

4. What if cannot receive alert on phone app?

① First, please enable the push notification for the phone app in your phone setting. you can follow the guide as below. Difference phone may have difference setting, you need to do it according to your phone setting.

② Please check whether you have enabled the "app" notification:

Right-click mouse navigates to **Main Menu** --> **Alarm**--> **Intelligent Alert**, Choose channel and enable "Mobile reported".

③ Please check on Phone app **Event** --> **Settings**, enable " Allow Notifications".

④ Go to your phone **settings** --> **Notifications** --> Enable "XMeye Pro"

⑤ The time interval for phone app notification is 2 minutes. So you will not receive second notification in 2 minutes.

⑥ It will not push the phone app alert when you are view the real-time video on phone app.

Note: (More details please refer at page 16. How to setup app notification and E-mail alert?)