



Mobility



Android

Restoring call and text reception (Android)

Not receiving calls or text messages on your mobile device?
Here are some things to check:

> Restart your mobile phone

> Disable Do Not Disturb mode

Do Not Disturb  mode mutes calls when your mobile phone is locked.

SAMSUNG

- 1 Go to **Settings**.
- 2 Tap **Notifications**, then **Do Not Disturb**.
- 3 Toggle off the **Do Not Disturb** feature.



Other Android mobile devices

- 1 Swipe your screen from top to bottom to access **Settings**.
- 2 Swipe down again to display the Quick Settings window.
- 3 Disable the **Do Not Disturb** option.

> Make sure your phone has access to the network

- 1 If you're using a new SIM card, **make sure it's activated**.
- 2 If you see the  icon in your device's status bar or at the top of the screen, **disable Airplane mode**.
- 3 **Check that data is enabled** in your device settings.
- 3 Check whether your device is connected to the **Videotron** or **Videotron-Ext** network.

> Check whether you've blocked the caller's number

> Make sure Call Forwarding is disabled



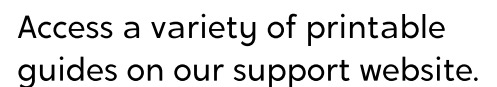
For more information on incoming call and text issues, direct the camera towards the QR code.
Find all our tips at www.videotron.com/en/support



Email:

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Notes

[illegible]

On your compatible phone or tablet, open the integrated Camera app. Direct the camera towards the QR code. Tap the banner that appears on your phone or tablet. Follow the on-screen instructions to finalize the connection.