

## Before you start

- If you have a previous version of the MobileTalk application installed on your mobile device or if you are unsure, please refer to section **Un-installing a previous version** (pages 8-10) to follow the steps to uninstall this version.
- Make sure your phone is able to connect to the Internet. If you are unsure how to do this, please read the manual that came with your phone or contact the supplier of your mobile phone service.

## Setting Your Device to Receive Third Party Applications

### Step 1: Open the main menu



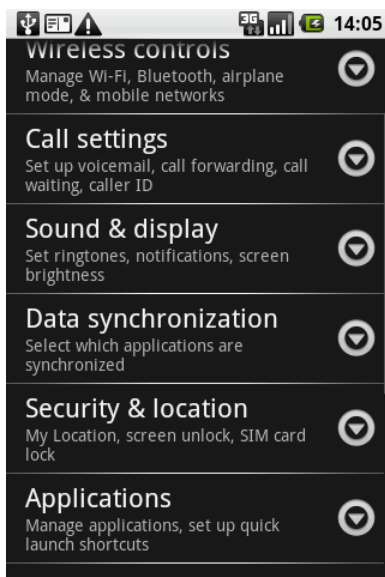
From the main screen, click or slide on the bottom tab to pull up the main menu.

### Step 2: Open the Settings Menu



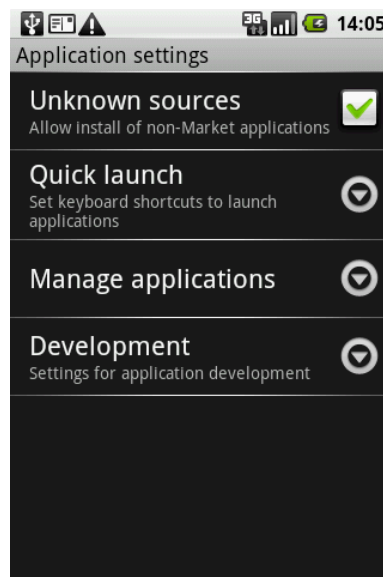
Scroll and find Settings. Click on the Settings icon.

### Step 3: Select 'Applications'



Scroll & choose 'Applications'.

### Step 4: Check 'Unknown Sources'



Check the 'Unknown Sources' option.

## Step 5: Confirm Changes



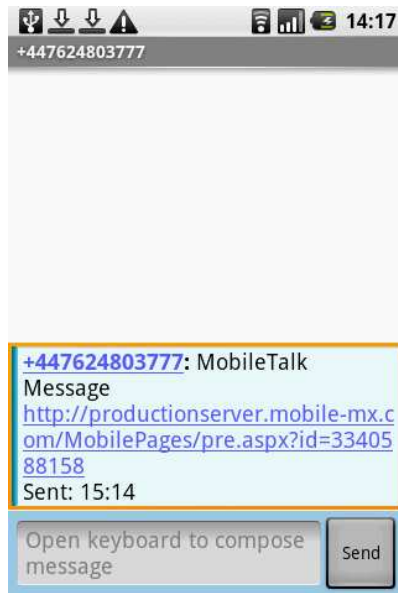
A pop up may appear, indicating that you are changing your device's permissions to allow non-market applications to be installed. Click OK to confirm.

Your device is now ready to install MobileTalk. Proceed to the next page and begin the installation.

## Download and Installation

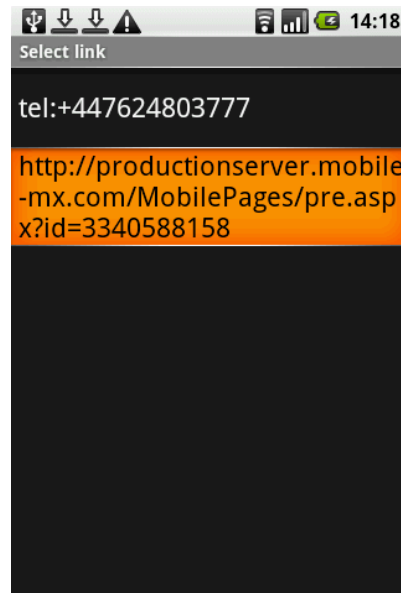
Once you register on the Packet8 website you should receive a text message to your mobile. Open the message. Please follow the steps below to download and install **MobileTalk** to your phone. If you have any questions about the installation process, please contact support.

