

Wi-Fi Calling and VoLTE



Getting started

Great news: We've enabled Wi-Fi Calling and VoLTE on your mobile service.

To get going, make sure they're enabled on your device. This can vary across devices and we've listed the more common ones below.

A few handy points to note:

- When you make a VoLTE call your device may display: VoLTE or 4G
- When you make a Wi-Fi Calling call your device may display: VoWifi, Wifi Calling, UW Wifi Calling or EE Wifi Call
- Some Apple devices may only show EE Wifi call when your mobile is idle and not display anything when you make a call.

It's recommended you make sure your device has the latest version of its operating system. To check this:



Apple: Settings > General > Software Update



Android: Settings > About Device > Software update
(the exact software update menu option may be a little different depending on the type of device)



Windows: Settings > Update & security > Phone update
> Check for Updates

VoLTE

For most phones, you don't need to do anything. VoLTE works automatically on all compatible Android and Windows phones running the latest software to give you better quality calls using the 4G network (when available).

For iPhones running iOS 10.2 or above, VoLTE is set up automatically.

For older versions of iOS you might need to take these steps:

- iOS 9.2: Settings > Mobile Data > Enable 4G
- iOS 9.3 onwards: Settings > Mobile Data > Mobile Data Options > Enable 4G and then Voice & Data

Wi-Fi Calling

With Wi-Fi Calling you can call and text – even if you don't have a phone signal. All you need is a Wi-Fi connection and a phone that supports Wi-Fi Calling.



Apple devices

1. Connect your phone to Wi-Fi
2. Tap Settings > Phone > Wi-Fi Calling
3. Turn the Wi-Fi Calling on This iPhone setting on
4. You can switch Wi-Fi Calling off by switching the toggle to Off



Popular Android devices



1. Connect your phone to Wi-Fi
2. From the home screen, swipe up from the bottom
3. Tap Settings > More (in Wireless & networks)
4. Tap Wi-Fi Calling
5. Tap the Wi-Fi Calling switch to On
6. You can switch Wi-Fi Calling off by switching the toggle to Off

SAMSUNG

Galaxy S9, S9+, S8, S8 Plus, S7, S7 edge, A3 (2017), A5 (2017)

1. Connect your phone to Wi-Fi
2. From the home screen, tap Phone
3. Tap the Menu icon
4. Tap Settings
5. Scroll down to the Wi-Fi Calling switch and toggle it to On
6. You can switch Wi-Fi Calling off by switching the toggle to Off

Galaxy S6, S6 Plus, S6 edge, S6 edge Plus, A3 (2016), A5 (2016)

1. Connect your phone to Wi-Fi
2. From the home screen, tap Phone
3. Tap More in the top right corner
4. Tap Settings
5. Scroll down to the Wi-Fi Calling switch and toggle it to On
6. You can switch Wi-Fi Calling off by switching the toggle to Off

Galaxy S5, S5 Neo

1. Connect your phone to Wi-Fi
2. From the home screen, tap Phone
3. Tap the Menu icon
4. Tap Settings
5. Tap Call
6. Scroll down to the Wi-Fi Calling switch and toggle it to On
7. You can switch Wi-Fi Calling off by switching the toggle to Off

Please note: Some newer Samsung devices have an additional menu option which will allow you to choose between preferred Wi-Fi and preferred mobile network settings. This allows your device to select your preferred connection for calls and texts when in a Wi-Fi area.

Other devices



1. Connect your phone to Wi-Fi
2. From the home screen, tap the Apps icon
3. Scroll to and tap Settings
4. Tap More (in 'Wireless & networks' section)
5. Set the Wi-Fi Calling toggle switch to On
6. You can switch Wi-Fi Calling off by switching the toggle to Off



M9, M10, Desire 530

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Phone icon
3. Tap the Menu icon
4. Tap the Wi-Fi Calling switch to On
5. You can switch Wi-Fi Calling off by switching the toggle to Off

