

# User Guide

## For Spokn on Pocket PC



Document Version 1.00

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# 1. About this Guide

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



An additional point that needs attention.

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An alternate way of performing a task.

---



**Menu option(s)**

<Option name> Describes the menu options available on the screen

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**Additional link(s)**

<Link> Describes the function of the links available on the screen

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## 2. Getting Started

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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 Pocket PC phone, you can make and receive calls over the Internet, send and receive voice messages, forward calls to specific phone numbers and manage your contacts with ease.

### 2.2. Technical Requirements

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

- A Pocket PC phone with Internet connection
- A Spokn ID

### 2.3. Installing Spokn

The Spokn application can be installed through Over-the-Air (OTA) Download. Visit <http://m.spokn.com> to download and install Spokn.

### 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](http://www.spokn.com) and follow the instructions on the Web site.




Alternatively, you can launch the application on your phone and tap the **Click here to register** link from the Sign in screen. The Spokn Web site opens from where you can sign up for a Spokn ID.

You can also navigate to **Menu → New subscriber...** to sign up for a Spokn ID.

When you sign up for the Spokn service, you can make and receive calls to / from Spokn subscribers free of cost. However, in order to start making calls to non-Spokn subscribers, you need to purchase credits. You can receive calls on your Spokn ID from non-Spokn subscribers.

### 2.5. Launching Spokn

To launch the application, navigate to the **Programs** screen and tap the  icon. The application is launched and the Phone screen appears with the message **Choose Sign-in from Menu**. The various components of the Phone screen and the Spokn interface are explained below.

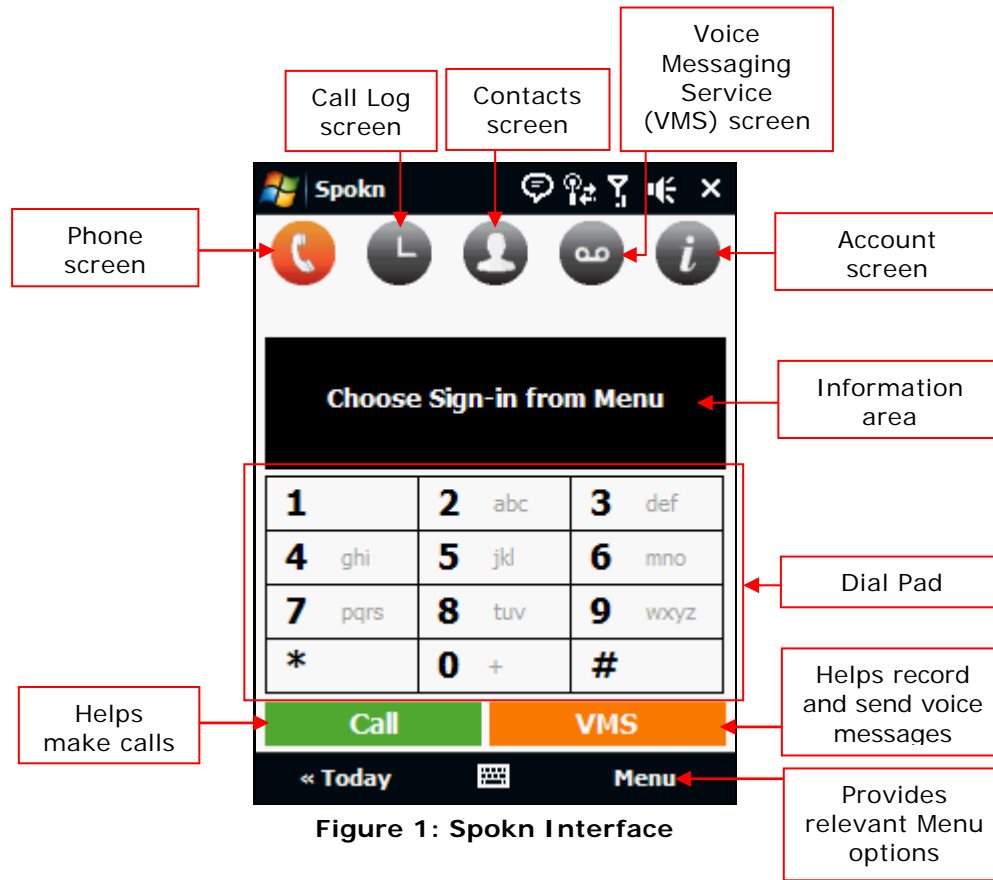


Figure 1: Spokn Interface

 **Menu option(s)**

**New subscriber...**

Takes you to the Spokn Web site from where you can sign up for a new Spokn ID.

