Installation and User Guide

fring version 4.4.x

With fringOut Preview Version

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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**

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.

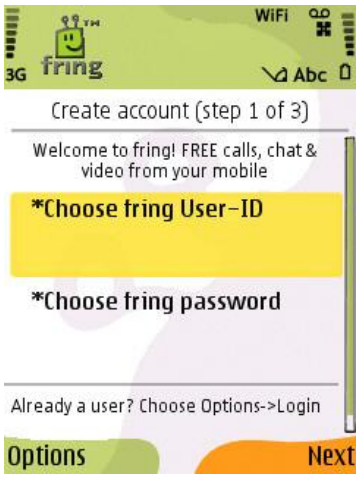

Figure 2 - Registration Screen

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**:

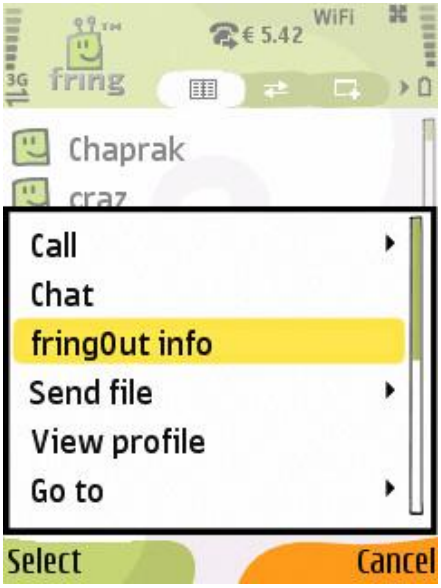

Figure 6 – Mobile Self Care

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:

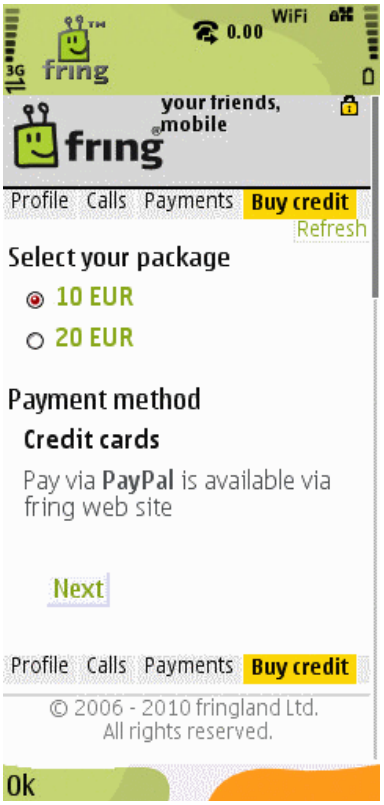

Figure 8 – Buy credit screen

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**:

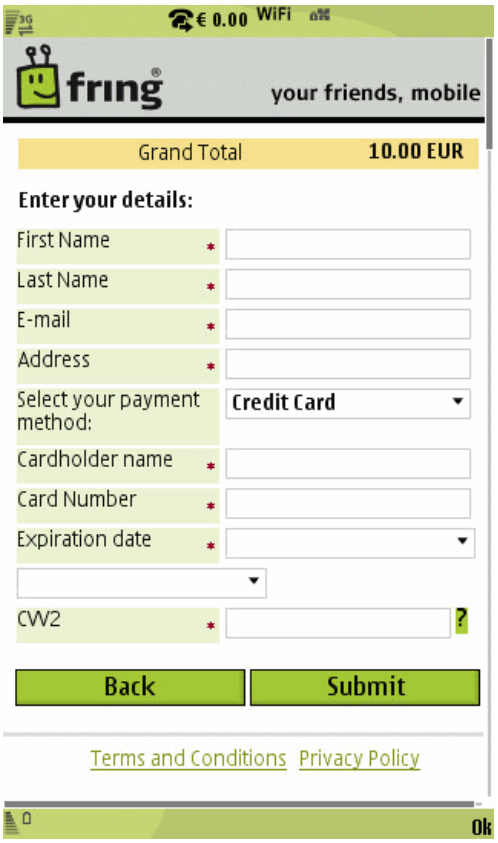

Figure 9 – Credit card details

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**.

