Troubleshooting for DriverApp tracking (GPS)

If you experience gaps in tracking with your IMPARGO DriverApp it is very likely that this is due to the energy saving settings of the smartphone. Modern Android devices use various techniques to stop background processes based on usage. This leads to the DriverApp being closed in the background if it is not opened every once in a while, resulting in a stop of tracking information being sent to your CargoApps.

To fix a DriverApp with unstable tracking, follow these guidelines according to your Smartphone vendor and model. If your phone is not listed here or if you experience any problems please call us via +49-(0)-30-1208-36-83 or email us via info@impargo.de to get assistance.

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For Samsung Phones

The processes vary depending on your model and Android Version, look for one of the following settings Menus on your phone:

Older generation (Android 11)

1. Open settings app from device.
2. Go to **Apps -> Impargo Driverapp.**
3. Click on **Battery.**
4. Click on **Optimize Battery usage.**
5. Disable the toggle for Impargo Driver App.

Older generation (Android 10)

1. Open **Settings** > **Device Care**
2. Select **Battery**

3. Select the **App power management**
4. Disable **Adaptive Battery**
5. Disable **Put unused apps to sleep**
6. Select **Apps that won't be put to sleep**
7. Select **Add apps**
8. Scroll down until you find **DriverApp** and select **Add**

For a step-by-step process see screenshots on page 4

Older generation (Android 9)

1. Open **Settings** > **Device Care**
2. Open **Battery** (lower left corner)
3. Select the **three dot menu** (top right corner)
4. Disable **Adaptive Battery**
5. Disable **Put unused apps to sleep**
6. Disable **Auto disable unused apps**
7. Select **Sleeping Apps**
8. If the IMPARGO DriverApp is on the list tap the trash can symbol in the upper right corner to remove it

Older generation (~2017 and older)

For your DriverApp to work correctly, please whitelist it in "App power monitor".

1. Open **Settings** > **Device maintenance** > **Battery**
2. Scroll down all the way to the bottom
3. Select **Unmonitored apps**.
4. These are apps that you specifically want to exclude (whitelist) from App power monitor.
5. Select the **three dot menu** (top right corner)
6. Add IMPARGO DriverApp to the list

Even older generations

On other Samsung phones, the path looks like this:
1. Open **Phone settings** > **Applications**
2. Select the **three dot menu** (top right corner) > **Special Access** > **Optimize Battery usage**
3. Find IMPARGO DriverApp on the list and make sure that it is not selected.

For screenshots and additional information, see this page:
https://dontkillmyapp.com/samsung?app=DriverApp

For Huawei Phones

The processes vary depending on your model and Android Version, look for one of the following settings Menus on your phone:

Most recent generation (EMUI 10)

Please follow these 10 steps:
1. Open **Phone Settings > Apps > App launch**
2. Scroll down or search until you find the DriverApp
3. Disable the switch next to the app name
4. A popup appears, leave all switches turned on and tap **OK**
5. Go back to Apps Overview (**Phone Settings** > **Apps**) and tap **Apps**
6. Select the **three dot menu** (top right corner)
7. Tap **Special Access > Battery optimization**
8. Select **All Apps** from the drop down menu that says **Not allowed**
9. Scroll down and find **DriverApp** and click on it
10. Select **Don't allow** and confirm with **OK**

For a step-by-step process see screenshots on page 5

Older generations (EMUI 5+)

Please follow these 4 steps:
1. Open **Phone settings** > **Advanced Settings** > **Battery Manager** > **Power plan** and set it to "Performance"
2. Open **Phone Settings** > **Advanced Settings** > **Battery Manager** > **Protected apps** and set DriverApp as "Protected"
3. Open **Phone Settings** > **Apps** > **DriverApp** > **Battery** > **Power-intensive prompt** switch it off and switch on "Keep running after screen off"
4. Open **Phone settings** > **Apps** > **Advanced** > **Ignore optimisations** > **Allowed** > **All apps** then find DriverApp on the list and set to "Allow"

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For Xiaomi Phones

The processes vary depending on your model and Android Version, look for one of the following settings Menus on your phone:

Most recent generations (MIUI 14+, HyperOS)

Please follow these 8 steps:
1. Open **Phone Settings > Apps > Manage Apps**
2. Scroll down or search until you find the DriverApp
3. Under **Permissions** title deactivate **Pause app activity if unused** by switching the toggle **off**
4. In the same screen, scroll down and click on **Battery saver**
5. A new screen opens **>** select **No restrictions** > go back and make sure the new settings are saved
6. Go back to Apps menu and select **Permissions**
7. Select **Background autostart**
8. Scroll down to find Impargo DriverApp and make sure the app is allowed to start in the background by switching the toggle **on**

Older generation (MIUI 10.3, MIUI 11, MIUI 12, MIUI 12, MIUI 14)

Please follow these 6 steps:
1. Open **Phone Settings > Apps > Manage Apps**
2. Scroll down or search until you find the DriverApp
3. Under **Permissions** title activate **Autostart** by switching the toggle **on**
4. A popup appears to confirm allowing app to autostart -> click **OK** In the same screen
5. Scroll down to find **Battery saver** and click on it
6. A new screen opens **>** select **No restrictions** > go back and make sure the settings is

Additional Settings on Xiaomi phones

Some Additional settings need to be done on Xiaomi phones to make sure the app background processes works reliably.

