

## NOKIA USER GUIDE



### TRUPHONE FOR NOKIA V5.0 TPA



N78



N96



N97 +mini



5320



5800



6210



6220



6650



## TABLE OF CONTENTS

INTRODUCTION.....	3
GETTING STARTED .....	4
TRUPHONE ANYWHERE CALLS.....	5
How does Tru Anywhere work? .....	5
CALL THROUGH.....	6
CALL BACK.....	7
TRUPHONE ANYWHERE SETTINGS.....	8
Turning Truphone Anywhere On/Off .....	9
Changing Truphone Anywhere Advanced settings.....	10
Custom Filters.....	11
SIM UPDATE.....	12
ADDING CREDIT .....	13
ADDING CREDIT - PHONE.....	14
TRU MINUTES .....	15
MY ACCOUNT.....	16
COMMON QUESTIONS.....	17
NEED HELP? .....	18



## INTRODUCTION

### What is Truphone?

Truphone for Nokia offers great Call rates to mobiles and landlines anywhere in the world using our Truphone Anywhere service.

### How does Truphone work?

Tru Anywhere allows you to make Truphone calls, wherever you have standard mobile/cell phone coverage. It will save you loads of money on international calls from your home country.

### What features are available?

1. Low cost Truphone calls to international numbers.
2. Truphone will show your mobile/cell number as your CLI (caller ID).

### What do I need to use Truphone?

- **Phone:** A compatible Phone
- **Coverage:** You will need service provider coverage as you may be required to send and receive an SMS.
- **Wi-Fi or 3G:** You will need to connect to a Wireless Access Point (or a 3G connection), to install the software.

## GETTING STARTED

Once you've installed the Truphone software, your handset should be set up and ready to connect to the Truphone service. If you are new to Truphone we've even added free credit to your account so you can start making low cost Truphone calls straight away!

### Finding the Truphone Application

The location of the Truphone application can differ depending on handset type and method of installation.

So we strongly recommend adding Truphone to your active standby applications (see below).

You can normally find the Truphone software in the Installation, Application or My Own folder.

Select either:

- Menu>Installations
- Menu>Applications
- Menu>My own



### Adding Truphone to your Active Standby Apps

We recommend that you copy Truphone to your active standby applications so it is available from the home screen.



- Select Menu>Tools>Settings>Phone>Standby mode>Active standby apps.>Shortcut 1-6.

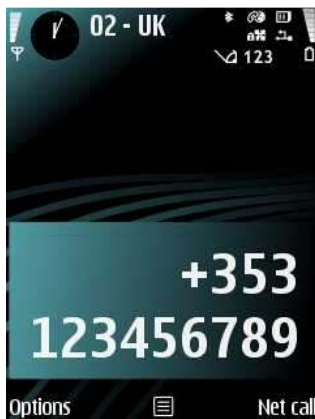
(or Menu>Tools>Settings> General>Personalisation>Standby mode>Active standby apps>Shortcut 1-6)

- Select **Truphone** from the list.

## TRUPHONE ANYWHERE CALLS

Truphone Anywhere allows you to make low cost calls, wherever you have standard mobile/cell phone coverage.

You don't need to do anything different when making a call



1. Dial an international number

**Note:** You will need to ensure you are using the correct international number format. International numbers begin with '+' (or 011/00) followed by the country code. For example, to call the UK you input: '+44XXXXXXXXXX'.



2. Highlight **Truphone Anywhere call** and press **OK**

Truphone offers great international call rates to mobiles and landlines anywhere in the world. Exactly the same call charges apply from wherever in the world, you connect to, and use Truphone.

<http://www.truphone.com/applications>

### How does Tru Anywhere work?

Tru Anywhere works in two modes: call through and call back, but all the clever behind the scenes stuff happens automatically. Calls made with Tru Anywhere behave like all other calls - you just dial as normal and wait for the call to connect.

The Truphone application will try to set up your mobile calls in the following cost-effective priority order:

1. Via Truphone Anywhere (**Call Through**). *Default setting: **On** for International Calls*
2. Via Truphone Anywhere (**Call Back**). *Default setting: **Off***

## CALL THROUGH

Call Through redirects your call to an 'access number' in your current country. Truphone then automatically connects the call to your dialled destination.



### What you pay for

- You pay your mobile/cellular operator for a local call (in-country landline)
- Low cost call at Truphone's standard low cost call rates

If your current mobile deal includes bundled, free or low-cost minutes for in-country domestic calls, Tru Anywhere will probably save you lots of money on **international calls**. In some instances it'll **save you a fortune**. Tru Anywhere 'Call Through' is available in 42 countries.

