

Troubleshooting Ness Smartbell Push Notifications

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Step 1

First login to the eGateways WAN IP Address



Step 2

Click on **WAN** from the left menu.



Step 3

Check that the DNS server addresses are correct.

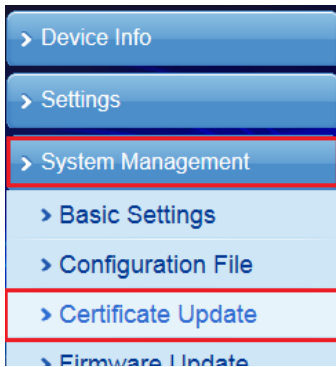
You can get these settings from your ISP or you can try **8.8.8.8** as the primary DNS server.

Wide Area Network (WAN) Settings

WAN Connection Type:	STATIC (fixed IP) ▾
Static Mode	
IP Address	192.168.0.10
Subnet Mask	255.255.255.0
Default Gateway	192.168.0.1
Primary DNS Server	8.8.8.8
Secondary DNS Server	

Step 4

Manually update the APN certificate file by selecting **System Management > Certificate Update** from the left menu in the Web GUI.



Step 5

Enter the following into the fields:

Name

Enter in **ness**

Private Key password

Enter in **intercomlite**

APNS Certificate Setting

Name	<input type="text" value="ness"/>
Private key password	<input type="password" value="••••••••"/>

Apply

APS Client Settings

Ensure that this is set to **Enable**

Make sure the Server URL is set to **smartbell.ness.com.au**

Then click **Apply**.

Now press the **Manual Operation** button.

APS Client Setting

Enabled	<input type="text" value="Enable"/>
Server URL	<input type="text" value="smartbell.ness.com.au"/>

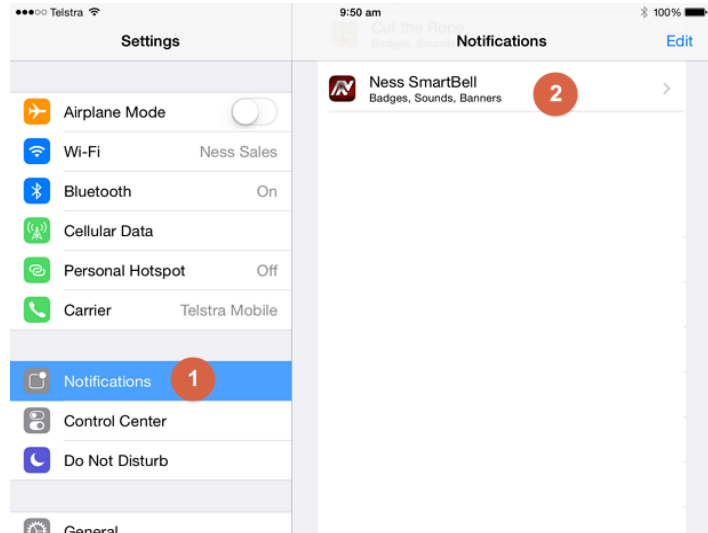
Apply

Manual Operation

Step 6

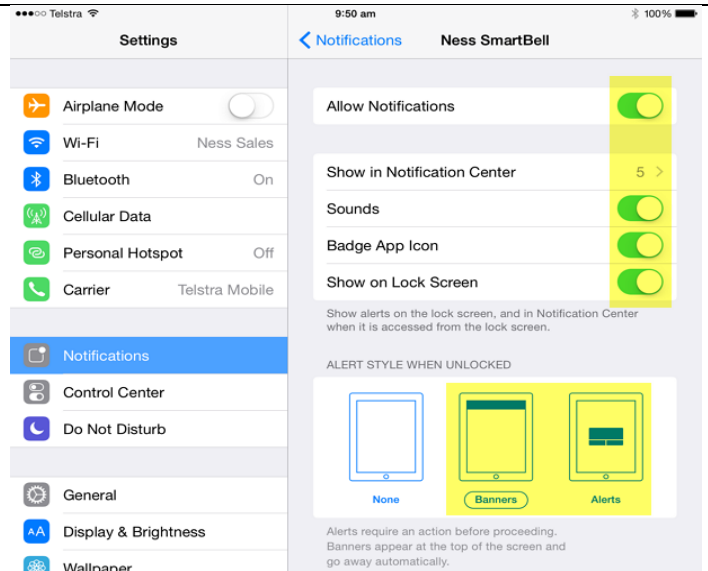
Check and confirm that Push notifications are enabled on the iOS device.

