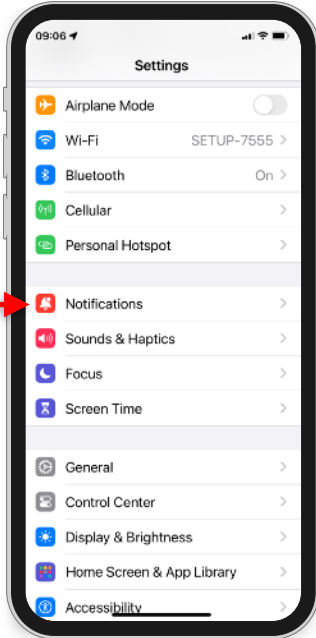


1. Volume Control for In-App Messages

Purpose: Ensure that Responders using iPhones have the correct settings configured so that all alert messages are received.

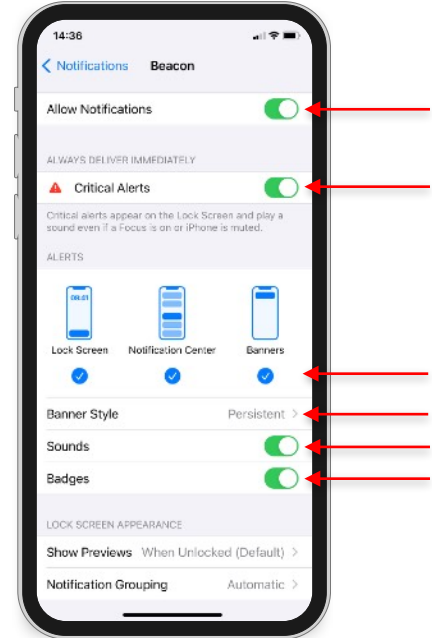
1. Open Settings and go to "Notifications"



2. Scroll down to click on "Beacon"

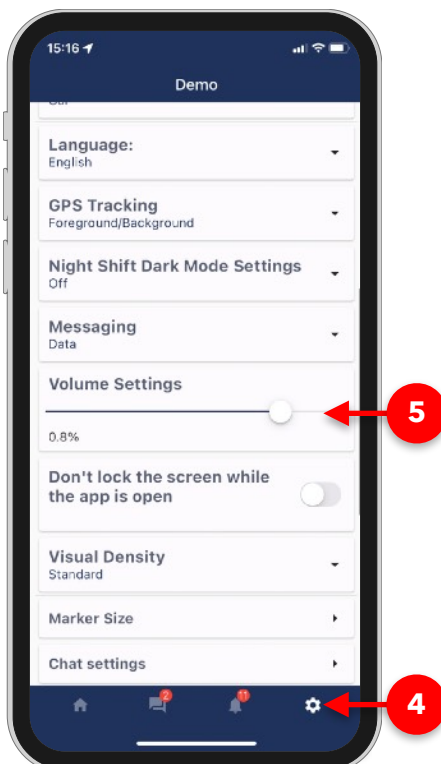


3. Make sure your settings are configured the same as shown here



"Persistent"

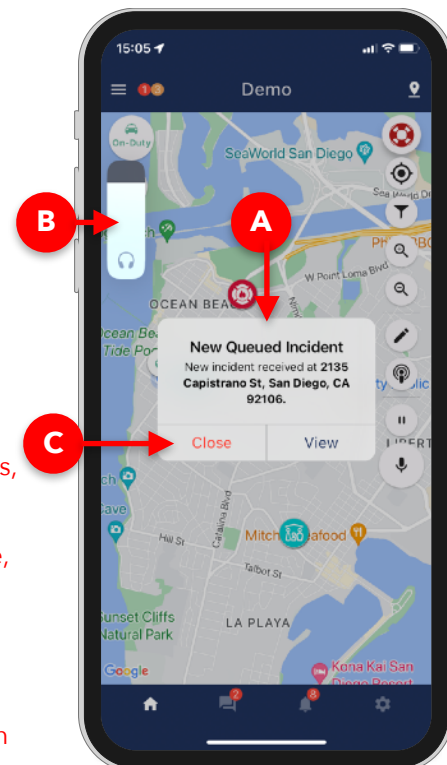
4. In the Beacon app, go to the Settings page 5. Scroll down to Volume Settings and adjust



CAUTION

If you are receiving an In-App Notification (A) while the app is open, but are not hearing any audible alert, be sure to turn up your volume (B) before clicking "Close" (C) on the In-App Notification.

