ANYWHERE for iPECS Cloud

Subscriber User Guide for Apple Users

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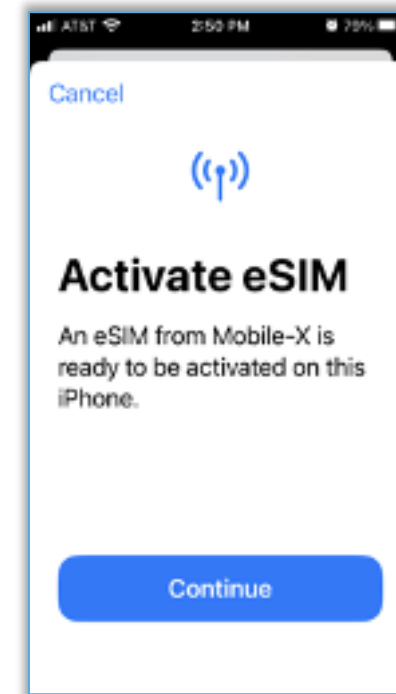*Gamma* company

Apple iPhone

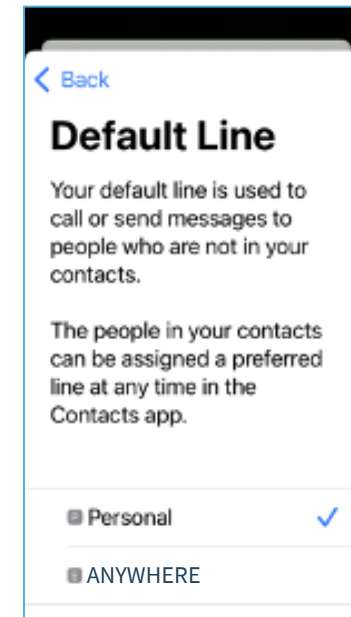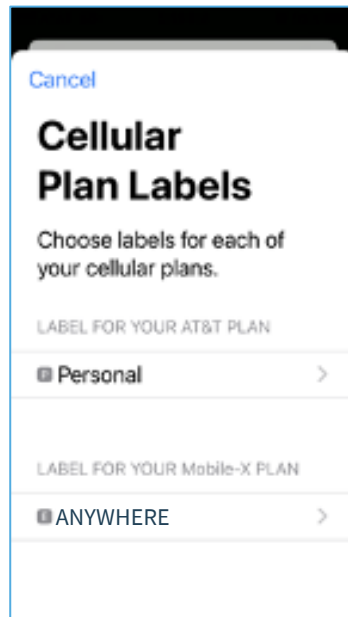## eSIM Installation Steps

iPhone – eSIM Installation Steps

1. **Go to:**
   Settings → Mobile Data

2. Select "**Add eSIM**".

3. Select "**Use QR Code**".
   a) Point the camera at the on-screen QR code to start the eSIM installation process.

4. Press "**Continue**".

**IMPORTANT** <u>DO NOT</u> use your mobile device's native camera application to install the eSIM.

iPhone – eSIM Installation Steps

5. Set label names for each of your lines.
   a) Best practice is to set the Primary label to "**Personal**" and the newly added Anywhere line to "**ANYWHERE**".
   b) Scroll down and select **Continue**.