### Step 1: Open text message



Open the text message and click on the link.

### Step 2: Follow links



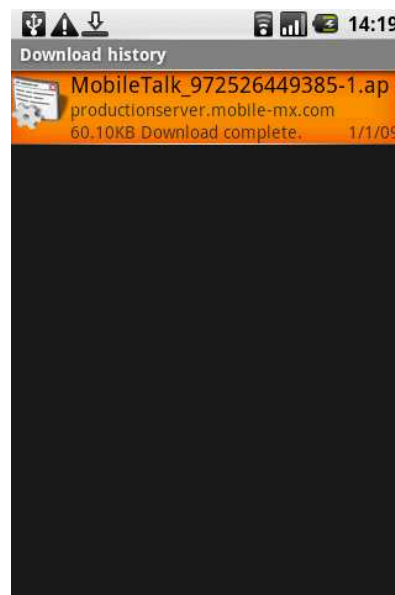
Follow the link to proceed to the MobileTalk download webpage.

### Step 3: Confirm License Agreement



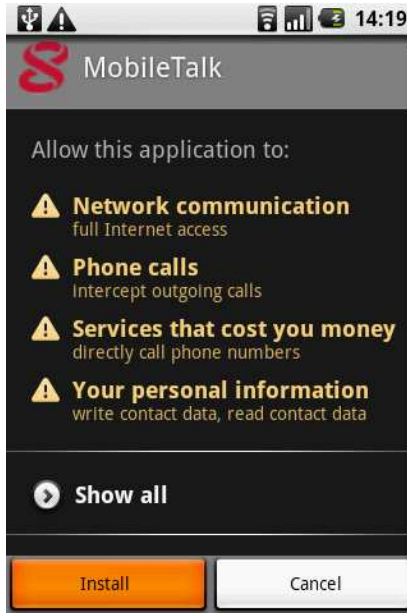
When the MobileTalk webpage is displayed, click on the download link to begin downloading the MobileTalk application.

### Step 4: Confirm Download



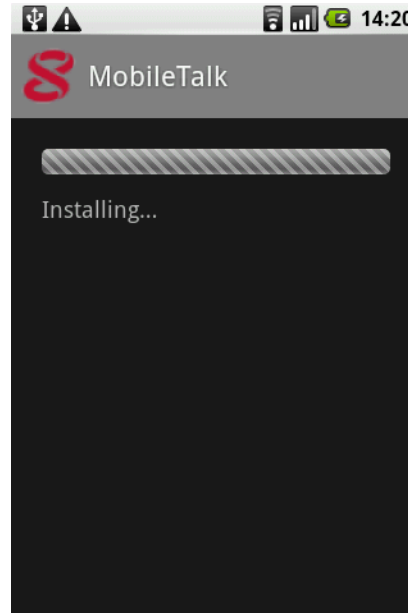
When the 'Download History' page opens, click on the MobileTalk download file. It should appear at the bottom of the list.

## Step 5: Confirm Application Permissions



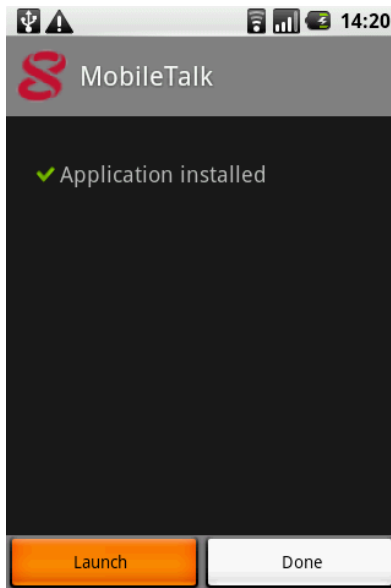
Scroll and click on 'Install' to confirm application permissions and install the MobileTalk application.

## Step 6: 'Installing' Progress Bar



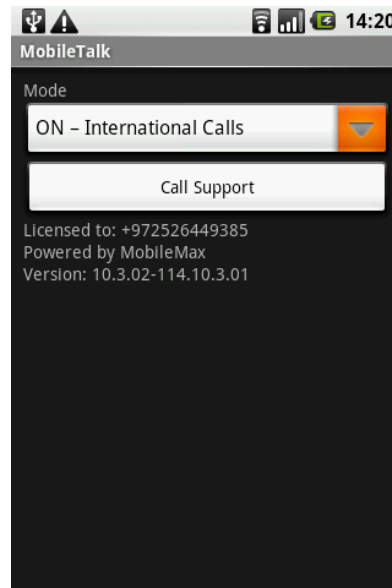
A progress bar will be shown once the application is being installed.

