



FAQ

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1 OEM App Auto-building FAQ

- Can I use my existing account system for my OEM app?
- Is it necessary for OEM's own branded app to modify the privacy policy and user agreement?
- How to update the OEM App Official template?
- Can I modify my app's personal settings after they are generated?
- Can I delete an incorrect App and recreate it?

More OEM App Auto-building FAQ, visit: https://support.tuya.com/en/help/_list?category=218149

2 iOS Certificate Application FAQ

- Is there any impact if the iOS certificate indicates that the app is untrustable?
- What should I do when iOS app creation fails and an error message is displayed indicating that mobileprovision does not match the P12 file?
- Why can't my colleague view the entry for creating iOS certificates after I granted him the rights to create an iOS certificate on my behalf?
- What do I do if I cannot select App Store and Ad Hoc when creating release certificates?

More iOS Certificate Application FAQ, visit: https://support.tuya.com/en/help/_list?category=218151

3 Android Message Push FAQ

- [What can I do if my Android mobile phone cannot receive messages?](#)
- [Why does it take so long for a push message to arrive?](#)
- [Can I receive messages on my mobile phone running Google's Android OS after I clear apps?](#)
- [Is the U-Push or Google FCM service used if I use a US account in China?](#)

More Android Message Push FAQ, visit: https://support.tuya.com/en/help/_list?category=218150

4 App Release FAQ

4.1 iOS App Release FAQ

- [How long does it take to approve an app launched in the App Store?](#)
- [How long can an app update package be used for after it is downloaded to a local directory?](#)
- [What can I do if IPA export fails \(App Store\)?](#)

More iOS App Release FAQ, visit: https://support.tuya.com/zh/help/_list?category=608006

4.2 Google Play Release FAQ

- [How do I delete my app on the Google Play?](#)
- [Why is “Device support removed” displayed when I launch an app on the Google Play?](#)

More App Release FAQ, visit https://support.tuya.com/zh/help/_list?category=384130

5 Version Update FAQ

- [Where can I find the app update page on the Tuya Smart platform?](#)
- [Where can I obtain the update package for my app launched on the App Store?](#)
- [How do I configure a new version number to update my app?](#)
- [How do I modify the basic information of a released app?](#)

More Version Update FAQ, visit: https://support.tuya.com/en/help/_list?category=235044