

Dual SIM Experience

Apple iPhone



Dec 2022

This presentation provides a pictorial overview of the dual SIM experience on Apple iPhone. The device used to build this presentation is an iPhone Xs, there the menu items may vary on an iPhone 11 and 12.

The expectation is that the device is a personal device that has been enabled with business UC/voice services via the addition of a second SIM. The personal line/SIM of the device acts as the “primary” line in that provides data services along with personal voice and texting.

The secondary line facilitated by the Tango Networks’ Tango Extend SIM provides access to business calling and SMS using the user’s existing business number. This line is connected to the user’s enterprise UCaaS platform where it can leverage business calling services.

Below are the details of the 2 available lines on the iPhone Xs used in this presentation:

Primary Line

Usage: Personal

Carrier: AT&T

Provides personal voice and SMS

Primary data services

Secondary Line

Usage: Business

Carrier: Tango Extend

Provides business UC services

The following aspects of the iOS dual SIM experience are covered in this presentation:

1. Cellular line labeling
2. Setting Personal line as the primary data line
3. Setting the Default Voice line
4. Line selection on Keypad
5. Contact line association
6. Line designation in Recents

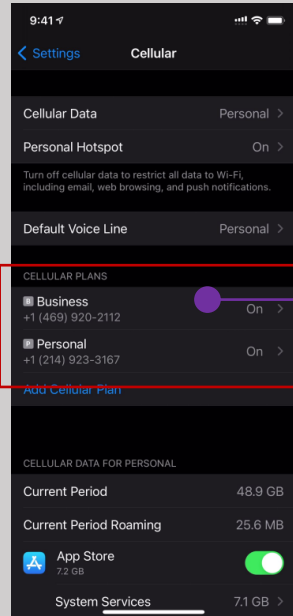
1. Cellular Line Labeling

In order to provide proper line distinction, it is necessary to assign a label name to each line. *Example: Personal and Business*

Using the Settings app, navigate to the following location:

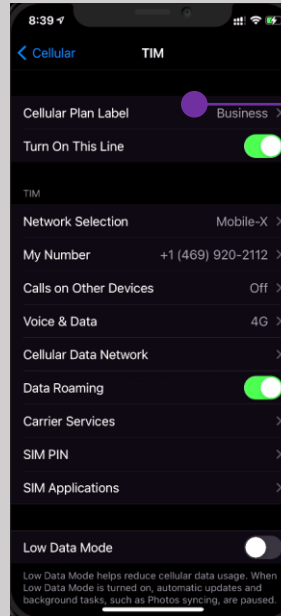
Settings → Cellular

In the center of the screen the 2 available cellular lines are shown as seen below.



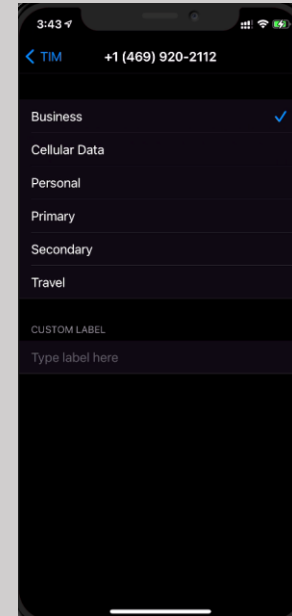
Tap the desired line

Next, the screen below will be shown.
Select the “Cellular Plan Label”



Tap Cellular Plan Label

Last, choose the desired label for the selected line or create your own using the “Custom Label” box at the bottom of the list.



