Ving Troubleshooting Guide v1.0

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Version History

Date	Version	Description	Author
23 November 2015	1.0	Troubleshooting Guide (Purpose, Q&A, Problems & Solutions)	Veronika Boyanova
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1 Purpose of this document

The purpose of this document is to provide support to Ving users who use the Ving application either (and mostly) through terminals or through other type of devices (e.g. laptop).

Next section includes questions and answers in relation to the Ving application and hardware.

Last section includes workarounds or solutions to basic or less common issues or problems which might appear to Ving users during application usage.

2   Q&A

2.1   Which browsers can I use Ving on?

The Ving application has been basically developed for Chrome browser.

2.2   How can I use Ving application on full screen?

This can be done for mobile devices, and in the basic case – specifically for tablets, through Chrome settings. Enter Chrome menu bar to the most right part of the browser window and choose the 'Add to Home screen' option. Enter a name and save the shortcut to Home screen. Next time the application is opened through Home screen, the application will appear in full screen mode.

2.3   How can I ask for support?

There are a few types of problems that you might encounter depending on the device used. If you have problems with the terminal – tablet, phone – you need to contact the TR department. In case you have problems with the application – you may contact the Ving team for support if you have not found the solution of your problem in this guide.

2.4   How can I contact Ving team for support?

Before contacting the Ving team for support, please try to find the solution of your problem in this guide. If you do not see information related to your issue, you can send a mail to ving@musala.com.

3   Problems and Solutions

3.1   'This webpage is not available' error

User gets an error message 'The page is not available' in the browser.

Cause

1. No connection to network

2. Major problem with the application

Solution

1. Check Internet connection and make sure all network cables are properly connected.

Check and restart connection (for tablets):

1.1 Search for internal network indication in the upper right corner of the tablet (see figure below)
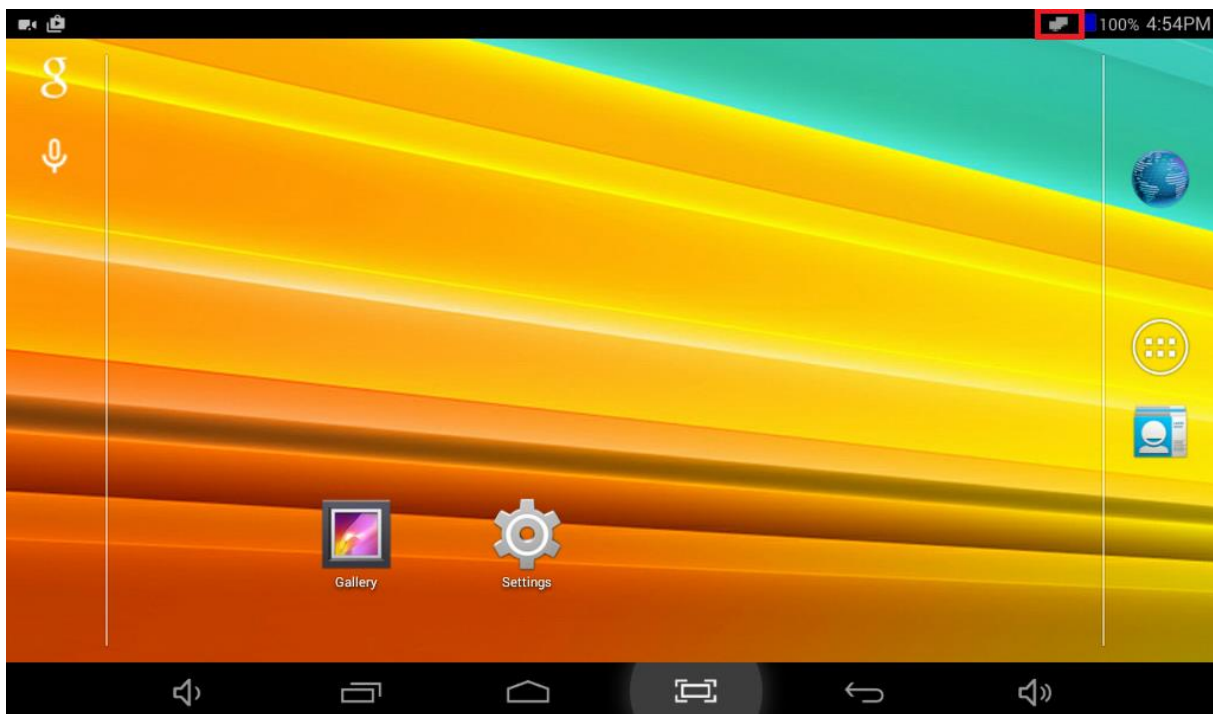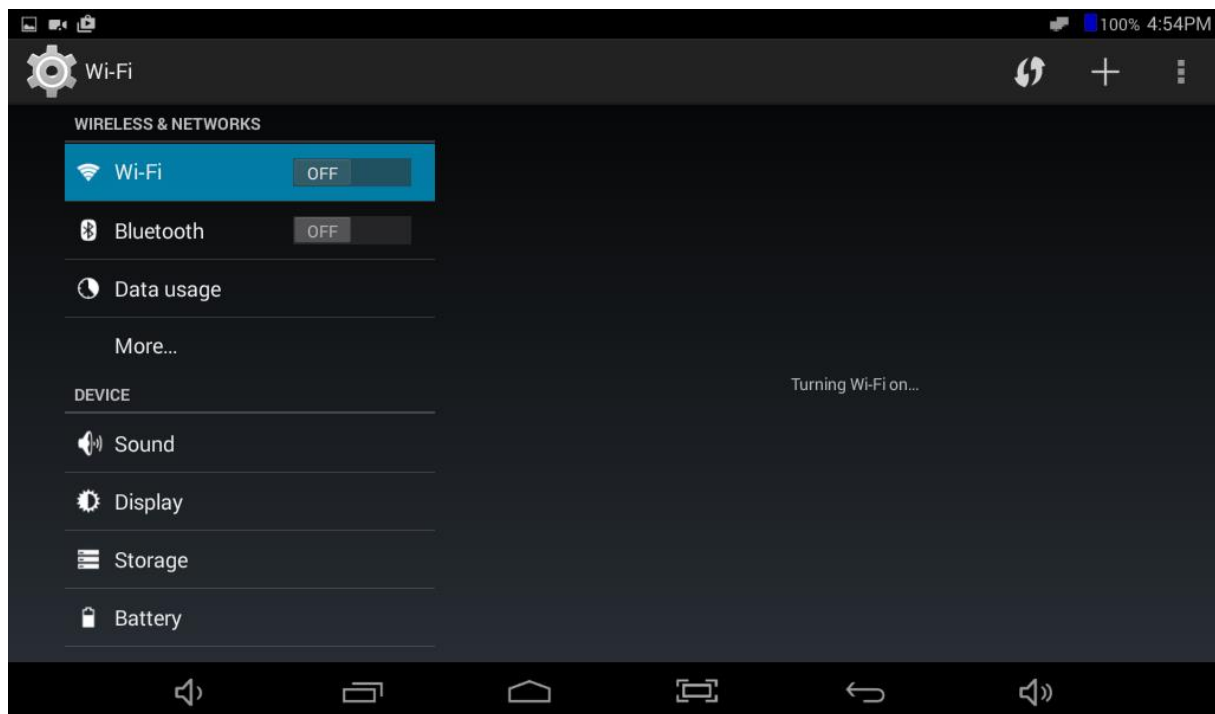
If indication is not there, it means device is not connected to internal network. No matter connected or not, following steps should be executed. Even if connected, connection might need restart.

