

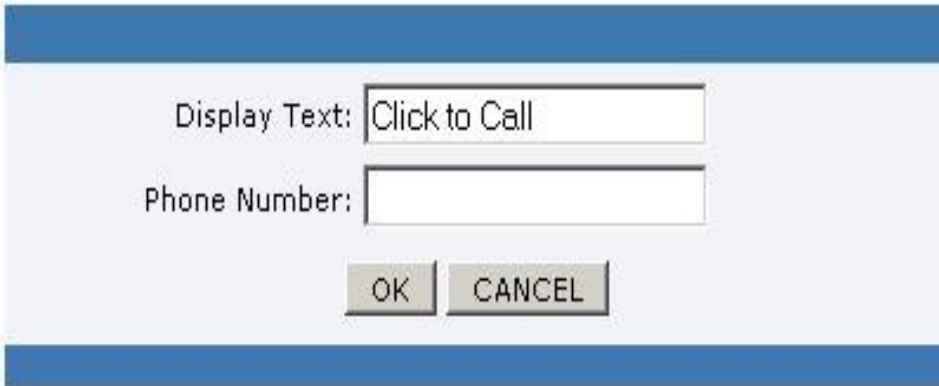
# **AIRTEL MOBILE WEBSITE BUILDER**

## **TROUBLE SHOOTING GUIDE**

# Goodies -Click To Call

**Support Issue:** I am not receiving the calls when users click to call goodie.

## **Trouble shoot:**



Display Text:

Phone Number:

**Note:** This feature may not be supported on all mobile phones

- Login to Your Mobisite Account.
- Edit the Page where the “Click to Call” Goodie is inserted.
- Edit the Click to Call Goodie and check whether the “Phone Number” is valid.
- Also this feature may not be supported on all mobile phones.

# Goodies – Driving Directions

**Support Issue:** It is showing directions from a wrong location.

## **Trouble shoot:**

**Driving Directions**

Add a link to your page that gives your visitors directions to reach a particular location (your office, home, etc.), from wherever they are.

**Destination Address:**

Please enter a Destination Address of your choice (your office, home etc.). If you leave it blank your visitors will be asked to enter this.

[Test Driving Directions](#)

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**Note:** The actual feature will only appear in the final published website. You can remove this feature by deleting the "Driving Directions" logo that appears in the Editor window when you edit this page.

- Login to Your Mobisite Account.
- Edit the Page where the “Driving Directions” Goodie is inserted.
- Edit the Driving Directions Goodie and check the “Destination Address”.
- Check whether the needed destination address is correctly given.
- Click on the “Test Driving Directions” to verify it.

# Goodies -Add to Phone Book

**Support Issue:** The visitor is not able add My contact. It is not getting added even when users click on “add to phone book” link in mobile page.

**Add to Phone Book**

Link Text:

**Your Contact Details:**

Name:

Phone Number:

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**Note:** This feature may not be supported on all mobile phones

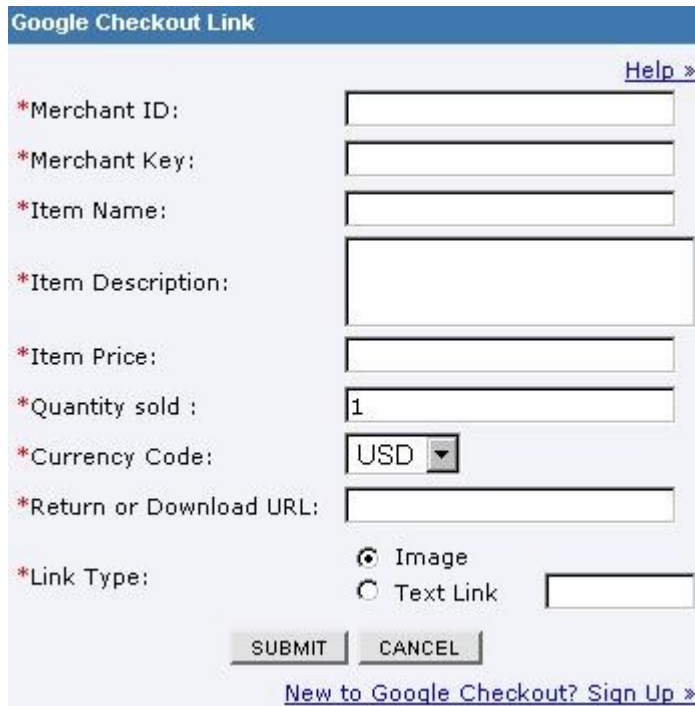
## Trouble shoot:

- Login to Your Mobisite Account.
- Edit the Page where the “Add to phone book” Goodie is inserted.
- Edit the Click to Call Goodie and check whether the “Phone Number” is valid.
- Also this feature may not be supported on all mobile phones

# Goodies -Google Checkout

**Support Issue:** Google checkout is not working

## **Trouble shoot:**



The screenshot shows a web form titled "Google Checkout Link" with a blue header bar. A "Help" link is visible in the top right corner. The form contains several fields, each with an asterisk indicating it is required:

- \*Merchant ID: [Text input field]
- \*Merchant Key: [Text input field]
- \*Item Name: [Text input field]
- \*Item Description: [Text area]
- \*Item Price: [Text input field]
- \*Quantity sold: [Text input field with "1" entered]
- \*Currency Code: [Dropdown menu showing "USD"]
- \*Return or Download URL: [Text input field]
- \*Link Type: [Radio buttons for "Image" (selected) and "Text Link", followed by a text input field]

At the bottom of the form, there are "SUBMIT" and "CANCEL" buttons, and a link that says "New to Google Checkout? Sign Up" with a right-pointing arrow.

- Login to Your Mobisite Account.
- Edit the Page where the “Google Checkout” Goodie is inserted.
- Edit the Google Checkout Goodie and check whether the given details are valid.
- Also this feature may not be supported on all mobile phones.
- This feature can't work if the site's page extension is set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – Time Stamp

**Support Issue:** Time Stamp is not correct

## LAST MODIFIED DATE/TIME STAMP

This feature automatically adds a Date/Time Stamp at the bottom of the page every time you make changes to the page, to indicate when the page was last edited.

**Example:** Last Modified on Friday, May 16, 2007 4:18 PM, GMT.

Choose a Date Format:

Choose a Time Format:

Time Zone:

SUBMIT

CANCEL

## Trouble shoot:

- Login to Your Mobisite Account.
- Edit the Page where the “ Last Modified Goodies” Goodie is inserted.  
Edit the Last Modified Goodies and check the Date, Time Formats and the Time Zone settings.

# Goodies – RSS Feed

**Support Issue:** RSS Feed is not working properly.

## **Trouble shoot:**

- Login to Your Mobisite Account.
- Edit the Page where the “RSS Feed” Goodie is inserted.
- Edit the RSS Feed Goodie and check whether the “RSS Feed URL” is valid.
- You can verify that by inputting one of the below sample inputs.
- <http://feeds.reuters.com/reuters/topNews>
- <http://feeds.reuters.com/reuters/scienceNews>.
- This feature can't work if the site's page extension is set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.



The screenshot shows a web form titled "RSS Feed Link". It features a text input field labeled "RSS feed URL:" with a "Help »" link to its right. Below the input field are two buttons: "SUBMIT" and "CANCEL". At the bottom of the form, there is a link that reads "New to RSS Feeds? Learn More »".

# Goodies – Maps

**Support Issue:** It is showing different address in the map

**Maps**

Add a link to your page that when clicked displays a map of any particular location (your office, home, etc.)

**Map Address:**

[Test Now!](#)

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**Note:** The actual feature will only appear in the final published website. You can remove this feature by deleting the "Google Maps" logo that appears in the Editor window when you edit this page..

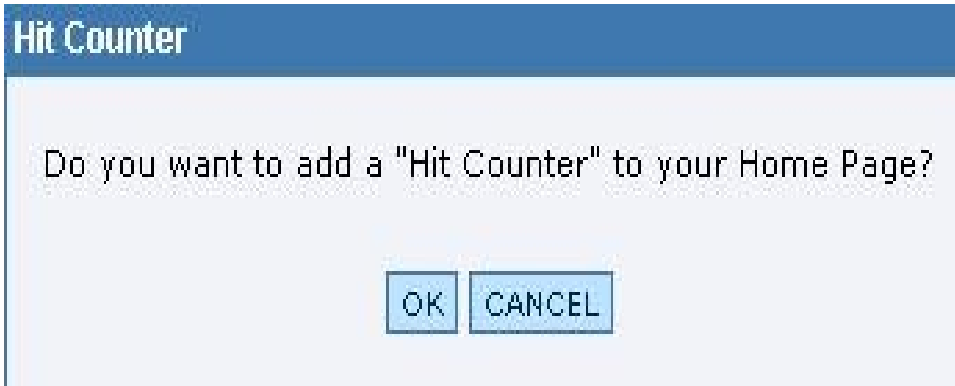
## Troubleshoot:

- Login to Your Mobisite Account.
- Edit the Page where the “Maps” Goodie is inserted.
- Edit the Maps Goodie and check whether the “Map Address” is correct.
- Click on the “Test Now” link to verify the same.



