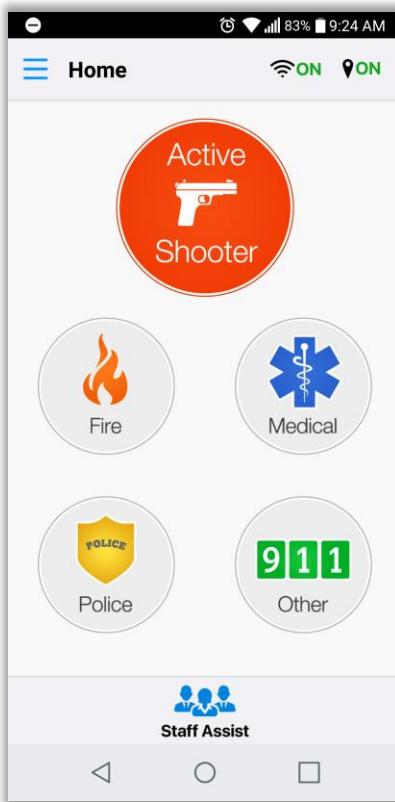




Rave Panic Button Notifications and Do Not Disturb



Background

Many schools and other organizations have policies requiring that phones be placed in silent or vibrate mode while employees are working. This is useful for minimizing distractions, but also blocks Rave Panic Button from alerting employees of emergencies.

Both Apple and Google are very strict about their silent and Do Not Disturb modes. Understandably, they don't want apps to ignore the user's settings and make unwanted sounds. However, there are some options detailed below.

Please note, phone settings menus sometimes differ significantly from one phone model to another. The images below may not exactly match those on your phone. However, if you look at the section for your phone's operating system (e.g. android 7 or iOS 10) you should have the same basic options.

Do Not Disturb Mode

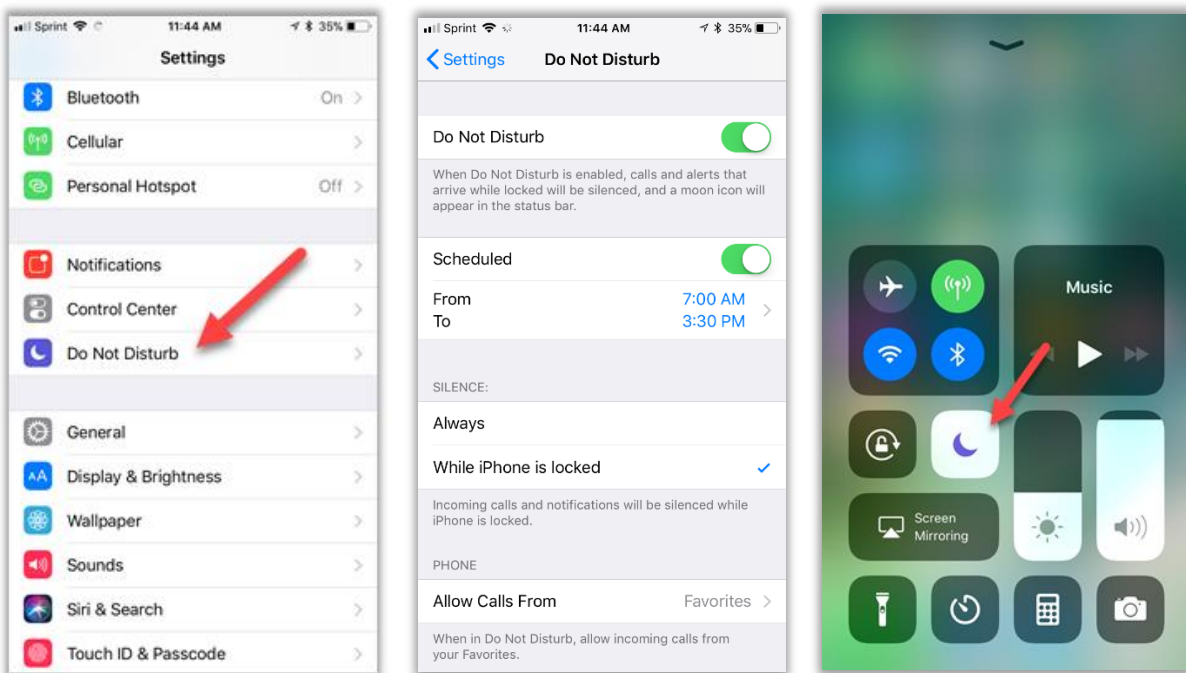
Both Android phones and iPhones have a concept of “Do Not Disturb” mode. When turned on, this mode blocks your phone from making sounds or vibrating – except for in very specific circumstances. It is important to understand that Do Not Disturb mode is *separate* feature from volume control.

