



# Android OS Mobile Dialer Application Manual

Make low cost Internet calls from Android Smartphone or Tablet



# Android Mobile Dialer Application

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# 1. Introduction

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## 1.1 What is the Mobile Dialer Application?

The Mobile Dialer Application allows you to make calls through your Mobile phone internet connection, saving you up to 70% on your mobile phone bill. Simply pick your plan and download the mobile application to your Android based Smartphone or make calls through the Callback Service instead, if you do not have sufficient Internet access.

This means that you can make low-cost phone calls at any given moment, without using the outgoing minute plan of your mobile provider.

The Mobile Dialer Application utilizes the Wi-Fi or 3G/4G connection of your Android-based phone. If you use the Callback Service, it will utilize the incoming minute plan of your mobile provider.

## 1.2 What features are included in the Mobile Dialer Application?

1. Low-cost calls to domestic and international numbers.
2. Integration of the application with your device's native phone (use your native phone to make calls through the application).
3. Automatic integration of your existing contact list.
4. Real-time display of your account balance.
5. Online look-up of per-minute rates per area code.
6. Multiple on call features 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. A phone running Android as its operating system (OS version 1.6 and above).
3. Download and Installation of the Mobile Dialer as detailed in this guide.
4. Wi-Fi, 3G/4G<sup>1</sup> connection.
5. If you intend to use the Callback Service<sup>2</sup>, you are required to have an active mobile phone line with one of the wireless providers.

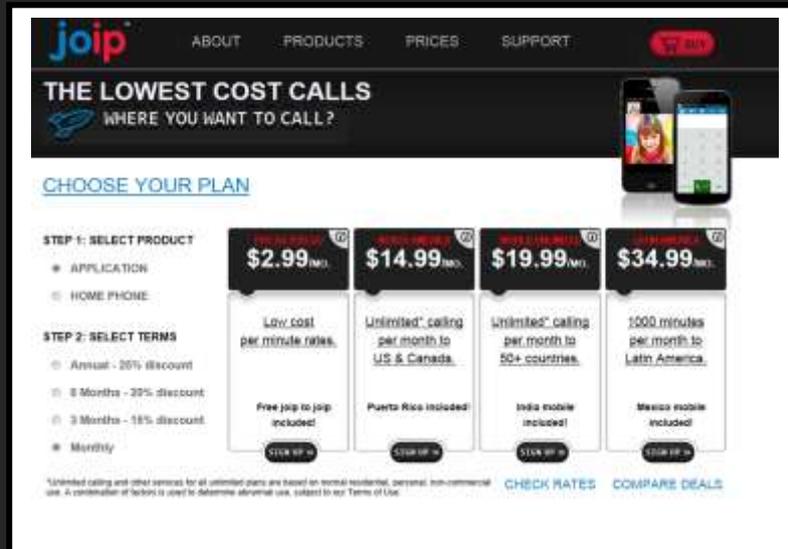
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<sup>1</sup> Calls made using the Joip Mobile Application consume approximately 3 Megabits of data usage per 5 minutes and your mobile phone or Internet service provider may subject you to additional charges based on the Internet connection type that you are using and your data plan. We suggest that you contact your mobile phone or Internet service provider for more information. We are not responsible for any additional charges due to the usage of our service.

<sup>2</sup> The Callback Service is initiated by our platform calling you back, and this return inbound call is active for the duration of your phone call. The inbound call may consume minutes from your mobile phone service and roaming charge may apply, depending on your mobile phone plan. We suggest that you contact your mobile phone provider for more information. Please note that we are not responsible for any additional charges due to the usage of our service.

