

# Help family calls ring through

Use an ordinary, agreed family call.

**Applies to:** iPhone (iOS 26) and Android/Samsung. Some Android steps need Android 12+ (sound) or 14+ (Modes). Menus vary by model and software.

- 1. Agree on people and times.** Verify the relative's actual number in Contacts. Note the current sound level and quiet-mode settings before changing them.
- 2. Check ring volume first.** iPhone: Settings > Sounds & Haptics > Ringtone and Alerts; check Silent mode is off. Android: select ringing and adjust Ring volume in expanded volume controls. Galaxy: check Sounds and vibration > Sound.
- 3. On iPhone, check the active Focus.** Open Settings > Focus > the relevant mode > People. Use Allow Notifications From for agreed contacts; check the separate call allowance too.
- 4. On Android or Galaxy, check quiet mode.** Android: Settings > Modes > the active mode > Notification filters > People. Galaxy: Notifications > Do not disturb > Calls and messages. Choose the agreed caller allowance.
- 5. Keep useful scam protection.** Do not switch off all unknown-call or spam controls. Investigate the verified family number; use the full guide if menus differ.
- 6. Practice both directions.** Lock the phone in its usual place with the relevant quiet mode active. Make the agreed call; answer, end it and call back. Never call emergency services to test.
- 7. Keep an undo and a backup.** Restore the recorded sound level or caller allowance if unwanted. Agree on a second contact method if the call still fails.

A Focus or Do Not Disturb exception alone does not guarantee an audible ring.

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## Full guide

<https://havenandsignal.com/guides/aging-parent-phone-not-ringing-family-calls>

[Apple: sound](#) | [Apple: Focus](#) | [Google: volume](#) | [Google: Modes](#) | [Samsung: calls](#)

Official sources checked 10 September 2026