

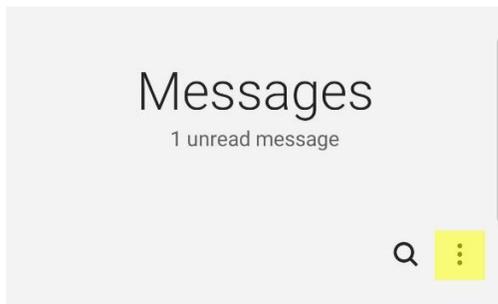
Why am I not receiving the text from TaxComm?

You may not be aware, but your phone may be set up to block text messages from unknown numbers. Although the texting phone number for TaxComm will remain the same, it will have a chance of being blocked if your text messages are filtered even though they are still going to your phone—they are just saved in a secondary Blocked Messages inbox.

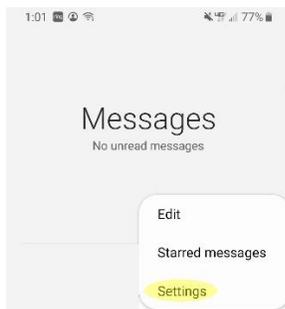
Here are some general instructions to find out if your phone is blocking the TaxComm messages.

Android

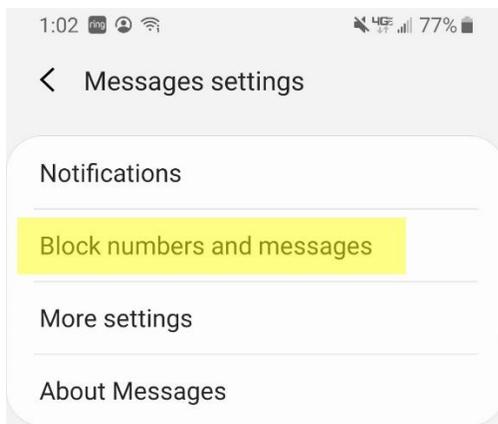
Click on the Messages App Icon then click on the Menu icon (for the Samsung S9 it is the 3 dots)



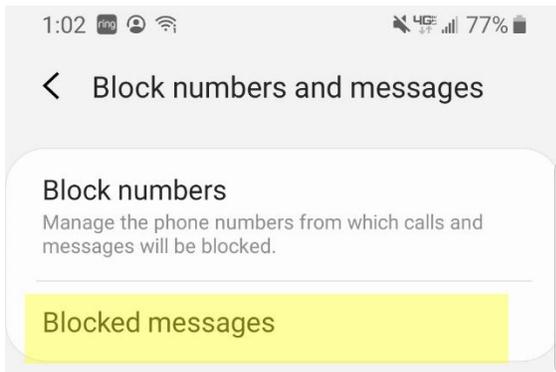
Select Settings



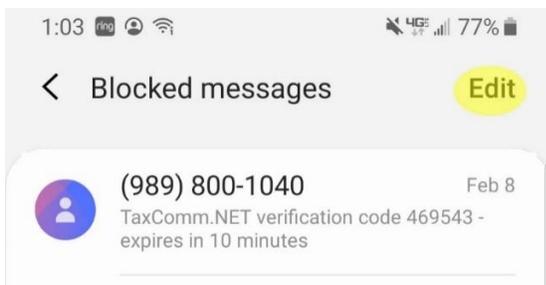
Select Block Numbers and Messages



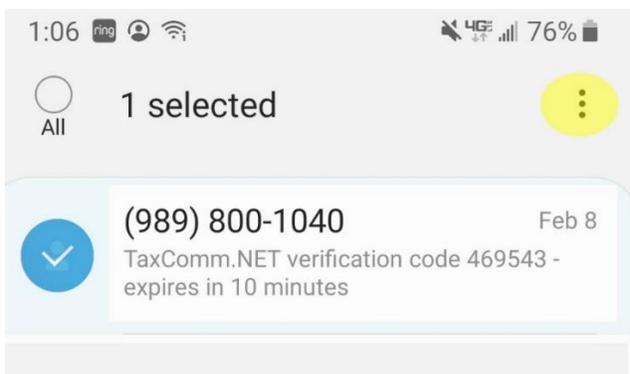
Select Blocked Messages



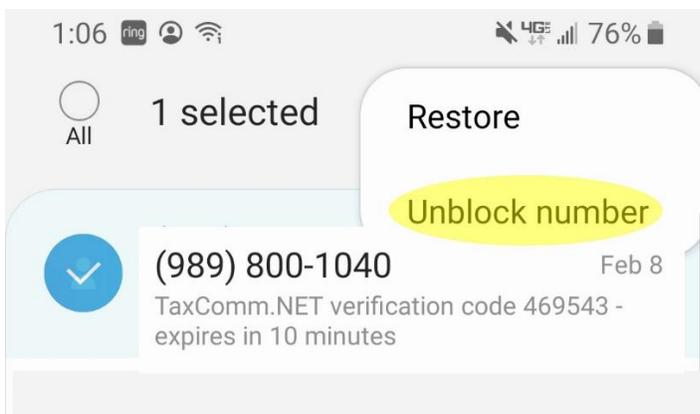
Look for messages from (989) 800-1040 TaxComm.NET and click Edit at the top right.



Select the conversation/text thread (DON'T DELETE-see next steps) then click on the three dots at the top right.



Select UNBLOCK NUMBER and then future texts should go through.



You can choose to go through these same steps again and click on RESTORE and the text thread will move to the main screen of your texts.

Iphone

Click on the Settings App Icon

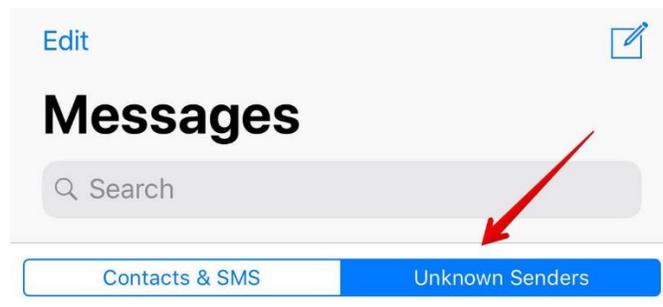
Select Messages App

Scroll down, and down until you find Filter Unknown Messages

Make sure this is off (left position, all gray)



If it is in the On position you likely have a text message screen that looks like this:



It separates Contacts & SMS and Unknown Senders.

When you get a message from a sender not in your address book, you will not get a notification. Instead, it will be placed under the Unknown Senders tab.

Warning: Once "Filter unknown senders" is enabled, it becomes very important to add all legitimate senders to your address book. Any message from a number not in your contacts will wind up in the Unknown Senders tab. Gig workers from services like Uber Eats, Door Dash etc. will often use rotating custom text message numbers to reach out to customers. If you are expecting a delivery or better yet, a message from TaxComm, be sure to check your Unknown Senders tab- and add TaxComm as a contact.

[Apple Instructions](#)

We believe that similar steps would be taken with any other SPAM Text blocking App you may have enabled on your phone or different messaging apps you may use and encourage the tax client to review these settings on their device.