

# Stop Unwanted Calls – Cell & Landline Phones

Community Protection Division  
Boulder County District Attorney's Office



Whether you have a smart cell phone, flip phone, or landline phone you may be receiving unwanted calls from telemarketers or scam calls. Either way here are some ways to limit the number of unwanted calls you receive.

## For Smartphones

### For iPhones

#### How to block robocalls on iPhones

- Go to the iPhone app and tap "Recents"
- Locate the number you would like to block
- Tap the blue "i" inside a circle to the right of the number
- On the next screen, scroll down and tap on "Block this caller"
- Tap on the option "Block Contact" on the message which pops up

#### iPhones - To make yourself unavailable to all numbers which are not on your Contacts list:

- Go to "Settings" and select the option "Phone"
- Scroll down
- Tap the "Silence Unknown Callers" switch, so it displays as green

### For Android devices

#### To block a number on your Android device:

- Open the Phone app from the home screen
- Locate the tab "Recent" and tap on it
- Find the number you want to block, tap on it, and then tap the "i" in a circle
- Locate the "Block" button and confirm by hitting "Block" in the pop-up message

#### To block unknown numbers on your Android device:

- Open the Phone app from the home screen
- Locate three dots and tap on them to open a drop-down menu
- Select "Settings" from the list
- Tap on "Block Numbers"
- Toggle the "Block Unknown Callers" switch to green

## Look into Cellular Provider apps at the Apple App Store or Google Play:

<b>AT&amp;T - Active Armor (Free)</b>	<b>Active Armor Advanced (\$3.99/mo. Per line)</b>
For more information: <a href="https://www.att.com/security/security-apps/">https://www.att.com/security/security-apps/</a>	

<b>Verizon - Call Filter (Free)</b>	<b>Call Filter Plus (\$3.99/mo for one line or \$10.99/mo. for 3+ lines)</b>
For more information: <a href="https://www.verizon.com/solutions-and-services/call-filter/">https://www.verizon.com/solutions-and-services/call-filter/</a>	

<b>T-Mobile - Scam Shield (Free)</b>	<b>Scam Shield Premium (\$4/mo. Per line)</b>
For more information: <a href="https://www.t-mobile.com/customers/scam-shield">https://www.t-mobile.com/customers/scam-shield</a>	

\*Please note that prices are subject to change. Visit the company's website for more up to date information.

## Call Blocking Apps

<b>Nomorobo</b>	<b>VoIP (Free)</b> <b>Nomorobo Max (\$4.17/month)</b> <b>Mobile Basic (\$1.99/month)</b> <a href="https://nomorobo.com/">https://nomorobo.com/</a>
<b>Hiya</b>	<b>Hiya Premium (\$3.99/month)</b> <a href="https://apps.apple.com/us/app/hiya-spam-blocker-caller-id/id986999874">https://apps.apple.com/us/app/hiya-spam-blocker-caller-id/id986999874</a>
<b>Robokiller</b>	<b>Membership (\$3.99/month)</b> <a href="https://www.robokiller.com/">https://www.robokiller.com/</a>

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## For Landline Phones

### General Blocking Anonymous Calls

- \*77 to activate Anonymous Call Block (or dial 1177 on rotary or pulse-dialing phones) listen for a recording or confirmation tone
- \*87 to deactivate Anonymous Call Block (or dial 1187 on rotary or pulse-dialing phones) listen for a recording or confirmation tone

### CenturyLink – Blocking Anonymous Calls

- \*78 or call 888-(Your Area Code)-8052
- The first time you Call CenturyLink Update Center, you're asked for a security code. You can enter the temporary security code "1-2-3-4", then follow the recorded instructions to set up your own personal code

Century link also has additional services such as Caller ID with Privacy+, No Solicitation calls, Call Curfew, Dial Lock, Anonymous Call Rejection. Visit website to learn about these services, cost, and user guides:

<https://www.centurylink.com/home/help/home-phone/calling-features/block-unwanted-calls-from-your-home-phone.html#calling-features>.

### Xfinity by Comcast – Spam Blocker

You can manage your spam blocking settings via your Xfinity Connect account.

1. Go to Xfinity Connect and click Voice at the top of the screen. (You may be directed to sign in first.)
2. Click the Settings (wheel icon) in the upper-right corner and select Settings to see your voice preferences.
3. Select Call Blocking.
4. Adjust Spam Blocker settings accordingly.

### Call Blocking Devices for Home Landlines

Installing a call blocking device can help you prevent becoming a victim of a scam. If your home phone does not use the internet (VoIP), you can purchase and install a call-blocking device.

## Prevent Identity Theft

- Share as little information as possible:
  - **Never share personal information** like your Social Security Number or bank/credit information with anyone who calls you out of the blue, no matter who they say they are
  - Provide sensitive information over the phone **ONLY when you initiate the contact** and are certain whom you're calling
- Use different passwords for different accounts and do not share log-in information
- Check your credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or calling 1-877-322-8228
- Store and discard sensitive documents wisely by shredding or consider going paperless
- Opt out of telemarketing mail and calls to reduce the circulation of your information
  - Go to [www.optoutscreen.com](http://www.optoutscreen.com) or call 1-888-567-8688 to opt out of insurance and credit card offers
  - Go to [www.dmachoice.org](http://www.dmachoice.org) to opt out of commercial mailings.
- Register for Do Not Call Registries
  - National: [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222
  - Colorado: [www.coloradodonotcall.com](http://www.coloradodonotcall.com) or call 1-800-309-7041

## Reporting Scams

Report phone scams to the Federal Trade Commission at:

[www.ftc.gov/complaint](http://www.ftc.gov/complaint)

Report computer scams to the Internet Crime Complaint Center (IC3) at:

[www.ic3.gov](http://www.ic3.gov)

**For questions about fraud, identity theft, or scams, call the Community Protection Division at 303-441-3700**

**Call the DA's Community Protection Division  
with Questions  
303-441-3700**