26.03.2024: Fallback mode

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Secapp’s Android platform now has a fallback mode that aims at securing the delivery of alerts if alert messages, for one reason or another, are not delivered to the device through conventional methods.

The application automatically switches to using the fallback mode, if Secapp detects problems with the notification channel used by the mobile device.

There may be small delays in the arrival of alerts in fallback mode compared to the normal mode. Users don’t need to do anything on Secapp; the fallback mode switches on automatically when necessary, and switches off when the connection works again.

When Secapp uses fallback mode, a pinned notification appears on the phone, indicating the use of the fallback mode. The application checks regularly whether alerts have been sent, and through fallback mode, aims to deliver them, until the notification channel works normally again.