For full details and more information please refer to our website... <http://www.truphone.com/truanywhere>

### Note:

**Call through** is active only when the country you are in matches the home country of the SIM card in the phone. Truphone Anywhere will detect the country you are in automatically and only use **call through** where possible. See [Truphone Anywhere Settings](#) (below) for more detail.

## CALL BACK

Call back means that both legs of a call originate from Truphone, even though you dial a number on the handset. An SMS is sent to Truphone requesting the call. We will then call you back, and connect you to your dialled international destination automatically.



### What you pay for

- An SMS message\*
- Low cost Truphone rate call to your own mobile/cell phone
- Any inbound call charges from your mobile/cell provider
- Low cost Truphone rate call to your dialled international destination
- All calls charged at Tru's standard low international call rates

Truphone Anywhere 'Call Back' service can be useful both at home (if you are on a high cost pay-as-you-go tariff) or when travelling abroad. This makes Truphone's cheap rates available to you wherever you are, and is particularly useful in situations where outbound call rates are expensive but receiving calls is much cheaper or free.

(\* SMS message is to +447978881111; or +19734574200 for customers in the USA/Canada)

#### Note:

**Call back** generally describes a service where you enter your telephone number and the number you want to call and the calls are then linked by the service provider or you get a "call back". This is typically a web-based solution but Truphone have taken it a step further and **automated** the process on the handset.

For full details and more information please refer to our website... <http://www.truphone.com/truanywhere>



## TRUPHONE ANYWHERE SETTINGS

Truphone Anywhere settings can be changed by navigating to Options > Settings > Anywhere.

The default settings are:

**Call Through:** On – International Calls – Always Ask

**Call Back:** Off

This means Truphone Anywhere will work only when the SIM card is in its home country, calling an international number, and the user will be asked to confirm before each call.

For Example:

Calls from Germany to UK with a German SIM

Calls from Italy to France with an Italian SIM

Depending on your mobile/cell phone cellular tariff, it may be possible for you to make further savings by using the advanced settings and whilst roaming. In all cases, we recommend you understand your mobile/cell phone operator's charges.





## Turning Truphone Anywhere On/Off

Truphone Anywhere is a feature of Truphone and can be accessed via the settings menu. Truphone Anywhere is **ON** by default.



1. Click on the Truphone icon on your handset and select Options > Settings > Anywhere



2. Select Anywhere > Options > Change

🌿 **Shortcut tip** – Select the middle button on your handset to toggle between **On** and **Off**

**Note:** When Anywhere is set to Off you can only make Truphone calls over Wi-Fi & Service provider Data Connections

## Changing Truphone Anywhere Advanced settings

1. Navigate to Options > Settings > Anywhere > Advanced settings
2. Select the setting you want to change.
3. Select Options > Change.
4. Select the required option (if there are more than 2).



### Call Through:

**Home Network** - Call Through is switch on. Active when SIM is connected to its Home Network.

**Home Country** - Call Through is switch on. Active when the SIM is connected to a Network in it's home country (e.g. a German SIM is making a call via any provider in Germany).

**Off** - Call Through is switched off.

### Call Back:

You can turn Call Back **on** or **off**. Even when it is turned on, call back will only be used if Call Through is not available for that call – for example when roaming abroad.



### Redirect When:

Shows a list of options to control when a call will be redirected by Truphone Anywhere. All calls can be redirected, or any combination of calls to international numbers, calls made when abroad, or a 'custom filter'

**All Calls** - Uses Truphone Anywhere for all calls

**International Calls** - Uses Truphone Anywhere for International calls.

**When Abroad** - Uses Truphone Anywhere when roaming abroad (or where the SIM in the phone has a different country location from the service provider that you are roaming on). Call back only.

**Custom Filters** - Allows you to add numbers or number ranges where you always want Truphone Anywhere to be the default call solution.



**Ask for call type:** Controls whether you are given a choice of Truphone Anywhere or GSM when a Truphone Anywhere call is available:

**Fall back to GSM:** Controls whether a call is attempted using GSM should a Truphone Anywhere call fail for any reason.

**Current SIM:** This shows the country of origin (the 'Home Country') of your current SIM, and cannot be changed manually.