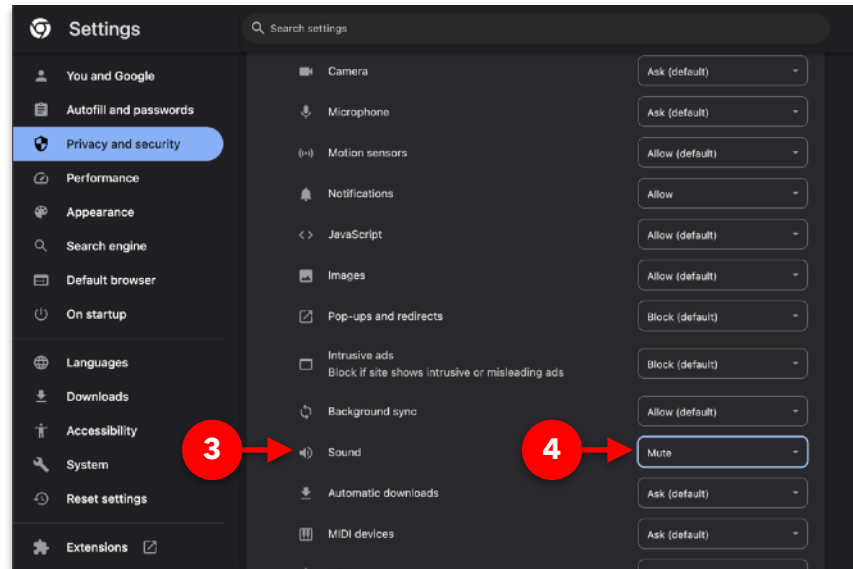
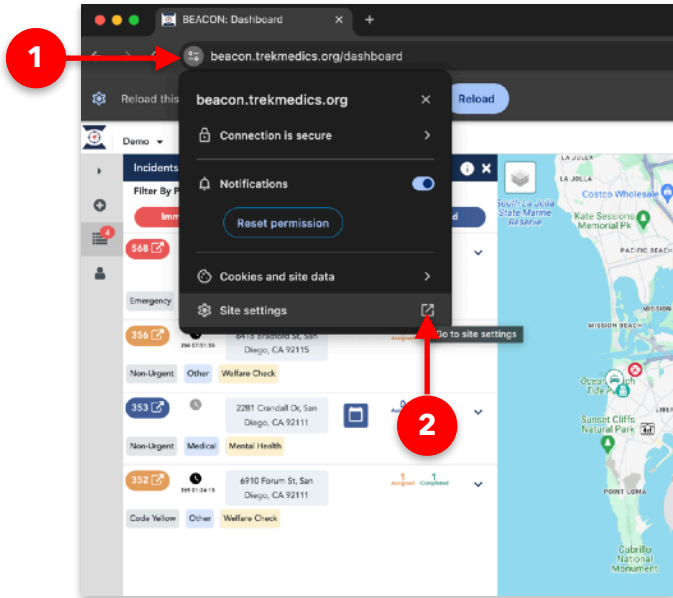
This happens in iPhones when you turn the volume down in other apps, as your volume setting is then transferred to Beacon. For example, if you're listening to music and you turn the volume all the way down, and then switch to Beacon, your volume will still be all the way down – even if you have your Volume Settings in Beacon turned up.



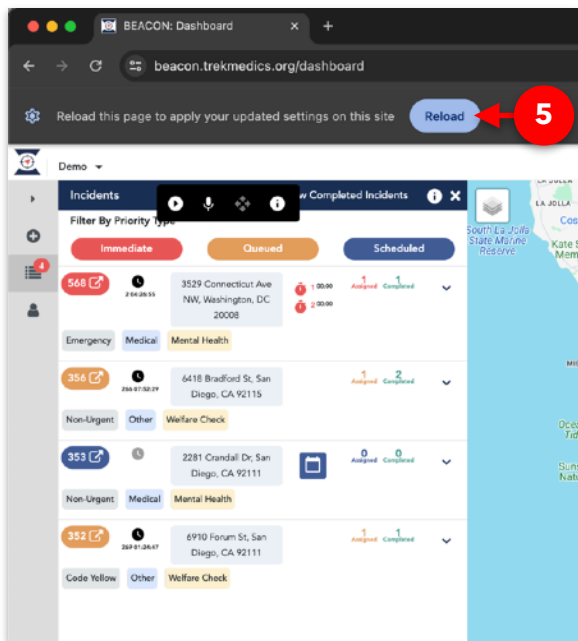
2. Mute Desktop Notifications - Google Chrome

Purpose: Mute all ping sounds made by Beacon when incidents are updated and chat messages are received

