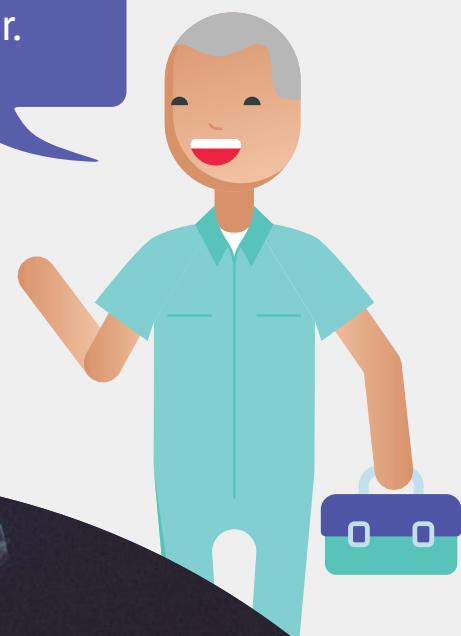


# Stop struggling to make calls using your mobile connection or landline.

Use these tips to make communicating with family, friends and work easier.





# WiFi Calling

This is where you can use your mobile phone to make calls and send SMS and MMS, using the internet rather than your mobile service. The technical term for it is VoLTE or Voice over LTE (Voice over Long-Term Evolution).

**Some SMS and MMS may still not send through WiFi.**

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## How to use it:

Enable “VoLTE” on your phone. There are different ways to do this depending on the type of phone and software version you have, however, the most common ways are listed below. If you are having difficulties, contact your mobile phone network provider.

### For Android devices:

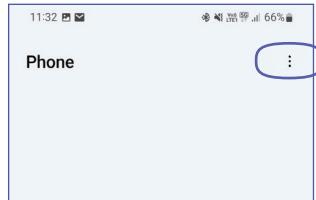
You can access wi-fi calling on Android devices using one of the following options:

a

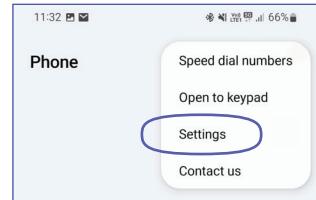
1 Go to your phone's calling app



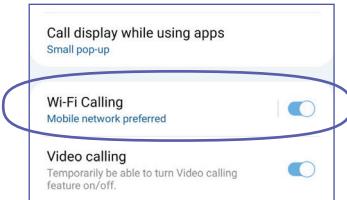
2 Select More or the three dots in the top right corner



3 Select Settings



4 Turn on Wi-Fi calling



b

1 Open the Settings app on your device.



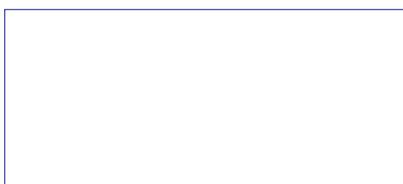
2 Tap “Networks & Internet” or “Connections,” depending on your Android device.



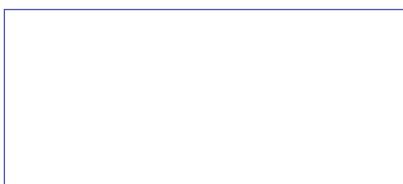
3 Tap “Mobile network.” Depending on your device, “Wi-Fi Calling” may be an option here, without the need to first go to “Mobile network.”



4 Tap “Advanced.”



5 Tap “Wi-Fi Calling.” Toggle it on.

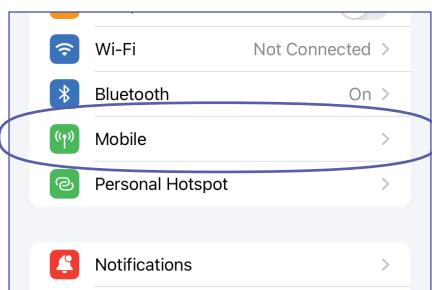




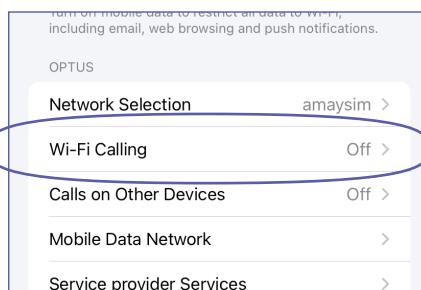
# WiFi Calling

## For iPhone:

### 1 Go to Settings



### 2 Select Mobile



### 3 Turn on Wi-Fi calling



## Costs:

- Calls and SMS/MMS will be charged at your standard mobile rates.
- Data usage will be charged at your standard data usage rate as per your chosen internet plan.

## Things to check:

- 1 Do your device model and provider support WiFi calling? Currently, Optus, Telstra and Vodafone networks all support WiFi calling. Older mobile phones may not support it, and if you are looking at purchasing a new mobile, this may be a good thing to check when looking at your options.
- 2 You may need to ensure your WiFi capability is 'turned on' on your mobile device, by contacting your provider or following the steps below.
- 3 Your mobile network provider will have more information on their website.



