



PC Dialer Manual

Make low cost Internet calls from your PC



PC Dialer

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1. Introduction

1.1 What is the PC Dialer?

Making Internet phone calls, often referred to as PC to Phone call,s allows you to make low cost calls to any phone number in the world from any country in the world. The PC to Phone Dialer of joip offers some of the lowest rates in the world for both international and domestic calling.

To see the benefits of PC to Phone calling all you need is a computer with a microphone and speakers. To start saving sign up and download your Free PC to Phone Dialer today!

1.2 What features are included in the PC Dialer Application?

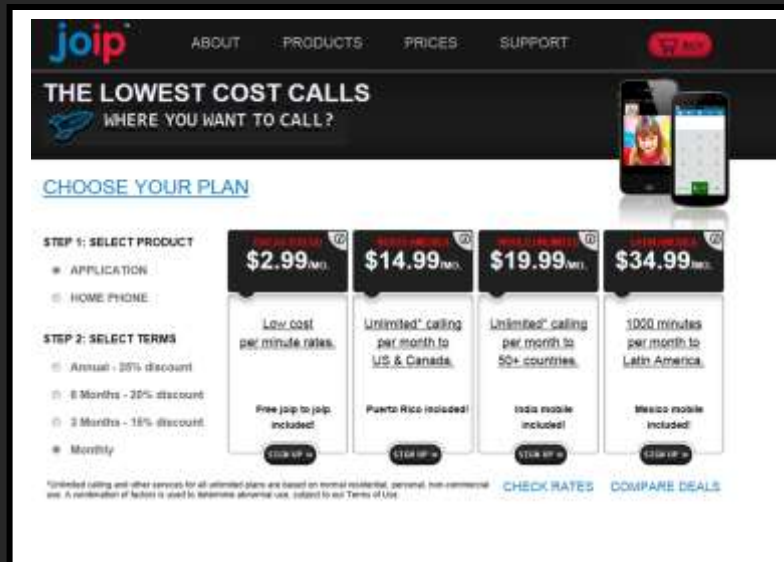
1. Low-cost calls to domestic and international numbers.
2. Real-time display of your account balance.
3. Online look-up of per-minute rates per area code.
4. Multiple on-call features as detailed below.

1.3 What are the requirements for using the Mobile Dialer Application?

1. An active account of one of our calling plans.
2. Windows 2000/ME/XP/2003/Vista/Windows 7/Windows 8
3. Microphone and speakers, or headset or handset.
4. Internet Connection speed of 512Kbps
5. Download and Installation of the PC Dialer as detailed in this guide.

2. Signup

1. Visit our website and choose the calling plan you prefer.



2. Fill out the signup form and click 'Continue'.

The 'Registered phone number' will link your phone to the app and function as your Caller ID when using the app

- Review the summary and click 'Confirm'. Note that before confirming your signup is not yet completed.



- Wait for the confirmation page. Please check your mailbox for our confirmation email containing your account details (8-digit User ID and the 4-digit password you have chosen). It may take up to 30 minutes for the email to arrive.



3. Download & Setup

Once you have received your account details, you can go ahead and set up the PC Dialer on your PC.

- 1.4 Download the application from link www.joip.com/download/joip/joip_softphone_en.exe and follow the setup instructions.

- 1.5 Enter the account details received in the confirmation email that we sent you.



- **User ID:** Enter the 8-digit User ID that we sent you
- **Password:** Enter the 4-digit number that you have chosen upon signing up
- **Check the 'Remember' box to save your login details.**

Press enter to login.

Note: If you have forgotten the password, you can always retrieve it [here](#).

1. Wait for the connection status to become 'Online'.



4. Making Calls & Features

4.1. Calling:

After you open the application, the key-pad will be in front of you. You can then dial the destination normally and touch the Call icon at the bottom.

Note: There is no need to dial international access codes such as '00' or '011' before the country code + area code + number will suffice.

4.2. Get to know the keypad:

While you are on a call, the following features will be available for you:

Tools and Settings of the dialer on your PC. Easy access to account management portal:

Add funds , My account , Calling rates , Voicemail , Call detail records .

Change login : Access your account settings, in case you need to change the User ID or password.

Dial the number and upon calling – The destination and per-minute rate will be displayed below.

