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Getting Ready

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- Setting up the TT Mobile Dialer

B.) Android os (any brand and model phone) users

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# 1. About Times Telecom Mobile Dialer (TT Mobile Dialer)

## Overview

Use Mobile Dialer to make call from Anywhere to Anywhere at Anytime.

TT Mobile Dialer is a SIP-based application that runs on Apple iPhone and Android smart phones.

With TT Mobile Dialer, you can use the widely-deployed Wi-Fi Internet connection from your iPhone or Android smart phone to make and receive calls without using mobile air minute. In addition, 3G data network can be used when out of Wi-Fi coverage area.

## Benefits

- Associate with the existing Times Telecom Home phone or Dial up account.
- Enjoys the same low long distance rate in the associated account.
- Convenience, easy to download, install and use.
- Make phone calls to any landline or mobile number.

## Standard Features

- Call display
- Call history
- Contact list
  
- Speaker phone
- Mute and Hold
- Call Transfer
- Call Recording

## Advanced Features

In order to receive incoming call in the Home Phone and selected Dial Up Plans :

- Android phone runs Android os v 2.2 and allows Times Telecom Mobile Dialer app in the background
- iPhone runs iOS v 4.5 and up and allows for push notification

## 2. Setting Up the Times Telecom Mobile Dialer

### A. iOS user (iPhone 3GS, 4G, 4GS, iPad)

#### Getting Ready

You need to :

1) Make sure iPhone is connected to the Internet either via a Wi-Fi network or a 3G network.  
- To check if it is connected, please open the Safari and go to <http://www.timestelecom.ca>; if it could not open the Times Telecom Home page, the phone is not connected to the Internet. Please contact the Wi-Fi network administrator or the 3G service provider.

2) Have the account number and password of an active Times Telecom Home Phone or Dial Up account.

- Please call our Customer Service Representative at 1-888-980-8380 if you forgot your account number and password.

-If you don't have an account, please go to the Times Telecom website <http://www.timestelecom.ca> or call our customer service 1-888-980-8380 to sign up.

#### Go

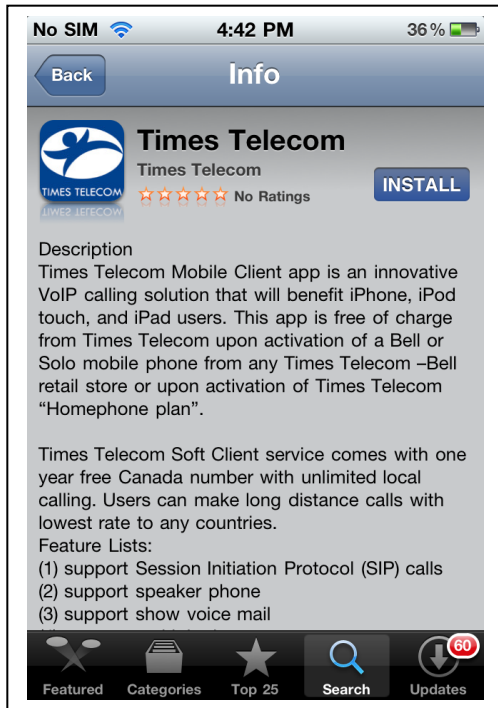
- Download and Install



Scan the code below on the mobile phone you want to install Mobile Dialer or go to Apple App Store on the mobile phone and search "Times Telecom".  
Tap on the Times Telecom icon and onto the next screen.



You can download a Free scanning app Apple App Store by searching the keyword Scan.



Tap on the "INSTALL" icon and give permission to download and install the app automatically on your phone set.

Note : you must have an existing Apple ID to access the App Store to download. Please check the following Apple website on how to set up the ID.

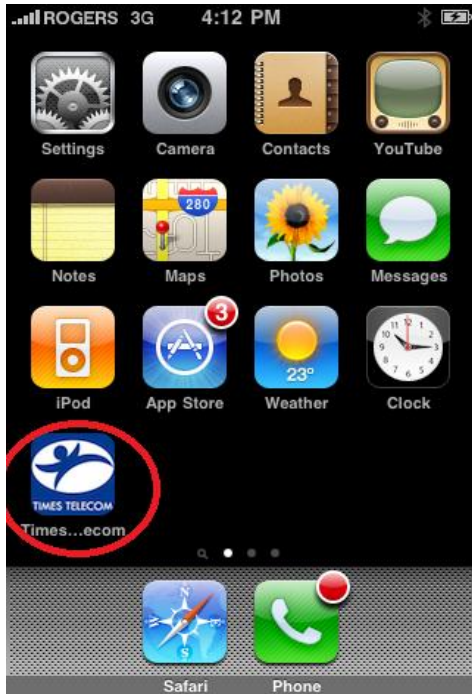
<https://appleid.apple.com/cgi-bin/WebObjects/MyAppleId.woa/>



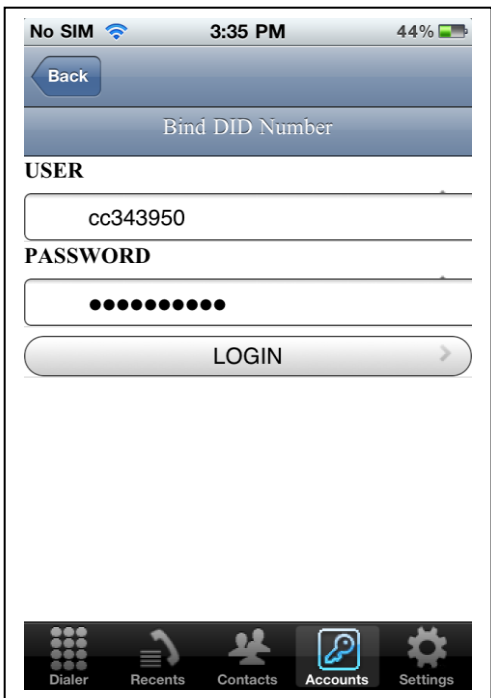
Times Telecom Mobile Dialer icon appears on the Home screen after it is successfully downloaded and installed.