## Hot tips:

- Turn aeroplane mode on and reconnect to your router before making the call. This prevents the phone from searching for another network to use while you're on a call and ensures you can access the VoLTE settings.
- Sit or stand close to your router when making a call, ensuring you have an unobstructed connection.
- Make sure you have the latest software and updates active on your mobile.



# VoIP (Voice over Internet Protocol)

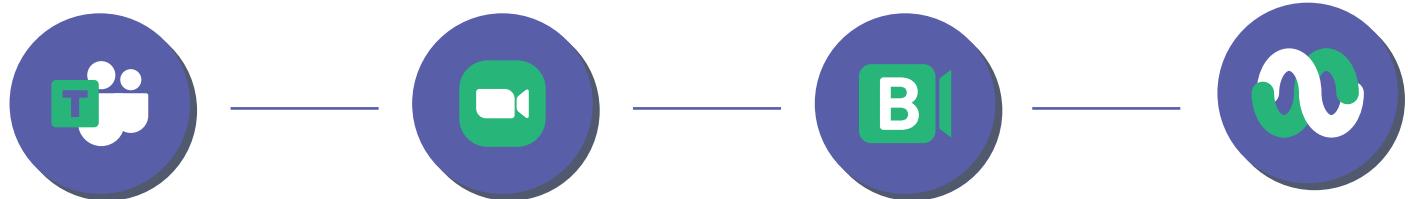
VoIP uses the internet to replace your traditional landline phone when making phone calls. The amount of data used varies depending on your equipment and service provider, however, is likely to range between 25Mb and 80Mb of two-way data per hour. (There is 1000Mb in one Gb, and most internet plans have at least 20Gb of data available to you each month, if not more).

## How to use it:

There are two types of VoIP.

### 1 Using software on your computer

Using this method, you download a program to your computer – such as Microsoft Teams, Skype, Zoom, BlueJeans and Webex. You then use the program by entering the number you wish to call and pressing the call button. It's as simple as that!



## Costs:

Most software can be downloaded for free, however, you may then pay a tiered-level subscription service depending on the number of calls you wish to make and the features you wish to use (such as video calls, length of calls, and the number of users).

### 2 Setting up a VoIP service using a telephone handset (or a normal landline phone)

Any internet connection can run VoIP. However, to improve your connection, it is best to talk to your service provider about their dedicated VoIP services. For example, some nbn™ internet service providers may access a dedicated voice channel (called Traffic Channel 1, or TC1), in addition to the everyday internet channel (TC4). TC1 sets aside 150kbps of the overall internet “pipeline” for this voice data, and in this way ensures your phone calls are the best quality available. You will need to sign up for a specific VoIP plan with your service provider to access the TC1 channel, and there may be some additional costs on top of your usual monthly internet cost. Your service provider can provide you with the right equipment, which makes setting up your service much easier.

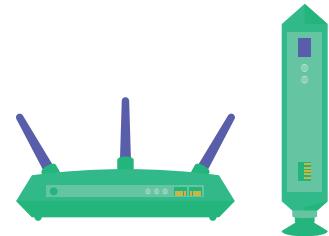
If you are activating your VoIP service through an nbn™ fixed line service, your phone services are VoIP only, and your landline is disconnected. However, if you access VoIP through an nbn™ Sky Muster™ or Fixed Wireless service, VoIP is an optional extra, meaning you can have both a landline and VoIP service. VoIP only works while you have an active internet connection, so if you want to keep an alternative phone line for when there are emergencies, such as regular power outages, fires, floods, or other weather conditions that may interfere with a reliable internet connection, it's a good idea to keep a landline connected. In nbn™ Fixed Line areas, you should use the mobile network for a backup service if you have coverage.



# VoIP (Voice over Internet Protocol)

## Equipment and how to set it up:

- 1 An existing internet connection with a router, or combined modem/router. The phone plugs directly into the router.
- 2 One of the below options:



- a Your existing landline phone handset and an Analogue Telephone Adaptor (ATA), or a router with built-in ATA (ATA+router). The ATA takes an ordinary phone plug and converts it to the digital signal required to travel over the internet.

## Getting set up:

Your equipment will come with specific instructions, however, below is a basic guide.

- Plug the phone line of your handset into the ATA box, or into the “phone” port of your ATA+router.
- If your phone has its own power, make sure it’s plugged in and turned on.
- Plug the ATA box into your existing router using an ethernet cable OR plug your ATA+router into your internet modem.
- Ensure everything is turned on and that your internet connection is working.
- Lift your handset. You should have a dial tone.
- Make phone calls as usual.

- b An IP phone handset, a phone specifically designed to plug directly into the router via an ethernet cable, not an ordinary phone cable.

## Getting set up:

1. Plug your IP handset into your router via an ethernet cable.
2. Follow any instructions required to set up the phone, via your computer.
3. Lift your handset. You should have a dial tone.
4. Make phone calls as usual.

