

DELIVERY COMMAND

1.1.2 Phone Troubleshooting 20180707



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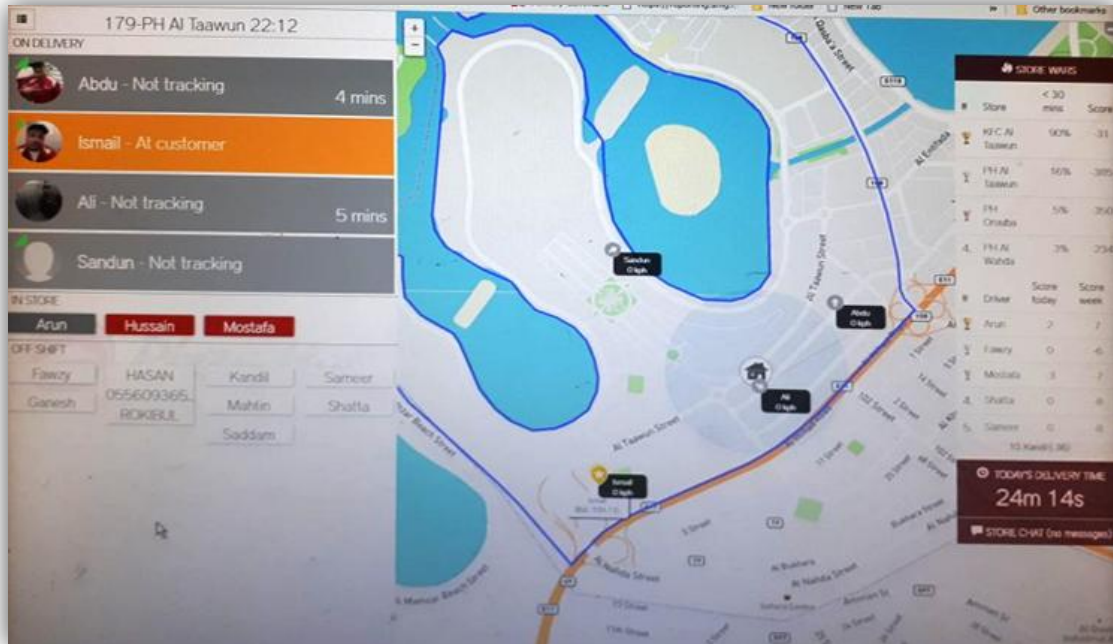
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1. Overview

This guide shows you how to solve most of the common problems which may be encountered when using the Delivery Command Android Application.

2. Driver not tracking (location is not updating)

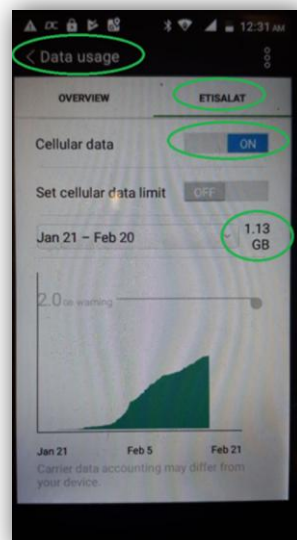
When drivers stop tracking their color will go gray and a "Not tracking" label will appear next to their name. This can be caused by a number of factors and we suggest you check things in the following order.



a. Phone mobile data is disabled.

Go to settings --> Open data usage --> Click on the Du (or Etisalat) tab.
Confirm that cellular data is turned to **ON**.

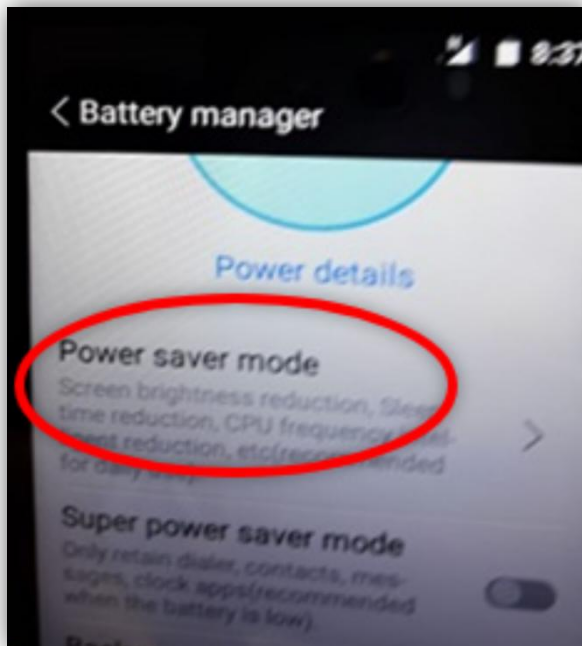
You should also check the device data **usage to date**. If the device usage is very high (>1GB) then the phone may have used all of its data allowance. If there are any applications that are using a lot of data then you may wish to disable data for that application.



b. Power manager has been enabled.

