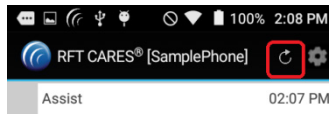


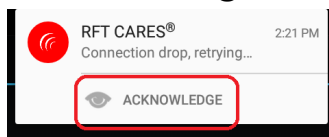
Refresh



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

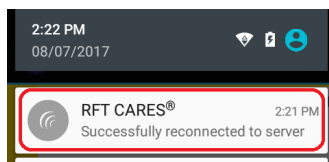
Out of Range



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 Smartphone will vibrate and sound an alarm tone. A heads-up notification or notification drawer entry will be posted to indicate that there was a drop in connection.

When the associated “**Acknowledge**” button is pressed, the notification will be removed from the notification drawer system.

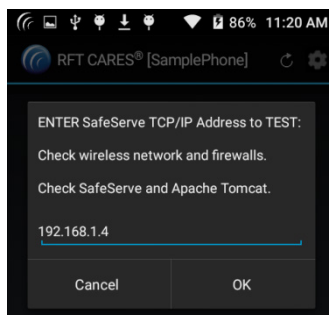


Upon successfully reconnecting with the RFT Server, another (grey, low-priority) notification will be posted to confirm the time of reconnection.

Can I still address alarms when connection has been lost?

For all supported versions of Android, during a detected disconnection with the RFT Server, pressing the **I Got It**, **Classify**, and **Clear** buttons will post a warning message that indicates that these button presses will be ignored until reconnection to the server is completed.

Unable to Connect

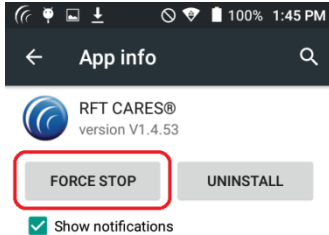


What do I do if RFT CARES is unable to connect to the RFT Server?

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

Application Shut Down



Can I turn off the RFT CARES app at the end of the day?

The RFT CARES app is intended to be active at all times when in the wireless network.

If the Smartphone is a personal phone and the user is leaving the site for the day, the preferred mechanism to suppress the expected “out-of-range/connection drop” notifications is to press the “Acknowledge” button on the notification.

An alternative approach would be to issue a stop request on the RFT CARES app.

NOTE: Please note, this is NOT the recommended method and is not advised for suppressing the expected “out-of-range/connection drop” notifications.

1. In the **Settings/Apps** section of the Smartphone, for the RFT CARES app, select **Force Stop**
2. Be careful NOT to uncheck the **Show notifications** checkbox, and also NOT to press **Uninstall**
 - If accidentally uninstalled, complete the reinstallation via the Downloads app on the Smartphone (refer to section Downloads and Install).

Lack of Messages

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

Confirm that on the Smartphone, in the **Settings/Apps** section, for the RFT CARES app, that the **Show notifications** checkbox is properly checked to **ON** (so that the Smartphone is allowed to show notifications to its user(s)).

Alarm Sounds

Can I change the sound for RFT CARES alarms?

The RFT CARES app uses standard default Android system notification sounds and can be changed in the smartphone’s **Settings**.