

User Guide

CardKaller™
the calling card manager



Contents

CardKaller™ basics.....	4
Installation.....	5
Add a card.....	6
Edit a card.....	9
Delete a card.....	9
Make a call.....	10
Register product.....	11
Support.....	11
Tips and tricks.....	12

CardKaller™ basics

About CardKaller

CardKaller makes it easy to use calling cards with your BlackBerry device. The CardKaller software automates dialing so that users can easily make long distance calls without having to remember calling card access numbers, PIN numbers or the phone number to be called. CardKaller works with virtually all calling cards and can be used to call numbers from your BlackBerry address book or one-time phone numbers.

System requirements

BlackBerry OS 4.1 or above

Make a call from the address book

1. Select a contact from your address book.
2. Press the **Menu** key.
3. Click **CardKaller Call**
4. Click the phone number you wish to call.
5. Click the calling card you want to use.

Make a call from the phone application

1. Type a phone number.
2. Press the **Menu** key.
3. Click **CardKaller Call**
4. Click the calling card you want to use.

Desktop Installation

1. Download the CardKaller software as a .zip file
2. Extract all contents of the .zip file to a single directory. This should be a permanent area of your hard drive where these files can reside.
3. Connect your BlackBerry device to your computer using the USB cable.
4. From the Start Menu, select All Programs -> Blackberry -> Desktop Manager.
5. In the Desktop Manager, open the Application Loader and follow the prompts. The Application Loader will ask you to locate the CardKaller.alx file on your hard drive.

Permissions

The first time you use CardKaller, your BlackBerry software will ask you to allow CardKaller to access the phone application.

1. Check the box.
2. Click **Yes**.

In some cases, when you first try to make a call with CardKaller, you may receive the following error message:

“Program is not allowed to access the Phone application”

To correct this, perform the following steps:

1. Navigate to Applications -> Options.
2. Click Advanced options.
3. Click Applications.
4. Select BlackBerry 4.X Core Applications.
5. Press the Menu key.
6. Click Modules.
7. Click CardKaller.
8. Press the Menu key.
9. Click Edit Permissions.
10. Change all of the settings to “Allow”.
11. Press Menu key.
12. Click Save.

Add a card

To add a new calling card, perform the following steps:

1. From the BlackBerry applications menu, click the CardKaller icon.
2. Click **Add a card**.
3. Type a name for the calling card.
4. Click **Next**.
5. Type the calling card access number. This is the phone number you need to call to access the calling card. (e.g. 18009800575). Leave out the spaces and dashes.
6. Type the number of two-second pauses needed. This is the time that the application needs to wait after dialing the calling card access number before it dials more numbers such as the calling card, pin number and phone number. The pause should take into account the length of the voice prompt. For example, the following voice prompt may require 4 pauses (8 seconds):
“Hello and welcome to Worldcall long distance. To make a long distance call, please enter your calling card number.”
7. Click **Next**.
8. Type the calling card number, if needed. Some calling cards do not require a calling card number as they recognize the phone number you are calling from.
9. If you entered a calling card number, then type the number of two-second pauses needed after the application dials the calling card number.
10. Click **Next**.
11. Type the PIN or verification number, if needed.
12. If you entered a PIN or verification number, then type the number of two-second pauses needed after the application dials this number.
13. Click **Next**.
14. Some calling cards and phone numbers require that you dial an international prefix before or termination characters after the phone number is dialed. For example, your calling card’s voice prompt may say “Please enter the number you wish to call followed by the pound key.” Please enter any needed pre-fixes or termination characters.
15. Click **Next**.

Add additional steps

Some calling cards require you to make extra choices. For example, your calling card voice prompt may say: “For English press 1, for French press 2”.

To add an extra step, do the following:

1. Instead of clicking **Next**, click **Add extra step** to add this step where needed.
2. Enter your step choice (e.g. 1)
3. Enter the number of two-second pauses needed following the step choice.
4. To add another extra step following this one click **Add another extra step**.
Otherwise, click **Next** to continue through the standard sequence of steps needed to add a card.

Adding Google Voice*

1. From the BlackBerry applications menu, click the CardKaller icon.
2. Click **Add a card.**
3. Type a name for the calling card.
4. Click **Next.**
5. Access number: Your Google Voice Number
6. Number of pauses: 2
7. Click **Next.**
8. Card number: Your Google Voice PIN
9. Number of pauses: 1
10. Click **Next.**
11. PIN: 2
12. Number of pauses: 1
13. Click **Next.**
14. Termination characters: #
15. Click **Next.**

* Google Voice is a registered trademark of Google. CardKaller is not affiliated in any way with Google.

