



Are you having trouble dialing 2-1-1?

If you are an AT&T customer, you may need to turn off the Wi-Fi calling setting on your cellular phone.

If the setting is left on, you may receive a message stating that 2-1-1 is not available in your area, even though it is.

Other carriers may have similar restrictions.

AT&T customers can find more information here:

<https://www.att.com/support/article/wireless/KM1063258/>

What is Wi-Fi Calling?

Your phone will use Wi-Fi for calls and texts when cellular coverage isn't available. This means that in a natural disaster or other emergency, it'll work if connected to Wi-Fi.

- To find out if you're using Wi-Fi Calling, Look for **AT&T Wi-Fi** (Apple®) or a **plus sign (+)** (Android®) next to the Wi-Fi icon on your phone's status bar. On Android phones, you'll also see a Wi-Fi icon on the **Start call** and **End call** buttons, and on the active call status indicator.
- [Wi-Fi Calling doesn't support calls to 211, 311, 511, and 811.](#)
- You can't use Wi-Fi Calling in China, Cuba, North Korea, India, Iran, Israel, Pakistan, Saudi Arabia, Sudan, Syria, Turkey, United Arab Emirates, and Vietnam.
- If your phone has a **Keep Wi-Fi on during sleep** setting, we recommend turning it on so you don't miss calls.