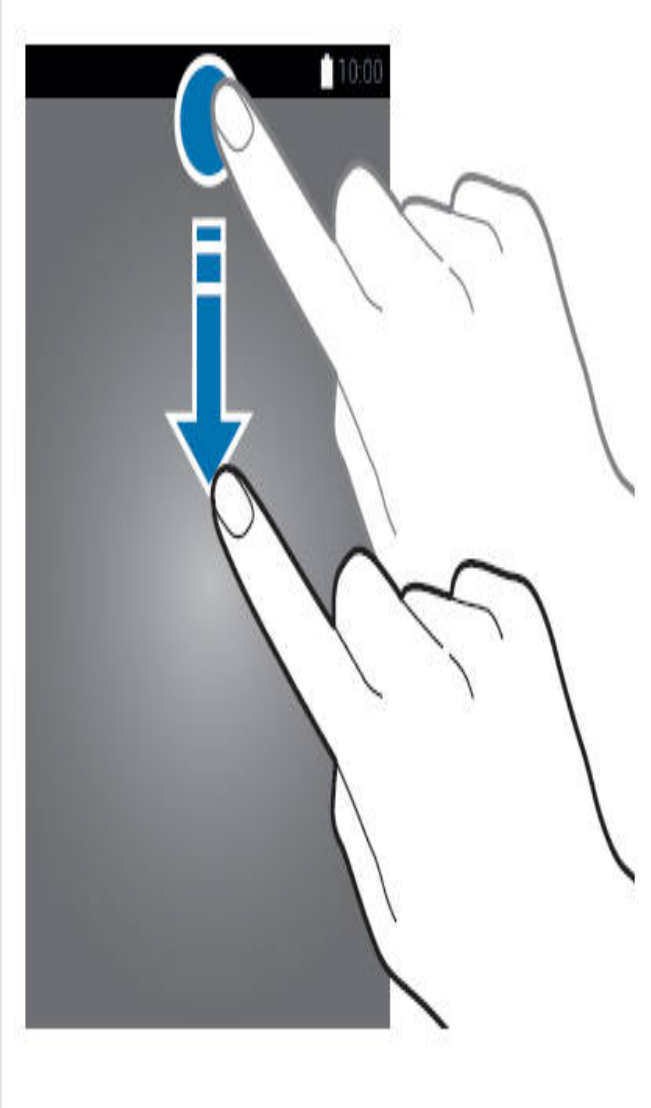
- Tap on the **three dots** button to find the reason.

