

Huawei & Honor Mobile - How to fix push notifications?

How to fix the push notifications on Huawei and Honor phones? (Also Samsung Galaxy J3)

The EMUI of Huawei Android based phones is using very aggressive battery saving methods. These Huawei's proprietary features may cause the 2N® Mobile Video application (and other communicators and instant messaging apps) unreachable when running in the background.

Proceed please with following steps:

1. Go to Settings -> Advanced settings -> Battery manager -> Protected apps, then find the app you want to see notifications from (Mobile Video app), and protect it. This is "whitelisting" the app so Huawei's overeager software doesn't shut it down for no reason.
2. Go to Settings -> Apps -> advanced -> Ignore battery optimizations, then find the app (Mobile Video) and ignore it. Don't be tricked by the misleading wording, "ignoring" the app actually means to let it run, because you're telling the battery optimization function to "ignore" that app.
3. Go to Settings -> Notification panel & status bar -> Notification centre, then find the app (Mobile Video), then activate "allow notifications" and also "priority display". You have to activate the priority part too to make sure you get notifications.
4. Restart your phone.



Android 8

If you have Android 8 version of the OS you also need to allow unlimited access to data in the section: Settings -> Apps -> special access -> unlimited data access -> choose 2N® Mobile Video application and allow it

For further details see this article: <http://www.forbes.com/sites/bensin/2016/07/04/push-notifications-not-coming-through-to-your-huawei-phone-heres-how-to-fix-it/#1ab6c4b778aa>