	Application: CatchER	Troubleshooting Guide: **Troubleshooting CatchER Problems**	Audience: All CatchER users

	Problem	**Cause/Explanation**	**Solution**
1.	I cannot get Catcher to work on my iPad/iPhone.	CatchER is available to people who meet the following requirements: 1. Would like to use the application on their iPad or iPhone which is 3G internet enabled. 2. Hold a current Commercial Fishing Licence (CFL). 3. Have completed their Registration and Nomination for Fish Eye. 4. Have been nominated in the role of a Master for Fisheye. 5. Have downloaded the CatchER application from the Apple App Store icon on your iPad/iPhone. 6. Have set up the **Settings > Location Services > On** for the CatchER application on your mobile Apple device.	Check that you have met all the requirements. If you are still having problems, contact the Support Helpdesk: **Email:** Fisheye.Support@fish.wa.gov.au **Phone:** 1300 550 763
2.	My **Settings** that I recorded on my iPad are not displaying on my iPhone.	User-specific settings defined on one device are not transferred automatically to another device.	Record settings for each individual mobile device that you plan to use.
3.	Have logged on but cannot view current Trip Nomination submitted via iPad for the next stage.	Information recorded via CatchER is device-specific, so for example if an iPad is used to submit a pre-fishing trip return, it will not be possible to do the pre-landing or post-landing trip return record using an iPhone or another mobile device even using the same individual logon details	Complete pre-fishing, pre-landing, and post-landing nominations in IVR and details of all consignments on the Catch Disposal Record forms. If you have been holding over complete the relevant details in the holding over book.
4.	Nomination submission failed.	Check the signal strength to make sure you have internet connection. A low number of bars can sometimes result in patchy connection. Try connecting to another website to see if you have connection. If Airplane Mode is switched on then the device cannot connect to the	Try submitting 2 or 3 times over a 10 minute period. If submission continues to fail you will need to do all of the nominations required for that trip via IVR and complete all the required CDR and holding over paperwork where appropriate. Check the device Settings to see that Airplane Mode is switched

		internet. Sometimes having Wi-Fi switched on when you are not using a Wi-Fi network can interfere with connecting to the internet. If you have a LTE (4G) device with a weak 4G signal you may not be able to connect and sometimes the device won't automatically drop back to 3G.	off. If you are not using a Wi-Fi network switch off Wi-Fi in the device **Settings** menu Go into the device settings and disable LTE (4G) to see if the signal strength improves.
5.	I have forgotten my Catcher PIN		There is no way to recover your PIN. You will need to delete the Catcher App, reinstall it and set a new PIN. If you have forgotten your PIN after starting a pre-landing or post-landing nomination and cannot submit the nomination you will need to complete the full IVR/CDR process for that trip.
6.	My iPad/iPhone battery is flat or the device is broken		You will need to complete all processes required for a trip via IVR and CDR including the Hold Over form, if applicable.
7.	I can't enter any more information into the pre-landing nomination and I haven't finished or submitted it	The pre-landing session can become locked in certain circumstances before it has been completed. Swiping the screens all the way to the right after entering the Catch & Effort section will lock the session before it is finished.	You will need to do the full process of IVR and CDR paperwork (and Hold Over form if applicable) for that trip. It is not possible to unlock a session. You will need to delete the CatchER app and reinstall it before you can use it again.
8.	I can't connect to the internet.	The signal may be weak or blocked. Having Wi-Fi turned on can sometimes interfere with connecting through Next G/3G.	Check the signal strength. Try a different location – outside the wheelhouse or higher up on the flying bridge. If you are connecting through a NextG/3G sim card try turning off the Wi-Fi.
	I can't connect to the internet.	If you have a LTE (4G) device with a weak 4G signal you may not be able to connect and sometimes the device won't automatically drop back to 3G. Your credit may have expired/been used up.	Go into the device settings and disable LTE (4G) to see if the signal strength improves. Check that you still have credit.

		If Airplane Mode is switched on then the device cannot connect to the internet.	Check the device Settings to see that Airplane Mode is switched off.
			If you can't connect to the internet you will need to complete all processes required for a trip via IVR and CDR including the Hold Over form, if applicable.

Fish Eye Helpline and Support

A dedicated Fish Eye and CatchER helpline is in operation from 8.30am to 4.30pm, Monday to Friday. The helpline will answer questions related to Fish Eye application registration, nomination and online services.

Email: Fisheye.Support@fish.wa.gov.au

Phone: 1300 550 763

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