

AsgardMobile Troubleshooting

Guidelines for troubleshooting AsgardMobile on Smart Phones, Tablets and Other Mobile Devices

AsgardMobile is available on Apple, Android, and Windows devices in their respective stores, as well as in the browser on any Internet-enabled device. In all cases, the app is free and there is no limit to the number of installations you can use.

Cellular, Wi-Fi, or Both

AsgardMobile can utilize both Wi-Fi and cellular connections.

As a primary consideration in selecting a device, consider which of these networks is strongest and most consistent throughout your property.

While the application is still accessible in a disconnected state, and will pull up your last-accessed data, it will not receive new work orders or changes to existing work orders. And, work orders updated or completed from the mobile app, in a disconnected state, will not update in the main app until you return to a stable, connected state.

If, for example, you only have Wi-Fi in the units, then selecting a Wi-Fi-only strategy is likely to be problematic to your workflow. If needed, we can provide instructions for testing the connection quality throughout your property, or work with your IT team to discuss connectivity requirements.

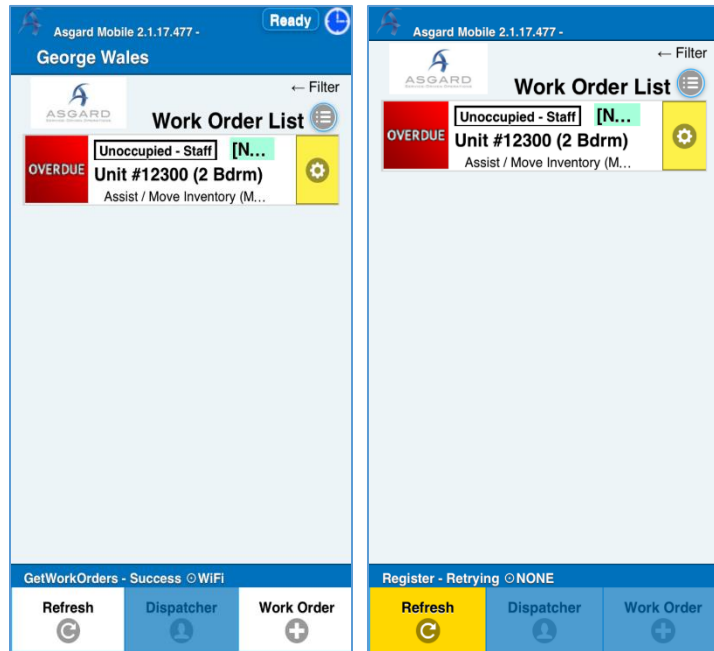
Contacting Support – Useful Tips

When working with a Customer Service Hero, we will ask several questions regarding the issue being observed, and replication steps. We recommend including in your response to support:

1. Asgard Mobile version (shown in the upper left hand corner)
2. Name of the employee using the device (shown in upper left hand corner) and the name of the device in the system.
3. Replication steps leading up to the issue.
4. A screen shot of your device's screen, as well as, a picture of the issue when the device is in 'De-Bug Mode'. You can set up the device in 'De-Bug' mode, by going to the 'Facilities' tab in the main desk top, then clicking 'Mobile Devices', and finding the device name with issues, clicking 'Edit', and checking the 'De-Bug' box.



Checking the Status Bar: As shown at the bottom of AsgardMobile, there is a status bar (in blue), that demonstrates the actions you are performing in the application. This can be a useful tool, because it will specifically state whether the

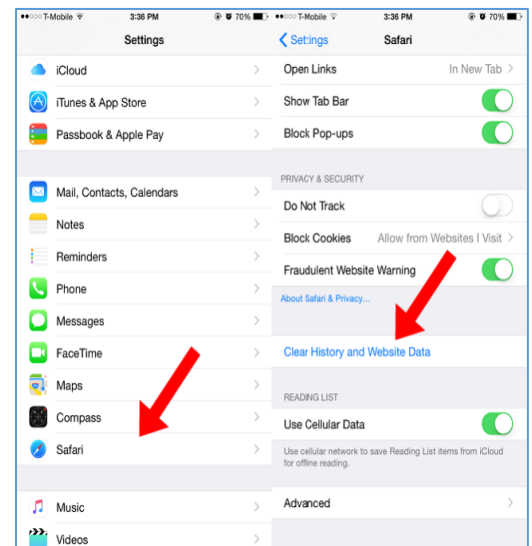


action you are performing 'Success[fly]' transmitted/completed in the application, or if it is 'Retrying' and during this period not being successfully transmitted or completed in the Application (shown to the right). If it states 'Retrying', you can always try hitting the 'Refresh' button in the lower left hand corner of the application, to try and get the action to 'Success[fly]' transmit. If the action still shows 'Retrying', it would be beneficial to disconnect the device from the 'Wfi' and then reconnect, if your property uses Wifi. After these steps have been attempted, and the action is still 'Retrying', we recommend contacting our support heroes, for further assistance.

Troubleshooting Connection Issues - Tips

Clearing the cached data: AsgardMobile stores data on the device, as is the case for all applications downloaded to your phone. This is known as a 'cache', which implies data is being stored on the device to improve ease of use going forward in the application. However, this cached data can also take up a large amount of your devices storage, that can lead to performance issues on phones.

To clear the cached data on an Apple Device, go to the phones 'Settings' -> find the 'Safari' icon -> then scroll to the bottom of the page and click on 'Clear History and Website Data'. Clearing the history and website data, clears the phones history, cookies, and other browsing data, as well as, the cache.





To clear the cached data on an Android device, go to the phones 'Settings' -> find the 'Applications' icon -> 'Application Manager' -> click on 'AsgardMobile' -> then 'Clear Cache'. Not all Android devices are the same, so these steps will closely resemble the steps you need to take to clear the cache from the device. You may need to look up specific instructions depending on your device.