

Vonage Mobile User Guide – BlackBerry[®] smartphone v1.2

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Introduction

Welcome to Vonage Mobile for use with the BlackBerry® smartphone – giving you great value for international calls. This User Guide explains the features and gives additional information on how to refill your account.

Installation

The installation process is detailed in a separate document which can be found here:
www.vonagemobile.com/downloads/VonageMobile_Installation_Guide_BLACKBERRY.pdf

What is Vonage Mobile?

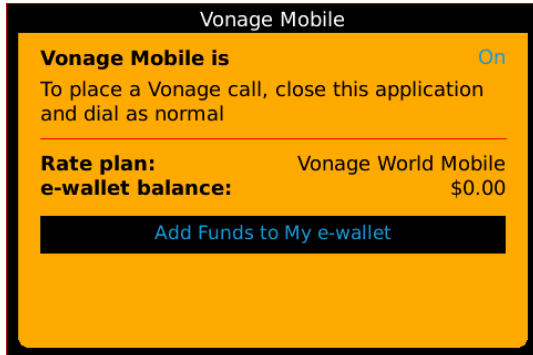
Vonage Mobile is a downloadable application for your BlackBerry®. It helps save you money on international mobile calls by routing them through the Vonage network at Vonage Mobile's low rates. Once you install the Vonage Mobile application on your BlackBerry®, set up an account, and pick a rate plan you are ready to make calls. This service only works in the US and is not suited to international roaming.

Vonage Mobile works alongside your existing mobile plan, so you keep your number, mobile phone, current setup and mobile service provider.

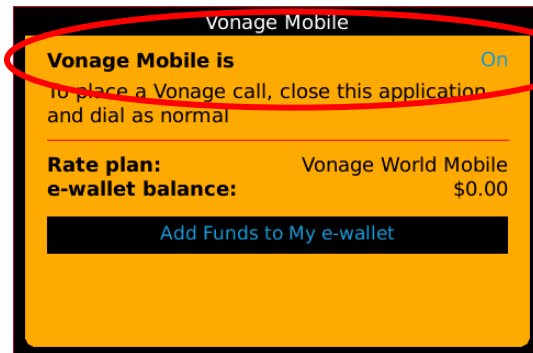
Connecting to Vonage Mobile

Once Vonage Mobile is installed, all international calls will be placed via Vonage Mobile and you will see Vonage Mobile branded alerts at the start of each call. You should also hear a special audio tone. This signifies your call is being placed using Vonage Mobile.

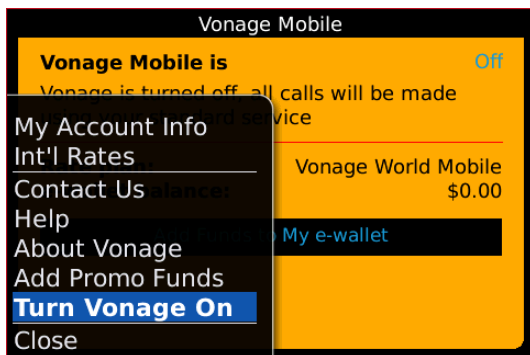
To display the Vonage Mobile home page, select the Vonage Mobile logo on the BlackBerry® main screen




Step 1. Default Settings: Vonage Mobile for the BlackBerry® is set to **On** as default.

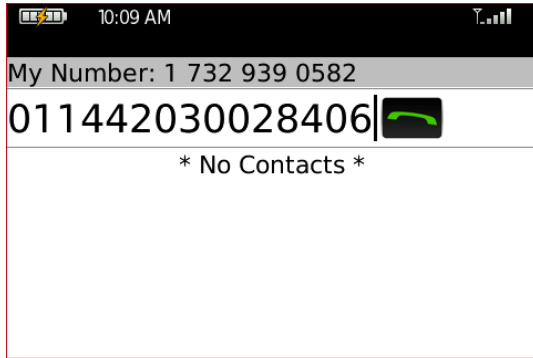



Step 2. If Vonage Mobile is not working correctly then please check that **Vonage Mobile is** set to **On** within the Vonage Mobile application.