Figure 10 – Payment

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

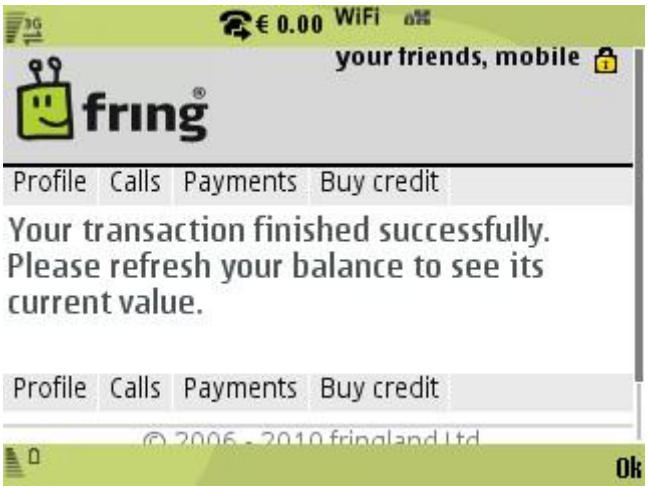

Figure 11 – Payment confirmation

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:

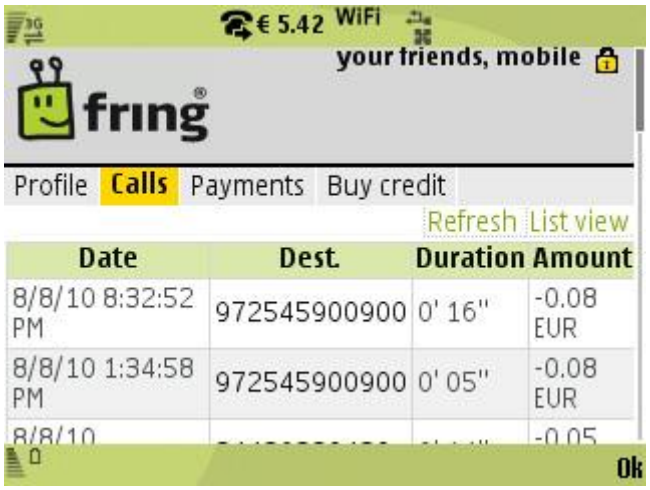

Figure 18 – Call History

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:

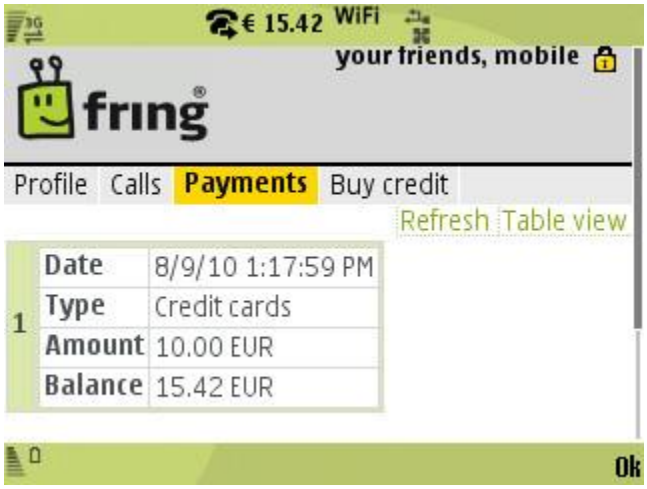

Figure 19 – Payment history

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

To login to your fringOut use your fring user ID and password:

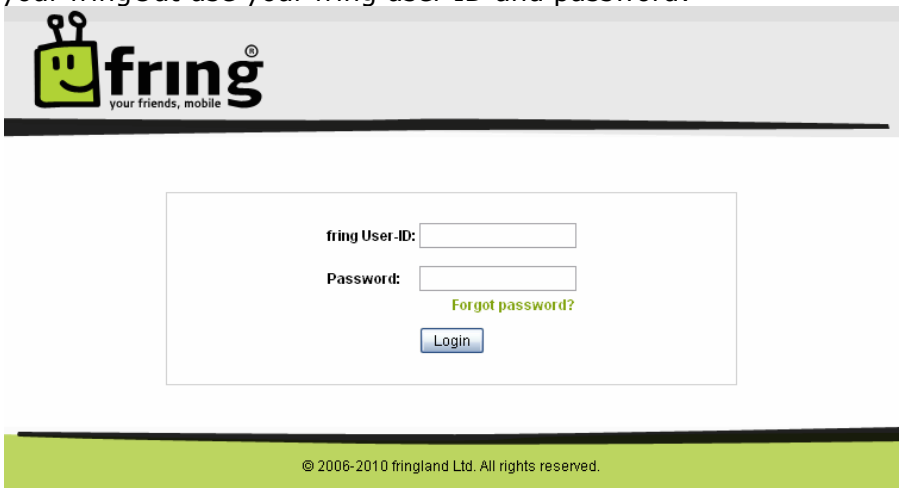

Figure 20 – Website Self Care login

Purchase credit

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

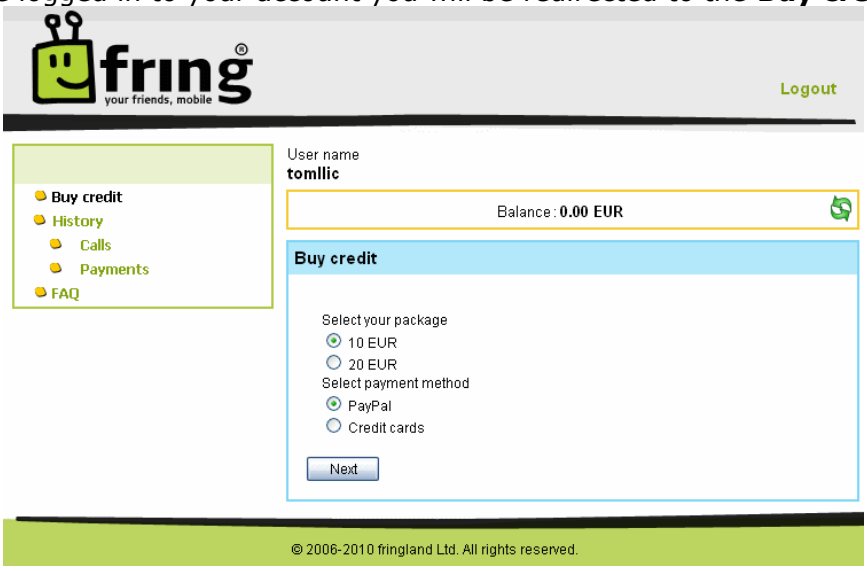

Figure 21 – Buy credit

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

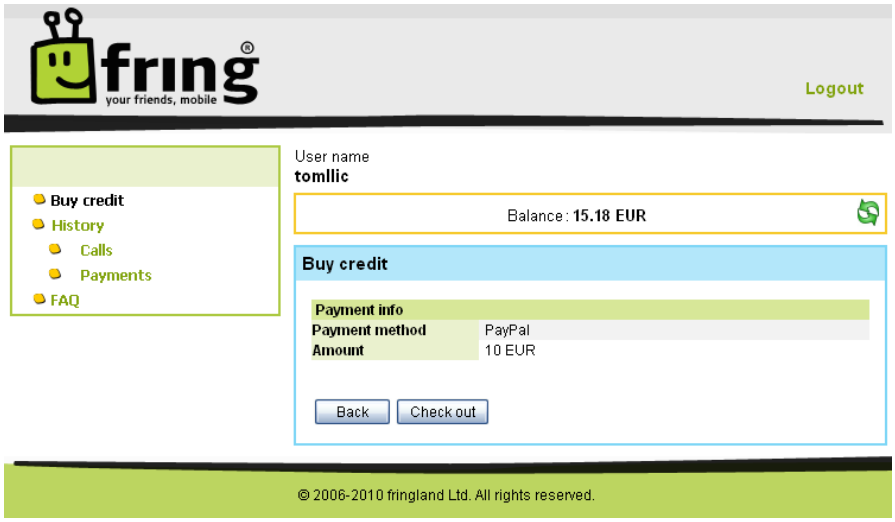

Figure 22 – Purchase confirmation

