Getting started

Mobile device

We recommend the following specifications for the mobile device:

- Tablet with 10.1 inch display
- Android Version 8.1
- Screen resolution of 800w x 1280h

> 💡 Once mSupply ColdChain is open on the device, it will prevent the device from going to sleep. For this reason, we recommend you keep the device connected to a power supply when using mSupply ColdChain.
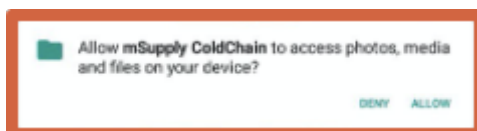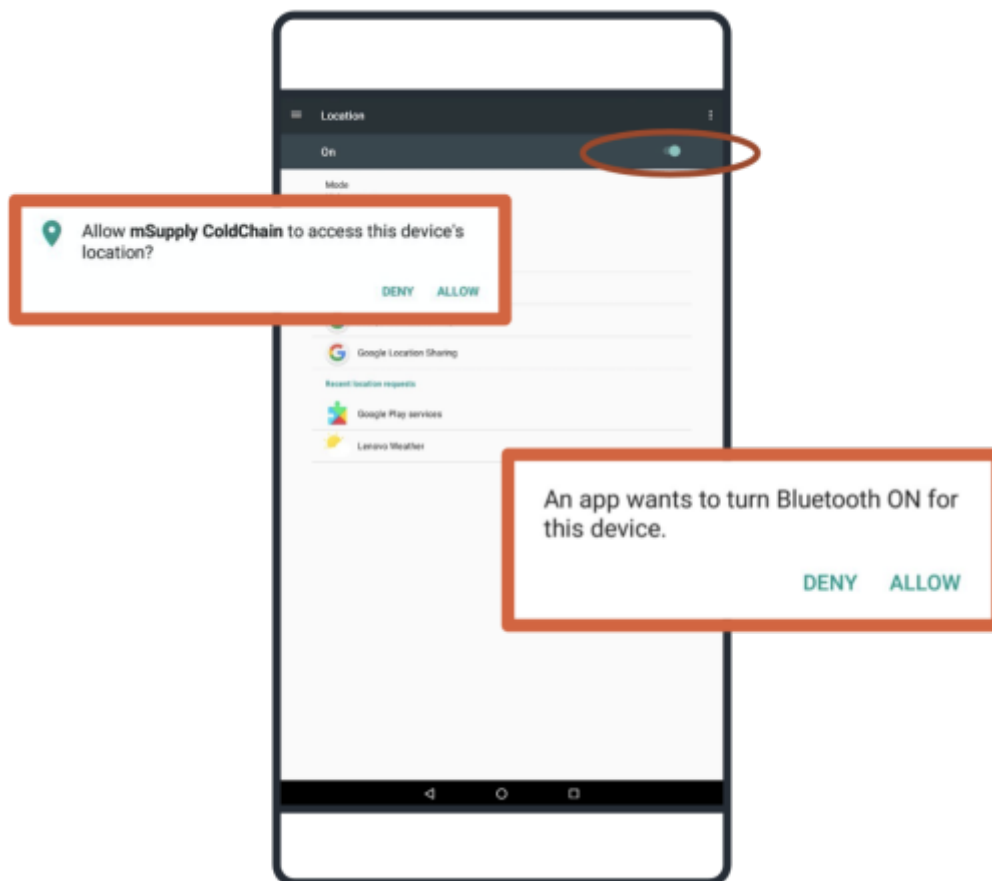
Permissions and peripherals

> ⚠️ If devices are managed through a Mobile Device Management (MDM) system, then the permissions described here will need to be permitted through a policy / profile in the MDM before they can be configured on the device as described here.

The first time you open mSupply ColdChain, it will guide you through enabling permissions and turning on required peripherals.
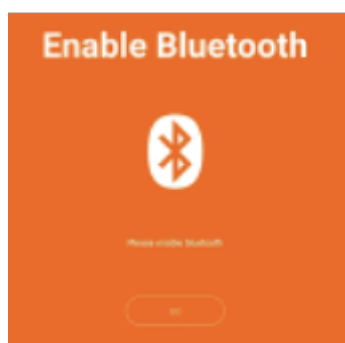
1. `Allow` the application to access photos, media and files on your device: this will allow the export of log data to the device for report and email purposes.

1. `Allow` the application to access this device's location: this will allow the Android's low energy Bluetooth to work.
   - Pressing `OK` will take you to the Location to ensure that it is turned on.
   - You will be prompted to confirm Bluetooth permission. Select `Allow`.

Once a sensor is linked to mSupply ColdChain, it will be automatically synchronised via Bluetooth according to the user-programmable schedule. mSupply ColdChain requires Bluetooth to be enabled in order to receive temperature logs. If Bluetooth is disabled when the application is operating, the user will be prompted to reconnect.

If the device is turned off, mSupply ColdChain is closed, or Bluetooth is disabled, the sensor will store up to 20,000 temperature logs as per the sensor settings. After 20,000 logs, the sensor will overwrite the oldest logs. When the device, mSupply ColdChain application or Bluetooth is enabled again, please allow a few log intervals for transfer of all saved logs.

For information on how to link sensors to mSupply ColdChain please go to Sensor Settings.

Previous: **mSupply ColdChain Standalone App** *| | Next:* **Sensors**

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