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Users of the MultiLine app expect to receive notifications when receiving new messages, calls, and voicemails. If you are not receiving notifications, or there is a delay in receiving them, please check the following:

- Have you set MultiLine to Do Not Disturb in MultiLine Settings?
    - Check [Do Not Disturb](https://help.moviuscorp.com/help/do-not-disturb)  (<https://help.moviuscorp.com/help/do-not-disturb>) .
    - Check [My Schedule](https://help.moviuscorp.com/help/my-schedule)  (<https://help.moviuscorp.com/help/my-schedule>) .
    - Alternatively, you can go to Settings > Help > Run Diagnostics. Running Diagnostics will let you know if you have set Do Not Disturb inside MultiLine.
  - Have you set Do Not Disturb on your device?
    - MultiLine will respect Do Not Disturb when set on your device. See [iOS](https://support.apple.com/en-us/105112)  (<https://support.apple.com/en-us/105112>) , [Android](https://support.google.com/android/answer/9069335?hl=en)  (<https://support.google.com/android/answer/9069335?hl=en>) .
  - Is your device in "Sleep" status?
    - 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 device when it is on the Lock Screen "Sleep" status. See [iOS](https://support.apple.com/en-us/108781)  (<https://support.apple.com/en-us/108781>) , [Android](https://support.google.com/android/answer/9079661?hl=en&ref_topic=7651002&sjid=6800221214900974784-NC)  ([https://support.google.com/android/answer/9079661?hl=en&ref\\_topic=7651002&sjid=6800221214900974784-NC](https://support.google.com/android/answer/9079661?hl=en&ref_topic=7651002&sjid=6800221214900974784-NC)) .
  - For iOS users:
    - Is your device in [Standby](https://support.apple.com/en-sg/guide/iphone/iph878d77632/ios)  (<https://support.apple.com/en-sg/guide/iphone/iph878d77632/ios>) ?
      - MultiLine will respect if your phone is in Standby. Your notifications are silenced until you enter your passcode.
    - Have you turned on [Notification Summaries](https://support.apple.com/en-sg/guide/iphone/iph1fbc7d2b9/ios)  (<https://support.apple.com/en-sg/guide/iphone/iph1fbc7d2b9/ios>) ?
      - MultiLine will respect Notification Summaries when set on your phone. If desired, you can set MultiLine to be an allowed application.
  - Are you using the Teams integration?
    - Users of the Teams integration choose whether to receive incoming calls on MultiLine or Teams. When using Teams, your call notifications will only come through Teams. See [Call Ringing and Notification Control in Mobile Apps](https://help.moviuscorp.com/help/call-ringing-and-notification-control)  (<https://help.moviuscorp.com/help/call-ringing-and-notification-control>) .
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