welcome to yes life for iOS

yes life for iOS

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Introduction

Welcome to the Yes Life for iOS user guide.

We've made this user guide to help you get the most out of your Yes Life experience on your iOS device. We'll cover a lot of the important information: how to sign into Yes Life, how to send an SMS, how to make a voice call, and a whole lot more.

Included in the back of the user guide is a Frequently Asked Questions (FAQ) section. This handy reference covers a lot of the questions we hear from people just like you. Odds are, if you have a problem or question regarding Yes Life, you'll find the answer there.

If you have additional questions and can't find the answers in the user guide, please feel free to visit us at www.yes.my/support or contact our Yes Care folks using one of the methods below.

Yes Care

Email	yescare@yes.my
Phone	018-3330000 (charges of 9 sen/minute applies)
Hours of Operation	8am - 10pm Monday thru Friday 9am - 5pm Weekends & Public Holidays
Fax number	03-8318-3255
Mailing Address	YTL Communications Sdn. Bhd. P.O. Box 13138 50806 Kuala Lumpur

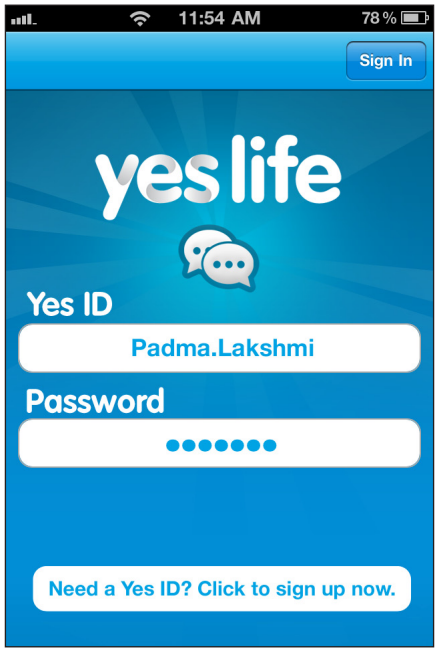
Installing Yes Life for iOS

Downloading and installing Yes Life for iOS is fast and easy.

1. Yes Life is available from the Apple App Store. You can also visit www.yeslife.com/i, where you will be automatically redirected to the Yes Life for iOS part of the Apple App Store.
2. Click on the FREE button.
3. Click on the INSTALL button.
4. You will be prompted for your Apple ID and password.
5. Once installation is complete, you'll find the Yes Life icon on your device.

Signing in to Yes Life

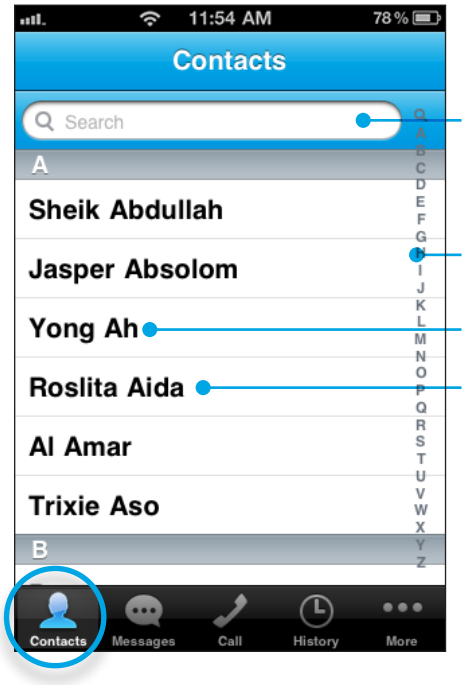
The sign in page is the front door to your Yes Life.



- Once you've entered your Yes ID and password, click here to sign in.
- Enter your Yes ID here.
- Enter your password here.
- If you do not have a Yes ID, please visit www.yes.my.

The Contact List

Yes Life for iOS integrates your iOS native address book. You have access to all of your contacts from within Yes Life.



Search for a contact. Tap the text entry field to bring up the keyboard.