6. Next set the Default line to **Personal**. Scroll down and select **Continue**.

iPhone – eSIM Installation Steps

7. Select "**Done**" on the next screen to confirm completion of the eSIM installation.

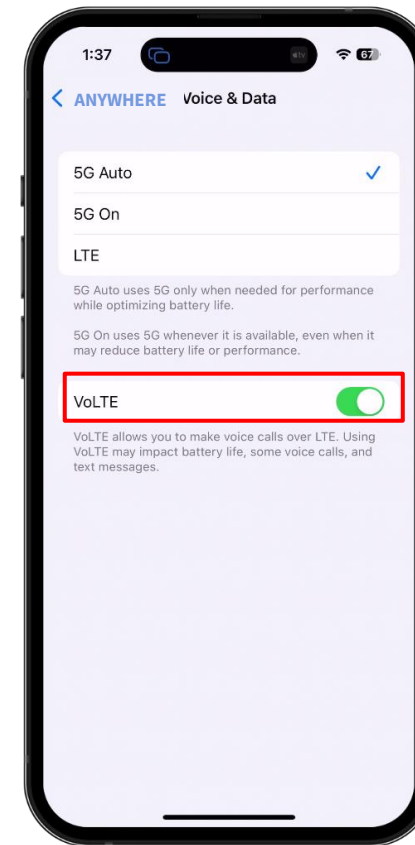8. You will now see the both SIMs in the SIM list with their corresponding labels. Click the ANYWHERE SIM.

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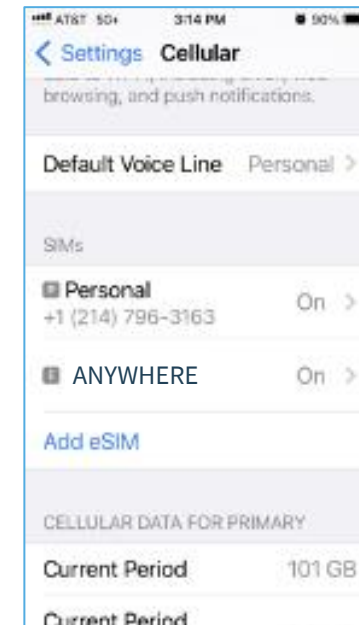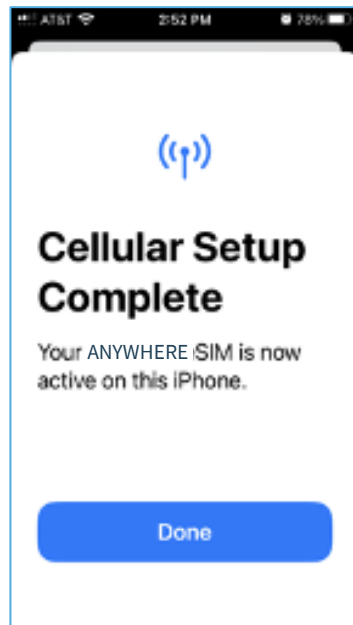
iPhone – eSIM Installation Steps

9. Within the Extend eSIM menu, select "**Voice & Data**".

10. **IMPORTANT**: Turn ON VoLTE.

Apple iPhone

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iPhone – Outbound Call

Initiating a call using your ANYWHERE service on a Apple iPhone device can occur from the following locations within the native phone app:
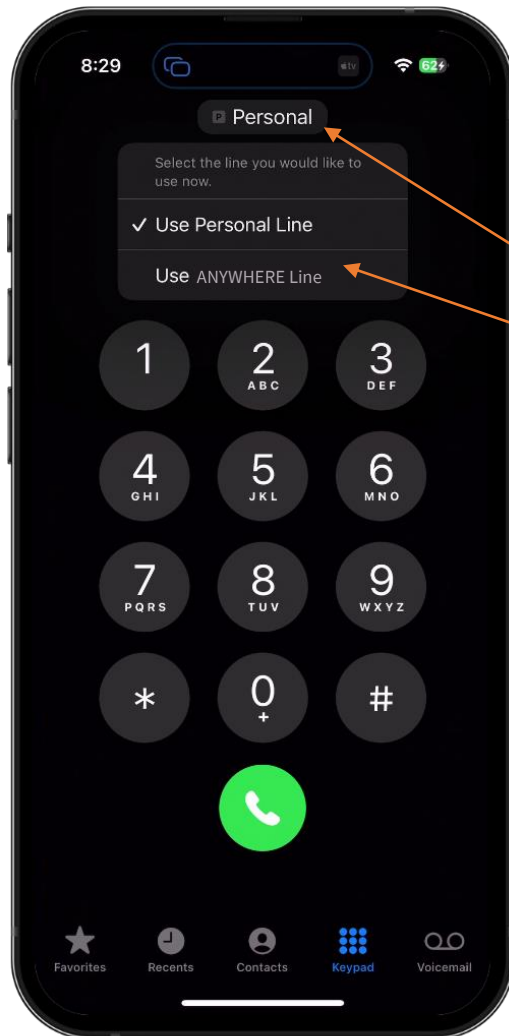
1. Keypad

