



## **Installation and User Guide**

**fring version 4.4.x**

**With fringOut Preview Version**

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# Introduction

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## 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

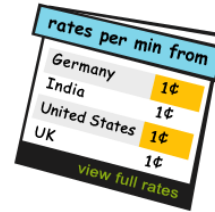
Since fringOut is currently in a BETA stage, you'll need to download the new version of fring from <http://www.fring.com/fringout/beta>

### 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



rates per min from	
Germany	1¢
India	1¢
United States	1¢
UK	1¢

[view full rates](#)

#### How to download fring via your PC

1.
2. Download **Nokia's PC suite** to your PC from [www.nokia.com](http://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.



3G fring WiFi

Create account (step 1 of 3)

Welcome to fring! FREE calls, chat & video from your mobile

**\*Choose fring User-ID**

**\*Choose fring password**

Already a user? Choose Options->Login

Options Next

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):

A screenshot of a mobile application interface for logging into a 'fring' account. The status bar at the top shows '3G', 'fring', 'WiFi', and battery level. The app header has the 'fring' logo and a keyboard icon. The main content area is titled 'Login into your account' and 'Enter your fring User-ID & Password'. It features two input fields: 'User-ID' and 'Password'. Below these fields is a link 'Forgot your password? Click here'. At the bottom are two buttons: 'Back' and 'Login'.

**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:

A screenshot of a mobile application interface for creating a new 'fring' account. The status bar at the top shows '3G', 'fring', 'WiFi', and battery level. The app header has the 'fring' logo and a keyboard icon. The main content area is titled 'Create account (step 2 of 3)' and 'Create your fring profile'. It features several input fields: '\*Your name', 'Int'l phone number' (with a '+' icon), 'Email address', and 'Mood text'. Below these is a section for 'Add photo' with a placeholder image. At the bottom is a checkbox labeled 'I agree to receive periodically updates from fring' which is checked. At the very bottom are two buttons: 'Options' and 'Next'.

**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

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## Using fringOut

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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**:

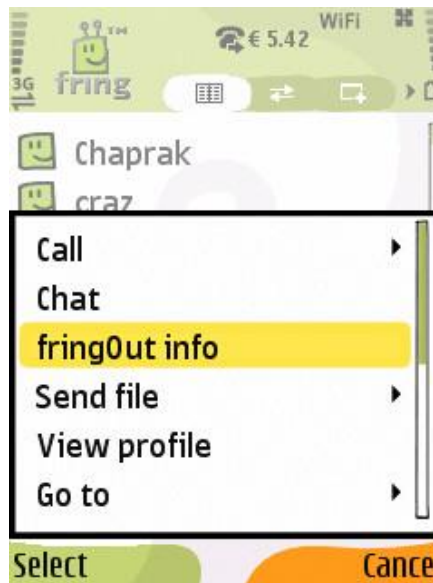


Figure 6 – Mobile Self Care

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



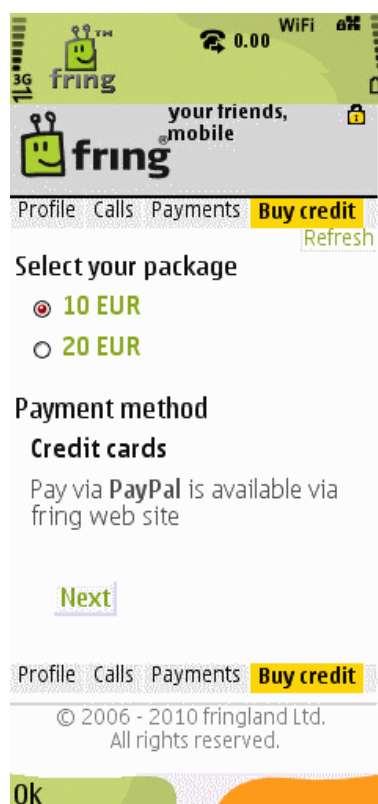
Figure 7 – Mobile Self Care

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 the 'fring' mobile app interface. At the top, the status bar displays '3G', '€ 0.00', 'WiFi', and a battery icon. The app header features the 'fring' logo and the tagline 'your friends, mobile'. Below the header, a yellow bar indicates the 'Grand Total' as '10.00 EUR'. The main section is titled 'Enter your details:' and contains several input fields: 'First Name', 'Last Name', 'E-mail', 'Address', 'Select your payment method:' (with a dropdown menu set to 'Credit Card'), 'Cardholder name', 'Card Number', 'Expiration date' (with a dropdown menu), and 'CW2'. Each field has a red asterisk indicating it is required. At the bottom of the form are two green buttons: 'Back' and 'Submit'. Below the buttons are links for 'Terms and Conditions' and 'Privacy Policy'. The bottom status bar shows a signal strength icon and the text 'Ok'.

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 the 'fring' mobile app interface during transaction execution. The status bar at the top displays '3G', '€ 0.00', 'WiFi', and a battery icon. The app header features the 'fring' logo and the tagline 'your friends, mobile'. Below the header, a blue banner reads: 'Your transaction is being executed. Please do not click back, refresh or close your browser.' Below the banner is a progress bar with a blue segment. At the bottom of the screen are links for 'Terms and Conditions' and 'Privacy Policy'. The bottom status bar shows a signal strength icon and the text 'Ok'.

Figure 10 – Payment

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

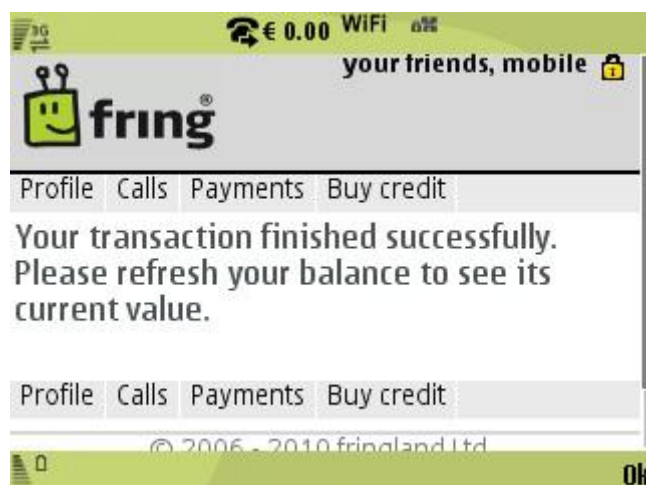


Figure 11 – Payment confirmation

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

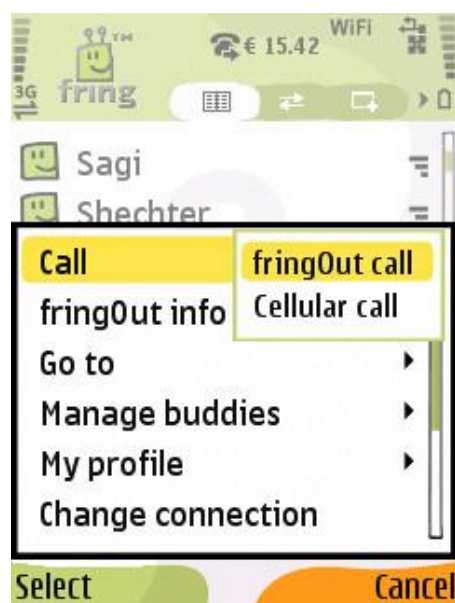


Figure 13 – Initiate a fringOut call

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**.

