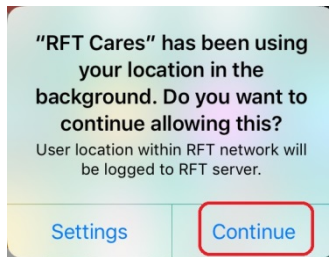


## Location Services

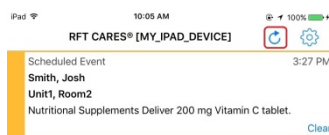


### What do I do when asked about allowing location services?

After using the RFT CARES app for a while, a notification displays stating that “**RFT CARES**” has been using your location in the background. **Do you want to continue allowing this?** You must select **Continue** in order to keep receiving notifications.

If you chose not to allow location services, you will no longer receive any notifications. Once the Location Services has been disabled, you will need to re-download the application and then choose to allow Location Services.

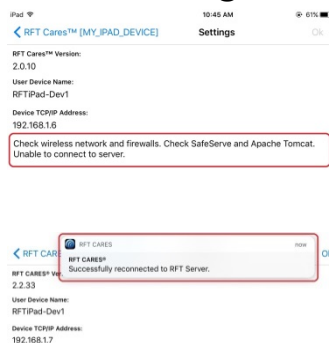
## Refresh



### How do I remove all the alarms from my smartphone display and see only the active alarms?

Click the **Refresh** button on the top of the smartphone's display

## Out of Range



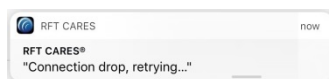
### What do I do when connection has been lost?

If the RFT CARES app is running and it detects that it is out-of-range of the RFT Server, the device will sound an alarm tone and a notification will be posted.

As the main list of alarms is not available while disconnected from the RFT server, the RFT CARES app will transition to its **Settings** page. A message on the bottom of the Settings page will indicate that there is a connection problem along with specific areas to check.

Upon successfully reconnecting with the RFT Server, another notification will be posted to confirm the reconnection.

## Unable to Connect



### What do I do if RFT CARES is unable to connect to the RFT Server?

Please confirm the following:

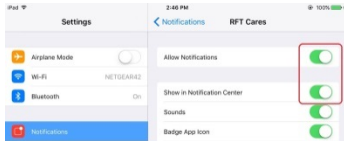
1. Your Wireless Network is operational and unblocked
2. Your IP Address is configured correctly (see your system administrator for help)
3. If you are still unable to connect, contact your system administrator

## iOS Device Reboot

### If my device reboots, will the RFT CARES application automatically re-start?

After an iOS device reboot/restart, the RFT CARES app will not automatically re-open so any notifications being sent will not be received. The application must be opened from the main screen in order to receive notifications.

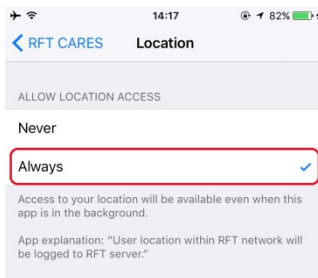
## Lack of Messages



### What do I do if messages are not displaying on my Smartphone?

Confirm that on the device, in the Settings/Apps section, for the RFT CARES app, that the **Allow Notifications** and the **Show in Notification Center** checkboxes are properly checked to **ON** (so that the device is allowed to show notifications such as these important messages to its user(s)).

## Lack of Notifications



### What do I do if notifications are not displaying on my mobile device?

Confirm that on the device, in the Settings / Privacy / Location Services section for the RFT CARES app, that the **Allow Location Access** is checked to **Always**.