iPhone has Spinning Wheel on Show Caller ID

Show My Caller ID Issue

This can happen when a customer has an issue with enabling **Show My Caller ID** under **Settings**

- As reported, this **only** happens on iPhones
- Follow the steps below to help resolve the issue

Troubleshooting Steps

1. Go to **Reach Central > Other Account Info**
2. Verify **Caller ID Block** is ***not*** enabled
3. Ask the customer to **reboot** the iPhone
    - Press and hold down **Power** and **Volume Down** buttons at the **same** time until the **Apple** logo displays
    - Release the buttons and let it restart
4. After restart, the customer should

- Turn **mobile/cellular data** and **Wi-Fi off**
- Turn on **airplane mode**
- Wait **30 seconds**
- Turn **off airplane mode**
- Turn **mobile/cellular data** and **Wi-Fi on**
- Disable / Enable Wi-Fi Calling
- As a last resort, reset network settings

Important:

- If these steps do **not** resolve the issue, the customer must contact **Apple Support**

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4412