

Move On Android Troubleshooting Guide

1. Missing or inaccurate data recorded during workout

1. Restart your phone. Also, turn location service off and on again in order to reestablish your phone's location services via the satellites.
2. Ensure your Move On app are updated to the latest version.
3. Please disable any battery saving functions for the Move on app as these will stop the GPS signal at some point during workout.
4. For Huawei user , please refer to **no 2 (Tips for Huawei Phone)**
5. Lastly, please try **no 3 (GPS Reset)**
6. If still experiencing issues, please contact us directly.

2. Tips for Huawei Phone

Usually, battery saving settings on Huawei phones are the cause of most GPS troubles. These settings can force quit the GPS at any time, which means that the MoveOn app cannot continue to record your activity. **Try these tips when recording with a Huawei phone:**

1. Check that you're running the latest updates of both the MoveOn app and your Android device.
2. Next, be sure to add MoveOn as a 'protected app' in your phone's settings and disable or ignore any energy optimizations or battery saving modes.
3. An option shared by our community is to prevent auto-lock of the MoveOn record screen. Leaving the screen on for the duration of the recording may prevent the phone from shutting the GPS off.

3. GPS Reset.

- Examples of GPS issues
- Achieving an initial GPS lock
- Troubleshooting steps
- Variable performance

➤ Examples of GPS Issues

- **GPS drift:** The GPS track deviates from the road. You may see that the track generally follows the shape of the road but with much less precision.
- **Lost GPS signal:** If the GPS signal is lost and sometime later re-acquired the pre- and post-signal-loss points will be treated just as any other two points (although more time has elapsed between them) and connected with a straight line.
- **GPS bounce:** A 'jumpy' GPS track can cause your activity to report more distance than you actually traveled since each 'zig' and 'zag' of your GPS track has to be accounted for with a straight line connecting them.

If you experience any of the above, your activity may report a different distance than you actually traveled and, unfortunately, it will not be possible for us to "fill in" the missing data or modify the existing data. Thankfully, there is more that can be done to prevent bad GPS data from being recorded than there is to repair it. Please refer to the troubleshooting steps listed in this article to prevent similar issues in the future.

➤ Achieving good initial GPS lock

To achieve fast startup and high-accuracy position estimates, you should provide:

- **Clear view** of a large portion of the sky. Any obstructions between the phone and the sky can adversely affect signal strength. A big tree is an obvious obstacle, but even a pocket or a backpack can cause problems for the very low-strength signals.
- **Time** to tune in to the signals from the satellites. To improve signal acquisition time, keep the device in one place and make sure the device's data communications are enabled. This allows the phone's GPS to get hints about its approximate location. Even

with a perfectly clear sky, it can take a few minutes before a lock can be established in some situations.

➤ Troubleshooting steps

Steps to take when investigating GPS Issues

1. Turn **phone off/on**
2. Turn **GPS off/on**
3. Be sure MoveOn is **allowed to use your location**. Settings > Apps > MoveOn > Permissions > Toggle Location ON. Be sure that you've allowed MoveOn to use GPS in the background
4. **Disable any battery saver settings.*** Including Power Saving Mode, Battery Management or any third party apps. Please see below for more information on your specific device
5. Check that your location settings are set to **High accuracy**. Settings > Additional Settings > Privacy > Location > Set to High Accuracy
6. **Perform an "AGPS reset"**: Install the App "GPS Status & Toolbox", then in that app, go to Menu > Tools > Manage A-GPS State > Reset

Adjusting battery saver settings on different devices

- **HTC**: Access your phone settings > battery > power saving mode > battery optimization > select MoveOn > don't optimize > save
- **Huawei**: Turn Energy Settings to Normal and add MoveOn to "Protected Apps"
- **LG** *If you're running Android 6 or higher*: Settings > battery & power saving > battery usage > ignore optimizations > turn ON for MoveOn
- **Motorola** *If you're running Android 6 or higher*: Battery > select the menu in the upper right-hand corner > battery optimization > not optimized > all apps > select MoveOn > don't optimize

- **OnePlus (using OxygenOS Settings):** Battery > battery optimization > switch to 'all apps' > select MoveOn > don't optimize
- **Samsung:** Access battery settings > app power saving > details > MoveOn > disabled
- **Sony** *If you're running Android 6 or higher:* Battery > from the menu in the upper right-hand corner > battery optimization > apps > MoveOn
- **Oppo :** Access your phone settings > battery > power saving mode > other apps > select MoveOn > don't optimize.
- **Vivo :** Access your phone settings > battery > Excessive background battery usage > Find MoveOn > Allow MoveOn to run when background power consumption is high
- **Xiaomi (MIUI OS)** *If you're running Android 6 or higher:* Access your phone settings > additional settings > battery and performance > manage battery usage > apps > MoveOn

➤ Final Steps

1. Try using the MoveOn app to record for 10 minutes, letting it search for signals with a wide open view of the sky, and keeping it completely immobile. If this does not produce useful location estimates, determine if GPS works in other apps. It's best to use another fitness tracker app and not a navigation app like Google Maps, Waze or Apple Maps. Navigation apps use cell towers to snap your position to known roads and trails which can give the illusion that your GPS is working perfectly. MoveOn and many other fitness apps do not do this and just use GPS to position you. Because of this, you may notice MoveOn is having a hard time locating you but other navigation apps aren't.
2. If you are willing to get your hands a little dirty, try running one of the free apps that presents detailed GPS operating information. "GPS Status" is a free app that can reset your GPS and download fresh A-GPS data. The link to download the app is [here](#), and you should see it eventually reporting 5 or more satellites acquired, and an overall accuracy range of fewer than 30 meters if everything is working properly.

➤ Variable Performance

Even if your device is in the same place and the same setting as before, it may behave differently from one day to the next. Typically, the device needs to receive signals from about 5 satellites to get an accurate estimate of its position. With the changing position of the satellites, changing weather patterns, and the changing nature of the Earth's outer atmosphere, there are enough parts of the GPS system outside of your direct control and observation that it is difficult to make conclusions about what specifically is causing inconsistent performance. We recommend you try repeatedly before making a judgment about the best ways to work with your device's GPS in your settings.