



SMS CallBack Platform Installation Guide

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1. INTRODUCTION

deltathree's SMS CallBack Platform allows mobile phone users to place calls worldwide by sending SMS messages to a designated local access number. Partners and Resellers can easily set up their own SMS CallBack Platform, using a mobile phone and their own local access number.

This document includes:

- System requirements
- Installation Process
- Using Your SMS CallBack

2. SYSTEM REQUIREMENTS

- Nokia 6100 Mobile Phone (GSM ONLY) – see figure 1
- SIM Card with your GSM Access Number
- Data cable - USB DATA LINK DKU-5 – see figure 2
- Windows 2000 or Window XP
- USB adapter - see figure 3
- Internet connection
- deltatthree Calling Accounts

Figure 1





Figure 2



Figure 3





3. INSTALLATION PROCESS

1) Download the file “CallBackService-Setup.exe” to your computer.

Download location:

<http://download.deltathree.com/download/localsms2call/CallBackService-Setup.exe>

2) Double click the application to start installing. After the file is installed, a “Program Files” folder called “CallBackService” will be created on your computer.

3) Connect the USB cable and charger into your mobile phone.

4) Make sure that the Nokia 6100 mobile phone has the following settings:

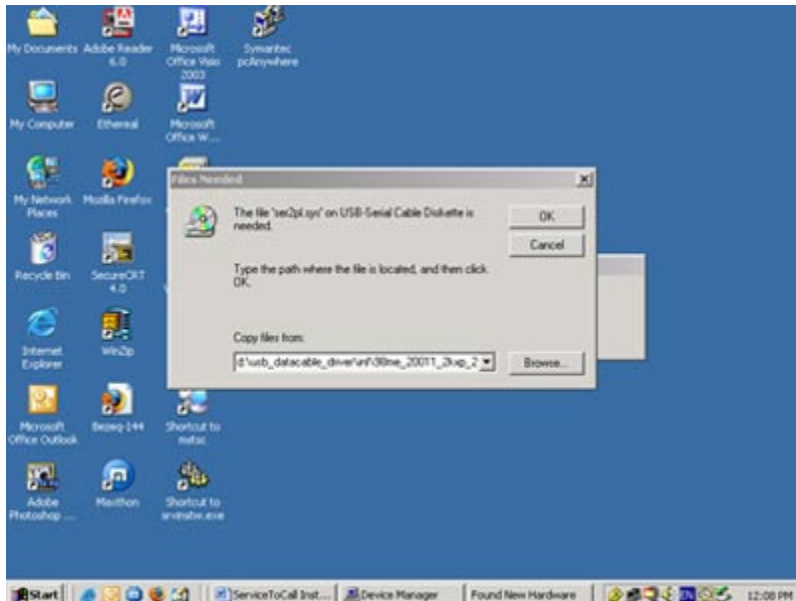
- a. Forward all incoming calls from the mobile phone to another phone number.
- b. Change the mobile profile to meeting mode.
- c. The default language must be English.



3.1. INSTALL USB DRIVER – WINDOWS 2000

- 1) When you insert the USB cable for the first time, and if you are using Windows 2000, you will see the following screen prompt. (If not, you have to install the USB drive using the New Hardware Wizard. Go to **2) New Hardware Wizard for further instructions.**)

Click the **Browse** button and specify the following location **C:\Program Files\CallBackService\Nokia**

