



# Dial91 App for Windows Phone 8 Edition User Guide

# 1. About Dial91 App for Windows Phone 8 Editions

This App is made exclusively for serious Dial91 users that make frequent calls and demand the best quality VoIP app.

The Dial91 Windows Phone 8 Edition is a SIP-based softphone for the Windows Phone 8 and allows you to make and receive voice calls over a Wi-Fi or 3G connection via an easy-to-use and intuitive interface.

## Standard Telephone Features

Dial91 Windows Phone 8 Edition has all the standard telephone features, including:

- SIP protocol support
- Making and receiving calls
- Advanced Phone Book (Contact manager with name number, profile picture and searching )
- Local signaling (Dial tone, busy, ring back, etc.)
- Hold
- Speaker
- Touch Tone
- Silence Suppression
- Echo Cancellation
- Registration Timeout

## Operating System

Your device must run on Windows Phone 8.

## Accessories

The following accessories are supported:

- Headset with microphone (including Bluetooth™): **Dial91 App Edition** uses the ear-piece and microphone on the headset.
- Headphones (no microphone): **Dial91 App** uses the ear-piece on the headphone and the built-in microphone on the Windows Phone 8.

## 2. Configuring Dial91

We strongly recommend that you perform your initial setup from within a “known” network, such as in your enterprise or university campus Wi-Fi zone or within range of your home network (if you have one) and not in a network such as an internet cafe.

### 2.1 Getting Ready

1. Set up Wi-Fi connection. From the main phone screen, tap Settings > Wireless & networks, and look at the Wi-Fi field:

- If it has a checkmark and a message such as “Connected to MyEnterprise”, then your phone has a Wi-Fi connection. Go to the next step.
- If it has no checkmark and the line “Turn on Wi-Fi”, then tap the field to turn on Wi-Fi and wait for the message “Connected to MyEnterprise”
- If the message does not appear, tap Wi-Fi settings (the next field). On the Wi-Fi settings screen, tap the desired network and complete the popup that appears. The message “Connected” will appear. You can connect to as many networks as you want. Whenever you move into range of one of these networks (and assuming you are not already connected elsewhere), you will automatically connect to that network.