**Reset to default:** Select this option if you want to reset your settings to the default values. The default settings are Truphone Anywhere ON for International Calls (Call Through On, Call Back Off)

## Custom Filters

When you always want to use Truphone Anywhere for specific numbers or countries you can set this up using Custom filters. For example: You work in New York regularly and you always want to phone your office in London. Adding a "+44" filter will turn Truphone Anywhere ON for all calls to the UK.

To set up custom filters:

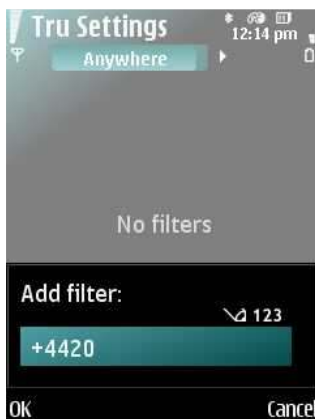


1. Select Anywhere from the Tru Settings menu.
2. Select **Redirect When > Custom Filters**
3. Switch **Custom Filters to On**.
4. Select the second **Custom Filters** option.

The "active filters" screen appears (which says No filters when empty).

4. Select **Options>Add filter**

5. Enter the number or part number you require and select **OK**.



### Examples:

1. If you enter +1 then this will include all US numbers (US=+1)
2. If you enter +1808 then this will include all Hawaiian numbers (Hawaii=808)
3. If you enter +4420 then this will include all numbers in London, UK (UK=+44, London = 203, 207 & 208)

## SIM UPDATE

When you make Truphone calls your standard phone number will be used as your CLI (caller ID).

This is the number that was in your phone when you installed and setup Truphone. If you change your number, simply insert a different SIM. Truphone will detect the change and ask you if you would like to update your number.

### To change your SIM card:



1. Insert the new SIM card.

(Note: SIM must not be associated with another Truphone account).

2. You can choose whether or not you want to change your number now:

- Select **OK** if you want to change your number now. A text is sent and the number is updated.
- Select **Cancel** if you don't want to change your number now.

If you choose to update your number later you can do this manually in the SIM Update settings by selecting Options>Settings>SIM Update>Manual Update.

### Note:

**SIM Update requires the sending of an SMS/Text message (to +447978881111 (or +19734574200 for customers in the USA/Canada)). This will be charged by your service provider at their standard rates.**

### Configuring SIM Update Options

To update SIM settings :

1. Navigate to the main Truphone screen (e.g. Menu>Installations>Truphone).
2. Select Options>Settings> SIM Update.
3. Select the SIM setting that you want to change.
4. Select Options>Change.

#### Forward number...

**Update:** will change your number when a new SIM is inserted.

**Don't update:** will not change your number when a new SIM is inserted.

#### Ask on update...

**Always:** will ask the user before sending the SIM Update SMS/text message when a SIM change is detected. This is the default setting.

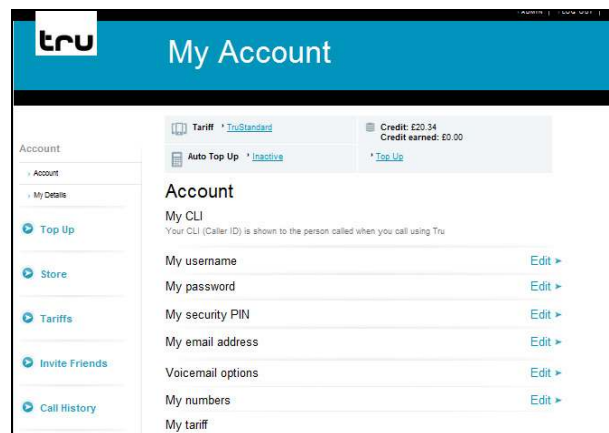
**Never:** will send the SIM Update SMS/text message without asking.

## ADDING CREDIT

Truphone credit allows you to call any landlines/mobiles, anywhere in the world, at our low rates.

To add credit from the Truphone website...

1. a) Log onto [www.truphone.com/myaccount](http://www.truphone.com/myaccount)  
b) Select **Top Up** from the left bar



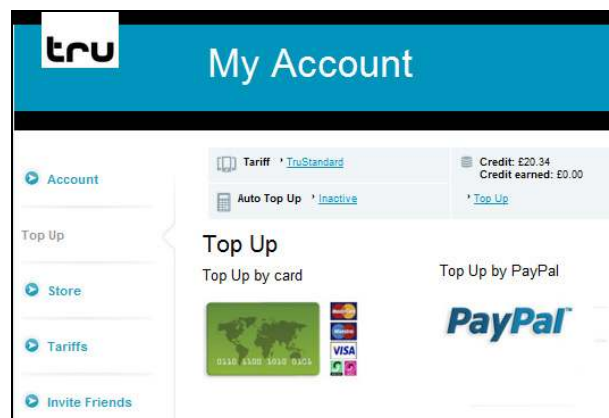
2. Choose your desired payment method. Click to proceed.

