

**Customer Advice Note
CAN #170**

**GX Remote APP, Push
Notification Behaviour**

Date: October/ 2022

Introduction

This Customer Advice Note details an issue with the Push Notification Indication with Android 12 /13 and the GX Remote APP.

This document describes the resolution to this problem.

Products Affected

GX Remote APP V 4.1.0 with Android 12 and 13

Identification

If GX Remote App is running in the background notification of the push message will not be displayed on Android 12 and 13.

Attention: Resolution

Kill the application in the background then normal push notification will be displayed.

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Impact

Hardware	y
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Part Numbers Affected	y

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n