

## Jira Cloud (JSM) Android Experience

Hernan Diaz Sosa - 2026-03-30 - Comments (0) - Business Systems

If you plan to use the Jira Cloud mobile app for JSM, please begin with our [Get Started article](#). In this article, we will delve into recommended settings on your Android device to ensure you don't miss an alert.

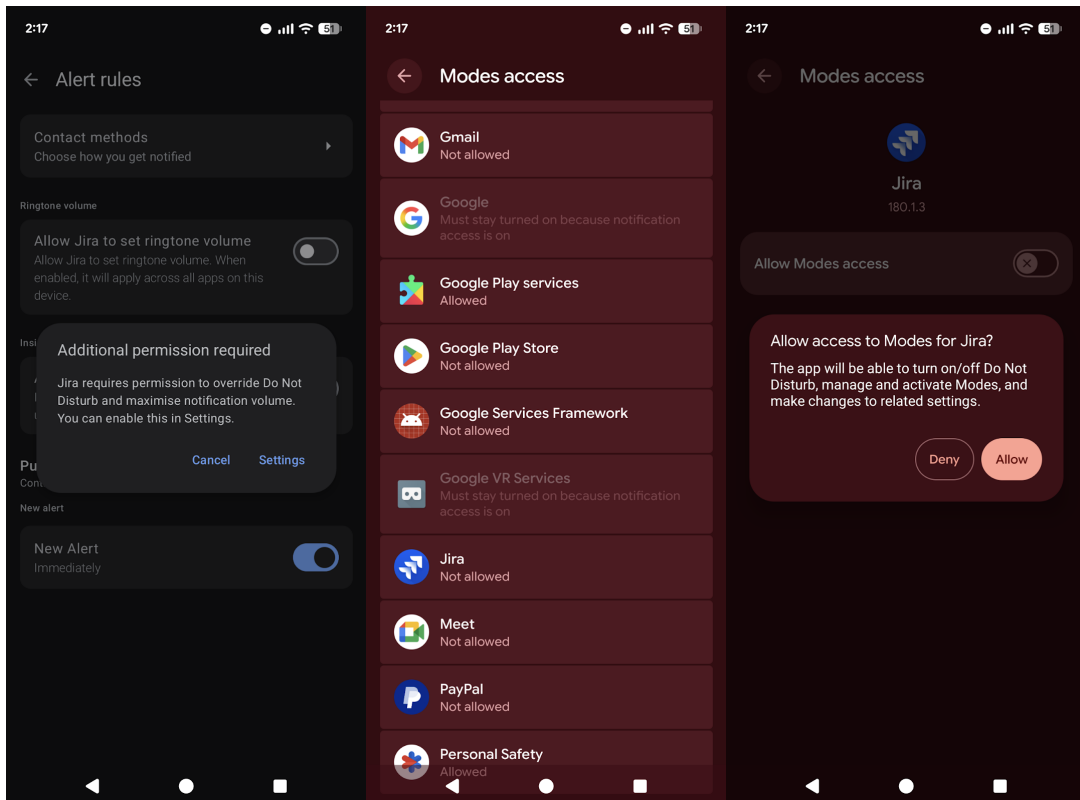
If you would like to learn about Alert Rules and different examples of what you can set up, please visit [this article](#).

