



229 Highway 28 Bypass
P.O. Box 610
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(844) 303-4237
westcarolina.com

HOW TO MAKE AND ENABLE WIFI CALLS

iPhone (iOS)

Ensure your device is compatible

- WiFi calling is available on iPhone 5c or later models running iOS 8 or newer.
- Check if your carrier supports WiFi calling (most major carriers do).

Connect to a WiFi network

- Make sure your iPhone is connected to a stable WiFi network.

Enable WiFi calling

- Open **Settings** on your iPhone.
- Scroll down and tap on **Phone**.
- Tap **Wi-Fi Calling**.
- Toggle the switch to **On**.
- A pop-up may appear asking for confirmation of emergency services information. Confirm and input your emergency address if needed.

Verify WiFi calling

- Once enabled, you should see "**Wi-Fi**" next to your carrier's name in the status bar when connected to a WiFi network.
- You can now make and receive calls using WiFi.

Make a WiFi call

- Simply use the Phone app as usual. Your call will automatically route through WiFi if the network signal is stronger than your cellular connection.

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Android

Ensure your device is compatible

- Most newer Android phones support WiFi calling but ensure your device and carrier support it.

Connect to a WiFi network

- Make sure your phone is connected to a stable WiFi network.

Enable WiFi calling

- Open the **Phone** app.
- Tap the **Menu** (three dots) or **Settings** option, usually found in the top-right corner.
- Look for **Wi-Fi calling** or **Calls over Wi-Fi** (this may vary depending on your device).
- Toggle the switch to **On**.

Set WiFi calling preferences (optional)

- You may have options to choose whether to always prefer WiFi calling or to use cellular when the signal is stronger. Adjust according to your preferences.

Make a WiFi call

- Use the Phone app to dial as usual. If WiFi calling is active, the call will be routed through the WiFi network.

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Notes

Carrier fees

- WiFi calling is generally free, but international calls may still incur charges based on your carrier's policy.

Emergency services

- Calls to emergency services (911) may behave differently over WiFi. Ensure that your address information is updated in the WiFi calling settings.

Signal Strength

- If WiFi is weak or drops during a call, your phone may switch back to a cellular network seamlessly, depending on the phone and carrier.

