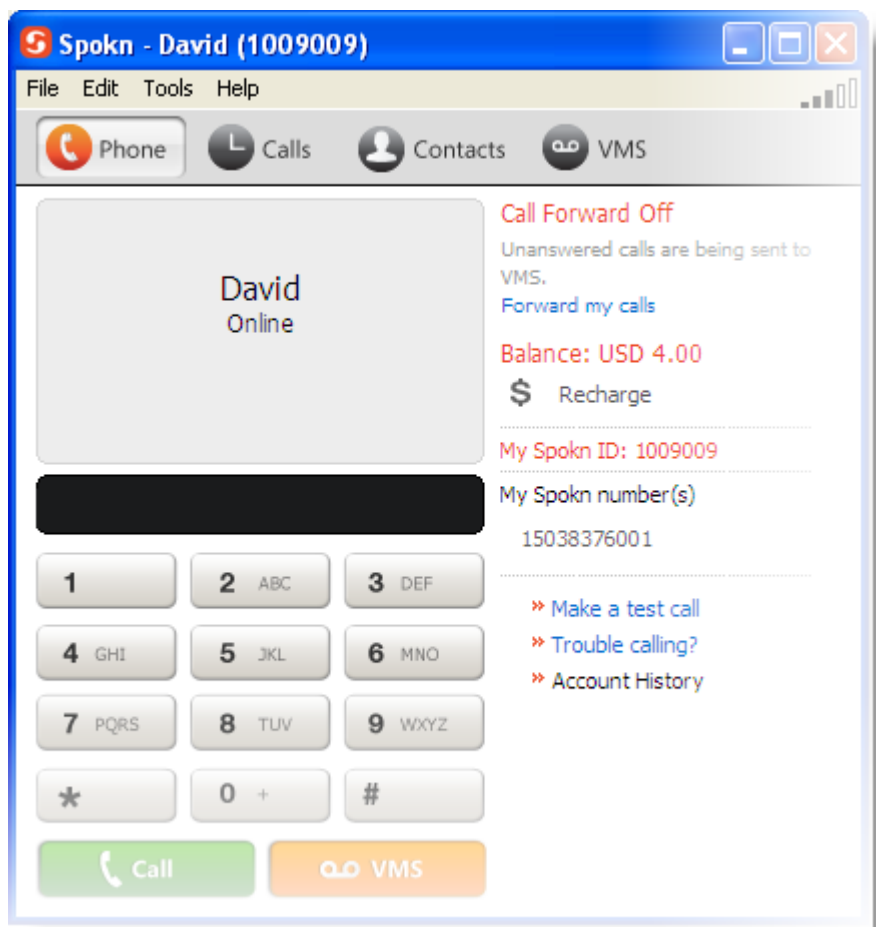


User Guide

For Spokn on Desktop



Document Version 1.00

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1. About this Guide

This user guide serves as a handy reference while using the Spokn application on your computer. 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 subscribers 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 specific items of information in the following ways:



An additional point that needs attention.



An alternate way of performing a task.



Action button(s)

<Button name> Describes the function of the buttons displayed on the screen



Menu option(s)

<Option name> Describes the function of the menu options displayed on the screen



Additional Link(s)

<Link> Describes the link displayed on the screen

2. Getting Started

This section describes the essential functions 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 the mobile, traveling or at home. Using Spokn application on your Desktop, you can make and receive calls over the Internet, send and receive VMSes, forward calls to specific phone numbers and manage your contacts with ease.

2.2. Technical Requirements

In order to use Spokn, you require a Spokn ID.

2.2.1. Hardware Requirements

Hardware	Minimum Requirements
CPU	Intel Pentium II
RAM	512 MB
Hard Disk	50 MB of free disk space

2.2.2. Software Requirements

Software	Minimum Requirements
Operating System	Windows 2000 or above

2.3. Installing Spokn

To download the setup file, go to <http://www.spokn.com/download>. Click the **Download** link for Windows Desktop and save the setup file on your computer. Double-click the setup file and follow the instructions on the screen to install Spokn on your computer.

2.4. Signing Up for Spokn

To sign up for Spokn:

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



Alternatively, you can also sign up for Spokn by installing the application on your computer and clicking the **Sign-up** link in the Phone tab.

In order to start making calls to non-Spokn subscribers, you need to purchase credits. You can receive calls from non-Spokn subscribers on your Spokn ID.



You can continue to receive calls (from Spokn and non-Spokn subscribers) or make calls to Spokn subscribers, when you have a zero or negative balance in your Spokn account.

2.5. Launching and Signing In to Spokn

To sign in to Spokn:

1. Double-click the Spokn shortcut icon  on the desktop.

OR

Select **Start** → **Programs** → **Spokn** and click **Spokn**. The Spokn window is displayed.

