

SmartDial User Guide

1. Overview

- 1.1 Phoenix SmartDial service allows its user to make low cost calls from overseas. This is similar to a reverse charged call where a user who is at an overseas destination making a very short call to a Singapore party and requesting the Singapore party to return call to him. For example: if a caller travels to China and make a call back to Singapore using China's IDD service, he would have to pay RMB8.00 (S\$1.60) per minute of call. However, if he requests a Singapore party to make a call to him via Phoenix 1516 IDD, it would cost the Singapore party a mere S\$0.10 per minute at peak period (S\$0.05/min off-peak).
- 1.2 In its simplest form, SmartDial is basically a callback service. That is, Phoenix Comms' SmartDial system will make two calls – one (*leg1*) to the caller and another (*leg2*) to the destination party – for every connection. The caller initiates a call by sending a “*trigger*” signal to Phoenix Comms' SmartDial system. The “*trigger*” signal will also have to identify the calling party such that the SmartDial system will know which leg1 to dial. Please see section 3 for available trigger methods and their descriptions.
- 1.3 Based on the above description, it is clear that SmartDial customer should setup leg1 number (termed *Contact* here) before using the service. *Contact* number need not be provided during customer's registration for SmartDial service. However, it must be provided to the SmartDial system before using the service.
- 1.4 Singapore mobile number is required to register for the service. After the registration, customer can send SMS commands to Phoenix Comms' SmartDial system. See Attachment I for list of commands.

2. Registration and Setup for the Service

- 2.1 Customers can register for SmartDial service using one of the following methods:
 - i. call Phoenix Comms' customer service at tel: 6838 1516
 - ii. fill up and send a physical application form to Phoenix Comms
 - iii. register on-line at the following URL: <http://www.phoenixcomms.com.sg>

The following information is needed for new registration:

- i. name and address of applicant
- ii. NRIC number of applicant (BRN for corporate customer)
- iii. customer's mobile number
- iv. payment details as indicated in the form

- 2.2 After registration of the service and depending on the country one is likely to call from, Phoenix Comms may assigned a unique DID number (an eight-digit Singapore number) for the customer's use. This is required when the overseas country where the call is originating does not send CLI (Calling Line Identification) to Phoenix Comms' SmartDial system.
- 2.3 User must set the *Contact* number before using Phoenix Comms' SmartDial service. The user may ask Phoenix Comms' customer service at Tel: 65 6838 1516 to update the *Contact* number or change the *Contact* via SMS to handphone number **9824 0516**. Content of SMS is as follow:

Contact +8613612345678

to change the *Contact* to China handphone number

Please see Attachment I for a list of SMS commands.

3. Using the Service and Dialing Procedure

- 3.1 User needs to send *trigger* to initiate a call. There are three (3) ways to trigger a SmartDial call, each with its corresponding procedure for dialing destination number. Each trigger method and the corresponding dialing procedure is described below. User can use any of the methods that is convenient to him in a particular country.
- 3.2 Direct Number Trigger (you should have been assigned a SmartDial DID for this trigger method)
- ia. Dials the **SmartDial DID** number directly when you are in Singapore.
e.g. 6347 1234 (*this number is assigned by SmartDial service*)
 - ib. When calling from any country other than Singapore, dial the country's international access code (e.g. 001, 00, 011, etc) followed by **65** (Singapore's country code) and the SmartDial DID number.
e.g. 0065 63471234, or +65 63471234 (if you use mobile phone)
 - ii. On-hook or replace the handset upon hearing a few bursts of ringing tone. The trigger call above will not be charged by the overseas operator as it is not answered.
 - iii. User will receive a leg1 call from the SmartDial system within a few seconds.
 - iv. Voice prompt requesting for destination number to be entered will be heard when user answers the leg1 call.
 - v. Enter the destination number starting from **country code, area code, telephone**, then ends with '#'.
telephone
 - vi. The call will be connected to the destination within a few seconds.

3.3 CLI Trigger (Calling Line Identification Trigger)

- i. Dials the SmartDial Common Access number (**6347 9799**) directly when calling from Singapore. Add the necessary prefixes as described in ib. above when access from overseas.
(**Note:** some operators in other countries may not send calling number to Singapore. Please check with Phoenix Comms' customer service if in doubt)
- ii. The calling procedure is similar to item 3.2 steps ii. to vi. above.

3.4 SMS Trigger

- i. Send an SMS message to Phoenix Comms SMS gateway to trigger a callback. The mobile number that handles Phoenix Comms SMS trigger is **9824 0516** (006598240516 or +6598240516 when overseas). Content of SMS is as below:

call +<destination>

<destination> can either be destination (overseas) number with **country code + area code + telephone number**, or name associated with a destination number in the phone book within the SmartDial system (see attached SmartDial User Reference Guide – Attachment I - for SMS commands to manage the Phone book).

- ii. A call-back call will be received after a few seconds.
 - iii. Answer the call and wait (destination number already provided in the SMS). Destination will be connected within a few seconds.
- 3.5. When originating the call from a fixed line, user needs to enter “###” to disconnect the call before replacing the handset after the call. This step is not necessary when using a mobile phone.

SmartDial User Reference Guide

1. CLI Trigger Telephone Number
6347 9799
2. Mobile Number for Sending SMS Trigger and Instruction
9824 0516
3. SMS Commands

SMS Command	Function	Example
contact +<phone number>	Change Contact number	contact +8613612345678 to update Contact no. when user travels to China
call +<phone number>	Send an SMS to make a call	call +60123071234
call <name>*	Send an SMS to make a call using phone book	call john
add <name> +<tel>	Add an entry in address book	add john +60123071234
update <name> +<tel>	Update an entry in address book	update john +60123075678
delete <name>	Delete an entry in address book	delete john

*: <name> must be pre-defined using the “add <name>” or “update <name>” SMS commands indicated above.

Note: All SMS commands must be sent from registered Singapore mobile number.