



Changing the way the world communicates

# Tel CallBack Platform Installation Guide

March 2006





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## 1. INTRODUCTION

Build your own Tel CallBack Platform and take advantage of deltathree's Internet telephony value-added services. Your customers will be able to call a local access number from any phone. deltathree will disconnect the call, call them back, ask for a destination number, and connect the call! No computer or Internet is required to make premium quality, low cost international calls.

This document includes:

- System requirements
- Installation Process

## 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
- deltathree Calling Accounts

**Figure 1**





**Figure 2**



**Figure 3**





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### 3. INSTALLATION PROCESS

- 1) Download the file "TelCallBack-Setup.exe" to your computer.

Download location:

<http://download.deltathree.com/download/telcallback/telcallback-setup.exe>

- 2) Double click the application to start installing. After the file is installed, a "Program Files" folder called "TelCallBack" 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 default language set to English.
- 5) We recommend that you change the Nokia 6100 mobile phone setting mobile profile to meeting mode.

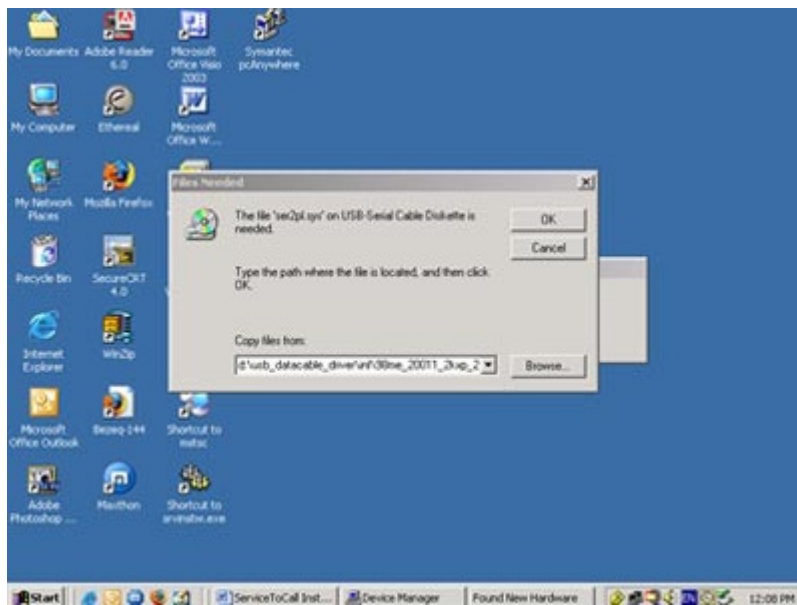




### 3.1. INSTALL USB DRIVER – WINDOWS 2000

- 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\TelCallBack\Nokia**



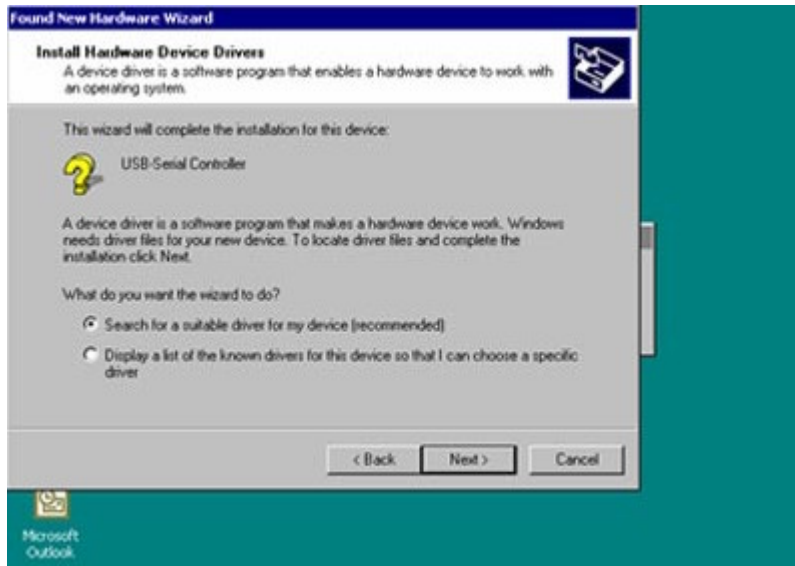
Click **Open** and then click **OK**. This will install the USB DATA LINK driver. Proceed to **Section 3.3. Run the Service Control.**





