IaR Application
Troubleshooting and Resetting the App
Android (Page 1)   &   Apple (Page 3)

For All IaR App related issues:
Make sure that any members with an App issue, have the current version of their device's operating system (iOS or Android), and also the most current version of the IaR App.
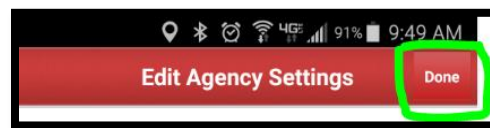
The steps below are to refresh your App with our system to ensure that the App is set up correctly.

Android phones

First Step:
Go into your IaR App Settings
(While there, double check that your settings
are how you want them to be)
-touch the word DONE.
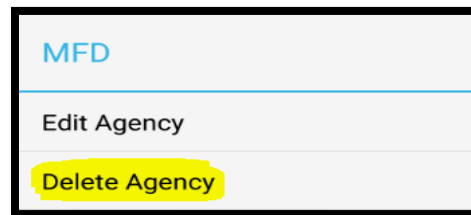In the App, see if your trouble has been properly
addressed

If needed, Second Step:
-go to the Phone Settings, open the Application
Manager (the place where you would go to
uninstall an App)
-open IamResponding in the Application
Manager
-there will be a button that says CLEAR
CACHE (you may have to look in STORAGE)
See if your trouble has been properly addressed
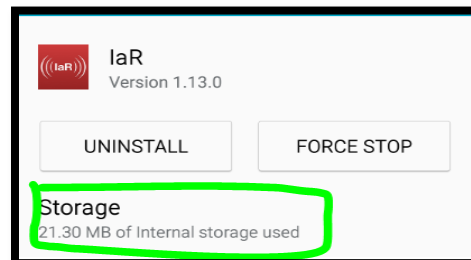
If Needed, Third Step:
In the IamResponding App,
-touch the 3 horizontal lines in the top left
corner
-touch, Add/Edit Agencies
-touch and hold your agency name for approx 2
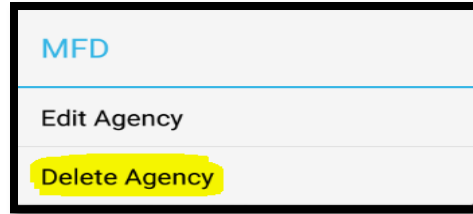seconds, another box will appear
-touch DELETE AGENCY

*Before you Login again - Delete any old or duplicate
devices from your IaR profile under Activated Mobile
Devices.*

-Now log into the App
-Adjust all of the Notification Settings as needed
See if your trouble has been properly addressed.

In the IamResponding App,
-touch the 3 horizontal lines in the top left corner
-touch, Add/Edit Agencies
-touch and hold your agency name for approx 2 seconds, another box will appear
-touch DELETE AGENCY

MFD

Edit Agency

Delete Agency

Please follow these steps in order.
-go to the Phone Settings, to your Application Manager (the place where you would go to uninstall an App)
-open IamResponding in the Application Manager
-select the button that says CLEAR CACHE (you may have to look in STORAGE)
-select the button that says FORCE STOP
-select the button that says CLEAR DATA (you may have to look in STORAGE)
-finally select UNINSTALL

Storage
21.32 MB of Internal storage used

Cache   4.00 KB

CLEAR CACHE

IaR
Version 1.13.0

UNINSTALL   FORCE STOP

Storage
21.32 MB of Internal storage used

Data   284 KB

CLEAR DATA

IaR
Version 1.13.0

UNINSTALL   FORCE STOP
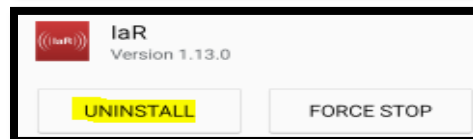
-Download the IaR App again from the Google Play Store

Before you Login again - Delete any old or duplicate devices from your IaR profile under Activated Mobile Devices.