The next step is to set up the Times Telecom Mobile Dialer app. by entering the Times Telecom account info.

- Setting Up the TT Mobile Dialer with account information



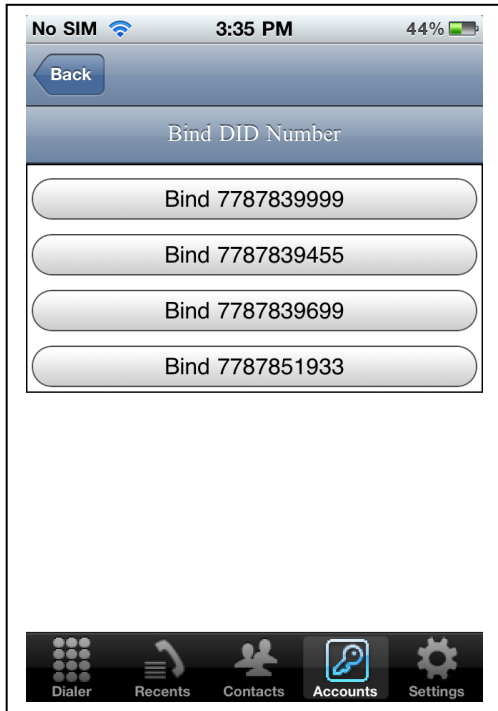
1. Open the Times Telecom Mobile Dialer app by tapping the Times Telecom icon on the Home screen of the phone.



2. Enter account information  
USER : Enter the Times Telecom Account Number eg. ccxxxxxxx  
PASSWORD : Enter the password

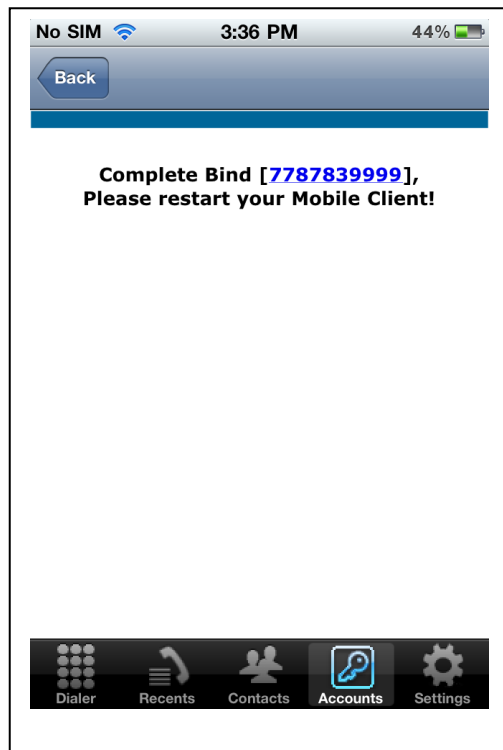
Note : The User and Password are the same as the Times Telecom website My Account login and password.

If you forgot the account number and password, please call our Customer Representative at 1-888-980-8380 for User and Password information.



3. Choose and press your previously Registered Telephone Number in the account you want the Mobile Dialer to associate and screen will refresh itself when done.

Note : All billing will follow the number you chosen.

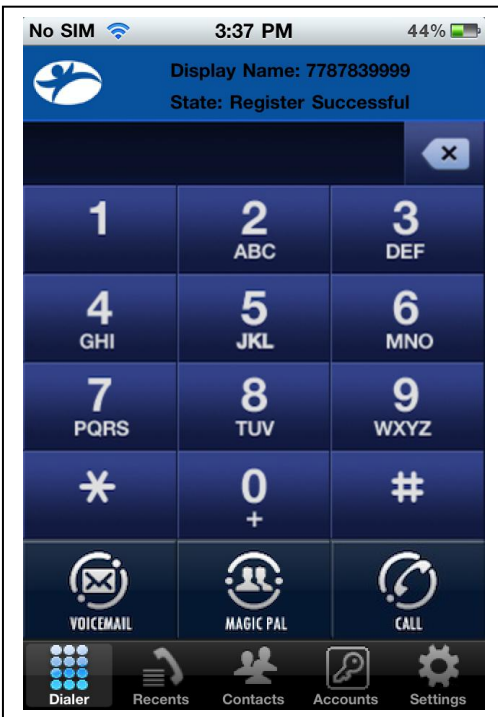


4. Set up is now finished.

Binding / Association is now completed for the Registered Telephone Number you have chosen.

Press the iPhone "Home" button to exit completely to the home screen.

If Binding failed, exit to Home screen and repeat the above steps 2. and 3., choose a different number to bind or call our Customer Service Representative for help.



## 5. Starting the Times Telecom Mobile Dialer app

Find the Times Telecom app icon on your home screen and tap to open the app.

You will see the dialer with :

1. Display Name : NNNNNN on top and
2. Status : Register Successful

Your Times Telecom Mobile Dialer is now ready to make call.

## **B. Android os user (any brand and model phone)**

### Getting Ready

You need to :

1) Make sure the Android phone is connected to the Internet either via a Wi-Fi network or a 3G network.

To check if it is connected, please open the Android phone Internet and go to

<http://www.timestelecom.ca>, if it could not open the Home page, Android phone is not connected to the Internet. Please contact the Wi-Fi network administrator or the 3G service provider.