### Top Up by card:

Choose to add credit using a Credit/Debit card.

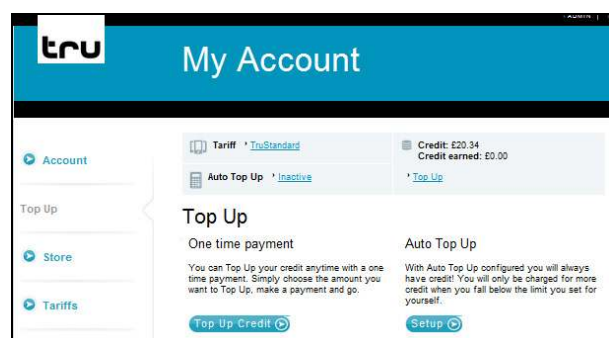
### Pay by PayPal:

Top up using a PayPal account. PayPal allows you to pay by card, cheque, or direct from your bank account



3. If you choose to **Top Up by card** you are given options to, make a single payment, or configure an **Auto Top-Up**.

**Note:** To ensure that you never run out of credit, why not choose to configure an 'Auto top-up'. Automatically add a chosen amount of credit when your balance falls below a pre-defined amount.





## ADDING CREDIT - PHONE

Truphone credit allows you to calls any landlines/mobiles, anywhere in the world, at our low rates.

Truphone also have a telephone top-up system which gives you even greater flexibility when managing your Truphone credit. Simply dial one of the following numbers to use our easy step-by step telephone system...

**Customers based in the UK:**

Dial 1500 whilst connected to Truphone or +442033558248 from any phone.

**Customers based in the US:**

Dial 1501 whilst connected to Truphone or +13475351535 from any phone.

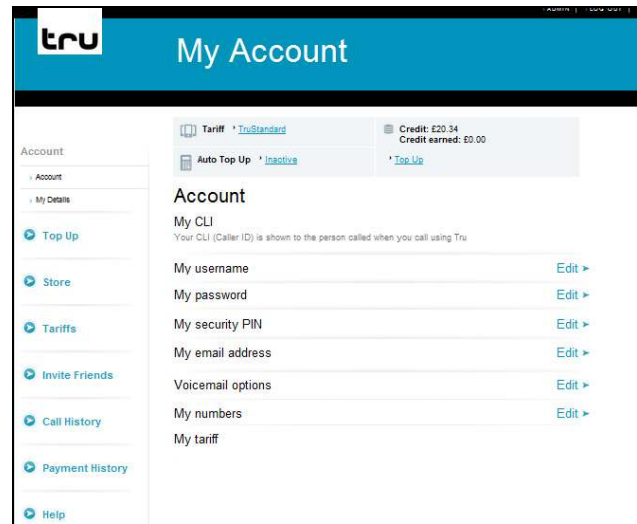
**Customers based outside the US/UK:**

Dial 1501 whilst connected to Truphone or one of the following numbers from any phone +442033558248 (UK) or +13475351535 (US)

## TRU MINUTES

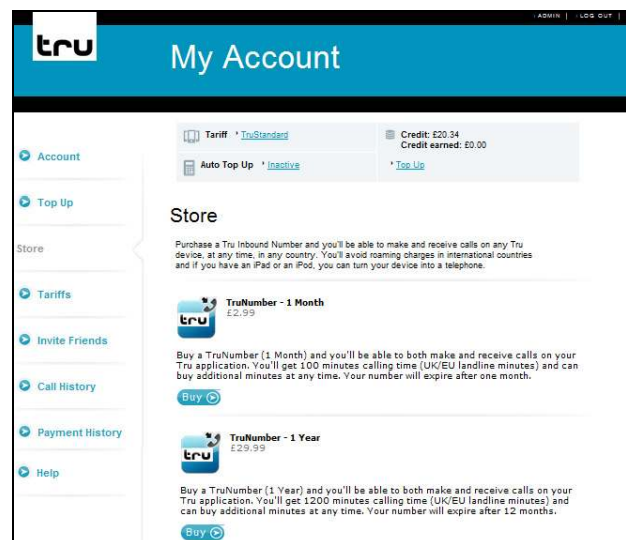
Purchasing Truphone minute's, offers even lower call costs. Minute bundles can be purchased on our website.

