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Subject: \*\* Technical bulletin: MyStart PUSH notification – iOS11 \*\*

From: AutoMobility <email@e-automob.ca>

To: <jeff@lockdownsecurity.ca>

December 6th, 2017

## AutoMobility® TECHNICAL BULLETIN MY-START TELEMATICS COMMUNICATOR

**TO: ALL RETAILERS**

**FROM: TECHNICAL SUPPORT DEPT.**

**SUBJECT: PUSH NOTIFICATION ISSUE ON MYSTART PLUS APPLICATION.**






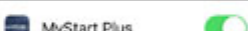
### Situation:

No runtime displayed on the MyStart plus Application after remote starting the vehicle when using an Apple iOS device under iOS 11.





### STEP 1. CHECK YOUR IGNITION WIRE CONNECTION

Using a Multimeter, test the Yellow (+) ignition input wire going to the MS-2 to confirm there is 12V showing when the vehicle's ignition is to the On position. If ignition is testing properly and there is still no runtime displayed, go to STEP 2 below.

### STEP 2. BACKGROUND APP REFRESH SETTING

a. Go to your smartphone Settings.	
b. Then Choose "General"	
c. Then Choose "Background App Refresh"	
d. Then Choose "Background App Refresh" again	
e. Then Choose "Wi-Fi & Cellular Data" option. Once done, click Back.	
f. In the Background App Refresh section make sure "MyStart Plus" is enabled to receive notifications.	
g. Go Back and test the MyStart Plus Application.	
h. If Runtime is still NOT present, please go to STEP 3 below.	

### STEP 3. NETWORK RESET SETTINGS

a. Go to your smartphone Settings.	
b. Then Choose "General"	
c. Then Choose "Reset"	
d. Then Choose "Reset Network Settings" option	
e. Then Confirm "Reset Network Settings".	
f. Once phone has rebooted, test the MyStart Plus Application.	

Please note that in the case where all these procedures has been verified and that the problem persists, intermittently or not, that is a known problem and still unresolved since the arrival of iOS 11 in which affects notifications of some random customers.

We expect a fix as soon as possible from Apple. Please keep in mind that this problem can affect all mobile applications. Check regularly for App updates.

# AutoMobility®

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