

# How to fix Zalo not ringing when there is an incoming call

The error of Zalo not ringing when there is an incoming call mainly comes from the software cause. With just a few simple steps, users can completely quickly fix the error of Zalo incoming calls not ringing themselves, avoiding affecting work.

Zalo not ringing when there is an incoming call is not a serious error but it is annoying. Below are the causes and effective ways to fix this situation.

1. Software update error
2. Error turning on silent mode
3. Error due to turning off background applications
4. Error due to turning off Zalo notifications
5. Error due to turning on do not disturb mode

## *How to fix Zalo not ringing when there is an incoming call*

### *1. Software update error*

Sometimes the situation of incoming Zalo calls not ringing back is because the Zalo version you are using is faulty or conflicts with other software on the device.

**How to fix :** To fix it quickly, users just need to redownload or update the latest version of Zalo on the device.

=> Link to download **Zalo for Android**

=> Link to download **Zalo for iPhone**

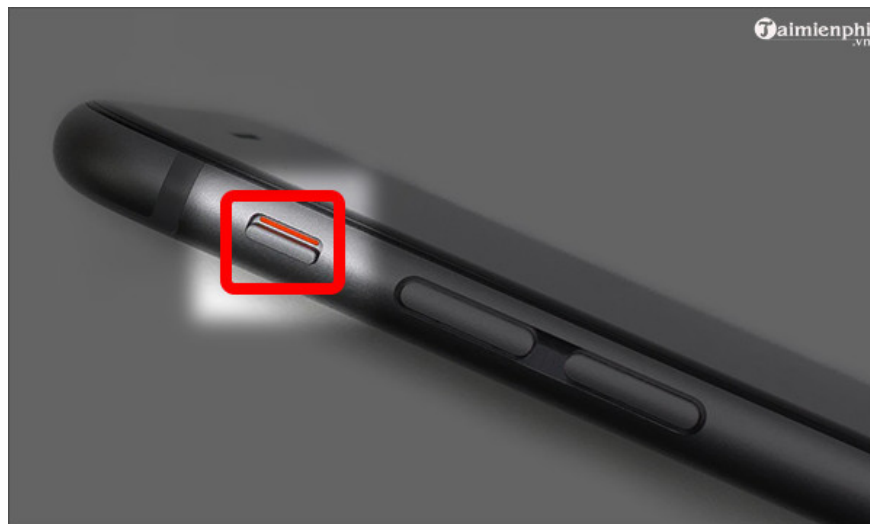


## 2. Error turning on silent mode

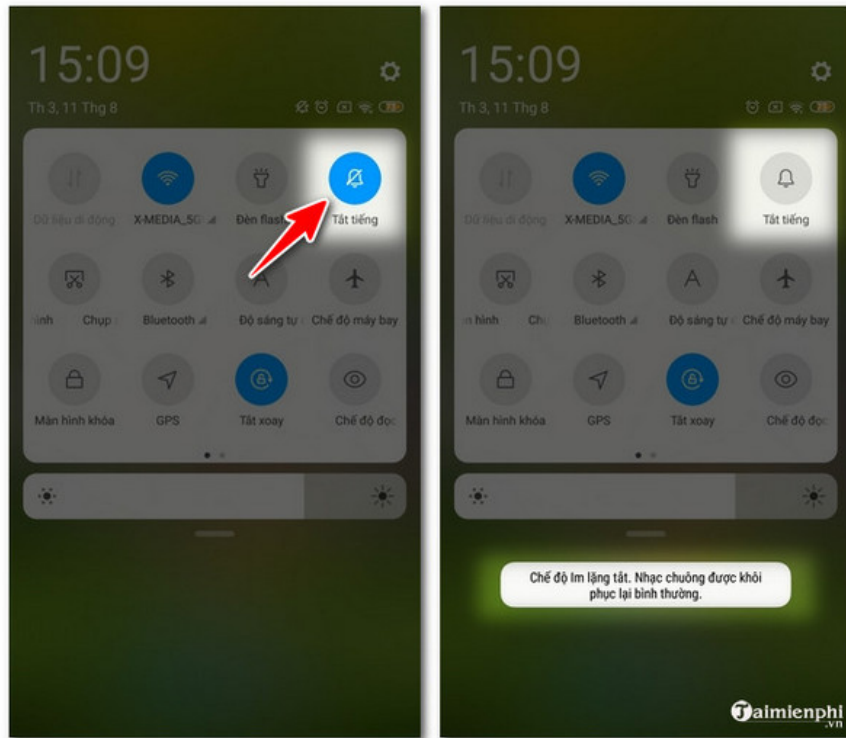
If Silent mode is turned on, the phone will mute all notifications, including Zalo call ringtones.

