

Help File for using mSBM App (Last Updated on: 13 Oct 2015)

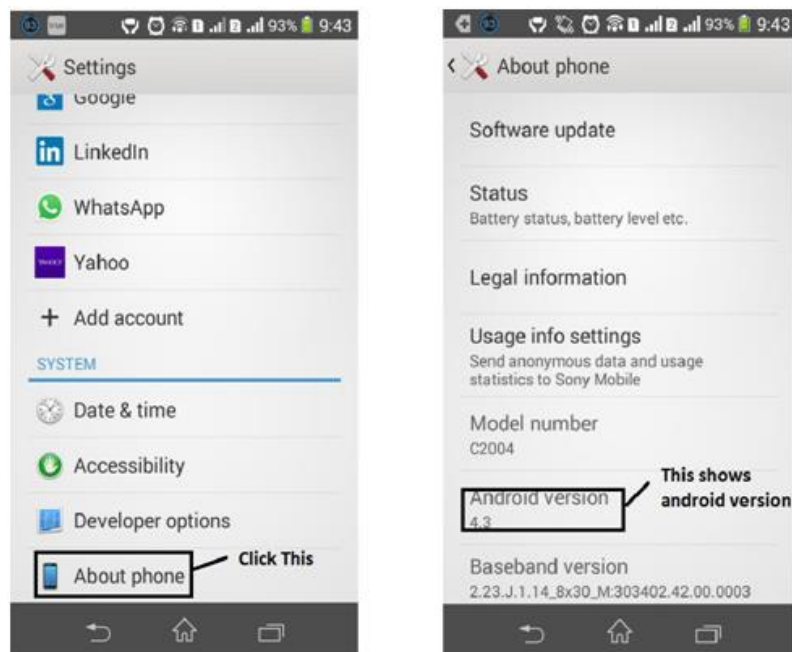
1. Make sure that android version must be 4.0 or higher and minimum required RAM size is **1GB**.
2. GPS Location must be enabled and set to **High accuracy**.
3. Device must have internet connectivity.
4. Make sure that option **Allow installation of apps from unknown sources** must be checked (Go to **Setting -> Security ->Unknown sources**) before installation of APK file.
5. Reduce camera resolution before capturing the photographs.
6. Dial ***#06#** to know **IMEI** number of mobile.
7. Before using mSBM app, Please stop other apps running in the background and clear cache/temporary memory.
8. To clear cache/temporary memory use **Clean Master**. If user has not installed clean master on mobile, download it from <https://play.google.com/store>
9. For technical help call **011-24366372** between **9:00am – 1:00pm** and **2:00pm – 5:30pm (Monday - Friday)**.

Note: States are requested to send request to Ministry for mobile Application training through VC

A. Check Android Version:

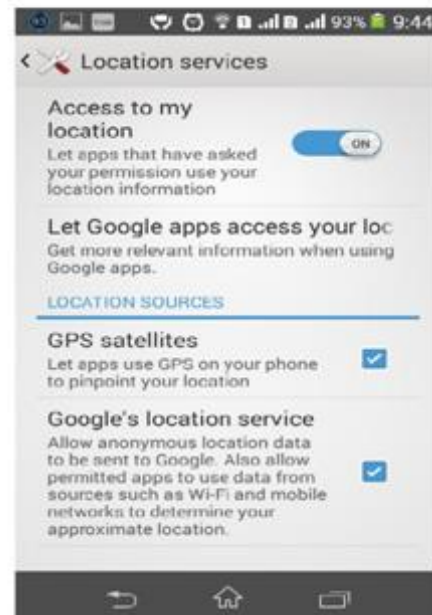
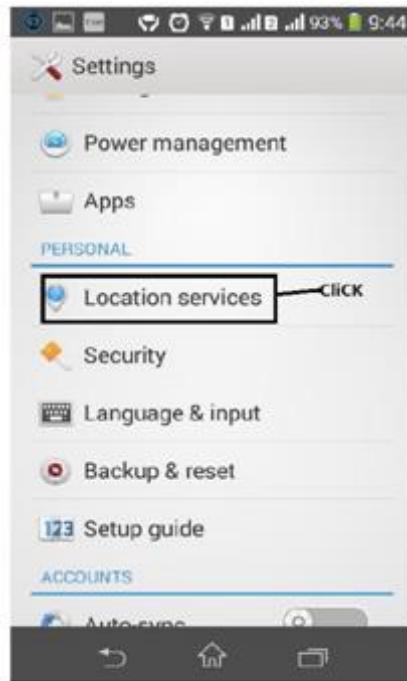
Go to **Setting -> About Phone -> Android version**

Please make sure that Android version must be 4.0 or higher.



