

WiFi Calling

Frequently asked questions

WiFi Calling allows you to make and receive Calls, MMS and SMS over a WiFi network. You can use this new capability if you have a compatible WiFi Calling device, you're connected to a supported WiFi network and you don't have sufficient mobile network coverage to make a call.

1. Where can I use WiFi Calling?

If you don't have Optus mobile coverage available but you are in range of a fixed broadband WiFi connection that you have access to, your mobile will automatically make calls and send messages via the WiFi connection.

2. Can I get Optus WiFi Calling?

WiFi Calling is currently available for Optus Business mobile customers who:

- Are using an Optus approved compatible device with the latest device firmware. You can find a list of compatible devices here.
- Have access to a WiFi connection that supports WiFi Calling.

3. What are the benefits of WiFi Calling?

The benefits include:

- WiFi Calling provides the ability to call or message when you don't have mobile coverage but you do have a WiFi connection. Instead of using your mobile network connection, you can use the WiFi network.
- There are no additional charges for WiFi Calling. Your calls and messages will be charged as per the rates in your existing mobile plan.
- It's simple to use, just connect your device to a WiFi network as you would today. Your compatible smartphone will automatically connect your calls via WiFi when there is insufficient mobile coverage.
- You can make and receive calls using your existing mobile number
- You don't need to use an app or other log-in to use WiFi Calling.
- All your messaging is integrated as normal on your phone.

4. Am I eligible for the WiFi Calling service?

To be eligible for WiFi Calling, you need to:

- Be a provisioned Optus Business Customer
- Request that VoLTE (ie 4G Voice Calls) and WiFi Calling is applied to your service by contacting your account manager.
- Have an Optus approved WiFi Calling compatible device
- Turn on your WiFi Calling settings on your device.

5. Can I call Emergency 000 using WiFi Calling?

Yes, emergency triple zero calls are supported over WiFi Calling if there is no mobile network coverage available to make the call.

Your mobile device is defaulted to use the Optus mobile network in the first instance when making emergency triple zero calls. If Optus mobile coverage is insufficient to make the call your device will then automatically search for other mobile carrier networks to try to make the call. Making emergency triple zero calls over a mobile network is automatically preferred as this provides more of your location details to your chosen emergency service.

If no mobile networks can be found to carry the call your device will then attempt to make the call using WiFi Calling if you have WiFi coverage and are using a WiFi Calling compatible device with the latest software.

Please be advised that currently there are some limitations when making emergency triple zero calls using WiFi calling:

- Customers need to have a compatible device with the latest software build that supports emergency triple zero calling over WiFi. Please see the list of compatible devices on this page. Don't forget to download the Emergency+ App - a free app developed by the government that uses GPS functionality to help Triple Zero callers provide critical location details to emergency services.
- When making emergency triple zero calls using WiFi Calling, your location information may not be automatically provided to emergency services. Emergency services will ask for your location when they answer your 000 call.

The WiFi Calling service will not be able to receive National Emergency Warning System (NEWS) SMS warnings.

6. I Have an Optus WiFi Calling compatible device. What do I need to do to make emergency calls?

To make Triple Zero (000) emergency calls over WiFi Calling, you'll need to update your device with the latest software when available.

Once the software is downloaded, recheck your settings to ensure WiFi Calling and 4G Voice are switched on.

Please see the list of compatible devices in the FAQ below. These devices support WiFi Calling and calls to triple zero where indicated.

7. What devices are compatible with WiFi Calling?

WiFi Calling is currently available on the devices listed below.

Apple iPhone

The following iPhone devices support WiFi Calling on postpaid plans. These devices, when running the iOS software version 10.3 (or later) also support emergency calls to Triple Zero over WiFi Calling.

- iPhone X (Coming Nov 2017)
- iPhone 8
- iPhone 8 Plus
- iPhone 7
- iPhone 7 Plus
- iPhone 6
- iPhone 6 Plus
- iPhone 6s
- iPhone 6s Plus
- iPhone SE

Samsung

- Samsung Galaxy Note 8
- Samsung Galaxy S8
- Samsung Galaxy S8 Plus
- Samsung Galaxy S7
- Samsung Galaxy S7 Edge
- Samsung Galaxy S6
- Samsung Galaxy S6 Edge
- Samsung Galaxy S6 Edge Plus
- Samsung Galaxy Note 5
- Samsung Galaxy A5 2017

Note: Android devices must have the latest Optus firmware installed to use WiFi Calling. WiFi Calling is not available on Android devices that are not purchased from Optus.

