



# Setting up mSupply Mobile on the device



**mSupply Mobile** can be set up on your Android device by the [mSupply Support Team](#) or by your internal IT team with our support

## Please note

- A device will need to be set up for each site or facility that will be operating on mSupply Mobile e.g. a clinic.
- A device is to be allocated to the site, **NOT** an individual user. As such ALL user accounts set up on the device must be for the site. If an individual leaves another person will take over operation of the device, and nothing should need to be changed.
- In mSupply each site will be set up as what is referred to as **an mSupply Store**.

## Android device hardware requirements

### Google Mobile Services (GMS)

- There is a good chance that if your proposed device is not on [this list](#) of supported models, then it will not support [Google Mobile Services \(GMS\)](#), mSupply Mobile and/or the [mobile device management software](#) used to remotely manage the device.
- Even if it is on this list, please make sure the model has been validated by Sustainable Solutions before procuring any significant quantities of the device. Please contact Sustainable Solutions on [support@msupply.org.nz](mailto:support@msupply.org.nz) to see which models have been validated so far.

### Android version

- mSupply may be able to work on older versions of Android, but, for ease of management, **Android 6** is the lowest acceptable version. Enrollment and management is even less error prone with **Android 9+**.
- Android 9 was released in August 6, 2018. Why would you be installing hardware that is already several years closer to its end of service life?

## Hardware

### Minimum specifications

- Minimum display size: **9.8 inches** (measured diagonally)
- Minimum display resolution: **768 x 1024 pixels**
- Android Version: **6.0**

But, if the operator's eyesight may be poor, or you will ever be wanting to monitor a fridge at the facility for very little extra cost, consider the...

### Recommended specification

If [mSupply Vaccine](#) or mSupply ColdChain are to be used on the device at any point, the following are required minimum specifications:

- Minimum display size: **10.1 inch** (measured diagonally)
- Minimum display resolution: **800 x 1280 pixels**
- Android Version: **8.1**

The device must also be compatible with MDM (Mobile Device Management) software and support google services. Please contact [Sustainable Solutions](#) or [mSupply Foundation](#) for details.

### Processor and RAM

These recommended specifications will allow mSupply Mobile to operate well on the device.

- **1.5 Gb** RAM
- Quad-core 1.3 GHz

### How will it connect to the internet?

The most challenging aspect of any remote data recording solution is management of the internet connection. It may be worth procuring devices that are **mobile data enabled (3G minimum)**, at least to allow future flexibility. But that doesn't answer the harder questions:

- Who is responsible for keeping the device connected?
- Who pays for it?
- What happens when the bill isn't paid?
- What happens when a generous data cap is exceeded and the internet connection is down?  
(Somebody may have removed the SIM from the device and placed it in another device...)



Most officers in charge of an mSupply Mobile device are capable of keeping their personal cellular mobile device connected to the internet, at least occasionally, which is all that mSupply Mobile needs. An officer could be happy to receive a nominal monthly

fee to **tether** the mSupply Mobile device to their personal cellular device hotspot and data. This fee might only be payable if the officer meets certain pre-agreed KPIs such as:

- Ensuring device has connecting to the internet at least, say, once per week,
- Conducting stocktakes
- placing internal orders
- processing supplier invoices
- others ...



Of course, such an arrangement would still require management...

- [Preparing the device](#)
- [Initialising the store](#)

*Return to: [Setting up mSupply Mobile](#) | | Next: [Preparing the device](#)*

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