- **App Pinning/ App locking**
  1. While app is open or in the background > Open recent apps tray > long press on the app> choose the padlock icon > make sure app is locked

- **Boost speed**
  If the app is locked in this "Boost speed" feature, it may be spared by Ultra battery saver.
  Follow these 5 steps:
  1. Open **Security app** on your Xiomi Phone

2. Click on **settings icon** on the top right of the screen
3. Find **Boost speed** feature under Feature settings and click on it
4. Click on **Lock apps**
5. Scroll to find Impargo DriverApp and lock the app by switching the toggle **on**

- **MIUI Optimization**
  on MIUI 12 and maybe some older versions you have to disable MIUI Optimization from developer settings.
  Please follow these 2 steps:

  1. You need to switch to developer mode : Settings > about phone > 10x tap on MIUI version.

  2. Go back to settings > scroll down to find Developer options or Additional Settings then Developer options > Scroll to find **Turn on MIUI Optimization option** and disable it by switching **off** the toggle

On some Xiaomi phones, several settings options might be hidden. If you can't find many of the settings mentioned above try this app:
https://play.google.com/store/apps/details?id=com.netvor.hiddensettings .

For a step-by-step process see screenshots on page 5

Other phones

If you are having trouble with another phone manufacturer you can check this webpage for screenshots and additional information: https://dontkillmyapp.com/samsung?app=DriverApp

Also we strongly encourage you to contact us in case of any problems via phone +49-(0)-30-1208-36-83 or email us via info@impargo.de

Additional settings for Android 11

For devices that run Android 11 there is a system feature that resets app permissions after a certain amount of time has passed while the app is unused. Make sure to disable this feature for Impargo DriverApp by following these steps:
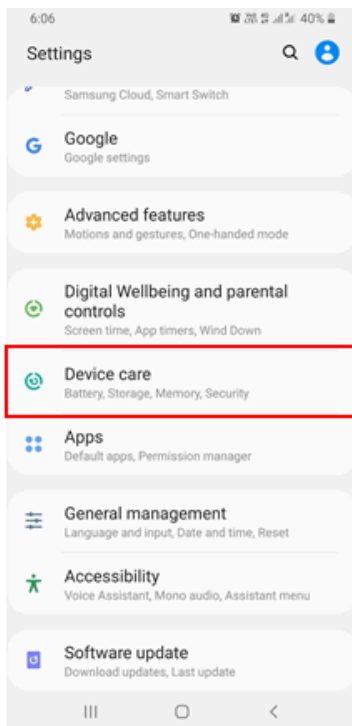1. Long press on Impargo DriverApp icon and click on App info.
2. Click on Permissions.
3. Find "Remove Permissions if app isn't used" and **disable** it.
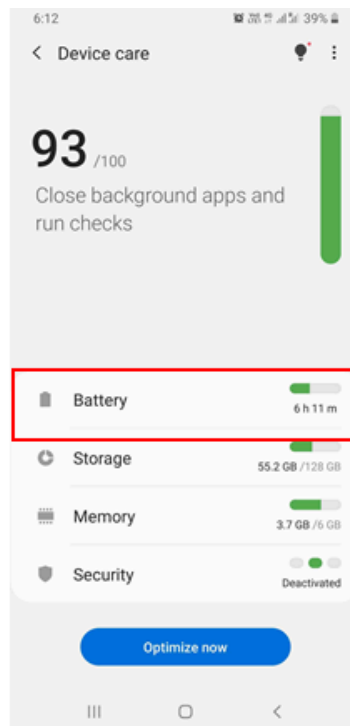
Samsung Screenshots

- Older generation (Android 11)

