



Installation and User Guide

fring version 4.4.x

With fringOut Preview Version

Table of Contents

Table of Contents	2
Introduction.....	3
About fringOut	3
System Requirements	3
Obtaining fringOut version.....	4
Download fring	4
Register to fring or login to your fring account.....	4
Using fringOut.....	7
Sign in to fringOut	7
Purchase credit.....	8
Making a call to a phone contact	10
Calling someone not in your contact list.....	11
Self Care system	12
Mobile Self Care System.....	12
Calls.....	12
Payments	13
Website Self Care System.....	14
Purchase credit.....	14
History	16
FAQ	17
Rates	18
Frequently Asked Questions.....	19
Using fringOut.....	19
Billing questions	20
Other	21

Introduction

About fringOut

fringOut is a new fring feature that allows users to call any phone number for almost-free. fring users can call landlines and mobile phones from 1c/minute.

Now, in addition to fring's free services of calling, video calling and chatting to other fringsters for free, fringOut lets users call friends not yet on fring at great rates.

Please Note: Currently, fringOut is available as a Preview Version and supported on Nokia Symbian S60 devices.

System Requirements

In order to use fringOut, you will need:

- A Symbian S60 device.
- A credit card or a PayPal account so you can buy fringOut credits.
- Download fringOut version <http://www.fring.com/fringout/beta>

Obtaining fringOut version

Since fringOut is currently in a BETA stage, you'll need to download the new version of fring from <http://www.fring.com/fringout/beta>

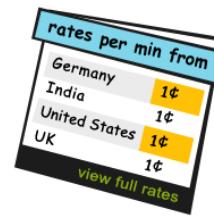
Welcome to fringOut Preview Version

If you are eager to save major money on calls, be the 1st to try the fringOut preview version (currently only on Nokia)

Get fringOut in just 2 easy steps:

step 1 Download the **fringOut preview version** below

step 2 Signup to **fringOut** from your mobile



How to download fring via your PC

1. Choose your device
2. Download Nokia's PC suite to your PC from www.nokia.com
3. Plug your handset to your PC with a USB cable.
4. Locate the sis file -> right click it and choose 'Install' with Nokia application installer.

Figure 1 – fringOut Preview Download

Download fring

Select your device from the drop down list and click the **download** button. fring will be downloaded to your computer. Follow the instructions and use Nokia PC Suite to install fring.

For further instructions on how to use Nokia PC Suite, visit
<http://www.nokia.com/pcsuite>

Register to fring or login to your fring account

Once the installation is complete, you are now ready to select your fring User ID and password.



Figure 2 - Registration Screen

If you already have a fring account, choose **Options -> Login** and enter your existing credentials to log in (If you forgot your password you can use the password retrieval **Click here** link at the bottom of this page):



Figure 3 – Existing user login

If this is your first use of fring, please choose your fring User ID and Password, and select **Next**.

Follow the instructions on the following screen:



Figure 4 – Account setup

The registration screen allows you to select your **nickname** and the **password** you will use to access your fring account.

Email address is required for password retrieval purpose.

You can also fill your **phone number** (international format) for your friends to be able to find you in the fring network.

Note: Passwords must be at least 4 characters.

There's an option to update your **mood text** and your **image**. Don't worry; you will be able to update them later if you wish.

Welcome to fring.



Figure 5 – fring

Using fringOut

Before you can use fringOut, you need to sign in to the service from fring on your device.

Sign in to fringOut

To Sign in to fringOut for the first time, go to **Options -> fringOut info:**

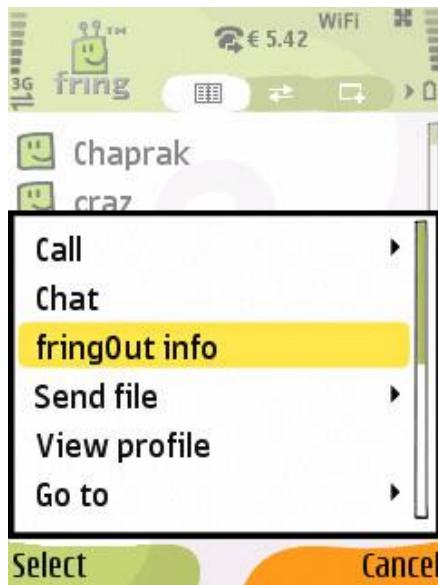


Figure 6 – Mobile Self Care

You will now be redirected to the fring mobile **Self Care** system:



Figure 7 – Mobile Self Care

When you see this screen (figure 7) this means you are logged in to fringOut.

