ANYWHERE for iPECS Cloud

Subscriber User Guide

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Google

eSIM Installation Steps

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Google – eSIM Installation Steps

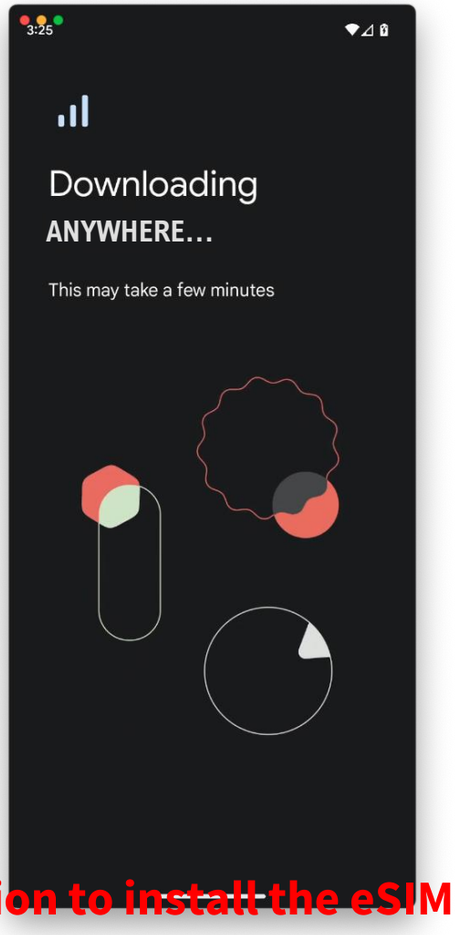
1. **Go to:**
   Settings → Network & Internet

2. Select the plus sign “**+**” to the right of “**SIMs**”.

3. Select “**Download a SIM instead**” then click “**Next**”.

4. Select “**Use a different network**”.

5. Point the camera at the on-screen QR code to start the eSIM installation process. Select “**Download**”.



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

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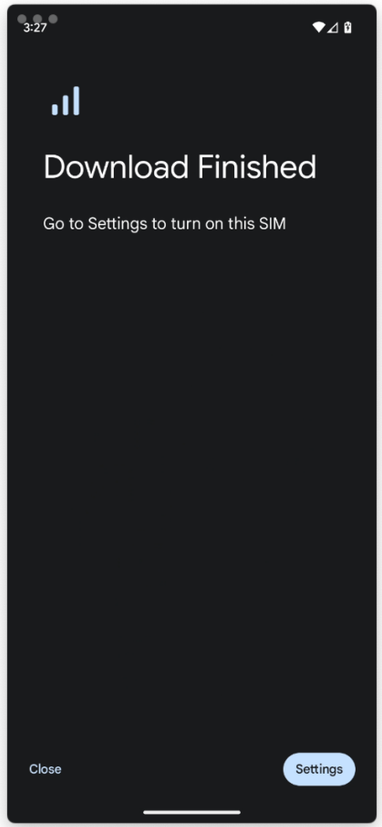
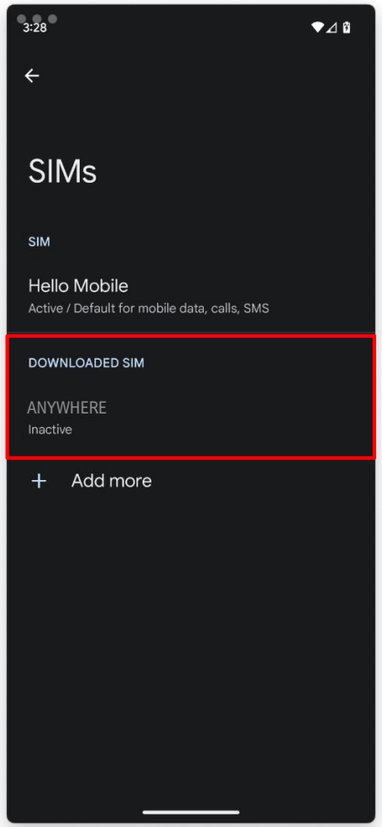
Google – eSIM Installation Steps

