SimpleCall PC Dialler

User Guide

Version 2 (For Windows PC)

SimpleCall PC Dialler

The SimpleCall PC Dialler is an easy-to-use alternative to your landline or mobile for making cheap international calls. It's free and easy to download and all you need to get started is a personal computer with a Windows OS, speakers/microphone and an Internet connection.

Required Equipment

To install and use PC Dialler correctly, please ensure you have the following equipment and capabilities:

- A desktop computer or laptop
- Processor minimum of Intel Pentium III 1.3 GHz (or equivalent)
- Windows OS (7, Vista, XP or 2000)
- A broadband or wireless Internet connection
- Sound card (16 bit)
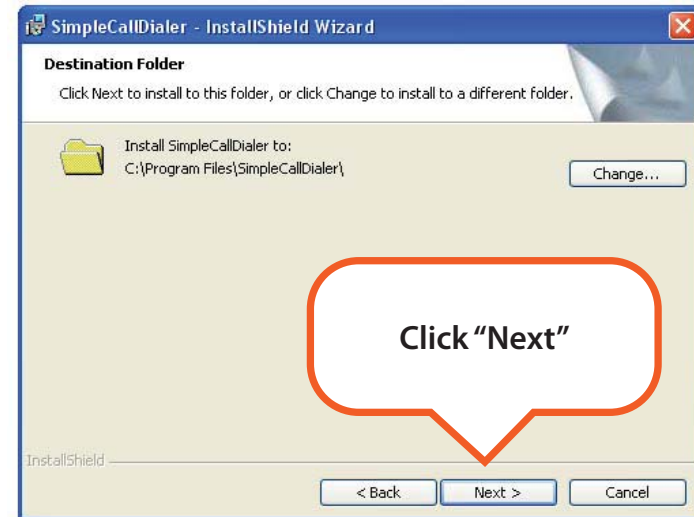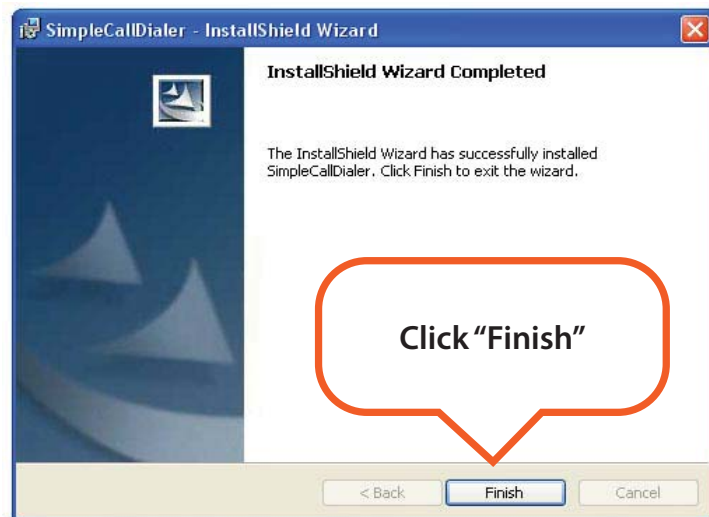- Speakers and a microphone (internal or external)

Step 1: Download and Install the Dialler

1. Go to http://www.simplecall.com/download/pc-dialler/
2. Click "save" to download on your local PC.
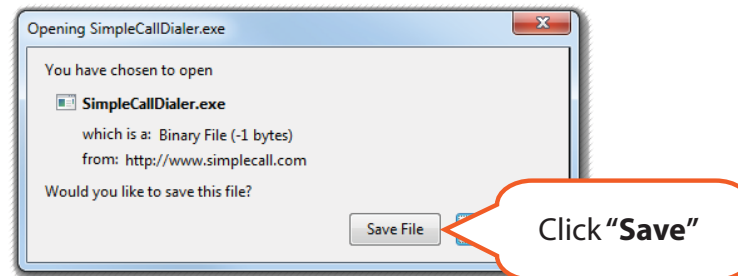
Download and Install the Dialler continue

3. Follow the prompts from your computer's Install Wizard, choosing "Next" and then "Finish"

Click "Run"

Click "Next"

Click "Finish"

