

User Guide

For Spokn on BlackBerry



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TABLE OF CONTENTS

1. About this Guide	1
1.1. Intended Audience.....	1
1.2. Conventions Used.....	1
2. Getting Started	2
2.1. Overview	2
2.2. Technical Requirements.....	2
2.3. Installing Spokn	2
2.4. Signing Up for Spokn	2
2.5. Launching Spokn	2
2.6. Configuring Spokn Call Screen.....	2
3. Managing Calls	4
3.1. Making Calls	4
3.2. Making Calls Directly from the Address Book.....	6
3.3. Receiving Calls.....	6
4. Managing the Call Log	7
4.1. Viewing the Call Log	7
4.2. Searching Contacts.....	7
4.3. Reloading Search Index.....	8
5. Miscellaneous	9
5.1. Viewing the About Screen	9
5.2. Checking for Updates	9
5.3. Viewing Spokn Help	9
5.4. Purchasing / Recharging Credits.....	9
5.5. Feedback / Support	9
5.6. Exiting Spokn	9
5.7. Uninstalling Spokn.....	9
6. Support Details	10

1. About this Guide

This user guide serves as a handy reference while using the Spokn application on your BlackBerry phone. The various features and functionalities of the application have been explained in this guide with the help of appropriate screens and descriptions.

1.1. Intended Audience

This guide is intended for all BlackBerry users who have the Spokn application, and want to know about the features of the application. This guide is organized into logical sections that help you to familiarize with the application.

1.2. Conventions Used

Throughout this guide, we will refer to additional information in the following way:



An additional point that needs attention.

2. Getting Started

This section provides essential information that will enable you to get started and familiarize with the application.

2.1. Overview

Spokn is an Internet telephony service that works all the time, whether you are online or offline, on laptop or mobile, traveling or at home. Using the Spokn application on your BlackBerry phone, you can make calls over the PSTN network at very low rates.

2.2. Technical Requirements

To use Spokn on your BlackBerry phone, you need the following:

- A BlackBerry phone with Internet capability
- A Spokn ID

2.3. Installing Spokn

The Spokn application can be installed through Over-the-Air (OTA) Download. Visit <http://m.spokn.com> for more information.


2.4. Signing Up for Spokn

You need to sign up for the Spokn service and acquire a 7 digit Spokn ID in order to use the application.

To sign up for Spokn:

Go to www.spokn.com and follow the instructions on the Web site.

2.5. Launching Spokn

From the Home screen of your BlackBerry phone, select the  icon from the list of applications. The application is launched and Spokn settings screen is displayed.

2.6. Configuring Spokn Call Screen

To configure the Spokn Call screen:

1. In the Spokn settings screen, enter the Spokn ID and password in the respective fields.
2. Enter your BlackBerry mobile number (prefixed with the country code) in the **Your phone number with country code** field.



When you launch the application, Spokn automatically detects your BlackBerry mobile number and displays it in the **Your phone number with country code** field. If the number is not displayed in the field, then you need to enter it.



Figure 1: Spokn Settings Screen

3. Navigate to **Menu → Save**. Spokn saves the settings and displays the Call screen along with the call log. You can start making calls or search contacts from the Call screen in the similar way as BlackBerry's default phone application.

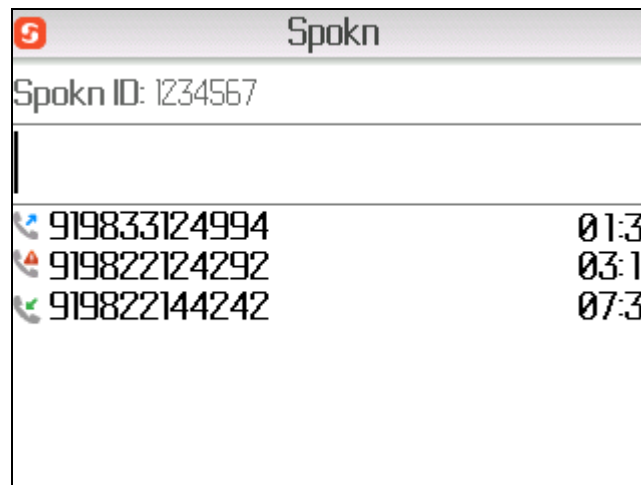


Figure 2: Call Screen

3. Managing Calls

Spokn interface for dialing a number and performing a quick search is similar to BlackBerry's default phone application. You can perform these operations in Spokn in the same way as you would from your BlackBerry default phone application.

