



# iOS Mobile Dialer Application Manual

Make low cost Internet calls from your iPhone, iPad and iPod touch



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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 iPhone, iPad and iPod Touch or make calls through the Callback Service instead, if you do not have 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 iOS device. 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. Selecting our service or your mobile provider from within 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 device running iOS (iPhone, iPad, iPod Touch) version 3.2 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.

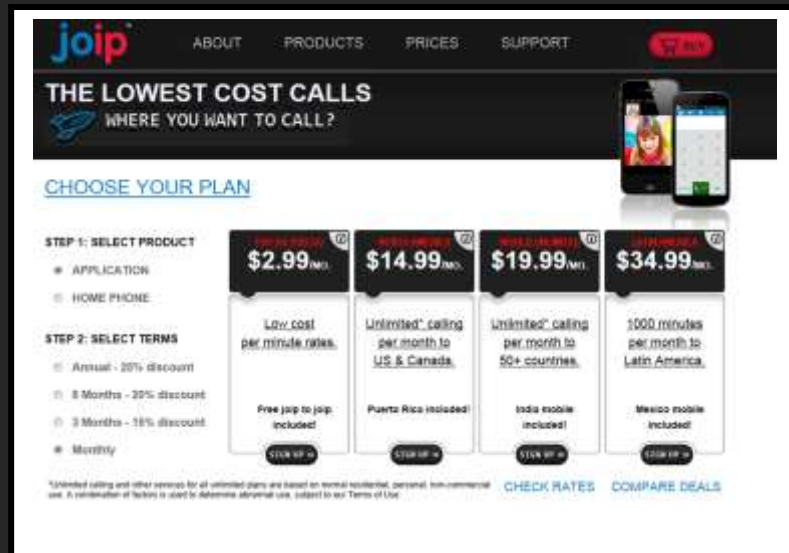
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<sup>1</sup> Calls made using the Joip Mobile Application consume approximately 3 Megabits of data usage per 5 minutes and your mobile phone or Internet service provider may subject you to additional charges based on the Internet connection type that 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.

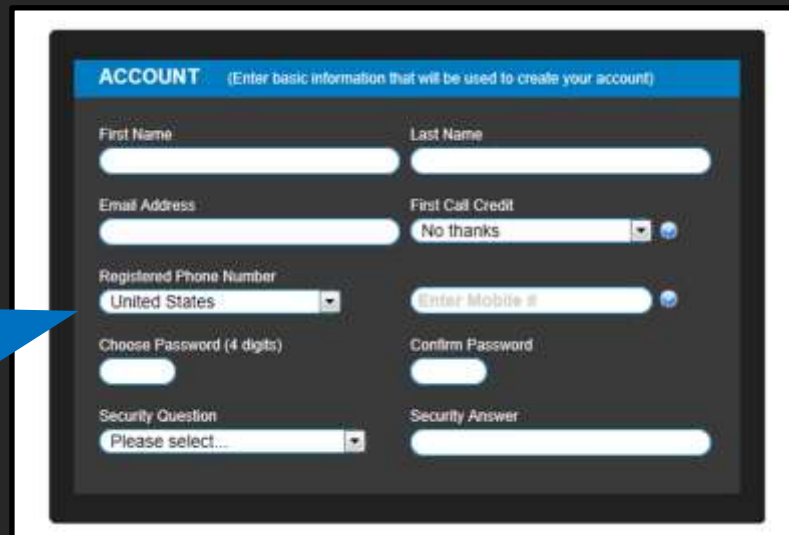
## 2. Signup

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. The title is 'ACCOUNT (Enter basic information that will be used to create your account)'. The form fields are:

- First Name (text input)
- Last Name (text input)
- Email Address (text input)
- First Call Credit (dropdown menu, currently set to 'No thanks')
- Registered Phone Number (dropdown menu, currently set to 'United States')
- Enter Mobile # (text input)
- Choose Password (4 digits) (text input)
- Confirm Password (text input)
- Security Question (dropdown menu, currently set to 'Please select...')
- Security Answer (text input)

- Review the summary, approve agreement 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 device.

### 3.1 Download from the App Store

1. On your phone, open App Store



2. Search for 'Joip Mobile' and select 'Install'.



3. The Mobile Dialer Application will then install. It will be available desktop, touch the icon to open and use it.



### 3.2 Setup:

1. When you open the application for the first time, the 'Account login' page will pop-up.
2. 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 in the welcome email.
  - **Password:** Enter the 4-digit number that you have chosen upon signing up.

Click 'Save'.

**Note:** If you have forgotten the password, you can Always retrieve it [here](#). If you have forgotten your User id, please contact [customer service](#).



3. Wait for the connection status to become 'Registered'.





## 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 keypad will be in front of you. You can then dial the destination normally and touch the green 'Call' button 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 'Registered' as connection status.

**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.
  - **Keypad:** 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).



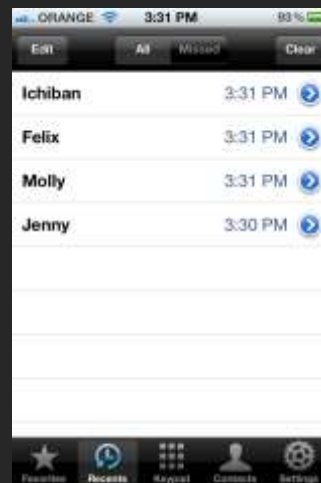
- To call one of the numbers on your phone contact list, touch 'Contacts' at the bottom menu of the screen. Scroll down to the contact you wish to call or type in the relevant name in the search field at the top. The results will narrow down as you type.



