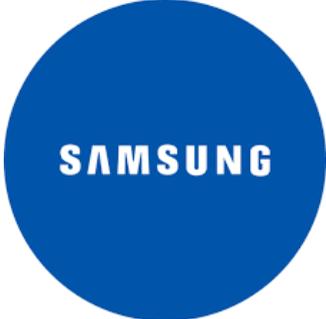


# ANYWHERE for iPECS Cloud



## Subscriber User Guide



SAMSUNG



# Samsung



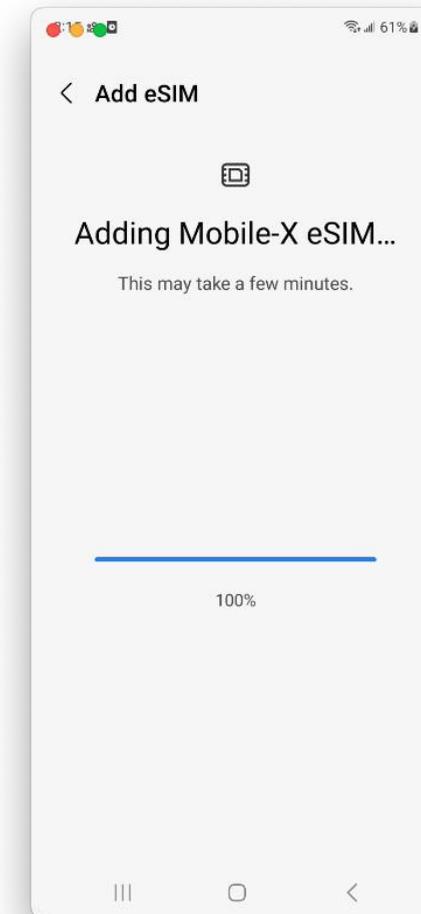
## eSIM Installation Steps

**\*\*NOTE\*\* Install steps should work for other ANDROID devices**



# Samsung – eSIM Installation Steps

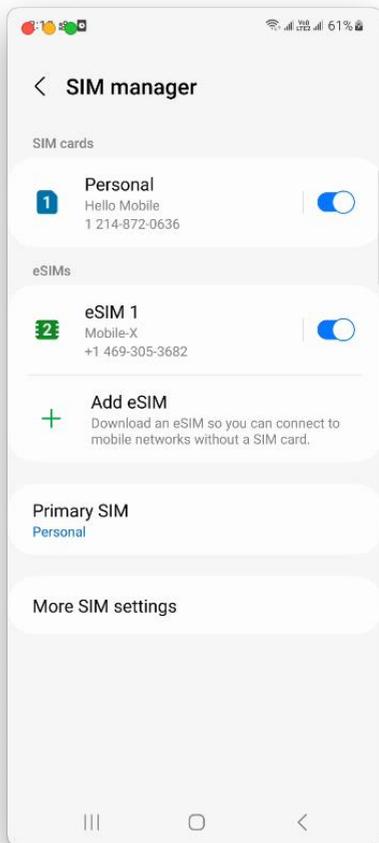
1. **Go to:**  
Settings → Connections → SIM manager
2. Select “**Add eSIM**”.
3. Select “**Other ways to add eSIMs**”.
4. Select “**Scan QR code form service provider**”.
5. Point the camera at the on-screen QR code to start the eSIM installation process.



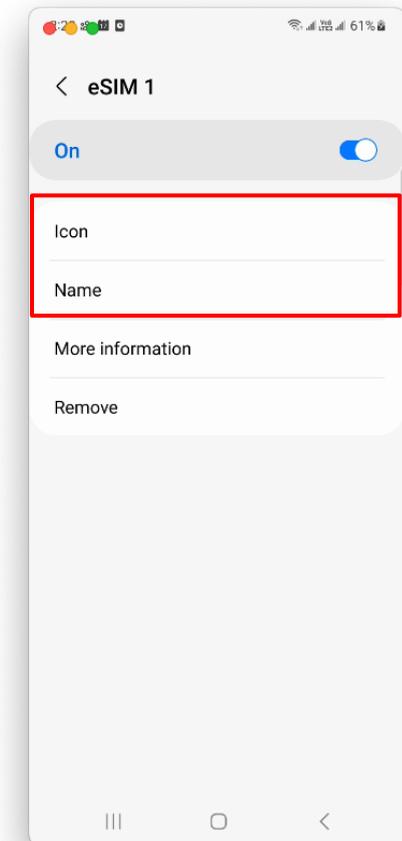
**\*\*IMPORTANT\*\* DO NOT use your mobile device's native camera application to install the eSIM.**

