



# User Manual

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[www.itelmobiledialer.com](http://www.itelmobiledialer.com)



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## iTel Mobile Call Back Dialer – A Brief Orientation

iTel Mobile Call Back Dialer is a mobile client or application used for making call-back **directly using your phone book**. This is basically an automating the process of whole call back system. This application lets you make a call back just like making a regular GSM call from your mobile phone. It undertakes the need for entering long phone numbers manually or dialing the access number.

iTel Mobile Call Back Dialer is available for Operators only. Service providers can customize the dialer in their own brand name and distribute it to their end users.

### Registering for a Free Demo

Register for free demo version by visiting <http://www.itelmobiledialer.com/> and choosing the product Call Back Dialer under the free trial zone

Follow the instructions to fill up the form and click “submit”.

- As you submit the form, you’ll receive an e-mail in your e-mail ID. Please verify your account using the link given in the e-mail.
- Once you verify your e-mail through provided link, the account is activated and you will receive a link to download the demo version of iTel Mobile Call Back Dialer.
- Please download the demo version of iTel Mobile Call Back Dialer from download link provided, by either directly browsing from your phone or downloading to a PC and then transferring to your mobile phone handset using a USB cable
- Please choose your phone brand when prompted. Presently, iTel Mobile Call Back Dialer supports mobile handsets on Symbian, Windows Mobile and Blackberry platforms.

### Installation of Demo Version

Once you have downloaded the dialer on your mobile handset, it will ask for installation.

1. Press “ok” to install the file.
2. It will ask to select the memory location, please select “Phone Memory”.
3. Now please follow the instructions on your mobile screen.
4. Press “ok” to confirm and complete the installation process.

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## Configuration- Demo Version

After installing the dialer, you will be required to configure the dialer with the following details

- **Access Number**

1Access number is the call back access number provided by your service provider. Please enter the same in the format of <+ >< Country Code ><Area Code><Phone Number>. For example +14156789345

- **Call Back routing option**

You get two types of routing options.

- a. All Calls
- b. Ask every time

If you select option “a”, all calls made from your mobile phone will be routed through your callback service provider. If you select option “b”, it will prompt you to choose either callback or your regular GSM service whenever you make a call. Please select whichever is convenient to you.

- **Country Code**

Please enter the calling code of the country, where you reside or from where you’ll use call back service. (For example, if you are using this in UK, enter 44, for Singapore enter 65, for USA enter 1)

- **Auto Start**

There will be two options here – Enable and Disable. Preferably you should choose Enable. If you select the “disable” option, then you will need to launch the dialer manually every time you switch on your phone. And if you choose Enable, then the call back dialer will be auto started upon turning on your phone every time.

After entering the above details as applicable, please save the settings. The iTel Mobile Call Back Dialer is now ready for use.

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1 Access Number in iTel Mobile Call Back Dialer for Service Provider Version will remain hard coded and when Service Provider distributed their call back dialer, their end user does not require configuring the Access Number.

## Calling Procedure

- **Calling Procedure**

Once you have successfully installed and launched the iTel Mobile Call Back Dialer in your mobile phone, you can start making calls using your existing call back service provider. *Before starting call, please make sure that your number is registered with your call back service provider.*

You can make call either from home screen of your phone or from iTel Call Back Dialer Screen

To make a call using call back service, just dial like a regular call

- a) Either select the destination number from your contact list/ phone book and press “dial” button or
- b) Type the destination number and press “dial” button.

If you have selected “Ask every time” option, it will ask you to choose between (or if you have selected “All Calls” it will directly route the call to your call back service provider. For details please look into Configuration of iTel Mobile Call Back Dialer)

- a) **Use Callback**

- b) **GSM call**

Please select Call back, for making the call through your call service provider.

A call will be automatically made to access number of your service provider, as configured by you. Then a call out will be made from your mobile phone to the Call Back Access number of the operator and the call will be automatically disconnected. Thereafter a call will come from your call back service provider and call will be auto intercepted by the dialer and it will automatically dial your destination number, while you wait for the cal to connect.

Call connects and you start talking – with the same experience like a regular mobile call.

- **Dial Number Pattern**

iTel Call Back Dialer is intelligent enough to add or deduct a prefix required for making VoIP call. Usually we save a number in our phone book with following options. Let’s consider the number is +6582833915

### Options A

We can save the number as <+><Country Code><Area Code><Number> according to that format we will save the above number as **+6582833915**

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In some countries, people used to save the number starting with “00” instead of “+”

### Options B

We can save the number as Area Code><Number> according to that format we will save the above number as 82833915

Both the above format supports SMS by your GSM service provider. But both the above formats are not supported by most of the VoIP service providers. Most of the VoIP service providers supports following format.

**<Country Code><Area Code><Number>**

In iTel Call back dialer, use the number from your phone book whether u have saved the number in option A or option B, the dialer will do the back end job and your call will be made.

### Unique Features

- No need to change your phone book records to use call back service. iTel Mobile Call Back Dialer is an intelligent application, that automatically detects and prefixes the country code to the destination number, even if you have not stored the same in the similar format \*\*.
- No need to remember or dial long access number or the destination number to use call back services.
- Very light dialer application, easy to download and use.
- Integrates with the phone book of your phone handset, thus making the calling experience same as a regular call from your mobile phone.

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# Product Portfolio



## iTel PC Dialer

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