

Recommended Phone Settings to Optimize Indoor Cellular Call Quality on CPH's Main Campus

CPH has invested in a Distributed Antenna System (DAS) that boosts cellular signals by capturing outdoor signals and amplifying them indoors, as well as enhancing indoor signals from cellphones back outdoors. This DAS has been installed throughout the main hospital campus.

If you continue experiencing issues, CPH recommends two steps: (1) disabling Voice over Wi-Fi and, if issues persist after disabling Wi-Fi Calling, (2) setting voice calls to LTE-only mode. If your phone has dual SIM cards, perform the LTE-only step separately for each SIM. Instructions below reference Apple's latest iOS 18.5 and iPhone 16; older versions or models may differ.

Disable Voice over Wi-Fi:

- Open Settings.
- Tap Cellular.
- Select each SIM card.
- Tap Wi-Fi Calling.
- Toggle Wi-Fi Calling to Off.

If Issues Persist, Set Cellular Voice Calls to LTE (Disable 5G):

- Open Settings.
- Tap Cellular.
- Select each SIM card.
- Select Voice & Data.
- Choose LTE if you experience issues with 5G coverage on-campus.

Important Note on 5G Coverage:

5G technology is still maturing. According to Apple, "5G may impact...the reliability of some voice calls and data" (Figure 1). Additionally, CPH's Distributed Antenna System (DAS) does not currently boost 5G signals because this requires individual cellular carriers to invest in and install dedicated, landline-connected equipment—investments they have not yet made. Therefore, setting your phone to LTE-only helps prevent connectivity issues caused by attempting to connect to weak, unboosted 5G signals.

Quick Tip to Connect to the Strongest Signal:

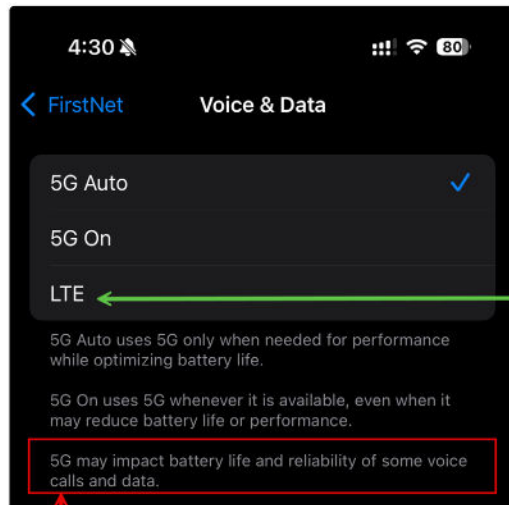
Occasionally, your phone may retain a weaker signal when moving between locations. To resolve this quickly, briefly enable and then disable airplane mode, prompting your phone to reconnect to the strongest available signal.

Why These Settings?

Disabling Wi-Fi Calling and, if necessary, selecting LTE-only mode ensures reliable use of the hospital's enhanced cellular infrastructure, mitigating potential service issues associated with Wi-Fi Calling and 5G signals.

For assistance, contact the Information Services Help Desk at **907-714-4701** or **helpdesk@cgph.org**. When reporting issues, confirm these settings and provide your carrier, phone manufacturer, model, and details about disruptions and locations.

Figure 1

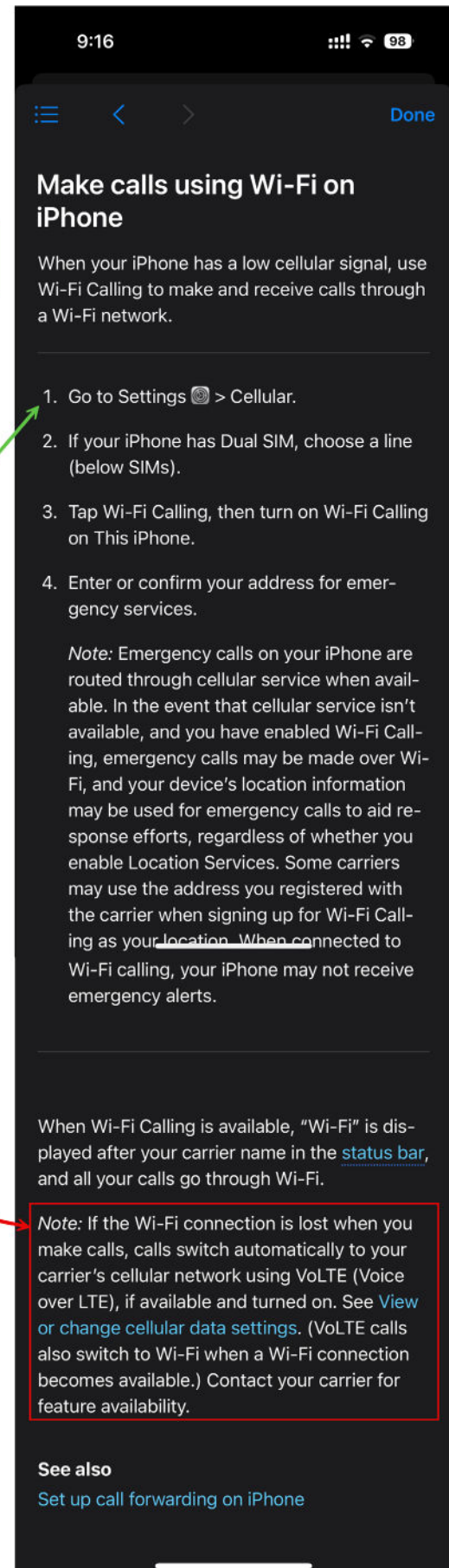


Select LTE.

To ensure your device uses CPH's improved indoor cellular coverage, **select LTE** (Figure 1) and **disable Wi-Fi Calling** (Figure 2).

5G and Wi-Fi Calling are designed to address weak indoor cellular coverage. Because CPH provides enhanced indoor cellular coverage, enabling these features on campus may cause unintended service issues.

Figure 2



Make calls using Wi-Fi on iPhone

When your iPhone has a low cellular signal, use Wi-Fi Calling to make and receive calls through a Wi-Fi network.

1. Go to Settings > Cellular.
2. If your iPhone has Dual SIM, choose a line (below SIMs).
3. Tap Wi-Fi Calling, then turn on Wi-Fi Calling on This iPhone.
4. Enter or confirm your address for emergency services.

Note: Emergency calls on your iPhone are routed through cellular service when available. In the event that cellular service isn't available, and you have enabled Wi-Fi Calling, emergency calls may be made over Wi-Fi, and your device's location information may be used for emergency calls to aid response efforts, regardless of whether you enable Location Services. Some carriers may use the address you registered with the carrier when signing up for Wi-Fi Calling as your location. When connected to Wi-Fi calling, your iPhone may not receive emergency alerts.

When Wi-Fi Calling is available, "Wi-Fi" is displayed after your carrier name in the status bar, and all your calls go through Wi-Fi.

Note: If the Wi-Fi connection is lost when you make calls, calls switch automatically to your carrier's cellular network using VoLTE (Voice over LTE), if available and turned on. See [View or change cellular data settings](#). (VoLTE calls also switch to Wi-Fi when a Wi-Fi connection becomes available.) Contact your carrier for feature availability.

See also

[Set up call forwarding on iPhone](#)