2) Have the account number and password of an active Times Telecom Home Phone or Dial Up account.

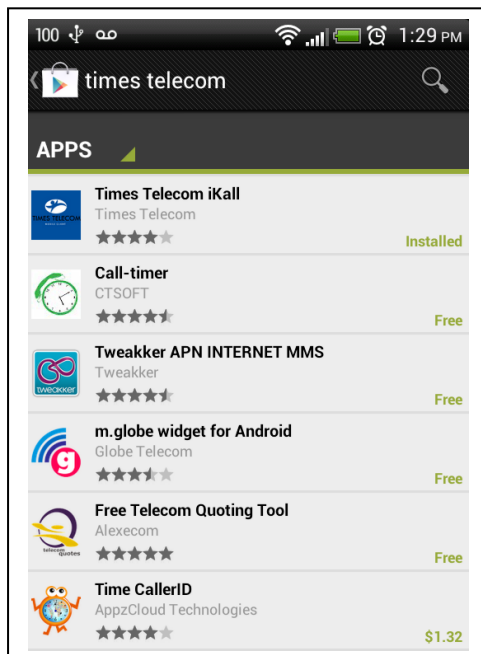
Please call our Customer Service Representative at 1-888-980-8380 if you forgot your account number and password.

If you don't have a Times Telecom account yet, please go to the Times Telecom website

<http://www.timestelecom.ca> or call our customer service 1-888-980-8380 to sign up.

### Go

#### - Download and Install



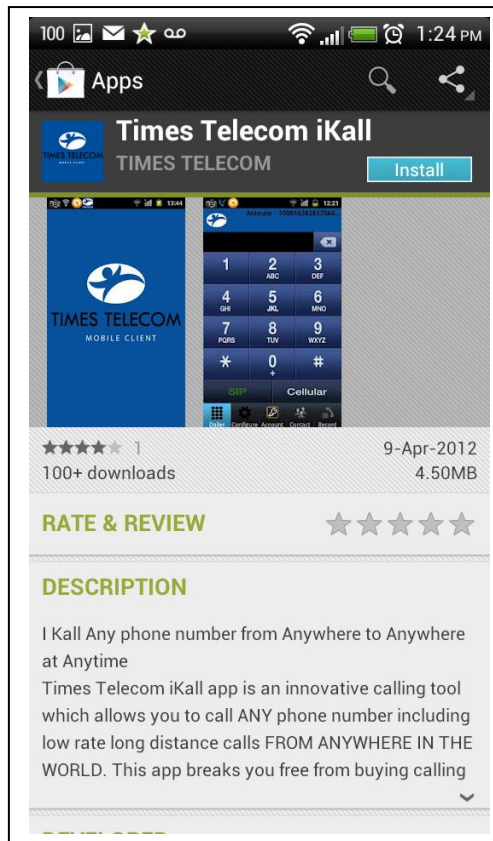
Scan the code below on the mobile phone you want to install Mobile Dialer or go to Google Play Store / Market on the mobile device and search "Times Telecom".

You can download a Free scanning app in the Google Play Store / Market by searching the keyword "Scan".





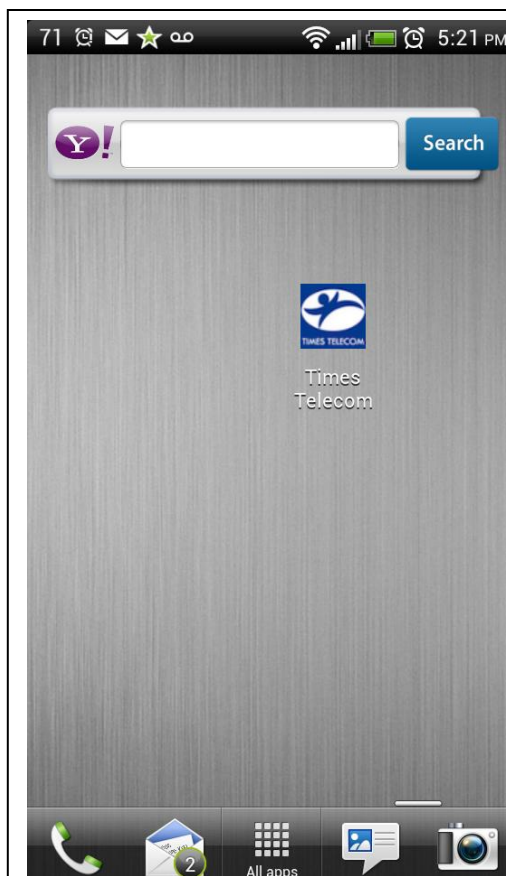
## Times Telecom Mobile Dialer V1.0 User Guide



Press "Install" and give permission to download and install the app automatically on your phone set.

Note : you must have an existing Google ID to access the Google Play Store / Market to download. Please check the following Google Play website on how to set up the ID.