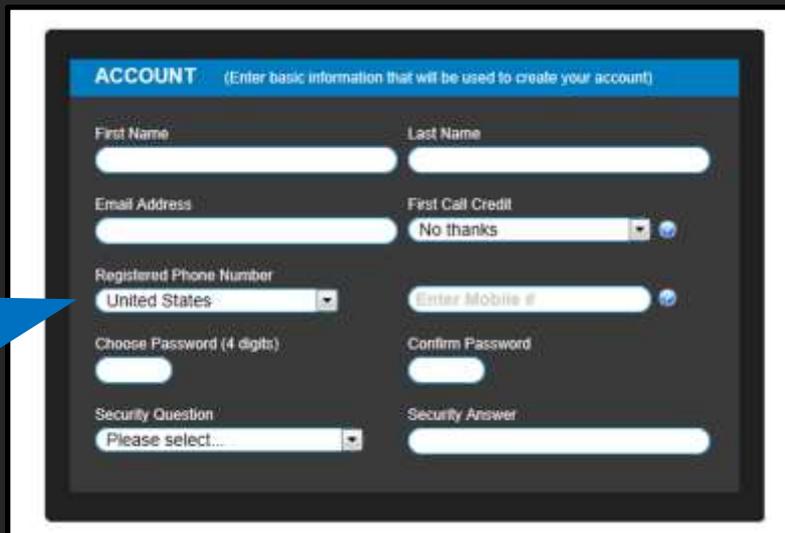
## 2. Signup

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



The screenshot shows the 'ACCOUNT' creation form with the instruction '(Enter basic information that will be used to create your account)'. The form fields are:

- First Name
- Last Name
- Email Address
- First Call Credit (dropdown menu with 'No thanks' selected)
- Registered Phone Number (dropdown menu with 'United States' selected, followed by 'Enter Mobile #' field)
- Choose Password (4 digits)
- Confirm Password
- Security Question (dropdown menu with 'Please select...' selected)
- Security Answer

- 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

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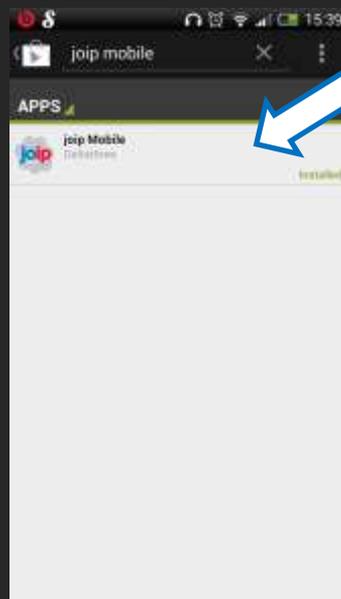
Once you have received your account details, you can go ahead and set up the Mobile Dialer Application on your phone.

### 3.1 Download from the Google Play Store

1. On your phone, open Google Play Store



2. Search for 'Joip Mobile'



3. Choose 'Joip Mobile' from the results, click 'Install' and then 'Accept & download'



4. The Mobile Dialer Application will then install. It will be available in application drawer, touch the icon to open and use it.



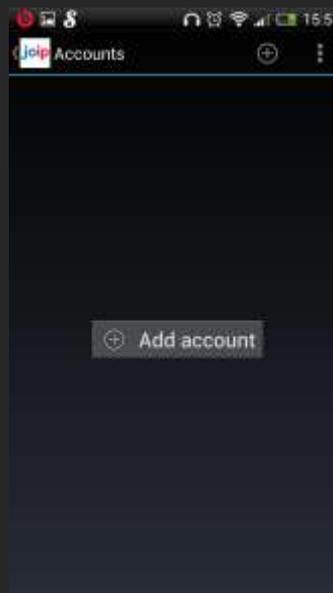
## 3.2 Setup:

1. When you open the application for the first time, the 'Easy configuration' window will pop-up. Here you will determine your basic connection preferences and the way you want to use the application. Our recommended setup is as follows:

- **'Integrate with Android'** – By marking this option, you will never need to open the application to make a call. Instead, you will use regular, native phone interface of your Android. See page 13 for more details and instructions.
- **'Only for outgoing'** – As our service only offers the option to make outgoing calls, there is no reason to keep the application running in the background. It will save battery and CPU.
- **'I'm allowed to use mobile'** – If you intend to use the Mobile Dialer over 3G or 4G connection (rather than only over Wi-Fi), please mark this option. By doing this, you acknowledge that using your mobile data plan depends on the terms of your subscription with your mobile provider.

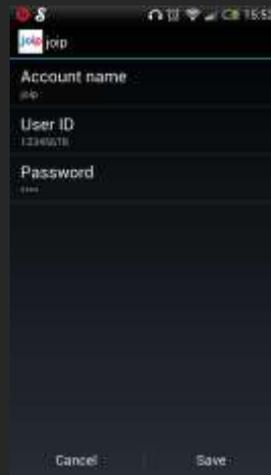
Once you choose your preferred setup, click 'Save'.

2. Click on 'Add account'



3. Enter the account details that you 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
  - **Account name:** You can enter any word or value, for your convenience. The default is our own brand name.

Click 'Save'.