Do Not Disturb mode works differently on iPhones vs Android, and even from one iOS or Android OS version to another.

The instructions below describe how to set up and use Do Not Disturb mode on your phone in order to receive Rave Panic Button notifications while still keeping your phone from making other sounds while at work.

Do Not Disturb Mode - iOS

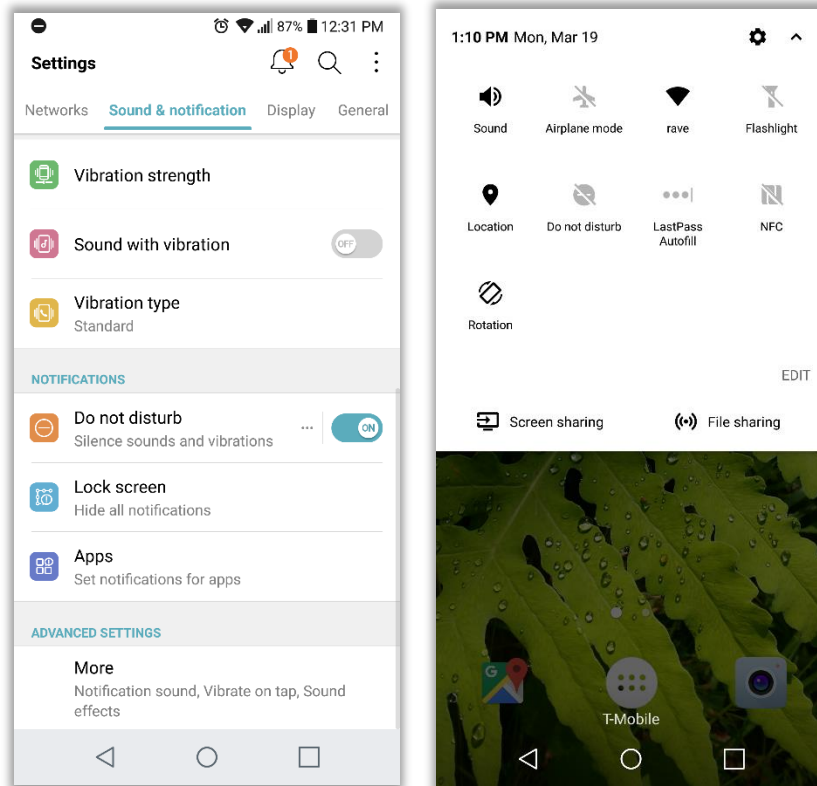
Do Not Disturb mode can be turned on and off in the phone’s Settings. It can also be turned on and off in the menu that appears when you swipe up – it’s the half-moon icon.



Users also have the option to schedule hours where Do Not Disturb mode is turned on automatically. For example, teachers could schedule Do Not Disturb mode to turn on automatically from 7am-3pm for the school day. Unfortunately, Apple does not offer any way to do this only for certain days, like only for week days.

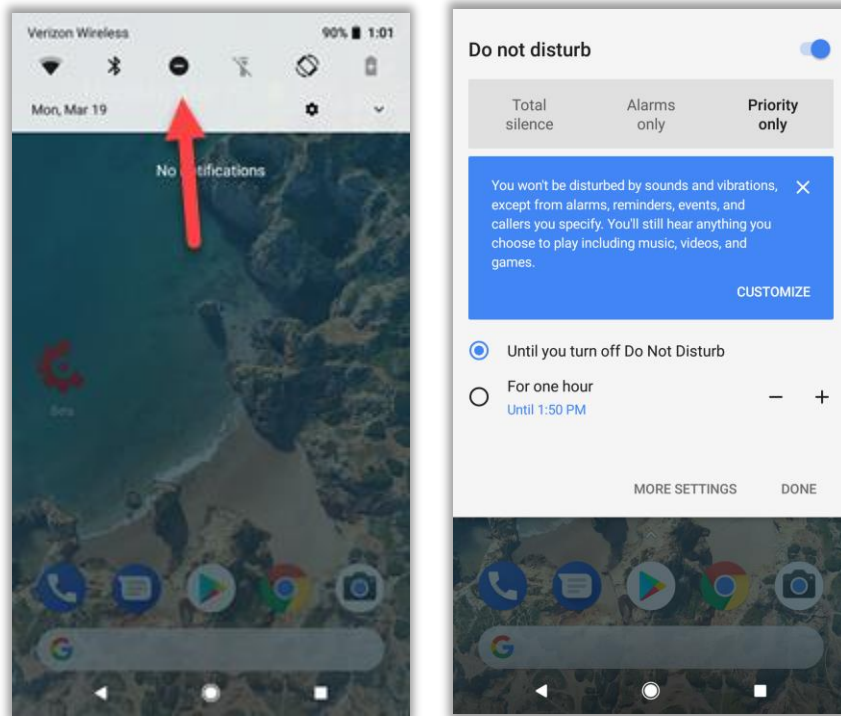
See “**Overriding Do Not Disturb**” below for details on how to receive Panic Button notifications when Do Not Disturb is on.