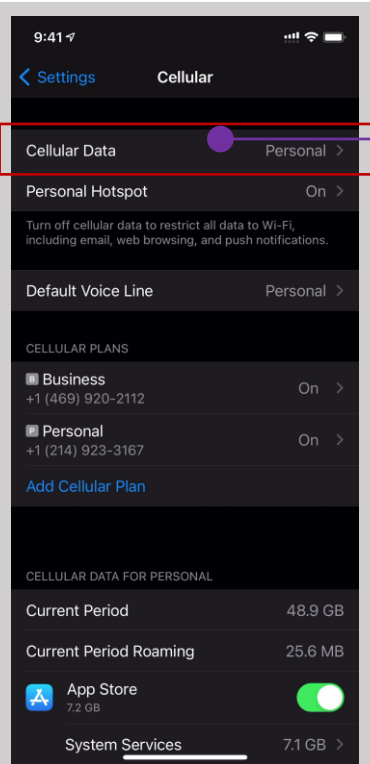
2. Setting Personal line as primary data

The second SIM of the personal device is focused on business voice service, therefore the primary line continues to provide cellular data service. Use these steps to verify that the Personal line provides cellular data service.

Using the Settings app, navigate to the following location:

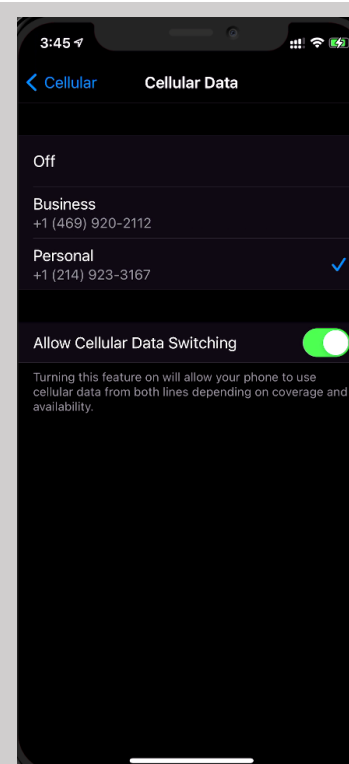
Settings → Cellular

Select “Cellular Data” at the top of the list.



Next, verify that the line associated with your personal mobile number is selected.

Also, enabled the “Allow Cellular Data Switching” feature. This feature allows the device to use data from both line depending on coverage and availability.



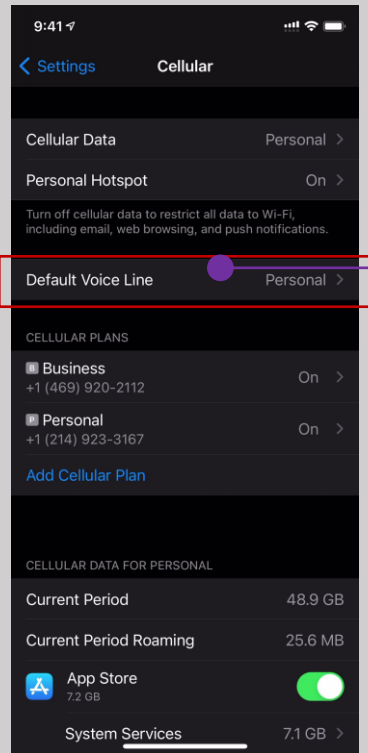
3. Setting the Default Voice Line

As an end-user of the device, you can specify which line you prefer by default for voice services. This applies to call made from the keypad, emails, webpages, or from within an app (ex. Google Maps). Typically, this is the personal line.

Using the Settings app, navigate to the following location:

Settings → Cellular

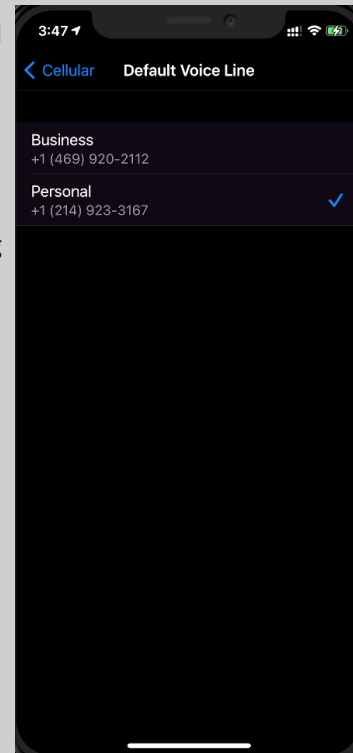
Select “Default Voice Line”.



Next, choose the line that will act as the primary voice line of your mobile device.