Click "Next"
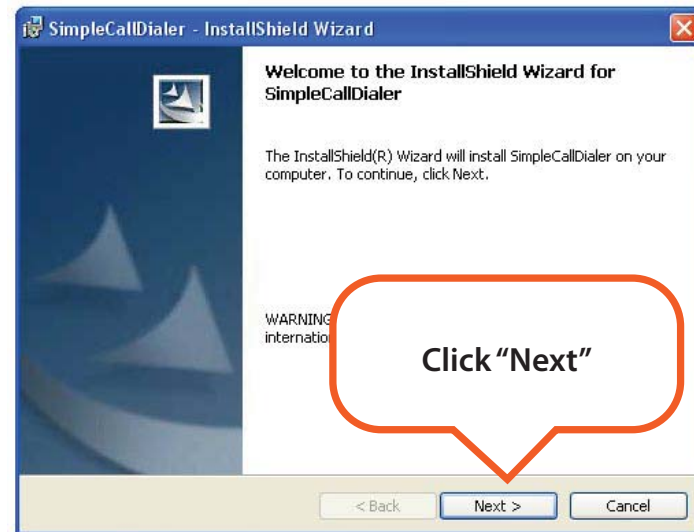
Step 2: Set Up Dialler Account

1. Open the Dialler program by double clicking on the shortcut from your desktop, or finding the program from your windows menu bar.

2. You will be prompted to enter a username and password – this is different than your SimpleCall account log-in info, and must be obtained by contacting Customer Support at **0203 051 2928** or **support@simplecall.com**.

Step 3: Use the Dialler

1. Open the Dialler program by double clicking on the shortcut from your desktop, or finding the program from your Windows menu bar.

Making Calls

1. From the dial screen, you can enter your destination number by clicking the numerals on the dial screen with your mouse, or by typing out the numbers on your keyboard. You can clear numbers by using the backspace key, or by clicking the "Clear" button on the dialler screen. You do not need to enter access numbers or PIN codes – simply enter the destination number.

Click **"Clear"** to clear numbers

Enter **"Destination Number"**

Click **the numbers** to enter your **Destination Number**

2. Once the destination number is entered, click the green phone icon button . While the call is connecting, the screen will read "In Progress." Once the call is connected, the screen will read "Connected" and the duration of the call will be visible so that you can easily monitor your usage. You will only begin being charged once the call is connected.

Click **this button** to **make a Call**

www.simplecall.com

Making Calls continue

3. You can adjust speaker and microphone volume by dragging the bars to theleft or right along the bottom of the dialler screen. If you have speaker or microphone issues, you can troubleshoot by opening the Control Panel on your computer desktop, and selecting Hardware and Sound.

microphone volume

speaker volume

microphone volume   **speaker volume**
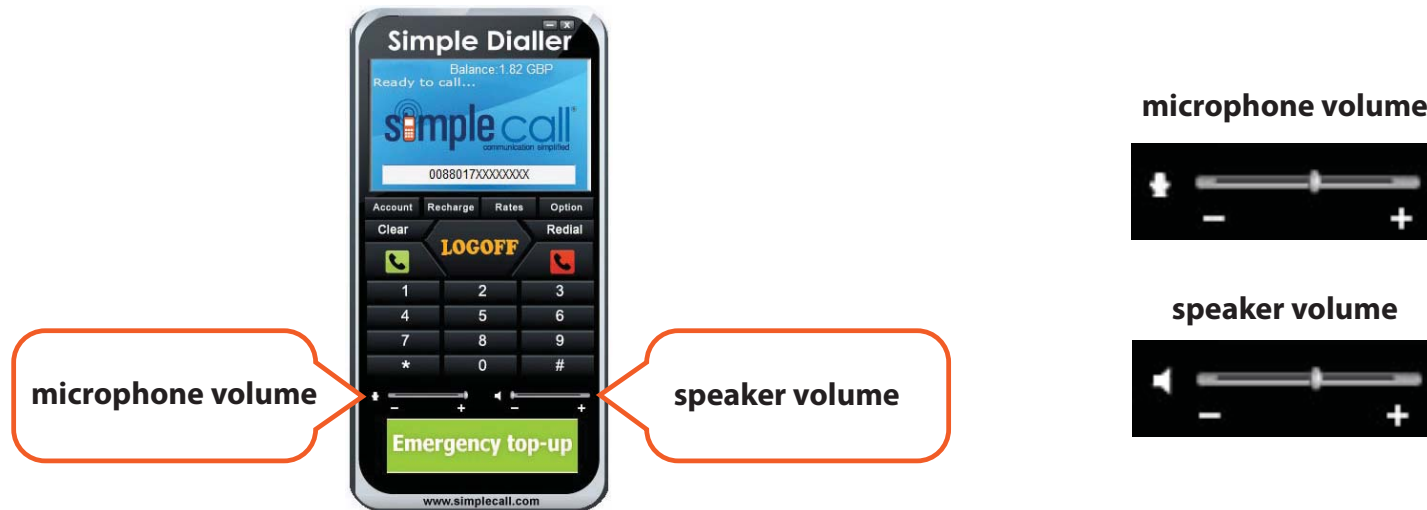
4. To disconnect the call, click the red phone iconbutton .
The screen will read "Call Disconnected."