6. When finished, select “**Settings**”.



7. Select “**Mobile-X**” under “**Downloaded SIM**”.



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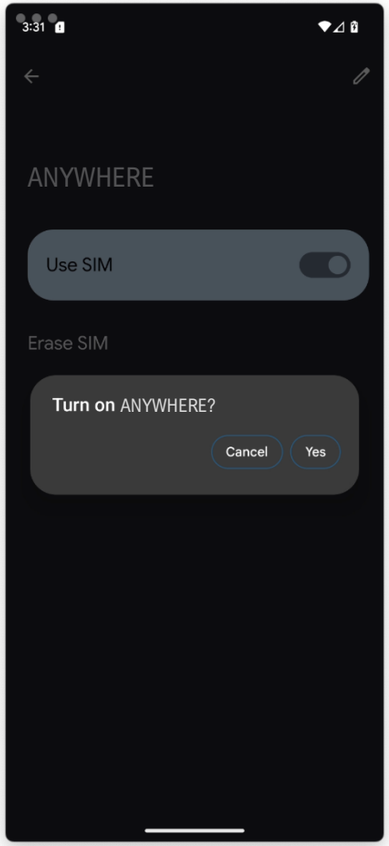
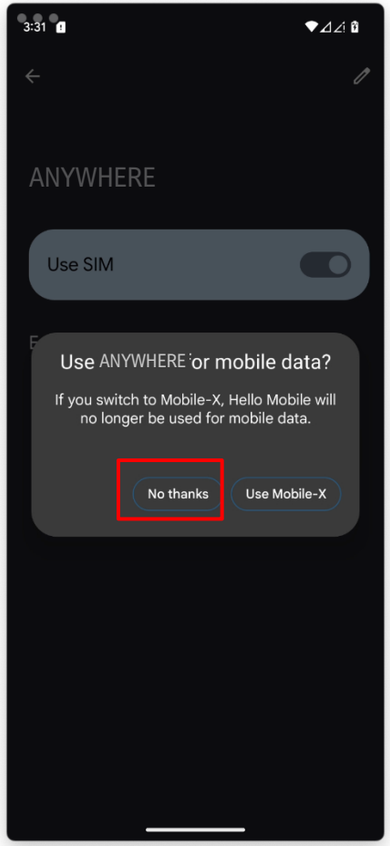
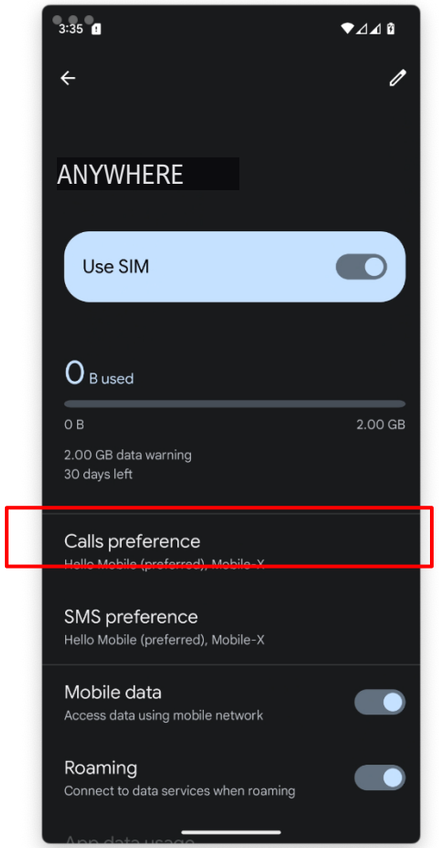
Google – eSIM Installation Steps