2. Recents (call logs)

3. Contact

4. From an email or webpage

Recommended Configuration:

- The label text for the ANYWHERE line has been set to "**ANYWHERE**"

- VoLTE must be enabled under "**Voice & Data**"

- The label text for the personal line has been set to "**Personal**"
 - These settings are found here: Settings → Mobile Data → (select Extend eSIM)
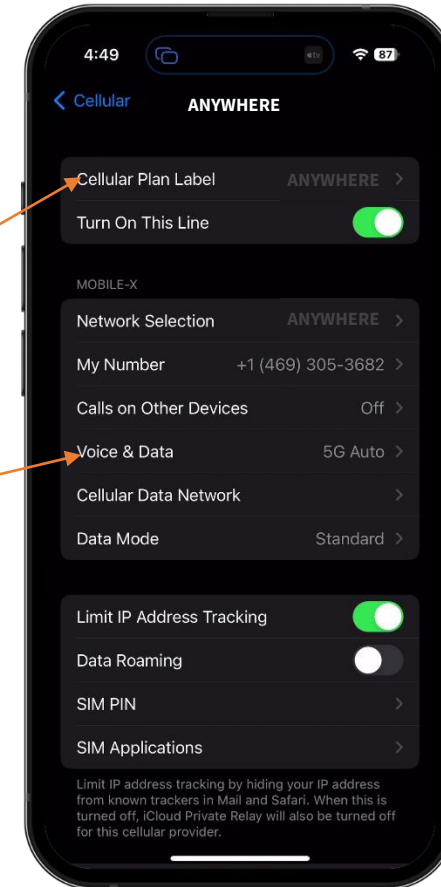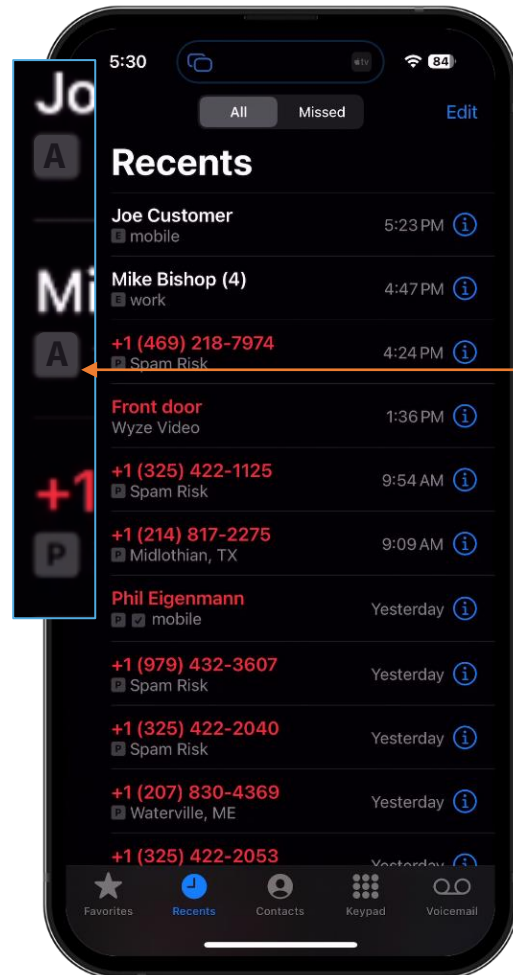
iPhone – Outbound Call