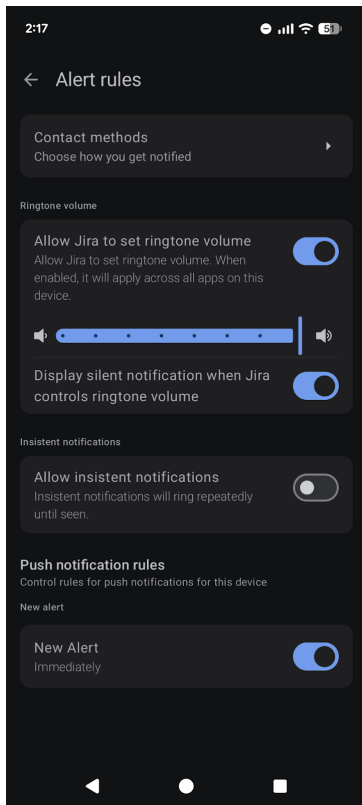
Bypass Do Not Disturb settings

### Allow Jira to Override Do Not Disturb on Google Pixel

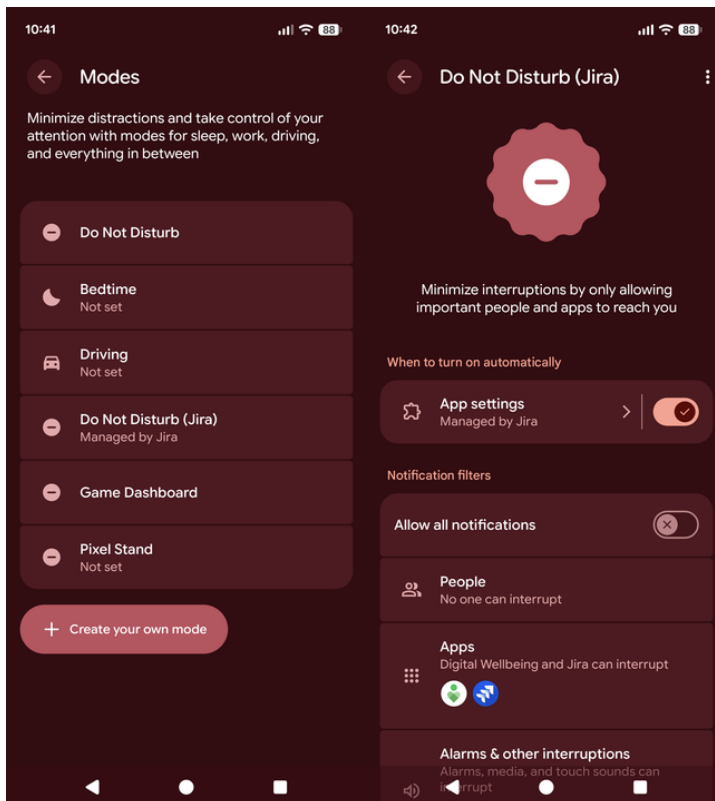
1. Open the Jira Cloud app and visit **Notification Settings**.
2. Select **Alert Rules**.
3. Toggle **Allow Jira to Set Ringtone Volume** to the on position.
4. You will be prompted to give Jira permission in Settings. Find Jira in the list of apps and tap it.
5. Select **Allow Modes access** and confirm.

This will allow Jira to bypass DND and manage notification sounds.





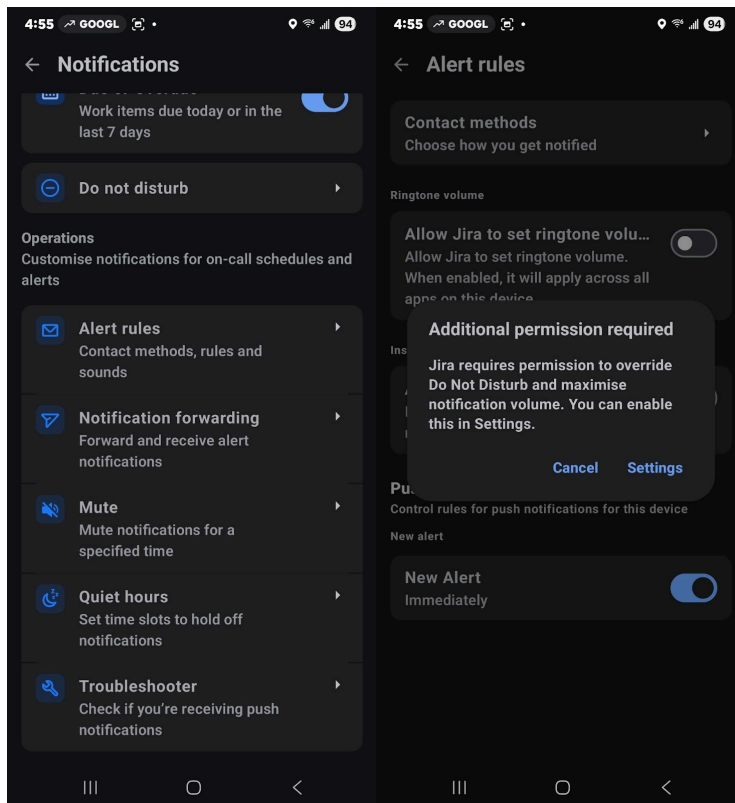
Note: You may see a secondary Do Not Disturb (Jira) mode after Jira successfully disables DND. It will mirror the default DND settings, but be sure to turn both off once you want to be notified for everyday use.

