



Android Notifications Troubleshooting Guide

Overview

For some users, there are certain Android devices or third-party apps that may block Qwil Messenger from sending mobile notifications. Unfortunately, this is not a bug with our software service, but an issue with your device and/or Android operating system, or even some third-party apps.

Below we have defined all of the known issues that you can use to troubleshoot any notification problems you are having.

Android Operating Systems

For some android operating systems, you need to confirm that your battery optimisation settings are not preventing Qwil Messenger from sending notifications. Below are the steps to confirm this on the different operating system versions.

Android version 9	<ul style="list-style-type: none">• From the app drawer, tap Settings.• Select Battery.• Choose Adaptive Battery.• Tap Restricted apps, and make sure Qwil Messenger is not listed.
Android version 7+	<ul style="list-style-type: none">• From the app drawer, tap Settings.• Select Apps.• Find and tap Qwil Messenger.• Select Battery, then tap Battery Optimization.• From here, select Apps not optimized option and change it to All apps.• Find Qwil Messenger in this list and set to Don't optimize.
Android version 6.0.1+	<ul style="list-style-type: none">• From the app drawer, tap Settings.• Select Battery.• Tap the Overflow menu icon and choose Battery Optimization.• Tap the downward caret and choose All apps.• Tap Qwil Messenger, then tap Don't optimize.

Specific Android Devices

In addition to the above issues, a number of device models are also known to have specific issues that can interfere with notifications. Please see the details of each below.

Samsung	<p>1) Prioritize notifications from Qwil Messenger</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Apps. • Select Qwil Messenger. • Under App Setting, tap Notifications. • Toggle on Set as priority. <p>2) Exclude Qwil Messenger from battery optimisation</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Device management. • Select Battery. • Tap Unmonitored apps. • Add Qwil Messenger to this list.
Huawei Mate 8 & Huawei Nova Plus	<ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Advanced Settings. • Tap Battery Manager. • Tap Protected apps. • Toggle Qwil Messenger to enable.
Huawei P8 lite	<p>1) Enable Qwil Messenger to run at startup</p> <ul style="list-style-type: none"> • From the app drawer, tap Phone Manager. • Swipe left and tap Startup Manager. • Tap Qwil Messenger and ensure that it's set to run automatically at system startup. <p>2) Allow notifications</p> <ul style="list-style-type: none"> • From the app drawer, tap Phone Manager. • Swipe left and tap Startup Manager. • Tap Qwil Messenger and ensure that it's set to run automatically at system startup.

Huawei Honor 8	<p>1) List Qwil Messenger as a protected app</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Advanced Settings. • Tap Battery Manager. • Tap Protected apps (or Close apps after screen lock). • Toggle Qwil Messenger to enable. <p>2) Ignore battery optimizations for Qwil Messenger</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Apps. • Tap Advanced. • Select Ignore battery optimizations. • Choose Qwil Messenger and ignore the app. <p>3) Allow Notifications from Qwil Messenger</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Select the Notification Panel & Status Bar. • Tap Notification Center and find Qwil Messenger. • Ensure that Allow Notifications and Priority Display are active.
Huawei Honor 6	<p>1) List Qwil Messenger as a protected app</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Power Saving. • Tap Protected apps. • Toggle Qwil Messenger to enable. <p>2) Enable Qwil Messenger in the Notification Manager</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Notification Manager. • Select Notify for Qwil Messenger to receive push notifications.
Xiaomi	<ul style="list-style-type: none"> • From the app drawer, tap Security. • Tap Permissions. • Tap Autostart. • Toggle Qwil Messenger to enable.
OPPO	<p>1) List Qwil Messenger as a protected app</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Advanced Settings. • Tap Battery Manager, then Protected Apps. • Toggle Qwil Messenger to enable protection. <p>2) Ignore battery optimization for Qwil Messenger</p> <ul style="list-style-type: none"> • Tap on Settings. • Select Battery, then tap on Energy Saver. • Find Qwil Messenger and ensure that Freeze when in Background, Abnormal Apps Optimization and Doze are all disabled.

	<p>3) Allow notifications from Qwil Messenger</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Notification Panel & Status Bar. • Tap Notification Center. • Find Qwil Messenger and activate allow notifications and priority display. <p>4) Add Qwil Messenger to start up manager</p> <ul style="list-style-type: none"> • Open the Security app. • Select Privacy Permissions, then Start up manager. • Find Qwil Messenger and ensure this setting is enabled.
OnePlus 3	<ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Battery. • Select Battery Optimization. • Tap the Overflow menu in the top right of that screen. • Select Advanced Optimization. • Toggle Qwil Messenger to off.
OnePlus (Android 8.0 and later)	<p>1) Check that app storage is set to clear normally</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Advanced. • Select Recent apps management. • Ensure that Normal clear is enabled. <p>2) Exclude Qwil Messenger from battery optimisation</p> <ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Battery, then Battery Optimization. • Tap Apps not optimized and select All apps. • Find Qwil Messenger and ensure it's set to Don't optimize.
OnePlus (Android 7.0 and earlier)	<ul style="list-style-type: none"> • From the app drawer, tap Settings. • Tap Apps. • Tap the gear icon in the top right. • Select App Autolaunch. • Toggle Qwil Messenger to enable.

Third Party Applications

Third party application that manage battery performance and RAM can also create this issue. Similarly, if you use third-party security apps these too may also create issues. If you have either of these types of applications installed please check that Notification Cleaner settings are disabled for Qwil Messenger.