



User Guide For Phoenix Communications Suite

1. System Requirements

1.1 Getting Ready

Before you start, please check that your mobile phone supports Phoenix Communications Suite (PCS) mobile. You can refer to the list of Supported Mobile Phone for PCS. Please visit <http://www.phoenixcomms.com.sg>.

Next, install the application to your phone for the use of this service. This service requires users to have a mobile data plan (3G\GPRS or WIFI) to function. You must register with Phoenix Comms first before you can use this service. To apply for this service, download the application form from the website or call our customer service hotline at 6838 1516.

2. Installation of Phoenix Communications Suite Client

2.1 Download and Installing Phoenix Communications Suite from your computer (WEB)

1. Go to <http://phoenix.ringemail.com> and login using your login ID and password.
2. Under menu, click '**Download**'.
3. Choose your mobile phone manufacturer, phone model or select the mobile application supported on you handset.
4. After acceptance of the Terms of Service, click "**Download**" and save the mobile client to on your computer.
5. After downloading, transfer the mobile client to your phone to install and use the service.

2.2 Download and Installing Phoenix Communications Suite from WAP (Not applicable to iPhone)

1. You can download the free PCS client to your mobile phone from the WAP:
<http://phoenix.ringemail.com>
2. Login using your issued Mobile ID and password.
3. On first login, you will be prompted to setup an email account. Click at “**Add new account**”.
4. Under menu, click '**Download**'.
5. Choose your mobile phone manufacturer, phone model and select your pushclient.
6. After acceptance of the Terms of Service, click “**Download**” and save the mobile client to proceed for installation.

2.3 Download and Installing Phoenix Communications Suite from iTunes App Store (only applicable for iPhone)

1. You can download the free PCS client to your mobile phone from Apps store:
 - Search for Application Name: ***ringEmail for Corporate Registered Users***
2. Login using your iTunes ID and password and download.
3. On first login, you will be prompted to setup an email account. A pop-up menu with the following message will appear:

“**You have not setup any email account yet. Proceed to setup now?**”

3. Setup of Email Accounts

3.1 Setup Email Accounts in Phoenix Communications Suite

A. Via your computer (WEB)

1. Go to <http://phoenix.ringemail.com> and login using your login ID and password.
2. On first login, you will be prompted to setup an email account.
3. Choose type of email account to set up and enter your email address and password.
4. If you choose POP3/IMAP (manually), then configure your account like you would have done on Microsoft Outlook.
5. For your subsequent email accounts, select **'Settings'** menu, then click **'New Account'** and follow the instructions.

B. Via your mobile phone (WAP)

1. Go to <http://phoenix.ringemail.com> and login using your login ID and password.
2. On first login, you will be prompted to setup an email account.
3. Choose type of email account to set up and enter your email address and password
4. If you choose POP3/IMAP (manually), then configure your account like you would have done on Microsoft Outlook.
5. For your subsequent email accounts, select **'Settings'** menu, then click **'New Account'** and follow the instructions.

C. Via Mobile Client (PHONE)

1. Run Phoenix Communications Suite mobile client
2. If no email account was setup before, client will prompt to setup new email account, follow the steps.
3. For subsequent email setup, Click Options > Settings > Email > Add Account.

1. Making Call with Phoenix Communications Suite

Make calls with PCS via mobile phone or PC. To start making call, check that your mobile phone has installed the application and mobile plan has data usage. If you are calling from your desktop PC or laptop, make sure there is Internet connection. To enjoy better cost saving, it is advisable to purchase an overseas prepaid SIM card with data plan when you are overseas. Data roaming charges will apply if you use your Singapore SIM card to make calls from overseas.

To make a call from PCS using Smart Dial Service, click on '**CALL**' button:

CALL – Using PhoenixComms' Call back service to make call to anywhere in the world.

Note:

- When you clicked at '**Direct Call**' button, you will be charged by your SIM Card service provider in making calls. (Eg: Singtel, M1 and StarHub). Operator airtime charges will apply if you are making calls with your Singapore mobile number from overseas.
- Different model of phones might display menus differently.

