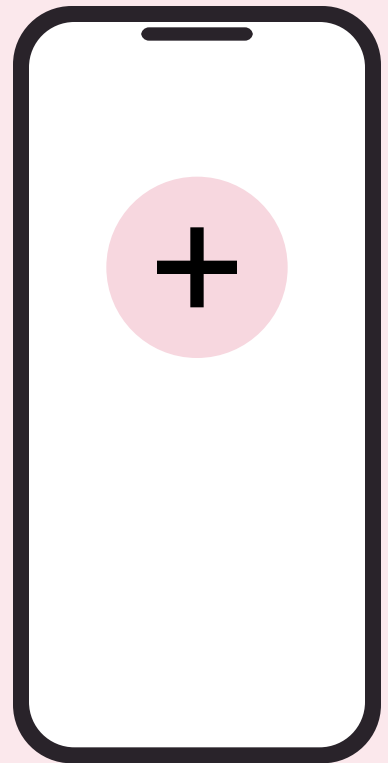


Add a Second Business Number to Your iPhone

Use an eSIM to keep business calls and direct client texts separate from your personal number - without carrying a second phone.

iPhone

eSIM



Use this number for personal business communication

Keep automated or promotional campaigns inside your approved text marketing platform.

Before You Begin

A quick check now prevents activation problems later.

1

Compatible iPhone

Most iPhone XS, XS Max, XR or later models support eSIM. Availability can vary by country or region.

2

Unlocked device

If you plan to use a different carrier, confirm that your iPhone is unlocked. Go to Settings > General > About and look for Carrier Lock.

3

Carrier plan

Ask your mobile carrier for a new line and a new phone number - not a replacement for your current number.

4

Wi-Fi connection

Connect to Wi-Fi before activation. Your carrier may activate the plan automatically, provide a QR code or use its app.

What to ask the carrier

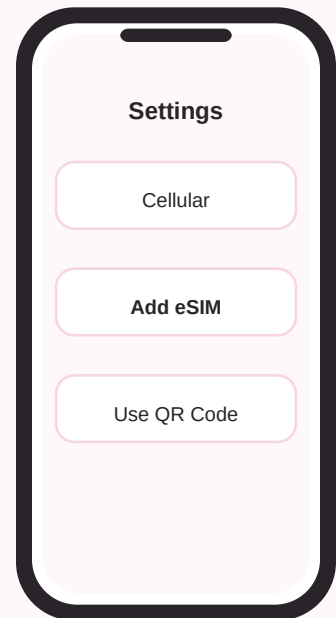
"I want to add a second line with a new phone number to this iPhone using eSIM. I want to keep my current number active."

Add the eSIM

Your carrier determines which activation option appears.

On your iPhone

- 1 Open Settings.
- 2 Tap Cellular.
- 3 Tap Add eSIM or Set Up Cellular.
- 4 Follow the option supplied by your carrier: Carrier Activation, QR Code, carrier app or manual details.
- 5 Wait for the new line to activate, then make a test call.



Important

Do not choose an option that transfers or replaces your existing personal number. You are adding a new line with a new number.

If activation fails, contact the carrier that issued the new line. Apple does not control carrier provisioning.

Label and Configure the Lines

Clear labels make it much harder to call or text from the wrong number.

1 Label the new line BUSINESS

Go to Settings > Cellular > tap the new number > Cellular Plan Label. Choose Business or enter your own label.

2 Choose the default voice line

Go to Settings > Cellular > Default Voice Line. If most business calls are made from this phone, choose Business. You can still switch lines before an individual call.

3 Keep cellular data on your preferred plan

Go to Settings > Cellular > Cellular Data. The business line does not need to provide mobile data unless you want it to.

Optional: assign a preferred line to important contacts

Open the contact, tap the current preferred cellular plan and choose Business. iPhone will remember that selection for future calls.

Use the Business Number

Always check the line label before contacting a client.

Make a business call

In Phone, enter the number. Tap the line shown near the top of the screen, then choose Business before placing the call.

Send a direct text

In Messages, start a conversation and confirm that Business is selected as the sending line. iPhone generally remembers the line used for that contact.

Recommended setup

- Record a professional voicemail greeting for the business line.
- Save both partners' business numbers in company contact materials.
- Test incoming calls, outgoing caller ID, voicemail and SMS before publishing the number.
- Use the line for individual client conversations - not automated or bulk promotional texts.

Keep the two lines easy to recognize

The Phone, Messages and Contacts apps display the labels you created. Pause and check for BUSINESS before starting a new client conversation.

Forward Calls Later

A business eSIM can grow with the business.

When you hire an assistant

You may be able to forward incoming calls from the business line to the assistant's number. Carrier availability and fees vary.

Settings > Apps > Phone > Call Forwarding > choose the Business line

Know the limits

- Call forwarding redirects incoming calls. It does not give the assistant access to the business text messages.
- Calls the assistant places from their own phone normally show their number, not the business number.
- Conditional forwarding - only when busy, unanswered or unreachable - depends on the carrier.
- You must be within cellular-network range when enabling iPhone call forwarding.

When to upgrade to a shared phone system

Consider a shared business-phone service when multiple people need to answer the same number, place outbound calls from it and share messages or call history.

Quick Checklist

Complete these checks before sharing the new number publicly.

- ☐ The new eSIM has its own new phone number.
- ☐ Both personal and business lines are turned on.
- ☐ The new line is labeled BUSINESS.
- ☐ An outgoing call displays the correct business number.
- ☐ A direct text sends from the business number.
- ☐ Incoming calls ring correctly.
- ☐ The business voicemail greeting is active.
- ☐ The number is used only for direct communication; marketing campaigns stay in the approved platform.

Apple references

Using Dual SIM with an eSIM: support.apple.com/109317

Set up eSIM on iPhone: support.apple.com/118669

Call forwarding: support.apple.com/guide/iphone/iph7405291c4/ios