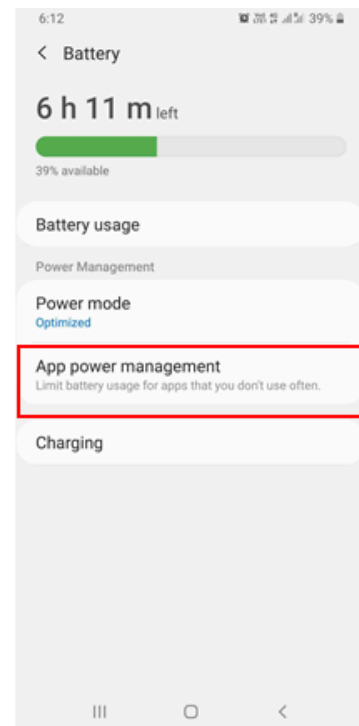IMPARGO GmbH | info@impargo.de | +49-(0)-30-1208-36-83
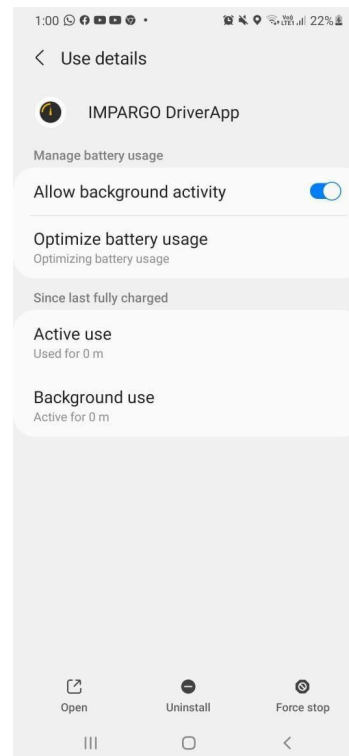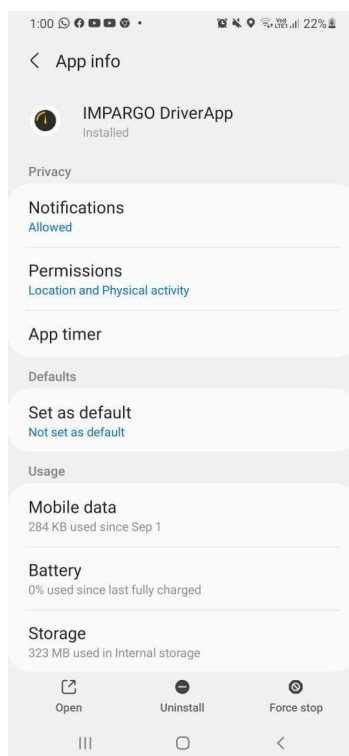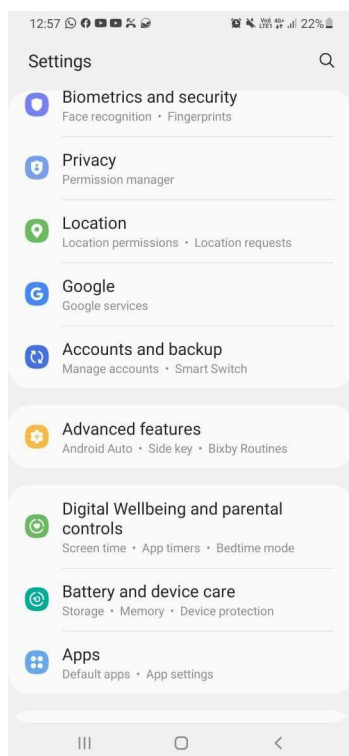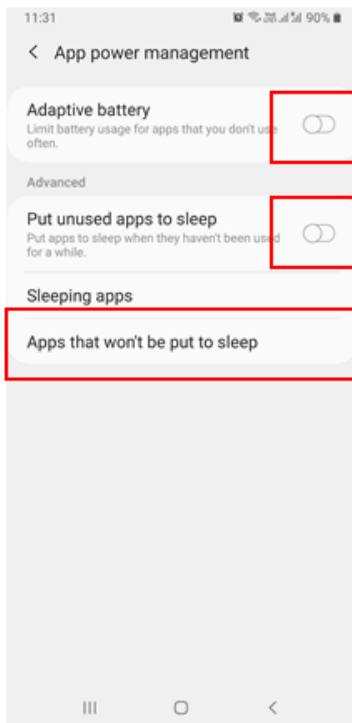
Huawei Screenshots

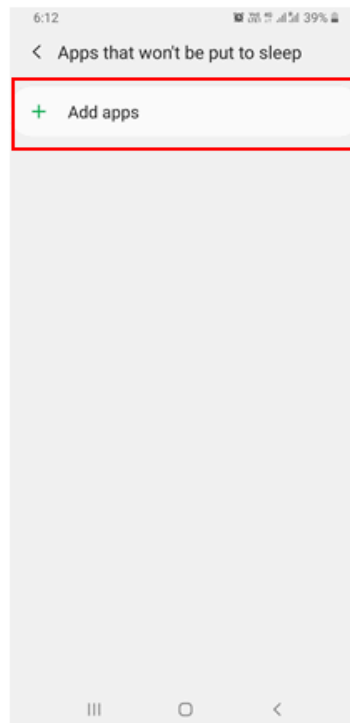1. Open **Settings** > **Device Care**
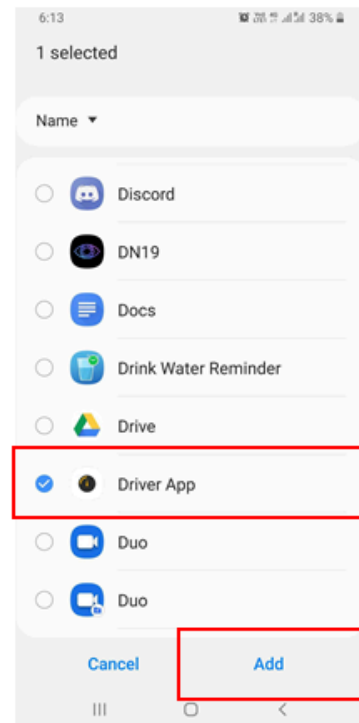