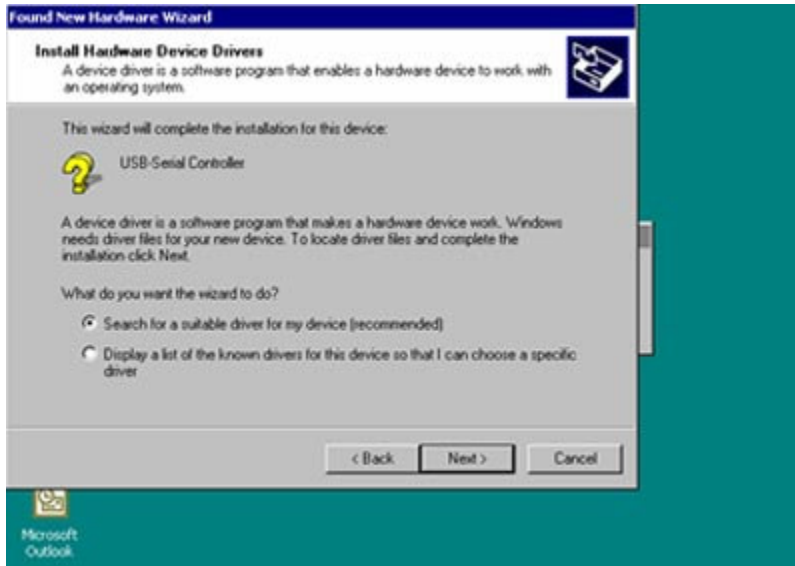


Click **Open** and then click **OK**. This will install the USB DATA LINK driver. Proceed to **Section 3.3. Run the Service Control.**



2) NEW HARDWARE WIZARD

You will see the following screen after inserting the USB cable for the first time. If not, run the new hardware wizard.



Click the **Next** button, and you will proceed to the following screen:



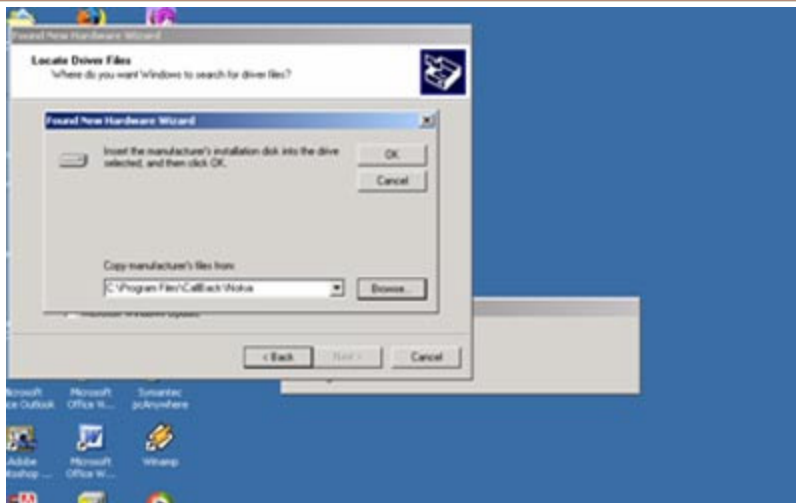
Click the **Next** button and proceed to the next screen.



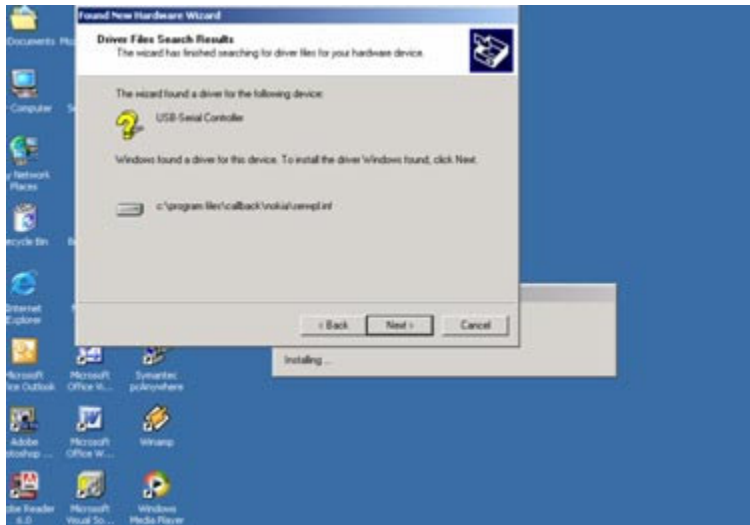
Unmark all the check boxes and check only **Specify a location**, and click the **Next** button.