**Cancel Sign-in**

Cancels the process of signing in. This option is displayed when you are in the process of signing in.

## 2.6. Signing In to Spokn

### To sign in to Spokn:

1. From the Phone screen, navigate to **Menu** → **Sign-in**. The Sign In screen appears.
2. Enter your Spokn ID and password in the respective fields.

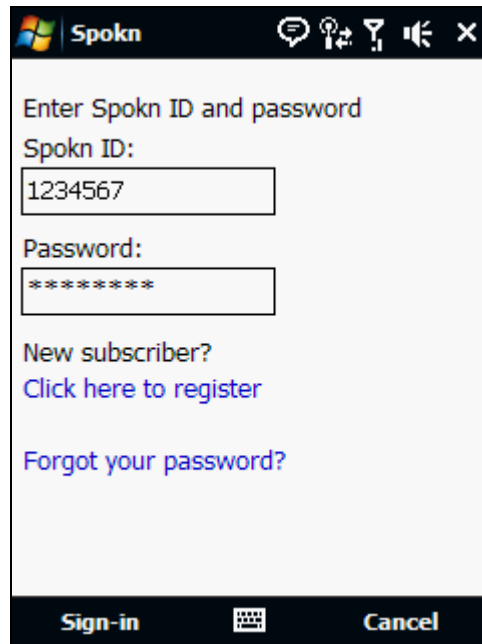


Figure 2: Sign In Screen

3. Tap **Sign-in** to sign in to Spokn.

### Additional Link(s)

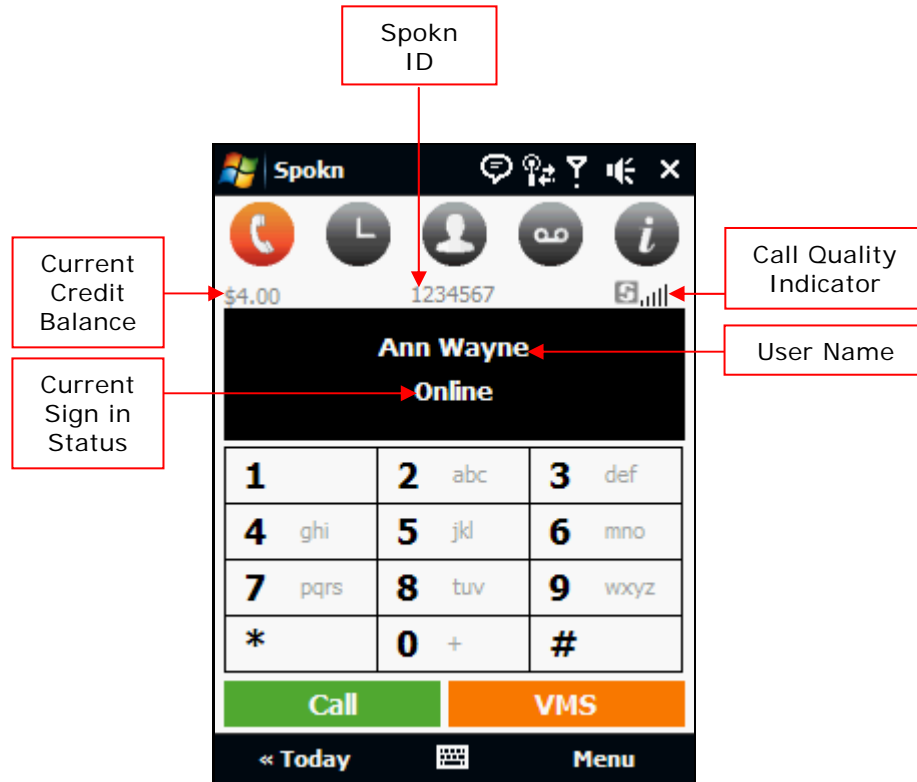
#### Click here to register

Takes you to the Spokn Web site from where you can sign up for a Spokn ID.

#### Forgot your password?

Takes you to the Spokn Web site from where you can retrieve your forgotten password. On the page displayed, enter your Spokn ID. Your password is sent to your registered e-mail address.

Once you successfully sign in, the application displays your Spokn ID for a few seconds along with your login status in the Information area. The application then retrieves your profile information and displays your user name in place of your Spokn ID. On signing in to Spokn, the Phone screen appears with additional information as shown below.



