

AGILIS mobile



ANDROID OS VERSION ONLY

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Welcome...

Welcome to **MyWiFi Caller**, the AGILIS app that provides voice connectivity when connected to Wi-Fi networks. It is for users who require improved indoor coverage on their mobile devices where the mobile network provides no or marginal coverage. Unlike other mobile network operators, our OTT (over the top) App works on a wide range of devices. MyWiFi Caller is integrated into the core of the mobile network, meaning that there is no need for an additional number and separate billing.

This guide is an introduction to the MyWiFi Caller **Android** App. This guide will explain how to download, register and use MyWiFi Caller.

Getting Started

What is required:

- A handset running Android 5.0 or higher
- An AGILIS voice subscription

Download MyWiFi Caller

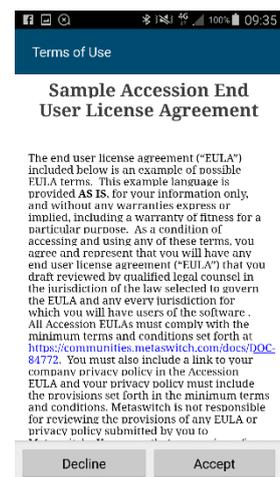
The App can be found on the Play Store by searching for "mywificaller".



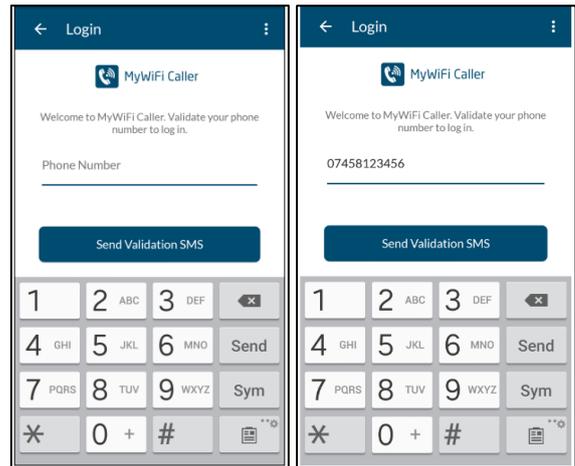
Tap the "Install" button to install the App. Certain permissions will be asked for, so that the App can access necessary information and to ensure the functionality of the handset; these permissions must be accepted to allow MyWiFi Caller to run correctly.

Registration

1. Once MyWiFi Caller has downloaded, open the App and an EULA (End User Licence Agreement) will appear. This agreement must be accepted.



2. On the next screen enter the mobile phone number by tapping on "Phone number" and using the keypad that is displayed. Then tap on "Send Validation SMS".

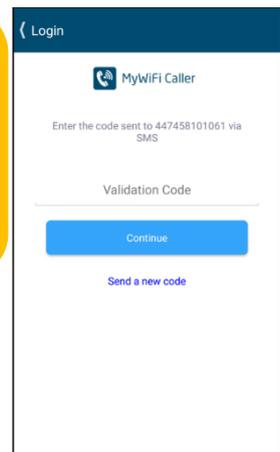


3. A SMS message will be sent to the number entered containing a 6 digit code. This code should be entered on the next screen by tapping on "Validation Code" and using the keypad.

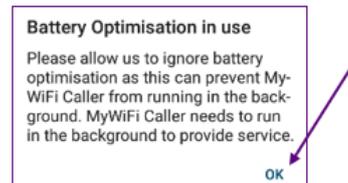
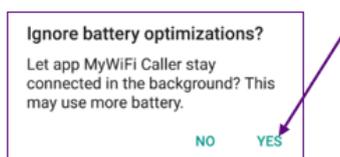
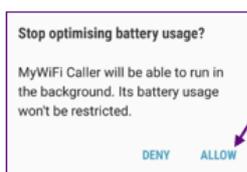
If the code has expired a new code can be requested by using the "Send a new code" button.

If no SMS is received go back to the previous screen and make sure the correct mobile number is entered, if an SMS is still not received check the number is on a tariff compatible with MyWiFi Caller (as mentioned in "Getting started").