This setting specifies the line that will be used when initiating calls in the following manner:

- From the keypad
- By tapping a number in an email or webpage
- By tapping a number from within a navigation app (Google Maps, Apple Maps, etc)



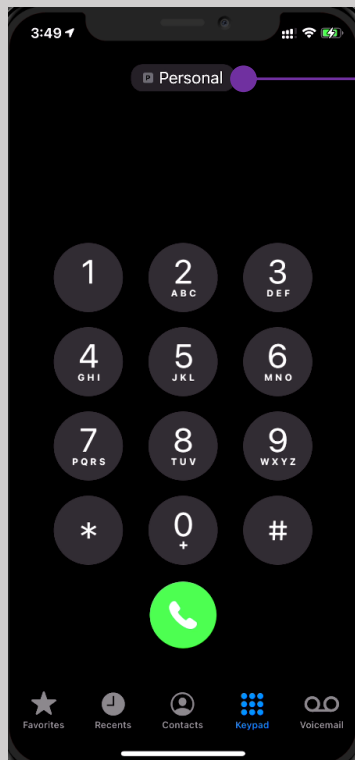
4. Line Selection on the Keypad

When placing a call from the keypad of the iPhone's native Phone app, it is now possible to choose which line you would like to use for placing that call. A new button is available at the top of the screen for making that selection.

Open the native iPhone Phone app, then select the Keypad icon at the bottom of the screen.

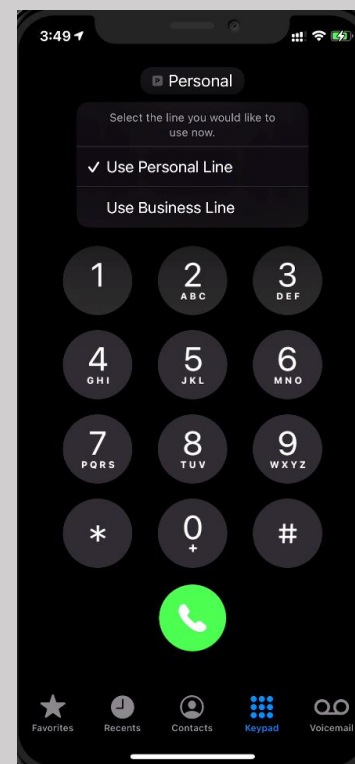
You will notice a new button at the top of the screen that indicates the currently selected line.

The line selected by default is controlled by the "Default Voice Line" configuration shown on the previous page.



Tapping this button displays a pop-up menu allowing you to change the line for making the outbound call.

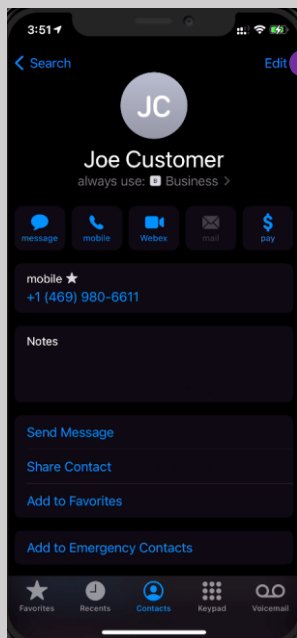
Selecting the Business line and then making a call will result in a business call facilitated by the enterprise UCaaS platform (PBX).



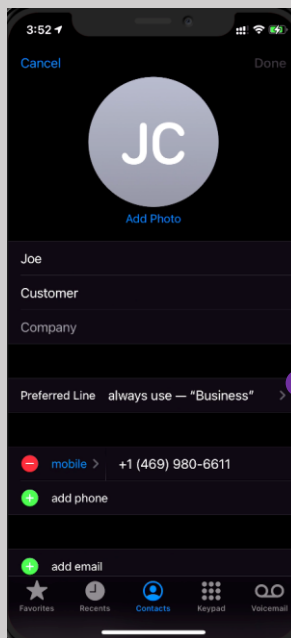
5. Contact Line Association

It is now possible to assign a specific line to a contact so that the preferred line is always used when calling that person.

