

Notifications

Notifications tell you what your devices are doing while you work in the console. A bell in the header shows how many unread notifications you have, and new ones arrive live without reloading the page. Each notification belongs to one enterprise and one user, and opening it takes you straight to the device it is about.

Before You Start

- Every role receives notifications, including Viewers; there is nothing to enable
- Notifications are delivered only to users who have the console open in that enterprise at the moment the event happens; if you are logged out or on another enterprise, you do not receive them later
- Notifications are separate from Alerts. Alerts are announcements written by administrators for everyone; notifications are automatic messages about individual devices
- Device status notifications depend on the KMM Client being installed on the device through its device group

Where to Find It

The bell icon sits in the header, to the left of the theme toggle, once an enterprise is selected. A red badge on the bell shows the number of unread notifications (99+ when there are more). Select the bell to open the **Notifications** list.

What Triggers a Notification

Client Status Changed

Sent when a device's KMM Client goes online or offline. The client sends a heartbeat to the server; when no heartbeat has arrived for about a minute the device is reported offline, and the next heartbeat reports it online again. Status is checked every 20 seconds, so a change shows up within roughly one to two minutes. A change between a good and a weak connection (round trip above 250 ms, or three missed heartbeat replies in a row) updates the dot live but does not create a notification.

Message: *Client on device is now online.* or *...is now offline.*

Task Completed

Sent when a device task (an APK installation or a file transfer run through the KMM Client, created when the device group is published or rerun from the device page's **Tasks** tab) finishes successfully. The Tasks tab updates at the same time.

Message: *Task " on device completed successfully.*

Task Failed

Sent when such a task fails. The failure reason reported by the device is appended when one is available.

Message: *Task " on device failed: .*

Screenshot Ready

Sent when a screenshot requested from the device page's **Commands** tab has arrived. The Screenshots tab on the device page updates at the same time.

Screenshot Failed

Sent when the device could not take the requested screenshot. The reason reported by the device is included, and **Request Screenshot** becomes available again.

Reading a Notification

Each entry shows the title, the message and the time it was created in your local time. Unread entries have a light blue background; read entries are dimmed and carry a green check mark.

Select an entry to open the device it concerns. Opening an unread notification marks it as read at the same time.

Marking Notifications as Read

- **Single notification:** select it; it is marked read and the device page opens
- **All notifications:** select **Mark all as read** at the top of the list; the link appears only while unread notifications exist

Marking a notification as read removes it from the server. It stays visible with a check mark until you reload the page, after which the list shows only unread notifications.

How Delivery Works

- When you open the console or switch enterprise, the list loads your unread notifications for that enterprise
- New notifications are pushed to your browser over an open connection while the console is open; a notification is created for each user connected to the enterprise at that moment
- Unread notifications are kept until you mark them as read; there is no automatic expiry
- Switching enterprise switches the notification list, because notifications are scoped to the enterprise they were created in
- If the connection drops, the browser reconnects on its own; notifications created while disconnected are not delivered

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