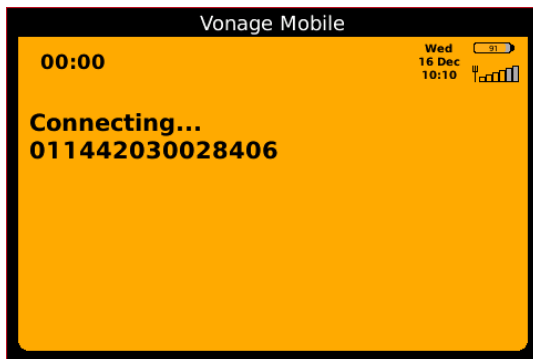


Step 3 If Vonage Mobile is **Off**, then press the menu button  and select **Turn Vonage On** from the Vonage Mobile options menu.

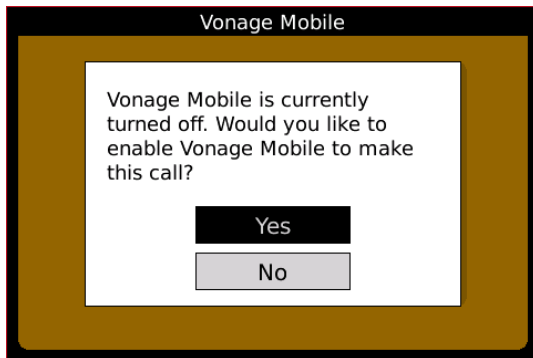
Making a Vonage Mobile Call



Step 1. To make a Vonage Mobile call simply dial an international number as usual or select a contact and press the Call (Green) button .



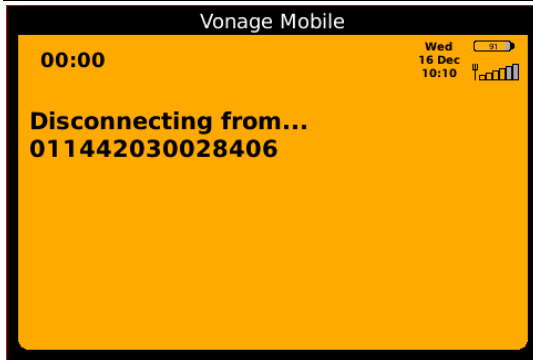
Step 2. A screen will appear informing you that Vonage Mobile is connecting your call.




Step 3. If Vonage Mobile is turned off and you place an international call, a pop up screen will appear asking you if you'd like to turn Vonage Mobile on.

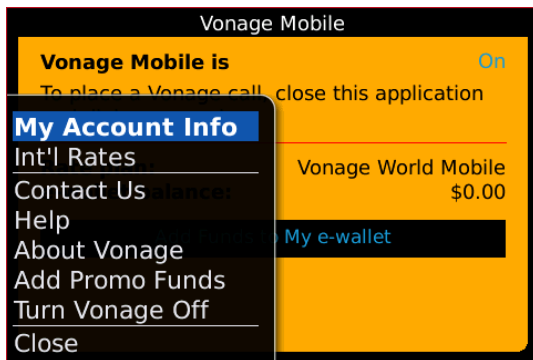
Select **Yes** and your call will be placed using Vonage Mobile.

*Note: This will turn Vonage Mobile **ON** for all calls.*




Step 4. When you select the End Call (Red) button , Vonage Mobile will disconnect your call.

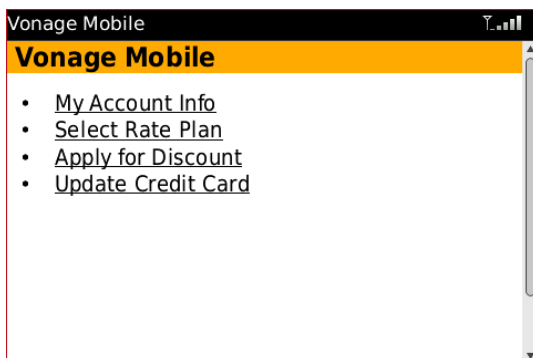
Vonage Mobile Features Explained



The Vonage Mobile menu gives you access to the following features:

- My Account Info
- Int'l Rates
- Contact Us
- Help
- About Vonage
- Add Promo Funds
- Turn Vonage Off

Tip: Press the menu button  to display the Vonage Mobile menu.