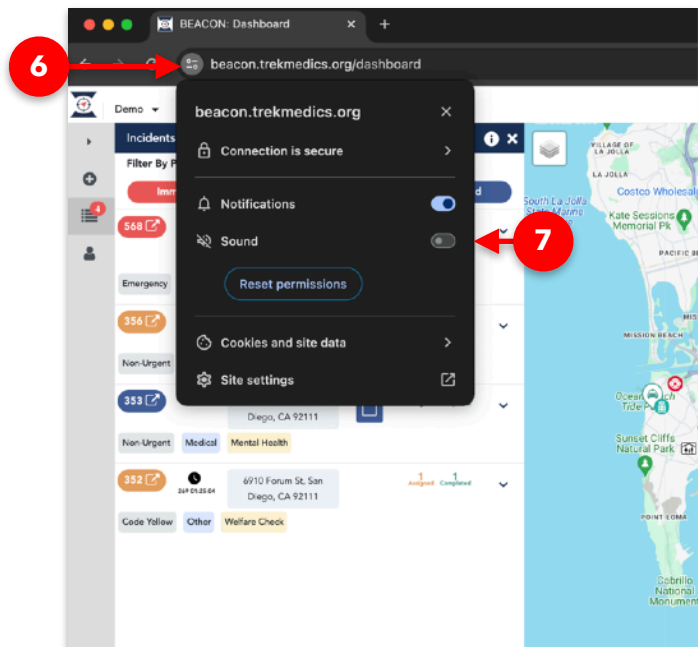
1. Click the Settings icon on the left side of the Web Address bar
2. Click the "Site settings" icon
3. Scroll down to the "Sound" row
4. Change the setting to "Mute"



5. Go back to the Beacon dashboard and click "Reload"



6. Click the Settings icon
7. You will see that "Sound" has been turned off

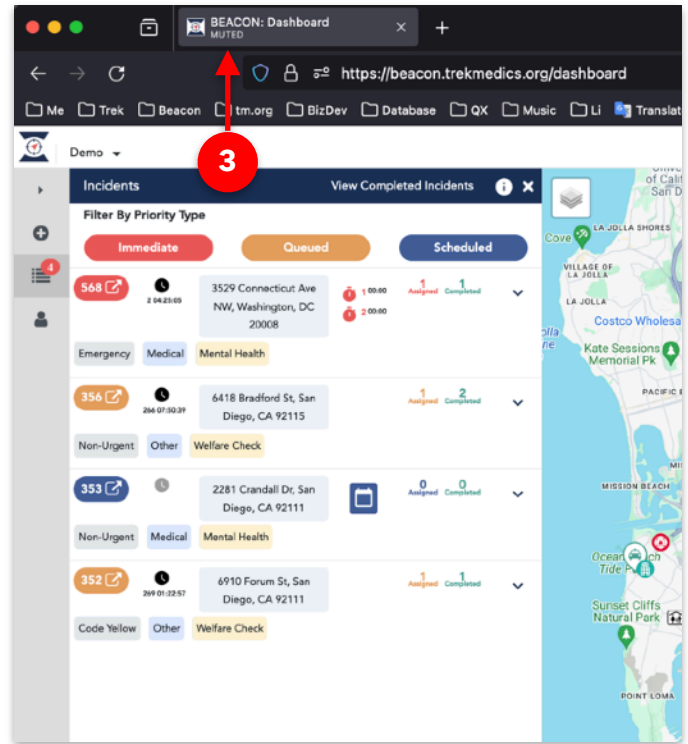
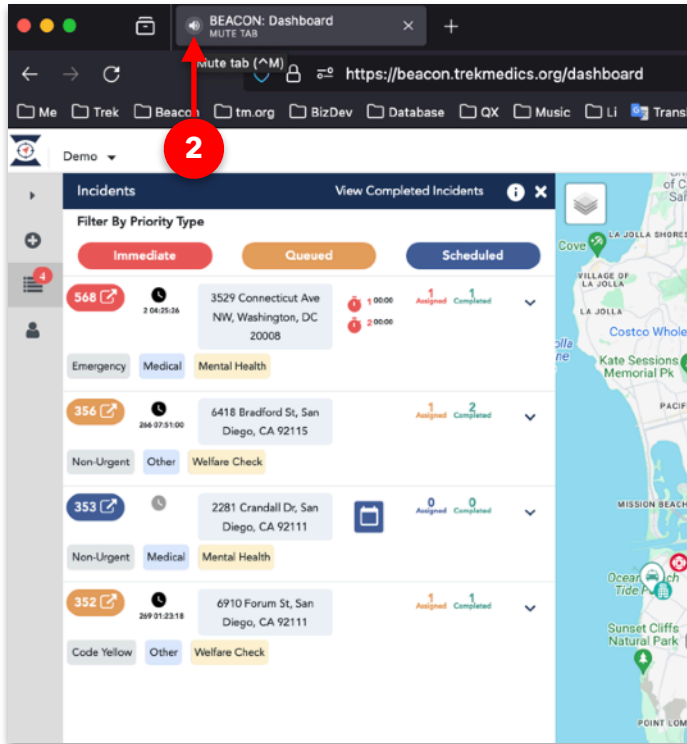


