

## **Notifications**

When the app VideoEntry is in background or the device is in stand-by, each new call is signalled by a correspondent notification. These are the types of notifications you can receive:

### **Call notification**

Incoming call ringing at home. The call will be diverted here if not answered

This notification indicates that the call is ringing at home and the App is connected remotely. If no one answers at home within a certain timeout, the call will be diverted here. Not required to tap on this notification as the call isn't yet forwarded.

### **Call notification**

Call from ... has been answered by another device

This notification indicates that the call has been answered at one of your device at home or by one of your app remotely connected. Not required to tap on this notification.

### **Incoming call**

This notification indicates that an incoming call for your VideoEntry app is in progress. This notification plays the configured ringtone, if sounds are not muted. You can tap on this notification to launch the VideoEntry app and handle the call, or you can leave it and mute the ringtone with the Silent switch button.

### **Call notification**

Call received from ..., but another call is in progress...

This notification indicates that a new call is incoming while a previous call is still in progress. If you tap on this notification the VideoEntry app will be launched and you can handle the first call.

### **Call notification**

Not answered. The call has been diverted to your remote devices.

You receive this notification when your app is connected to your local intercom system at home and no one answered the call locally, hence it has been diverted to your Apps connected to Came Connect. Not required to tap on this notification.

### **Call notification**

Missed call from ...

This notification indicates that no one answered the call.

## **Troubleshooting**

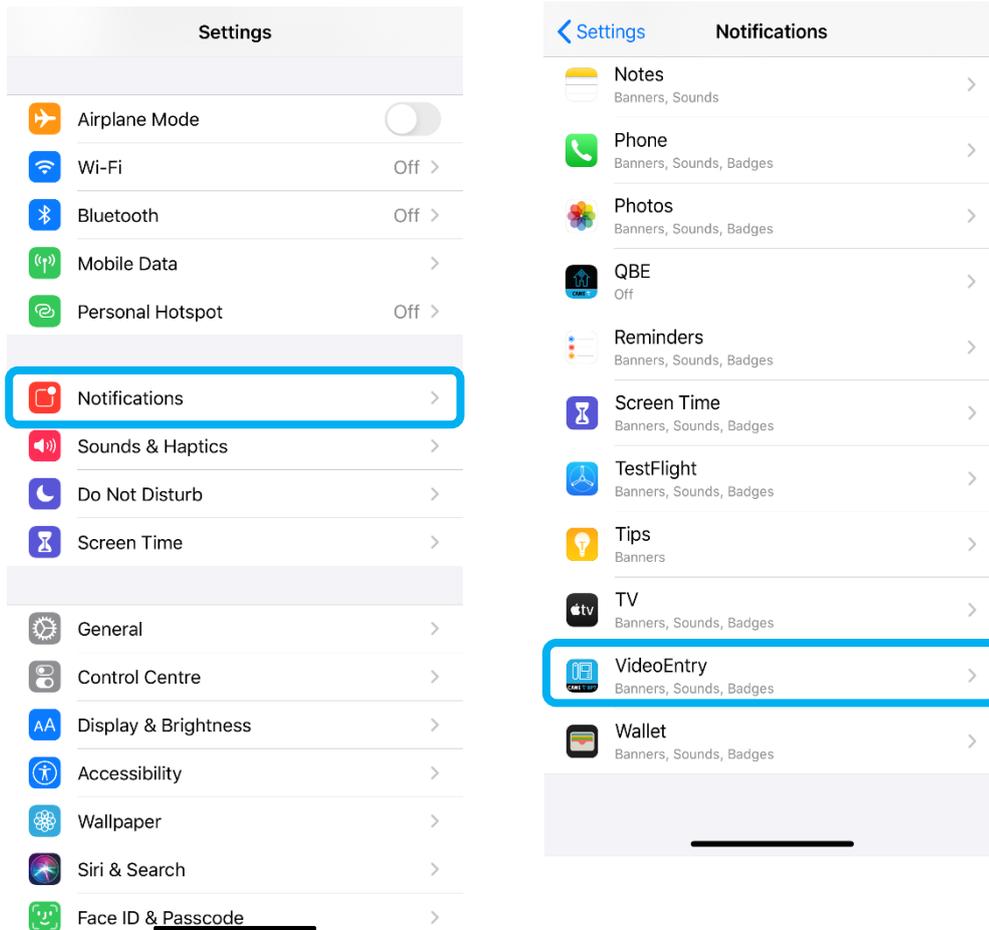
If VideoEntry notifications sent to your iOS device are delayed, or if you aren't receiving them at all, try the tips below to resolve these issues.

