

Topic <b>PUSH</b>				
Date 2025-04-05	Reference	Rev <b>B</b>		
Publisher C&M Stockholm		Prepared	Revised	Page 1 (9)

## 1 AquaWeb Update PWA PUSH notifications

This is an important update regarding communication within the AquaWeb (AW) system. Here's a summary of the information and the reasons for the change:

### Background:

Previously, AW users were recommended to switch from the old AquaApp's (that is no longer supported) PUSH technology to AW's special [SMS messaging](#) (year 2021 with the alarm as a link in the SMS). The reason was that SMS was considered a more stable method.

### Current Situation:

Times have changed, and SMS handling is no longer more stable than PUSH technology. Furthermore, SMS is expensive, regardless of the telecom provider agreement.

### New Solution:

Therefore, a new type of PWA PUSH technology has been developed that utilizes the smart device's built-in web browser. This technology is more modern and cost-effective. It's the same PWA technology you already have installed on your smart device: [AquaWeb App](#)

### Call to Action:

AW users are now urged to stop using SMS as soon as possible as option *one* and instead use this new PWA PUSH technology as first choice together with [SMS](#) and E-mail as *second* and *third* choices.

### Summary:

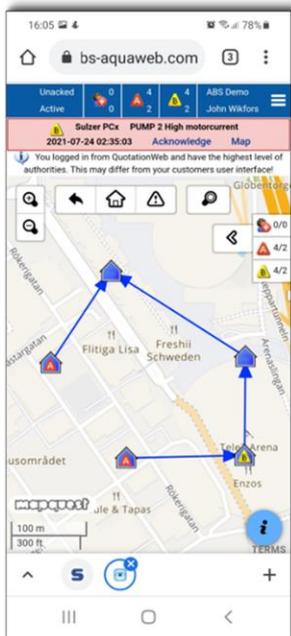
- **From SMS to PWA PUSH:** Users are advised to review their alarm dispatch priority settings
- **Security and Cost:** The new PWA PUSH technology is as stable and secure as SMS, and significantly cheaper.

By switching to the new PWA PUSH technology, we can collectively reduce costs and make the AW system even more efficient.

Topic <b>PUSH</b>			<b>SULZER</b>	
Date 2025-04-05	Reference	Rev <b>B</b>		
Publisher C&M Stockholm		Prepared	Revised	Page 2 (9)

## 2 Start

If you already have PWA on your desktop on your digital device, that is, you use [AquaWeb App](#), then you can continue down to section: [Why?](#) (page 3)



## 3 What?

PWA push notifications are just like push notifications to an installed native app, except that they are sent to your smart phone through something called a Progressive Web App (PWA), a technique for treating a web application, such as AquaWeb, as a regular smart phone application. AquaWeb uses push notifications to send alarm info to your phone or other internet connected device, such as a tablet or a computer.

## 4 What do I need?

To install the PWA, *unless this has already been done in connection with the [AquaWeb App](#) installation*, you need an iPhone or Android device or a Windows or Mac computer (just as with the AquaWeb App application). To receive notifications, you need to be connected to the Internet through *Wi-Fi or* the mobile network.

Topic <b>PUSH</b>			<b>SULZER</b>	
Date 2025-04-05	Reference	Rev <b>B</b>		
Publisher C&M Stockholm		Prepared	Revised	Page 3 (9)

## 5 Why?

By using push notifications instead of SMS, you help us all to keep costs down, which allows us to keep AquaWeb's costs down. Since SMS is very costly, we want to minimize its use as much as possible. This can be achieved by limiting the number of SMS messages sent out. PWA PUSH notifications can be used as a cost-effective alternative for sending out alarms. Also, push notifications don't require a SIM card, so you can receive push notifications on any digital device (smart phone, tablet and computer) through *WI-FI* only (with internet connection of course).

## 6 Considerations

Push notifications is a cost effective and convenient way of receiving alarm info.

**If** a technical problem occurs with the PWA PUSH notification, AquaWeb will *automatically* try to send out an SMS and/or email to the specified recipient **with the alarm info and a message urging the user to reactivate push**. For the system to be able to send SMS, it is required that the user's mobile number is registered. E-mail is not optional and is registered for all users.

However, to ensure that alarms are received under the best possible conditions, we recommend that all users who should receive alarms are manually registered with all three available methods, such as: PUSH PWA, SMS (GSM), and EMAIL.