## Step 7: Application Installed



The message 'Application Installed' should now appear. Click 'Launch' to open the application's main screen.

## Step 8: save permissions' settings



The application's main screen will now open.

You can later return to this screen by clicking the 8x8 icon on your main menu. This will allow you to change your application settings.

# Installation Instructions

Android OS phones

## Step 9: First Call



Congratulations!  
You are now ready to use the MobileTalk application!

We recommend you to test the service by calling an international number.

## Step 10: 'MobileTalk Connecting' progress bar



Please look for a progress bar with the text **'MobileTalk Connecting'** as in the given snapshot, to ensure your calls are getting directed via MobileTalk.

## Setting the 'Call by Call' feature

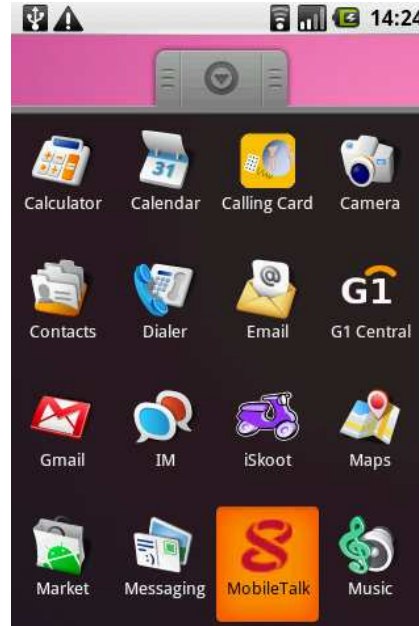
To make your user experience smoother, enable your Call by Call feature.

### Step 1: Open the main menu



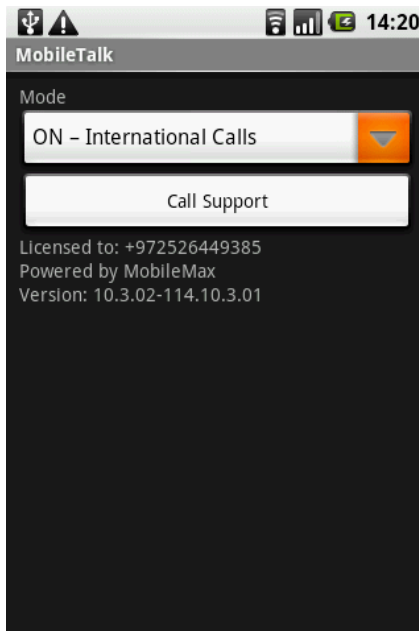
From the main screen, click or slide on the bottom tab to pull up the main menu.

### Step 2: Open 'MobileTalk'



Scroll and find the 8x8 icon. Click on the icon to open the application.

### Step 3: Click 'Mode'



The application's main screen will now open. On the top of the screen, click on the Mode drop down list.

### Step 4: Select 'Call by Call'



A menu will open. Click on the 'Call by Call' option.

