

The Stock Visibility Solution

Basic Troubleshooting Guide



How to do the Weekly Sync test

1

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

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 'Mobile Data' setting is on 	 'Mobile Data' setting is on 	
 'Location' setting is on 	 'Location' setting is on 	
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- The (${\rm \odot}$) arrows will turn green when synchronisation is successful	• The (${\ensuremath{\mho}}$) arrows will turn green when synchronisation is successful	
 Select 'Update' when an update is available 	 Select 'Update' when an update is available 	
 If an error message occur, completely exit the app and start 	 If an error message occur, completely exit the app and start 	

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To sync the application tap the sync lcon.

The sync
 button will
 turn green
 when, The
 sync was
 completed
 successfully

3 Synchronization

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SVS	SVS	
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 Select 'Update' when an update is available 	 Select 'Update' when an update is available 	
• If an error message occur, completely exit the app and start	 If an error message occur, completely exit the app and start 	

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

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	Diagnostics >	GPS ~	
	Language: English	Application	
5	About >	Logging ~	
		Rerun	

- 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



12:39 Wed, October 18 เว่ Mobile Screen Bluetooth rotation data NO NOTIFICATIONS VodaCom-SA

 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).

Screenshot 1

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.

7 Location settings



 ${\boldsymbol{\cdot}}$ Synchronise (${\boldsymbol{\circ}}$) - top right, when you open the app

• The (v) arrows will turn green when synchronisation is successful

• Select 'Update' when an update is available

• If an error message occur, completely exit the app and start - Tap on the three dots button to find the reason.

8 Location settings

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- 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





- 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).

Screenshot 1

Screenshot 2



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

11 Mobile data and location settings enabled

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Diagnostics		SVS
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Logging	~	・The (ぃ) arrows will turn green when synchronisation is successful
Rerun		 Select 'Update' when an update is available If an error message occur.
		completely exit the app and start

- 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.