



Truphone Installation Guide – Android Version 3.0



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Introduction

Welcome to “Truphone for the Android” – giving you better value International Calls. This Installation Guide gives step by step information to customers who wish to install Truphone onto an Android for the first time as well as for existing customers.

What is Truphone?

Truphone provides telephone services using its internet-based telephone network. Truphone allows you to make Android calls via the internet which means that you can make INTERNATIONAL calls at LOCAL rates (or FREE between 2 online Truphone customers). Once you install the Truphone application on your phone, an account is set up automatically, and you are ready to make calls.

What do I need before I start?

1. An **Android Phone**
2. The **Truphone application**: You will need to download Truphone onto your Android from the Google’s Android Market before completing the installation steps below.
3. **Wi-Fi or 3G Connection**: You will need a connection to a Wireless Access Point or 3G data connection to complete the installation process.

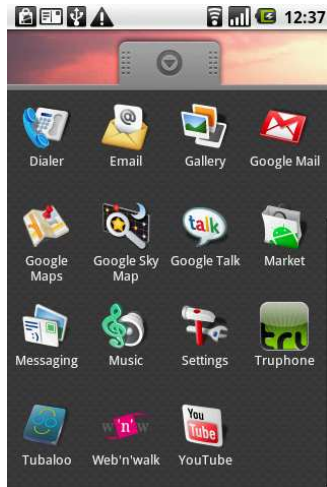
Existing Truphone User?

Already a Truphone customer? Please see our Existing User section [below](#).

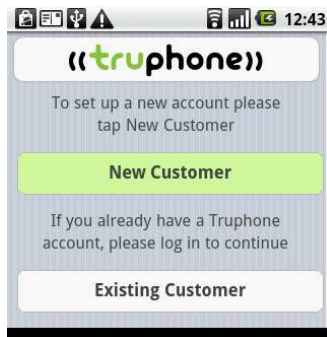


Setting up your Truphone account

New Customers



1. Select the Truphone application.



2. You will be asked if you are a New or Existing customer.

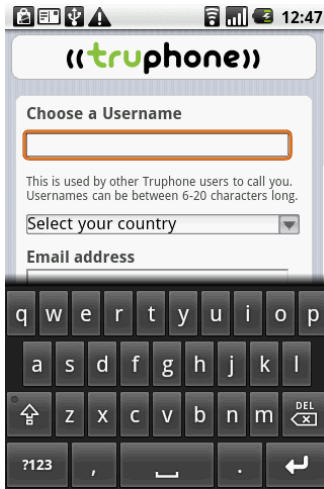
Select **New Customer**

Existing Truphone customers should follow the [Re-installation on the Android](#) instructions later in this guide.



3. You will then be taken to the account setup screen.

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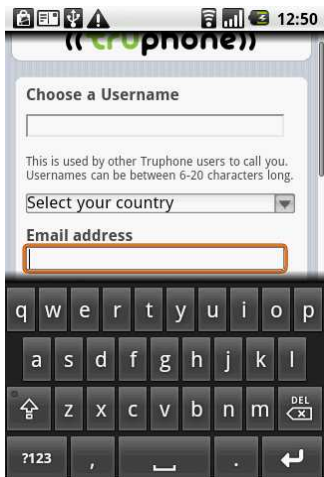
4. Input a Username.

Your Truphone username can be between 6 and 20 characters long, must contain one letter and may contain the following characters: 0-9 .

** _ a-z*



5. Select your country from the list.



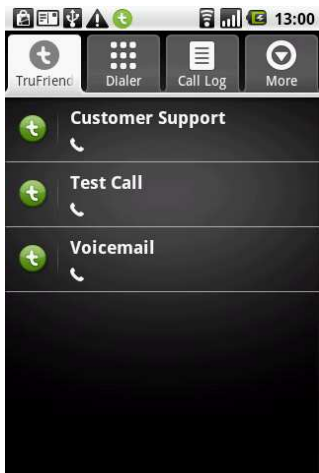
6. Enter your email address.



7. Please tick the check box to agree that Truphone cannot be used for emergency calling.

Please read the Truphone terms and conditions and tick the check box.

Select **GO**

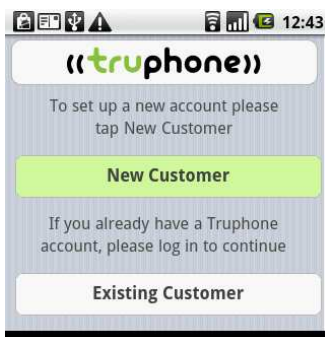


8. You will be directed to the Truphone application.

Existing Customers

Existing Nokia Customers wishing to switch to the Android should contact [Truphone Support](#) before completing the reinstallation process.

Re-installation on the Android



1. You will be asked if you are a New or Existing customer.

Select **Existing Customer**

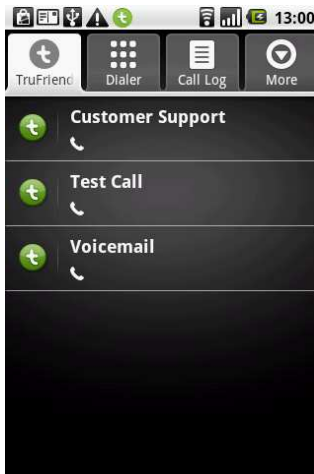


2. Please enter your Username and Password.

These were sent to you via email when you first installed Truphone.