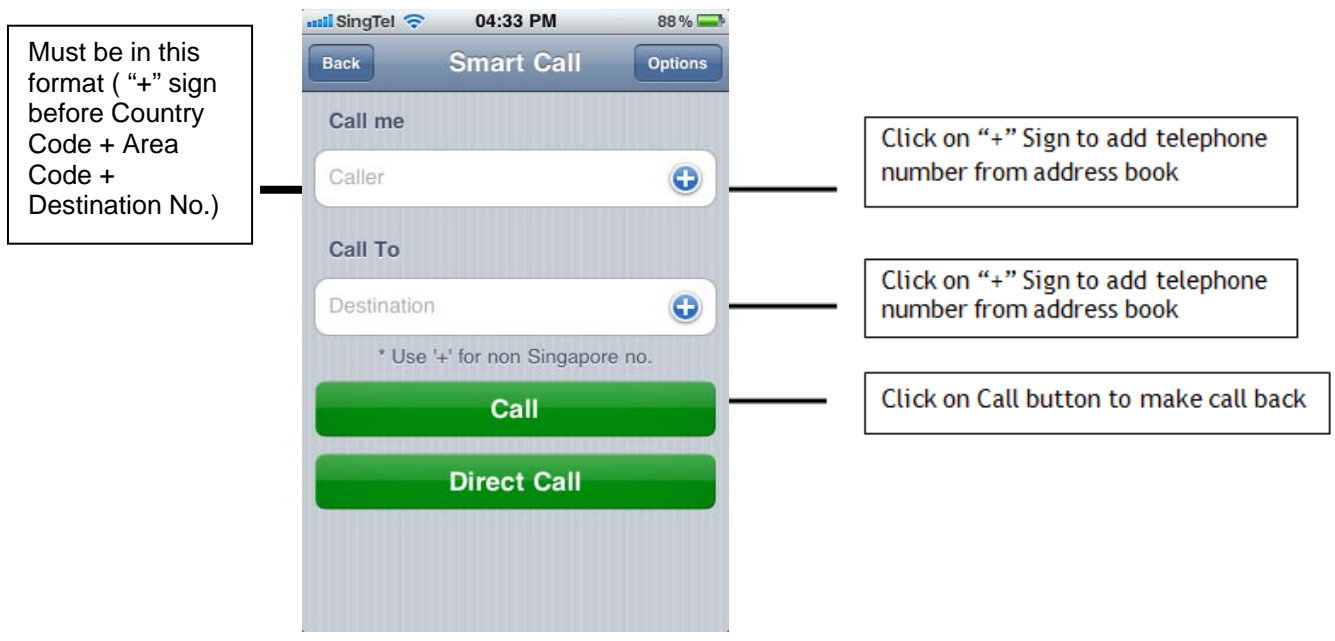
How to make a Call

1. Sign in using Phoenix Ring Email service.
2. Click on '**Call**' button at the main menu.
3. You will see your registered number as a default caller number at '**Call Me (Singapore)**'. You may wish to change the telephone number at '**Call Me (Country)**' column. By default +65 will be added if no country code with '+' sign is dialed. Just add a plus sign (+) before Country code + Area code + Telephone number. (Eg: +6591234567 or +60XXXXXXXXXX) if you wish to use a international number. The name of country appears will depend on the country code which you wish to call from.
4. Next, enter a plus sign (+) before "Country code + Area code + Destination number" at the '**Call To**' column for the destination you wish to call to. (Eg: +86XXXXXXXXXX). By default +65 will be added if no country code with '+' sign is dialed.
5. Ready to call
 - a. Click on '**Call**' button if you want to make a Call back call. Wait for call back. Answer the call and wait for the other party to answer you.

Note:

The caller number display for the SMART CALL is according to the mobile number which you have given during registration at first login. Subsequently, it will display the number as what you have last set the mobile number.

Example of using iPhone to make CALL



2. Sending SMS with Phoenix Communications Suite

Sending global SMS to anywhere in the world at one-flat rate

To send SMS from PCS, click on '**SEND**' :

SEND – Using PhoenixComms' SMS service to send SMS.

Note:

- When you clicked at '**SMS using phone**' button, you will be charged by your SIM Card service provider in sending SMS. (Eg: Singtel, M1 and StarHub). SMS roaming charges will apply if you send SMS with your Singapore mobile number from overseas.
- Different model of phones might display menus differently.

Sending SMS

1. Sign in to Phoenix Ring Email client which is downloadable to your mobile phone.
2. Click on **'SMS'** button at the main menu.

To send an SMS, just input a plus sign (+) before the "Country code + Area code + Destination number" at **'Send To' (Country)** column. (Eg: +6591234567 or +86XXXXXXXXXXXX). The name of country appears will depend on the country code which you to send SMS to. If without putting a plus sign (+), it will automatically set default as a Singapore number at **'Send To' (Singapore)** column. And your SMS will send to Singapore as a local SMS.

3. Next, type in the message you want to send at the Message column.
4. Ready to send SMS
 - a. Click on **'Send'** button. Your SMS will be sent to the recipient at immediate. The caller ID in the SMS received by the recipients will be displayed as the defaulted caller number which you have set earlier.

Note:

- *The caller number display for the SMART SMS is according to the mobile number which you have given during registration at first login. Subsequently, it will display the number as what you have last set the mobile number.*

Example of using iPhone to send SMS



Click on "+" Sign to add contacts from address book , must be in this format ("+" sign before Country Code + Area Code + Destination No.)

Enter the Message that you want to send as SMS

Click on Send Button when you are ready to send the SMS

3. Using Push Mail with Phoenix Communications Suite

3.1 How to use Push mail

Once you sign in, Ring Email automatically alerts you by displaying the number of new mail received on your phone. Average is 1 alert sound buzz for every 5 mails receive on your mobile phone. Just send or compose the mail like your SMS.

ringEmail Client



Download ringEmail client to Mobile Phone.



Get started to receive email alerts right on your mobile phone.



Click on email alert to see a short summary (320/640 characters) of your email.

ringEmail Client



Use it like you would with sms



Be able to Quick Compose, Quick Reply
Quick Reply All, and Quick Forward emails
on your mobile phone.

Example of Quick Reply.