2. Select **Battery**
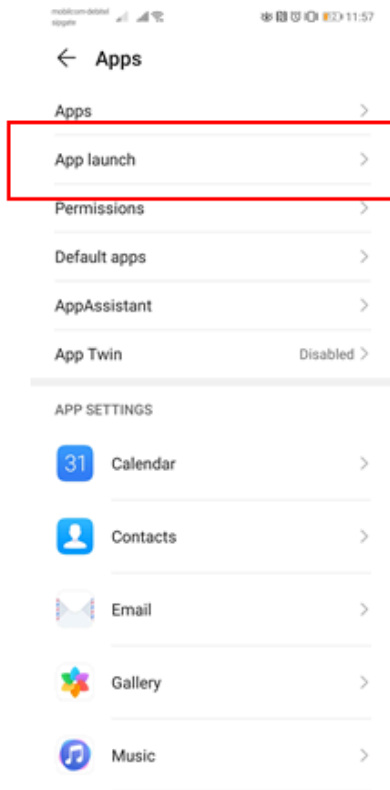

3. Select **App power management**

4. Disable **Adaptive battery**
5. Disable **Put unused apps to sleep**
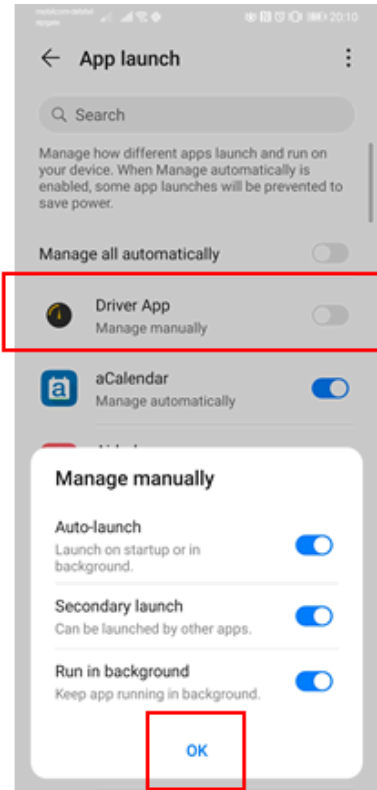6. Select **Apps that won't be put to sleep**
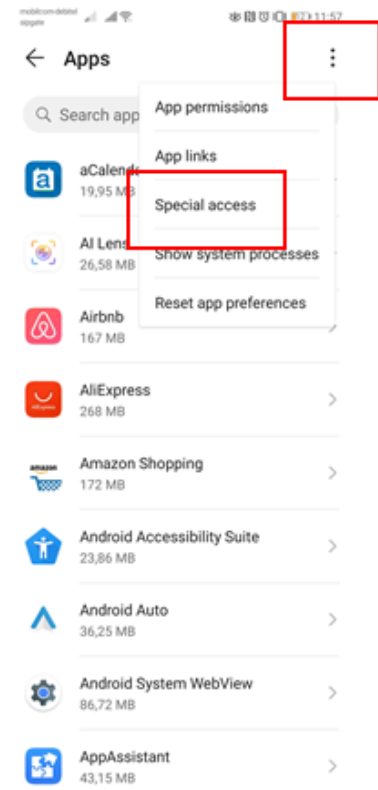

7. Select **Add apps**

8. Scroll down until you find **DriverApp** and select **Add**

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1. Open Phone **Settings > Apps > App launch**

2. Scroll down or search until you find the DriverApp and disable the switch right from it
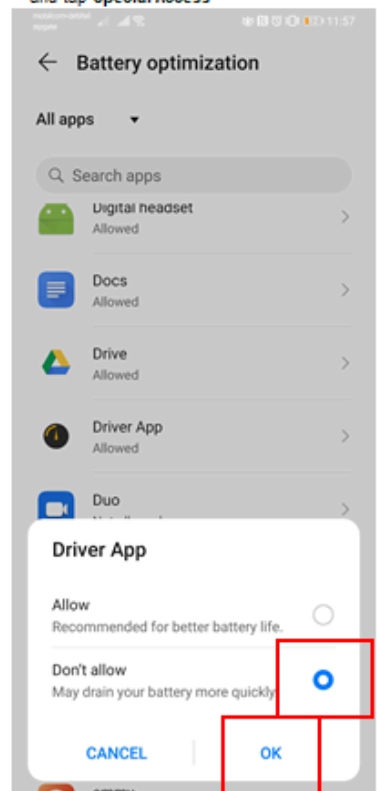3. Leave all switches **turned on** and tap **OK**

