How to guide... iPhone set up

It's easy!

The aim of this information is to offer advice on how to set up your iPhone

Copying contacts from SIM card to the iPhone

Step 1

Go to Settings> Mail, Contacts and Calendars> Scroll down to Contacts and press 'Import SIM Contacts'.

Getting your Mobile Internet working

Step 1

Go to Settings> General> Network> Cellular Data Network> Enter the following:

APN: pepper

Username: leave blank

Password: leave blank

Internet use is chargeable, please refer to our tariff guide or www.jtglobal.com for further information.

WARNING Doing a software update will erase your Pepper Internet settings.

Setting up the voicemail button

Visual voicemail on the iPhone will ONLY work with certain UK networks and not in the Channel Islands. However, please follow the steps below to get normal voicemail working:

Step 1

Press the 'Phone' icon.

Step 2

Press the 'Keypad' icon.

Step 3

Key in the following: JT Message Manager Service
Jersey: *5005*86*00441534555555#
Guernsey: *5005*86*00441481818818#
then press the 'Call' key.

This will bind the voicemail retrieval number to the dedicated voicemail number icon, so that when you press 'voicemail' the iPhone will retrieve your voicemail messages.

If you have your own 'dedicated voicemail number' follow the same process above but enter:
Jersey: *5005*86*00441534
(your six digit dedicated voicemail number)#

Guernsey: *5005*86*00441481
(your six digit dedicated voicemail number)#

then press the 'Call' key.

Managing your call forwarding

To set up

** Function Code * Number to forward calls to, usually
Jersey: 00441534555555 #
Guernsey: 00441481818819 #
then press the 'Call' key.

To check the status

*# Function Code # then press the 'Call' key.

To cancel

Function Code # then press the 'Call' key.

To cancel all call forwarding

002 # call then press the 'Call' key.

Function Codes

61 Forward calls on no reply.
62 Forward calls when not reachable.
67 Forward calls when your number is in use.
21 Forward ALL calls.

WARNING Doing a software update will erase your dedicated voicemail number settings.

Email set up

NB – Joe Bloggs is an example username for the purpose of these instructions, please replace with your name.

Step 1

First, ensure your Mobile Internet is set up and working, or that you have Wi-Fi access. The iPhone is automatically configured for Gmail, iCloud, Yahoo and AOL. To set up alternative email accounts, to those previously listed, press 'Other' and simply follow the instructions. Some accounts may require additional settings – please refer to your email provider for assistance.

Step 2

Go to: Settings> Mail, Contacts, Calendars> Add Account, Other.

Step 3

Input your information.
Name: Joe Bloggs
Address: joebloggs@emailaddress.com
Password: ****** (Your email account password)
Description: joebloggs@emailaddress.com
Please refer to the POP or IMAP settings from the support area of your email providers website.

If you need to report a problem, or need further help with your mobile, please go to **www.jtglobal.com/help**

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