

Preparing the device



The Device is to be allocated to a **Facility**, **not** any individual user. An individual could leave the Facility and another officer will need to take over operation of the device. Therefore, any accounts in any apps set up on the device should **NOT** be those of the user (e.g. email, Telegram).

Preparing the device involves:

- [Initial Android device power up](#)
- [Android tweaks](#)
- [Configure device through device remote management](#)
- [Install other Apps](#)

Initial Android device power up



- It is virtually impossible to prevent a modern Android device which is connected to the internet from doing at least some software updates. These can be of the order of **0.5 GB** of data. If the device's OS is updating you can add **~1.0 GB** to that!
- If possible, it is worth preventing these updates from occurring over slow and expensive cellular data connections.
- Therefore, it is recommended to connect the device to a (lower cost and faster) internet connected Wi-Fi network at the time of initial device power up and allowing OS updates and mSupply installation.
- Once this process is complete, the device can then use its cellular data connection for ongoing mSupply operation.
- Each new version of Android and the branded OS introduce changes to the menu structure. These instructions will likely need to be amended to suit the particular version of Android and branded OS. Therefore, these instructions are generic, and will likely need to be documented in more detail depending on the particular device and version of Android and branded OS 😞

1. Power up the device
2. You should see a **Welcome!** screen where you will be asked for a language. Select an

appropriate language, then tap **START**

3. You should be prompted to connect to a **Wi-Fi** network. Even if you will use a Wi-Fi network as part of the process of setting up the device, turn Wi-Fi Off for now, then tap **NEXT**. If possible, we'll connect to a Wi-Fi network later.
4. You should be prompted to accept Terms and Conditions. The only one compulsory appears to be the **End User License Agreement**. Un-tick **Diagnostic data** and **Marketing information**. tap **NEXT**
5. You should be prompted to accept a number of **Google services**:
 1. **Use Google's location service to help apps**: Turn On
 2. **Improve location accuracy**: Turn On
 3. **Send system data**: Turn Offtap **NEXT**
6. Because you have not connected to Wi-Fi, you should be prompted to set the **Date & time**: Set these correctly.
7. You may be prompted to provide a **Name**, or sometimes **First** and **Last** name. Do **NOT** use the personal name of the Officer In-Charge (OIC) of the facility. A convention to follow is to set the the **Name** (or **First** name) to the facility name. If you are prompted for a **Last** name, set that to the district / province. e.g.
Name (or **First** name): WAFI HC
Last name: Bulolo



Take care: Your device will likely try to autocorrect your spelling!

Then tap **NEXT**.

8. You should be prompted to select a **Lock type**. Choose **PIN**.
9. You should be prompted to **Secure startup**. Choose **Require PIN when device powers on**, then tap **CONTINUE**.
10. You should be prompted to **Set PIN**. Set it to 6787 (MSUP), re-enter it to confirm it.
11. You should be prompted to set **Notifications**. Set it to **Show content**, then tap **DONE**.
12. You should be prompted to create a **Samsung account** (obviously will be different for other branded devices). Tap **SKIP**
13. You may be prompted to confirm that you wish to **Skip Samsung account setup?**. Tap **SKIP**
14. You may be prompted to configure **More useful features**. Decline all of these. Tap **FINISH**

Android tweaks

There are a number of tweaks that are worth applying before proceeding further:

Screen timeout

1. The default screen timeout can be quite short (30 seconds). For normal mSupply operation, this is too short. This should be set to at least 2 minutes. **Settings > Display > Screen timeout**
Set to, say, 5 minutes

Turn off 'Capitalize first letter'

In order to ease operation on the tablet, it's a good idea to avoid capital letters. This is also facilitated by turning off 'capitalize first letter' in the keyboard setting on the device.

- Samsung devices: **Settings > General management > Language and Input > On-screen keyboard > Samsung Keyboard > Smart typing > Auto capitalise: Off**

Device updates

As soon as your device accesses the internet, it will likely try to update software. This can take unnecessary time and data. We need to take action to minimise this. It is worth deleting or disabling as many extra apps on the device as possible, including:

1. All brand bloatware (Samsung / Lenovo / etc.)
2. All MS Office applications
3. All Google applications

- **Settings > Software update > Download updates automatically** Un-tick

Allow apps to be installed from local sources

- **Settings > Lock screen and security > Unknown sources:** Turn On

Enable Knox security (necessary for Sure MDM management - see below)

- **Settings > Device maintenance > Device security** Accept the prompted permissions request
- **Knox active protection:** Turn On

1. You may be prompted for various services by the pre-installed apps. Ignore / defer / deny all of these.



At this point, the device will try and update its apps.
Proceed as quickly as possible to the next step:

2. Turn off the manufacturer's Auto updates for the device:
 1. **Apps > Samsung > Galaxy Store > Settings (top right menu) > Auto update apps > Never.** While you are in the Auto update apps area:
 2. Turn Off **Update notifications**
 3. Turn Off **Marketing choice**

1. Enter the credentials for a local Wi-Fi network, then tap **NEXT**.

Device remote management

As of 2019-10-15, SureLock and SureMDM are used to manage Android Tablets running mSupply Mobile around the world.

- [SureMDM](#) allows remote management of the tablets. With **SureMDM** We can install and uninstall software, track the location of the tablets and wipe the contents of the tablets remotely. Many other functions as well.
- [Surelock](#) locks the Tablets into Kiosk mode. This means only the apps (mSupply, Telegram, Gmail, etc.) will run on the tablets. The user is presented with a home screen that only contains icons for these apps and all other functions of the tablet are locked down.

Management using SureMDM

Once SureMDM is installed on the device, considerable control over the device is possible including remotely deploying, installing and executing apps including SureLock.

This control is generally managed through application of SureMDM '[Jobs](#)'. This document does not detail SureDMD Jobs as the exact configuration will depend on a number of local specific factors.

PIN code for SIM

To prevent removal of the SIM from the device and use of the SIM on another device, it is a good idea to [set the SIM PIN](#).

Install other Apps

The following Apps, or equivalent, are recommended:

- Calculator - use the device's calculator
- Wi-Fi centre - use the device's Wi-Fi control.
- Instant Messaging for communication between sites and with support workers: Recommend [Telegram](#). Use the devices's SIM number, not the personal SIM number of the operator.

While the instant messaging app can be installed remotely using a SureMDM job, it may be more convenient to install it manually from a PC at the same time as installing SureMDM and SureLock.

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