Click **this button**
to **Disconnect a Call**

Using the Phone Book Feature

1. Access the Phone Book by clicking the "Options" button on the Dialler screen. A new screen will pop up, with options to Add, Delete, Call and Edit.

2. Add a new contact by clicking on "New Item." Once New Item is highlighted, enter the name and number into the fields and click "Add."

Using the Phone Book Feature continue

3. To edit or delete a contact, highlight the contact from your list and click, change the appropriate fields and the click on "Edit" or "Delete."

Select a contact
To **edit** or **delete** a contact

Click **"Edit"**
to edit your selected number

Click **"Delete"**
to Delete your selected number

4. To call a contact, highlight the name from the list and click "Call."

Select a contact for the list
To **make a call**
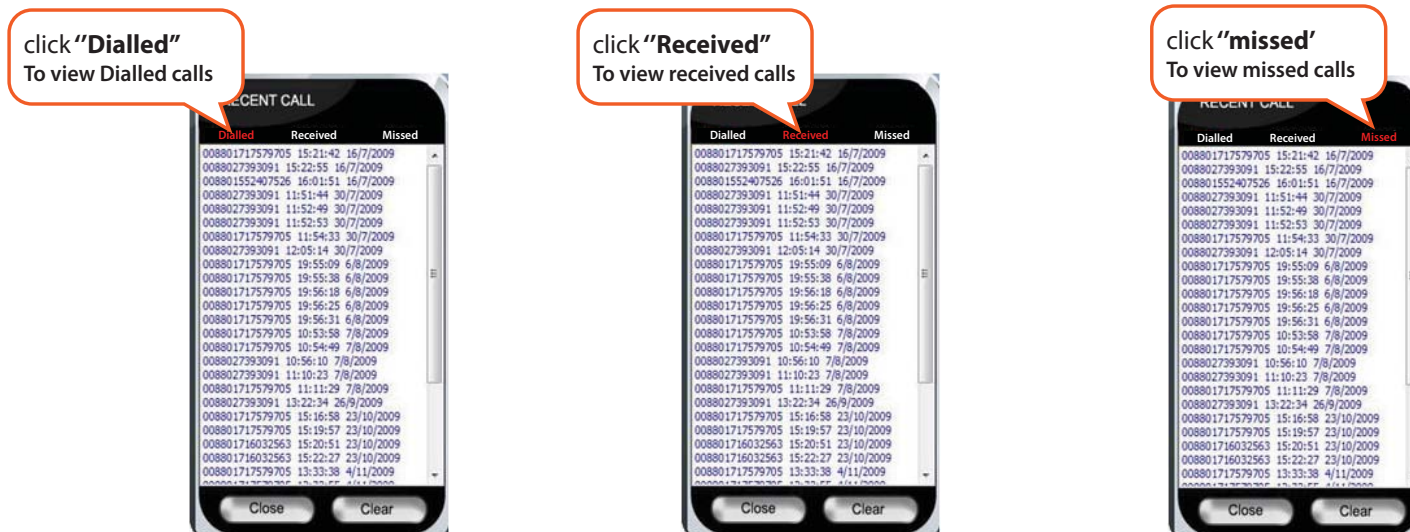
Click **"Call"** To **make a call**

Viewing Call History

You can view your call history of up to three months by clicking on "Options," then selecting "Recent Calls" from the drop-down menu.

You can switch views of "Dialled", "Received" and "Missed" by selecting the appropriate view from the top of the screen.

View Current Rates and Top-Up Your Account

You can top up your SimpleCall account by clicking the "Recharge" button from the Dialler screen. Your browser will automatically open SimpleCall.com and you can do an online top up of your account. You will be prompted for your username and password to continue.

Click **"Recharge"** to **top up** your **Account**

To view current call rates, click "Rates" from the Dialler screen. Your browser will automatically open to the SimpleCall home page, where you can then click "Call Rates" from the left-hand menu.

Click **"Rates"** To view current call rates

Logging Off

To safeguard your SimpleCall account, be sure to log off of the SimpleCall Dialler when you are done by clicking "Logoff" **LOGOFF** from the Dialler screen.

Click **"Logoff"** to log off your SimpleDialler