

XeloQ Communications - Calling Card user manual

Thank you for signing up for the XeloQ calling card system. **Please read this ENTIRE document!!** (you can also configure your mobile phone-number in the Calling Card system so using the system is even more easy).

We added a calling card option to your existing SIP account. This gives you the possibility to use the XeloQ VoIP system without physically being around your IP phone in your office and make cheap International calls using your mobile or traditional telephone.

We will certainly hope that you can use the system with ease and save tremendously on your International telephone calls.

GENERAL REMARK:

When you enter the numbers / digits on your telephone, please be cautious: press the buttons firmly and **not too fast**. Our system needs to 'read' and process the pressed digits 'live' and that simply goes not as fast as dialing a normal telephone-number. So be aware of that please. Just press the buttons slowly and firmly.

INSTRUCTIONS:

(based on dialing the Amsterdam number; if you use the system in another country, use any available number)

STEP 1:

Use your mobile or normal telephone to call the next telephone number:

+31-(0) 20-890 2144

STEP 2:

You will hear a lady asking for 2 things; the card number and the Access Code. Those were sent to you by email or your local reseller distributed this in another way like scratch card, fax, Excel file or voucher.

Now; press the digits on your telephone slowly + firmly

1. your CARD NUMBER
2. your Access Code

Example:

Your CARD NUMBER = 5566778899 (10 digits)
Your Access Code = 1235 (4 digits)

STEP 3:

You will now hear your actual card balance (€ 10,- by default)

STEP 4:

Now you can dial according the INTERNATIONAL number-scheme and **end** the number by pressing a #

Example: 0034 968 533 221 # or 0049 7 1112 4444 #

After this the lady will tell you how many minutes you can call (60 minutes as maximum default text unless you have less money).

After this you will hear: *Connecting....* (and the actual call will be connected).

STEP 5:

The system calls the person you are trying to reach.

(after entering the card number + access code, you can press # for the main menu. You can then hear your card balance and other options (see below).

STEP 6:

After the call has been completed, you can hang up or press # for the menu.

At each new call you can start at STEP 1 again.

ADDITIONAL OPTIONS:

For ease of use, we have the ability to let the system 'recognize' your mobile (or regular) telephone-number(s) with a maximum of 6 telephone numbers.

This will bypass the entering of the Card number + Access code (this option only works when the number will be send from your phone (outgoing CLI) and does not work when you call into a FXO gateway).

To enter or manage these so called ANI telephone-numbers, press # for the menu.
When you are in the menu, select option 2.

Follow the instructions in the menu and choose from Option 1 or 2:

1. Authorized number management (delete and/or add numbers)
2. Add the current number you are calling from
(the lady will read your telephone number if the system can recognize it); after that, press 1 to confirm

1 = yes (save)
2 = no (cancel)

back to the menu

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IMPORTANT: YOUR CARD BALANCE AND YOUR SIP ACCOUNT BALANCE:

The default balance on your calling card is **Eur 10,-**

But: the money will be taken from your normal SIP account balance. If your SIP account balance is negative but your calling card still has money on it, you **can NOT make a phone call**. So always make sure your normal SIP account balance is enough to cover the calling card balance.

The XeloQ support staff is able to top up your calling card with a new amount when it reaches 0 or we can set it higher as default. In either way, let us know by sending an email to support@xeloq.com .

As mentioned before, your **normal SIP account balance** needs to be sufficient to cover the calling card amount.

Example 1: if you ask us to top up your calling card with Eur 100,- and you are planning to use that with the calling card only (and not use it with your SIP phone) then you will need to top up your normal SIP account with Eur 100,- .

Example 2: if your SIP account balance is Eur 10,- and there is Eur 100,- on your calling card, then it is obvious that after the Eur 10,- you can **not** make any phone call anymore; also not with your SIP account. Then you will need to pay again.

Something unclear? Send an email to support@xeloq.com !

Good luck with your calling card - XeloQ Communications Support Team