**Figure 3: Successfully Signed In to Spokn**



On successfully signing in, the status appears as **Online**. When you cancel the signing in process or when you are not signed in, the sign in status appears as **Offline**. When there is no network, the Information area displays the message **No Network**. The application makes several attempts to sign in.



**Menu option(s)**

**Call forwarding...** Helps you to set a call forwarding number

## 3. Managing Contacts

Spokn allows you to manage your contacts with ease. You can choose to add new contacts or import your phone address book to Spokn. You can view, edit, delete and search contacts from the Contacts screen.

### 3.1. Adding Contacts

#### 3.1.1. Adding New Contacts

##### To add new contacts:

1. From the Contacts screen, navigate to **Menu → Add contact**. The Add Contacts screen appears.
2. Enter the appropriate details in the fields provided.



You need to include the country and area code along with all phone numbers (excluding the Spokn ID).

3. Tap **Save**. The contact is added and displayed in the Contacts screen. You can follow the same process to add some more contacts. The contacts having a Spokn ID appear with a Spokn icon on the extreme right hand side. The contacts are sorted alphabetically in the Contacts screen.

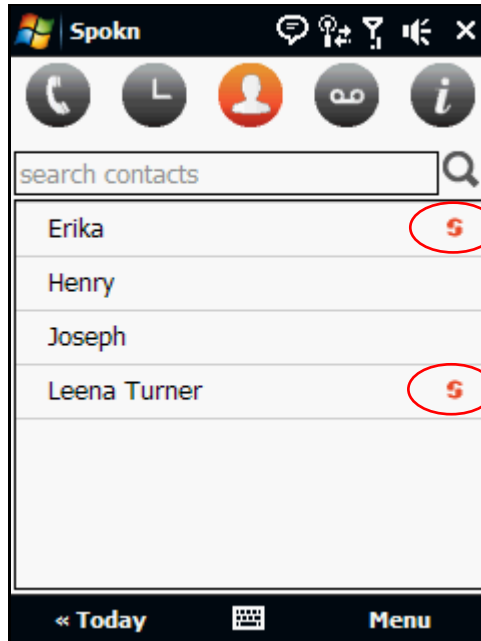


Figure 4: Contacts Added

#### 3.1.2. Importing Phone Address Book to Spokn

##### To import phone address book to Spokn:

1. From the Contacts screen, navigate to **Menu → Sync contacts**. A message prompt appears confirming the synchronization.
2. Tap **OK** to proceed with the synchronization.

### 3.2. Viewing Contact Details

**To view contact details:**

From the Contacts screen, open the context menu for the contact whose details you want to view and select **View contact details**.

**OR**

From the Contacts screen, select the contact and navigate to **Menu → View contact details**.

**OR**

From the Contacts screen, double-tap the contact whose details you want to view. The contact details are displayed.

---

 **Menu option(s)**

**VMS** Helps record and send a voice message to the selected contact

**Call** Helps make a call to the selected contact

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### 3.3. Editing Contact Details

**To edit contact details:**

1. With the contact details displayed, select **Menu → Edit...**

**OR**

With Contacts screen displayed, select the contact whose details need to be edited and navigate to **Menu → Edit...** The contact details are displayed in an editable form.

**OR**

From the Contacts screen, double-tap the contact whose details you want to edit and navigate to **Menu → Edit...**

2. Make the necessary changes to the contact details.

3. Tap **Save** to save the edited details.



Spokn allows you to edit contact details even when there is no network available.

---

### 3.4. Deleting Contacts

**To delete a contact:**

With the contact details displayed, select **Menu → Delete contact**.

**OR**

With the Contacts screen displayed, select the contact to be deleted and navigate to **Menu → Delete**. The contact is deleted.



Deleting a contact from the Spokn Contacts List does not delete it from the phone address book.

---

### 3.5. Searching Contacts

**To search contacts:**

1. With Contacts screen displayed, tap the field containing the text **search contacts**.
2. 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. You can use the options from the context menu and the application menu to perform necessary actions.

