

Mobile Calls Dropping or Poor Signal

Before Troubleshooting

Calls Dropping or Poor Mobile Signal can be caused by

- Distance from a cell tower
- Obstructions
- Weather
- Outdated device software
- Network congestion
- Data provider issue / Data service issue

Where is the Issue Happening?

- Is this happening in a specific location, only?
- Is it an issue indoors vs outdoors?
- If there is trouble when indoors, customers may need to move to a location with better coverage or [enable Wi-Fi calling](#)

Troubleshooting Steps

1. **Restart** the mobile device
1. Toggle **Airplane Mode** on / off
1. Complete a **SIM refresh**
1. Ask the customer to make sure the **software version** on their phone is **up to date**
 - Updated software helps improve signal strength and ensures updated security
 - Jump to *Verify Software is Up-to-Date* for full instructions by device
1. For **older devices only**, make sure **VoLTE Calls** are enabled
 - **iPhone** *found in the Mobile Network Settings*
 - Go to **Settings** > Tap **Mobile Data** > Tap **Mobile Data Options**
 - Tap **Voice & Data** > Toggle the **VoLTE** switch to **On**
 - **Android**
 - Go to **Settings** > Tap **Wi-Fi & Network** > Tap **SIM & Network**
 - Under **Enhanced Communications**, toggle the **VoLTE** switch to **On**
2. **Enable Wi-Fi calling**

1. **Reset network settings**

1. **Troubleshoot the data connection** if they are an Astound Data customer

1. If unresolved, create a Case in BOLT for the M&E Team to escalate to Reach

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

• 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(s) Affected, Type of mobile device
- **Notes** Poor Signal/Dropping

Online URL: <https://agentx-astound-kb.hgsdigital.com/article.php?id=4417>