Advanced user setup

Advanced users can write their own calling sequence from scratch. It is not difficult and can be useful in certain situations.

For advanced user setup, do the following:

1. From the BlackBerry applications menu, click the CardKaller icon.
2. Click **Add a card**.
3. Click **Advanced User Setup**.
4. Type a name for the calling card.
5. Manually enter the calling card sequence. Use a comma to denote a pause of 2 seconds. You may need to use the ALT key along with the N key to type a comma. When you do so, the pause will be represented by the special character **P**.
6. Use N to denote the phone number that will be called.
7. Click **Next**.

Example scenario

The following calling sequence would be used in the situation below:

18009800575 **P P P P** 1 **P P** 1 **P P** 657392097649# **P P** 7937 **P P** N#

1-800-980-0575

“Hello and welcome to Worldcall long distance. For English press one, for French press two”

Pause for 8 seconds / 4 pauses

Dial 1

“To make a long distance call press one, to speak to a representative press two”

Pause for 4 seconds / 2 pauses

Dial 1

“Please enter your calling card number followed by the pound key”

Pause for 4 seconds / 2 pauses

Dial 657392097649#

“Please enter you calling card PIN number”

Pause for 4 seconds / 2 pauses

Dial 7937

“Please enter the number you wish to call followed by the pound key”

Pause for 4 seconds / 2 pauses

Dial N (where N is the phone number to be called) and #

Edit a card

The edit a card feature is used to edit a card that you have added previously. To edit a card:

1. From the BlackBerry applications menu, click the CardKaller icon.
2. Click **Edit a card**.
3. Click on the card you would like to edit.
4. Enter the changes you want to make in the appropriate fields.
5. Click **Next**.

Delete a card

To delete a card completely:

1. From the BlackBerry applications menu, click the CardKaller icon.
2. Click **Delete a card**.
3. Click on the card you would like to delete.
4. Click **Confirm**.

Make a call

Make a call from the address book

1. Select a contact from your address book.
2. Press the **Menu** key.
3. Click **CardKaller Call**
4. Click the phone number you wish to call.
5. Click the calling card you want to use.

Make a call from the phone application

1. Type a phone number.
2. Press the **Menu** key.
3. Click **CardKaller Call**.
4. Click the calling card you want to use.

Make a call from the CardKaller application

1. From the BlackBerry applications menu, click the CardKaller icon.
2. Click **Make a call**.
3. Enter the phone number you wish to call.
4. Click **Place call**.
5. Click the calling card you wish to use.

Register product

CardKaller is available as a free 90-day trial. This is a fully functional trial offering all of the features of the product. After 90 days, the program will not function until you purchase and register the software.

When you purchase the software, you will be provided with a registration key. You do not need to re-download the files or re-load the software onto your BlackBerry device. All that you need to do is enter your registration key into CardKaller to register the software.

To download the trial software, visit:

<http://www.cardkaller.com>

To purchase and register CardKaller, do the following:

1. Visit <http://www.cardkaller.com>
2. Follow the instructions to purchase the software.
3. You will receive an activation key.
4. From the BlackBerry applications menu, click on the CardKaller icon.
5. Click **Register Product**.
6. Enter the activation key.
7. Click **Next**.

Support

Email support

For support, please email support@cardkaller.com. Email queries will be responded to within a 24-hour period.

Tips and tricks

BlackBerry Storm

To run on the Storm, you need to disable compatibility mode as follows:

Go to Options / Advanced Options / Applications.

- From the list of applications, select the appropriate application.
- Display the menu, and then select "Disable compatibility mode"

Dialing extensions

Example

Phone number 212-784-9875 extension 3749 can be set up as:

2127849875 **P** **P** **P** 3749

When setting up contacts in your BlackBerry address book, you can add an extension onto any phone number. This saves you from having to remember and dial the extension.

The way to do this so that it works is to separate the phone number and extension with pauses. Use a comma to denote a pause of 2 seconds. You may need to use the ALT key along with the N key to type a comma. When you do so, the pause will be represented by the special character **P**

Calling overseas

When setting up overseas contacts in your BlackBerry address book, you can set them up as local numbers without the international prefix (011) or the country code (e.g. 44). That way you can call these numbers directly from your address book when you are overseas.

When you call these overseas contacts long distance using CardKaller, you can set up your calling card so that it automatically dials the international prefix and country code.