

Table of Contents

Overview	2
Samsung S21, Android v12.....	3
Samsung A13 5G, Android v11	5
Samsung A13 5G, Android v13	7
Samsung S8, Android v9	10
Samsung Tab A (2017), Android v9	12
Samsung Tab A9 (2023) Android v14	14
Samsung Tab A11+ (2025) Android v16	22
Apple iPhone XR & XS, iOS v16	31
Apple iPhone 14, iOS v16.....	33
Apple iPad A16 Pro	34
Google Pixel 7, Android v13	36
Motorola Moto G 5G (2022), Android v13	40

Overview

This document outlines settings on several popular mobile devices that can affect how background applications operate. Many of these settings were introduced to protect end users by limiting or shutting down apps running in the background, particularly those that may slow down device performance or consume excessive battery life.

However, these same settings, if not managed correctly, can negatively affect the performance of the eDelivery mobile app, which requires the ability to continue running in the background when the device goes to sleep automatically or is manually put into sleep mode by the user.

Below are recommended settings for optimal acsDelivery mobile performance.

Samsung S21, Android v12

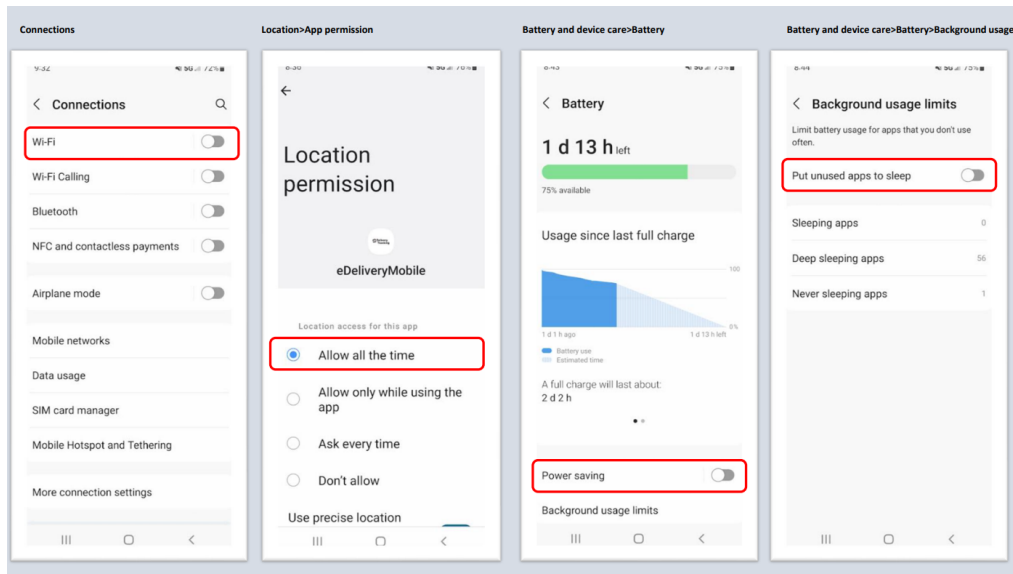
Mobile device settings Samsung Phone S21, Android v12

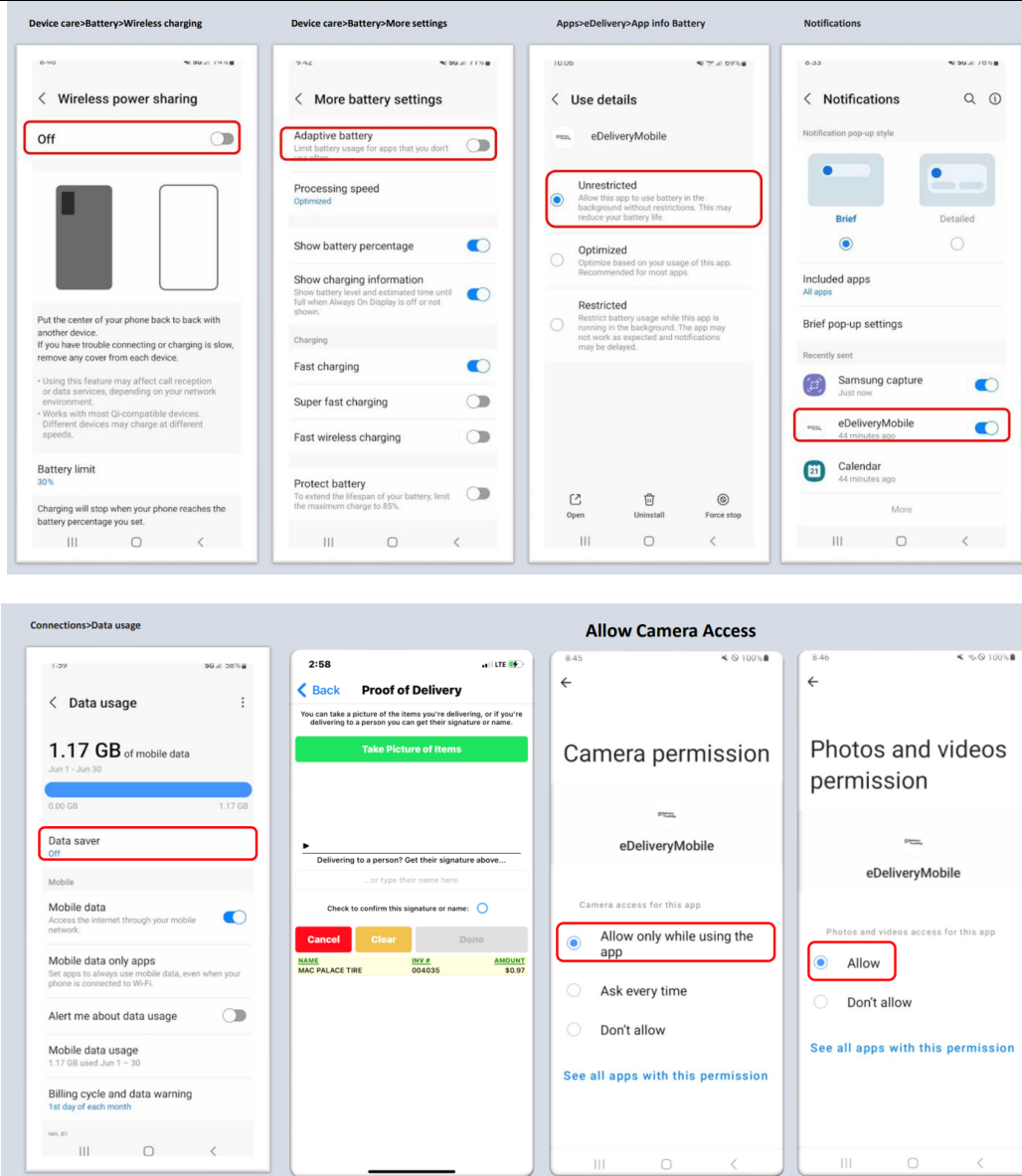
Released 2021, January 29

Chipset-Snapdragon 888 5G (5 nm)

CPU-Octa-core (1x2.84 GHz Kryo 680 & 3x2.42 GHz Kryo 680 & 4x1.80 GHz Kryo 680)

Navigation-GPS, GLONASS, Beidou, Galileo, QZSS, SBAS, NAVIC





Samsung A13 5G, Android v11

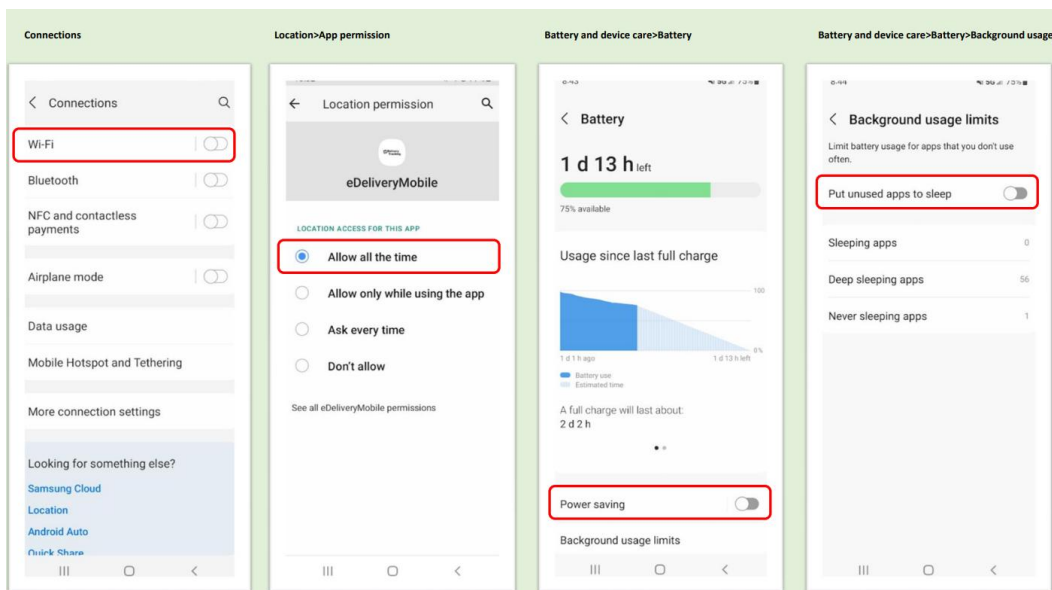
Mobile device settings Samsung A13 Phone 5G, Android v11

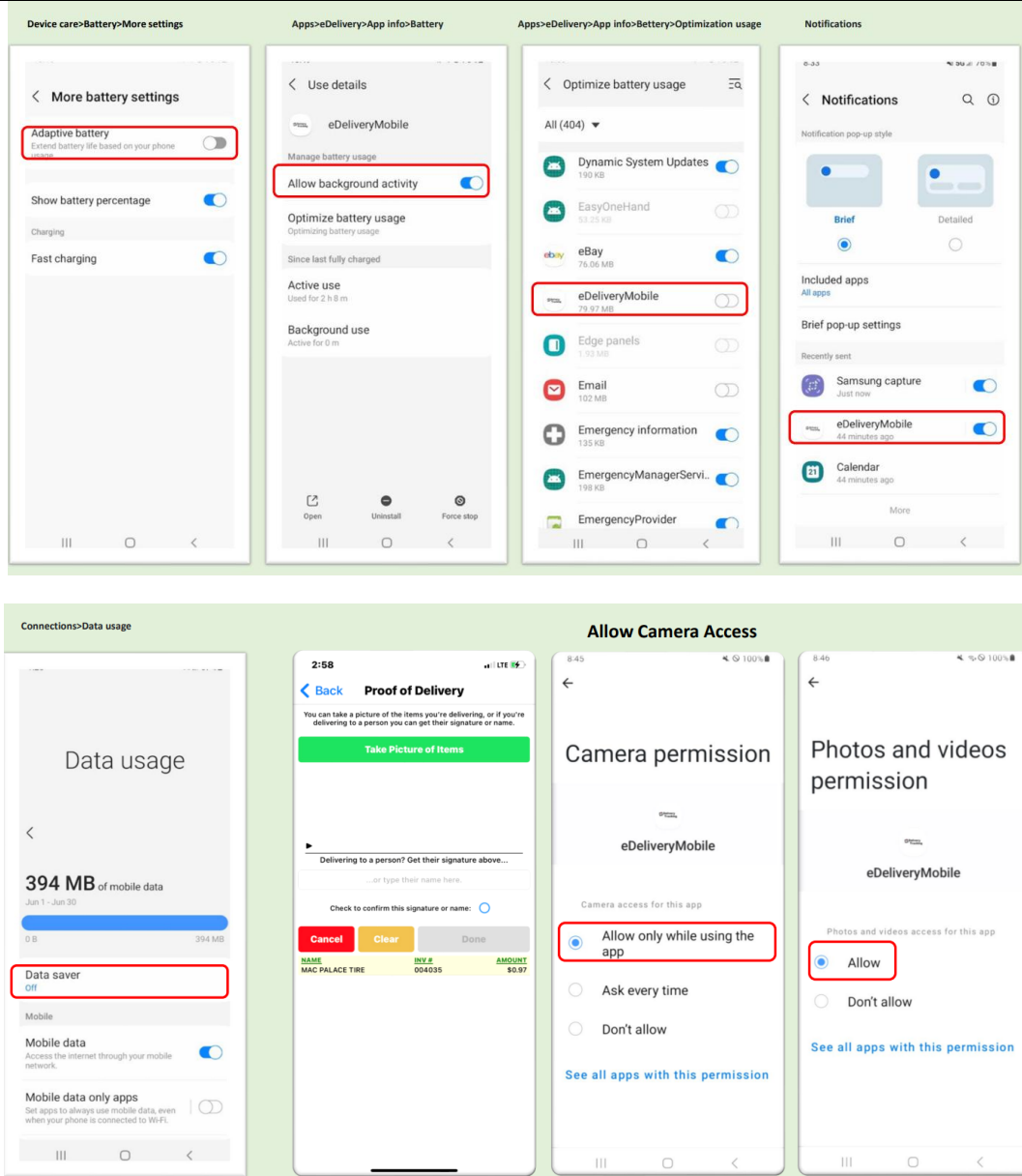
Released 2021, December 03

Chipset-MediaTek MT6833 Dimensity 700 (7 nm)