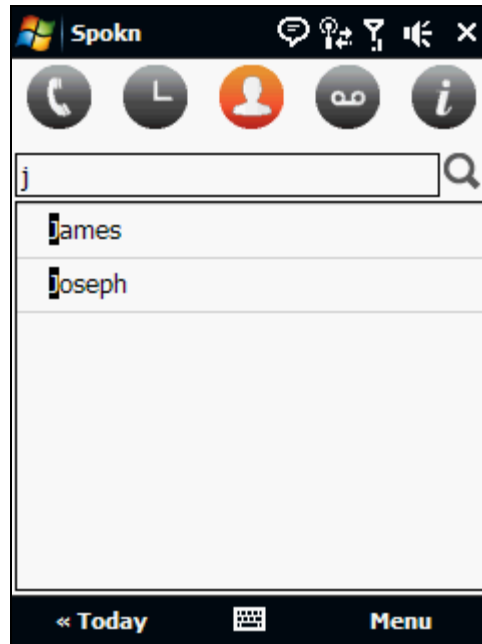


Figure 5: Searching Contacts

## 4. Managing Calls

Spokn provides a simple and intuitive interface for making and receiving calls.

### 4.1. Making Calls

#### 4.1.1. Using the Phone screen

**To make calls using the Phone screen:**

1. Enter the initial characters of the contact's name using the Dial Pad. The application displays the matching results in the pane below. Select the appropriate contact and double-tap the contact to initiate a call or tap the **Call** button or navigate to **Menu → Call**.

**OR**

Dial the appropriate phone number using the Dial Pad and tap the **Call** button or navigate to **Menu → Call**.

**OR**

With no numbers entered in the Phone screen, tap the **Call** button to view the last dialed numbers. Select the phone number from the list displayed and tap the **Call** button or navigate to **Menu → Call**.



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

In the quick search result, the contact's phone numbers appears with suffixes such as s, h, m, and b indicating a Spokn, Home, Mobile or Business number, respectively.

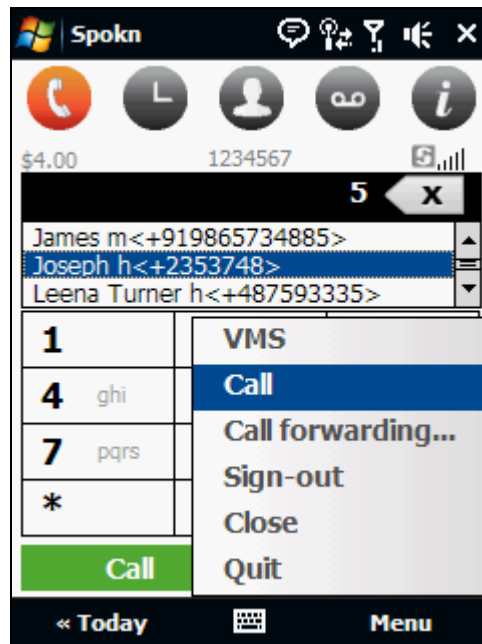


Figure 6: Making a Call using the Phone screen

Spokn initiates the call and displays the Call screen.



Figure 7: Call Connected

From the Call screen, you can tap the **Hangup** button to disconnect the call. At the end of the call, the call details are added to the Call Log.

#### 4.1.2. Using the Contacts Screen

##### To make calls using the Contacts Screen:

With Contacts screen displayed, open the context menu of the contact to whom you want to make a call and select **Call**.

##### OR

With Contacts screen displayed, select the contact to whom you want to make a call and navigate to **Menu → Call**. The application initiates the call.

Alternatively, with the contact details displayed:



- a. Navigate to **Menu → Call**, or
- b. Double-tap the contact's phone number, or
- c. Open the context menu for the contact's phone number and select **Call**.



When you make a call, the application first attempts to dial the contact's Spokn number. If the Spokn number is not specified, then the application dials the mobile / business / home number, respectively. In a scenario where only the e-mail ID is specified, the application records and sends a voice message to your contact's e-mail ID.

### 4.1.3. Using the Call Log

The Call Log maintains a history of all incoming, outgoing and missed calls.

**To make calls using the Call Log:**

With Call Log displayed, open the context menu for the phone number that you want to dial and select **Call**.

**OR**

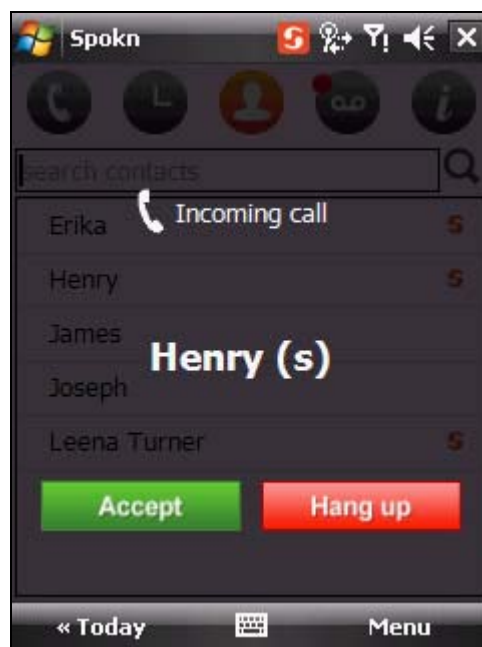
With Call Log displayed, select the phone number that you want to dial and navigate to **Menu → Call**.

