

# Photo Direct Troubleshooting Guide

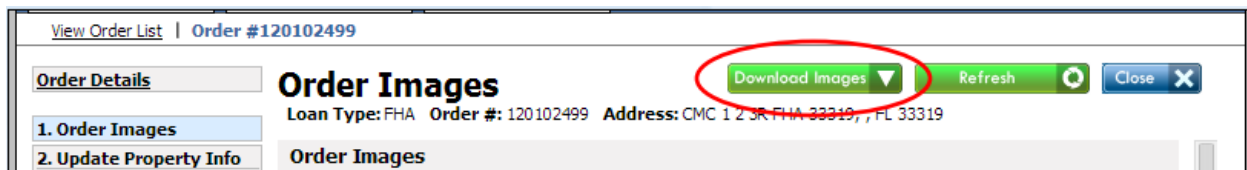
This handout provides some tips on resolving common issues with the Photo Direct application.

## Problems Downloading the Application

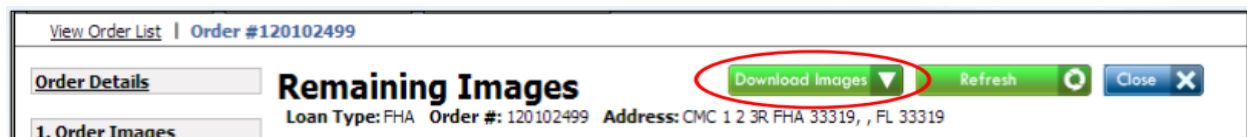
- Ensure you have a strong signal.
- Make sure the device meets minimum requirements:
  - Wi-Fi/Data capable running on a 3G network
  - 1.5 GB of RAM
  - Camera (3.1 mp)
  - Android: OS 4 or newer
  - iOS: OS 8 or newer
- Ensure the device has enough memory to download and install the application.
- If these do not resolve the issue, contact the Help Desk at ext. 3999.

## Sent Photos to the Wrong Order

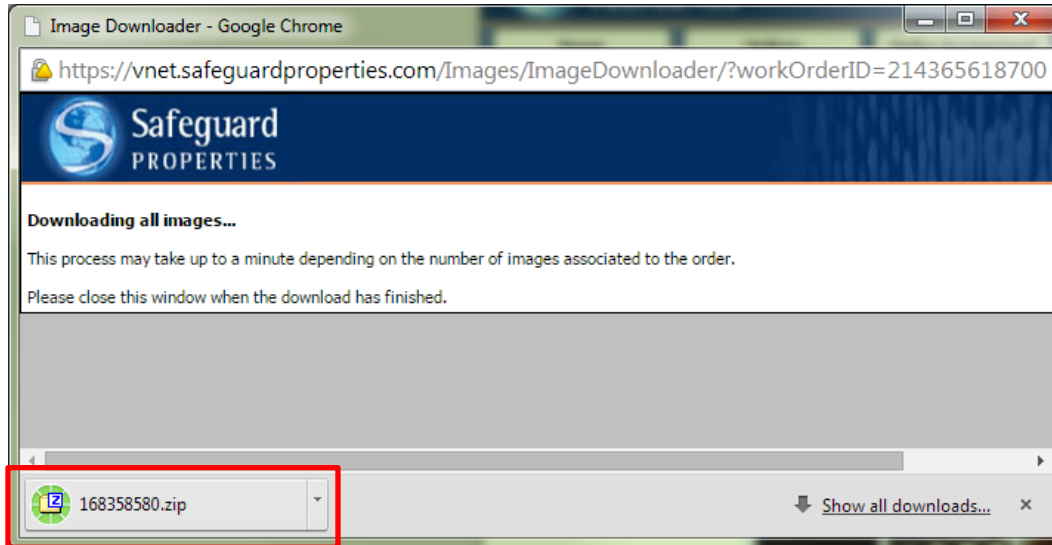
1. Notify the updater at your office that photos were submitted to the incorrect work order.
2. You or your updater will log into Vendor Web.
3. Go to the order where the photos were submitted incorrectly.
4. Click the **Download Images** button.
  - a. Use **Order Images** if the order has not yet been started



- b. Use **Remaining Images** for orders that have been started or completed



5. A pop up window appears with a zip file on the bottom bar.
  - o Open this file that automatically downloads to your computer.



6. Save the photos to your computer.
7. Access the correct order number in Vendor Web.
8. Upload the photos to the correct order number.
9. Return to the incorrect order number.
10. Delete the incorrect photos.

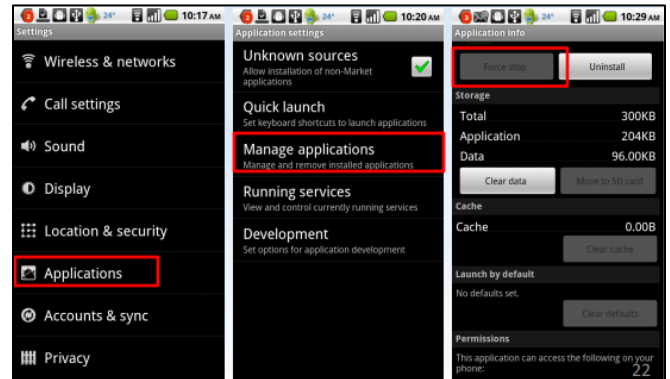
## Any Other Issues

You may encounter other issues not specifically linked to download or installation of the application. Try the below solutions to address those issues.

- Restart the device
  1. Turn device off
  2. Turn device back on
- Disable Wi-Fi
  1. Access Wi-Fi menu from your device's settings
  2. Turn off Wi-Fi
  3. Wait 30 seconds
  4. Turn Wi-Fi back on
- Reset the device (iOS)
  1. Press the **sleep/wake** button and the **home** button at the same time
  2. Continue to hold them past the "Slide to power off" message
  3. Release the buttons when the screen goes black and the white **Apple** logo appears



- Manually close the application (iOS)
  1. Double click the **home** button
  2. Swipe up on the Photo Direct screenshot
- Force stop the application (Android)
  1. Go to the device's home screen
  2. Go to **Settings**
  3. Go to **Applications**
  4. Go to **Manage Applications**
  5. Select the **Photo Direct** application
  6. Press **Force stop**



For advanced assistance with the Photo Direct application, please contact the Safeguard Service Desk at ext 3999.