CPU-Octa-core (2x2.2 GHz Cortex-A76 & 6x2.0 GHz Cortex-A55)

Vavigation-GPS, GLONASS, Beidou, Galileo, QZSS, NAVIC





Samsung A13 5G, Android v13

Mobile device settings Samsung A13 Phone 5G, Android v13

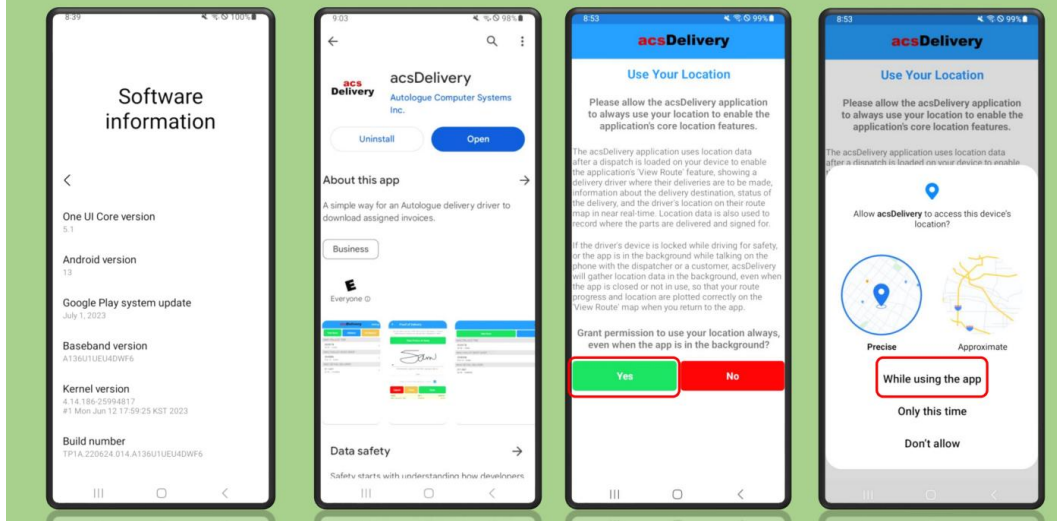
Released 2021, December 03

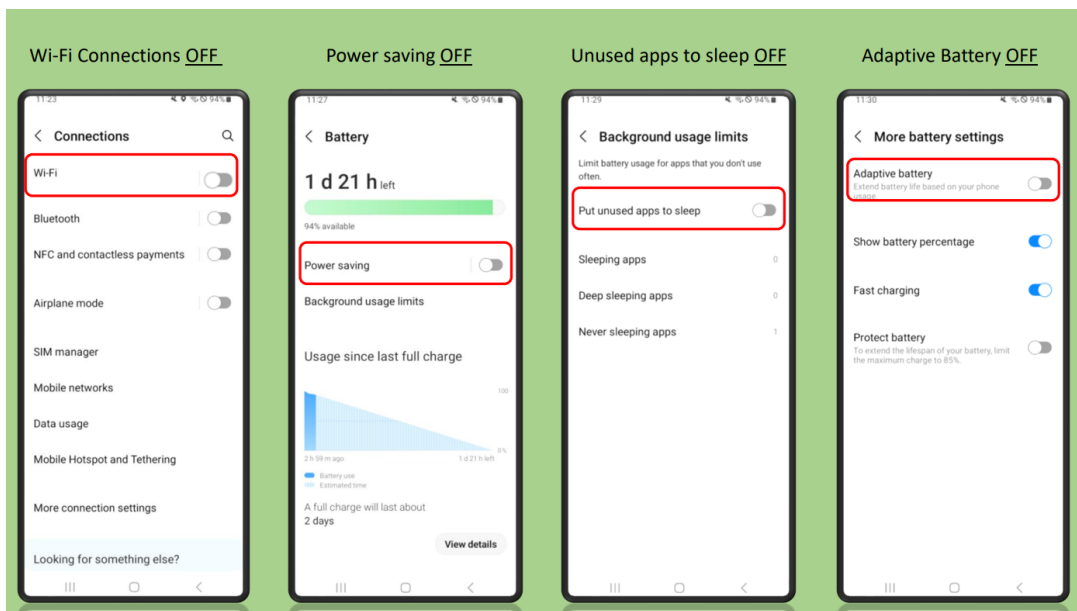
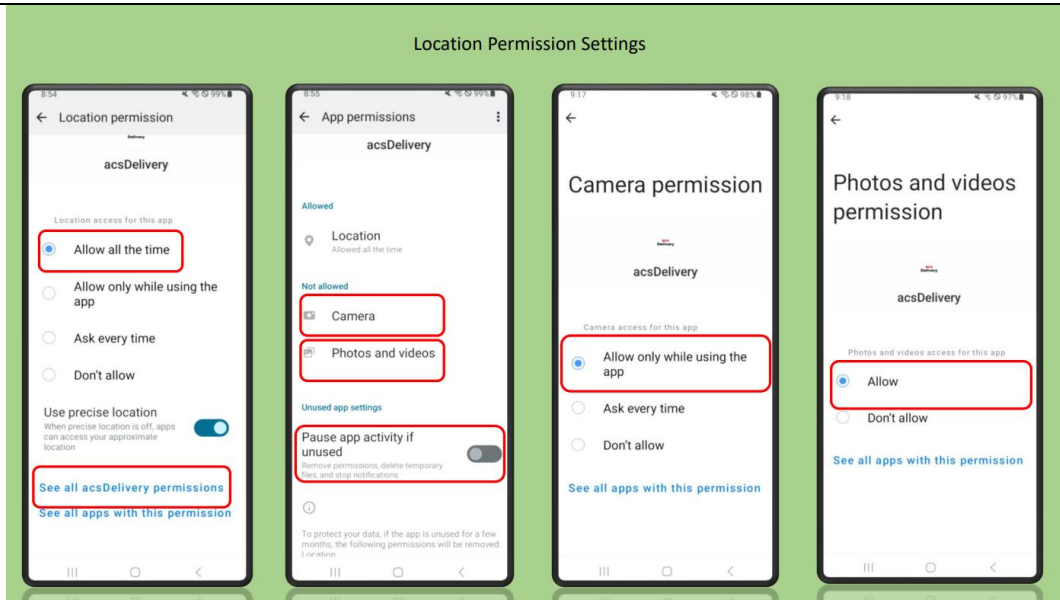
Chipset-MediaTek MT6833 Dimensity 700 (7 nm)

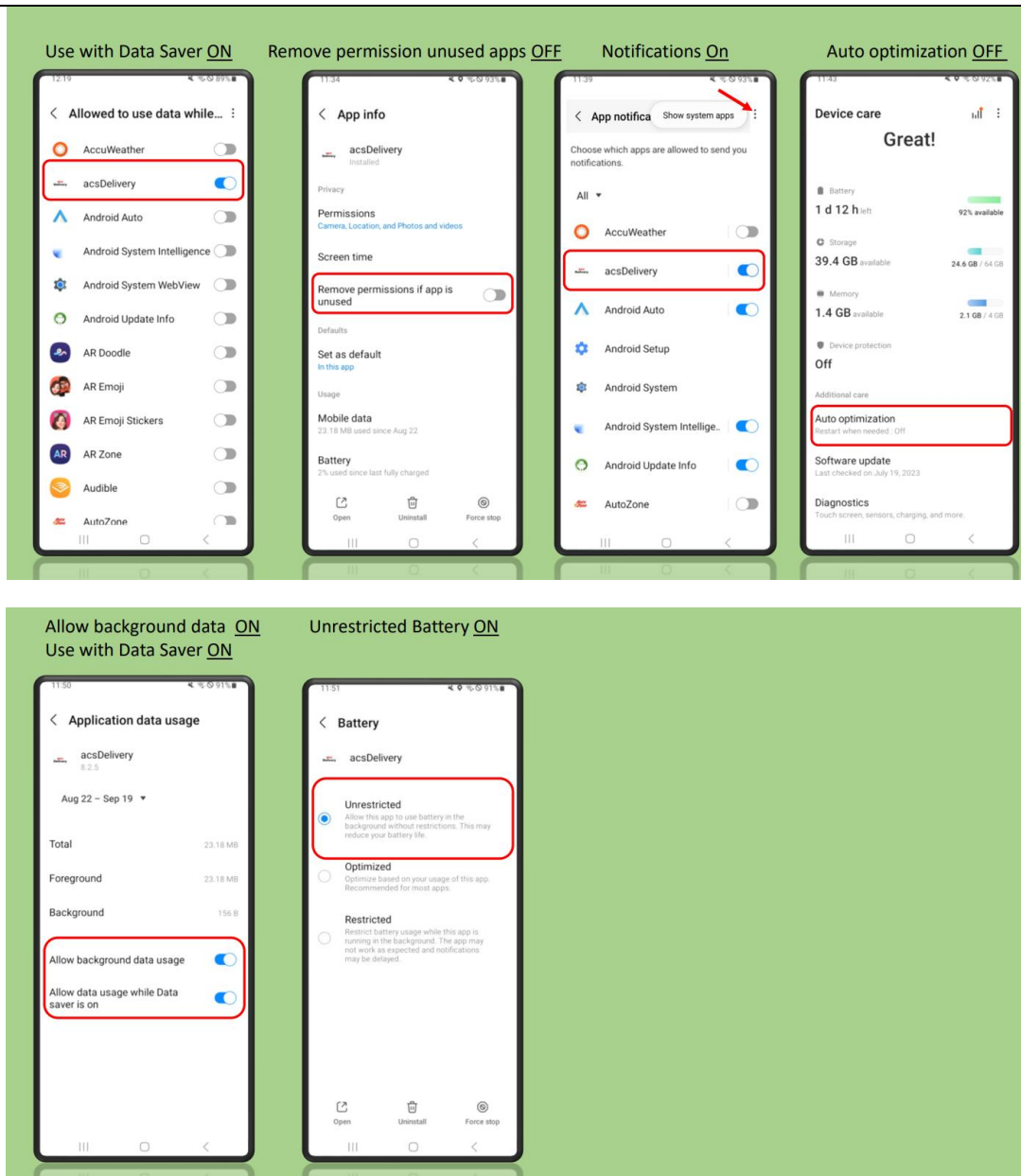
CPU-Octa-core (2x2.2 GHz Cortex-A76 & 6x2.0 GHz Cortex-A55)