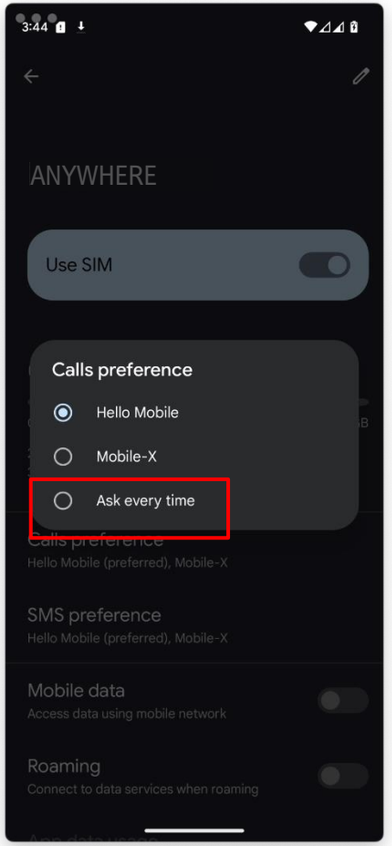
8. When finished, select “**Settings**”.





9. Select “**Mobile-X**” under “**Downloaded SIM**”.





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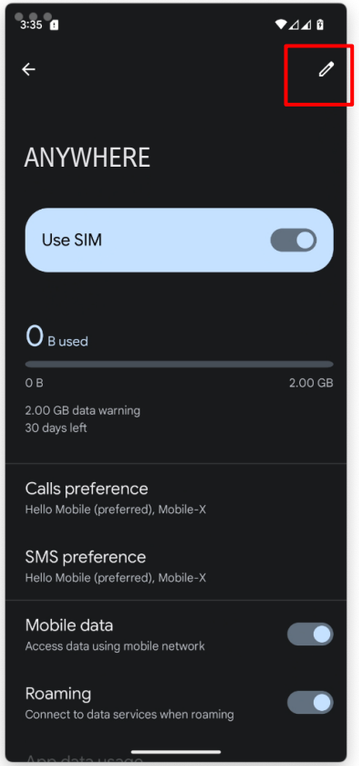
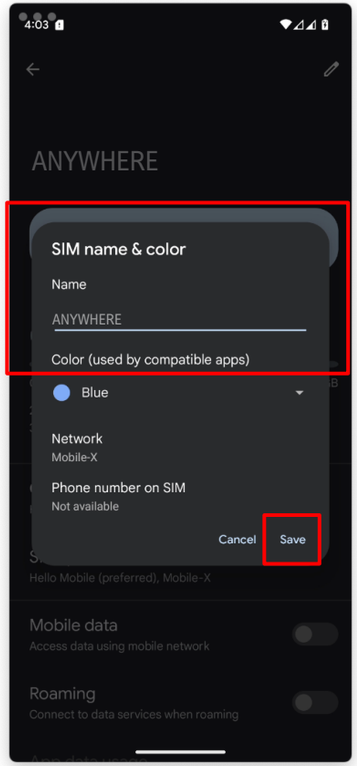
Google – eSIM Installation Steps