Indicates that there is a Wireless connection



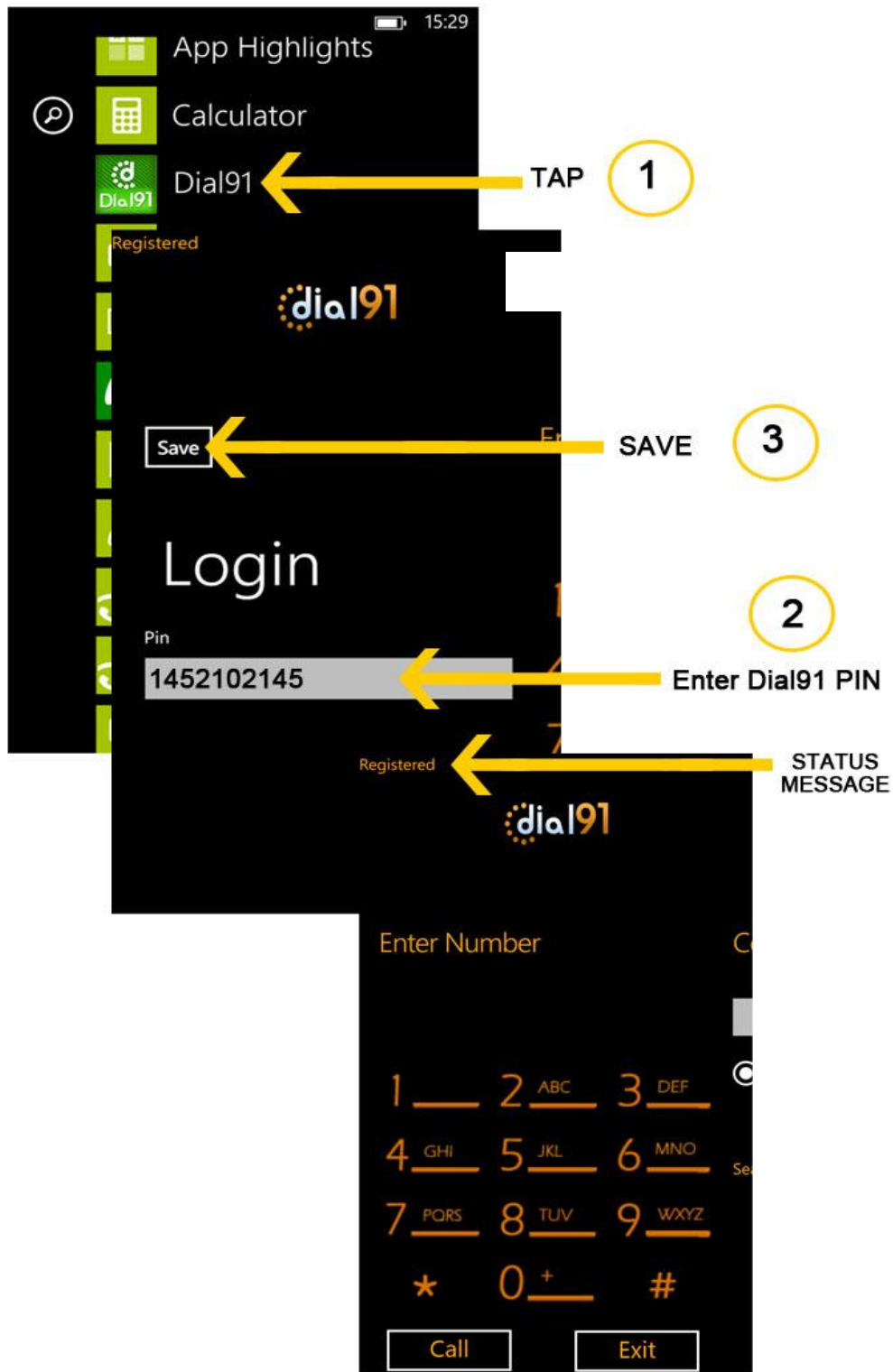
2. set up mobile data connection (if applicable). From the main phone screen, tap Settings > Wireless & networks, and then tap Mobile networks. Make sure:

- Data enabled is On
- Use only 2G networks is Off (in order to enable 3G).

