

# FAQ Phoring Android app v1.3.0

Rev.	App version	Reason/Description	Requested/Changed by	Date
v2	v1.3.0	<b>Updated Sections:</b> Download and Installation, How to choose country, state and city or number types for alternative number, How to choose Alternative number, What is the subscription rate, How to subscribe Phoring number, What is the subscription rate, How subscription is canceled when time is over, How to subscribe again when subscription is canceled, Registration Required Phoring Number, How many hours does it take to active my Phoring Number, Change Profile Details, Change your Phoring number, How to change country code in Keypad, From message details, How to do multiple calls <b>Added Sections:</b> Adding information in User Profile page, From sent/received number	Shahnama Monalisa	02.07.2020
v3	v1.3.0	<b>Updated Sections:</b> How to choose country, state and city or number types for alternative number, Adding information in User Profile page, How to subscribe again when subscription is canceled, Registration Required Phoring Number, Change Profile Details, Change your Phoring number, How to change country code in Keypad, How to do multiple calls, Adding Contacts	Shahnama Monalisa, Sayma Farzana Nushin	22.07.2020
v4	v1.3.2	<b>Added Section:</b> How to submit a refund claim	Farhana Azad Shreyashee	08.09.2021
v5	v1.3.10	<b>Added Section:</b>	Shahnama Monalisa	29.09.2022

		<ol style="list-style-type: none"><li>1. How to restore Phoring Subscription</li><li>2. Can I restore my Phoring subscription with a different phone number?</li><li>3. Can I restore my Phoring subscription with a different email signed in to the Play Store?</li><li>4. How to delete Phoring Account</li></ol> <p><b>Update:</b></p> <ol style="list-style-type: none"><li>1. Text “Canceled” update</li><li>2. Can I use my Phoring Number again after canceling my subscription</li><li>3. How to subscribe again when subscription is canceled</li></ol>		
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## Download and Installation

### Re-installing Phoring

**Requirement:**

- You must have a working Internet connection through mobile data or Wi-Fi. If you're roaming or have a bad connection, installing may not work. Try opening [www.phoring.com](http://www.phoring.com) on your phone's Internet browser to see if you are connected to the Internet.
- You are signed in to Play Store

**How to Reinstall:**

1. Uninstall Phoring app
2. Go to Play Store
3. Search Phoring
4. Press on Install button beside Phoring APP
5. App will start downloading and installing consecutively

### Supported OS

We support following Android Phones which meet the following requirements:

- The Android phone is running Android OS Lollipop 5.0.0 or later.
- Your Android phone is able to receive SMS or Call during the verification process.

### Rooted Device

We don't support rooted devices. If you wish to use Phoring and your phone is rooted, Contact your phone's manufacturer for specific instructions on how to unroot your device.

**Note:** Rooted devices don't allow the Phoring security model to function as intended and your messages won't be protected by end-to-end encryption.

### Verification

#### How to verify phone number

##### Requirements:

- You can only verify a phone number you own.
- You must be able to receive SMS or Phone call to the phone number you are trying to verify.
- You must have a working Internet connection through mobile data or Wi-Fi. If you're roaming or have a bad connection, verification may not work. Try opening [www.phoring.com](http://www.phoring.com) on your phone's Internet browser to see if you are connected to the Internet.

##### How to verify

Enter your phone number:

- a. Country Name and code will show automatically if your device has sim
- b. If your device doesn't have any sim card then press on "Select Country"
- c. From the available countries choose your country. This will automatically fill your country name and code on the left on the country name and code fields.
- d. Enter your phone number in the box on the right. Don't put any 0 before your phone number.
- e. Press on the verify via SMS button or verify via Call button to request a code.

**When press on verify via SMS, then**

- a. Confirm verification popup will appear. If it is correct, proceed with OK or Edit to change Number/Country.
- b. Enter the 6-digit verification code you receive via SMS

**When press on verify via phone Call, then**

- a. Confirm verification popup will appear. If it is correct, proceed with OK or Edit to change Number/Country.
- b. An automated call will be on your way. Answer the call.
- c. An audio with a verification code will be played throughout the call. Listen carefully to get the verification code.
- d. Enter the 6-digit verification code you receive through the call.

**If you didn't receive the 6-digit verification code by SMS or Call, then**

- Wait for the Countdown to finish and press on the Get Code via SMS button or Get Code via Call button. The wait may take up to 1 minutes.