## 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.



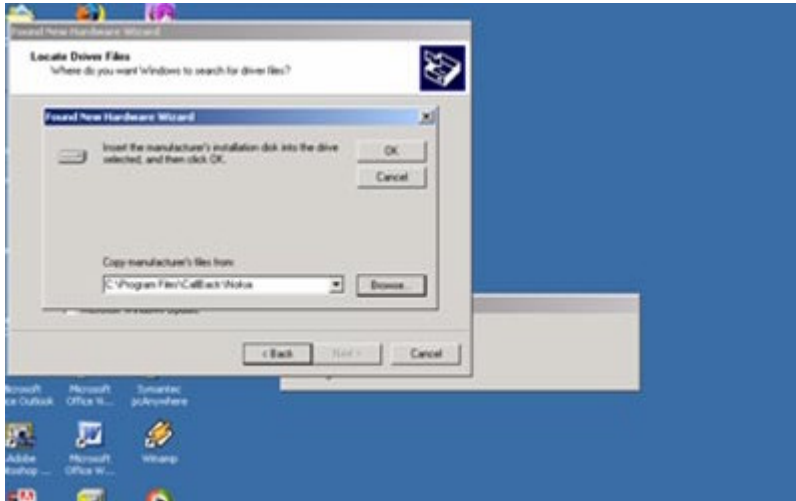


Unmark all the check boxes and check only **Specify a location**, and click the **Next** button.

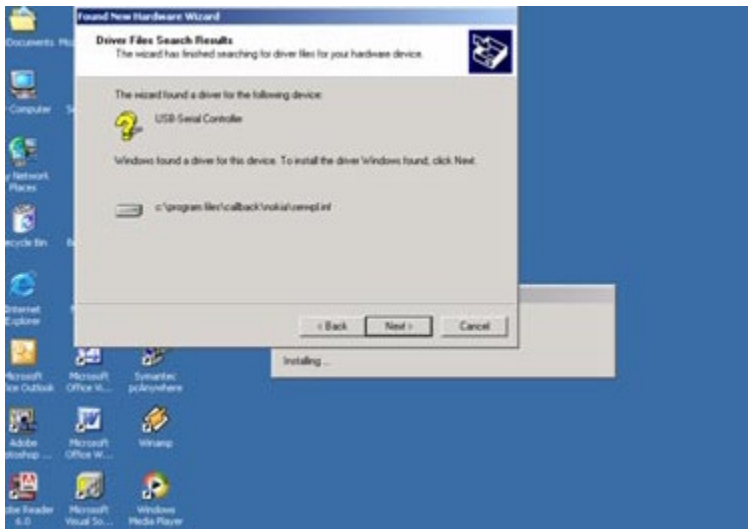


Click the **Browse** button, specify the following location **C:\Program Files\TelCallBack\Nokia**, and press **Open**. You will proceed to the next screen:





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.

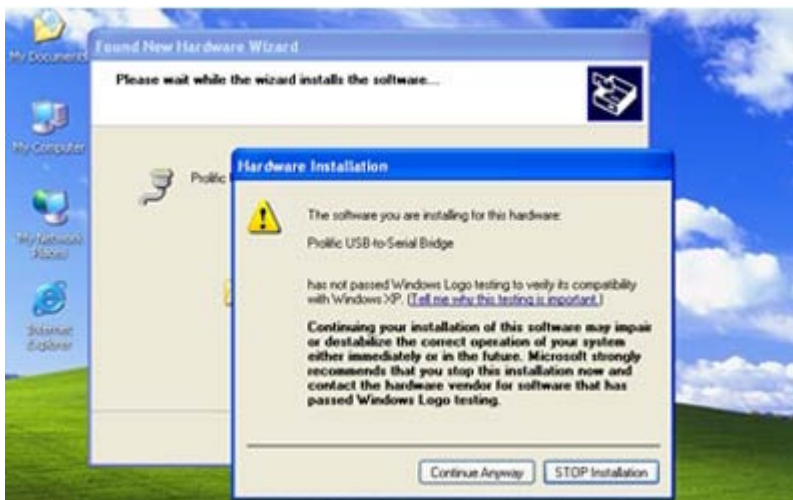


Check **Include this location in the search** and press the **Browse** button.



