



CHATCHAT Blackberry App

Corporate Admin/User
User Guide

 **BlackBerry**



The newly developed Blackberry app for all our users proudly brought to you by Shinetown Telecom (S) Pte Ltd.

 **BlackBerry**


shinetown**telecom**



CHATCHAT



To begin, download the ChatChat App and launch it which will bring you to the login screen.



CHATCHAT

Log In:

Account Type

Business

Login ID:

Enter your ID

Password:

Enter your password

Remember Me

Log In

Click on account type and select your relevant account.

- **Business:** Corporate users, please select this option as your account type
- **Customer:** Consumers, select this option as your account type
- **Prepaid:** Calling card users, please select this account type



- For Business and Consumer accounts, please use your account no. as the login id.
- For Prepaid users, please login using your registered mobile number.

CHATCHAT

Log In:

Account Type

Business

Login ID:

82XXXXA

Password:

.....

Remember Me

Log In

Enter your password

Check "Remember Me" for easy future logins.

Click "Log In"



Initial Setup.....



For first time users, you will be prompted to set up your account.

**Please note that this app is not meant to be used for emergencies.*

CHATCHAT

Call SMS IRS Settings

Account Information

Country Code: 65

Mobil

Chang

PIN:

Call Method: IDD1526

Important:
This app is not meant to be used for emergency calls.

Agree

Click "Agree" to proceed



You will be prompted to enter your mobile number.

CHATCHAT

Call SMS IRS Settings

Account Information

Country Code: 65

Mobile

Change

PIN: Enter PIN

Call Method: IDD1526

Please enter your mobile number.

Ok

**This is required in order to identify your account and the registered mobile number in order to proceed.*



CHATCHAT

Call SMS IRS Settings

Account Information

Country Code: 65

Mobile No:

Change Password: Change

PIN: Enter PIN

Call Method: IDD1526

Click on the "Mobile No." field

Enter your registered mobile number.



Click on the “Country Code” field and select your originating country.

- 1) 65 (Singapore - Default)
- 2) 60 (Malaysia)

CHATCHAT

Call SMS IRS Settings

Account Information

Country Code:

Mobile No:

Change Password:

PIN:

Call Method:



Click on “Call method” and select your preferred calling method

- 1) 1526 – For direct calling to any oversea numbers. (Mobile airtime charges applies)
- 2) Callback – Good for users with free incoming calls on your mobile plan, so you only need to pay for the IDD charges.
- 3) Intl Callback – For use while you are overseas and the callback will be connected to your assigned overseas number.

CHATCHAT

Call SMS IRS Settings

Country Code: 65

Mobile No:

Change Password: Change

PIN: Enter PIN

Call Method: **IDD1526**

Update Profile

*Note: Each call mode will be further elaborated later.



CHATCHAT

Call SMS IRS Settings

Country Code: 65

Mobile No:

Change Password: Change

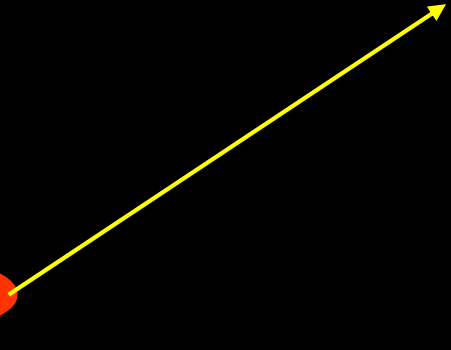
PIN: Enter PIN

Call Method: IDD1526

Update Profile

To save your setup, click on “update profile”.

Please update after making any changes to avoid losing them.





CHATCHAT

Call SMS IRS Settings

Country Code: 65

Mobile No:

Ch

PII

Call Method: IDD1526

Update Profile





Your profile has been updated.

Ok

You will receive a confirmation, just click "OK" to proceed.



CHATCHAT

 Call  SMS  IRS  Settings

Country Code:

Mobile No:

Change Password:

PIN:

Call Method:

Ready to call???

Click on the call icon from the menu above to start!



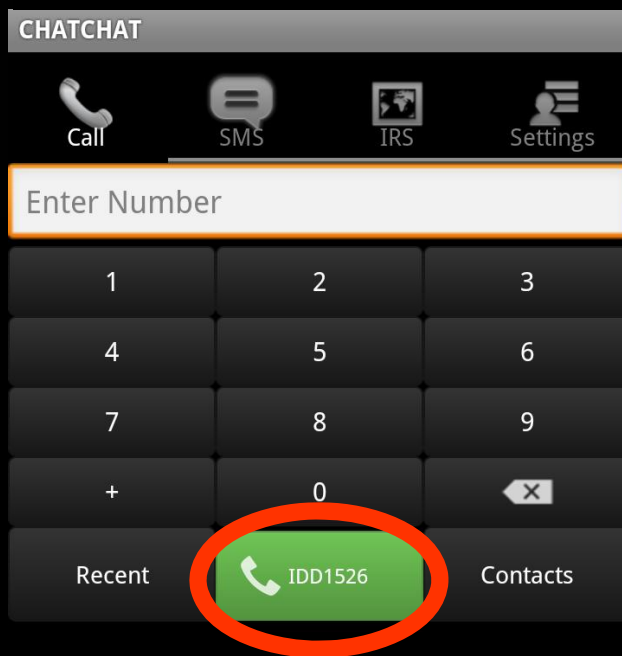
Types of Call
method



Did you know?????

There is a shortcut method to change your calling mode besides from the profile setup. Simply press and hold the call button and you will be prompted to select from 3 options.

Users can use this shortcut to change the calling mode before each call instead of updating through the profile setup page.





Did you know?????

3 options of calling:

1) Callback

2) 1526

3) International Callback*

*You can only use this method when overseas and with the overseas number set in the profile setup.