Vavigation-GPS, GLONASS, Beidou, Galileo, QZSS, NAVIC

Location Permission Settings







Samsung S8, Android v9

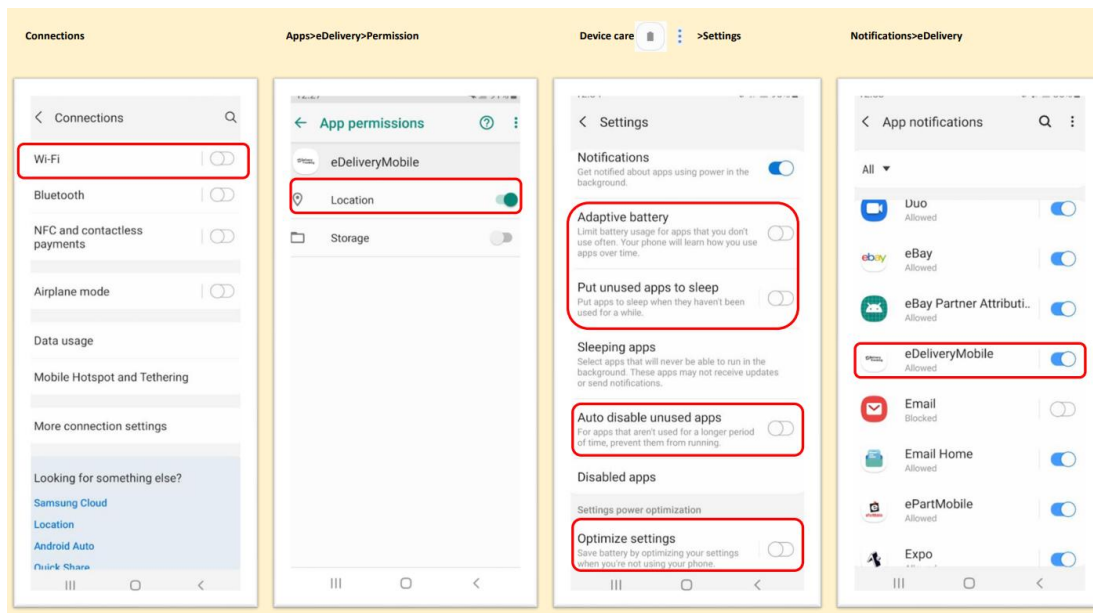
Mobile device settings Samsung Phone, Android S8 v9

Released 2017, April 24

Chipset-Snapdragon 835 (10 nm)

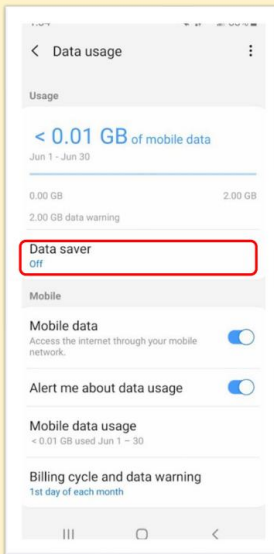
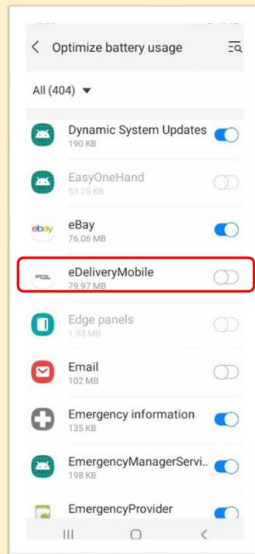
CPU-Octa-core (4x2.35 GHz Kryo & 4x1.9 GHz Kryo)

Navigation-GPS, GLONASS, Beidou, Galileo, QZSS, SBAS



Apps>eDelivery>App info>Battery>Optimization usage

Connections>Data usage



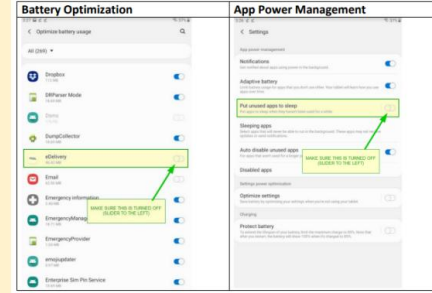
These setting adjustments are for Android 9. The settings may be located elsewhere for Android 10 and later versions. They must both be off for eDelivery to post location breadcrumbs correctly while the app is in the background after pressing the power button.

Battery Optimization

- GO TO:** SETTINGS / APPS / EDELIVERY / BATTERY / OPTIMIZE BATTERY USAGE /
- CHANGE DROPDOWN MENU FROM 'APPS NOT OPTIMIZED' TO 'ALL'
 - SCROLL DOWN TO EDELIVERY
 - MAKE SURE THE LITTLE TOGGLE SWITCH IS TURNED OFF (SLIDE TO LEFT)

App Power Management

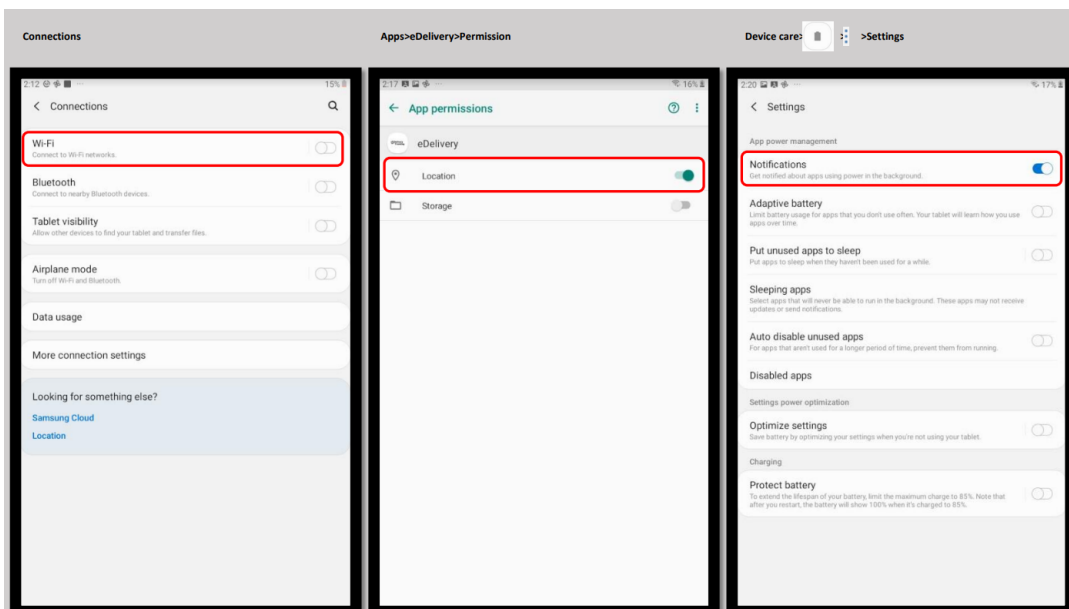
- GO TO:** SETTINGS / DEVICE CARE /
- TAP THE BATTERY ICON
 - ON THE BATTERY PAGE, TAP THE 3 DOTS IN THE UPPER RIGHT CORNER
 - CHOOSE 'SETTINGS'
 - FIND THE 'PUT UNUSED APPS TO SLEEP' SWITCH
 - MAKE SURE THE LITTLE TOGGLE SWITCH IS TURNED OFF (SLIDE TO LEFT)

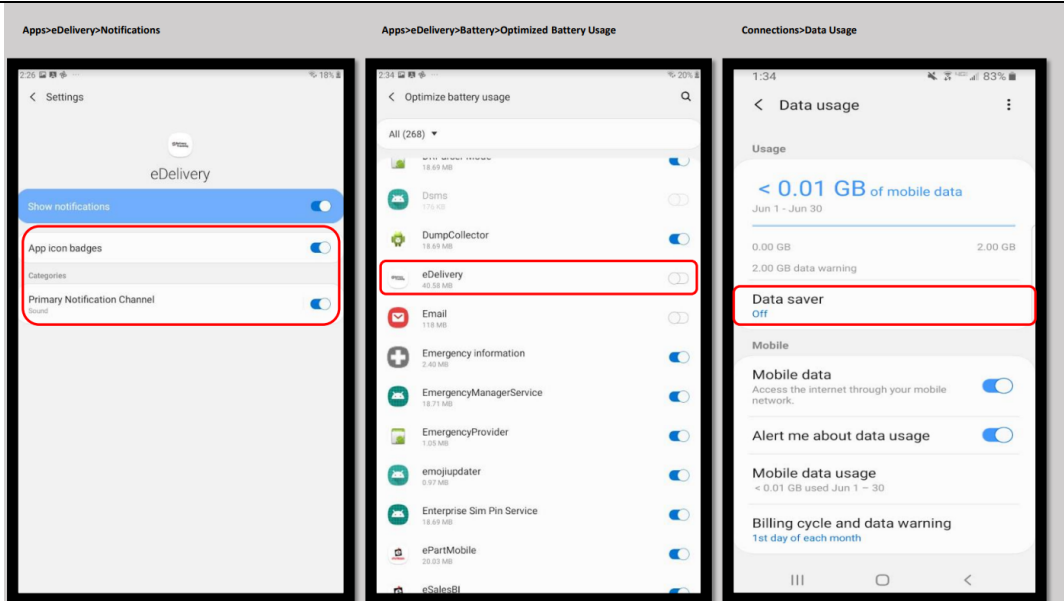


Samsung Tab A (2017), Android v9

Mobile device settings Samsung Tablet Tab A (2017), Android v9

Released 2017, September
Chipset-Qualcomm MSM8917 Snapdragon 425 (28 nm)
CPU-Quad-core 1.4 GHz Cortex-A53
Navigation-GPS, GLONASS, Beidou, Galileo





Samsung Tab A9 (2023) Android v14

Mobile device settings Samsung Tablet Tab A9 (2023), Android v14

Released 2023, October
Chipset- Mediatek Helio G99 (6nm)
CPU-cta-core (2x2.2 GHz Cortex-A76 & 6x2.0 GHz Cortex-A55)
GPS, GLONASS, BDS, GALILEO, QZSS

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

eDelivery App configuration

- 1) Turn off Wi-Fi.
- 2) Add Restricted User (driver)
- 3) High battery settings
- 4) Turn off Data Saver
- 5) Turn off Optimize Battery
- 6) Background running
- 7) Location tracking
- 8) GPS navigation

Wi-Fi needs to be turned off when using a cellular network service



Step 1 of 3

1. Turn Wi-Fi on or off

Slide two fingers **downwards** starting from the top of the screen.

[Turn Wi-Fi off- Pg 1](#)



Step 2 of 3

1. Turn Wi-Fi on or off

Press the **Wi-Fi** icon to turn the function on or off.
Turn Wi-Fi off.

