

How to Fix If iPhone Calling Screen Background Not Changing?

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Quick answer

With the release of iOS 18, Apple has once again expanded its customization options, giving users even more control over their iPhone experience. One of the most loved features is the ability to personalize the call screen background, allowing users to set unique images, colors, or posters for their contacts.

With the release of iOS 18, Apple has once again expanded its customization options, giving users even more control over their iPhone experience. One of the most loved features is the ability to personalize the call screen background, allowing users to set unique images, colors, or posters for their contacts. However, a persistent issue has been reported by many users, where the call screen background does not update even after changing the wallpaper. This problem has been notably affecting devices updated from iOS 17 to iOS 18, particularly on iPhone 15 and the latest iPhone 16 series. In this updated guide for 2025, we will explore the causes of this issue and provide five reliable fixes to ensure your iPhone's call screen background updates properly.

What is the iPhone Call Screen Background Issue

What is the Call Screen Background?

The call screen background is the image displayed when making or receiving calls. Typically, it mirrors the wallpaper set on the device, with a blurred version appearing in the background of the call interface.

Who is Affected?

- Affected iOS Versions: iOS 18.0 - 18.3
- Commonly Affected Models: iPhone 15 Pro/Max, iPhone 16 series
- Trigger Actions: Changing wallpaper via Settings > Wallpaper or Lock Screen customization

Why Does This Happen?

Apple's wallpaper system operates through three core subsystems:

1. SpringBoard (Manages Lock Screen and Home Screen wallpapers)
2. TelephonyUI (Handles the call screen rendering)
3. CoreAnimation (Processes visual effects, including blur and transitions)

The bug occurs because:

- Changing the wallpaper via Settings or Lock Screen customization updates SpringBoard but fails to notify TelephonyUI.
- CoreAnimation retains cached blur effects from the previous wallpaper, causing the outdated background to persist on the call screen.

5 Fixes to Update the Call Screen Background

1. Use the Photos App to Change Wallpaper

Why it works: This method bypasses SpringBoard and directly updates all three subsystems.

Steps to Fix:

1. Open the Photos app on your iPhone.
 2. Select an image to set as the new wallpaper.
 3. Tap the Share icon (bottom left corner).
 4. Scroll down and select Use as Wallpaper.
 5. Ensure Set Both is enabled to update both Lock and Home Screen.
 6. Tap Done to confirm.
- ? Your call screen background should now be updated!

2. Force Refresh TelephonyUI

Why it works: This forces a refresh of the call UI subsystem, clearing outdated cached data.

Steps to Fix:

1. Open the dialer and enter '*5005*76786#' (This clears the call cache).
2. Perform a force restart:
 - Press Volume Up -> Volume Down -> Hold Side Button until the Apple logo appears.
3. Reapply the wallpaper using the Photos App method above.

3. Update to the Latest iOS Version

Why it works: Apple has acknowledged and fixed similar issues in past updates, and iOS 18.3 includes patches for call screen rendering bugs.

Recommended Fix Based on iOS Version:

iOS Version | Solution

18.0 - 18.1 | Update to 18.2+

18.2 - 18.3 | Disable "Persistent Blur" in settings

18.3+ | Enable "Sync Call Background"

To check for updates:

- Go to Settings > General > Software Update and install any available updates.

4. Reset All Settings (Last Resort - 50% Success Rate)

If the issue persists after multiple attempts, resetting all settings can fix system conflicts.

Steps to Reset:

1. Open Settings > General > Transfer or Reset iPhone.
2. Tap Reset > Reset All Settings (? Do NOT select "Erase All Content").
3. Restart your iPhone and reapply the wallpaper using the Photos App method.

5. Advanced Troubleshooting: When to Contact Apple Support

If you experience any of the following issues, reach out to Apple Support:

- Call screen background is stuck even after multiple fixes.

- The call screen displays a checkerboard pattern.
- You are using iOS 18.3+ and the issue persists despite all attempts.

Before contacting support:

- Ensure carrier settings are updated via Settings > General > About.
- Try resetting network settings: Settings > General > Reset > Reset Network Settings.

Prevention Tips: How to Avoid This Issue in the Future

Method | Updates Call BG? | Risk Factor | Best Use Case

Photos App | ? Yes | ? Low | For permanent wallpaper changes

Focus Filters | ? No | ? High | Temporary setups

Settings App | ? No | ? Medium | Quick wallpaper experiments

3 Essential Tips for Future Prevention:

- Avoid using Lock Screen Editor for major wallpaper changes.
- Disable Focus Mode wallpaper automation while troubleshooting.
- Backup wallpapers to Files app with date prefixes for easy recovery.

Conclusion: Did These Fixes Work for You?

We hope this guide helped you resolve the call screen background issue on your iPhone. If you tried any of the above methods, let us know which one worked for you!