3.1. Making Calls

When you place a call from your BlackBerry phone using Spokn, the following process takes place:

1. A secure request is initiated to the Spokn service to setup the call.
2. The Spokn service first dials your BlackBerry number.
3. You receive a call from the Spokn service and your contact's number is displayed on your phone.
4. You need to answer the incoming call in order to continue.
5. After you answer the call, Spokn calls your contact's number.
6. Your contact receives a call from your BlackBerry number like a regular phone call.

To make calls:

1. Dial the appropriate phone number (prefixed with the country code) using the phone keypad.

OR

Select the appropriate number from the Call Log.

OR

Perform a quick search for the contact in the Call Log and select the appropriate contact.

2. Press the **Call** button on the phone keypad or navigate to **Menu → Call**.



When you dial numbers on the phone keypad to perform a quick search, the application matches the contact's name and number even though it displays digits in the quick search text box.

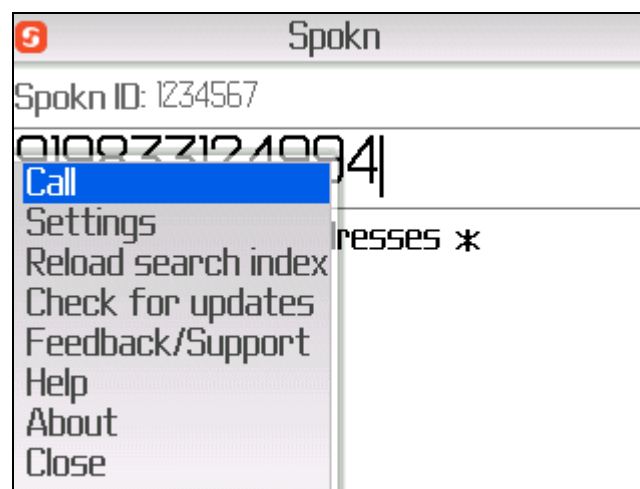


Figure 3: Making a Call

3. A secure request is initiated to the Spokn service to setup the call. The following screen is displayed.

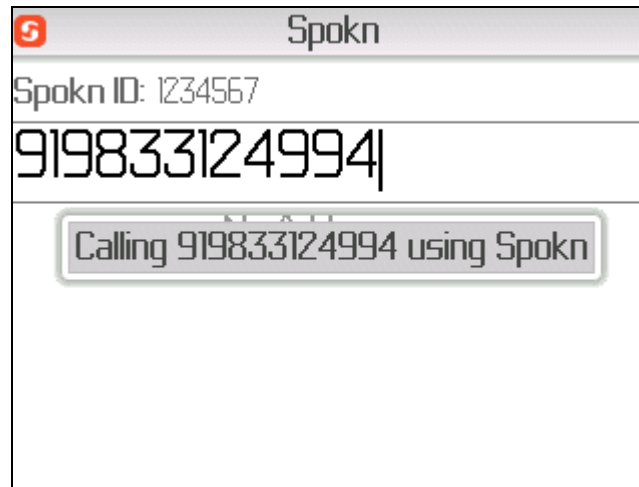


Figure 4: Making a Secure Request

- 4. The Spokn service first dials your BlackBerry number and displays the following screen.

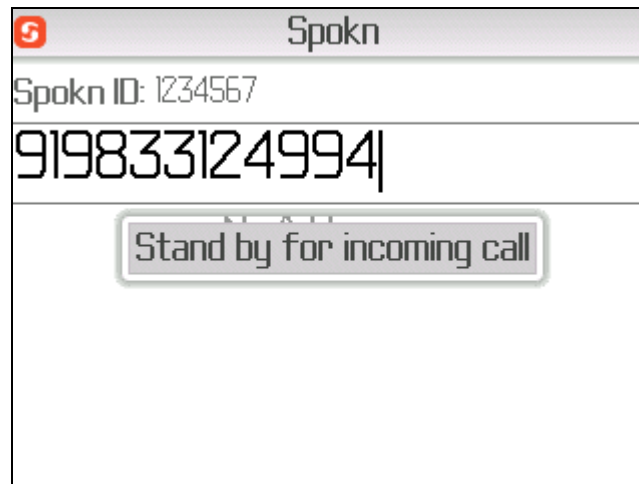


Figure 5: Spokn Dials your BlackBerry Phone Number

- 5. You receive a call from the Spokn service and your contact's number is displayed on your phone. You need to answer the incoming call in order to continue.