4 Synchronization

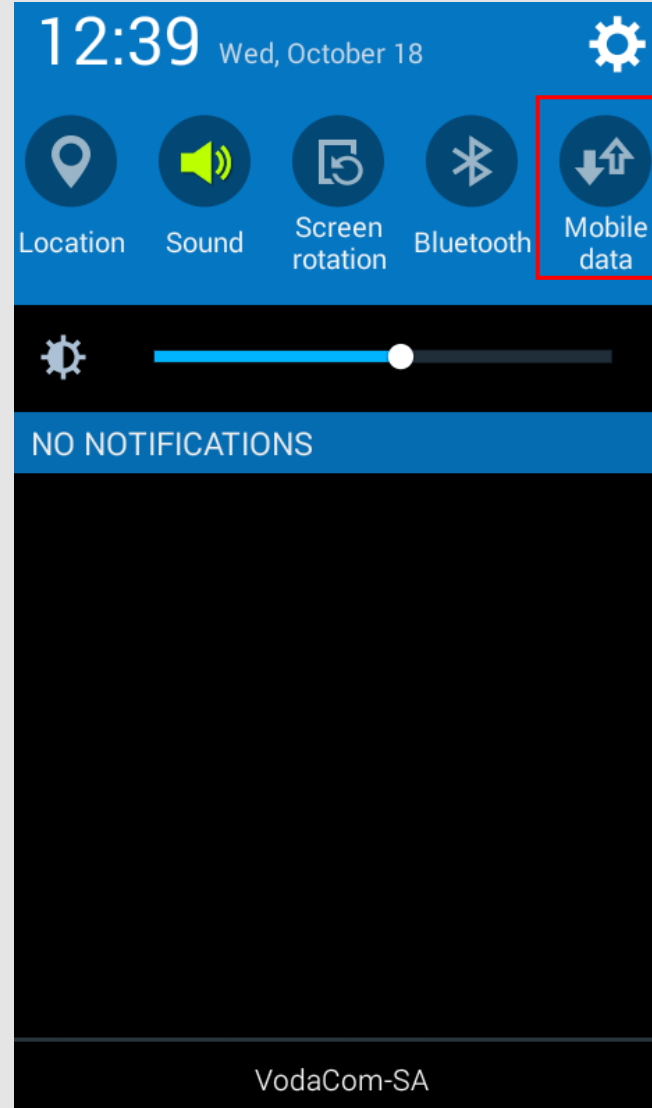


- Tap on **diagnostics**.
- The **red crosses** indicate what's causing the problems.
- To Fix: Make sure **Mobile data** and **Location** is turned on.

5 Mobile data settings



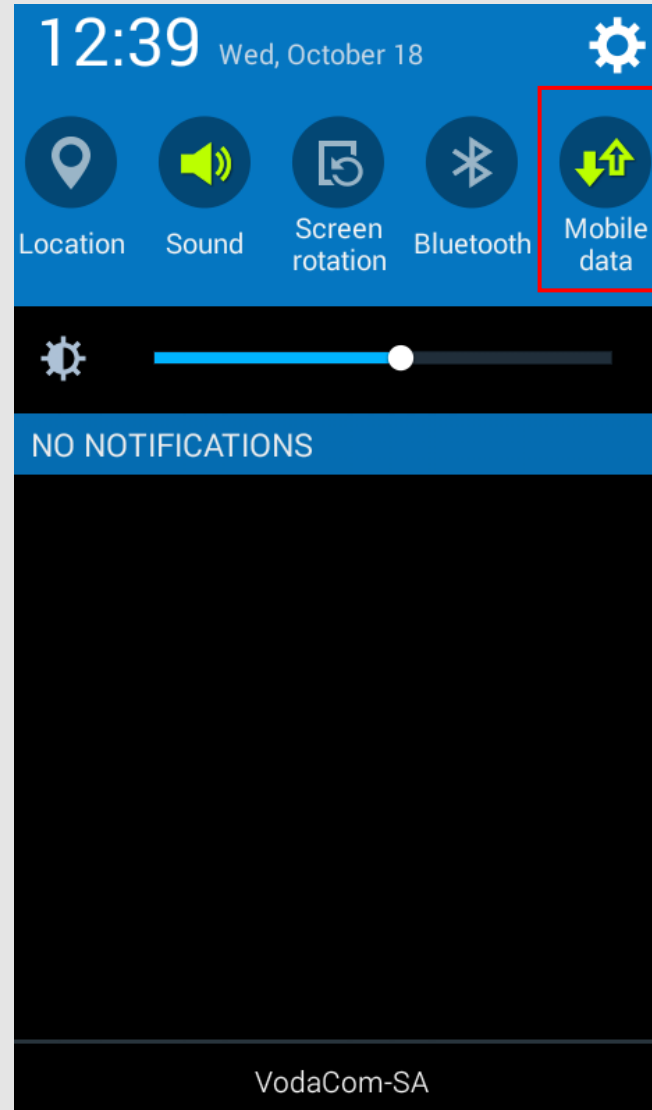
Screenshot 1



Screenshot 2

- Take your index finger keep it at the top of the screen and drag the screen down. (Screenshot 1).
- You will now see the settings panel, if **Mobile data** is **greyed out** it means that is not enabled. (screenshot 2).