Open the settings app on your iOS device and find **Notifications** and select **Ness Smartbell** from the list.



Step 7

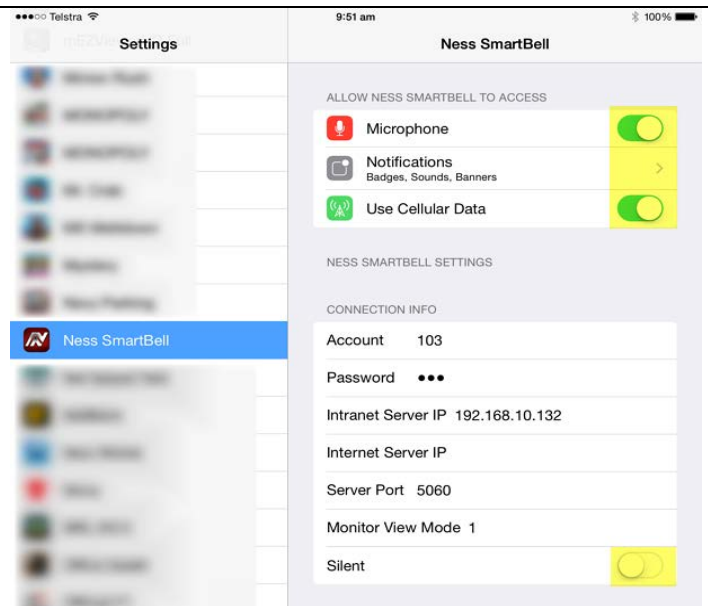
Make sure you have the notifications enabled like shown on the right:



Step 8

Select the **Ness Smartbell** app from the settings app and confirm that, **Microphone** and **use cellular data** is enabled.

Make sure **Silent** is not enabled.



TESTING PUSH NOTIFICATIONS

There are 2 ways you can test if the Push Notifications work or not.

To test to see if the Push Notifications work you must first have an Apple Device paired into the eGateway. Please refer to the installation manual on how to pair the device into the eGateway.

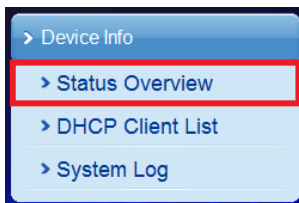
1. Press the Door bell button.

Pressing the door bell button will activate the push notification and it will be sent to your Apple device.

However, you will only get the Push Notification if your Apple device is paired and the app is not open on the device.

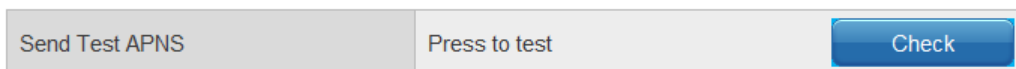
2. Manually activating it in the eGateway.

Open the **Device Overview** > **Status Overview** from the eGateway's web GUI.



Scroll down the page into you get to the bottom of the page and you will see the following:

Push Notifications



Make sure your Apple Device is paired already in the eGateway and ensure the app is closed, and then press the **Check** button in the eGateway.

A few seconds later you should see a test Push Notification appear on the Apple device.

RESOURCES

Should you have any questions or run into issues, here are some resources that may be of assistance:

National Technical Support:

1300 551 991

Monday – Friday (8:30AM – 5:00PM)

Email:

customerservice@ness.com.au