In order to use fringOut you'll need to purchase some fringOut credit. Purchasing fringOut credit can be done either via your mobile phone or through our website. The next part of the guide will explain how to purchase fringOut credit via fring on your mobile phone. To purchase credit through our website, please refer to this part of the guide.

Purchase credit

To purchase credit, go to the **Buy credit** tab:

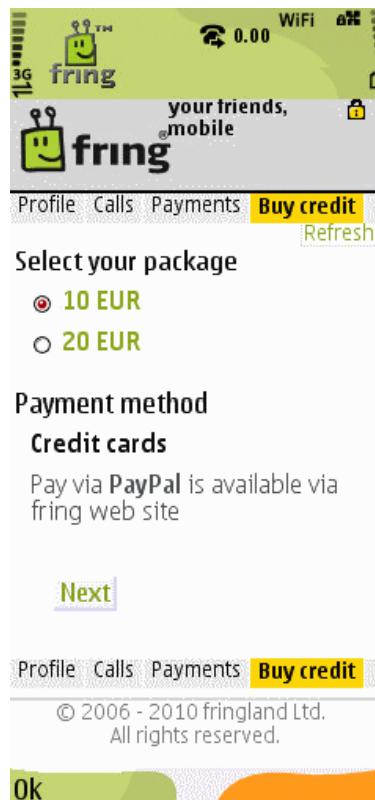
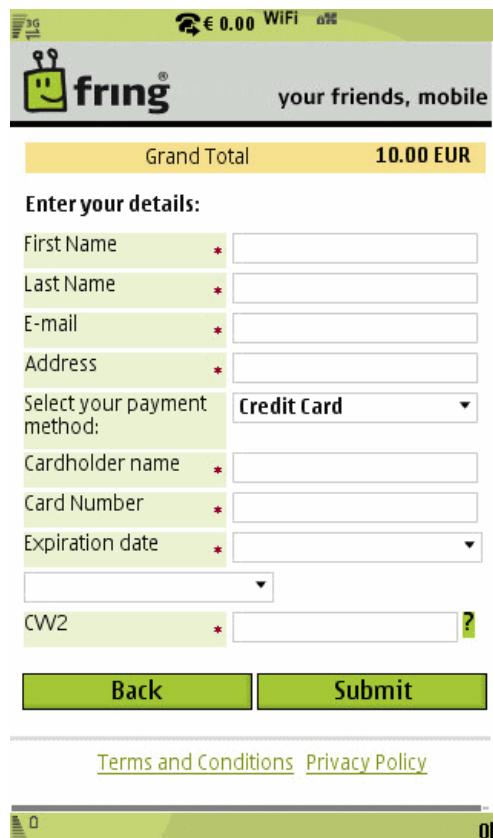


Figure 8 – Buy credit screen

Select the amount of credit you would like to buy and the payment method, and press **Next**.

Please note: currently, the only payment method available from the mobile self care is by using your credit card. If you have a PayPal account and you prefer to use it, you can purchase credit from our website.

Next, fill in your details and press **Submit**:



The screenshot shows a mobile payment form for fring. At the top, it displays 'Grand Total 10.00 EUR'. Below this, a section titled 'Enter your details:' contains fields for First Name, Last Name, E-mail, Address, and a dropdown for 'Select your payment method' set to 'Credit Card'. Further down are fields for Cardholder name, Card Number, Expiration date, and a dropdown for CVV. A 'CW2' field is also present. At the bottom are 'Back' and 'Submit' buttons, and links to 'Terms and Conditions' and 'Privacy Policy'. A progress bar at the very bottom is mostly empty.