Figure 6: Incoming Call with the Dialed Number

- After you answer the call, Spokn calls your contact's number. Your contact receives a call from your BlackBerry number like a regular phone call. From the Call screen, you can select the **Ignore** button to disconnect the incoming call. At the end of the call, the call details are added to the Call Log.

You need to have sufficient credits in your Spokn account while making calls to Spokn as well as non-Spokn users.



When you call a non-Spokn user using Spokn, you are charged for 2 Spokn calls (only when you answer the incoming call). The first one for the incoming call received from the Spokn server and the second one for the number that you dialed.

When you call a Spokn number, the application charges you only for the incoming call received from the Spokn server (only when you answer the incoming call). However, the second call i.e. the Spokn to Spokn call is absolutely free.

3.2. Making Calls Directly from the Address Book

You can use the **Call using Spokn** option to make a call directly from the phone address book. The **Call using Spokn** option is available only when you enter and save details in the Spokn settings screen.

To make calls directly from the address book:

- With the BlackBerry address book displayed, select the contact to whom you want to call.
- Navigate to **Menu → Call using Spokn**. The call gets connected using the Spokn application.

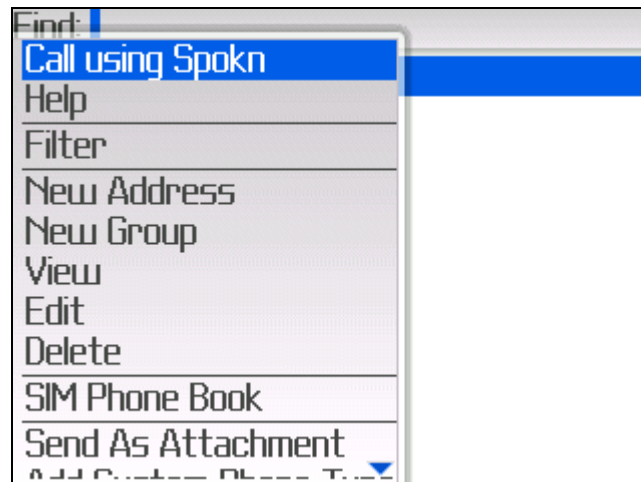


Figure 7: Making Calls Directly from the Address Book

3.3. Receiving Calls

You need to ensure that you have registered your BlackBerry phone number for call forwarding in order to receive calls from Spokn / non-Spokn contacts on your Spokn ID or Spokn phone number.

4. Managing the Call Log

4.1. Viewing the Call Log

To view the Call Log:

The Call Log is displayed once you configure the Spokn settings. The Call Log displays the details of all the incoming, outgoing and missed calls.

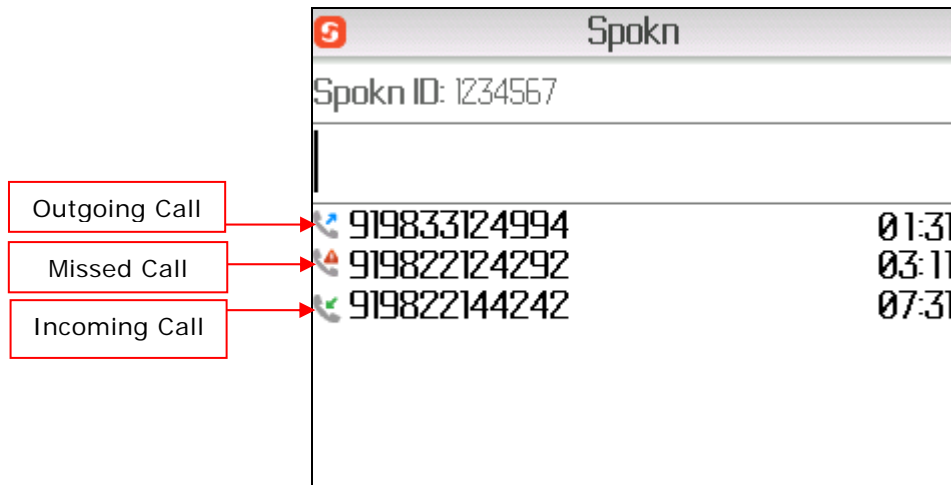


Figure 8: Call Log

4.2. Searching Contacts

To search contacts:

With the Call Log displayed, enter the initial characters of the contact's name that you want to search. The contacts matching the search text are displayed in the pane below.

