Why is my phone not "waking up" to notify me I received a MultiLine SMS?
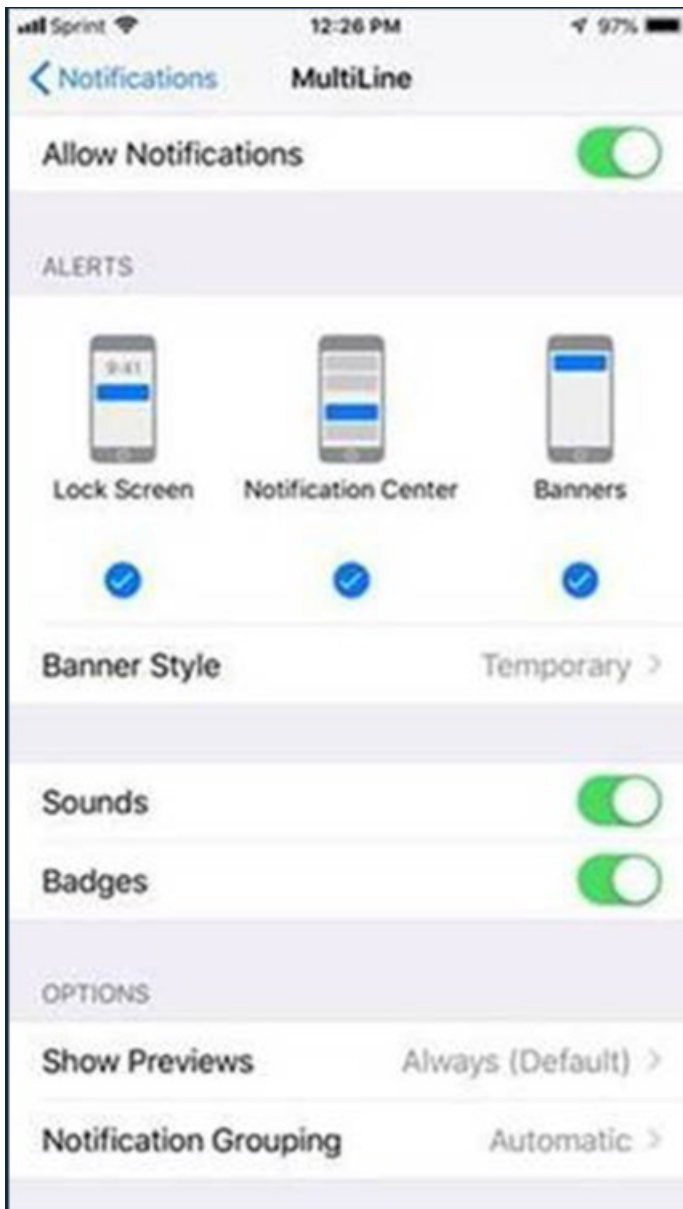
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iOS and Android both allow every user to set up different notification settings for each application on an individual basis. It is likely that your settings for Notifications may need modification if you want MultiLine Text Messages to "Wake up" your phone when it is on the Lock Screen "Sleep" status.

iOS

1. Navigate to your device **Settings**.
2. Tap on **NotificationSettings**, then on **MultiLine**.
3. Check the box that allows Lock Screen notifications.
   - Ensure MultiLine is allowed to freely show **Banners** and **Notifications** related to your incoming MultiLine calls.

Here are the optimized iOS Notification settings:

Android

Options will vary, but within **MultiLine** tab inside the **Notifications** section of the device **Settings.**

- **Show Notifications** and **Appear on Top** selections should both be set to **Allowed**.
- **Notifications** has several submenu items which can be set to **Sound and Popup** to enable incoming texts and calls to generate both types of notifications; shown in the image below.

MultiLine

Show notifications ⬤

App icon badges ⬤

Categories

BackProcess
Sound and pop-up ⬤

Calls
Sound and pop-up ⬤

Doze Mode
Sound and pop-up ⬤

Messages
Sound and pop-up ⬤

TDMOverlay
Sound and pop-up ⬤