Figure 9 – Credit card details

Please note: **CW2** is the 3 digit number at the back of your credit card.

fring will execute your transaction. Please read the **Terms and Conditions** and the **Privacy Policy**.



The screenshot shows a confirmation message from fring: 'Your transaction is being executed. Please do not click back, refresh or close your browser.' Below this message is a progress bar with several blue segments. At the bottom are links to 'Terms and Conditions' and 'Privacy Policy', and a large green 'Ok' button.

Figure 10 – Payment

When the purchase is complete you will get a confirmation screen:

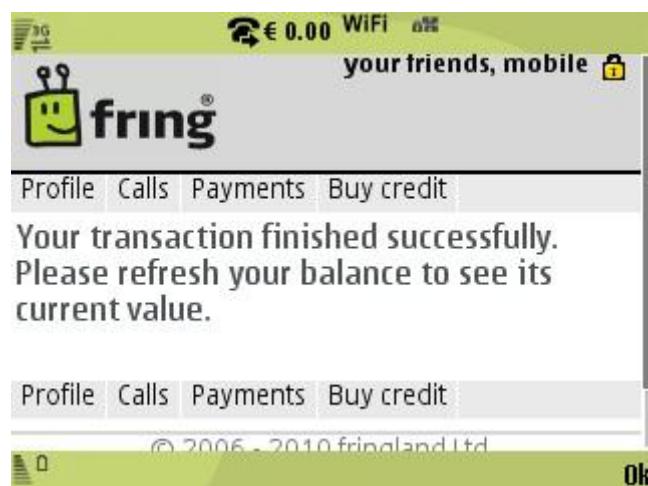


Figure 11 – Payment confirmation

You are now ready to make your first fringOut call !

Making a fringOut call

Using fringOut you can either make calls to your phone contacts or dial a number which is not on your contact list.

Making a call to a phone contact

To make a fringOut call, highlight a **phone** contact and select **Options -> Call -> fringOut call**.



Figure 12 – Highlighted phone contact



Figure 13 – Initiate a fringOut call

Make sure you are using the international format and press **OK**.



Figure 14– initiate a call

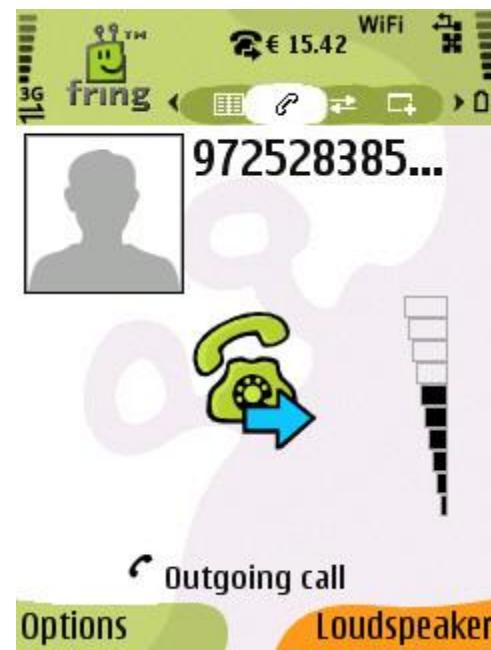


Figure 15 – Call starting

Calling someone not in your contact list

To call a random number, highlight the **fring test call** buddy and select **Options -> Call -> fringOut call**.

