

How to guide for WiFi Talk for Android



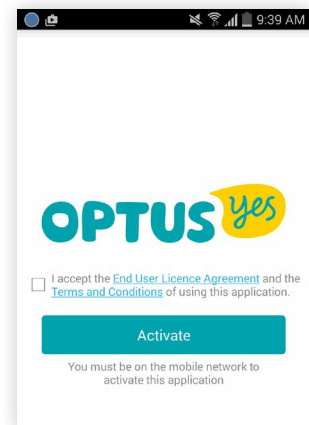
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Supported devices: Android 4.0 and above



Installing WiFi Talk

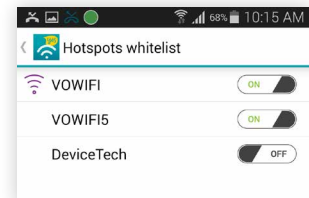
1. Download WiFi Talk via Google Play, but don't open it yet.
2. Switch off WiFi on your device – this is because you must activate WiFi Talk using the Optus mobile network first.
3. Open the WiFi Talk app, read and accept the terms and conditions and then press the "Activate" button.
4. When the activation process is complete, you're ready to go!



Add and Change WiFi hotspots

It's easy to manage the WiFi hotspots you want to connect to with WiFi Talk

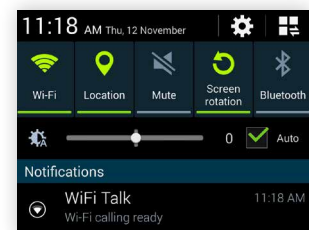
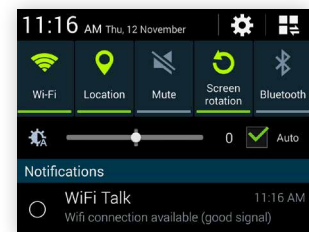
- Select the settings icon  on the bottom right of your phone screen
- Select 'Hotspots whitelist'
- You'll then see a list of all the WiFi hotspots that your phone can connect to (this WiFi symbol  will appear next to any you're currently connected to)
- Tap the button next to the WiFi name that you want to connect to so it says 'ON'
- You can stop WiFi Talk connecting to a particular WiFi hotspot by simply tapping the button next to the WiFi name to "OFF".



Checking that you're connected to WiFi Talk

See the circle at the top left of your phone screen? You can use it to check your WiFi Talk connection. Here's what it means:

- **A Circle:** WiFi Talk is offline. This could be because there is no WiFi Network available, or there is a WiFi connection available but you have not connected to this WiFi hotspot via the WiFi Talk application. Your calls and texts are being sent and received over the Optus mobile network.
- ⬇️ **A Circle with a WiFi Icon inside:** You're connected over WiFi Talk. Calls and texts are being sent and received over your WiFi connection. See example image to the right.





Calling on WiFi Talk

Making a call using WiFi Talk

Once you're in the home screen you can make a call using your keypad, contact list or recent contacts list.

Note: If you're dialling a landline number you'll need to add the area prefix in front of it - even if you're in the same state. E.g. if you're in NSW calling a NSW number, add 02.

Using the keypad: tap the telephone icon , then the keypad icon . Then simply type in the phone number and tap the phone icon to call.

Using your contact list: tap the contacts icon , find who you'd like to call, and tap the telephone icon to call.

Using your call history: tap the telephone icon  and you'll see your recent received and missed calls and dialled numbers. To call somebody from this screen, simply press the phone icon next to the contact's name.

The WiFi Talk app will mirror the usual calling functions and appearance of your phone as if you were making a standard call. See example on the right of what a call looks like.

When you're in a WiFi hotspot you've added to your whitelist, all calls and texts should run over WiFi Talk. As WiFi Talk isn't able to tell which signal is stronger, your calls can actually go over either WiFi or the Optus mobile network. You'll know the call is going over WiFi because you'll see the picture on the right WiFi Talk calling screen at the time.

Receiving a call

You'll need to have opened WiFi Talk or have it running in the background to receive calls over WiFi.

There are two ways you can receive a call using WiFi Talk:

While your phone is locked and the app is running in the background

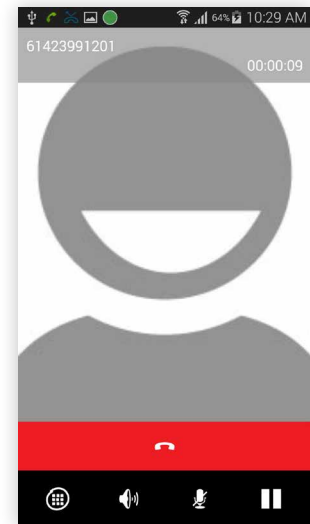
To answer a call simply slide the unlock tab as you would for a standard phone call.

You are currently within the WiFi Talk app

To answer a call, select "answer" on the lower right hand corner of your phone screen.

Don't want to answer a call?

Simply press the power button on your phone and it will cancel the call and send it to VoiceMail.