If you press on the Get Code via SMS button,

- After pressing on the Get Code via SMS button, the countdown will start again and verification code will be sent via SMS.
- If you don't get the verification code yet during the countdown; Wait for the Countdown to finish and press on the Get Code via Call button
- An automated call will be on your way. Answer the call.
- An audio with a verification code will be played throughout the call. Listen carefully to get the verification code. Enter the 6-digit verification code you receive through the call.

If you press on the Get Code via Call button,

- After pressing on the Get Code via Call button, the countdown will start again and an automated call will be on your way. Answer the call.
- An audio with a verification code will be played throughout the call. Listen carefully to get the verification code. Enter the 6-digit verification code you receive through the call.
- If you don't get the call yet during the countdown; Wait for the countdown to finish and press on the Get Code via SMS button.

- The verification code will be sent via sms. Enter the 6-digit verification code you received via sms.

**Note:** Always try to enter the verification code you received on your last activity. It will not work if you provide the verification code you received a long time ago.

**Note:** Don't guess the code, or you will be locked out for a period of time.

### **Troubleshooting steps:**

If you are having issues verifying, please try the following:

1. Reboot your phone (To reboot your phone, turn it off, wait for 30 seconds, and turn it back on).
2. Delete and reinstall the latest version of Phoring.
3. Send a text message from any phone to your own phone number exactly as you entered it in Phoring, including the country code, to check your reception.
4. Make a call from any phone to your own phone number exactly as you entered it in Phoring to check your incoming call is working properly.

We can't send your code via any other method due to security reasons.

## Subscription

### How to choose country, state and city or number types for alternative number (Updated)

1. After successful number verification, App will take to Step 1 of Get an Alternative Number page.
2. On this page, there will be a list of countries which have available Alternative Numbers.
3. You will see that for each country there are labels Voice and SMS. For some countries you will see both labels and for some countries you will see only the "Voice" label. These are labeled as the availability of the Call and SMS features for each country.
4. Select/ Search your preferred Country name
5. After your selection of the country name, the app will show the following pages as described below.

Please follow the instructions provided below:

**If app shows number type selection as below then,**

For some countries app will show the number types with their supported features Voice and SMS or only Voice as following:

- a. National
  - b. Mobile
  - c. Local
1. Now select any of the number types. If you select National or Mobile number type, it will show the available Phoring numbers according to the number type. And if you select Local it will show the State or City list of the country.
  2. Select/Search your preferred state name and after selecting state, select/search your preferred city name.  
Or, if you see only the city list then select/search the city name of your preference.
  3. After selecting the city name you will see the list of Phoring Numbers available for the city.

**If app shows number type selection as below then,**

For some countries app will show the number types with their supported features Voice and SMS or only Voice as following:

- a. Mobile
  - b. Local
1. Now select any of the number types. If you select Mobile number type, it will show the available Phoring numbers according to the number type. And if you select Local it will show the State or City list of the country.
  2. Select/Search your preferred state name and after selecting state, select/search your preferred city name.  
Or, if you see only the city list then select/search the city name of your preference.
  3. After selecting the city name you will see the list of Phoring Numbers available for the city.

**If app shows the State or City list of that country then,**

1. Select/Search your preferred state name and after selecting state, select/search your preferred city name.  
Or, if you see only the city list then select/search the city name of your preference.

2. After selecting the city name you will see the list of Phoring Numbers available for the city.

**Note:** The availability of those options mentioned above depends on each country's DID subscription policy.

### How to choose Alternative number

1. After the navigation from Step 1 of Get an Alternative Number page, In Step 2 of Get an Alternative Number page, the list of available Alternative Numbers (Phoring Numbers) will be shown under the selected Country, Province/State and City section you chose earlier.
2. From the list, select any Alternative Number you want to take.

### How to subscribe Phoring number

#### Requirements:

1. Make sure, you are logged in into Play Store on your phone
2. Make sure you have added payment methods in your Play Store
3. Make sure your payment account has at least balance \$3.99+vat or \$4.99+vat or \$8.99+vat (As Phoring needs subscription charge)

**Note:** The balance depends on for which type of number or country you want to take Phoring Number

#### How to subscribe: (Updated)

1. After choosing the Alternative Number, the App will navigate to the Number Activation page (If the number activation does not require any registration information).  
Or, After choosing the Alternative Number, there will be a registration requirement pop up (If the number activation requires any registration information). From the pop up press on Proceed. After pressing on the Proceed button the App will navigate to the Number Activation page.
2. Press on Subscribe button  
**Note:** If you have not added payment method earlier add payment method from the pop up
3. Choose to pay by Google Play or Credit Card
4. Follow the instructions and tap Buy
5. Look out for a confirmation message that your purchase has completed.