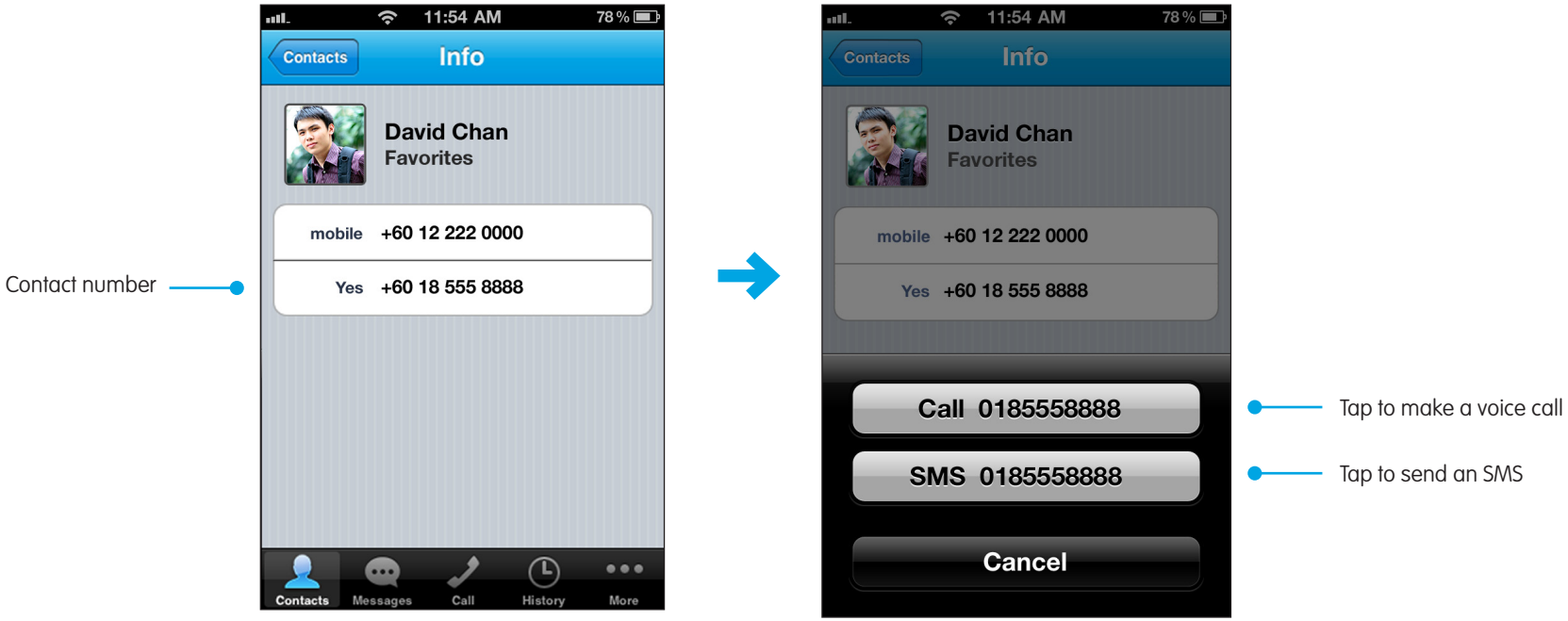
Scroll through your contact list.

Tap on a contact to view their details.

Native iOS contact list.

Contact Detail

You can start a voice call or SMS message from the contact detail page.

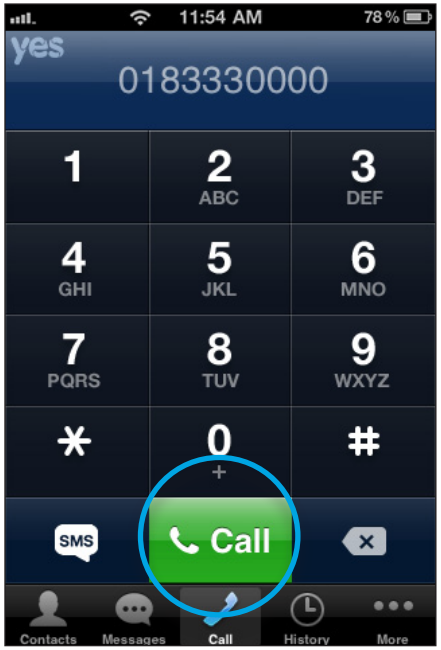


Click on the number you want to call or SMS

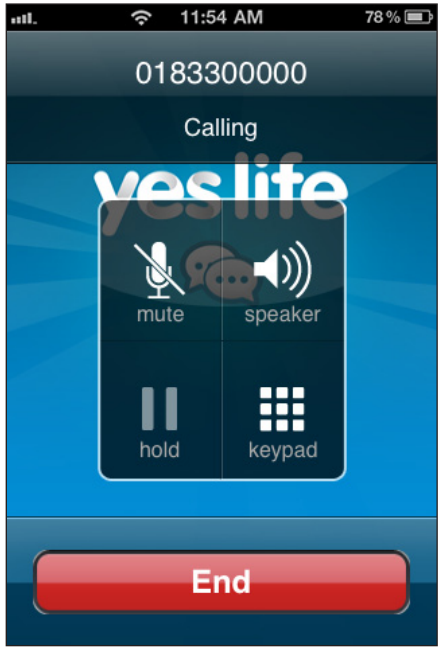
Select whether you want to call or send and SMS to the number