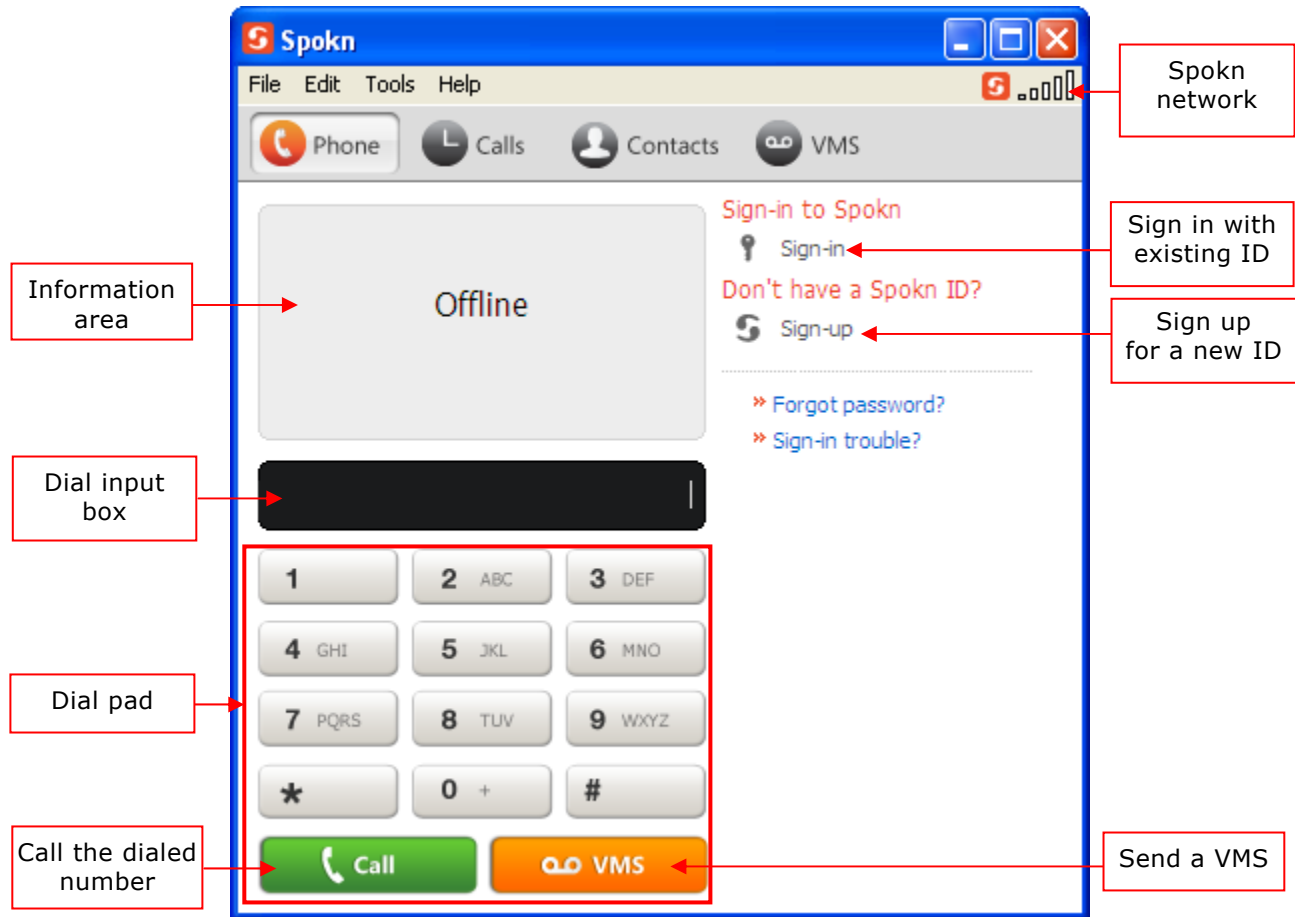


Figure 1: Spokn Window

2. Click the **Sign-in** link. The Sign-in to Spokn dialog box is displayed.
3. Enter the Spokn ID and password in the fields provided, and click **Sign-in**. The information area displays the status as **Signing-in...** You can cancel the sign in process by selecting **File** → **Cancel sign-in**. The Spokn window is displayed below.

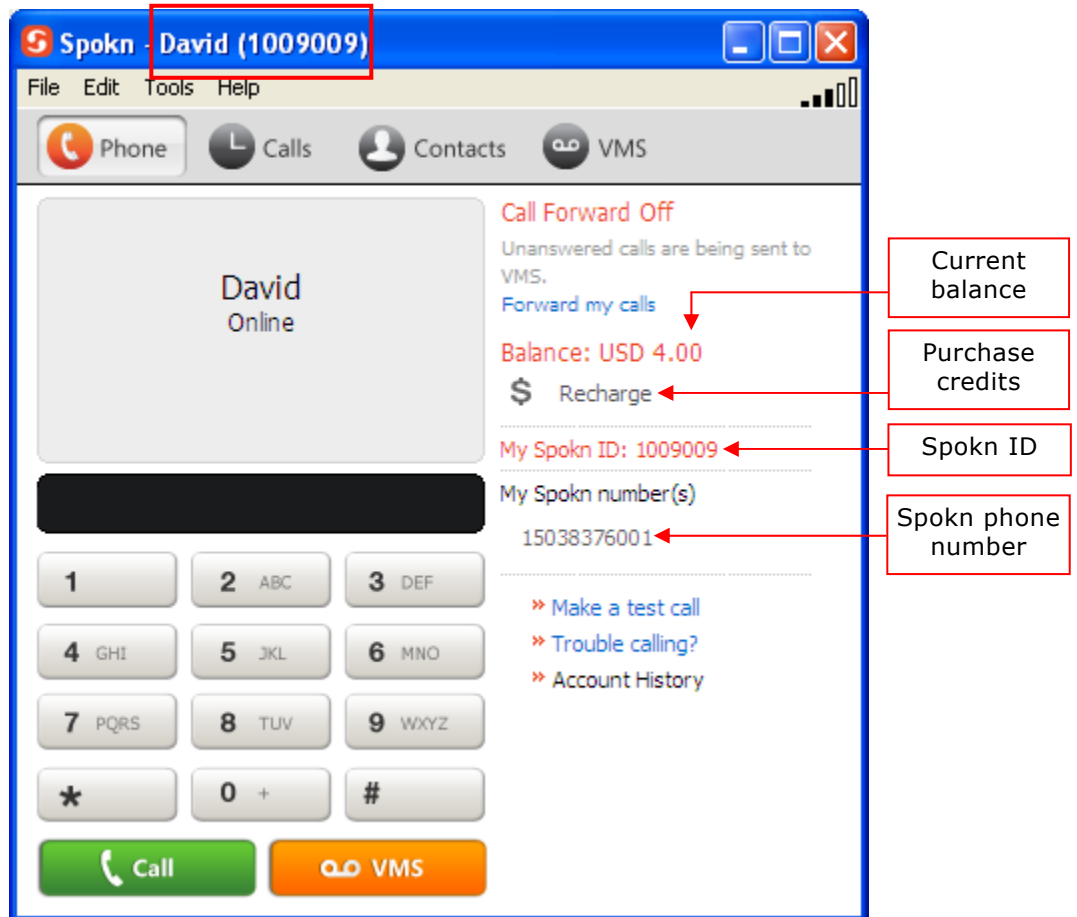


Figure 2: Signed In Successfully

2.6. Purchasing / Recharging Credits

To purchase credits:

1. Go to www.spokn.com and sign in to your account.
2. Click the **Recharge** button.
3. Select the appropriate payment option and follow the instructions on the Web site to purchase credits.

3. Managing Contacts

This section explains the procedure of adding, viewing, editing, deleting and searching contacts.



When there is no network, the application attempts to sign in. Meanwhile, you can access the Contacts tab to add, edit and delete contacts.

3.1. Adding Contacts

To add contacts:

1. Click the **Contacts** icon. The Contacts tab is displayed.
2. Click **Add Contact**.

OR

Select **Edit → Add Contact**. The New Contact dialog box is displayed.

3. In the **Name** field, enter the name of your contact. This field is mandatory. Also, ensure that the contact name contains more than three characters.
4. In the **Spokn ID** field, enter the seven-digit Spokn ID of the contact if available.
5. Enter the required contact number(s) such as mobile number, work and home number in the appropriate fields. Ensure that you prefix the number(s) with the country and area code.
6. In the **Email** field, enter the e-mail address of the contact.
7. Click **Save**. The contact is added and the details are displayed in the Contacts tab.

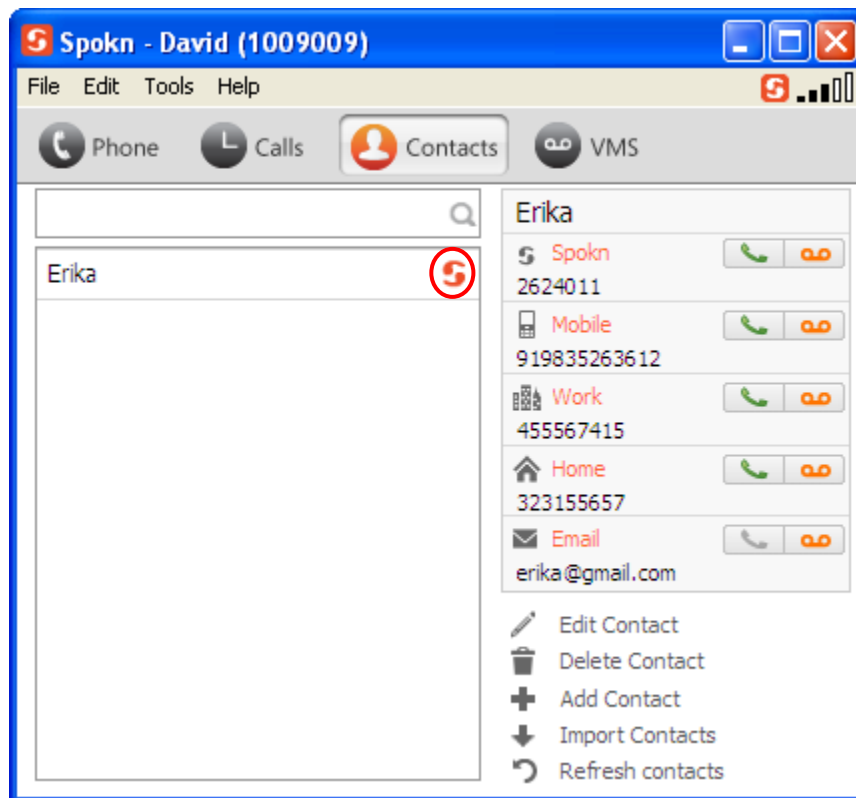


Figure 3: Contact Added



In case you have added a Spokn number for the contact, then the **S** icon is displayed next to the contact name.