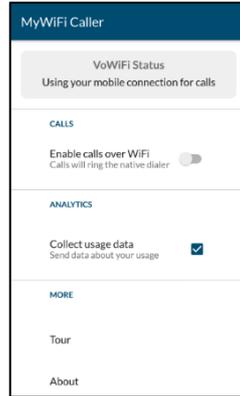
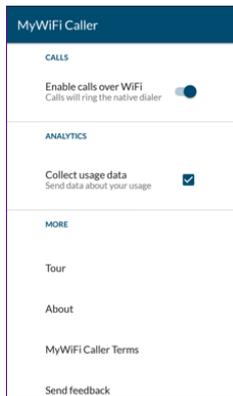
123456 is your code for MyWiFi Caller. This Code is valid for 15 min. Contact Customer Support on +441732 400600 if you didn't request this code 10:28



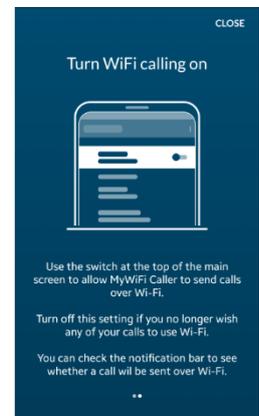
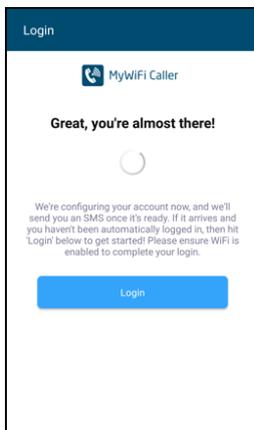
4. There may be an additional message relating to battery optimisation which can vary according to handset manufacturer. MyWiFi Caller must run without battery optimisation so this message must be accepted which will turn off battery optimisation for MyWiFi Caller.



5. This screen will be displayed for a short time while the account is being configured and another message will be received once the service is active.(N.B the user must be connected to WiFi at this stage).



6. MyWiFi Caller will display a welcome screen and some information about how to use it. The control buttons are in the top right-hand corner of these screens.



Using MyWiFi Caller

The MyWiFi caller main screen has an option to turn Wi-Fi calling off and on. When Wi-Fi calling is enabled all outgoing and incoming calls will be routed through Wi-Fi if within Wi-Fi coverage. When Wi-Fi calling is disabled all calls will be routed through the regular mobile network.

The "Collect usage data" option defaults to being selected. This provides diagnostic information that will help in resolving any faults.

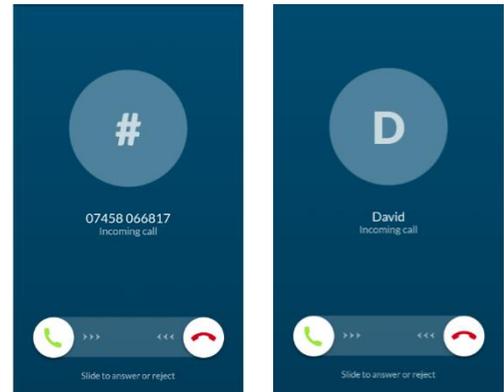
The "Tour" option displays the informational screens that have been seen when first opening MyWiFi Caller.

The "About" option displays information about the version number of MyWiFi Caller.

The "MyWiFi Caller Terms" option displays the EULA that has previously been agreed by the user.

The "Send Feedback" option allows the user to send diagnostic files to the support team. This needs an e-mail client to be installed on the handset.

MyWiFi Caller runs in the background and the only reason a user would normally need to go into the screens is to either enable or disable WiFi calling.



When WiFi calling is enabled and the MyWiFi Caller is running, an icon is displayed on the notification bar at the top of the android screen. Where MyWiFi Caller is running but there is no WiFi coverage, an  icon will be displayed on the notification bar.

Where WiFi calling is disabled or MyWiFi Caller is not running then there will be no icon in the notification bar.

Making Calls with My WiFiCaller

To make a call, use the native dial pad, contacts list or history log as normal. The in-call screen displayed is slightly different from the native screen. There are various in-call options for call handling:- Hold, Mute, Loudspeaker, Keypad, Add Call.

The mobile number that has been used for registration of MyWiFi Caller will be displayed to the callee. If this number is required to be suppressed then the number called must be prefixed by 141, if this is done then either "unknown number" or "private number" will be presented.

Receiving Calls with MyWiFi Caller

Receiving a call via MyWiFi Caller will display a slightly different screen with a swipe right to accept the call & a swipe left to reject the call. If the caller is in the contacts list the contact name will be displayed.

Incoming, outgoing and rejected calls will all be stored in the call logs identically to calls over the regular mobile network.

