
Customer is not receiving mobile push notifications

Important: Microsoft has discontinued support for push notification on Windows Phone devices with OS versions below 8.1. For more information, contact the device manufacturer.

[View Walkthrough](#)

If customers are not receiving push notifications on a smartphone or tablet, try the following troubleshooting steps.

Note: If a **Resolve** button prompt is present next to a notification on the Customer website, this means the notification is currently enabled but does not have any recipients. Click **Resolve** and follow the prompts to add notification recipients.

Power cycle the push device

Perform a power cycle for the mobile device. If the issue is not resolved, proceed with the troubleshooting steps below.

Verify the push device can receive notifications

1. Log into the Customer website.
2. Click **Notifications**.
3. Click **Push Devices**.
4. Click the desired device to manage notifications for.
5. Verify *Enable Notifications* is toggled on.
6. Click **Save**.

Verify push notifications are not paused

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **Remote Toolkit**.
4. Click to expand **Toolkit Actions**.
5. Verify notifications are not paused.
 - a. If notifications are paused, click **Resume Notifications**.
 - b. In the *Pause Notifications* popup, click **Resume Notifications**.

Verify push notifications are toggled on in the Customer app

1. Log into the Customer app.
2. Tap .
3. Tap **Notifications**.
4. Verify *Push Notifications* is toggled on.
 - If it is toggled off:
 - a. Tap the toggle switch to toggle it on.
 - b. Verify that it is added as a recipient to the notifications customers want push notifications for.
 - c. Allow a few minutes for it to save, and then test the notification.

Verify each notification is enabled

To verify individual notifications are enabled using the Customer website:

1. Log into the Customer website.
2. Click **Notifications**.
3. Verify the desired notification is toggled on.
 - If the notification is toggled off, click the toggle switch to enable the notification. Allow a few minutes for it to save, and then test the notification.
4. Click  for the desired notification to verify.
5. In *Recipients*, verify desired push devices are shown.
 - If desired push devices are not showing:
 - a. Click **Add**.
 - b. Click to select the desired push devices.
 - c. Click **Close**.
 - d. Click **Save**. Allow a few minutes for it to save, and then test the notification.

To verify individual notifications are enabled using the Customer app:

1. Log into the Customer app.
2. Tap .
3. Tap **Notifications**.
4. Tap .
5. Tap the desired notification to verify.
6. Verify the notification toggle switch is toggled **ON**.
 - If the notification is toggled off, click the toggle switch to enable the notification. Allow a few minutes for it to save, and then test the notification.

7. Flick to scroll to verify desired push devices are shown under *Recipients*.
 - If desired push devices are not showing:
 - a. Tap **Add**.
 - b. Tap to select the desired push devices.
 - c. Tap **Close**.
8. Tap **Save** to save any changes made. Allow a few minutes for it to save, and then test the notification.

Verify events are reporting

The event can be verified using the Partner Portal, MobileTech app, Customer website, and app.

If the trigger events for the desired notifications are not reporting in the account's Event History, the cause for the push notification not sending may be that the security panel is not signaling properly or is not communicating the triggering action properly. For more information on troubleshooting poor signaling, see [What does Poor Signaling mean?](#).

If events are verified as being successfully acknowledged in the customer's history, proceed to the next step with refreshing the push device.

To verify events are reporting using the Partner Portal:

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **History**.
4. Verify the events that customers want push notifications for (e.g., Arming reminder, system armed away, sensor opened/closed, etc.) are appearing in the *Event History*. The activity should appear alongside *Notification* type events.

Note: The *Notification* type event states what event is sent to which recipients, and if it was successful or if it failed. For more information about failed *Notification* events, see [Failed push notifications events appear in the Event History](#).

To verify events are reporting using the MobileTech app:

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **History**.
4. Verify the events that customers want push notifications for (e.g., Arming reminder, system armed away, sensor opened/closed, etc.) are appearing in the *Event History*. The activity should appear alongside *Notification* type events.

Note: The *Notification* type event states what event is sent to which recipients, and if it was successful or if it failed. For more information about failed *Notification* events, see [Failed push notifications events appear in the Event History](#).

To verify events are reporting using the Customer website:

1. Log into the Customer website.
2. Click **Activity**.
3. Verify the events that customers want push notifications for (e.g., Arming reminder, system armed away, sensor opened/closed, etc.) are appearing on the *Activity* page.