6. After successful subscription App will Navigate to User Profile page

### Adding information in User Profile page (New)

#### Profile photo

1. From the User Profile page, Tap on Camera icon

**Note:** From the Camera access pop up allow the access. If not allowed then you won't be able to add profile photo

2. You can choose a photo from your gallery or take a new photo with your camera.

**Note:** Adding profile photos is not mandatory, you can skip adding a profile image if you don't want to.

#### Name & Email

1. Enter your First Name

2. Enter your Last Name

3. Enter your email.

**Note:** The email should be a valid email address.

4. Press on the Continue button

5. App will navigate to the Account Status page.

6. Press on All Set! Let's Start button to continue

#### How to verify Email address

1. After adding email address in User Profile page, check your email Inbox

**Note:** Please check your spam or junk emails if you do not find the email from Phoring in your inbox.

2. You will get an email for verifying email address(the email address you provided in User Profile page) from no\_reply@phoring.com

3. Press on the Verify Email button

4. A successful message will be shown in the browser

### What are the features after subscription

After Subscription the following features you will get:

For Voice and SMS supported accounts:

1. Phoring Number Subscription
2. Free Incoming Voice & SMS



3. Pay-As-You-Go Phoring Out
4. Auto Call Forwarding
5. 3 Way Conference

For Voice Only supported accounts:

1. Phoring Number Subscription
2. Free Incoming Voice
3. Pay-As-You-Go Phoring Out
4. Auto Call Forwarding
5. 3 Way Conference

### What is the subscription rate

The monthly subscription rates are \$3.99+vat, \$4.99+vat, \$8.99+vat. The subscription rate depends on which type of number or country you want to take the Phoring Number.

### What is the balance after subscription

1. New users will be rewarded \$1.00 credit after successful subscription
2. For existing users previous remaining credits will be their balance after subscription

### What are the available payment methods for Phoring

Available payment methods vary by country. Usually Google play accepts:

1. American Express
2. MasterCard
3. Visa
4. Gift Cards

**Note:** The types of cards accepted through Google Play may vary. If your card doesn't work when you think it should, contact your bank or card issuer for help.

### How to add Gift Card or Promo Code for Phoring

1. Download and Install Phoring app
2. Open the PlayStore app
3. Press on the navigation drawer icon
4. Tap “Redeem”
5. Enter code
6. Tap Redeem
7. You will see that the credit is added for the Phoring app
8. Launch the Phoring app
9. While subscribing you will see that the credit you added using Promo Code or Gift Card is showing for Phoring.

### How to restore Phoring Subscription (New)

If your Subscription is active (subscription period is not over and it is not canceled), the Phoring Number can be restored.

#### **Requirements:**

1. Make sure your PlayStore payment account is signed in with the email that was used for Phoring Subscription.

#### **Restore your Phoring subscription:**

1. Fresh install or reinstall the Phoring App
2. Open the App
3. It shows the User Registration page
4. Register the number you have provided during Phoring Subscription from here
5. Restoring Phoring number pop up will appear with loading icon
6. Wait for sometimes
7. After completion of the restoring process, App will be redirected to its keypad module
8. Therefore, your Phoring subscription restore is completed.

### Can I restore my Phoring subscription with a different phone number? (New)

Yes, you can. During restore subscription, in the User Registration page, verify the new phone number that you intend to switch. A pop up will appear regarding changing phone number. Press “Yes”. Therefore, your subscription will be restored with the new phone number.

**Note:** The subscription will not be restored with the new Phone number if the number is already registered to Phoring previously.

### Can I restore my Phoring subscription with a different email signed in to the Play Store? (New)

No. During Phoring Subscription restore, you can not use another email which is signed in to the Play Store since your Phoring subscription billing is not tied with this email account.

In this case, please sign in to your Play Store account with the email that was associated with Phoring Subscription.

### How to cancel Phoring subscription

From the app navigation drawer, go to the subscription page. Click on the Google Play Subscriptions. It will navigate to google play store. Here all the available subscriptions will appear. Click on Phoring and subscription details will be shown. From here, press on cancel subscription. Your subscription will be canceled.

