



PennyTel
Mobile



User Guide

V1.0

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PennyTelMobile for iPhone

PennyTelMobile allows iPhone users to call each other for free and take advantage of PennyTel's ultra-low rates to the rest of the world through their wifi or 3G network. All features work on both wifi and your mobile data (e.g. 3G) network except for the VoIP Call feature which only works on wifi.

Installation

The application can be downloaded from the [Apple App Store](#). Simply click on the App Store icon in your iPhone and search for "PennyTel". Alternatively, download the application by [click here](#). The App Store will require you to enter your iTunes account username and password prior to downloading and installation.

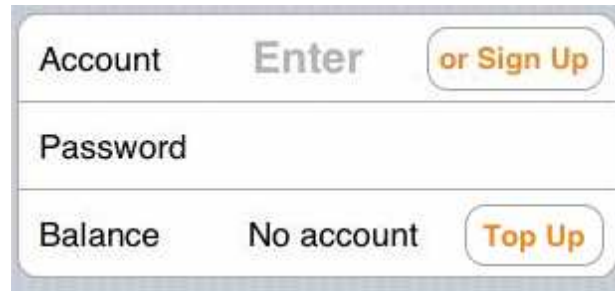
Settings

Upon successful installation, you must tap on the **Settings** icon to enter their PennyTel username and password. New users must sign up to PennyTel using their email address on the Settings screen. You will be assigned a new PennyTel number that you can share with your family and friends. This PennyTel number allows other iPhone users on the PennyTel network to call you for free.



* In compliance with Apple App Store Requirements


Step by Step Guide



Tap 'Enter' to enter your **PennyTel Account Number** and Password. For new user click 'Sign Up'

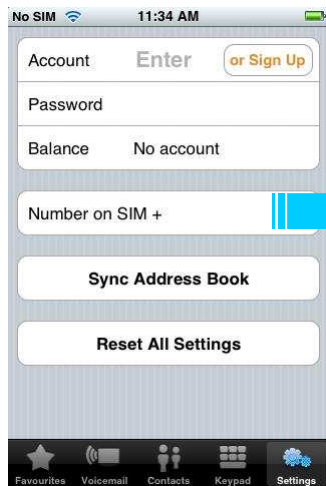
Upon successful login or sign up, your Account Balance will be displayed.

At this point, you can now make and receive calls to other PennyTel users. You can make test calls to our Echo service by dialing **888123456** or to our Welcome service at **775**. Our Echo service plays back whatever you say on the phone.

 will charge the selected amount to the verified credit card nominated on your PennyTel Account.

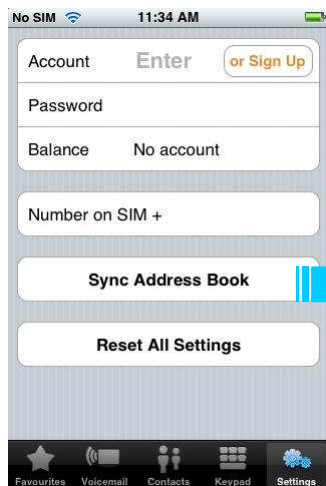
If there is no verified credit card nominated on your PennyTel Account, the application will prompt you for the credit card details. During the verification process, a random amount will be charged to the credit card which will be refunded within 7 working days. This amount will then be use as your verification code.

If you having problem with verification process, please contact us by email to verify@pennytel.com.



Number on SIM +

You must fill in the "Number on SIM" with the mobile number of the SIM card in your iPhone. It must be in the format of **country code plus mobile number (without the zero)**. For example, for an Australian Mobile number 0434123456 (Simply replace the zero with the country code) enter 61434123456..