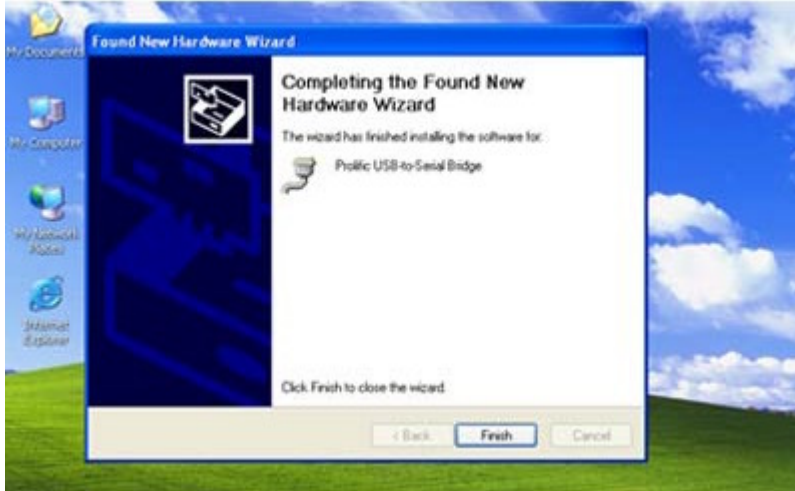


Specify the following location **C:\Program Files\TelCallBack\Nokia**, press **OK** and then **Next**. You will proceed to the next screen.



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





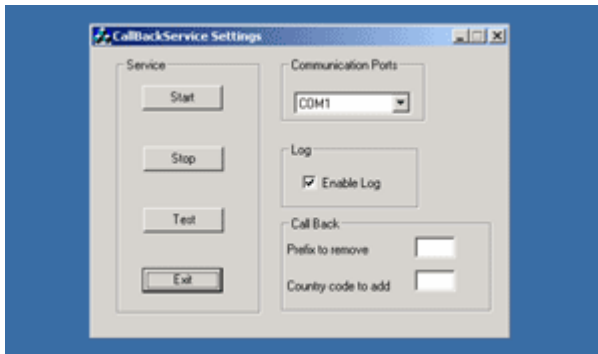
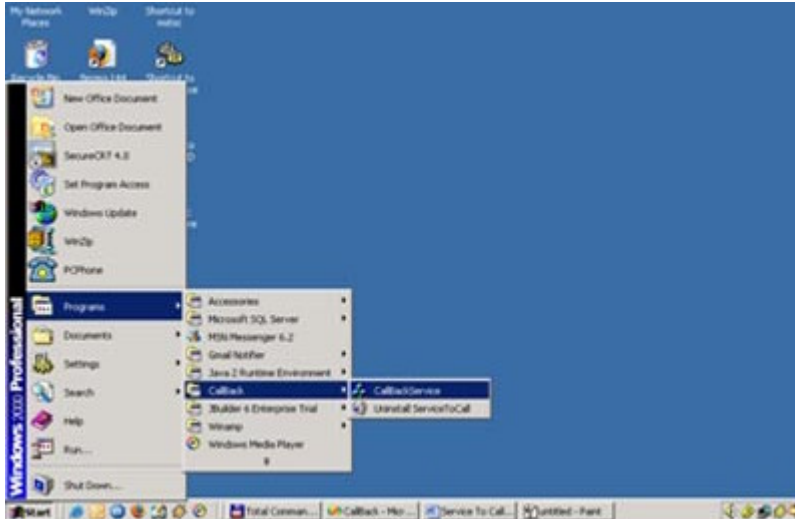
Press **Finish**. Proceed to **Section 3.3. Run the Service Control**.