My Account Info

The following features are accessible from the My Account Info screen:

- My Account Info
- Select Rate Plan
- Apply for Discount
- Update Credit Card

Vonage Mobile [Signal]

My Account Information

All personal information will be collected in accordance with our [Privacy Policy](#).

User Name:
17329390582

Password:

Pin Code:
1234

Name:
Vonage Mobile User

Email:
dev4mobile@vonage.com

Phone number:
+17329390582

Address:
23 Main Street
Holmdel
NJ
07733

[Change Password](#)

[Change Personal Information](#)

[Exit](#)

My Account Info

This screen displays your personal information and your password (masked) used to log in to your Vonage Mobile web account. It also displays the 4 digit PIN you chose during the Sign Up process.

You can change your existing password by pressing the **Change Password** button.

If you need to change any of your personal details, simply press the **Change Personal Information** button.

Vonage Mobile [Signal]

Change Password

Current Password

Password must be 6-30 characters, and must contain numbers and letters.

New Password

Confirm New Password

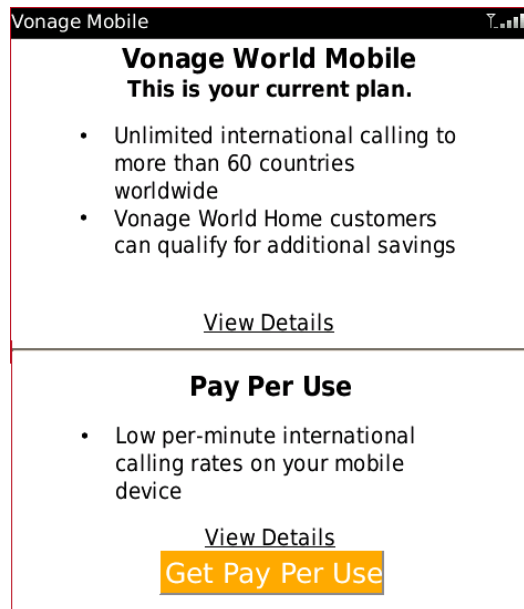
[Done](#)

Change Password

If you need to change your account password at any time, simply enter your existing password and then choose and confirm the new password.

Passwords must be between 6 and 30 characters and must contain at least one letter. "password" and "passw0rd" cannot be used.

Press **Done** to save your new password.

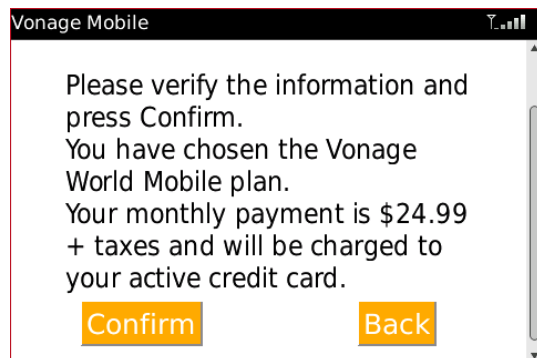


Select Rate Plan

Choosing **Select Rate Plan** from the My Account Info screen will display the **Select Rate Plan** screen. This screen confirms your current rate plan selection and allows you to change it.

If you'd like to change your rate plan selection, press the "Get" rate plan button associated with the other rate plan.

*NOTE: If you need additional information about either plan, press the **View Details** link.*



If you have a valid credit card on file, you will receive a message confirming your rate plan change.

Vonage Mobile T...ll

Add New Card

Select Card Type
 Please Select ...

Credit Card Number

Expiration Date
 Month
 01

Year
 2009

Security code

Billing Details

First Name

Last Name

Address - Line 1

Address - Line 2 (Optional)

City

State

ZIP/Postal Code

Next

If you do not have a valid credit card on file, you will be guided through the process of adding a credit card to your account.

