

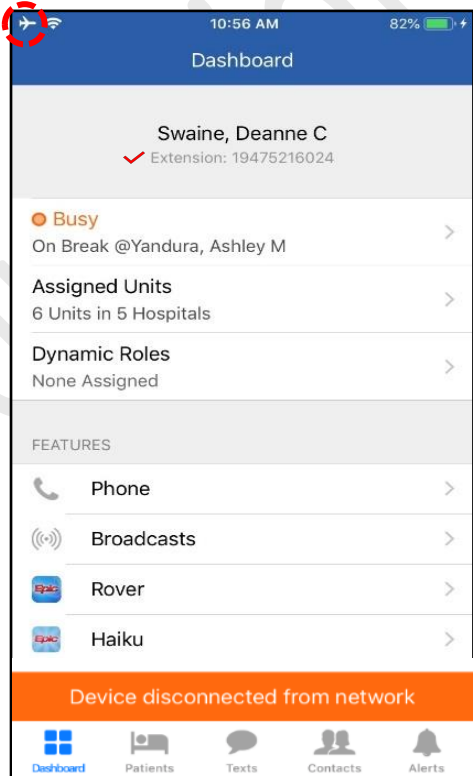
## MHB Troubleshooting for Shared Devices

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**.



Technical error vs. Urgent message or alarm.

- 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.

