

Android phone: Calls and privacy

Taking control of your phone number, and who can call it.

The call controls on your Android phone help you to control who calls you and when, and will let you block callers and protect your privacy by concealing your number from people you call.

What you will need

Before you begin the course, check your Android phone is charged up, switched on, and showing the **Home** screen. Your phone operating software should also be up to date, and you should have a mobile phone number and account.

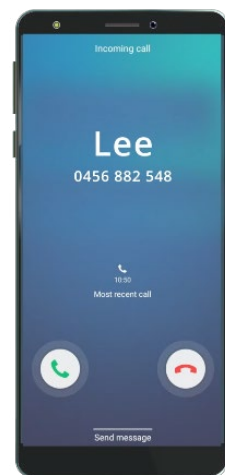
Remember, there are lots of different brands of Android phone, and they all do things slightly differently. Some of the screens on your phone might look a little different to the ones on this tip sheet, but you should still be able to follow along.

Controlling caller ID

When you use your mobile phone to call another mobile phone, your number appears on the screen of the person answering. This is known as **Caller ID**, which is short for **Caller Identification**.

If you don't want others to know your number, you can turn off your **Caller ID**.

1. Tap the **Phone** icon as if you were going to make a phone call.
2. Look for **three vertical dots** on the right of the screen and tap them to show a list of options.
3. Tap on **Settings**
4. Scroll down until you find **Supplementary services** and tap it.
5. Tap **Show my caller ID** and another list of options will pop up.



Switching off Caller ID stops your name and number from displaying

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6. Tap **Hide number**. Under **Show my caller ID**, it will now say **Number hidden in outgoing calls**.

Now, when you call someone, their phone will show the words **Private number**, instead of your phone number. To switch **Caller ID** back on, tap **Show my caller ID** again, and choose **Show number** from the pop-up list.

How to block nuisance callers

You can also use **Call settings** to stop nuisance callers bothering you. First tap the **Back** arrow at the top of the screen, to go back to the **Call settings** menu.

1. Scroll back up until you find **Block numbers**. When you block a number, your phone will not ring, and the incoming call will be diverted to voice mail instead.
2. If you only want people who are in your **Contact list** to call you, tap **Block unknown callers**. The switch will change colour when this feature is switched on.
3. To block the number of a specific caller, you can enter the number here on this screen, then tap the plus symbol to add it to the list of blocked numbers.
4. If you don't know the number, but they have recently called you, you can tap **Recents** to show a list.
5. Find the nuisance caller in the list and tap on it to select it, then tap **Done**. The number you chose now appears in the list of blocked numbers.
6. To block calls from someone in your **Contacts list**, tap **Contacts** to see the list of names, and tap the contact you wish to block to select them.
7. Tap **Done**.
8. You can see a list of all the numbers that are currently blocked. You'll see that the contact has been added to this list.



Your phone can block calls from numbers you don't know, as well as numbers in your Contacts list

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How to unblock callers

If you want to start receiving calls again from someone you've blocked, it's very easy to remove them from this list, or **unblock** them.

Tap the **red minus sign** next to the name or number you want to unblock to remove it from the list. Great! You can now receive calls and texts from that number once more.

Using caller ID and spam protection

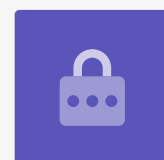
Let's head back to the **Call settings** menu to look at one more useful feature. Tap the **Back** button at the top of the screen.

Look for **Caller ID and spam protection**. When turned on, the switch will display in colour and the word **On** will be visible. If it isn't turned on, tap the switch.

When you get a phone call from a number you don't know, your phone can check if it belongs to a known scammer.

When a known scammer calls, you'll see a warning message, such as **Potential Fraud!** Tap the **red phone icon** to reject the call.

If you get a call that your phone identifies as being Potential Fraud, it's also safe to not answer it and ignore the call until it stops ringing.



Using Do not disturb

The **Do not disturb** feature can temporarily stop your phone from receiving any calls at all. If you have **Do not disturb** switched on, your phone won't notify you of calls, texts, or emails until you turn it off again.

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To turn on **Do not disturb**, first tap the **Home** button to go back to the Home screen.

1. Swipe up from the bottom of the screen to show the **Apps** screen. Find the **Settings** app icon and tap it.
2. Look for **Notifications** and tap it to find the **Do not disturb** option.
3. Tap the switch so that it changes colour and moves to the right. Then tap on the words **Do not disturb** to see more options.

Turning off Do not disturb

Tap the switch next to **Do not disturb** so that it becomes white and the little button moves to the left. Your phone is ready to receive messages and alerts again.

Setting up a Do not disturb schedule

Using a schedule can be very convenient, because it means you don't have to remember to turn on **Do not disturb** at those times of the day when you want it.

1. Tap on the words **Do not disturb**.
2. A list of options will appear. Tap on the words **Turn on as scheduled**.
3. To set up our schedule, we first need to turn this feature on. Tap the switch labelled **Off**. It moves to the right and becomes blue.
4. A box appears showing the letters for the days of the week and a set time. When you first turn on this feature, every day is circled and a time range is displayed under **Set schedule**. This means **Do not disturb** will turn on and off at the scheduled time every day of the week.
5. If you don't want **Do not disturb** on a particular day, you can tap the day's letter to remove it from the schedule.
6. Tap on the words **Set schedule**. A box pops up to set the time for the schedule.



