MetroHealth

How to Set Up Your Smartphone to Accept Unknown Phone Calls

Apple iOS Phone

To accept an unknown phone call, temporarily disable blocking/silencing features on your Apple iOS Phone:

- ✓ Settings - Phone - Silence Unknown Callers - Off

- ✓ Settings - Phone - Call Blocking & Identification - Silence Junk Callers - Off

- ✓ If you have downloaded a phone blocking app, disable or navigate to temporarily allow unknown/unidentified/spam calls.

You may restore these features after your virtual visit.

Android Phone

To accept an unknown phone call, temporarily disable blocking/silencing features on an Android phone:

- ✓ Phone - 3 dots, usually top right corner - Settings - Block Numbers - Block Unknown Callers - Off

- ✓ If you have downloaded a phone blocking app, disable or temporarily allow unknown/unidentified/spam calls.

You may restore these features after your virtual visit.