

iPhone, iPad & Android | Medium | 2 min read

# iPhone and Android: call problems, Wi-Fi calling and not hearing the caller

Calls that drop out, will not connect or sound too quiet have several possible causes. These steps cover most of them, including Wi-Fi calling for homes with poor signal.

## If you cannot hear the other person

1. Turn up the volume with the side buttons during the call.
2. Check the phone is not connected to a Bluetooth speaker, headphones or car by mistake. Look for a Bluetooth icon.
3. Remove the case and any screen protector covering the small speaker at the top.
4. Gently clean the grille with a soft, dry brush. Do not poke it with pins.
5. Try the speaker button on screen. If speakerphone works but the normal earpiece does not, the earpiece may be blocked or faulty.
6. Make a test call to another number to rule out a problem with one contact.

## Calls will not connect or keep dropping

- Check signal bars and your provider's outage page.
- Turn **Airplane mode** on and off.
- Restart the phone.
- Check you have not blocked the number or turned on a call-blocking feature.
- Check **Do Not Disturb** or a Focus mode is not silencing calls.

## Wi-Fi calling

Wi-Fi calling lets you make and take calls over your home Wi-Fi when mobile signal is weak. Most big UK providers support it, but it depends on your plan and phone, so check with your provider.

- **iPhone:** **Settings** then **Mobile Service** then **Wi-Fi Calling**. Switch on **Wi-Fi Calling on This iPhone**.
- **Samsung:** look in **Settings** then **Connections** then **Wi-Fi Calling**.
- **Google Pixel:** look in **Settings** then **Network & internet** then **SIMs**, choose your SIM and find **Wi-Fi calling**.

The wording can differ with your software version. You may see Wi-Fi Calling or a similar label in the status bar when it is active. You may be asked to confirm an emergency address the first time.

## When to get more help

Contact your provider if only calls fail, if one number is always affected, or if Wi-Fi Calling will not switch on. If the speaker or microphone has gone quiet after a drop or water damage, the phone may need a hardware repair, so get in touch with us.

**Still stuck?** Email [admin@visiontech336.com](mailto:admin@visiontech336.com) and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.