

# Known issues- android

- [I am unable to complete my health scan](#)

# I am unable to complete my health scan

If you are unable to complete your health scan and you get low phone capacity message it is probably due to a device not compatible. You can contact [support@healthmov.com](mailto:support@healthmov.com) for further support. In the meantime, you can continue using healthmov app by taking a picture and answering a few questions as this is an alternative way for us to calculate your potential health risks and measures.