

M-CONNECT+

1. What is the name of the old mobile banking app of Bank of Baroda ?

Name of the old app was 'M-Connect'.

2. What is the name of the new app?

Name of the new app is 'M-Connect **Plus**'.

3. I have already installed Old app (M-Connect) on my phone. Can I install the new app (M-Connect plus)?

Yes, first Register yourself for M-Connect+ and then download the new app on your phone.

4. Is the new app available for all types of mobile phones?

No, it is currently available only for android phones. It will be available shortly on all other platforms.

5. How to download the new app from Google play store?

Please type 'Bank of Baroda' (or) 'M-Connect plus'; you can see the app named 'M-Connect plus'.

6. From where can I register for New app?

From your internet Banking login or from your base branch (Refer 'How to Register & Activate' section at Mobile Banking home page on our Bank's website)

7. I am getting the error: 'Your Mobile number is not registered'

This is shown as you have not registered for M-Connect+. Please register through Net banking / base branch, you will receive mPIN immediately.

8. I am getting the error: 'Generic failure'

Generic failure message is shown because, your application is trying to send an SMS for the server for security reasons, but SMS is not going out from the registered mobile number.

a) Please ensure the following two things to avoid the Generic Failure

Please keep your Registered Mobile number in SIM slot-1- or

If you have kept your Registered Mobile number in SIM slot -2-, then please set the default SIM for outgoing SMS as SIM-2-.

b) Please check if you have sufficient top up balance (up to Rs 1.5) in your Registered Mobile number.

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