



603, Hung Hom Commercial Centre, Tower A, 37-39 Ma Tau Wai Rd, Hung Hom, Kowloon, Hong Kong
Office Tel: (852) 37225357; Fax: (852) 37436624

BrilVoice FAQ Manual

- **How to activate my account and initiate usage?**

As you purchase the BrilVoice Calling Card or Premium Plan Account, you will receive an email from the company or the Username and Password from your distributor.

1. Download the BrilVoice App from Apple App store or Google Play Store
2. Put the Username and Password on the Settings Page and Register..
3. You will need a Data Service (Wi-Fi / 3G / 4G) to use it.

- **How to check whether my mobile app is registered with the server or not?**

As you access the app, it will sync with the backend server. The status will show as 'Registered or 'Ready to Call on the Keypad screen.

- **How to check account balance?**

The account balance is displayed on the keypad screen of your mobile device or on your BrilVoice dashboard. Please note that the currency is USD.

- **How do I Make a Call?**

You can use the dial-pad available on the App and use the keys to enter the number. Please note that the number has to be in the International Format. For example: to dial any number in India dial as +919820....

You can also use the Contacts Page that will integrate with your Phone Address Book. Please note that the Number you want to call must be saved in the International Format, i.e. <+><Country code><phonenumber>.



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- **How Can I change my Caller Id?**

1. For all BrilVoice Calling Card users, the caller Id is set default as +401.
2. If user has purchased the account online, then the Phone Number used to purchase the service will be used as the Caller Id.
3. If the user has received a pre-activated calling card, then the user has to Register on the BrilVoice website 'www.brilvoice.com'. At brilvoice.com, go to Login -> Register User. Enter your username, name, email and phone number. The phone number will then be used as caller id.
4. For Premium Plan users, the Global USA Number will be used as the Caller Id number.

- **How Can I assign Favorites?**

You can go to the Favorites Page, select the Plus sign '+' available at the Top right of the page. You will then be directed to the Contacts page. You can select any contact and press Star. As you select that, the contact will be listed in the Favorites page.

- **How Can I use the service without Data I.e. Wi-Fi / 3G / 4G services?**

If you face data dis-connectivity, you can still use the BrilVoice Calling Service

1. Go to More -> Profile
2. Select the last option Call back Number.
3. Enter the your local number as the call-back number as 'cb91982..' Please Note, a prefix of _cb is required before the number. Also, the number has to d'e entered with the Country Code without '+ '.
4. Once updated successfully, give a missed call on the Trigger Number available on the Profile Page from your Local Number that you have chosen as CallBack NUmber.
5. The T r i g g e r N u m b e r is common for all user +14074310100'.
6. You will get a Call back stating your current balance. Enter the number as country code and number without + and press #



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- **Can I check call history on my BrilVoice app?**

Yes, you can check all Incoming/Outgoing/Missed call information through the Recent Page on your Mobile app. Incoming calls available on the Premium Plan only.

- **What will happen when someone calls me on my Global USA number?**

If the app is registered, your incoming call will be directed to your app. If the call is not answered it will be forwarded to the registered forwarding number or redirected to voicemail. Please note that the user will have to register the calling forwarding number in the Profile of the App. Go to Call Forwarding Number and enter your local number as <country code><phone number>. For example: You can set your Call Forwarding number in Hong Kong as '852...'. In case of no answer, the option of leaving a Voice Mail is available to the Caller.

- **How do I check Voicemail?**

Go to More -> Voicemail. A number is already entered *98. Simply select Call. This is available for Premium Plan only.

- **Can I change customer dashboard panel password?**

No, you cannot change your password. In case you have forgotten or lost your password, please contact BrilVoice support.

- **Who can I contact if I have any other problems?**

If you have any problems regarding the Service, Please Contact BrilVoice Support Centre No. +1 954 507 1500 or Email at support@brilvoice.com. You can contact your distributor and BrilVoice Customer support will be available. Our WhatsApp number is +917710051418.