Sync Address Book

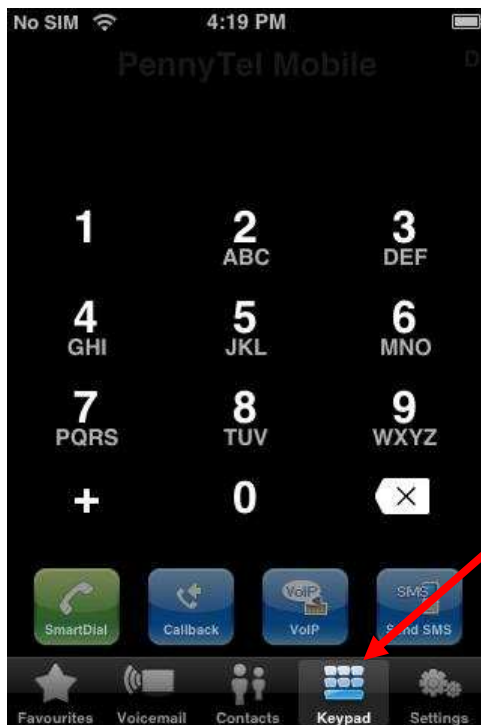
Sync Address Book is a powerful feature that allows you to sync contacts in your iPhone with the PennyTel Live Addressbook (Addressbook on the PennyTel User Web Portal). This quick and easy feature allows you to backup your iPhone contacts as well for FREE! During the synchronisation, the **SmartDial** Feature will be setup automatically.



Reset All Settings

Reset All Settings removes your PennyTel Account details from the PennyTel Mobile application. This doesn't modify your iPhone contact list.

Keypad



The **Keypad** allows you to enter a number and select a PennyTel service.



SmartDial maps a unique landline access number to each of your iPhone contact. This enables you to call mobile, STD or International numbers for a cost of a landline call while utilising PennyTel's ultra-low rates.

After the synchronisation of the Addressbook in the Settings screen, the contact list of the Mobile Application will be synchronised with your respective PennyTel Account's Live Addressbook. An access number will be automatically assigned to each of your iPhone contacts. To make a SmartDial call, you select the contact you would like to call and click on the Smart Dial button.

For Example, to call Bob's mobile 0410 xxx xxx, you have to tap Bob on your contact list and select Smart Dial. The assigned landline access number will be automatically dialed (e.g. 0289898503) instead of Bob's mobile number. If you have special call rates to landline numbers on your current Mobile phone plan, then you will only be charged our low mobile rate of 10.5cents per minute on 1 second billing increment (depending on your plan) + the rate for calling the access number which based on your mobile plan.



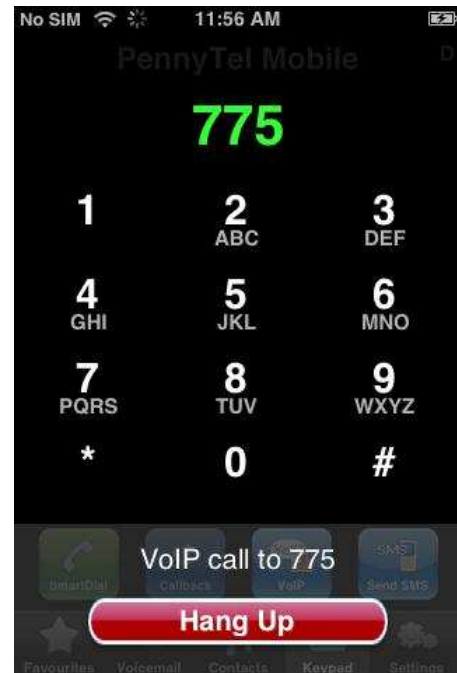
Callback is similar to PennyTel's web callback feature. It can be initiated by you when you are out and about and using your mobile's data plan. A callback will call your mobile phone (**Number on SIM**) and connect you to your selected contact. You will be charged PennyTel's ultra-low rates for the call to your mobile phone and your contact. The sum of these two calls can still be cheaper than the average mobile call made through your mobile carrier!