Click the **Browse** button, specify the following location **C:\Program Files\CallBackService\Nokia**, and press **Open**. You will proceed to the next screen:



Press **OK**, wait for a minute, and then proceed to the next screen.



Click **Next**, and the driver will begin to be installed. Please wait a moment. When the installation is complete, you will see the following screen:



Press **Finish**, and proceed to **Section 3.3. Run the Service Control.**



3.2. INSTALL USB DRIVER – WINDOWS XP

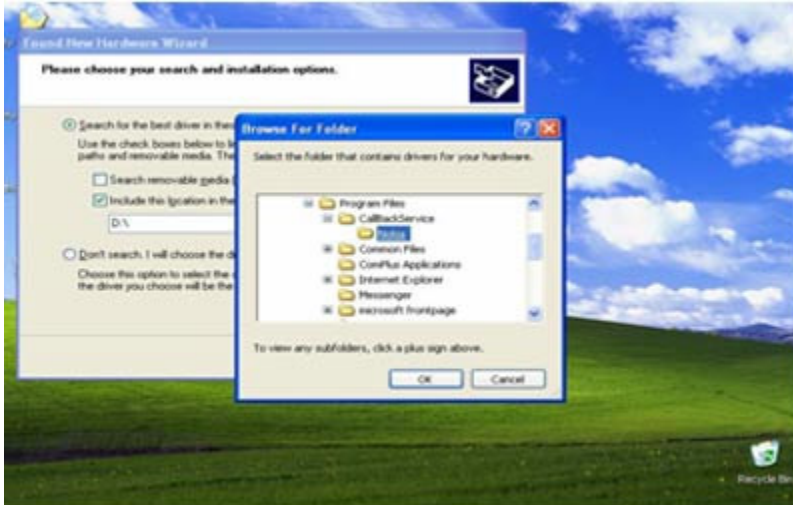
If you are using a Windows XP operating system, you will see the following screen. If not, run the new hardware wizard.



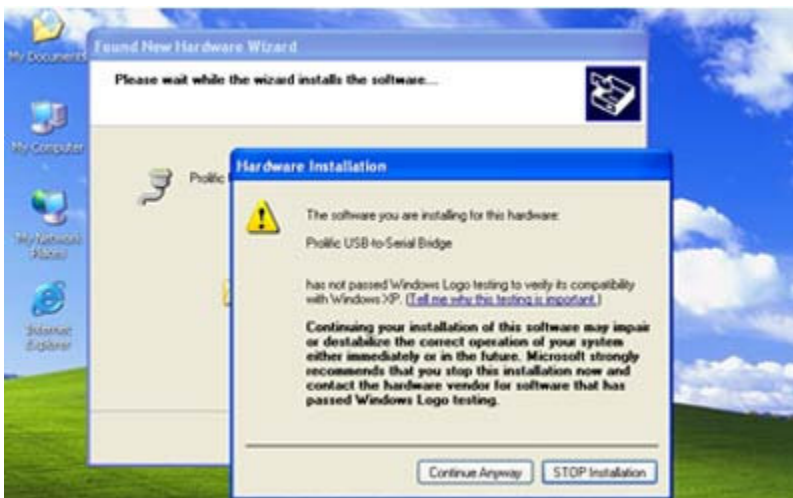
Select **Install from a specific location** and press the **Next** button.



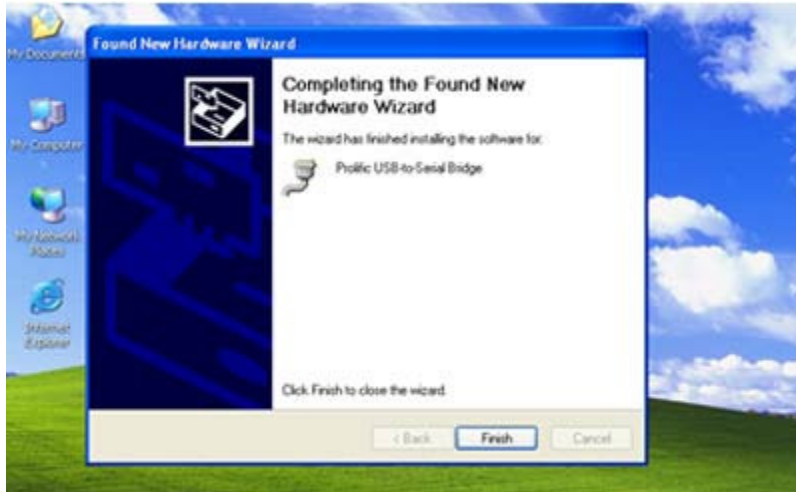
Check **Include this location in the search** and press the **Browse** button.