4. Go back to Apps Overview (**Phone Settings > Apps**) and tap **Apps**
5. Select the **three dot menu** (top right corner) and tap **Special Access**
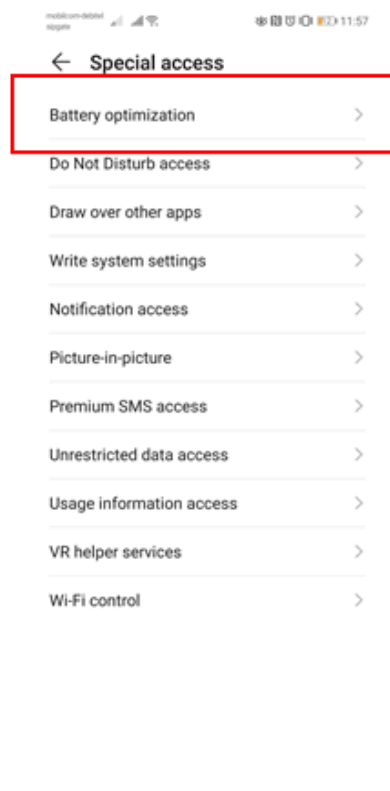
6. Select **Battery optimization**
7. Disable **Put unused apps to sleep**
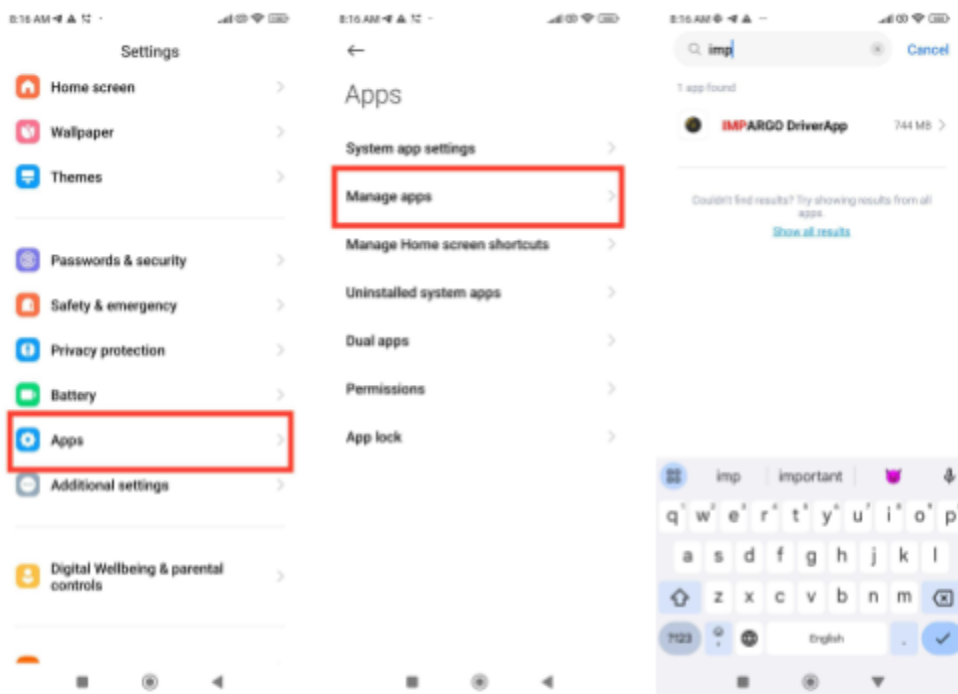8. Select **Apps that won't be put to sleep**
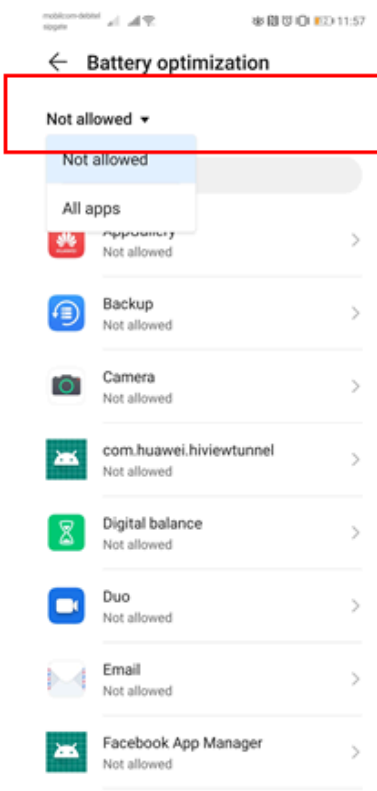
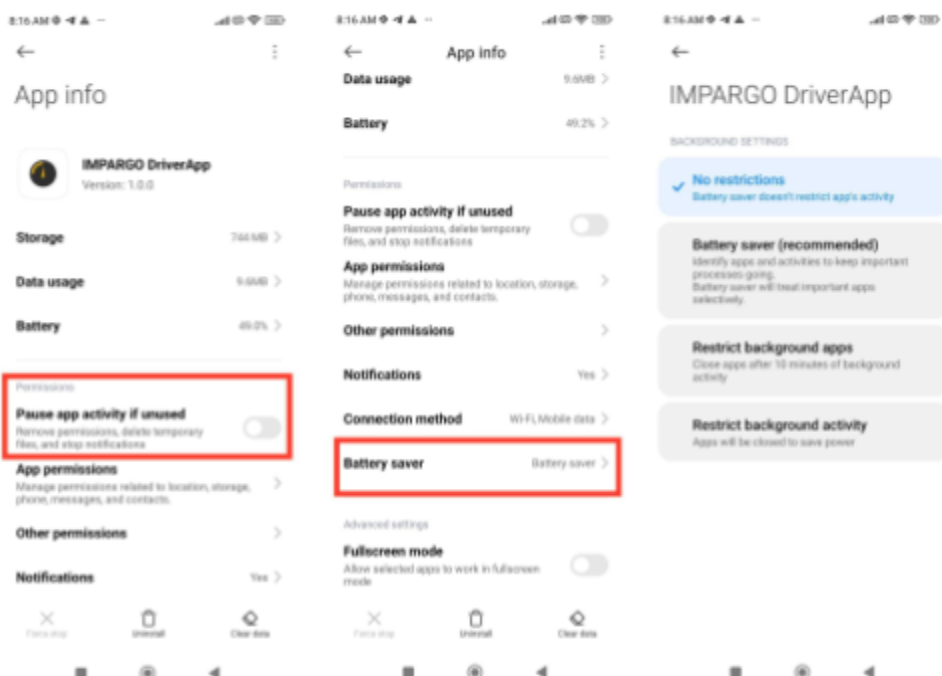9. Select **All Apps** from the drop down menu that says **Not allowed**