Future Device Compatibility

Optus is working with our device vendors in order to enable additional devices to support WiFi Calling. We will update the list of compatible devices as soon as they become enabled.

8. How do I check I am running the latest device software on my phone?

Apple iPhone

For Apple devices you will need to ensure you are running software version iOS 10.3 (or later) that supports WiFi Calling and your iPhone Service Provider settings are up to date (Version OPTUS 28.3).

Optus recommends you connect to a WiFi network while updating the software/carrier settings on your mobile phone.

For a step by step guide on how to check the software version on your phone see below.

To update your iPhone software

- Tap settings
- Tap General
- Tap Software Update. If a new software version is available, it's displayed. Follow the instructions on the screen to update the software on your mobile phone.

To check whether you're running the latest Service Provider settings

- Tap Settings.
- Tap General
- Tap About. Under Service Provider, Optus 28.3 should display.

Samsung

You'll need to make sure your Samsung device is running the latest software build that supports WiFi Calling.

For a step by step guide on how to check the software version on your phone see below.

Optus recommends you connect to a WiFi network while updating the software on your mobile phone.

To update your Samsung software

- Find the Settings Application and open it up.
- Scroll down to the line About Device and select.
- Select Software Update.
- Press Update Now.

9. How do I get WiFi Calling?

To get WiFi Calling, eligible customers with compatible devices can simply follow the below 2 step process.

Step 1 - Request VoLTE

The first step to get WiFi Calling is to request that VoLTE/WiFi (4G

Voice Calls) be applied to the account. When VoLTE is applied the WiFi Calling feature will also be applied.

Apple iPhone

Once the Service Provider Settings have been updated follow these steps to request 4G voice.

- Tap Settings icon on Home screen
- Tap Mobile menu item
- Tap Mobile Data Options menu item
- Tap Enable 4G menu item
- Select the Voice & Data option to enable VoLTE

Samsung

Once the latest software is installed, go into settings to request the 4G voice service and follow the prompts.

- Open **Apps** icon
- Locate **Settings** Icon
- Select **Connections**
- Click **Mobile Networks**
- Select **VoLTE** to enable on the device

Step 2 - Turn on Wifi calling in settings

Compatible handsets with the latest software have WiFi Calling settings that are OFF by default so you must turn the setting ON to enable WiFi Calling.

The process for turning WiFi Calling settings ON differs slightly depending on your device.

Apple iPhone

Once the Service Provider Settings have been updated follow the below steps to request WiFi Calling.

- Tap Settings icon on Home screen
- Tap Phone menu item
- Tap WiFi Calling
- Switch the WiFi Calling on This iPhone slider to On
- You'll see a warning about location data and what your carrier collects. Tap Enable to turn on Wi-Fi Calling.

Samsung

Once you have installed the latest software, go into settings to turn WiFi Calling ON.

- Open **Apps** icon
- Locate **Settings** icon
- Select **Connections**
- Click **WiFi Calling**
- Select **ON** to enable **WiFi Calling**

Note: If you only complete this step (ie turn 'ON' WiFi Calling settings without turning 'ON' VoLTE settings) the following limitations will apply to your service.

- Without VoLTE turned ON, your call setup time may be delayed by around 1 second.
- Without VoLTE turned ON, you will not be able to handover your calls from the WiFi network to the 4G mobile network.

10. How will I know when I am using WiFi Calling?

When your compatible device is connected to WiFi, you will be able to see an icon indicating this on the screen next to the signal bar. Different devices show different icons to indicate when connected to WiFi:

Apple iPhone

If you don't have mobile coverage and are connected to WiFi Calling, you will see 'Optus WiFi Call' on your home screen.

Samsung

If you don't have mobile coverage and are connected to WiFi Calling, you will see the WiFi Calling Icon on your home screen.

11. Do I need to change the way I use my phone?

No, making and receiving calls and messages over WiFi Calling is exactly the same as when using the mobile network.

