

# User Guide

## For Spokn on Nokia



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# 1. About this Guide

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This user guide serves as a handy reference while using the Spokn service on your Nokia SIP phone. The various features and functionalities of the application have been explained in this guide with the help of appropriate screens and descriptions.

## 1.1. Intended Audience

This guide is intended for all Nokia SIP phone users who have Spokn and want to know about its features. The guide is organized into logical sections that help you to familiarize with the application.

## 1.2. Conventions Used

Throughout this guide, we will refer to specific items of information in the following ways:



An additional point that needs attention.

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An alternate way of performing a task.

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### **Action button(s)**

**<Button  
name>**

Describes the function of the action button displayed on the screen

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### **Menu option(s)**

**<Option  
name>**

Describes the menu options available on the screen

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## 2. Getting Started

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This section describes the essential functions that will enable you to get started and familiarize with the application.

### 2.1. Overview

Spokn is an Internet telephony service that works all the time, whether you are online or offline, on laptop or the mobile, travelling or at home.

#### 2.1.1. Registering for Spokn

In order to use the application, you need to register for a seven digit Spokn ID. After registering for Spokn, you can acquire a Spokn number.

##### **To register for Spokn:**

Go to [www.spokn.com](http://www.spokn.com) and follow the instructions on the Web site.

#### 2.1.2. Purchasing / Recharging Credits

In order to start making calls to non-Spokn subscribers, ensure that you have sufficient credits in your Spokn account. You need to have sufficient credits in your Spokn account in order to keep your Spokn number active. If you fail to maintain sufficient credits, your Spokn number will cease to exist. After registering for Spokn, you can buy a Spokn number by logging into your account on the Web site.

##### **To purchase credits:**

1. Go to [www.spokn.com](http://www.spokn.com) and sign in to your Spokn account.
2. Click the **Recharge** button.
3. Select the appropriate payment option and follow the instructions on the Web site.

### 2.2. Technical Requirements

To use Spokn service on your Nokia phone, you need the following:

- A Nokia SIP phone with advanced SIP protocol
- A Spokn ID
- Internet connection such as, Wi-Fi or 3G

### 2.3. Installing Spokn

You can install Spokn on your device using over-the-air (OTA) download. In this method of installation, you need to download and install the application installer file directly on your device through the Internet.

##### **To install Spokn using over-the-air download:**

1. From your device browser, go to <http://m.spokn.com>. An Installation screen is displayed on your device.
2. Select the download link for Nokia. A pop-up is displayed to install Spokn on your device.
3. Confirm the installation of Spokn on your device. The application is installed.

## 2.4. Launching and Signing In to Spokn

### To launch and sign-in to Spokn:

1. After successful installation, Spokn is launched automatically and the Sign in screen is displayed. Enter the Spokn ID and password in the respective fields.



To launch the application subsequently, navigate to **Menu → Installations** and select the Spokn icon, the Spokn screen with connectivity details is displayed.

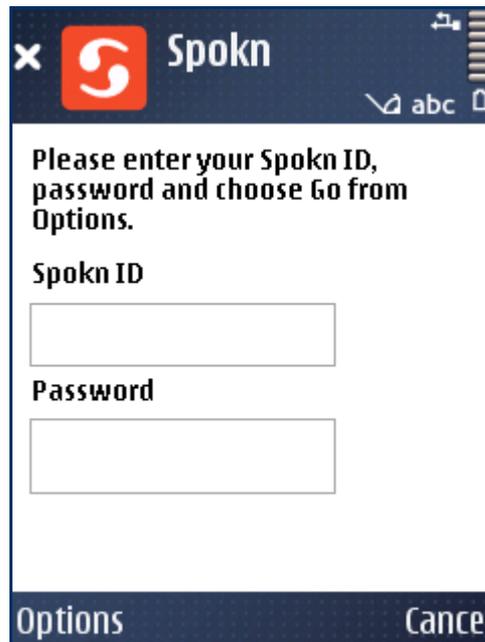


Figure 1: Sign In Screen

2. Select **Options → Go**.



The Sign in screen is displayed only once during first launch of the application. You can sign-in with another account using the **Change account** option.



