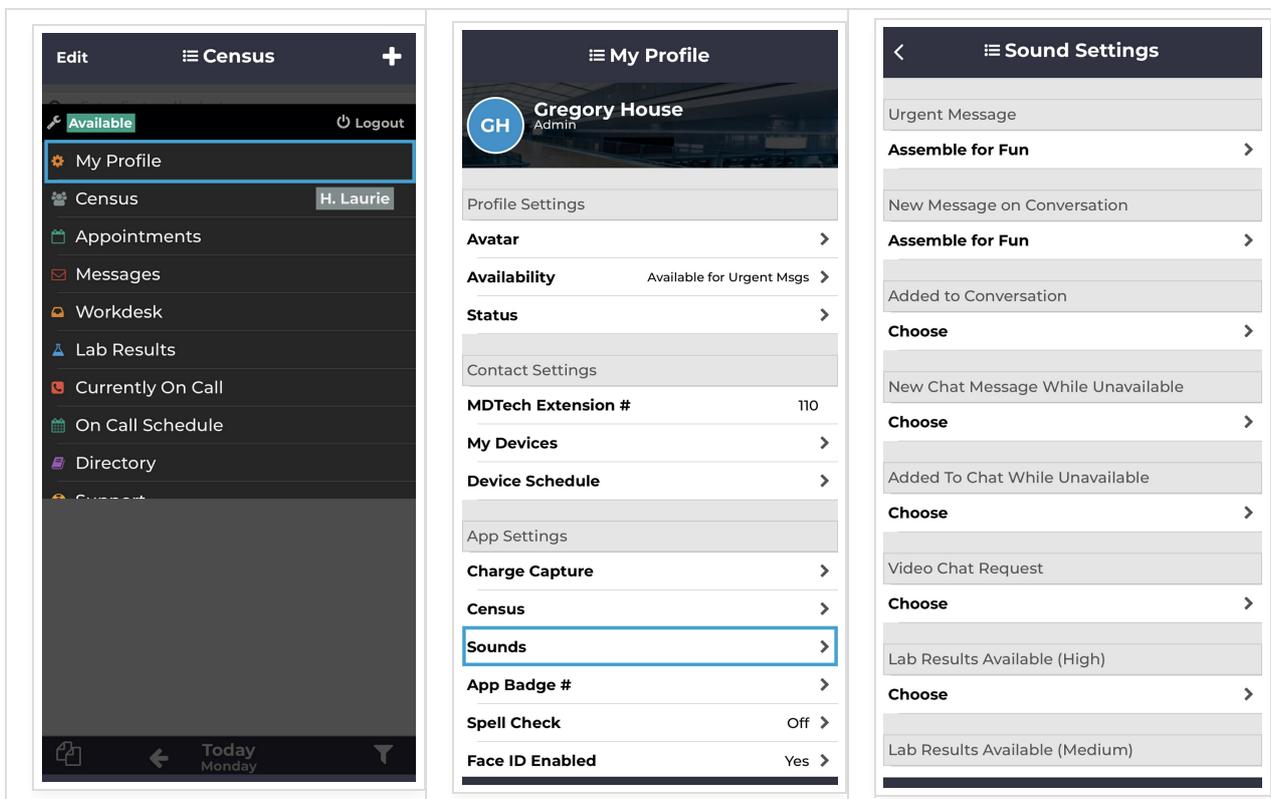# Sound Settings

Last Modified on 04/18/2023 2:35 pm CDT

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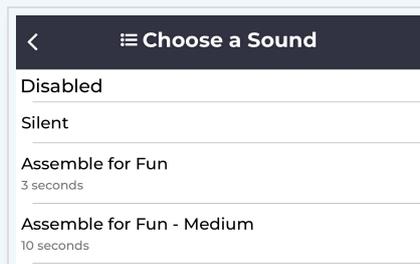
Change Sound Settings

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

> **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

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