**OR**

From the Call Log, double-tap the phone number that you want to dial. The application initiates the call.

### 4.2. Receiving Calls

The image below illustrates an incoming call.



**Figure 8: Receiving a Call**

Tap **Accept** to answer the call or tap **Hang up** to disconnect the call.



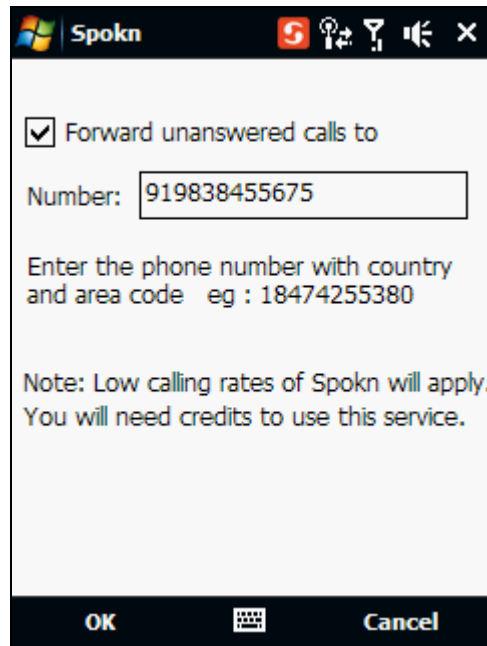
When you receive a call on your Spokn ID or Spokn phone number, the application simultaneously rings all the devices on which you are currently signed in. When you answer the call on one device, the others stop ringing immediately.

### 4.3. Using Call Forwarding

You can forward incoming calls to any phone number of your choice.

**To set a call forwarding number:**

1. From the Phone screen, navigate to **Menu → Call forwarding...** The Call Forwarding screen appears.
2. Place a check mark for the **Forward unanswered calls to** option. The **Number** text box gets enabled.
3. Enter the call forwarding number along with the country code and area code in the **Number** text box.



**Figure 9: Setting a Call Forward Number**

4. Tap **OK** to enable call forwarding.



If you do not answer the forwarded call, then it is transferred to VMS. If you have not enabled a call forwarding number, then the call is directly transferred to VMS.

When you answer the forwarded call, you will be charged with the Spokn rates applicable to the forwarded number.

## 5. Using the Voice Messaging Service

You can use the Voice Messaging Service to record and send voice messages to any Email address, phone number or Spokn ID. Spokn to Spokn VMSes are absolutely free. VMSes sent to your contact's Email addresses are also free. You can also receive voice messages from your contacts.

Spokn allows you to record voice messages when there is no network available. Once the network is available, the recorded voice messages are sent.

### 5.1. Sending a Voice Message

#### 5.1.1. Using the Phone screen

**To send a voice message using the Phone screen:**

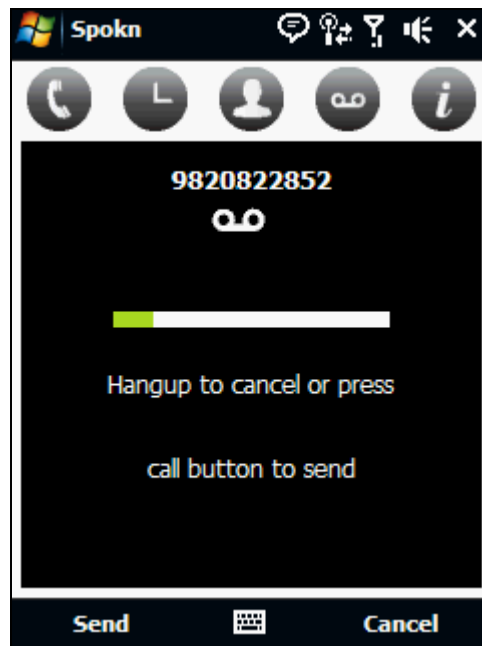
1. From the Phone screen, dial the phone number to which you want to send a voice message and tap the **VMS** button or navigate to **Menu → VMS**.