### Menu option(s)

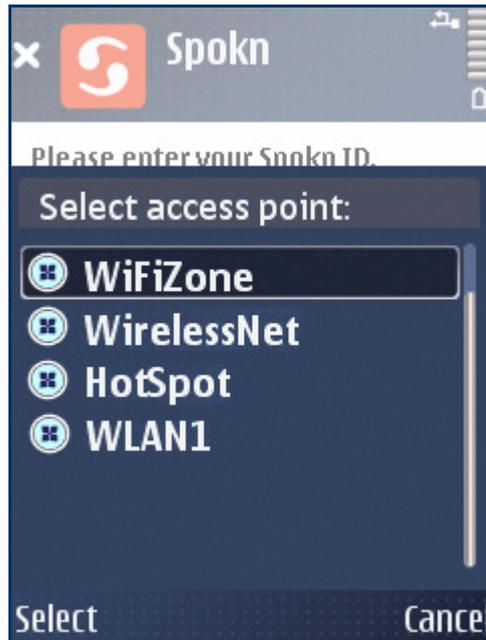
- About** Provides you detail information about Spokn
- Exit** Enables you to quit Spokn

### 3. Configuring SIP Settings

You can avail the Spokn service only after configuring the SIP settings on your phone.

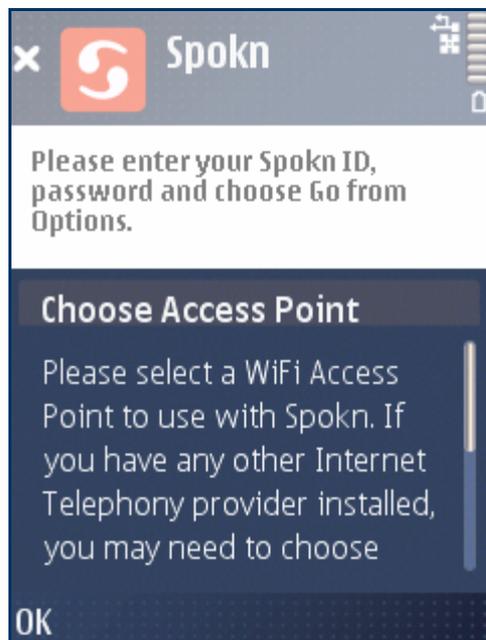
**To configure SIP settings:**

1. After you sign in, the application searches and displays the available access points. Select the appropriate access point.



**Figure 2: Select Access Point Pop-up**

The application starts downloading the settings. Once the settings are downloaded, the Choose Access Point pop-up is displayed.



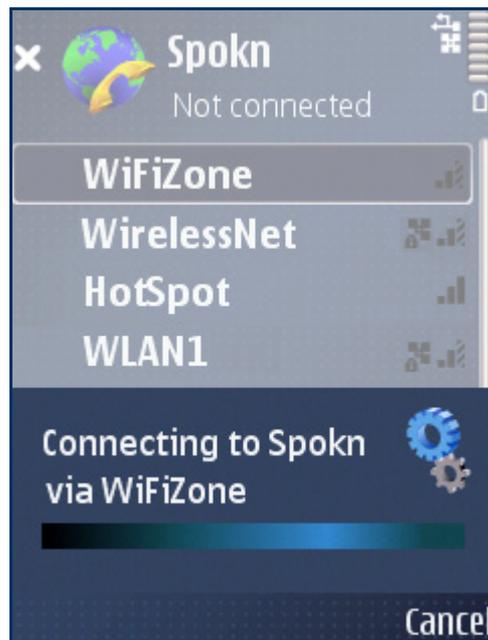
**Figure 3: Choose Access Point Pop-up**

2. Select **OK**. The available access points for Wi-Fi are displayed.



**Figure 4: Access Points Displayed**

3. Choose the appropriate access point and select **Options** → **Connect to service**. The application starts connecting to Spokn using the selected access point.