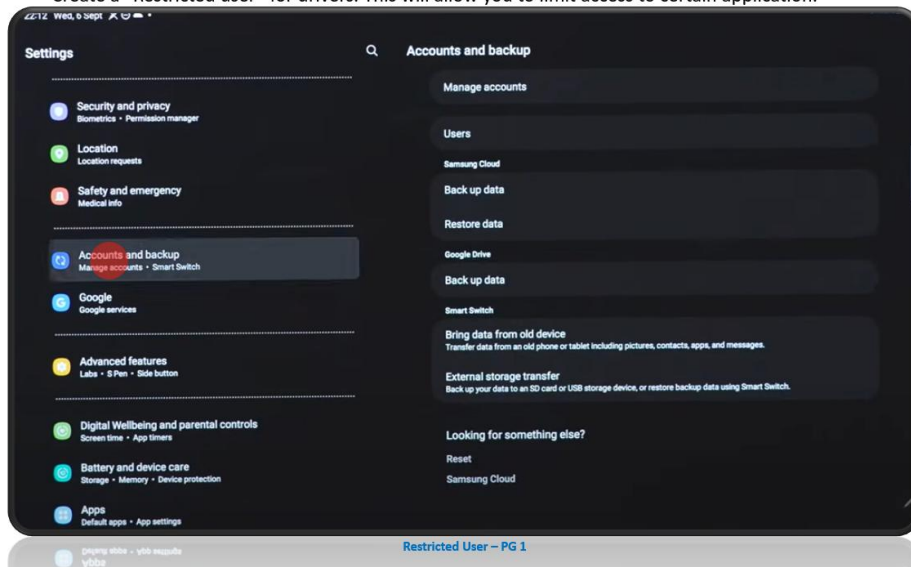
- 📶 Option 1: Turn Off Wi-Fi
 - Swipe down from the top of the screen.
 - Tap the Wi-Fi icon to toggle it off.
 - This stops the tablet from connecting to any Wi-Fi networks.
- 🚫 Option 2: Stop Background Wi-Fi Scanning

Even if Wi-Fi is off, Android can still scan for nearby networks to improve location accuracy. To disable this:

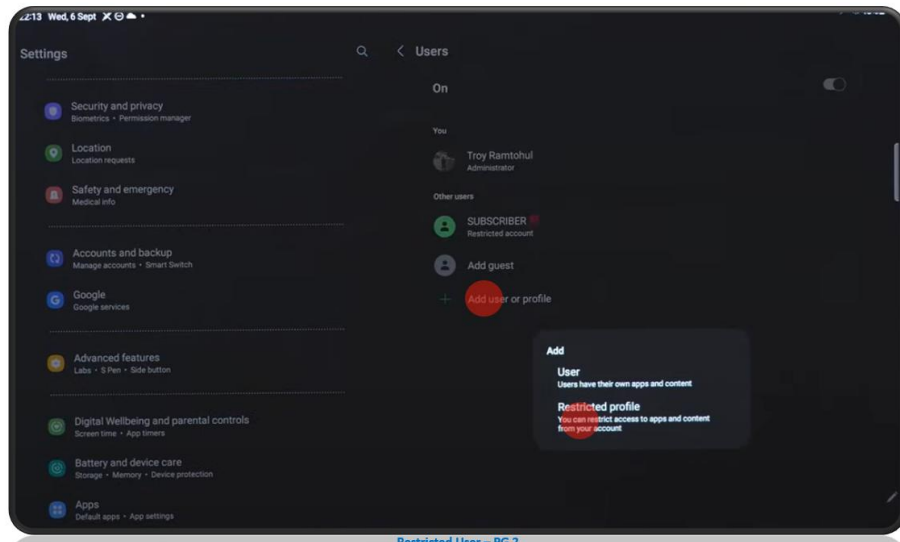
 1. Go to Settings → Location → Location Services.
 2. Tap Wi-Fi scanning.
 3. Toggle it OFF.
 - This prevents Google services from using Wi-Fi networks for location accuracy.
- 🔴 Option 3: Restrict Apps from Using Wi-Fi
 - Go to Settings → Apps → [select app] → Permissions.
 - Remove Network access or restrict background data.
 - This ensures specific apps can't use Wi-Fi even if it's enabled.

[Turn Wi-Fi off- Pg 2](#)

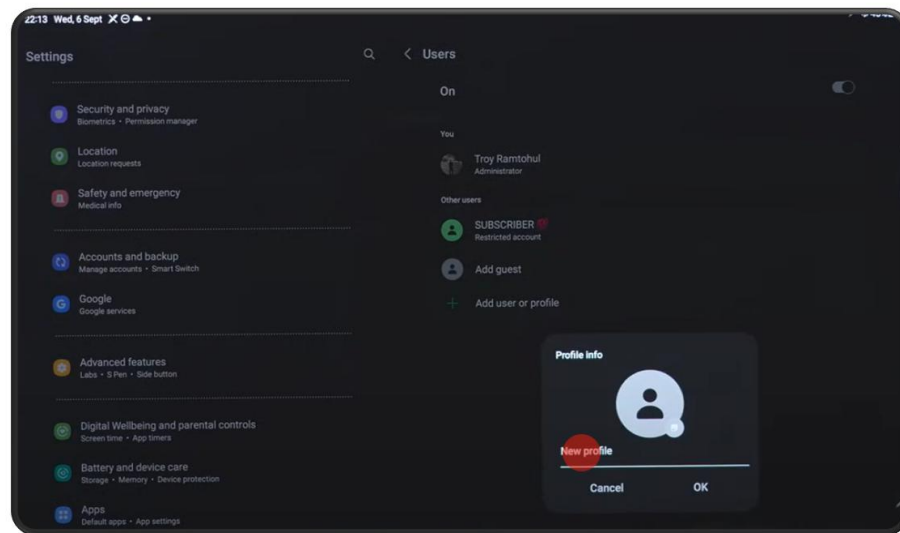
Create a "Restricted user" for drivers. This will allow you to limit access to certain application.



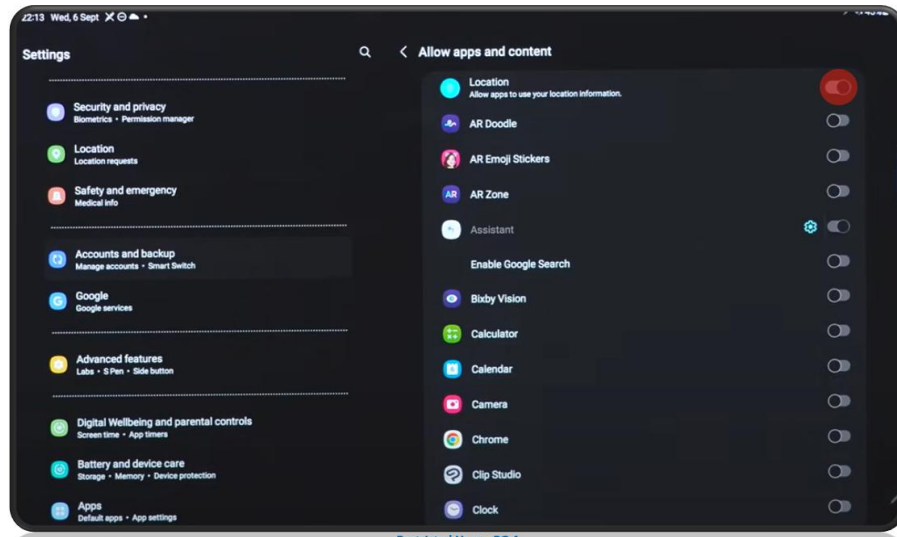
[Restricted User - PG 1](#)



Restricted User – PG 2



Restricted User – PG 3



Restricted User – PG 4

eDelivery requires high battery settings for the best performance

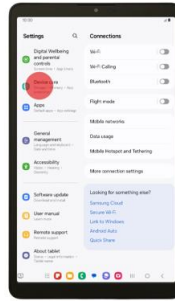


Step 1 of 8
1. Find "Power saving"

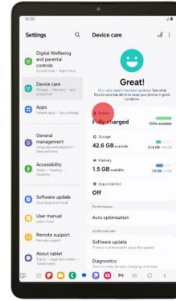
Slide two fingers downwards starting from the top of the screen.



Step 2 of 8
1. Find "Power saving"
Press the settings icon.



Step 3 of 8
1. Find "Power saving"
Press Device care.

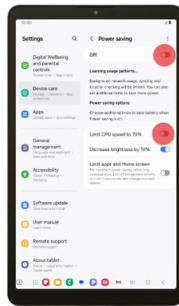


Step 4 of 8
1. Find "Power saving"
Press Battery.



Step 5 of 8
1. Find "Power saving"
Press Power saving.
Toggle this option to off.

Battery settings – Pg 1



Step 7 of 8

2. Extend the battery life

Toggle "Power saving" to Off
Toggle "Limit CPU speed to 70%" to Off

Battery settings – Pg 2

eDelivery requires sufficient data to capture vehicle tracking. "Data saver" needs to be turned off.



Step 1 of 8

1. Find "Data usage"

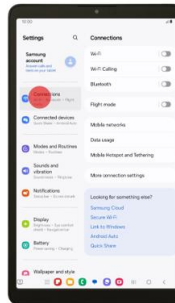
Slide two fingers downwards starting from the top of the screen.



Step 2 of 8

1. Find "Data usage"

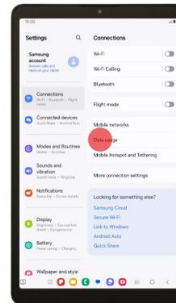
Press the settings icon.



Step 3 of 8

1. Find "Data usage"

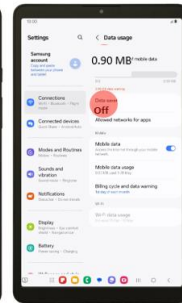
Press Connections.



Step 4 of 8

1. Find "Data usage"

Press Data usage.



Step 5 of 8

2. View data usage

The total data usage is displayed.
Turn "Data saver" to Off

Data saver – Pg 1

Do not optimize battery usage



Step 1 of 6

1. Find "Battery"

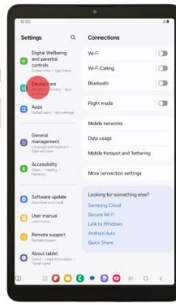
Slide two fingers **downwards** starting from the top of the screen



Step 2 of 6

1. Find "Battery"

Press the settings icon.



Step 3 of 6

1. Find "Battery"

Press Device care.



Step 4 of 6

1. Find "Battery"

Press Battery.



Step 5 of 6

1. Find "Battery"

Toggle "Protect battery" to off.

[Do not optimize – Pg 1](#)

eDelivery needs to run in the background and continue receiving app content. You can set eDelivery to always run in the background.

[Click link to see how](#)



Step 1 of 9

1. Find "Data saver"

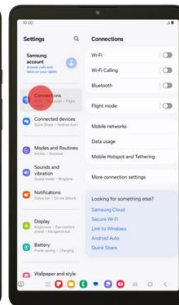
Slide two fingers **downwards** starting from the top of the screen



Step 2 of 9

1. Find "Data saver"

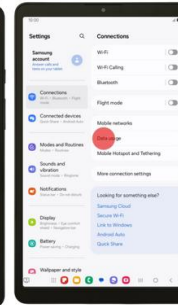
Press the settings icon.



Step 3 of 9

1. Find "Data saver"

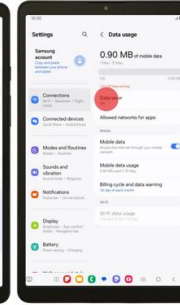
Press Connections.



Step 4 of 9

1. Find "Data saver"

Press Data usage.

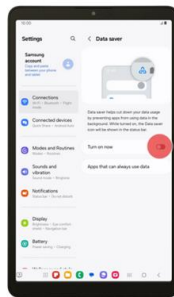


Step 5 of 9

1. Find "Data saver"

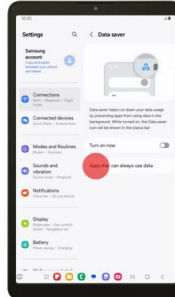
Press Data saver.

[Background running – Pg 1](#)



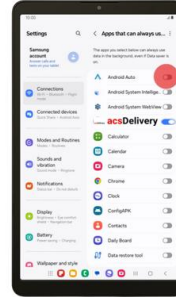
Step 6 of 9

2. Turn restriction for background refresh of apps on or off
Toggle this option to off.



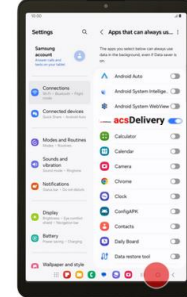
Step 7 of 9

3. Turn background refresh of specific apps on or off
Press **Apps that can always use data**.



Step 8 of 9

3. Turn background refresh of specific apps on or off
Press the indicators next to the required apps to turn the function on or off.