10. Tap the pencil to edit the SIM details.



11. Set the “**Name**” to ANYWHERE and select the desired color. Then tap “Save”.



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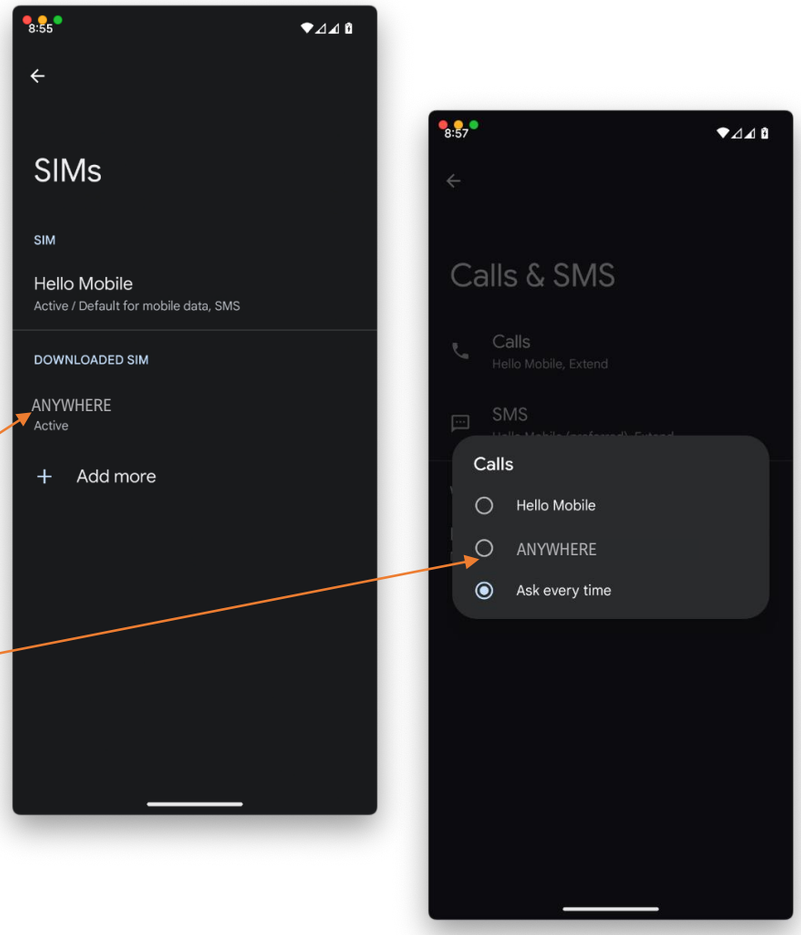
Google – Outbound Call

Initiating a call using your ANYWHERE service on a Google Pixel device can occur from the following locations within the native phone app:

1. Keypad
2. Recents (call logs)
3. Contact
4. From a webpage or email

Recommended Configuration:

- The name associated with the ANYWHERE line has been labelled “ANYWHERE”
- Devices is configured to always ask for line select for outgoing calls.



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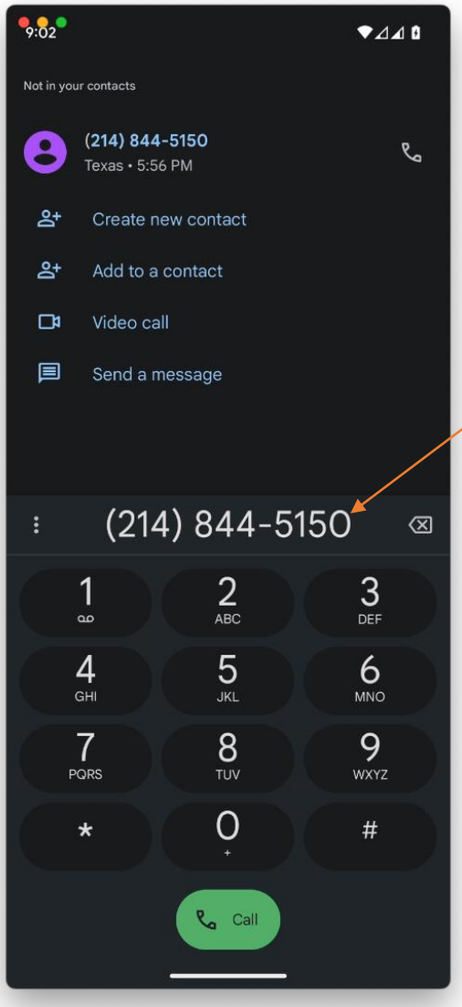
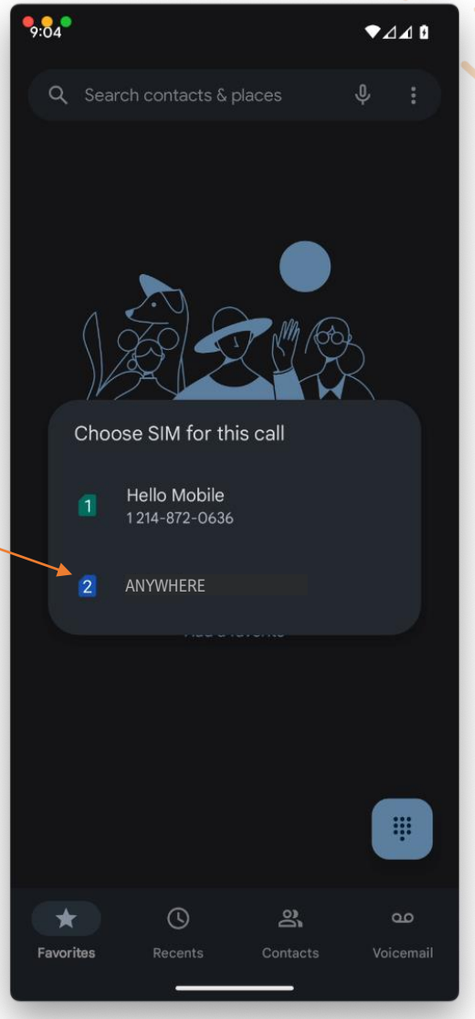
Google – Outbound Call