Do Not Disturb Mode – Android 7



You can turn on Do Not Disturb from the menu you see when you swipe down from the top of the screen. Do Not Disturb can also be turned on and off in Settings under “Sound & notification” using the on/off toggle. From here, you can also tap “Do Not Disturb” to set other options, see “Overriding Do Not Disturb” below.

Do Not Disturb – Android 8



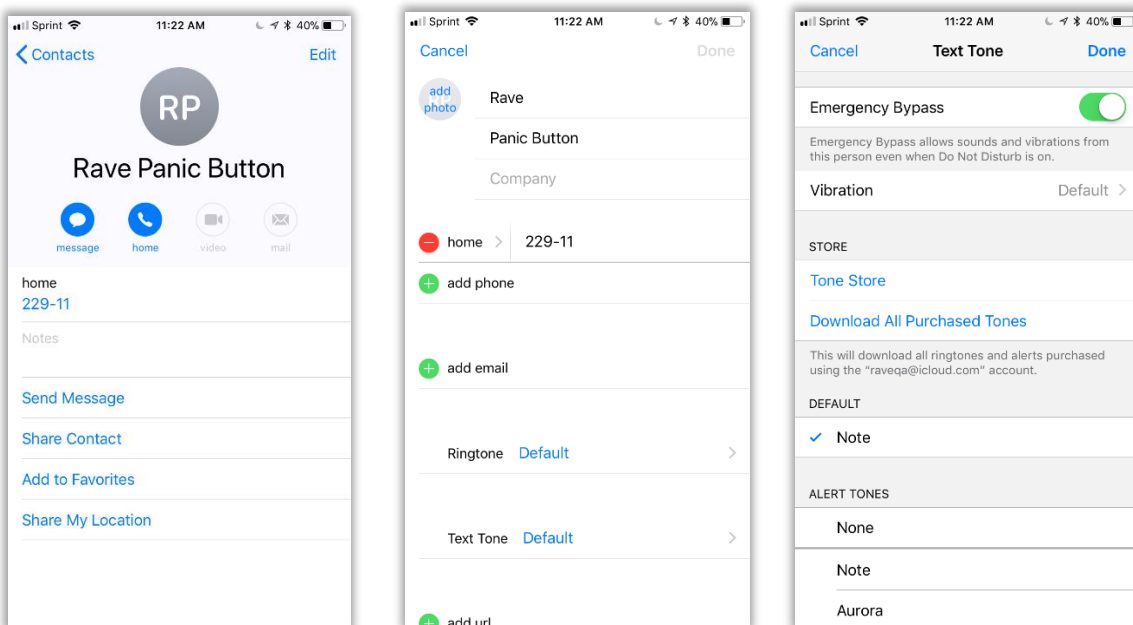
To turn on Do Not Disturb, swipe down from the top of the screen and select the round icon. A menu opens letting you set the specifics of Do Not Disturb. Turn on the setting with the button in the top right, then make sure you select “Priority only”.

Overriding Do Not Disturb

On iPhone: iOS 10 and iOS 11

Apple does not allow apps to override Do Not Disturb mode. The Rave Panic Button app **cannot** make the alarm sound when the phone is in Do Not Disturb mode. This is a decision that Apple has made that Rave cannot override.