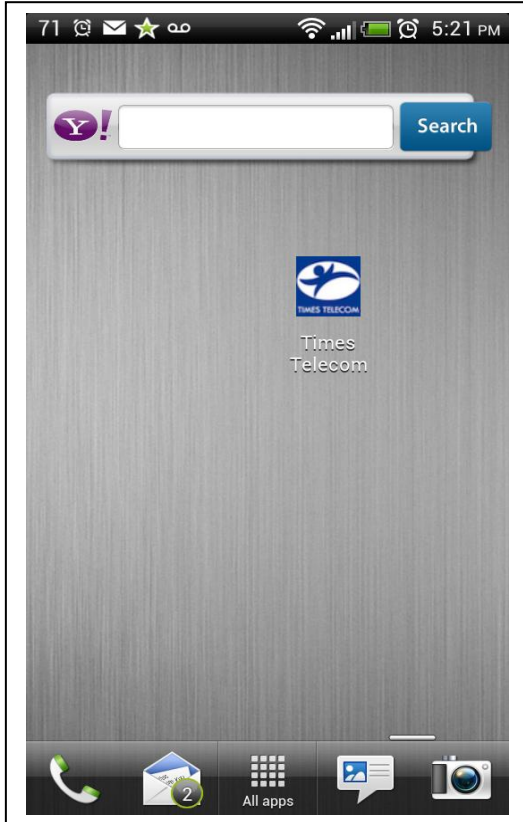
<https://accounts.google.com/NewAccount>



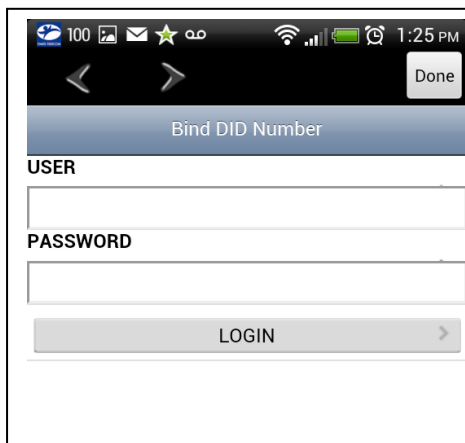
Times Telecom Mobile Dialer icon appears on the Home screen after it is successfully downloaded and installed.

The next step is to set up the Times Telecom Mobile Dialer app. by entering the Times Telecom account info.

- Setting Up the TT Mobile Dialer with account information

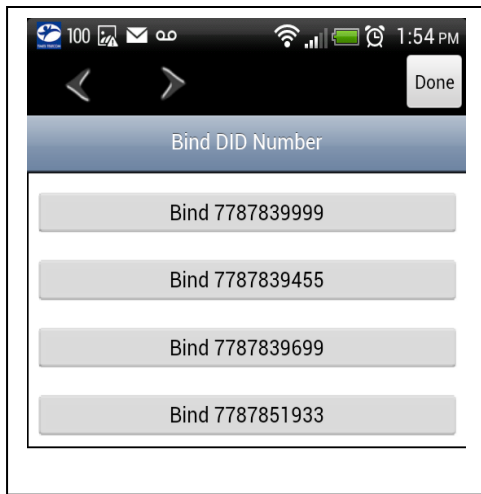


1. Open the Times Telecom Mobile Dialer app by tapping the Times Telecom icon on the Home screen of the phone.



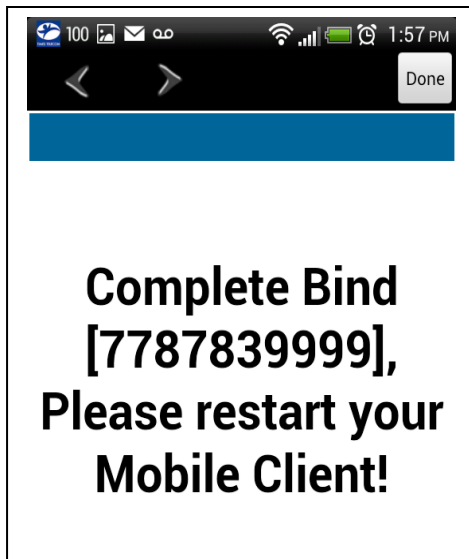
2. Entering account information  
USER : Enter the Times Telecom Account Number  
eg. ccxxxxxxx  
PASSWORD : Enter the password  
The User and Password are the same as the Times Telecom website My Account login and password.

If you forgot the account number and password, please call our Customer Representative at 1-888-980-8380 for User and Password information.



3. Choose and press your previously Registered Telephone Number in the account you want the Mobile Dialer to associate and screen will refresh itself when done.

Note : All billing will follow the number you chosen.

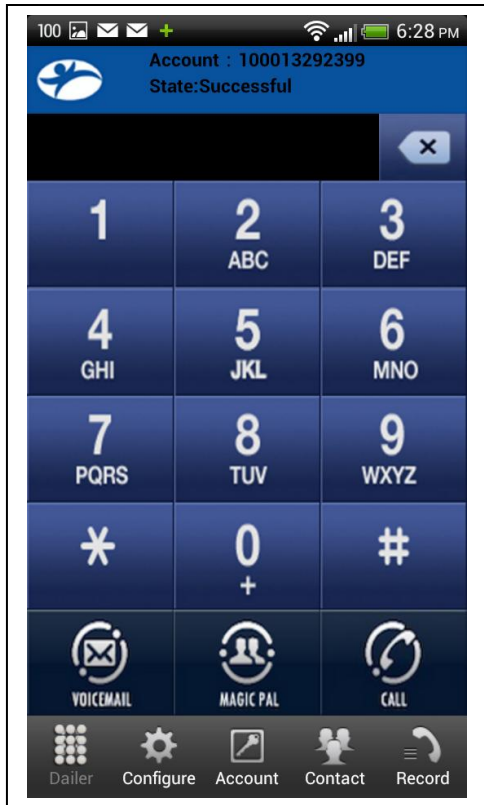


4. Set up is now finished.

Binding / Association is now completed for the Registered Telephone Number you have chosen.

Press the Android phone "Home" button to exit completely to the home screen.

If Binding failed, exit to Home screen and repeat the above steps 2. and 3., choose a different number to bind or call our Customer Service Representative for help.