Action button(s)

Refresh Contacts Updates the contact details in the Contacts tab

3.2. Viewing Contact Details

To view contact details:

Go to the **Contacts tab** and select the required contact from the Contacts List. The contact details are displayed on the right pane.

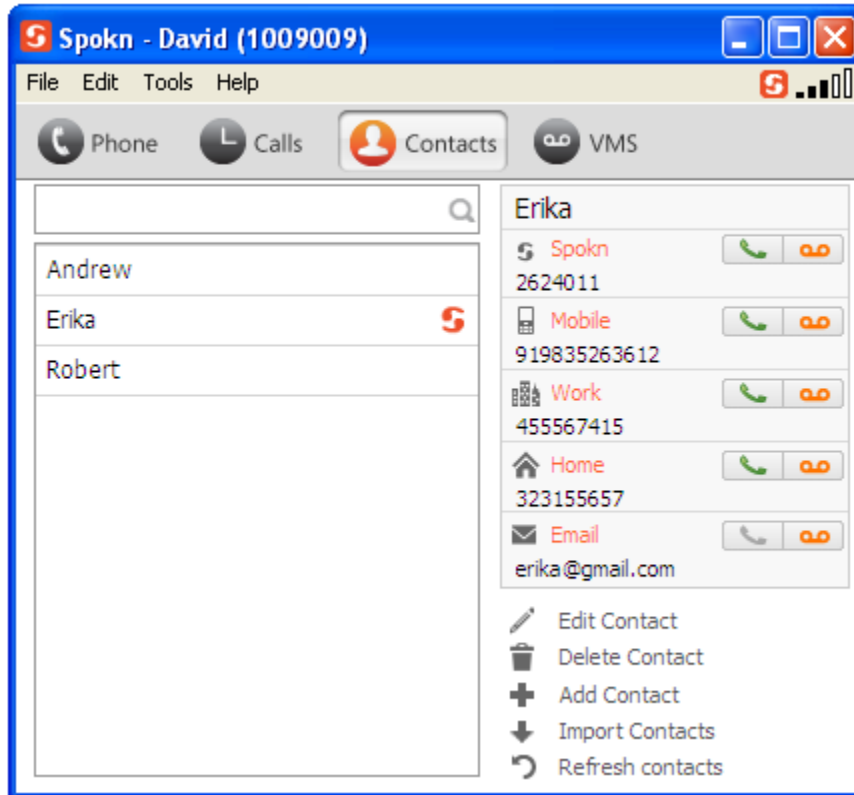


Figure 4: Contact Details

3.3. Editing Contact Details

To edit contact details:

1. Go to the **Contacts tab** and select the contact for which you want to edit the details. The contact details are displayed.
2. Click **Edit Contact**. The Edit contact dialog box is displayed.
3. Modify the details as required and click **Save**. The details are changed and reflected in the contact details.

3.4. Deleting Contacts

To delete a contact:

1. Go to the **Contacts tab** and select the contact to be deleted.
2. Click **Delete Contact**

OR

Right-click the contact name and select **Delete** from the context menu. A confirmation prompt is displayed.

3. Click **Yes**.

3.5. Searching Contacts

To search contacts:

In the Contacts tab, enter the characters belonging to the contact name in the **Search** box. The contacts matching the search criteria are displayed.

4. Managing Calls

This section explains the steps to make and receive calls. In addition, it also describes how to forward calls to another number. You can use Spokn to make calls to a contact or handle multiple calls at any point of time. You can also have a conference with two or more contacts. The following screen depicts a call made to a single contact.

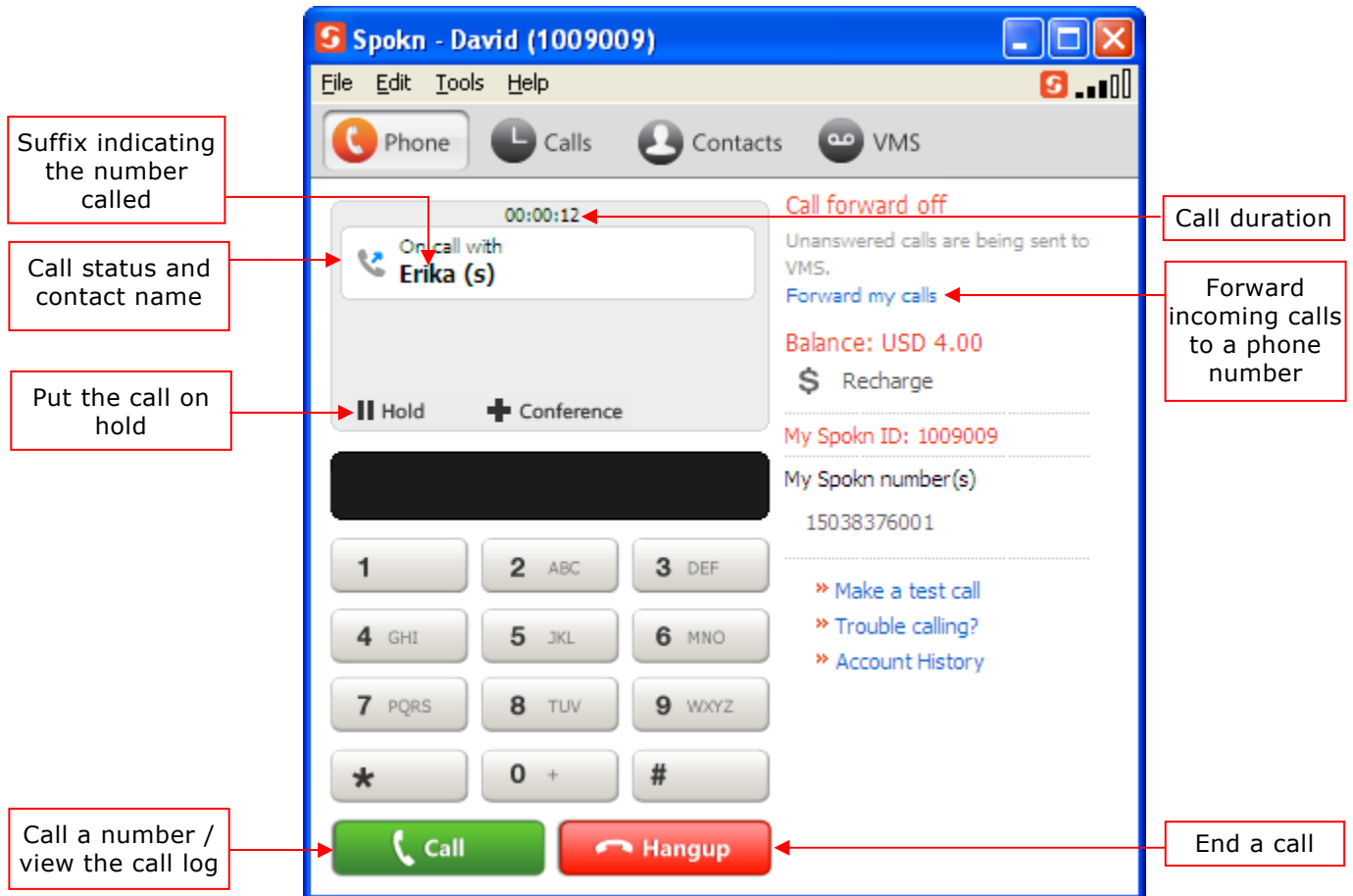


Figure 5: Phone Screen

4.1. Making a Test Call

To make a test call:

1. From the menu, select **Tools → Make a test call**.

OR


In the Phone tab, click the **Make a test call** link. You will be connected to the Spokn call testing service.

