



Firstin iPhone Edition User Guide

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1. INTRODUCTION

Thank you for being part of the mobile VoIP (Voice over IP) enterprise revolution. The Firstin smartphone application provides simple, affordable and business-quality mobile long distance and roaming solutions allowing for anywhere, anytime communications at significant cost reductions.

This user guide is designed for the Firstin iPhone Edition.

2. FIRSTIN IPHONE EDITION OVERVIEW

With the Firstin iPhone Edition, business users can make international and domestic long distance calls from virtually any location in the world. Our solution requires the use of a “softphone” or application, available on the iTunes App Store, which has many of the features and functionality of the native dialer on your iPhone. Therefore, to begin using the Firstin service, business users must download and install the Firstin application on their iPhone.

The Firstin solution does not replace your wireless service provider. It simply augments your wireless service with the ability of placing business-quality and low-cost long distance and roaming calls over your smartphone.

The Firstin solution terminates calls differently depending on where the business user is making the call from.

If a business user is making a long distance call from his local wireless calling area, the Firstin application will simultaneously call back the user’s native dialer *and* establish a long distance call with the called party. This type of call is therefore completed on the user’s native iPhone dialer and not on Firstin’s application. No international long distance charges will be billed to your wireless service provider. Furthermore, no local call charges will be billed by your wireless service provider as long you have unlimited incoming calls in your service package, or that you have not yet reached your allocated monthly inbound call limit.

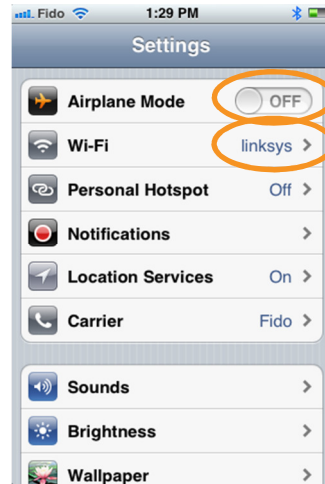
If a business user is making a roaming call, the Firstin application establishes this type of call by directly placing the call to the called party. This type of call is completed over the Firstin application.

3. GETTING STARTED

3.1. Initial iPhone Settings

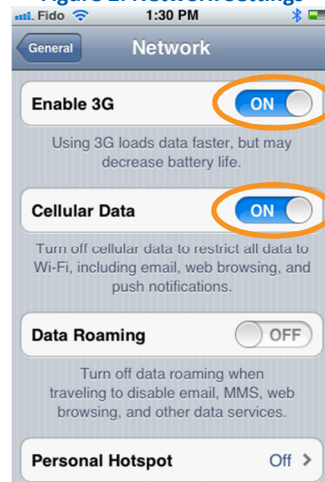
To begin using the Firstin application, business users must first ensure the Settings on their iPhone's are set appropriately. First, begin by going to "Settings" from your main menu, and ensure settings are adjusted as per Figure 1. Ensure both "Airplane Mode" and "Wi-Fi" are turned on.

Figure 1: iPhone Settings



Thereafter, from within the "Settings" menu, select "Settings>General>Network", and ensure the settings are set to "ON" as per Figure 2. Ensure both "Enable 3G" and "Cellular Data" are turned on.

Figure 2: Network Settings



3.2. Setting up the Firstin Application for First Time

To start using the Firstin application once the download and installation process is complete, look for the Firstin application on the home screen, as shown in Figure 3, and tap on it.

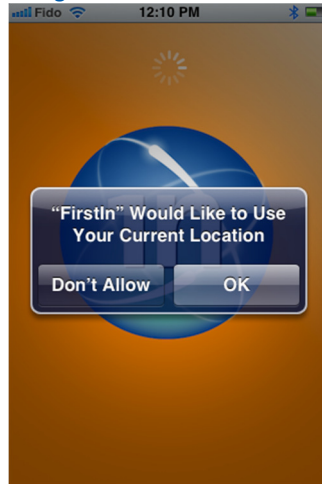


Upon tapping the icon, the Firstin splash screen will appear, as depicted in Figure 4. During this process, the application initializes and registers to the network.



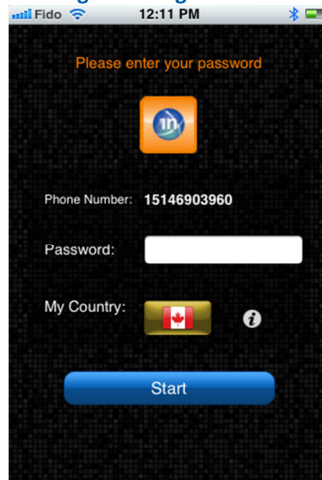
During the initialization process, the application will detect that it is the first time it has been started. The user will first be prompted to enable “Location Services” as per Figure 5. We recommend users select “OK” as this will enable the Wi-Fi access locator to function.

