

Peanuts Prepaid User Guide

Peanuts Prepaid long distance service acts as a phone card with many useful additional features that a regular phone card does not offer.

This guide explains how to make calls using the most popular Peanuts Prepaid features.

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Dialing An Access Number

Access numbers are the phone numbers that you need to dial first for a call to be made.

There are two types of access numbers:

- Toll Free numbers
- Local numbers

1. *Toll Free access numbers* can be dialed from anywhere in the USA, Canada and some other countries.

These numbers cost you nothing to make a call to, however you will be charged a slightly higher per minute rate than dialing through a *local access number*.

Examples: 1-800-530-8750 Peanuts Prepaid Toll Free access number in USA

1-866-320-8449 Peanuts Prepaid Toll Free access number in Canada

1-866-320-8448 Peanuts Prepaid Toll Free access number in PR, HI, GU, USVI

1-888-406-0902 Peanuts Prepaid Toll Free access number in AK

2. *Local access numbers* can be dialed from anywhere and at our lowest cost per minute.

Peanuts Prepaid offers over 1000 access numbers in US and around the globe. **The total cost of the call made with Local access numbers is usually less than calling through Toll Free access numbers.**

Examples: 718-989-2253 Peanuts Prepaid Local Access number in New York City

317-522-4930 Peanuts Prepaid Local Access number in Indianapolis, IN

514-664-4061 Peanuts Prepaid Local Access number in Montreal, Canada

495-380-1168 Peanuts Prepaid Local Access number in Moscow, Russia

All local access numbers can be found at <http://www.ldpost.com/webstore/local.php>.

The number that is local to you will cost the least amount of money or be **free** to you.

You are saving 1.5 c/min when you call using a US Local Access number, meaning that you can end up saving up to 30% overall.

Making Calls With Peanuts Prepaid Service

There are two ways you can dial using Peanuts Prepaid service:

- **With** a PIN (authorization code)
- **Without** a PIN

When you placed an order for Peanuts Prepaid, we asked you to enter the phone numbers you are going to be calling from. We register these numbers in our system so we know when you call one of our access numbers. In this case, you do not need a PIN, and dialing is simpler.

However, if you are calling from an unregistered number like a payphone or work phone, then we will ask you to enter your PIN (authorization code) like with any other phone card.

To make a call:

1. Dial your Access number (Local or Toll Free):

1-800-530-8750 from USA

1-866-320-8449 from Canada

If you are calling from outside the US, in most cases we will not be able to recognize your phone number even if you registered it, so you will need to enter your Authorization Code (PIN) at the prompt.

2. After the prompt, dial:

- a. For international Calls: 011 + Country Code + Number + Pound Key (#)
- b. For the USA, Canada and Caribbean: 1 + Area Code + Number + Pound Key (#)

This dialing pattern is the same for all access numbers in all countries.

Note for cell phone users: **Do NOT press the 'Send' or 'Talk' key at the end.** This may cause the call to go directly through your cell phone provider.

We strongly recommend to call your Mobile Carrier and request to restrict the access to International Long Distance Service. This will ensure that you will never misdial and get an unreasonably high bill from your mobile carrier for this call.

If you do not receive a prompt to dial your destination number after dialing the Access Number and your programmed phone number(s) is shown above correctly, then our system can't recognize your phone number correctly because your service provider does not relay a proper identification to the system. You can try dialing *82 in front of the local access number to unblock your caller ID. If this does not help, then you will need to enter your PIN at the prompt.

Speed Dial Features

There are two Speed Dial Features that significantly simplify the dialing.

Peanuts Prepaid speed dial feature allows you to make dialing simpler by programming **up to 70 phone numbers** that you call the most and then connecting to them by dialing either a shortcut (e.g. 01#) or a dedicated **Direct Speed Dial** number (both local and Toll Free) that provides **an instant one-step connection**.

Direct Speed Dial

Direct Speed Dial is the simplest and shortest way of dialing from any U.S. phone, **especially from your cell phone**. It is a revolutionary way of calling that simplifies everything. Instead of dialing an access number and then an international number, you simply **dial one dedicated U.S. or Toll Free number** for each party and we will **connect you instantly without any additional dialing**. This feature is the most useful for calling international numbers, although it can also be used for U.S. domestic calling.

