



DOS GROUP SA

Via Rime 38
CH-6850 Mendrisio

T. +41 (0)91 630 20 11

F. +41 (0)91 630 20 12

info@dos-group.com

www.dos-group.com

CHE-109.036.022 IVA



DOS GROUP

SWISS IT SOLUTIONS



Momentum Tips & tricks

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Carolo Alessio

Author



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Table document revision

Rev.n°	Reason	Author	Date
01	Document first version	Alessio Carolo	09/02/2017

Referenced documents

Document name	Author	Date



1. App Momentum installed on HUAWEI mobile devices

HUAWEI mobile devices have a particular battery life cycle management, activated by default: “clearing background apps after turning off the screen helps save battery power. However, email, messaging, and social networking apps will not be refreshed once cleared.”

As a consequence, if Momentum app isn’t open in foreground, the mobile device doesn’t receive the Push notifications, even if the user is logged in and his settings satisfy the criteria to participate to an intervention.

To solve this problem, user must add the Momentum app in the list of the HUAWEI Active apps: “Active apps in the list are protected, and will continue running after the screen is off”.

Please, follow the instructions:

- [app in English] Settings > Apps > [click on your Momentum app] > Battery > select “on” on “Keep running after screen off”
- [app in Deutsch] Einstellungen > Apps > [click on your Momentum app] > Akku > select “on” on “Bei ausges. Bildschirm weiter ausführen”

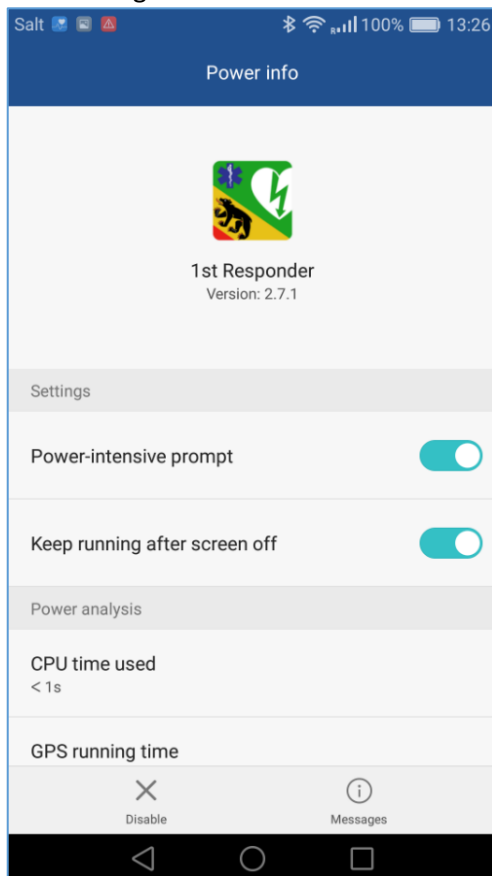


Figure 1: “keep running after screen off” option

When the user changes this setting, the system automatically activates the following parameter:

- [app in English] Settings > Advanced settings > Battery manager > Protected apps > [appName]: Protected
- [app in Deutsch] Einstellungen > Erweiterte Einstellungen > Akkumanager > Geschützte Apps > [appName]: Geschützt

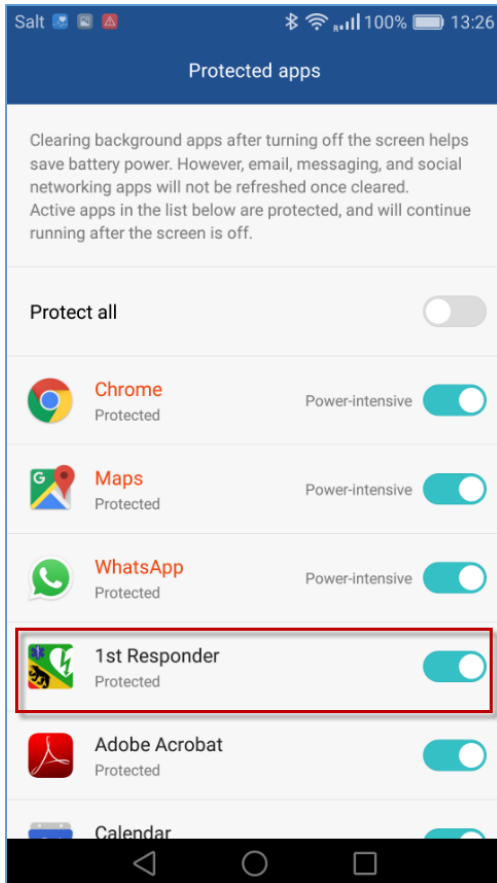


Figure 2: "Protected app" option

Moreover, to give the high priority to Momentum App notifications, user must activate this setting:

- [app in English] Settings > Apps > [appName] > Notifications > set "Priority display" (Allow this app's notifications to ring with priority and give them priority interruption status) to "on".
- [app in Deutsch] Einstellungen > Apps > [appName] > Benachrichtigungen > set "Anzeige mit Priorität" (Benachrichtigungen dieser App können mit Priorität lauten un erhalten prioritäten Unterbrechnungsstatuts) to "on".

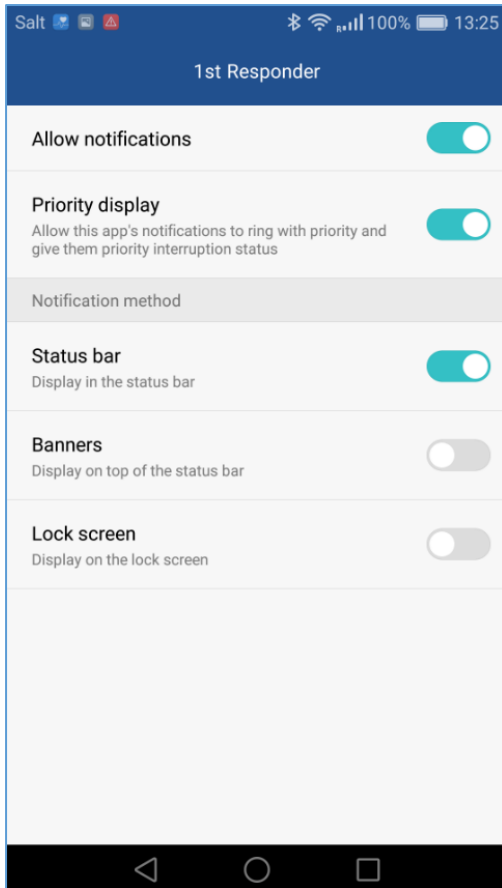


Figure 3: "Priority display" option