

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung phone call quality problems, blocking spam calls and fixing choppy calls

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If calls sound muffled, cut out or you cannot hear the other person, first check the simple things. Unwanted spam calls can also be blocked from the phone itself.

Poor call quality

1. Check your signal bars. Move near a window or outdoors.
2. Turn **Wi-Fi calling** on if your provider supports it. See our guide on Wi-Fi calling and mobile data.
3. Remove any case or finger covering the microphone at the bottom of the phone.
4. Clean the speaker and microphone holes gently with a soft dry brush. Do not poke them.
5. Restart the phone.
6. Check the volume with the volume keys while on a call, and that the **Speaker** is not accidentally switched on.
7. Take out the SIM and put it back.
8. Test with Bluetooth off, in case the call is going to earbuds or a car.

If someone cannot hear you, check **Settings**, **Apps**, **Phone**, **Permissions**, and make sure **Microphone** is allowed.

Blocking spam calls

1. Open the **Phone** app.
2. Tap the three dots, then **Settings**.
3. Tap **Block numbers** and add the number to block, or open **Recents**, tap the number, then **Block**.
4. Look for **Caller ID and spam protection** in the same settings. It warns you about suspected spam. You may need to agree to terms.

You can also register for the free Telephone Preference Service in the UK, which reduces legitimate sales calls. It will not stop scammers.

Staying safe

- Do not give out bank details, passwords or verification codes to someone who rings you.
- Hang up and ring your bank on the number on your card.
- Spam texts can be forwarded to 7726, which is free.

Wording differs slightly by model and One UI version.

When to get more help

If calls drop in every location, others always sound distant, or the problem began after a drop or water, ask us. If it only happens at home, contact your provider.

Still stuck? Email 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.