### **Network**

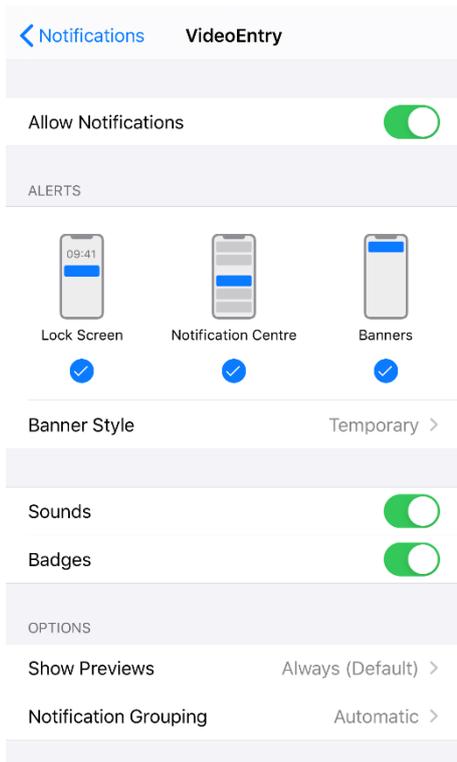
Be sure that your device is online by checking the WiFi and Mobile Data connections. For the Mobile Data be sure that you are under a good coverage, with a good and stable signal.

### **Notification Center**

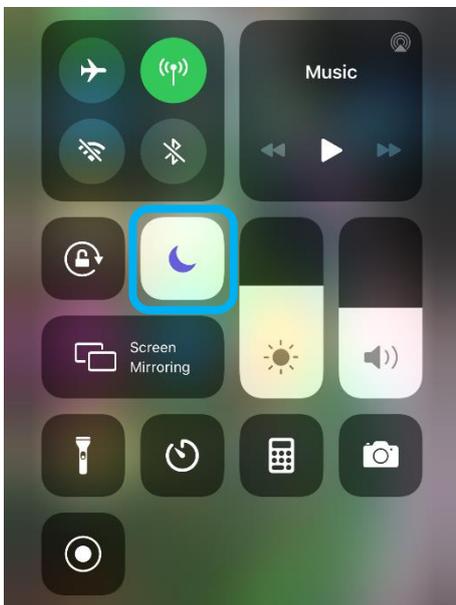
Check the Notification Center: open the Settings menu and click on Notifications, scroll the list of applications and select VideoEntry



Check that the options are set as in the image below: Allow Notifications switched on, all Alerts enabled, Banner Style temporary, Sounds and Badges switched on, Show Previews always and Notification Grouping automatic.



Make sure the “Do Not Disturb” feature is NOT turned on. The pictured below shows a device with “Do Not Disturb” activated.