From the Keypad:

1. Go to the Keypad page within the native phone application.

2. Tap the line selector button at the top of the screen, then select "**Use ANYWHERE Line**".

3. Dial the desired number and tap the call button.

4. The number presented to the called party will be as set within iPECS Cloud.

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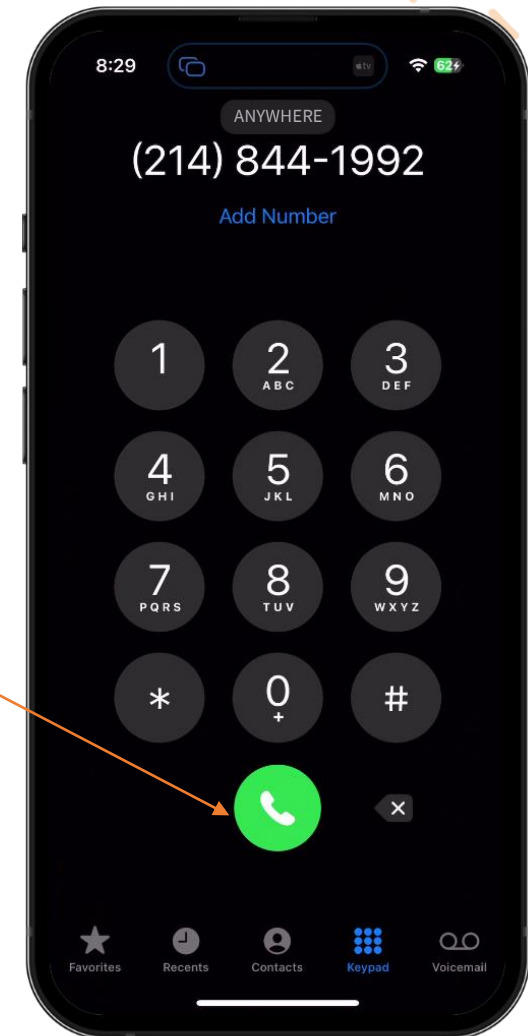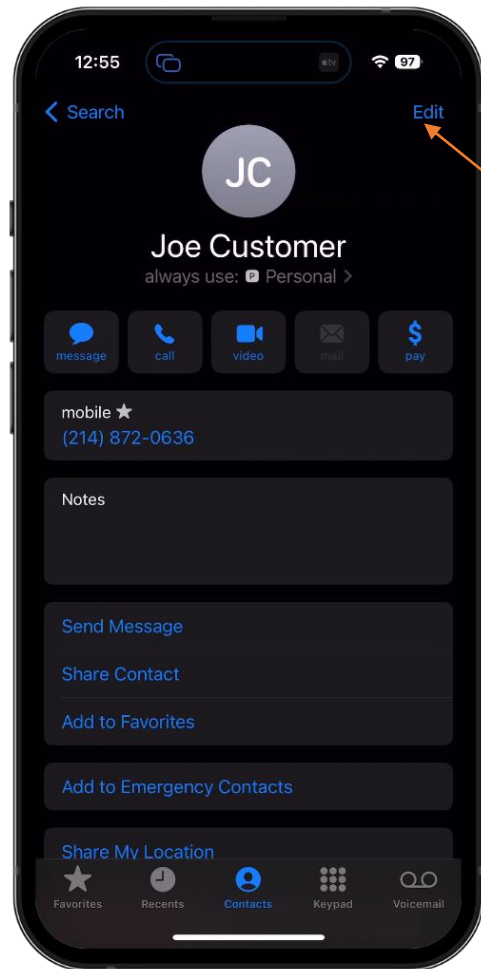
iPhone – Outbound Call

From the Recents:

1. Go to the Recents page within the native phone application.

2. Recents provides a list of calls for both the personal and ANYWHERE lines. The iPhone tags each entry in the Recents list against a particular line using the first letter from the line label name.

