FAQ Phoring iOS app v1.3.2

Rev.	App version	Reason/Description	Requested/Changed by	Date
v2	v1.3.0	**Updated Sections:** Download and Installation, How to choose country, state and city or number types for alternative number, How to choose Alternative number, 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 **Added Sections:** Adding information in User Profile page, From sent/received number	Shahnama Monalisa	02.07.2020
v3	v1.3.1	**Updated Sections:** Supported OS, 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	Shahnama Monalisa, Sayma Farzana Nushin	22.07.2020
v4	v1.3.3	**Added Section:** How to submit a refund claim	Farhana Azad Shreyashee	08.09.2021
v5	v1.3.5	**Added Section:**	Shahnama Monalisa	29.09.2022

		- How to restore Phoring Subscription - Can I restore my Phoring subscription with a different phone number? - Can I restore my Phoring subscription with a different email signed in to the Play Store? - Can I use my Phoring Number again after canceling my subscription - How to delete Phoring Account **Update:** - Text "Canceled" update - Change your Phoring Number		

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 on your phone's Internet browser to see if you are connected to the Internet.
- You are signed in to App Store

How to Reinstall:

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

Supported OS

We support Phoring for iPhone and iPad which is running iOS 13.0 or later.
For the best experience, we recommend you use the latest version of iOS available for your phone.

Jailbroken phones

We don't support jailbroken and Phoring won't work properly if your phone is jailbroken. If you wish to use Phoring and your phone is jailbroken, you should restore your iPhone to factory settings. For more information on how to restore, visit the Apple Support website.

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

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.

   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(Updated)

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, Number type, 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 App Store on your phone
2. Make sure you have added payment methods in your App Store account.
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:

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. When prompted, fill in your App store password
4. Follow the instructions to complete your purchase through ApplePay
5. Look out for a confirmation message that your purchase has completed/Successful
6. After successful subscription App will Navigate to User Profile page

Adding information in User Profile page (New) (Not found in the right place)

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 photos 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 ema-il 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:
Fore 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

Fore 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

Usually Apple accepts:

1. Apple Pay (where available)
2. Most credit and debit cards
3. Store credit, from redeeming gift cards or from adding funds to your Apple ID
4. Country-specific or region-specific additional methods

Note: The types of cards accepted by Apple 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 AppStore app
3. Press on the sign in button on your photo
4. Tap "Redeem Gift Card or Code"
5. To use the camera, Tap "Use Camera" and follow the instructions on the screen. If you have an older card or you are in certain countries or regions, you might not be able to redeem a card with your camera.
6. Tap "You can also enter your code manually," then follow the instructions on the screen
   a. If you have an App Store & iTunes Gift Card, enter the 16-digit code, which starts with X, from the back of the card
   b. If you have a promo or content code, enter the code from the back of the card
7. Tap Done
8. You will see that the credit is added for the Phoring app
9. Launch the Phoring app
10. While subscribing you will see that the credit you added using Promo Code or Gift Card is showing for Phoring.

How to restore Phroing Subscription

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 App Store 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?

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 associated with another active Phoring Subscription.

Can I restore my Phoring subscription with a different email signed in the App Store?

No. Since your Phoring subscription billing is not tied with the email account that was assigned as your App Store account during Phoring Subscription previously, so you can not use another gmail to restore your Phoring subscription.
In this case, please sign in to your App Store account with the email that was associated with Phoring Subscription.

How to cancel Phoring subscription

From the app Settings page, Press on Subscription. Click on the Manage Subscriptions. It will navigate to the iTunes and App store. Here all the available subscriptions will appear. Click on Phoring and subscription details will be shown. From here, press on the cancel subscription. Your subscription will be canceled.

Can I use my Phoring Number again after canceling my subscription

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

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 the 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. When prompted, fill in your App store password
4. Follow the instructions to complete your purchase through Apple Pay
5. Look out for a confirmation message that your purchase has completed/Successful
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.

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 Continue 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 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 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 Settings > Press on the Edit 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 Settings > Press on the Edit icon
2. Enter your First Name
3. Enter your Last Name
4. Enter 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 Settings > Press on the Edit icon, There will be a text "Verified" under email section

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Add credit

1. Open Phoring App > tap on Settings > Press on the "+" button beside "PHORING OUT" text
2. Or, open Phoring App > tap on Settings> 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. Follow the instructions to complete your purchase through ApplePay
6. Look out for a confirmation message that your purchase has completed/Successful
7. 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. Tap "Redeem Gift Card or Code"
4. To use the camera, Tap "Use Camera" and follow the instructions on the screen. If you have an older card or you are in certain countries or regions, you might not be able to redeem a card with your camera.
5. Tap "You can also enter your code manually," then follow the instructions on the screen
   a. If you have an App Store & iTunes Gift Card, enter the 16-digit code, which starts with X, from the back of the card
   b. If you have a promo or content code, enter the code from the back of the card
6. Tap Done
7. You will see that the credit is added for the Phoring app
8. Relaunch the app
9. From Add Credit page, Add credit and follow instructions on the screen. You will see that the Credit is added with your current balance

Account Status
Getting Account status

1. Open Phoring App > tap on Settings > 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 Settings > 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 Settings > 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 Settings > 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 Settings then the Phone Number of Call Forwarding to option will be changed.