Messaging on WiFi Talk

Receiving texts, and your WiFi Talk inbox

When you receive a new message it'll come through as a notification, similar to your regular messages. Select the notification and you'll be taken straight to the app where you can read and respond to the message.



Messages that you receive via WiFi Talk should also appear in your normal message inbox. If you're looking for an older message it's a good idea to check both inboxes as they sometimes won't appear in both.

Sending texts using WiFi Talk

- Select the speech bubble icon  at the top of your phone screen and you'll see all of the message threads you currently have in your phone's normal inbox and using WiFi Talk.
- **To send a message:** select the new message icon  at the bottom of your screen to create a new message, or open a conversation thread, type your message and select the send icon .
- **Note:** Contact names not appearing in your SMS inbox? You may need to go and update your contacts to include the +61 prefix before the mobile number. E.g. change 0412345678 to +61412345678.


Your contacts on WiFi Talk

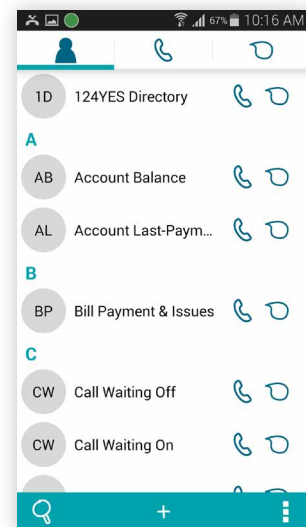
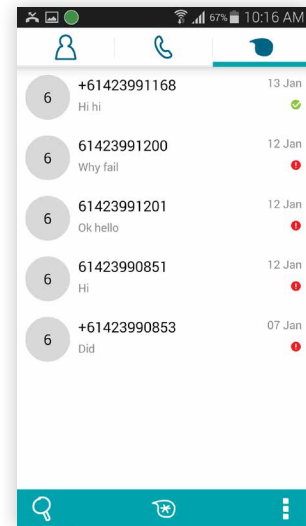
WiFi Talk will automatically sync up with your phone's contacts.

- To access your list of contacts, select the contacts icon  on the top left of your phone screen.
- To add a new contact, select the add icon  at the bottom of your phone screen then add any details you'd like.
- When you add a contact in WiFi Talk, it'll also be added to your normal phone contact list - making life easy.

Disconnecting from WiFi Talk


If you want to log out of WiFi Talk, you'll need to close down the application:

- Tap the Options button .
- Select "exit application" Once the application is closed, you'll no longer be able to receive any calls via WiFi Talk until you open the app again.



Additional call settings

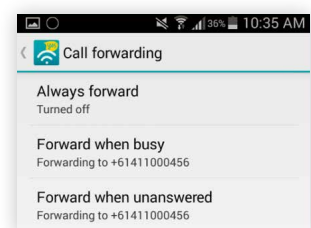
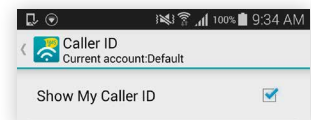
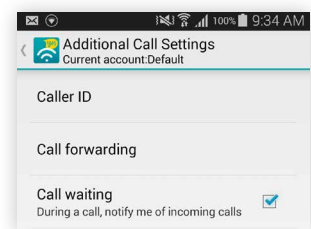
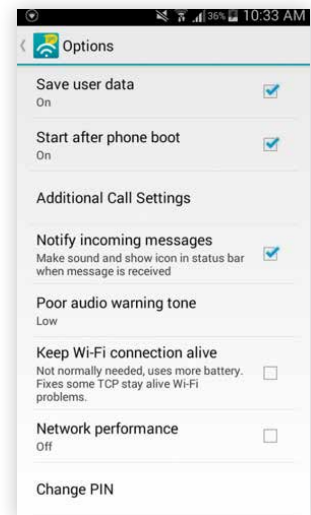
It's easy to manage your call settings like Caller ID, Call Waiting and Call Forwarding directly in WiFi Talk.

- Select the settings icon on the bottom right of your screen 
- Select 'Options' and then 'Additional Call Settings'

From this menu you can:

1. Show or hide your Caller ID by selecting 'Caller ID' and checking the box to show your Caller ID or unchecking to hide. Please note, if you change your Caller Number ID in the WiFi Talk app, this will not be synced to your normal mobile service as these features work independently to the mobile network
2. Forward your calls to voicemail or any other number by selecting Call Forwarding. You can choose when you would like your calls to be forwarded and to what number. If you already have voicemail you will see diversions to +61411000321. Please note, if you change your Call Forward settings in the WiFi Talk app these will also be changed on your normal mobile services as these features are synced with the mobile network.
3. Turn Call Waiting on or off. Check the box to turn on call waiting and uncheck the box to turn it off. Please note, if you change your Call Waiting settings in the WiFi Talk app, this will not be synced to your normal mobile service as these features work independently to the mobile network.

Still haven't found what you're looking for? For more help and FAQs head to optus.com.au/business/enterprise/wifi-talk



Need help? If you need assistance please contact our Technical Support Team.

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