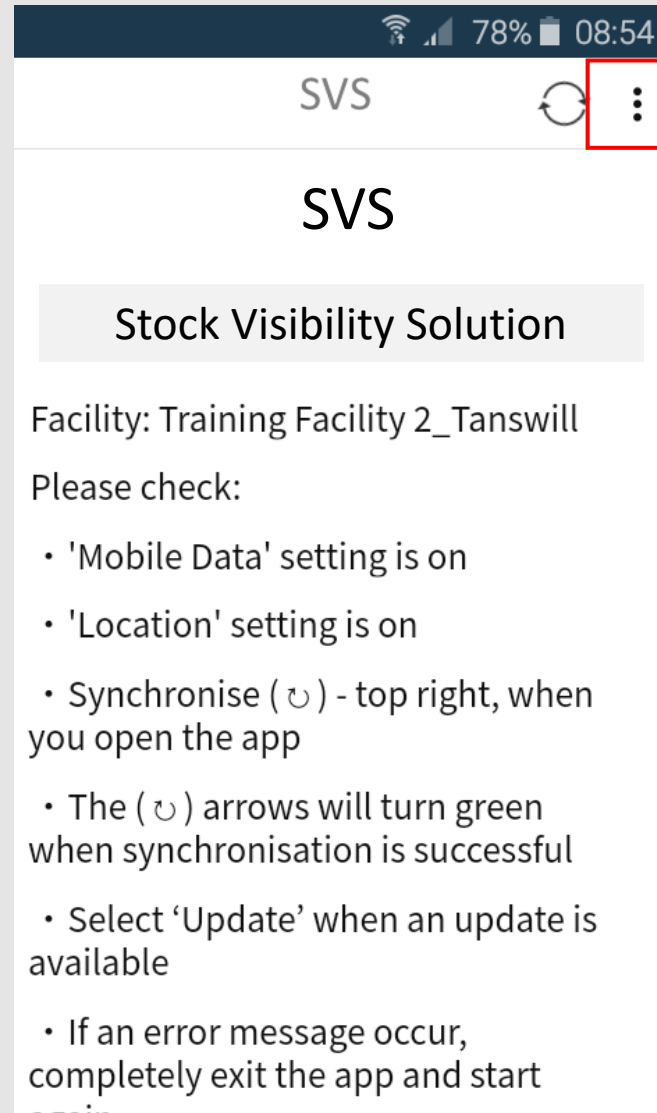
6 Mobile data settings



- Tap on Mobile data, once you have tapped on mobile data the icon will appear **green** which means that it has been enabled.