Vonage Mobile T...ll

Vonage Home

If you have Vonage World service at home you may be eligible for a discount. Enter your home number to see if you qualify.

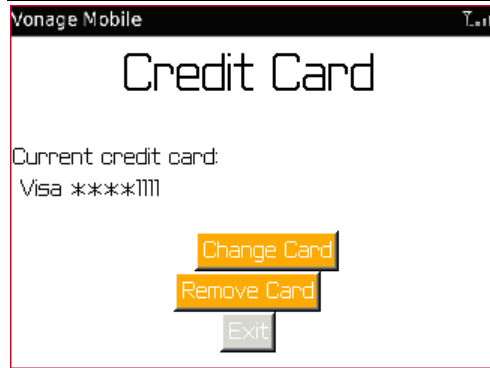
Save

Terms and conditions apply. See vonagemobile.com for details.

Apply for Discount

If you have Vonage World service at home and have chosen the Vonage World Mobile plan, you may be eligible for a discount.

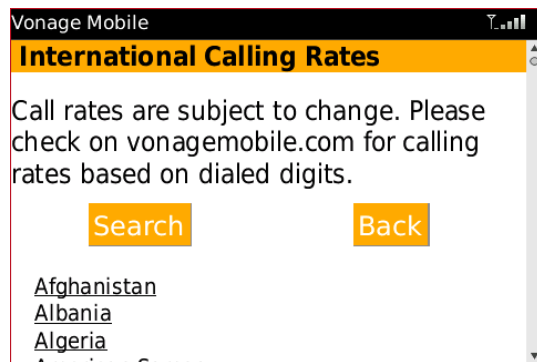
Enter your Vonage home phone number and select **Save**.



Update Credit Card

This screen displays your current credit card. If you'd like to change your current credit card, select **Change Card**.

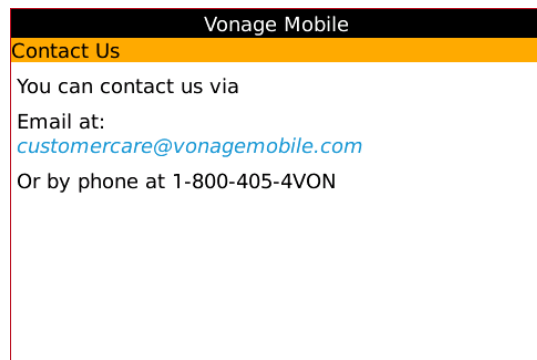
You can also add remove a credit card by pressing **Remove Card**.



International Calling Rates

Select a country from the list or use the **Search** feature to find a specific country's call charges.¹

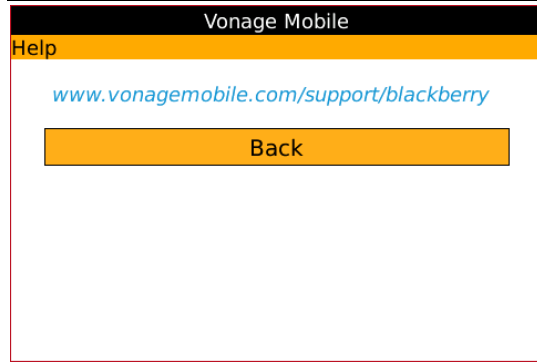
Rates are displayed by rate plan (Vonage World Mobile and Pay Per Use) for both landlines and mobile phones.



Contact Us


Selecting **Contact Us** displays the Vonage Mobile Customer Care email address and phone number.

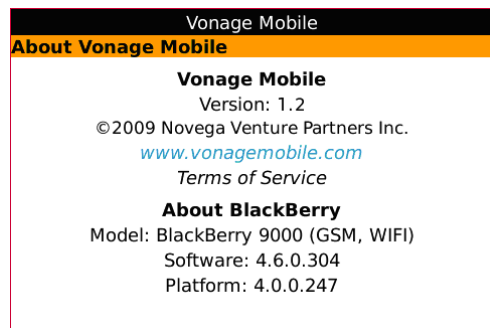
¹ Rates are subject to change.