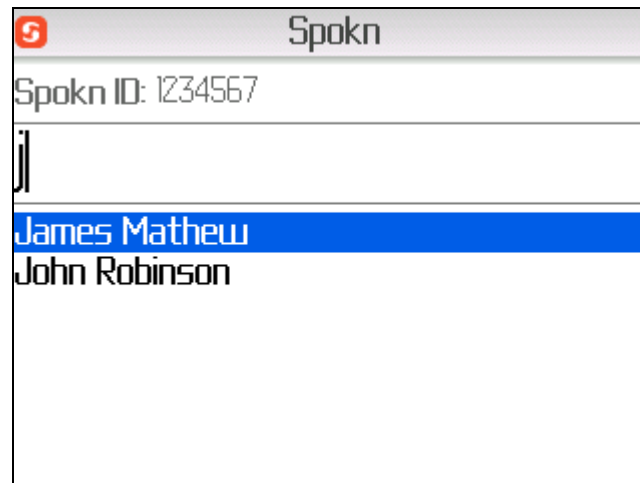


Figure 9: Searching Contacts

4.3. Reloading Search Index

Spokn uses the indexing technique to facilitate quick contact search. The indexes get updated automatically when you make changes in your phone address book. However, you need reload indexes manually using the **Reload search index** option, when you update your phone address book using the BlackBerry Desktop Manager.

To reload search index:

With the Call Log displayed, navigate to **Menu → Reload search index**.

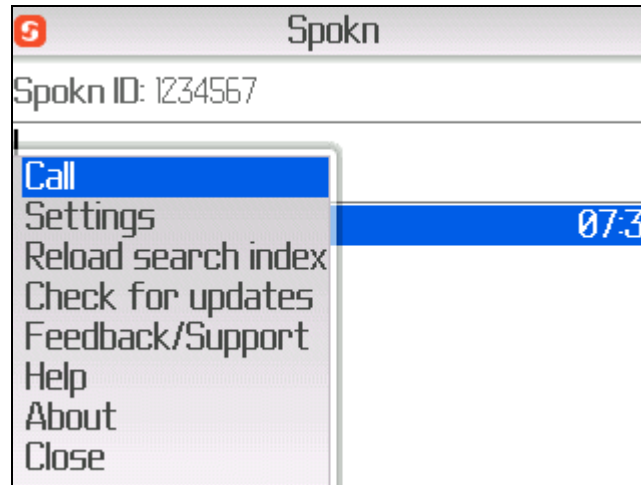


Figure 10: Reloading Search Index

On selecting the option, Spokn displays a prompt that the reloading process may take some time. You need to confirm whether you want to proceed or not. Spokn displays the progress of the operation in percentage form. The changes made in your phone address book are reflected when you perform the search next time.

5. Miscellaneous

5.1. Viewing the About Screen

The About screen provides product information such as version number, copyright information and vendor details.

5.2. Checking for Updates

Spokn checks for updates once in every seven days. If a new version is available, then the application displays an appropriate message.

To check for updates manually:

From the Call screen, navigate to **Menu → Check for updates**.

5.3. Viewing Spokn Help

You can view the Spokn Help by navigating to **Menu → Help**.

5.4. Purchasing / Recharging Credits

In order to make calls to non-Spokn subscribers, you need to ensure that you have sufficient credits in your Spokn account. Using your Spokn ID, you can sign in from multiple devices at a time. In such a scenario, Spokn recalculates your credits depending on the calls made from each device.

To purchase / recharge credits:

Go to www.spokn.com and sign in to your Spokn account and click the **Recharge** button. Select the appropriate payment option and follow the instructions on the Web site to purchase / recharge credits.

5.5. Feedback / Support

You can provide product feedback or contact the customer support by navigating to **Menu → Feedback/Support**. The Compose Email screen appears with the Spokn support ID pre filled in the **To** field and your Spokn ID, build ID and phone model details added in the e-mail body. You can enter further details and send the e-mail.


5.6. Exiting Spokn

To exit Spokn, navigate to **Menu → Close**.

5.7. Uninstalling Spokn

The steps to uninstall Spokn are the same as uninstalling any other application from your BlackBerry phone.

To uninstall Spokn:

1. From the Home screen of your phone, select the Applications  icon.
2. Select **Options → Advanced Options → Applications → Spokn**.
3. Select **Menu → Delete**.
4. Select **Delete** to confirm the deletion of the application. Spokn is uninstalled from your phone.

6. Support Details

This user guide is organized into independent logical sections that help you search for specific topics with ease. In case you have further queries, please visit the URLs below.

To view frequently asked questions, go to <http://www.spokn.com/cgi-bin/faqs.cgi>.

For customer support and feedback, visit <http://www.spokn.com/cgi-bin/help.cgi> or send an email to support@spokn.org.

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