OASIS Frequently asked Questions (FAQ) for Repair Service Provider

Revision v1.6

Apr 17th 2025

Revision History

Revision	Date of Issue	Comments
1.0	05/05/2022	Initial Draft
1.1	05/12/2022	Includes feedback from WWTS
1.2	08/18/2022	Includes more points from field support
1.3	03/22/2023	Includes FAQ for recovering additional assets, Arrival Not Onsite, and other recent enhancements
1.4	07/18/2023	Includes FAQ for Software Upload feature added to the workflow
1.5	08/21/2024	Includes FAQ for marking the OVT sign-off i.e., IV/OVT step as required
1.6	04/17/2025	Includes FAQ for enhancements on Enroute and Audit question and BOM Dependency.

This document is a quick reference for common questions and troubleshooting steps for the Hughes OASIS application.

Any OASIS issues (including Repair Service Provider repairs), please contact Install support.
Training resources, such as a full OASIS user guide and training videos, are available in the Installation Portal.

I. **Recommendations**
1. **OASIS Supported App version.**
   a. Tech should refer the latest OASIS App version on Hughes Appstore.
2. **Other recommended devices (Not for direct Repair Service Provider techs)**
   a. Android - OS version# - 10.0 and above
      i. Android Models: Samsung Galaxy S22 Ultra, Samsung Galaxy Note 9, Samsung S9, Google Nexus 6, Google Pixel XL and Pixel 5, Moto G10, Huawei P30 lite, Samsung A50.
      ii. Minimum Hardware Specifications:
      At least 5MP Camera with Auto-focus, Compass sensors (Accelerometer/Gyroscope), 4GB RAM, and 500 MB Free Storage to support App data/attachments.
   b. **Apple -** iOS version - 12.0 and above
      i. Apple models: iPhone X, iPhone XS Max, iPhone 11, 12, XR, 13, 14, 15.
      ii. Minimum Hardware Specifications: iPhone 7 and above, 500 MB Free Storage to support App data/attachments.
3. **Jupiter-VSAT Terminal Activation**
   a. OASIS currently supports the following VSAT models.
      i. **HT2000, HT2000W, HT2010, HT2010W, HT3000, HT3000W, HT2510, HT2510W**
   b. For HT2000, HT2010, HT3000, HT2510 an external Wi-Fi router is needed to connect with OASIS. Use the VSAT LAN port to connect with external Wi-Fi router.
   c. Any other VSAT terminal model outside of the above-mentioned supported list needs to be activated manually outside OASIS. The manual activation steps are captured in the training videos & install specification documents. However, OASIS still needs to be used to complete the rest of the non-terminal workflow steps like Arrival IVR, Line of Sight, Safety, BOM (Bill of Materials), Before/After Photos, Signatures, Audit & Departure.

II. **Important Tips**
1. **Do** sync your device every morning when you have a good Wi-Fi or LTE connection, before leaving for your first order. To do this, press the "Sync" button on the OASIS home page. Syncing multiple times throughout the day is good practice.
2. **Do** enable cookies in your device's default browser settings. Cookies are required for certain OASIS functions to work properly.
3. **Do** review your app's configuration by navigating to "Config" on the OASIS home page. This allows you to configure things such as sync intervals and photo settings.

4. <u>Do</u> update your mobile device's **OASIS permissions for access to Location Services (for GPS coordinate capture), photo access, push notifications, etc.**
5. <u>Do</u> review OASIS home page announcements, notes, and push notifications for installation and OASIS updates.
6. <u>Do</u> update to the most recent OASIS app version whenever possible.
7. <u>Don't</u> allow old records to pile up, as it can cause the OASIS app to become slow or crash. Clean out old records by going to "All Records" on the OASIS home page and deleting completed FSOs that have a green cloud and check-mark next to them (this indicates the FSO data was successfully uploaded to the Installation Portal). We recommend you do this at least once a week.
8. <u>Don't</u> close the app if you want GPS tracking to keep running. The app needs to be running in your device's foreground or background to track your location (e.g., when using enroute).

III. **Common Issues & Questions**
1. **iOS Certificate Error**
   a. iOS Certificate Issue ("Untrusted Developer" error) (**Not for Repair Service Provider managed devices)**
   b. On your iOS device, go to: Settings → General → VPN & Device Management
   c. Select the "**Hughes Network Systems, LLC**" option in the Enterprise App section and tap on the option "Trust Hughes Network Systems" to validate the certificate.
2. **Password expired error. How do you reset your password in OASIS?**
   a. OASIS and the Installation Portal share the same credentials and authentication process. If your password has expired, log in to the Installation Portal (https://install.hughes.com) and try to log in using your old password. The Installation Portal will prompt you to reset your password.
   b. If your password is lost/forgotten, use the "**Forgot Password**" link on the Installation Portal login page or the OASIS login page to reset the password. Once the password is reset, try the updated password in OASIS.
3. **Unable to install the OASIS Application**
   a. If unable to find the OASIS app in your phone menu or trouble installing the OASIS application, please reach Repair Service Provider IT/tech support for installing the OASIS recommended app version on your device.
4. **Trouble logging into OASIS.**
   a. Make sure you are on the recommended app version as mentioned on the Hughes Appstore.
   b. Make sure you are using Repair Service Provider provided Samsung S20 phone, the app is not supported on any other Repair Service Provider provided devices.
   c. Ensure Wi-Fi is enabled and have Internet Connectivity.
   d. Make sure the Installation Portal is operational by logging in via a web browser from same device. If your password has expired, reset it following the steps mentioned in #2.
5. **Sync from OASIS App is taking a long time (more than 3min)**
   a. Check connectivity and try to sync with faster internet (preferably Wi-Fi).
   b. Cleanup old jobs and try again to sync - Go to All Records and make sure to upload all the data to the server and then delete any old, completed FSOs, then try again.
   c. If still taking longer (more than 2min), try to sync only the jobs that are required for the day using the sync icon (placed top left corner on the FSO Card as highlighted **#3** in the Fig 4.2 below)

d. Do not interrupt or close the app while sync in progress. **Please be patient while app is synchronizing your data and follow the status messages and progress %**. This may take a while sometimes depending up on the load and connectivity, but it's required to wait until the sync is 100% successful and complete.
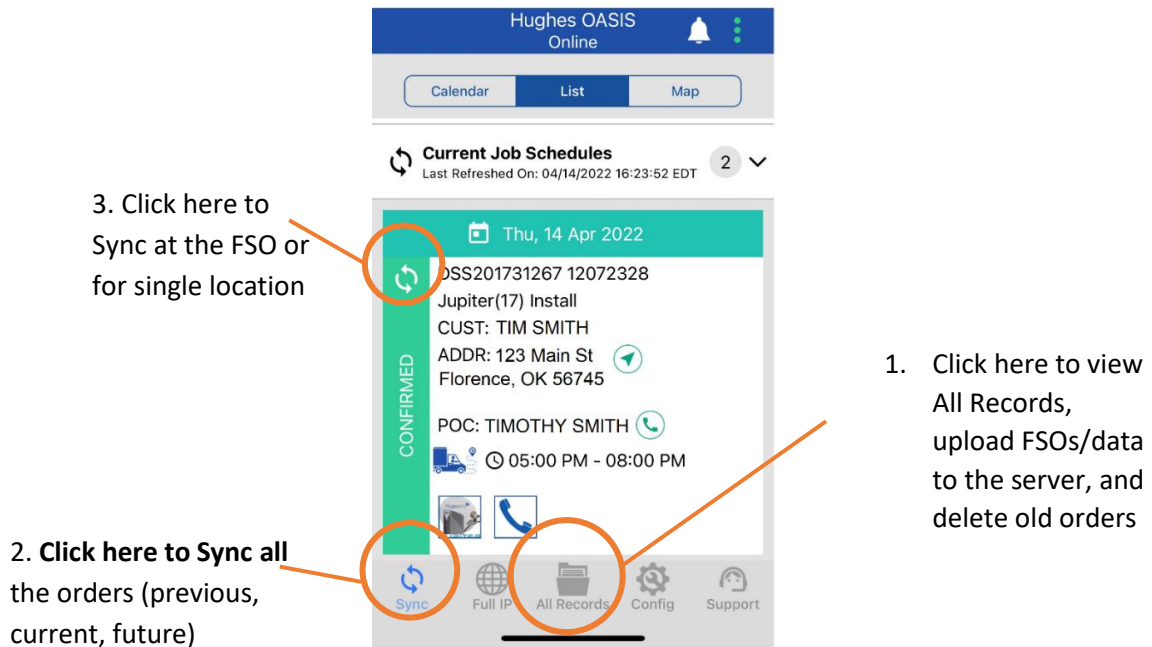
3. Click here to Sync at the FSO or for single location

1. Click here to view All Records, upload FSOs/data to the server, and delete old orders

2. **Click here to Sync all** the orders (previous, current, future)

Fig: 4.2 – FSO card

6. Unable to see an FSO in my OASIS app.

   a. **OASIS will not sync orders that are closed/completed or canceled**. Make sure the order has a status of "In Progress."

   b. OASIS will only sync orders with a tentative or confirmed scheduled date. OASIS will not sync orders with past scheduled dates, so **make sure the FSO has been scheduled for the current date or a future date.**

   c. **Make sure the FSO is assigned to the same installer ID that is being used for OASIS**. Check with the technician's Dealer/Distributor for further help if any reassignment or rescheduling needs to be done.

