


FREQUENTLY ASKED QUESTIONS (FAQ)


for

Voice Over WiFi (VoWiFi)

No	Question	Answer
1	What is Voice over WiFi (VoWiFi)?	Voice over WiFi (VoWiFi) refers to the ability to make and/or receive calls and SMS over a WiFi connection. Voice over WiFi (VoWiFi) is also referred to as WiFi calling.
2	What is the benefit of VoWiFi?	Voice over WiFi (VoWiFi) enables users to receive and make calls over a WiFi network using a Unifi Mobile line in situations where the mobile signal is limited or unavailable. The process is straightforward and involves a direct dial, provided that the smartphone being used is compatible and VoWiFi is enabled. When transitioning from an area with weak 4G coverage to a location with a strong WiFi signal, the call will seamlessly continue without interruption. VoWiFi is accessible to all Unifi Mobile customers, regardless of whether they are prepaid or postpaid users, as long as they possess a compatible Unifi Mobile VoWiFi smartphone.
3	What are the differences between VoLTE (Voice over LTE) and VoWiFi?	VoLTE relies on a 4G LTE network and provides exceptional voice quality, including high-definition (HD) voice calls. This means that you can experience high-speed mobile data connectivity while being on a call. VoWiFi utilizes WiFi connectivity to enable high-definition (HD) voice calls. In situations where 4G coverage is unavailable, the system seamlessly transfers you to the VoWiFi service, thereby enhancing overall call reliability in areas where a strong WiFi signal is present.
4	What are the requirements to use VoWiFi?	a. Active VoLTE. b. A mobile smartphone that supports VoWiFi.
5	How do I enable VoWiFi on my device?	Different smartphones may have different steps, but in general, you can enable using the following steps : Android phones: Go to Settings > Mobile Network > Mobile Data> Wifi Calling > Enable WiFi Calling/VoWiFi iOS phones: Go to Settings > Mobile Data> Data plans > Wifi Calling > Enable WiFi Calling Ultimately, all Unifi Mobile compatible devices will have VoWiFi enabled by default.
6	Can I disable VoWiFi on my smartphone?	Yes, if you prefer not to use VoWiFi on your smartphone, you have the option to disable it.
7	Will I be able to use the mobile line to make calls and send SMS if I disable VoWiFi?	Yes, you can perform certain activities on your smartphone even when VoWiFi is disabled. However, it is important to note that certain activities will still depend on other network service signals, such as the mobile network or VoLTE services.

8	Will VoWiFi utilize my data quota from my mobile plan?	Not at all. VoWiFi calls will not utilize any data quota allocated to your mobile plan. However, it will utilize the data quota from your WiFi data allocation (i.e. Unifi Home data, other WiFi data.)
9	Can I use VoWiFi while traveling abroad?	Yes, you can use VoWiFi while traveling abroad, but it is subject to WiFi provider restrictions.
10	What is the charging rate for VoWiFi?	There is no additional charge to use VoWiFi. However, you will still need to pay the regular voice tariff fees as per your Unifi Mobile plan, if applicable. Calls within Malaysia will be subject to the standard call rates based on your rate plan. If your mobile plan includes bundled voice minutes, VoWiFi calls will deduct from those minutes. In the absence of bundled voice minutes, calls will be charged at the Pay-Per-Use rate.
11	Can I make an international call (IDD - International Direct Dial) via VoWiFi?	Yes, you can make international calls or engage in international direct dialing (IDD) using VoWiFi, and the charges will be based on your rate plan or standard rates. Any calls initiated over VoWiFi to non-Malaysian numbers will be charged at the IDD rate of the respective country.
12	Can I use VoWiFi at public WiFi hotspots (i.e. hotels, airports, campuses & restaurants)?	Yes, you can utilize the service with any WiFi connection. However, it is important to note that the availability of voice calls may be subject to the WiFi service provider. Some WiFi providers may have router configurations that block WiFi calls.
13	Can I receive VoWiFi calls while actively browsing on a WiFi network?	Yes, you are able to make VoWiFi calls and browse at the same time as long as you are connected to a WiFi network.
14	Can I send and receive SMS over the WiFi network?	Yes, you are able to send and receive SMS over WiFi.
15	Can I use VoWiFi while roaming?	Yes, VoWiFi is available anywhere and anytime as long as you are connected to an active WiFi network. However, it's important to note that certain WiFi networks may not support VoWiFi while abroad, as some international service providers may restrict its usage.
16	Will call waiting and call holding work during an active VoWiFi call session?	Yes, the call waiting and call holding features will work as normal during an active VoWiFi call session.
17	Can I activate/deactivate call forwarding	<ul style="list-style-type: none"> • Yes, you can. Call forwarding is a voice call feature, and it will work as normal.