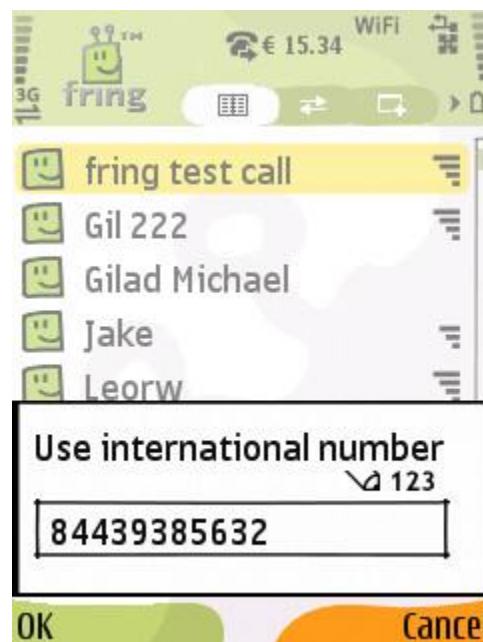


Figure 16 – Call a random number

Self Care system

The Self Care system allows you view your current fringOut balance, your call and payment history and to purchase more credit.

In fring you can access the Self Care system from your device or through our website on your computer.

Mobile Self Care System



Figure 17 – Mobile Self Care

Calls

Click the **Calls** tab to see the history of fringout calls:

Figure 18 – Call History

To switch from **List** to **Table** view, click the link at the right part of the screen.

Payments

Click the **Payments** tab to see the history of fringout credit purchases:

1	Date	8/9/10 1:17:59 PM
	Type	Credit cards
	Amount	10.00 EUR
	Balance	15.42 EUR

Figure 19 – Payment history

To switch from **Table** to **List** view, click the link at the right part of the screen.

Website Self Care System

Our Self Care system is also available online from your home computer. To access the Self Care System, browse to fringOut.fring.com

Please note: before you can log in to the Self Care system from your computer, you'll need to log in at least once from your mobile phone. To do so, please follow the steps in **this part** of the guide.

To log in to your fringOut use your fring user ID and password:

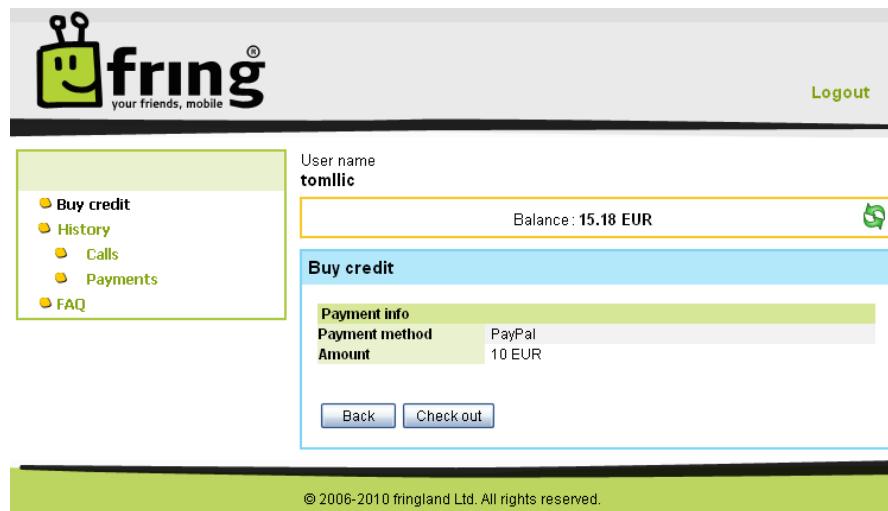
Figure 20 – Website Self Care login

Purchase credit

Once you are logged in to your account you will be redirected to the **Buy credit** screen:

Figure 21 – Buy credit

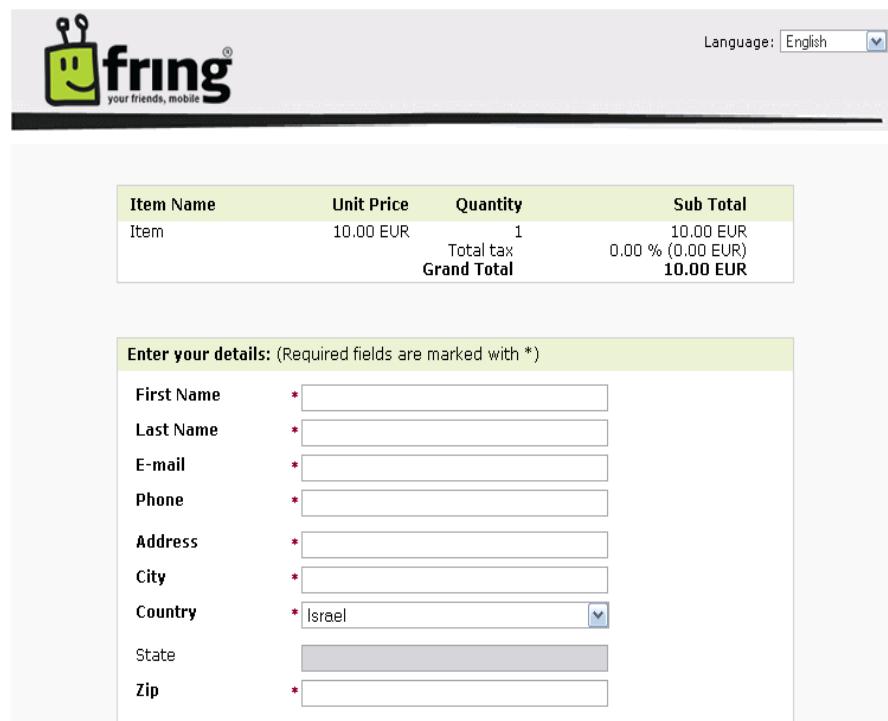
Select the amount of credit you'd like to buy and the payment withod, and press **Next**:



The screenshot shows the Fring website interface. At the top, there is a logo with a green smiley face and the word 'fring' in lowercase. To the right of the logo is a 'Logout' link. On the left, there is a sidebar with a green background containing links: 'Buy credit', 'History', 'Calls', 'Payments', and 'FAQ'. The main content area has a white background. It displays the user's name 'tomlic' and a balance of '15.18 EUR' with a green dollar sign icon. Below this is a 'Buy credit' form with a light blue header. The form includes a 'Payment info' section with 'Payment method' set to 'PayPal' and 'Amount' set to '10 EUR'. At the bottom of the form are 'Back' and 'Check out' buttons. At the very bottom of the page, there is a green footer bar with the text '© 2006-2010 fringland Ltd. All rights reserved.'

Figure 22 – Purchase confirmation

To confirm the payment press **Check out**. To Cancel press **Back**. Proceed with the purchase process by filling in your details and press **Submit**:



The screenshot shows the Fring website interface. At the top, there is a logo with a green smiley face and the word 'fring' in lowercase. To the right of the logo is a 'Language' dropdown menu set to 'English'. The main content area has a white background. At the top, there is a table showing a purchase summary:

Item Name	Unit Price	Quantity	Sub Total
Item	10.00 EUR	1	10.00 EUR
	Total tax		0.00 % (0.00 EUR)
	Grand Total		10.00 EUR

Below the table is a form titled 'Enter your details: (Required fields are marked with *)'. The form includes fields for 'First Name', 'Last Name', 'E-mail', 'Phone', 'Address', 'City', 'Country' (with a dropdown menu showing 'Israel'), 'State', and 'Zip'. Each field has an asterisk (*) indicating it is required.

Figure 23 – Purchase confirmation

Please note: **CW2** is the 3 digit number at the back of your credit card.

When the purchase is complete you will get a confirmation screen:

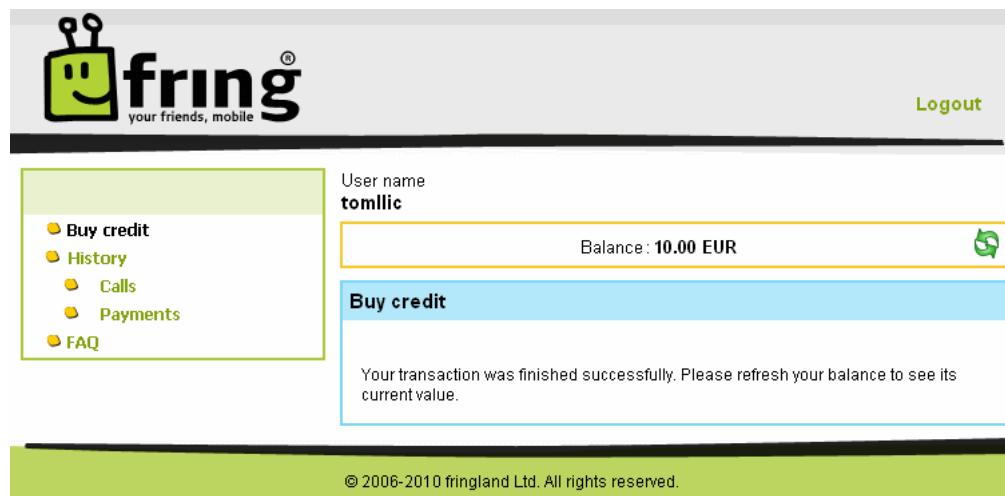


Figure 24 – Payment confirmation

Your current balance will be updated at the middle part of the screen. You can also hit the refresh button at the right side of the screen.

History

Use the **History** tab to see the history of your calls and payments:

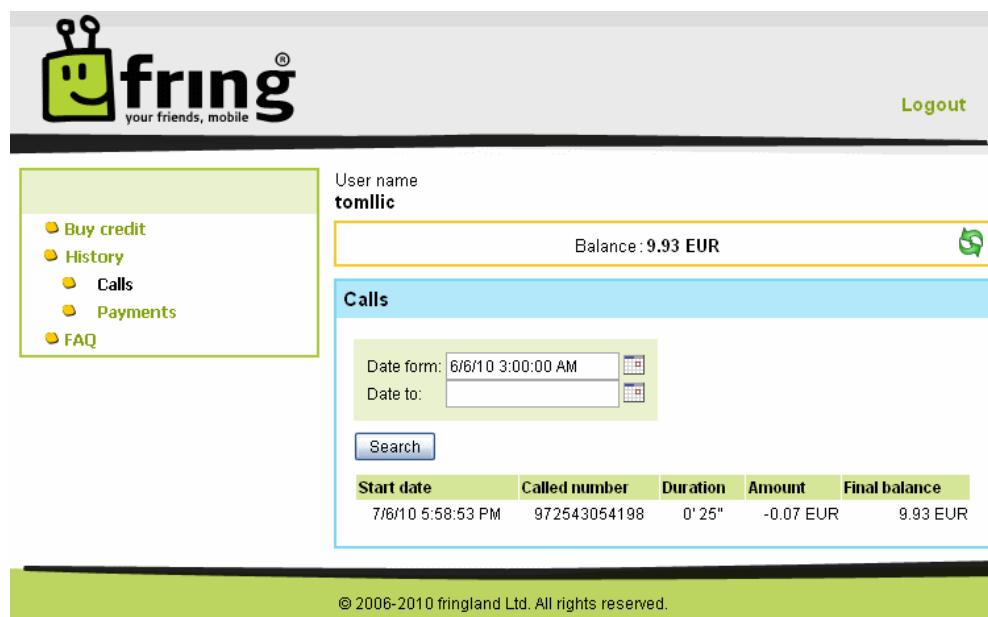
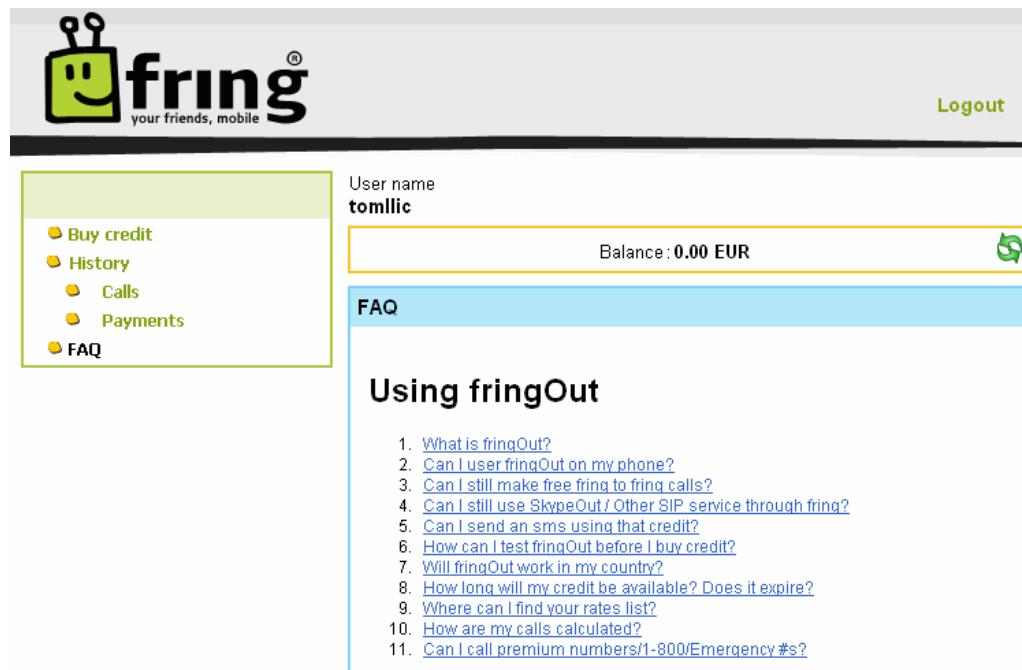