# Goodies – Hit Counter

**Support Issue:** Hit counter is not working in the live site



## **Troubleshoot:**

- Login to Your Mobisite Account.
- Click on the Goodies link on the left side panel.
- Choose Hit Counter Goodie to edit it.
- Verify whether the Hit Counter is already added.
- If not, add it to make it work. If there, remove it and add it again.
- This feature can't work if the site's page extension to set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – Bango Analytics

**Support Issue:** Not able to view the statistics of the website in bango analytics

## **Troubleshoot:**

Clicking here'."/>

Bango Analytics

Tracking Image URL:

You can get Bango Analytics URL by [Clicking here](#)

- Login to Your Mobisite Account.
- Edit the Page where the “Bango Analytics” Goodie is inserted.
- Edit the Bango Analytics Goodie and check whether the “Tracking Image URL” is valid.
- This feature can't work if the site's page extension to set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – Bango Analytics

**Support Issue:** Not able to view the statistics of the website in bango analytics

## **Troubleshoot:**

Clicking here'."/>

Bango Analytics

Tracking Image URL:

You can get Bango Analytics URL by [Clicking here](#)

- Login to Your Mobisite Account.
- Edit the Page where the “Bango Analytics” Goodie is inserted.
- Edit the Bango Analytics Goodie and check whether the “Tracking Image URL” is valid.
- This feature can't work if the site's page extension to set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – Admob Anaytics

**Support Issue:** Not able to view the statistics of the website in admob mobile analytics

## **Troubleshoot:**

### AdMob Analytics

AdMob provides two options for tracking. Choose either image or code.

AdMob Tracking Image URL:

AdMob Tracking code:

You can get AdMob Analytics URL or Tracker code by [Clicking here](#)

- Login to Your Mobisite Account.
- Edit the Page where the “AdMob Analytics” Goodie is inserted.
- Edit the Admob Analytics Goodie and check the options “Admob Tracking Image URL” or “ Admob Tracking Code” to see whether valid input is given.
- This feature can't work if the site's page extension to set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – Audio Files

**Support Issue:** I have inserted the audio clip but it is not playing

## **Trouble shoot:**

Audio Clip Name	Preview	Size (in KB)	Delete	Insert Audio Clip
No Files Available				

**Upload new Audio**

Audio Clip 1:

Audio Clip 2:

Audio Clip 3:

- Login to Your Mobisite Account.
- Edit the Page where the “Audio files” Goodie is inserted.
- Edit the Audio files Goodie and check whether the given audio file is valid.
- Also this feature may not be supported on all mobile phones.