   d. If you are looking for an order that is scheduled more than 7 days in the future, go to the Config menu in OASIS and change the scheduled days from the default (7 days) to a different value up to 30 days.
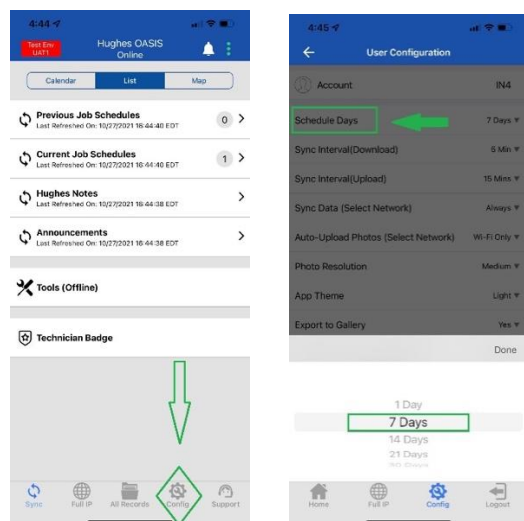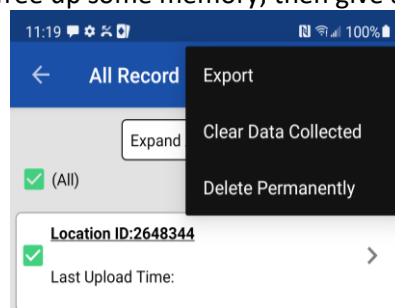
 Fig: 5.4

7.   OASIS App is crashing intermittently.
      a. When you encounter any app crash, it is recommended to re-open the app and re-try
          with same steps to proceed to the next steps in the workflow.
      b. Make sure you upload the past jobs and clean up your job history in OASIS Home→
          All Records to free up some memory, then give a re-try.

      c. When you repeatedly encounter the same behavior/crash on your device, make sure
          the device meets the minimum hardware specifications provided in the
          recommendations section (Refer section I.3) and has required permissions enabled
          for OASIS app to function (Ex: Photos, location services, storage etc.,)
      d. Check your app permissions from the device settings (Refer section III.7 & III.8)
      e. It is also possible that your phone ran out of resources like storage, CPU utilization
          etc., depending on other apps running and space being consumed in the background.
      f. Try to close/kill the other apps running in background and retry launching the OASIS.
          Sometimes restarting your device could help to clean up cache and other resources
          being consumed by the device.
      g. If still not resolved, you may try with uninstalling the app and installing the latest app
          from Hughes Appstore (seek help from Repair Service Provider support if it's a
          managed device to get the latest app installed on your device). Make sure you have
          uploaded the data/photos before you uninstall the app. If not able to upload photos
          from OASIS, you can export the photos to gallery (if not exported already), and then
          you can re-import the images to OASIS and upload them.
      h. If problem persists, please reach **Install support** for further help. Please be specific on
          sequence of steps to help support team to reproduce the issue on their end. Also

make all device & OASIS details are provided (OASIS App version#, OS version#, device model, Installer#, FSO# if applicable)

8. **GPS Permissions** - Having issues with GPS functionality in OASIS.
   1. Make sure you have **location services turned ON** in device General settings.
      - Settings → Location
   2. Also make sure location permissions are turned ON in OASIS app settings
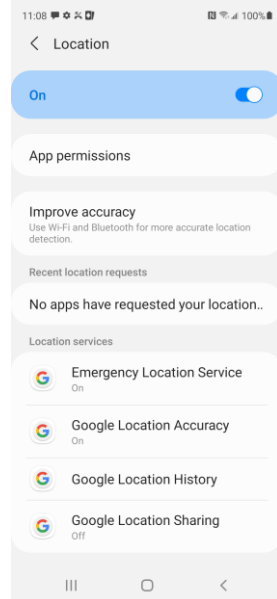   - Settings → Apps → Hughes OASIS → Location permission
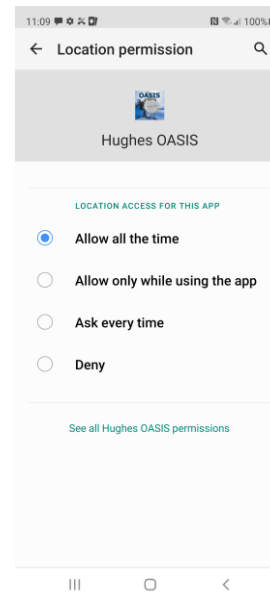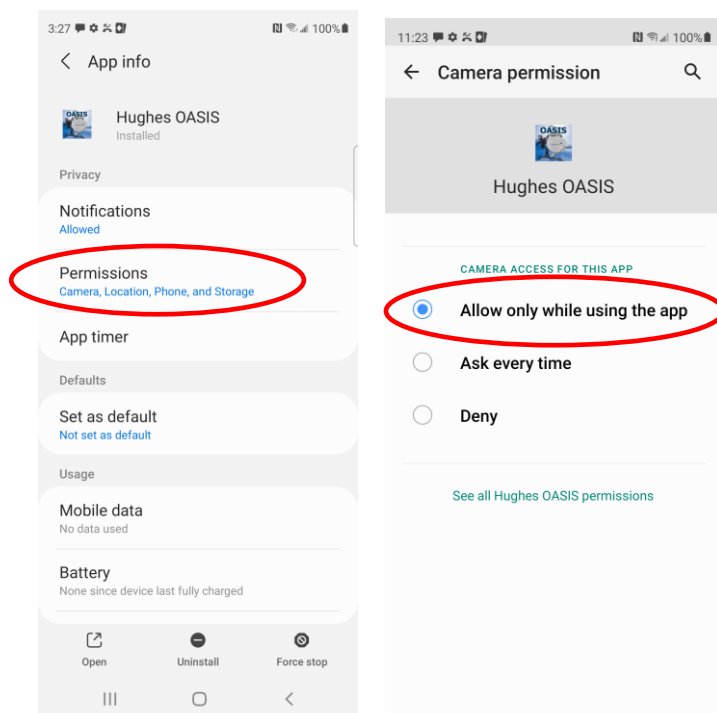

Fig: 6.1 - General permissions   Fig: 6.2 - App permissions

9. **Camera Permissions** - phone camera doesn't launch.
   1. Make sure **Camera permissions are turned ON**
   2. Go to Settings → Apps → Hughes OASIS
   3. Open Permissions → Camera permissions
   4. Make sure "Allow only while using the app" is selected

10. GPS not capturing arrival on site or GPS capture is not accurate.
    a. This may be due to poor cellular service. Make sure GPS location permissions are turned on in device settings and try to capture GPS location again.
    b. If you are trying to capture the GPS from inside the building/basement, try to capture from outside the building with an open sky for better satellite signals.
    c. If still not resolved and unable to capture device GPS, use the ordered lat/long to activate service, and then correct the lat/long later (if needed) after HughesNet service has been activated.
    d. Note: Occasionally, the GPS coordinates captured may be significantly different from the lat/long expected from the order. When this happens, you will receive a pop-up message to confirm you are at the correct location. The captured lat/long from your device is typically more accurate than the ordered lat/long, so if you confirm the order is for the correct customer, then use the lat/long you captured in OASIS and continue to next steps.

11. The LOS (Line of Sight) tool in OASIS is not functioning properly (e.g., the crosshairs are not moving correctly - **VSAT HTXXXW terminals only**).
    a. LOS interacts with native compass inside the device. Your device model must have a compass sensor built in (most modern phones do).
    b. Compass can freeze in some exceptional cases. Recalibrating or lightly shaking the device can sometimes help the compass needle reset and work much better.

12. My device is not able to correctly scan the barcodes.
    a. Your device must have a rear-facing camera with at least 5-megapixel resolution and autofocus. If your device is unable to scan a barcode, make sure you select the part from the list of part's available in OASIS and enter the corresponding serial number manually.

13. Unable to connect to the terminal (Wi-Fi or IDU step has status of "Connection to IDU Failed," or OASIS fails to ping the terminal or query pointing statistics on the Sat Install step) (**VSAT HT20X0W terminals only**)
    a. Go to your device's Wi-Fi settings to ensure you are connected to the modem's Wi-Fi network. (Note: only devices with Wi-Fi capability can connect via Wi-Fi)
    b. Go to the Sat Install step and tap on the terminal icon. You will see a pop-up message "Terminal (IDU) is Unavailable, do you want to continue?" Tap "Yes." This will launch a browser on your phone and will try to connect with the terminal's LUI. After the browser connects and displays the LUI, go back to the OASIS app. You should now be able to connect with the terminal.

14. Unable to load a photo or am having other problems on the photo screen of OASIS
    a. 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.
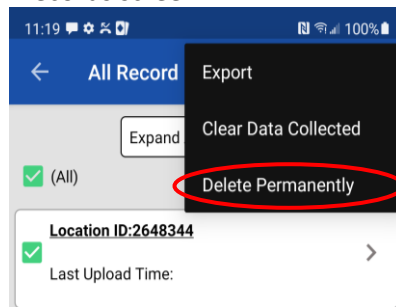
15. Loading on photo screen after taking a picture.
    a. Photos might be set to too high of a resolution. Close OASIS (ensure it's not running in the background)
    b. Go to OASIS Home→open Config screen, change photo resolution to Medium or low and try again.
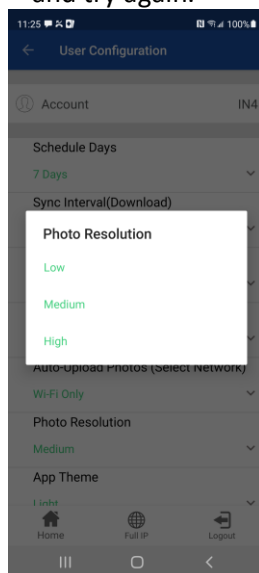
16. I am receiving a warning that a photo is "Not Qualified" and may fail photo audit.
    a. The photo is failing an automatic check. OASIS uses artificial intelligence (AI) to help ensure good photo quality (e.g., not blurry) and subject matter classification (i.e., is the photo similar to a database of other "good" photos). This technology is not necessarily intended to judge installation quality. It is possible that a photo may pass AI but fail a human-reviewed photo audit, and vice versa. If you receive the "Not Qualified" error but believe the photo is good quality and would pass an installation audit, then tap "Proceed" to keep the photo. Otherwise, try to re-capture the image for a better photo.