### How to fix:

+ **For iPhone:** Slide the ringtone on/off switch located on the left side of the device.



+ **For Android:** Swipe down from the top of the screen and tap Mute to deactivate.

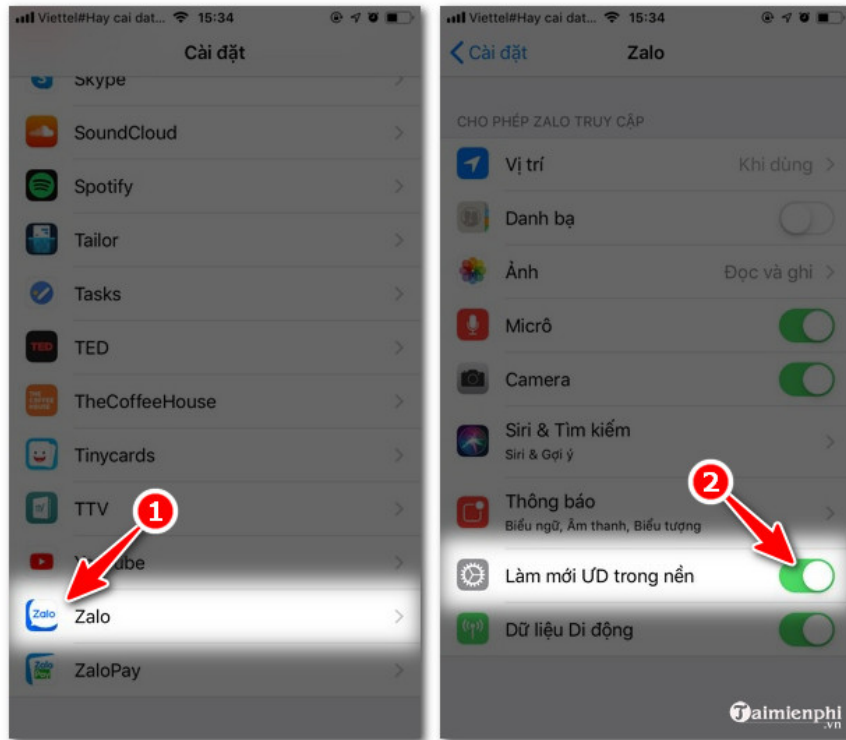


### ***3. Error due to closing background running applications***

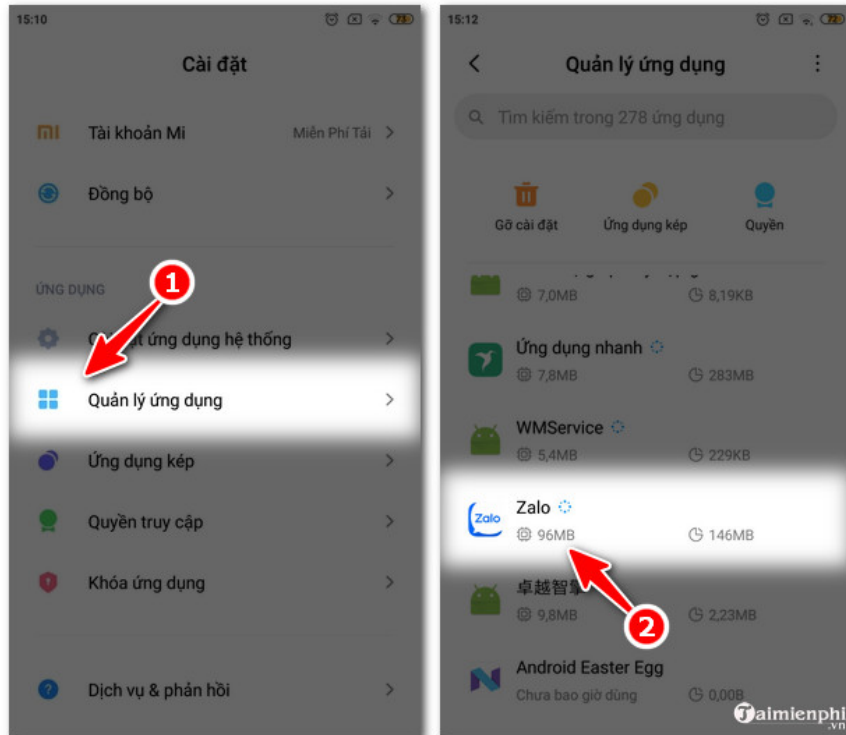
The system often limits applications from running in the background. To fix the error of Zalo not ringing when there is a call, you need to grant the application background running permission.