1. On a computer...
  - a) Log onto [www.truphone.com/myaccount](http://www.truphone.com/myaccount)
  - b) Choose **Store** from the left bar



2. Choose the type of minute bundle you would like to purchase.

Then click **Buy**



## MY ACCOUNT

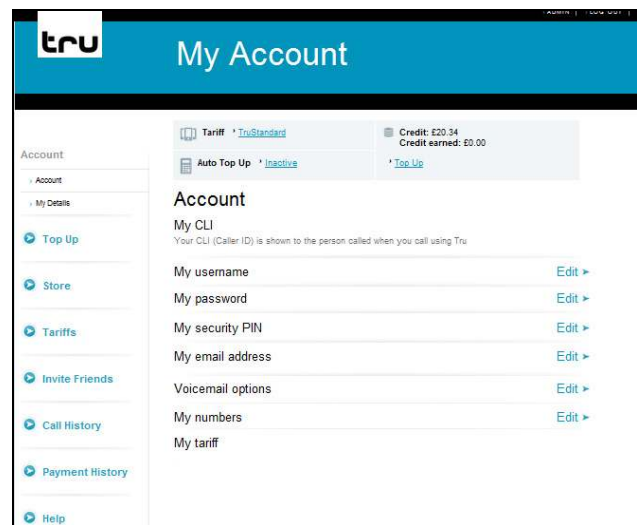
To manage your Truphone account it is recommended that you sign onto the **My Account** section of our website on a computer. Your account comes with a full web interface to view and manage all your account information.

1. On a computer...

Log onto [www.truphone.com/myaccount](http://www.truphone.com/myaccount)

**Note:**

Initially log in with your mobile/cell number (in international format e.g. 447978881111 or 12026838200 ) and your account password (this is sent by SMS/text message when you sign up)



You can then create a memorable user name and password and gain access to Call History, Account Balance and many other features (such as voicemail and call forwarding).

You're My Account pages provide access to:

- Personal Details
- Account Information
- Tariff Information
- Adding Credit and Payment History
- Buying a TruNumber or Minutes
- Call History
- Managing Voicemail
- Managing call forwarding numbers
- Updating your CLI (caller ID)





## COMMON QUESTIONS

Please see below for answers to some common questions...

### **Q: What is Truphone Anywhere?**

**A:** Truphone offers great international call rates, using our Truphone Anywhere service. Truphone Anywhere allows you to make LOW cost international calls, wherever you have standard mobile/cellular phone coverage

### **Q: How does Truphone Anywhere work?**

**A:** Making Truphone calls is easy. When you dial an international number from your home country, we'll simply give you the option of placing the call with Truphone (you can also configure Truphone to work for all calls and when abroad). Your call is then routed via an in-country landline number. Truphone connect the call to the intended destination via the internet, avoiding expensive international rates.

### **Q: Where can I use Truphone?**

**A:** Truphone Anywhere Call Through is active when your current location matches your SIM country. The Truphone Call Back service is available for anywhere. For more details please see the appropriate userguide or visit the Truphone Anywhere section of our website: <http://www.truphone.com/truanywhere>.

### **Q: Who can I call with Truphone?**

**A:** Truphone allows you to make low cost international calls to mobiles and landlines anywhere in the world.

### **Q: How much does it cost?**

**A:** You just pay your mobile/cellular operator for a local call (in-country landline), and Truphone's standard low international call rates: <http://www.truphone.com/applications/>



## NEED HELP?

If you're experiencing any technical difficulties, please visit our online support section of the Tru website. Here you will find FAQ's and troubleshooting steps that may resolve your issue quickly:

<http://www.truphone.com/apphelp>

Alternatively we are happy to help with any support query you may have over the phone or via email...

To get in touch with our helpful support team, please send an email to: [apphelp@truphone.com](mailto:apphelp@truphone.com)

If you would rather call us our support numbers are as follows:

**UK** +44 2071006860 (Open: Monday to Friday 0800-1800 BST)

**US** +1 3476945000 (Open: Monday to Friday 0800-1800 EST & PST)

**Non US/UK** +442071006860 or +13476945000 (Open: Monday to Friday 0800-1800 CET)