

Alerts

Manufacturer	**Pushover**
Model	**Alerts**
Control platform	**Crestron Home**
Connection	**HTTPS / Pushover**
Driver developer	**iteQ Living**
Driver version	**1.0.12**
Document revised	**30 October 2026**

Overview

Send notifications from Crestron Home Actions and Events through Pushover.

Features

Custom message title and text, plus a test-notification action. Requires a Pushover account and credentials.

iteQ Living Alerts - installation and troubleshooting

Package: **iteQ_Living_Notifications_Alerts_Cloud.pkg**

Help PDF: **iteQ_Living_Notifications_Alerts_Cloud.pdf**

Catalogue revision: 17 October 2026. Driver version unchanged.

Installer guide for driver 1.0.12. Installation labels can vary with Crestron Home version.

Catalogue: **Notifications > Pushover > Alerts (iteQ Living)**

What it does

iteQ Alerts sends notifications from Crestron Home programming via Pushover.net Simple Notifications Service configured to your mobile, tablet or desktop. You choose the event that triggers a message and provide its title and text. Other monitoring drivers supply their own events; Alerts does not itself detect equipment faults.

Before installation

iteQ Living drivers and licensing: View drivers and purchase a licence. Choose Alerts and follow the purchase instructions on the website. Your iteQ Living driver licence is separate from your Pushover account.

Ensure you have set up a Pushover.net account. Have your Crestron Home installation access, the Alerts driver package, the licence for this processor, your Pushover User Key and a Pushover Application Token available. Set up Pushover on the receiving device and permit notifications. Pushover accounts, software and service terms are separate from the driver purchase.

The processor needs internet connectivity to reach Pushover.net over HTTPS. Receiving-device connectivity, notification permissions and the Pushover service also affect delivery. Treat keys and tokens as private credentials.

Install and configure

1. Import the supplied driver package through the local driver installation workflow in Crestron Home Setup.

2. In Crestron Home Setup, go to **Pair Devices > Drivers > Notifications > Pushover > Alerts (iteQ Living)**, then add the driver.

3. In installer settings, enter **Pushover User Key**, **Pushover Application Token** and **Licence key**. Obtain the driver licence through the iteQ Living drivers page. The two Pushover credentials are different: do not enter your Pushover password in either field.

4. Save the settings and check that licensing and configuration are accepted.

5. Run the programming action **Send test notification**.

6. Confirm that the actual receiving device receives the message, not just that the driver reports acceptance.

The settings also describe a 24-hour trial when the licence field is blank. Trial and activation require their own commissioning checks; leaving the key blank is not a permanent licence.

This is primarily a programming driver. Its normal room and home-page tile visibility is disabled in the current UI definition; absence of a room tile is not by itself a fault.

Add an automatic notification

In Crestron Home programming, select the source event, add the Alerts action **Send notification**, and enter a meaningful title and message. For example, a Shelly **Monitor unavailable** event could send a message saying the monitor cannot currently be reached. Test the programmed event after configuration.

Avoid describing an unavailable monitor as a confirmed pump failure: the event could also reflect a power or network problem.

Understanding status

Status	Meaning
Sending...	A send attempt is in progress.
Accepted by Pushover	Pushover accepted the request. This does not prove the receiving device displayed it or a person read it.
Failed or not confirmed	The driver did not receive confirmation of acceptance. Investigate before assuming delivery.

Driver connection/readiness status alone is not an end-to-end delivery test. Send and receive a real test message during commissioning.

Troubleshooting

Symptom	Checks
No notification	Check licence status, both Pushover credentials, processor internet access and receiving-device notification settings. Run the test action separately from the source event.
Test succeeds but an automatic message does not	Check that the source event actually occurs and that its programming calls **Send notification** with the intended text.
Accepted, but nothing appears on the receiving device	Check the Pushover account and intended receiving device, receiving-device connectivity, permissions and notification-silencing settings. Acceptance is not delivery confirmation.
Repeated notifications	Inspect the source event and programming for repeated triggers or duplicate actions.
Licence not accepted	Check the order, driver licence and processor MAC. Contact support before buying another licence.

Delivery limitations

Messages use normal priority. This driver does not request emergency acknowledgement or repeat-until-acknowledged delivery. Its queue is held in memory, has a limit of 100 pending notifications, and is not a durable store across restarts. A failed send is not automatically retried by the current send implementation. Do not assume missed messages will be delivered after an outage.

Use appropriate independent protection where missed notifications could cause harm or damage. This driver is not a guaranteed alarm-delivery service.

Licensing and updates

Use **Obtain licence** in installer settings, or visit iteQ Living Driver Shop. One purchased licence covers this product on one Crestron Home processor. Use the processor MAC address when ordering, not the monitored device MAC. Multiple instances of the same product on that processor use the same key.

Leave the key blank for the 24-hour trial. The trial is recorded against the processor and product; reinstalling or adding another instance does not restart it. Internet access is required for trial validation and first purchased activation. A verified purchased licence is saved for offline verification after restart; keep the purchased key entered. This does not remove internet requirements for cloud services such as Pushover.

Licence key required means a purchased licence already exists for this processor/product but its key is missing. Trial expired means the trial has ended. An invalid key or unavailable check requires investigation; do not buy another licence to resolve a configuration issue. Connection status alone does not establish licence validity.

Update the existing driver instance using the supplied package. Preserve settings and the purchased key. If no update is offered, contact support before removing a working instance or adding duplicates.

Support

Email **support@iteqliving.com** with the order number, driver version, processor model/software version, time of the test and the exact status observed. Include whether a manual test succeeds and whether an automatic event fails. Redact keys, tokens and licence details from logs and screenshots.

Installation guidance and troubleshooting are included. Custom programming development or hands-on commissioning is separately quoted by agreement.

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