Specify the following location **C:\Program Files\CallBackService\Nokia**, press **OK** and then **Next**. You will proceed to the next screen.



Click the **Continue Anyway** button to complete installation.

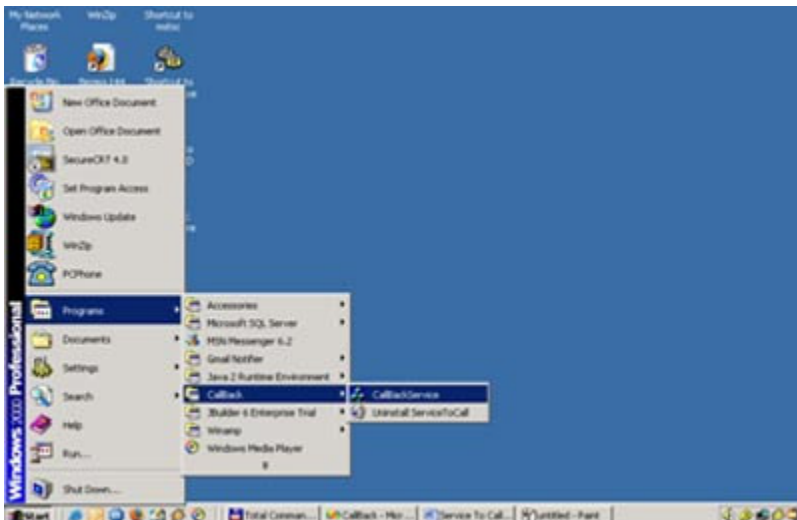


Press **Finish**. Proceed to **Section 3.3. Run the Service Control**.

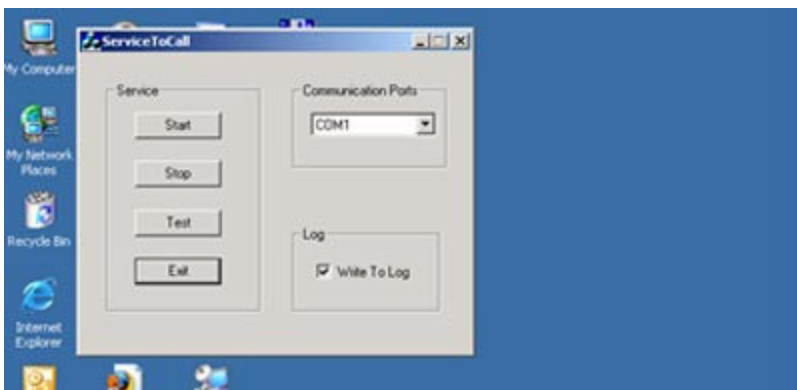


3.3. RUN THE SERVICE CONTROL

To run the service control, go to Start → Programs → CallBack → CallBackService OR go to the **C:\Program Files\CallBackService** folder and run CallBackService.exe.