### 3.3. RUN THE SERVICE CONTROL

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



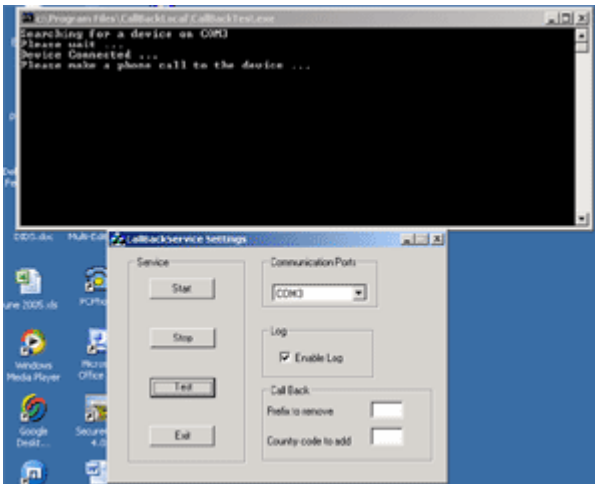
- 1) Please note that the **Enable Log** box is checked by default - this will write all the information on receiving SMS messages and other useful information into a log file. This demands a certain amount of Hard Disk space. If you want to disable the write to log function, please uncheck the **Enable Log** box. You can find the log files under **system32\log**
- 2) In the **Prefix to remove** box, enter the prefix of the phone number to be removed. The Tel CallBack system will receive a call and record the phone number without the country calling code and possibly with an added prefix.





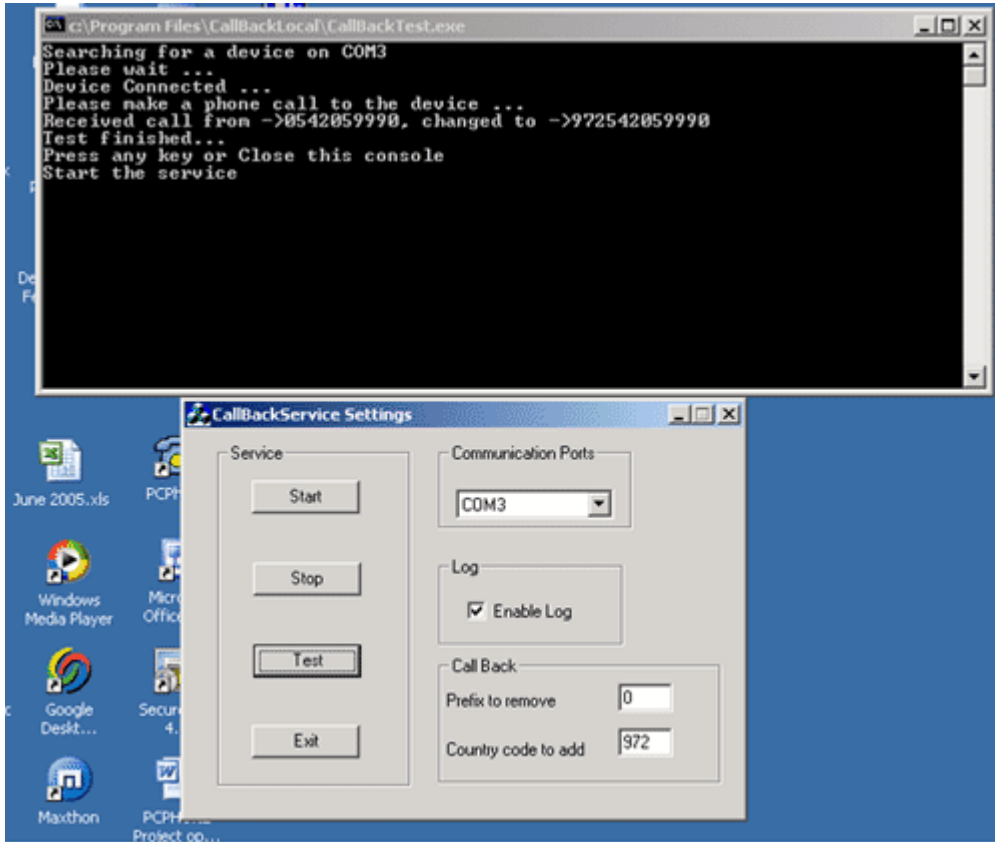
For example, when making a call from 972528975746, the Tel CallBack system may record the number without the 972 country code, in addition to a 0 prefix in front of the number, ie 0528975746.

