

Frequently Asked Questions (FAQ)

A. What is this service about?

1. What is Phoenix Communications Suite (PCS) service?
 - a. It is a productivity tools on mobile phone for people on the move. The tool will help customer with the ease of use of Phoenix Comms' cost saving products such as SmartDial, Global SMS and Push Mail.
2. Is Phoenix Communications Suite (PCS) free to download?
 - a. It is absolutely free to download.
3. Do I need to pay monthly subscriptions or registration fees?
 - a. There are no monthly subscription or registration fees. However, there is an annual licence fee of S\$24 applicable upon service activation. You will be requested to renew the contract annually.
4. Will I need to register for this service if I am an existing 1516 customers?
 - a. Yes. You may submit your request to us via email, fax or mail.
5. Can I apply for Phoenix Communications Suite service if I am not a Phoenix SmartDial customer?
 - a. You need to have Phoenix SmartDial service when subscribing to Phoenix Communications Suite service to make calls.
6. What happen if I would like to keep my existing SmartDial Callback number?
 - a. The minimum usage charge of \$2 per line per month is still applicable.
7. How soon can I use PCS service once I have applied for this service?
 - a. The service will be activated within two (2) working days upon successful registration. You will receive a welcome email to notify you of your user ID and password.
8. Do I get charged for busy, unanswered calls?
 - a. Unanswered calls are not charged. However, if a voice mail, fax machine, computer or answering machine answers the call, it'll be considered as a connected call and charges apply.
9. Can I send SMS in other foreign languages?
 - a. Yes. Just make sure the recipient's mobile phone has foreign language capabilities.
10. Will I receive a separate invoice?
 - a. Phoenix Communications Suite is a post paid service. The charges will be incorporated into your Phoenix Comms' monthly bills.
11. How much do I pay for this service?
 - a. All calls are charged same as Phoenix SmartDial rates. All international or local SMS are charged at S\$0.08 per SMS.

12. Whom can I contact if I have problems using this service?
- a. Please call our customer service at 6838 1516 (24 hours) when you have problems using this service.

B. Data Charges & Usage

13. Will I incur on data usage in using this service?
- a. You will incur data charges when using this service. Please check with your mobile service provider to ensure you have GPRS/ 3G data plan.

C. How to set up the service for the first time?

14. Where can I download the client?
- a. You can login to your WAP/WEB with your assigned User ID and password. And select your phone manufacturer, model and pushclient. Accept the Terms of service and download the service client. Once downloaded, proceed for installation.
15. Will the service client run automatically upon download?
- a. The service supports automatic activation for most of the phone models. For phones that do not support the automatic activation feature, users will then need to go to the service folder of the phone to run the service.
16. What should I do after the installation of the client?
- a. The service client will prompt user to enter user ID and password, which was sent to you via email upon registration. Please enter user ID and password to use the service.
17. Upon installation, where can I find the service in my phone?
- a. Mobile phones from different manufacturers may have the service installed in different locations.
 - i. Nokia: Try **My Own** or **Installation** folder
 - ii. Sony Ericsson: Try **Tools** or **File > Applications** folder
 - iii. Samsung: Try **Downloads > Applications** or **Games** folder
 - iv. Motorola: Check the **Games & Apps** folder

For certain phone models, by clicking on the download client link in **WAP**, there will be information of which folder the services will be saved upon installation.

18. What should I do if I could not access the net with Push client?

- a. Kindly set your GPRS access point connection ** to Internet Access Point.

Note: Your mobile phone will have 2 types of GPRS access points connections, either WAP Gateway Access Point or Internet Access Point, please use the Internet Access Point connection settings. If you are still having problems accessing the net with the mobile client, please contact your mobile phone service provider for assistance with regards to the configuration of your mobile phone to the Internet Access Point.

19. Can I use a different SIM card to login?

- a. Yes. The service is independent of the service provider. You only need to have a valid User ID and password to use the service.

D. Smart Call

20. How does Smart Call (callback) feature work?

Make your call as you normally would.

- i. Select **'Call'** button at the main menu.
- ii. Select the number you wish to make a call from by clicking at the plus (+) sign beside **'Call Me'** column, otherwise it will appear as the default mobile number that you have registered for this service
- iii. Select your friend's number from your contact list by clicking the plus (+) sign beside **'Call To'** column
- iv. Select **Call** button
- v. Wait for Call Back and accept the call

Enjoy your long conversations without worrying about the charges. Plus it is an incoming call, in most cases it's free, so you can save lots of money compared to making outgoing calls. Save money on your local, international and roaming calls with the Smart Call services.

Note:

****Direct Call Button is using your existing service operator to make direct call.**

21. Do I need to dial any special codes to make a Smart Call?

- a. No. Smart Call service works just like your normal calling service. You do not need to dial any extra codes or remember numbers to make a Smart Call.

