



Desktop Alerts: Troubleshooting

Checks, settings and fixes when alerts aren't reaching screens

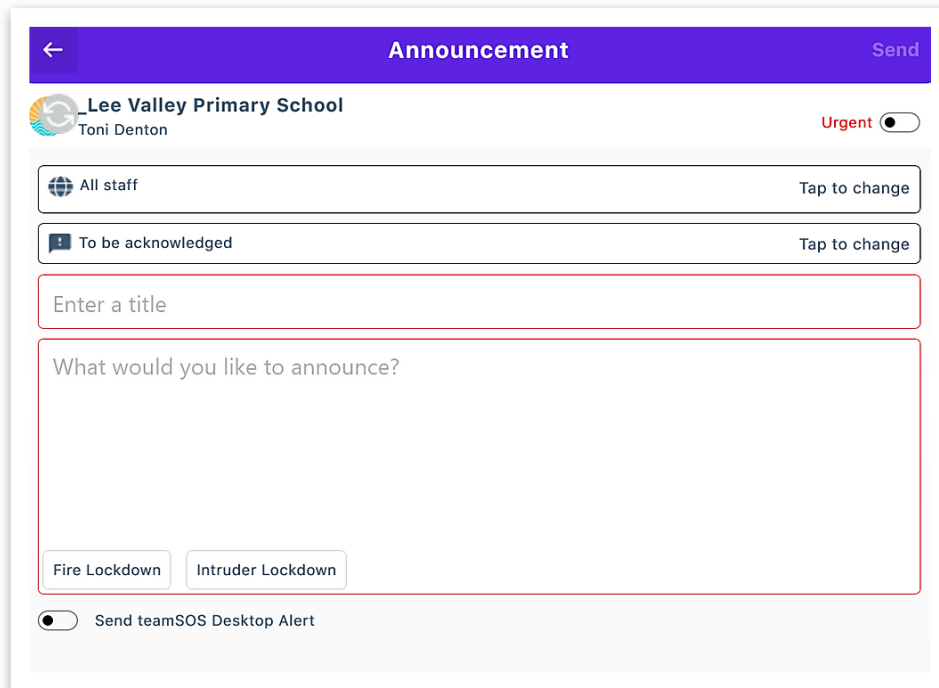
teamSOS Desktop Alerts deliver announcements straight to a member of staff's screen, **even when the teamSOS app is closed**. All announcements take over the screen so it cannot be missed, and staff can respond without opening anything else. Make sure to enable the "**Send teamSOS Desktop Alert**" toggle.

Setting up Desktop Alerts is done through the Onboarding Wizard — it creates the client, generates the credentials and packages the deployment files for you. See **Onboarding Wizard** Guide for that walkthrough. This guide is for when something isn't working afterwards.

Worth knowing: Desktop Alerts and the Windows teamSOS app are **the same deployment**. The Desktop Alerts MSI installs and maintains the Windows app, so there is nothing separate to install. If the app is missing from a device, that is a deployment issue.

START HERE · Check alerts are working

- Open the teamSOS app.
- Go to **Make an Announcement**.
- Check the **Send teamSOS Desktop Alert** toggle appears, and switch it on.
- Send a clearly labelled test alert and confirm it appears on a target device.



The Desktop Alert toggle on the announcement screen

If the toggle isn't there at all: The Desktop Alerts client has not been set up for your organisation. Go back to the Onboarding Wizard's Alerts Setup step, or contact help@teamsos.co.uk.

FIXES · Working through a problem

Work down these in order. Most issues are caught by the first three.

1 Check the registry settings

Press **Windows + R**, type `regedit` and press Enter. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\teamSOS\Updater` and confirm every entry is present and correctly formatted, with no trailing spaces.

2 Confirm the teamSOS service is running

Press **Ctrl + Shift + Esc** to open Task Manager and go to the **Services** tab. Find **teamSOS Service** — if it is stopped, right-click and choose Start. If it is missing entirely, restart the device.

3 Review the service log files

Open the latest log in `C:\ProgramData\teamSOS\Service\logs` and look for errors or warnings.

4 Check the client version

Confirm the Desktop Alerts client is on the current version across your estate. A device left on an older updater version can appear healthy in reporting while still failing to display alerts.

5

Check network access

The Updater Service runs under the SYSTEM account and needs access to `auth.teamsos.co.uk`, `api.teamsos.co.uk` and `tsospubliclive.blob.core.windows.net`. Direct access, transparent filtering or a configured proxy all work — but proxy authentication is not supported. See the Firewall and Filtering guide.

Deployed with Intune? Intune writes its own logs, separate from the Desktop Alerts service logs above. If the client never arrived on the device, start with **How to Guide: Intune Troubleshooting** instead.

Still stuck?

Email help@teamsos.co.uk and include screenshots of:

- your Registry Editor showing the teamSOS keys
- the Services tab in Task Manager
- the relevant log entries

SETTINGS · Additional Desktop Alert settings

These optional settings are applied under the same registry path used during setup — `HKLM\SOFTWARE\teamSOS\Updater\Settings` — and let you tune how alerts behave on individual devices.

Name	Type	What it does
PressToView	REG_SZ	Set to True to delay alert visibility. The device shows a neutral "Press to View" screen first, so the content is not displayed in front of students.
AudioVolume	REG_DWORD	The alert volume as a percentage of system volume. Defaults to 100%. Enter the percentage you want.
MachineName	REG_SZ	Overrides the default machine name shown in Desktop Alerts. The custom name appears alongside any replies to announcements, which makes it much easier to tell who has responded.

MAC · Desktop Alerts on macOS

The Desktop Alerts client is installed for all Macs, including M series, as it's the thing that should show the full-screen alert on Macs; the regular iOS app doesn't do this.

Update: Macs with an M-series (Apple Silicon) chip can install the teamSOS iOS app. Older Intel Macs work through the web app and can receive alerts via the legacy Mac Desktop Alerts client.

Please note: Alerts only appear if the user is **actively using the machine** at the time. If the screen is off or the user is logged out, the alert will not show.

Setting up the Mac client

- Install the agent on the device.
- Click the teamSOS logo icon in the toolbar.
- Click **Configure**.
- Enter the Client ID and Secret.
- Optionally enable **Press to View**.
- Click **Save**, then click the icon again to confirm it is connected.

Need the Mac client? Contact help@teamsos.co.uk for the installer and the Client ID and Secret for your organisation.

Need help?

If you encounter any issues, please contact help@teamsos.co.uk