2. Record your message using the microphone. You will hear your recorded message immediately. In case you are unable to hear your message, check your microphone and headset, or contact the Spokn support center for help.

4.2. Making Calls

4.2.1. Using the Contacts Tab

To make a call using the Contacts tab:

1. Select the contact and click the  icon located next to the number you want to call.

OR

In the Contacts tab, double-click the contact you want to call. The Phone tab is displayed and the application attempts to connect your call.



You can also make a call by right-clicking the contact and selecting **Call** from the context menu.



The application connects to the Spokn number by default if you attempt to make a call by double-clicking or right-clicking the contact. If the Spokn number is not specified, then the priority is set to the mobile, work and home numbers respectively. If only the e-mail ID is specified, then voice message recording is started by default.

2. Once the call is connected, an appropriate message and the call duration is displayed in the information area.

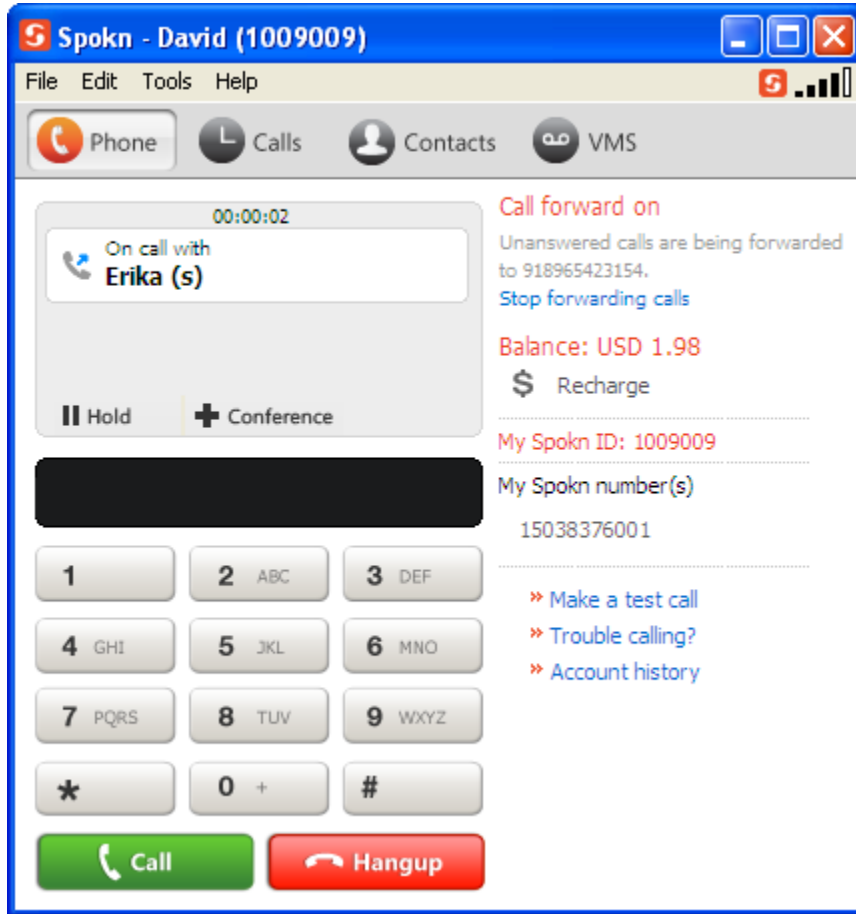


Figure 6: Call Established

Action button(s)

Hold/Un-Hold Allows you to put the call on hold. On clicking this button, the call remains in progress. However, the contact is unable to hear what you speak. Additionally, the icon changes to **Un-Hold**. You can click the **Un-Hold** button to resume the call.

Conference Refers to a call in which more than two individuals can participate

Call Takes you to the Calls tab

3. Once you have completed the call, click **Hangup** to end the call.

4.2.2. Using the Dial Pad

To make a call using the Dial Pad:

1. In the Phone tab, enter the number to be called in the Dial input box and press the **ENTER** key or type the characters matching the contact name in the Dial input box.

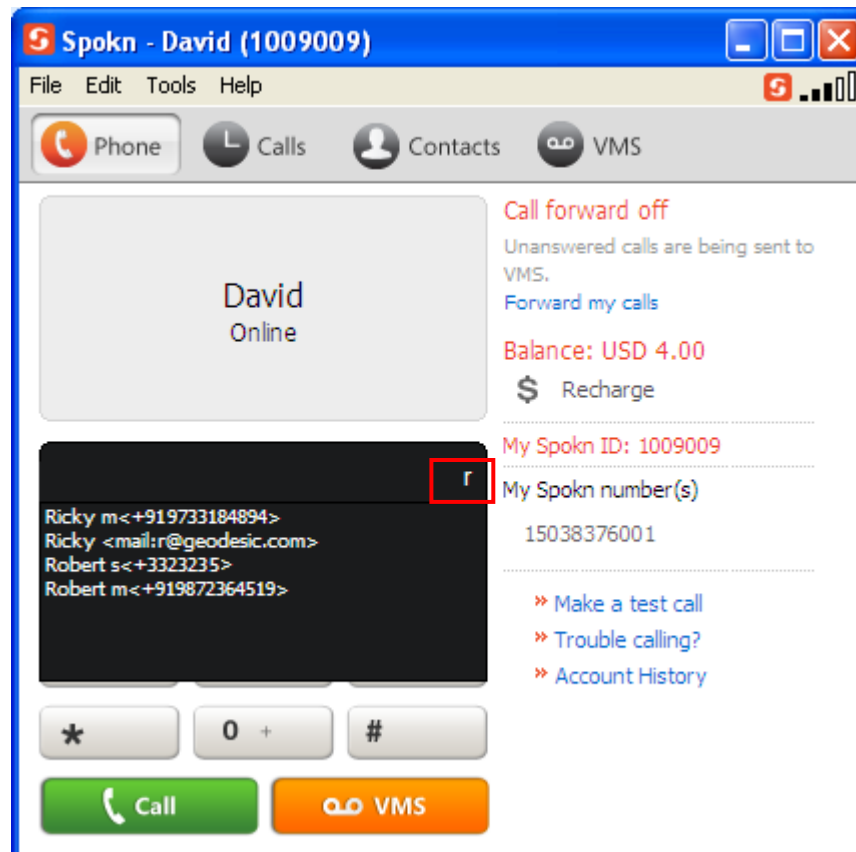


Figure 7: Contacts Matching Characters Typed in Input Box



The suffix next to the contact name indicates the type of number that you have saved. The suffixes are displayed as s, m, w, and h for Spokn, Mobile, Work and Home numbers respectively.