**Figure 5: Connecting to Spokn Pop-up**

Once Spokn is connected, a pop-up is displayed to save the network.



Figure 6: Save Network Pop-up

4. Select **Yes**. A screen is displayed, showing the connected access point.

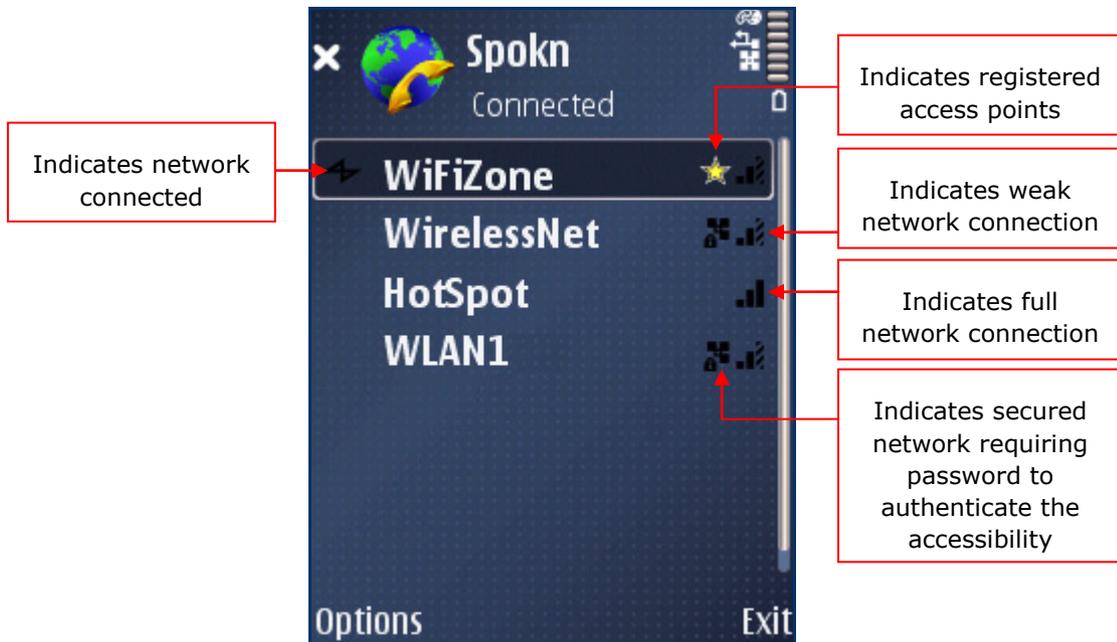
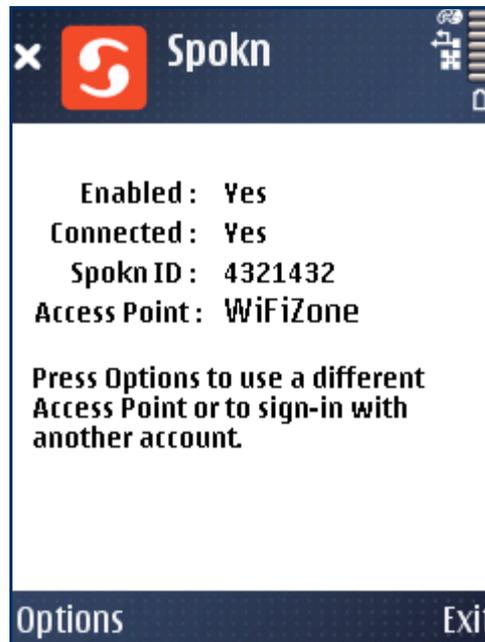


Figure 7: Spokn Connected using Access Point

5. Select **Exit**. A Spokn screen is displayed, showing the configuration details.



**Figure 8: Spokn Configuration Detail Screen**

6. Select **Exit**. Now you can call the Spokn and non-Spokn numbers as discussed in the next section.

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 **Menu option(s)**

**How to call?** Provides you detail information about making calls using Spokn service

**Balance and VMS** Enables you to check the available balance and VMSES

**Change Account** Enables you to sign in using another Spokn account

**Choose Access Point** Enables you to select the access point

**Exit** Enables you to quit the application

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With the Call settings of your phone displayed, navigate to **Default call type** option and select **Internet call** to set Spokn as the default service for making calls.

