What is Wi-Fi Calling?

Wi-Fi Calling provides FirstNet users additional connectivity options to gain secure access to the FirstNet core network. The service enables highly secure voice calls to be initiated or received, and SMS/MMS messages to be sent/received. You can talk and text from indoor locations where it's difficult even for a strong cellular signal to reach. Wi-Fi Calling can be used in the Domestic Coverage Area (U.S., Puerto Rico, and U.S. Virgin Islands) and from most international countries.

- Wi-Fi Calling is easy to set up and use.
- Once enabled, Wi-Fi Calling works automatically.
- Wi-Fi Calling works with your FirstNet mobile number and compatible device—no new number or app required.

Activating & Setting up Wi-Fi Calling is as easy as 1, 2, 3…

Android devices:

1. Update the device software
2. Power Cycle Device
3. Go to Settings > Connections > Wi-Fi Calling > Enter Emergency Address

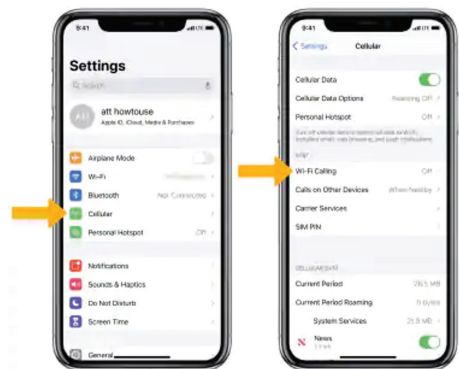For additional information see www.firstnet.com/wificalling
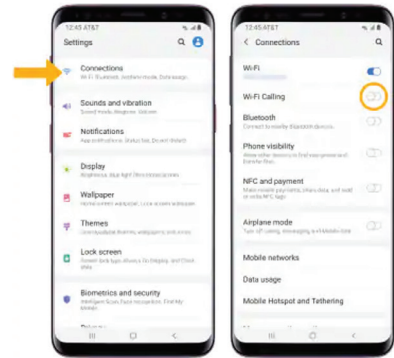
Android Device Screen: Wi-Fi Calling is found in device setting (cosmetic can be slightly different by device).

Apple devices:

1. Update the device software
2. Power Cycle Device
3. Go to Settings > Cellular > Wi-Fi Calling > Toggle on Wi-Fi calling > Enter Emergency Address

For additional information see www.firstnet.com/wificalling

Apple Device Screen: Wi-Fi Calling is found in device setting (cosmetic can be slightly different by device).

Utilizing Wi-Fi Calling is a connection option that may limit some FirstNet features including priority and preemption and accessing the web while conducting a Wi-Fi call. For additional information see www.firstnet.com/wificalling.

Wi-Fi Calling Setup Flow

Step #1: Enable Wi-Fi Calling?

When you join a network, notification of the country where the network connection is made may be sent to your carrier and your cellular identity may be sent to the Wi-Fi network operator. The city may be sent to the carrier for routing short code calls. This can be changed in Settings.

Step #2: Set Emergency Address (Initial Setup only. After initial setup, you have an option to update emergency address.)

Wi-Fi calling requires an address to help emergency response services respond to calls. Review your carrier's emergency calling information to understand the availability of emergency calling over Wi-Fi.

Step #3: Change Your Emergency 911 Address

If you call 911 using Wi-Fi, and emergency services cannot locate you, they will go to the address you enter here. This address can't be a P.O. Box. Calling 911 only works within the U.S., Puerto Rico, and the U.S. Virgin Islands.

Step #4: Important Information for FirstNet Subscribers – Certain features of the FirstNet Evolved Packet Core, including priority and preemption, are not available when using Wi-Fi Calling

Wi-Fi Calling: Wi-Fi Calling lets you make calls and send text messages over Wi-Fi when cellular coverage is limited or unavailable. Your device must be set to AT&T HD voice and have Internet access. Loss of your Internet connection during voice Wi-Fi Calling will disconnect your call, including 911 calls. In the U.S. or internationally, you can use Wi-Fi Calling to numbers in the U.S, Puerto Rico, U.S. Virgin Islands, and other U.S. territories at no additional charge (excluding 411 calls and other premium numbers). If available, international long-distance rates/plans may apply. No Wi-Fi Calling to 211, 311, 511, and 811. Certain countries restrict Wi-Fi calling. See att.com/wificalling for more.

911 Calling with TTY & Real-Time Text: Due to technical limitations, Wi-Fi Calling cannot be used with TTY devices and will not support TTY 911 calls. Person with communications disabilities can use Real Time Text (www.att.com/RTT) as an alternative to TTY. 911 services can be reached by either (1) calling 911 using Real Time Text, (2) calling 911 directly using a TTY device over the cellular network or from a landline telephone, (3) sending a text message to 911 directly, (4) using relay services to place a TTY or captioned telephone services (CTS) call from a wireless phone or from a landline telephone, or (5) using relay services to place a IP Relay or IP CTS call over a cellular or IP Network.