17. OASIS is not showing the FSO that was previously completed (data loss)
    a. Look for FSO in both previous schedules and then check if it's listed in the All Records screen. All Records lists all your saved work orders that are completed/work in progress or to be done etc., If any FSO was deleted from the All Records page by accident, it is not possible to recover it.
    b. xular safeguards: 1) Log in to the Installation Portal before deleting any FSOs from records to ensure all data was uploaded; 2) Export photos and signatures to your device's photo gallery just in case there is data loss; 3) Keep All Records clean by deleting old completed FSOs that have been successfully uploaded, as storing too many old FSOs may cause strange data issues.

18. Issues uploading FSO information (attachments) to the Installation Portal
    a. Make sure you have a stable and strong Internet connection (i.e., 4G should be good).
    b. Make sure the Installation Portal is operational by logging in via a web browser. Try to resubmit your upload from OASIS Records step, tap "Submit Data to Server" to resubmit the FSO data.
    c. If you are trying to upload multiple FSOs at once, **try instead to upload one at a time**.
    1. If still not resolved, use the "Export Attachments" option from the All Records screen to save all the attachments to the device gallery. Now, you can upload those manually through the Installation Portal, via a web browser.
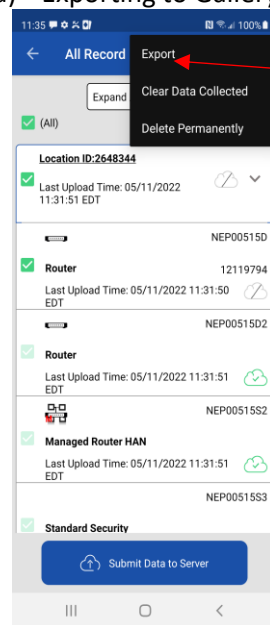   a) Exporting to Gallery

Click here to bulk export the attachments to device gallery

        Fig: 16.2a – OASIS All Records   Fig: 16.2b – Device Gallery

        b) Uploading via Installation Portal

1. Open FSO in Installation Portal using same mobile browser
2. Use "Add Attachments" button at top to upload the pictures from device gallery.
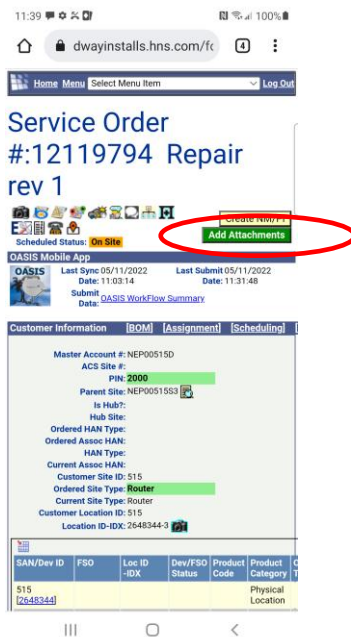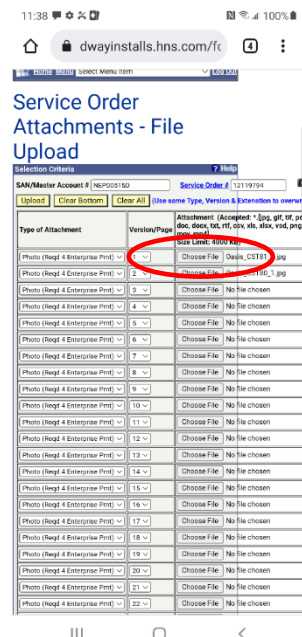

Fig: 16.4.b.1

Fig: 16.4.b.2

19.   Lost data when I switched to a secondary login.
   1. 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.

20.   Unable to identify the sim part# while scanning
   a. If Sim cards are provided with a **prefix like "HU- "** and followed by the actual part number; For Ex: **HU-1503362-0026,** edit manually and **strip off the extra chars "HU- "** from the part number field in OASIS, then try the look up(click on magnifying glass icon) to re-download the part configuration

edit the part# to remove the prefix

Use magnifying glass icon for part look up.

Fig: 18.1

21.   IVR has been submitted in OASIS but missing in IP
    a.   After Departure submit, make sure you hit "Submit data to server" in records page to upload the latest information collected in OASIS to Installation Portal (IP).

Fig: 19.1

    b.   <u>If no Internet at customer location</u>, you can submit anytime when you have the connectivity. You can submit single FSO/location like show above or do bulk submit from All Records in home screen.
                Home → All Records → Select the Location/FSOs → Click Submit Data

22.   Unable to complete required photos
    a.   Make sure all red highlighted pictures are completed in before photos before you work on installing the BOM.
    b.   Click anywhere on the description cell to capture the photos configured for the site

     c. Use (+) icon if like to capture any additional other photos for the site, enter the description manually in input field provided.

     d. <u>Take the required photos for dispatched device (even if you don't have to work on it) and take the optional photos for additional devices</u>
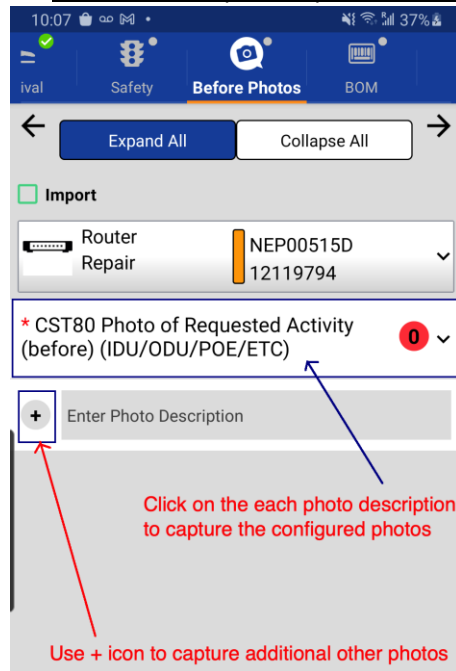
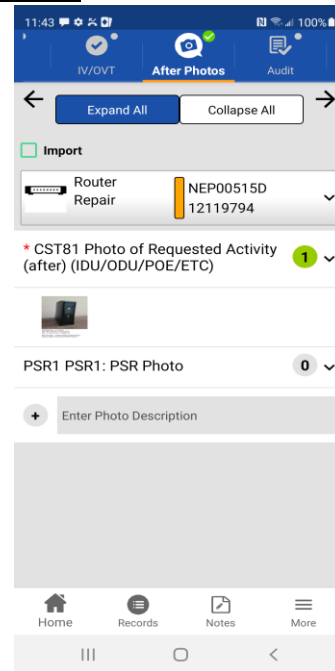Fig: 20.1 – Before Photos (Red - Required Missing)   Fig: 20.2 – After Photos (Green – Completed)

23. Unable to arrive on location

     a. It is required to Click "Arrival On Site" button in the Arrival workflow step, followed by entering the optional notes. Tapping on "Submit" will successfully submit the IVR on location. Scroll all the way down if you can't find the Submit button on your screen.

     b. In case of any IVR error in OASIS, OASIS provides an option to acknowledge the error popup and continue with the job. The IVR time will be stored in OASIS and uploaded when there is connectivity.
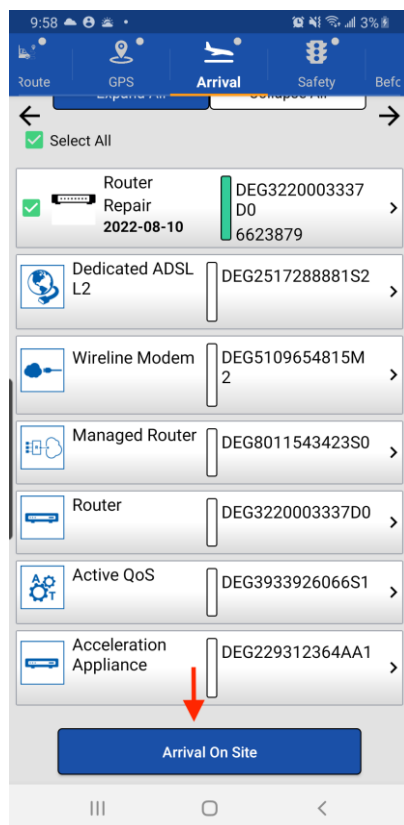
c.