Figure 25 – History

You can either view the entire history on record or **Search** specific activity by dates.

FAQ

You can access fringOut's FAQ by going to the FAQ tab. Expand each subject by pressing the links:



The screenshot shows the fringOut website interface. At the top, there is a logo with a green robot head icon and the word 'fring' in a bold, lowercase font, with 'your friends, mobile' in smaller text below it. To the right of the logo is a 'Logout' link. On the left, a sidebar menu is visible with the following items: 'Buy credit', 'History', 'Calls', 'Payments', and 'FAQ'. The 'FAQ' item is highlighted with a yellow background. The main content area has a light blue header with the word 'FAQ'. Below the header, the title 'Using fringOut' is displayed in bold. A numbered list of 11 questions follows:

1. [What is fringOut?](#)
2. [Can I user fringOut on my phone?](#)
3. [Can I still make free fring to fring calls?](#)
4. [Can I still use SkypeOut / Other SIP service through fring?](#)
5. [Can I send an sms using that credit?](#)
6. [How can I test fringOut before I buy credit?](#)
7. [Will fringOut work in my country?](#)
8. [How long will my credit be available? Does it expire?](#)
9. [Where can I find your rates list?](#)
10. [How are my calls calculated?](#)
11. [Can I call premium numbers/1-800/Emergency #'s?](#)

Next to the list, there is a yellow box containing the text 'Balance: 0.00 EUR' and a small green icon of a banknote.

Figure 26 – FAQ

You can also see the FAQ in **this part** of the user guide.

Rates

We update our list of rates once a week. To see the current rates, please visit
<http://www.fring.com/fringout/rates>

Country	Prefix	Cent/Min (US)	Cent/Min (Euro)
India	91	2.7	2.1
	9111	1.7	1.3
	9112	2.0	1.5
	9113	2.0	1.5
	9116	2.0	1.5
	9117	2.0	1.5
	9118	2.0	1.5
	9120	2.0	1.5
	9121	2.1	1.6
	9122	1.7	1.3
	9123	2.1	1.6
	9124	2.1	1.6
	9125	2.1	1.6
	9126	2.2	1.7
	9127	2.2	1.7
	9128	2.2	1.7
	9133	1.7	1.3
	9140	1.8	1.3
	9141	1.7	1.3
	9142	1.7	1.3
	9143	1.7	1.3
	9144	1.7	1.3
	9145	1.7	1.3
	9146	1.7	1.3
	9147	1.9	1.4
	9148	1.9	1.4

Figure 27 – Rates

Frequently Asked Questions

Using fringOut

What is fringOut?

fringOut is a new communication capability offered to fring users. fringOut lets you easily call any landline or mobile phone in the world at low-rates, starting from 1c/minute

Can I use fringOut on my phone?

fringOut is currently supported on Nokia Symbian S60 devices, more devices will be supported soon.

