Mobile Heartbeat Troubleshooting for Shared Devices

In Mobile Heartbeat (MHB) an orange banner indicates a technical issue and may prompt a user for the need to troubleshoot. MHB users are encouraged to practice troubleshooting tips when experiencing application issues. If further assistance is necessary, please contact the Help Desk.

IT Education

All shared devices must remain in airplane mode and be connected to the BH-Voice to function.

- Confirm an Extension is assigned in MHB.
  - The user’s extension number displays under their name on the Dashboard.
- Contact the Helpdesk 888.481.2448, if:
  - An extension needs to be assigned
  - Calling has been disabled
  - MHB user requires application at more than one site
    - Profile needs to be updated and assigned a new phone number
    - To prevent issues with 911 dialing
- Confirm Airplane mode is enabled, evidenced by an airplane icon displayed top-left corner of screen.
  - To enable Airplane Mode:
    1. Tap Settings from the device.
    2. Toggle right to enable Airplane Mode.
- Confirm connection to BH-Voice.
  1. Tap Settings from the device.
  2. Verify Wi-Fi is connected to BH-Voice.
    - If connected to any other network, tap the row and adjust accordingly.
- Check sound settings.
  1. Be sure the device was not switched to silent.
  2. Check the volume of the device to ensure it can be heard.

Technical error vs. Urgent message or alarm.