Configure Webex App for Intune Android Full Screen Incoming Call Notification

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Issue

Incoming call notifications do not appear on Webex App for Intune on Android devices when the device is in a sleeping state. This prevents users from receiving and answering calls through Calling in Webex (Unified CM). The issue specifically occurs when the Android "Full screen alerts" setting for the Webex App is disabled by default after installation through Microsoft Intune.

The problem manifests as shown:

- Incoming calls ring audibly but the screen does not wake up.
- Full-screen incoming call UI does not appear until the user manually unlocks the device.
- Users often miss calls or answer too late due to the delayed notification display.
- Issue occurs only with Webex App for Intune in the work profile, not with regular Webex App installations.

Environment

- Samsung Android devices (Galaxy S23, S24FE, S25)
- Android 16
- Webex App for Intune version 46.6.0.98
- Microsoft Intune managed work profile (BYOD MDM enrolled)
- Cisco Unified Communications Manager (CUCM) 15.0 SU2
- Expressway/Mobile and Remote Access (MRA) configuration
- Calling in Webex (Unified CM) service

Resolution

The issue is resolved by manually enabling the Android "Full screen alerts" setting for the Webex App for Intune. This setting allows the application to display full-screen notifications when the device is locked or sleeping.

Step 1: Access Android Settings

Navigate to the Android device settings and locate the Apps section.

Step 2: Configure Full Screen Alerts

Follow this navigation path to enable full screen alerts:

Settings > **Apps** > **Top right menu (**⋯) **>** Special Access **>** Full screen alerts **>** Webex (or Webex Intune) **>** Set to "ON".

Step 3: Verify Notification Settings

Additionally, ensure notification popup settings are properly configured:

Settings > Apps > Webex (or Webex Intune) > Notifications > Notification Popup > Set to "ON".

Step 4: Test Incoming Call Functionality

After enabling these settings, test incoming calls with the device in a locked/sleeping state to verify that the full-screen incoming call UI now appears properly.

Intune Deployment Process

For reference, the standard Webex App for Intune installation process involves:

1.- Install the Intune Company Portal app from Google Play Store

2.- Complete Microsoft Intune enrollment process and download management profile

3.- Access Webex App for Intune through the work partition Company Portal app

4.- Install Webex App for Intune from the managed app catalog (not Google Play Store)

Cause

The root cause is unknown at this time as our developers were not able to recreate the issue. In regular Android app Intune installations, this permission is typically granted automatically by the operating system.

Analysis of Webex App logs and Android bug reports revealed that when full screen alerts are disabled, the system generates "FSI_REQUESTED_BUT_DENIED" events in Android Debug Logs, indicating that Android is denying the full screen intent for incoming notifications. The Webex App initiates proper incoming call workflows including wake locks, foreground service notifications, and InCallActivity events, but the full-screen UI cannot be displayed due to the OS-level permission restriction.

This behavior is specific to Intune-managed work profiles on Samsung Android devices and can be influenced by Mobile Device Management (MDM) policies or Samsung Knox security features that restrict full screen intents by default for enterprise-managed applications.

Related Content

- Webex Help Center
- Cisco Technical Support & Downloads