AGILIS
mobile

APPLE IOS VERSION ONLY

Contents

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. The 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 **IOS App** only. In this guide, we'll tell you how to download, register and use MyWiFi Caller.

Getting Started

What is required:

A handset running IOS 10.0 or higher

An AGILIS pay monthly voice subscription
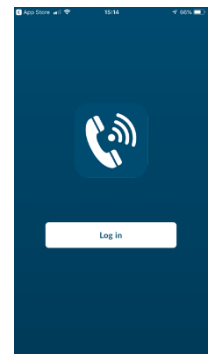
Download MyWiFi Caller

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

Download MyWiFi Caller and then open it.

Registration

1. Once MyWiFi Caller has downloaded and you first open the App a pop-up message will appear asking you to allow MyWiFi Caller to be able to send notifications, please accept this. Then touch the 'Log in' button.

2. The next screen displays an EULA (End User Licence Agreement). This agreement must be accepted by pressing "accept" in the top right hand corner.
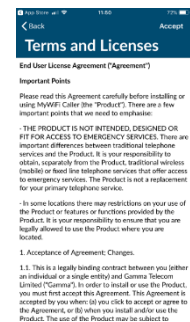
3. On the next screen enter the mobile phone number by tapping on "Phone number" and using the keypad that is displayed. Then tap on "Send Validation SMS".
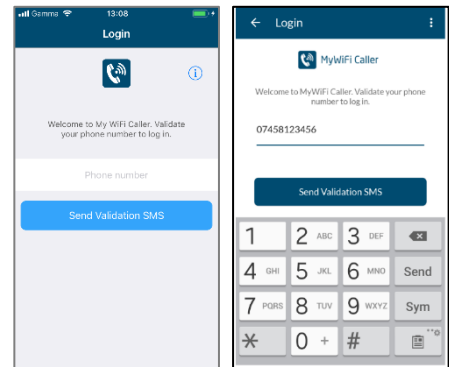
4. A SMS message will be sent to the number entered containing a 6 digit code. This code should be entered on the next screen by tapping on "Validation Code" and using the keypad.

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 check the mobile number entered. if an SMS is still not received check the number is on a tariff compatible with MyWiFi Caller (as mentioned in "Getting started").
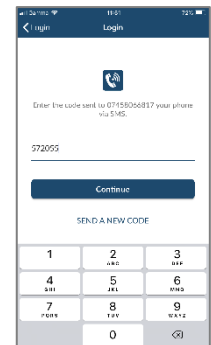
5. A further screen will be displayed and a text message will be received when the service has been setup.
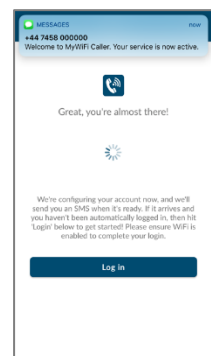
Two more pop up messages will be displayed requesting permission to access handset functionality, these must be accepted.

6. MyWiFi Caller will display a welcome screen and some information about how to use it over two more screens. The control buttons are in the top righthand corner of these screens.
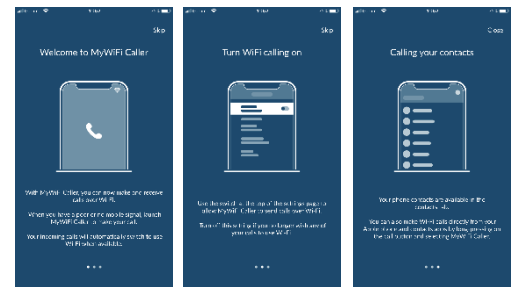
7. The settings screen of MyWiFi **Caller** has the following options :-

"Enable Calls over WiFi" is defaulted to being selected. When selected, calls will be received over WiFi and the user can choose as to whether to make calls over WiFi.

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

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

The MyWiFi Caller EULA option displays the End User License Agreement that was accepted when first registering the App.

The "About" option displays information about the version number of MyWiFi Caller.
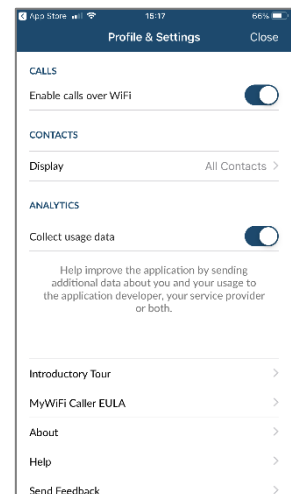
The "Help" option redirects the user to a web page giving details about MyWiFi Caller and FAQs.

