



TURN OFF VOLTE AND WI-FI CALLS

Office phone systems does not currently support Wi-Fi calls and Voice over LTE (VoLTE). These are settings that exists directly on your phone and may have been activated automatically when updates or when you buy a new phone. Here is a guide on how to turn off these features if you have Apple or Android.

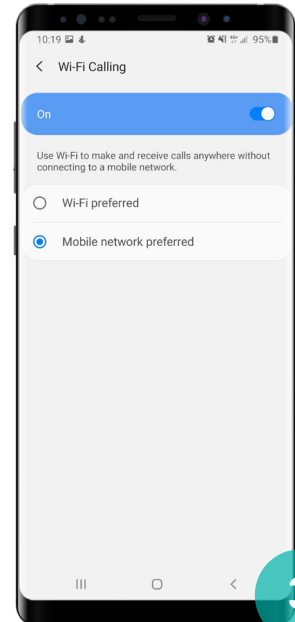
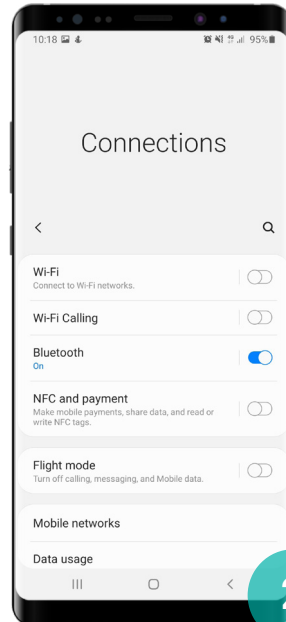
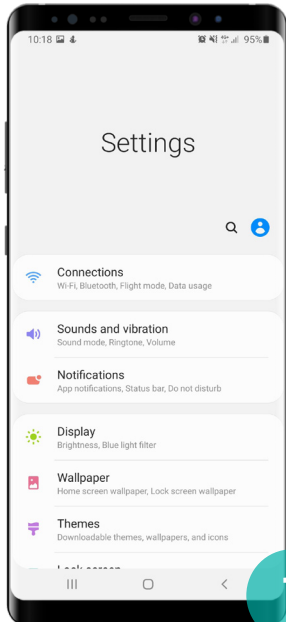
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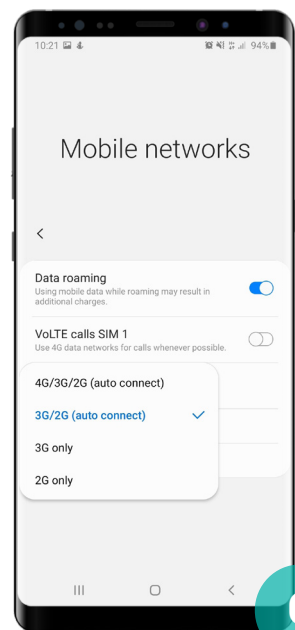
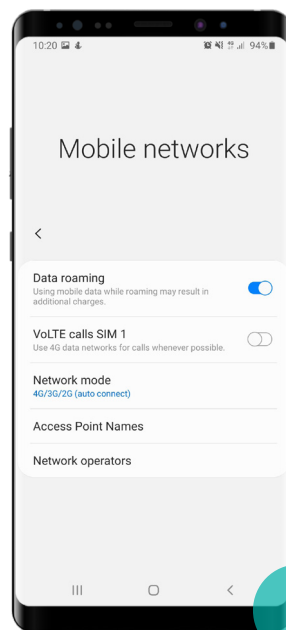
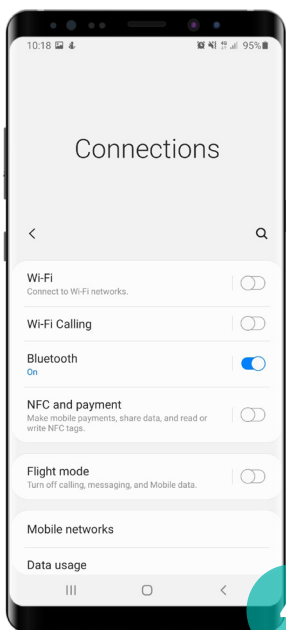
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Android

- 1 Go to Settings.
- 2 Click on Connections.
- 3 Enter Wi-Fi Calling and disable the feature.

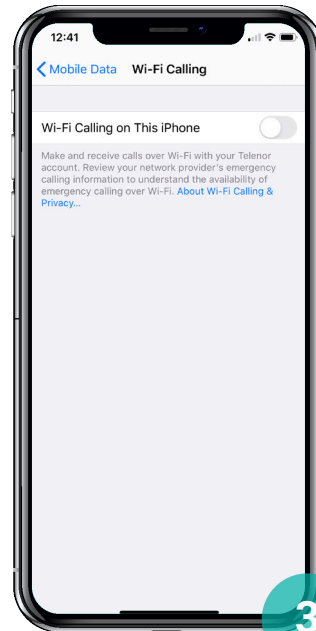


- 4 Go back to Connections.
- 5 Click on Mobile networks. Turn off VoLTE calls SIM 1 (or SIM 2, whichever is active if you have several SIM cards).
- 6 Option: If you have problems with 4G VoLTE, you may need to lock your phone to 2G/3G. To do this, click on network mode.



Apple

- 1 Open Settings.
- 2 Click on Mobile Data.
- 3 Open Wi-Fi calls and deactivate the setting by dragging the lever to the left to turn it gray.



- 4 Go back to Mobile Data and click on mobile data options.
- 5 Click on Voice & Data.
- 6 Select 4G, VoLTE off.