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

4. Wait for the connection status to become 'Registered' and the account name change to green.



5. Press your Android 'back' button to reach the Dialer main screen.



## 4. Calling & Features

The Mobile Dialer Application can work both over Wi-Fi and your data plan (3G or 4G). Before you make a call, make sure that your device uses your preferred connection type for the call. If your data plan is not unlimited, using Wi-Fi is always the best way to avoid additional charges from your mobile provider.

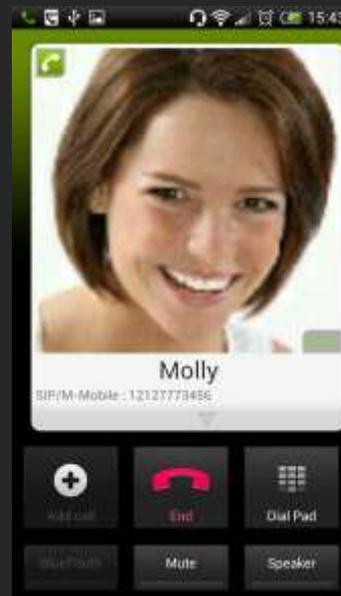
1. After you open the application, the key-pad will be in front of you. You can then dial the destination normally and touch the white phone icon at the bottom.

**Note:** You can always tell whether the application is properly connected to the Internet and ready for use by making sure you see the Dialer icon at your Android notification bar (shaped as a phone and the word 'IP').

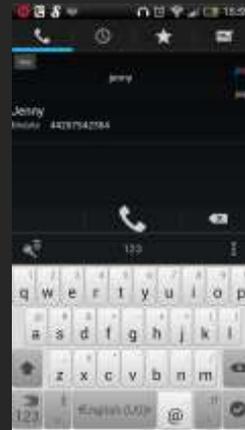
**Note:** There is no need to dial international access codes such as '00' or '011' before the country code + area code + number will suffice.

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

- **Bluetooth:** Allows you to use a Bluetooth earpiece or speaker instead of the default audio speaker/mic.
- **Mute:** Mute your voice.
- **Dial Pad:** Display the keypad.
- **Speaker:** Use the loudspeaker and mic
- **Hold:** Puts the call on hold.  
(To use this feature touch the arrow pointing down, located at the bottom of the contact display picture).
- **Record:** Record the call and save it as an audio file on your phone storage or SD card (the file will be located at a folder called CSipSimple).
- **Add call:** Make a conference call. The availability of this feature depends on your account type and calling plan.

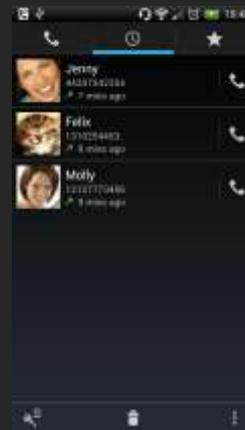


To call one of the numbers on your phone contact list, touch the 'txt' button at the bottom of the screen and then start typing in the contact name. After typing the first 2 letters, the dialer will start narrowing down the options until you will find the person you wish to call. Click on it to start the call.



3. Swipe the screen sideways to view your recent calls.

Touch the number/contact to view the call details or touch the white phone icon to call that number.



4. Touching the dialer logo will give you the option to switch between the dialer and your mobile provider from within the app.

After you dial the number/choose a contact, you can switch to 'Use mobile' and then, when you touch the 'dial' button (the white phone icon) you will make a regular phone call through your mobile provider.



Several other options available on the Mobile Dialer interface:

Dial the number and then click on the 'Rate' button – The per-minute rate will be displayed

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

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

Access the app Settings – Revisit your 'Easy configuration' preferences, apply dialing rules and advances settings for troubleshooting technical issues. Note that in devices running operating system version lower than 4.0, the settings are accessed by pressing the physical menu button on the phone itself.



## 5. Using the Integrated option

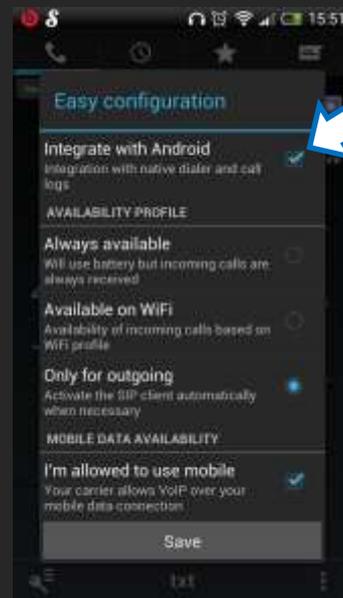
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The Integrated option is maybe the strongest feature in our Mobile Dialer Application for Android. By enabling it, you will no longer need to proactively open the application in order to use it. Instead, you will use the regular phone interface of your phone. Whether the call will go through your regular mobile provider or our Mobile Dialer Application will depend on your preferences. You can set up the application to behave in the following manners:

- Whenever you make a call, a pop-up window will display asking you whether you want to use the Mobile Dialer Application or your mobile provider. The call will then go through the preferred service on a case by case basis.
- Set all your calls to go through the Mobile Dialer Application as long as you have Internet access. When you are disconnected from the Internet the calls will go through your mobile provider.
- Set predefined rules according to which the application will know when it should take over and when the calls should go through your mobile provider (e.g. all domestic calls will go through your mobile provider, while all long-distance/international calls will go through the Mobile Dialer, or that only calls to a specific number or numbers will go through the Mobile Dialer while the rest will go through your mobile provider, etc.)

The following section will show you how to configure this very useful feature.

1. Firstly, make sure that the Integrated option is enabled in the 'Easy configuration' page as mentioned in page 8.



At this point, the application is already set up with the Integrated Option - it will ask you, on a case by case basis, how you want to complete the calls, Mobile Dialer or your mobile provider.



Just touch the Mobile Dialer out of the two options and the call will go through it. Choosing 'Use mobile' will route the call through your regular mobile provider



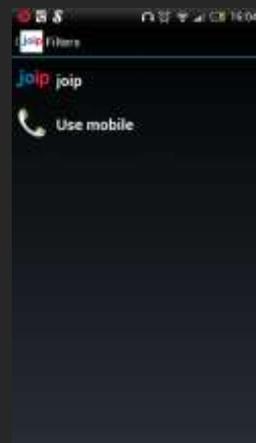
2. To set all your calls to go through the Mobile Dialer Application as long as you have Internet access open the application and touch 'Settings' as described in page 12.



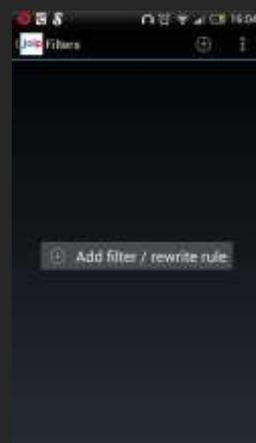
3. Touch 'Filters'



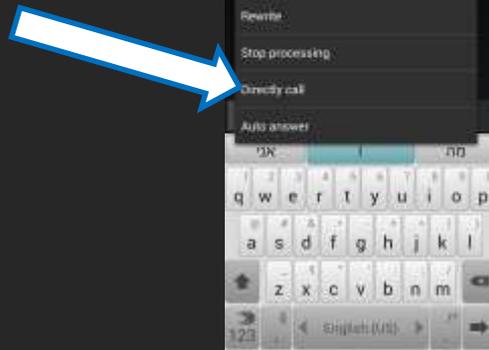
4. Touch the Mobile Dialer



5. Touch 'Add filter/rewrite rule'

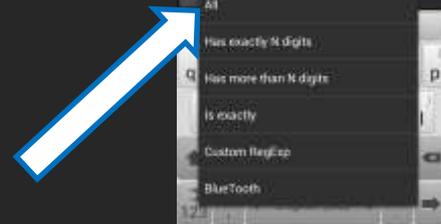


6. Touch 'Can't call' to open the drop-down menu and choose 'Directly call'



7. Touch 'Starts with' to open the drop-down menu and choose 'All' and 'Save'

You can then use the 'Back' button of your phone until you exit the application. From this moment and on, there will be no need to open it to make calls. Whenever you dial a number using the regular phone of your Android, the call will go through the Mobile dialer. Whenever you do not have Internet connection, the call will go through your mobile provider.