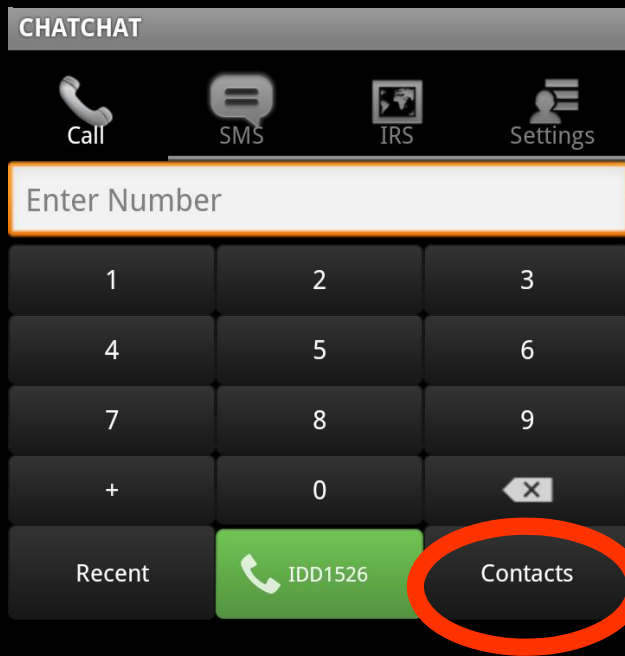




Using “1526” Calling
Mode (Contact
List).....



“For making calls from contact list using 1526 Mode”



Click on the “Contact” icon.
Select the contact and the number to call.

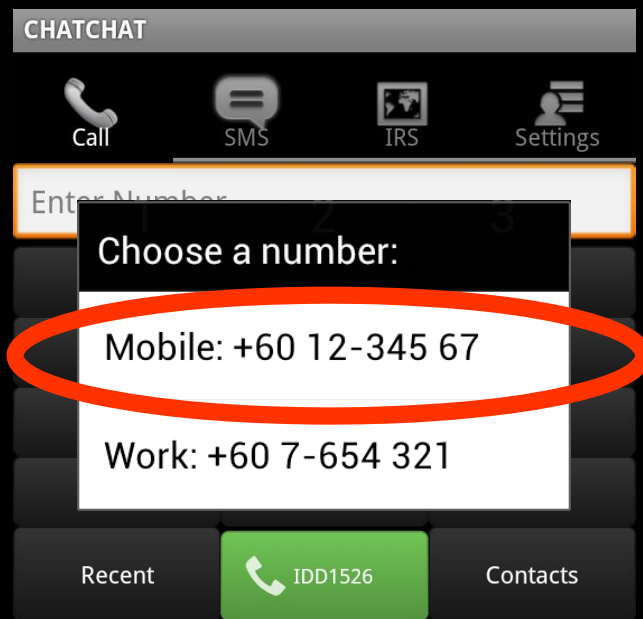


“For making calls from contact list using 1526 Mode”

Select the number to call.

*Note: Please ensure that the overseas numbers contains the “+” prefix.

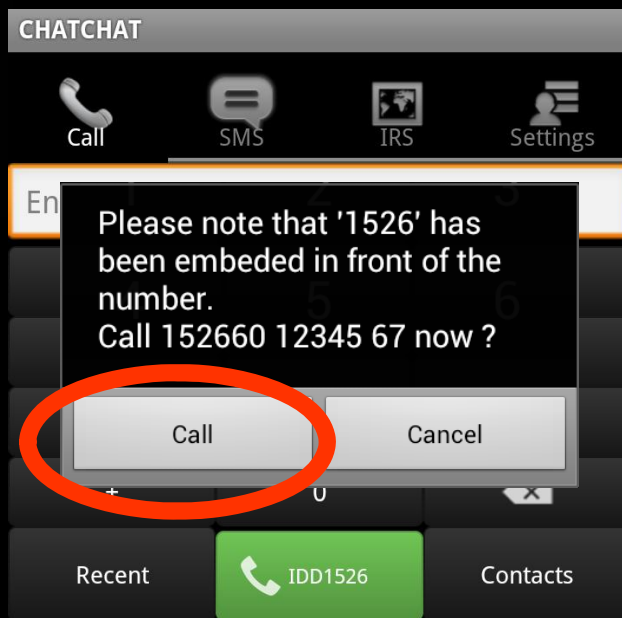
If you already pre-saved with “1526”, just remain unchange.





“For making calls from contact list using 1526 Mode”

You will be prompted and simply click “Call” to make your calls.

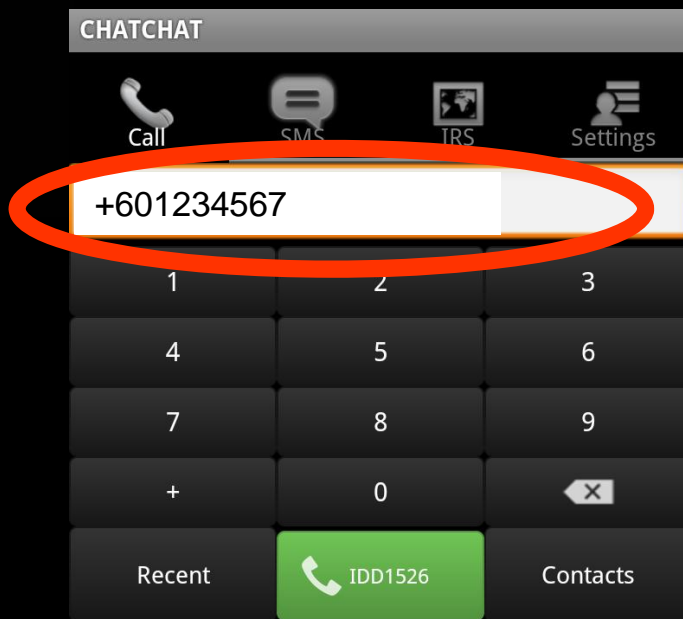




Using “1526” Calling
Mode (Manual
Entry).....