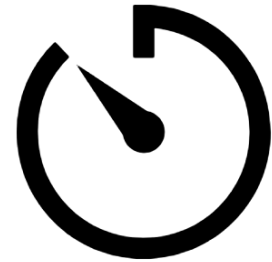
Your phone's Do not disturb setting stops interruptions from calls, messages, notifications and emails

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Setting the schedule time

As an example, we want to be able to watch our favourite TV shows from 6pm to 9pm on Wednesday, Thursday, and Friday nights. We'll set **Do not disturb** to come on automatically for each of those evenings.

1. In the pop-up box, the word **Start** should be in blue at the top. Tap **Start** if it isn't.
2. Scroll the hours from 10 back to 6.
3. Tap on the grey word **End** at the top of the pop-up box. The time changes to show 7 am.
4. Scroll the hours from 7 to 9. Then, scroll to change **am** to **pm**.
5. Tap **Start** again to double-check that **Do not disturb** will turn on at 6 pm, then tap **End** to check it will turn off at 9 pm.
6. When you're happy with the settings, tap **Done**, and the box will disappear.



Create some quiet time by setting a Do not disturb schedule on your phone

Now under where it says **Set schedule**, it should say **6pm to 9pm**.

Setting the schedule days

Now let's make sure that Do not disturb only turns on for Wednesday, Thursday, and Friday evenings.

1. Under **Days**, tap on the letters for Sunday, Monday, Tuesday, and then the final S for Saturday. These days are now off and no longer have a circle around them.
2. Only the letters for Wednesday, Thursday, and Friday should have circles now, and so **Do not disturb** will be on for those days.

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Double checking your schedule

Tap the **Back** arrow at the top of the screen, to go back to the **Do not disturb** options screen.

Under **Turn on as Scheduled**, the switch should be blue to show that it is turned on. If it isn't blue, tap the switch to turn it on.

You should also be able to see a little summary confirming:
Wednesday, Thursday and Friday and the time 6 pm to 9 pm.

Setting Do not disturb exceptions

You can still choose to receive some important messages or reminders while **Do not disturb** is turned on.

To set this up, your phone should still be showing the **Do not disturb** screen.

1. Tap on **Allow exceptions** to continue.
2. It's a good idea to turn on **Alarms** so you can still receive any important alarms you might have set. Tap the switch next to **Alarms** to turn this feature on. The switch will move to the right and become blue.
3. If you are planning to use your phone to watch video or listen to a podcast, you will need to turn on **Media**. This lets you still hear the sound while **Do not disturb** is on. Tap the switch next to **Media** to make it blue and turn this feature on.

Setting exceptions for calls

Calls from lets you still receive messages from certain people while Do not disturb is active. It's handy for allowing friends or family members to contact you in an emergency.

1. Tap **Calls from** and a list of options pops up. We're going to let messages through from our **Favourite contacts only**. You'll still receive messages from anyone marked as a favourite in your phone's **Contacts** app.

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2. Tap **Favourite contacts only** and the options pop-up goes away. **Favourite contacts only** is written under **Calls from**.

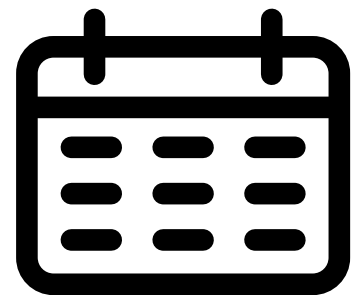
Setting exceptions for messages

Messages from lets you still receive messages from certain people while **Do not disturb** is active. You can tap on this and follow the steps to include people you still want to hear from.

Setting exceptions for alerts

Repeat callers can be switched on to receive calls if someone keeps trying to reach you, such as in an emergency. Tap the switch next to Repeat callers to turn this on.

Event/task alerts are important calendar events, such as a physiotherapist appointment. Tap the switch next to Event/task alerts to turn this on.



Create exceptions for important calendar events

Setting exceptions for reminders

Reminders are those things you should remember to do, such as take medication or put the recycling out.

Tap the switch next to **Reminders** to turn this on.

Lock screen info for lost phones

Your Android phone has a handy feature to help someone return your phone to you if you've left it behind somewhere.

To set it up:

1. Tap the **Back** arrow at the top left of the screen to return to the **Settings** menu. Then scroll down the menu until you find **Lock screen** and tap it.

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2. Scroll down to find **Contact information** and tap it. A box will pop up, along with the keyboard.
3. Type in a short message here. This is the message that will appear on the **Lock** screen to help others return your phone if you leave it somewhere. Include a number that someone can call to let you know they have found your phone.
4. When you're happy with the message, tap **Done**.

The Lock screen message should show your home number or the mobile number of a friend, rather than your mobile phone number.



Checking the Lock screen message

Lock your phone by pressing the **Power** button on the side so the screen turns off. Now press the **Power** button again to wake up the phone and show the **Lock** screen. Your message and contact number will appear under the clock.