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

Selecting "Close" in the top righthand corner will show the Contacts screen, from this screen the MyWiFi Caller dial-pad can also be accessed.

Navigation back to the settings screen is via the   icon.

This is found in the top right hand corner of the Contacts screen.
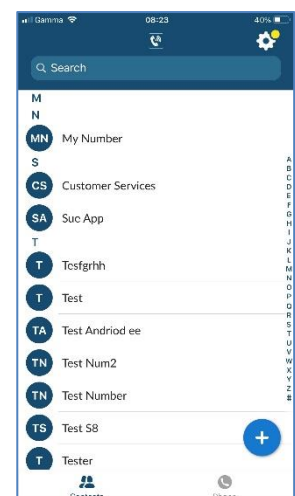
Making Calls with MyWiFi Caller

There are two ways to make calls with MyWiFi Caller either from within the App or from the native screens.

From Within MyWiFi Caller

The contacts list is duplicated within MyWiFi Caller and calls made directly from this contacts list will be made over WiFi if available.
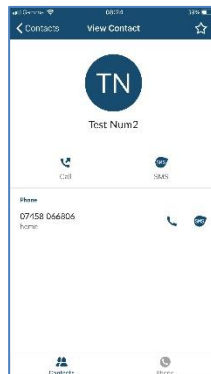
There is also a dial-pad within MyWiFi Caller which can be used to make calls, these calls will be placed over WiFi if available, if WiFi is not available they will be placed over the normal mobile network.

During a WiFi call there are options to mute, open the keypad, put the call on loudspeaker, hold or add another call.

Calls made over WiFi will be added to the call history log within MyWiFi Caller and the native history log.

From Outside MyWiFi Caller

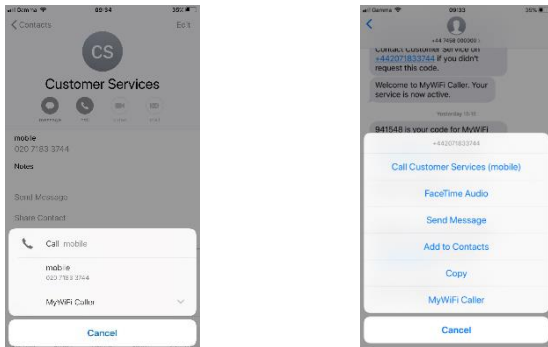Calls can be made through MyWiFi Caller without going into the App. From the native contacts list, call history log or any number on the screen a 'long press' will bring up the option to call over MyWiFi Caller. Simply press the MyWiFi Caller option and the call be made via WiFi.

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 if the phone is in sleep mode. Otherwise a button for accepting and a button for rejecting the call will be displayed.

Within the in-call screen there are options to mute, open the keypad, put the call on loudspeaker, hold or add another call.

Appendix

Known Behaviours on IOS devices

1. What devices can I use?

MyWiFi Caller is available on devices running IOS version 10 and above. Devices running an older version of IOS will be prevented from downloading MyWiFi Caller from the App Store.

2. How do I subscribe to MyWiFi Caller?

MyWiFi Caller is not a subscription service. It's free of charge with the standard pay monthly AGILIS mobile services.

3. How do I access MyWiFi Caller?

MyWiFi Caller app can be downloaded from the App 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?

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 tariff's UK 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. Calls made to these services whilst abroad, are best made on a landline 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 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 the amount of bandwidth. However, a typical home broadband connection should be enough under normal usage to be able to use MyWiFi Caller.

18. 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.

19. The 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. 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.

21. I am abroad using MyWiFi Caller, what international prefix do I need to use?

Always use the prefix of the country you are calling, even if you are in that country as the App always assumes the user is in the UK.

22. Can I use GSM codes from MyWiFi Caller (short codes typically starting with "*" or "#")

Yes, MyWiFi Caller will send them over the standard mobile network if coverage is available.

23. Will MyWiFi Caller prevent incoming calls from numbers I have blocked (added to auto-reject list)?

Yes, MyWiFi Caller will not allow calls from contacts that have been blocked.

24. I sometimes get calls disconnected after a few seconds, is there anything I can do?

This should not happen with normal WiFi coverage. If you are in a weak WiFi area and have WiFi Assist enabled on the device it will attempt to fall back onto the mobile network, and the call will drop. Switch off Wi-Fi Assist in the settings menu, to do this go to "Settings" on the handset and select "mobile data" and scroll down until you see Wi-Fi Assist and turn this off.

25. Incoming calls are not coming through on MyWiFi Caller, what can I do?

If this is noticed, open MyWiFi Caller and switch "Enable Calls Over WiFi" off and then back on again.