

Wi-Fi Calling FAQ

What is Wi-Fi Calling?

Wi-Fi Calling leverages Wi-Fi to provide better mobile phone coverage by connecting calls over a Wi-Fi network in places where cellular service is poor or non-existent.

What is the Benefit of Wi-Fi Calling?

Wi-Fi Calling is a tool that lets you solve coverage problems. With Wi-Fi Calling, you can get your voice, messaging and other mobile services over Wi-Fi in locations where you don't have coverage.

How Does Wi-Fi Calling Work?

Wi-Fi Calling works on an enabled cellular phone that is connected to a Wi-Fi network. If your smartphone is set up to connect to the Wi-Fi, the Wi-Fi Calling client will then automatically switch over to handle calls and messages over to the Wi-Fi network whenever cellular service is not available.

How do I make a Wi-Fi call?

The cell phone will automatically switch to Wi-Fi when you have Wi-Fi calling set up on your cell phone and Wi-Fi is available. You need to dial the full 10 digit phone number, it does not default to 616. You will receive a recording if you only dial seven digits.

Can I call 911 on Wi-Fi?

Yes, you can call 911 on Wi-Fi calling. There is about a 20-25 second delay before the call will start ringing after dialing. When you set up your cell phone it will prompt you for your address. This is the address that the dispatcher will receive if you make a 911 call while on Wi-Fi calling.

What phones support Wi-Fi calling?

Check with your service provider for specific phones. These phones are supported by Verizon: iPhone 6, iPhone 6s, iPhone SE, Samsung Galaxy s6 and Samsung Galaxy s7. This is not an exhaustive list.

How Are WiFi Calls Billed?

For example: Travel to France. You connect to Wi-Fi Calling and call your friend in USA. The call is billed like a local call to Seattle (e.g. it comes out of your bucket of minutes), with no international roaming fees. However, if you're in France and you call a French number (+33 ...) then it's billed like an international call to France.