10. Scroll down, find DriverApp and click on it
11. Select **Don't allow** and confirm with **OK**
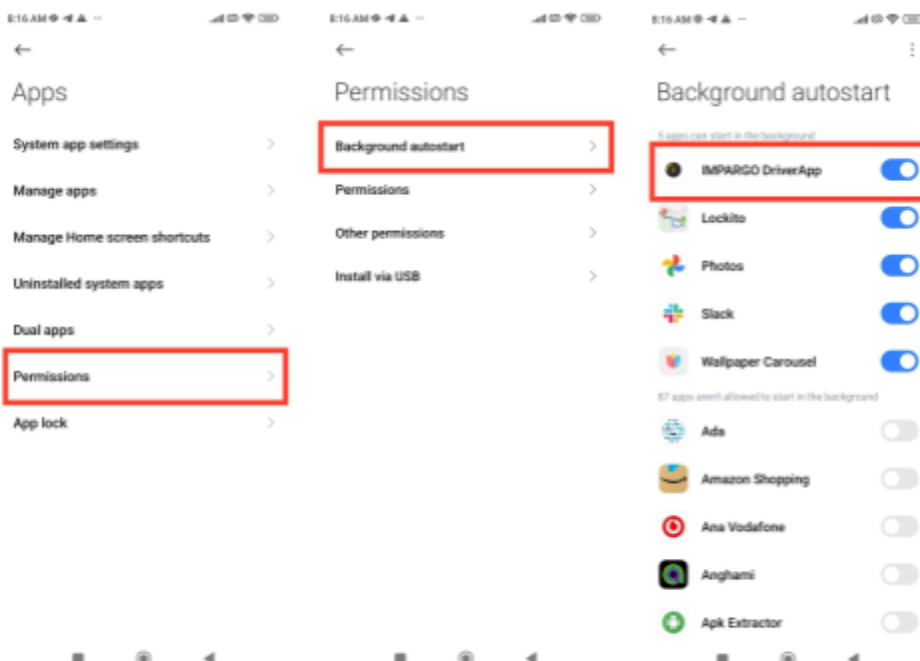
Xiaomi Screenshots

Most recent generations (MIUI 14+, HyperOS)

1. Open **Phone Settings > Apps > Manage Apps**
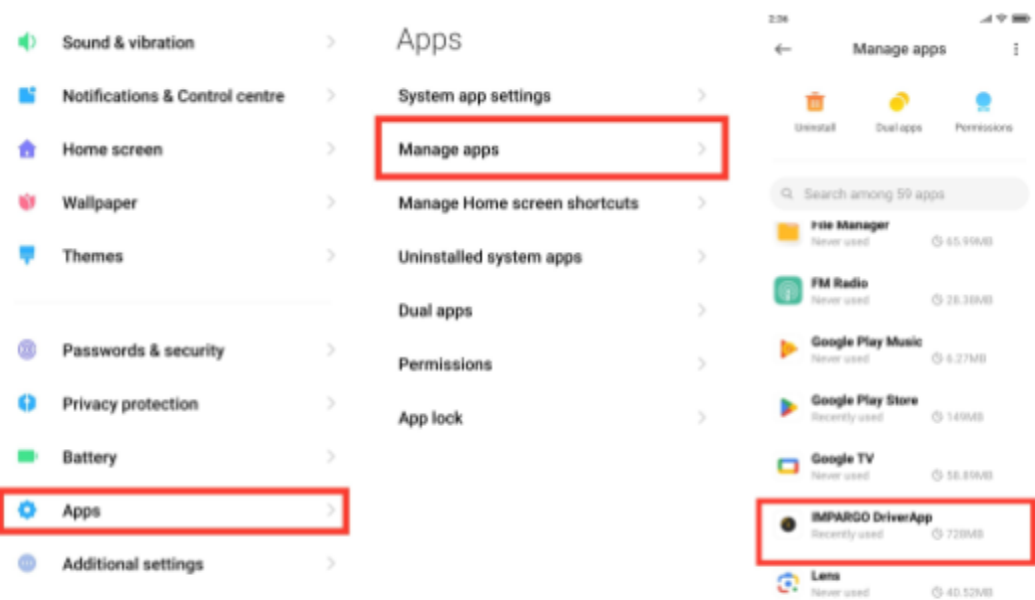2. Scroll down or search until you find the DriverApp

3. Under **Permissions** title deactivate **Pause app activity if unused** by switching the toggle **off**
4. In the same screen, scroll down and click on **Battery saver**
5. A new screen opens > select **No restrictions** > go back and make sure the new settings are saved
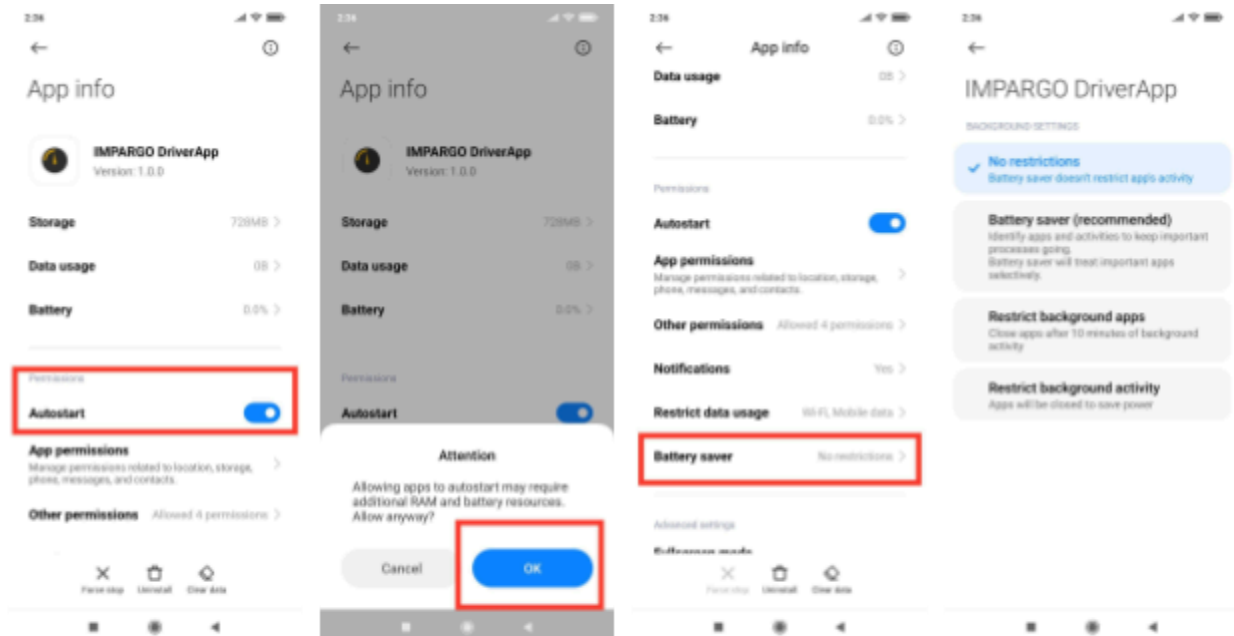
6. Go back to Apps menu and select **Permissions**
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Older generation (MIUI 10.3, MIUI 11, MIUI 12, MIUI 12, MIUI 14)