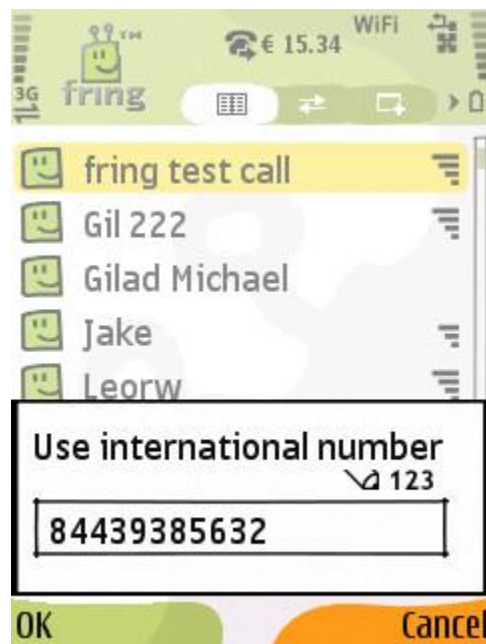


Figure 16 – Call a random number

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## Self Care system

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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:

3G  
11

€ 15.42

WiFi

your friends, mobile

 fring®

Profile

Calls

Payments

Buy credit

Refresh

Table view

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 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:

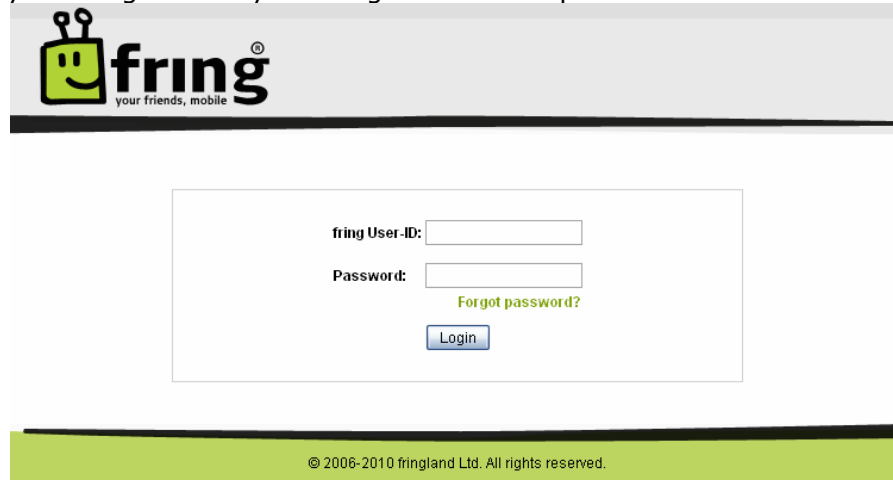


Figure 20 – Website Self Care login

## Purchase credit

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

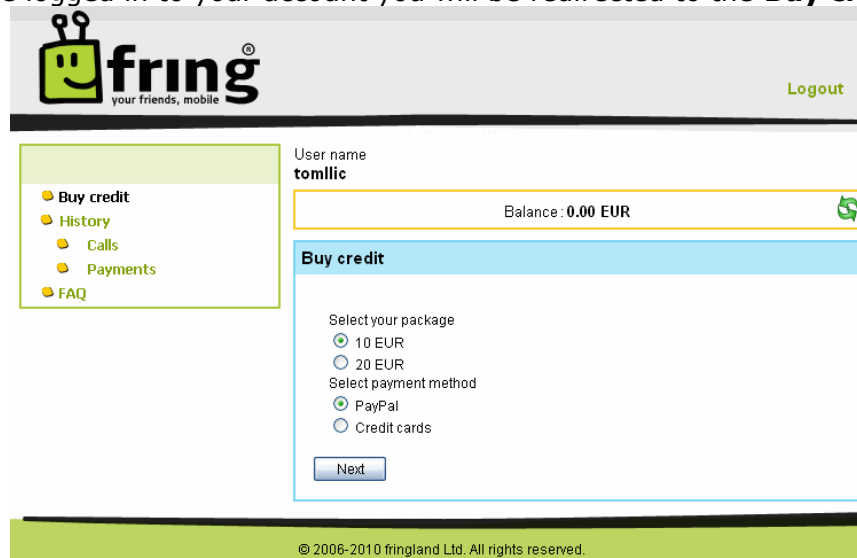


Figure 21 – Buy credit

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

fring<sup>®</sup>  
your friends, mobile

Logout

User name  
tomlic

Balance: 15.18 EUR

**Buy credit**

Payment info	
Payment method	PayPal
Amount	10 EUR

Back Check out

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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**:

fring<sup>®</sup>  
your friends, mobile

Language: English

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

**Enter your details:** (Required fields are marked with \*)

First Name \*

Last Name \*

E-mail \*

Phone \*

Address \*

City \*

Country \* Israel

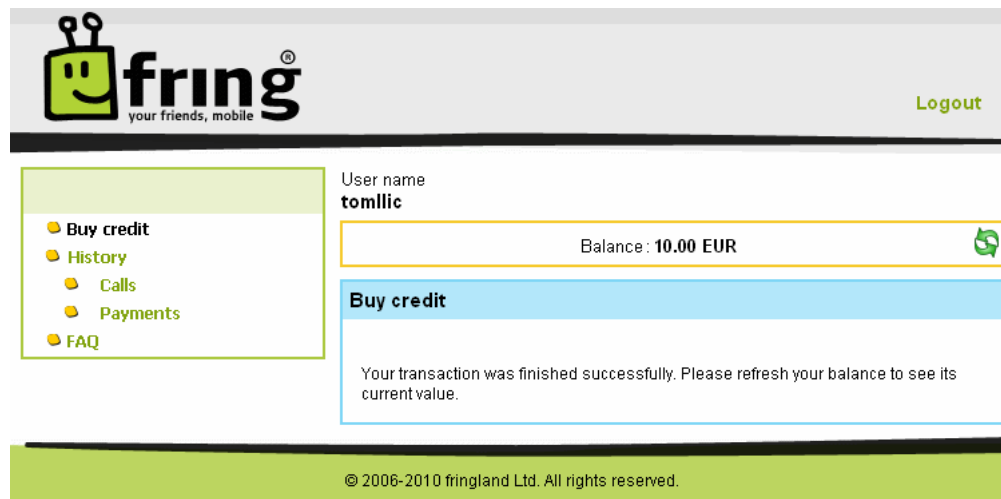
State

Zip \*

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:



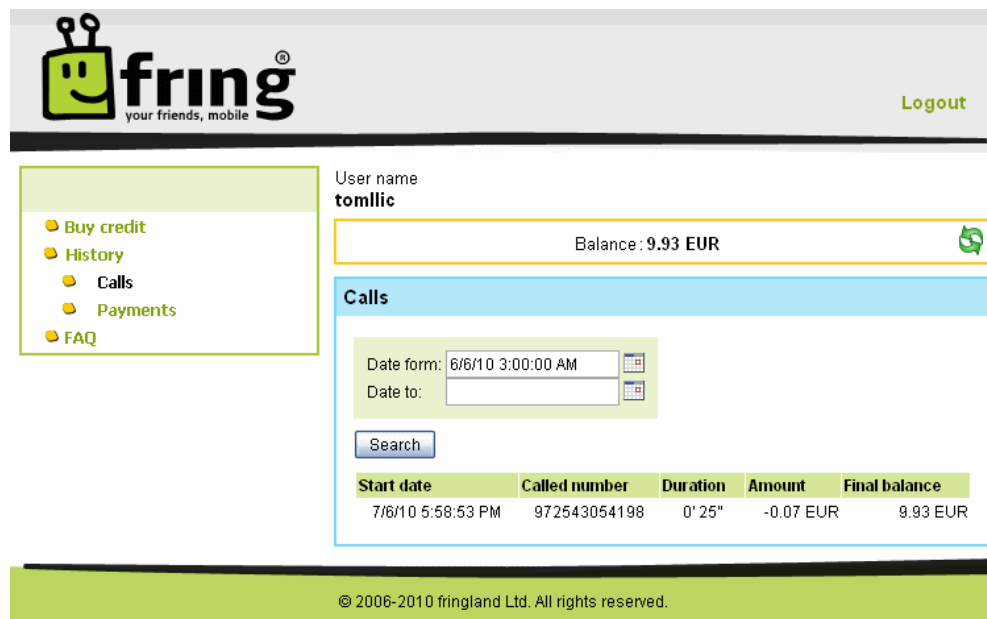
The screenshot shows the Fring web interface. At the top is the Fring logo with the tagline 'your friends, mobile' and a 'Logout' link. On the left is a navigation menu with links: Buy credit, History, Calls, Payments, and FAQ. The main content area shows the user name 'tomllic' and a balance of '10.00 EUR' with a refresh icon. Below this is a 'Buy credit' section with a message: 'Your transaction was finished successfully. Please refresh your balance to see its current value.' The footer contains the copyright notice: '© 2006-2010 fringland Ltd. All rights reserved.'