#### **How to fix:**

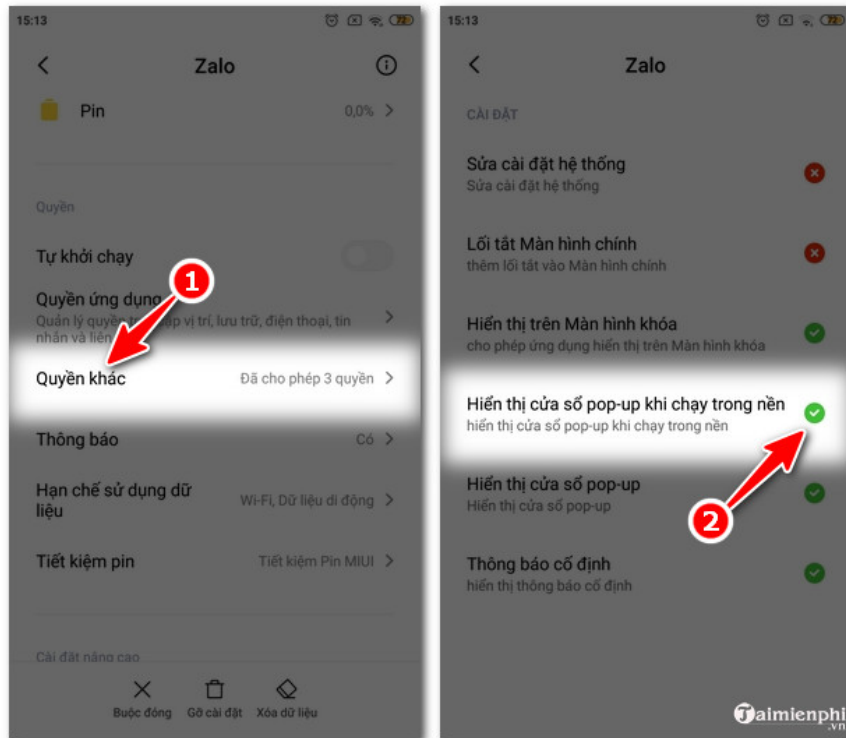
+ **For iPhone** : **Open Settings and select Zalo application . Slide the slider to activate Manual background app refresh for Zalo.**



+ **For Android:** Go to **Settings**, select **Application Management** and find **Zalo** .



Select the **Other Permissions** line , then enable the **Start in background** function .