1.2 Turn on or restart connection

Slide from top to bottom at the right side of the tablet. Tap on 'Settings'.
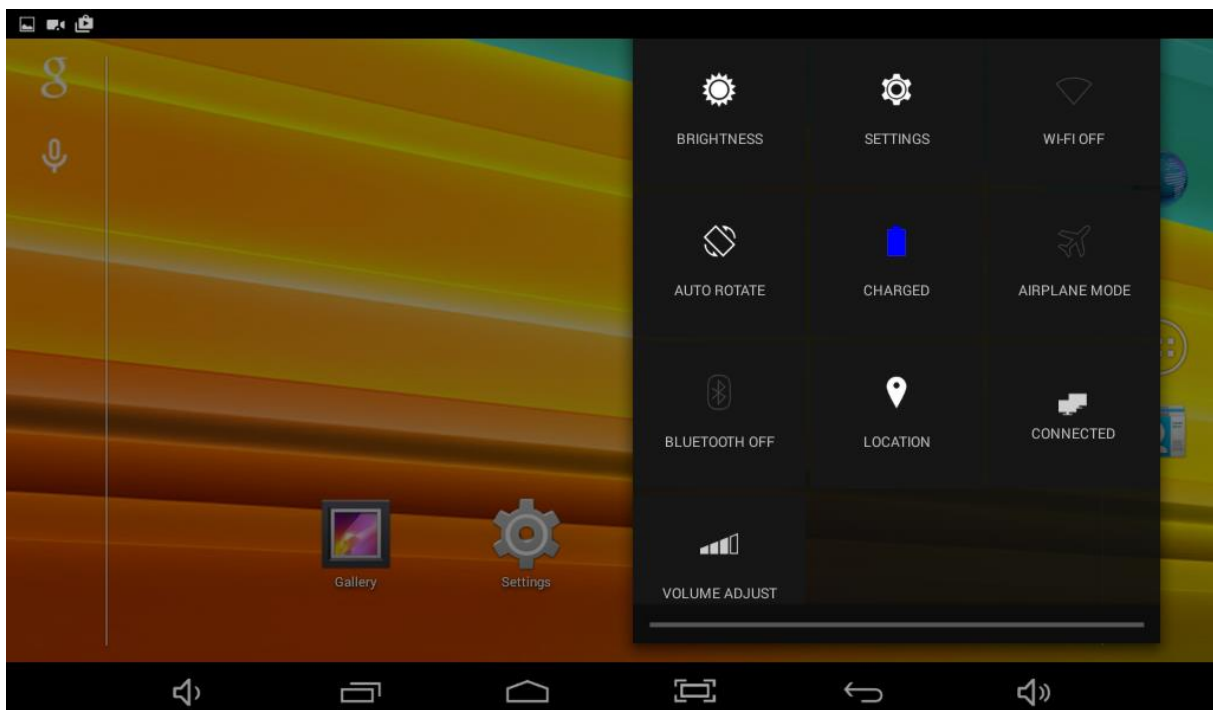