- To view or call one of the numbers you called recently, touch 'Recents' at the bottom menu of the screen.

Touch the number/contact to make a call or view the call details by touching the blue arrow on the right of it.

You can filter missed calls at the upper menu or clear the list, just like in the regular phone interface on your iPhone.



5. Touch 'Favorites' at the bottom menu to call, add or edit your favorite numbers.

**Note:** Unlike the Contact list itself, the Favorite list within the app is independent. It does not display favorite numbers from your regular phone interface, nor does adding favorite numbers within the app update the Favorite list of your regular phone interface.

Adding a number to the Contact list within the app also update the Contact list of your regular phone interface, and vice versa.



6. Several other options available on the Mobile Dialer interface:

Dial the number and then click on the 'More' button – Several new options will be displayed (see second screen shot).

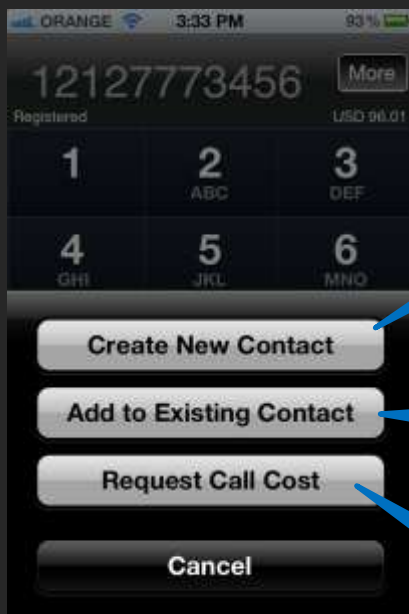
The 'More' button will appear only when a number is dialed.



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

Make a call using your regular mobile provider instead. For example, when you open the app and then lose your Internet connection – just touch the GSM button instead of closing the app and starting all over .

Access the app Settings – Change the account details, apply dialing rules and advanced settings for troubleshooting



Add the dialed number as a new contact

Add the dialed number to a contact name already on your list

Check the per minute rate for the dialed phone number

## 5. Applying dialing rules

You can set predefined dialing rules that can make the use of the Mobile Dialer Application easier and more convenient. For example, if phone numbers of the same area code as your number are saved in your contact list without the area code (as a 7 digit number), you can set a dialing rule that will add the area code automatically and enable to application to use the same format.

Another example is if your family members or co-workers all have the same phone number range as you only with the last 4 digits different (e.g. all of you have the range (1) 212-777-XXXX as your number), you can set a dialing rule that will enable you to dial only the last 4 digits and you will reach the destination number.

Here is how you can do that:

1. Touch 'Settings' at the bottom menu



2. Touch 'Account'



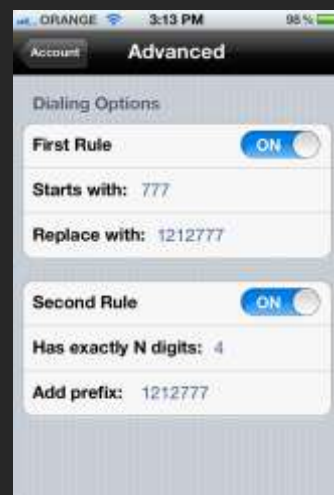
3. Touch 'Advanced'



4. Set your dialing rules as you wish

For example:

- Set the app so any number that starts with 777 will have 777 replaced with 1212777 when dialed. This means that dialing the number 7773456 will actually send 12127773456, the standard dialing format.
- Set the app so when you dial a 4 digit number the app will add 1212777 in front of it, so the actual dialing will be 1212777XXXX. This means that dialing the number 3456 will actually send 12127773456, the standard dialing format.



Then touch 'Account' at the top left corner, to return to the previous page.

5. Touch 'Save' at the top right corner to save the newly applied dialing rule



## 6. Additional Settings

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6.1 **GSM Button:** If you find the 'GSM' button unnecessary (allowing you to make calls using your regular mobile provider from within the app), you can remove it:

1. Touch 'Settings' at the bottom right



2. Touch 'Phone'



3. Change 'Cellular Button' from 'On' to 'Off'



6.2 **Use Wi-Fi only:** If you want to restrict the application to Wi-Fi use only (for example, if your data plan too expensive or you pay per Kilobyte) you can set the application to work only when your device is connected to Wi-Fi.

1. Repeat steps 1 – 2 as mentioned above. Then Change 'VoIP over EDGE/3G' from 'On' to 'Off'





## 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 include a monthly charge for your plan and per minute charges for your calls.

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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 device work with the Mobile Dialer Application?*

**A:** The Mobile Dialer Application for iOS can work on any phone running Apple's iOS as its operating system (Any iPhone, iPad or iPod Touch), as long as the OS version 3.2 and above.

If your OS version lower than 3.2 or you do not have an iOS device, you can still use the Callback Service.

If you have a smartphone/tablet running Android as its operating system, you can check out our Mobile Dialer Application for Android.

### *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 App 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' or small dot (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: 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