# Installation Instructions

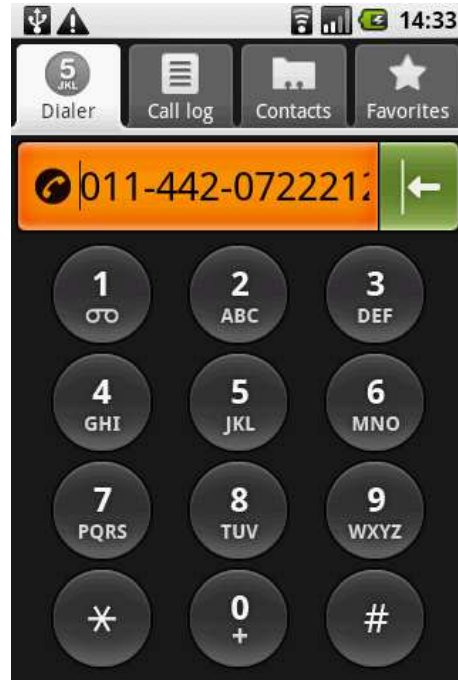
## Android OS phones

### Step 5: Exit and Save Changes



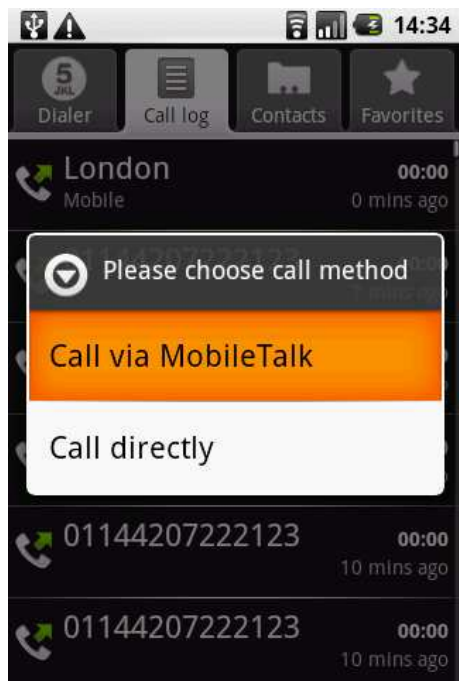
Click on the device's Back button to exit the application. When prompted, choose 'Yes' to save changes.

### Step 6: Make a Call



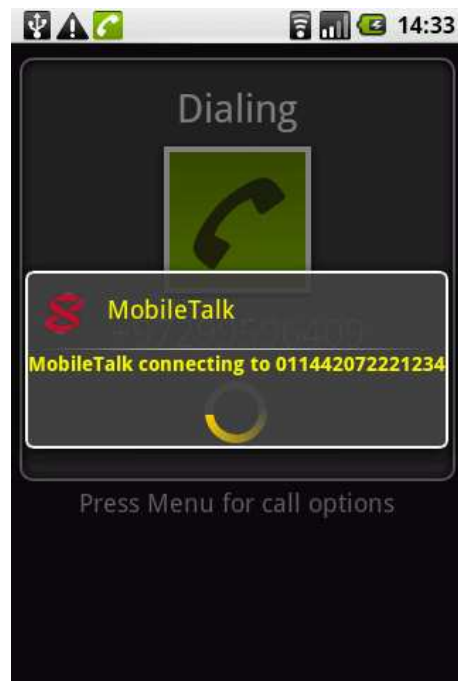
Make a call, either from the phonebook, keypad, Search or call log.

### Step 7: Take a Routing Decision



The Call by Call windows will immediately appear. For international calls, choose 'Call via MobileTalk'. The call will proceed via Packet8.

### Step 8: Call Routed via MobileTalk



A progress bar with an 8x8 icon will appear. To indicate that the call has been routed via Packet8. If you do not see such a progress bar please contact customer support



## Un-installing a previous version

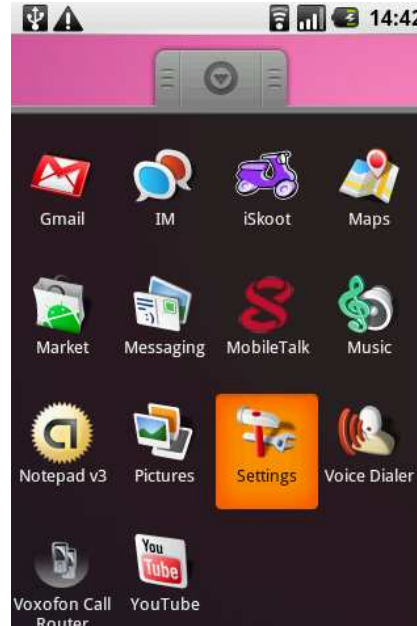
To uninstall a previous version of the application, please follow the steps below:

### Step 1: Open the main menu



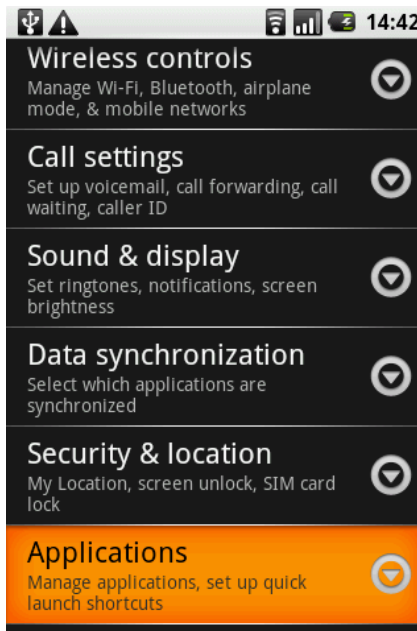
From the main screen, click or slide on the bottom tab to pull up the main menu.