3. Contact Dial91 Support to activate your App License

4. Tap the Dial91 icon on the phone.

## 2.2 Setting Up



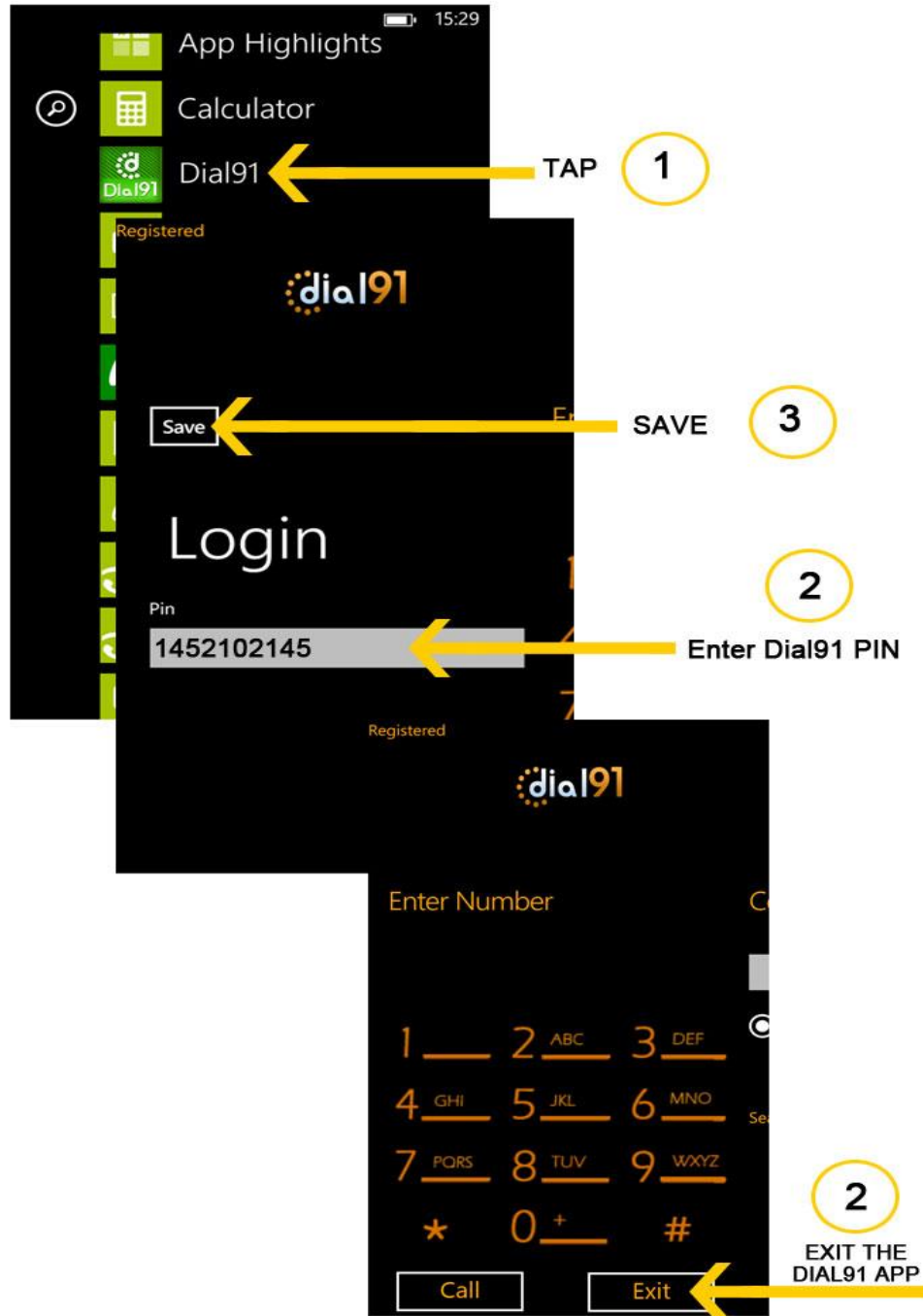
### **Troubleshooting Registration**

If you cannot log in, ask Dial91 Support or check your Internet connection.

## **3. Making Phone Call**

### **3.1 Starting and Quitting Dial91**

Tap the Dial91 icon to start Dial91. Fill you PIN. After a few seconds, the Dial91 screen appears.



To Exit the Dial91 application:

1. Click on Exit button to exit Dial 91 App.

## 3.2 Interaction between Dial91 and Native Phone

### Contacts

- Dial91 uses your contacts saved on your phone. Dial91's contacts are continually synchronized with your native contacts; adding, modifying or deleting a contact from one list updates the other list.

### Placing Calls

- You can place a Dial91 call so long as you are not already on a native call or not already on two Dial91 calls.
- You can place a native call regardless of the state of Dial91.

### Established Calls

- If you accept an incoming native call, any live Dial91 call goes on hold. You will not be able to take the Dial91 call off hold until you end the native call.
- You can have up to two Dial91 calls established at the same time and switch between them.