“Manual entry of contact numbers using 1526 Mode”



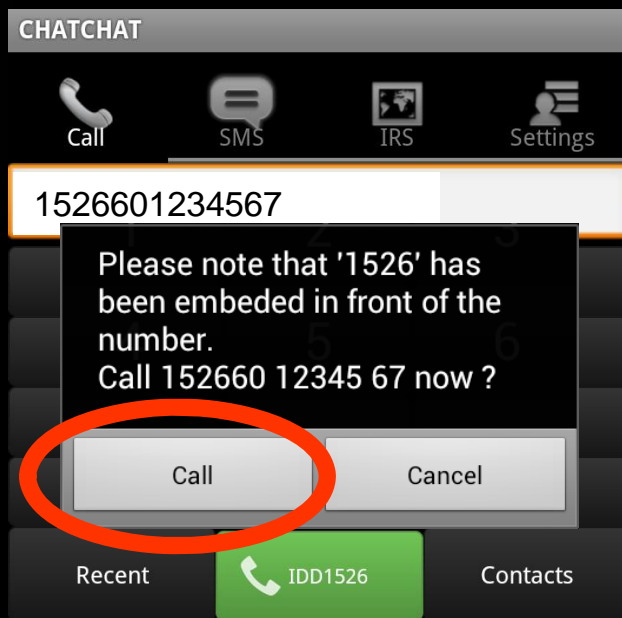
*Note: Please remember to add in the “+” prefix.

For numbers without the “+” prefix, Singapore code (65) will be added by default.



“Manual entry of contact numbers using 1526 Mode”

You will be prompted and simply click “Call” to make your calls.



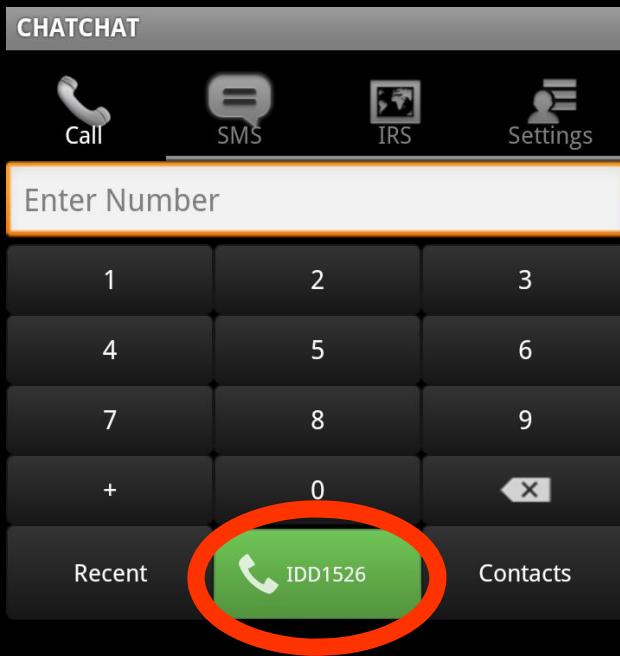


Using “CallBack”
Mode.....



“Callback Mode”

Click and hold the call button to change the calling mode.





“Callback Mode”

You will be prompted with 3 selections, select the Callback button for callback mode.



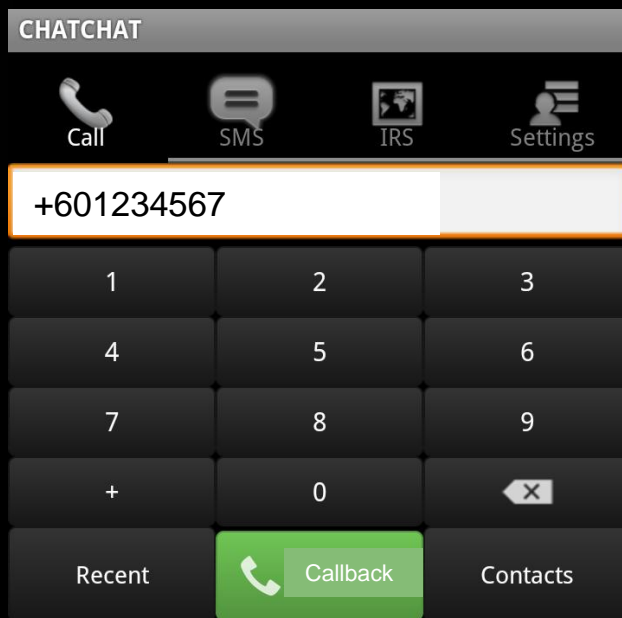


“Callback Mode”

Either select the number from contact list or just enter the numbers.

Hit the Callback button

**Note: You will realize after changing the calling mode, the button will indicate which mode you are in.*

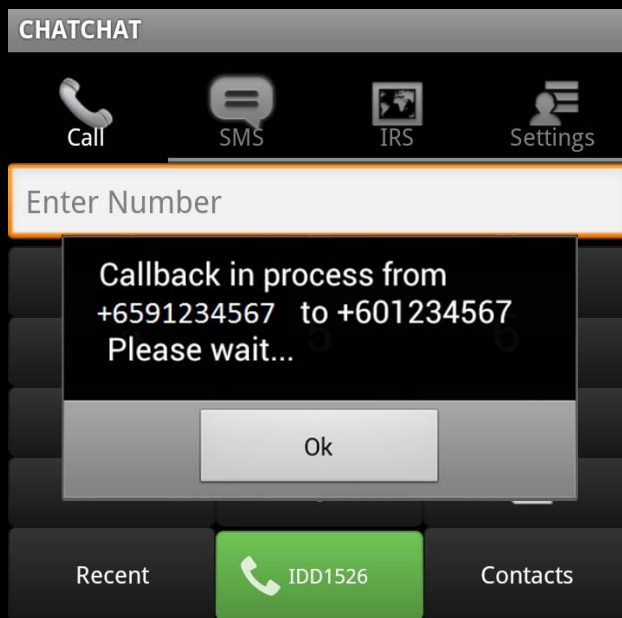




“Callback Mode”

A notification prompt will be displayed. Just tap “Ok”

voila!!! Your phone will ring after a few seconds...go on, answer the call and don't keep your love ones waiting.....





