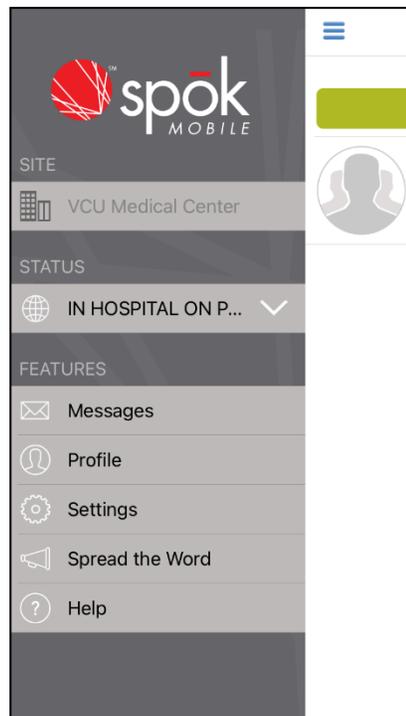
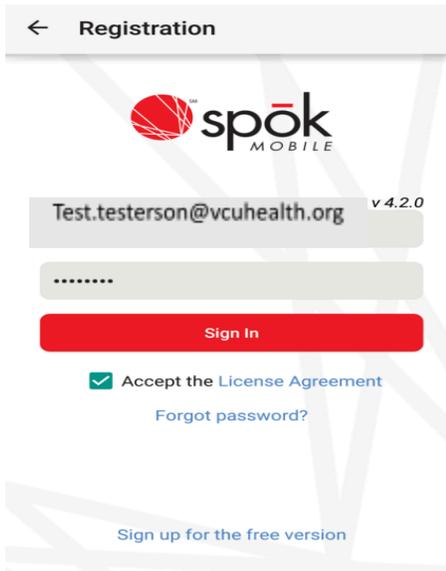
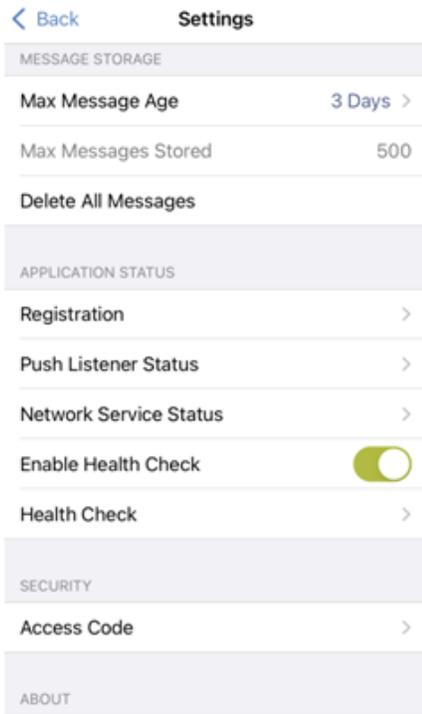


Problem Behaviors: “I have to open the app to receive messages.” “I do not get a notification on my phone screen or a beep until I open the app.” “When I open the app I get all my messages at once and they can be from hours ago.”

This is generally caused by updates to the phone or the Spok mobile application that break the service that pushes notifications to your phone. The solution is to go into the Spok mobile app and open Settings -> then Registration -> and click sign in to sign back in. This should restore the ability for the app to notify you when your screen is locked and beep when the message is received.





The second most common issue is around notifications being sent to apple watches.

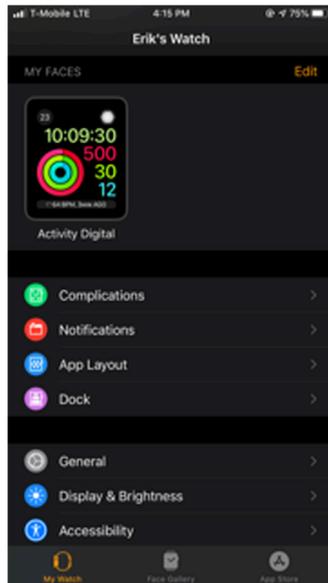
## Apple Watch Interference with Spok

**Spok Mobile is not certified to work with Apple Watches and if possible should be avoided while on call**

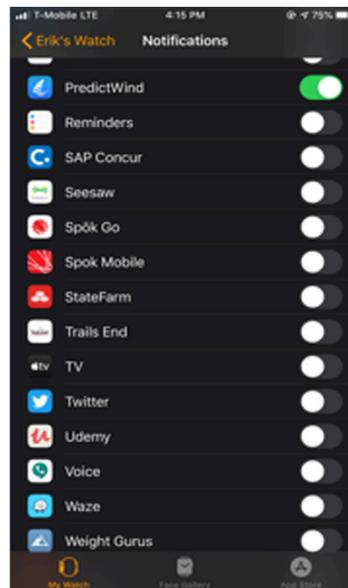


**If you do use an Apple Watch notifications may not push to it and you will not have any audible notification from your phone.**

**if you must use an Apple Watch follow the directions below.**



**On your phone open the watch app and select notifications**



**Disable the entry for Spok Mobile \***