Step 9 of 9

4. Return to the home screen

You can set your tablet to refresh app content in the background so that you'll still get notifications even though restriction for background refresh of apps is turned on.

Background running – Pg 2

eDelivery requires access to various location tracking data and functions on your tablet, e.g. camera, GPS position.

[Click link to see how](#)



Step 1 of 8

1. Find 'Permission manager'

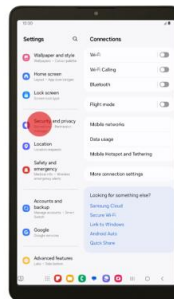
Slide two fingers **downwards** starting from the top of the screen.



Step 2 of 8

1. Find 'Permission manager'

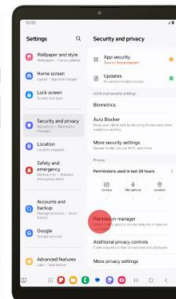
Press the **settings** icon.



Step 3 of 8

1. Find 'Permission manager'

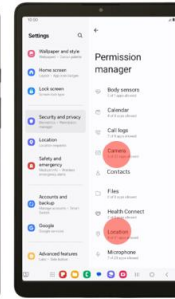
Press **Security and privacy**.



Step 4 of 8

1. Find 'Permission manager'

Press **Permission manager**.



Step 5 of 8

2. Turn app permissions on or off
Press the required category
Location & Camera

Location Tracking – Pg 1

Your tablet can determine your geographical position using GPS (Global Positioning System). The information about your location will be used by eDelivery for navigation.

[Click here to see how](#)



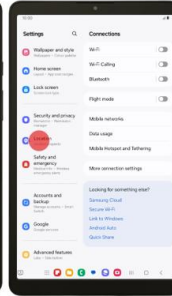
Step 1 of 13

1. Find "Location"



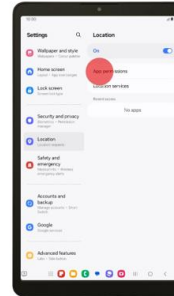
Step 2 of 13

1. Find "Location"
Press the settings icon.



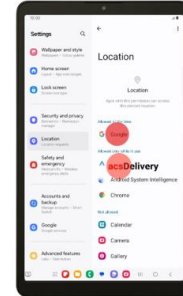
Step 3 of 13

1. Find "Location"
Press Location.



Step 5 of 13

3. Turn use of GPS position for applications on
Press App permissions.

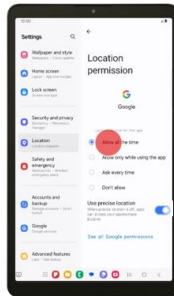


Step 6 of 13

3. Turn use of GPS position for applications on
Press the required app.

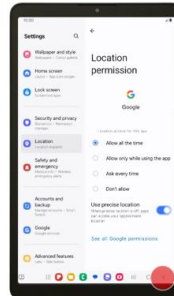
Slide two fingers downwards starting from the top of the screen.

GPS navigation – Pg 1



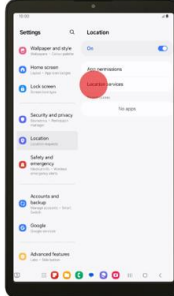
Step 7 of 13

3. Turn use of GPS position for applications on
"Allow all the time"
"Use precise location"



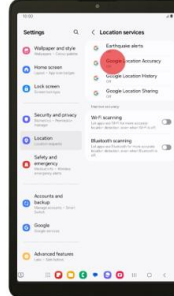
Step 8 of 13

3. Turn use of GPS position for applications on
Press the Return key twice.



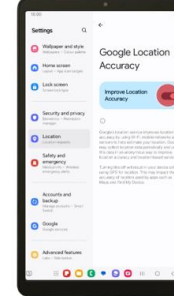
Step 9 of 13

4. Select positioning method
Press Location services.



Step 10 of 13

4. Select positioning method
Press Google Location Accuracy.



Step 11 of 13

4. Select positioning method
If you press the indicator next to "Improve Location Accuracy" to turn on the function, your tablet can find your exact position using the GPS satellites, the mobile network and nearby Wi-Fi networks. Satellite-based GPS requires a clear view of the sky.

GPS navigation – Pg 2

Samsung Tab A11+ (2025) Android v16

[Click here to learn more about the basic use of this tablet](#)

Mobile device settings Samsung Tablet Tab A11+ (2025), Android v16

Released 2025, November 02
Chipset Mediatek MT8775 – USA
CPU Octa-core (4x2.5 GHz Cortex-A78 & 4x2.0 GHz Cortex-A55)
GPS, GLONASS, GALILEO, BDS, QZSS - cellular model only

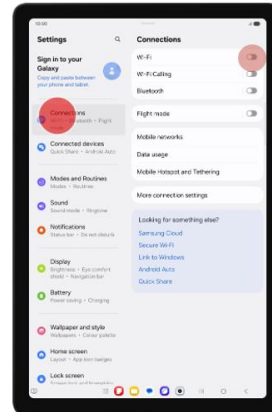
eDelivery App configuration

- 1) Turn off Wi-Fi.
- 2) Add Restricted User (driver)
- 3) High battery settings
- 4) Turn off Data Saver
- 5) Turn off Optimize Battery
- 6) Background running
- 7) Location tracking
- 8) GPS navigation

Wi-Fi needs to be turned off when using a cellular network service



Turn Wi-Fi off- Pg 1



Turn Wi-Fi off.

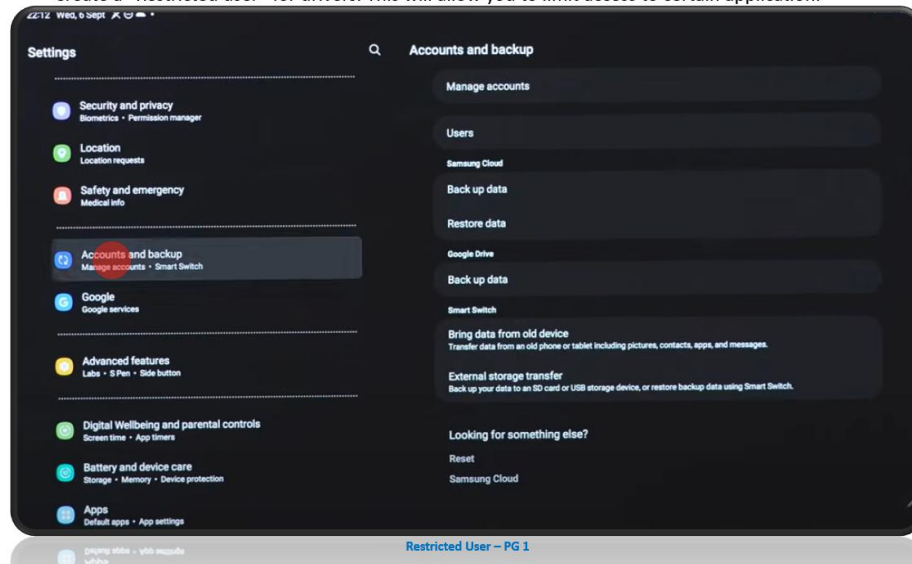
- 🔧 Option 1: Turn Off Wi-Fi
 - Swipe down from the top of the screen.
 - Tap the Wi-Fi icon to toggle it off.
 - This stops the tablet from connecting to any Wi-Fi networks.
- 🚫 Option 2: Stop Background Wi-Fi Scanning

Even if Wi-Fi is off, Android can still scan for nearby networks to improve location accuracy. To disable this:

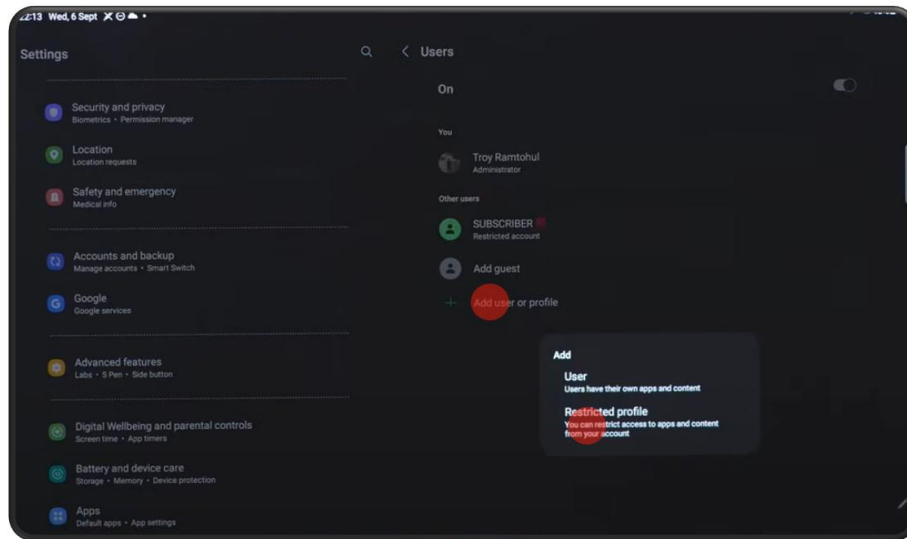
 1. Go to Settings → Location → Location Services.
 2. Tap Wi-Fi scanning.
 3. Toggle it OFF.
 - This prevents Google services from using Wi-Fi networks for location accuracy.
- 🔴 Option 3: Restrict Apps from Using Wi-Fi
 - Go to Settings → Apps → [select app] → Permissions.
 - Remove Network access or restrict background data.
 - This ensures specific apps can't use Wi-Fi even if it's enabled.

[Turn Wi-Fi off- Pg 2](#)

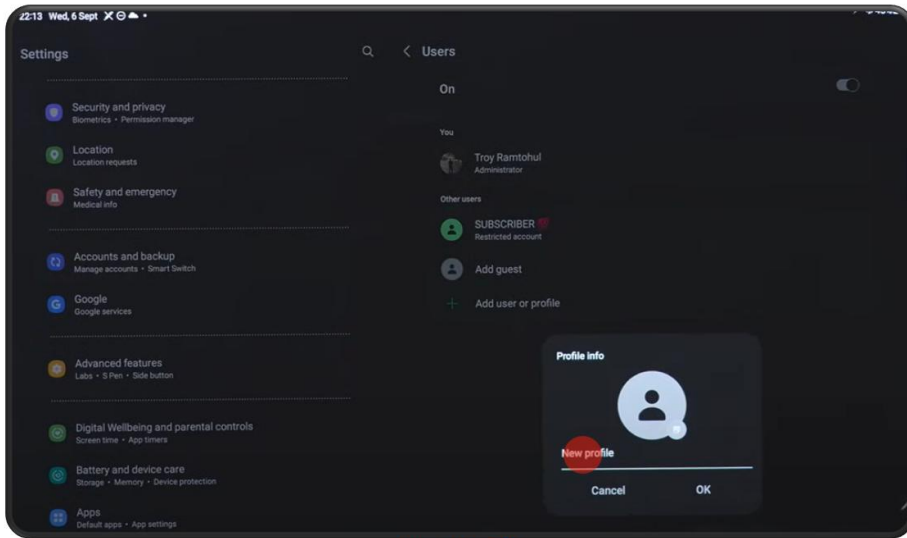
Create a "Restricted user" for drivers. This will allow you to limit access to certain application.