2. Select the contact and click **Call**. The application connects your call.



If you try to make a call to a contact for which you have saved only the e-mail ID, then the application prompts you to record a voice message by default.

3. Once your call is complete, click **Hangup** to end the call.

4.2.3. Using the Call Log

The Call Log maintains a history of incoming, outgoing and missed calls. Once you log out, the history is cleared.

To make a call using the Call Log:

1. Go to the Calls tab. The Call Log is displayed.

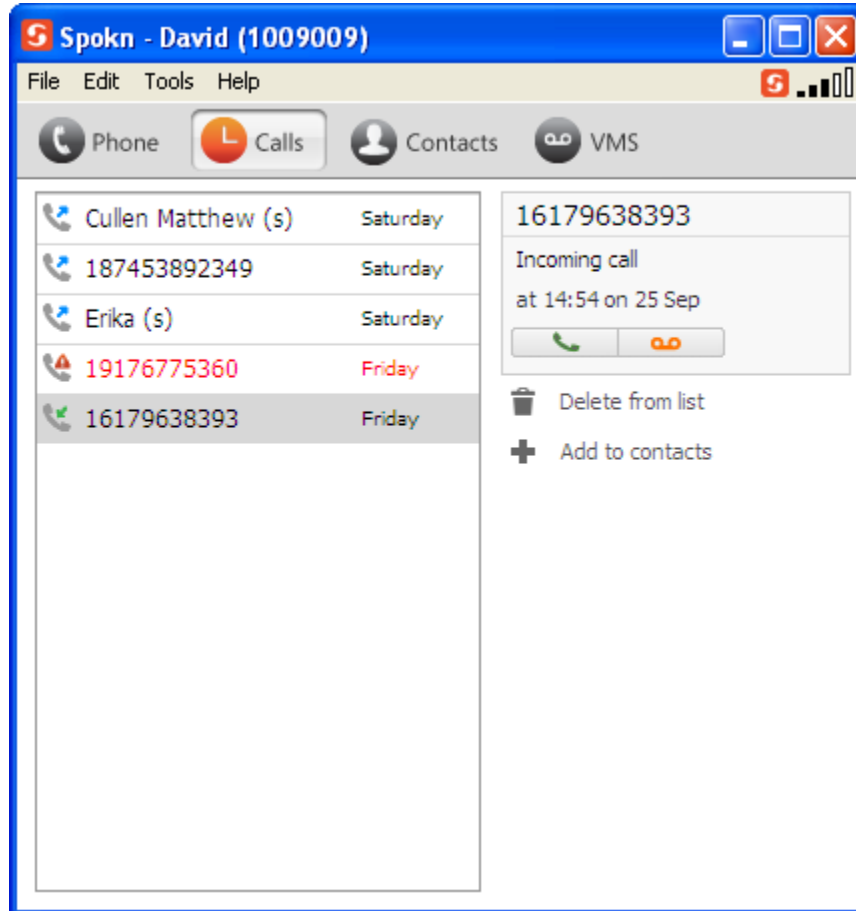



Figure 8: Calls Tab

2. Double-click the number you want to call or select the number and click the  icon. Alternatively, you can right-click the number and select **Call** from the context menu.
3. Once your call is complete, click **Hangup** to end the call.

4.2.4. Making Multiple Calls

Once you are on a call with a contact and you receive another call, the first call can be put on hold by accepting the second call. Additionally, you can also make a call or dial a contact while already on a call. The first call is put on hold automatically. You can switch between calls as required. To switch to another call, click the contact in the information area.



Figure 9: Multiple Calls

4.3. Receiving Calls

You can choose to receive calls on multiple devices by signing in to Spokn on all devices. On receiving a call, all the signed in devices start ringing simultaneously. The moment you pick up the call on any one device, the others stop ringing.

On receiving a call on your Desktop client, the Phone tab appears as shown below.

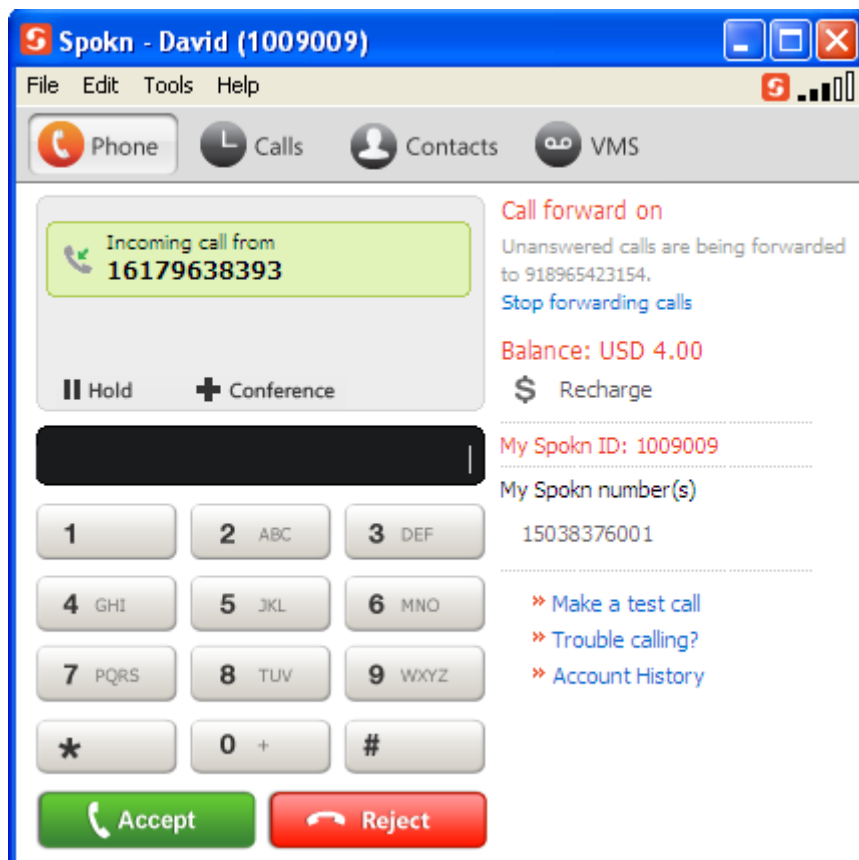


Figure 10: Call Received

Click **Accept** to take the call or **Reject** to cancel the call. If you reject the call, it is transferred to the voice message service.

4.4. Call Conferencing

You can have a conference call with two or more contacts for both, incoming and outgoing calls.

To initiate a conference:

Ensure that you have two or more active calls with the required contacts. Click the **Conference** button. The active calls are added to the conference.

