Configure Critical Alert notifications

Important: This feature is only available for iOS devices that are on version 12+ and running a Customer app version of 4.10.11+.

Customers using iOS devices can opt-in to receive Critical Alert notifications in the event of an emergency. Critical Alerts is a special push notification classification available on iOS devices that plays a unique sound and sends alarm notifications, even if the customer's iOS device is muted or in Do Not Disturb mode.

For more information about Do Not Disturb mode for Android devices, see Do Not Disturb mode for Android.

Note: The sound for Critical Alert notifications cannot be changed.

Critical Alert types

Critical Alert notifications are sent for the following events:

- Alarm
- Fire Alarm
- Auxiliary Panic
- Police Panic
- Carbon Monoxide
- Fire Panic
- Flood Extreme Temp Alarm
- Keypad Tamper Alarm
- Tamper Alarm
- Water Alarm
- Entry Delay Trouble
- Suspected Entry Delay Alarm
- Suspected Alarm
- Receiver Jammed Alarm
- In App Fire Panic
- In App Auxiliary Panic
- In App Police Panic

To configure Critical Alerts using the Customer app:

1. Log in to the Customer app.
2. Tap ≡ .
3. Tap **Notifications**.
4. Tap the *Critical Alerts* toggle switch to enable Critical Alerts.

To configure Critical Alerts using iOS settings:

1. Enter the iOS *Settings* app on the device that will receive the Critical Alerts.
2. Scroll down to the app list and tap **Alarm.com**.
3. Tap **Notifications**.
4. Tap the *Allow Critical Alerts* toggle to enable or disable Critical Alerts.

   Note: The option to enable Critical Alerts in the Customer app is available as a pop-up prompt when logging into the Customer app for the first time or logging into a new version of the Customer app for the first time.

