Introduction

Soft Dialer is a new feature from In-Voice which makes our services really easy to use from your Nokia E51 handset.

- **Call at our low international rates** using Callback or Local Access numbers **in one step**, the phone does the rest for you – dial from your phone book, call history, or just enter the number.

- **Make calls using the Internet** (VoIP) – **In-Voice Mobile** will set it up for you, and you can use our helpful menus for managing your network access points), over WiFi (wireless) or cellular (3G).

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Installation

To set up Soft Dialer on the Nokia E51 handset, send an email to support@in-voice.com including the following information:
- Name
- IR Number
- In-Voice Account Number
- Local mobile number on the Nokia E51 handset, which will be used to receive the SMS provision
- Country name

Our technical team will send an SMS to the local mobile number you provided. Simply follow the instructions in the SMS.

TIP + If you want to use Internet calls, make sure you click on VOIP Activation button on the web site www.in-voice.com first

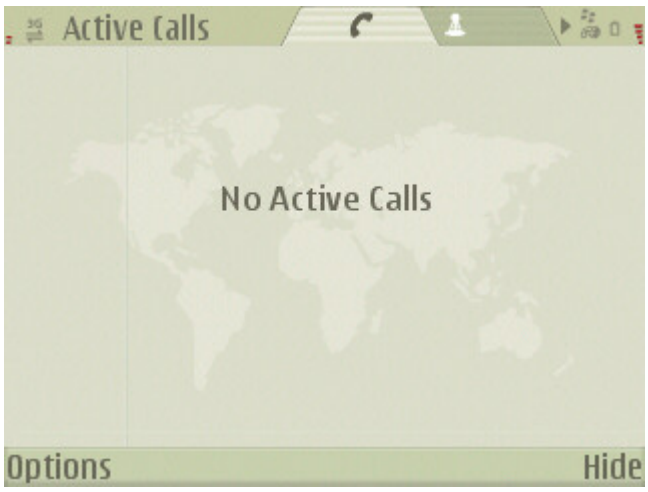
Accessing Invoice Mobile

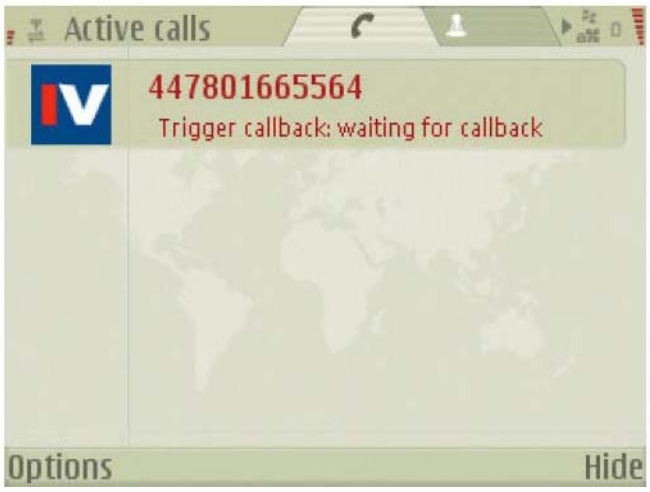
Soft Dialer will pop up whenever it assists you with making a call. If you want to access it otherwise, perhaps to change the way it handles calls for you:

Use the **In-Voice** shortcut on your standby screen (if you chose this during installation). Otherwise, go to **Installations** from the phone's main menu, and click on **In-Voice**.

In-Voice Screens

In-Voice has two screens - the **Active Calls** screen:





and the **Managed Networks** screen:



The **Active Calls** screen is used to select the type of cellular call to make when dialing international numbers, and to display the status of calls made using **In-Voice**.

The **Managed Networks** screen is used to manage internet access points (Wifi and cellular, e.g. 3G), and to enable and disable VoIP registration over these access points.

Start-Up Soft Dialer

Soft Dialer will start up automatically after installation, or when the phone is powered up.



In-Voice running
(note the small symbol in the bottom centre of the screen;
layout may vary dependent upon model of phone)

If for any reason you chosen to shut down **Soft Dialer**, you can start it up again whenever you want. Use the **In-Voice** shortcut on your standby screen (if you chose this during installation). Otherwise, go to **Installations** from the phone's main menu, and click on **In-Voice**.