- |   |                           |   |
|---|---------------------------|---|
|  | 1: Wikfors, John PUSH PWA |  |
|  | 2: Wikfors, John GSM      |  |
|  | 3: Wikfors, John EMAIL    |  |

Topic <b>PUSH</b>			<b>SULZER</b>	
Date 2025-04-05	Reference	Rev <b>B</b>		
Publisher C&M Stockholm		Prepared	Revised	Page 4 (9)

## 7 How do I install the PWA?

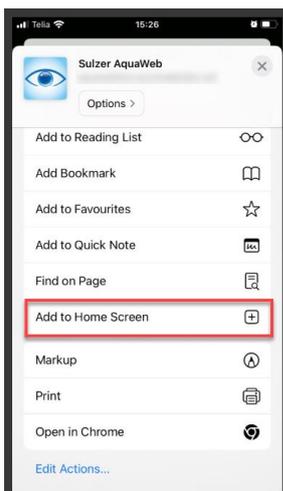
Here is how you install PWA on iPhone SE for example. Other devices are similar. See [AquaWeb App for PWA installation on all platforms](#).

If you already use AquaWeb App, please jump down to [How do I register my device to receive notifications?](#) (Page 6)

1. Open AquaWeb in the browser and click on the arrow at the bottom.

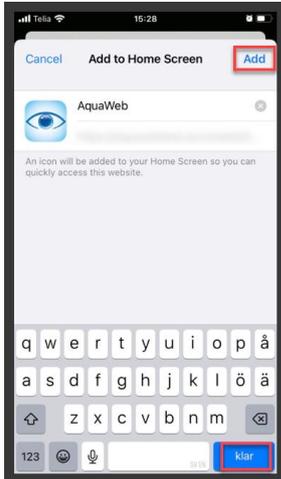


2. Click on “Add to Home Screen”.



Topic <b>PUSH</b>			<b>SULZER</b>	
Date 2025-04-05	Reference	Rev B		
Publisher C&M Stockholm		Prepared	Revised	Page 5 (9)

3. Finish by clicking on one of the buttons below.



4. AquaWeb is now available to open just like a desktop app.



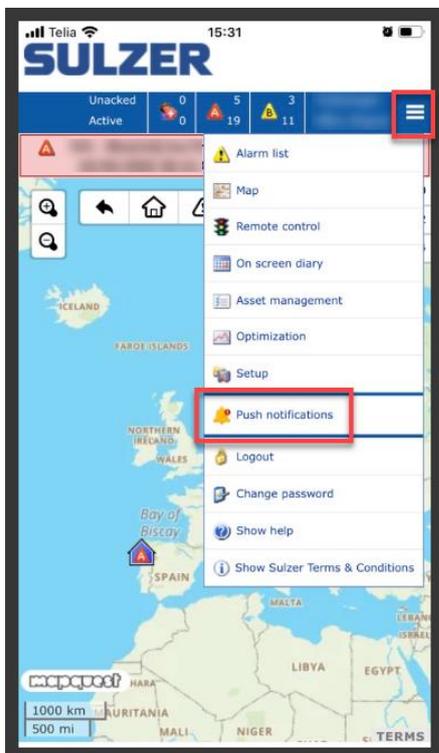
Topic <b>PUSH</b>			<b>SULZER</b>	
Date 2025-04-05	Reference	Rev <b>B</b>		
Publisher C&M Stockholm		Prepared	Revised	Page 6 (9)

## 8 How do I register my device to receive notifications?

Before you start:

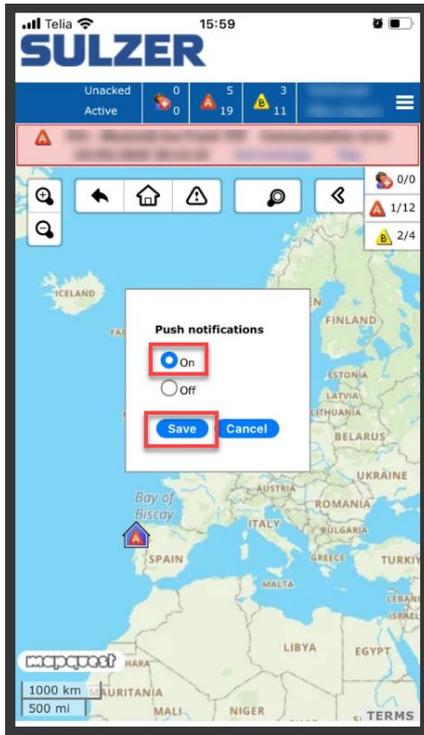
- You must register **each device** you want to receive notifications from separately. Registrations are per device, not per user.
- A registration for a device must be done **from that device**.