From the Keypad:

1. Dial a number from the Keypad of the native Phone application, then press the call button.
2. Select the ANYWHERE line.
3. The call will be made using your selected ANYWHERE number as set in iPECS Cloud.



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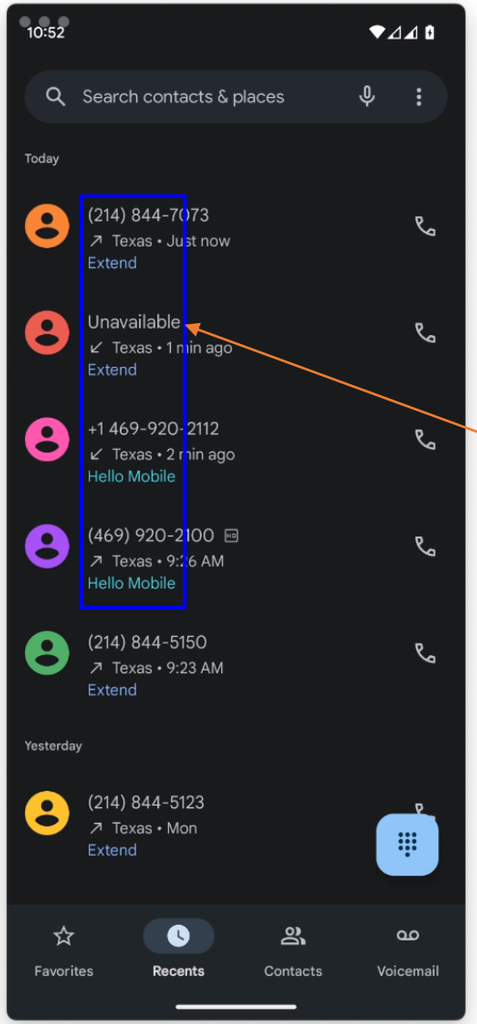
Google – Outbound Call