Help


Selecting **Help** from the Vonage Mobile menu displays a link that will take you to the Vonage Mobile Blackberry® support page.

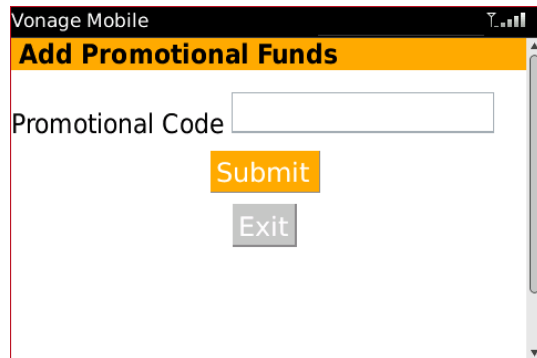
Tip: Press the menu button  to display the Vonage Mobile menu.



About Vonage Mobile

Selecting **About** from the Vonage Mobile menu displays a screen containing Vonage Mobile related information our Customer Care agents may need when you contact us for support.

Tip: Press the menu button  to display the Vonage Mobile menu.



Add Promo Funds

Selecting **Add Promo Funds** from the Vonage Mobile menu will display the **Add Promotional Funds** screen. This screen allows you to enter a promotional code to add funds to your account.

Refill Your Vonage Mobile e-wallet

Vonage Mobile uses an automatic refill method. Set it up once and you will always have credit. If you selected the Vonage World Mobile Plan, your e-wallet funds will only be used to pay for calls outside the 60 countries included in the plan. If you selected the Vonage Mobile Pay Per Use plan, all Vonage Mobile calls will be deducted from your e-wallet funds. Your balance is refilled automatically when it drops below

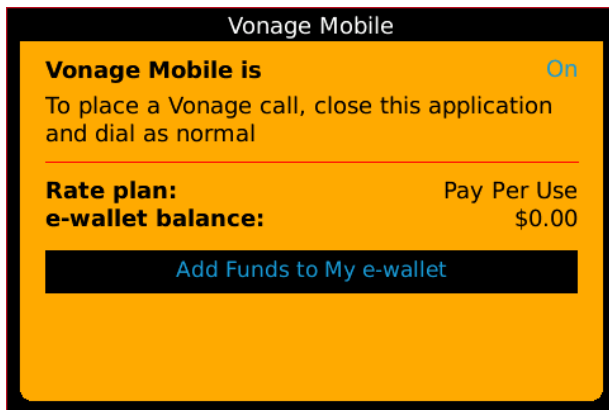
your preset level. By default, the automatic refill amount is set at \$5.00 and the low balance limit is set to \$2.00.²

Refill your Vonage Mobile account in one of three ways:

- From your BlackBerry[®]
- On our website at www.vonagemobile.com/myaccount
- By dialing 1-800-405-4VON
- Enter a promotional code

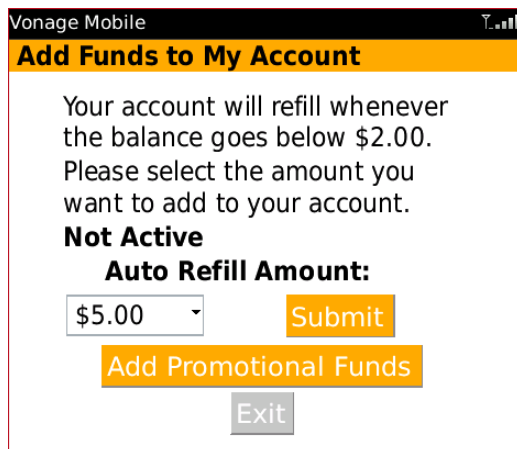
Refill from your Blackberry

You can also refill your account using your BlackBerry[®] while on the move. See the step-by-step instructions below.



Press **Add Funds to My e-wallet** from within the Vonage Mobile home screen.