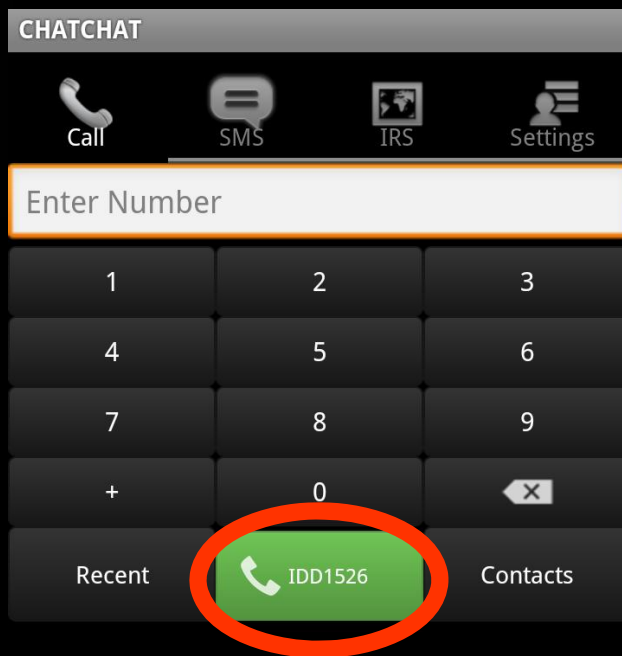
Using “International CallBack” Mode.....

*Note: Only to be use while overseas. Data
or wifi is needed for this app to work.



“International Callback Mode”

Click and hold the call button to change the calling mode.





“International Callback Mode”

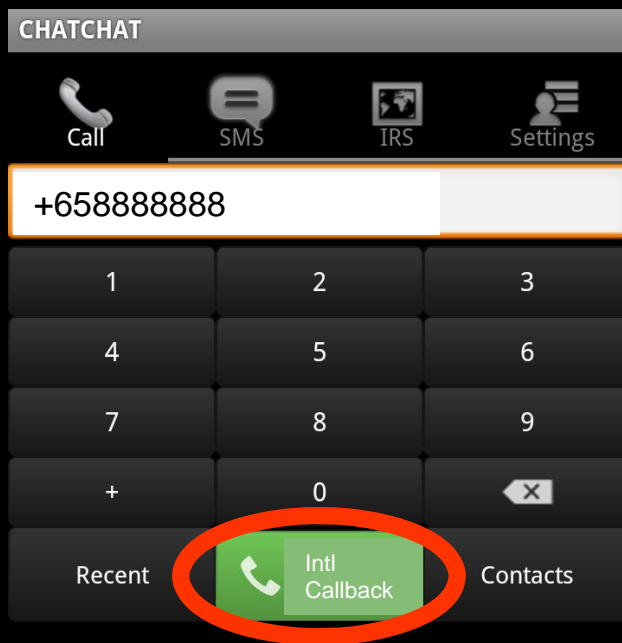
You will be prompted with 3 selections, select the International Callback button for this mode.





“International Callback Mode”

Key in the number or select from your contact list and hit the “Intl Callback” button.





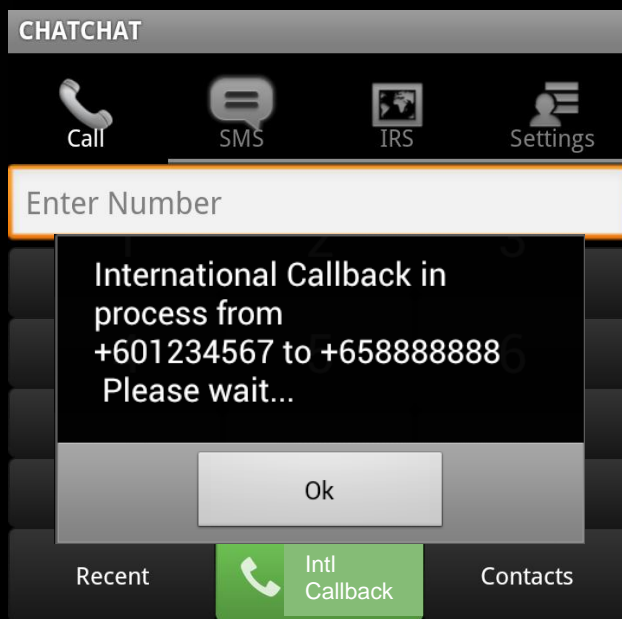
“International Callback Mode”

A notification prompt will be displayed. Just tap “Ok”

Your Overseas number will ring in a few seconds. Just pick up the call and the call will be connected.

**Things to Note:*

There will be an error prompt if the overseas number is not set up. To set up overseas number, refer to the chapter on International Roaming. By default, if you are currently using the International Roaming Service, the overseas number would have already been set up as part of the procedure requirement.

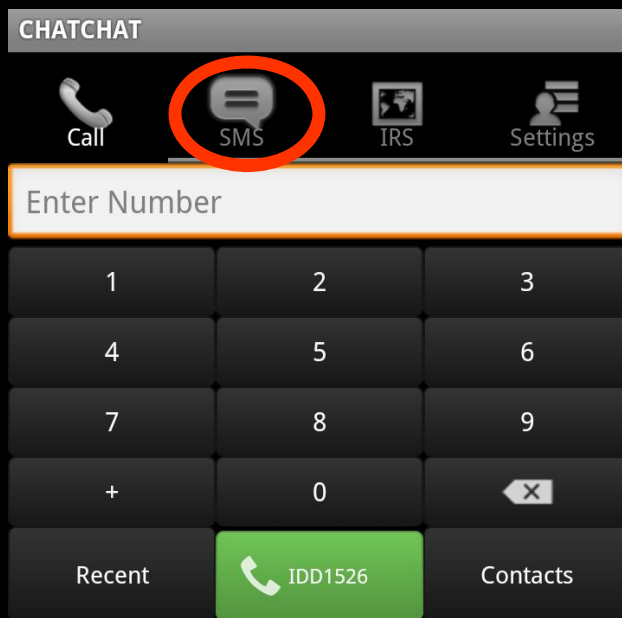




Using SMS.....



