

DialVision

Chapter 5: Troubleshooting

What to do if you accidentally close a case or select "Done" while on an interview?

If you click the "Done" tab while talking to the respondent simply click "Cancel". This will allow you to continue. In the unlikely event that you accidentally clicked the "Done" tab, and then accidentally clicked "OK", instead of "Cancel", **your call will drop!** Click on the Address tab and dial the Respondent again, immediately. This will delay the interview for some time while you get back into the questionnaire.

MSG: "Login is already on the system; please contact supervisor."

This error message will appear if you did not log off properly the last time you exited DialVision; you cannot log in because the system thinks you are already logged in. To remedy this situation,

- On the blue [DialVision login screen](#), type "logoff" without the quotes in the Username box and your username in the Password box.
- If that does not work, contact your immediate supervisor, who can remotely log you off.

MSG: "The value you entered does not match the previous logon. Please refresh this page and try again."

This error message will appear if you attempt to login with a different username than the one previously used to login to DialVision from that computer. To remedy this problem, use the Refresh or Reload button in your browser's toolbar, or close DialVision and start it again.

Depending on your browser, the buttons in the tool bar should look something like one of these:  or  Reload

What to do if DialVision freezes up?

If a case freezes and you are in DialVision, you should try these steps prior to calling for support:

- Try to click the [Done tab](#) or the [Hang Up tab](#) to release the case in DialVision. Set the [Outcome Code](#) to "Recall".
- If you are unsuccessful or need to access this case again, write down the respondent's CaseID (or HostID). This will allow you to look up this case through [Inbound Lookup](#).
- Close out DialVision completely by clicking on the 'X' in the top right corner. Re-open DialVision and log yourself off--type "logoff" without the quotes in the Username box and your username in the Password box.
- Log in to DialVision and attempt to access the case you were in through [Inbound Lookup](#).
- If you are still unsuccessful, contact your supervisor, who will determine if further support is needed.
- If there is a "Web page error" message, like "This page cannot be displayed" or "404 page not found". Please contact your supervisor and let them document the message.

What to do if the Web Survey freezes up or you get an error message?

If a case freezes and you are in the questionnaire, please follow the steps below prior to calling for assistance:

- First try to save the interview by clicking on the blue disc icon that appears on every Web Survey screen. 
- If that is unsuccessful, close the questionnaire window by clicking on the X in the top right corner.
- Try to reopen the case while the respondent is still on the phone.
- If the three steps above are not successful, immediately tell the respondent that you are having computer problems and will try to resolve the problem in the next few minutes.
- Then, contact your Supervisor immediately and give him or her the detailed information regarding this case so that he or she can alert the appropriate parties.

What to do if you lose your Internet connection or the DialVision connection?

If you lose your Internet connection during an interview, you will also lose contact with the respondent and with the web survey. Contact your supervisor immediately. Please inform your supervisor immediately if you do not remember the respondent's phone number or CaseID. Your supervisor will be able to access your dial history and obtain this information.

IMPORTANT NOTE: CHRR has designed the survey software so that in the event the survey freezes during an interview or other situation, if you close the survey window and the case, the software will automatically save the information/answers entered up to that point. When you begin again, the survey will start at the point where the problem occurred.

When you call for support from DialVision, soft phone, or the Survey...

Before you call anyone to report computer problems, you should have some basic information ready.

- Is your computer frozen (you cannot move the pointer or alter what is on your screen)?
- If your computer is frozen and after you have recorded as much information as you can, reboot it.
- What screen were you on when the problem occurred? Was it a DialVision screen or a questionnaire screen?
- What were you doing when the problem occurred? Examples: backing up, typing, fast-forwarding, connecting to, etc.
- What button did you press when the problem occurred? What other action were you performing when the problem occurred?
- Is there an error message on your screen? If so, write the entire message down, including any code or error number.
- Check to make sure headset is properly connected to your computer.

Sometimes your Internet Service Providers (ISP's) experience short interruptions of service, so wait a few minutes and try accessing the website again before calling.

NOTE: If you encounter a problem, CHRR has prepared an error log that you may find helpful in recording key pieces of information. This log is included in the appendices of the *Interviewer Manual*.__??

Log Out Problems?

Attention: Interviewer, you have now learned to exit a case properly by selecting an outcome for the case and log out of DialVision. There are three things you should NEVER do when logging out:

1. Never exit DialVision and a case by clicking on the 'X' button on the upper right of your screen.
2. Never click the Refresh button.
3. Never select CTRL + N on the keyboard.

If you do any of these three things while on a case, it may go into the incomplete transactions folder. If you suspect that this has happened please contact your immediate supervisor.

Go to: [Quiz for DialVision: Chapter 5: Troubleshooting](#)
[Back to Training Main Page](#)

This is the end of the training modules!