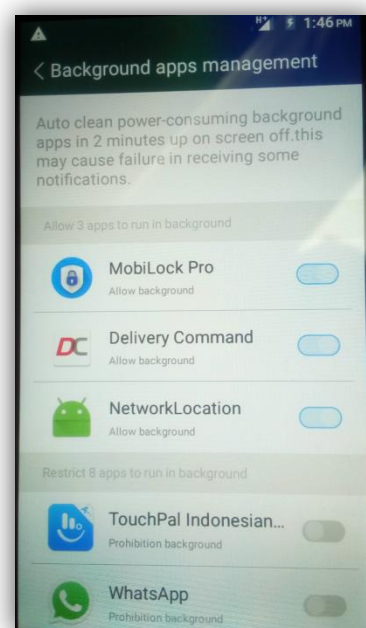
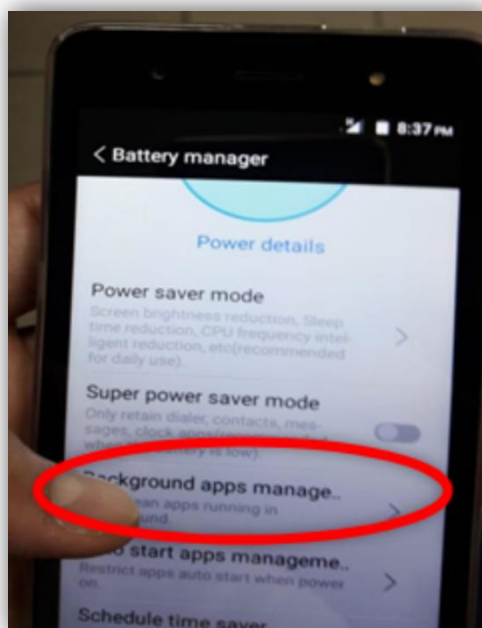
If the power manager is enabled then the Android operating system will prevent the Delivery Command application from transmitting and using data while it is in the background. All power managers, should therefore be disabled.

Go to Settings --> Battery Manager --> Power saver mode

**c. Background Apps Manager is enabled**

Go to settings --> Battery manager --> Power details --> Background apps manager

Ensure that Delivery Command, Mobilock & Network Location are all **ENABLED** to run in the background.



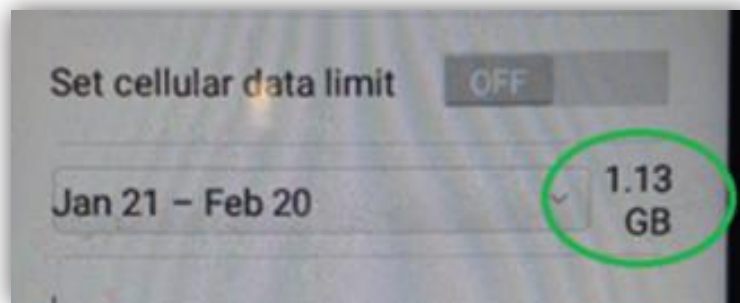
d. Phone has no data.

If the phone has used all of its monthly data allowance then it will not be able to send data to delivery command and the driver will not track.

Go to settings --> Open data usage --> Click on the Du (or Etisalat) tab.