- 3) In the **Country code to add** box, enter your country calling code. The Tel CallBack system will remove the country code from incoming phone numbers. In order for deltathree to call back the number, the country calling code must be added to the number.
- 4) 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 phone calls. Please make a phone call to your local access number to test the service.





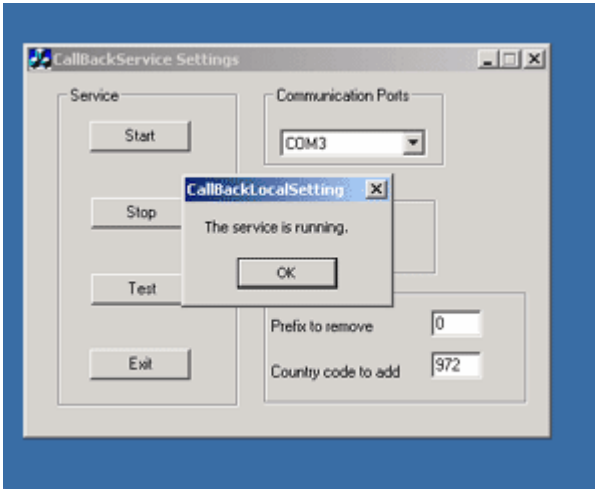
As the above screen shot shows, we made the call from number “0542059990.” The Tel CallBack system removed the country code “972” and added a prefix of “0.” The number was changed to “972542059990.”

If you leave **CallBack country code settings** unchanged, the country code will not be added to the caller’s phone number, and this can cause an error in TelCallBack system because the number **MUST** have a country code.

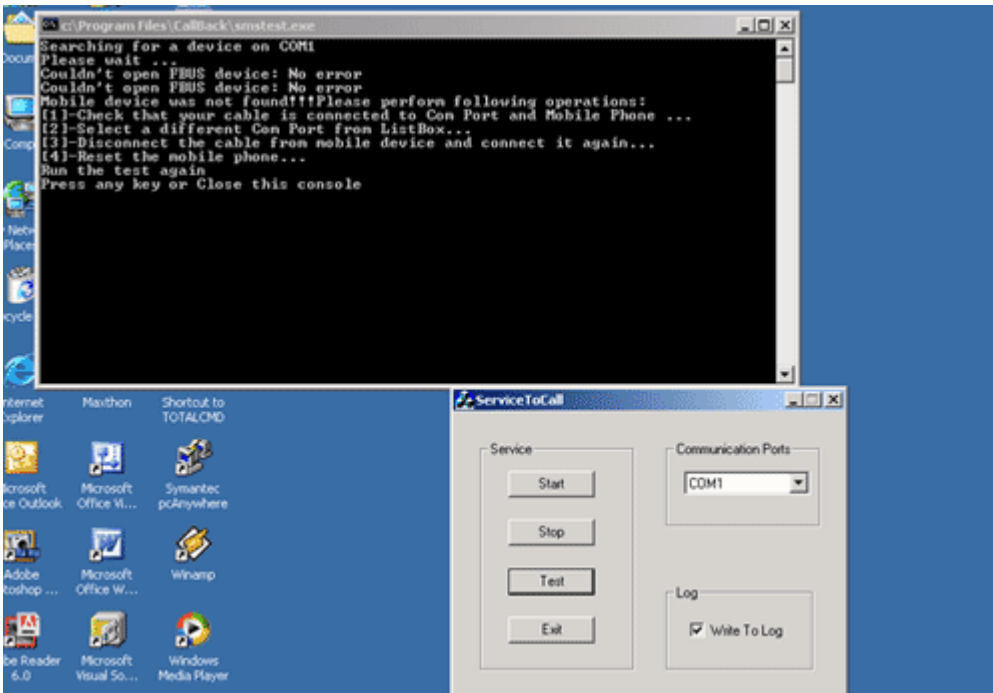
Please Close the test console and start the service by clicking the **Start** button.