Furthermore, your supplementary services such as Voicemail, Call Forwarding and Caller ID all work in the same way that they do today. There is nothing new that you need to do.

12. What type of WiFi connection do I need to use WiFi Calling?

To use WiFi Calling you will need to connect to a private or public WiFi connection that you have access to.

Note: Some WiFi connections may not support WiFi Calling.

13. What determines if my calls are made on the Optus mobile network or over WiFi?

Your WiFi Calling compatible device is configured to make calls using the Optus mobile 3G or 4G networks in the first instance. So where there is mobile coverage your phone will always make the call over the mobile network.

The device will detect if there is insufficient mobile coverage to make a call and will then switch to WiFi Calling if needed.

14. Can I choose WiFi calling as my preferred calling option?

Your mobile device is programmed by default to automatically make calls on the Optus mobile network when coverage is available in the following order:

1. 4G (first option)
2. 3G
3. WiFi (last option)

However, if you would like to make calls over a WiFi connection even when you have mobile coverage, you can choose to over-ride your device's default settings. The options available to do this vary per device.

Note: Optus recommends that you make calls over the Optus mobile network where available because it's a managed mobile radio network where we can look to ensure the service quality. Your WiFi signal is an unmanaged environment and issues with quality, interference and congestion may affect the voice experience over WiFi.

Apple iPhone

Aeroplane Mode

Place your device on Aeroplane mode and enable WiFi in order to force the call onto the WiFi network. Once you have made this change it may take several minutes before you can make calls on the WiFi network, you just need to wait until 'Optus Wi-Fi Call' appears in the banner at the top of your screen.

Note: While on Aeroplane mode, you will no longer be able to handover your calls back to the 4G mobile network.

Samsung

To choose WiFi preferred

- Open Apps icon
- Locate Settings Icon
- Select WiFi Calling
- Choose WiFi Preferred

15. Can I make WiFi calls when I'm overseas?

No, WiFi Calling is not available when roaming overseas.

Your device will automatically fall back to 3G calls when overseas and standard international roaming rates apply.

16. Does WiFi Calling work while the phone is in aeroplane mode?

Yes, WiFi Calling is available in Aeroplane mode

17. Is WiFi Calling secure?

Yes, WiFi Calling uses the same SIM based authentication that is used when making calls over the Optus mobile network.

Encryption technology is also used to setup a connection between the handset and the mobile network which ensure that calls and messages are sent securely.

18. What happens to my call if I leave the WiFi hotspot?

Calls will handover seamlessly when moving between a WiFi hotspot and 4G VoLTE enabled mobile network coverage. Calls will drop when moving between a WiFi hotspot and 3G mobile network coverage.

The following call handover scenarios ARE supported:

- WiFi call handing over to VoLTE enabled 4G coverage (and vice versa)
- VoLTE enabled 4G call handing over to 3G coverage

The following call handover scenarios ARE NOT supported:

- WiFi call handing over to 3G coverage (and vice versa)

19. Can I turn off WiFi Calling?

Yes, to turn WiFi Calling 'OFF' just deselect the WiFi calling option in settings on your device.

See instructions on how to update WiFi Calling device settings

20. Does WiFi Calling support SMS and MMS?

Yes, WiFi Calling capability includes sending and receiving SMS and MMS.

21. Does WiFi Calling support Voicemail and Visual Voicemail?

WiFi Calling capability supports voicemail but currently does not support visual voicemail.

22. What is the difference between WiFi Calling and WiFi Talk?

- WiFi Talk is an Optus App that customers can use to call and SMS over a WiFi connection when they don't have mobile coverage. You download the App then register, and then you can connect your WiFi hotspot to the App to make calls and send SMS over a WiFi connection.
- WiFi Calling is a new capability for compatible devices which allow you to call and message (SMS and MMS) when you don't have mobile coverage but do have a WiFi connection. You can access this feature seamlessly without having to use an App, in fact you can use the phone as you normally would and your device will automatically switch to Wi-Fi if there is insufficient mobile coverage. Additionally, you can handover calls between the WiFi network and VoLTE enabled mobile network if you are on the move.

23. What about the WiFi Talk app?

WiFi Calling is native to your handset so it will supersede the WiFi Talk App if you have a compatible device. If your service has VoLTE and WiFi Calling enabled, the WiFi Talk App will no longer be supported.