## Costs:

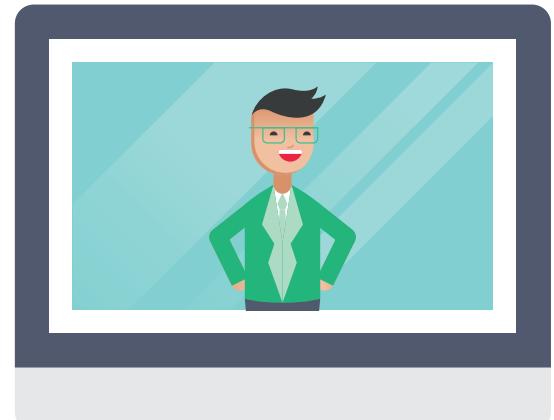
You may need to pay an additional monthly cost of between \$0 - \$30 a month on top of your usual internet costs. You will also need to pay per phone call, which depending on the call type could be between 1-50 cents per call or per minute.

You may also need to pay for the equipment you need to use, which can cost between \$100-\$200.



# Video Conferencing

Using the same software outlined in VoIP option one, you can make video calls and meetings.

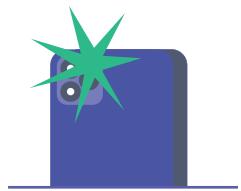


Here are some handy tips for getting the most out of your calls:

- 1 Most modern laptops have inbuilt cameras and microphones, but it might suit you better to buy a separate camera with a USB cord to plug into your computer or laptop.



For example, for distance education, a 'point to view' camera may be the best option, as they can be taken from their stands and moved around, and even used to take photos. If you are only using your mobile phone or tablet, most will have a front and back-facing camera.



You can use your computer's inbuilt microphone or purchase a set of headphones, with an inbuilt microphone in your headset. Make sure you check the plug type to match your computer, mobile phone, or tablet, as they aren't all the same. If you are having trouble, take your device, or a photo in the case of a computer, to the store when making your purchase to ensure you get the right connection. Headsets with a button you press to talk can make it easier to manage when you want to talk or be on mute.

- 2 You will also need suitable software.

Common video conferencing options include Microsoft Teams, Skype, Zoom, BlueJeans and Webex.



If you are communicating regularly with an organisation (such as a school) they should be able to tell you the program, they usually use. Some software works better if you download the desktop app rather than use it in an internet browser. This may take time and use data, but it is usually worthwhile for better quality interactions.



# Video Conferencing

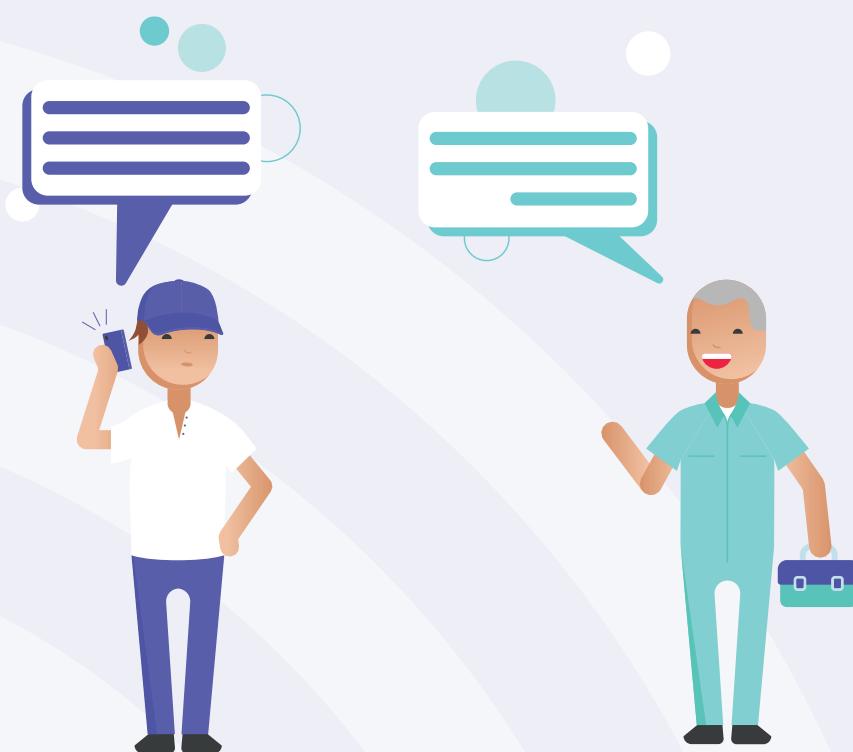
## 3 Check your settings.

For instance, if you are having issues with sound, ensure your sound settings are set to come through the right device, such as through your headset rather than through the computer. Check both the sound in and the sound out, as sometimes they can differ. Even check that your computer's sound is turned up. On a desktop computer, the sound button is usually at the bottom right of your screen or look for a button on your keyboard, as you can often adjust the sound from there.



## 4 Ensure you have suitable background lighting.

This allows people at the other end of the camera to see you and your work. In the settings, you will also find a background setting. Consider using this function if there is lots of movement on-screen, or movement around you that you want to minimise or avoid.



For more information and tips go to  
[regionaltechhub.org.au/tips](http://regionaltechhub.org.au/tips)

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