## 5. Starting the Times Telecom Mobile Dialer app

Find the Times Telecom app icon on the Home Screen and tap to open the app.

You will see the dialer appear with :

1. Account : NNNNNNNNN
2. Status : Successful

Your Times Telecom Mobile Dialer is now ready to make call.

## 3 Using Times Telecom Mobile Dialer

### 3.1 Getting Ready

- 1) iPhone or Android smartphone is connected to the Internet either via a Wi-Fi network or a 3G network.

To ensure it is connected, please open the iPhone Safari or Android Internet and go to <http://www.timestelecom.ca>. If it could not open the Home page, the phone is not connected to the Internet. Please contact the Wi-Fi network administrator or the 3G service provider.

- 2) Have the account number and password of an active Times Telecom Home Phone or Dial Up account.

Please call our Customer Service Representative at 1-888-980-8380 if you forgot your account number and password.

If you don't have a Times Telecom account yet, please go to the Times Telecom website <http://www.timestelecom.ca> or call our customer service 1-888-980-8380 to sign up.

### 3.2 Starting and Quitting TT Mobile Dialer

To Start TT Mobile Dialer

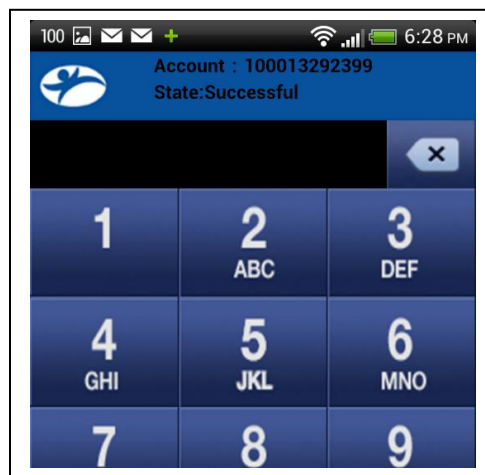
- 1) Click TT Mobile Dialer to launch the application.
- 2) The logo will appear in 2 seconds.
- 3) Dialer will appear and on top displayed "Account : nnnnnn / Status : Successful" or "Display Name : nnnnnnn / Status : Register Successful "
- 4) Now you can make or receive calls (optional) thru Wifi or 3G.



1)



2)



3)

To quit TT Mobile Dialer

- 1) iPhone - tap the Home button and exit to the Home screen.
- 2) Android phone

Run Mobile Dialer in the background - tap the Home button to exit to Home screen and “Times Telecom is running in the background.” displays on top.

Exit completely – press the “Back Arrow” of the phone and tap “Yes” to stop the Mobile Dialer app.

### 3.3 Placing a Call

To place a call , launch the TT Mobile Dialer.

Please use the following calling sequence for making your call :

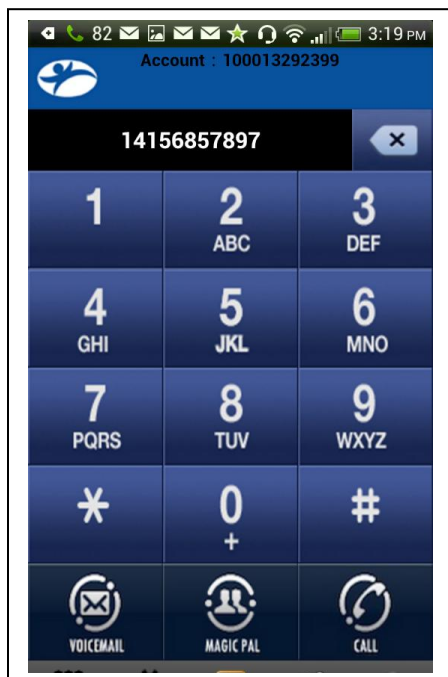
Dial up account : (Long Distance charges apply to all calls including local call, please check with our Customer Service Representative. )

- 1) North America call: 1 + area code + phone number ( e.g: 1-415-6857897)
- 2) International call : 011 + country code + phone number (e.g: 011-86-21-68808888)

Home Phone account :

- 1) Local call: area code + phone number ( e.g: 604-2798787)
- 2) North America call: 1 + area code + phone number ( e.g: 1-415-6857897) (Long Distance charges apply )
- 3) International call : 011 + country code + phone number (e.g: 011-86-21-68808888) (Long Distance charges apply )

### Using the Dial Pad

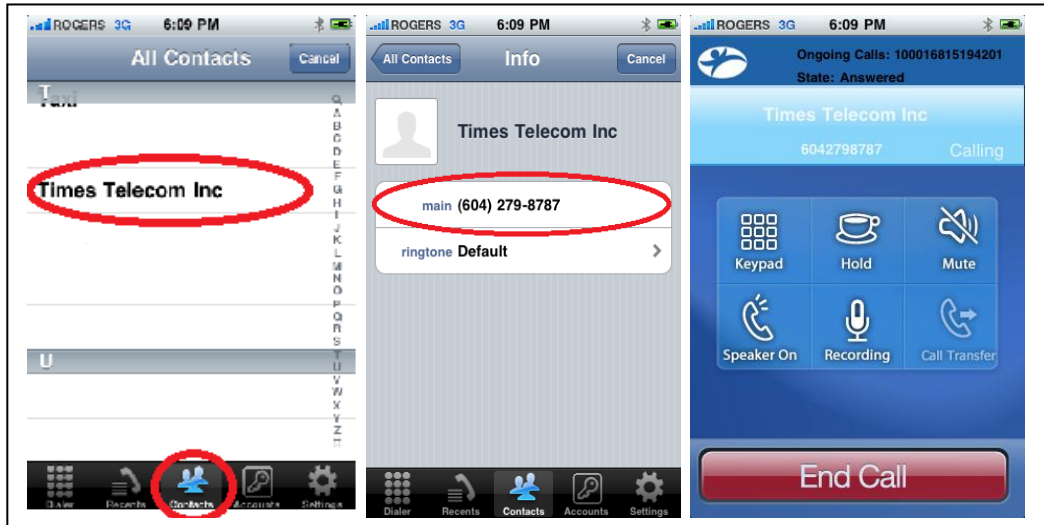


Enter the phone number and tap the “**CALL**” icon, your call is initiated using the registered Times Telecom account.