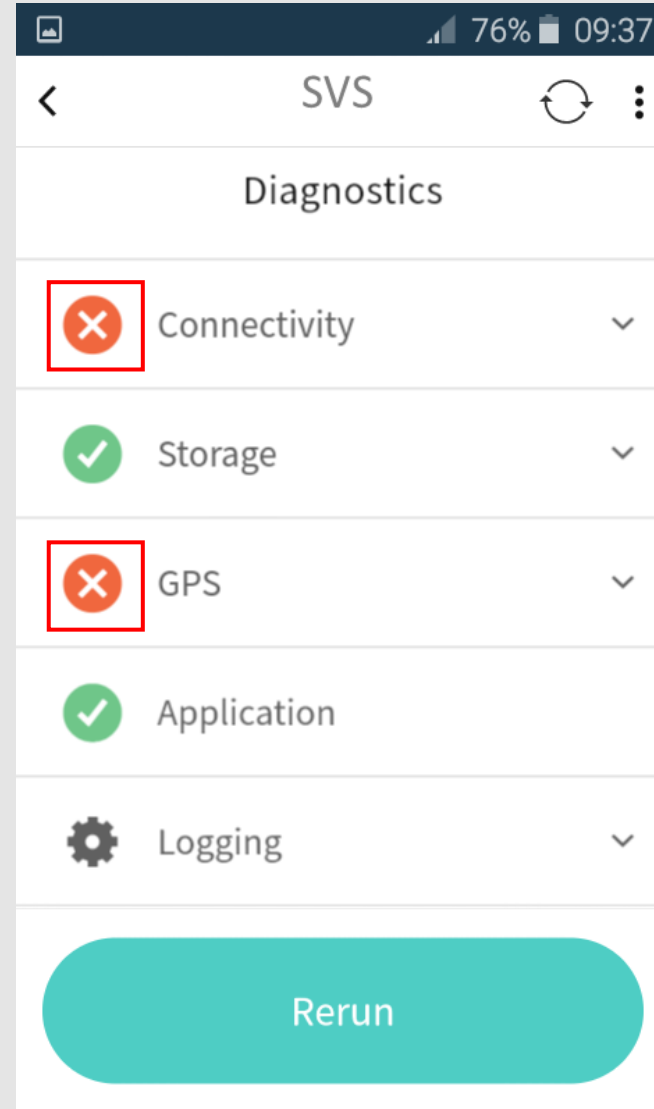
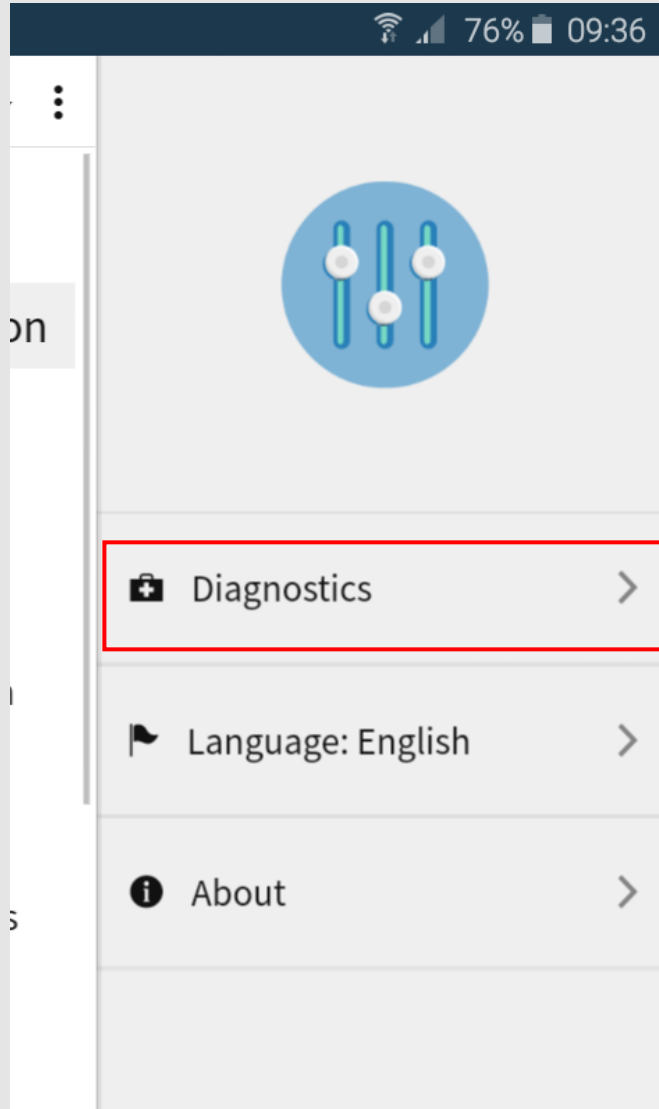
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Location settings