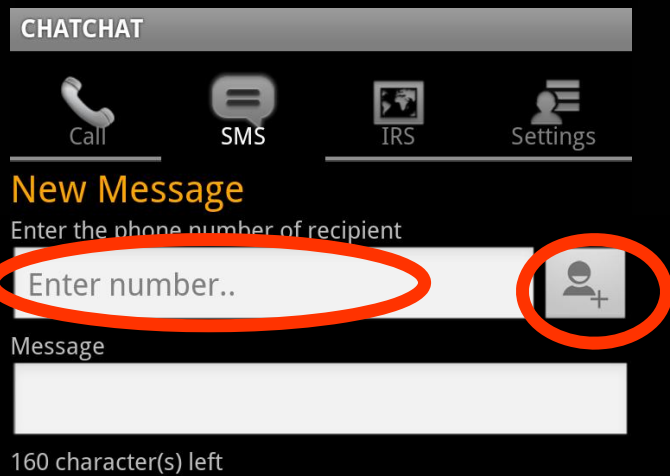
“SMS Service”



Click on the “SMS” icon



“SMS Service”



You can either key in the number manually or simply selects from your contact list.



“SMS Service”

CHATCHAT

Call SMS IRS Settings

New Message

Enter the phone number of recipient

+601234567

Message

Hi, how are you?

144 character(s) left

Enter your message content and click the “Send” button to send out your smses.



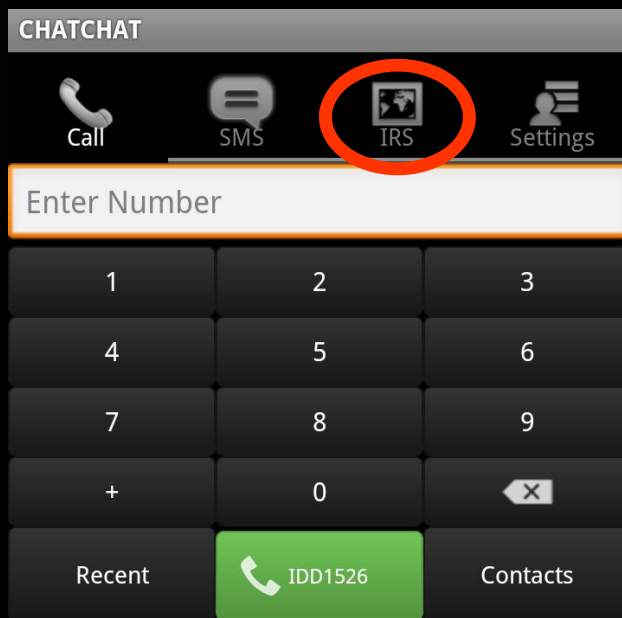
“International
Roaming Services”



“International Roaming Services”

Admin Login

Select “IRS” from the top menu.





“International Roaming Services”

Admin Login

Select Virtual Number field.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number

Overseas Number:

Update IRS

Call Divert:

Divert Undivert

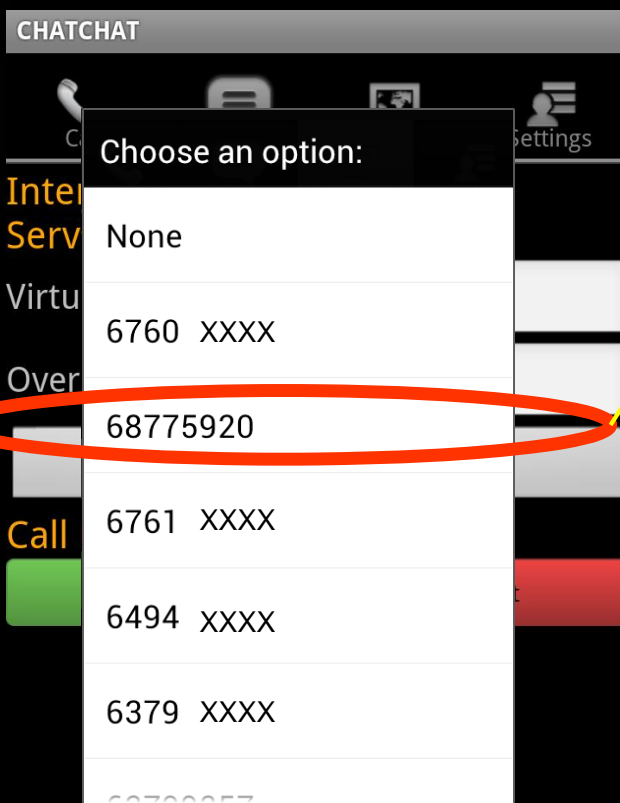


“International Roaming Services”

Admin Login

Select your own Virtual Number or the Virtual Number which you would like to update.

*Note: There can be multiple virtual numbers especially for corporate users, just select the one that is assigned to you in order to update your personal Virtual Number, or as an admin, you can select the respective Virtual Number which you are required to update on behalf of your colleagues.





“International Roaming Services”

Admin Login

Click on “Overseas Number” field and enter your overseas number.

Click “Update IRS” once done.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number 68775920

Overseas Number: 601234567

Update IRS

Call Divert:

Divert Undivert

**Things to note:*

The overseas number will remain the same as per your last update. If you have a new overseas number, just enter accordingly.



“International Roaming Services”

Admin Login

You will receive a prompt if the overseas number you entered does not exist in our system.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number 68775920

Over 234567

Do want to change your overseas number?

