How to Use the 'SFOORTI' Device

Accessing 'SFOORTI'

The Tablet has been provided for accessing "SFOORTI" App designed and developed by CRIS for Freight Management. The Tablets are pre-configured with 'SFOORTI' Application and same can be accessed from Applications by clicking the icon for same and using access credentials of individuals as being used to Access FOIS RMS Zonal/RMS Queries/TMS Queries on FOIS.

The tablets have been provided with pre-activated JIO Sim Cards for which payments will be done by CRIS for initial 4 months (From Activation date: 29/12/2017). Subsequently, Railway Board/ Zones/Divisions/CAO/FOIS Office are to arrange for further payments/ alternate Data SIM Cards for using he App.

SMS Services on Tablets

The tablets can be used to send and receive SMS as being done on any other mobile device.

Voice Calling through Tablets

The tablets have been pre-installed with JIO Sim Cards which can be used to send and receive Voice calls. However, to use the feature, users need to download and install a free App from Play Store. Users should download "**Jio4GVoice**" App from Play store and install the same following on screen instructions. This App shall allow users to make and receive calls to/from any mobile network.

NOTE

1. **Calls Made using the Jio4GVoice app shall consume data from the monthly quota as per plan (3GB 4G per month).**
2. **Calls can be made/received only if tablets are connected on Jio LTE and not using any WIFI Network.**
3. **In case any other Call Enabled SIM is installed on the tablet, calls can be made/received as normally would.**

Centralized Device Management

All Tablet Devices issued are configured under Centralized Device Management Suite (Samsung KNOX MDM Solution) maintained by CRIS/FOIS. Any update on device and SFOORTI shall be centrally distributed to users through the centralized server and shall be updated on device when connected to data network. Each device has been nominated for individual users as approved by competent authority. Various security policies are also implemented on the device and are managed centrally.

Users are advised not to change tablet setting or uninstall default applications from device.

The device is a normal Mobile Tablet device and can be used as same without any restrictions.

IMPORTANT:

1. The device is covered under standard warranty of 1 year from Manufacturer
2. In case of damage/ loss, CRIS shall not be responsible for repair/replacement of the device for which Samsung authorized service centres should be approached.
3. The performance of the SFOORTI Application shall depend on the network speed available in area of use by the service provider.
4. The details of the Tablets (Copy of Purchase Order, Copy of Invoice, List of Authorised Service Centres, Escalation Matrix and Device Serial Nos. etc.) are available on FOIS Website under "SFOORTI Device Support" link at bottom of the New FOIS Home Page.

With Best Wishes!

CRIS/FOIS Team