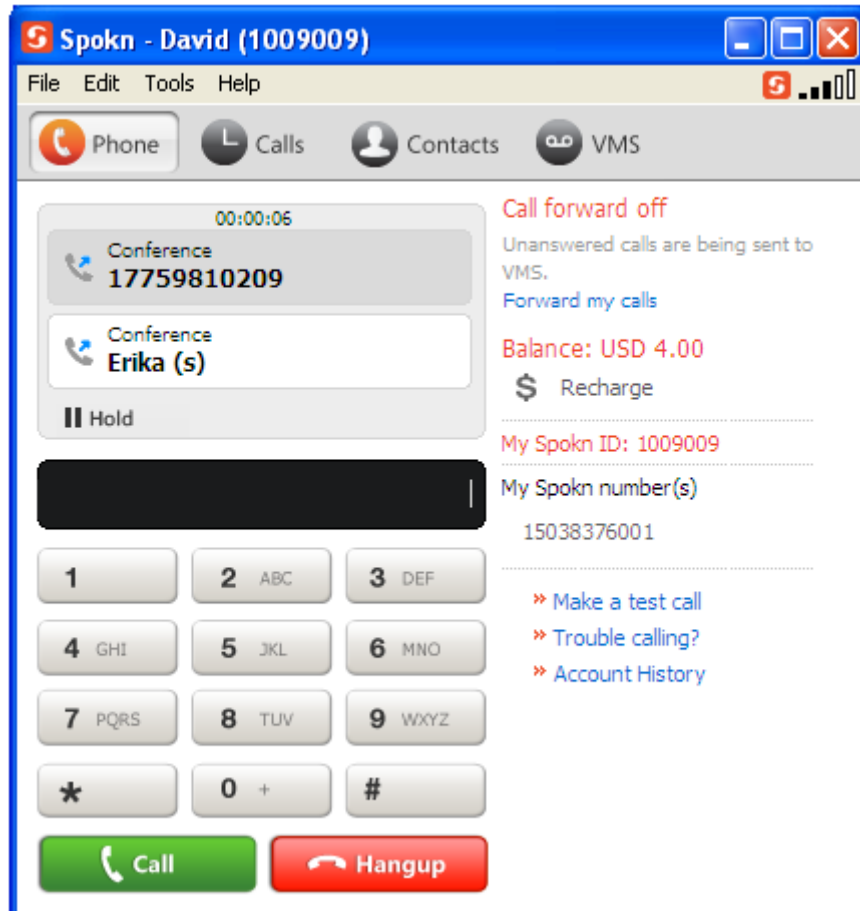


Figure 11: Conference Call

4.5. Using Call Forwarding

To activate call forwarding:

1. Select **Edit** → **Call Settings**, or click the **Forward my calls** link from the Phone tab. The Call forward settings dialog box is displayed.
2. Select the **Enable call forwarding** option.
3. In the **Forward unanswered calls to** field, enter the phone number to which you want to forward the unanswered calls and click **Apply**.

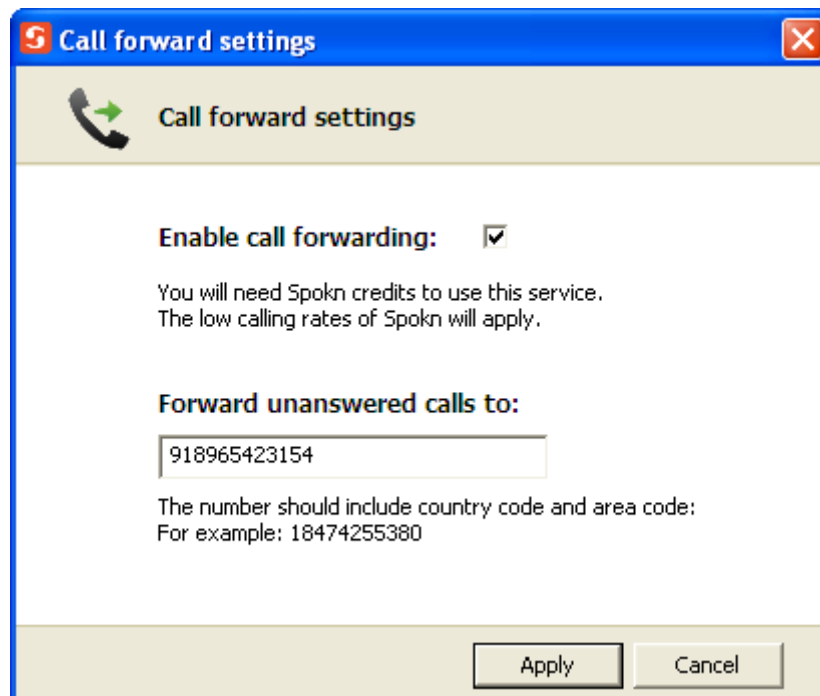


Figure 12: Call Forward Settings Dialog Box



If you do not answer an incoming call or you are not signed in, then it is forwarded to the call forwarding number. Additionally, if you do not answer the forwarded call or you have not activated call forwarding, then it is transferred to VMS. However, if you choose to answer the forwarded call then you will be charged applicable Spokn rates to the number on which the call was forwarded.

5. Using the Voice Messaging Service

VMS is 20-second voice message that you can record and send to any e-mail ID, phone number or Spokn number.

5.1. Sending a Voice Message

You can send voice messages from your desktop to a Spokn number or any other contact. Additionally, you can send VMSes to contacts for which you have specified only the e-mail address. You can play back a sent or received voice message. Spokn to Spokn VMSes are absolutely free and so are VMSes to e-mail IDs. VMSes sent to regular phones (landline or mobile) are charged at a fixed rate of a single minute call to that phone number.




When there is no network, the application attempts to sign in and you can record voice messages. Once the network is available, the recorded voice messages are sent.



The application sends the voice message on the signed in phone / desktop of the Spokn subscriber as well as to the registered e-mail ID as an attachment. However, the e-mail is sent only if you have specified the e-mail address of the contact.

5.1.1. Using the Contacts Screen

To send a voice message using the Contacts tab:

1. In the Contacts tab, select the contact to which you want to send the VMS.
2. From details displayed in the right pane, click the  icon located next to the number.

OR

Right-click the contact and select **VMS**. The Phone tab is displayed and the recording starts.

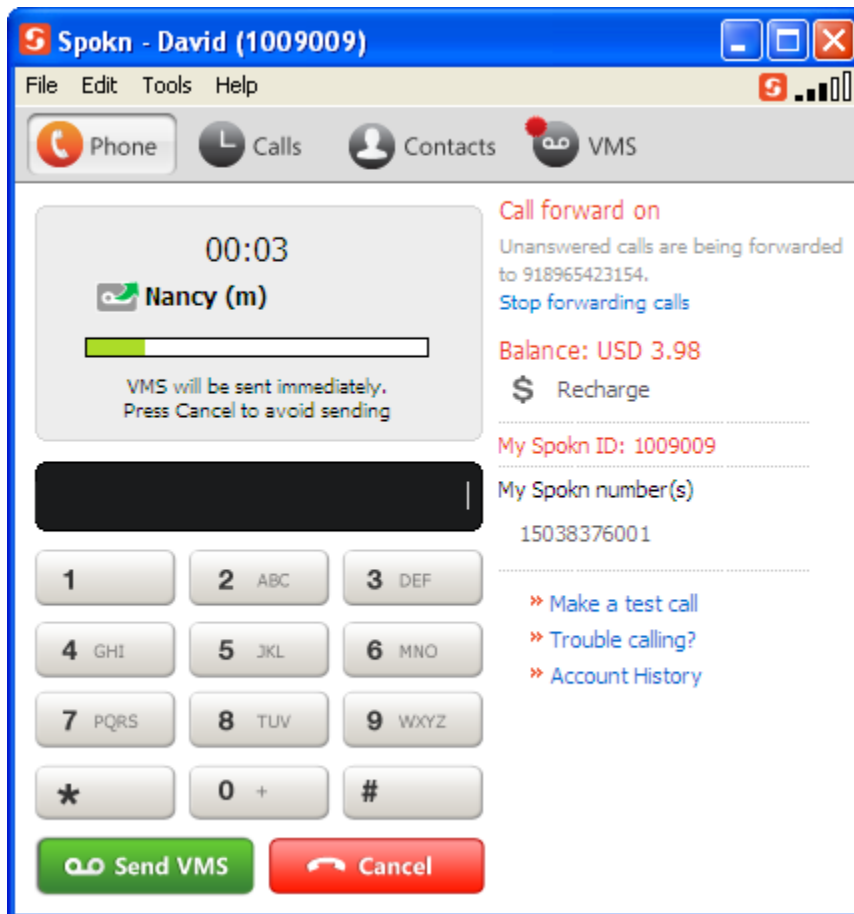


Figure 13: VMS Recording Started



You can record a message for a maximum time of 20 seconds.