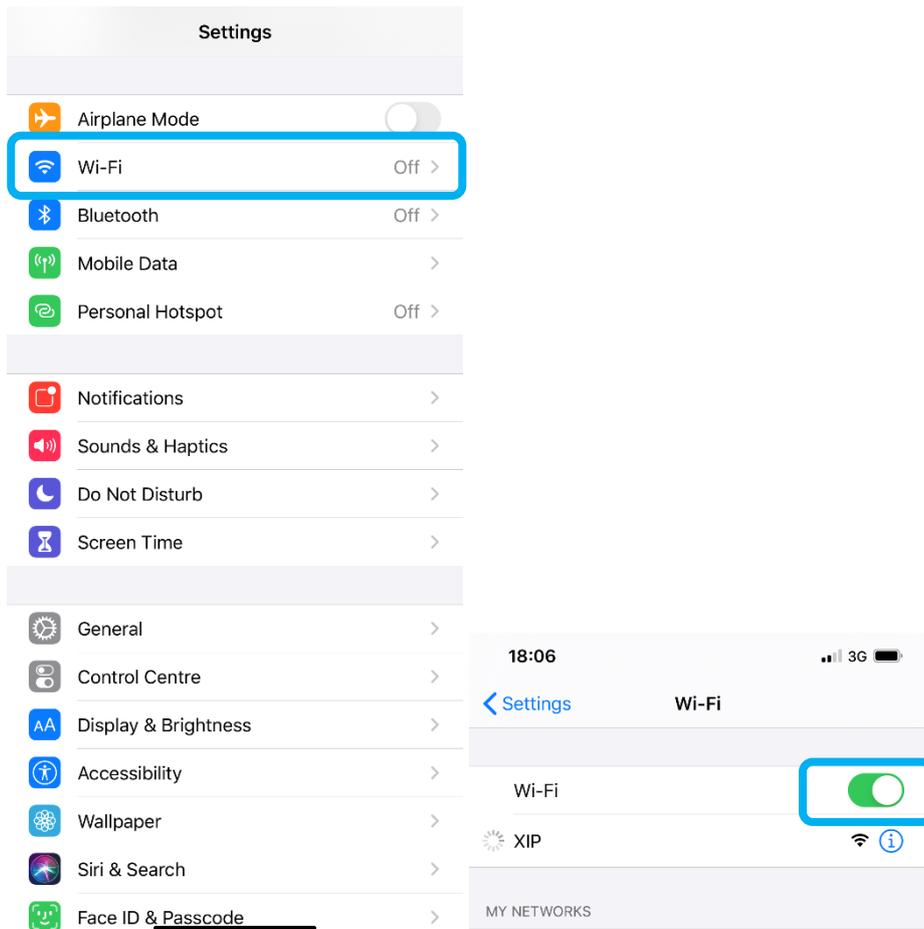


To trigger Control Center on an iPhone X or later or on any iPad, swipe down from the upper-right corner of the screen. To trigger it on an older iPhone, swipe up from the bottom of the screen. The Control Center icons appear. Tap the moon icon to DISABLE it.

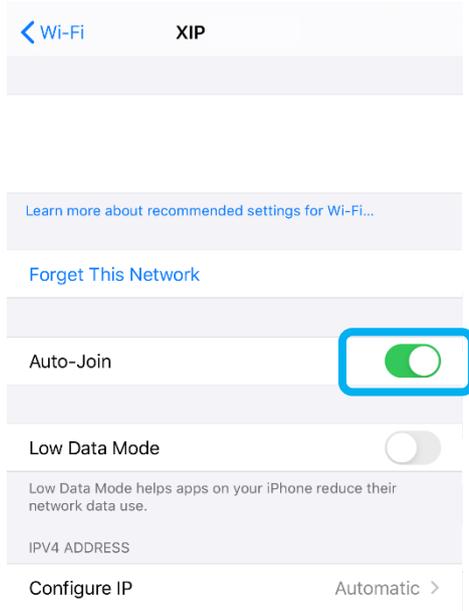
### **WiFi**

If you do not receive calls from your local WiFi home network, try the tips below to resolve these issues.

Check the WiFi is On: open the Settings menu and if the WiFi is Off, click on WiFi and switch to green the button



Click on your WiFi network name and be sure the Auto-Join option is On, as in the picture below



If VideoEntry app continues to receive notifications of incoming call even if the call has been picked up from another device, then could be required a firmware upgrade of your local devices, please contact your service support center for information.

## **Useful Hints**

### **LED flash alerts**

The LED flash on your iPhone or iPad Pro can blink when your device is locked and you receive a notification.

To turn on LED Flash for Alerts Get LED flash alerts on your iPhone or iPad Pro:

1. Go to Settings > Accessibility, then select Audio/Visual.
2. Turn on LED Flash for Alerts.
3. Turn on Flash on Silent if you want LED Flash for Alerts only when your iPhone or iPad Pro\* is silenced.

LED Flash for Alerts works only when your device is locked.

### **Ring/Silent mode**

When your iPhone is set to ring, ringtones, alerts, and sounds play through your iPhone speakers.

When your iPhone is set to silent, you won't hear ringtones or alerts, but other sounds will play through your iPhone speakers and your iPhone will vibrate.

These settings affect only your iPhone speaker. If you use a headset, sounds play through your headset, even if your iPhone is on silent.