

REVE Systems

iTel Mobile CallBack Dialer



User Manual

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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 automated process of the 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 to 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.revesoft.com/> and choose the product iTel Mobile 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 will receive an email in your e-mail ID. Please verify your account using the link given in the email.
- Once you verify your email through the provided link, the account will be 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 the 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.

Configuration – Demo Version

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

- **Access Number**

The access number is the callback 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 will use the call back service. (For example, if you are using this in the 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.

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

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.

Before starting a call, please make sure that your number is registered with your call back service provider.

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

To make a call using the 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.

You get two types of routing options:

- 1) All calls
- 2) Ask every time

If you select option "1", all calls made from your mobile phone will be routed through your callback service provider. If you select option "2", it will prompt you to choose between "Use Callback" or your regular "GSM call" service whenever you will make a call. Please select whichever is convenient to you.

Please select " Use Callback" for making the call through your call service provider.

A call will be automatically made to the access number of your service provider, as configured by you and the call will be automatically disconnected. Thereafter a call will come from your callback service provider to your dialer and the call will be auto intercepted by it. Then the dialer will automatically dial your destination number, while you wait for the call to connect.

Within a few seconds, the call will be connected to the destination number 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 calls. Usually we save a number in our phone book with the 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

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 formats support SMS from 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 Mobile Call Back Dialer, it does not matter whether you have saved the number in your mobile phone book according to 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 phonebook 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
switch plus

iTel
mobile
d i a l e r
express

iTel PC Dialer

iTel
byte saver

iTel
call through
d i a l e r

iTel
telbilling
Carrier grade billing system

iTel
hybrid
dialer

iTel
dialer plus