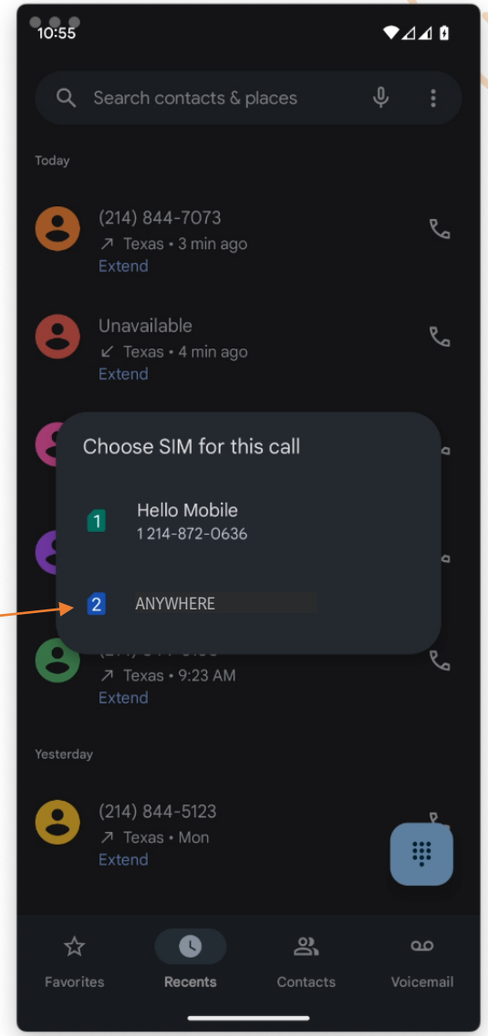


From Recents:

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

2. Tap the desired entry from the list and select the call button to call the number back.

3. Tap ANYWHERE to make the call using your number, as defined in iPECS Cloud.



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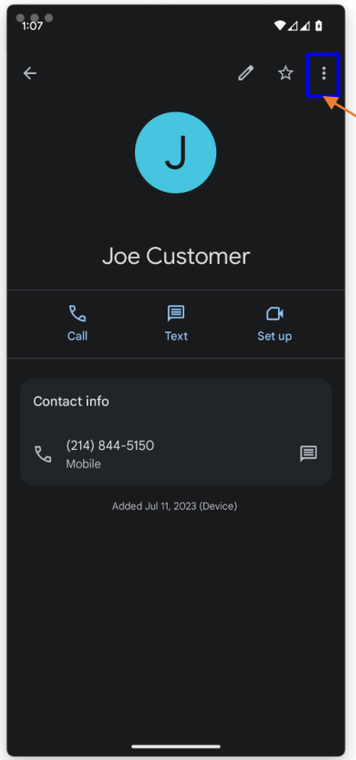
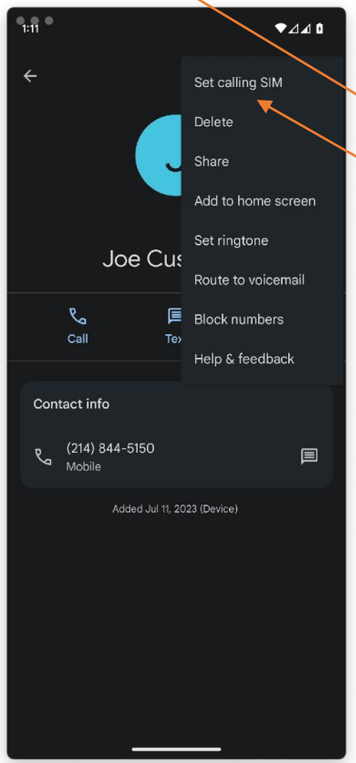
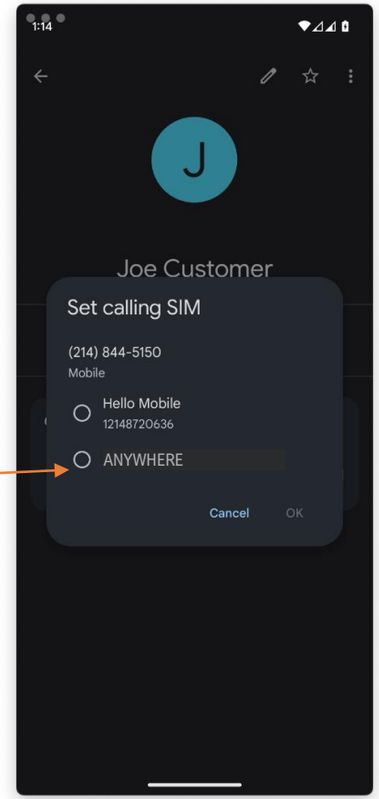
Google – Outbound Call





From Contacts:

1. Go the the Contacts page within the native phone application.
2. Select an existing contact.
3. Tap the 3 dots menu.
4. Select “Set calling SIM”.
5. Select “ANYWHERE” to assign the ANYWHERE eSIM to this contact.
6. All future call to this contact will use the ANYWHERE line and your number as defined in iPECS Cloud.