Change Cancel

Divert Undivert

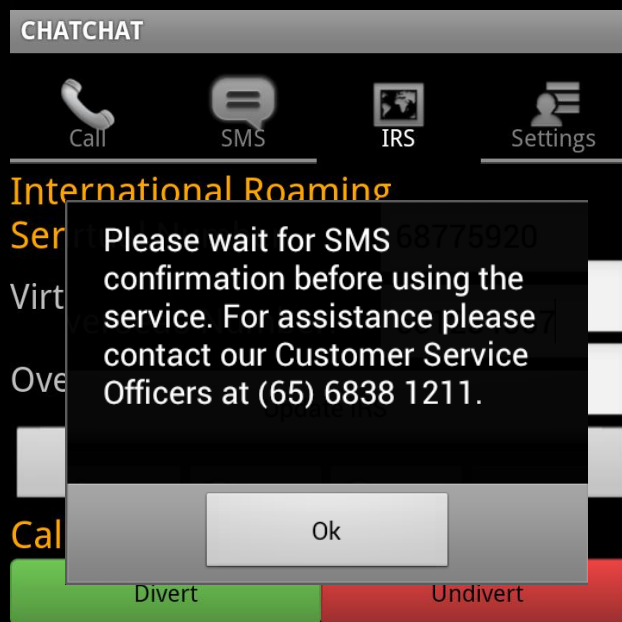
Just select “Change” to proceed with the update.



“International Roaming Services”

Admin Login

Once the changes have been received and processed by our system, you will receive a confirmation SMS.





“International Roaming Services”

Admin User Login

**Things to note:*

Admin should not click on call divert after setting up of the Virtual Number mapping to oversea number if the update is done for other users, as doing so will cause your personal mobile incoming calls to be diverted to Shinetown system instead of the actual users.

Unless is for your own personal Virtual Number, you can click divert to divert your own mobile phone incoming calls to our system.

****This call divert needs to be performed before leaving the country. Eg. Before boarding a plane.*

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

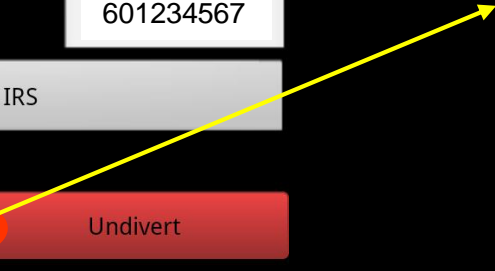
Virtual Number 68775920

Overseas Number: 601234567

Update IRS

Call Divert:

Divert Undivert

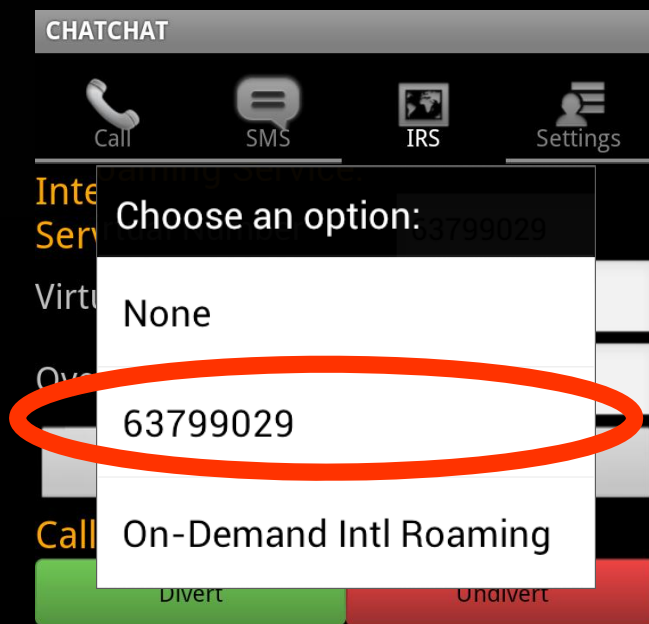




“International Roaming Services”

Corporate User Login

*Note: For corporate users with assigned Virtual Number, you will only see your own Virtual Number after login with your assigned password.





“International Roaming Services”

Corporate User Login

Click on “Overseas Number” in order to update your virtual number settings.

Click “Update IRS” once done.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number 63799029

Overseas Number: 601234567

Update IRS

Call Divert:

Divert Undivert

**Things to note:*

The overseas number will remain the same as per your last update. If you have a new overseas number, just enter accordingly



“International Roaming Services”

Corporate User Login

You will receive a prompt if the overseas number you entered does not exist in our system.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number

Overseas Number

Do you want to change your overseas number? 234567

Change Cancel

Divert Undivert

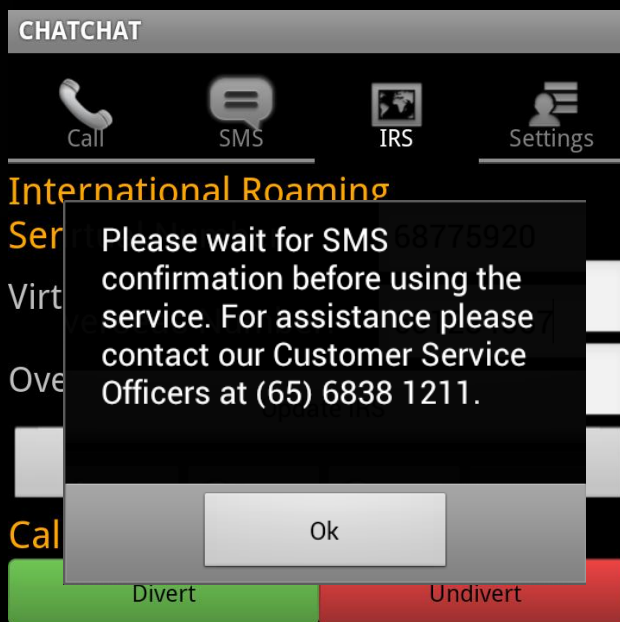
Just select “Change” to proceed with the update.



“International Roaming Services”

Corporate User Login

Once the changes have been received and processed by our system, you will receive a confirmation SMS.





“International Roaming Services”

Corporate User Login

Once done, the next step is to click on the “Divert” button to divert all your mobile incoming calls to the Virtual Number.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number: 63799029

Overseas Number: 601234567

Update IRS

Call Divert:

Divert Undivert

*Things to note:

This call divert needs to be performed before leaving the country. Eg. Before boarding a plane.



“International Roaming Services”

Corporate User Login

You will be prompted for a successful call divert.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virt

Over

Call forwarding unconditionally
Registration was successful.

OK

Call Divert.