3. Tap the entry you would like to call back, and iPhone will automatically use the cellular line associated with the entry.
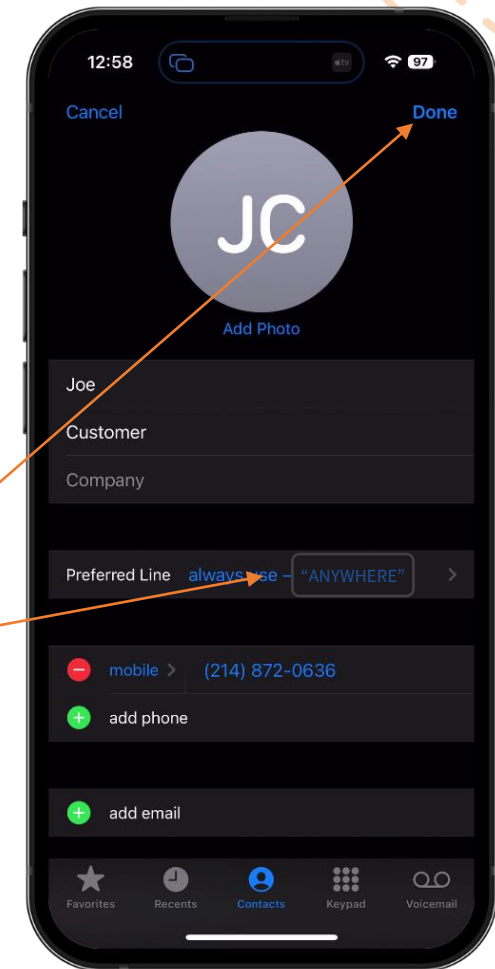
iPhone – Outbound Call
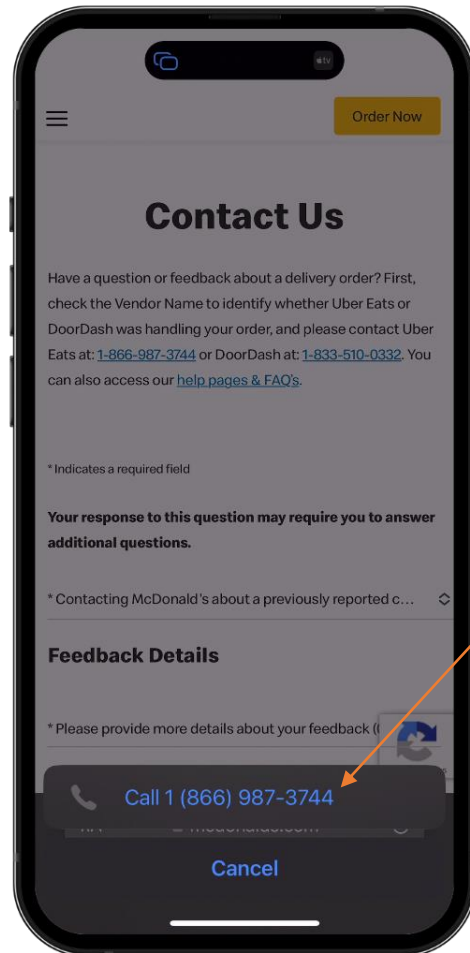
From the Contacts:

1. Go the the Contacts page within the native phone application.

2. Select an existing contact.

3. Tap the **Edit** button.

4. Tap the Preferred Line and change it to the **ANYWHERE** line. Then tap **Done**.

iPhone – Outbound Call


From a webpage or email:

1. When a phone number is tapped on a webpage or email, the iPhone displays a pop-up at the bottom of the screen, allowing you to call the number directly.

2. However, making a call in this fashion will ALWAYS use the "Default Voice Line" as configurable in the Settings under Mobile Data (UK). It is recommended that this setting be set to your Personal line; therefore, making a call from a webpage or email will use the personal line.

   a. Alternatively, you can long-press the number on the webpage or email and copy it into the iOS clipboard. Then go to the keypad in the phone application, paste the digits, and select the ANYWHERE line before making the call.

