

## Voalte Me Troubleshooting - Android

If you're not receiving messages, check the following:

- Notifications are turned on
- Voalte Me has the correct access
- Your phone is not muted or in "do not disturb" mode
- Device firewalls are disabled
- Device security software allows all UKHA applications
- Device is on the "kumc-secure" or "internet" Wi-Fi Network (if on Wi-Fi)
- If these suggestions do not resolve the problem, please submit a Service Desk ticket

Additional items to consider:

- Voalte **cannot** override your personal settings.
- Cellular data is disabled for some providers i.e. Sprint, while you are on a voice call

### NOTIFICATIONS SETTINGS

Notifications show you that you have a new message when your phone is sleeping or if you are using another app.

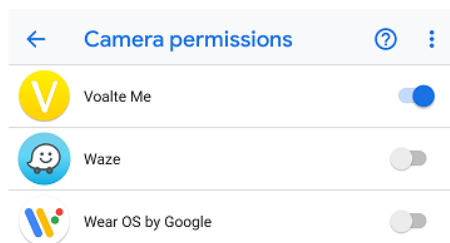
Confirm your notifications are turned on:

- Tap Settings
- Select Applications > Application Manager > Voalte Me
- Check Show Notifications checkbox

If your phone is in "low power mode" notifications will not be received.

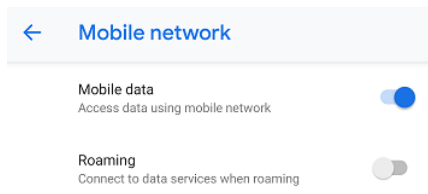
### ALLOW ACCESS

- Tap Settings > App permissions > Camera
- Verify Camera permissions are toggled to the right and blue

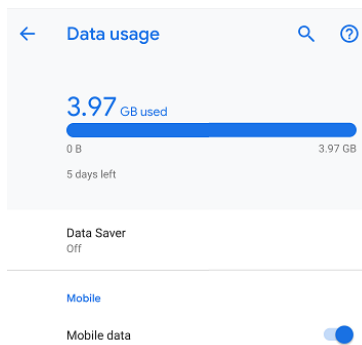


## Voalte Me Troubleshooting - Android

- Tap Network & Internet > Mobile network
- Verify mobile data is toggled to the right and blue



- Tap Network & Internet > Data Usage
- Verify data usage is toggled to the right and blue



### SUBMIT A TICKET

The following information is helpful when submitting a ticket. In some instances, more specific information may be required:

- Username
- The location (building, floor, room) you were in when issue occurred
- The exact day/time
- Connection being used when the issue was experienced
  - Wireless on "Internet", KUMC-Secure, Home WIFI
  - No Wireless, using Cellular
- Device Specific:
  - The type of device (Apple or Android), model, and iOS version if possible
  - Carrier (Sprint, ATT, Verizon, T-Mobile)

### FOR MORE INFORMATION CONTACT:

Hospital Help Desk | Phone 913-945-9999 | Click **MyIT** icon on desktop