

# Support / Troubleshooting

The “Support / Troubleshooting” book is your go-to resource for resolving issues and finding support. This guide includes common troubleshooting steps, frequently asked questions, and contact information for our support team. Whether you’re facing technical difficulties or need help with a specific feature, this book will assist you in finding solutions quickly and effectively.

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# Known issues- ios

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# I am unable to complete my health scan

Face scan measurements gets cancelled when the video is unstable. This may be due to poor lighting or movement. To prevent this from happening, stabilize the phone by holding it steadily, adjust your lighting (to make sure light is not flickering, there are no shadows, etc.), and adjust your face angle (to make sure light is hitting your face evenly).

If you still face any issues, contact [support@healthmov.com](mailto:support@healthmov.com).

# Known issues- android

Known issues- android

# 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.