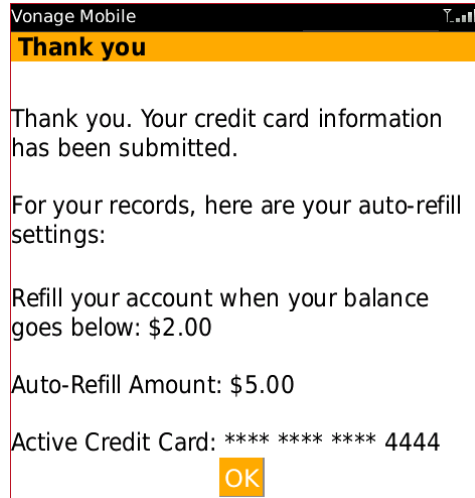
Tip: The Vonage Mobile home screen is displayed when you select the Vonage icon on the BlackBerry[®] main screen.



Select your auto refill amount and press **Submit**.

NOTE: If the credit card you entered previously is now expired or no longer valid for any reason, you will be guided through adding a new credit Card before the Add Funds to My e-wallet screen is displayed.

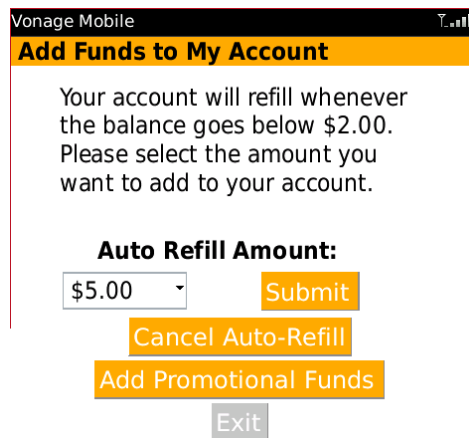
² Minimum usage fee and forfeiture rules apply. See www.vonagemobile.com for details.



A screen will be displayed and an email sent to you confirming that your credit card information was submitted.

Press **OK**.

Canceling Auto-Refill



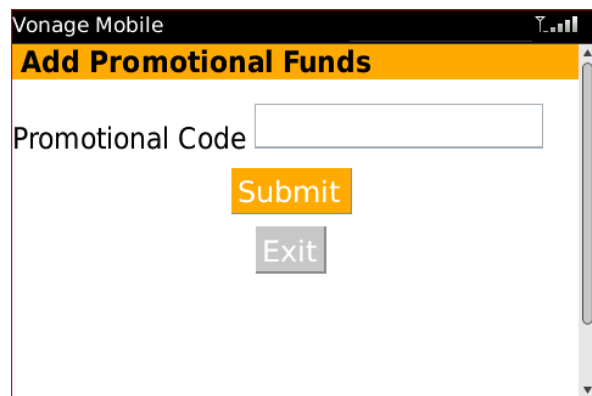
If you are on the Vonage World Mobile plan and you previously defined Auto-Refill settings, you can cancel them from the **Add Funds to My Account** screen.

To cancel your previously defined Auto-Refill settings, press **Cancel Auto-Refill**. If you want to set up Auto-Refill again at a later date, press the **Add Funds to My e-wallet** button on the Vonage home screen.

Phone Refill

Vonage Mobile has a telephone refill system which gives you even greater flexibility when managing your Vonage Mobile balance. Simply dial **1-800-405-4VON** to use our easy step by step telephone system.

Enter a Promotional Code



You can enter a promotional code by selecting **Add Promo Funds** on the Vonage Mobile menu. This displays the **Add Promotional Funds** screen.

Enter your promotional code and press **Submit**.

Getting Help

If you're experiencing technical difficulties with any aspect of Vonage Mobile, please visit our online support section for the BlackBerry®. Here you will find our FAQ's and troubleshooting steps that may resolve your issue quickly.

Support Page: <http://www.vonagemobile.com/support>

Support Request: <http://www.vonagemobile.com/contactus>

Service Numbers: http://www.vonagemobile.com/support/service_numbers

If you need assistance with your account please email us at customer@vonagemobile.com.