**OR**

With no numbers entered in the Phone screen, tap the **Call** button to view the last dialed numbers. Open the context menu for the appropriate number from the list and select **VMS** or navigate to **Menu → VMS**.

**OR**

Enter the initial characters of the contact's name using the Dial Pad. The application displays the result in the search pane below. Select the appropriate contact and tap the **VMS** button or navigate to **Menu → VMS**. Spokn starts recording your voice message.



**Figure 10: Recording a Voice Message**

2. At the end of 20 seconds, the application displays the following screen. You can press the **Call** button on the phone keypad or tap the **Send** button to send the recorded voice message immediately or press the **Hangup** button on the phone keypad or tap the **Cancel** button to cancel the action of sending the voice message.

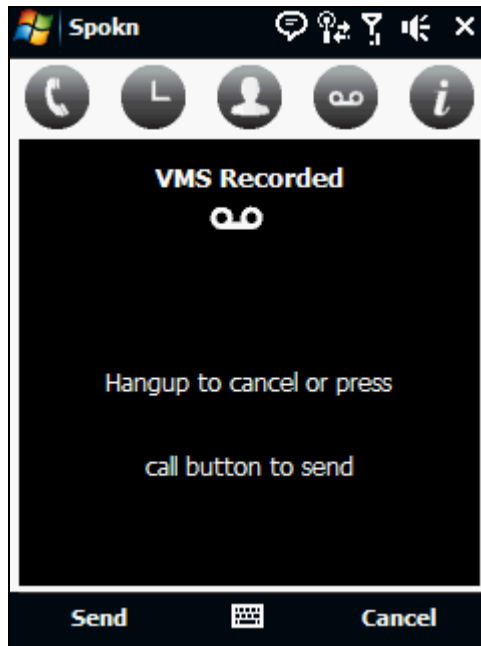


Figure 11: Voice Message Recorded



The application sends the voice message to the destination device as well as to the registered e-mail ID (if available) as an attachment.

The application adds the currently sent voice message to the VMS screen.

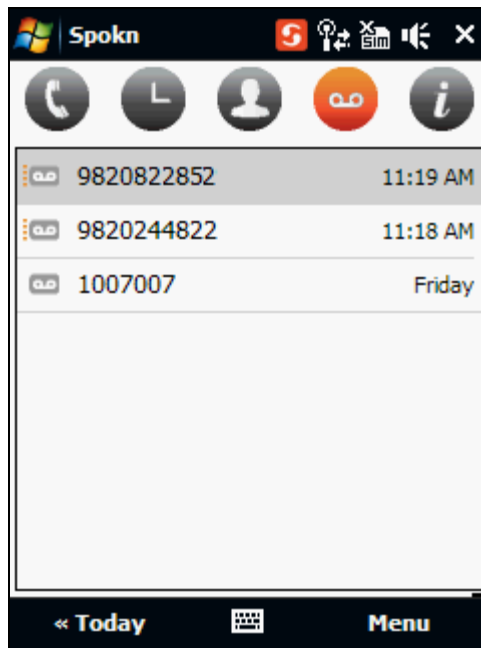






Figure 12: VMS Screen

While sending the voice message, Spokn displays an icon next to the currently sent voice message to indicate the state of the voice message.

VMS States Icons	Description
	Indicates an outgoing voice message
	Indicates that the voice message is in the process of being sent
	Indicates that the voice message was delivered successfully
	Indicates an undelivered voice message

### 5.1.2. Using the Contacts Screen

#### To send a voice message using the Contacts Screen:

With Contacts screen displayed, open the context menu of the contact to whom you want to send a voice message and select **VMS**.

**OR**

With Contacts screen displayed, select the contact to whom you want to send a voice message and navigate to **Menu → VMS**. Spokn starts recording your voice message.



Alternatively, with the contact details displayed:

- a. Navigate to **Menu → VMS**, or
- b. Open the context menu for the contact's phone number and select **VMS**.

### 5.1.3. Using the Call Log

At the end of the call, the call details are added to the Call Log.

#### To send a voice message using the Call Log:

With the Call Log displayed, open the context menu for the phone number / contact to which you want to send a voice message and select **VMS**.

**OR**

With the Call Log displayed, select the phone number / contact to which you want to send a voice message and navigate to **Menu → VMS**.

### 5.1.4. Using the VMS Screen

The VMS screen can save up to 30 voice messages (both incoming and outgoing included).

#### To send a voice message using the VMS screen:

1. With the VMS screen displayed, open the context menu for the number to which you want to send a voice message and select **VMS**.