Making a voice call

With low, low rates both at home and internationally, Yes Life is a great first choice when you want to make a call.

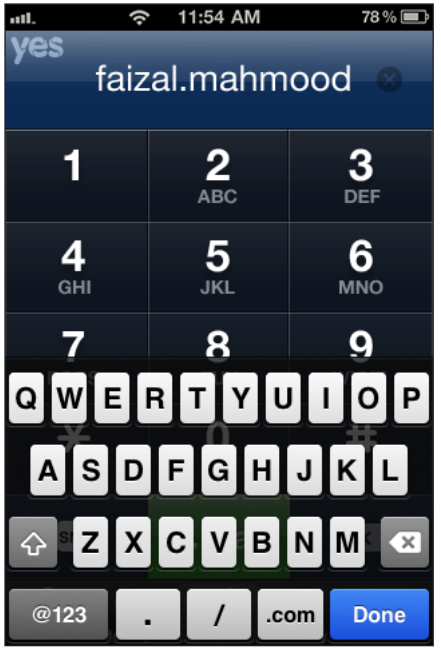


Dialing a phone number.



Ring ring!

Call a Yes ID.

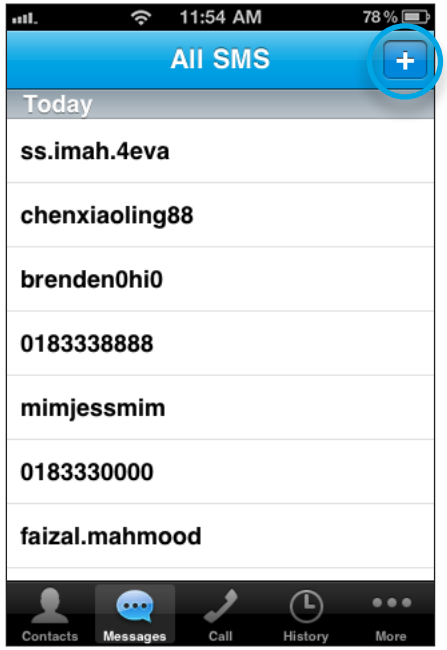


In addition to calling phone numbers, you can also call other Yes IDs. Tap the top number input area to bring up the keyboard.

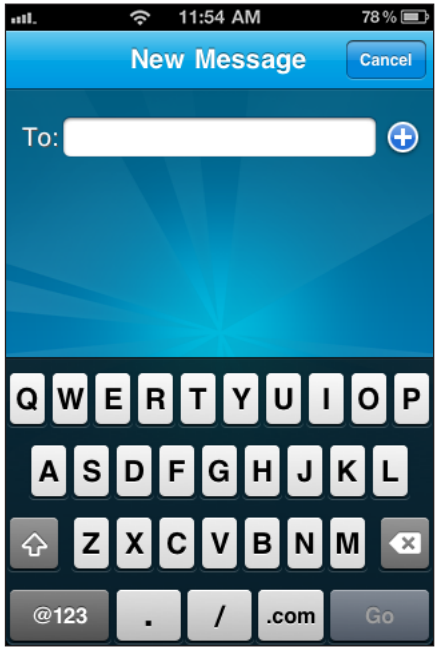
Sending an SMS

Sending messages is quick and easy. Here is one way to start and send an SMS.

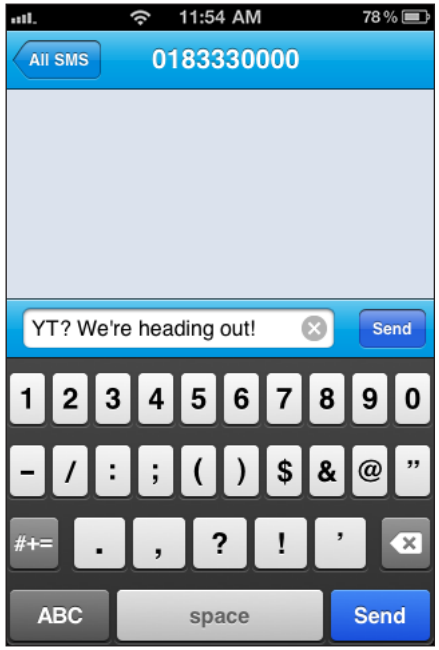
1. Click the + button.
   This starts a new SMS.