8. To set predefined rules to have the app used only when the dialed number meets your exact preferences, first follow steps 3 to 6 above. Then:

- Choose 'Can't call' if you want to define a range or type of numbers that the application will not call (and let your mobile provider do it)
- Choose 'Directly call' if you want to define a range or type of numbers that the application will always calls (and avoid calling using your mobile provider)



9. Then touch 'Start with' to open the drop-down menu and define the number type/range you want the rule to include. For example:

- You are located in New York City and therefore want all New York numbers to route through your mobile provider. To do this, select 'Can't call' in the first drop-down menu and 'Starts with' in second. Then enter the first 3 digits of the NY area code – 212 (because there are several codes in NY, you will have to enter each one separately save it and do it again with the additional area code (e.g. 347, 718, 917, etc.)
- You have the phone numbers of your family member as Favorites in your mobile provider's minute package and therefore want to set all calls to your family to route directly through mobile provider. To do this, select 'Can't call' in the first drop-down menu and 'Is exactly' in the second. Then enter the phone number the person you wish to include in this setup, save it and enter another one if you need. If you have a certain range of phone numbers that can be included together (e.g. all your family has their number start with 21277734XX), then in the second drop down menu choose 'Starts with' and enter the number range.
- You want all international numbers to route through the Mobile Dialer, because we offer a great calling plan for international destinations, select 'Directly call' from the first drop-down menu and 'Starts with' in the second. Then, if you save international phone numbers in your contact list with '+' at the beginning you can simply enter '+' and save it. This means that all numbers that start with '+' will route through the Mobile Dialer. In the same way, you can define specific country codes so instead of entering '+' you should enter the country codes of the numbers you normally call (e.g. you tend to call the UK, so enter '44' and save it).



You can define any other rule you can think of, if you notice a specific pattern in the numbers you normally call. When you call numbers that do not meet any requirements, in any rule define by you, a pop-up windows will appear asking you whether you wish to complete the call using the Mobile Dialer or your regular mobile provider.

In the same way, you can also define shortcuts for speed dialing. In this case, you will choose 'Rewrite' from the first drop-down menu, 'Is exactly' in the second, then enter the shortcut you want (e.g. '1'), then choose 'Replace all by' from the third drop-down menu and enter the full number of the person you wish to set speed dial for. You should save the settings of course.

## 6.Callback

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The Android Mobile Dialer has two modes that can be used interchangeably. One is the regular VoIP calling that has been described throughout this manual so far, and the other is Callback.

Callback can be relevant if you do not want to use your Internet connection with heavy data traffic or when you wish to make a phone call on the move, where an Internet connection is not necessarily available.

With this feature, the application triggers two calls: One call to your own phone number via your regular mobile provider (an incoming call to your line) and another one to the destination number. Our system then joins the two calls into one phone call that does not use any Internet connection (being over a regular incoming call).

- 6.1 If your app is already set up for direct VoIP calls, open it and touch the key icon at the bottom left.



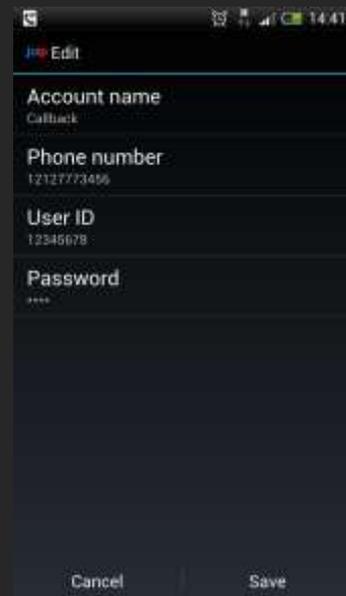
- 6.2 Touch 'Add account'



Choose 'Callback'



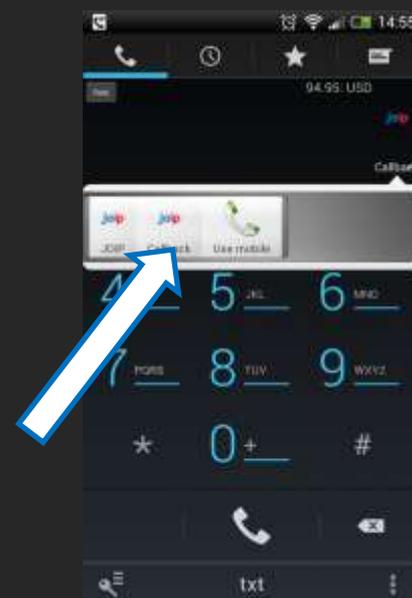
- 6.3 Enter your own mobile phone number in the 'Phone number' field.  
Enter your 8-digit User ID at the 'User ID' field.  
Enter your 4-digit password at the 'Password' field.  
Click 'Save', wait for 'Callback' to become green and return to the main screen.



- 6.4 To make a call from within the app, touch the joip logo at the main dial pad screen. Choose 'Callback'. Your next call will be Callback-based. You will need Internet connection only at the moment you dial the number and send.