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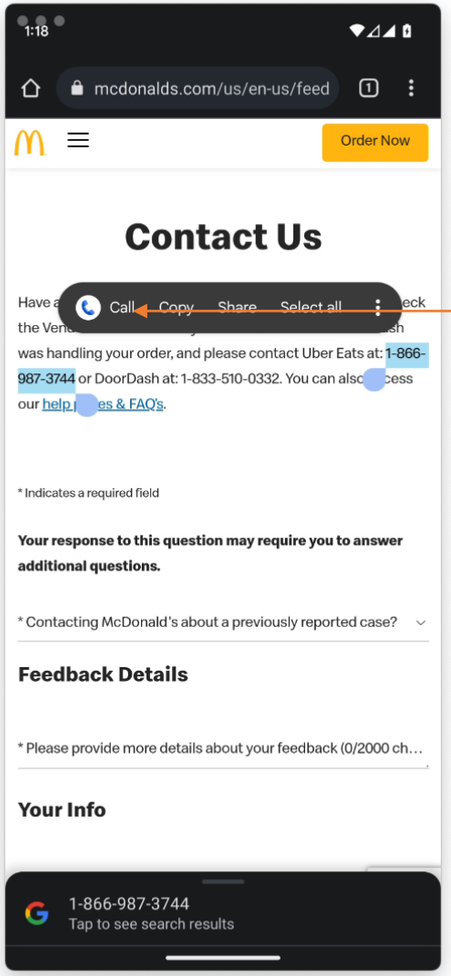
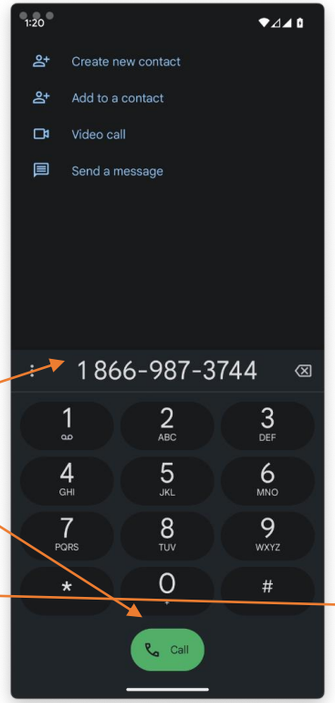
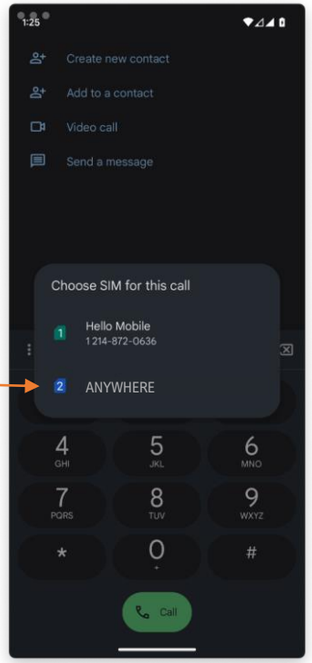
Google – Outbound Call



From a Web Page or Email:

1. Open a webpage or email that contains a phone number you wish to call.
2. Long-press the number on the page then click the Call button once the pop-up appears.
3. The number will be automatically copied to the digits field of the keypad. Tap the Call button.
4. Select the ANYWHERE line from the pop-up menu to make the call using your ANYWHERE number as defined in iPECS Cloud.