U11

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Phone icon
3. Tap the Menu icon
4. Tap Settings
5. Tap the WiFi Calling switch to On
6. You can switch Wi-Fi Calling off by switching the toggle to Off

U11 Life

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Phone icon
3. Tap the Menu icon
4. Tap Settings
5. Tap Calls
6. Tap the Wi-Fi Calling switch to On
7. You can switch Wi-Fi Calling off by switching the toggle to Off

Nexus 6P

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Apps icon
3. Scroll to and tap Settings > More (in 'Wireless & networks' section)
> Wi-Fi calling
4. Slide the Wi-Fi calling toggle to the right to turn Wi-Fi Calling on
5. You can switch Wi-Fi Calling off by switching the toggle to Off

P10, P10 Lite, P10 Plus, P8 Lite

1. Connect your phone to Wi-Fi
2. From the home screen, tap Settings
3. Tap More
4. Tap Wi-Fi Calling
5. Tap the Wi-Fi Calling switch to Enable
6. You can switch Wi-Fi Calling off by switching the toggle to Off

P9, P Smart

1. Connect your phone to Wi-Fi
2. From the home screen, tap on the Phone icon
3. Tap on the Menu icon (three dots)
4. Tap on Settings
5. Scroll to and tap on Wi-Fi Calling
6. Tap Wi-Fi Calling to turn it on
7. You can switch Wi-Fi Calling off by switching the toggle to Off



G4, G5, G5 SE, X Cam, K4 2017, K8, K8 2017, K10 2017

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Apps icon
3. Scroll to and tap Settings
4. Under the Networks tab, scroll to and tap Call
5. Tap the Wi-Fi Calling switch to enable it
6. You can switch Wi-Fi Calling off by switching the toggle to Off

Nexus 5X

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Apps icon
3. Scroll to and tap Settings > More (in 'Wireless & networks' section)
> WiFi Calling
4. Slide the WiFi Calling toggle to the right to turn WiFi Calling on
5. You can switch Wi-Fi Calling off by switching the toggle to off



1. Connect your phone to Wi-Fi
2. Swipe left from the home screen and tap Settings
3. Tap Mobile + SIM
4. Tap SIM settings
5. Slide the Wi-Fi Calling toggle to the right to turn it on
6. You can switch Wi-Fi Calling off by switching the toggle to Off



1. Connect your phone to Wi-Fi
2. From the home screen, tap the Apps icon
3. Tap Settings > Network and Internet > Advanced calling
4. Tap the Wi-Fi Calling toggle



1. Connect your phone to Wi-Fi
2. Open the setting app.
3. Tap on Wi-Fi & internet > SIM & Network > tap on our active SIM
4. Toggle the Wi-Fi calling switch to the on position

XPERIA

Z5, Z5 Compact, Z5 Premium

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Phone icon
3. Tap Settings
4. Scroll down to Wi-Fi Calling and tap the box next to it
5. You can switch Wi-Fi Calling off by switching the toggle to Off

X, XA, X Compact, XZ, XZ Premium

1. Connect your phone to Wi-Fi
2. From the home screen, tap the Apps icon
3. Tap Settings
4. Tap More
5. Tap Wi-Fi Calling
6. Set the Wi-Fi Calling toggle switch to On
7. You can switch Wi-Fi Calling off by switching the toggle to Off



1. First, check for the latest software update and install if an update is available
2. Connect your phone to Wi-Fi and ensure VoLTE is enabled
3. Now go to Settings > SIM Cards & Mobile Networks
4. Now tap on the SIM card for which you want to enable Wi-Fi Calling
5. Scroll down till the end
6. First, check if Use VoLTE is enabled. If not, please enable it
7. Then, you'll find an option called Make Calls using Wi-Fi
8. Enable it



1. Connect your phone to Wi-Fi
2. From any home screen, tap the Apps icon
3. Tap Settings
4. Under the WIRELESS & NETWORKS heading, tap More...
5. Tap Wi-Fi Calling
6. Tap Connection Preferences
7. Select one of the following options: Wi-Fi Preferred.
Cellular Network Preferred. Never use Cellular Network