# Samsung – eSIM Installation Steps

6. Select “eSIM 1”



7. Select “Name” and enter “ANYWHERE”. Select “Icon” to choose an icon.



# Samsung

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## User Guide

**\*\*NOTE\*\* User guide instructions should work for other ANDROID devices**



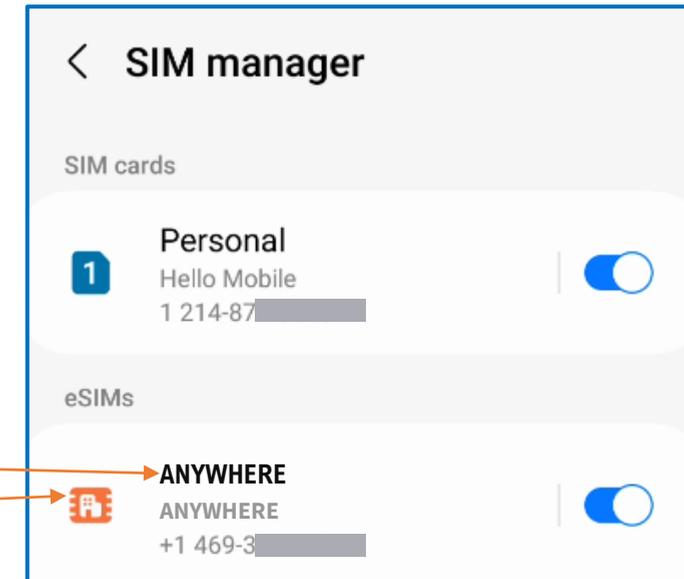
# Samsung – Outbound Call

Initiating a call using your ANYWHERE service on a Samsung 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”
- The icon associated with the Extend line has been set to the office build