### Can I use my Phoring Number again after canceling my subscription (Updated)

No you can't. You have to resubscribe another Phoring Number.

### How to submit a refund claim

The payment for Phoring is made through the Goggle Play. As a result, if you want a refund, you must ask for it directly from the Goggle Play. Click the following link to learn more about the Google Play store's refund policy –

[Goggle Play Refund Policy](#)

### How subscription is canceled when time is over(Updated)

If the subscription period is over and payment was not done successfully, it will navigate to step 1 of the “Get an Alternative Number” page automatically.

### How to subscribe again when subscription is canceled (Updated)

**If the subscription period is over and payment was not done successfully,**

You will be taken to step 1 of the Get an Alternative Number page automatically.

From the alternative number selection page of step 1, select the country then number type or the state/city for your selected country. From step 2 of Get an Alternative Number page select Alternative Number.

1. After choosing the Alternative Number, the App will navigate to the Number Activation page.
2. Press on Subscribe button  
**Note:** If you have not added payment method earlier, add payment method from the pop up
3. Choose to pay by Google Play or Credit Card
4. Follow the instructions and tap Buy
5. Look out for a confirmation message that your purchase has been completed.
6. App will navigate to the User Profile page, Press on the “Continue” button.
7. App will navigate to the Account Status page, Press on the “All Set! Let’s Start” button.

**If the subscription period is not over, – Delete the section**

1. Open Phoring App-> tap on Navigation Drawer icon-> Press on the “Google Play Subscriptions”-> Press on Phoring subscription-> Press on “Restore”.
2. Your subscription is restored now.

### Registration Required Phoring Number

#### How to activate my account (Updated)

1. While subscribing to the Phoring number in step 2 of Get an Alternative Number page, you will see a group of Phoring Numbers are showing “Registration Required” text beside each of them.
2. When you press on any Phoring Number there will be a pop up regarding registration requirements.
3. In the pop up there will be a set of instructions to activate Phoring Number. Read the instructions carefully and press the Proceed button from the pop up.

4. After successful subscription, the app will show a User Profile page.
5. Add profile details including email address. Press on the Continue button.
6. App will navigate to the Account Status page, Press on the “All Set! Let’s Start “ button.
7. You will get an email from [no\\_reply@phoring.com](mailto:no_reply@phoring.com) regarding Number Registration Requirements.  
**Note:** Please verify your email first. Otherwise you won’t get the email regarding Number Registration Requirements.
8. Send email to [support@phoring.com](mailto:support@phoring.com) with the information you have been asked to provide for registration.
9. After providing full registration details, your subscribed Phoring Number will be activated within 24-72 hours.

### What will happen if I don’t provide Registration requirements

If you don’t provide registration requirements within 7 days after subscription then your registration for the Phoring Number will be canceled.

### Why do I need to provide Registration requirements

Without providing registration requirements, many countries do not support phone number registration.

### Why Registration requirements varies across countries

Registration requirements vary across countries because of the phone number registration policy of the countries.

### How many hours does it take to active my Phoring Number

After providing full registration details via email, your subscribed Phoring Number will be activated within 24-72 hours.

What can I do with the Phoring Number until the activation of it

You can only make outbound calls with your inactive Phoring Number.

## Profile

### Change Profile Details (Updated full section)

#### Add or Change profile photo

1. Open Phoring App > tap on Navigation Drawer icon > Press on the Edit icon/ On the Profile image icon
2. Tap on Camera icon to add image or your image icon to edit the profile image
3. From the Camera access pop up, allow the access (if allowed before ignore the step).

**Note:** If not allowed then you won't be able to add profile photo

4. You can choose a photo from your gallery or take a new photo with your camera or change your current photo (if available)

#### Edit Name & Email

1. Open Phoring App > tap on Navigation Drawer icon > Press on the Edit icon/ On the Profile image icon
2. Edit your First Name
3. Edit your Last Name
4. Edit your email

Note: The email should be a valid email address

5. Press on Done

**Note:** This name and image will be shown on the app navigation drawer.

**Note:** When you restore your registration the First Name and Last Name and Email will be auto filled.

#### How to verify Email address

1. After changing email address in Profile Details page, check your email Inbox

**Note:** Please check your spam or junk emails if you do not find the email from Phoring in your inbox.

2. You will get an email for verifying email address(the email address you provided in Profile Details page) from no\_reply@phoring.com
3. Press on the Verify Email button
4. A successful message will show in the browser
5. Open Phoring App-> tap on Navigation Drawer icon-> Profile Details-> There will be a text “Verified” under email section