2. The new SMS screen will open.



3. Enter a handheld number or a Yes ID of the person you want to message. Enter your message. Click 'Send'.

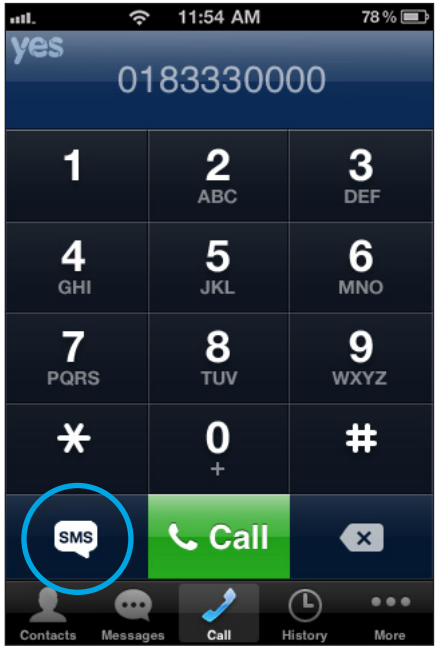


4. Your SMS is sent!

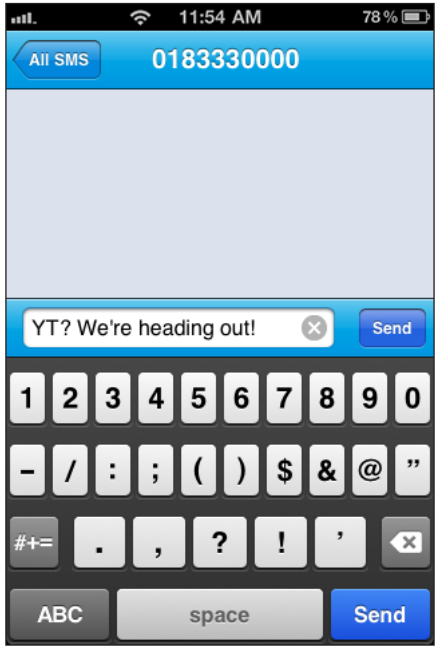
Sending an SMS

Here is another way to start and send an SMS.

1. Enter a number or Yes ID and then tap the SMS button.



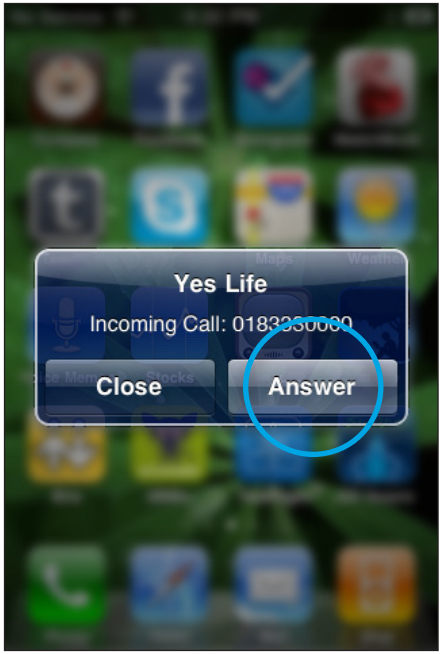
2. The new SMS screen will open.



3. Send your message.

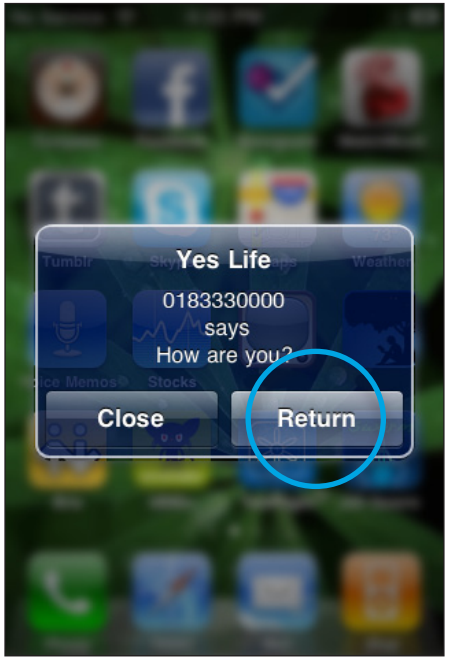
Incoming Voice Call and SMS

Incoming voice call



Tap Answer to answer the incoming call.
Tap Close to ignore it.