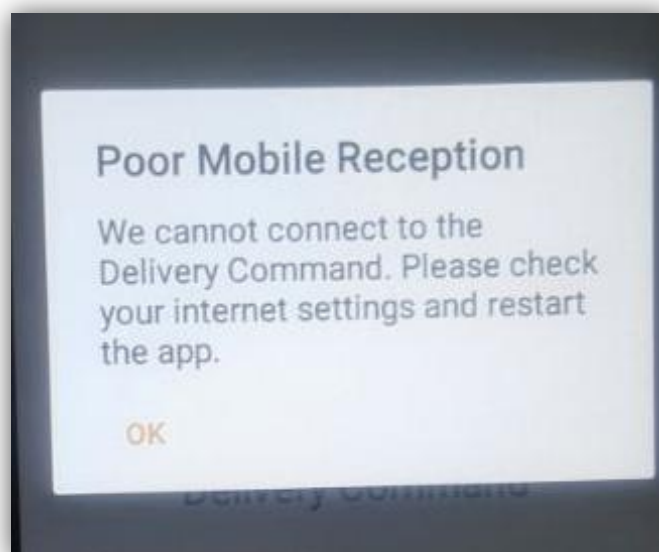
Check the data usage amount, be sure to select the previous month in the date selector. If the usage amount is over 1GB then the device may have run out of data.

Please inform Americana IT Support.

**e. Phone has no GSM (mobile phone) reception.**

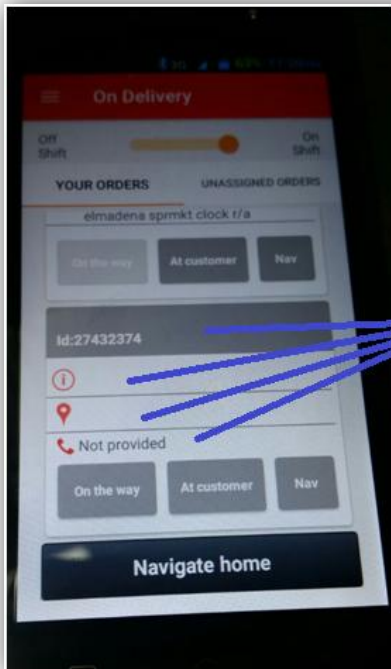
The phone may not be tracking simply because it does not have good mobile phone coverage. Take the phone outside of the store where the mobile phone reception is good and continue to relaunch the DC application.

If after 5 tries you still cannot login, try restarting the phone. If after a further five attempts you still cannot login, then the phone may be out of mobile data.



3. Partial or corrupted data displays in Order

On rare occasions an order will appear but have certain information missing. If this occurs, simply go to the menu and click "Log-off", then log the driver back into the DC application again.

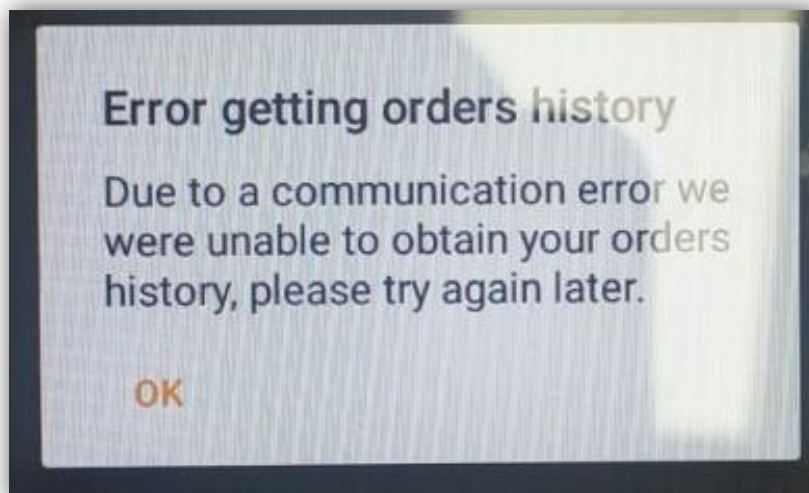


This order is missing all the usual data and information.

If this occurs, simply logout the driver, and log back in.

4. Error getting Order history

If you click on the "Orders history" tab and see the following error. This means that the phone was not able to communicate with the DC servers. Please try reloading the Orders history again, if the problem persists, follow the steps in Section 2.



5. Order history does not match NCR

The Delivery Command app provides a summary of the driver's orders and a historical list of their orders for the current date. Note: NCR resets the driver's orders once the store marks "End of Day" in the POS.

This will not reset the orders in the DC Drivers application. The driver's application will still show all the orders for today's date OR, if it is before 3am, it will show all orders for today's date and yesterday's date.