To Call from the Contacts List

- 1) Tap the Contacts icon, search for the contact and tap it.
- 2) Tap the desired phone number of the contact.
- 3) Call is in progress.

iPhone

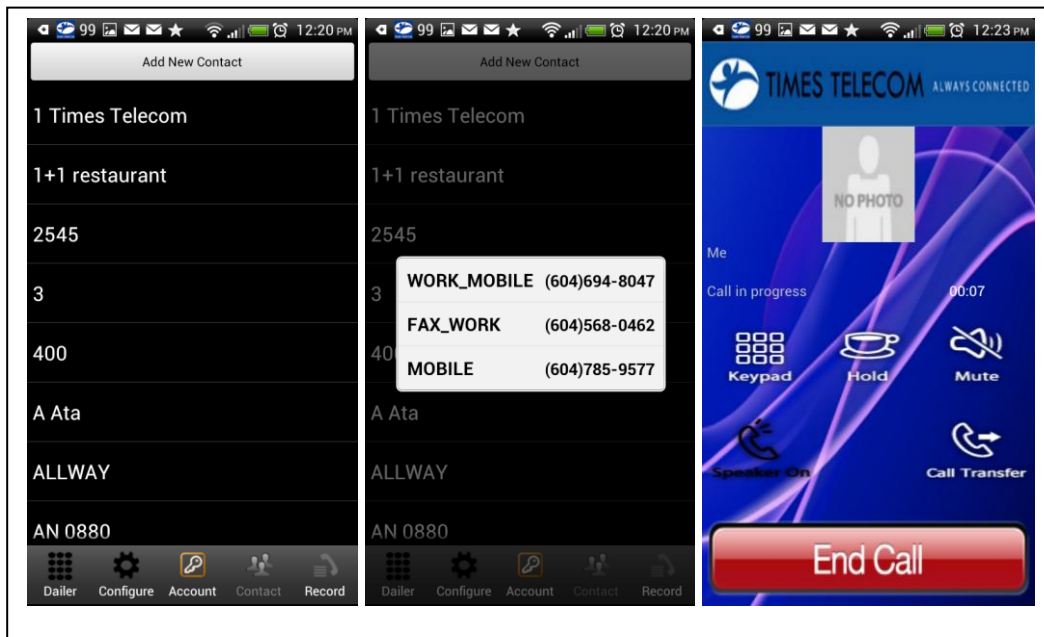


1)

2)

3)

Android Phone



### 3.4 Handling Incoming Calls

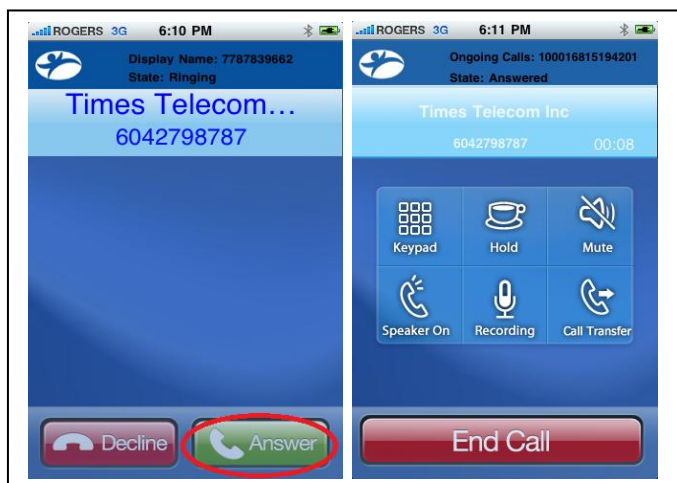
You need :

1. Times Telecom Home Phone account
2. Mobile Dialer is allowed Notification service in the iPhone or Mobile Dialer is running in the background in the Android phone

When TT Mobile Dialer is launched:

- 1) Tap **“Answer”** to answer the incoming call or Tap **“Decline”** to ignore the call
- 2) Call connected

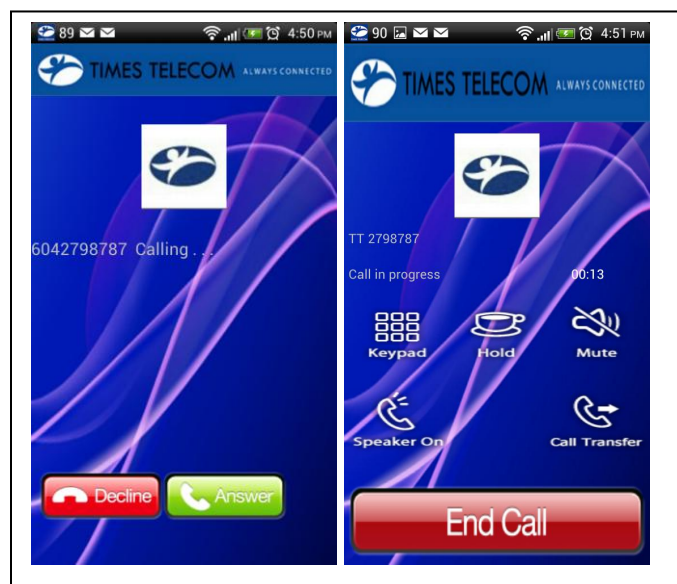
iPhone



1)

2)

Android Phone





The following section is applicable to iPhone only.

