

MINDSAMPLER NOTIFICATION TROUBLESHOOTING Android Users

STEP 1



CHECK APP NOTIFICATIONS

- Open Settings.
- Tap Apps & notifications.
- Find and select MindSampler.
- Tap Notifications.
- Make sure Allow notifications is turned on.

CHECK DO NOT DISTURB MODE

- Open Settings.
- Tap Sound or Sound & notification.
- Tap Do Not Disturb.
- Ensure Do Not Disturb is turned off or that MindSampler is allowed to send notifications in Do Not Disturb mode.

STEP 2



STEP 3

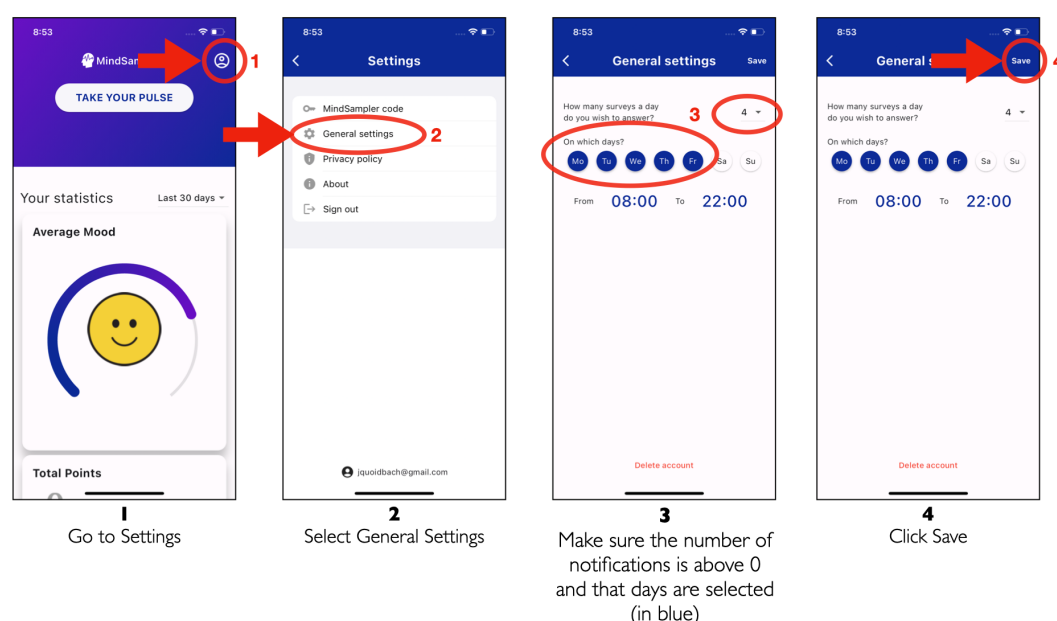


CHECK BATTERY OPTIMIZATION

- Open Settings.
- Tap Battery.
- Tap Battery optimization.
- Find and select MindSampler.
- Choose Don't optimize to ensure the app can run in the background and send notifications.

CHECK MINDSAMPLER SETTINGS

STEP 4

1 Go to Settings

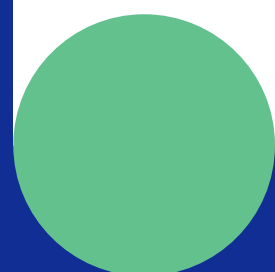
2 Select General Settings

3 Make sure the number of notifications is above 0 and that days are selected (in blue)

4 Click Save



mindsampler



MINDSAMPLER NOTIFICATION TROUBLESHOOTING iPhone Users



STEP 1

CHECK APP NOTIFICATIONS

- Open Settings.
- Tap Notifications.
- Scroll down and select MindSampler.
- Make sure Allow Notifications is turned on.
- Check that alerts are enabled for the Lock Screen, Notification Center, and Banners.

CHECK DO NOT DISTURB MODE

- Open Settings.
- Tap Do Not Disturb.
- Make sure Do Not Disturb is turned off or that MindSampler is allowed to send notifications while Do Not Disturb is on.



STEP 3

CHECK LOW POWER MODE

- Open Settings.
- Tap Battery.
- Make sure Low Power Mode is turned off. Low Power Mode can restrict background activities, including notifications.

CHECK BACKGROUND APP REFRESH

- Open Settings.
- Tap General.
- Tap Background App Refresh.
- Ensure Background App Refresh is turned on for MindSampler.

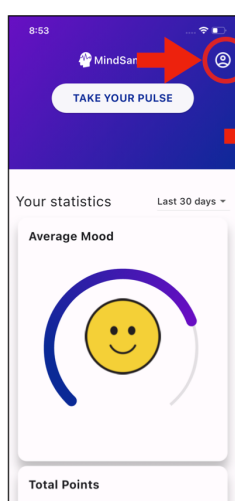


STEP 4

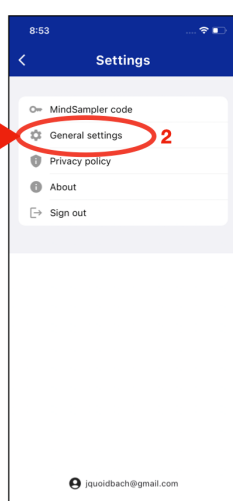


STEP 5

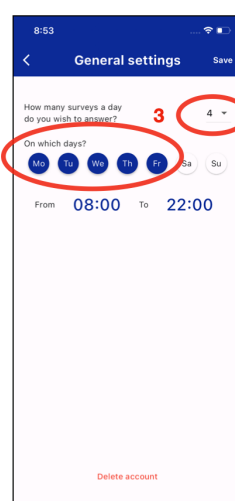
CHECK MINDSAMPLER SETTINGS



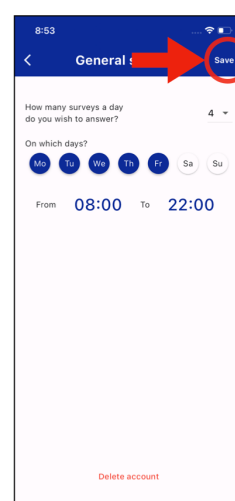
1
Go to Settings



2
Select General Settings



3
Make sure the number of notifications is above 0 and that days are selected (in blue)



4
Click Save