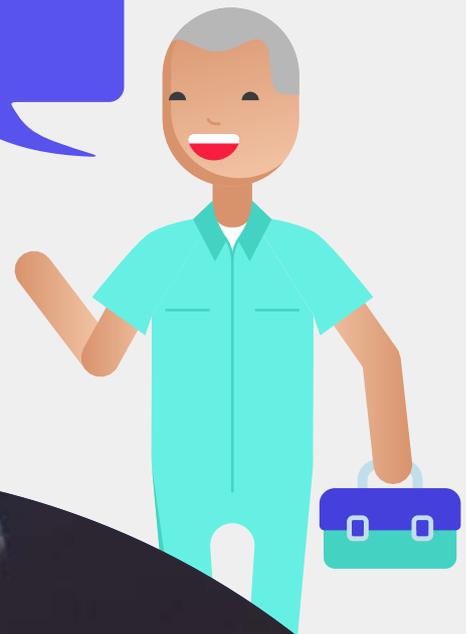


# Make calls online

Wi-Fi Calling, VoIP, Video Conferencing.

Use your internet to stay in touch with  
the people that matter the most.





# Wi-Fi Calling

You can use the internet rather than your mobile service provider to make calls and send SMS and MMS on your mobile. Not all resellers offer Wi-Fi calling and it is not available on all phones. To enable this function, your phone provider must support VoWi-Fi or Wi-Fi calling and your mobile handset must support both VoLTE or Voice Over LTE (Voice over Long-Term Evolution). Your mobile provider can give assistance regarding Wi-Fi calling.

## Things to check:

- 1 Does your device model and provider support Wi-Fi Calling? Currently, Optus, Telstra and Vodafone networks all support it, however older phone models and some networks may not. 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 Wi-Fi 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.
- 4 Note that some SMS and MMS may still not send or be received using Wi-Fi Calling.
- 5 Make sure you have the latest software and updates active on your mobile.



## 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 Wi-Fi Calling settings.
- Sit or stand close to your router when making a call, ensuring you have an unobstructed connection.

## 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.

## How to use it:

There are different ways to enable Wi-Fi Calling on your phone, depending on the type of phone and software version you have; however, the most common ways are listed below. These methods can frequently change with phone updates, so use the below as a guide, but if you are having difficulties, contact your mobile phone network provider. You can also find support on your mobile provider's website:

- Telstra see <https://www.telstra.com.au/support/mobiles-devices/telstra-wifi-calling>
- Optus see <https://www.optus.com.au/enterprise/mobility/plans-and-devices/wifi-calling>
- Vodafone see <https://www.vodafone.com.au/support/device/wi-fi-calling>



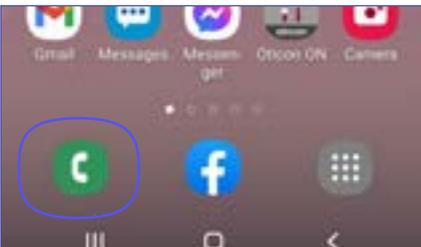
# Wi-Fi Calling

## For Android devices:

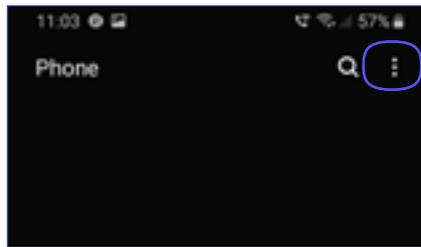
You can access Wi-Fi calling on Android devices using one of the following

a

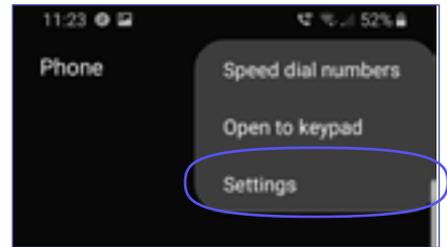
1 Go to your phone's calling app



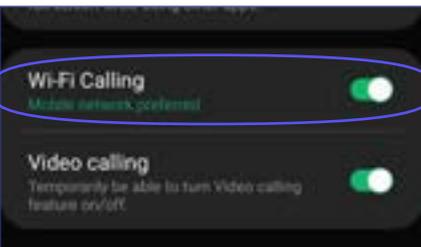
2 Select More or the three dots in the top right corner



3 Select Settings

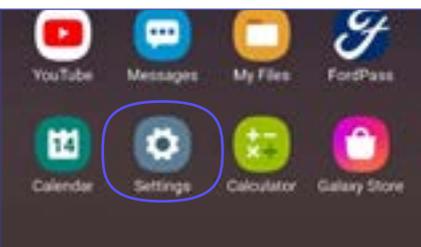


1 Tap "Wi-Fi Calling." Toggle it on.

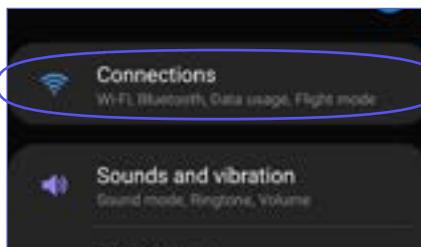


b

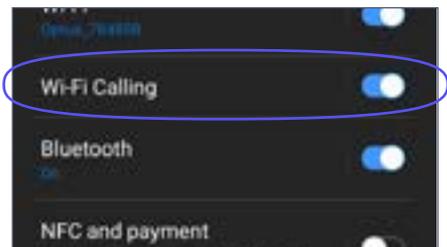
1 Open the Settings app on your device.



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

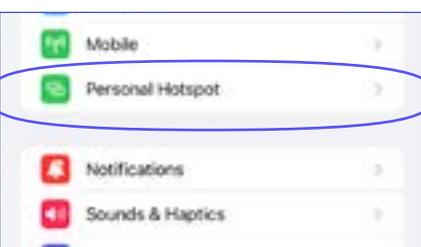


3 Tap "Wi-Fi Calling." Toggle it on.

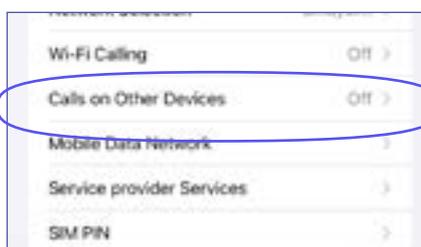


## For iPhone:

1 Go to Settings



2 Select Mobile



3 Turn on Wi-Fi calling





# VoIP (Voice over Internet Protocol)

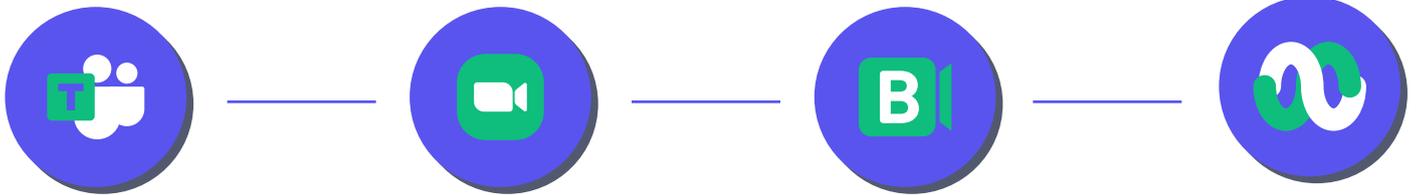
VoIP uses the internet to replace your traditional landline phone when making phone calls.

## How to use it:

There are two types of VoIP.

### 1 Using software on your computer or mobile phone

Using this method, you download a program to your computer – such as Microsoft Teams, BlueJeans Webex, WhatsApp or FaceTime. Each program operates in a slightly different way – for some, such as Skype to Skype calls and Zoom, you might need to click on the person's name you wish to contact. For others, you enter the number you wish to call and press the call button.



## 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).

**Making calls using VoIP also uses data from your plan. The amount will depend on your equipment and service provider.**

### 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.

Activating your VoIP service through an nbn fixed line service means your landline is disconnected and your phone service will be VoIP only. However, accessing VoIP as an optional extra through an nbn Sky Muster™ or Fixed Wireless service means you can keep your landline as well.

Because VoIP only works while you have an active internet connection, choosing this option ensures you have a secondary method of communication during emergencies, such as regular power outages, fires, floods, or other weather conditions that may interfere with a reliable internet connection.

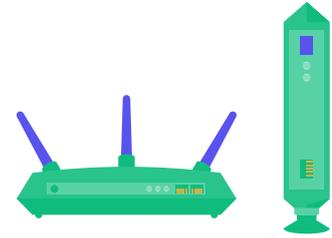
In nbn Fixed Line areas, your mobile network is your backup emergency service if you have coverage.



# 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.
- Consider purchasing a UPS or alternative power supply for your phone.

- 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.

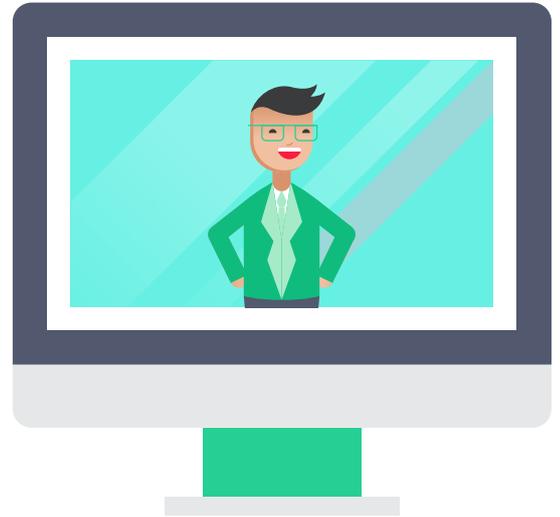


# Video Conferencing

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



Your computer should have an inbuilt microphone or you may like to use a headset, which can give you privacy as well as a clearer audio experience. Make sure the set you purchase has a compatible connector with the device it is to be used with, alternatively you may prefer to use a Bluetooth or wireless headset. 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 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](https://regionaltechhub.org.au)

Phone: 1300 081 029

Email: [helpdesk@regionaltechhub.org.au](mailto:helpdesk@regionaltechhub.org.au)