Figure 5: Location Services



Please take note that the user will not be able to access the main dialer until the login process is completed. A login page will then appear as shown in Figure 6. The password will be provided by your Firstin sales contact. Once the password is set, the user simply needs to press “Start” to complete the login process and begin using the Firstin application. Once the initial login process is complete, this screen will never re-appear and there will be no need to sign in again.

Figure 6: Login Screen

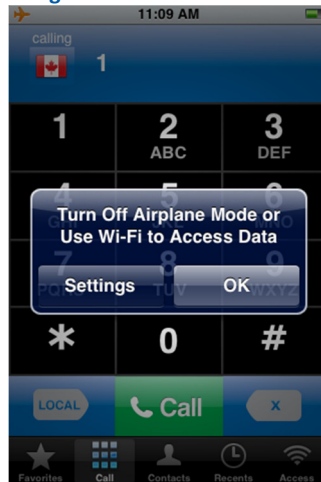


4. NOTIFICATIONS

4.1. Connection Status

If you are in an area with no cellular coverage and with no Wi-Fi access, or if your “Settings” are set to “Airplane Mode”, or your “Settings>Wi-Fi” is set to off, or if your “Settings>General>Network” settings are set to off for “Enable 3G” and “Cellular Data”, a notification message will appear as per Figure 7.

Figure 7: Connection Status

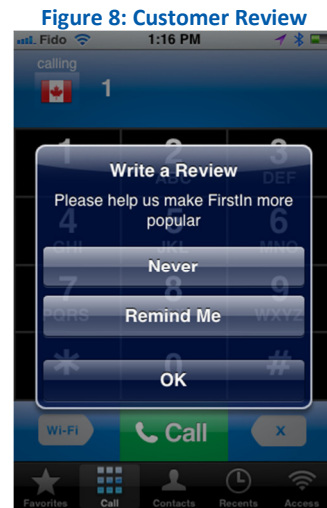


If the user selects the “Settings” button, he will be redirected to the iPhone “Settings” menu.

If the user selects the “OK” button, he will be redirected to the Firstin main screen, but will not be able to place calls since the phone is not connected to any network.

4.2. Customer Reviews

After five uses of the Firstin application, the user will be invited to participate in a customer review process within the Apple App Store, as per Figure 8. The review process helps provide feedback and further improve the product for the next release.



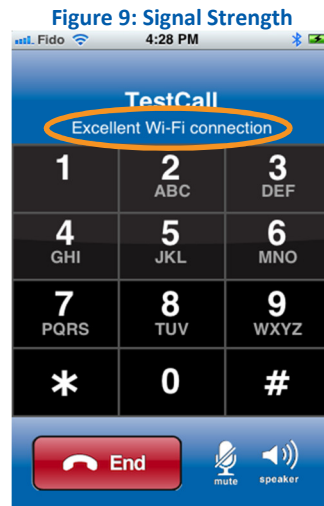
If the user selects the "OK" button, he will be redirected from the Firstin application and prompted to login to the "App Store" application on the iPhone. Once the user has written a review, this notification will not appear again, unless an upgrade is installed at a later time.

If the user selects "Remind Me", the user will be reminded once again after the fifth time the application has been opened.

If the user selects "Never", the user will never see this notification window again, unless an upgrade is installed at a later time.