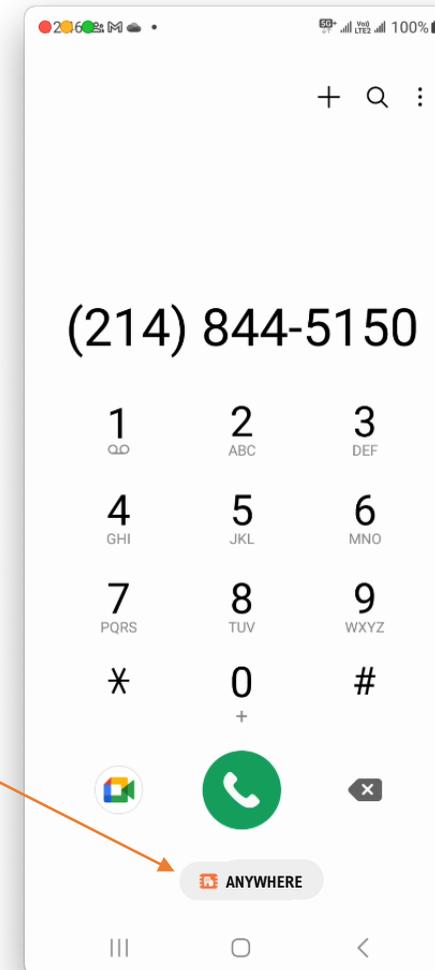


SIM Manager is found here: Settings → Connections → SIM manager

# Samsung – Outbound Call

## From the Keypad:

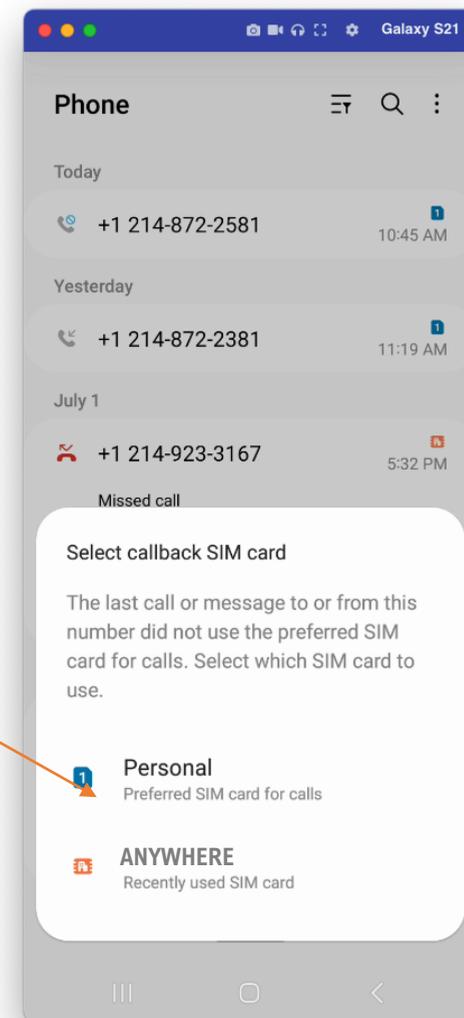
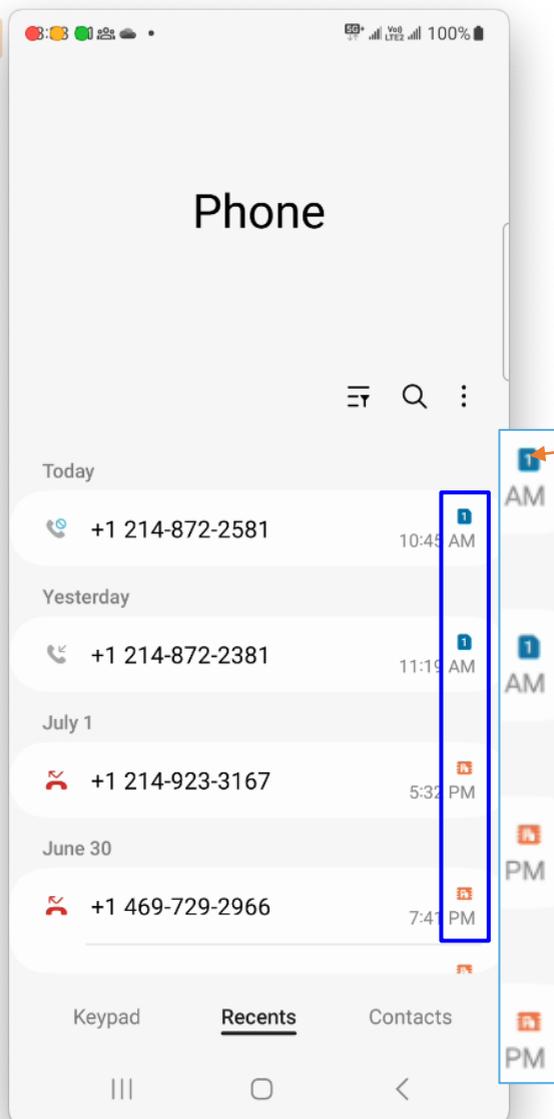
1. Go to the Keypad page within the native phone application and dial the number you wish to call.
2. A new button will appear at the bottom of the screen allowing you to toggle between the 2 available lines. Tap the button once to change to the ANYWHERE line.
3. Tap the call button to initiate the call using your Teams number and calling plan.



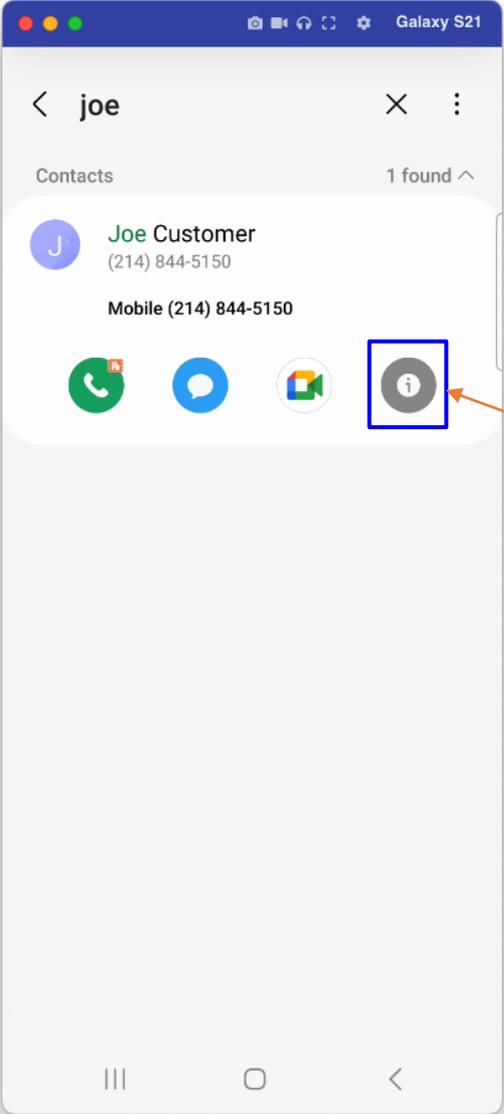
# Samsung – Outbound Call

## From 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 icon assigned to the line in the Settings (under “SIM manager”) will be displayed, indicating which line was used to make or receive the call.
3. Tap the desired entry from the list and select the call button to call the number back. A pop-up window will appear asking you which line to use for the outgoing call.
4. Tap ANYWHERE to make the call using your number, as defined in iPECS Cloud.