**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:



The screenshot shows the Fring web interface with the 'History' tab selected. The navigation menu on the left is the same. The main content area shows the user name 'tomllic' and a balance of '9.93 EUR' with a refresh icon. Below this is a 'Calls' section with a date range selector (Date from: 6/6/10 3:00:00 AM, Date to: [empty]) and a 'Search' button. Below the search area is a table with the following data:

Start date	Called number	Duration	Amount	Final balance
7/6/10 5:58:53 PM	972543054198	0' 25"	-0.07 EUR	9.93 EUR

The footer contains the copyright notice: '© 2006-2010 fringland Ltd. All rights reserved.'

**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:

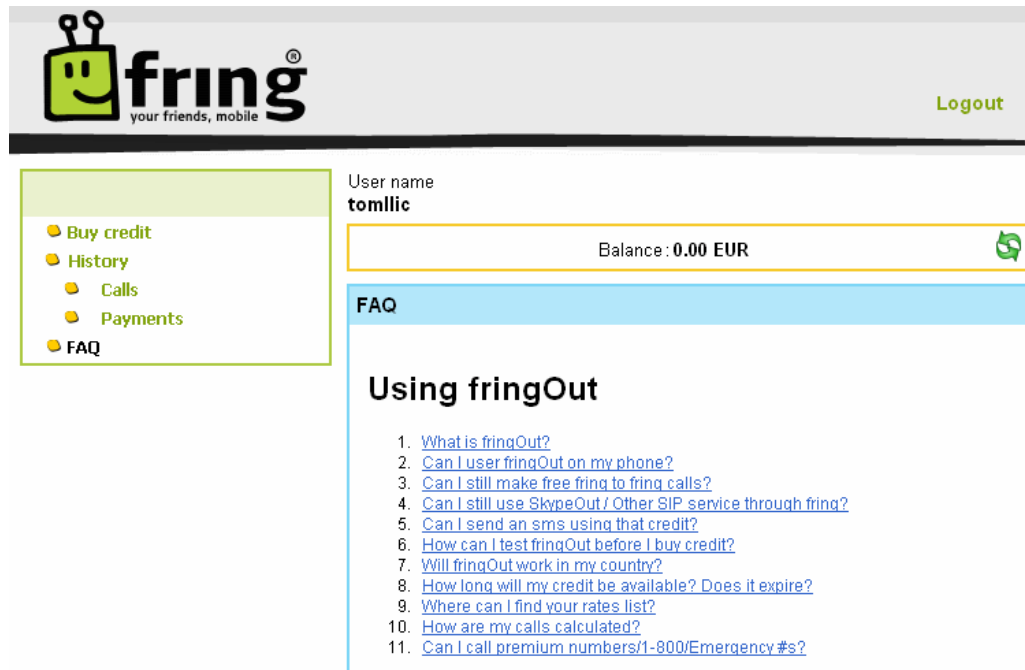


Figure 26 – FAQ

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

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## Rates

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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**

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# Frequently Asked Questions

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## 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](mailto: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.**