

GSD. Global – Mobile – Calls are only Received on Second Try on iOS

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General Information:

Possible symptoms/errors:

User has an issue where Calls are only Received on Second Try on iOS device

Alternative names of the system:

IOS

IMPORTANT NOTICE:

N/A

Solution:

Phone settings are confusing at times and can cause some problems with communication with others. One of these issues is where the first call is directed to voicemail and only the second one is received. In this case, users iOS device's Do not disturb mode is activated. Find out how to fix this issue through this article.

Details:

1. Advise user to click Settings on their iOS device.
2. Ask user to select Do Not Disturb.
3. Inform user that they have to choose Deactivate this option by moving the slider to the left.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization: N/A

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A