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- Outdated device software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

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