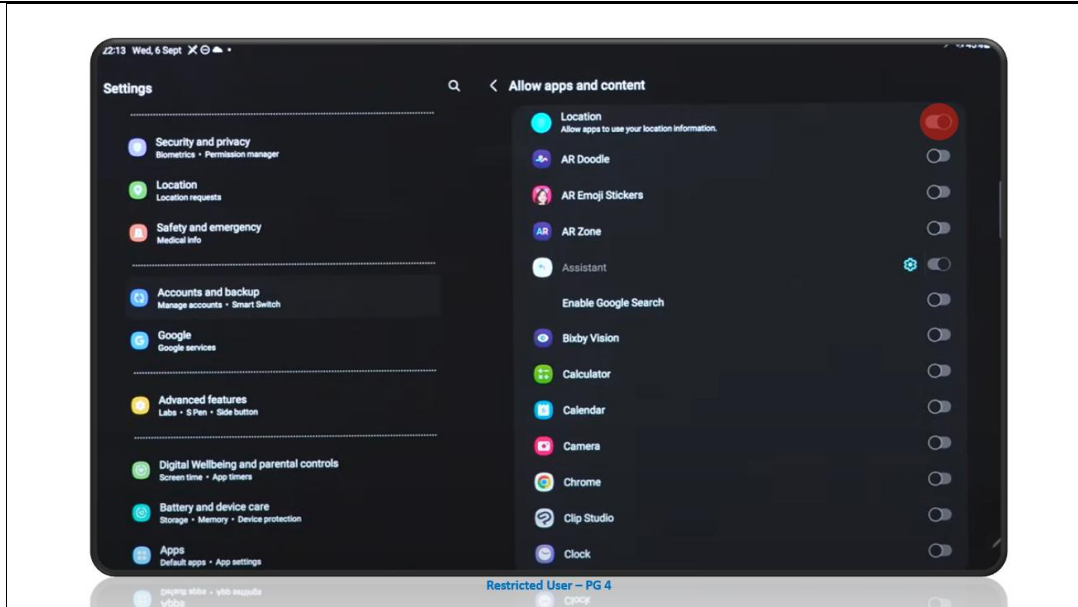
[Restricted User - PG 1](#)



Restricted User – PG 2



Restricted User – PG 3



eDelivery requires high battery settings for the best performance



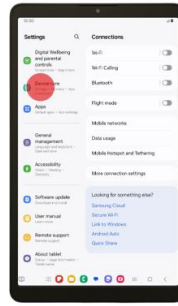
Step 1 of 8
1. Find "Power saving"

Slide two fingers **downwards** starting from the top of the screen.



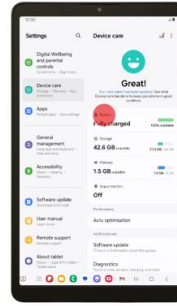
Step 2 of 8
1. Find "Power saving"

Press the settings icon.



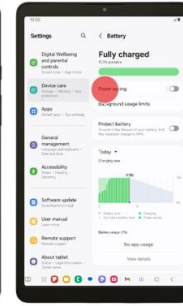
Step 3 of 8
1. Find "Power saving"

Press Device care.



Step 4 of 8
1. Find "Power saving"

Press Battery.

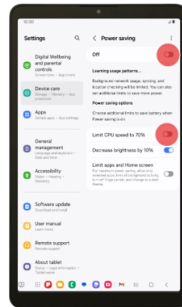


Step 5 of 8
1. Find "Power saving"

Press Power saving.

Toggle this option to off.

Battery settings – Pg 1



Step 7 of 8
2. Extend the battery life
Toggle "Power saving" to Off
Toggle "Limit CPU speed to 70%" to Off

Battery settings – Pg 2

eDelivery requires sufficient data to capture vehicle tracking. "Data saver" needs to be turned off.



Step 1 of 8

1. Find "Data usage"

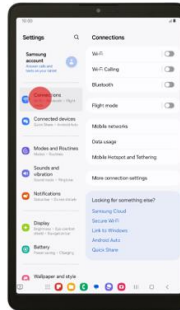
Slide two fingers **downwards** starting from the top of the screen.



Step 2 of 8

1. Find "Data usage"

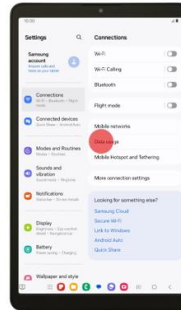
Press the settings icon.



Step 3 of 8

1. Find "Data usage"

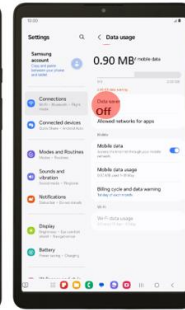
Press Connections.



Step 4 of 8

1. Find "Data usage"

Press Data usage.



Step 5 of 8

2. View data usage

The total data usage is displayed.
Turn "Data saver" to Off.

Data saver – Pg 1

Do not optimize battery usage



Step 1 of 6

1. Find "Battery"

Slide two fingers **downwards** starting from the top of the screen.



Step 2 of 6

1. Find "Battery"

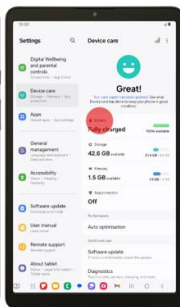
Press the settings icon.



Step 3 of 6

1. Find "Battery"

Press Device care.



Step 4 of 6

1. Find "Battery"

Press Battery.



Step 5 of 6

1. Find "Battery"

Toggle "Protect battery" to off.

Do not optimize – Pg 1

eDelivery needs to run in the background and continue receiving app content. You can set eDelivery to always run in the background.

[Click link to see how](#)



Step 1 of 9

1. Find "Data saver"

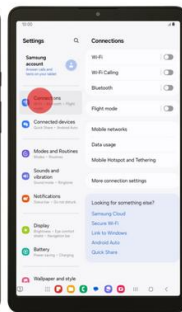
Slide two fingers **downwards** starting from the top of the screen



Step 2 of 9

1. Find "Data saver"

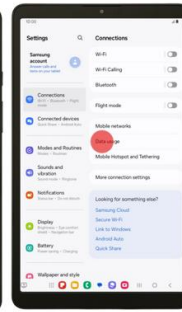
Press the settings icon.



Step 3 of 9

1. Find "Data saver"

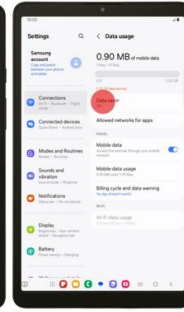
Press Connections.



Step 4 of 9

1. Find "Data saver"

Press Data usage.

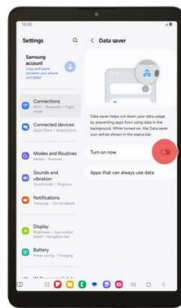


Step 5 of 9

1. Find "Data saver"

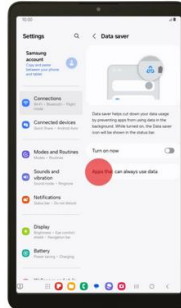
Press Data saver.

Background running – Pg 1



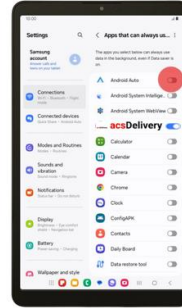
Step 6 of 9

2. Turn restriction for background refresh of apps on or off
Toggle this option to off.



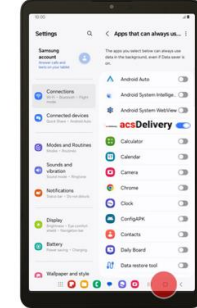
Step 7 of 9

3. Turn background refresh of specific apps on or off
Press Apps that can always use data.



Step 8 of 9

3. Turn background refresh of specific apps on or off
Press the indicators next to the required apps to turn the function on or off.



Step 9 of 9

4. Return to the home screen

You can set your tablet to refresh app content in the background so that you'll still get notifications even though restriction for background refresh of apps is turned on.

Background running – Pg 2

eDelivery requires access to various location tracking data and functions on your tablet, e.g. camera, GPS position.

[Click link to see how](#)

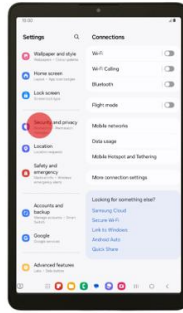


Step 1 of 8
1. Find "Permission manager"

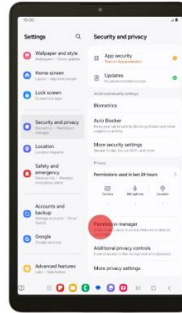
Slide two fingers **downwards** starting from the top of the screen.



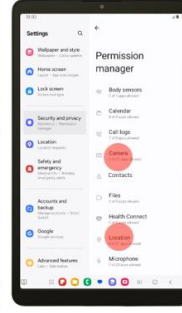
Step 2 of 8
1. Find "Permission manager"
Press the **settings** icon.



Step 3 of 8
1. Find "Permission manager"
Press **Security and privacy**.



Step 4 of 8
1. Find "Permission manager"
Press **Permission manager**.



Step 5 of 8
2. Turn app permissions on or off
Press the required category:
Location & Camera

[Location Tracking – Pg 1](#)

Your tablet can determine your geographical position using GPS (Global Positioning System). The information about your location will be used by eDelivery for navigation.

[Click here to see how](#)



Step 1 of 13

1. Find "Location"

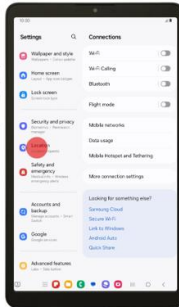
Slide two fingers **downwards** starting from the top of the screen.



Step 2 of 13

1. Find "Location"

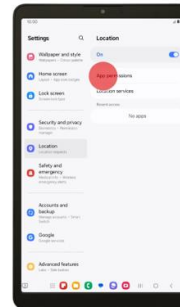
Press the **settings** icon.



Step 3 of 13

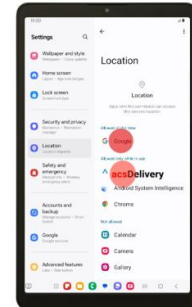
1. Find "Location"

Press **Location**.



Step 5 of 13

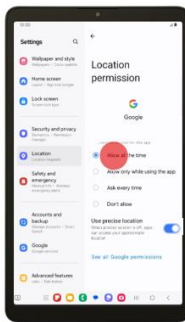
3. Turn use of GPS position for applications on
Press **App permissions**.



Step 6 of 13

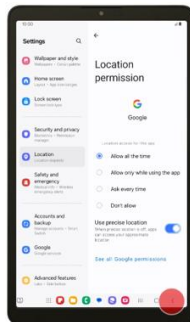
3. Turn use of GPS position for applications on
Press the **required app**.

GPS navigation – Pg 1



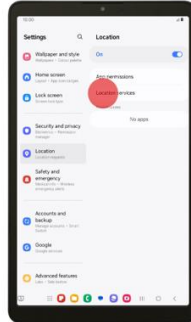
Step 7 of 13

3. Turn use of GPS position for applications on
"Allow all the time"
"Use precise location"



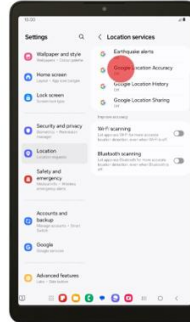
Step 8 of 13

3. Turn use of GPS position for applications on
Press the **Return** key twice.



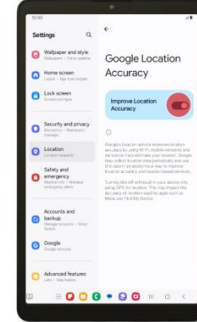
Step 9 of 13

4. Select positioning method
Press **Location services**.



Step 10 of 13

4. Select positioning method
Press **Google Location Accuracy**.



Step 11 of 13

4. Select positioning method
If you press the **indicator next to "Improve Location Accuracy"** to turn on the function, your tablet can find your exact position using the GPS satellites, the mobile network and nearby Wi-Fi networks. Satellite-based GPS requires a clear view of the sky.