## 3.3 Placing a Dial91 Call

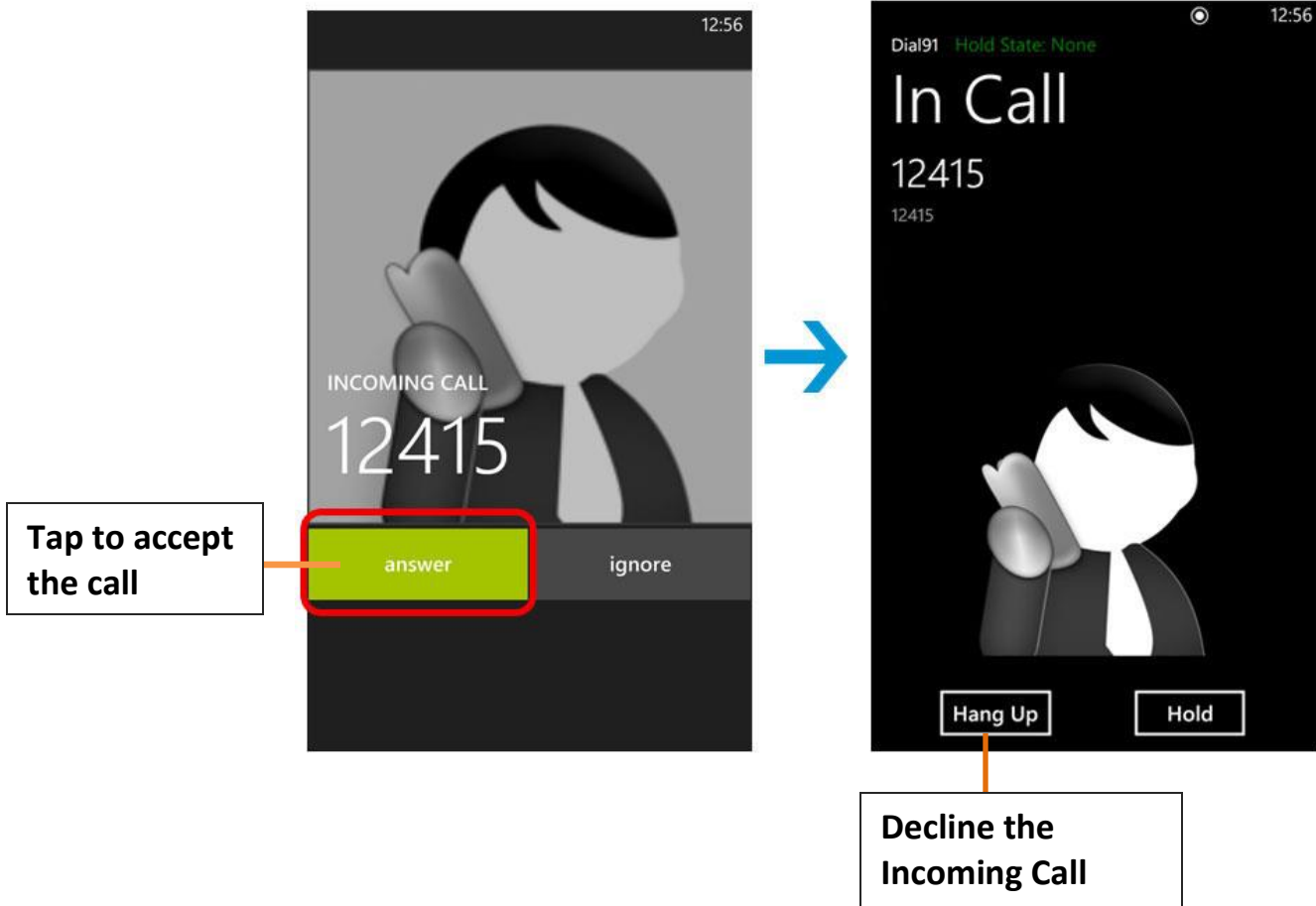
You can place a Dial91 call unless you are already on a native call or already on two Dial91 calls