**OR**

With the VMS screen displayed, select the phone number to which you want to send a voice message and navigate to **Menu → Reply**. Spokn starts recording the voice message.



#### Menu option(s)

**Play / Stop** Helps play / stop the currently selected voice message

**Copy number** Helps copy and add the currently selected phone number to the Spokn Contacts List


## 5.2. Sending a Voice Message as Email

You can record and send voice messages to your contact's Email address for free.

### To send a voice message as Email:

1. With the contact details displayed, bring the focus on the **Email** field and navigate to **Menu → VMS**.  
**OR**  
 With the contact details displayed, open the context menu for the **Email** field and select **VMS**.  
**OR**  
 With the contact details displayed, double-tap the **Email** field. Spokn starts recording the voice message.
2. Tap **Send** button or press the **Call** button on the phone keypad to send the voice message. The application displays the VMS Recorded screen. The voice message is sent to your contact's Email ID.

## 5.3. Receiving a Voice Message

Your contacts can record and send voice messages when you are unable to answer their call. When you receive a new message, you receive a sound alert and the VMS screen icon changes to .

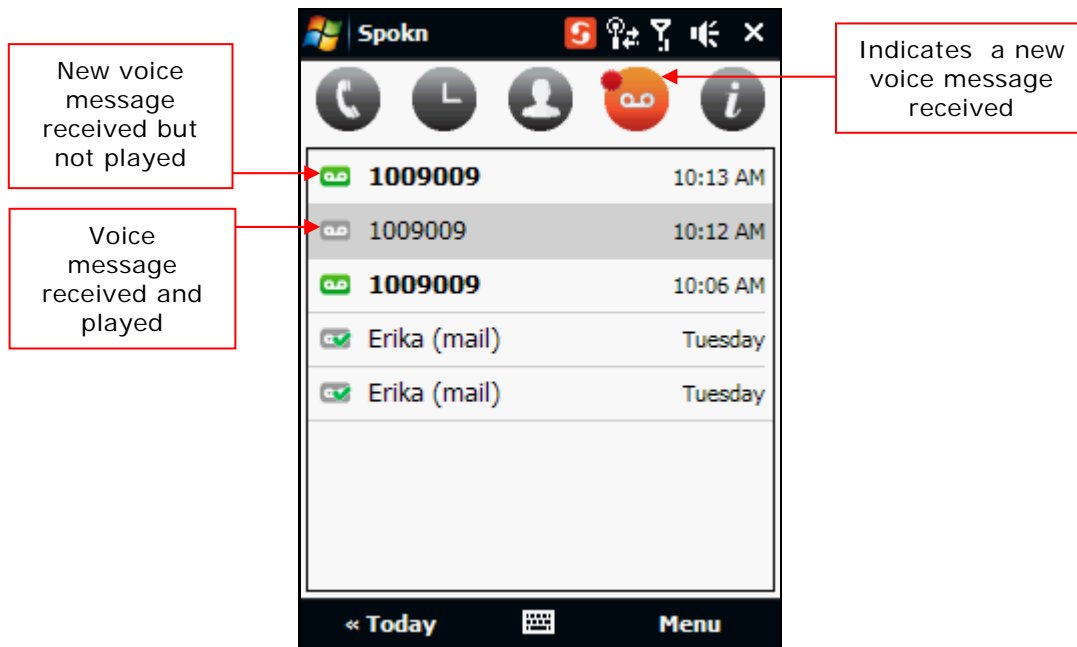


Figure 13: Receiving a Voice Message

### Menu option(s)

- Reply** Helps you to send a voice message to the selected phone number.
- Refresh** Refreshes the status of the voice messages being sent and displays new voice messages received.
- Add to contacts** Helps add new contacts from the VMS screen. By default, the phone number of the newly added contact is added to the **Mobile** field. You can copy and paste the number to the desired field.
- Delete / Delete all** Helps delete single or all voice messages from the VMS screen.

## 6. Managing the Call Log

The Call Log maintains the history of the incoming, outgoing and missed calls. Spokn clears the log details at the end of each session.

**To view the call log:**

Tap the **Call Log** icon. The incoming, outgoing and missed calls in the current session are displayed.

