

## Super user guide

### Troubleshooting basics.

Check the following:

- Is the battery charged?
- Is the battery cover snapped tight?
- Is the phone on silent?
- Check the volume levels from the Secure Launcher Home Screen.

If that doesn't do it:

- Log out of the Voalte One app.
- Power off and power on the MC40-HC.
- Log in to the Voalte One app.

Ask yourself:

- Where was the user when the issue occurred?
- If the issue is related to the alarms feature, was the assignment done properly?

*If the issue continues, please send feedback.*

*Be sure to keep the white area on the MC40-HC clear of any obstructions.*

### Batteries and toasters.

Check the following:

- Is the charging unit plugged in and powered on?
- Is the drawer plugged in and receiving power?
- Is the cable to the toaster plugged in?
- Are the batteries inserted correctly in the toaster and LED lights working?
- Are the connectors on the batteries and toasters clean?
- Is the battery not holding a full charge?

*If you find any defective batteries, toasters or smartphones, mark them and send us feedback. A Voalte representative will arrange to replace them during the next visit.*



### Adjusting volume levels.

To adjust the volume levels from the Secure Launcher Home Screen, press the Menu button (2 boxes icon) and select Settings, Sound. Adjust:

- Alarm volume to the level desired to hear Clock and Stopwatch alarms.
- Music volume all the way down to turn off the dial pad tones.
- Ringer volume to the level desired for receiving calls.
- System volume all the way up.
- Voice volume to the level desired to hear people while on a call.



### Things to consider.

Check the following:

- The Wi-Fi image is visible and the signal is strong. **A**
- Monitor the battery life. **B**
- Be sure Airplane Mode is off. If it is on, press and hold the Power button, then choose Airplane Mode to turn it off.

If app icons go blank on your home screen, or give an error when selecting them, press the Menu button and select Reload Icons.

If the alarm clock goes off and users press anything other than the Snooze or Dismiss buttons, those buttons will disappear. Access them again by dragging from the notifications bar at the top.

*If you receive any errors or complications with the application, please note the date, time and 4-digit number from the back of the phone when reporting to Voalte Support.*

If necessary, power off or reset by pressing and holding the Power button for two seconds and then choose the desired action. If the smartphone will not respond, remove the battery and install a fully charged one.



### Bad habits to avoid.

- Don't put the MC40-HC in your pocket without first putting it to sleep.
- Don't put the MC40-HC on Do Not Disturb.
- Don't pull the battery without performing a Battery Swap or normal shutdown.
- Don't take a partially charged battery from the toaster at the start of your shift.