Press **OK** and are now ready to receive phone calls.





If you get the following picture after pressing **Test** button, please check that all the cables are connected and installation of USB driver has been completed.

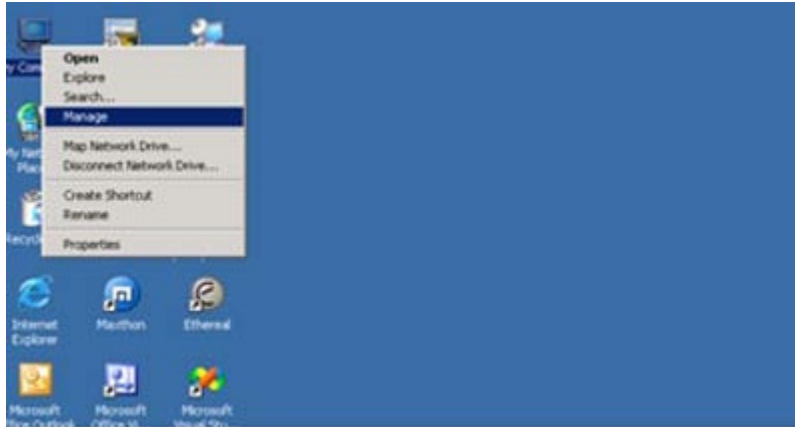




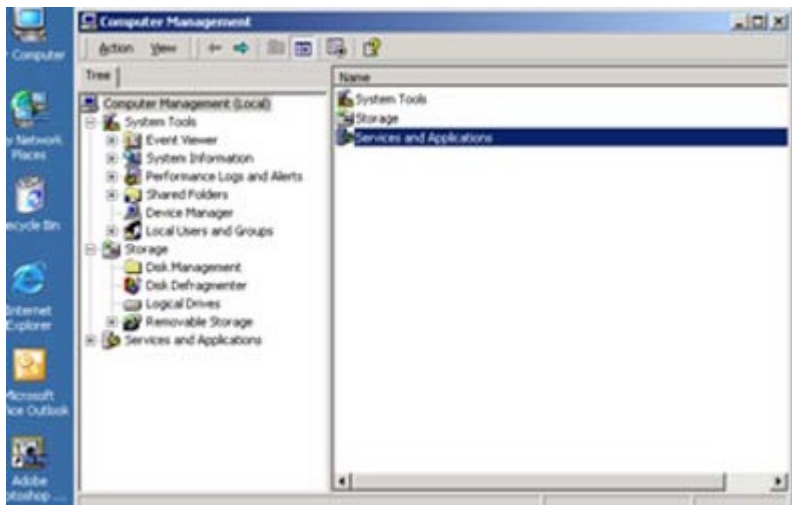
### 3.4. ADDITIONAL REQUIREMENTS

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

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

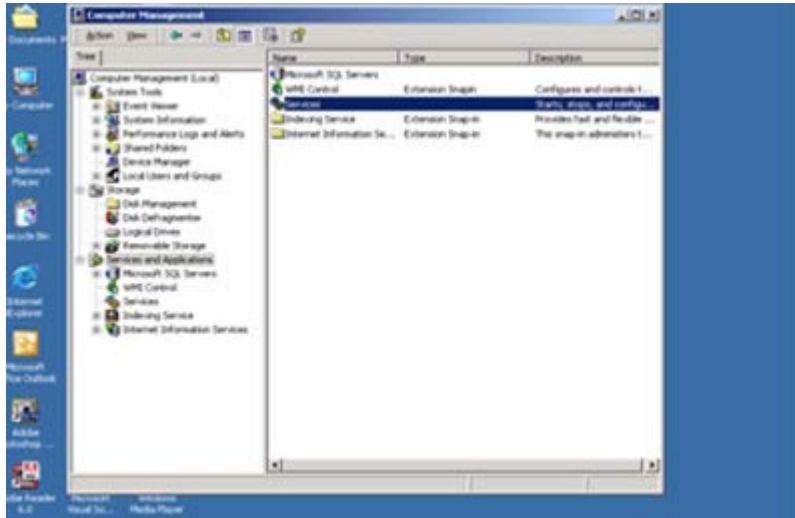


- 2) Choose the **Manage** option.
- 3) Double click on the **Services and Applications** icon.

