



CRYSTAL CLEAR SOFTWARE LTD.

ISO 9001:2008 Certified
PO Box 7463 Kampala, Uganda
King Fahd Plaza, 3rd floor, 52 Kampala Road
Tel: 256-(0)414-231739 or 0752-694074 Fax: 256-(0)414-233644
Email: ccs@infocom.co.ug Web: www.loanperformer.com

Tin No:1000056275



LPF Mobile

This document is intended for MIS staff of Micro-finance organisations that use Loan Performer version 8 and want to offer their clients SMS Banking functionality. Crystal Clear Software Ltd will not deal directly with end-users, we deal with the MIS staff of Micro-finance organisations who, in turn, will deal with the end-users.



This document covers the following topics:

- Minimum Requirements for *LPF Mobile*.
- Installation of *LPF Mobile*.
- Start *LPF Mobile*

Note that it does not cover the specific SMS functions. For this we refer to the Loan Performer documentation.

LPF Mobile is a product of Crystal Clear Software Ltd, the developer of Loan Performer. Loan Performer is the Number One, award-winning MIS software for microfinance. *LPF Mobile* works in combination with Loan Performer version 8.0 (and higher) and a Loan Performer database.

1.0 Minimum Requirements for the phone

- Java or .NET enabled mobile devices. These include low level java enabled phones of all brands and vendors, and .NET enabled phones.
- Minimum of 20kb of storage space.
- MIDP 2.0 or 2.1
- CLDC 1.1 or 1.0

2.0 Installation of *LPF Mobile*

CCS will provide English, French, Spanish and Russian interfaces for *LPF Mobile* via its website. For translation into other languages, we can do that but we rely on the IT staff of the Microfinance Institution for the translation. There is a small set of labels that needs to be translated and sent to CCS. CCS will compile a new language version and make it available via our web. The IT staff of the Microfinance Institution downloads this and makes it available for their clients.

The following steps can be taken to install it:

There are **five** ways of deploying *LPF Mobile* on the end user's phone:

1. WAP Push – Using Loan Performer 8.0
2. End User's Phone Browser
3. Bluetooth, Infrared, USB connection (Copy and Paste).

2.1 Via WAP Push

The end user receives an SMS Service message and is asked to install LPF Mobile

Note: To be able to install this application onto the end user's phone, the phone should be configured to access the web and to receive wap push messages.

The following steps are performed on the Administrator's Computer

1. The administrator should have "Loan Performer 8.0" installed on his/her computer and configured to send wap push messages. It requires a modem, if the administrator does not have a modem, (s)he can connect any GSM enabled phone to his computer. This should be a different modem from the one that is being used for the normal messaging traffic.
2. After installing Loan Performer 8.0, refer to the user guide on how to configure the modem and to send the *LPF Mobile* application to the end user's phone.

The following steps are performed on the End User's mobile phone:

1. The user will receive a message that says "1 service message received".
2. Press OK to read the message.
3. The message "Install LPF 8.0" will then be displayed on the user's screen
4. Press OK to retrieve the message.
5. The user will most likely get a message that says that the **application is not supplier. Continue anyway?** Press **OK** or **Yes** to continue.
6. Details of the application will be displayed. Once they appear, press **Accept** or **OK** to continue.
7. The application will be downloaded. You will be asked if you want to open the file, press Yes. The file will be downloaded to the default folder; you can different location before or after the download.



Note:

1. If the user's phone is java and wap enabled but has not been configured to connect to Wap, he/she will be asked to connect on receiving the message.

2. If the user's phone is not java enabled he/she will receive the SMS in text form.
3. If the user's phone disables wap push messages, the message will not be received.
The user should make sure that his/her phone enables wap push.

2.2 Via the Client's Phone Browser

The client's phone should be configured to connect to the web

1. Enter a URL into the default browser of your mobile phone and press **OK** or press the **Submit** button: Pick one of the following URLs:

http://www.loanperformer.com/mobile/LPF_Mobile_8.0_English.jar
http://www.loanperformer.com/mobile/LPF_Mobile_8.0_French.jar
http://www.loanperformer.com/mobile/LPF_Mobile_8.0_German.jar
http://www.loanperformer.com/mobile/LPF_Mobile_8.0_Spanish.jar



2. You will get a message that says that the **application is not from a trusted supplier. Continue anyway?** Press **OK** or **Yes** to continue.
3. Details of the application will be displayed. Once they appear, press **Accept** or **OK** to continue.
4. The application will be downloaded. You will be asked if you want to open the file, Press Yes. Note: The file will be downloaded to the default folder; you can choose a different location before or after the download.



Note: if the user's phone is not java enabled, the user will get the following error message: **"Unrecognized file format"**

2.3 Via Copy and Paste

For USB cable, Bluetooth or Infrared, the phone does not need to be wap enabled

Note: This method suits more powerful phones which can be connected to the computer with a USB cable. For smaller mobile phones, the previous methods can be applied.

1. Download *LPF Mobile* from any of the following URLs to your computer:

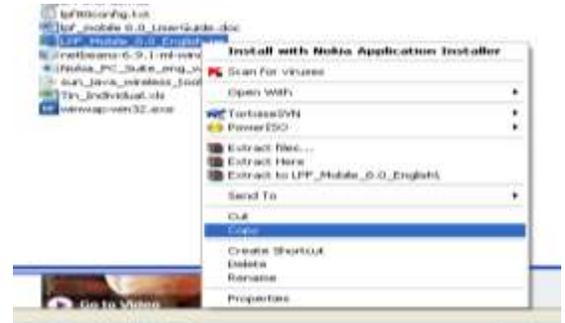
http://www.loanperformer.com/mobile/LPF_Mobile_8.0_English.jar
http://www.loanperformer.com/mobile/LPF_Mobile_8.0_French.jar
http://www.loanperformer.com/mobile/LPF_Mobile_8.0_German.jar
http://www.loanperformer.com/mobile/LPF_Mobile_8.0_Spanish.jar



2. Using a USB phone cable, blue tooth or infrared connect your phone to the computer.

3 Copy and paste *LPF Mobile* onto the user's phone.

4. When the user selects/clicks on the jar file, he/she is most likely to get a message that says that the **application is not from a trusted supplier.** **Continue anyway?** Press **OK** or **Yes** to continue.



5. Details of the application may or may not be displayed. Once they appear, press **Accept** or **OK** to continue.

6. The application will be installed, you will be asked if you want to open the file, Press the Yes/OK button.

Note: if the user's phone is not java enabled, the user will get the following error message: **"Unrecognized file format"**

Additional information that the MFI needs to inform its clients about:

- The client should be informed about which (MFI) telephone number to use. This is the telephone number of a phone that the MFI hooks on to their computer that does the SMS processing. Loan Performer version 8 needs to be installed on this computer.
- The client should be entered into Loan Performer with an SMS account. That means the client's telephone number should be stored with a pin code. The client needs to dial the above MFI telephone number and supply the pin code in order to validate a transaction.
- The client should be informed about the SMS charges and from which savings account the MFI will deduct these.
- What to do in case of loss of the phone or in case of cancellation.

3.0 Start *LPF Mobile*

To start *LPF Mobile*, on some phones you can navigate to the folder where the software was copied, on some you go to the Applications menu or on others you go the Java menu and select *LPF Mobile*. Once the application starts, the menu is displayed on the screen of your mobile phone as seen on the image.

Press **OK** or **Pick** to select one of the menus. You can also select the **Exit** command (bottom left) to close down the application.

Any Questions about the above? Feel free to contact us:

<http://messenger.providesupport.com/messenger/lpf.html> or by email: ccs@infocom.co.ug