GPS navigation – Pg 2

Apple iPhone XR & XS, iOS v16

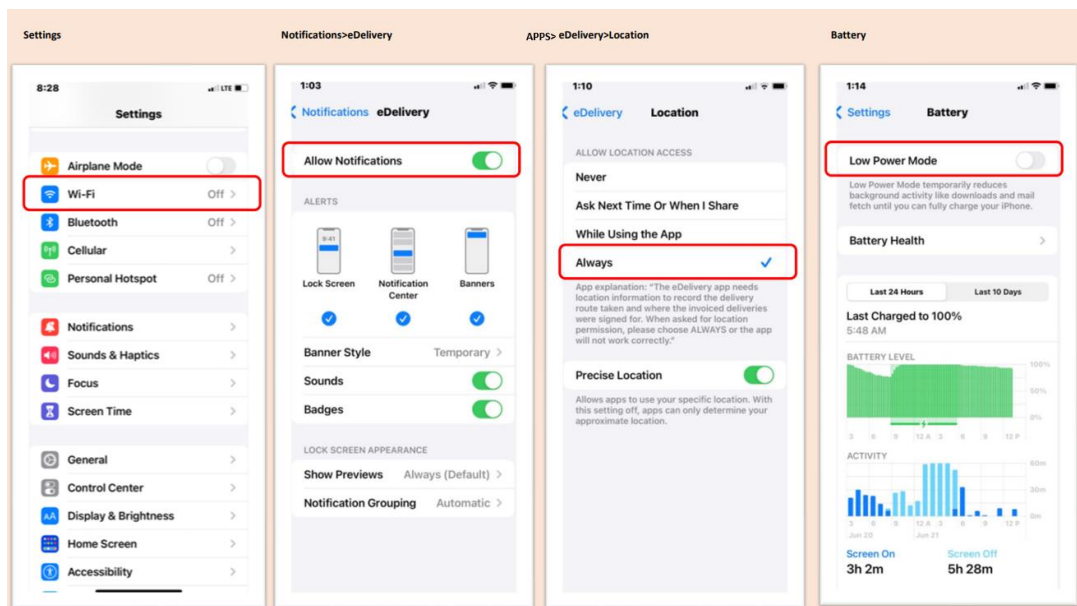
Mobile device settings Apple Phone XR / XS, iOS v16

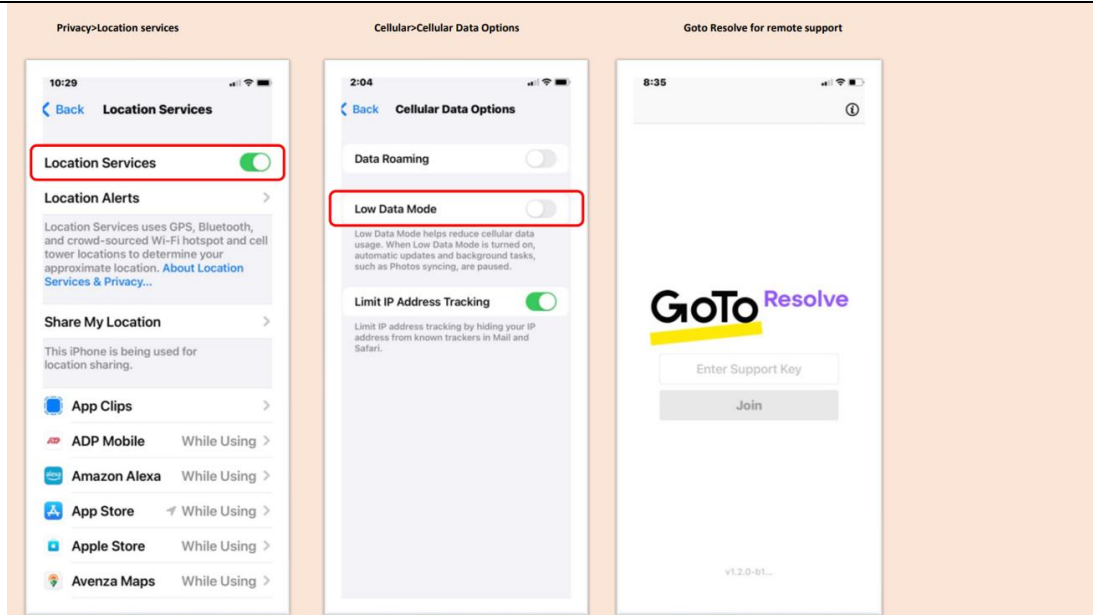
Released 2018, October 26

Chipset-Apple A12 Bionic (7 nm)

CPU-Hexa-core (2x2.5 GHz Vortex + 4x1.6 GHz Tempest)

Navigation-GPS, GLONASS, Beidou, Galileo





Apple iPhone 14, iOS v16

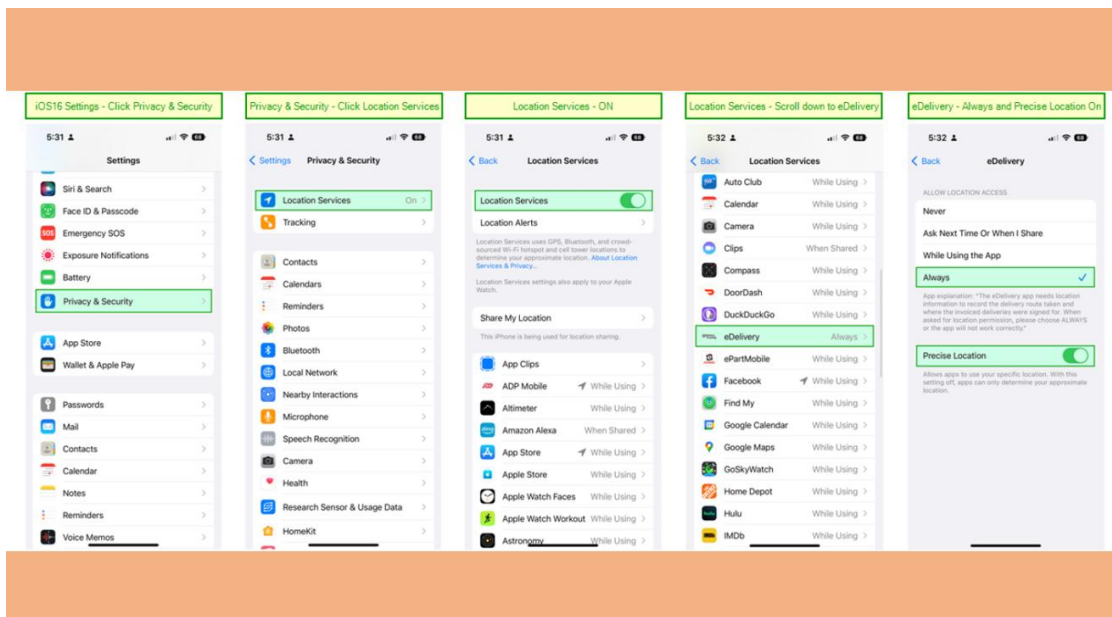
Mobile device settings Apple Phone 14, iOS v16

Released 2022, September

Chipset-Apple A15 Bionic (5 nm)

Hexa-core (2x3.23 GHz Avalanche + 4x1.82 GHz Blizzard)

Navigation-GPS, GLONASS, GALILEO, BDS, QZSS



Apple iPad A16 Pro

Mobile device settings

Apple iPad A16 Pro

Released 2024, October 23

Chipset - Apple A17 Pro (3 nm)

Hexa-core (2x3.78 GHz performance cores and 4 efficiency cores)

GPS, GLONASS - cellular model only

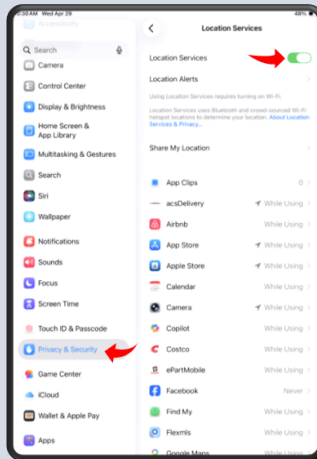
1. Turn Wi-Fi off

- At the top Find **Wi-Fi**.
- Toggle Off** Wi-Fi to allow invoices to flow to the mobile device dispatch page.



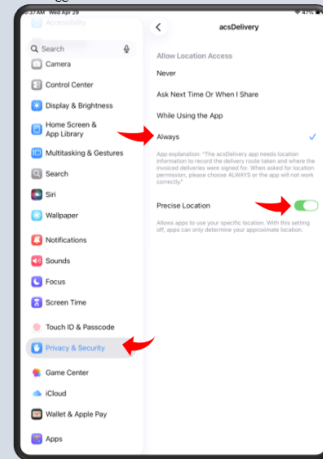
2. Turn Location Services on or off (global)

- On the left-hand side, scroll down and find **Privacy & Security**.
- At the top, toggle on **Location Services**.



3. Change location access for a specific app

- Stay on the **Location Services** screen.
- Scroll down to see the **list of apps**.
- Tap the app **acsDelivery** and select **Always**.
- Toggle on Precise Location**



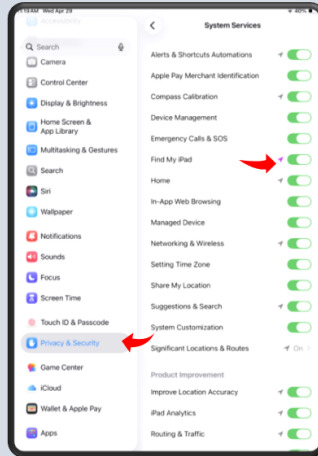
3. Change location access for a specific app.

Confirm **acsDelivery** is updated as "Always" (very important)



4. Adjust System Services (Apple's optional built-in features)

- Go back to the main **Location Services** screen.
- Scroll all the way down and tap **System Services**.
- You'll see a list like:
 - **Find My iPad** keep **Find My iPad** on for theft/loss recovery.



Google Pixel 7, Android v13

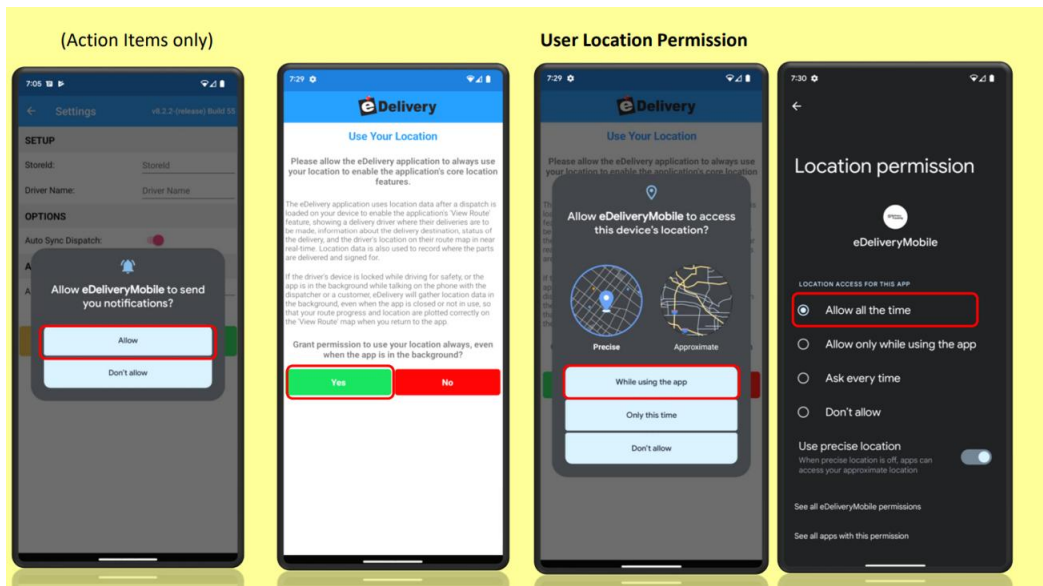
Mobile device settings Google Pixel-7, Android v13

Released 2022, October

Chipset-Tensor G2

CPU-Octa-core (2x2.85 GHz Cortex-X1)

Navigation-GPS, GLONASS (G1), BDS (B1I+B1c+B2a), GALILEO (E1+E5a), QZSS (L1+L5)



Addition Wi-Fi settings to check

🔑 Option 1: Turn Off Wi-Fi

- Swipe down from the top of the screen.
- Tap the Wi-Fi icon to toggle it off.
- This stops the tablet from connecting to any Wi-Fi networks.