However you start up **Soft Dialer**, it will remember any settings you made last time you used it.

If you power down the phone with **In-Voice** running, **In-Voice** will start up automatically when the phone is powered up. However, if you shut down In-Voice before powering-down the phone, **In-Voice** will not start up automatically - it is up to you to start **In-Voice** when you wish..

Shut Down Soft Dialer

Soft Dialer can normally be left running all the time, it will not interfere with anything you want to do on your phone..

If for any reason you choose to shut down **Soft Dialer**, use the **In-Voice** shortcut on your standby screen (if you chose this during installation) - otherwise, go to **Installations** from the phone's main menu, and click on **In-Voice**. Then, click on **Options** and select **Exit.**



In-Voice not running

Choosing the Type of Call

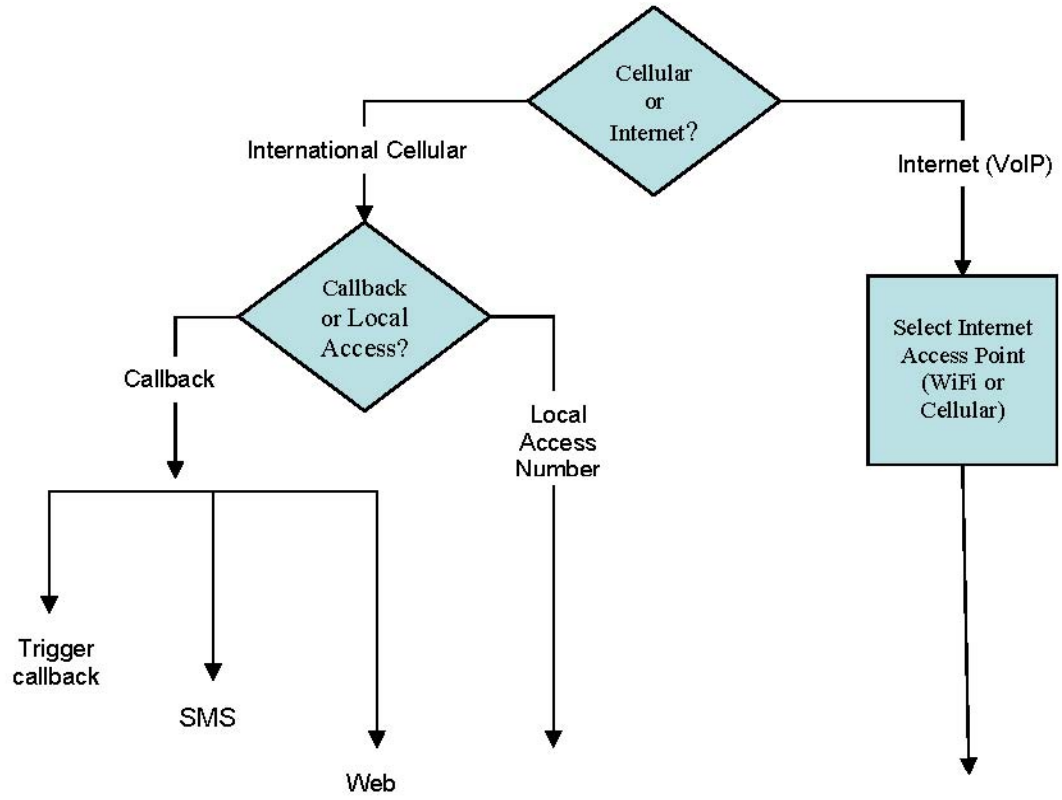
Soft Dialer supports several ways of setting up calls and saving you money. However, we cannot give a simple answer to which method is best for you – this depends on which country you are calling from, your cell-phone contract and availability and cost of a local WiFi internet connection.

- If the internet connection to your phone (WiFi, 3G) is free, or you are not charged extra for data usage, Internet calls (VoIP) are a good option – whether you are making a national or international call.

- Otherwise, for international calls, consider callback or using a local access number. We refer to these calls as cellular, as they use the normal cellular network for the local connection to your phone – although the international part of the call is carried by the In-Voice network, not your cell-phone operator's network.