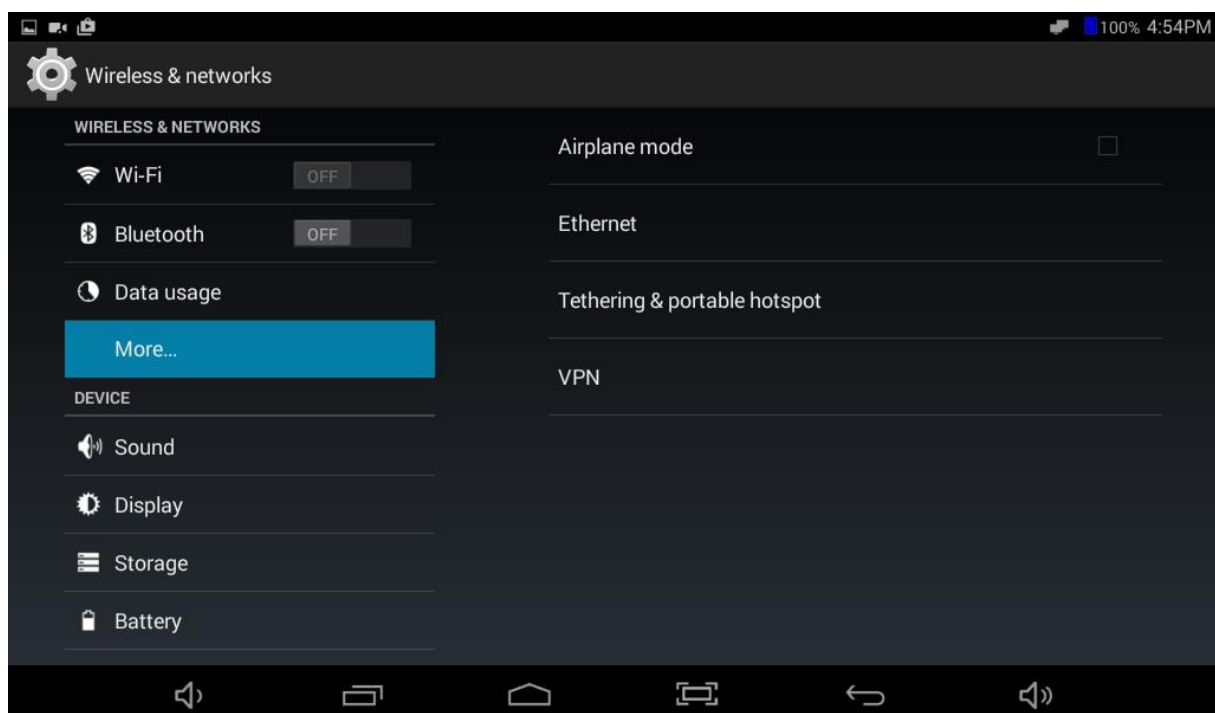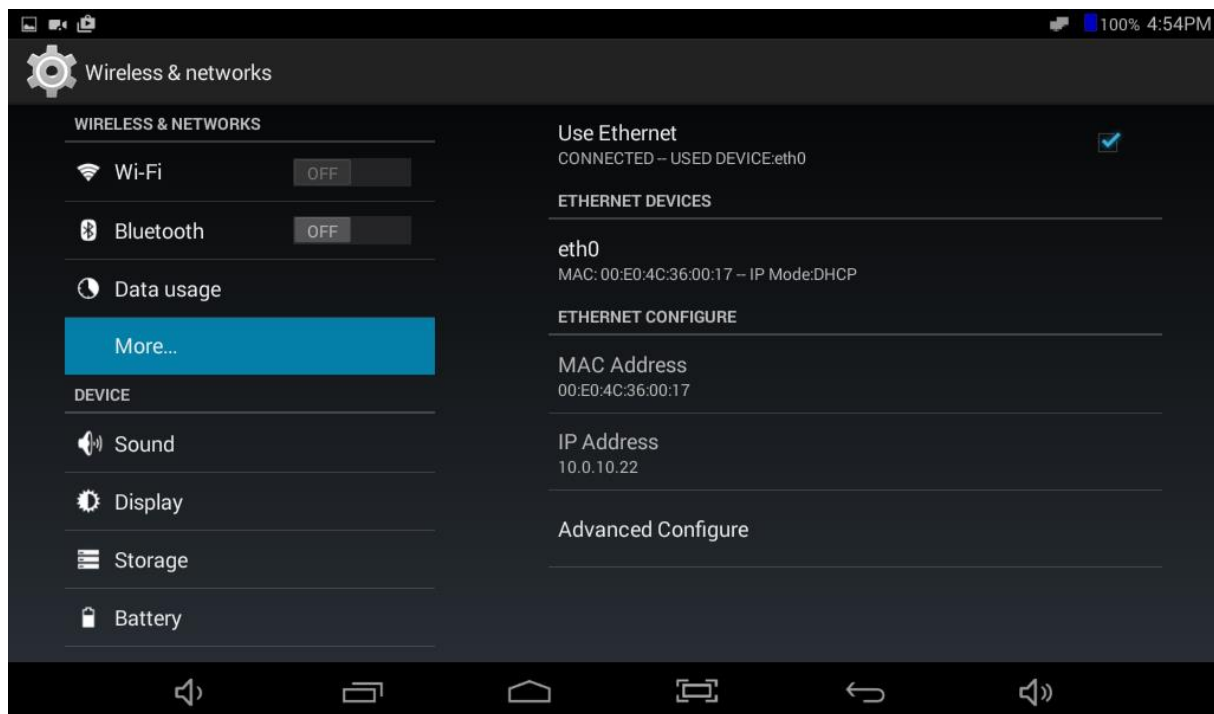You can turn on company wireless connection and connect.

