

iPECS Cloud Mobile

User Guide

Using your iPECS Cloud Mobile SIM for the first time

Insert the SIM as normal. Ensure it is clean, the right way around and properly seated. The iPECS Cloud Mobile SIM will work in any unlocked mobile phone that supports 2G/3G & 4G. You do not need to manually select a mobile network – ask your system administrator if your SIM is not active.

SIM notifications

Depending on your device type, you may receive network notifications from time to time. This varies from device to device and is based on the device configuration.

Network and internet setup

The iPECS Cloud Mobile SIM supports 2G, 3G & 4G data services, provided your phone has internet capabilities. You may be prompted to select a carrier before you can set the Access Point Name (APN). If prompted with a list of carriers, select any from the list before manually configuring the APN. **(This list is predefined by the handset and does not cover all networks).**

You will need to set up the “APN”, or access point name. Select your phones settings for data and add “globaldata” as the APN and APN name. All other settings can be ignored.

Making and receiving calls

iPECS Cloud Mobile allows you have multiple, geographic or non-geographic phone numbers in addition to the mobile number assigned or ported from a previous service. One of these numbers is the primary number, which is the number seen by your contacts when you call them or send them an SMS. iPECS Cloud Mobile can receive calls on any of the other numbers once they are set up. Because iPECS Cloud Mobile is part of iPECS Cloud you may also receive calls to a hunt or ring group, or to and from internal extension numbers.

Transferring and diverting calls

iPECS Cloud Mobile allows you to transfer calls to other extensions within iPECS Cloud, or to external phone numbers.

To perform a blind (unannounced) transfer to a colleague in the office:

1. Dial ***26**
2. Dial the extension number you require
3. Hang up

To perform a screened (announced) transfer to a colleague in the office:

1. Dial ***82**
2. Dial the extension number you require
3. Announce the call
4. Hang up

NOTE: If you need to return to the original call the simply dial ** on your phone.

Voicemail

To access your iPECS Cloud voicemail just dial the access number. Voicemails can be forwarded to your email address.

Messages

You can send and receive SMS messages as normal. Message recipients will receive the message as if it has come from your iPECS Cloud Mobile primary phone number – whether this is a landline number or a mobile number. You can receive SMS messages as normal to your iPECS Cloud Mobile number. MMS and iMessage are not supported on iPECS Cloud Mobile.

Call recording

As iPECS Cloud Mobile is another extension on your iPECS Cloud platform any calls that you make can be set to record. Speak to your iPECS Cloud platform administrator for more information.

Roaming

The iPECS Cloud Mobile SIM can roam on UK networks, and internationally in most countries. Additional costs apply to roaming services. Contact your system administrator to enable roaming on the network. To setup roaming:

Android:

Settings > Network > Mobile Networks > Data Roaming (On/off)

iOS:

Settings > Mobile Data > Mobile Data (On/Off) > Mobile Data Options > 4G & Data Roaming (On/Off)

iPECS Cloud Mobile Reference

ICCID:

Main number:

Extension:

Hunt group:

VM email:

VM dial-in number:

Internet data APN: mobile data

Blind call transfer: *26 - dial number – hang up

Attended transfer: *82 - dial number & announce – hang up

Please start talking to your customers today about iPECS Cloud Mobile. For more information, please visit the [Pragma Partner Portal](#), speak to your Pragma Account Manager or alternatively reach out to our Product Manager, Andy Herring directly via either phone; 01903 927128 or 07843 3244955 or email; andy.herring@wearepragma.co.uk.