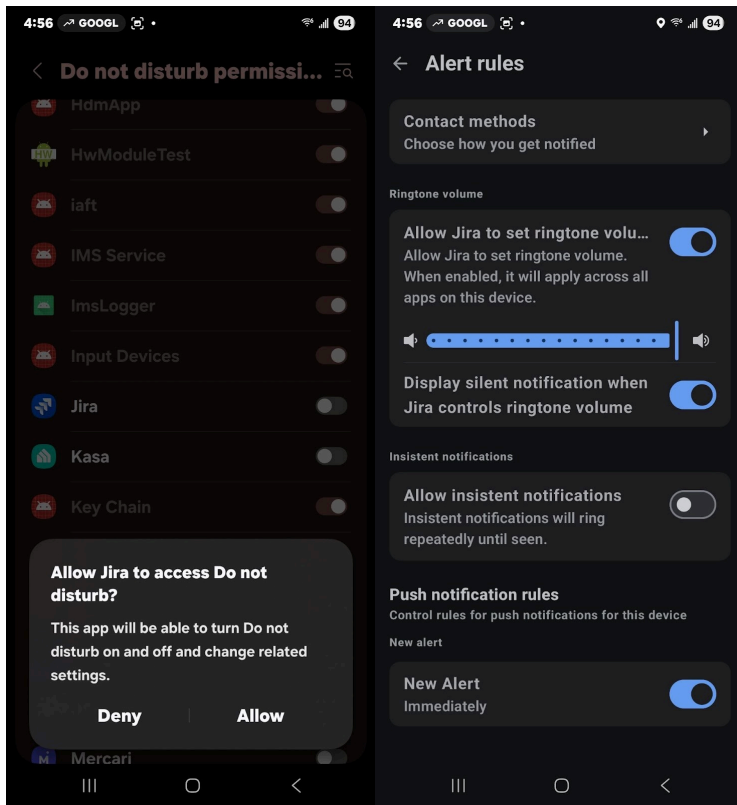


## Allow Jira to Override Do Not Disturb on Google Pixel

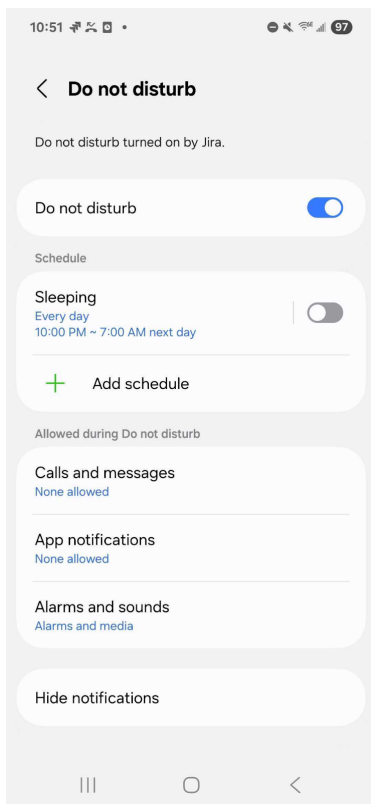
1. Open the Jira Cloud app and visit **Notification Settings**.
2. Select **Alert Rules**.
3. Toggle **Allow Jira to Set Ringtone Volume** to the on position.
4. You will be prompted to give Jira permission in Settings. Find Jira in the list of apps, enable it, and confirm.

This will allow Jira to bypass DND and manage notification sounds.





Note: You may see the "Do not disturb turned on by Jira" after a successful DND override, it will mirror the default DND settings.



