

QUICK FIX GUIDE

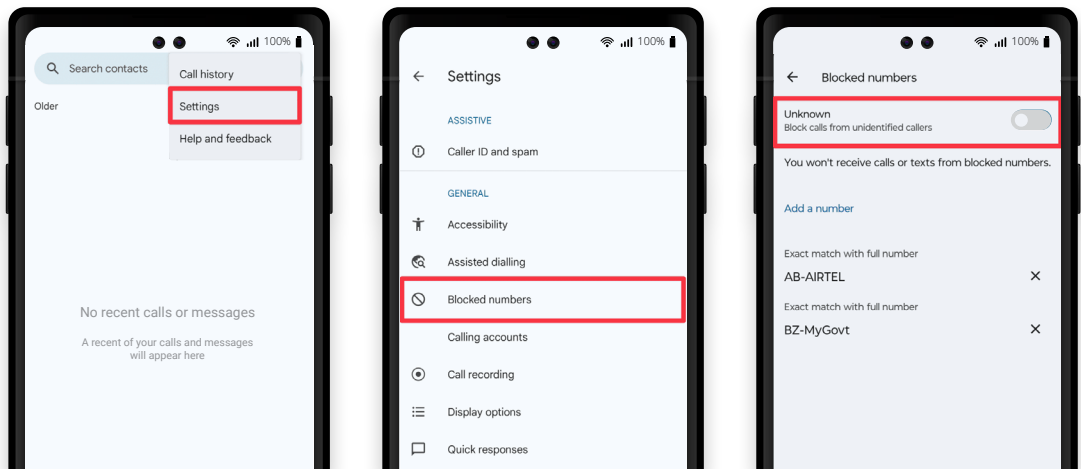
Why Aren't My Calls or Texts Working?

Click to Call not ringing to your phone? Unable to get MFA codes or Car Wars text alerts? Customers not receiving your text messages? Follow these quick tips to ensure all settings on your device are set up correctly.

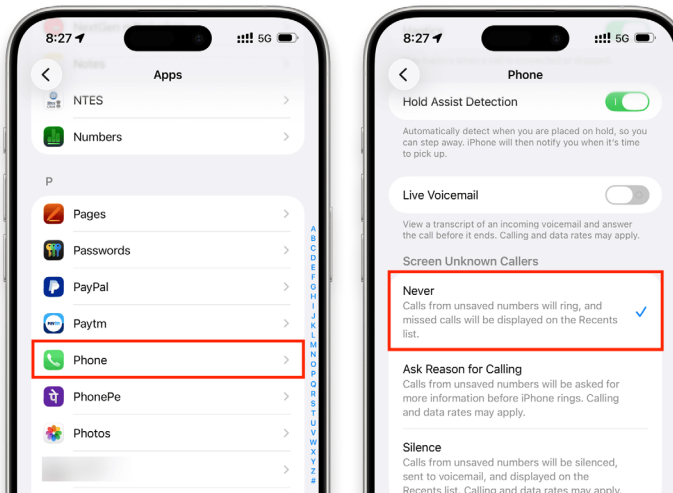
1 CLICK TO CALL TROUBLESHOOTING TIPS:

- ▶ Check your settings to make sure that "Silence Unknown Callers" is **NOT** checked.

Android



iPhone



- ▶ Add your outbound line **AND** the agent line associated to **YOUR** staff profile as a contact in your phone to ensure calls always come through while using click to call.

FOR T-MOBILE USERS:

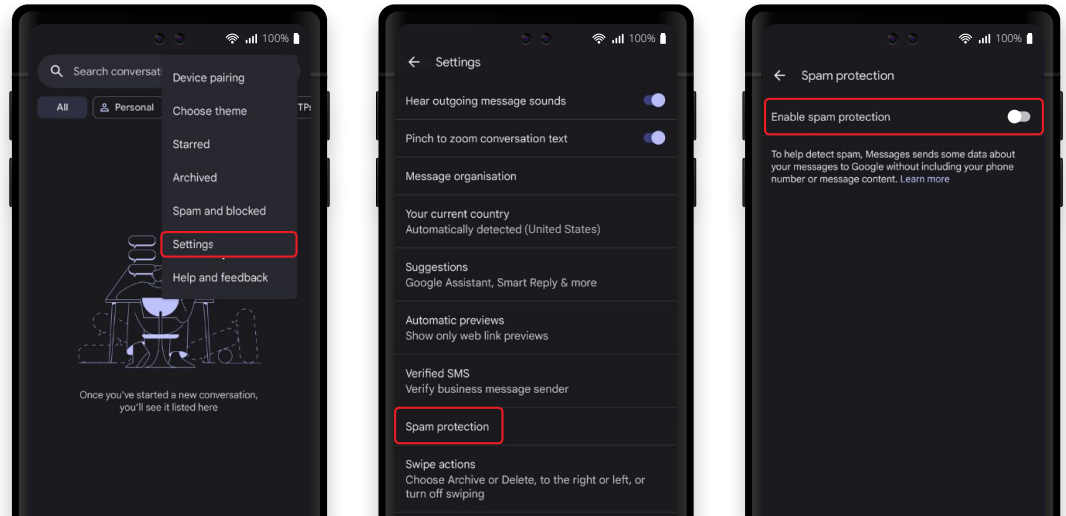
Dial **#632#** to turn off T-Mobile Spam Blocker. This is an extra step to get click to calls to ring through.

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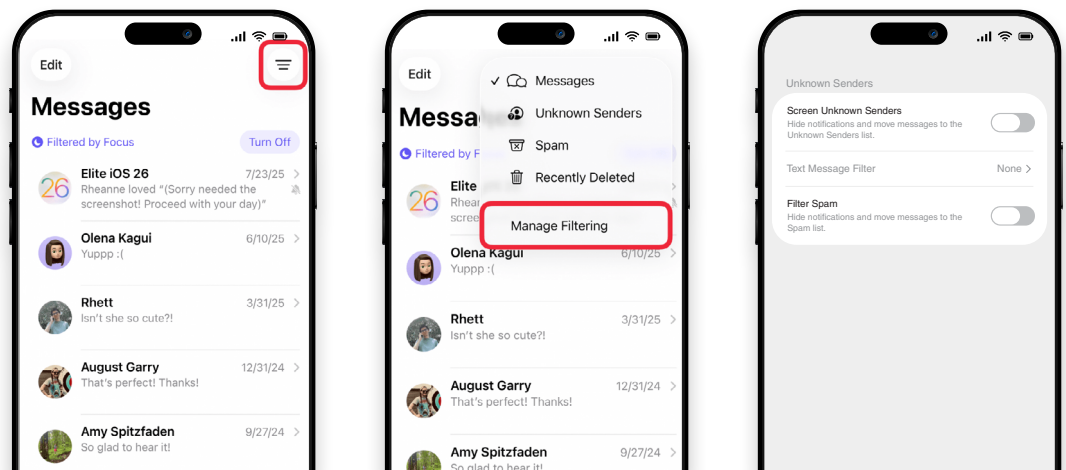
TEXTING BEST PRACTICES:

- If a customer is not receiving the agents' text messages, ensure that the **CUSTOMER'S** phone settings are not blocking unknown/spam texts.

Android



iPhone



- Here are the numbers Car Wars uses: **945-229-0133 (automated reports sending text alerts from the account pod)**, **972-483-9089 (MFA)**, and **945-219-5547 (agent line alerts)**. Ensure these are saved as contacts in your phone to optimize alert/notification deliverability.

If you are experiencing any other issues, please reach out to your Car Wars Consultant, or our [support team](#) for further troubleshooting!