	during a VoWiFi call?	
18	Why am I unable to make calls via VoWiFi despite being connected to a WiFi network?	<p>There are a few possible scenarios:</p> <ul style="list-style-type: none"> • VoWiFi requires a sufficient Wi-Fi signal strength (with a minimum bandwidth of 25 kbps) to establish an automatic connection to WiFi Calling. If the WiFi network has a captive portal that requires authentication (e.g Premises which require you log in to their network), you may need to launch your device's browser and sign in to the network. • Some public WiFi networks may have policies in place that block WiFi calling services, restricting your ability to make calls via VoWiFi. • Private WiFi networks, such as those in a company setting, may have specific policies implemented by your employer that block WiFi calling services. • Verify if your smartphone meets the requirements for Unifi Mobile's VoWiFi services, ensuring compatibility and necessary settings. • Confirm if your mobile line is barred, suspended or terminated. If any of these restrictions are in effect, you will not be able to make calls via VoWiFi or VoLTE. <p>Consider these factors to troubleshoot and determine why you may be unable to make calls via VoWiFi despite being connected to a WiFi network.</p>
19	Will CLI-P (Caller Line Identification-Presentation) function during an active VoWiFi session?	Yes, it will.
20	Which devices currently support VoWiFi?	Please refer to https://unifi.com.my/our-network/ for the complete list of smartphones that are compatible with VoWiFi.
21	How do I know if I have VoWiFi enabled?	<p>When connected to an active WiFi connection, you will see an icon (see image below) at the top of your smartphone screen indicating an active VoWiFi connection. However, please note that the presence and appearance of this icon may vary depending on the brand and model of your smartphone.</p> 
22	How safe is it to use VoWiFi since it may be connected to a	The security of public WiFi connections varies depending on the Internet Service Provider (ISP) that provides the WiFi service. It is important to note that there are inherent risks associated with connecting to any public WiFi network. We strongly recommend

	<p>public WiFi connection?</p>	<p>verifying with the hotel/restaurant/venue to ensure that you are connecting to their legitimate WiFi network.</p> <p>When using a public WiFi network, it is advisable to refrain from accessing sensitive information such as online banking transactions or entering credit card details. However, for general browsing, accessing directions, or engaging in less sensitive activities, it should be considered acceptable.</p>
23	<p>When abroad, how will I know if I am using VoWiFi or international roaming to make calls?</p>	<p>In a similar manner to Unifi Mobile VoWiFi experience in Malaysia, when you are connected to an active WiFi connection, you will notice an icon (see image below) displayed at the top of your smartphone screen indicating an active VoWiFi connection. However, please bear in mind that the presence and appearance of this icon may differ depending on the brand and model of your smartphone.</p>  <p>When you are disconnected from a WiFi connection, either knowingly or unknowingly, your phone will display VoLTE instead of VoWiFi. This indicates that you are utilizing international roaming for making or receiving calls. The appearance of the VoLTE icon may also vary depending on the brand and model of your smartphone.</p>
24	<p>Do I need to install an additional app in order to enjoy VoWiFi?</p>	<p>No, there is no need to install any additional app to enjoy the VoWiFi service.</p> <p>VoWiFi enables calls & SMS over an active WiFi network using the native call and SMS app that comes pre-installed on all smartphones.</p>
25	<p>When abroad, how will I know if I am using VoWiFi or VoLTE to make/receive calls? * VoLTE refers to Voice Over LTE (4G LTE). * IP refers to Internet Protocol.</p>	<p>Similar to the VoWiFi and VoLTE experience in your home country, the VoWiFi icon will be visible when you are connected to an active WiFi connection. However, if the WiFi connection is lost, your current call will drop. Please ensure that 4G roaming is enabled to make calls in the absence of an active WiFi connection.</p>
26	<p>How will I be charged when overseas while making a VoWiFi call with an active roaming pass?</p>	<p>When overseas, your call charges depend on the nature of the call initiated, either over VoWiFi or Roaming, as outlined below:</p> <ol style="list-style-type: none"> 1. Calls made over VoWiFi <ol style="list-style-type: none"> i. Calls to Malaysian numbers: Follow the local Malaysian call rate as per your subscribed Unifi Mobile package ii. Calls to non Malaysian numbers: Follow the Unifi Mobile IDD rate of the destination country. iii. Incoming calls: No charges are imposed on incoming calls over VoWiFi while overseas.

		<p>2. Calls made while Roaming</p> <ol style="list-style-type: none"> i. Calls to any numbers: Follow the roaming charges of the visiting country ii. Incoming calls: Follow the roaming charges of the visiting country <p>We recommend that you make VoWiFi calls in locations where the WiFi connection/ signal is strong. You may experience call drops if you move to areas with weaker WiFi signals or if you get disconnected from the WiFi connection while overseas.</p>
27	What type of WiFi supports VoWiFi? (hotspot/home WiFi)	In Malaysia, Unifi Mobile's VoWiFi can be used with almost all types of WiFi connections, including home, office, personal hotspots, and public WiFi. However, it's important to note that this may not be the case for WiFi networks overseas, as certain service providers may restrict VoWiFi usage to their own mobile users within the respective country.
28	Why can't I make or receive calls but I can browse using the WiFi connection?	<p>There are a few possible reasons for this issue. It is possible that your Unifi Mobile line may be either barred or terminated. Please ensure the following:</p> <ul style="list-style-type: none"> • Make sure your bill payments are up to date. • Check if you are using a VoWiFi-compatible smartphone with the latest firmware installed. <p>If you are still experiencing difficulties making or receiving calls specifically over VoWiFi, we recommend reaching out to our Live Chat support for further assistance.</p>