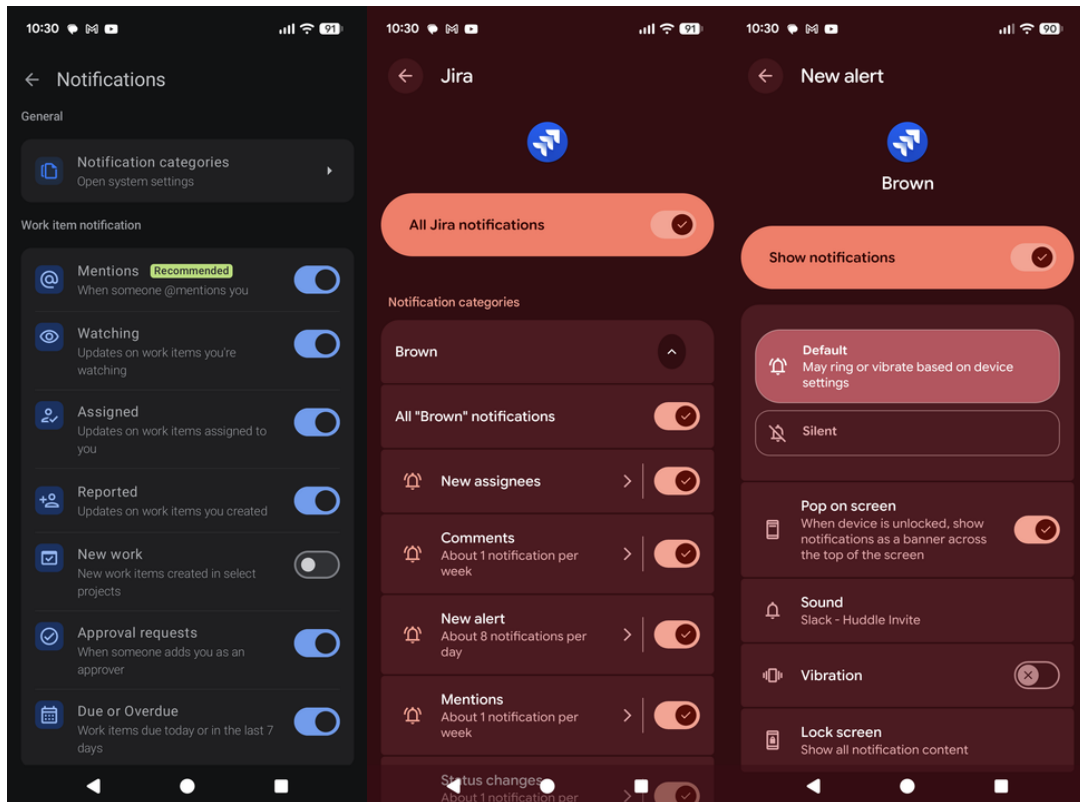
Customize alert settings

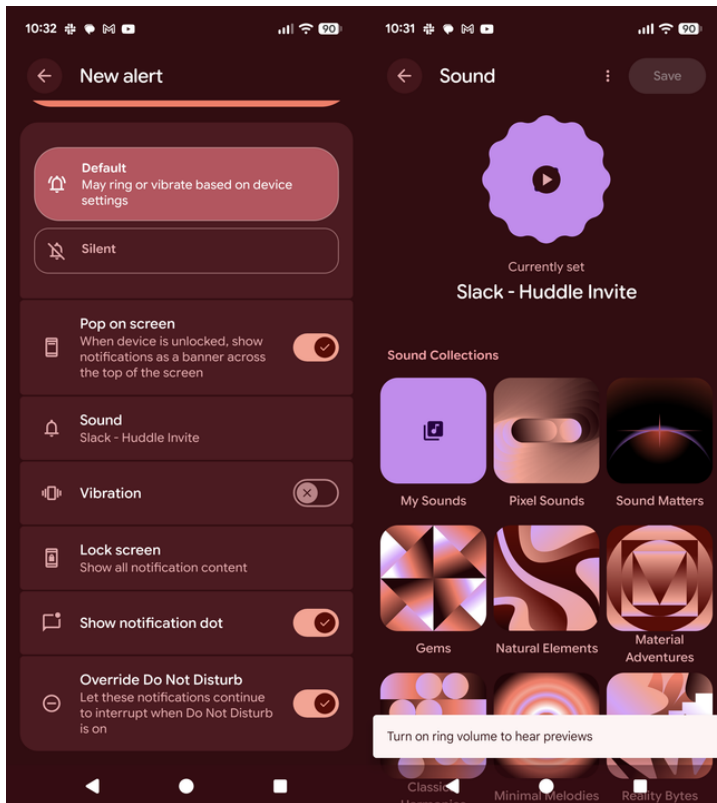
You can customize your notification settings further depending on the type of alert.

## Google Pixel alert settings

On Pixel devices, navigate in the Jira app to the following: **Notification settings** > **Notification categories**.

From here, you can customize each type of notification. To change how new alerts notify you, select **Brown** and then **New alert**, and select the **Sound** option to change the notification. You'll also want to enable the last option to **Override Do Not Disturb** to ensure you're receiving notifications.