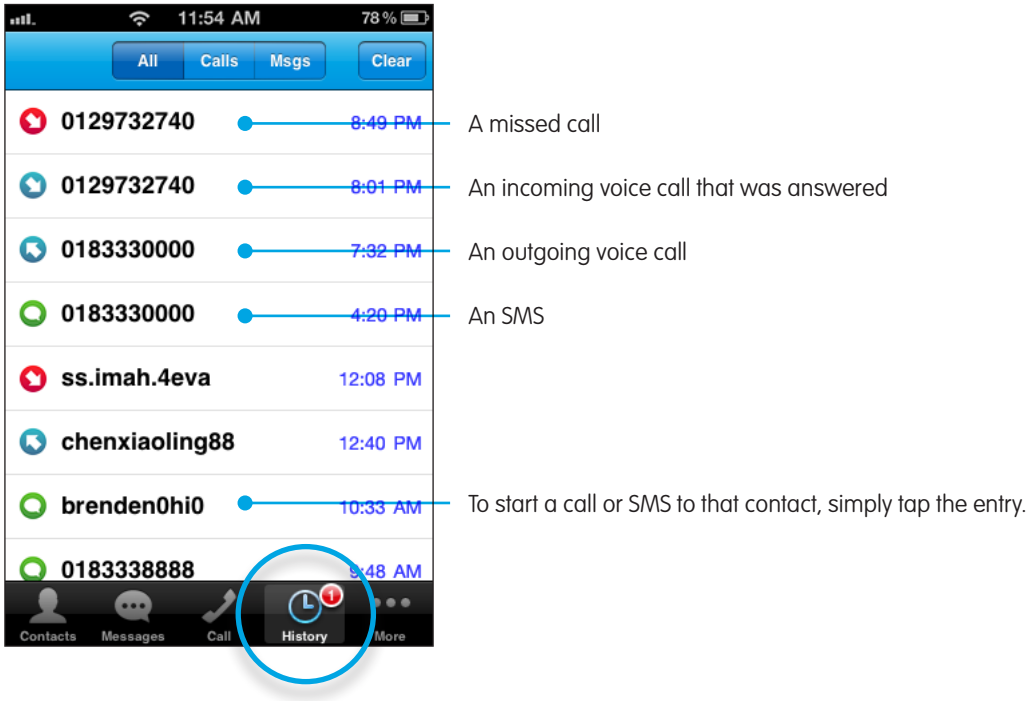
Incoming SMS



Tap Return to view the new SMS in Yes Life.
Tap Close to ignore it.

History

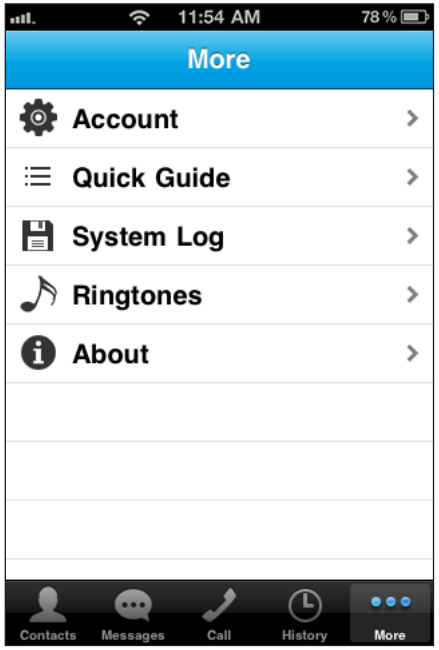
The history tab allows you to track your recent voice calls and SMS.