Activated Mobile Devices

You have the app for this agency loaded on these devices

Delete all

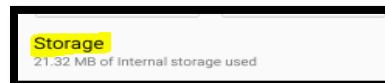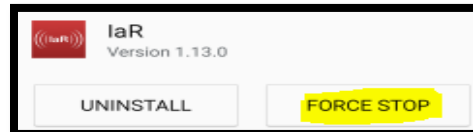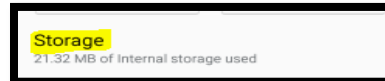| Device/Model	Incident notifications enabled	Messaging notifications enabled	Registered on	Last updated on	
LGE LGL52VL	Yes	Yes	7/10/2016 6:53:35 AM	12/29/2016 4:03:36 PM	🗑
Samsung SCH-S968C	Yes	Yes	4/2/2016 12:45:02 PM	6/6/2016 2:17:27 AM	🗑

-Now log into the App
-Adjust all of your Notification Settings as needed
See if your trouble has been properly addressed
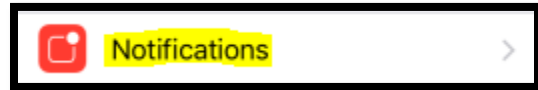
iPhones

Go into your IaR App Settings
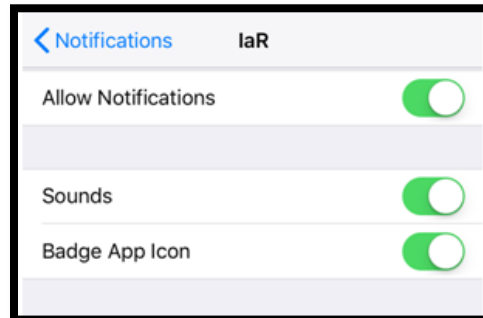(While there, double check that your settings
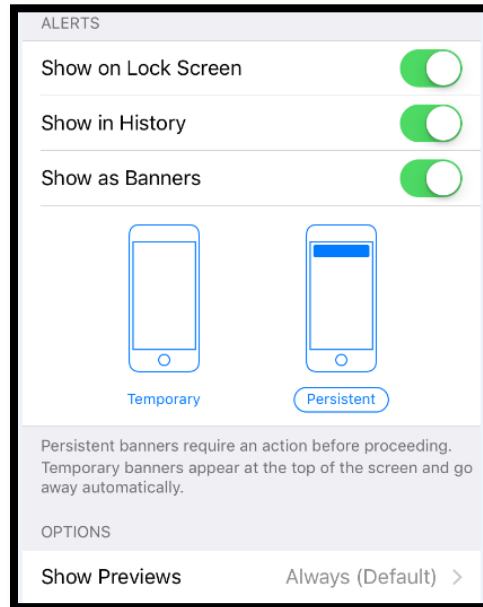are how you want them to be)
-touch the word DONE.

Agency Settings | **Done**

-Go into your Phone Settings, not the App
-Select Notifications

Notifications >

-Scroll until you see the IAR App, select it
-Be sure that all of your buttons are turned
ON (GREEN)

-At the bottom there are 2 pictures, make sure
the one that says Persistent has an oval around
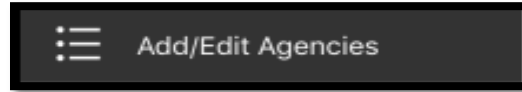the word Persistent.

‹ Notifications   **IaR**

Allow Notifications

Sounds

Badge App Icon

ALERTS

Show on Lock Screen

Show in History

Show as Banners

Temporary   Persistent

Persistent banners require an action before proceeding.
Temporary banners appear at the top of the screen and go
away automatically.