Divert Undivert



“Deactivating of Call divert”

Ensure that the Virtual Number is selected.

Press the “Undivert” button to cancel call divert.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number 63799029

Overseas Number: 601234567

Update IRS

Call Divert:

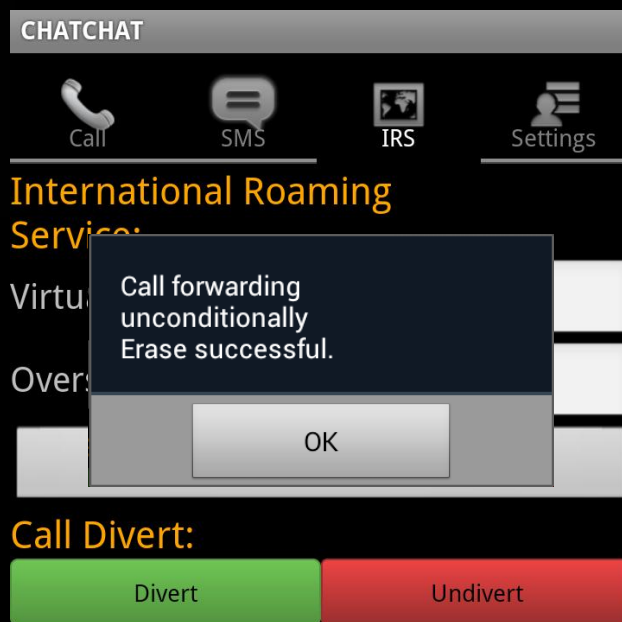
Divert Undivert

*Note: Please remember to cancel the call divert when you are back in Singapore in order for you to continue to receive calls on your SG mobile.



“Deactivating of Call divert”

A confirmation screen will be shown that the call divert is done successfully.





“On-Demand
International
Roaming Services”



“On-Demand International Roaming Services”

Click on the Virtual Number selection.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number

Overseas Number:

Update IRS

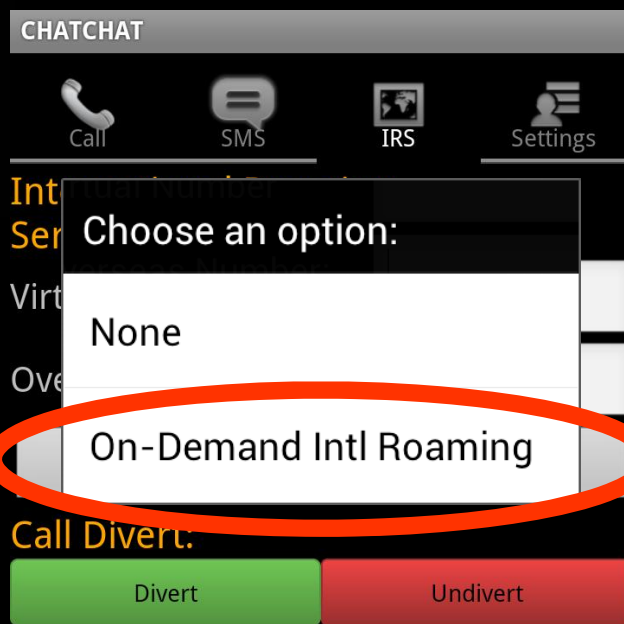
Call Divert:

Divert Undivert



“On-Demand International Roaming Services”

A drop down list will appear on screen and simply select “On-Demand Intl Roaming” to proceed.





“On-Demand International Roaming Services”

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number: On-Demand

Overseas Number: 601234567

Update IRS

Call Divert: Divert Undivert

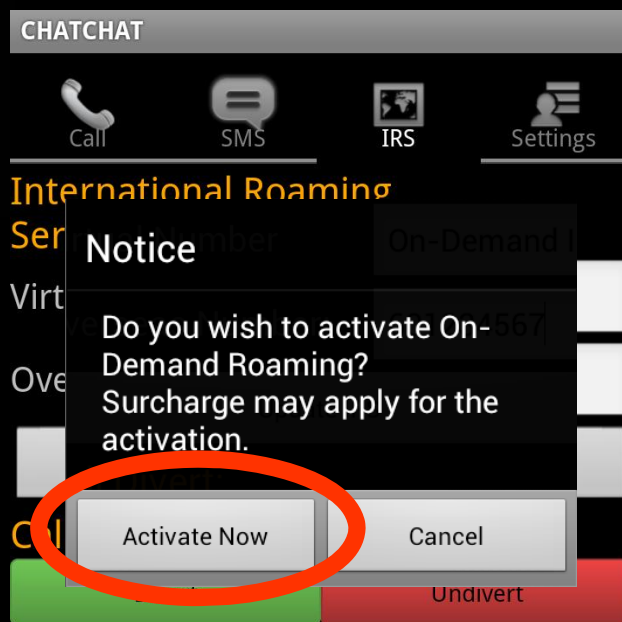
Tab on the “Overseas Number” section to enter your overseas number which you want to map to the Virtual Number.

Click on “Update IRS” to proceed.



“On-Demand International Roaming Services”

Click “Activate Now” to proceed with the On-Demand Roaming request for our system to assign you with a virtual number.

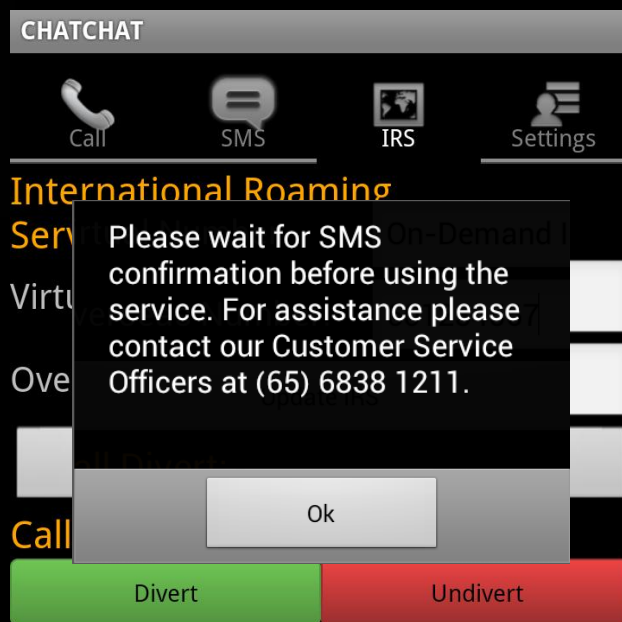


*Note: Activation of the On-Demand Roaming Service is free for 14 days and subsequently \$1 is charge for every subsequent 14 days.