For Android phone, Times Telecom is always running in the background as long you leave the app by pressing the “Home” button and not “Back Arrow” to “Stop or Exit App”.

If TT Mobile Dialer is not launched in iPhone

- 1) A push notification shows the caller id number XXXXXXXXXXX@server,  
Tap “**Answer**” to take the incoming call or  
Tap “**Decline**” to ignore this call
- 2) Tap **Answer** will launch TT Mobile Dialer immediately. In a few seconds, the call is connected

iPhone



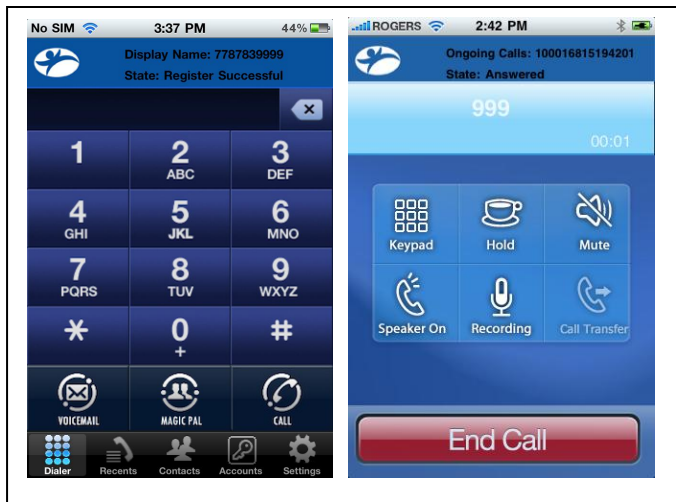
1)

2)

### 3.5 Accessing Voicemail

- 1) Tap Voicemail icon or dial 999 and tap “Call” to access voicemail
- 2) Follow the voicemail instructions after answered

iPhone



1)

2)

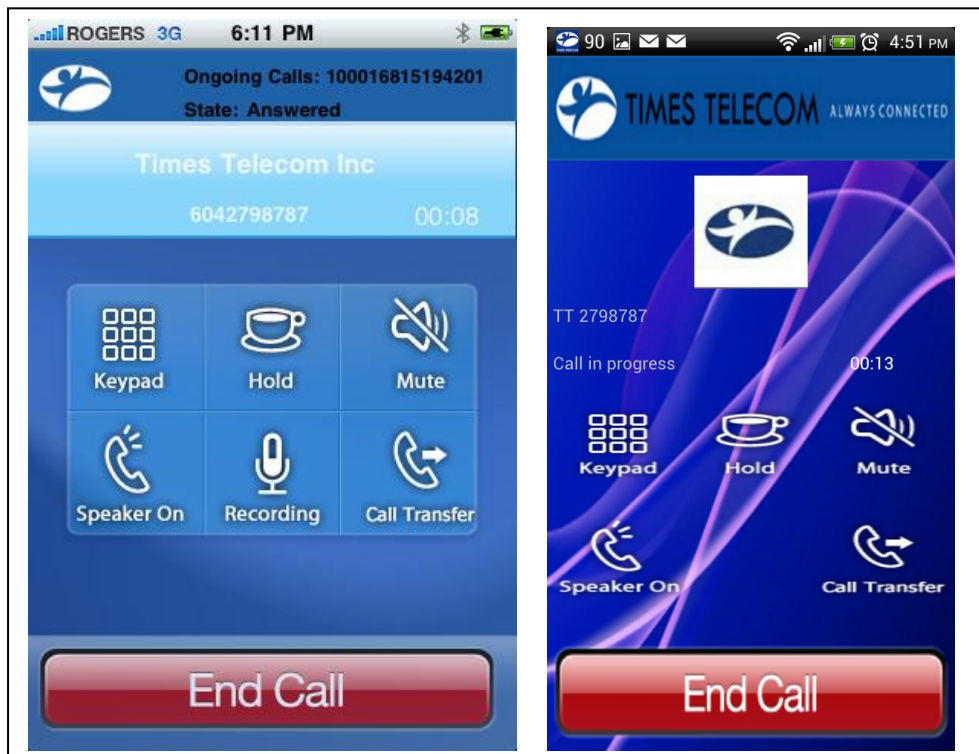
Android Phone



## 3.6 Options during an Established Call

Options during an established call :

- Keypad: tap to show a keypad to enter number(s)
- Hold: hold or release call
- Mute: mute or unmute call in progress
- Speaker On:
  - iPhone : choose an audio device, either Microphone, speaker phone or Blue Tooth
  - Android Phone : will turn on speaker phone
- Recording (iPhone only) : record the ongoing call
- Caller Transfer: Not Available



### 3.7 Call Recording & Playing (iPhone only)

To record an established call, tap Recording

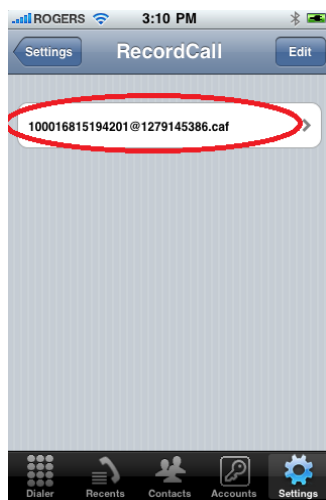


To retrieve and play a recorded call :

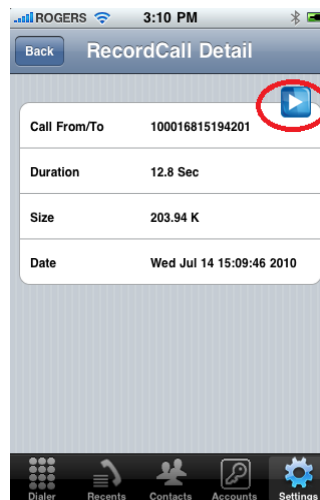
- 1) Goto Settings , tap the Play.
- 2) Select one record.
- 3) Tap the triangle icon to play.



