VIDEOTRON

📱 Mobilité   🍎 Apple

Restoring call and text reception (Apple)

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.

- **1** Go to **Settings**, then **Focus**.
- **2** Tap **Do Not Disturb**.
- **3** Under **Turn on Automatically**, disable **Do Not Disturb** mode.

> **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**

Account no.:

Temporary PW:

Telephone no.:

Email:

Advice at your fingertips

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Notes

Need help?

Access a variety of printable guides on our support website.

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.