Please check the In-Voice web site (www.in-voice.com) for details of charges, together with your cell-phone contract. Beware of roaming charges if you travel outside the country where you have your contract – consider using a local SIM card, or triggering callback to a local phone.

The good news is that all of these types of call are easy to make – once you select the method, just dial the number you wish to call! Details in the next two sections.



Using In-Voice for making Low Cost Calls

Notes

+ The Nokia phone also supports **Video calls**. These are not handled by **Soft Dialer** so are not discussed in this document.

+ When the Nokia phone menus refer to **Voice** or **Internet calls**, this means **Cellular** or **Internet (VoIP)** calls.

Callback and Local Access Number

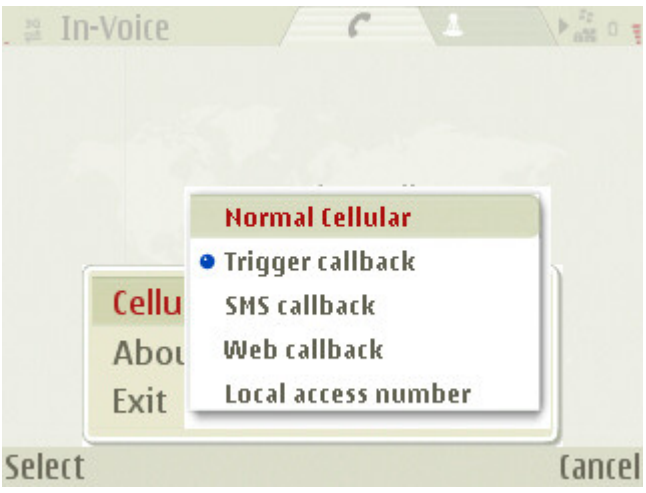
Setup:
Step 1: From the **Soft Dialer** Options menu, select how you want to make international calls – select the method you wish to use:

```
Options
  Cellular international calls
      Normal cellular
      Trigger callback
      SMS callback
      Web callback
      Local access number
```

If you select **Normal cellular**, then In-Voice will not intercept cellular calls that you dial.

If you select one of the three **callback** methods, or **Local access number**, then **In-Voice** will check any cellular call that you make. If it is an international call, **In-Voice** will intercept the call and set up a low-cost call to the same destination using the method you have chosen. (National calls are never intercepted, as this would not save you any money).

When you opne the menu again, the method you previously selected will be highlighted as shown (in this case, **Trigger callback**).

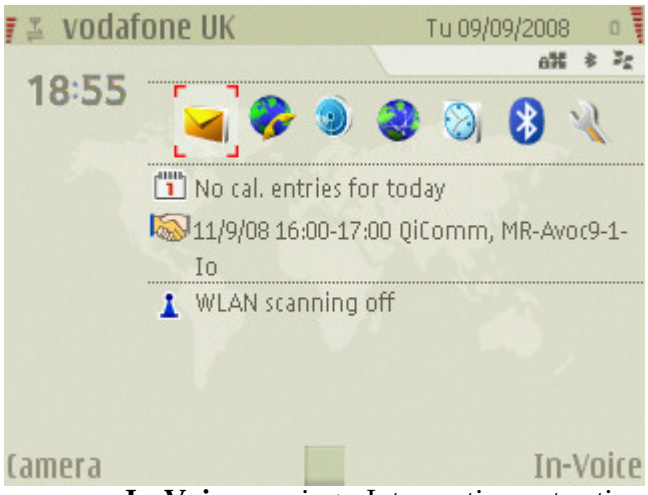


Step 2 (optional): If the **Default call type** to be **Internet** (in the Nokia **Menu** > **Tools** > **Settings** > **Call** menu), you might like to change it to **Cellular** (otherwise, if VoIP is enabled, make sure you select **Call** > **Voice** call each time you make a call).

After you set up the method of your choice, select **Hide** – you will return to the standby screen, and In-Voice will stay in the background until you make a call. You can see that In-Voice is running (and if interception is active) by a small icon in the centre of the standby screen:



In-Voice running - Interception active
(note the small IV symbol in the centre bottom of the screen)



In-Voice running - Interception not active
(note the small grey symbol in the centre bottom of the screen)

Calling:
Call the international number you wish to reach (you can use a number from your **Contacts**, **Dialled numbers**, **Received calls**, **Missed calls** or just key in the number). If your **Default call type** has been selected as **Cellular**, just press the **Send** key, otherwise press **Options** > **Call** > **Voice call**.