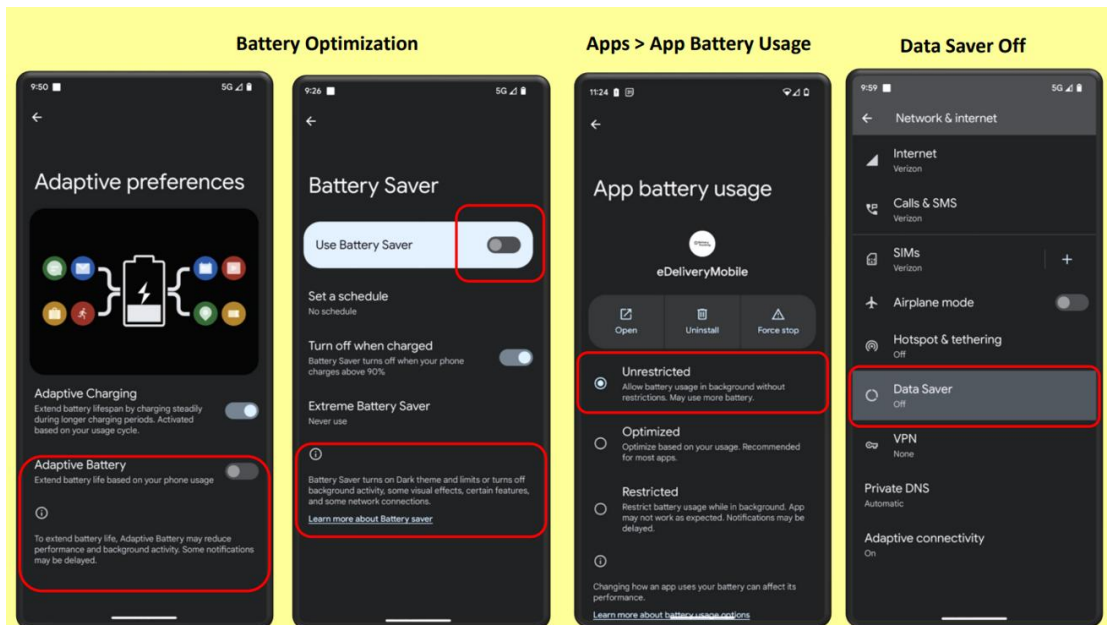
🚫 Option 2: Stop Background Wi-Fi Scanning

Even if Wi-Fi is off, Android can still scan for nearby networks to improve location accuracy. To disable this:

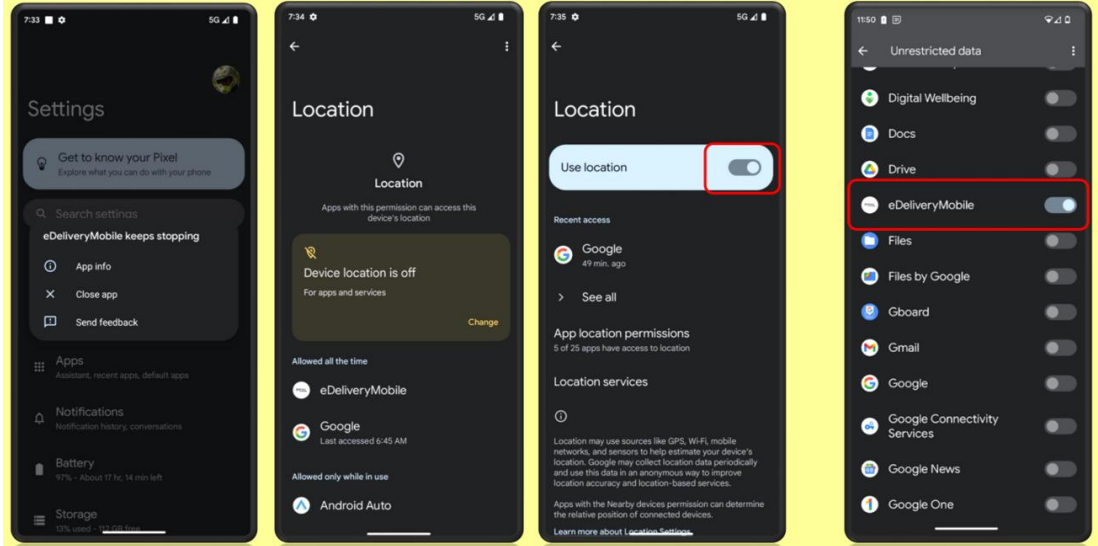
1. Go to Settings → Location → Location Services.
 2. Tap Wi-Fi scanning.
 3. Toggle it OFF.
- This prevents Google services from using Wi-Fi networks for location accuracy.

🔴 Option 3: Restrict Apps from Using Wi-Fi

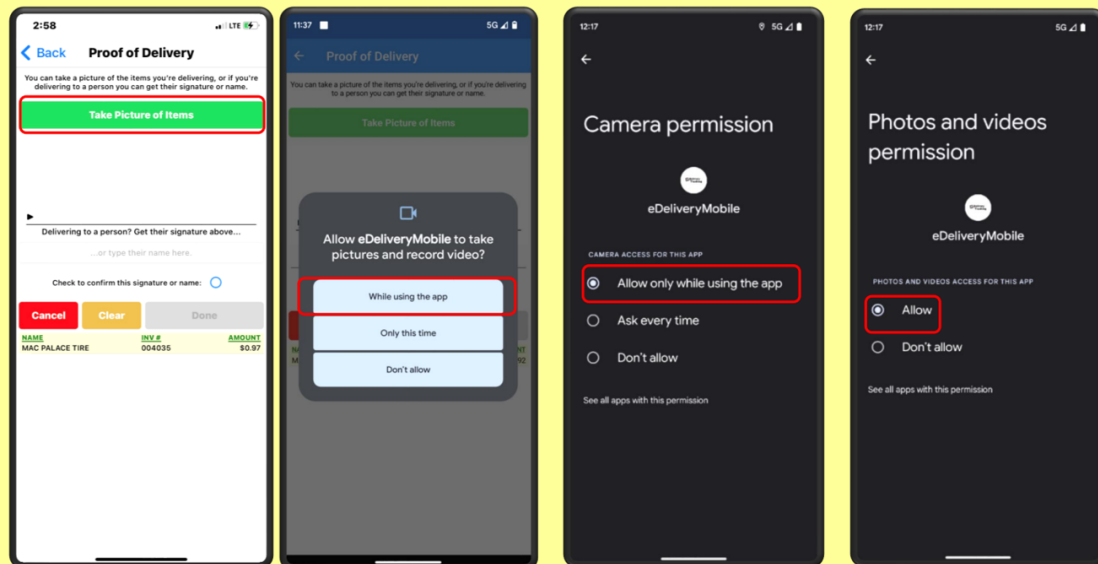
- Go to Settings → Apps → [select app] → Permissions.
- Remove Network access or restrict background data.
- This ensures specific apps can't use Wi-Fi even if it's enabled.

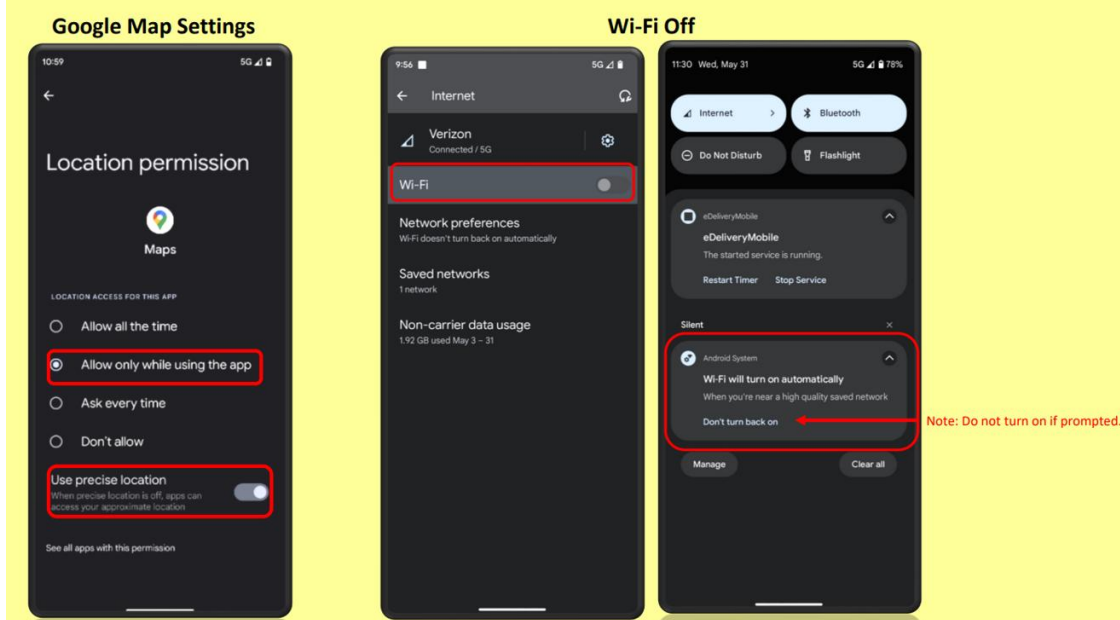


Note: If you see "eDeliveryMobile keeps stopping"



Allow Camera Access





Handle user-initiated stopping of apps running foreground services

Starting in Android 13 (API level 33), users can complete a workflow from the notification drawer to stop an app that has an ongoing foreground services, regardless of that app's target SDK version. This affordance, called the *Foreground Services (FGS) Task Manager*, shows a list of apps that are currently running a foreground service. This list is labeled **Active apps**. Next to each app is a **Stop** button. Figure 1 illustrates the FGS Task Manager workflow on a device that runs Android 13.

When the user presses the **Stop** button next to your app in the FGS Task Manager, then the following actions occur:

- The system removes your app from memory. Therefore, your **entire app stops**, not just the running foreground service.
- The system removes your app's activity back stack.
- Any media playback is stopped.
- The notification associated with the foreground service is removed.
- Your app isn't removed from history.
- Scheduled jobs are preserved.
- Alarms are preserved.

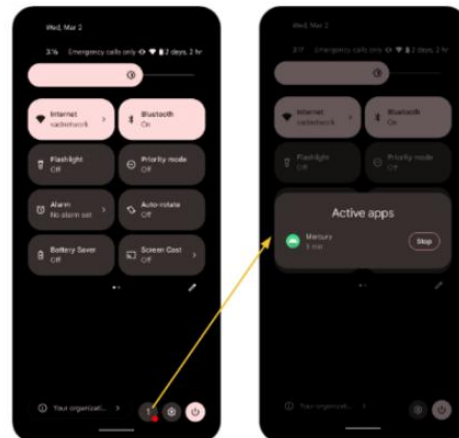


Figure 1. FGS Task Manager workflow on devices that run Android 13 or higher.

Motorola Moto G 5G (2022), Android v13

Mobile device settings Motorola moto g G5,(2022) Android v13

Released 2020, December

Chipset - Qualcomm SM7225 Snapdragon 750G 5G (8 nm)

CPU - Octa-core (2x2.2 GHz Kryo 570 & 6x1.8 GHz Kryo 570)

GPS (L1+L5), GLONASS, GALILEO

