



App Catalog download issue

INCLUDE REMINDER: 

IMPORTANT App Catalog support includes finding, purchasing, downloading, installing, updating, and deleting App Catalog applications. The developer cannot assist the customer with any of these functions. **Policy** [\[542\]](#) 

1 Ask the customer if the app is being downloaded through App Catalog.

YES



Continue.

NO

Explain to the customer that the company supports only apps that are downloaded through App Catalog. Support cannot be provided for apps that are downloaded from other sources.



INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy** [\[294\]](#)

2 Confirm that the problem has to do with downloading an app from App Catalog and not another issue. Use these guidelines:

- **Problems finding:** The customer cannot find an app in App Catalog or the customer is having problems locating the link for a beta or web-distributed app.
- **Purchase or payment issues:** The customer received an error when trying to purchase an app, or there is an issue with the payment or charges.
- **Problems downloading:** The customer cannot download an app or find a downloaded app, received a "Can't Install" message indicating insufficient space, or received a message indicating the app is incompatible with the device.
- **Problems installing:** The customer saw one of these two error messages: "Couldn't install" or "Install failed."

Which best describes the situation?

PROBLEMS FINDING

Go to **Trouble finding an app in App Catalog** [\[545\]](#).

PURCHASE OR PAYMENT ISSUES

Depending on the situation, go to one of the following articles:


- **App Catalog payment issue** [\[544\]](#)
- **Using App Catalog promo codes** [\[719\]](#)
- **Setting up and using carrier billing in App Catalog (AT&T)** [\[723\]](#)
- **Using App Catalog** [\[170\]](#)

PROBLEMS DOWNLOADING

Continue.

PROBLEMS INSTALLING

Go to **App Catalog installation issue** [\[172\]](#).

- 3 Verify that the customer has a data connection, either from the wireless service provider indicated by the **1x**, **3G**, **E**, **Ev**, **G**, **H**, **H+** or **U** icon, or via Wi-Fi, indicated by the  icon (with two or three bars). Note that a tablet device may be capable of both Wi-Fi and carrier wireless connectivity, or only Wi-Fi; depending on the model.

Does the customer have a data connection?

YES

Continue.

NO

Offer these tips for improving the data connection:

To get a better Wi-Fi signal:

- Move closer to the Wi-Fi source.
- Move the Wi-Fi access point off the floor and away from walls and metal objects.
- Move the device away from other wireless devices such as cordless phones, microwave ovens, baby monitors, etc.
- If you have no Wi-Fi connection, see **Can't establish a data connection using a Wi-Fi network [133]**.

To get a better wireless service provider data connection:

- If you're standing, move about 10 feet in any direction.
- In a building, move near a window. (Open any metal blinds.)
- In a building, move out of doors or to a more open area.
- Outdoors, move away from large buildings, trees, or electrical wires.
- In a vehicle, move your device so that it's level with a window.
- If you have no data connection, see **Can't establish a data connection using a wireless service provider's network [115]**.

Can the customer obtain a good data connection?

YES

Continue.

NO

Explain that a data connection is required to fully troubleshoot this issue online.

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy [294]**

- 4 Ask if the customer followed a link to an app and received one of these errors:
- **This application is not available for your model.**
 - **This application is not available for your carrier.**
 - **This application is not available in your country.**
 - **This application cannot run on your current operating system. Use the Updates app to install the system update and try again.**

- **This application cannot be installed on your device.** If multiple violations apply, this general message may appear.
- **This is not a valid webOS application.**

YES

Explain that the apps available for a device vary according to webOS version, model, and country. Because customers can send links to apps to each other, either by using the Share button in App Catalog, or directly from an Internet site, it's possible for a customer to receive a link to an app that isn't supported on the customer's device. If the customer taps the link, one of these error messages displays.

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure.

NO

Continue.

5 Ask if the customer received one of the following messages:

- **Can't Install** message indicating some apps or files need to be deleted before the install.
- **Download Error** message indicating the download file is missing or damaged.
- **Can't Download** message indicating the United States government prohibits the download.
- **Other** error.

YES

Which error message did the customer see?

CAN'T INSTALL

If the error message was about deleting apps or files, advise the customer to make space for the new application by removing:

- Applications that are no longer in use **How to [170]**
- Files from the USB drive **How to [273]**



Did this solve the problem?

YES

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy [294]**

NO

Continue.

DOWNLOAD ERROR

If the error message was about a missing or damaged download file, advise the customer to follow the prompts to fix the issue.

Did this solve the problem?

YES

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy [294]**

NO

Continue.

CAN'T DOWNLOAD (PROHIBITED BY U.S.GOVERNMENT)

If the error message indicates that the United States government prohibits the download, escalate the case immediately. **Policy [264]**

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy [294]**

OTHER

Ask the customer to follow the prompts for the error and attempt to download the app again.

Did this solve the problem?

YES

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy [294]**

NO

Continue.

NO

Continue.

- 6** Ask the customer to open **Software Manager**  and look for the app.






Is the app there?

YES

Continue.

NO

Go to step 8.

- 7** Ask if the customer sees any of the following icons: pause , error , new version  (smartphone) or  (tablet), or resume .

YES


Which one?

PAUSE 

Explain to the customer that the app is still downloading and that there is no indication of a problem. Ask the customer to allow the download to finish.

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy [294]**

ERROR 

Ask the customer to tap the  icon and follow the prompts to fix the issue.