24.　　Work order showing as "Suspended" in OASIS

　　　a.　"Suspended" is a valid status if technician has done "Departure Incomplete". If the installer is submitting the "Departure Incomplete" IVR, order will be moved to the suspended state.

　　　b.　It is recommended to work with the Dealer/Distributor (Repair Service Provider) to get the job rescheduled to a future date to change the job status to "Confirmed/Tentative".

　　　c.　However, if the installer is already at site, and order is in suspended state, the installer is allowed to re-arrive and submit "Arrival Onsite" as next visit if the work order is still saved & visible in OASIS calendar.

　　　d.　Note: Here are the different valid statuses for a given order. These statuses are also available in the Installation portal service order search screen.

Scheduling Status: Row Colors	
Unscheduled	(UnS) Not Scheduled (Not In Calendar)
Tentative	(Tnt) Only Tentative Scheduling (Not in CG Calendar)
Confirmed	(Cfm) Confirmed Scheduling
On Hold	(Hld) Any On Hold Status
En Route	(EnR) IVR - En Route
On Site	(OnS) IVR - Arrival On Site
Completed	(Cmp) IVR - Departure Complete, Closed, Installed/Repaired, Activated - Pending Merge
Suspended	(Spd) IVR - Departure Incomplete, Stop - En Route
Canceled	(Cnl) Canceled (Not In Calendar)

25.   OASIS is taking the installer to departure screen when trying to access photos or any other
          workflow step
          a.   Usually, this issue can occur when "Departure Incomplete" was not submitted on the
               previous visit (visits that are more than a day old) and trying to access photo/other
               workflow steps on the next visit.
          b.   When OASIS prompts, submit "Departure Incomplete" for the previous visit.
          c.   Navigate to Arrival workflow step and submit "Arrival On Site" for the current visit.
26.   Unable to Launch OVT/IV in mobile browser -
          a.   OVT/IV is launched outside of OASIS in a mobile browser window and if pop ups are
               disabled, OVT/IV fails to launch.
          b.   Follow the steps below to enable the pop ups and try again.
          For Example - Enable Chrome browser pop-ups on Android devices:
          1.   Launch the chrome browser app on your Android phone.
          2.   Tap on   the menu for more options.
          3.   Select Settings from the list of options.
          4.   Scroll down and Tap on the "Site Settings" option.
          5.   Within Site Settings screen, open "Pop-ups and Redirects"
          6.   The "Pop-ups and Redirects" are set to "Blocked" by default.
          7.   Toggle the button and set to "ON" to allow pop-ups.
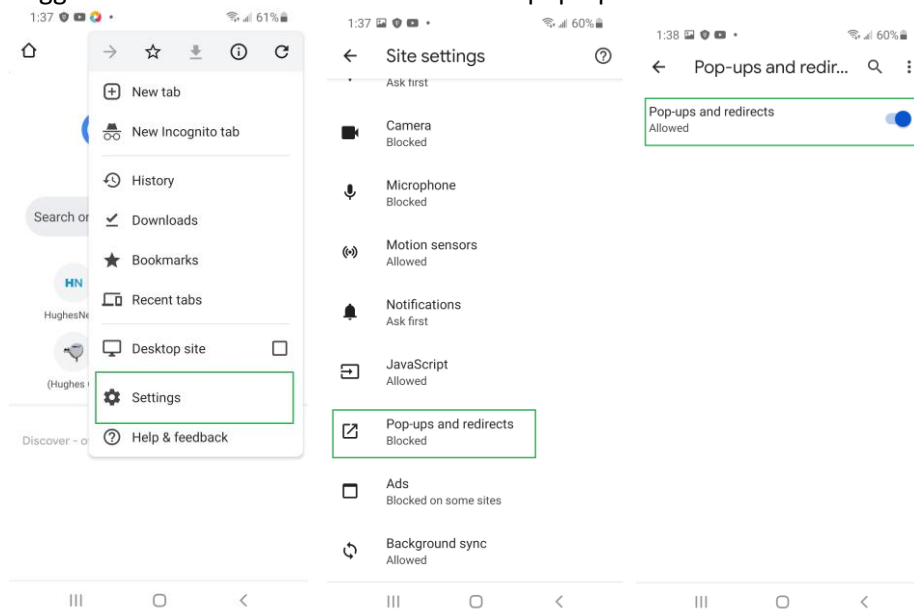
   Disable block pop-ups on iOS devices:
          1.   Open Settings on your iPhone.
          2.   Search "pop-ups" and select "Block Pop-ups"
          3.   Turn off the toggle for Block Pop-ups for Safari
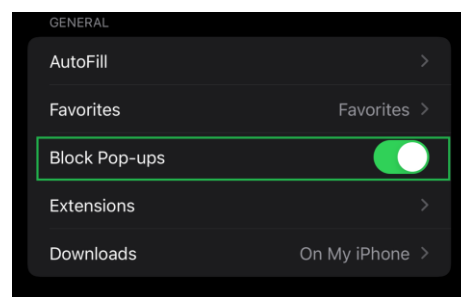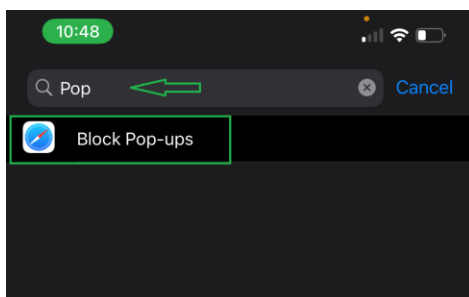
27.   OVT/IV is failing
   a.   When the installer launches the OVT/IV successfully in a mobile browser, the rest of the site validation steps & checks happen outside the OASIS app in OVT/IV tool through mobile web-browser.
   b.   Any issue in the OVT/IV tool while running the validation checks or to retrieve the Signoff's, please reach "Install Support" for help
   c.   Once OVT/IV checks are passed and unable to retrieve the SignOff's in OASIS, make sure the SignOff#'s are available in both OVT/IV tool and Installation Portal (IP) before trying to retrieve in OASIS.
28.   Unable to connect OASIS with VSAT terminals like HT2300, HT2500 etc.,
   a.   [Refer section I.4](#)
29.   Unable to find the parameters like LAN, WAN, etc., in OASIS
   a.   All the parameters including Site Parameters would be available in "FSO Details" step if you expand the Site/FSO section (as show below)
   b.   If you do not see all the required parameters available in OASIS, please call Install support to get the necessary information.
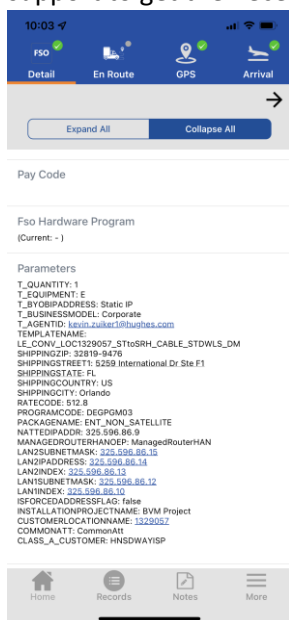
   c.

Fig: 27.c.i - FSO Parameters   Fig: 27.c.ii - Site Parameters
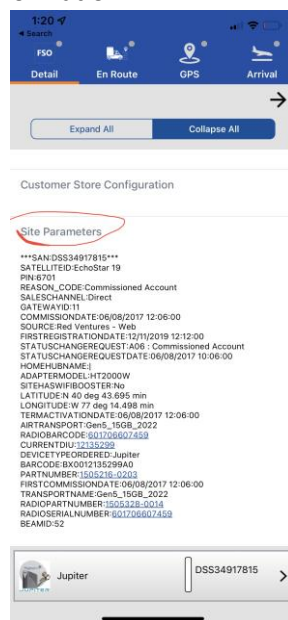
30.   Unable to find the Part in "ZTP" workflow step to activate.
   a.   In BOM step, make sure the specific part you are trying to scan is ZTP enabled.

     b. The ZTP enabled parts can be identified in OASIS using the special icon (as shown below)

     c. Make sure installer scan all the required barcodes for the part selected. Ex: For Cradlepoint CBA850, remember to scan Serial#, IMEI and MAC barcodes
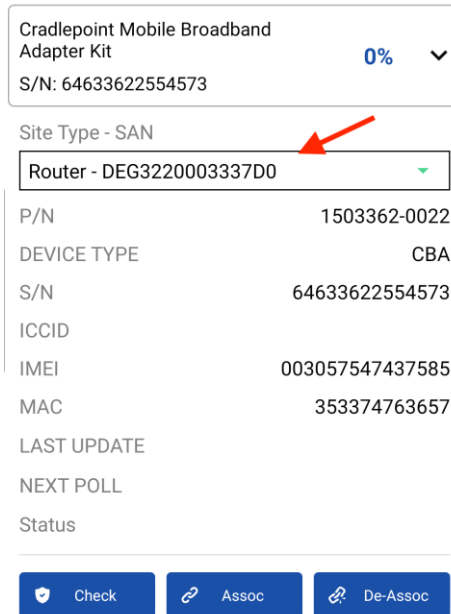
Fig: 28.d

31. Unable to activate the device/SIM through ZTP

     a. Make sure you select the right ZTP part and scanned all the required barcodes in the previous step "BOM" (as shown above in Fig: 28.d)

     b. Navigate to "ZTP" step and verify all the part & serial information displayed on the screen.

     c. **Before you click "Assoc" make sure you selected the correct SAN from the dropdown available to associate the device.

     d. **If you notice a wrong SAN has been submitted accidentally, first you need to disassociate the wrong SAN from the device using "De-Assoc" option and wait for the success message and the device status is returned to 0%. Then you can select the correct SAN from the dropdown available (as show below) and click "Assoc" again to associate the latest SAN with the device.

