

TURNING ON WIFI CALLING AND ADVANCED/HD VOICE CALLING

Neither WiFi Caller nor Advanced/HD Calling is enable by default. Each time you receive a new handset you should go through the following procedure.

Apple IOS Phones

First make sure your iPhone has the latest Version of IOS, Currently the latest version is 17.0. If your phone is on an older version, update it before proceeding. If your iPhone will not upgrade to at least Version 16 and it is over a year old, you should contact your Agency Telecommunications Coordinator and arrange to have you phone upgraded to a current model.

On the iPhone follow the following steps:

1. Go to **Settings>General>Software Update** an ensure you have the latest version.
2. Go to **Settings>Cellular>WiFi Calling** and ensure WiFi Calling is turned “ON”
3. If requested enter your 911 Street Address and Save
4. Go to **Settings>Cellular>Cellular Data Options** and ensure “**Cellular Data**” is turned “ON”.
5. While in **Cellular Data Options/Voice and Data**, ensure “**5G Auto**” or “**LTE**” is turned “ON”
6. Close out of Settings.

Android Phones

Make sure your Android has the latest OS and Security Updates. If your device tells you your device will no longer receive regularly scheduled system updates and especially security updates, you should contact you Agency Telco Coordinator and request an upgrade to a current, supported model Android phone.

On the Android Phone follow the following steps (some models may be slightly different):

1. Go to **Settings>System>System Update** and ensure you apply all awaiting updates. If you see the Security Update message referenced above, you can still continue, but need to contact your Telco Coordinator since you have an outdated phone.
2. The process to turn WiFi Calling “ON” may vary due to differing version of Android.
 1. From the Home screen Tap the “**Phone**” icon
 2. Tap “**Calls**”, then “**WiFi Calling**”
 3. Insure WiFi Calling is turned “ON”
 4. When activating WiFi Calling for the first time you will be asked to enter your Emergency Location Information (911 Address)
3. The following may be the procedure on some Android phones:
 1. Go to **Settings>Connections** and ensure **WiFi Calling** is “ON”. When activating WiFi Calling for the first time you will be asked to enter your Emergency 911 Address

To turn **Advanced and HD Calling “ON”** on your Android Phone do whichever procedure below works on your version of the Android operating system

Go To **Settings>Network & Internet > Mobile network>Advanced**
Go To **Apps>Settings>Network & Internet>Advanced Calling**
Go To **Apps icon>Settings>More>Advanced Calling**
Go To **Settings>Connections>Advanced Calling>**
Tap “**Allow**” from the '**Advanced Calling**' prompt to complete activation.