1. Open AquaWeb through the PWA.
2. Open the top menu and click on “Push notifications”.

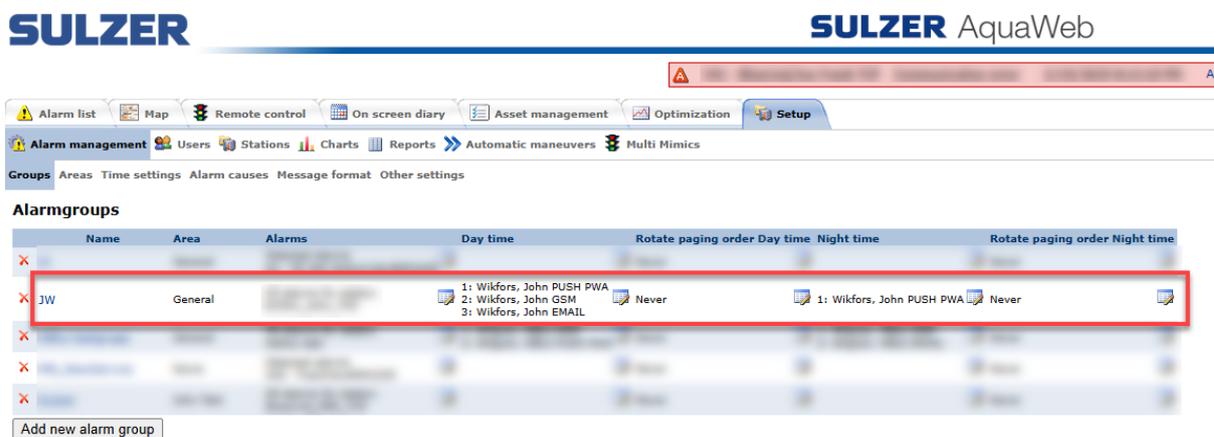


Topic <b>PUSH</b>			<h1>SULZER</h1>	
Date 2025-04-05	Reference	Rev <b>B</b>		
Publisher C&M Stockholm		Prepared	Revised	Page 7 (9)

3. Select “On” and click “Save”.



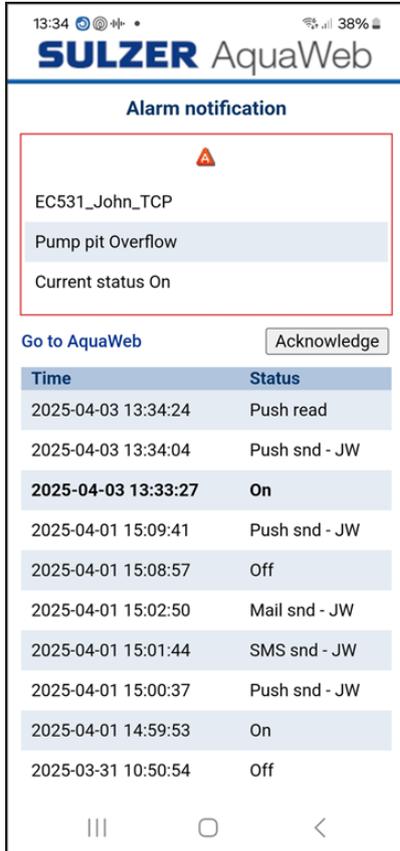
- To allow the PWA to show you notifications, click “*Allow notifications*” when the dialog pops up.
- Now you have registered for push notifications. However, to get AquaWeb to send you notifications for the alarms you want, there is one step left. Go to the alarm group you want to receive alarms from.





Topic <b>PUSH</b>			<b>SULZER</b>	
Date 2025-04-05	Reference	Rev <b>B</b>		
Publisher C&M Stockholm		Prepared	Revised	Page 9 (9)

8. Example: PWA PUSH with an overflow alarm:



Alarm list						
Time	Station	Status	Signature	Class	Description	
4/3/2025 1:34:54 PM	EC531_John_TCP	Ackn.	JW	A	Pump pit Overflow	
4/3/2025 1:34:24 PM	EC531_John_TCP	Push read		A	Pump pit Overflow	
4/3/2025 1:34:04 PM	EC531_John_TCP	Push snd	JW	A	Pump pit Overflow	
4/3/2025 1:33:27 PM	EC531_John_TCP	On		A	Pump pit Overflow	