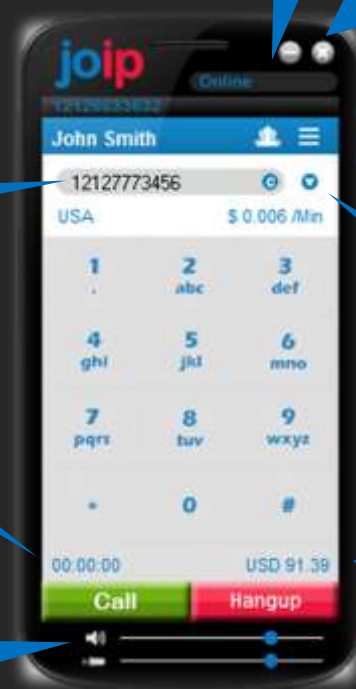
Access contacts

Call duration

Increase \ Decrease speaker \ Microphone volume.

View last calls

Display of your pre-paid account balance (for 'By the Minute' plans and calls to destinations not included in your calling plan).



4.3. Available telephony features:

Simultaneous Ring

*30*number	Add number
31 number	Delete number
*32	Delete all
*33	Enable service
*34	Disable service

Do Not Disturb (And Allow List)

*40	DND on
*41	DND off
42 number	Add number to Allow List
43 number	Delete number from Allow List
*44	Delete all

Reject anonymous calls

*48	Enable feature
*49	Disable feature

Blocked Numbers

*60	"Blocked" DND on
*61	"Blocked" DND off
62 number	Add number
63 number	Delete Number
*64	Delete all numbers

Call Forward

71 number	Call forward Request
*72	Call forward Cancel
73 number	Call forward No Answer Request
*74	Call forward No Answer Cancel
75 number	Call forward On Busy Request
*76	Call forward On Busy Cancel
77 number	Call Forward Unavailable Request
*78	Call Forward Unavailable Cancel

Speed Dial

(1-10) number	Update speed dial
*(1-10)	Call speed dial

Instant Balance Announcement

*88	Retrieve balance
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Voicemail

*0, *86 Enter Voicemail menu

Caller ID features

*67 block caller ID for this call

*82 unblock caller ID for this call

Others

*69 Return call

*70 Cancel call waiting for this call

4.4. Phone Book:

You can save your contacts on the local PC dialer phone book. The contacts list will be available for you on any computer you login to with your account.

Choose the Contacts icon



The contacts windows will show:

Create \ Edit \ Delete contact

Dial to selected contact

Insert \ Update contact

Name :

Phone Number :

Name	Phone Number
Jeff Home	4445556777
Jeff Work	1112223334

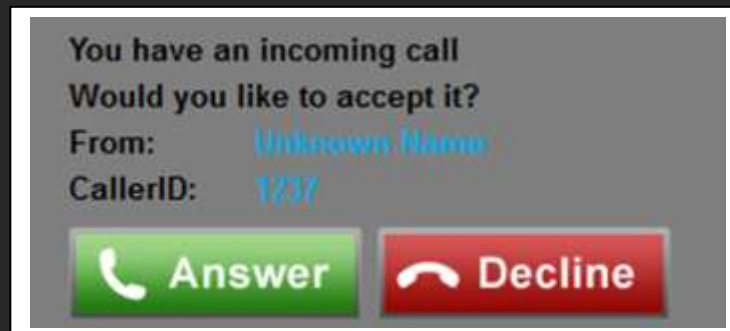
Ready

Contact list retrieve \ update status.

5. Receiving Calls

If you own a joip telephone number, you can receive calls to your number with the joip PC dialer.

You will see a pop up window with needed information. You may accept or decline the call.



6. Online account management

Log in to the Members Center at www.joip.com with your 8 digit account number and 4 digits password. You can then access the following features and information:

My calls:

- **My Call Detail Records (CDRs)** – View a log of all incoming and outbound calls.

My Account: Update | View your account information

- Personal details
- Credit card details
- Change package
- Account password
- Add funds
- View billing statement
- View rates

7. Frequently Asked Questions

Q: How am I charged for using the service?

A: You will be charged according to the plan that you choose and the destination that you call. These charges may include a monthly charge for your plan and per minute charges for your calls.

Q: Can I use my account with other joip products?

A: You can use your account with all of the available applications from joip.

Please use our products tab , select your preferred application and download directly to your Smartphone \ Tablet.

Q: I forgot my password. How can I retrieve it?

A: You can retrieve your 4-digit password in this [link](#). You will have to enter the email address you used for signing up as well as your 8-digit User ID.

If you also forgot your 8-digit User ID, please contact [Customer Care](#).

Q: How do I contact Customer Care if I need more advanced assistance?

A: Simply visit our support portal at <http://joip.custhelp.com/> . There you will find the option to contact Customer Care via email or start an immediate, online chat with a live agent.

Thank you for choosing