To verify events reporting using the Customer app:

1. Log into the Customer app.
2. Tap ☰.
3. Verify the events that customers want push notifications for (e.g., Arming reminder, system armed away, sensor opened/closed, etc.) are appearing in the *History*.
 - Flick down to refresh the history.

Power cycle the push device again

If all preceding steps have been taken, the cellular connection of the push device may be unstable. Power cycle the push device to help ensure there is a good cellular connection. If the push device cannot secure a stable cellular connection, it may be necessary to contact the cellular provider for additional troubleshooting.

Refresh the push device

If all preceding steps have been taken, refresh the push device by removing the push device from the account and then adding it back onto the account.

To refresh push devices:

Note: Both the Customer website and app are used in this process.

1. Disable push notifications on the mobile device:
 - a. Log into the Customer app.
 - b. Tap ☰.
 - c. Tap **Notifications**.
 - d. Tap the *Push Notifications* toggle switch so it is toggled off.
2. Verify that push devices are disabled from the Customer website:
 - a. Log into the Customer website.
 - b. Click **Notifications**.
 - c. Click **Push Devices**.
 - d. Click the desired push notifications device.
 - e. Click **Delete**.

- f. In the popup window, click **Delete**.
3. Once push devices are verified to be disabled on the Customer website, reenable push notifications on the mobile device:
 - a. Log back into the Customer app.
 - b. Tap ≡.
 - c. Tap **Notifications**.
 - d. Tap the *Push Notifications* toggle switch so it is toggled back on.
4. Verify the push devices are showing on the *Push Devices* user again from the Customer website:
 - a. Log back into the Customer website.
 - b. Click **Notifications**.
 - c. Click **Push Devices**.
 - d. Click the desired push notifications device.
 - e. Verify *Enable Notifications* is toggled on.
 - f. Rename the device, if desired, then click **Save**.
5. Add the push device as a recipient to desired notifications. For more information, see [Verify the notification is enabled](#).
6. Test push notifications by triggering the action that generates the notification.

Device-specific troubleshooting

General steps

There are various device settings that can prevent push notifications from being received. Depending on the device in use, the instructions to verify the below settings may vary. For device-specific instructions about how to verify these settings, refer to [Apple Support](#) or [Android Help](#).

1. Verify there are not any settings enabled on the device that would prevent push notifications from being received (e.g., An iOS device with the *Focus* feature enabled prevents notifications from selected apps from being sent).
2. Verify there are not any security applications installed on the device that may block push notifications.
3. Verify the Alarm.com app has not been uninstalled.

If notifications are only sent when the Customer app is open:

If notifications are only received once the Customer app is opened, the reason for this behavior could be that the Customer app is not allowed to run in the background or that the Customer app is not allowed to transmit data in the background.

Note: If unable to find the respective settings, use the settings search feature in the Android or iPhone settings.

1. Restart the mobile device.
2. Verify the push device is connected to the internet.

3. Verify the push device can receive notifications. For device-specific instructions about how to verify these settings, refer to [Apple Support](#) or [Android Help](#).
4. Verify that the Customer app can receive background data.
 - For iPhone, locate the *Background App Refresh* setting and verify that it is enabled for the Customer app.
 - For Android, locate the *Restrict Background Data* setting and verify that it is disabled for the Customer app.
5. Verify battery saver mode is disabled.
 - For iPhone, locate the *Low Power Mode* setting and verify that it is disabled.
 - For Android, locate the *Battery Saver Mode* setting and add the Customer app to the exclusion list.

Failed push notifications events appear in the Event History

If failed notification events appear in the Event History, the notification is being sent out but the device is having difficulty receiving it.

1. Disable push notifications on the mobile device:
 - a. Log into the Customer app.
 - b. Tap .
 - c. Tap **Notifications**.
 - d. Tap the *Push Notifications* toggle switch so it is toggled off.
2. Remove the push device from the account:
 - a. Log into the Customer website.
 - b. Click **Notifications**.
 - c. Click **Push Devices**.
 - d. Click the desired device to manage notifications for.
 - e. Click **Delete**, then click **Delete**.
3. Log out and close the Alarm.com Customer app.
4. Log back into the app, then enable push notifications.
 - a. Log into the Customer app.
 - b. Tap .
 - c. Tap **Notifications**.
 - d. Tap the *Push Notifications* toggle switch so it is toggled on.
5. Add the push device as a recipient to the desired notification.
6. Verify push notifications show as successful in the Event History and can be received.