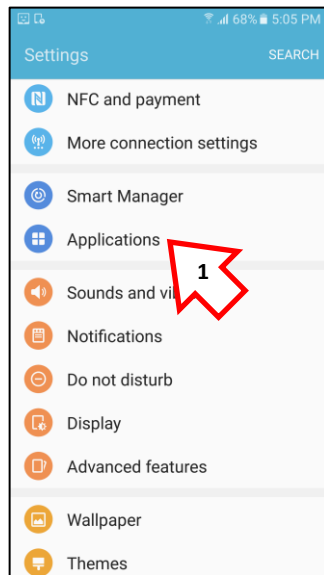
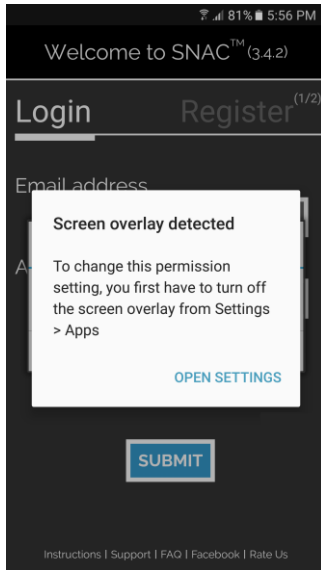


# Troubleshooting Tips: Android Screen-Overlay Error

This troubleshooting guide is for Android Smartphone that is on Android Operating System 6.0 (Marshmallow) or 7.X & above (Nougat).

1.



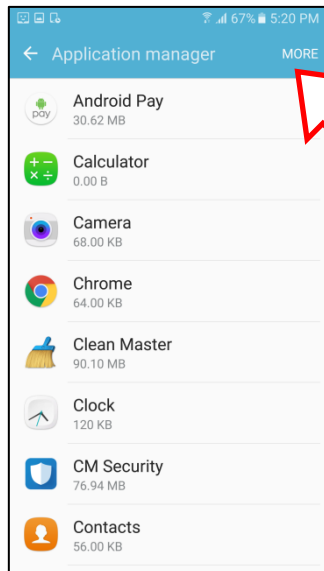
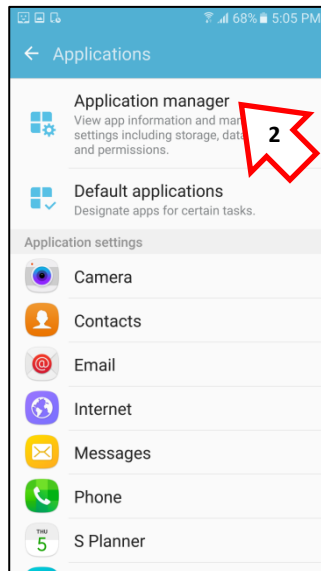
## Background:

The Screen-Overlay Error is caused by other smartphone applications such as Facebook Messenger (head chat), Twilight, CleanMaster, CM Security, Lux and other applications that have 'floating' pop-up.

## Solution:

Step 1: Go to "Settings" on your Android Smartphone.

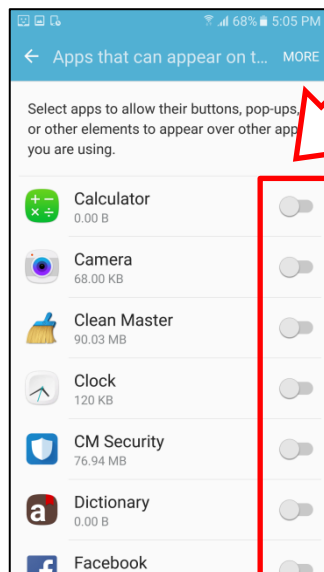
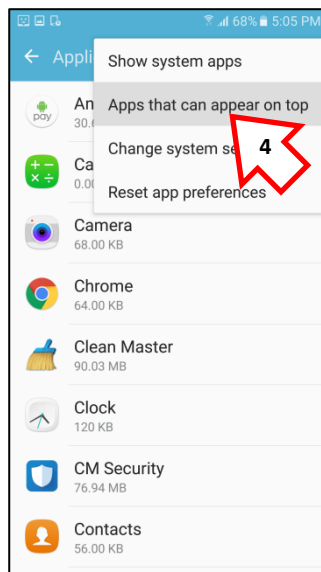
2.



Step 2: Select "Application Manager".

Step 3: Tap on "More" (located at the top left corner).

3.



Step 4: Under More, select "Apps that can appear on top".

Step 5: "Turn off "all app that can screen overlay (scroll down for more).

----- | Done! | -----

Return to SNAC™ smartphone app to enable all requested Permission Access and proceed with your Login or Register.

\*Note: You may enable Screen Overlay features once you have successfully logged into SNAC™