

## OASIS - Frequently Asked Questions (FAQ)

### 1. **Getting Password expired error. How to reset the password in OASIS?**

- OASIS and Installation portal shares the same credentials and Authentication process.
- If OASIS is showing Password expired
  - i. Please login into Installation portal and try login using old password, IP would prompt technician to reset the password.
  - ii. If password lost/forget, Use the “Forget Password” link on Installation portal login page or OASIS login page to reset the password in IP followed by some security checks.
  - iii. Once the password reset and login is successful in IP, then try the updated password in OASIS.

### 2. **I am having trouble login into OASIS or I am encountering “Invalid token - token not found” error.**

- For any **Dish Installers login issues**, please call **888-332-3474** and select option 3 (Mobility Support Desk). If calling after 5 pm, please call **303-723-2222** for IT Support Group.
- For others, make sure you have Internet connectivity for each first login after downloading the app.
- Make sure the Installation Portal is operational by logging in via a web browser from same device.
- Make sure your password has not expired. Passwords expire every 90 days. You must log into the Installation Portal via a web browser to change your password.
- Avoid using special characters in your password.
- **Note: Installer account is different from Dealer/Distributor account and changing password for one will not change password for other.**

### 3. **Sync issue - OASIS is not showing up my new work orders in home page**

- OASIS will not sync past jobs, make sure FSO has been scheduled for current date or future.
- Also make sure FSO is not closed/completed, cancelled, nor re-assigned. OASIS will sync only tentative/confirmed job schedules.
- Make sure FSO has been assigned to same installer account# that is being used for OASIS.
- Check with tech Dealer/Distributor for further help if any recent re-assigns or re-scheduling has been done.

### 4. **Data Loss - OASIS is not showing the FSO that was previously completed**

Firstly, look for FSO's in both previous schedules and then verify in All Records screen.

- All records will list out all the work orders if any data saved/collected so far.
- If any FSO has been deleted from records by accident – Not possible to recover it back. Once deleted, data is gone for permanent.

- Would recommend to verify all information uploaded successfully in portal before deleting it from app.
- **Safe step:** Whenever you complete an FSO, would recommend exporting all of the attachments to the device gallery to safeguard against data loss.
- **Note: Also storing too many old FSO's would cause some strange storage issues in device, would recommend installers to do timely manual housecleaning/clean up in app to store only limited work orders.**

**5. I am having issues with uploading my FSO information (attachments) to the Installation Portal.**

- Make sure you have a stable and strong Internet connection (i.e., not 3G or 4G).
- Make sure the Installation Portal is operational by logging in via a web browser.
- Try to resubmit your upload. In the OASIS FSO workflow summary page, tap Clear Upload Status, and then tap “Submit Data to Server” to resubmit the FSO data.
- If you are trying to upload multiple FSOs at once, try instead to upload one at a time.
- If still all failing, use the “Export Attachments” option from Records screen to save all the attachments to device gallery.
- Now, you can upload those manually through installation portal via browser.
- If issues with Exporting, you can take screenshots of the individual attachment inside FSO and upload those screenshots manually to the Installation Portal via browser.

**6. The LOS (Line of Sight) tool in OASIS is not functioning properly (e.g., the crosshairs are not moving correctly).**

- LOS interacts with native compass inside the device.
- Firstly, device model should support native compass (should be installed by default).
- If supported, compass can freeze in some exceptional cases. So, calibrate or heavy device shake can resume the Compass needle and LOS can work much better.

**7. I am using an Android device and am having issues with its GPS functionality in OASIS.**

- Make sure you have location services turned on and “high accuracy mode” is enabled in the mobile settings.

**8. I am using an iPhone 4/4s with iOS >8 and am encountering problems with the OASIS.**

- OASIS no longer supports the iPhone 4/4s.

**9. I am unable to load a photo or am having other problems on the photo screen of OASIS.**

- If you have already completed the Departure workflow, OASIS will lock some features. You need to re-arrive on same site to capture the photos.
- If you have multiple old FSOs stored on your device, this could cause memory issues with the app. Ensure all old FSOs are uploaded to the Installation Portal, then delete/clear them all from records screen.

#### **10. I lost data when I switched to a secondary login.**

- OASIS stores the information of only one user at a time. Switching to another installer login will erase the previous user's data. OASIS warns you before it deletes the previous user's data.

#### **11. OASIS is consuming a lot of my cellular data.**

- To upload, always recommended to use Wi-Fi network (i.e., not your cellular network – 3G/4G). Uploading attachments would kill your data if cellular used.

#### **12. My device is not able to correctly scan barcodes.**

- Barcode scanning in OASIS requires your device having a rear-facing camera with autofocus with at least 5-megapixel resolution.

#### **13. I am not able to connect with the Terminal; on Wi-Fi/IDU page the status is Connection to IDU Failed & on Sat Info page – Ping Terminal & Query Pointing Statistics command is giving failed response.**

- Go to the Sat Install page & tap on the Terminal icon, wait & it will open a pop-up saying "Terminal (IDU) is Unavailable, do you want to continue?" Tap on "Yes".
- This will launch the Safari browser in the Phone & will try to connect with the terminal. Wait till the browser is able to connect with the terminal. Once the browser is able to connect & show you the terminal page. Come back to the OASIS app this time you will be able to connect with the terminal.

#### **14. IOS certificate issue**

- After downloading OASIS App on your device, please follow the below steps:
  - Open settings app on your Apple device.
  - Go to General option.
  - Then go to "Device Management".
  - Select the "Hughes Network Systems, LLC" option that is coming in the Enterprise App section.
  - Tap on the option "Trust Hughes Network Systems" to validate the certificate.
  - Now open OASIS App to continue

#### **15. IOS Camera issue**

- Open Settings app of iPhone.
- Scroll down at the bottom to go to "HughesOASIS v5.0" settings.
- Give the permission to access "Photos" and "Camera" by turning ON the toggle button.
- Go back & use the OASIS App. Now user should see the camera view.

## 16. Loading on photo screen after taking a picture

- Close the application, even from the background
- Open application again and then open Config screen
- Change photo resolution to minimum
- Click on save button and then continue from photo screen for the job

## 17. OASIS not loaded/installed successfully in my phone (Android only)

- By default, web view updates are automatically handled by Android OS internally.
- But, some older phones require manual process, “**Android System Web View**” as shown in image below to be updated from play store.

