**📘 Diviex Troubleshooting Guide**

**This guide outlines common issues with Diviex, steps to recreate them, and structured solutions.**

**🚨 Problem 1: Diviex Crashes on Launch**

**How to Recreate:**

1. **Go to the Android home screen.**
2. **Open Diviex.**
3. **The app crashes immediately after launch.**

**Step 1: Remove USB Drive**

* **Remove the USB drive and launch Diviex.**
  + **If Diviex does not crash → proceed to Rule Out a Faulty USB Drive.**
  + **If Diviex still crashes → perform a factory reset and see Reinstall Diviex.**

**Step 2: Rule Out Bad Files**

1. **Unplug the USB drive.**
2. **Clear internal storage:**
   * **Navigate to InternalStorage\MediaFolder and delete all files in Images, Videos, Music.**
3. **Inspect USB files:**
   * **Plug the USB into a PC and review files (via Teams or Splashtop if needed).**
   * **Check for:**
     + **File Types → use valid JPG/PNG for images, MP4 for videos. Avoid MOV files.**
     + **File Sizes → very large files (e.g., 20MB images or 20GB videos) may cause issues.**
   * **Option: Ask the customer to send a compressed Media Folder via file-sharing link for review.**
4. **Test with smaller/known-good files:**
   * **Sample image files can be found here: https://displays2go.sharepoint.com/:f:/r/sites/D2GGroup77/Shared%20Documents/Contact%20Center%20Tech%20Team%20Support/Sample%20Media?csf=1&web=1&e=kaMgIV**
   * **Reduce resolution or file size.**
   * **Example: Model DF043TLB2 has a 1080x1920 screen. If using a 5000x7000 image, resize or choose a different image.**
5. **Replug USB and test:**
   * **Insert USB into device → open Diviex → confirm “copying files” → click Play.**

**Step 3: Reinstall Diviex**

1. **Confirm Android version (7 or 11).**
2. **Send the correct APK:**
   * **Located at P:\Departments\Contact Center\Public\Digital Documentation\DiViEX APKs.**
3. **Uninstall current Diviex.**
4. **Reinstall using the correct APK.**

**🚨 Problem 2: Diviex Launches, but Crashes When Clicking Play**

**How to Recreate:**

1. **Open Diviex successfully.**
2. **Click Play → app crashes.**

**Solution 1: Rule Out Bad Files**

**(Same process as in Problem 1 – Step 2.)**

**Solution 2: Rule Out Faulty USB Drive**

1. **Unplug USB.**
2. **Clear internal storage (MediaFolder).**
3. **Download a small test image (PNG/JPEG) → move to InternalStorage\MediaFolder\Images.**
4. **Launch Diviex → click Play.**
   * **If playback works, issue is with USB or files.**
5. **Format USB drive:**
   * **See Salesforce KB 000013678.**
   * **Format to FAT32 and ensure correct Media Folder structure.**
   * **In most cases, use Settings → Storage → Fix Portable Storage.**
6. **Verify USB detection with File Explorer.**
7. **Test again with a new valid file on USB.**

**🚨 Problem 3: Diviex Plays Old Files but Not New Files**

**How to Recreate:**

* **Diviex plays older stored files but ignores new files on the USB.**

**Solution: Check for File Name Conflicts**

1. **Refer to Salesforce KB 000013750.**
   * **If filenames on USB match files in internal storage, Diviex won’t overwrite them.**
   * **Example: 1.jpg and 2.jpg exist in both places but with different content → new files won’t copy.**
2. **Rename files on USB (e.g., whale1.jpg, whale2.jpg).**
3. **Replug USB and test playback.**

**🚨 Problem 4: Diviex Shows a Black Screen After Clicking Play**

**How to Recreate:**

1. **Open Diviex.**
2. **Click Play.**
   * **Either black screen indefinitely, or intermittent black screens between images.**

**Solution 1: Rule Out Bad Files**

**(Same process as in Problem 1 – Step 2.)**

**Solution 2: Reinstall Diviex**

**(Same process as in Problem 1 – Step 3.)**

**Solution 3: Additional Steps**

1. **Check USB formatting:**
   * **Format to FAT32 and ensure proper Media Folder structure.**
   * **Use Settings → Storage → Fix Portable Storage if available.**
2. **Test with a different USB drive.**
3. **Process of elimination:**
   * **Keep only one known-good file. If playback works, another file was causing the black screen.**

**🆘 When All Else Fails**

* **Perform a firmware update.**
* **Escalate the case if unresolved.**
  + **Document the failure point (e.g., “Launch successful, crash occurs at Play”).**