Charge Capture Powered by MDTech



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This article outlines how to change sound settings for app notifications and common troubleshooting steps if sounds are not playing as expected.

Change Sound Settings

- From the menu, select *My Profile > Sounds*
- Select sounds for the desired notification categories

	Gregory House		Urgent Message	
Available (0)	CGH Admin		Assemble for Fun	
Census H. La	urie Profile Settings		New Message on Conversation	
Appointments	Avatar	>	Assemble for Fun	
Messages	Availability Available	for Urgent Msgs 义		
Workdesk	Status	>	Added to Conversation	
Lab Results			Choose	
Currently On Call			New Chat Message While Unavailable	
On Call Schedule	MDTech Extension #	110	Choose	
Directory	My Devices	>		
Success	Device Schedule	>	Added To Chat While Unavailable	2
	App Settings		Choose	
	Charge Capture	>	Video Chat Request	
	Census	>	Choose	
	Sounds	>	Lab Results Available (High)	
	App Badge #	>	Choose	
	Spell Check	Off >		
ने 🖕 Today	Eaco ID Enabled	Voc N	Lab Results Available (Medium)	

Tip: If you no longer need a sound selected:

- Select *Disabled* to prevent notifications for the selected category
- Select *Silent* to silently deliver push notifications

<	≔ Choose a Sound
Disab	led
Silent	
Assem	ble for Fun ^s
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Common Troubleshooting Steps

If you notice sound notifications are not working as expected, try the troubleshooting steps below:

• iPhone

- 1. Ensure the *Ring/Silent* switch is set to *Ring*
- 2. Ensure *Do Not Disturb* is off
- 3. Device Settings > Notifications > Charge Capture (from the app menu). Ensure:
 - a. Allow Notifications is ON
 - b. Lock Screen, Notification Center, and Banners are selected
 - c. Sounds are ON
- 4. Delete and reinstall the Charge Capture by MDTech app
- 5. Restart your device
- 6. If notification sounds still do not play, contact support

• Android

- 1. Check Notification Volume
 - a. Device Settings > Sound & Vibration
 - b. Ensure notification volume is set to an audible volume
- 2. Enable Sound Profile
 - a. With your phone unlocked, tap a volume button
 - b. A volume meter will appear on the screen. Tap the *Bell* icon (the un-crossed Bell)
- 3. Ensure *Do Not Disturb* is OFF
- 4. Check Notification Sound Settings for Charge Capture by MDTech
 - a. From the home screen, long press the Charge Capture app icon
 - b. A menu will appear, select the "i" button
 - c. Within the App Info page, select Notifications
 - d. Ensure all app notifications are ON
- 5. Delete and reinstall the Charge Capture by MDTech app
- 6. Restart your device

7. If notification sounds still do not play, contact support