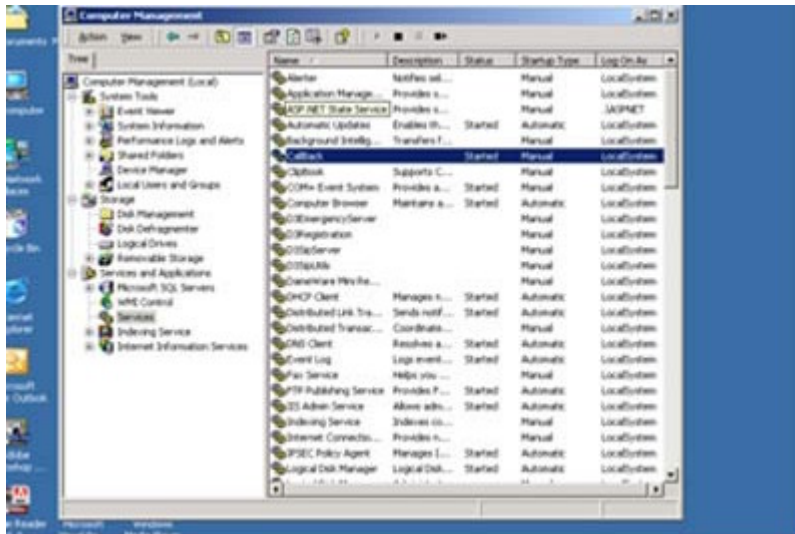


- 4) Double click on the **Services** icon.





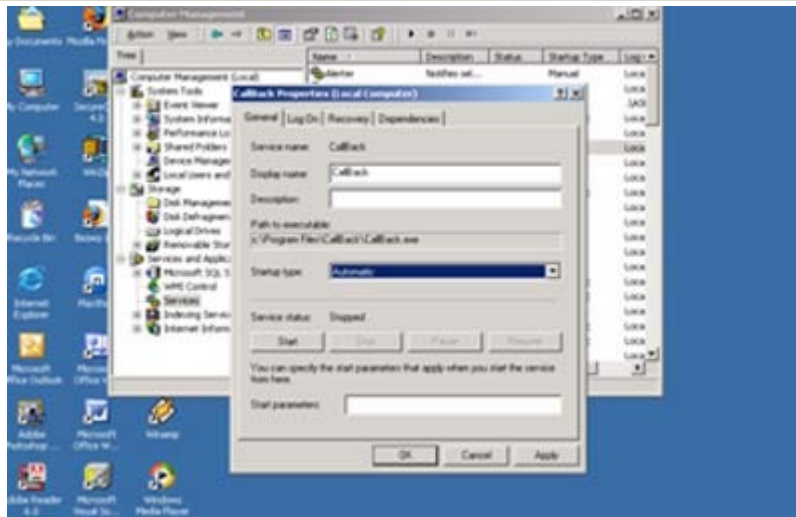
5) Find the **CallBackLocal** icon and highlight it.



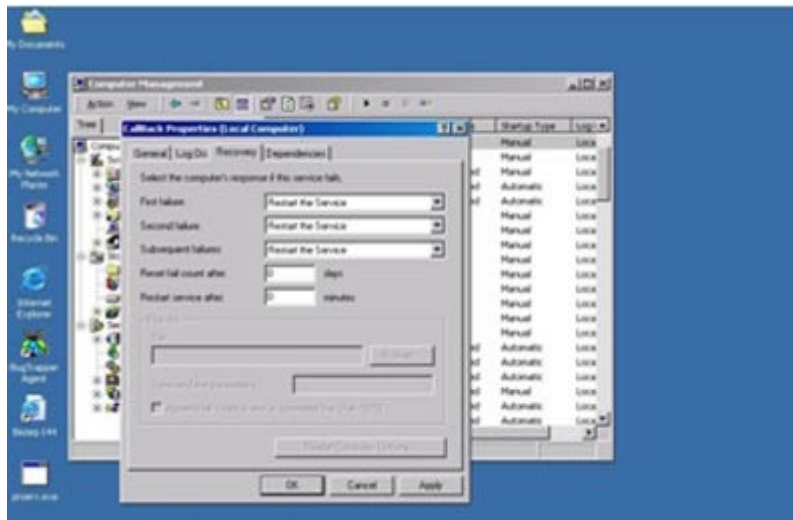
6) Right click on the mouse and choose **Properties**.

