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Trouble with phone calls or Wi-Fi calls

If you can't make or receive calls, have dropped calls, or the audio quality isn't good, try the troubleshooting steps below to fix the problem. After each step, try making a call or ask a friend to call you to see if the issue is fixed. You can always use the button below to contact a Google Fi expert.

Keep in mind that dropped calls may happen every once in a while because of interference from buildings, weather, or other factors.

Wi-Fi calling works on **Designed for Fi** and most Compatible with Fi phones.

1. Check your number transfer status

If your number transfer is in progress, you won't be able to make calls until the transfer finished and your number is activated. To **check if your transfer is still in progress**, open the Google Fi app on your phone. If it's still in progress you'll see a notification at the top of the screen.

2. Use the default Phone app

Make sure you are using the Phone app 📞 that came on your phone to make calls. Other apps for dialing aren't supported.

3. If the signal icon on your phone has no bars ◿ or only one bar ◢, check if you're in a coverage area

Check the **coverage map** for U.S. locations. If you're using your phone outside the U.S., **check the 120+ supported countries where you can use Google Fi**.

If we have coverage in your location: Try going to another spot nearby where you have a signal. If you are inside a building or underground, try going outside. Buildings can sometimes block signals. If that doesn't work, continue on to the next steps.

If we don't have coverage in your location: Connect to Wi-Fi so you can **use Wi-Fi calling**.

Tip: There may be a service outage.

4. Make sure you're calling a valid number with the correct format

Calls in the U.S.

If you're having issues with outgoing calls, use the full 10- or 11-digit number. Try dialing:

- (Area code) + (number)
- 1+ (area code) + (number)

Calling other countries from the U.S.

If you are calling an international number from the U.S.:

- **Canada and U.S. Virgin Islands**: Dial 1 (area code) (local number).
- **To all other countries**: Tap and hold 0 until you see + on the display, then dial (country code) (area code) (local number). For example, if you're calling a number in the U.K., dial + 44 (area code) (local number).

Calling while you're outside the U.S.

If you are outside the U.S. and calling international numbers or the U.S.:

- **To call a number in the country you're visiting**: Dial (area code) (local number).
- **To call another country**: Tap and hold 0 until you see + on the display, then dial (country code) (area code) (local number). For example, if you're dialing a number in the U.K. from Japan, dial + 44 (area code) (local number).
  - If this number format doesn't work, you can also try using the exit code of the country you are visiting. Use (exit code) (destination country code) (area code) (local number).
- **To call a number in the U.S.**: Just dial 1 (area code) (local number). No need to dial 011 and the country code.

5. Turn Airplane mode on, then off

Turning Airplane mode on and off will reset some settings and may fix your connection.

1. Open your phone's Settings app ⚙.
2. Tap **Network & Internet**.
3. Turn on **Airplane mode**.
4. Turn off **Airplane mode**.

Make sure Airplane mode is off when you're done. Calling won't work if Airplane mode is on.

6. Check for Google Fi app updates

Updates to the Google Fi app can provide feature and security improvements that may fix your issue.

To check if there's an update for the Google Fi app, follow these steps:

1. On your phone, open the Google Play Store app ▶.
2. Tap **Menu** ☰ › **My Apps & games**. Apps with available updates are labeled "Update."
3. If there's an update available next to "Google Fi," tap **Update**.

CHECK FOR FI APP UPDATES

7. Check for Carrier Services app updates

1. Open the Google Play app ▶.
2. Search for carrier services
3. Open the Carrier Services app › tap **Update**.

8. Check for system updates

System updates for your phone can provide improvements that may fix your issue. To check for and install system updates, follow these steps:

1. Open your phone's Settings app ⚙.

2. Tap **System** › **System update**.
3. Tap **System Updates**.
4. Tap **Check for update**.
   - If a system update is available, tap **Install**. You might need to restart your phone to complete the update.
   - If a system update is not available, the screen will say "Your system is up to date."

9. If you're on a Wi-Fi call, ensure Hangouts apps is up to date

1. On your phone, open the Google Play Store app .
2. Tap Menu ≡ › **My app & games**.
3. Next to "Hangouts," tap **Update**.

Check for Hangouts updates

10. Restart your phone

Restarting your phone gives it a fresh start and is sometimes all you need to fix your issue. To restart your phone, follow these steps:

1. Press and hold the Power button until the menu pops up.
2. Tap **Power off**, and your phone will turn off.
3. Press and hold the Power button until your device starts.

Related articles:

- **Make calls over Wi-Fi**

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