Did this solve the problem?

YES

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy** [294]

NO


Continue.

NEW VERSION  

Explain to the customer that the application is already on the device and that a new version is available. Help the customer find the app in the Launcher and explain that the customer can return to this screen to download the new version when convenient.

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy** [294]

RESUME 

Explain to the customer that the download is currently paused. Ask the customer to tap the  icon to continue downloading the app.

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy** [294]

NO

Explain to the customer that the app has finished downloading. Assist the customer with finding the app in the Launcher. **How to** [311]

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy** [294]

- 8 Ask the customer to restart the device. **How to** [272]
After the device restarts, ask the customer to find the app in App Catalog or tap the link for the app (if this is a beta app or web-distributed app) and attempt the download again.

Did this solve the problem?

YES

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy** [294]

NO

Continue.

- 9 Ask the customer if he or she previously installed an app from a source other than App Catalog (these apps are sometimes referred to as “homebrew” apps).

YES



- Explain to the customer that the company supports only apps that are installed through App Catalog. Support is not provided for apps that are installed from other sources.
- Because these applications can impact the system in many ways, offer the customer help with restoring the device to its factory settings using webOS Doctor. **How to [222]**

INCLUDE SOLVED: Update the case notes, and close the case following the standard procedure. **Policy [294]**

NO

Explain to the customer that the company supports finding, purchasing, downloading, installing, updating, and deleting App Catalog applications. The developer cannot assist the customer with any of these functions. **Policy [542]**

The customer can report the problem to the App Catalog team:

- a Open **Software Manager** .
- b **Apps** is selected by default, showing downloaded apps that appear in the Launcher. Tap **Other** to manage background apps and services that do not appear in the Launcher.
- c Tap the app or service name that is causing the problem.
- d On the app details screen, tap **Report A Problem**. Under Problem Type, tap **Bug** and tap a problem type to narrow the type of problem you are reporting. Enter the problem description, and tap  or **Send**.

INCLUDE NOT SOLVED: Update the case notes, and escalate the case following the standard procedure. **Policy [264]**





I'm having trouble downloading an application through App Catalog


NOTE You can install applications to your webOS device from sources other than App Catalog. These apps are sometimes referred to as “homebrew” apps. Homebrew apps have not been tested and certified. We cannot assist with the finding, purchasing, downloading, installing, or removing of applications that are not installed through App Catalog. For more info on homebrew apps, see [Using third-party applications from sources other than App Catalog \[99999, \]](#).

Try these steps if you can't download an application using App Catalog. Stop when the problem is solved.




- 1 If you have a version of the app installed without using App Catalog, delete it before installing the App Catalog version. All applications have a unique App ID, even those that did not originate in App Catalog. Your webOS device can serve only one App ID instance at any given time.
- 2 If you received an error message that there is not enough room to install the app, make space for the new application by deleting applications you don't use or moving to a computer files you don't use. See “Deleting applications” in [Using App Catalog \[99999, \]](#) or [Using USB drive mode to transfer files to your device \[99999, \]](#).

IMPORTANT Information stored in an application is stored only within the application, so you cannot access this info after you delete the app. Before you delete an app, write down any info you want to save. Alternately, you can save a screen capture of relevant info by pressing and holding **Option**  + **Sym**  + **P** (smartphone) or the **power** + **center** buttons (tablet). Screens you capture are saved in the screencaptures folder.

TIP If you delete an app purchased from App Catalog, you don't have to purchase the application again. Purchased applications are associated with your webOS Account.

- 3 Look for the app in Software Manager.
 - a Open **Software Manager** .
 - b **Apps** is selected by default, showing downloaded apps that appear in the Launcher. Tap **Other** to manage background apps and services that do not appear in the Launcher.



You may see one of the following icons:

Icon	Description
	The download or installation of the app failed. Tap the icon and follow the prompts to fix the issue.
	The app is currently downloading.
	The app download is currently paused. Tap the icon to resume the download.

Icon	Description
1.0.30	A version number indicates the application is already on your device. If there is a down arrow next to it, an update is available for the app.

- 4** On smartphones or tablets with a wireless service provider plan, check for a roaming icon. If you are roaming, check to see if data roaming is enabled (additional charges may apply; check with your wireless service provider), or go to step 5 to try the download using a Wi-Fi connection (if Wi-Fi is available on your device).

To enable data roaming:

- a** Open **Phone** .
- b** Open the **application menu** and tap **Preferences**.
- c** Under Network, set the following:
 - **Voice Network:** Set to Automatic to allow roaming on other networks.
 - **Data roaming:** Set to Enabled to allow web browsing, email, multimedia messaging, and instant messaging when you are roaming. This option appears only if you have set Voice Network to Automatic.
 - **Data Usage:** Set to ON to enable data usage.
- 5** Establish a Wi-Fi connection (if Wi-Fi is available on your device), and then try the download again. See [Using Wi-Fi \[99999, \]](#).
- 6** Restart your device, and then try the download again:
 - a** Open **Device Info** .
 - b** Tap **Reset Options**.
 - c** Tap **Restart**.
 - d** After the device restarts, find the app in App Catalog, or tap the link for the app (if this is a beta app or web-distributed app) and attempt the download again.

Siebel codes:



- Level 1: Using third-party software
- Level 2: Finding and downloading
- Level 3: Third party download or purchase issue