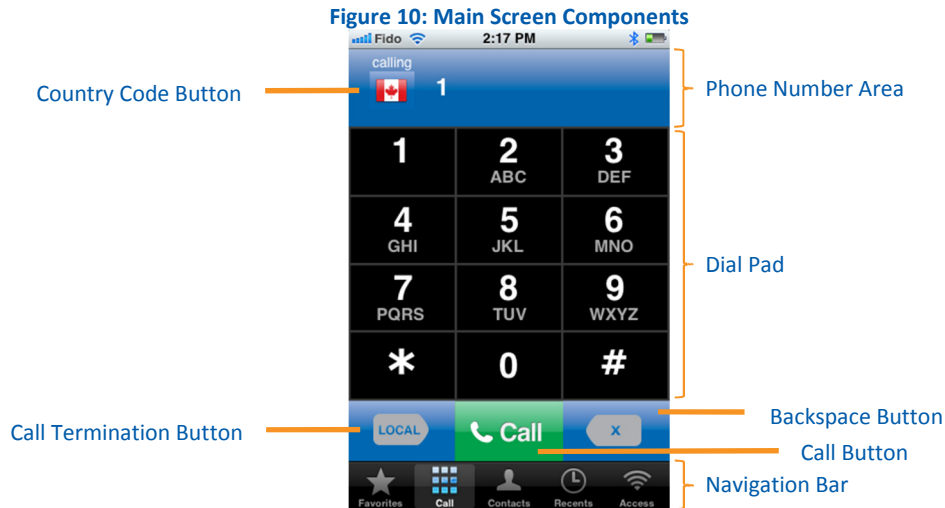
4.3. Signal Strength

When a user makes a call in “Wi-Fi” or “3G” modes, a notification appears in the Phone Number Area giving a status on the signal strength: “Excellent”, “Good”, or “Poor”. If during a call you notice a poor signal strength, attempt to get closer to the Wi-Fi base station or the 3G cellular tower.



5. INTERFACE COMPONENTS DESCRIPTION

The Firstin application is separated into three components: the “Phone Number Area”, the “Dial Pad”, and the “Navigation Bar”.



5.1. Phone Number Area

The phone number area shows the number the user is currently dialing as well as the name of the contact matching the number being dialed.

5.2. Dial Pad

The dial pad is used to dial the number the user wishes to call.

5.3. Navigation Bar

The navigation bar allows easily switching between “Favorites”, “Call”, “Contacts”, “Recents”, and “Access”.

The “Favorites” button automatically displays the top ten most called numbers.

The “Contacts” button automatically synchronizes with all the contacts in your native iPhone.

The “Recents” button displays calls in chronological reverse order.

The “Access” button provides a “location-based” list of nearby Wi-Fi access points. This is useful for roaming business travelers looking to find the nearest access point for connectivity.

5.4. Call Button

The “Call” button establishes the call.

5.5. Backspace Button

Use within the phone number area to backup one space at a time to delete numbers entered.

5.6. Country Code Button

This button typically indicates the country to which the call is being terminated. The country flag is always followed by the country's phone prefix. It is by default set to the home country of the user. Upon opening the softphone, it will by default be set to the home country of the user. For example, if the user is Canadian, the Canada flag will appear followed by the country's prefix, 1 (see Figure 10).

The button behaves differently depending on whether a call is made via the Dial Pad, or via Contacts, Favorites or Recents.

If the call is made over the Dial Pad, the softphone automatically recognizes the first digit of the country code. If a dialed number starts with 33, the France flag will appear. However, the user can also tap on the country flag and manually select from the list of countries. For example, by selecting "United Kingdom" from the list of countries, the country prefix 44 will appear. The user simply needs to add the remaining local numbers. This feature is particularly useful when roaming and making a "local roaming call". By selecting the visiting country's flag, the user simply needs to dial the local number.

If the call is made via Contacts, then the softphone will recognize the first digits of the destination number and apply the appropriate country flag and code automatically.

5.7. Call Termination Button

The Call Termination Button is a "toggle" button used to determine where the user is making a call from: 1) his local calling area or 2) roaming. As described above, a call is established differently depending on where the user is located. The Firstin application always "remembers" that last position the Call Termination Button was set to, even when turned off and then back on.

If the user selects "Local", the softphone assumes the user is within his local calling area and will establish a "call back" over the user's local wireless provider's network.

If the user selects "Wi-Fi" or "3G", the softphone assumes the user is roaming and will establish a VoIP call. If both Wi-Fi and 3G are available to the user at his current location, the iPhone automatically selects Wi-Fi to establish the call. This is a default setting on all iPhones. The user will only see the "3G" button if there is no Wi-Fi connectivity or if the Wi-Fi button under "Settings" on the iPhone has been turned off.