### Add credit

1. Open Phoring App > tap on Navigation Drawer icon > Press on the “+” button beside “PHORING OUT” text
2. Or, open Phoring App > tap on App Navigation Drawer icon > Press on Account Status > Press on the “+” button beside “PHORING OUT” text
3. In Phoring Credit page, select any credit amount  
**Note:** If you have not added payment method earlier add payment method from the pop up
4. Press on Continue button
5. Choose to pay by Google Play or Credit Card
6. Follow the instructions and tap Buy
7. Look out for a confirmation message that your purchase has completed.
8. Credit is added with your current Phoring Credit

### How to Add credit using Phoring Promo Code or Gift Card

1. Open the AppStore app
2. Press on the sign in button on your photo
3. Press on the navigation drawer icon
4. Tap “Redeem”
5. Enter code
6. Tap Redeem
7. You will see that the credit is added for your account
8. Launch the Phoring app
9. While purchasing the credit, you will see that the credit you added using Promo Code or Gift Card is showing for Phoring.

### Account Status

#### Getting Account status

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Account Status
2. It will navigate to the Account Status page, where all available features will appear.

#### How to change your phone number

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Change Number
2. From the pop up press on Proceed button
3. It will navigate to the User Registration page
4. Select your Country, Add Phone Number, Press on Continue button
5. From the Number Verification pop up press on “Ok” button
6. App will show Number Verification page
7. Verify your Number by providing the Phoring verification code
8. You may now use the app with your changed number

### Preferences

#### Voice over internet / wifi on/off

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Preferences
2. It will navigate to Preferences page

By using Voice Over Internet you will be able to make and receive calls via the Internet through your Phoring Number. You can turn it ON/Off by pressing on the toggle button.

**Note:** By default the option will be ON. If Voice Over Internet is Off then you won't get or make any call in your Phoring Number.

#### Forward phoring call to your phone number

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Preferences
2. It will navigate to Preferences page

By using Call Forwarding to <your Number>, you will be able to receive calls without any Internet connection to your own/carrier Phone Number.



**Note:** By default the option will be ON. If Call Forwarding to <your Number> is Off then you will get calls in your own/carrier Phone Number.

**Note:** Make sure your app has enough Phoring credit to receive forwarded incoming calls. You can turn it ON/Off by pressing on the toggle button.

### How to change Phone Number in the Call Forwarding to option

When you Change Number from App Navigation Drawer then the Phone Number of Call Forwarding to option will be changed.

### Do not disturb functionality

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Preferences
2. It will navigate to Preferences page

By enabling Do Not Disturb, you will be able to stop getting calls/SMS in the app and stop getting forwarded Phoring calls to your own/carrier Phone Number.

**Note:** By default the option will be OFF. You can turn it ON/Off by pressing on the toggle button.

### Change your Phoring number (Updated)

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Preferences
2. It will navigate to Preferences page
3. Press on Change Phoring Number.
3. From the pop up Press on Proceed.

**Note:** If you proceed from the pop up, subscription will be canceled and you will lose your active Phoring Number and you may not get back the same Number again once you proceed to change the phoring number.

4. It will show step 1 of Get an Alternative Number page.
5. Now select country then number type or State/city(the way selections are showing) for your selected country.
6. Select Phoring Number from step 2 of Get an Alternative Number page.
7. Subscribe Phoring Number from the Number Activation page.
8. Choose to pay by Google Play or Credit Card.
9. Follow the instructions and tap Buy.

10. Look out for a confirmation message that your subscription has completed for the new Phoring Number.
11. After successful subscription App will Navigate to User Profile page. Press on the “Continue” button from the page.
12. App will Navigate to the Account Status page. Press on “All Set! Let’s Start” button from the page.
13. You can now use your Phoring Number.

### How to delete Phoring Account

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Preferences
2. It will navigate to Preferences page
3. Press on Delete Phoring Account.
4. From the pop up Press on Proceed.  
**Note:** If you proceed from the pop up, subscription will be canceled and you will lose your Phoring Account including active Phoring Number and you may not get back the same Number again once you register in Phoring again.
5. It will redirect you to the user Registration page.