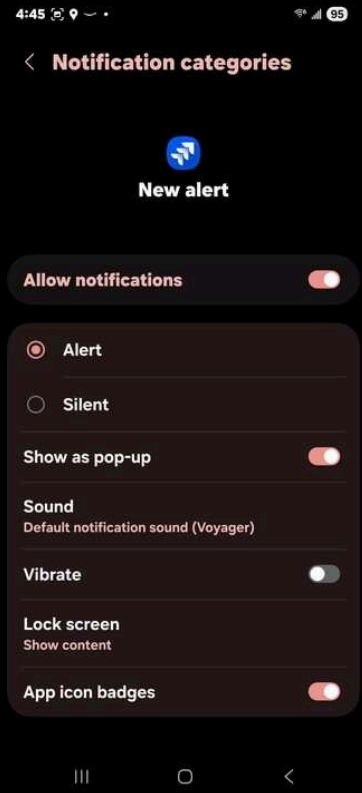
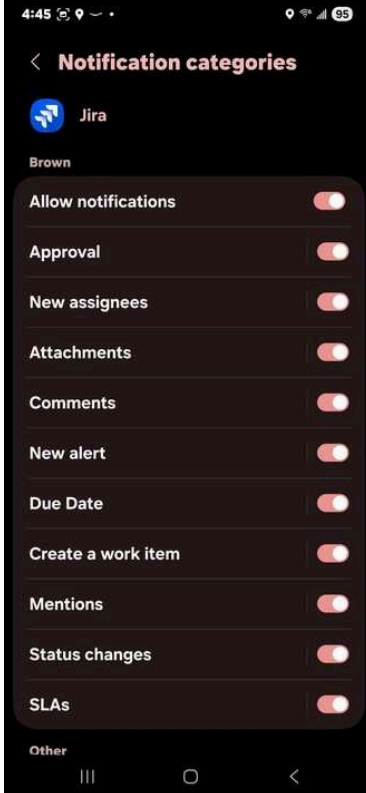
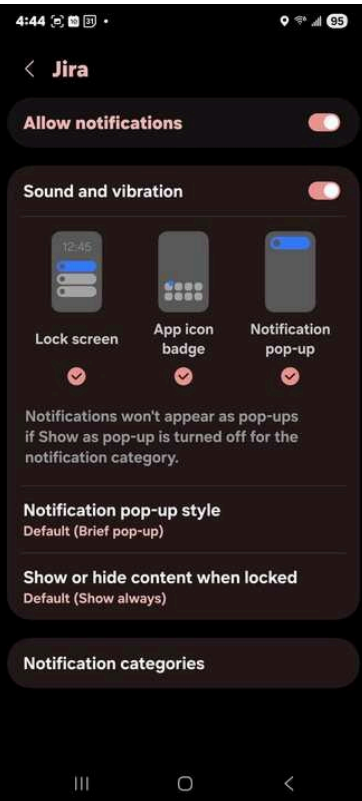
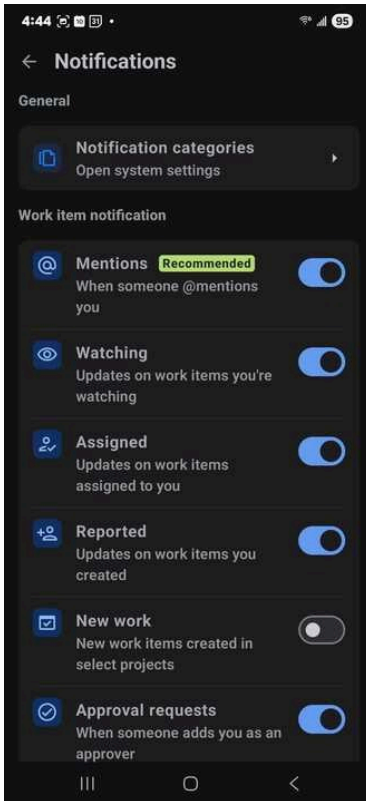


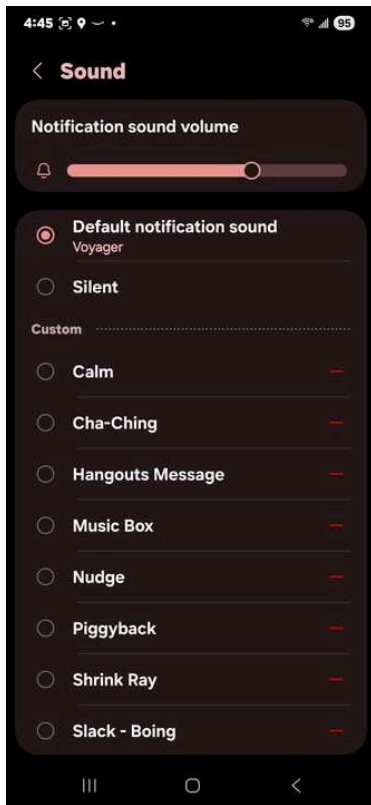


## Samsung Galaxy alert settings

On Samsung devices, navigate in the Jira app to the following: **Notification settings** > **Notification categories**.

From here, select **Notification categories**. On this page, you can customize each type of notification. To change how new alerts notify you, select **Brown** > **New alert**, and select the **Sound** option to change the notification.





Note: Some Samsung devices have reported not being able to see the **Notification Categories** section, in which case, you will not be able to customize Jira alerts.