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iPhone – Inbound Call
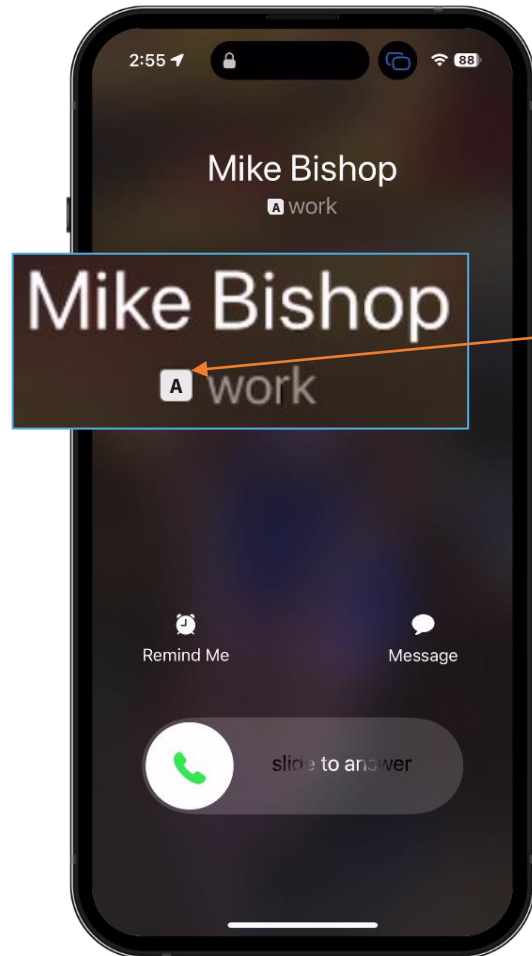
On the ANYWHERE line:

1. The alerting screen for an inbound call will display the first letter of the line label. In this case, the "**A**" indicates that the ANYWHERE line is ringing. The inbound call matched a contact and displayed the name associated with the contact.

2. Answering the call transitions the display to the in-call screen. Here, the same letter "**A**" designates that the in-progress call is on the ANYWHERE line.
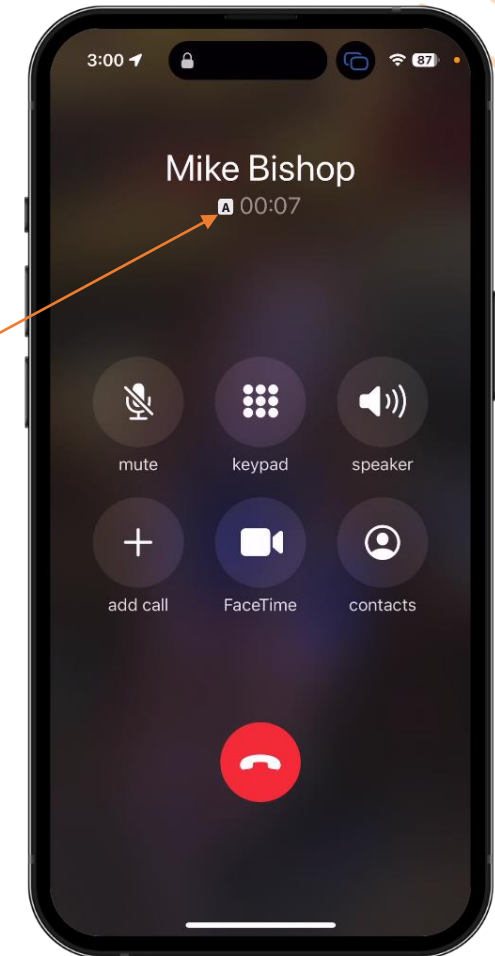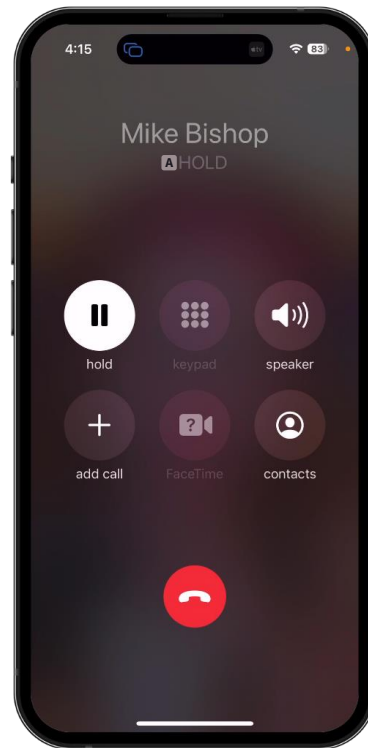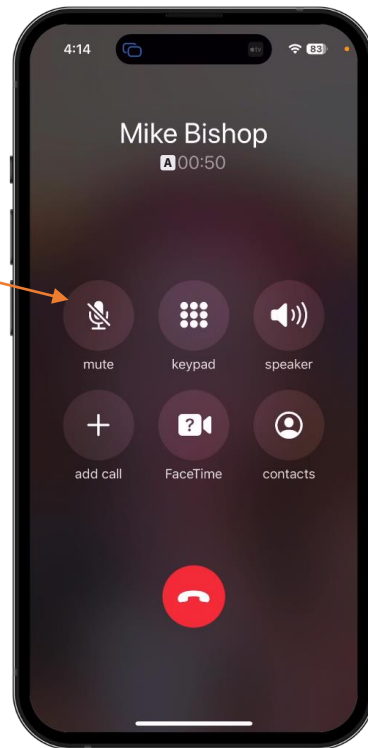
iPhone – Call Hold and Conference