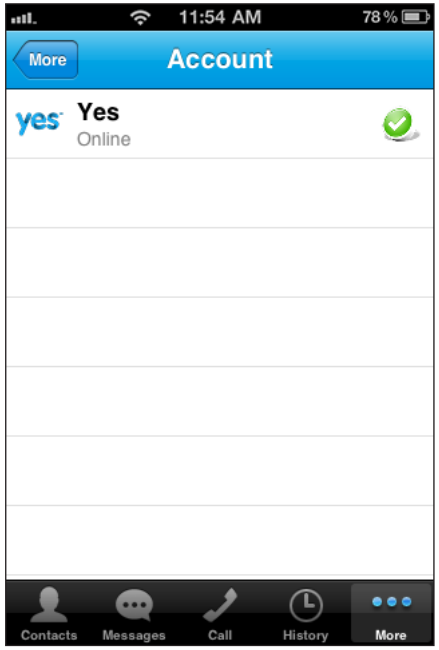
Account settings

You can sign in and out of your Yes account by going to Settings > Account > Sign Out

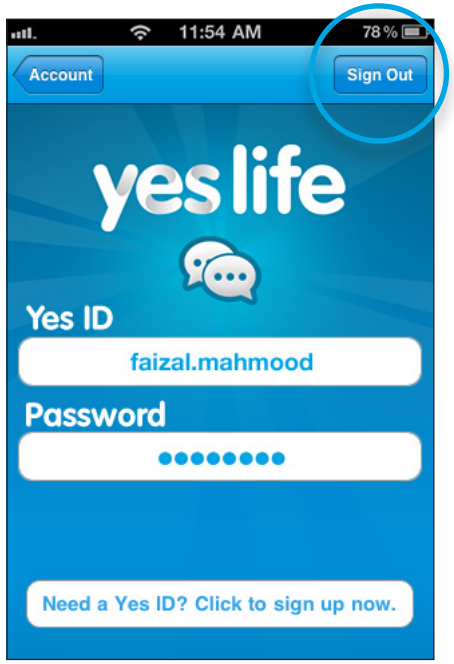
1. On the Settings tab, tap the Account option at the top.



2. Tap the account with which you are currently signed in.



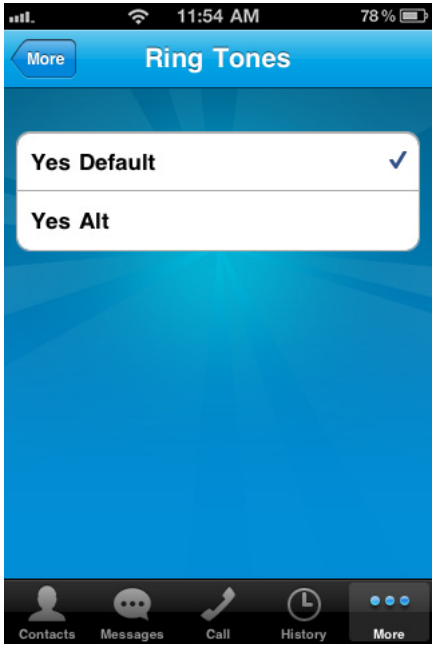
3. Tap Sign Out to sign out.



More ...

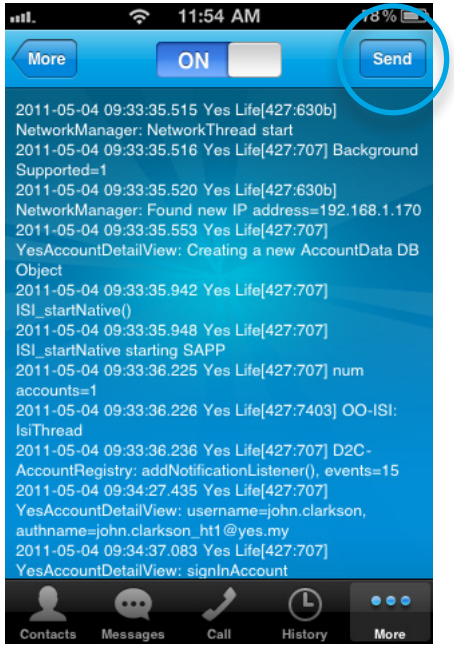
Ringtone customization and viewing and sending your system log

Select a ringtone



Tap a ringtone to hear a preview how it sounds and to set as the active ringtone.

Send log



Tap the Off switch at the top to turn on logging. Then click Send to send the information to the Yes Care team.

Frequently Asked Questions Page 1

General

Q: How much does Yes Life cost?
A: You don't have to pay extra to use Yes Life. All you need is a Yes ID. Whatever you do on Yes Life – calls, SMS, etc. – is charged based on our lowest applicable rate. Calls and SMS will NOT result in data charges when you are on the Yes network; you only pay for the service you're using.