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

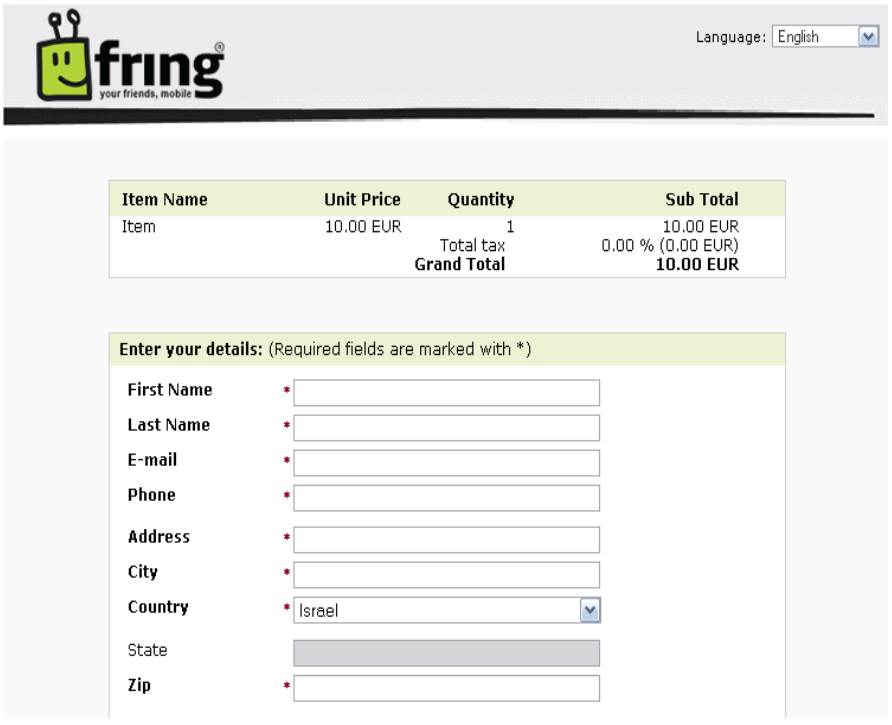

Figure 23 – Purchase confirmation

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:

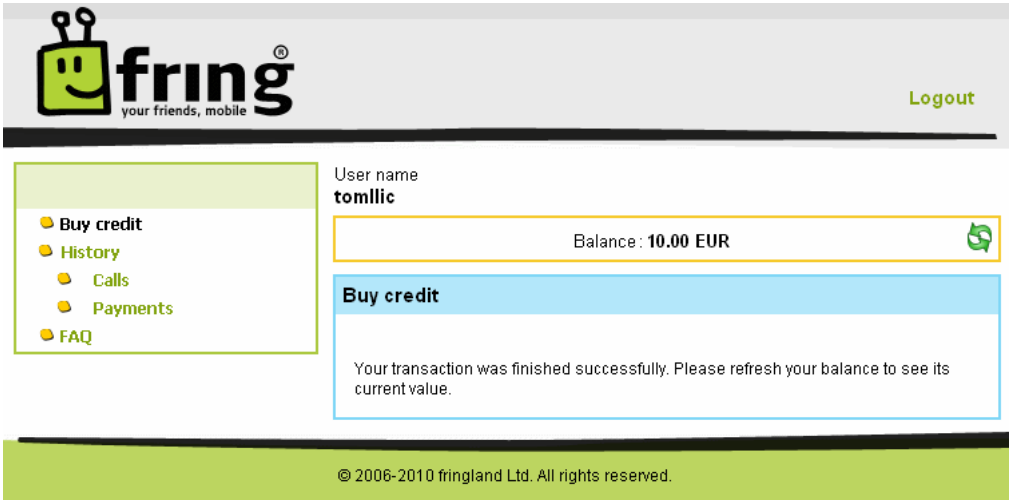

Figure 24 – Payment confirmation

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:

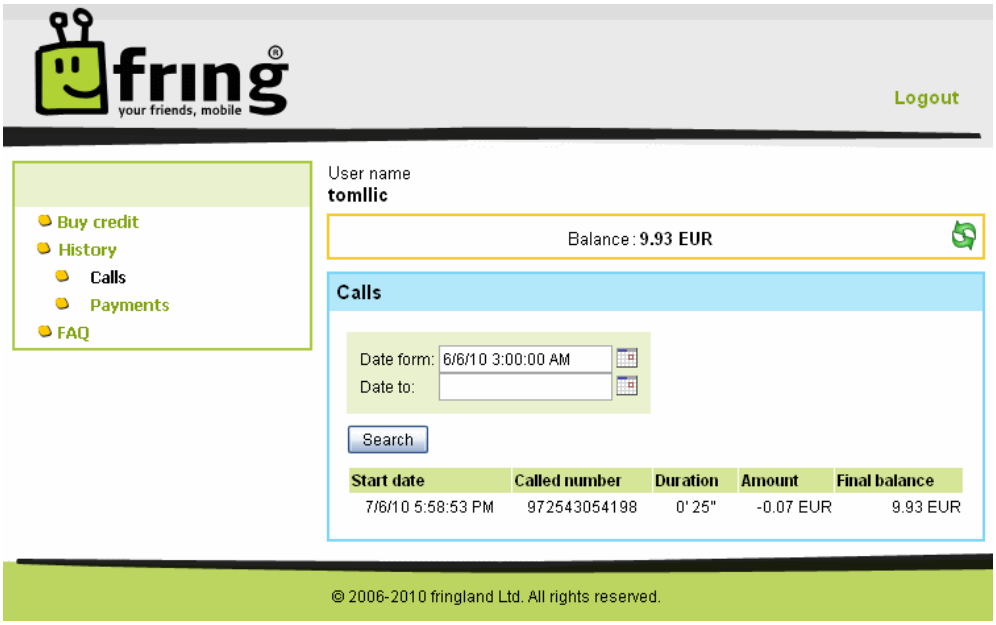

Figure 25 – History

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:

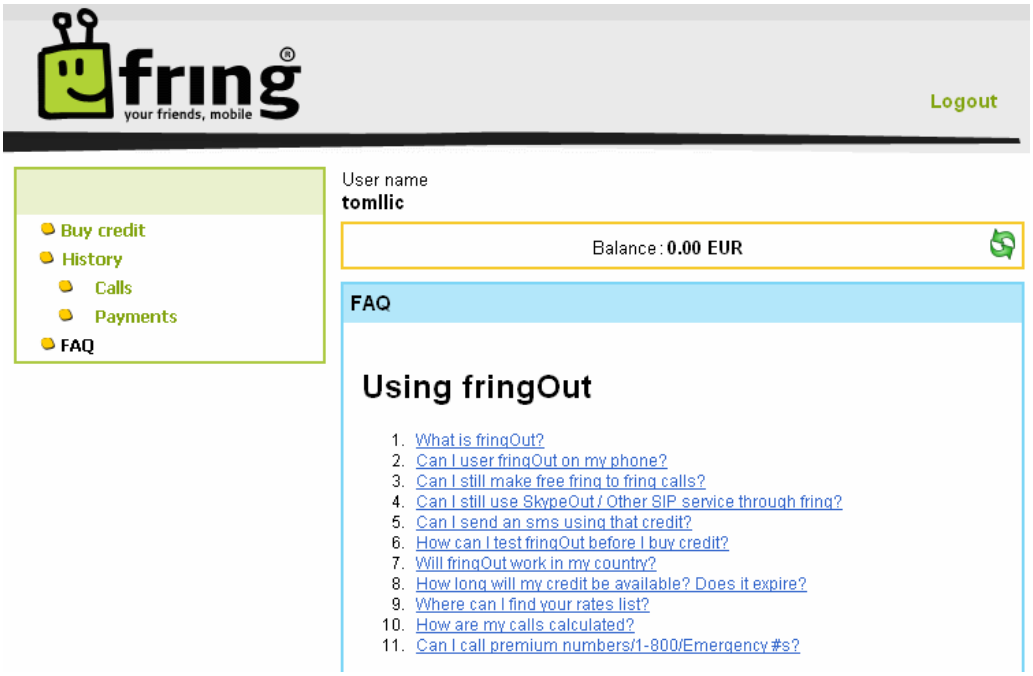

Figure 26 – FAQ

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.