“On-Demand International Roaming Services”

Once the changes have been received and processed by our system, you will receive a confirmation SMS.





“On-Demand International Roaming Services”

Click on the Virtual Number field

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number

Overseas Number:

Update IRS

Call Divert:

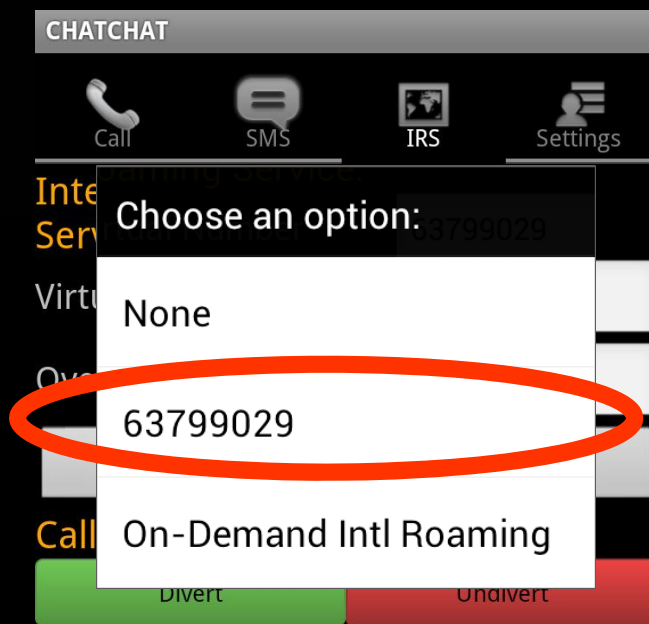
Divert Undivert



“On-Demand International Roaming Services”

You will find the assigned Virtual Number once you activate this service.

Select the assigned Virtual Number.





“On-Demand International Roaming Services”

After you select your assigned Virtual Number, you will see that the Virtual Number is mapped to the Oversea Number which you entered earlier.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number	63799029
Overseas Number:	601234567

Update IRS

Call Divert:

Divert Undivert

*Note: In the event that you need to update and map the Virtual Number to a new overseas number, simply enter the new overseas number and click “Update IRS”



“On-Demand International Roaming Services”

The confirmation sms you received is to inform you on the Virtual Number and the steps to perform a Call Divert before you travel.

You can simply follow the instructions to perform a call divert.

Alternatively, there is an easier method by just clicking on the “Divert” button.

*Things to note:

- This call divert needs to be performed before leaving the country. Eg. Before boarding a plane.
- Please ensure the assigned Virtual Number is selected before performing the call divert.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number: 63799029

Overseas Number: 601234567

Update IRS

Call Divert:

Divert Undivert



“International Roaming Services”

You will be prompted for a successful call divert.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virt

Over

Call forwarding unconditionally
Registration was successful.

OK

Call Divert.

Divert Undivert



“On-Demand International Roaming Services”

To deactivate on-demand roaming service, simply create a SMS using your Blackberry’s mobile phone native SMS function with the content “cancel” and send to 92295935 to cancel the assigned virtual number.

*Note:

- Unless company doesn’t mind paying the \$1 for 14days, the user can skip this step and keep the same virtual number for future use.
- Please do not cancel this service if you are still using and is currently overseas at the point of usage.



“On-Demand International Roaming Services”

+6592295936

Your mobile number, overseas number and virtual number are now deleted!

16:54, 5 Dec

If user proceed with the cancellation of the virtual number, a SMS from our system will be sent to user.

*Note: If user needs to travel again, just repeat the steps to retrieve a new virtual number.



“Deactivating of Call divert”

Ensure that the Virtual Number is selected.

Press the “Undivert” button to cancel call divert.

CHATCHAT

Call SMS IRS Settings

International Roaming Service:

Virtual Number 63799029

Overseas Number: 601234567

Update IRS

Call Divert:

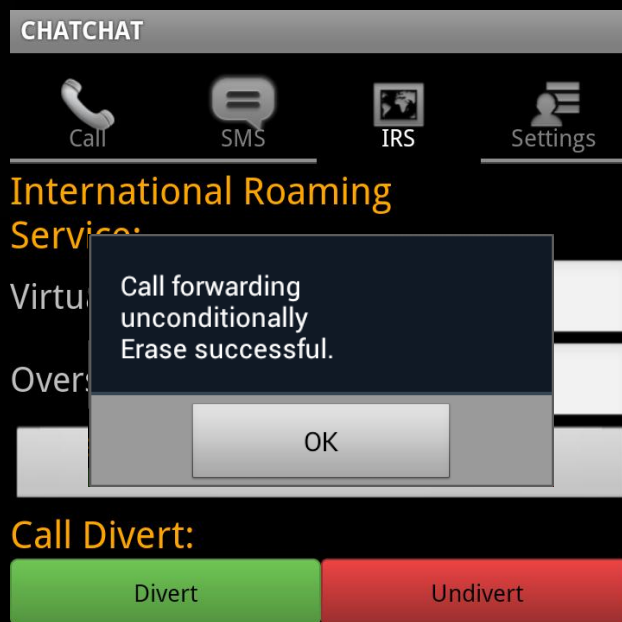
Divert Undivert

*Note: Please remember to cancel the call divert when you are back in Singapore in order for you to continue to receive calls on your SG mobile.



“Deactivating of Call divert”

A confirmation screen will be shown that the call divert is done successfully.





Thank you for using
our Blackberry
App.....