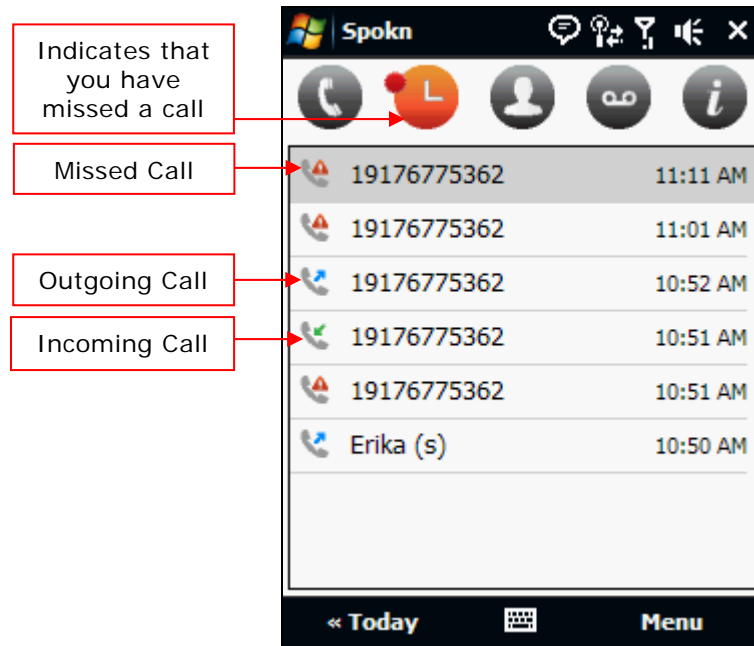


Figure 14: Call Log

 **Menu option(s)**

**Add to contacts**

Helps add new contacts from the Call Log. By default, the phone number of the newly added contact is added to the **Mobile** field. You can copy and paste the number to the desired field.

**Delete / Delete all**

Helps delete single or all voice messages from the Call Log

The Call Log displays date and time information of the call based on the number of days since when the call was made, received or missed.


Day / Time when the call was made/ received / missed	Information Displayed
Today	Displays only the time. For example, 11:00 AM.
Past 6 days	Displays only the day of week. For example, Friday.
Prior to one week	Displays the time and the date. For example, 10:05 on 22 <sup>nd</sup> Sep.

## 7. Working with the Account Screen

The Account screen provides details about your Spokn account as well as additional information in the form of links.

### 7.1. Viewing the Account Screen

**To view the Account screen:**

1. Tap the  icon to display the Account screen.
2. View your Spokn account details and tap the appropriate link to know more about it.

### 7.2. Accessing Links on the Account Screen

The table below explains the links provided in the Account screen when you are signed in or when you are signed out.

Link Name	Description
<b>Links available when you are not signed in:</b>	
Sign in	Helps you sign in to the application
Ask for help	Takes you to the Spokn Web site from where you can get more information about the application
Register for a new account	Takes you to the Spokn Web site from where you can sign up for a new account
Retrieve forgotten password	Takes you to the Spokn Web site from where you can retrieve your forgotten password
<b>Links available when you are signed in:</b>	
View your account history	Displays your call history
Make a test call	Makes a call on a test number and echoes your voice, which helps you to check the call quality with reference to your current location and internet connection
<b>Common Link:</b>	
About	Displays the About screen, which provides product information such as, version number, copyright information, vendor details, product Web site, product libraries and license information

## 8. Miscellaneous

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### 8.1. Upgrades

Spokn checks for upgrades every time you start a new session. If a new version is available, then the application displays an appropriate message.

### 8.2. 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.



You can continue to receive calls (from Spokn as well as non-Spokn subscribers) or make calls to Spokn subscribers, when you have a zero or negative balance in your Spokn account. However, you cannot make calls to non-Spokn subscribers.

#### To purchase / recharge credits:

Go to [www.spokn.com](http://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 recharge / purchase credits.

### 8.3. Signing Out of Spokn

You can sign out of the application using the **Sign out** option. While signing out, the application clears the Call Log.



When you quit the application without signing out and launch it again, Spokn automatically signs in with your previously entered details. However, if you sign out and quit the application, Spokn does not sign in automatically the next time you launch the application. You need to enter your sign in details again.

### 8.4. Closing and Quitting Spokn

You can minimize and switch the application to background mode by using the **Close** option.

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

### 8.5. Uninstalling Spokn

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

#### To uninstall Spokn:

1. Navigate to **Start → Settings**.
2. From the **System** tab, tap **Remove Programs**. A list of installed programs is displayed.
3. Tap **Spokn Communication**.
4. Tap **Remove**. A confirmation message box is displayed.
5. Tap **Yes** to confirm the removal. Spokn is uninstalled from your phone.

## 9. Support Details

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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](mailto:support@spokn.org).

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