# iPhone

*Note: for Android instructions see page 2*

To use Wi-Fi Calling, you need an iPhone 5c or later on a supported carrier:

Alaska GCI, Appalachian Wireless, AT&T, C Spire, Consumer Cellular, Cricket, Family Mobile, Metro PCS, Simple Mobile, Sprint Wireless, T-Mobile USA, Ting, TracFone / Straight Talk, Verizon Wireless, Xfinity Mobile

| | |
|---|---|
| 1. Tap the Settings icon | |
| 2. Tap Phone | |
| 3. Tap WiFi Calling | |
| 4. Toggle WiFi Calling on this iPhone to **ON** | |
| 5. Tap **Enable** if prompted | |
| 6. You might need to enter or confirm your address for emergency services | |
| 7. When WiFi calling is available, you will see Wi-Fi after your carrier name in the status bar. Then your calls will use Wi-Fi Calling | |

*When cellular service is available, your iPhone uses it for emergency calls. If you turned on Wi-Fi Calling and cellular service isn't available, emergency calls might use Wi-Fi calling. Your device's location may be used to aid response efforts when you place an emergency call, regardless of whether you enable Location Services.

# Android

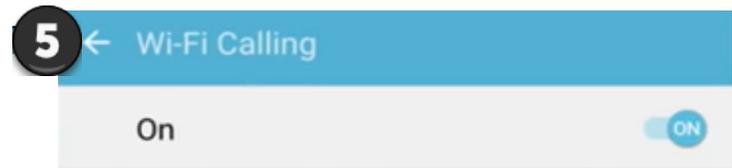*Your phone may differ slightly from these instructions*

1. Make sure Advanced Calling is turned on :

   Settings > Advanced Calling > Advanced Calling > Toggle On > Select Voice and Video or Voice only

**1** Settings

**2** Advanced Calling

**3** ← Advanced Calling

🚫 4G ⊿100%🔋

On      ON

🔘 HD Voice and Video Calling

⚪ HD Voice only

**4** Wi-Fi Calling
Use Wi-Fi when the mobile network is not available.

**5** ← Wi-Fi Calling

On      ON

2. Turn on Wi-Fi Calling :

   Settings > Advanced Calling > Wi-Fi Calling > Toggle On

3. You might need to enter or confirm your address for emergency services

Emergency Location Information

4. You should see the Wi-Fi Calling icon when making calls

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*When cellular service is available, your phone uses it for emergency calls. If you turned on Wi-Fi Calling and cellular service isn't available, emergency calls might use Wi-Fi calling. Your device's location may be used to aid response efforts when you place an emergency call, regardless of whether you enable Location Services.