

## Troubleshooting Android Push Notifications

This technical document outlines common issues that may be preventing your device from receiving push notifications through the safety app. Please check your device for the common causes listed below. If you continue to have trouble, please contact AppArmor support for assistance in troubleshooting the issue.

### Data Connection Required

Push notifications require an active data connection. Your device must have a connection to a broadband (3G, 4G, or LTE) network, or a WiFi network. Some corporate or school WiFi networks impose restrictions or proxy servers that can interfere with your device's connection to the Internet. Verify you are indeed connected to the Internet by launching the browser on your device. If you are required to log in or authenticate then you may not be receiving the notifications until after you've completed the authentication steps.

### Minimum Device Requirements

If you would like to receive push notifications, your device must be running Android version 4.0 or later. To check the version and install updates, complete these steps:

1. Go to the Settings of your phone.
2. Go to About phone.
3. Go to System updates.
4. Check for available updates.

### Google Account Sync

Verify that your Google Account is correctly synchronizing with your phone. To check, do the following:

1. Go to the Settings section of your phone.
2. Go to Accounts and sync.
3. Make sure there are no errors when syncing your account with your phone.

### Notification Volume

Ensure the notification volume on your device is set to "On". To check complete these steps:

1. Go to the Settings of your phone.
2. Go to Sound setting.
3. Go to Volume setting.
4. Set Notification volume to ON.

## **Push Notifications Enabled**

Verify that your device is subscribed to Push Notifications within the safety app. You can check by doing the following:

1. Launch the safety app on your device.
2. Tap About / Preferences.
3. Select Push Notifications.
4. Verify that notifications are enabled.

## **App Launched**

The app will subscribe to push notifications the first time it is launched. So, if you just recently installed the app or restored it from a backup, be sure to launch it at least once to ensure it is subscribed to notifications.

## **Purchased a New Phone**

When you purchase a new phone, your apps may automatically be installed by the operating system or transferred over from your old phone. Be sure that you launch the app at least once on your new phone so that the app can subscribe to the push notifications.

## **Android App Notifications Enabled**

Ensure notifications for the safety app are ON. You can check by doing the following:

1. Go to the Settings of your phone
2. Go to Application manager (or Apps)
3. Find and select safety app
4. Ensure there is a checkmark next to Show Notifications. On newer devices, ensure that Block All is not selected.

## **Updated Google Play Store App**

If your device needs an update for this app, it will prompt you when you open it. Launch the Google Play Store app and update if necessary.

## **Updated Google Play Services App**

Usually only applies to older devices. This app is usually included in newer versions of Android or was included in an update to the Google Play Store. To see if you have it, go to the Google Play app store and search for "Google Play services". Look for a button that says "Install" or "Update". If you see it, select it to install or update the app.

## **Safety App Reinstall**

If your device meets these requirements and you are still not receiving push notifications, you may need to reinstall the safety app. To do this, first, uninstall the safety app from your Android device and then reboot your device. Wait at least 30 minutes, then install the app again. After the app is installed, open the app and check to see if the Push Notifications are enabled.

## **Push Notification Tester App**

At this point, if you're not receiving push notifications, there may be an issue with your device. You can test push notifications using the "Push Notification Tester" app from Google Play.

## **Contact AppArmor Support**

If your device meets these requirements and you've already reinstalled the safety app, but are still receiving the push notifications, please contact AppArmor support.