### Step 2: Open the Settings Menu



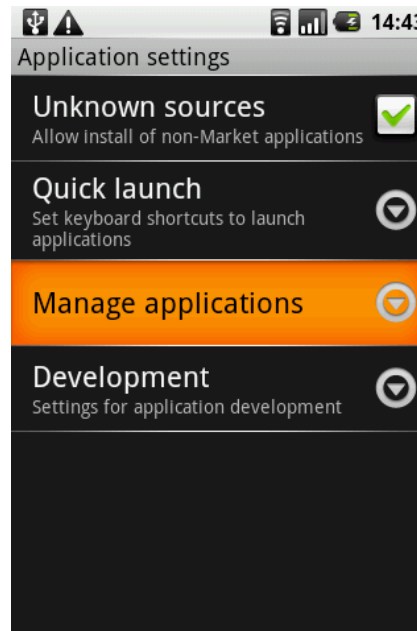
Scroll and find Settings. Click on the Settings icon.

### Step 3: Select 'Applications'



Choose Applications.

### Step 4: Select 'Manage Applications'



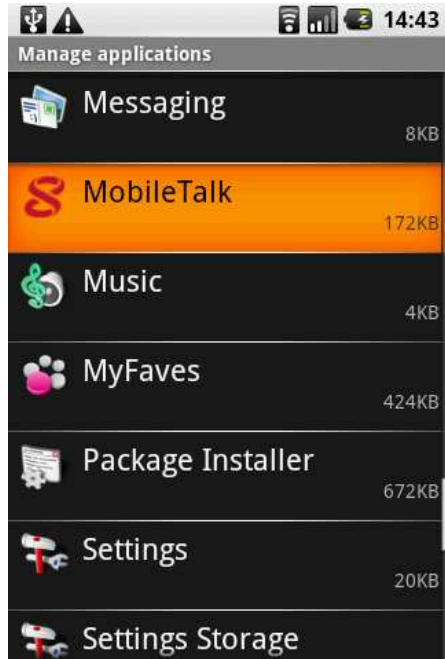
Choose 'Manage Applications' to pull up a list of applications.



# Installation Instructions

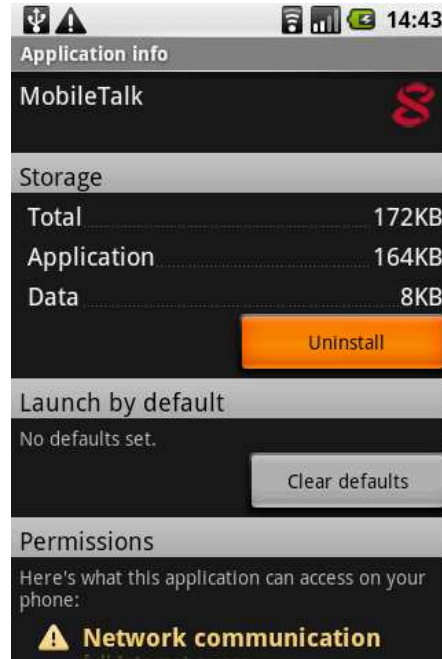
Android OS phones

## Step 5: Choose 'MobileTalk'



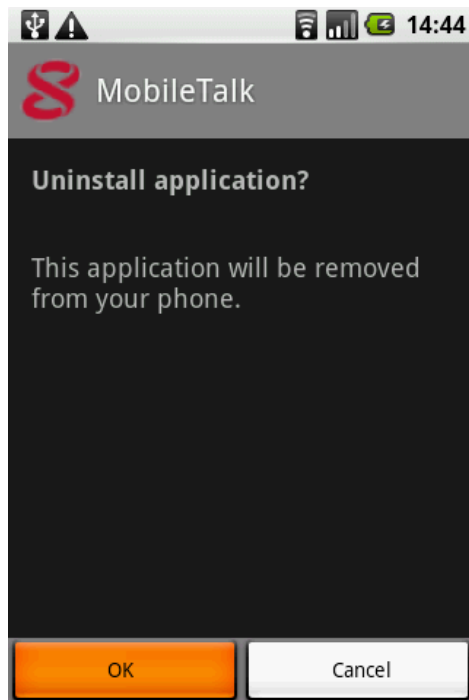
Scroll and find 'MobileTalk'. Click on the MobileTalk icon.