WiFi Talk will remain available for the foreseeable future for customers with older handsets that are not compatible with VoLTE and WiFi Calling.

24. Can I change my VAS settings while on WiFi?

Yes, your VAS settings can be changed while you are connected to WiFi.

25. How much does WiFi Calling cost?

There are no additional charges for using the WiFi Calling feature.

Calls, SMS and MMS over WiFi Calling will be charged in exactly the same way as today based on your monthly voice plan.

26. Does WiFi Calling consume data from my mobile plan?

When making a call over WiFi, mobile data is used to setup the call, however this data usage is unmetered and does not count towards your mobile data usage allowance. You are not charged for this mobile data.

27. Does WiFi Calling consume data on the WiFi connection being used?

Yes, data is consumed on the WiFi network that you are connected to. If you are connected to an Optus residential fixed line WiFi network this data usage will be zero rated (not charged).

Data charges will apply as normal when the WiFi connection being used is provided by another internet service provider.

28. How much fixed line data will WiFi calls use?

Voice Calls use approximately 3.8 MB of data for a 5 minute call, but this will vary based on the situation.

29. Why can't I make or receive WiFi calls?

If you can't make or receive WiFi calls, it may be due to one of the following reasons:

- VoLTE and WiFi Calling are not enabled by Optus.
- You have not installed the latest software for your device.
- The WiFi Calling settings on your device are turned off. See instructions on how to turn on WiFi Calling settings.
- You are not connected to a WiFi network. Check that you can browse the web from your device using WiFi to see whether you are connected.

30. Can I use WiFi calling on any WiFi network?

In general, you will be able to use WiFi Calling when you have a compatible device and a WiFi Connection.

However there are a number of instances where the WiFi Calling capability may not be supported on the WiFi network you are connected to, such as:

- Some Internet Service Provider's may block WiFi Calling.
- Enterprise and Public WiFi connections may not have the configuration required to allow WiFi Calling.
- Some WiFi networks may be setup with specific firewall settings or configuration that block WiFi Calling.
- Roaming is not supported.

31. What home WiFi routers/modems allow WiFi calling?

Most WiFi routers that you have access to will allow you to use WiFi Calling.

To support WiFi Calling your modem/router will need to have:

- IP-SEC pass-through feature (enabled) and;
- Certificate Fragmentation support.

32. Will WiFi calling work when connected to a mobile WiFi hotspot?

Yes, in general the service will work via a Mobile WiFi Hotspot.

Note: However if you are using an Optus WiFi Hotspot, this means that you have mobile network coverage so your device will choose to make calls over the mobile network in the first instance unless you are in Aeroplane mode.

33. Can I use WiFi Calling on a VPN?

No, WiFi Calling is not supported over a VPN.

34. What is WiFi call quality like?

WiFi Calling requires a strong and reliable WiFi connection for the best possible call quality. If you are experiencing poor or inconsistent call quality when making calls over WiFi, check that you have a strong WiFi signal. If you need to, move to a location closer to the router with better signal.

Also, the number of devices connected to a WiFi network and the type of activity (e.g. streaming video) on a network can affect call quality. If the WiFi network you are using has many users, such as a public WiFi hotspot or a house with many users connected, this could reduce call quality even when the network signal is strong.

35. What broadband bandwidth is required for WiFi Calling?

WiFi calls and messaging should be available on most broadband services.

WiFi Calling generally uses around 100-120kbps.

36. What are the business configurations to allow WiFi calling over corporate network WiFi?

The WiFi internet connection must allow direct and unmodified access to Australian public IP addresses without any proxy, VPN, encryption or other interference or modification.

The WiFi and internet connections must have good bandwidth (a minimum of 256Kbps upstream and downstream) to support VoIP calling, and must not be overloaded with other high bandwidth applications e.g. internet TV/video, online gaming, large file downloads/uploads, etc.

Your corporate network must allow at least the following protocols access to the internet:

- DNS Port 53 UDP/TCP
- IKEv2 Port 500 and 4500 UDP
- IPSEC-ESP Port 50 UDP

Need Help? If you need assistance please contact our Technical Support Team.

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