Mobile Application

Apple Watch Setup

Notifications

To enable or disable PerfectServe Clinical Collaboration notifications on your Apple Watch, you'll need to adjust the settings in the Apple Watch Notifications menu.

1. Open the Watch app on your iPhone.
2. Select Notifications.
3. Scroll to the Mirror iPhone Alerts From section.
4. Toggle the PerfectServe Clinical Collaboration app on to receive alerts and toggle off to stop the alerts.

> Important note: If you silence notifications or turn on Do Not Disturb (DND) on the Apple Watch, no audio alerts will be received for PerfectServe Clinical Collaboration messages.
> This can be adjusted within the Sounds & Haptics of the Apple Watch Settings
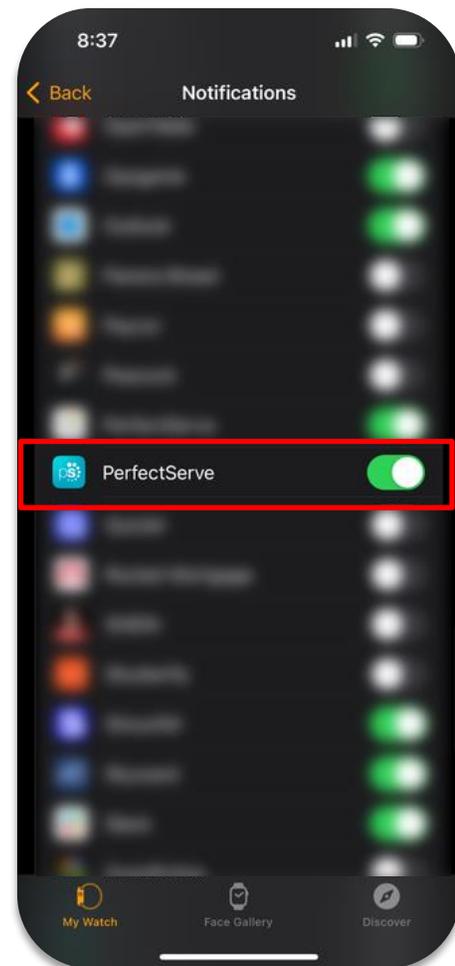
Notification Behavior

The way you receive notifications depends on the status of your devices and your settings. By default, wrist detection is enabled.

Receiving Notifications on Your Apple Watch vs Your iPhone

- When to Expect Alerts on Your Watch:
  - If your iPhone is locked or asleep, and your Apple Watch is unlocked and, on your wrist, (regardless of whether the watch display is asleep or awake), you will receive notification alerts on your watch.

- When to Expect Alerts on Your iPhone:
  - If your iPhone is unlocked, notifications will go to your iPhone instead of your Apple Watch.

Configuring Notification Alerts

- For Alerts Only on Your Apple Watch:
  - Ensure wrist detection is enabled. This way, you'll receive alerts on your watch if your iPhone is locked or asleep and your Apple Watch is unlocked and on your wrist.

- For Alerts Only on Your iPhone:
  - You will need to turn off notifications for PerfectServe Clinical Collaboration in the Apple Watch settings. Refer to the instructions above for details.

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Troubleshooting

1. **Not receiving audible alerts on Apple watch:**
   - If you're not hearing alerts on your Apple Watch, it may be because sounds are turned off, and the watch is using haptics instead. Additionally, check if Do Not Disturb or Focus Mode is enabled.

2. **Notifications are not alerting on my Apple Watch/iPhone:**
   - To ensure notifications are working, verify that Wrist Detection is enabled. Keep in mind that alert behavior may vary based on the status and settings of each device. (See the Notification Behavior section above for details).

3. **PerfectServe Clinical Collaboration app is missing on my Apple Watch:**
   - The PerfectServe Clinical Collaboration Apple Watch app should automatically download by default. If it's not installed, you can enable automatic app installation in the Apple Watch settings or manually install it from the available apps list.