# Goodies – YouTube

**Support Issue:** I have inserted the you tube video but not playing.

## **Trouble shoot:**



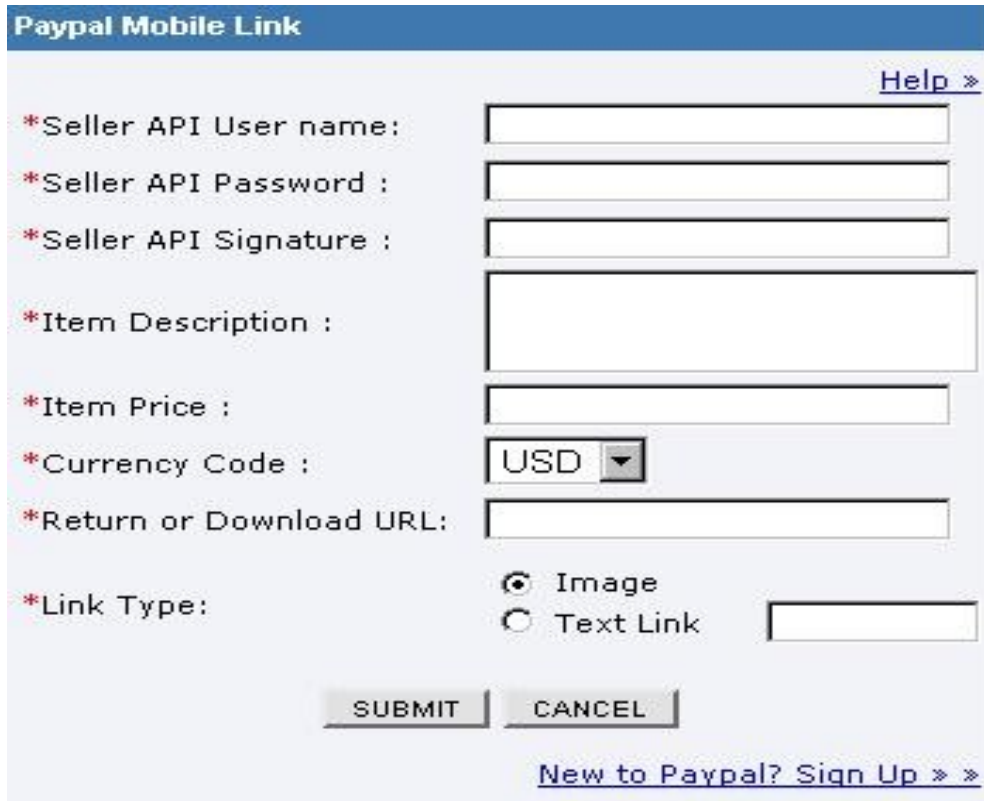
The screenshot shows a web form with a blue header and footer. The form contains two input fields and two buttons. The first input field is labeled 'YouTube video URL [?] :' and has a blue button labeled 'INSERT VIDEO' to its right. Below this is a section titled 'Get videos list from YouTube account:' followed by a second input field labeled 'YouTube Username : ' and a blue button labeled 'SUBMIT'. At the bottom of the form is a blue button labeled 'CLOSE THIS WINDOW'.

- Login to Your Mobisite Account.
- Edit the Page where the “Audio files” Goodie is inserted.
- Edit the Audio files Goodie and check whether the given YouTube URL is valid.
- Also this feature may not be supported on all mobile phones.

# Goodies – Paypal

**Support Issue:** Paypal is not working

## **Trouble shoot:**



The screenshot shows a web form titled "Paypal Mobile Link" with a blue header. The form contains several input fields and a dropdown menu. The fields are labeled with asterisks: "\*Seller API User name:", "\*Seller API Password:", "\*Seller API Signature:", "\*Item Description:", "\*Item Price:", "\*Currency Code:", "\*Return or Download URL:", and "\*Link Type:". The "Currency Code" field has a dropdown menu showing "USD". The "Link Type" field has two radio buttons: "Image" (selected) and "Text Link". Below the form are "SUBMIT" and "CANCEL" buttons. At the bottom right, there is a link: "New to Paypal? Sign Up » »". A "Help »" link is located at the top right of the form area.

- Login to Your Mobisite Account.
- Edit the Page where the “PayPal” Goodie is inserted.
- Edit the PayPal Goodie and check whether the given details are valid.
- Also this feature may not be supported on all mobile phones.
- This feature can't work if the site's page extension is set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – Bango PayNow

**Support Issue:** Bango PayNow is not working

## **Trouble shoot:**

**Add Bango Payment Link**

**Note:** This feature requires prior registration with [www.bango.com](http://www.bango.com)  
[Click here to get a free bango Account](#)

\* Bango ID:

\* Bango Package ID:

**Enter details that describe your Payment Link.**

\* Product Title:

\* Product Cost (USD):

\* Payment Link Type:  Text Link   "Pay Now" button

- Login to Your Mobisite Account.
- Edit the Page where the “Bango PayNow” Goodie is inserted.
- Edit the Bango PayNow Goodie and check whether the given details are valid.
- This feature can't work if the site's page extension to set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.