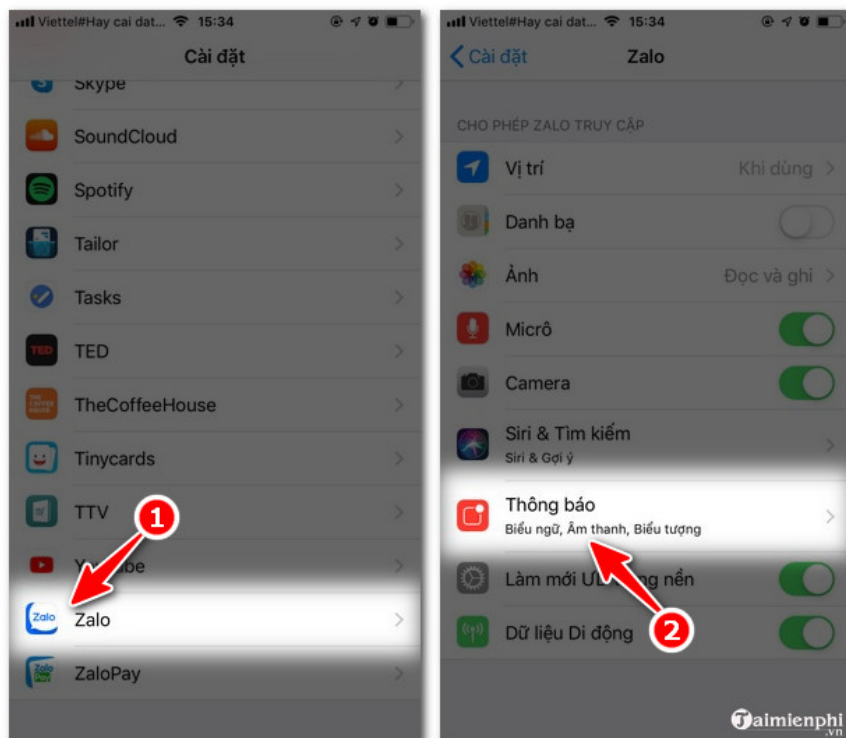


#### 4. Error due to turning off Zalo notifications

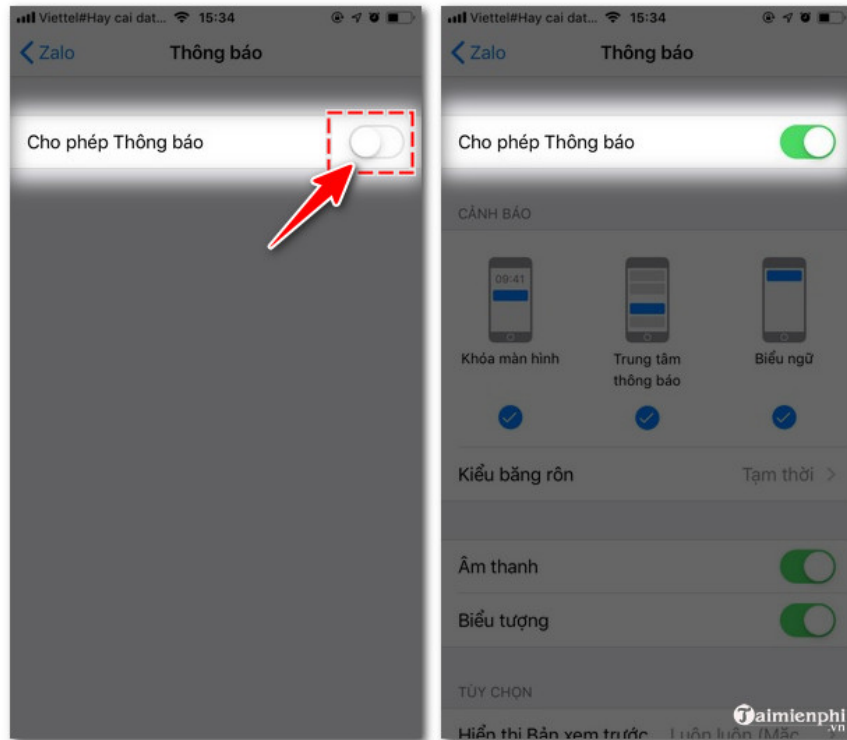
For many reasons, Zalo has turned off the notification feature, leading to the situation where Zalo does not ring when there is an incoming call or message.

#### How to fix:

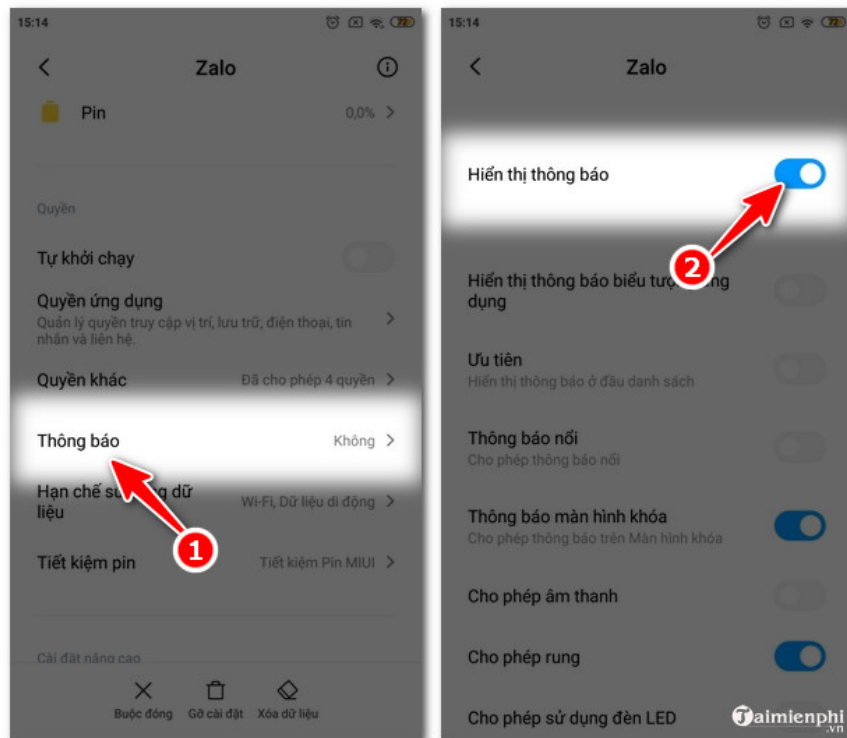
+ **For iPhone:** You also go to **Settings** and select **Zalo** application , then select **Notifications** .