## Step 6: Uninstall



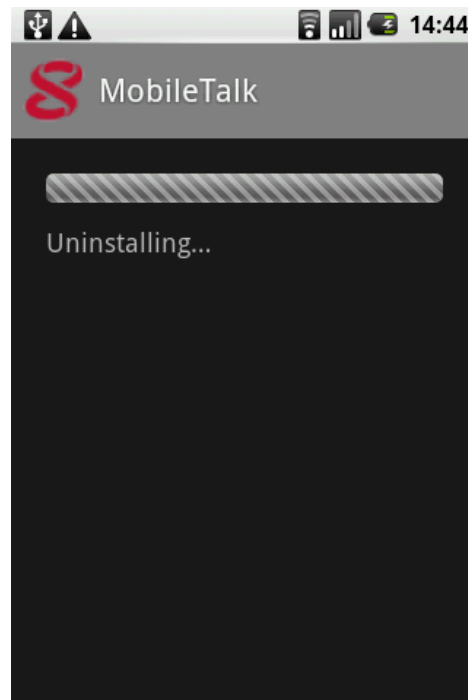
Click on 'Uninstall' to remove the application.

## Step 7: Confirm Uninstall



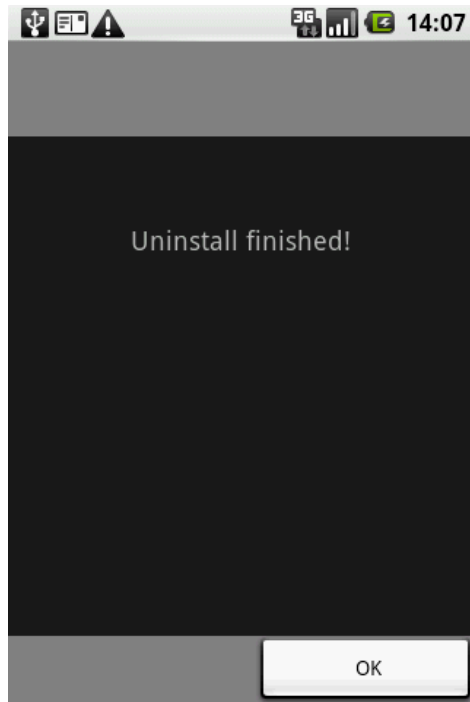
Click OK to confirm uninstalling the MobileTalk application.

## Step 8: Uninstalling



During the uninstall process, a progress bar will appear.

## Step 9: Uninstall Finished



Once the uninstall process is done, the 'Uninstall Finished' message will appear. Click 'OK' to complete the process. Your application is now uninstalled.

## Troubleshooting

Q: While trying to install the application I am getting the following message and the installation fails: "Install blocked, for security, your phone is set to block installation of applications not sourced in android market".  
A: Follow the instructions on page 1-2 to set your phone to receive third party applications which are not downloaded from the Android market store.

Q: I failed to download the application via SMS, what should I do?  
A: Make sure you have a data connection and your access point is set correctly. Otherwise, contact your mobile phone carrier. Alternatively, you may download from the link given inside the email sent to your registered account. This requires that you read the email on your mobile device.

Q: Installation was successfully completed but calls were not intercepted by the application (and routed directly via the mobile phone carrier).  
A: Make sure you dialed an international call starting with a correct format (prefix + or 011).  
Make sure that the Mode is set to "On – International Calls"  
Hard reset your device and Dial again.

Q: Installation was successfully completed. How do I know if the application is working?  
A: Try to make an international call, the MobileTalk application will intercept the call and you will see on the phone screen a MobileTalk progress bar

Q: I made a call; it was intercepted but didn't reach the destination number, what should I do?  
A: Dial again; make sure that the MobileTalk progress bar appears. If the problem persists, contact support.