Can I still make free fring to fring calls?

Sure, all the basic features of fring are still available for FREE. You can make FREE calls (audio and video) to other fring users as well as other IM contacts.

Can I still use other SIP service through fring?

Yes. We are sure you'll love fringOut's low, low prices and its simplicity. If for some reason, you still want to use other SIP providers, you are welcome too. Of course, we'd love to know why you would, so **let us know** how we can make fringOut even better.

Can I send an sms using that credit?

Currently this option is not available.

How can I test fringOut before I buy credit?

You are welcome to try fring for FREE. To experience fring calling for free, simply download fring and call your online friends - you can also hear the call quality with our 'test call'. However, fringOut is an additional service that is for a fee. We are sure that if you like fring, you'll love fringOut. So go ahead and signup today!

Will fringOut work in my country?

fringOut should work in all countries. For a full rate list, [click here](#).

Where can I find your rates list?

A list of rates is available at fring.com/fringOut

How are my calls calculated?

Your call duration is based on one-minute increments. Fractions of minutes are rounded up to the next minute

Can I call premium numbers/1-800/Emergency #s?

You are welcome to use fringOut for standard mobile and landline numbers. We do NOT support emergency numbers, premium numbers or toll free numbers.

Billing questions

How will I see the charges in my credit card report?

Your fringOut credit will appear on your credit card statement as "G2S – fringOut" and on your Paypal account "PAYPAL *FRINGOUT".

I bought credit but it does not show up in my account / why is my order pending?

Please allow a few minutes for the credit to be approved by your credit card company. If you still don't see the ordered amount after a few minutes, please contact the 3rd party payment processor: for credit cards info@g2s.com or for PayPal <https://www.paypal.com/us/contactus>

Is there a call setup fee? Any other hidden fees?

NO. What you see is what you get. fringOut's rates are all-inclusive. They even include the VAT (where applicable). fringOut has:

- NO connection fee
- NO handling fee
- NO monthly subscription
- NO extra taxes/VAT beyond the advertised prices

Can I pay by wire transfer or bank transfer?

Currently this option is not available.

Can I pay with my PayPal account?

Sure, you can pay with PayPal on our website.

I do not have a PayPal account, how can I pay?

If you do not have a PayPal account, you can create one or simply pay directly using your credit card.

Will my mobile operator bill me any extra fees for using fringOut?

fringOut (just like the rest of fring's services) uses the device's internet connection to make calls. Those calls are routed through the internet to our servers and do NOT use your calling minutes. Please make sure you have a proper data plan (or WiFi) before you use fring.

Which payment methods are accepted?

Currently we accept direct credit card payments as well as PayPal on our website. More payment methods will be introduced in the near future.

Are my payments secure?

Yes. All payment are processed via Thawte rigorous security standards (a Verisign company).

Will I get a confirmation for my payment?

Once the purchase is complete, you will get a confirmation to your mail inbox and you will also be able to view it through our website.

Do you have a monthly/yearly subscription plan?

Currently we do not have a monthly/yearly plan.

What's fring's refund policy?

There are no refunds on fringOut service purchases. All sales are final.

Will my credit ever expire?

Your fringOut credit is valid for 6 months from your last purchase, after that period, you are welcome to purchase new credit.

Other

Can I re-sell fringOut credit?

Currently this option is not available. If you are interested in reselling fringOut credit, please fill in [this form](#) to help us learn more about you.

Can I send fringOut credit as a gift to a friend?

Currently this option is not available.

Do you have a fring-In service?

Currently this option is not available.

When will fringOut be available on Android and iPhone?

We will be launching fringOut on other platforms in the near future.

Thank you for using fringOut.

We welcome your comments and suggestions and hope you enjoy fring!

You can follow us on twitter (@fring) for the latest tips and news.