Note: You can also use the Callback feature using the integrated option, as detailed in chapter 5.

Note: To set up Callback on a newly installed app (that is not already set up for direct VoIP calls) choose 'Callback' at the initial setup screen and repeat the steps described in 6.4 of this chapter.



# 7. Online account management

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Log in to the Members Center at [www.joip.com](http://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

## 8. Frequently Asked Questions

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### *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.

\*Calls made using the Mobile Dialer Application consume approximately 3 Megabits of data usage per 5 minutes and your mobile phone or Internet service provider may subject you to additional charges based on the Internet connection type **that** you are using and your data plan. We suggest that you contact your mobile phone or Internet service provider for more information. We are not responsible for any additional charges due to the usage of our service.

Calls made using the Callback Service consume the incoming minute plan you have with your mobile provider. It is recommended to add the Callback Access Number to your favorite number list for unlimited and free incoming calls.

### *Q: Can my mobile phone work with the Mobile Dialer Application?*

**A:** The Mobile Dialer Application for Android can work on any phone running Android as its operating system, as long as the OS version is 1.6 and above.

If your OS version lower than 1.6 or you do not have an Android phone, you can still use the Callback Service.

If you have an iPhone, iPad or iPod Touch, you can check out our Mobile Dialer Application for iOS.

### *Q: I am not able to make calls using the Mobile Dialer Application. What should I do?*

**A:** If you are unable to make calls using the Joip Mobile Application, we suggest reviewing the following troubleshooting steps:

1. Were you able to download and configure the e application successfully? If not, review the Installation section in this manual.
2. Do you have an active Internet connection? Try browsing to a website from your phone. If you cannot, you should check your Internet connection.

3. Are there any other applications running in your phone's background? These consume CPU and may interfere with the Mobile Dialer Application. Try closing these applications.
4. Try closing and restarting the Mobile Dialer Application.
5. Try switching off and rebooting your phone.
6. Uninstall the application and re-install it from the Google Play Store.
7. Check that you have configured the application correctly. You will need the User ID that was included in the email sent to you after you registered for our service, and the password that you selected during the registration process. Make sure that you have entered your User ID and Password correctly.
8. If any of this does not solve the problem, please contact [Customer Care](#).

### *Q: Why is sound quality poor when using the Mobile Dialer Application?*

**A:** If the problem you experienced is when calling ALL destinations, please note that the sound quality problems that you have reported could be caused by insufficient available bandwidth for your calls. Please therefore make sure to disable applications that require high bandwidth consumption.

If you experience the problem when using Wi-Fi it is also possible that the same network hosts a computer that consumes most of the bandwidth with heavy downloads or data usage. Switching between Wi-Fi and 3G can determine whether the problem lies within one of the 2 connection types.

Please also test the download and upload speed of your phone by using the application Speedtest.net that is available for download in the App Store and Google Play Store. A proper phone conversation can be achieved if you have more than 256Kbps of download/upload speed.

If you are using 3G or 4G, please a look at the upper notification bar on your device screen and locate the icon that represents your data connection. With proper 3G coverage you should see there 'H' or '3G' ('H+' or '4G' if you have a 4G/LTE connection), which means that when it comes to data reception there should not be any problem. If the coverage is limited where you are you will see 'G' (maximum 56Kbps which definitely explains poor sound) or 'E' (which is slightly better and provides you with maximum 256Kbps not normally less and can also explain poor sound). If none of the above is applicable, please contact [Customer Care](#).

*Q: The Call Back service is not calling back. What could this be?*

**A:** Our Callback Service will only call you back if you are calling from the mobile phone number registered to your account, if you do not have Caller ID blocked, and if your account is active and has funds available.

If the Callback Service does not return your call, we suggest the following:

Make sure you are using the service from the mobile phone number that you entered when you registered your account. (If you have changed your phone number after you registered, please see contact Customer Care.

Make sure that when you make a call from your mobile phone number that your Caller ID is not being blocked. To do this, call another phone and check that your Caller ID is being displayed correctly. If it isn't being shown or a different number is shown, contact your mobile service provider to find out why.

Make sure account you have with us is active and that there are funds in your Call Credit Account. If there aren't, it probably means that we tried to process a payment on your credit card and it failed. Please add funds by logging into our Member Center, and going to the Add Funds page.

After you call the Callback Access Number, you must hang up the phone immediately, as soon as you hear the beginning of the busy signal. If you stay on the line too long, our system will call you back but your line will still be engaged with the call to the access number.

*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