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## 4. Making Calls

This section familiarizes you with the procedure to make a call using Spokn service. You can make and receive calls to / from Spokn subscribers anywhere in the world free of cost. Before making a call ensure that, you have configured the SIP settings.

From your Spokn number you can also call a non-Spokn number, which can be a mobile or land line number. To make a call to non-Spokn number you need to have the country code and enough balance in your Spokn account. To call a non-Spokn number in New York, enter the country code of the USA – **1**, followed by the area code of New York – **917** and the landline number **6772999** or the mobile number **1234567890**.

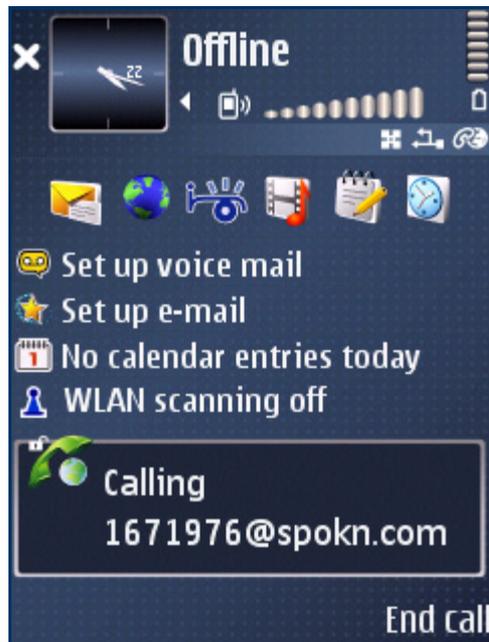
### To make a call:

1. From the main screen of your device, enter the phone number.



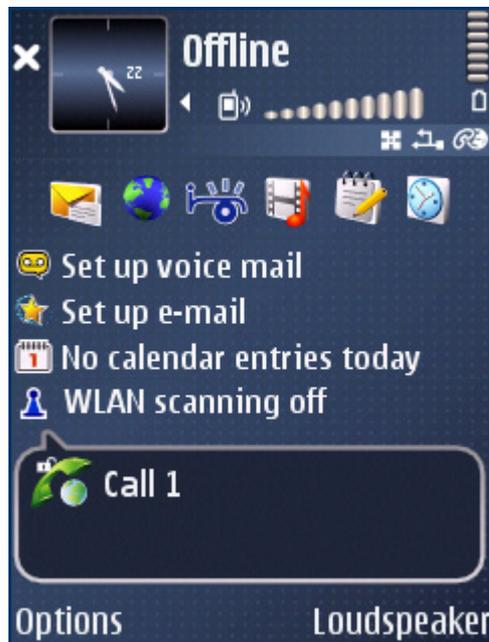
Figure 9: Spokn Number Entered

2. Select **Options** → **Call** → **Internet Call**. The application starts connecting your call.



**Figure 10: Calling Spokn Number**

3. Once your call is connected, you can start the conversation. The following screen is displayed.



**Figure 11: Call Connected**



Spokn supports the VMS feature. You can send VMSES, listen, reply or delete the received VMSES. The VMS IVR number **12321** and the Spokn self-help number **77656** allows you to manage VMSES.

The Spokn self-help number and the **Balance and VMS** option enable you to check the pricing details and current balance available in your Spokn account.

## 5. Miscellaneous

This section provides you information about Spokn and the procedure to change the user account. In addition, it also provides the steps to exit and uninstall Spokn from your device.