OR

Tap on 'More…'.

Choose 'Ethernet'.

Mark (or unmark – mark) the 'Use Ethernet' option to respectively start (or restart) the network connection.

Go back to application and log again if necessary.

2. If the above described resolution does not work, restart tablet and start application again.

3. If any of the above mentioned solutions does not fix your issue, report problem to Ving support team.

3.2 Network problem – no internet connection

Please check Solution 1 and Solution 2 from previous case.

3.3 Application error 'Network lost. Please try again.'

User gets an error message at log in the application 'Network lost. Please try again.'

Cause

User has logged out from the application without closing the app (browser) and has locked tablet. Tablet has fallen asleep. User has unlocked tablet, landed at the login page and quickly (immediately on unlock) inserted the PIN for entering the application. Tablet has still not got out of the sleep mode and has not recognized that it is re-connected to network.

Solution

1. Wait 1-2 secs after unlock and then insert PIN to log into the application.

2. Do not lock tablet. Kill application or stay on login screen instead.

3.4 'Lost connection to Asterisk. Trying to reconnect...'

User gets an error message within the application 'Lost connection to Asterisk. Trying to reconnect…'.

Cause

1. No connection to network

2. Connection between web client and Asterisk server has been lost

Solution

1. Connect (reconnect) to network.

2. Wait until web application reconnects.

N.B! Even if the web application cannot connect to Asterisk, calls may be possible within Asterisk, depending on the problem.

3. If any of the above mentioned solutions does not fix your issue, report problem to Ving support team.

3.5 'Lost connection to thumbnail backend. Trying to reconnect...'

User gets an error message within the application 'Lost connection to thumbnail backend. Trying to reconnect…'.

Cause

1. No connection to network

2. Connection between web client and application backend has been lost

Solution

1. Connect (reconnect) to network.

2. Wait until web application reconnects.

3. If any of the above mentioned solutions does not fix your issue, report problem to Ving support team.

3.6 Black or white video

Local video, thumbnail video of a colleague or video of a colleague during 'In Ving' turns to black or white video panel.

Note: Issue takes place on tablets.

Cause

Device camera has stopped working.

Solution

Restart tablet through the power button.

3.7 Error 'Aw Snap! Something went wrong while displaying this webpage. To continue, reload or go to another page.'

User gets an error message 'Aw Snap! Something went wrong while displaying this webpage. To continue, reload or go to another page.' in the browser.

Cause

Under investigation.

Solution

Do not use Chrome version 45.

3.8 Unavailability for call initiation and voicemail received from self

User cannot execute outgoing calls, cannot be contacted and/or receives voicemail by self.

Cause

This happens to users with IP phones. User has turn on their DND mode on the hardware IP telephone.

Solution

Turn off DND phone mode by the 🎤 button.