

PRINTABLE GUIDE

Check why a phone alert did not appear

A notification is an alert about an app's activity. The underlying message may exist even if no banner or sound appeared. Test one app and one kind of alert before adjusting everything.

iPhone or Android | 2 min read | 5 steps

Before you start

- ☐ The affected app
- ☐ Internet access if that app needs it
- ☐ A trusted person to send a test message if useful

1. Open the app itself

Check whether the expected message or event is inside the app. If it is missing there too, investigate delivery, account or connection rather than only notifications. Confirm the app is signed in to the right account.

- ☐ Done this step

2. Check quiet modes

Look for Focus or Do Not Disturb and any schedules that enable them. iPhone uses Focus controls; Android menus vary. Temporarily adjust the relevant mode for an agreed test, while keeping any important exceptions in mind.

- ☐ Done this step

3. Review that app's permission

iPhone: Settings, Notifications, then choose the app. Android: Settings, Notifications or Apps, then the app's notification controls. Check that notifications are allowed and the required category is enabled. Different alert types may have separate switches.

☐ Done this step

4. Check appearance and sound

A notification can be allowed but silent or absent from the Lock Screen. Review banner, sound and lock-screen options. Consider privacy before showing message content on a locked screen where other people can see it.

☐ Done this step

5. Send one fresh test

Arrange a fresh message or event. If it fails, check the app's alert settings and update it. Battery-saving or background restrictions can affect alerts; consult the app and manufacturer's guidance.

☐ Done this step

Try it for yourself

Find one app's notification setting and test it with a fresh, agreed message.

☐ I tried the task.

My notes

Will enabling alerts bring back old notifications?

Not always. Test a new event, and find older messages inside the app instead of expecting every previous alert to reappear.

Official help and the online guide

Google: notification controls - <https://support.google.com/android/answer/9079661?hl=en>

Apple: change notifications -

<https://support.apple.com/guide/iphone/change-notification-settings-iph7c3d96bab/ios>

Read online: <https://plaintech-guides.pages.dev/guides/find-missing-phone-alerts/>