### 5.1. About Spokn

#### To know about Spokn:

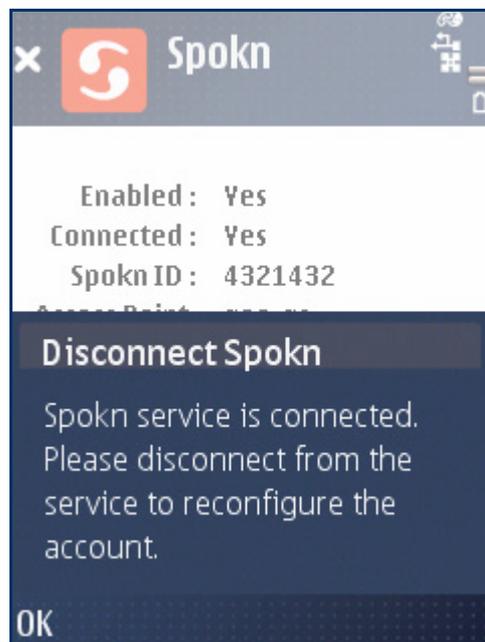
1. From the **Sign In** screen, select **Options** → **About**. The About Spokn pop-up is displayed. It contains the product information such as the product name, product version, the copyright information and the product URL.
2. Select **OK** to close the pop-up.

### 5.2. Changing User Account

You can sign in with another Spokn account. To change your account, you need to disconnect from the connected Spokn service and configure the account.

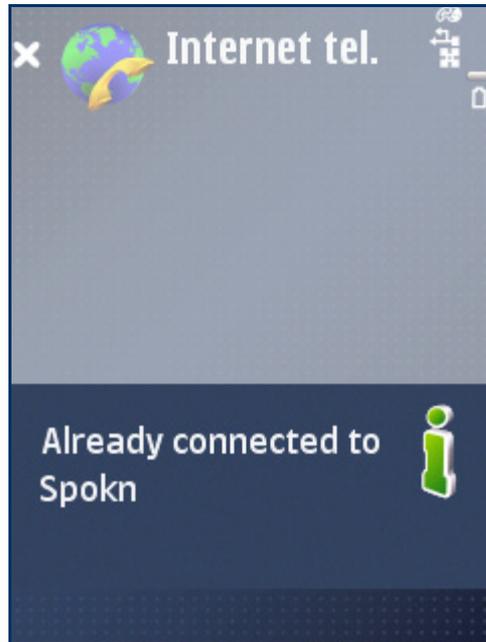
#### To change user account:

1. From the Spokn screen, select **Options** → **Change account**. A Disconnect Spokn pop-up is displayed, informing you to disconnect from the Spokn service and reconfigure the Spokn account.



**Figure 12: Disconnect Spokn Pop-up**

2. Select **OK**. A pop-up is displayed indicating that you are already connected to Spokn.



**Figure 13: Pop-up Indicating Connection Status**

After a few seconds, a Spokn screen showing all the available access points is displayed.



**Figure 14: Access Points Displayed**

3. Select **Options** → **Disconnect from service**. A pop-up indicating that you are disconnected from Spokn is displayed.



**Figure 15: Wi-Fi Disconnected**

4. Select **Exit**. The [Sign in](#) screen is displayed.
5. Enter the username and password in the appropriate fields.
6. Select **Options** → **Go**. The application searches and displays the available access points. You need to configure the SIP settings. To know more about configuring SIP setting, click [here](#).

### 5.3. Exiting Spokn

#### To exit Spokn:

From the **Connection Details** screen, select the **Exit** button or select **Options** → **Exit**.

### 5.4. Uninstalling Spokn

Uninstalling Spokn follows the same steps as uninstalling any other application from your device.

#### To uninstall Spokn:

1. From the **Home** screen on your device, open the **Installations** folder.
2. Focus on the **Spokn**  icon and select **Options** → **Remove**. A confirmation prompt is displayed.
3. Select **Yes** to uninstall the application.

## 6. Support Details

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This user guide is organized into independent logical sections that help you search for specific topics with ease. In case you have further queries, please visit the URLs below.

To view frequently asked questions, go to <http://www.spokn.com/cgi-bin/faqs.cgi>.

For customer support and feedback, email us at [support@spokn.org](mailto:support@spokn.org) or visit [www.spokn.com](http://www.spokn.com).

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