22. Can I change the “Call Me” number?
- Yes. You can change the “Call Me” number. Smart call service is designed to allow you to make calls flexibly from your office or home (fixed line), your mobile or even while you are travelling you could use a local number to Smart Call, thus being highly cost effective.
23. Do I need to add the country code?
- You are required to add the country code in the following format:
“+” sign before the country code + area code + destination number. (Eg: +86XXXXXXXXXX)
24. Can I make Smart Call on the WEB & WAP?
- Yes. You can make Smart Calls even using the WEB & WAP, thus allowing you to make call from anywhere. Even if you have forgotten your phone, lost it or have run out of battery on your mobile you can still make Smart Calls over the WEB and WAP.
25. How do I Smart Call using the WEB/WAP?
- To make calls from the WEB/ WAP, login to your account on the WEB/ WAP and click the Call option. You can set the “**Call Me**” column to the number that you wish to make call from & “**Call To**” column to the destination number you wish to make call to.
26. Does this service have a Call Log?
- Yes. This service does have a call log. You can trace and keep a record of the calls made. The call log details on the Status (successful, unable to reach caller etc.), Call date & time.
27. Can I choose contacts from my contact list to Smart Call?
- Yes. You can easily access your contact list on your mobile phone.
28. Can I use the Call service when I’m overseas?
- Yes you can. Smart Call helps you save on your expensive International roaming charges with cheap and high quality calling service anywhere you go. Please refer to the Calling Charge Rates Calculator.
29. Is my personal data protected?
- We have strict laws on data privacy and respect your personal information. We do not share it with any third party nor use it to send spam and unsolicited messages.
30. Will I incur data charges when using the service?
- Yes. If you are using the service you will be charged for 3G/GPRS usage*. Each call initiation requires only 0.5KB-1KB. *Please check with your respective mobile operator for 3G/ GPRS usage charges.
31. What phones can I use to make calls for this service?
- Please refer to the list of supported phones for this service.

E. Smart SMS

32. What is the difference between Smart SMS service and regular SMS?

- a. SMART SMS service is just like your regular service, Plus
 - i. Cost effective while you are Roaming
 - ii. Cheap International SMSes
 - iii. Detailed SMS & Delivery report log
 - iv. Send SMSes from the WEB, WAP and APP

33. How does Smart SMS feature work?

- a. Smart SMS works just like your normal SMS service
 - i. Select your friend's number from your Contact List by clicking the plus (+) sign beside **"Send To"** column
 - ii. Enter your Message
 - iii. Select **Send** button

Save money on your international SMSes with Smart SMS service.

Note:

****SMS using phone is using your existing service operator to send SMS directly.**

34. How do I send Smart SMSes using the WEB/ WAP?

- a. In case you run out of battery on your mobile phone, you can still send SMSes using the WEB/ WAP. To send Smart SMSes from the WEB/ WAP, login into your account on the WEB/ WAP, click on the SMS option and you will be able to send SMSes anywhere.

35. Can I choose contacts from my contact list to send a Smart SMS?

- a. Yes. You can easily access your contact list on your phone and your organizer contacts to send an SMS conveniently.

36. Will I receive a delivery report for the Smart SMS sent?

- a. Yes. You can check the status of your message in the SMS log. The SMS log lists all the Smart SMSes that have been sent using that account. It details the status (delivered, pending etc), date & time the message was sent and the sending as well as receiving number.

37. What is the character size of the Smart SMS?

- a. Smart SMS supports a size of 160 Ascii characters or 70 Unicode characters.

38. Which number is being used to send SMSes?

- a. You can send SMSes only from your registered Default Caller Number which you provided as the registered mobile number during the registration.

39. Is my personal data protected?
- a. We have strict laws on data privacy and respect your personal information. We do not share it with any third party nor use it to send spam and unsolicited messages.
40. What are the charges when sending a Smart SMS?
- a. Each SMS is charged at S\$0.08 per SMS (local/ global)
41. Will I incur data charges when using the service?
- a. Yes. If you are using the service you will be charged for 3G/GPRS usage*. Each Smart SMS is only 0.5KB-1KB. *Please check with your respective mobile operator for 3G/ GPRS usage charges.

F. Push Mail

42. What type of email accounts is supported?
- a. The service supports POP3/ IMAP. The service has been preconfigured for popular Email Accounts in your local country and POP3 accounts including Gmail, Yahoo Mailor IMAP mal accounts. Take note that certain webmail service might require paid service or prior enabling of POP3/ IMAP option in its setting.
43. How to set up email account?
- a. There are several options to configure your email accounts:
 - i. Via your mobile phone (WAP)
 - Use the mobile web browser, enter the URL and login using your User ID and password
 - Select **Settings** from menu, click **New account** and follow the instructions
 - ii. Via your computer (WEB)
 - Use the web browser, enter the URL and login using your User ID and password
 - Select **Settings** from menu, click **Email accounts, Add Account** and follow the instructions
 - iii. Via your mobile client (Phone)
 - Go to the client, select **Settings** from menu
 - Click **Email, Add Account** and follow the instructions.

You will receive an email alert notification upon the successful setup of a NEW email account.

44. How will users be notified of any new alert or email on the client?
- a. The mobile device will play an alert tone followed by a “pop up” notification display whenever your login on to the client.
45. Can I set a different ring tone for the alert?
- a. Yes. Simply follow the instructions as below:
 - i. Option→ Settings→General→Mail→Select Ringing Tone