

# ClickTrack - Troubleshooting

January, 2021 (Version 3.0)

## Sound issues:

The sounds you should be hearing have two different tones. One for the downbeat (the beginning of each measure) and a different tone for the other beats of the measure. These can be replaced in the settings screen.

If you did not hear any sound at all there could be a few reasons:

- Your device's volume is set all the way down.
- You are currently on Silent mode (the little switch at the side panel of your iPhone/iPad is turned red)
- Your sound is mounted to another device, like a bluetooth speaker or earphones, and you are not listening to them or they are turned off.
- Disconnect any bluetooth, external speakers or cables, kill the app and try again,
- On some older devices, mainly iPads, the side switch could be used as screen location lock. Change this in the settings app and apply the silent-mode functionality to the side switch, then try toggling the switch again.

If you are still not getting any click sounds, a short check that you can perform is open another app like youtube, spotify, podcast or itunes, and try playing any sounds through those. If these apps manage to play sounds, but ClickTrack is still silent, please contact the support email. In extreme cases that are very rare, you should try turning your device off completely and reboot the device, or completely remove click track from your device and reinstall it from the app store. Doing this will delete all your saved tracks, so please use this as the very last resort.

## General issues:

If some other unexpected behavior occurs, usually killing and relaunching the app should resolve the issue. If the issue relates to the app limitation and user experience, please read the relevant section in the full User Guide.

## Contact support:

If you still feel stuck or unsatisfied, or none of these solutions seem to work, please contact support. The support email can be found on the app's page on the app store.