

Optimizing Push Notification Mobile Settings

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QliqCHAT is introducing a new feature to help users identify and address smartphone settings that may adversely impact push notification delivery. This feature will alert users which settings impact push notification delivery.



- When such a setting is detected, a popup alert notifies the user and directs them to the QliqCHAT settings page.
- The settings page lists all device settings QliqCHAT can track that might affect push notifications.
- Users can select a "Don't Remind" option to disable future alerts for these settings.
- Tapping on any setting provides a detailed explanation of its impact and an option to navigate to the device's settings.
- Navigation options depend on device system capabilities, either directing users to the specific setting or to the general settings screen.

The names of these settings may vary slightly by phone brand and model. They are global settings that impact all smartphone apps' performance.

- **Battery Save Mode** restricts access to notifications and slows the notification process down because it is limiting any application's ability to work in the background when the user does not have the app open. Apps automatically go into battery save mode once the battery is down to 10-15%, depending on the phone. It is also possible for users to set this to be the default use.

Where to Change for Android:

- Go to Settings > Battery > Battery Saver.
- Toggle the switch to enable or disable Battery Saver mode.

Where to Change for iOS:

- Go to Settings > Battery.
- Toggle Low Power Mode on or off.

- **Data Save Mode** restricts access to the network data that apps can use and leads to slowness in loading of messages. This is typically set manually by users who have limited data plans.

Where to Change for Android:

- Go to Settings > Network & Internet > Data Saver.
- Toggle the switch to enable or disable Data Saver mode.
- You can also allow specific apps to use unrestricted data in Data Saver mode.

Where to Change for iOS:

- Open Settings > Tap Cellular > Tap Cellular Data Options
- Tap Data Mode
- Select Standard or Allow More Data on 5G
- Low Data Mode reduces the amount of data your iPhone uses, which can make your internet connection feel slower. It also pauses background tasks and automatic updates when your iPhone isn't connected to Wi-Fi.
- **Airplane Mode** prevents all mobile/data connections, so users receive no messages or notifications

Where to Change for Android:

- Network Restrictions (Wi-Fi Only or Airplane Mode)
- Airplane Mode: Pull down the notification shade and toggle Airplane mode.
- Wi-Fi Only Data Usage can be manually activated to allow for app use: Go to Settings > Network & Internet > Mobile network > Data usage.
- For app-specific settings, go to Settings > Apps & notifications > App data usage > Select the app and adjust Background data settings.

Where to Change for iOS:

- Swipe down from the top-right corner to access the Control Center and tap the Airplane mode icon.
- Alternatively, go to Settings and toggle Airplane Mode.
- **Do Not Disturb Mode** is specifically for mobile devices and does not relate to the desktop app. When this is set on mobile phones, users will get no notifications unless they have specifically excluded QliqCHAT

Where to Change for Android:

- Go to Settings > Sound > Do Not Disturb.

- You can schedule DND, change behavior, and set exceptions for specific apps.

Where to Change for iOS:

- Go to Settings > Focus > Do Not Disturb.
- Customize the settings or turn it on/off from the Control Center by swiping down from the top-right corner of the screen and tapping the crescent moon icon.
- **Battery Optimization Enabled** (Android only) learns your typical usage over time and optimizes your battery usage based on those patterns. If you are an occasional user of QliqCHAT this setting can limit background updates needed to stay current on messages.
 - Go to Settings > Battery > Adaptive Battery.
 - Toggle Adaptive Battery on or off.

There is also app-specific battery optimization where you can include or exclude specific apps:

- Go to Settings > Apps & notifications > Advanced > Special app access > Battery optimization.
- Select the QliqCHAT app to optimize or exempt from optimization.
- **Background Refresh Disabled** (iOS only) reduces battery consumption and only allows apps to run when they are being used. If this setting is disabled, notifications will not be delivered in the background.
 - Go to Settings > General > Background App Refresh.
 - You can disable Background App Refresh globally or on a per-app basis
 - Enable QliqCHAT app Background App Refresh

If you have additional questions or need help, please contact: support@qliqsoft.com