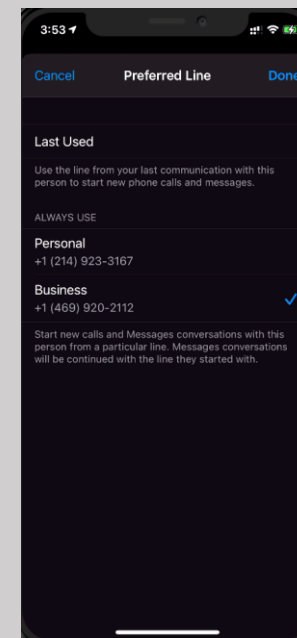
Open the Contact app and find the user that you would like to associate with a particular line.



Next, in the middle of the screen, tap the "Preferred Line" label.



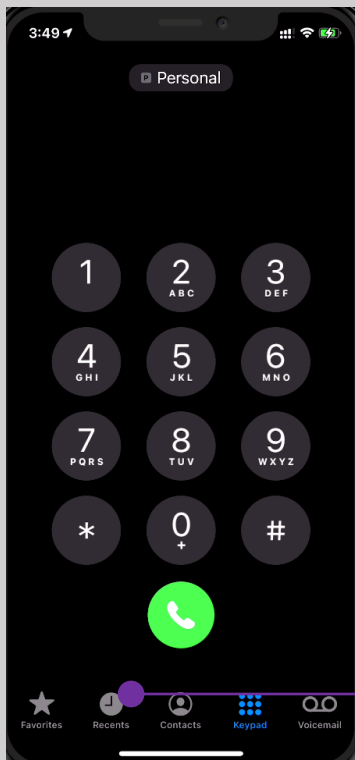
Last, choose the desired line that you would like to associate with this particular contact. This is the line that will be used when calling this person from the Contacts list.



6. Line Designation is Recents

The Recents list within the iOS native Phone app provides an ongoing call log of all incoming and outgoing calling activities. With dual cellular lines, the Recents list will include the first letter of the line label to maintain line association.

Open the native iPhone Phone app, then tap the Recents icon at the bottom of the screen.

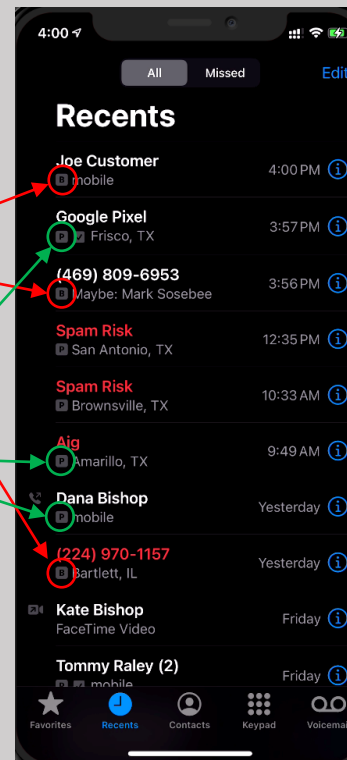


Notice the same capitalized letter corresponding to the first letter of the individual line label names.

Business Calls

Personal Calls

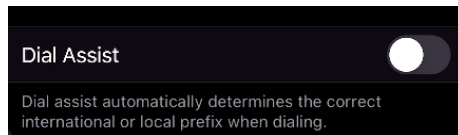
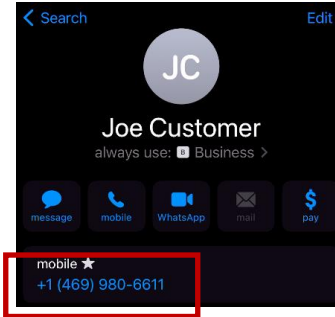
Tapping an entry from the Recents list will initiate an outbound call using the indicated line.



Other Recommendation for Success

We recommend the following best practices on an iPhone with our Tango Extend service.

1. Always use International format when adding phone numbers to a Contact.



2. Disable the Dial Assist feature under Settings → Phone: