

iPhone, iPad & Android | Easy | 2 min read

iPhone and Android: notifications not working, Focus and Do Not Disturb

If you miss messages, calls or alerts until you open the app, a setting is usually silencing them. The usual culprits are Focus or Do Not Disturb, an app's own permission, or battery saving.

Check Do Not Disturb and Focus

- **iPhone:** swipe down from the top right to open **Control Centre**. If you see a crescent moon or the name of a Focus mode, tap it to turn it off. Go to **Settings** then **Focus** to see which modes you have, and when they turn on automatically.
- **Android:** swipe down from the top and look for **Do Not Disturb**. Samsung and Pixel word it a little differently, but both let you set schedules. Check **Settings** then **Notifications** or **Sounds** for schedules you may have forgotten.

Also check that the silent switch on the side of an iPhone is not on, and that volume is turned up.

Check the app's own notification settings

- **iPhone:** **Settings** then **Notifications**. Choose the app and make sure **Allow Notifications** is on, with banners or sounds enabled.
- **Android:** **Settings** then **Apps**, choose the app, then **Notifications**. Make sure notifications are allowed, and that the relevant categories are on.

Check battery saving

Battery savers can stop apps running in the background.

- On iPhone, **Low Power Mode** can delay some background activity. Try turning it off.
- On Android, battery optimisation may limit an app. Go to **Settings** then **Apps**, choose the app and look for **Battery**. Choose an option such as **Unrestricted** or **Not optimised** for apps you rely on. Samsung has a **Sleeping apps** list that may need checking.

When to get more help

Get help if notifications fail for only one important app after trying these steps, if you miss calls even with Do Not Disturb off, or if you rely on alerts for health or work. Contact the app's support if all other apps work normally. We can go through your settings with you.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.