

PRINTABLE GUIDE

Answer and finish a phone call

Practise an ordinary mobile call. Locked and unlocked screens can have different answer controls; follow the prompt shown.

iPhone or Android | 2 min read | 5 steps

Before you start

- ☐ A phone with calling service
- ☐ A trusted person willing to make a test call
- ☐ A comfortable sound level

1. Arrange a short test

Ask someone you know to ring your mobile number. Put the phone where you can reach it. A tablet without phone calling capability may need a separate calling service; this practice is for a phone's normal call screen.

- ☐ Done this step

2. Read the incoming screen

Look for the caller's name or number and the labelled answer control. Displayed numbers can be disguised, so a familiar-looking number is not proof of identity. You can let an unexpected call go unanswered.

- ☐ Done this step

3. Answer using the shown control

If Answer appears as a button, tap it. If there is a slider or swipe instruction, follow it in the direction shown. Locked iPhones and some Android phones use a swipe; unlocked screens may show separate answer and decline buttons.

☐ Done this step

4. Adjust the conversation sound

Hold the phone comfortably and use the side volume buttons during the call. Speaker routes sound into the room; tap it only when wanted and consider who can hear. A mute control stops your microphone, not the other person's voice.

☐ Done this step

5. Finish the call

Tap the red end-call control when you are done. Wait until the call screen closes or returns to call details. Do not assume that locking the screen always ends the conversation; check the call has actually finished.

☐ Done this step

Try it for yourself

Answer a trusted test call, adjust the voice volume and end the call on screen.

☐ I tried the task.

My notes

Can I ignore a call?

Yes. You can decline it or let it ring. Voicemail availability and charges depend on your service provider.

Official help and the online guide

Apple: answer or decline calls -

<https://support.apple.com/guide/iphone/answer-or-decline-incoming-calls-iph3c9947bf/ios>

Google: make and receive calls - <https://support.google.com/phoneapp/answer/2811745?hl=en>

Read online: <https://plaintech-guides.pages.dev/guides/answer-end-phone-call/>