Fig: 31.e

    e.   If you notice the device status is not progressing from 0%, wait for few mins (typically not longer than ~10min) and try "Check" option manually if periodic status check isn't running automatically in the background.

    f.   If the issue has not been resolved and unable to proceed with OASIS, as a fallback procedure you can also activate the device outside the OASIS application using WebZTP or through manually installing the packages using a laptop. Report this issue to OASIS support.

    g.   It is important to note that activating a device through webZTP is not a standard and recommended practice unless you have a valid issue that prevents you from using the OASIS application. Report this issue to OASIS support.

    h.   Instructions to activate the device outside OASIS (using webZTP or through manual installation) are captured in the training videos & install specification documents.

    i.   If you still notice the same behavior in WebZTP/Other, please call Install Support for more help to activate the device.

    j.   If the device is activated successfully outside the OASIS app, installer still needs to proceed with next workflow steps in OASIS and can submit the Departure Complete/Incomplete & upload the data without any issues.

32.   How to remove a part that is not listed as being onsite. (**New – Updated on 03/17/23**)

    a.   In BOM step, use "Recover Additional Parts" option to add an asset that is not listed onsite.

    b.   Enter or scan the part number in "P/N" field, then try the look up (click on magnifying glass icon) to download the part configuration.

    c.   Make sure you fill in all the required details like S/N if the part is serialized, enable ZTP checkbox and pick the device type if part is ZTP enabled, make sure you pick the recovery status and reason code to successfully collect the asset information in OASIS.

    d.   Note: By default quantity is collected as "1" for each additional entry, enhancement to support multiple Quantities is work in progress.

Use magnifying glass icon for part look up.
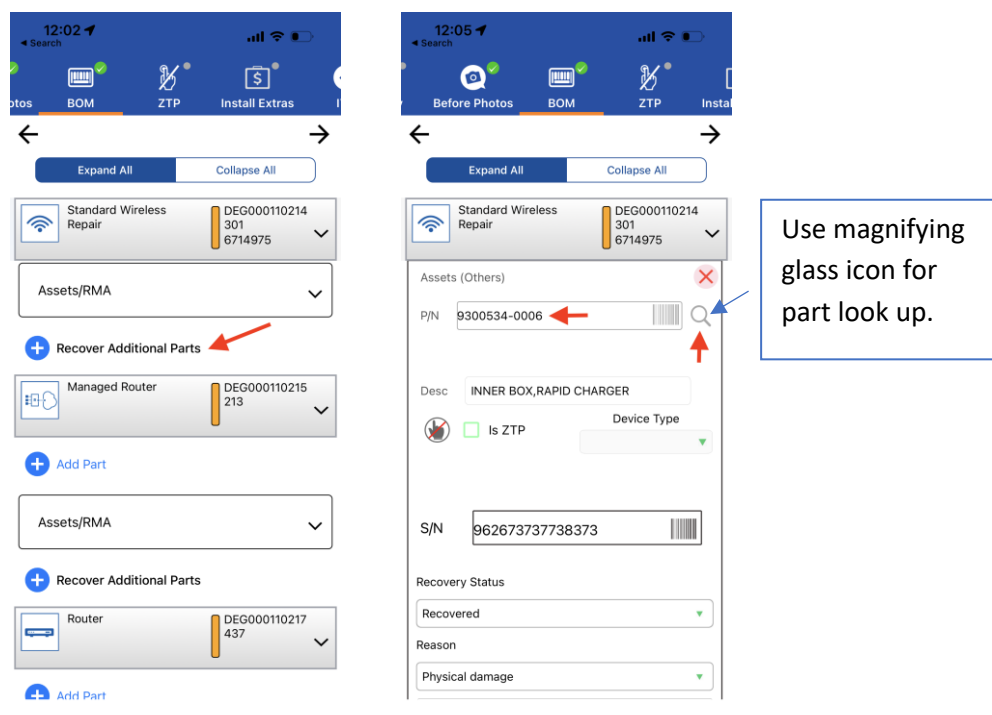
33.   How to disassociate the ZTP device/Sim that is recovered from the location?
             (New – Updated on 03/17/23)
   a. In BOM Step, select an asset(device/sim) in OASIS if listed under FSO/Site.
   b. If not listed onsite, use "Recover Additional Parts" option to add an asset manually.
   c. Make sure you fill in all the required details like S/N if the part is serialized, enable
       ZTP checkbox and pick the device type, make sure you pick the recovery status and
       reason code to successfully collect the asset information in OASIS.
   d. Go to ZTP step, verify the recovered asset is listed under the "Existing
       Assets/Recovered Parts" section.
   e. Verify all the part & serial information displayed on the screen.
   f. **Before you click "De-Assoc" make sure you selected the correct SAN from the
       dropdown available to disassociate the device.
   g. Click "De-Assoc" option and wait until the device/SIM is successfully deactivated.

Fig 33.g

34. Some of the steps are not checked in OASIS workflow page in Installation Portal? **(New – Updated on 03/17/23)**
    a. The VSAT terminal steps are optional in OASIS Mobile app, installer is allowed to skip if needed and submit departure complete by completing the required steps alone. So, any of these steps if skipped will be marked as incomplete and would show as unchecked in OASIS summary page in IP after the upload.
    b. Also, it's rare and intermittent, OASIS summary page in IP can show some additional steps which are not part of the OASIS Mobile app flow. These additional steps are optional and are shown/hidden in mobile app based on the FSO configuration rules during the install/repair process. In such scenarios, workflow page in IP could still show these additional steps and mark these as unchecked and would recommend users to ignore those steps during the review process.

35. Encountering errors with photo audit in OASIS **(New – Updated on 03/17/23)**
    a. Enterprise photo audit process in OASIS is real-time which requires internet. So, make sure Installation portal is reachable with good connectivity.
    b. The app will display "No Connectivity" error as show below to the user when they don't have internet connectivity.

c.
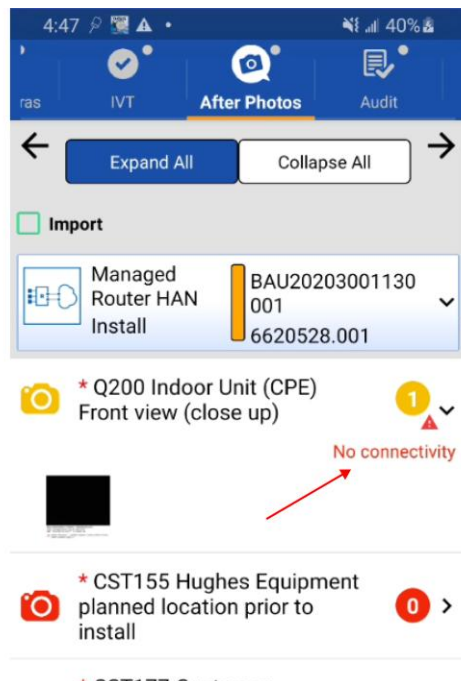
d. The app will display "Connection timeout" error as shown below to the user when the request from the app to Installation Portal times out. If the user remains on this screen, the app will try to retry sending the request.
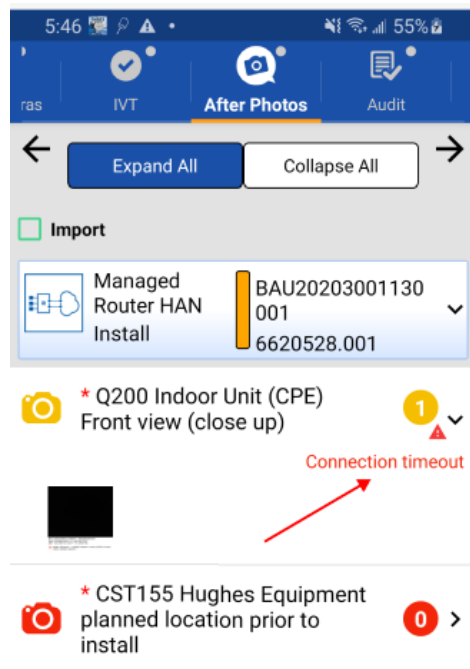
e. Instead, if receiving **"Not Qualified" error but if you believe the photo is having good quality and would pass an installation audit, then tap "Proceed" to keep the photo.** Otherwise, try to re-capture the image for a better photo.

36.   How to run Installation Verification (IV) or OVT when offsite?
          (New – Updated on 03/17/23)

      a.   In OASIS Arrival screen, use "Arrival-Not Onsite" option to re-run the IV/OVT if the site is complete but having issues with IV/OVT.

      b.   "Arrival-Not Onsite" option is strictly recommended to use when Install/Repair is complete but having issues with IV/OVT at the customer location.

      c.   So, OASIS allows to re-run the IV/OVT without being to customer location using the "Arrival-Not Onsite" flow which allows technicians to access limited steps in OASIS.

      d.   Use regular "Arrival Onsite" option if working at the customer location.

      e.