1)



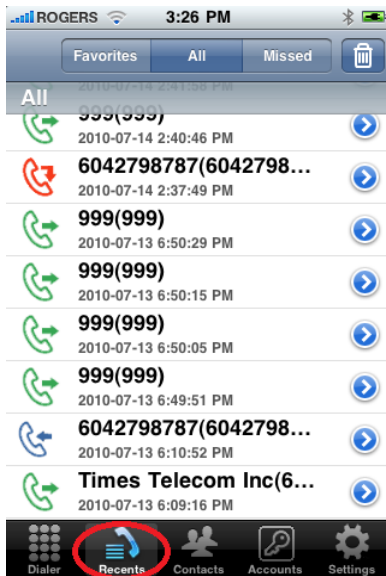
2)



3)

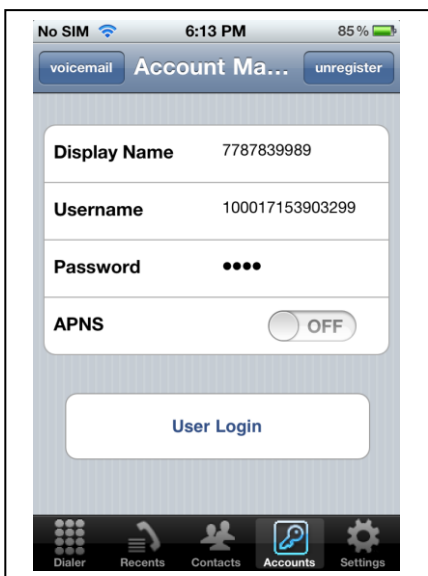
## 3.8 Call History

To view call history , tap the “Recents” icon. All calls or Missed calls are listed.



## 4. Configuring Setting

### 4.1 Account



Information is automatically filled and can not be changed.

Unregister – to remove the existing account

User Login – to register Mobile Dialer with a different account

APNS – default is ON and can not be turned off

## 4.2 Settings

This section sets the communication settings of Mobile Dialer. Please use the settings shown below.

### iPhone



#### **SIP Protocol Configuration**

Please follow the above settings.

#### **RecordCall**

Please refer to 3.7 Call Recording and Playing

#### **Voice**

Default Ringtone – choose the ringtone of choice

Ringing Mode – choose Ring or Vibrate

Mic Volume – choose microphone volume

Bluetooth - choose OFF for not using Bluetooth

#### **Reset**

Delete account – delete existing account info

Reset Setting – reset existing account to factory settings

Reset to Factory Setting – delete existing account and reset to factory settings

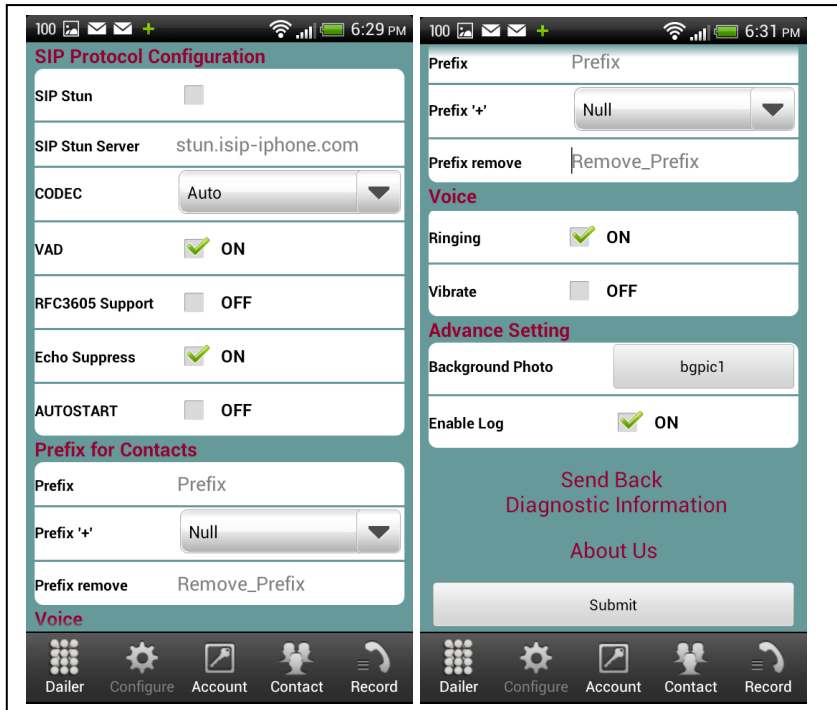
#### **Background Photo** –

choose to change the background picture of Mobile Dialer

Enable log – enable to send trouble shooting info

Enable Transfer – OFF, not available

### Android Phone



Please follow the above settings.

# **A Troubleshooting & Customer support**

## **Contacts**

Toll-free: 1-888-980-8380

E-mail: [csr@timestelecom.ca](mailto:csr@timestelecom.ca)

<http://www.timestelecom.ca/en/Resources/TTMD-User-Guide-Web.pdf>