OPTIONS

Show Previews   Always (Default) >

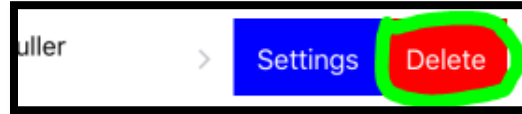In the App, see if your trouble has been properly
addressed

In the IamResponding App,
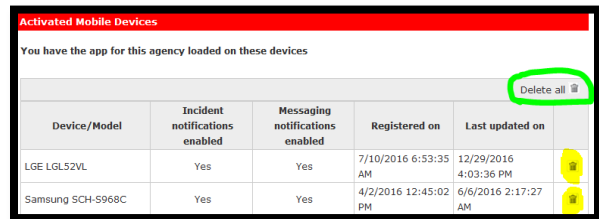-touch the 3 horizontal lines in the top left corner

-touch, Add/Edit Agencies

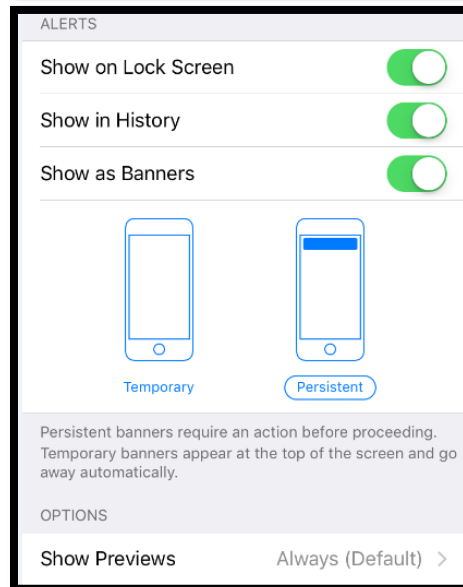-swipe your agency name to the LEFT, and select DELETE AGENCY

Before you Login again - Delete any old or duplicate devices from your IaR profile under Activated Mobile Devices.

-Now log into the App

-Adjust all of your Notification Settings as needed
-Go into your Phone Settings, not the App
-Select Notifications
-Scroll until you see the IAR App, select it
-Be sure that all of your buttons are turned ON (GREEN)
-At the bottom there are 2 pictures, make sure the one that says Persistent has an oval around the word Persistent.
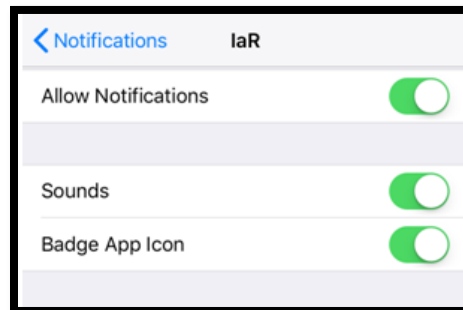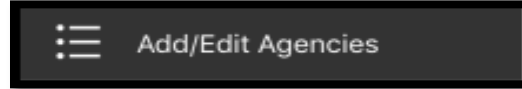
See if your trouble has been properly addressed

 -In the IamResponding App,
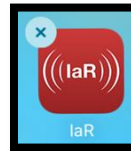-touch the 3 horizontal lines in the top left corner
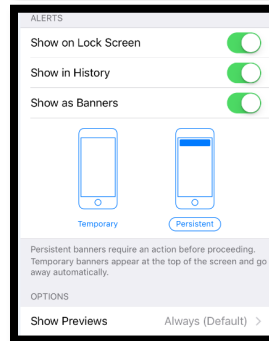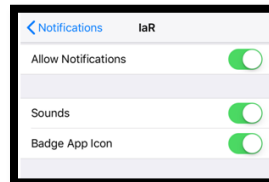

-touch, AGENCIES & SETTINGS

-swipe your agency name to the LEFT
-touch DELETE

-UNINSTALL the IaR App
(Touch and Hold the IaR App for approx 2 seconds. You will see an X on the App, Touch the X to Uninstall)
-Re-Download the App

-Go into your Phone Settings, not the App
-Select Notifications
-Scroll until you see the IAR App, select it
-Be sure that all of your buttons are turned ON (GREEN)
-At the bottom there are 2 pictures, make sure the one that says Persistent has an oval around the word Persistent.

Before you Login again - Delete any old or duplicate devices from your IaR profile under Activated Mobile Devices.

-Now log into the App
-Adjust all of your Notification Settings as needed

See if your trouble has been properly addressed