6. USING THE FIRSTIN IPHONE EDITION

6.1. Placing a Call

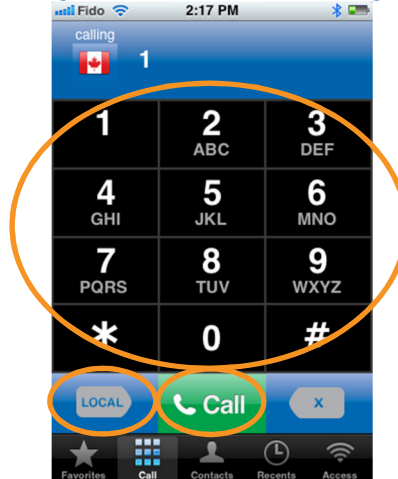
The Firstin application offers four ways of making calls:

- Manually dial a number using the “Dial Pad”
- Select a contact from the “Contacts” list
- Select an entry from the “Favorites” list
- Select an entry from the “Recents” list

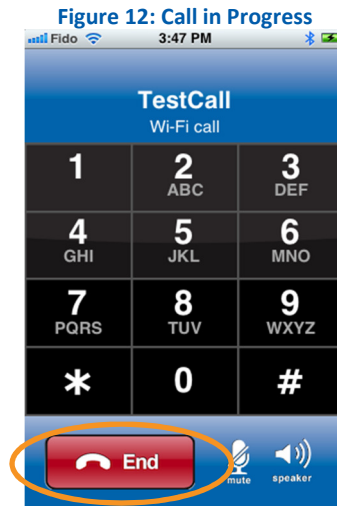
6.1.1. Call Manually via Dial Pad

- 1- Toggle and select between “Local”, “Wi-Fi” or “3G”. Select “Local” if you are in your local calling zone. Select “Wi-Fi” or “3G” if you are roaming
- 2- Dial numbers on key pad
- 3- Tap the “Call” button to initiate the call

Figure 11: Manual Number Dialing



- 4- The “Call in progress” window will appear (Figure 12)
- 5- Tap “End” button to terminate call



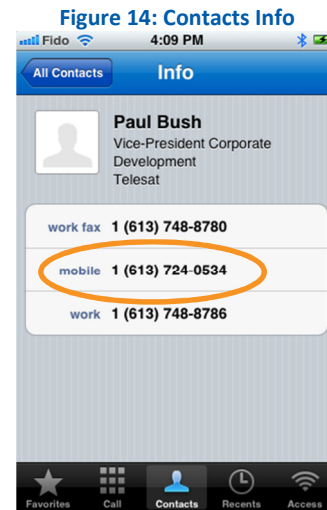
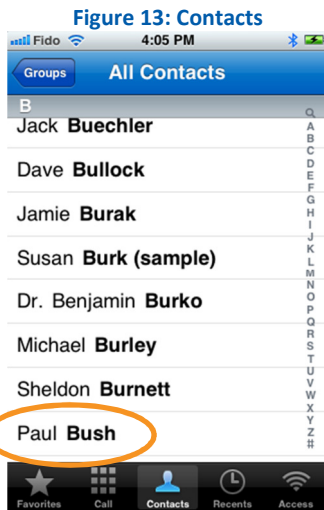
The keypad that appears in the “Call in progress” window can be used to dial an extension number or password to a voice mail box.

6.1.2. Call via Favorites

- 1- Select “Favorites” on “Navigation Bar”
- 2- Select the number of the called party you wish to reach – you will then return to the main screen
- 3- Select between “Local”, “Wi-Fi” or “3G”. Select “Local” if you are in your local calling zone. Select “Wi-Fi” or “3G” if you are roaming.
- 4- Tap the “Call” button to initiate the call
- 5- The “Call in progress” window will appear (Figure 12)
- 6- Tap “End” button to terminate call

6.1.3. Call via Contacts

- 1- Select “Contacts” on “Navigation Bar”
- 2- Select the Contact you wish to reach (Figure 13)
- 3- Within the Contact Info window, select the specific number of the party you wish to reach – you will then return to the main screen (Figure 14)
- 4- Select between “Local”, “Wi-Fi” or “3G”. Select “Local” if you are in your local calling zone. Select “Wi-Fi” or “3G” if you are roaming.
- 5- Tap the “Call” button to initiate the call
- 6- The “Call in progress” window will appear (Figure 12)
- 7- Tap “End” button to terminate call



6.1.4. Call Via Recents

- 1- Select “Recents” on “Navigation Bar”
- 2- Select the number of the called party you wish to reach – you will then return to the main screen
- 3- Select between “Local”, “Wi-Fi” or “3G”. Select “Local” if you are in your local calling zone. Select “Wi-Fi” or “3G” if you are roaming.
- 4- Tap the “Call” button to initiate the call
- 5- The “Call in progress” window will appear (Figure 12)
- 6- Tap “End” button to terminate call

6.2. Bluetooth Devices and Headsets

You may use your Firstin softphone with any Bluetooth device that is paired to your iPhone.



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