Select **Log in**

If you have forgotten your Password, please click on 'Forgotten your Password?' and you will be directed to our website where you can reset it.



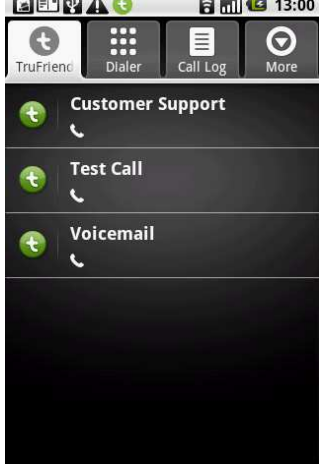
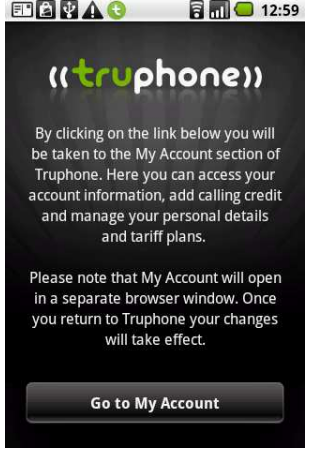

3. You will be directed to the Truphone application

Validate your mobile/cell number with Truphone


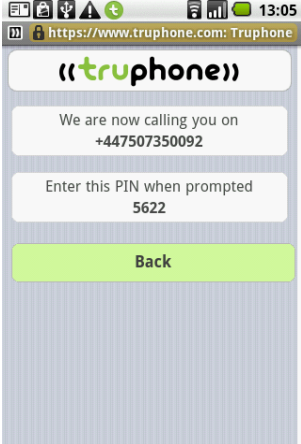
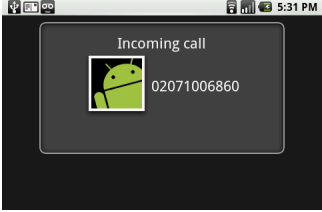
It's important to validate your mobile/cell number with Truphone after you have installed the application. The benefits of validating your mobile/cell number are:

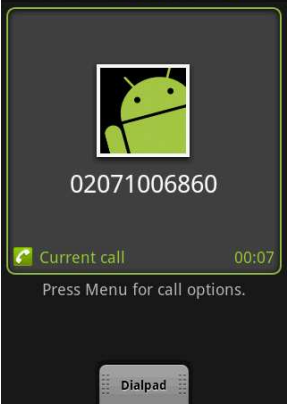

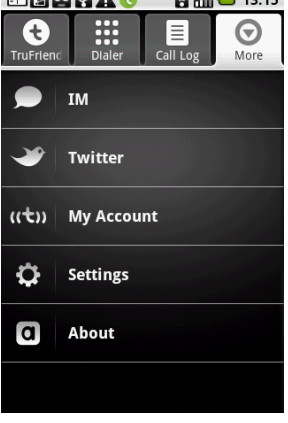
- CLI presentation – *your mobile/cell number will be displayed to the person you're calling*
- Make Truphone calls out of Wi-Fi coverage – *using our Truphone Anywhere service, you'll be able to make calls when not connected to a Wi-Fi network!*

Please follow the steps below to validate your mobile/cell number.

	<p>1.</p>	<p>Navigate to the More tab within Truphone.</p> <p>Click on My Account</p>
	<p>2.</p>	<p>Click Go to My Account</p>
	<p>3.</p>	<p>You will be directed to this screen.</p> <ul style="list-style-type: none"> ✓ Select 'Update Android Number' to update your mobile/cell number now. ✓ Select 'Do it later' if you wish to update it another time.

((truphone))

		<p>4. Select your country and enter your mobile/cell number.</p> <p>Please make a note of the security PIN as you will need to enter it when you receive the validation call.</p> <p>Click GO</p>
		<p>5. Truphone will now initiate your validation call.</p>
		<p>6. Select Answer to accept the incoming call from Truphone.</p>

	<p>7. Select Dialpad to open the Android keypad screen.</p>
	<p>8. Listen to the instructions provided over the phone, in full, and enter your Security PIN when prompted.</p> <p>You should then hear a 'Congratulations...' notification confirming that you have entered your Security PIN correctly and your mobile/cell number has been verified successfully.</p> <p>Select End Call or wait until the call ends.</p>
	<p>9. <i>The Truphone application will open.</i></p>



Getting Help

If you're experiencing any technical difficulties with any aspect of Truphone then please visit our [online support](#) section for the Android.

Here you will find our FAQ's and troubleshooting steps that may resolve your issue quickly.

Alternatively we are happy to help with any support query you may have over the phone. Please call one of our support numbers listed below and a friendly member of the Truphone Support Team will be there to help.

Support telephone numbers:

UK +44 2071006860 (Open: 0800-1800 BST)

US +1 3476945000 (Open: 0800-1800 EST & PST)

Non US/UK: +442071006860 or +13476945000 (Open: 0800-1800 CET)