How to Block Unwanted Calls on an iPhone

Reduce interruptions without missing important calls

You can block particular numbers or change how your iPhone handles calls from people you have not saved.

Before silencing unknown callers, remember that hospitals, carers, delivery drivers and other genuine callers may use unfamiliar or withheld numbers. Note: *Menu names vary depending on your version of iOS.*



Block a particular number

Follow these steps to block a specific caller on your iPhone.

1. Open the **Phone** app.
2. Find the call in **Calls** or **Recents.**
3. Open the caller's details. Depending on your layout, tap the number or the ⓘ **information button.**
4. Scroll down and choose **Block Caller, Block this Caller** or **Block Contact.**
5. Confirm if asked. You can also open a saved contact and select the blocking option.

Blocking a number does not stop the same person calling from another number. It also does not automatically block them in separate apps such as WhatsApp.



About silencing unknown callers

Silencing is not the same as blocking.

- Check missed calls and voicemail regularly.
- If you are expecting an important call, consider turning silencing off temporarily.

Answering a call

When a call arrives, your device will usually ring and show the caller's name or number. Only answer calls you are comfortable taking. You can decline and contact the person later.

If you are unsure about a caller, you do not have to answer. Let the call go to voicemail, then check independently using a trusted number.

A familiar number on the screen does not prove who is calling. Do not share passwords, PINs or banking security codes with an unexpected caller.

Use available spam filtering

Look under **Settings → Apps → Phone** for spam-filtering or **Call Blocking & Identification** options.

What to know before using a filtering app

Features vary: available features depend on your software, mobile provider and any filtering app you use.

Check privacy and charges: read an app's privacy information and check for charges before installing it.

No filter is perfect: no filter can identify every scam call, and genuine calls may occasionally be flagged.

> **No filter can identify every scam call, and genuine calls may occasionally be flagged as spam.**

Unblock someone

If you change your mind about a blocked number, it is straightforward to remove the block.

Finding your blocked contacts list

Look for **Blocked Contacts** in Settings. On many versions, it is under **Apps → Phone;** on older versions, **Phone.**

Removing a block

Find the person or number and choose **Unblock.**

Cannot find the list?

Use the search box in Settings to search for "Blocked Contacts".

> **Settings and features can change**
>
> If your screen looks different, check Apple's current instructions.

Screen or silence unknown callers

On newer versions of iOS:

1. Open **Settings.**
2. Tap **Apps,** then **Phone.**
3. Find **Screen Unknown Callers.**
4. Choose the option that suits you:

- **Never:** calls from unsaved numbers ring normally.
- **Ask Reason for Calling:** where available, the caller is asked to explain why they are calling before your phone rings.
- **Silence:** calls from unsaved numbers are silenced and sent to voicemail.

On older versions, look for Silence Unknown Callers under Settings → Apps → Phone, or Settings → Phone.

If you are unsure about a caller

You do not have to answer. A few simple habits will help you stay safe.

1. **Let it go to voicemail**

   Let the call go to voicemail, then check independently using a trusted number.

2. **Do not trust the number on screen**

   A familiar number on the screen does not prove who is calling.

3. **Protect your personal information**

   Do not share passwords, PINs or banking security codes with an unexpected caller.

Need a hand?

1. **Get help from PodSupport**

   Contact PodSupport for help finding guidance on blocking calls and adjusting your settings.

2. **Ask someone you trust**

   Ask a trusted friend or family member to go through the settings with you.

3. **Check Apple's current instructions**

   Settings and features can change. If your screen looks different, check Apple's current instructions.

Remember

Before silencing unknown callers, remember that hospitals, carers, delivery drivers and other genuine callers may use unfamiliar or withheld numbers.

Settings and features can change. If your screen looks different, check Apple's current instructions.

© 2026 Lumen Later Life Living Pty Ltd. All rights reserved. Podplan® is a registered trademark.