It is currently not possible to change the ring-tone when receiving a call via MyWiFi Caller. It has been deliberately designed to be distinctive to avoid confusion and to readily identify when you are using WiFi services, rather than cellular communications.



FAQs

Please see below for frequently asked questions about MyWiFi Caller running on an Android handset.

1. What devices can I use?

MyWiFi Caller is available on Android devices OS 5.0 (lollipop) and above. There is a particular issue with Android version 7.1.1 (Nougat) which on some devices may cause a problem with making calls with MyWiFi Caller. Where possible try and upgrade from this version of Android.

2. How do I subscribe to MyWiFi Caller?

MyWiFi Caller is not a subscription service. It is included free of charge with the standard monthly AGILIS voice mobile services.

3. How do I access MyWiFi Caller?

The MyWiFi Caller app can be downloaded from the Google Play store by searching for 'mywificaller'. Once installed you will be asked to register, all you need to do is follow the instructions on the device.

4. How do I know that I am using MyWiFi Caller?

There is a tick icon that appears on the top left-hand side of the notification bar. When dialling or receiving a call the call control screen is different to your normal devices call control screen.

5. Can I change the ringtone from the standard?

No. It has been deliberately designed to be distinctive to avoid confusion and to readily identify when you are using WiFi services, rather than cellular communications.

6. Will I be charged for making a call using MyWiFi Caller?

Your normal tariff for calls made from the UK applies, therefore if calls are included, there will be no charge for standard UK calls. If travelling abroad, outside the EU, it is advisable to ensure you have a suitable international bolt on enabled.

7. What about when I am roaming?

When roaming you will be charged at your UK tariff rates.

8. Can I use my same mobile number?

Yes, you retain your mobile number when using MyWiFi Caller.

9. Can I use the App on more than one handset?

No, if you register the same number on another handset, it will de-register the App on the original handset.

10. How do I de-register the device?

Delete or uninstall the App from your device.

11. There is an echo on the call when I am using MyWiFi Caller

An echo is sometimes caused by one or other party having the call on a loudspeaker or a handsfree kit. Turning down the volume on the loudspeaker or removing the handsfree kit, if it is safe to do so, will usually resolve the problem.

12. If I make a call in a WiFi area and move into a normal mobile coverage without WiFi will the call remain connected?

No, the call will be dropped and you will need to re-dial.

13. Can I send and receive SMS using MyWiFi Caller?

No, if there isn't any underlying mobile network, such as in the London Underground, then you will not be able to send or receive SMS. However, even if there is a small amount of AGILIS mobile coverage the SMS will be sent in the normal way.

14. Will I get voicemail notifications?

Yes, you are still able to get voicemail notifications. However, if you have set up SMS notifications depending on the underlying signal of the AGILIS mobile network, you may experience a delay. AGILIS's voicemail platform allows you to set a call-back alert, whereby the voicemail platform will call you with the message.

15. Am I able to make emergency calls?

Yes, provided there is standard mobile coverage from any mobile network you can call the emergency numbers 999, 112 & 18000 whilst in the UK. It is suggested that any emergency calls made whilst outside the UK are undertaken on a landline service in the country you are visiting.

16. Does the App consume more battery?

Our testing hasn't shown a noticeable deterioration of battery life. However, you should expect a small amount, about the same as you would with other messaging Apps.

17. What about battery optimisation settings?

If you have battery optimisation set on your phone, you will be requested that this is ignored for **MyWiFi Caller**. You must allow this or registration will not continue.

18. Will MyWiFi Caller work on dual SIM handsets?

Yes, however if MyWiFi Caller is set to "Enable calls over WiFi" then all calls will be sent over the AGILIS number. If you would like to use your other number, you will need to set MyWiFi Caller "Off" in the App.

19. The call ringing tone when using MyWiFi Caller is different, is this ok?

If a different ringing tone is heard, this is a not a fault and will not affect the connection of the call or the call itself.

20. What is the minimum bandwidth I need from my broadband?

The call quality will depend on several factors including how many people are using your connection at the same time as well as amount of bandwidth. However, a typical home broadband connection should be enough under normal usage to be able to use MyWiFi Caller.

21. Why do I not hear an engaged tone on some calls?

On some occasions when the number you call is engaged and does not have voicemail set up then the call will end without any announcement. Please redial the number.

22. How do I restrict my number from being shown when I make a call with MyWiFi Caller?

Prefix the dialled number with 141 and your mobile number will not be shown. This must be done for each call from MyWiFi Caller.