

F.A.Q.

How do I manage push and audio notifications on an Android device?

2 replies



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NOTE: *The location of device settings within Android devices can vary, if you are unable to locate a comparable setting on your device please refer to your device manufacturer's website for further assistance:*

Background App Refresh:

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- Tap Settings App
- Connections
- Data Usage
- WiFi Data Usage
- TigerConnect
- **Enable** Allow Background

Data Usage Lock Screen Notifications:

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- Tap **Settings** App
- Lock Screen and Security
- **Enable** Notifications

Audible Notifications:

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Within TigerConnect:

- With Android versions 9.12.6 and below:
 - Tap Settings
 - Alerts and Data
 - Manage Notifications
 - Messages section (not the toggle)
 - Advanced
 - Sound
 - Select the desired tone to use with TigerConnect
- With the latest version of Android:
 - Settings
 - Apps and Notifications
 - TigerConnect
 - Notifications
 - Messages
 - Select the desired tone to use with TigerConnect

Within device Settings:

- Tap Settings
- Applications or Apps
- TigerConnect
- Notifications *Make sure it is Allowed*
- Other
(Here is where you can select the Importance as well as the Sound)
- Turn On

Battery Saver:

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- Tap Settings
- Device Maintenance
- Battery
- Turn Power Saving Mode OFF

Clear Cache and Data:

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- Tap Settings App
- Applications or Apps
- Locate TigerConnect and click on the app entry
- Click 'Advanced' and/or locate Storage & Cache
- Click Clear Storage or Clear Data

You can also reference our Android Best Practices [guide](#) for additional settings configurations.

If all of the above settings are set accordingly you should be able to hear and see new message notifications for TigerConnect.