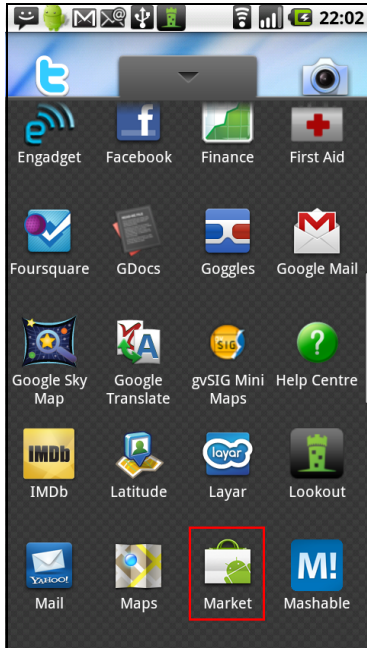


Mobile311 Android Phone FAQ



How do I install Mobile311 from the Android store?



1. Find the “Market” icon on the phone. (If it’s not on the default screen, then tap the arrow at the bottom to bring up a list of ALL programs.)
2. Tap the “Market” icon.
3. In the upper right, you should see a little magnifying glass to search the Market.
4. Type in “Mobile311” all one word with no space.
5. When you are done, tap the little magnifying glass again if the “Mobile311” application with the orange antenna logo is not displaying.
6. Tap the “Mobile311” program.
7. Tap the “Free” toward the upper right.
8. Tap “Ok” to accept permissions.
9. It can take a minute, but it should download and install.
10. You can hit the “Back” button to exit out of the market.

How do I install Mobile311 from your website without going through the Android store?

First, be sure that Non-Market programs are allowed.

1. From the default android desktop click the menu button. (Physical button usually on lower left.)
2. Tap “Settings” in the pop-up options.
3. Tap “Applications” or “Manage Applications” in the scrolling menu.
4. Make sure “Unknown Sources” **IS** checked. (Some phones and carriers may not allow you to check this option.)

Next, download the application from our website.

1. Open the Web Browser on your Android Device.
2. For the address, type in <http://www.mobile311.com/mobileinstall>
3. Tap on the “Android phones” hyperlink.
4. Tap on the top most hyperlink on the page. There will be a date, version number and list of changes/additions under the link.
5. You should see an arrow pointing down in your top status bar to show the file downloading.
6. Drag down the top status bar on your Android device to view notifications.
7. Once the download finishes and you see “Download complete” under Mobile311.apk, tap Mobile311.apk to install the program.

Mobile311 Android Phone FAQ

How do I uninstall Mobile311?

1. Turn on the phone and exit out of the Mobile311 application.
2. Tap the physical menu button on the bottom left of the phone. (This is a real button, not a button on the screen.)
3. Tap “Settings” in the popup menu.
4. Scroll to “Applications”.
5. Tap “Applications”.
6. Tap “Manage Applications”.
7. Find and tap the “Mobile311” application.
8. Tap the “uninstall button”.

How do I get the shortcut to appear on my start screen on an Android Device?

1. From the default startup screen, tap the arrow at the bottom of the screen to bring up the list of all programs.
2. Scroll to Mobile311.
3. Place your finger currently on the Mobile311 icon and **HOLD** it there until the program menu fades and your default screen appears in the background.