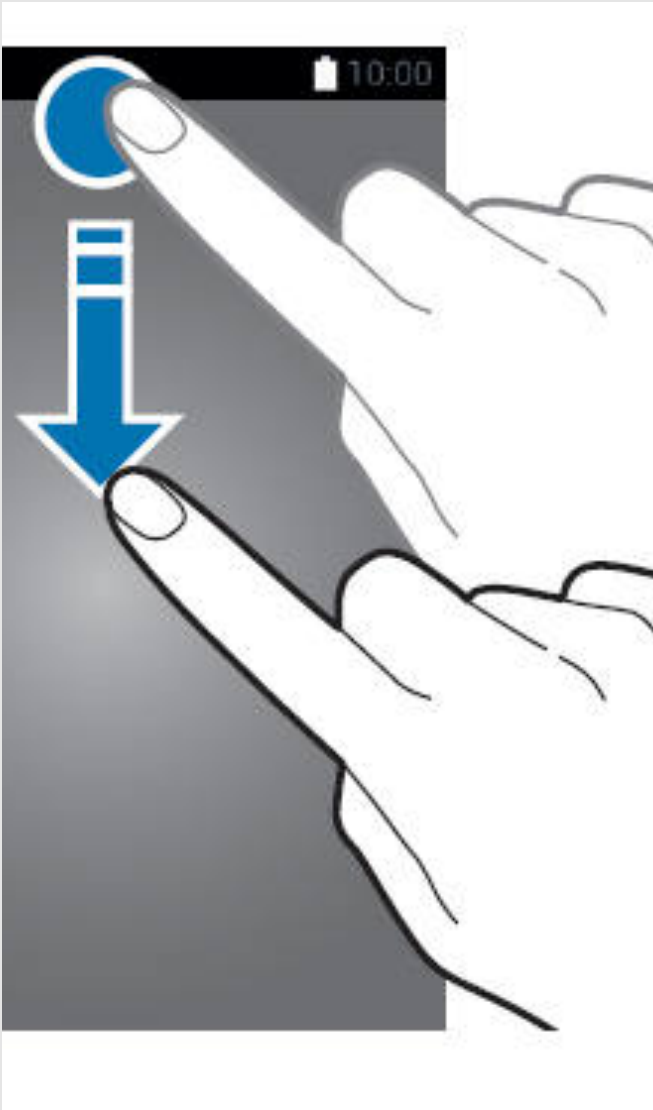
- Tap on the **three dots** button to find the reason.

8 Location settings

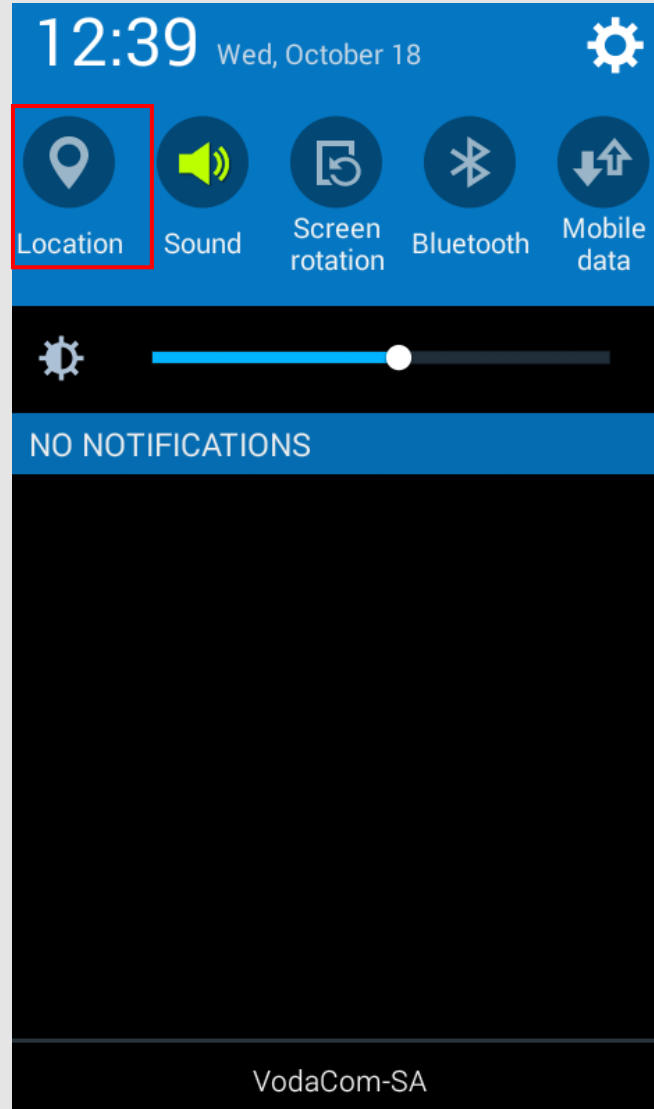


- Tap on **diagnostics**.
- The **red crosses** indicate what's causing the problems.
- To Fix: Make sure **Mobile data** and **Location** is turned on.

