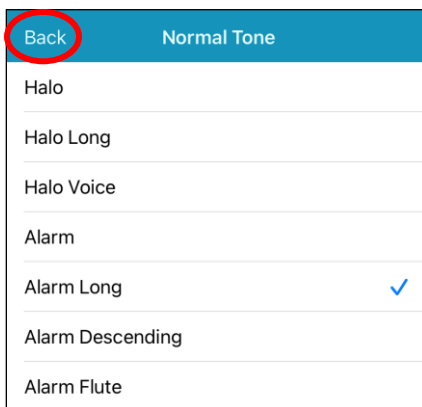
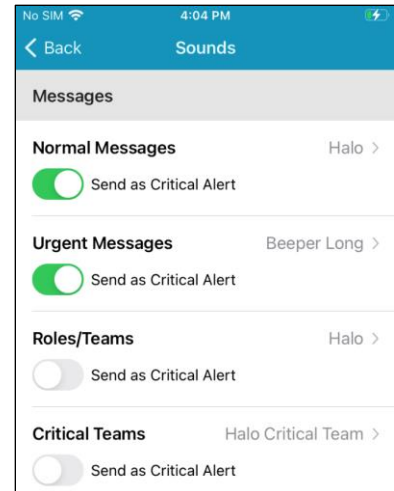


Updating Notification Sounds for iPhone

When you receive new messages (or phone calls, if you're a Halo Voice user), Halo will trigger a notification sound. To update your notification sounds for different types of messages and alerts, follow these steps:

1. At the bottom of your screen, on the Main Toolbar, choose **Settings**.
2. On the Settings screen, tap **Sounds**.
3. On the Sounds page (shown at right), select the type of notification for which you want to set a notification sound. A list of options will appear:
 - a. Tap any option in the list to select it as a notification sound. A preview of the sound will play (adjust your phone volume if you do not hear it).
 - b. To finalize your selection, in the top-left corner, tap **Back** (circled in screenshot below) to return to your Sounds page.
4. Note that, for any type of notification, you may choose to **Send as Critical Alert**. Selecting this option will override your phone's **Do Not Disturb** setting, allowing Halo to continue to send notifications when other apps are silenced. If you choose to enable Critical Alerts, follow prompts on your phone to ensure they are properly enabled in your phone's settings.



CONSIDER THE FOLLOWING:

1. Keep the alert tones different for *Normal Messages* and *Urgent Messages*; this way you can distinguish message sensitivity by sound. The ringtone selected for Clinical Teams will be the same tone for messages sent to a Scheduled Service.
2. Silencing your phone will also silence Halo notifications.