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**. Press the **OK** button. The 'reset fail count after' and 'restart service after' should both be set to 0.'





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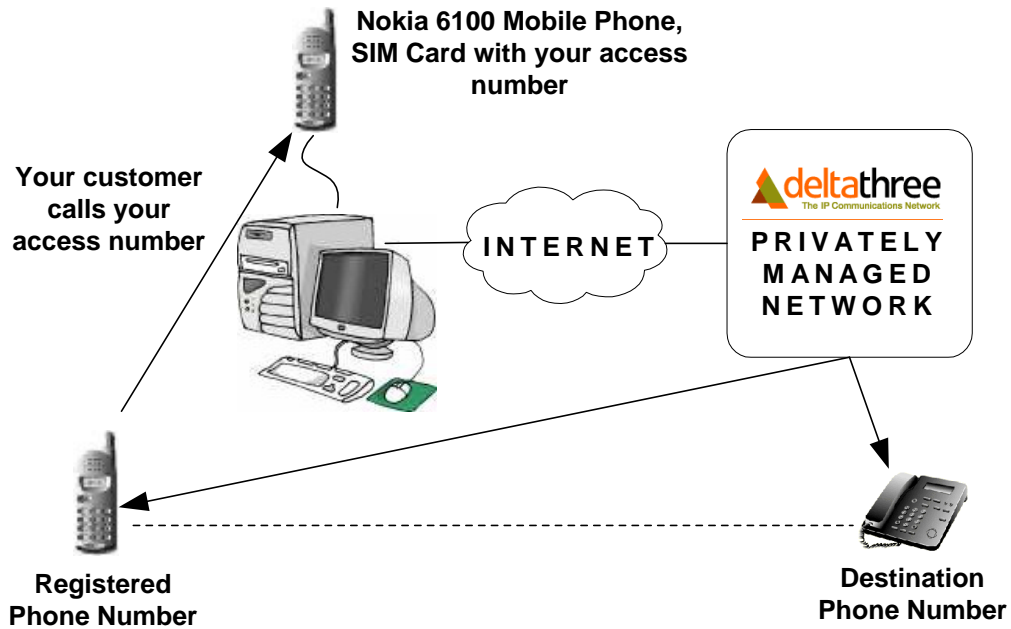
## 4. USING YOUR TEL CALLBACK PLATFORM

- 1) Please make sure that all the cables to your local access mobile phone are connected and the USB driver has been installed.
- 2) **Telephone Number Registration.** Your customers must register the telephone number of the phone that they will use to make CallBack calls.
  - a. Go to [www.icallhere.com](http://www.icallhere.com) and log onto the End-user Interactive Center with a deltathree User ID and password.
  - b. Click on Register my Tel CallBack number and complete the instructions to register the phone number with deltathree.
- 3) Your customers dial your local access number from the registered phone number and then deltathree disconnects the call. Please note that your customers must hear a ringing sound followed by disconnect tones. If your customers hear a busy signal before the ringing sound or no ringing sound at all, the call will not complete, and your customers will have to dial the access number again.
- 4) deltathree will call back the registered phone number and prompt the user to enter in a destination phone number. deltathree will connect the call!

Make sure your customers enter the country code, area code, and the number - even for local telephone numbers. Please note that the cost of the Tel CallBack call is the price per minute to the registered number plus the price per minute to the destination number.

- 5) Tel CallBack Platform Diagram





Your customer makes a phone call to the local access number. This will trigger an INCRYPTED XML to be sent to the deltathree's server that will pass through our database and will call back your customer and ask for a destination number.

