



Troubleshooting Guide

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- I'm getting a white or grey screen when I open the Griot app
 - The app is having trouble connecting to your workspace. Please contact support@griot.co and provide us with the phone number associated with your account and the name of the workspace you are trying to access.
- I can't place a call asset into the Knowledge Base
 - Only the owner of the asset (the user who created it) can place it into the Knowledge Base. Please contact the creator and ask them to post it for you.
- I can't delete a post from the Knowledge Base
 - Only the author of a post or an administrator can delete posts. If you believe a post should be deleted, please contact the author or your workspace administrator.
- I want to take a screenshot of my camera's video, but my camera view only appears in a small part of my screen
 - Tap on the part of the screen that shows the view you want to project to full screen, then take your screenshot
- I can't see everyone on my video call
 - Griot currently supports up to 4 people on a call. If you are unable to see everyone, reduce the number of participants to 4 or less.
- Is there a way to collapse the list of Channels, Direct Messages, Knowledge Base items, or Call Assets on the Home screen?
 - Tap on the category name to collapse each list.
- In the Knowledge Base, the list of labels is too long - can I collapse it?
 - Tap on "Jobs", "Products", or "Other" to collapse the list
- I think I encountered a bug - how do I report it?