MMS/RCS/iMessage Send/Receive Mobile Troubleshooting

Before You Begin

MMS/RCS/iMesage Troubleshooting

- These steps are for issues sending / receiving messages for **plain text or with pictures**, **videos** or **other attachments**
- Customers may need to verify if the device has **enough space** to receive videos, etc.
- If a file is **too large**, it will not send; customer can check with their device manufacturer for MMS information
- Verify **voice calls and SMS** are **working properly**
- Follow these steps for issues with SMS Send/Receive on Astound Mobile
- Follow these steps is Data is not Working

Check these Common Issues before Troubleshooting

1. **Third-Party Apps**: those run by other mobile services, such as **Verizon Messages (Message+)** are ***not*** compatible with our network
    - **Android**: customers can download a compatible messaging app from the **Google**

Play store

- **iPhone: iMessage** is the recommended app for Apple devices
- **Third-party app having an issue**, ***not*** **Google Messages:** users make sure the App is updated and contact the **third-party** for help

1. Attempts to message an **international** number will display an **error message**
    - *unable to send message, message blocking is active*

Can't Send / Can't Receive Messages

RCS Android Devices

1. The **default Samsung Messages app** no longer supports RCS chats
    - The app prompts users to **upgrade** to **Google Messages**

2. To check **RCS chats status** on **Android,** open **Google Messages**

    - Tap the **profile photo** or **icon** > Tap **Messages settings** > Tap **RCS chats**
    - Check the **RCS chats status**
    - If not connected, tap **Retry** or **Verify your number**

3. If RCS is **still not working**, clear the app cache/data and reload the app
    - Go to **Settings** > Tap **Apps** > Select **Messaging App** > Tap **Storage** > Tap **Clear Cache**

1. **Click the link for** additional Google Messages App troubleshooting steps

iMessage on Apple Devices Only

1. Go to the **Settings > Apps** > Tap **Cellular** > Ensure the line is turned on / older **eSIMs** are turned off/deleted

1. Go back to **Settings > Apps** > Tap **Messages** > Turn iMessage **off** and then back **on**

1. Go back to **Settings > Apps** > Tap **Messages >** Tap **RCS Messaging > Toggle On RCS Messaging**

1. Tap **Send & Receive** > Tap the **phone number** that you want to use with Messages

1. A data connection is required; **ensure data is turned on** and **working** for the customer
    - Click here if there is an issue with data

1. Verify **SMS (Short Messaging Service) is working;** if not, troubleshoot SMS

Data Issue: Messaging

Issues with the web pages, apps that require data (YouTube, etc.) mobile hotspot/ tethering, iMessage, visual voice mail and others

1. **Check the portal** to determine if the data in **Reach Central** is **throttled or paused**

- **NO:** check if data is used; if additional data was added, ask customer to **restart their device**
- **YES:** if there was **no upgrade or added data,** ask customer if they'd like to do so
    - If they do not, advise the customer their data will reset on the **next cycle date**

- **YES:** there is **no reason** for a pause or throttle - contact tech to **remove throttle / pause**
    - Create a ticket to sync the portal to the network side
    - Contact customer when this is completed

1. Find the **IMEI** in Reach Central under Manage Lines (be sure to click on the line in question)

1. Find the **IMEI** on the phone in question
    - **iPhone**: Go to **Settings** > Tap **General** > Tap **About** > Look for the serial number
        - *You might need to scroll down to find the IMEI/MEID, and ICCID*
    - **Android:** Go to the **Settings** app > Scroll down and select **About Phone** > Scroll down to find your **IMEI number**

1. If the IMEI in **Reach Central** does not match the phone in question, create a **BOLT Case**
    - Jump to Activation Failure BOLT Case steps

1. On the **Mobile Tab** in **BOLT,** click on **Reach Central** and perform a network reset
    - If customer is **calling on the mobile phone having issues**, let them know **the call will disconnect**
    - Confirm the callback number and tell them to turn the **phone off and on** *after* the call disconnects
    - ****Call the customer back to continue troubleshooting*****

1. Ask the customer to make sure the **software version** on their phone is **up to date**
    - Jump to Verify Software is Up-to-Date for full instructions by device

1. Check with customer to make sure **data is turned on** (on phone, specifically in their settings)

1. Check if there is a **data pause turned on** (if customer requested their data be paused)

1. Is it a **particular** app or browser having the issue; **can they use others** or are all data service not working

1. Check for **Mobile Signal**
    - **Turn off** WiFi and check for **LTE, 4G,** or other types of symbols
    - *If there is at least one bar of 4G/LTE, ask customer to access the internet, send an SMS, and*

make a phone call

1. **Physical SIM:** try a spare, compatible phone with the SIM; if SMS, talk, and data **still don't work**, most likely requires a new SIM

1. Ask for **the physical address** where issue is being experienced the most, if available
    - This helps determine possible outages at service address

1. If troubleshooting does **not resolve** the issue, create a **BOLT Case** for **MMS Can't Send / Receive Messages**
    - Jump to MMS Can't Send / Receive BOLT Case steps

Verify Software is Up-to-Date

If they receive an update message, request for the customer to **perform the update and restart the phone**

iPhone

- Go to **Settings** > Tap **General** > Tap **Software Update**
- The screen shows the currently installed version of iOS and whether an update is available

Google Pixel

- Open your device's **Settings** app
- Near the bottom, tap **System,** then **System update**
- User sees the update status

Android

- Open your phone's **Settings** app
- Near the bottom, tap **About Phone**
- Scroll to the bottom and tap **Software update**
- Tap **Download and Install**
- The latest version of the software will load into the phone

Activation Failure BOLT Case

1. Click the **Create Work Order or Technical Case** button on the **Work Orders** tab in BOLT

1. Fill out the information as described below and click **Submit**

- **Trouble Call or Tech Case** Trouble Call
- **Service Category** Mobile
- **Problem Description** *select one* - Activation Failure - New Number or -Ported Number
- **Select** Mobile Line affected, type of mobile device, dialed number(s), date and time it happened
- **Notes** Incorrect IMEI on (phone #) Listed as (wrong IMEI), should be (correct IMEI)

MMS Can't Send / Receive BOLT Case

1. Click the **Create Work Order or Technical Case** button on the **Work Orders** tab in BOLT

1. Fill out the information as described below and click **Submit**

- **Trouble Call or Tech Case** Trouble Call
- **Service Category** Mobile
- **Problem Description** *select one* - MMS Cannot Receive - or - Cannot Send
- **Select** Mobile Line affected, type of mobile device, dialed number(s), date and time it happened
- **Notes** What happened to get the error; device/mobile service sending

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