

Voalte Me Troubleshooting - iOS

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 Notifications > Voalte Me
- Verify all notifications, sounds, and badges are toggled to the right and green

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

ALLOW ACCESS

- Tap Settings > Voalte Me
- Verify the Camera, background App Refresh, and Cellular Data are toggled to the right and green



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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