3. Record your message.
4. If your message is recorded before 20 seconds, you may click **Send** to send the VMS immediately. Else, the message will be sent automatically once the stipulated time of 20 seconds is over. You can check the sent VMS by navigating to the VMS tab. The VMS tab is displayed.

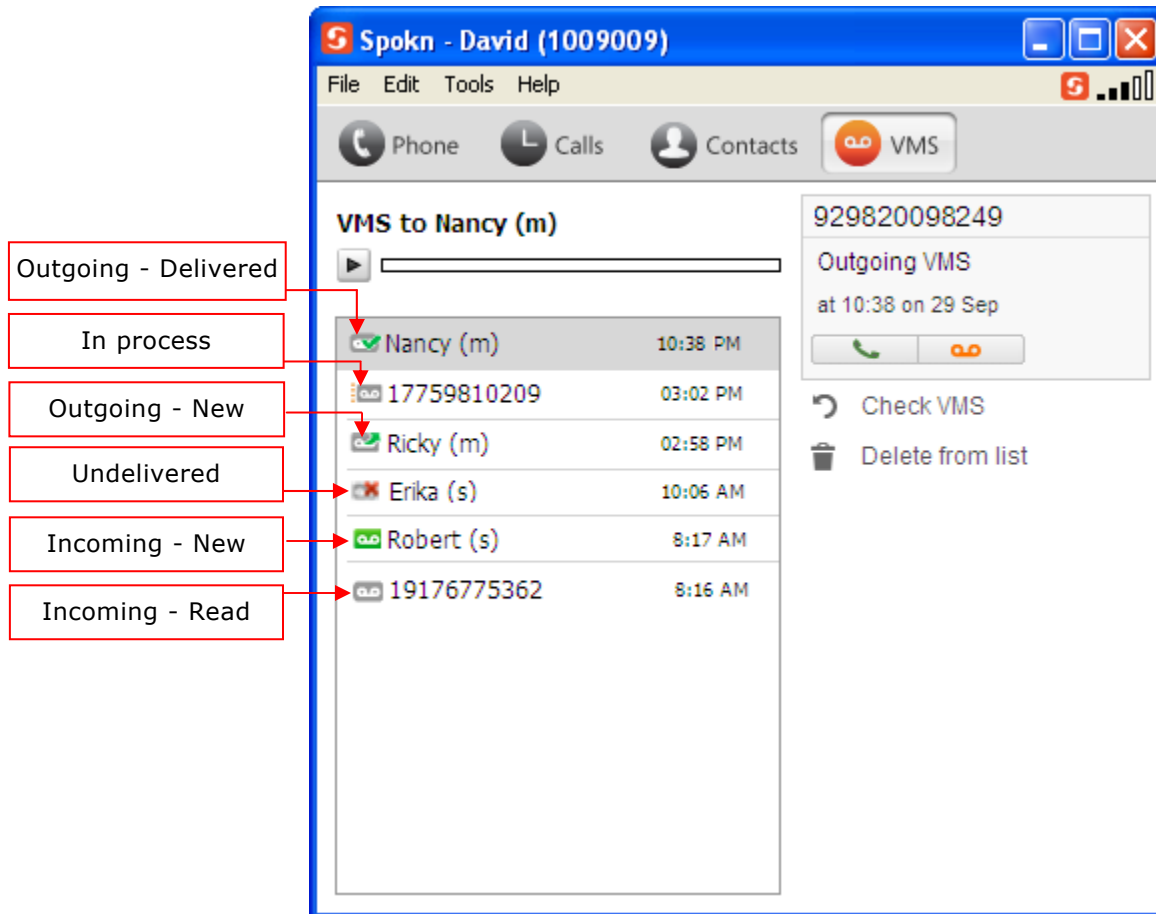


Figure 14: VMS Tab


5.1.2. Using the Dial Pad

To send a voice message using the Dial Pad:

1. In the Phone tab, enter the number to be called in the Dial Input box.
OR
Type the characters matching the contact in the Dial Input box. The contacts matching the search criteria are displayed.
2. Click the **VMS** button.
3. Record your message.
4. If your message is recorded before 20 seconds, you may click **Send** to send the VMS immediately. Else, the message will be sent automatically once the stipulated time of 20 seconds is over.


5.1.3. Using the Call Log

To send a voice message using the Call Log:

1. Click **Calls**. The Calls tab is displayed.
2. Select the number and click the  icon from the right pane.
OR
Right-click the number and select the **VMS** option from the context menu.
3. Record your message.
4. If your message is recorded before 20 seconds, you may click **Send** to send the VMS immediately. If you do not click Send, the message is sent automatically once the stipulated time of 20 seconds is over.

5.1.4. Using the VMS Screen

To send a voice message using the VMS tab:

1. Click **VMS**. The VMS tab is displayed.
2. Select the contact to which you want to send a VMS.
3. Click the  icon from the right pane.
OR
Right-click the number and select the **VMS** option from the context menu.
4. Record your message. If your message is recorded before 20 seconds, you may click **Send** to send the VMS immediately. If you do not click **Send**, the message is sent automatically once the stipulated time of 20 seconds is over.

5.2. Sending a Voice Message as E-mail

To send a voice message as e-mail:

1. From the Contacts or VMS tab, select the contact to which you want to send a VMS as e-mail. The contact details are displayed on the right pane.



The e-mail address is displayed in the VMS tab, only if you have sent a voice message to the e-mail address of the contact previously.

2. Click the  icon located next to the e-mail ID.

OR

Right-click the number and select the **VMS** option from the context menu. The recording starts.



3. Record your message. If your message is recorded before 20 seconds, you may click **Send** to send the VMS immediately. If you do not click **Send**, the message is sent automatically once the stipulated time of 20 seconds is over.

5.3. Receiving a Voice Message

On receiving a voice messages, you receive a sound alert. In addition, the VMS tab appears with an



icon. The VMS is also sent to you as an e-mail attachment to your e-mail address.

Go to the VMS tab. The newly received VMS is displayed. The  icon indicates that the voice message is unread. You can click the  button to hear the received voice message.

5.4. Adding New Contacts from the VMS Tab

If you send or receive a voice message to / from a new contact number, you can save the details to your Spokn contacts list.

To add new contacts from the VMS tab:

1. From the VMS tab, select the number to be added and click **Add to contacts** from the right pane. The New Contact dialog box is displayed and the number is shown in the **Mobile** field by default.
2. In the **Name** field, enter the contact name.
3. Enter the other details as required and click **Save**. The contact is added to your list.

5.5. Refreshing the VMS Screen

You can check for new voice messages manually by refreshing the VMS tab.

To refresh the VMS tab:

In the VMS tab, click **Check VMS** from the right pane. The VMS tab is refreshed.