CallBackService.exe



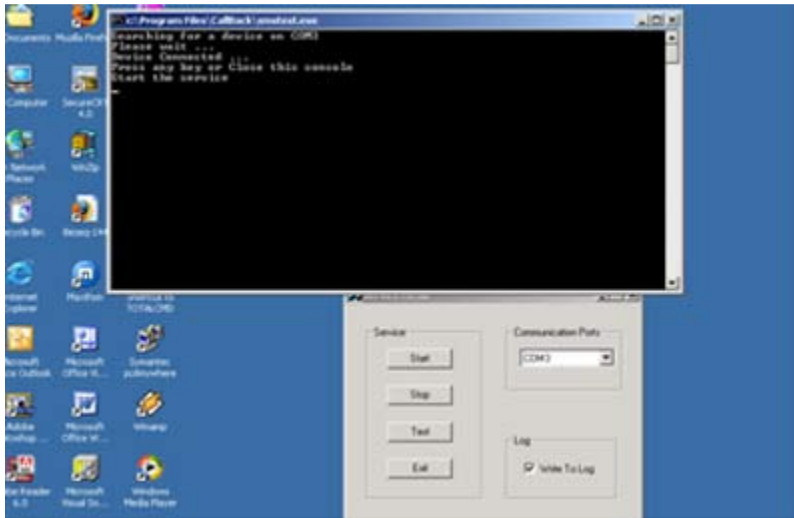
1) Please note that the **Write to Log** box is checked by default - this will write all the information on receiving SMS messages and other useful information into a log file. This demands a certain amount of Hard Disk space. If you want to disable the write to log function, please uncheck the **Write to Log** box. You can find the log files under **\system32\log**

2) To find what USB port your computer selects for your mobile phone, you need to run the test COM Port. In the section **Communication Ports** you will see a scroll down list containing COM Ports available for the USB DATA CABLE.



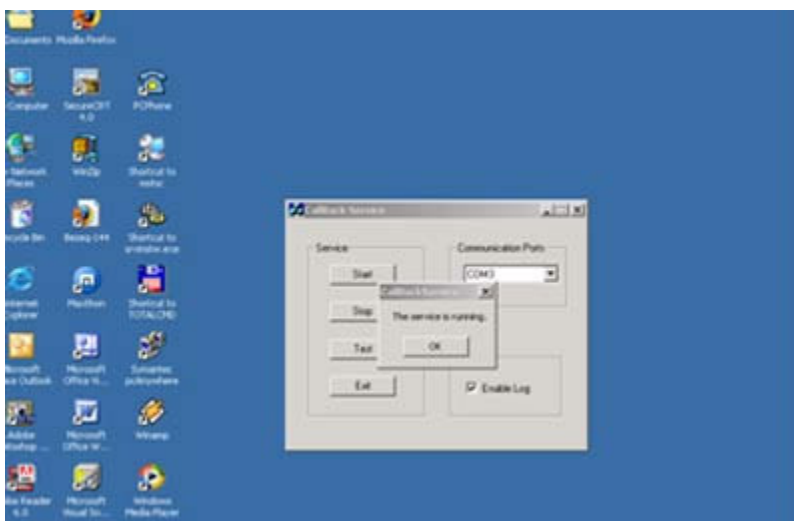
Check each port one by one. (The USB DATA CABLE usually resides on COM Port number 3).

- Please choose COM1 and press the **Test** button. If the result is successful (it will take less then 4-5 seconds) you will see the following screen. If the test is unsuccessful, run a test with the next COM Port.



The installation was successful and the mobile phone is ready to receive SMS messages. Press any key to EXIT.

Press the **Start** button. If you see the following screen, the service is running. Press **OK** and you are now ready to receive SMS messages:





Please check that all the cables are connected and the installation of USB driver has been completed.

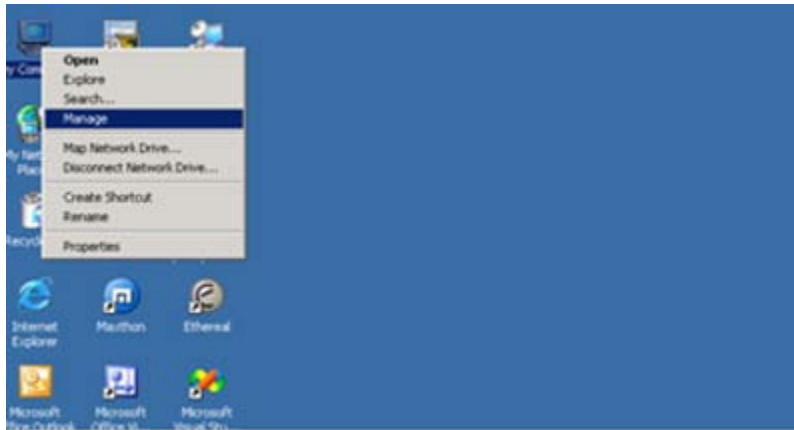
Please notice that when the service starts, all the previous messages in your “Inbox” will be deleted. This is done each time you restart the application