37.   Unable to access the install steps (Safety, BOM, ZTP, Photos) after Arrival?

      a.   Make sure the IVR submitted is **"Arrival Onsite"** but not "Arrival – Not Onsite".

      b.   If accidentally submitted the "Arrival - Not Onsite", proceed to departure step, submit Departure Incomplete and then re-arrive using "**Arrive Onsite**" option (as highlighted in screenshot below)

38.   Unable to retrieve OVT signoff# and blocking the departure.
      (New – Updated on 03/17/23)

      a.   Make sure Installation portal is reachable through mobile browser.

      b.   Make sure OVT is complete and Signoff# is posted to IP.

c. If you are trying to retrieve the signoff# in OASIS immediately after completing the checks in OVT, it's a known issue in OVT causing some delays to post the Signoff# to IP which could be a potential reason for not able to retrieve in OASIS App. So, we recommend you try again after some time (15min).

d. Use "Retrieve SignOff#" in OASIS to try retrieving the sign offs.

e. If unable to retrieve the signoff# but if the signoff# is available in OVT or IP systems, tap on the OVT field to manually enter

f. If copying or manually entering the signoff# in OASIS, to avoid the delays in closure and to prevent the data inconsistency between the systems, **make sure the signoff# entered in OASIS matches with the actual signoff# produced by the OVT system.**

39. Unable to Enroute in OASIS **(New – Updated on 03/17/23)**

a. **Enroute process is real-time and requires internet.** Make sure you have a good connectivity and Installation portal is reachable through mobile browser.

b. If you are unable to enroute due to connectivity issues or **offline,** please proceed to Customer location as prompted in OASIS App (Shown below).
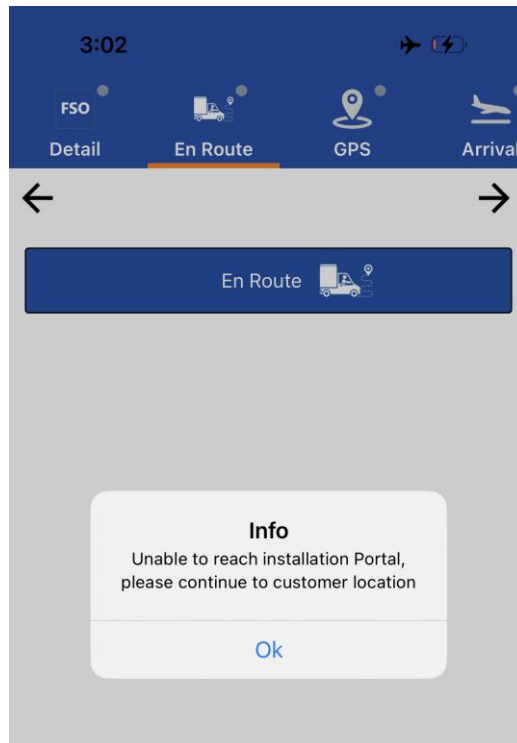
c. Also note that, **you can enroute to only one location at a time**. If you already submitted enroute to one location and trying to enroute to a different location, make sure you Abort on the first location before you start enroute on the other.

d. Also, if you notice the Enroute button is disabled in OASIS, make sure the order status is either "Confirmed" or "Suspended" before you try enroute. OASIS won't allow you to enroute if order status is already "Onsite" or "Canceled" or "Completed".

40. Not installing any ZTP device but still showing up in the workflow **(New – Updated on 03/17/23)**

   a. ZTP step is configured as optional step in both OASIS App and workflow summary page in IP.

   b. You are allowed to skip this step if not installing any ZTP device.

41. Unable to skip "Diagnosis" step in OASIS. **(New – Updated on 03/17/23)**

   a. Diagnosis Step in OASIS is applicable for only VSAT(Jupiter) Repairs.

   b. It's highly recommended to collect the VSAT initial state code before starting the repair process. So, make sure the terminal is powered ON and phone is connected to the Hughes Wi-Fi to let OASIS collect the initial state code while launching this step.

   c. If OASIS is unable to communicate with the terminal, the connection is going to timeout after 1min, and app is going to pop up with a "Try Again" option.

   d. Click "Try Again" and if still not successful with the second try, then OASIS is going to provide an additional skip option i.e. "Skip **this step"** if user likes to skip this step in the workflow (as shown below).
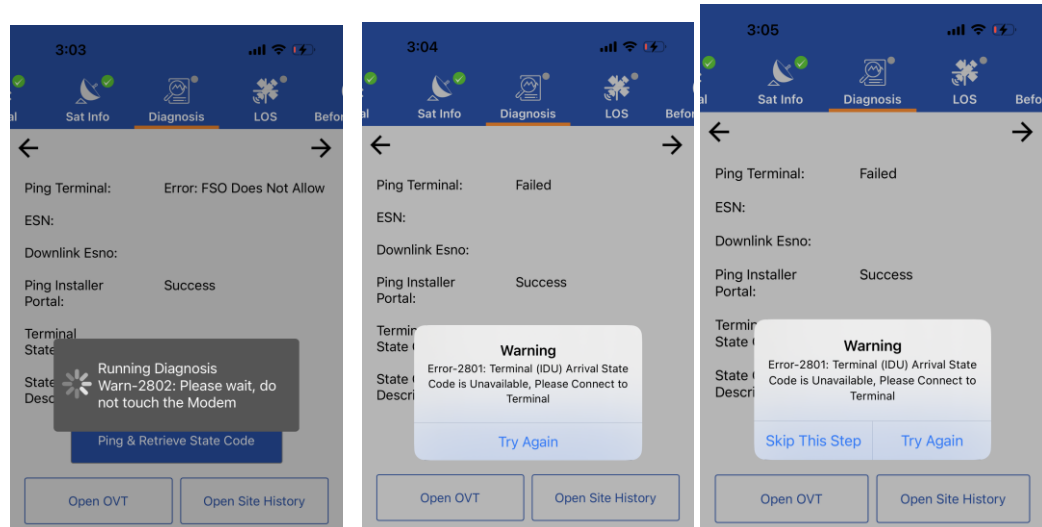
42.   OASIS Error pop ups are added with "Recommendations" link for the Android App.
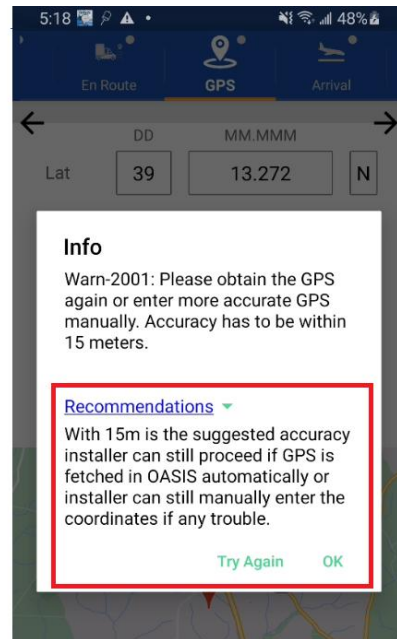   **(New – Updated on 03/17/23**
       a. For example, if user tries to perform sync on home screen without having internet
           connectivity, the below error popup will be displayed with those recommendations
   for user to try on their own before reaching out for support.
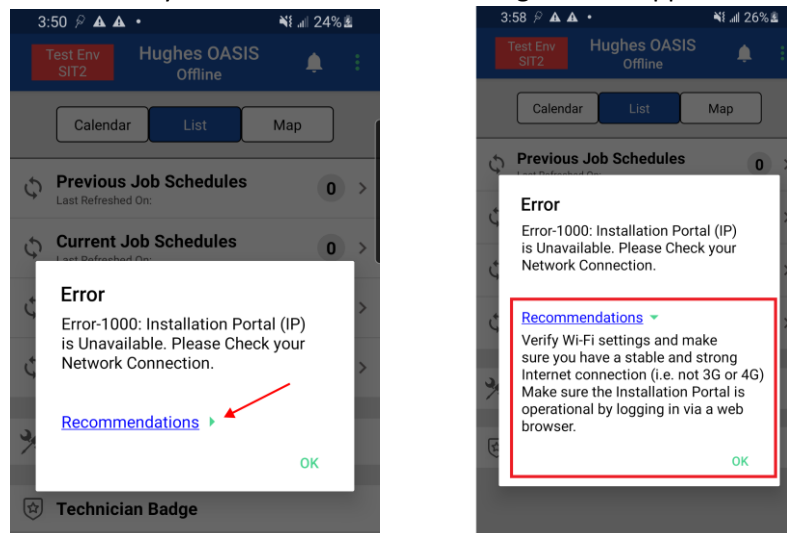
       b.
       c. For example, if a user is in a remote location where the phone is not able to capture
           the accurate GPS close to the customer location, the below warning popup will be
           displayed with those recommendations for user to try on their own before reaching
           out for support.
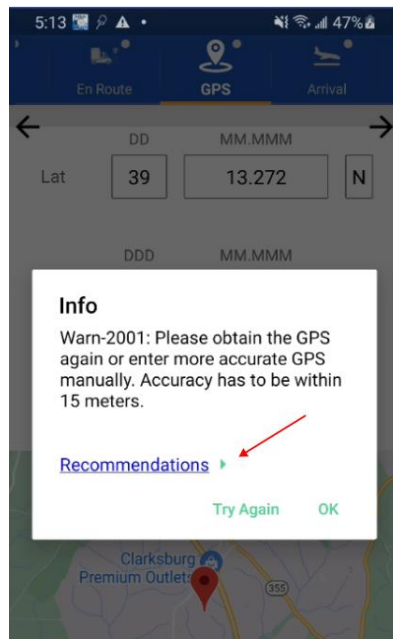
d.