1. Open **Phone Settings > Apps > Manage Apps**
2. Scroll down or search until you find the DriverApp

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4. A popup appears to confirm allowing app to autostart -> click **OK** In the same screen
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6. A new screen opens > select **No restrictions** > go back and make sure the settings is
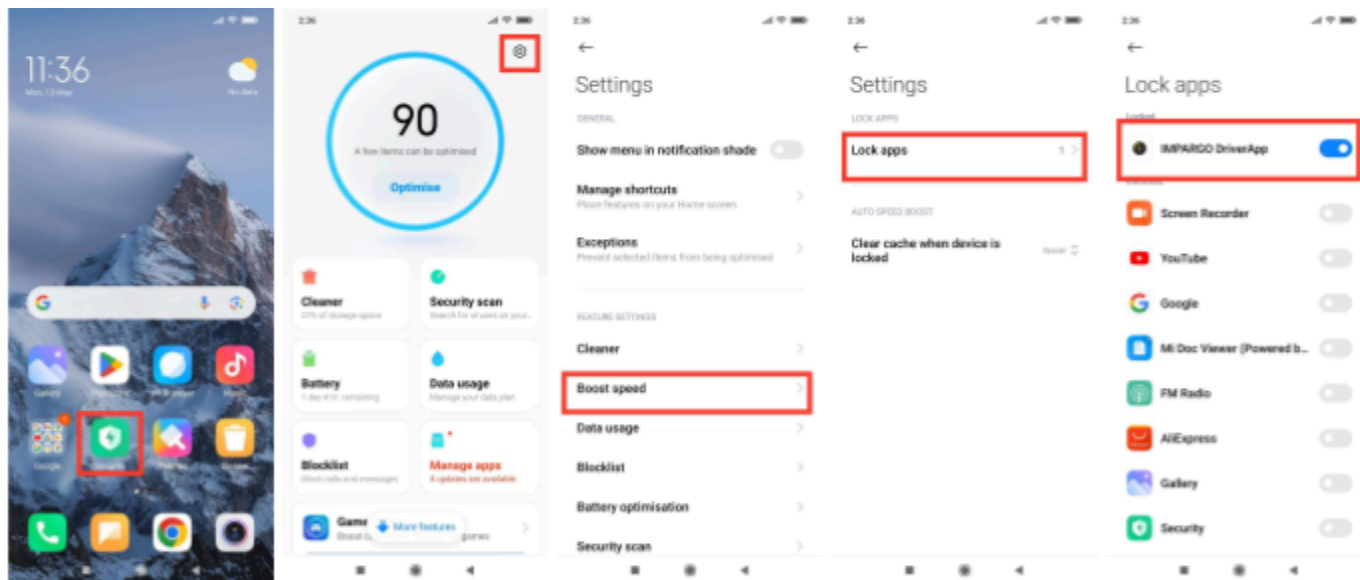
Additional Settings on Xiaomi phones