Do not disturb functionality

1. Open Phoring App > tap on Settings > 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 settings > Press on Preferences
2. It will navigate to Preferences page
3. Press on Change Phoring Number
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 active Phoring Number and you may not get back the same Number again once you proceed to change the phoring number.
5. It will take to iTunes subscription page
    Note: If you Cancel subscription then your subscription will be canceled and you will no longer be able to use previous DID number (If its not available) (delete the line) - Delete the lines
6. From your phone, open iTunes
7. Cancel subscription for Phoring

Note: If you do not cancel the Phoring subscription from here, your subscription will be auto renewed every month for Phoring.

8. After canceling the Phoring Subscription, please return to the Phoring App.
9. It will show step 1 of Get an Alternative Number page.
10. Now select country then number type or State/city(the way selections are showing) for your selected country.
11. Select Phoring Number from step 2 of Get an Alternative Number page
12. Subscribe Phoring Number from the Number Activation page
13. Follow the instructions to complete your purchase through ApplePay
14. Look out for a confirmation message that your subscription has completed for new Phoring Number
15. After successful subscription App will Navigate to the User Profile page. Press on the "Continue" button from the page.
16. App will Navigate to the Account Status page. Press on "All Set! Let's Start" button from the page.
17. You can now use your Phoring Number.

How to delete Phoring Account

1. Open Phoring App > tap on Settings > 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. After deleting the account, it will redirect you to the user Registration page.
6. From your phone, open iTunes
7. Cancel subscription for Phoring
   Note: If you do not cancel the Phoring subscription from here, your subscription will be auto renewed every month for Phoring.
8. After canceling the Phoring Subscription, please return to the Phoring App.

Reminder on Changing Phoring Number:
Phoring has three price categories on subscribing to different Phoring numbers. These are $3.99, $4.99, $8.99 respectively.

For each price category, You can only get Phoring Numbers twice in each month of subscription.

That means if you subscribe to a Phoring number from one of the categories i.e.$3.99, you will be able to Change Phoring Number of the same price category for one more time during the month of subscription of your first purchase of this price category.

Phoring rate and billing system

Get the Phoring call and SMS rate

1. Open Phoring App > tap on Settings > 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 using the Search Box

How to Simulate Call Rates:

1. Open Phoring App > tap on Settings > 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 Settings > Press on Phoring Out
2. It will navigate to Phoring Out Page
3. Press on SMS 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 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 Settings > 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 Settings > 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

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 "i" icon on the top right corner. From the pop up press on Call button to make a call
Note: Make sure you are dialing with proper country code; otherwise call will fail

From sent/received number (New)

From any message details, Press on the underlined sent/received number. Select Call option from the pop up.
Or, Long press on the underlined sent/received number. Select Call option from the pop up.
Note: Make sure you add "+" before your dialed number; otherwise call will fail
Note: Make sure you are dialing with proper country code; otherwise call will fail

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 ("it may", please remove them from the web)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 top-left corner. It will navigate to the message details. 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.
Press on the "i" button of the top-right corner. There will be a Delete Messages button in the pop up.Press on the button. There will be a delete button with each message. Press on the delete button to delete the message.

How to delete message threads

Press on the Messages tab. A list of previously sent messages will appear if any.
Press on the Edit button of the top-left corner. There will be a delete button with each message thread. Press on the delete button to delete the message thread.

Contacts

How to see Contact list

1. Press on the Contacts Tab
2. All the contacts saved in the iPhone 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 "+" button positioned on the top right corner.
3. New Contact page will appear.
4. You can put "First", "Last", "Company" name(s) in the first section.
5. To input number(s), press on "add phone".
6. You can add multiple numbers.
7. Press on a number type like "home", a new page called "Label" will appear. You can change the type from here.
8. Press on "add email" to input the email address.
9. Press on "add URL" to input any valid URL.
10. After putting your desired info, press on "Done" located on 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

Press on Contacts Tab.
Select the contact from the list that you want to edit.
Details page will appear. Tap on the "Edit" button positioned on the top right corner.
Edit the info you want to update.

Tap on the "Update" button positioned on the top right corner to update.

Deleting contacts

N/A, users have to delete the contact from native contact list.

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".

Privacy Policy

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 "Privacy Policy".

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 Apple App Store.
3. Open iPhone Settings and turn Airplane Mode on and off.
4. Open iPhone Settings > tap Cellular and turn Cellular Data on.
5. Open iPhone Settings > 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.
8. Reboot your Wi-Fi router.
9. Contact your mobile provider and make sure your APN settings are configured correctly.
10. Open iPhone Settings > tap General > Reset> Reset Network Settings > Reset Network Settings. (This will delete all your saved Wi-Fi passwords).
11. Upgrade or restore your iPhone's operating system to the latest version for your phone.
12. If you're using an unlocked iPhone or a prepaid SIM card, you might need to adjust your phone's APN settings for your SIM card. Contact your mobile carrier for details and instructions.
13. 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.
14. 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.
15. Phoring isn't designed to be used with proxy or VPN services, so we can't provide support for those configurations.

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