VoIP Call allows you to make calls when you are within a wifi network. You can also call other iPhone users with the PennyTel Mobile application installed for FREE. To make calls to landlines and mobile phones, you need to have balance on your PennyTel account. This can be done on the Settings screen.

You can receive calls when the application is active and you are on a wifi network. Other PennyTelMobile application users can directly dial your PennyTel number using the VoIP Call feature. You can receive calls to your PennyTel number from anyone and from anywhere around the world through the use of PennyTel's Shared Access Number. You can also buy Traditional Numbers so your friends and family can call your number like any regular landline number.

These can be setup using the User Web Portal at www.pennytel.com.



Send SMS



You can **Send SMS** for only 5c to anywhere in the world using PennyTel network!

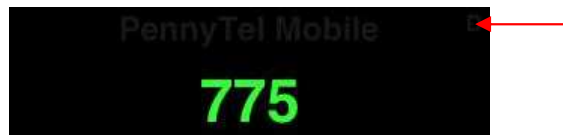


Hey john, I'm sending this SMS using PennyTel for only 5c a message to anywhere in the world! How's the weather there in London?



Debug Screen

Debug screen is available by tapping on the "D" on the upper right hand side of the Keypad screen. PennyTel Support may request a screen capture for diagnostics purposes.



Favourites



Favourites is a grouped list of unique incoming and outgoing calls to and from the PennyTel Mobile application.

Recent Calls is a detailed listing of your incoming and outgoing calls.

Voicemail



You can easily access and manage their stored **Voicemail** messages on the application for FREE! You can play and delete from your list of messages whenever and wherever you want. Voicemail can also be accessed on the PennyTel User Web Portal or through PennyTel's voicemail access numbers (for more information, visit www.pennytel.com)

Contacts



The PennyTel Mobile **Contacts** is linked to your iPhone Contacts. During the “Sync Addressbook” process in the Settings screen, your iPhone Contacts are synchronised to your PennyTel Live Addressbook. iPhone contact list takes precedence over PennyTel Live Addressbook. Entry and removal of contacts must be conducted using the iPhone's Contacts application.

Advanced Features

More advanced and exciting free features like **Call Forwarding, Voicemail Forwarding, Web Softphone and ANI Callback** can be setup through the PennyTel User Web Portal at www.pennytel.com. You can also change plans to suit your budget.

Frequently Asked Questions

How much does it cost to call?

Calls from iPhone to iPhone over PennyTel Network are absolutely FREE. Calls to normal landlines and mobiles are charged with PennyTel's ultra low rates (see www.pennytel.com for latest rates). Users may incur additional charges based on their mobile plan from their mobile carrier for accessing SmartDial Access Numbers. Users will be charged for each number dialed in a callback. Incoming call charges maybe applicable depending on your mobile carrier. PennyTel rates are based on your current PennyTel plan.

For more information about payment and billing, please visit PennyTel's FAQ at <http://www.pennytel.com/faqs.html>.

Can I use multiple PennyTel accounts?

No, you cannot enter multiple accounts on the Settings screen. But you can easily change the account to use on the Settings screen. Please take note that whenever you sync your address book, it syncs your local iPhone address book to your current account.

I've setup my PennyTel account on my iPhone, what number can I call to test?

You can dial 888123456 for our Echo service. Our Echo service plays back whatever you say on the phone. Alternatively, you can dial 775 for our Welcome announcement.

How can I get help?

Some answers can be found in the most frequently asked questions (<http://www.pennytel.com/faqs.html>). PennyTel Account Settings, API documentations and installation guides for all PennyTel products can be found within the PennyTel User Web Portal. (Support Centre > PennyTel Settings).

For technical support, please email support@pennytel.com to lodge a support request ticket. Alternatively, choose from the range of contact options found at "[Help](#)" link at www.pennytel.com.

How can I give a feedback?

Simply email your thoughts and suggestions to feedback@pennytel.com.