# Goodies – Paypal Donate

**Support Issue:** Paypal donate is not working

## **Trouble shoot:**

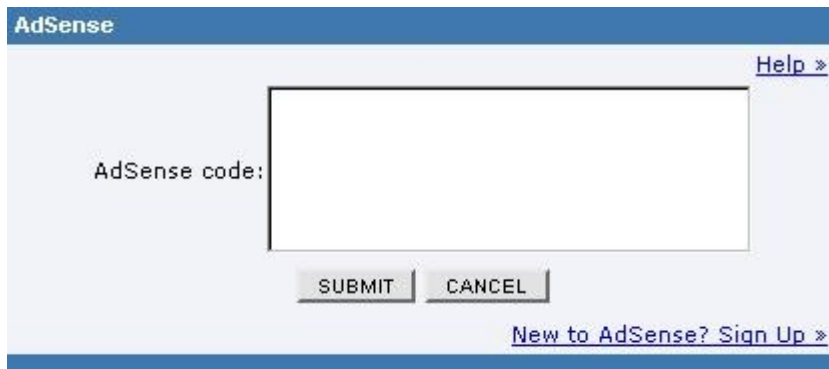


The screenshot shows a web form titled "Paypal Donation". It contains several input fields and a "Help" link. The fields are: "\*Seller API User name:", "\*Seller API Password:", "\*Seller API Signature:", and "\*Donation Description:". Below the description field is a note: "(This text will be displayed on your generated website and Paypal site)". There are two radio buttons for "\*Link Type": "Image" (selected) and "Text Link". A "Text Link" input field is visible next to the "Text Link" radio button. At the bottom, there are "SUBMIT" and "CANCEL" buttons, and a link: "New to Paypal? Sign Up » »".

- Login to Your Mobisite Account.
- Edit the Page where the “PayPal Donate” Goodie is inserted.
- Edit the PayPal Donate Goodie and check whether the given details are valid.
- Also this feature may not be supported on all mobile phones.
- This feature can't work if the site's page extension is set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – Ad Sense

**Support Issue:** Google Ad sense is not working

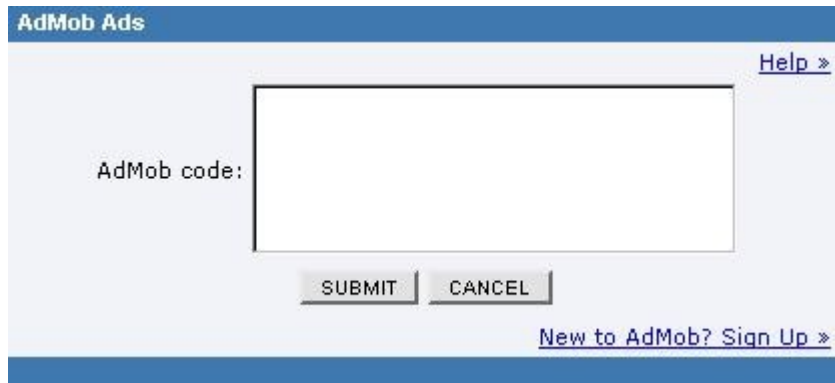
A screenshot of a web form titled "AdSense". The form has a blue header bar with the text "AdSense" on the left and "Help »" on the right. Below the header, there is a label "AdSense code:" followed by a large empty text input field. Below the input field are two buttons: "SUBMIT" and "CANCEL". At the bottom right of the form, there is a link that says "New to AdSense? Sign Up »".

## **Trouble shoot:**

- Login to Your Mobisite Account.
- Edit the Page where the “AdSense” Goodie is inserted.
- Edit the AdSense Goodie and check whether the given details are valid.
- This feature can't work if the site's page extension to set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Goodies – AdMob

**Support Issue:** AdMob is not working



## **Trouble shoot:**

- Login to Your Mobisite Account.
- Edit the Page where the “AdMob” Goodie is inserted.
- Edit the AdMob Goodie and check whether the given details are valid.
- This feature can't work if the site's page extension is set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Site Search

**Support Issue:** Site Search is not working

## **Trouble shoot:**



The screenshot shows a configuration window titled "Site Search". It contains two sections with radio button options:

**Where would you like to have the search box?**

- Home page
- Inside pages

**Where would you like to have the search box appear in the page?**

- Top
- Bottom

At the bottom of the window are two buttons: "SUBMIT" and "CANCEL".

- Login to Your Mobisite Account.
- Click on the Goodies link on the left side panel
- Choose Site Search Goodie to edit it.
- Verify whether the Site Search options are properly chosen as needed.
- This feature can't work if the site's page extension is set to HTML or extension modified after insertion. Hence you may have to (re)set the page extension first.