5.6. Deleting Voice Messages

To delete a voice message entry:

1. Navigate to the VMS tab.
2. Select the VMS entry to be deleted, and click **Delete from list** from the right pane.

OR

Right-click the contact and select **Delete** from the context menu.

6. Managing the Call Log

This section describes the steps to view the Call Log, add new contacts from the Call Log and delete Call Log entries.

6.1. Viewing the Call Log

The Call Log maintains a history of incoming, outgoing and missed calls. You can use the call log to make calls, send VMS and add new contacts to your list. The Call Log is cleared once you sign out of Spokn. However, if you close or exit the application without signing out, the Call Log entries are not deleted.

To view call logs:

Click **Calls**. The Calls tab is displayed which shows the Call Log.

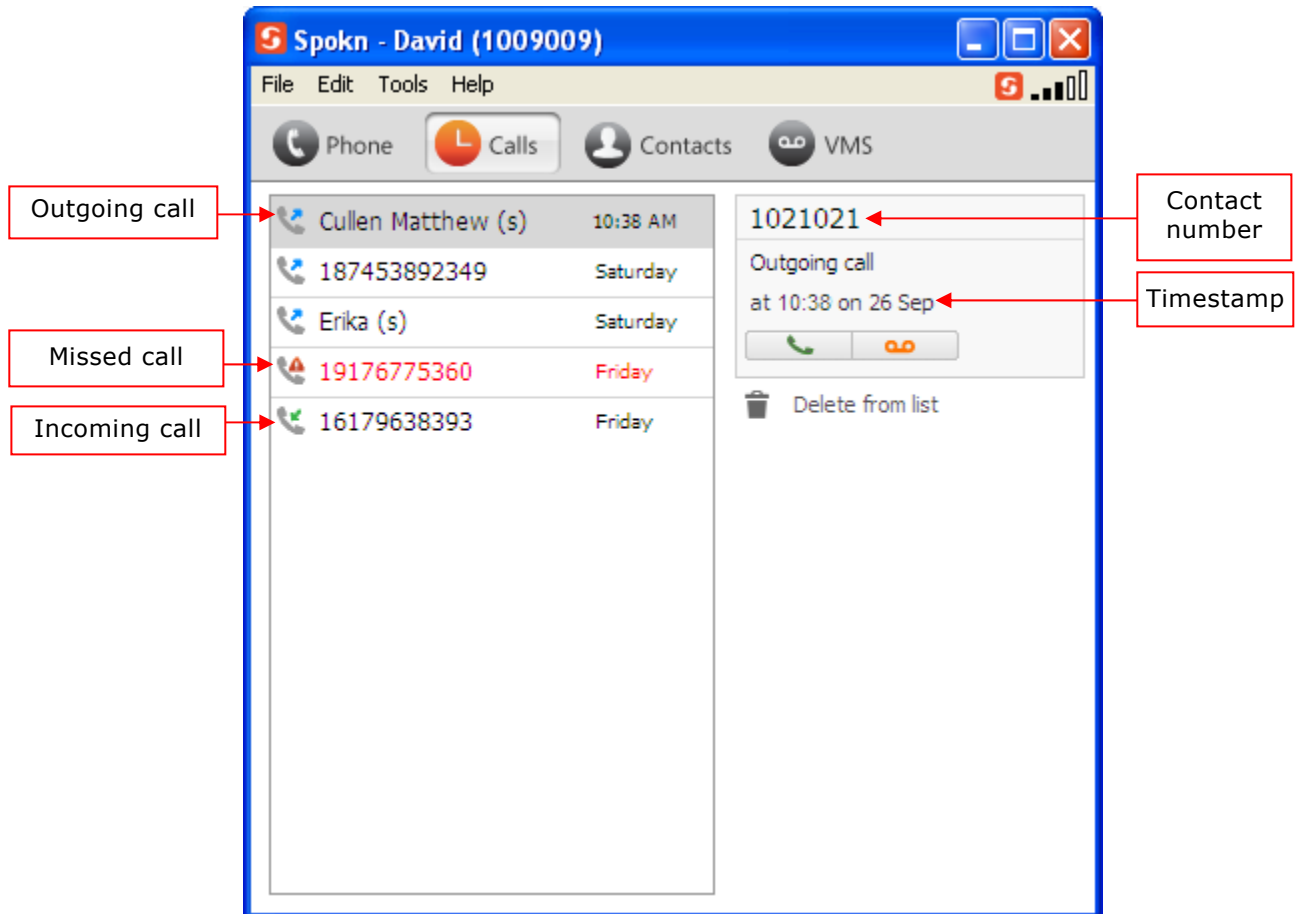


Figure 15: Call Log



The timestamp displays the time of call for the current day. For calls made in the previous week, the day of week is specified such as Monday, Tuesday and so on. In case of calls that are more than a week old, the date is displayed.

6.2. Adding New Contacts from the Call Log

To add new contacts from the Call Log:

1. In the Calls tab, select the number to be added.
2. Click **Add to contacts** from the right pane. The New Contact dialog box is displayed and the number is displayed in the **Mobile** field by default.
3. In the **Name** field, enter the contact name.
4. Enter the other details as required and click **Save**. The contact is added to your list. You can click **Contacts** to view the newly added contact.

6.3. Deleting Call Log Entries

To delete a Call Log entry:

1. Navigate to the Calls tab.
2. Select the entry to be deleted, and click **Delete from list** from the right pane.

OR

Right-click the entry and select **Delete** from the context menu.

7. Miscellaneous

This section explains the steps to access Help and upgrade to the latest version. In addition, it also describes how to sign-out, close, exit and uninstall the application.

7.1. Accessing Help

You can access the Help menu in case you face trouble while using the application.

Menu option(s)

Forgot password?	Opens a Web page that helps to retrieve your Spokn password in case you have forgotten or lost it
Sign-in trouble?	Opens a Web page that displays information regarding possible causes and solutions for problems that could have occurred while trying to sign in
Trouble with calling?	Opens a Web page that displays information regarding possible causes and solutions for problems that could have occurred on attempting to make a call
Online help	Displays a Web page that contains frequently asked questions
Contact customer support	Displays a Web page that allows you to contact customer support regarding your queries
About	Displays information regarding the product such as product version, copyright information, and terms and condition of use

7.2. Upgrades

The application checks for upgrades once in every seven days. In case an upgrade is available, the Upgrade dialog box is displayed.



Figure 16 Upgrade Dialog Box

Click **OK**. The current version is uninstalled and the new version is installed.

7.3. Signing Out

To sign out of Spokn:

From the menu, select **File → Sign-out**.

OR

Right-click the Spokn icon in the system tray and select **Sign-out**.

If you exit the application without signing out, you will be signed in automatically on launching the application.

7.4. Closing and Exiting Spokn

If required, you can choose to run Spokn in the background by closing the application.

To close Spokn:

From the menu, select **File → Close**. Spokn is now visible only in the system tray.

To quit Spokn:

From the menu, select **File → Exit** or right-click the Spokn icon in the system tray and select **Exit**. If you quit the application without signing out, you will be signed in automatically when you launch Spokn the next time.

7.5. Uninstalling Spokn

To uninstall Spokn:

1. From Control Panel, double-click **Add or Remove Programs**.
2. From the list of programs displayed, select **Spokn** and click **Remove**. A confirmation prompt appears.
3. Click **Yes** to uninstall Spokn.

8. 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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