### Phoring rate and billing system

#### Get the Phoring call and SMS rate

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Phoring Out
2. It will navigate to Phoring Out Page
3. The call rates are shown here for available countries
4. You can search the call rate by Country name using the Search Box
5. Press on SMS tab
6. The sms rates are shown here for available countries
7. You can search the sms rate by Country name using the Search Box

#### How to Simulate Call Rates

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Phoring Out
2. It will navigate to Phoring Out Page
3. Press on Call rate simulator button
4. Enter Phone Number with country code or enter country code of the phone number you want to simulate
5. Press on Simulate button

6. The simulated country will be shown in the country list with it's call rate

### How to Simulate SMS Rates

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Phoring Out
2. It will navigate to Phoring Out Page
3. Press on SMS tab
4. Press on SMS rate simulator button
5. Enter Phone Number with country code or enter country code of the phone number you want to simulate
6. Press on Simulate button
7. The simulated country will be shown in the country list with it's SMS rate

### Is there any call rate for toll free numbers

N/A. For toll free numbers Phoring outgoing call rate is \$0.00.

### Get the billing information

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Billing > Press on Phoring Out
2. It will download a PDF and will open in PDF Viewer showing you all billing history

### Get the subscription information

1. Open Phoring App > tap on App Navigation Drawer icon > Press on Subscription of the month you want to get the information
2. It will download a PDF and will open in PDF Viewer showing your subscription invoice of that month

## Making Voice calls

### From keypad tab

On Press on the keypad tab. Enter numbers from the keypad and press on the call icon.

**Note:** By default country code will be shown in Keypad; Here, the country code will be shown for the country you have subscribed to get the Phoring Number.

### How to change country code in Keypad (Updated)

Press on the country flag in the top-left corner of the Keypad. Select your preferred country from the country list. The country code will be shown in the keypad.

Or,

Clear the default country code showing in the Keypad. Enter your destination number with proper country code. You will see your country selection is also changed accordingly.

**Note:** Make sure you are dialling with proper country code, otherwise the call will fail.

### From History tab

Press on the History tab. Previous call history will be shown here. Press on the call icon on the right side to make a call.

### From Contact tab

Press on the Contacts tab. A list of contacts will appear. Press on any contact and it will navigate to the contact details page. Press on the call icon beside the number to make a call.

**Note:** Make sure you add “+” before your dialed number; Otherwise call will fail

**Note:** Make sure you are dialling with proper country code, otherwise the call will fail.

### From Messages tab

#### From message details (Updated)

Press on the Messages tab. A list of previously sent messages will appear if any. Press on any messages and it will navigate the message details.

Press on the call icon on the top right corner to make a call.

**Note:** Make sure you are dialing with proper country code, otherwise the call will fail.

### From sent/received number (New)

From any message details, Press on the underlined sent/received number. Select Phoring from the pop up. You will see the number is showing in the KEYPAD of the Phoring app. You may now make the call by pressing the Call icon.

### How to do multiple calls

After making or receiving a call, from the call screen press on the add call icon. It will navigate to the keypad. From the keypad enter the number and press on the call icon to make a call.

**Note:** From the call screen after pressing on the add call button, the app may navigate to Contacts or History or Messages tab (Depends on what was your last navigated tab). From these tabs you can make calls too. (Updated this line)

### How to do conference calls

After making or receiving a call, from the call screen you can make or receive a second call. If the call is successfully made, click on the merge icon on the call screen.

### How to get forwarded calls

From Preference, enable Call Forwarding to option. If Call forwarding to option is enabled and when the app is offline then calls will be forwarded to the number set in the call forwarding to option.

**Note:** By default Call Forwarding to option remains enabled.

### What does Low Credit mean

In Call History, you may get to see some forwarded missed calls are showing as Low Credit.

Low Credit status shows when your credit balance is low that it does not meet the cost to make forward calls.

### What does Not Reachable mean

In Call History, you may get to see some forwarded missed calls are showing as Not Reachable.

Not Reachable status shows in following conditions:

- When you don't receive the forwarded call
- If you deny the forwarded call to answer
- If the forwarded call is failed to make due to unreachability of your Phone Number

## Messages

### Sending text messages

#### New Message

Press on the Messages tab. Press on the new message button on the bottom-left corner. It will open a new message thread. Type sender name in the "To" section. In the text message box, type messages and press on the send button to send messages.

#### From list

Press on the Messages tab. A list of previously sent messages will appear if any. Press on any messages and it will navigate the message details. Type messages and press on the send button to send messages.