# Invite Contacts

**Support Issue:** I have sent invitation to my contacts, but they have not received mails

Invite contacts to check out your website

[BACK](#)

<b>Invitation Email</b> Hi, I just built a mobile website on my own! Please take a look & let me know what you think.  To view it on your mobile phone, Click <a href="http://ssk.websiteforever.mobi">http://ssk.websiteforever.mobi</a> To view it on a PC or Laptop. <a href="#">Click here</a> (emulator link)  Thanks,  ----- Want a Mobile Website? <a href="http://www.mobisitegalore.com">www.mobisitegalore.com</a>	<b>Invitation SMS</b> Hi, just built my mobile site. See <a href="http://ssk.websiteforever.mobi">http://ssk.websiteforever.mobi</a> and tell me what u think.- Senthilkumar.Get one yourself at <a href="http://www.mobisitegalore.com">www.mobisitegalore.com</a>
<b>Email Address of Recipients</b> Example:name@yahoo.com, name@gmail.com, name@hotmail.com	<b>Phone Number of Recipients</b> 5 SMSs left Example:14081122332, 442211882, 919841000000  <b>Note:</b> Use comma to separate multiple phone numbers.

[SUBMIT](#) [CANCEL](#)

## Trouble Shoot:

- Login to Your Mobisite Account.
- Click Invite Contacts in Website Manager.
- Give the Email Address(es) in specified format to verify.
- Also verify whether the email address(es) is valid and working now.

# Optimize for Search Engines

**Support Issue:** In the browser header the title is showing different name in one/some page(s). Changing it in Customize Design page doesn't correct it.

## Optimize for Search Engines

[Help Movie](#)

[Submit your Website to Google Search Engine](#)

[Submit your Website to Yahoo Search Engine](#)

[BACK](#)

Pages	Title [?]	Description [?]	Keywords [?] ( separate words with comma)
HOME	<input type="text" value="Company Name"/>	<input type="text"/>	<input type="text"/>
About Us	<input type="text" value="Company Name"/>	<input type="text"/>	<input type="text"/>

[SUBMIT](#) [CANCEL](#)

### Trouble Shoot:

- Login to Your Mobisite Account.
- Click Optimize For Search Engines in Website Manager.
- Set the needed title(s) for the corresponding pages(s).

# Rollback Changes

**Support Issue:** I want to get my old website created at the time of sign up.

## Rollback Changes

[BACK](#) [Help Movie](#)

History for ssk.websiteforever.mobi

Date & Time of Publish	Rollback
06/19/2008 11:00:01	Current version
06/18/2008 14:43:00	<a href="#">Rollback</a>

[Rollback](#) to the first version of the website created on 06/17/2008

## Trouble Shoot:

- Login to Your Mobisite Account.
- Click Roll Back Changes in Website Manager.
- Click the corresponding Roll back option (at the bottom) to get back the original site created at the time of sign up.

# Create a New Website

**Support Issues:** I want to create another website in the same account.

## Manage Websites

User Name : sen\_771006 | [Account Settings](#)

[Create New Website](#)

<u>Website Name</u>	<u>Website Address</u>	<u>Registration Date</u> (mm/dd/yyyy)	<u>Delete Website</u>	<u>Manage Website</u>	<u>Last Modified Date</u> (mm/dd/yyyy)
First	<a href="#">ssk.websiteforever.mobi</a>	06/17/2008			06/18/2008
Second	-	06/19/2008			-

Total number of Websites : 2

## Trouble Shoot:

- Login to Your Mobisite Account.
- Click “Create another Website” link in Website Manager.
- You can choose choose to create a brand new website or a copy of an existing website within the account.
- If you make a copy of an existing website, you may see some warning messages in the success page that can arise. Make sure that they are taken care of.



# Form Emails

**Support Issue:** Not receiving the email with form details when user submits the form from my website.

## Add a Simple Form

[BACK](#) [Help Movie](#)

Title for Form Page:

Text message to be displayed below Title:

Inputs that you require from your visitors (Form Field Names):	
<input type="text"/>	Name
<input type="text"/>	Address
<input type="text"/>	City
<input type="text"/>	ZIP/PIN
<input type="text"/>	Email
<input type="text"/>	Mobile
<input type="text"/>	Feedback
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	

The visitor inputs will be sent to this email address:   
Use comma to separate multiple email addresses.

Message to be displayed after the Form is successfully submitted by the visitor:

[SUBMIT](#) [CANCEL](#)

## Trouble shoot:

- Login to Your Mobisite Account.
- Edit the Form Page and check whether valid email address(es) is given. Also verify whether email address is working now.
- Also you may verify by adding your test mail address to it.
- You may also ask the user to verify the Bulk mail folder.