App Pinning/ App locking
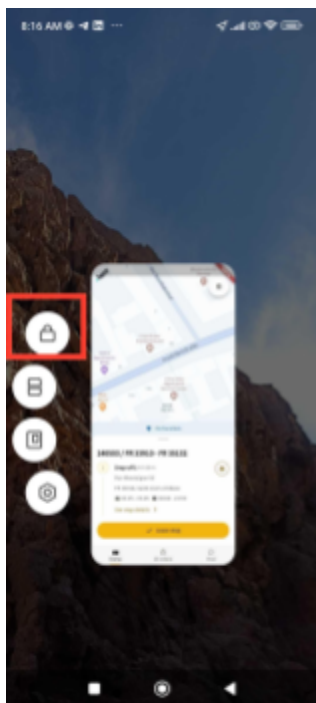
While app is open or in the background > Open recent apps
tray > long press on the app> choose the padlock icon >
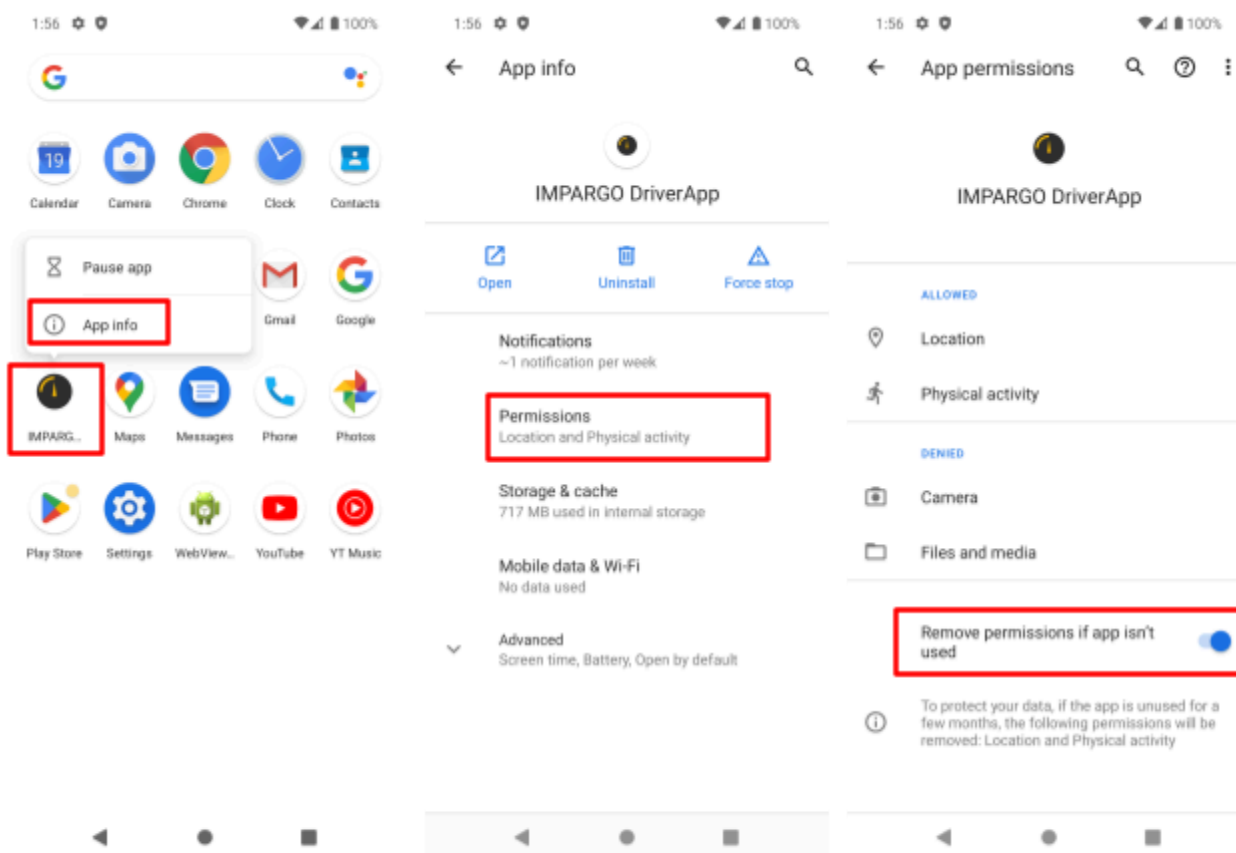make sure app is locked

Boost speed

1. Open **Security app** on your Xiaomi Phone
2. Click on **settings icon** on the top right of the screen
3. Find **Boost speed** feature under Feature settings and click on it
4. Click on **Lock apps**
5. Scroll to find Impargo DriverApp and lock the app by switching the toggle **on**

MIUI Optimization
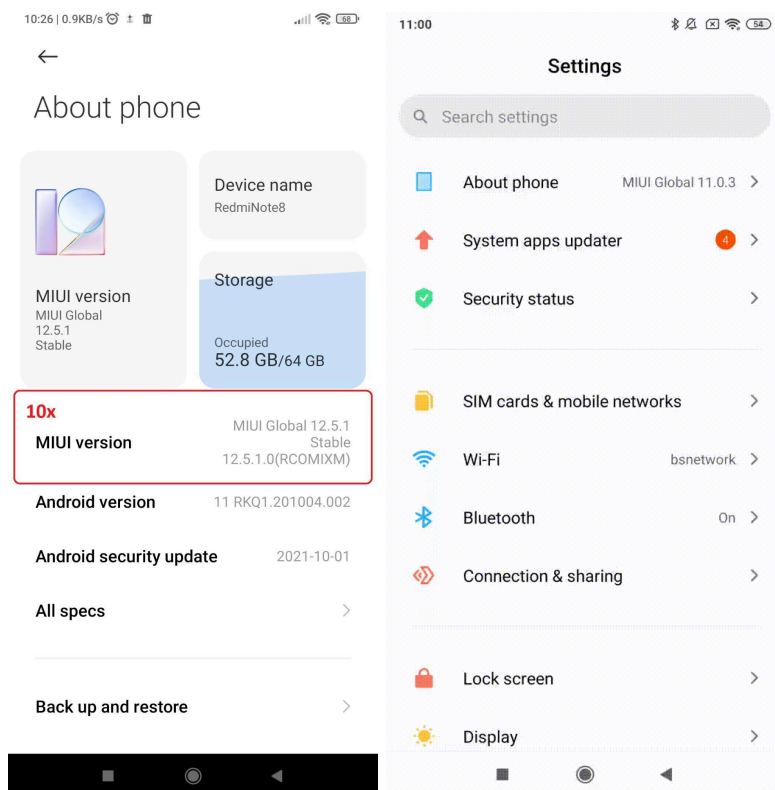
Additional settings for Android 11

1. Long press on Impargo DriverApp icon and click on App info.
2. Click on Permissions.
3. Find "Remove Permissions if app isn't used" and **disable** it.

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