However, it **is possible** to allow text messages from Rave to play a sound while in Do Not Disturb mode. This will allow the normal text message sound to play when the user receives a text message from Rave about a Panic Button event – even while in Do Not Disturb mode. This is called **Emergency Bypass**.



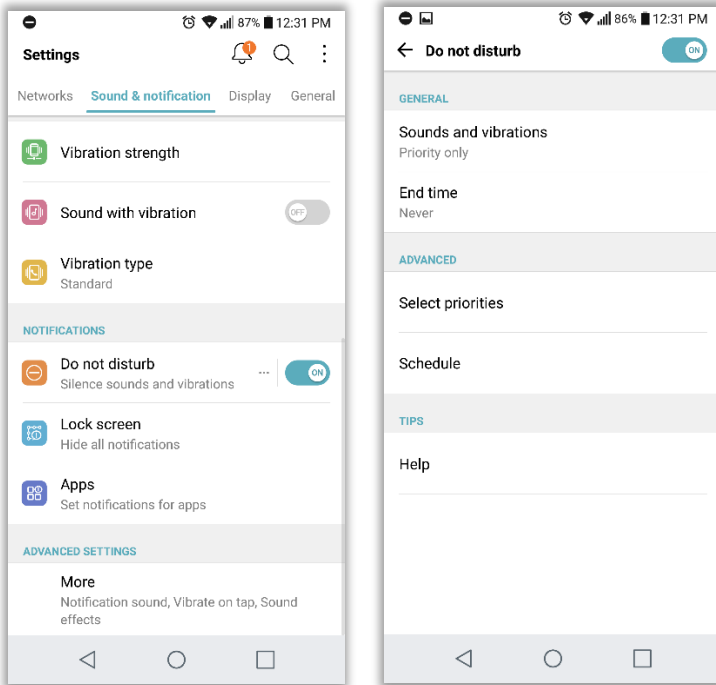
1. Add phone number 22911 to your Contacts and name it “Rave Panic Button”
2. Open this contact and click “Edit”
3. On edit page, find “Text Tone” and tap it
4. This opens the Text Tone page. Turn on “Emergency Bypass” setting

Keep your phone in Do Not Disturb mode during the work day. If the Panic Button is activated, the text message will override Do Not Disturb and sound/vibrate.

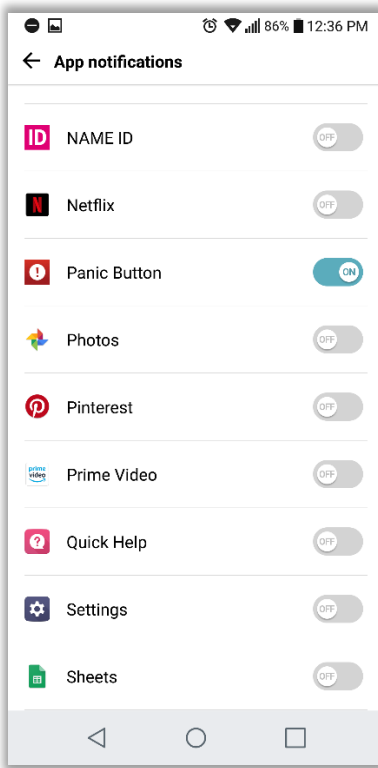
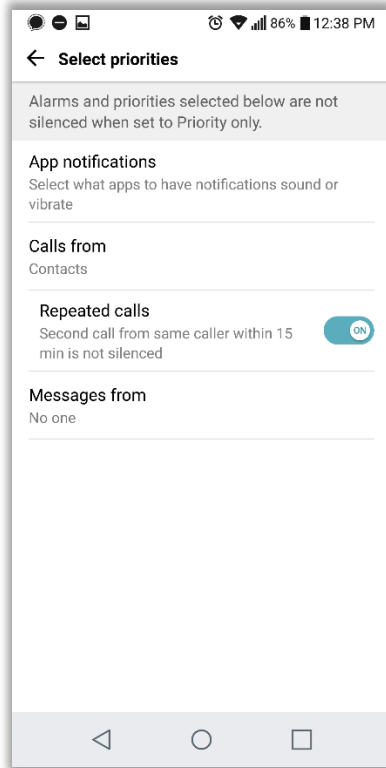
Important: make sure your volume is on loud enough to hear it! “Emergency Bypass” overrides Do Not Disturb mode, but it **cannot** override your phone volume being on Silent or the phone volume being very low.