9 Location settings

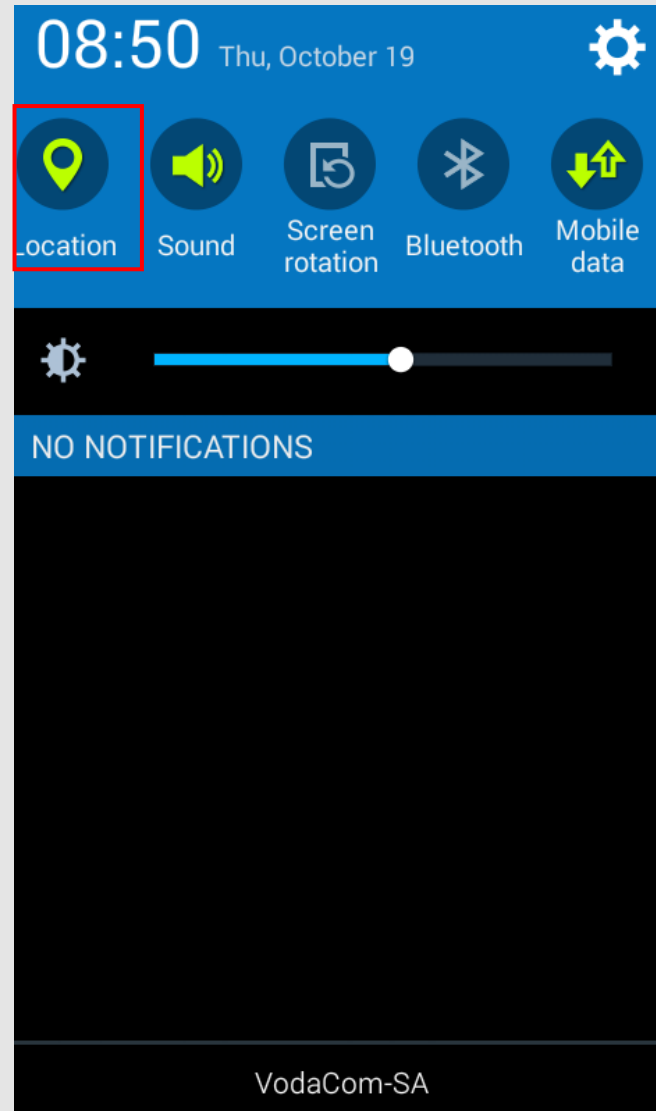


Screenshot 1



Screenshot 2

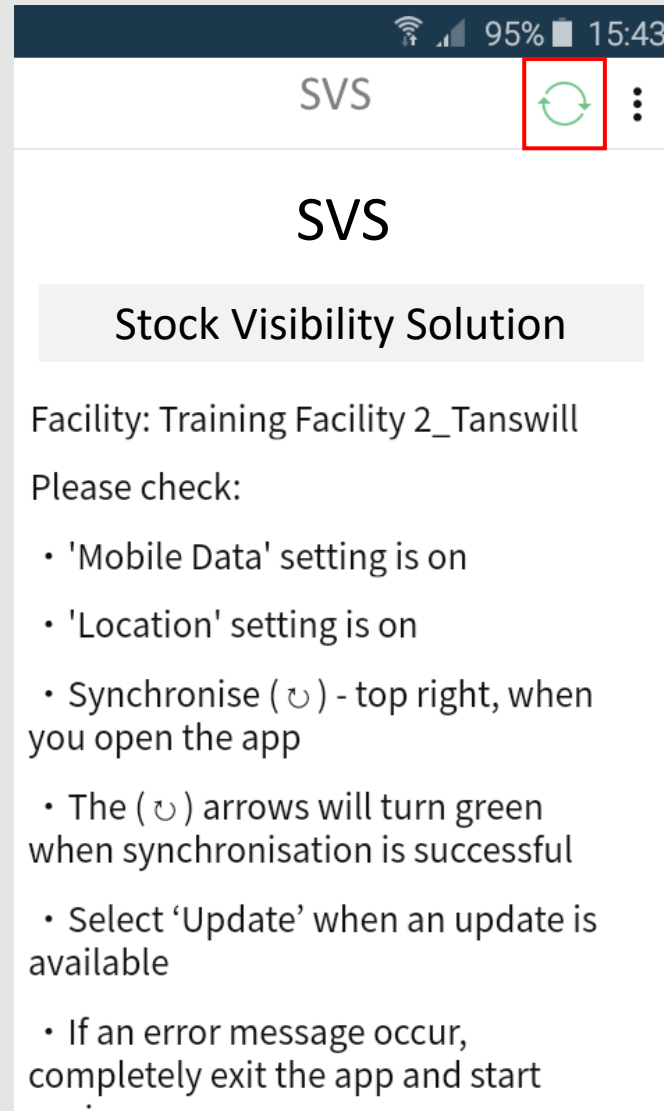
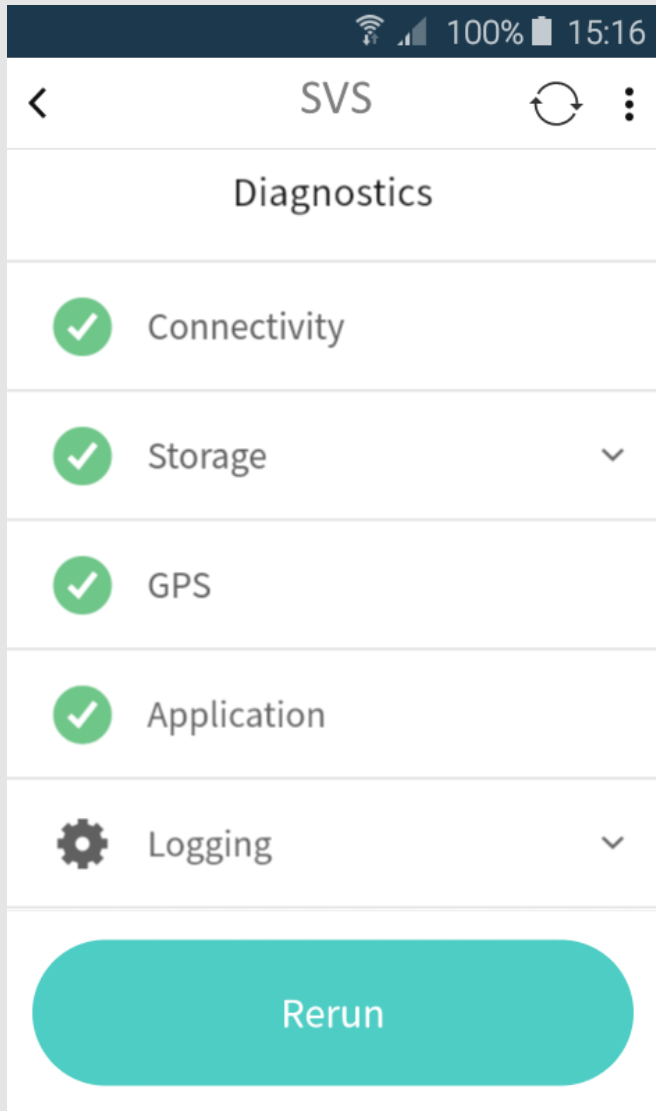
- Take your index finger, keep it at the top of the screen and drag the screen down. (Screenshot 1).
- You will now see the settings panel, if **Location** is **greyed out** it means that is not enabled. (screenshot 2).



- Tap on location, once you have tapped on the location icon it will appear **green** which means that it has been enabled.

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Mobile data and location settings enabled



- Once Mobile data and location has been enabled a **Green tick** will now appear next to Connectivity and GPS which indicate that mobile data and Location has been enabled.

- When you **synchronize** the application again, the sync icon will turn **green** when the synchronization was successful.