Mobile Device Troubleshooting Guide

Wi-Fi Connection Troubleshooting:

    1. Open Settings App.

    2. Select **Connections**.

    3. Under **Wi-Fi**, the current network should be **HSG-BO** and show **Connected**.

        A. If connected, skip to **Sync Device** section below for further instructions.

    4. If not, check under **Available networks** and select **HSG-BO** to connect.

        A. If asked for a password, connect to the **Guest** Wi-Fi instead, and continue following steps.

        B. If no **Guest** Wi-Fi, open a ticket with POS Helpdesk (see **Tickets to POS Helpdesk** below).

    5. If device is connected without internet check the device's Date & Time.

        A. If Date & Time are incorrect, skip to **Checking Date & Time** section below for further instructions.

        B. If device's Date & Time are correct, restart the device by holding the Volume Down Button and Middle Button on right side of device at the same time, and select the **Restart** icon.

    6. If restarting does not resolve issue, if device does not show **HSG-BO** Wi-Fi under **Available networks**, or device won't connect to **HSG-BO** or Guest, open a ticket with POS Helpdesk (see **Tickets to POS Helpdesk** below).

Sync Device:

    1. On mobile device home screen, press the back arrow button until a menu appears.

    2. Select **Launch Android Device Policy app** from list of options.

    3. Under **Your work device**, review last time device was synced.

    4. If device hasn't been synced in 3 days:

        A. Select 3 vertical dots in upper right corner of screen.

        B. Select **Sync policies** to sync device.

        C. If **Sync policies** is missing, open a ticket with POS Helpdesk (see **Tickets to POS Helpdesk** below).

Note: Once device is connected to a Wi-Fi Network, and has completed a sync, device will begin updating all missed updates and download any missing apps, that should have occurred since last sync. Leave device plugged in to charge while device updates, and check device/apps after approximately 1 hour to see if phone is working as intended. If device was connected to **Guest** Wi-Fi, attempt to switch to **HSG-BO** following steps in **Wi-Fi Connection Troubleshooting**.

Checking Date & Time:

    1. In Settings App main menu select **General Management**.

    2. Select **Date and time**.

    3. If **Automatic date and time** is On, turn it Off

        A. Select **Set date** to set the correct date and select **Done**.

        B. Select **Set time** to set the correct time and select **Done**.

    4. If **Automatic time zone** is On, turn it Off

        A. Tap **Select time zone** to set correct region and time zone if incorrect.

    5. Back out to **Settings** and select **Connections**.

        A. If date, time, and/or time zone corrections do not fix Wi-Fi connection, restart device.

    6. If restart does not fix Wi-Fi connection, open a ticket with POS Helpdesk (see **Tickets to POS Helpdesk** below).

Steps to Complete if Date/Time/Time Zone/Wi-Fi is Correct, but Missing App(s):

    1. Open **Play Store** app.

    2. Find missing app(s) and select **Download**.

    3. If app does not appear in Play Store, open a ticket with POS Helpdesk (see **Tickets to POS Helpdesk** below).

    4. If no Play Store app on device, open a ticket with POS Helpdesk (see **Tickets to POS Helpdesk** below).

Tickets to POS Helpdesk:

    1. Provide detailed description based on issue type listed above. Please include device's IMEI number in ticket.

        A. IMEI number is found in Settings > About phone > IMEI.

Note: Mobile devices should be left on while charging overnight so scheduled updates can download.