

## TimeChime Notifications Issues

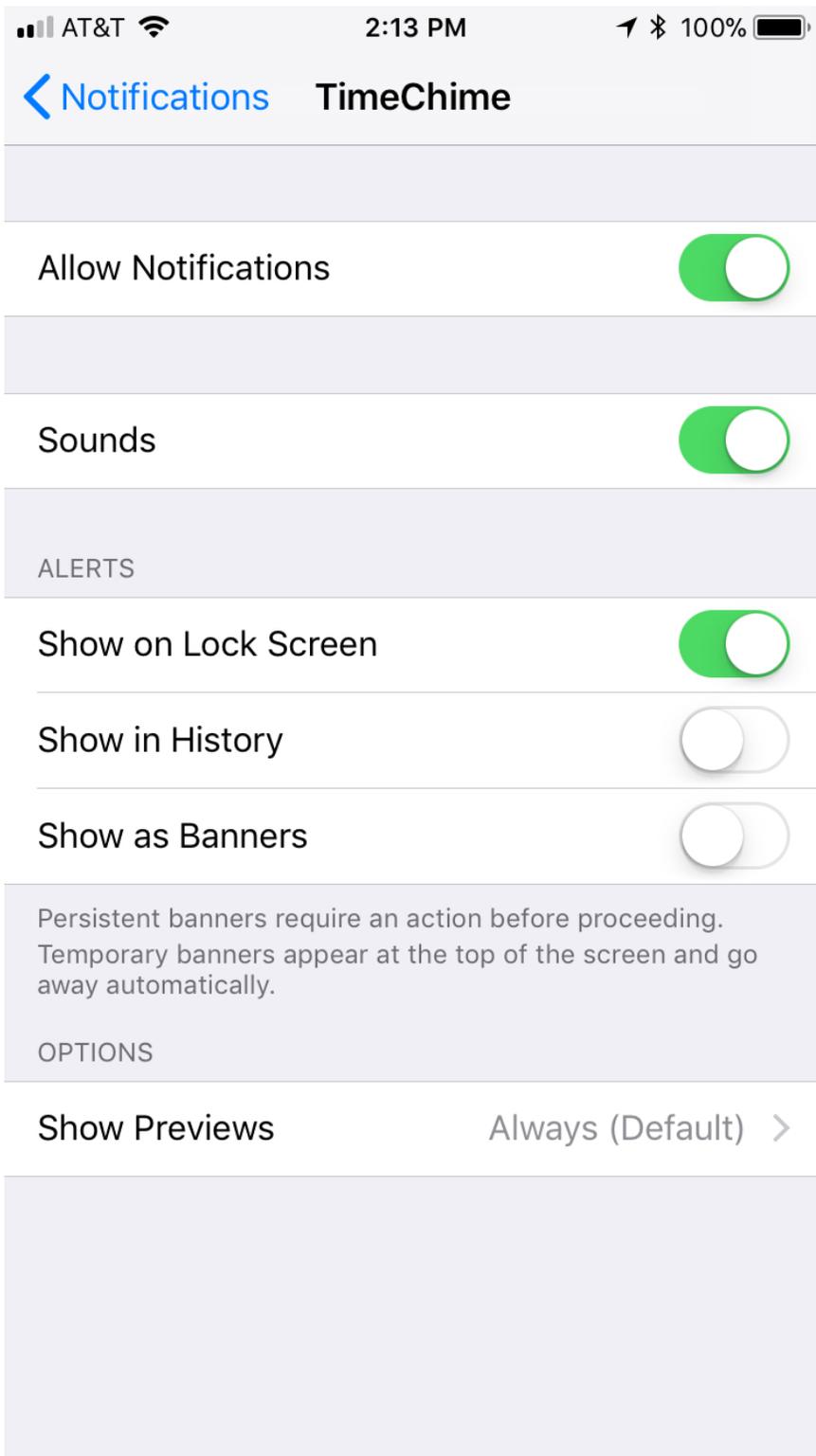
If you are not receiving alerts from TimeChime, please do the following:

### Notifications on your iPhone

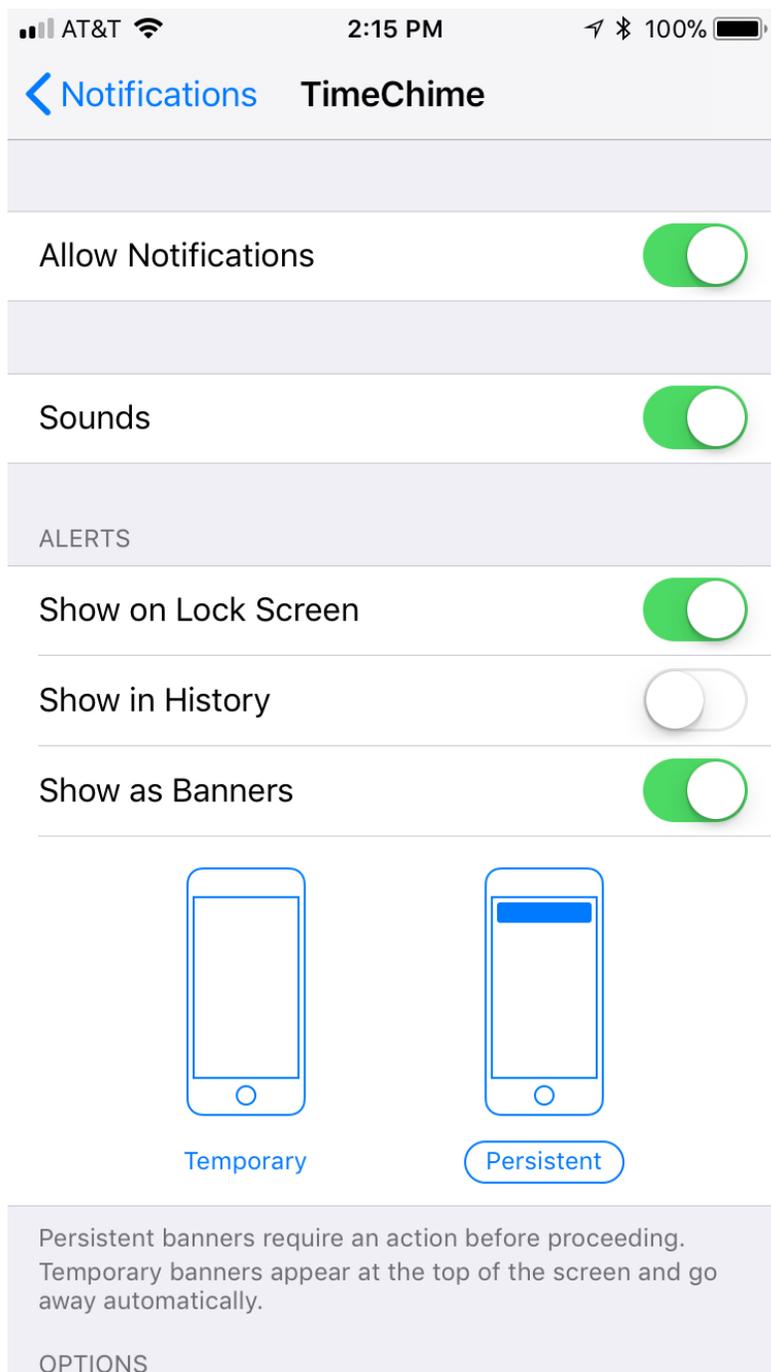
-In order to receive notifications (alerts) on your iPhone, your iPhone Notifications settings MUST be set up (minimum) as follows. These settings allow a sound for the alert but do not put any notification onto the iPhone screen:



If you want a visual notification on your lock screen, then set up the notification setting as follows:



If you also want a banner on your lock screen that allows you to continue notifications, stop notifications, or start Do Not Disturb, set the notification settings as follows:



**NOTE:** If you do not have the Persistent switch turned on, the banner will only appear momentarily on your iPhone and then will disappear.

Please also be sure that Settings>Do Not Disturb on your iPhone is **NOT ENABLED**. If Do Not Disturb is on, you will not get notifications from any app on your iPhone!

## Notifications on your Apple Watch

-In order to receive notifications (alerts) on your Apple Watch, your Apple Watch notifications MUST be set up to MIRROR IPHONE ALERTS FROM TimeChime. Also, you will NOT receive an alert on your Apple Watch if your paired iPhone is unlocked. This is the way that Apple has set up its watch notifications.

If you have done all of the above, please capture a Trace of the problem as follows:

- 1) Please make sure that you are running the latest update to the software from the iTunes App Store.
- 2) Please turn on the Trace facility by going to the iPhone Settings app, selecting TimeChime, and turning on the Trace switch. You may have to stop the currently running copy by pressing the Home button and then swiping the TimeChime app off the screen).
- 3) Run TimeChime.
- 4) On the interval selection at the top of the screen, choose **0:15**.
- 5) Press the **Start Timer** button.
- 6) Press the **Trace** button. A trace listing will be displayed. Scroll the bottom of the listing. Press **Save**. An email is displayed. Press **Send**.
- 7) Back at the **Event Log** screen, press **Done**.
- 8) Press the **Home** button on your iPhone or iPad (the big button at the bottom of the screen).
- 9) When the time reaches the next notification interval (at quarter past, half past, quarter to, or on the hour) you should get a notification. You can either press **Continue Notifications** or do nothing.

We will get back to you as soon as we have reviewed the information.

Thank you for your patience!

Summit Point Software, LLC