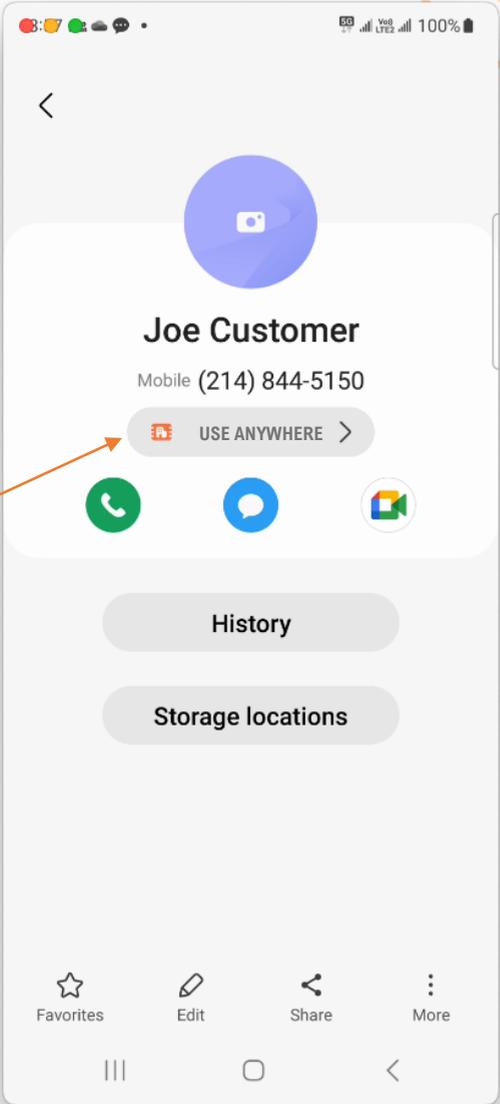


# Samsung - Outbound Call

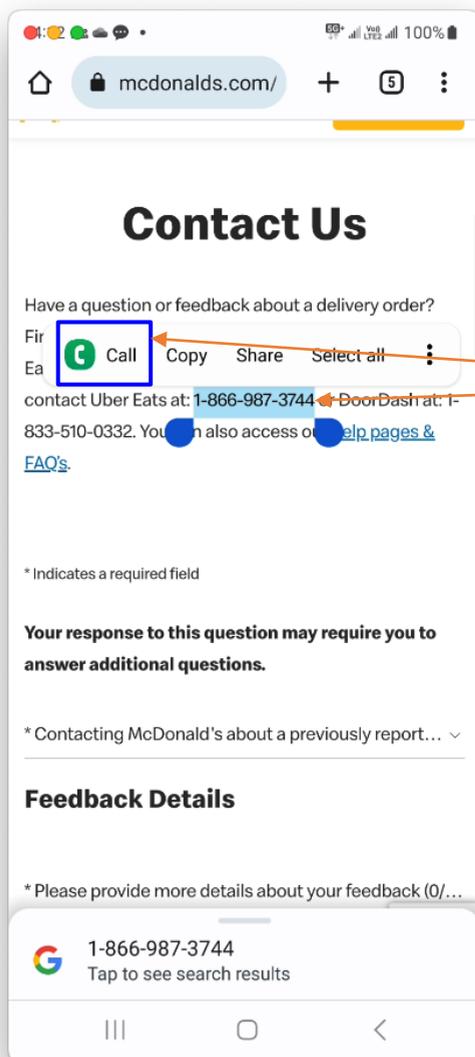


### From Contacts:

1. Go to the Contacts page within the native phone application.
2. Select an existing contact.
3. Tap the Info button.
4. On the contact details page, a new button will be available allow you to toggle the line associated with the contact. Tap the toggle once to change to the ANYWHERE line.

