
Problems with Menus on Androids?

Posted by BussupARI - 2014/02/15 18:45

I have some android tablet users that can't get Menu's to work. They had this problem with RokNav menu which I was originally using.

I installed your menu software as I like your data tables software.

Works on my iphone and I like your animation.

But the Android tablet members still can't get it to work.

Is there something I am missing about Android Tablet's and Menus? I have searched the internet and found a few suggestions like press and hold and not using the default browser. I have not heard yet if any of that fixed the problem.

Are there people using this menu on Android Tablets with success? Any usage tricks?

Thanks.

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Re:Problems with Menus on Androids?

Posted by admin - 2014/02/16 08:53

Hello,

Where we can see the problem? Do you use the latest version of the extension?

Regards,
ARI Soft

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Re:Problems with Menus on Androids?

Posted by BussupARI - 2014/02/16 17:27

The web page is www.blctracking.com. You need to register but do that and I will give you access. Please put ARISOFT as the username so I know who it is and include the name test in your name so the leaders know to screen you out of their reports.

I got answers back from the users of android tablets, if they tap just outside of a main horizontal menu item, they can access the pulldown menu. If they tap directly on the horizontal menu item they do not get the pulldown menu.

One has an Android software & hardware (one has a Verizon Ellipse tablet that uses a recent version of Android software), the other has a Visual Land Prestige Model# PRO10D with Android Version 4.2.2).

I copied the extension from <http://www.ari-soft.com/Joomla-Components/ARI-Ext-Menu/Detailed-product-flyer.html> just a couple of days ago.

I just noticed, while trying to find a version number for Ari-Ext-Manu, that the module was not marked as published (though I swear I published it and menus worked very different on my iphone - they were animated and flipped around before displaying the submenu).

I will have them check their tablets again and check in about 24 hours to make sure it didn't go back to unpublished again.

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Re:Problems with Menus on Androids?

Posted by admin - 2014/02/17 11:17

Main page doesn't contain "ARI Ext Menu".

Regards,
ARI Soft

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Re:Problems with Menus on Androids?

Posted by BussupARI - 2014/02/17 17:51

I have ari ext menu declared as all pages.

How can I tell if Ari ext menu is being used?

What is missing in the install?

pdf of module and plug in attached. http://www.ari-soft.com/images/fbfiles/files/ari_soft_extension_problems.zip

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Re:Problems with Menus on Androids?

Posted by admin - 2014/02/17 18:44

Check your mail. We have sent the screenshot with comments. Your page doesn't contain "ARI Ext Menu" module, it contains another menu module.

Regards,
ARI Soft

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Re:Problems with Menus on Androids?

Posted by BussupARI - 2014/02/17 18:51

How do I get ari-soft menu to work? I didn't see any install instructions. I installed the extension. I gave you the settings I did for module & plugin.

What is missing?

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Re:Problems with Menus on Androids?

Posted by admin - 2014/02/17 18:55

Your archive is corrupted. We can't open it.

The module is used as any other modules. It is necessary to select a module position where it will be shown and pages where it will be shown in module settings.

Regards,
ARI Soft

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Re:Problems with Menus on Androids?

Posted by BussupARI - 2014/02/17 19:30

I did that. I selected to show it on all pages. I gave it the same position as the old menu item.

I unpublished what I could find for the old menu item (e.g. anything called menu, anything menu type).

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Re:Problems with Menus on Androids?

Posted by admin - 2014/02/17 19:32

Send screenshot(s) of module settings page by email.

Regards,
ARI Soft

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Re:Problems with Menus on Androids?

Posted by BussupARI - 2014/02/17 19:33

Thanks, I will.

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Re:Problems with Menus on Androids?

Posted by BussupARI - 2014/02/17 21:13

This is now fixed.
Cloud Access had built in menu declarations into it's template. When I turned that off, Ari Soft works great.

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