

Investigating High Mobile Data Usage

Google Play has updated some of its settings which can cause CollecTin and Payaz devices to incur high data usage when using a SIM card. Both suppliers have offered the below advice to stop these peaks in mobile data usage.

Follow these instructions to investigate which apps have used most data:

From the Home Screen, tap...

- > Cogwheel (settings)
- > Network and Internet
- > Mobile Network

Scroll down and see if you can find...

- > (Mobile/App) Data Usage

This should show you a graph and the apps using the data.

Please check if any of these are using a large amount of data compared to the Give A Little app:

- Google Play services
- Google Play Store
- Speech Recognition and Synthesis from Google

If yes, your tablet is connecting to something strange within the Google services.

Edit the settings like so:

Payaz

If you open the PlayStore app on the device you will see three small dots in the right-hand corner.

Please tap them and navigate to settings, network preferences > auto-update apps and turn to 'over WI-FI only'.

If you use the SIM in a router you should change this setting to 'Don't auto-update apps'.

(If a SIM card is used in a router the GivingStation will not realise that it is a SIM and use unnecessary data.)

Finally, you can also go to the devices Settings and configure the 'Data warning and limit'. We would recommend setting warning to 450mb and limit to 550mb.

Collectin:

From the Home Screen, tap...

- > Cogwheel (settings)
- > Apps
- > See all apps
- > Google Play services
 - >> Mobile data and Wi-Fi
 - >> Background data (Enable usage of mobile data in the background) > Switch toggle OFF
- > Go back by pressing the backwards triangle on the bottom left x2
- > Google Play Store
 - >> Mobile data and Wi-Fi
 - >> Background data (Enable usage of mobile data in the background) > Switch toggle OFF

If you are using a SIM in a router: > Open

- >> *three dots in the top right corner*
- >> *Settings*
- >> *Network Preferences*
- >> *Auto-update apps: Don't auto-update apps > OK*
- > Go back by pressing the backwards triangle on the bottom left x3
- > Speech Recognition and Synthesis from Google (if you have this)
 - >> Mobile data and Wi-Fi
 - >> Background data (Enable usage of mobile data in the background) > Switch toggle OFF
- > Go back by pressing the backwards triangle on the bottom left x4

If any of the above mentioned toggles were OFF already, the data usage needs further investigation. Please contact support@collectin.com