2. Mute Desktop Notifications - Firefox

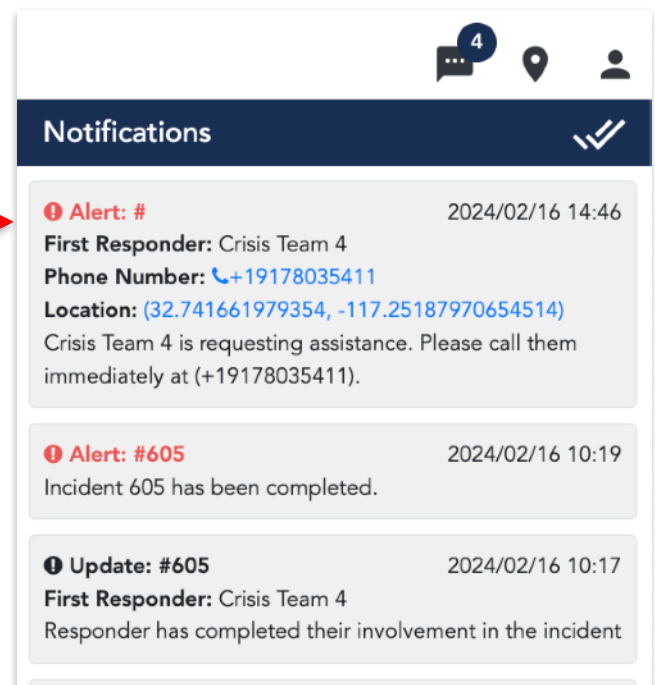
Purpose: Mute all ping sounds made by Beacon when incidents are updated and chat messages are received

1. Send a chat message to a dispatcher
2. When the sound plays, you'll see a Volume Icon appear in the browser tab. Click on it to mute the sounds.

3. The word "MUTED" should appear under BEACON, confirming that you've successfully muted the page



CAUTION - Muting the sounds of a page will also mute the sounds made when a responder clicks on the Distress Button, so be sure to keep an eye on the Desktop Notifications. We will make a change to workaround this in a coming release.



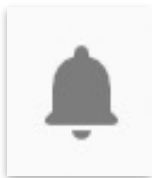
3. Mute Chat Messages - Mobile App

Purpose: Mute all chat sounds made by the Beacon mobile app when chat messages are received

METHOD 1 - MUTE SPECIFIC CHAT GROUPS

1. Open the Chat List in the mobile app
2. Click on the Bell icon next to the chat group you want to mute. After clicking on it, you will know it's muted when the Bell icon has a slash through it

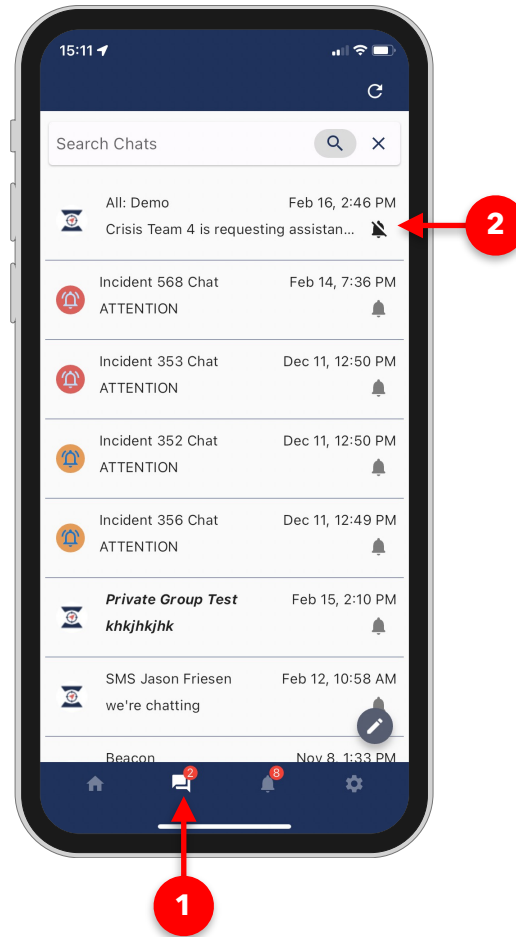
Remember that the chat group will stay muted until you unmute it.



UNMUTED



MUTED



METHOD 2 - SWITCH THE PHONE INTO SILENT MODE

1. Turn off audible sounds by toggling the device's switch to "Silent Mode"
2. The phone will confirm that it's in "Silent Mode" by briefly displaying a banner at top

This will turn off the sound on all Beacon chat group messages, other than Incident Chats. Incident Alerts and Incident Chat Messages are considered "Critical" so will still be audible.

