

As you use TigerConnect, there are a few things that you should configure on your iOS device's Settings as well as within the TigerConnect application that will help ensure messages deliver in a timely fashion.

IOS DEVICE SETTINGS

ENABLE BACKGROUND APP REFRESH

When a user logs into only an iOS device and receives a TigerConnect push notification (Banner, Alert or Lock Screen notification) this does not necessarily indicate the message is able to be downloaded and viewed on the recipient's device. To help ensure message delivery, enable Background App Refresh:

1. Tap **Settings** from your home screen.
2. Tap **General**.
3. Tap **Background App Refresh**.
4. Next, ensure **Background App Refresh itself is activated**.
5. Scroll down to TigerConnect and activate the toggle to the right of TigerConnect and set to **ON** (green and pushed to the right indicates ON).

NOTE: Choosing to disable Background App Refresh may cause delays in messaging as TigerConnect then relies on the recipient to open the TigerConnect application to refresh their Inbox. This behavior may trigger an SMS Delivery Escalation (if enabled for your organization) after **5 minutes of a recipient's message remaining in Sent status**.

DISABLE LOW POWER MODE

Starting with iOS 10, Apple introduced Low Power Mode to help users preserve battery life. It is recommended to keep this **disabled** as Low Power Mode disables Background App Refresh.

ENABLE NOTIFICATIONS

From your Home Screen, tap *Settings > Notifications > TigerConnect* and ensure that all of the following are enabled (recommended):

- **Allow Critical Alerts** (*full feature coming soon*)
 - **Show Previews** - *'Always (default)'* recommended
- **Allow Notifications**
- **'Alerts' section**
 - *Lock Screen*
 - *Notification Center*
 - *Banners*
 - *Banner Style - Temporary OR Persistent*
- **Sounds**
- **Badges**
- **Show Previews** - *'Always (default)'* recommended
 - **Notification Grouping** (Automatic, By App, or Off)

WIFI CONNECTIVITY

Even with strong cellular data connection while moving within the confines of a facility, it is better to remain connected to WiFi as it is traditionally a more reliable connection and can help keep cellular data usage down for those with data caps. If the facility or building you are in is experiencing slower than normal WiFi, try moving to a different location where you typically experience a stronger WiFi signal or enable WiFi Assist (Starting in iOS 9 and later you can utilize WiFi Assist which allows your device to switch back to Cellular data if the WiFi connection is poor).

WiFi Assist is enabled by default. To see if WiFi Assist is enabled, from your iOS device do the following:

- Tap **Settings**.
- Tap **Cellular**.
- Scroll down to the bottom of this section and toggle WiFi Assist to **ON**.

Finally, WiFi on iOS devices will turn off after a period of time once the device's screen goes to sleep. Changing the screen timeout period to a longer period (5-10 minutes) can help prolong your connection to WiFi if the 3G/4G/LTE connection is poor. To change your iOS device's screen timeout period, navigate to:

- **Settings** from the iOS home screen
- **Display & Brightness**
- **Auto-Lock**
 - Set to desired period of time. Auto-lock ranges from predetermined intervals from 30 seconds to 5 minutes.

Keep in mind that even with full bars of WiFi, circumstances like bandwidth (amount of connection available per individual device) and any internet connection issues on the local network can contribute to poor WiFi connection.

GUEST AND PUBLIC WIFI NETWORKS

Guest WiFi networks are often easily connected to and are thus tightly locked down to prevent further access to a facility's internal network. The same can be said about Public WiFi networks (e.g. - Starbucks WiFi), as they often require daily acceptance of terms and conditions. These types of networks may contribute to notification and messaging issues for TigerConnect.

To help prevent your device from accessing a Guest or Public WiFi Network, your device will need to 'forget these networks. To help prevent any access to Guest or Public Networks, from your iOS device navigate to your iOS **Settings** > **WiFi** and locate the Guest or Public network connected. Finally, tap on the blue 'i' icon, tap **Forget This Network**, then tap **Forget** again.

DATA CONNECTIVITY

Cellular tower availability will vary depending on your location. Check with your mobile provider's website to for an availability map of towers available in your area. If there are none, please attempt to connect to WiFi.

While your phone may be capable of 4G/LTE, but you may not have a strong connection to 4G/LTE towers. In this case, disabling 4G/LTE may help issues in message delays. You will only access your network's 3G network, and speeds may be slower, but your connection may be more consistent. These settings can be found here:

- **Settings**
- **Cellular**
- **Toggle 4G or LTE**
 - Some providers (e.g. - AT&T) may have an option to disable for Data and/or Voice. In this case, only select 'Voice Only' in order to disable LTE/4G for Data.

TIGERCONNECT SETTINGS

MESSAGE LIFESPAN

If a sender or recipient's message lifespan is set for a short period, the message may not be read in a timely fashion. The recommended message lifespan is two days to allow ample time for messages to be read by the recipient.

NOTE: This is set by your TigerConnect Administrator. Contact your local TigerConnect administrator at your facility to request a change to this setting.

ALERT SOUNDS

TigerConnect has a variety of Alert Sounds available within the app under the app's **Settings**. Next, select **Alert Sounds**. In louder environments it is recommended to utilize the **Loud** alarm to help you hear the audible alert for new TigerConnect messages.

NEXT: *Contacting TigerConnect Client Care*

POSSIBLE DELAYS IN TIGERCONNECT SERVICE

If you have any technical issues or have questions on how to navigate the TigerConnect Web Messenger's Admin Console TigerConnect Client Care can be reached 7 days a week during our regular operating hours:

- » Monday - Friday, 5:30am - 5:30pm PST
- » Saturday and Sunday, 8:00am - 5:00pm PST

To contact TigerConnect Client Care, please reach out at the following and provide a short description of the issue you are experiencing:

- » **Phone:**
 - » Standard Support - **(650) 564-4722**
 - » Premium Support - **Contact us via your organization's Toll-Free Number 24 hours a day, 7 days a week**
- » **Email:** prosupport@tigerconnect.com
- » **On TigerConnect:** Search for **TigerConnect Admin** and send Client Care a message.