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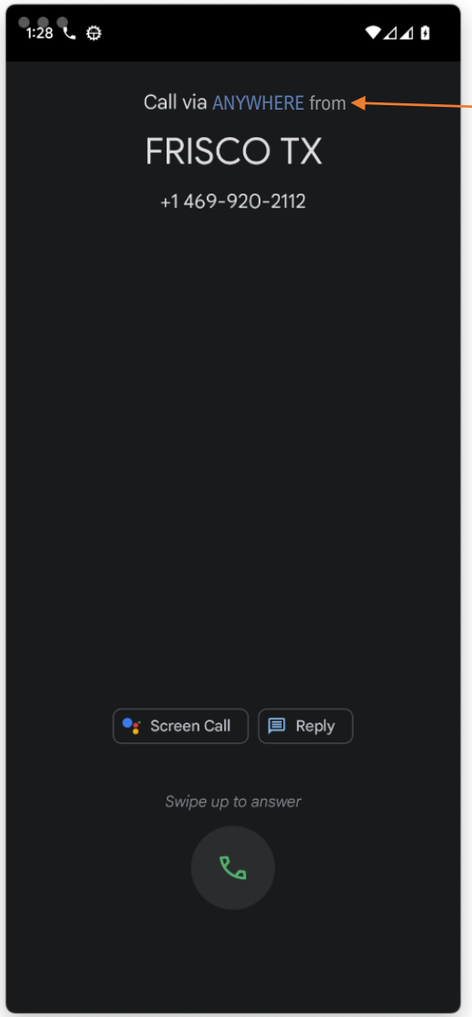
Google – Inbound Call



Receiving a call with ANYWHERE:

1. The alerting screen for an inbound call will display the line label corresponding to the line that is ringing. In this case, the device will show “Call via ANYWHERE” to indicate that the call is on the ANYWHERE line for your iPECS Cloud number.
2. Answering the call transitions the display to the in-call screen. Here, the same office building icon is shown, indicating that the active line

NOTE 1: The “Screen Call” function is supported with the Extend service.

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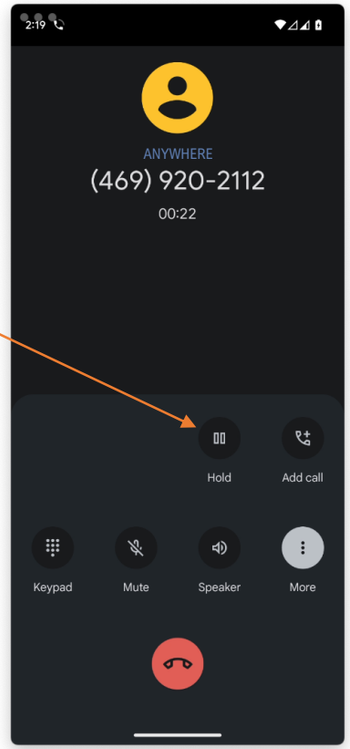
Google – Call Hold and Conference

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

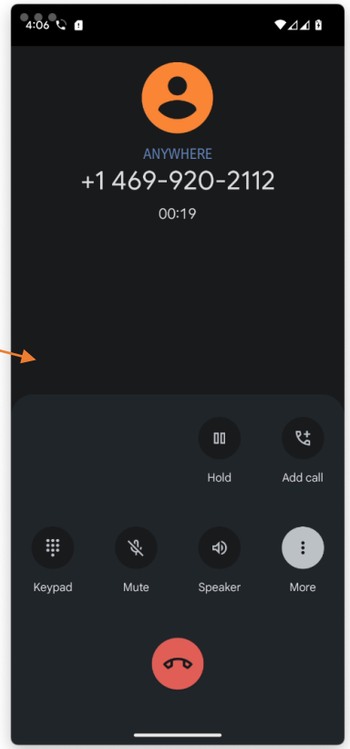
Call Hold

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



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 configured the device to ask for line selection for outbound calls. By default, the device will always use the primary/personal line unless you change the configuration to ask for line selection.
   Goto:
    a) Setting → Network & internet → Call & SMS → Calls (Make sure that “Ask every time” is selected).
4. Verify that you are using a supported Google device as referenced on slide 3 of this document.
5. If you continue to experience issues, you should contact your supplier immediately