

## NO SOUND OR VIDEO ON SIMULCAST

### Workaround for iOS15 on iPhone & iPad with Telstra network

In November 2021 we announced a possible Simulcast video/audio issue affecting Apple devices on the Telstra network.

If you have upgraded to iOS version 15 this will affect the following:

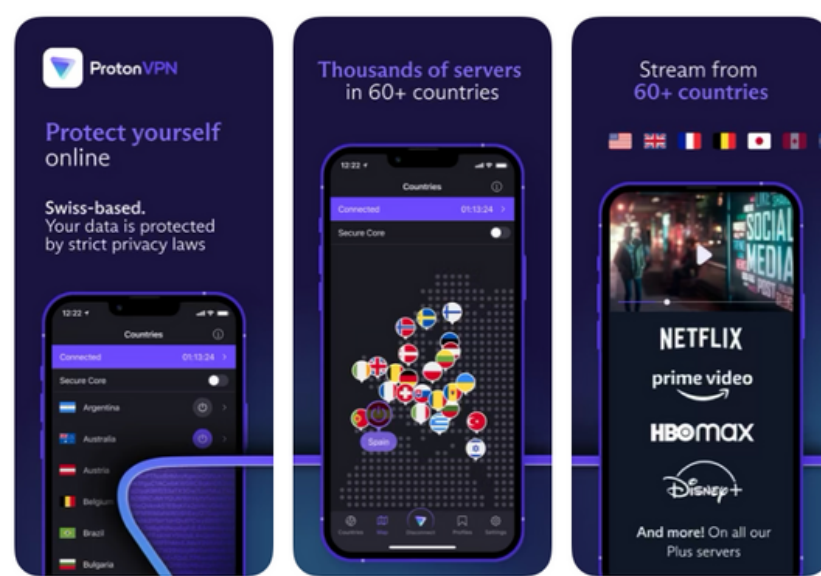
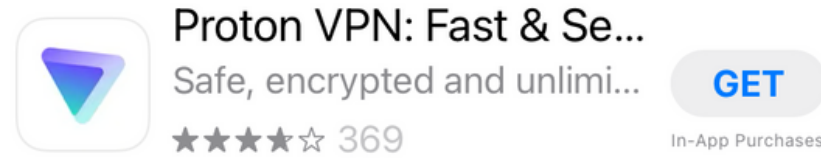
- Apple iPhone or iPad
- Telstra 4G or 5G network services

We had advised to use a VPN app/product to work around this product. During our more recent testing we have discovered a VPN app which is free and has no limit for 1 connection.



**DOWNLOAD PROTON VPN FOR YOUR DEVICE**  
<https://protonvpn.com/download-ios>

On your iPhone or iPad you are looking for:



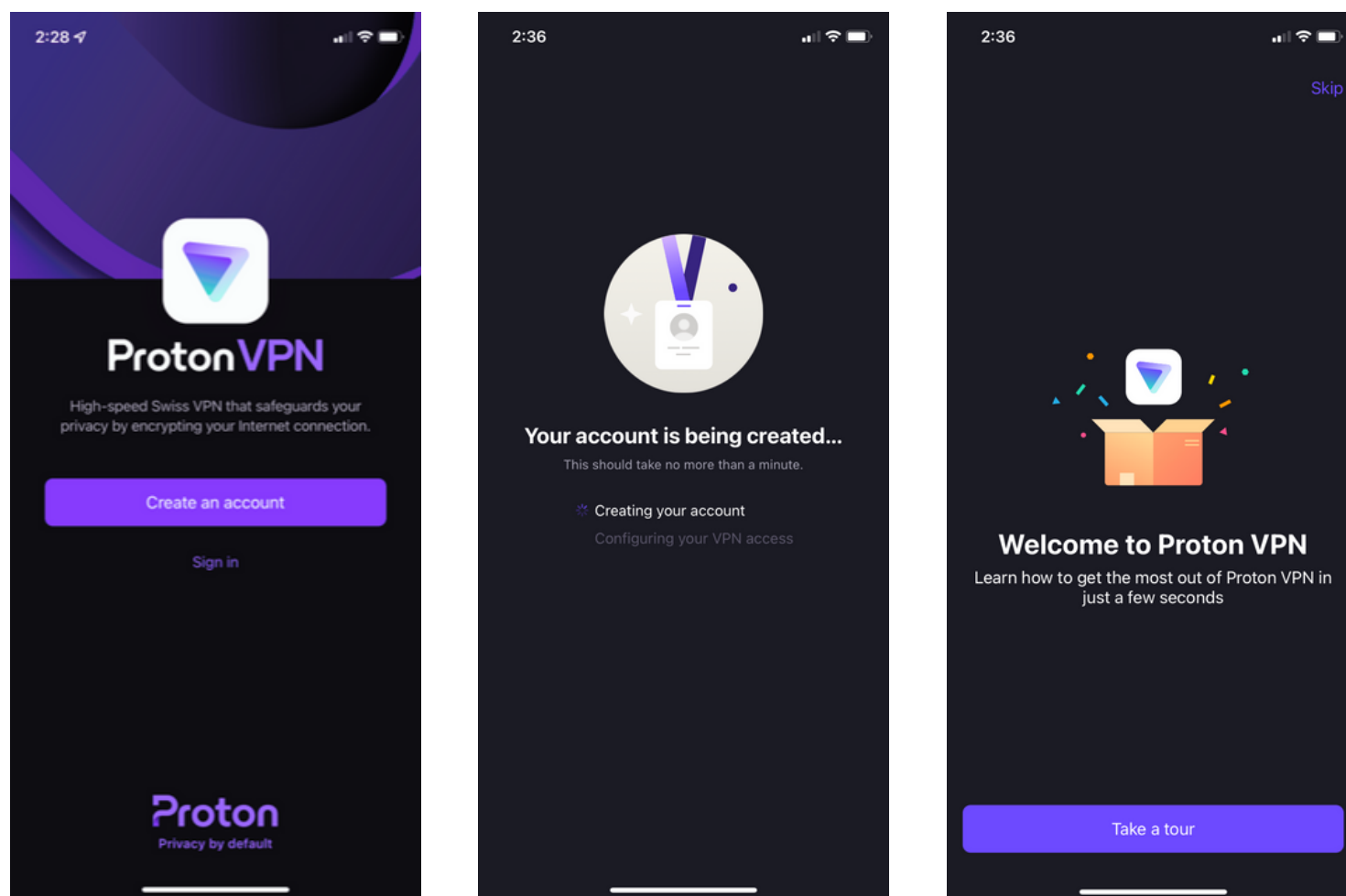
#### 1. Download and install

When installed, it will prompt you to upgrade, ignore this request as it is not necessary.

#### 2. Open the app and setup credentials

Once the app is installed, open app, you will be prompted to log in with your Proton VPN username and password or create new credentials. If prompted to upgrade skip this request.

You need to give the app permission to modify your VPN configuration.



#### 3. To turn it on & off from your Home screen

Go into Settings

If you should be able to turn it on by sliding the button to the right tapping it again to turn it off.

If you have more than one you need to tap into VPN > Then select Proton VPN and tap on Status which will turn it on. Tapping it again, turns it off.

#### 4. Or Use the Quick Connect button

When in the app you can simple select the “Quick Connect” button.

It automatically connects to the fastest VPN server for your location. In this example the Netherlands was automatically selected. Speedtest for the Netherlands shows the speed to be pretty good, and more than what you required to listen and watch a simulcast.