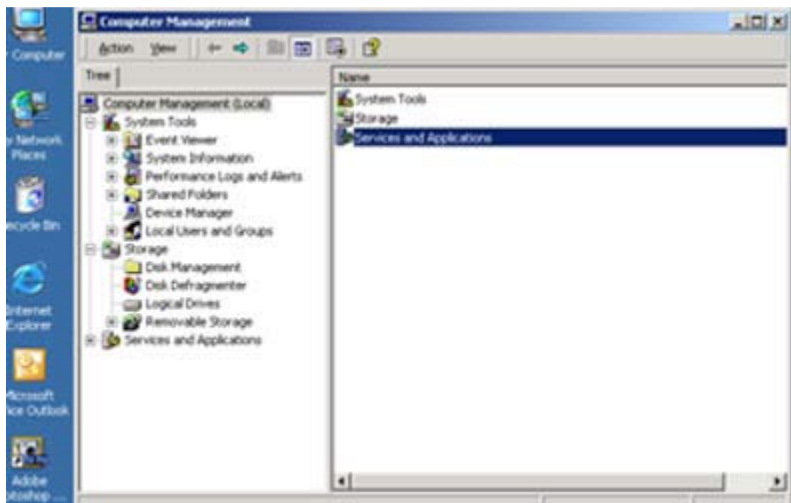
3.4. ADDITIONAL REQUIREMENTS

To enable the service to run automatically, please complete the following steps right after you install CallBackService.exe for the first time.

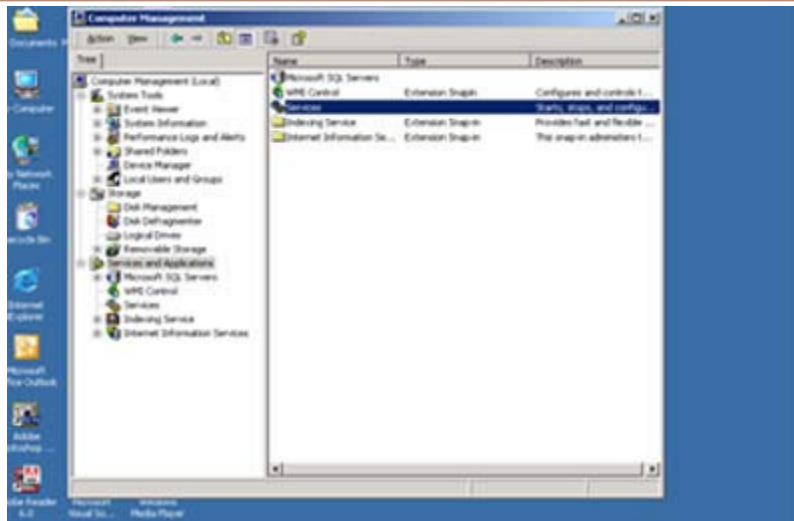
- 1) Right click on the **My computer** icon.