43.   **OASIS showing new tab "Software" in the workflow (New – Updated on 06/29/23)**
   a. This feature is introduced from **OASIS 7.15.08 to support the HT3XXX (Ex: HT3000W)** terminals to let installers update the "Terminal Software" through OASIS.
   b. When the installer logs in to OASIS, the app will try to look for any software updates are available and will automatically start downloading the updates from server . If the download is in progress, the status is visible on the top banner (highlighted below)
   c. We recommend installers to hold until this download is complete before proceeding to customer location and install process.
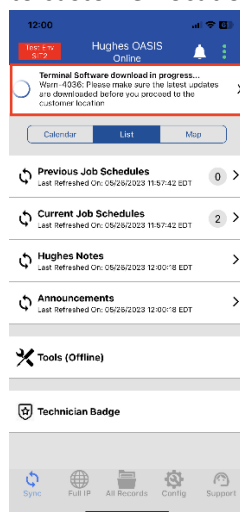
   d. The downloaded software Information is also visible to installers through Home (Bottom bar) → config → Terminal Software Updates (ref below screenshots)
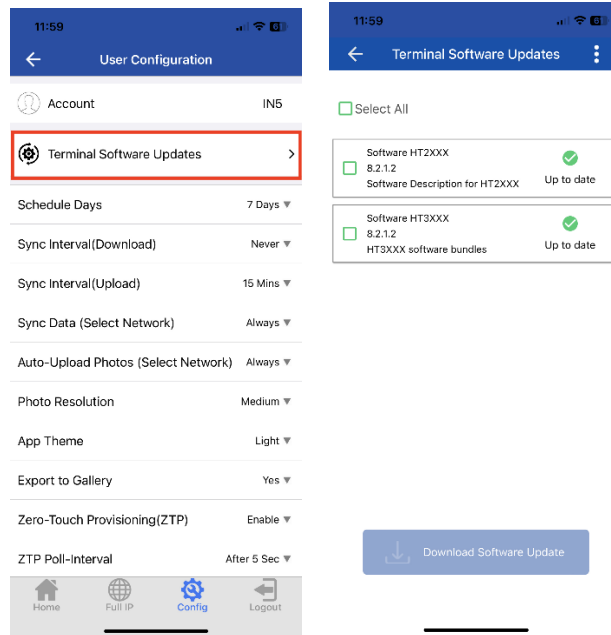
e.

f.   The Installers should see a new screen named "Software" just before the "SBC" screen in the workflow steps. Currently, this "Software" is a required step for HT3XXX terminal model only. For other terminal models, installers are allowed to skip this step with a reason code.

g.   When the Installer is on the "Software" screen and the device is connected to the terminal, the Oasis app will autodetect the current software version on the terminal and will update the installer:

   i.   Below is the scenario **when new software updates are available.**
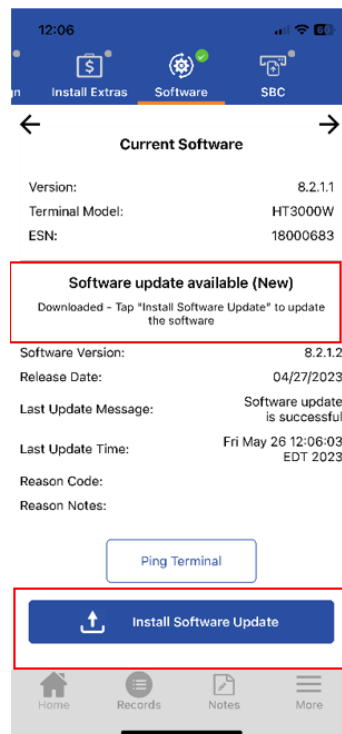
ii. Here is the screenshot **when terminal software is already up to date.**
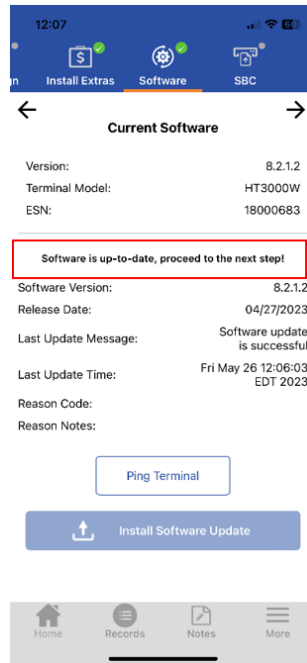
44. OASIS is not allowing user to do departure complete without completing the "Software" step. **(New – Updated on 06/29/23)**
  a. The "Software" is a required step in the workflow before departure complete. Installer needs to upload the new software (if it is available to upload) on to the HT3XXX terminal by tapping on the "Install Software Update" button.
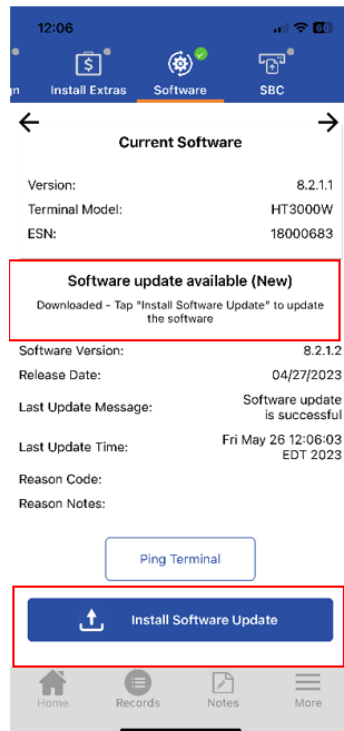
  b.

     c.   However, the installer is also given an option to skip the software update under specific conditions as listed below, which will also mark the step as complete & allow the installer to do the departure complete:

         i.   The current software version is higher than the minimum software version (set by Engineering Team i.e., 8.2.1.31)

         ii.   The Terminal connected is not a HT3XXX terminal.
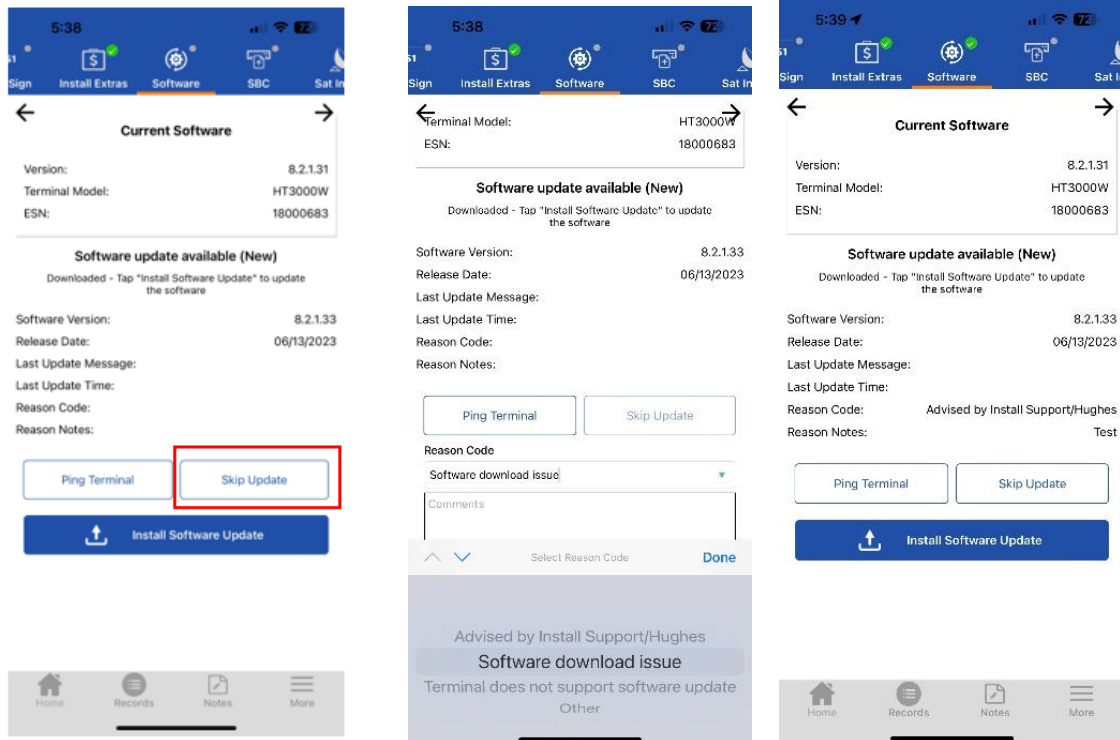
45.   **OASIS marking the OVT sign-off i.e., IVT step as required (New – Updated on 08/13/2024 for OASIS App 7.19.01 and above)**

    a. Currently the IVT step is marked as auto completed when the installer lands on the IV/OVT step.

    b. Now the installer is requested to obtain the OVT sign-off details or a OVT Signoff Number before he can proceed with Departure complete.

