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

Talk and text over WiFi

Yes

WiFi Calling allows your compatible 4G mobile to use an available WiFi connection to make and receive calls, texts and multimedia messages without using an app.

Key Benefits

- **Extended coverage –** 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 connection, you can use the WiFi network.

- **No additional charges –** there are no additional charges for WiFi calling. Your calls and messages will be charged as per the rates in your existing mobile plan.

- **Ease of use –** 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.

- **Seamless handset experience – ** You can make and receive calls and messages using your existing mobile number as it's native on your mobile device. You don't need an app or log-in to use WiFi calling.

Extend your connectivity even when you're out of range of our mobile network. Optus WiFi Calling lets you make and receive calls, MMS and SMS from your smartphone over an accessible WiFi network connection.

With WiFi Calling all your calls and texts will appear on your mobile phone in the same way as it does today. Currently WiFi Calling does not support Visual Voicemail.

WiFi calling uses the same encryption and verification as the mobile network does. In short it's just as secure as the mobile network you are already using.

There are no additional costs to use WiFi Calling, as all calls and texts will just come out of your Mobile plan inclusions. WiFi Calling is not available when roaming overseas.

How does it work?

Your compatible 4G mobile phone will automatically switch over to WiFi Calling when you are connected to WiFi and not in range of the Optus network. If you leave your WiFi hotspot, your calls will seamlessly move over as long as you're connected to the Optus 4G VoLTE network.

VoLTE or Voice over LTE is technology that enables voice calls on our 4G Plus network. Optus is progressively rolling out VoLTE nationally. It is currently available in Sydney, Melbourne, Adelaide, Brisbane, Perth, Canberra CBDs and metro areas.

If the call doesn't handover, it might be that you are not in a VoLTE enabled 4G area, the WiFi network may be incompatible or one

you haven't previously connected to. If the handover fails this will result in a dropped call while the phone transitions off the mobile network to the WiFi, and vice versa

What happens if the device leaves WiFi?

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.

How to allow WiFi calling over enterprise 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 256Kbs 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

The corporate network must allow the following specified secure ports and protocols access to the internet, and these specified ports cannot operate via VPN, or use additional encryption or modification e.g. Proxy

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

OPTUS

Corporate Network → **Internet** → **Optus Mobile Network**

- Corporate devices must be able to connect to the following address: epdg.epc.mnc002.mcc505.pub.3gppnet.org

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

Destination IP Addresses*
- DNS Port 53 UDP/TCP
- IKEv2 Port 500 and 4500 UDP
- IPSEC-ESP Port 50 UDP
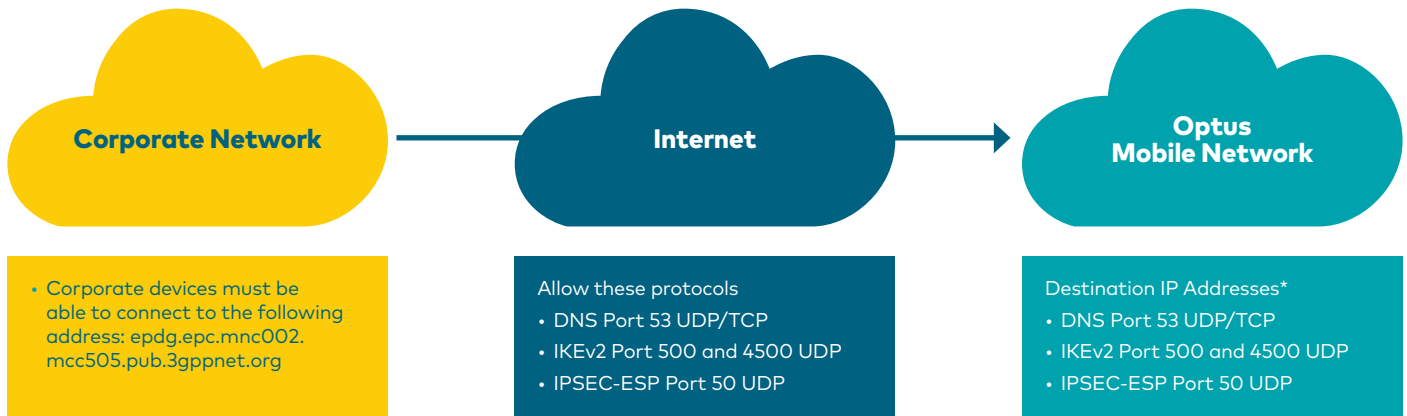
*Subject to change without notice

Compatible 4G mobile phones

IOS

- 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

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

Android

- Samsung Galaxy Note 8 (Emergency Calls Build Number NMF26X.N950FXXU1AQH4)
- Samsung Galaxy S8 (Emergency Calls Build Number NRD90M.G950FXXU1AQC9)
- Samsung Galaxy S8 Plus (Emergency Calls Build Number NRD90M.G955FXXU1AQC9)
- Samsung Galaxy S7 (Emergency Calls Build Number NRD90M.G930FXXU1DQBH)
- Samsung Galaxy S7 Edge (Emergency Calls Build Number NRD90M.G935FXXU1DQBH)
- Samsung Galaxy S6 (Emergency Calls Build Number NRD90M.G920IDVU3FQH3)
- Samsung Galaxy S6 Edge (Emergency Calls Build Number NRD90M.G925IDVU3FQH3)
- Samsung Galaxy S6 Edge Plus (Emergency Calls Build Number NRD90M.G928IDVU3CQF3)
- Samsung Galaxy Note 5 (Emergency Calls Build Number NRD90M.N920IDVU3CQF3)
- Samsung Galaxy A5 2017 (Emergency Calls Build Number MMB29K.A520FXXU1AQB7)

These devices, noted by their 'Build number', support emergency calls to Triple Zero over the 4G Network.

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.

How to enable WiFi Calling

1. Request for your Customer UID to be enabled for WiFi and VoLTE trial by contacting your Optus Business account manager
2. Have an Optus purchased device that is enabled with WiFi Calling
3. Be connected to a supported WiFi network
4. Turn on VoLTE and WiFi Calling on the device

Turning on VoLTE and WiFi Calling on the device

IOS

1. Turn on VoLTE
   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

2. Enable 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 WiFi Calling.

Android

1. Turn on VoLTE
   Open **Apps** icon
   Locate **Settings** Icon
   Select **Connections**
   Click **Mobile Networks**
   Select **VoLTE** to enable on the device
2. Enable WiFi calling
   Open **Apps** icon
   Locate **Settings** icon
   Select **Connections**
   Click **WiFi Calling**
   Seclect **ON** to enable **WiFi Calling**

Note: If you only complete step 2 above (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.

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

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