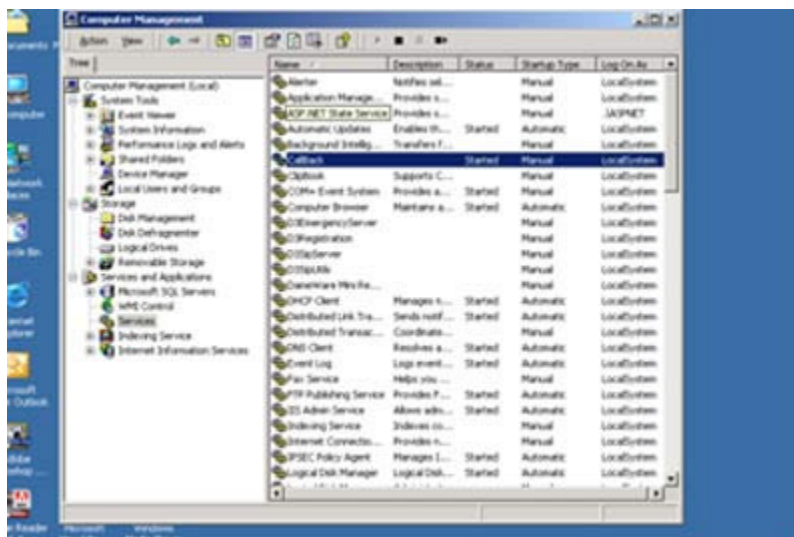
- 2) Choose the **Manage** option.
- 3) Double click on the **Services and Applications** icon.



- 4) Double click on the **Services** icon.

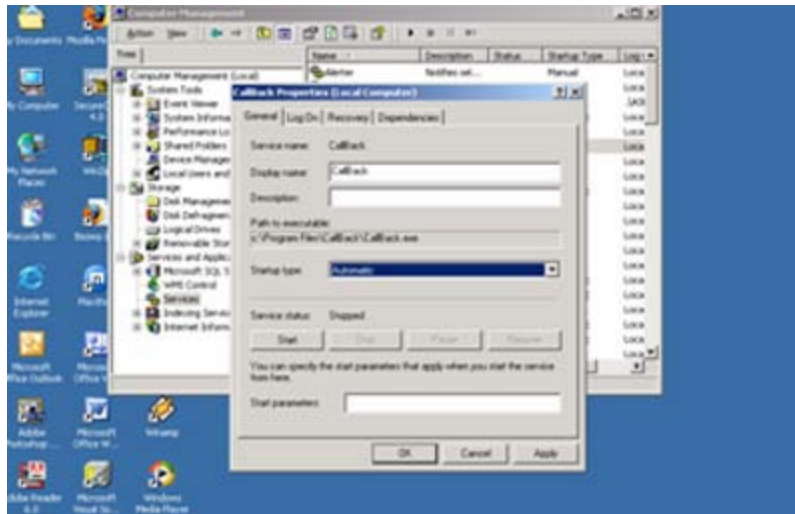


5) Find the **CallBack** icon and highlight it.

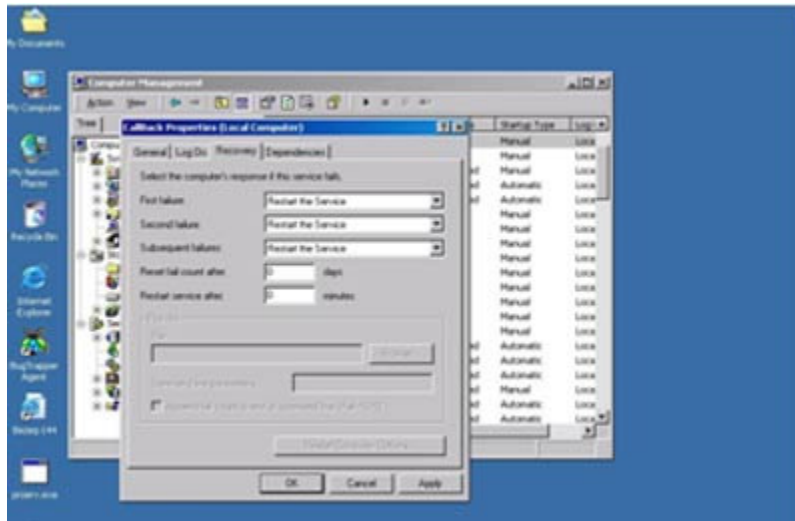


6) Right click on the mouse and choose **Properties**.

7) Under the General Tab change **Startup type** to Automatic.