B. Enable GPS (Location Services)

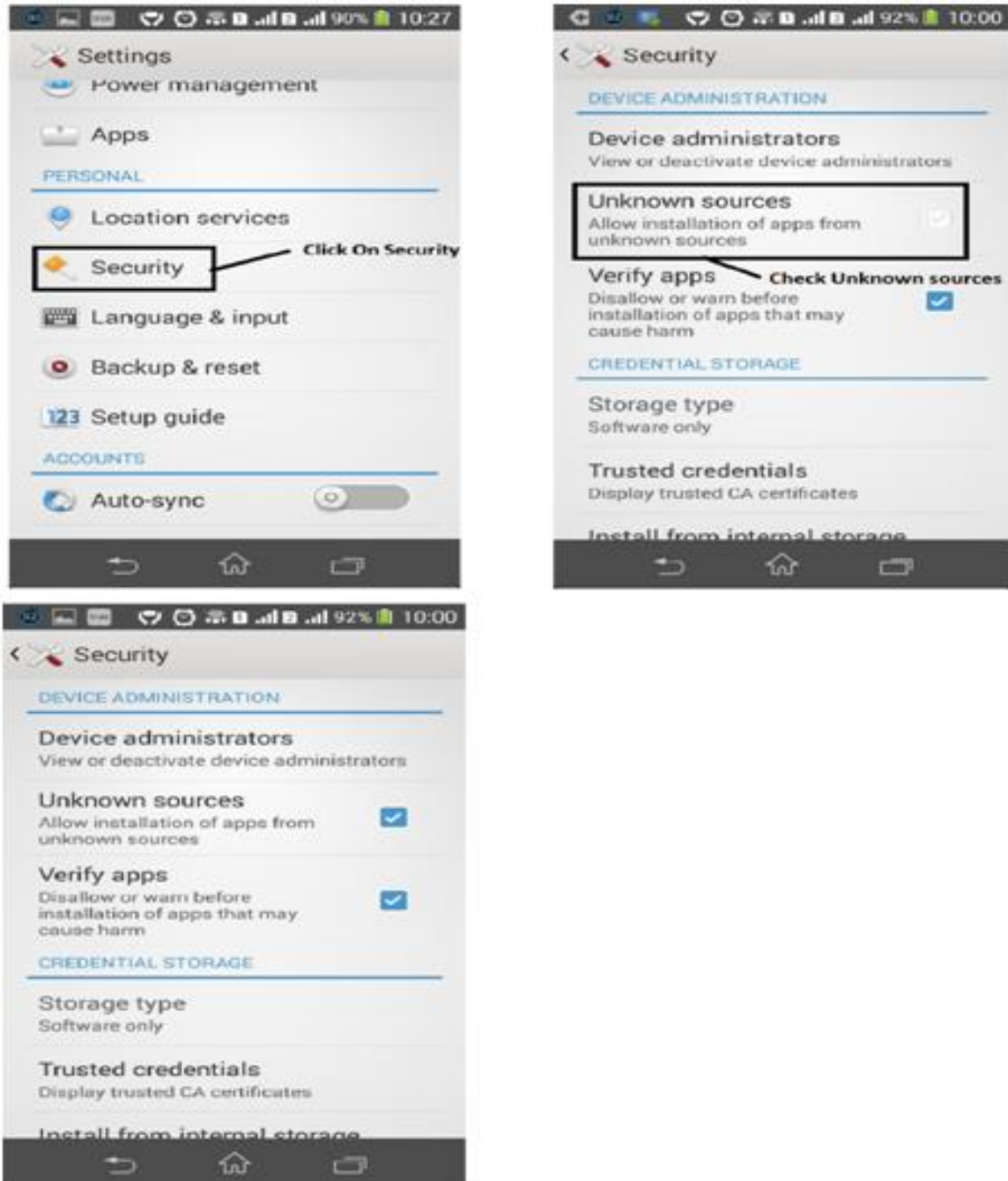
Go to **Setting -> Location Services -> Access to my location [ON]**



Please make sure GPS (Location Services) is enabled (Switched ON).

C. Allow Installation of apps from unknown sources

Go to **Setting** -> **Security** -> **Unknown Sources** -> Checked



Please, make sure that option Allow Installation of apps from **Unknown Sources** is checked.

D. Reduce Camera Resolution

Go to Camera -> Setting -> Reduce Resolution



Reduce Camera Resolution before Capturing the Photographs.