#### From Contacts tab

Press on the Contacts tab. A list of contacts will appear. Press on any contact and it will navigate to the contact details page. Press on the message icon beside the number. It will navigate to the message thread. Type messages and press on the send button to send messages.

### How to delete messages

Press on the Messages tab. A list of previously sent messages will appear if any. Press on any messages and it will navigate to the message thread.

Long press on any messages in the thread and there will be a pop up. From the pop up, Press on the Delete Message button. A confirmation dialog will be shown. Press on yes to delete the message.

### How to delete message threads

Press on the Messages tab. A list of previously sent messages will appear if any. Long press on any messages and a delete icon will appear in the top-right corner. Press on the delete icon. A confirmation dialog will be shown. Press on yes to delete the message. Or, Press on any message thread from the message list. The message thread will open. Press on the options icon from the top-right corner of the message thread. Press on Delete Message Thread option. The message thread will be deleted.

## Contacts

### How to see Contact list

1. Press on the Contacts Tab
2. All the contacts saved in the Android device will be shown here.
3. You can also search and find your desired contact using name or number in the search box.

### Adding contacts

1. Press on Contacts Tab.
2. Press on the Add Contact icon in the bottom-right corner.
3. Create a new contact page will appear.(in web check the “Contact” text is written “Contactt”)
4. You can put “First”, “Last”, “Company” name(s) in the first section.
5. To input number(s), press on the “Phone” input box and type number.
6. You can add multiple numbers.
7. Press on a number type like “home”, a new list of labels will appear. You can change the type from here.
8. Press on “Email” input box to input email address.

9. Press on “More fields” to input Address/URL etc.
10. After putting your desired info, press on “Save” located on the top-right corner to save the Contact. It will be synced with the native contact. You can find it in the Contact list.

### Contact Details:

Press on Contacts Tab. Select the contact from the list that you want to view details. Details page will appear. You can see all the details of the contact.

### Editing contacts

1. Press on Contacts Tab.
2. Select the contact from the list that you want to edit.
3. Details page will appear. Tap on the Edit icon positioned on the top right corner.
4. Edit the info you want to update.
5. Tap on the “Save” button positioned on the bottom-right corner to save

### Deleting contacts

Open Contact details page of the Contact you want to delete. Press on the Delete icon. From the pop up press on Yes to delete the contact.

## Security and Privacy

### Terms of Use

You can see the privacy policy page from the Agree & Continue page after fresh installation. Also it is available at the bottom of the About page named “Terms of Use”.

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## Troubleshooting

### Using Phoring when offline

When your phone doesn't have any Internet connection Phoring can not be used for making or receiving calls and sending or receiving messages.

Only Call forwarding will work now.

### Making Phoring calls when credit is low

The most common reason why you can't make Phoring calls is your credit is low.

If you're sure your phone is connected to the Internet, you need to Add Credit to your Phoring to make calls again. Please refer to the "Add Credit" section to know how to add credit to your account.

### Sending SMS when credit is low

The most common reason why you can't send Phoring messages is your credit is low.

If you're sure your phone is connected to the Internet, you need to Add Credit to your Phoring to send messages again. Please refer to the "Add Credit" section to know how to add credit to your account.

### Connection problems

Most connection issues can be resolved by doing the following:

1. Restart your phone, by turning it off and back on
2. Update Phoring to the latest version if available from the Google play Store.
3. From the navigation drawer, Airplane Mode on and off
4. Open navigation drawer, Mobile Data on and off
5. From the navigation drawer, tap Wi-Fi and turn Wi-Fi off and on.
6. Try connecting to different Wi-Fi hotspots
7. Make sure Wi-Fi stays on during sleep mode

## FAQ - Phoring Android

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8. Reboot your Wi-Fi router.
9. Contact your mobile provider and make sure your APN settings are configured correctly.
10. Open Android Settings > tap Connections > Reset> Reset Network Settings > Reset Network Settings. (This will delete all your saved Wi-Fi passwords).- It may differ for different types of Android devices
11. Upgrade or restore your operating system to the latest version for your phone.
12. If you're having trouble connecting to Phoring while on a Wi-Fi network that you don't normally connect to, contact the network administrator.
13. Make sure your connection isn't on a managed Wi-Fi network, such as at your office or university campus. Your network might be configured to block or limit connections.
14. Phoring isn't designed to be used with proxy or VPN services, so we can't provide support for those configurations.

-----THE END-----