Trigger callback: Your phone will automatically dial the trigger number for you and hang up. Then a callback will come to your phone, get answered automatically, and the digits you dialled will be sent.

(You will not incur any charges above the In-Voice callback charges, unless you pay for incoming calls, e.g. when roaming.)

SMS callback: An SMS (text message) will automatically be sent, which will trigger a callback to your phone. The callback will be answered automatically, and your destination will be called automatically.

(You will be charged for one text message by your cellphone operator, unless text messages are included in your contract.)

Web callback: A web request will automatically be sent over the internet, which will trigger a callback to your phone. The callback will be answered automatically, and your destination will be called automatically.

(You need an internet connection to set up this type of call, but only a few bytes of data are sent over the internet.)

Local Access Number: The Local Access Number for the country from which you are calling will be automatically dialled. When it answers, your destination will be called automatically.

(You pay for a call to this local number in addition to the In-Voice charges.)

The progress of the call is shown on the screen.

Notes

+ For the callback charges, see the In-Voice web site, www.in-voice.com. Of course, all types of callback will cost more if you pay for incoming calls, e.g. when roaming.

+ The callback will come to the number set in the In-Voice web site. If this is not your cell phone, you will have to answer the callback yourself. If you use **Trigger callback**, you will then have to dial the digits. For SMS and Web callback, the digits will have been sent in the text message or web request, so just answer the callback and wait for the number to be connected..

+ Setting up the call is usually quicker than if you enter the digits yourself, but might seem to take longer because you don't have so much to do yourself. Please be patient.

Internet Calls (VoIP)

You can make internet calls if you have enabled VoIP fro your account on the In-Voice web site (www.in-voice.com), and you have internet access from your phone using a WiFi or cellular (e.g. 3G or GPRS) network access point.

Setup

Use the **Manage Networks** screen to select the networks you wish to use for VoIP calls.



Select **Add Networks** to see a list of available networks. WiFi networks are shown with the symbol .

cellular (e.g. 3G and GPRS) are shown with the symbol 

From the list shown, select the network or networks corresponding to the access points you wish to use for VoIP (make sure that the VoIP checkbox is selected). If you select a WiFi access point, enter the key if it is a protected network.

The order of networks in the list determines which will be used to attempt register with the In-Voice VoIP services, starting from the top of the list and working downwards.

You can change the order by scrolling down the list, and selecting **Move Up** or **Move Down** from the Options menu.

Finally, use the options menu to **Enable VoIP**. In-Voice will attempt to register with the server.

Troubleshooting

If the registration fails, check your internet connection using the same access point using the web browser built into the phone.

If the internet connection is OK, and you are using a WiFi access point, check that VoIP is supported on that network – some providers block VoIP calls. If you have a

laptop, download the VoIP client from the In-Voice web site and test VoIP calls using the same access point.

If you still have trouble with VoIP registration, please contact Support (see next section).

Calling

To make a call using VoIP, make sure that your phone is registered with the In-Voice VoIP service (see ***Setup*** above).

If the **Default call type** is set to **Cellular** (in the Nokia **Menu** > **Tools** > **Settings >** **Call** menu), you might like to change it to **Internet**.

Now call the number you wish to reach (you can use a number from your **Contacts**, **Dialled numbers**, **Received calls**, **Missed calls** or just key in the number).

If your **Default call type** has been selected as **Internet**, just press the **Send** key, otherwise press **Options** > **Call** > **Voice call**.

+ National as well as international calls can be made using VoIP, and both can save you money if the calls are not included in your call bundle.

+ The Nokia phone controls whether VoIP or cellular calls are made when you use the **Send** key.. Emergency calls should always be made using the cellular network if available. However, beware that the phone may also attempt to call any number over VoIP, even a service number like the voicemail access code. Make sure you dial such numbers over the cellular network.

Support

If you experience any problem, please make a note of the following:

- Type of phone you are using
- Your In-Voice account number
- The number you were trying to call, and the country you were calling from
- The type of call you were trying to make.
- The exact nature of the problem, including any messages on the screen.

You can email us at support@in-voice.com.