Q: What is a Yes ID?
A: Your Yes ID is a unique ID needed to access the Yes suite of converged services. Each Yes ID comes with a 018 number that can be used for calls and SMS - both local and international. As an added bonus, your Yes ID can also be used as an email address.

Q: How do I get Yes Life?
A: Yes Life is available in the Apple App Store. You can also visit www.yeslife.my/i.

Q: How do I change my Yes ID password?
A: You can change your password in the account section of the Yes portal at www.yes.my in the Account section. Please note that the changes might take up to an hour to reflect in Yes Life. You may have to use your old password until the Yes servers are updated.

Q: What rates does Yes charge?
A: Standard Call and SMS rates apply for all outgoing calls. For more information on our pricing, please visit www.yes.my.

Application

Q: What are the supported devices and specifications?
A: **Operating System:** Your device must run iOS 4.0 and above. Please go to Home screen > Settings > General > About for more information on what version OS your device is running.

Supported Devices:

- iPhone 3GS and newer
- iPod Touch 3rd generation and newer
- iPad – all versions

Q: What kind of network does Yes Life run on?
A: Yes Life runs best on the Yes 4G network. However, Yes Life can also run on a normal wireless connection as long as the connection is reasonably fast and stable and the protocols and ports Yes Life needs to run are not blocked.

Q: Can I sign in to Yes Life on iOS and on my Buzz phone at the same time?
A: No, you cannot. Currently we only allow single log in of either one iOS device or Buzz. Stay tuned as we have plans to allow multi-iOS devices and Buzz to be signed in at the same time.

Frequently Asked Questions Page 2

SMS Messages

Q: Why can't I send a message to more than one recipient at a time?
A: We plan to include this in the next version of Yes Life for iOS – coming soon.

Q: Do you support MMS?
A: We did not include MMS in Yes simply because it costs a lot to use and not many people are using it. As an alternative, you can send photos via your Yes Mail email account. To log in, please visit mail.yes.my

Q: Can SMS messages support Chinese and special characters?
A: Yes, we support UTF-8 characters including Chinese characters.

Q: Can I receive friend requests from Yes Life for PC and Buzz?
A: Not at this time. Yes Life for iOS does not currently support sending or receiving friend requests.

Calls

Q: I can't see who is calling me! It shows up as "Anonymous." Why?
A: To see who is calling, you will need to enable Caller Line Identification Presentation (CLIP). You can enable CLIP by dialing, in Yes Life, the number *30# . You will hear a voice announcement confirming CLIP has been enabled. From then on you will be able to view the caller ID. Please see the Value Added Services section for more details.

Q: I'm on the Yes 4G network. Will I be charged for data used by Yes Life calls and SMS?
A: No, you will not be charged for data usage when making voice calls and SMS while you are on the Yes 4G network.

Q: How do I make long distance calls in Yes Life?
A: Yes Life works for domestic calls to any operator or landline as well as for IDD calls. If you have difficulties making an IDD call, try to use the prefix "+" or "00".

Q: How do I access my voicemail?
A: Calling your own number using Yes Life will allow you to access your voicemail. As a security measure, you will be asked for your pin code. Remember, your security pin code is not your Yes ID password. If you are accessing your voicemail for the first time, the default password is "0000". You will be prompted to enter a new pin code.

Frequently Asked Questions Page 4

Troubleshooting

• I am unable to sign in.
A: Make sure that your internet connection is working. If you have a connection, reboot Yes Life for iOS by terminating it in the task manager.

• My call ends immediately.
A: Please make sure you have sufficient credit balance.

• Receiving calls.
A: To receive calls, make sure you're signed into Yes Life. Please allow Yes Life to operate in the background. (Note: running applications in the background is only available on iOS 4.0 and above.)

• Quality
A: You can use Yes Life on an iOS device and on any internet connection. However, quality of the service depends on the speed of the internet connection.

• Yes Life keeps crashing or is unable to connect! What should I do?
A: Don't panic. Please send the Yes Life system log to us so that our engineers can troubleshoot your issue. To send the log, please tap More > System Log > Send Log. Remember to provide a description of your problem as well as your Yes ID (but NEVER your password).

Additional Resources

Device features and time-saving tips
www.yes.my/store

Terms & conditions and warranty statement
www.yes.my/product-tnc

Technical Support and Account Services
www.yes.my/support or email yescare@yes.my