### Using the Dial Pad





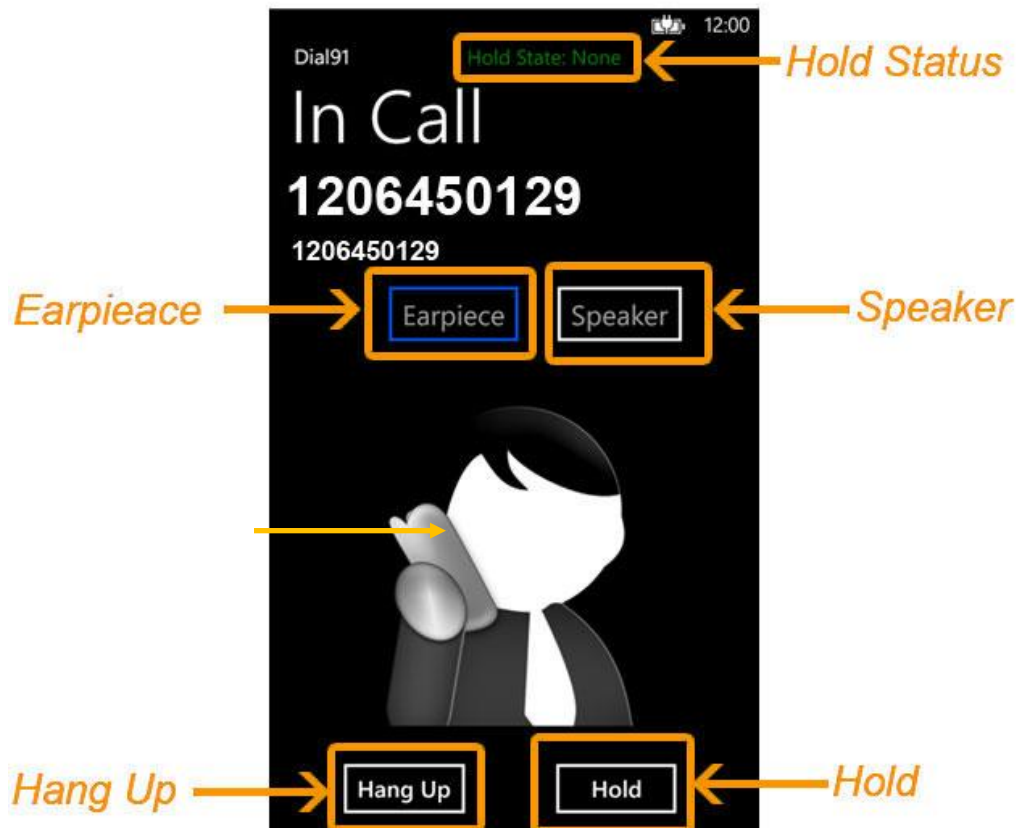
### 3.4 Handling an Incoming Call



### 3.5 Handling One Established Call

While the call is in progress you can use:

- Earpiece
- Speaker
- Hang Up
- Hold



## 4. Using Contact

Select “Contact” by using recent call you can get your call history of last dialed number.



Just Drag / Swap Dial Pad then Contacts Screen Open

Tap the Call button to calling

## 5. Exit

To Exit “Dial91” App Press “Exit” button on the dialer.



Tap the Exit to Exit the Dial91 Application

## 6. Glossary

<b>Phone icon</b>	The phone Menu icon, Back icon, Home icon and Search icon are icons (buttons) that are part of the phone device and may have a different appearance and location on different phone devices.
<b>Dial91 call</b>	A call made using the Dial91 screen. Compare to “native call”.
<b>IVR</b>	Interactive Voice Response. IVRs use DTMF.
<b>Media</b>	The audio portion of a call. Compare to “Signaling”.
<b>PSTN</b>	Public Switch Telephone Network. The traditional land-line phone network. Presence An instant messaging feature that allows users to share information about their online status.
<b>Signaling</b>	The information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
<b>SIP</b>	Session Initiation Protocol. The signaling protocol followed by Dial91 for handling phone calls.
<b>SIP account</b>	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
<b>Wi-Fi call</b>	A call made over the Wi-Fi internet. To make a Wi-Fi call, you must be in a Wi-Fi zone.
<b>3G/4G call</b>	A call made over the 3G/4G network. If you start (or receive) a call with an Android phone when you are not in a Wi-Fi zone, the call will be a 3G/4G call.