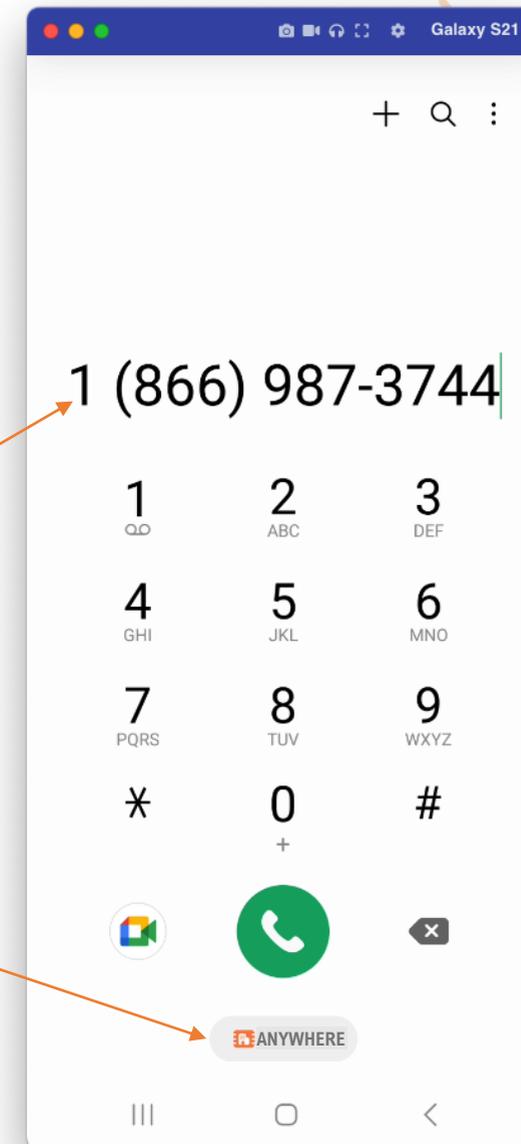


# Samsung – Outbound Call



## 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.
4. Tap the line toggle button once at the bottom of the screen to change to ANYWHERE.
5. Tap the call button to make the outgoing call using your Teams number and calling plan.

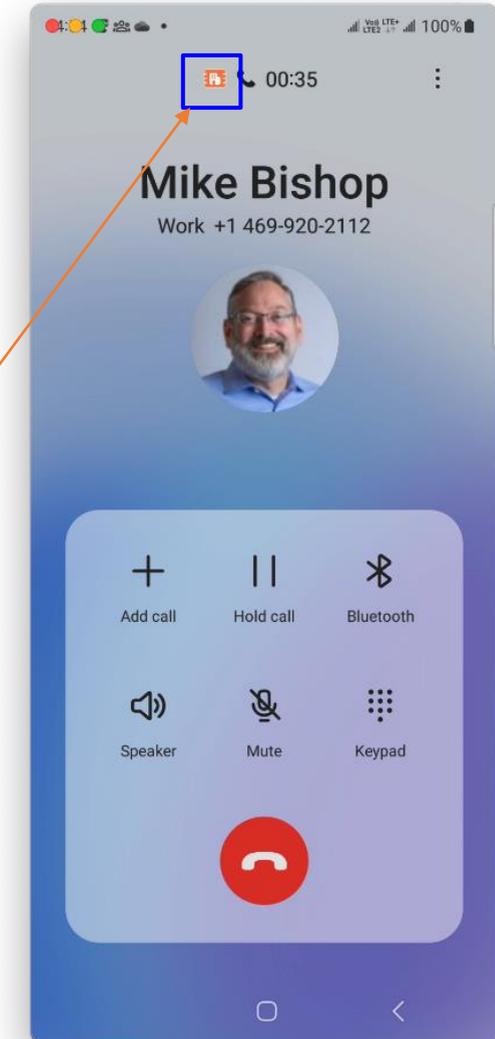


# Samsung – Inbound Call



## Inbound call on the ANYWHERE line:

1. The alerting screen for an inbound call will display the icon corresponding to the line that is ringing. In this case, the office building symbol indicates that the call is on the Teams line.
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.

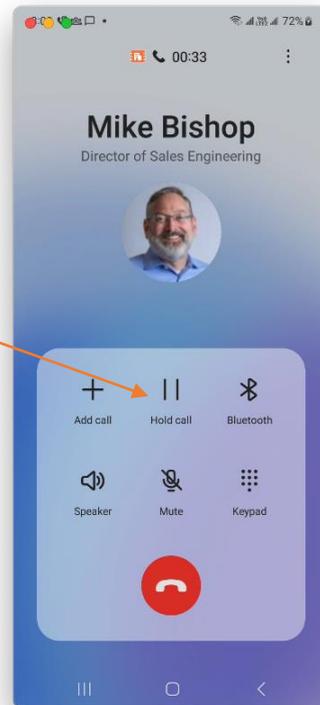


# Samsung – Call Hold and Conference

- 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 and 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.



# 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 → Connections → Mobile Networks → VoLTE call ANYWHERE ( Make sure the VoLTE slider is ON).
4. Verify that you are using a supported Samsung device.
5. If you continue to experience issues, you should contact your supplier immediately