How to Block Unwanted Calls on an Android Phone

Choose the instructions for your Phone app

Android phones do not all use the same menus. These instructions cover Phone by Google, used on many Android phones, and Samsung's Phone app.

Be careful about blocking private or unidentified numbers: hospitals, carers and other genuine callers may withhold their number.



Using Phone by Google — Block a particular number

Follow these steps to block a specific caller using Phone by Google.

1. Open the **Phone** app.
2. Find the unwanted call in your recent calls or call history. You may need to tap the **three-dot menu → Call history.**
3. Tap the call or open its details.
4. Choose **Block/report spam.**
5. Confirm if asked. Only report it as spam if appropriate. Your phone will decline future calls from that number.

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.



View or unblock numbers

6. Open **Phone.**
7. Tap the **three-dot menu → Settings → Blocked numbers.**
8. Find the number.
9. Tap the **remove symbol,** then **Unblock.**

Block private or unidentified numbers

Under **Phone → three-dot menu → Settings → Blocked numbers,** you may see an **Unknown** switch.

In Phone by Google, "Unknown" means private or unidentified numbers. It does not mean every number missing from your contacts.

Leave this off if you need to receive calls from people who withhold their number.

Using Samsung's Phone app — Block a particular number

Follow these steps if your phone uses Samsung's Phone app.

Steps to block

Open Phone: tap the **three-dot menu → Settings → Block numbers.**

Enter the number, or select it from recent calls or contacts if those options appear.

Tap the plus symbol or confirm the choice. To unblock a number, return to the list and tap the **minus or remove symbol** beside it.

> **To unblock a number, return to the list and tap the minus or remove symbol beside it.**

Turn on spam protection

On supported Samsung devices, you can enable spam protection for extra coverage.

Steps to enable

1. Open **Phone.**
2. Tap the **three-dot menu → Settings.**
3. Select **Caller ID and spam protection.**
4. Read the privacy information before switching it on.
5. Review any available options for blocking suspected spam or scam calls.

Availability varies by device, software and mobile provider.

If your menus look different

Search your phone's Settings for **blocked numbers** or **spam protection,** or use the manufacturer's official support website. Check what each setting blocks before switching it on. "Unknown", "private" and "not in contacts" can mean different things in different apps.

What blocking cannot do

- Blocking one number does not stop a caller using another number.
- Spam filters may miss scams or flag genuine calls.
- Blocking in the Phone app does not automatically block someone in WhatsApp or other messaging apps. Use those apps' own blocking tools where needed.

Check what each setting blocks before switching it on. "Unknown", "private" and "not in contacts" can mean different things in different apps.

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 unanswered**

   Let the call go unanswered and check independently using a trusted number.

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

   Do not rely on the displayed number as proof of identity.

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 check the settings with you.

3. **Check the manufacturer's support website**

   Settings and features can change. If your screen looks different, use your phone manufacturer's official support website.

Remember

Be careful about blocking private or unidentified numbers: hospitals, carers and other genuine callers may withhold their number.

Settings and features can change. If your screen looks different, search your phone's Settings or use the manufacturer's official support website.

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