Consumer Flow

Enterprise Flow

c. For Enterprise Flow, if IVT step is performed by customer support remotely then they will provide Case ID on the call, which tech can enter by selecting the "Completed IV in offline" checkbox.

d. However, in case of any issue, or reason the installer is unable to perform the IVT step and obtain the IV/OVT Signoff information, he can still proceed with Departure complete by providing the reason for skipping the required step.
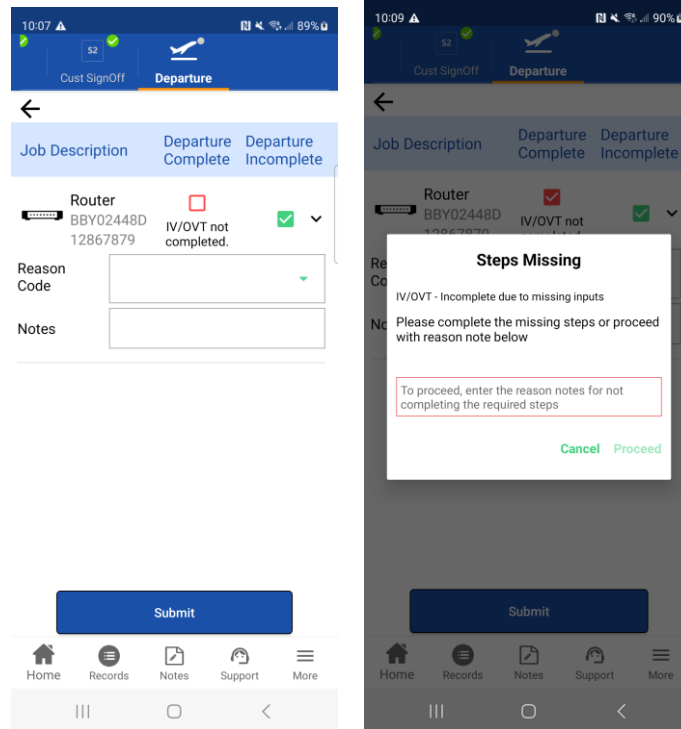
46.   **Question-to-Screen Dependency Logic Impacting Departure Completion (New – Updated on 04/17/2025 for OASIS App 7.21.07 and above)**

a. Installers are restricted from completing the **"Departure Complete"** activity if their responses on question screens do not align with the corresponding data entered on related screens, due to enforced question-to-screen dependency logic.

b. **Example Scenario:** As illustrated in the attached screenshot, the installer selected **"No"** to a question **"Did you add/remove any parts?"** on the Audit screen. However, part information was entered on the BOM (Bill of Materials) screen. Due to this mismatch, the system prevents the installer from proceeding with the **"Departure Complete"** action.

c. To resolve this, installers should remove the added part details from the BOM screen if they receive the corresponding warning message.

d. Installers can click the red help icon to view the error message again for reference.
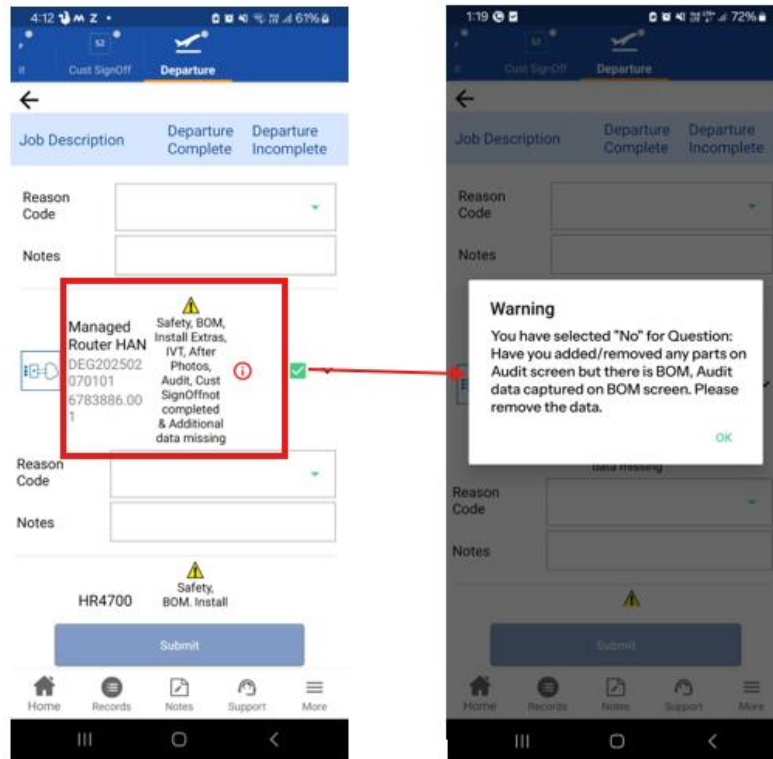
e.

47.   Based on feedback from several installers, some are unable to click the **En Route** button on certain orders. To address this, the Oasis App provides a helpful feature: installers can tap the red **help** icon next to the Enroute button to view the specific reason why the action is currently unavailable for that FSO. **(New – Updated on 04/17/2025 for OASIS App 7.21.07 and above)**
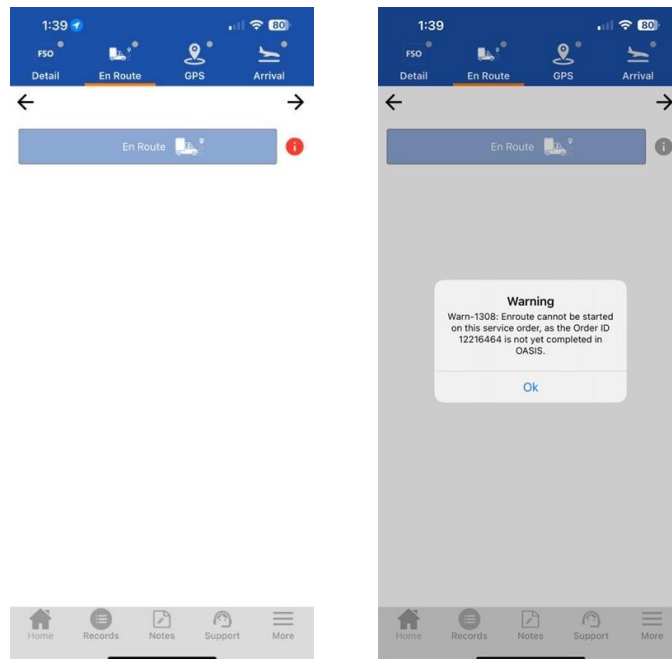
48.   **Reason required for adding any non-Hughes part. (New – Updated on 04/17/2025 for OASIS App 7.21.07 and above)**

   a. When an installer tries to search and add a non-Hughes part by clicking on Add Part in BOM screen, if the part is not found then OASIS will show installer the message below and ask a question **"Do you want to continue without a Hughes part?"**

      i. If the installer answered "Yes", installer is prompted to select a reason code.
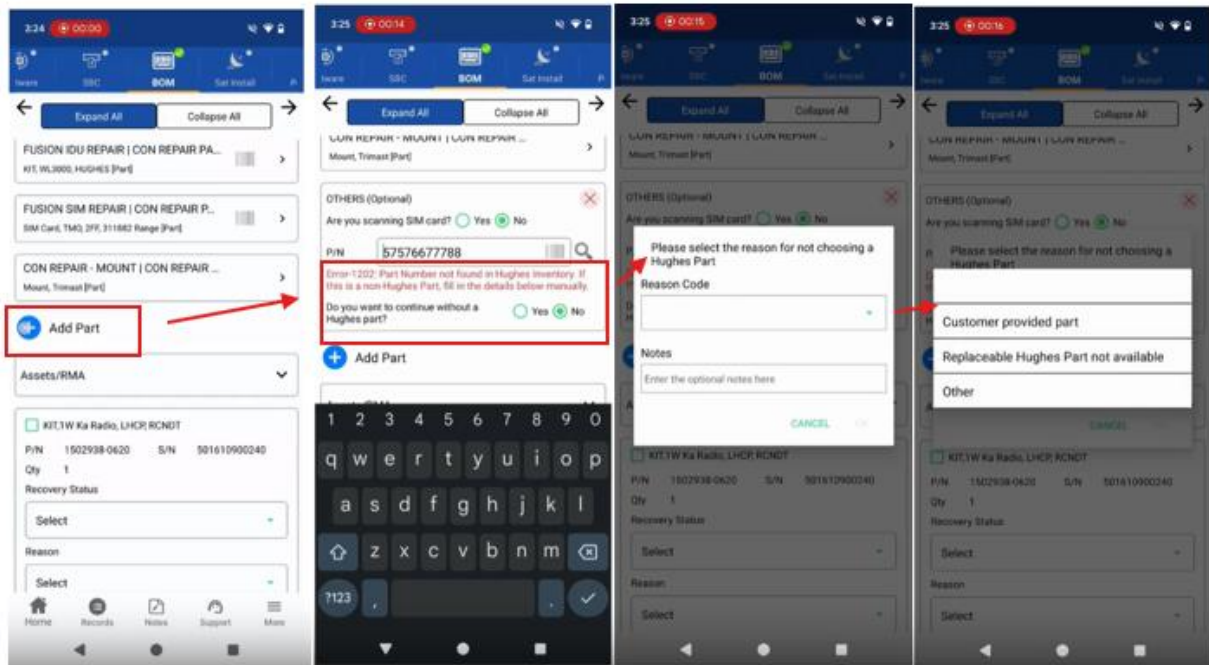
      ii. After selecting the reason code the app then allows installer to add additional details for the part.
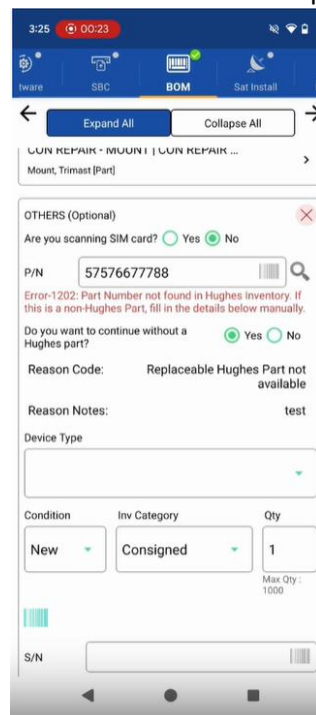
      iii.

       b. If the installer says "No" then the part is not added as Additional Part.