- 8) Under the Recovery Tab, change all the options from **Take no action** to **Restart the service**. Change the values of **Reset fail count after** and **Reset service after** to 0.



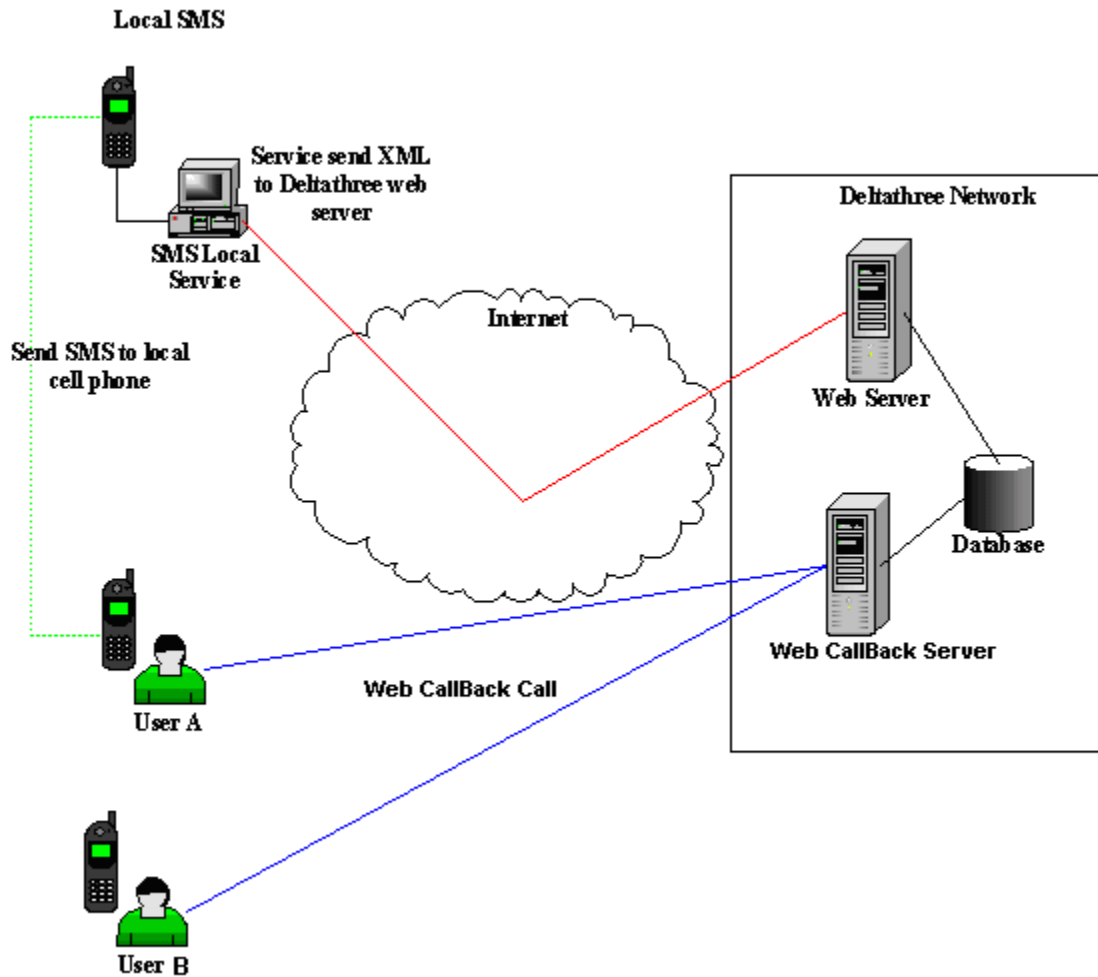
Press the **Ok** button.



Make sure to enter the country code, area code, and the number - even for local telephone numbers.

Only digits and spaces are allowed. If other characters are used in the message, it will not be sent, and the message will not be passed to the call center.

4) SMS CallBack Platform Diagram



The user sends an SMS to the local number. This will trigger an INCRYPTED XML to be sent to the deltathree's server that will pass through our database and will connect the two calls together.