On Android: Android 7

Google allows Android users to select which Apps they would like to override Do Not Disturb mode. This means that the user can change their settings so that Rave Panic Button can make sounds, even while the phone is in Do Not Disturb by making the Panic Button a “Priority” app.



Open Settings, tap “Sound & notification”, tap “Do not disturb”, tap “Select priorities”, tap “App notifications”, scroll down to the Panic Button app and tap to turn “ON”.

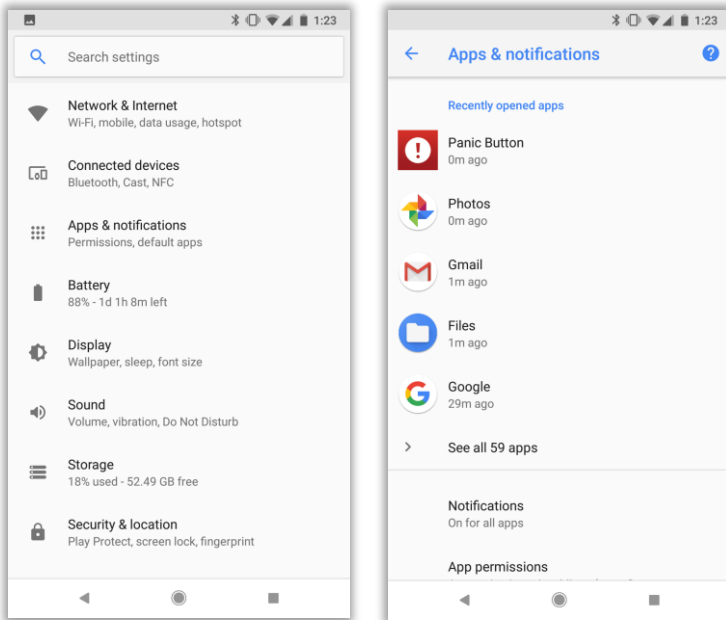


You will now hear the Panic Button alarm sound, even while Do Not Disturb mode is On.

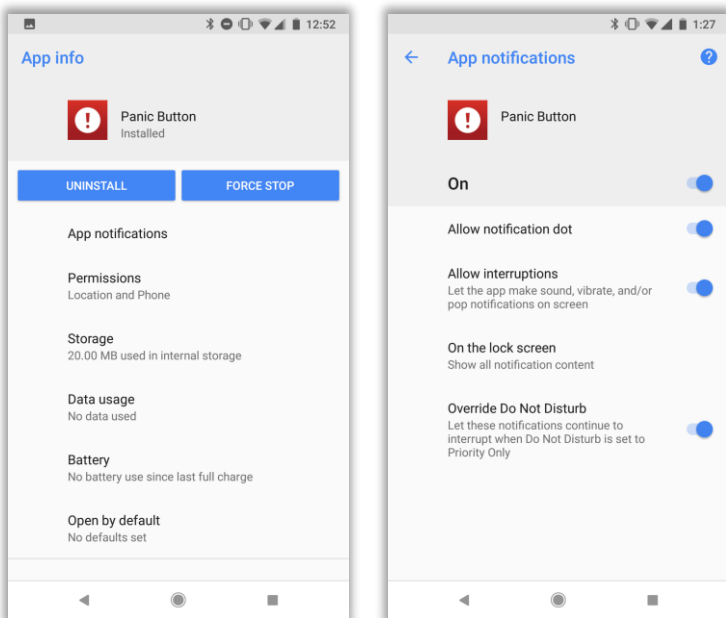
Important: make sure your volume is on loud enough to hear it! Making Panic Button a Priority app overrides Do Not Disturb mode, but it **cannot** override your phone volume being on Silent or the phone volume being very low.

On Android: Android 8

Google allows Android users to select which Apps they would like to override Do Not Disturb mode. This means that the user can change their settings so that Rave Panic Button can make sounds, even while the phone is in Do Not Disturb by making the Panic Button a “Priority” app.



Open Settings, tap “Apps & notifications”, tap Panic Button, tap “App notifications”, tap “Override Do Not Disturb”.



You will now hear the Panic Button alarm sound, even while Do Not Disturb mode is On.

Important: make sure your volume is on loud enough to hear it! Making Panic Button a Priority app overrides Do Not Disturb mode, but it **cannot** override your phone volume being on Silent or the phone volume being very low.