**Slide the Allow Notifications slider to the right .**



**+ For Android:** Click on Settings , select **Applications** and find **Zalo** .  
Next, select Notifications , swipe right to enable **Show notifications** and you're done.

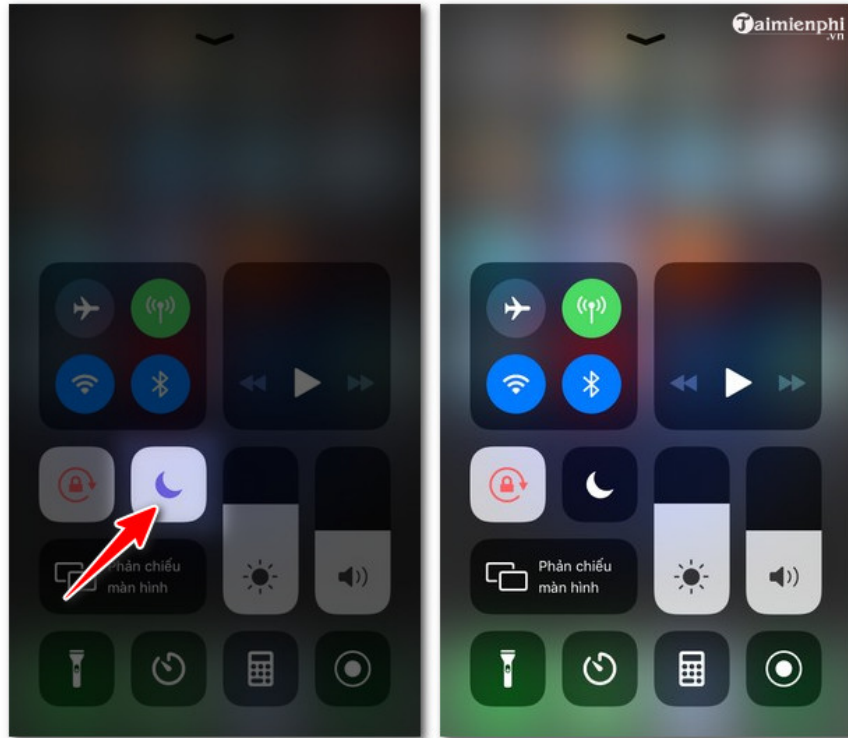


### 5. Error due to Do Not Disturb mode enabled " Do

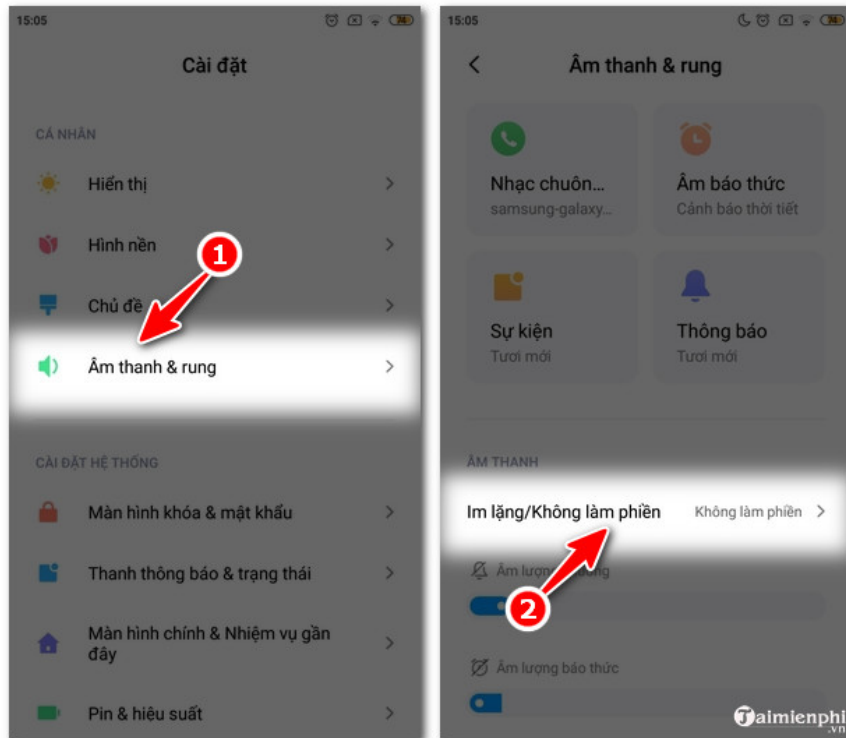
Not Disturb" mode on iPhone and Android can also cause Zalo not to ring when there is a call. The crescent moon icon will appear on the status bar when this mode is enabled.

#### How to fix:

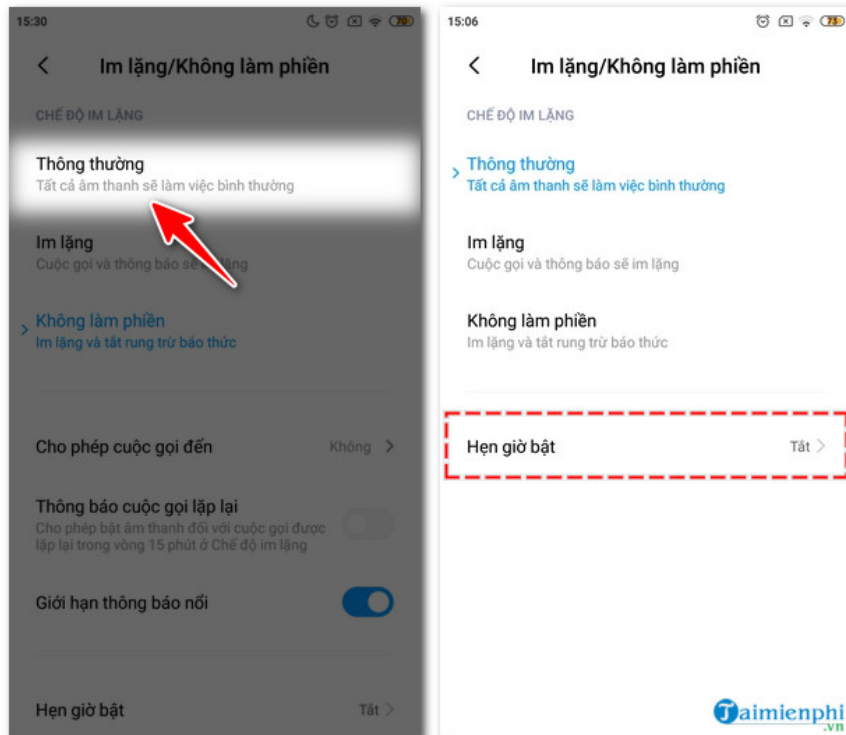
+ **For iPhone** : Swipe the screen from bottom to top and tap **the Moon icon** to turn it off.



+ **For Android**: Go to **Settings** and select **Sounds and vibration**.



Tap on **Silent/Do Not Disturb** then select **Normal** mode .



**Tip:** You should turn off the **Schedule turn on time** setting to avoid being disturbed .

Taimienphi has just shared with you 5 causes and how to fix the error of Zalo not ringing when there is an incoming call on the phone. Hopefully the content of the article will be useful, helping you fix Zalo errors

quickly, avoiding affecting your work. Video calling errors on Zalo also often cause discomfort for users, refer to how to fix the error of Zalo not being able to make video calls here.

Along with Zalo, Viber is also a free messaging and calling application that is used by many people. If you are using Viber and encounter the error that Viber does not ring or notify, you can find out the cause and **how to fix the error that Viber does not ring** in this article.

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