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

ANDROID DEVICE SETTINGS

NOTE: There are more than 6,000 Android devices. The Android Settings provided below capture a few of the major features that Android devices have in the way of battery preservation and notification optimization. Some settings may not apply to your device.

Additionally, Android devices typically allow deep customization in regards to battery preservation and notifications. Some of these battery saving applications (CleanMaster is among the most popular) restrict notifications for TigerConnect.

Battery saving applications like this can prevent the TigerConnect app from receiving notifications. Our recommendation is to uninstall these types of applications in order for TigerConnect to properly notify you.

ENABLE BACKGROUND DATA

When a user logs into only an Android device and receives a TigerConnect push notification (Banner or Lock Screen notification) this does not necessarily indicate message delivery to the user's device. To help ensure that a message is correctly received, enable Background Data on your Android device (if available for your device). This can typically be found under **Settings**, then **tap Data Usage**. To help reduce data usage, select Android devices have a data saver function that prevents some apps from sending or receiving data in the background. Also, apps that are currently in use can access data, but may do so less frequently. For example, images may not be shown properly until you tap them. Please check with your cellular provider for specifics on this function for your particular device.

Additionally, ensure **Restrict background data** is not disabled for TigerConnect as well. This may be found under:
- **Settings**
- **Data Usage**
- Check in both the **Mobile** and **WiFi** sub-tab.
- From here, you can typically scroll through an available list of recently used applications and tap TigerConnect and ensure that Restrict background data is disabled.

NOTE: Choosing to restrict Background Data may cause delays in messaging as TigerConnect then relies on the recipient to open the TigerConnect application to refresh their Inbox. This behavior will trigger an SMS Delivery Escalation (if enabled for your facility) after 5 minutes of a recipient's message remaining in Sent status. This will occur whether or not the recipient receives a push notification.

DISABLE BATTERY-SAVING FEATURES IN ANDROID SETTINGS

Android may have a battery/power saving mode. This may be found under **Settings**. Look for an item labeled **Battery** or **Power**. Ensure that any settings that indicate **Power-saving mode** or **battery-saving** are disabled.

ENABLE NOTIFICATIONS

Android allows users control over their notifications on a per-app basis in some cases. From your Home Screen:

1. Tap **Settings**.
2. Tap **Notifications**.
3. On the TigerConnect setting ensure the notifications toggle is enabled (**ON**).

   NOTE: The settings available for customization varies largely between devices. To ensure that TigerConnect is able to properly deliver message notifications, please check all settings in your Android's **Notifications** section in the device **Settings** to allow successful delivery of notifications. The less restrictive options are the best. Please contact TigerConnect Client Care if you are having any issues with TigerConnect notifications (contact information available at the conclusion of this document).

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. 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. Alternatively, your mobile device may have an auto-assist or smart network assist function to allow your Android device to switch to Cellular data in the event of poor WiFi connectivity.

Keep in mind that even with full bars of WiFi, circumstances like available 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. This can be done by going into Android Settings and navigating to WiFi and locate the Guest or Public network connected to and long-press on the connected WiFi then tap 'Forget This Network.'connected. Finally, tap on the blue 'i' icon, tap 'Forget This Network' and any further dialog to disable the WiFi network (typically 'Forget' an additional time).

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 may be found under your Data Usage or Network section in your Android's **Settings**.

TIGERCONNECT SETTINGS

ALERTS

To further configure TigerConnect, within the app, navigate to:

- **Settings**
- **Alerts**
- Ensure that **Enable Notifications** is set to ON (toggle to the right and green).

TigerConnect utilizes the existing alert sounds on your Android device. You can set an alert sound in TigerConnect by navigating to:

- **Settings**
- **Alerts**
- **Select a Ringtone**
- Additionally, it is recommended to enable **Override Silent Mode** in the event that you wish to receive TigerConnect notifications while your phone's global volume setting is on silent.

Optionally, you can set whether or not you wish to receive vibration with a new notification under **Settings**, then **Alerts**, finally tapping on **Vibrations**.

BACKGROUND CONNECTION

It is recommended to enable this to prevent any message delays. Leaving this disabled requires the recipient to open TigerConnect to refresh their Inbox with new messages.

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 TigerText administrator at your facility to request a change to this setting.

POSSIBLE DELAYS IN TIGERCONNECT SERVICE

If your device connects to a reliable data or WiFi connection and you are still experiencing messaging delays, please contact TigerConnect. You can reach TigerConnect's Client Care Team at the following:

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.