- The ANYWHERE service provides 2 powerful active call services: **Call Hold** and **Add Call/Conferencing**. As an ANYWHERE user, you can place an active call on-hold as well as create a conference call directly from the active call screen.
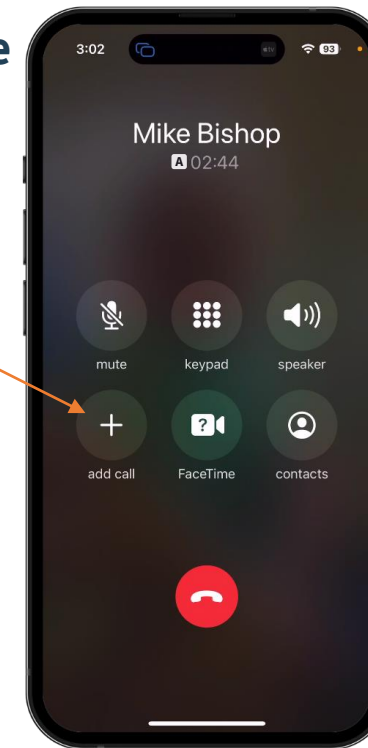
Call Hold

With an active call on the ANYWHERE line, press and hold the mute button for at least 3-seconds.

Add Call/Conference

With an active call on the ANYWHERE line, tap the Add Call button on the in-call screen of the native phone app.

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Troubleshooting

Troubleshooting

What if I cannot make a call on the Extend line?

If you find that you cannot make an outgoing call on your Extend line, check the following before contacting support:

1. Verify that there are two signal strengths and that both show service availability. If the second signal strength indicates no service, go to #2 below.

2. Try restarting the device.
   a) Give the device a few minutes to find the proper network, then retry your call.

3. Verify that you have enabled VoLTE on your device. Goto:
   a) Settings → Mobile Data → (Select the ANYWHERE line) → Voice & Data Make sure the VoLTE slider is ON.

4. Verify that you are using a supported Apple device as referenced on slide 3 of this document.

5. If you continue to experience issues, you should contact your supplier immediately