For each phone number you need to call, we will provide you with a unique U.S. and Toll Free Direct Speed Dial number. Instead of dialing an access number as you normally would to call to your party, you just dial either of these unique Direct Speed Dial numbers that will connect you to your party with no additional dialing. This means that you can **enter this Direct Speed Dial number into your phone address book and call directly from the address book of your phone**. If you are calling from a phone with unlimited long distance service, like your mobile phone for example, you can dial the regular U.S. Direct Speed Dial number. If you are calling from a phone that does not offer free long distance calls in the U.S., then you can use the Toll Free Direct Speed Dial number.

This feature is especially important for mobile phone users. Now, you can program your international contact numbers in the phone book of your mobile phone and make calls simply by selecting the name.

Example:

Speed Dial	Name	Number	Direct Speed Dial: Saver	Direct Speed Dial: Toll Free
01#	Mom	0114465454214541	1-530-555-0001	1-877-555-0001
02#	John	01174955551212	1-530-555-0002	1-877-555-0002

In this example, we entered Mom's international number 0114465454214541. Now, to call Mom you just dial either 1-530-555-0001 when you are calling from a phone with unlimited Long Distance service, like your mobile phone, or dial the Toll Free number 1-877-555-0001 if the call to 1-530-555-0001 is not free for you. Once you dial the Direct Speed Dial number the minutes will be announced and you will get connected. There is absolutely nothing else to dial.

Note: Direct Speed Dial feature works only from those numbers registered for PIN-less dialing on your account.

Conventional Speed Dial

When you call from numbers that require you to enter your PIN, i.e. numbers not registered for PIN-less dialing, you should use conventional two-digit speed dial 01#, 02#, etc.

Note: To enter and change the Speed Dial codes & numbers, log in to your Peanuts Prepaid account and proceed to the 'Speed Dial' menu. You will be able to manage speed dial numbers there.

To set up speed dial feature:

Log in to your Peanuts Prepaid account, go to the 'Speed Dial' menu and enter the names and phone numbers of people you wish to call using speed dial.

You will then have your two options for calling them through speed dial:

Direct Speed Dial	Conventional Speed Dial
<i>Call from any registered number for PIN-less calling on your account and reach your party by dialing their new dedicated U.S. (530) or Toll Free (877) number. Note: calling through a Toll Free number will carry a 1.5c/min surcharge.</i>	<i>Dial local or Toll Free access number of Peanuts Prepaid. At the prompt, dial the Speed dial number, for example 01# to connect to your Mother in the example above..</i>

Suggested uses for Direct Speed Dial:

1. **From the phone book of any phone – most importantly from a mobile phone.** This provides the convenience of **one-touch dial** and this feature makes sure that you will not get a bill from your mobile or long distance carrier for accidentally dialing an international number as you will just be dialing a US or Toll Free phone number. Just enter the name and the corresponding Direct Speed Dial Number into your phone book and the next time you need to call just select the name and be **instantly connected to your party** without any additional dialing, PIN numbers, etc.
2. **Use it as a 'follow me' number.** Let's say you travel and want certain people to always to be able to reach you. All you need to do is enter your current phone number into the speed dial table and provide the Direct Speed Dial number to your callers. **Note: your callers' phone numbers must be registered in your Peanuts account.** Any time your phone number changes, just log in to your Peanuts Prepaid account and change your phone number in the Speed Dial table. Your callers will always be calling the same Direct Speed Dial number you gave them and the calls will always be forwarded to you no matter where you are.
3. **Limit employees or relatives to only be able to call certain numbers.** You want an employee or relative to be able to call to a particular person or business, however you do not want them to be able to call anybody using your Peanuts Prepaid account. This is now very easy with Direct Speed Dial.
 - a. Register the phone number(s) in your Peanuts Prepaid account from which calls are going to be made from (e.g. your employee's office number or your uncle's home phone number)
 - b. Enter the Destination number into the Speed Dial table and click 'Save'
 - c. Provide your employee or relative with the Direct Speed Dial number – Toll Free or Saver.
4. **You need to help your elderly parents make dialing simpler.** Our experience shows that older folks frequently (one out of every two times) misdial international calls when using Peanuts Prepaid. Provide them with the list of Direct Speed Dial numbers and they will no longer need to dial 30 digits to make a call, but instead just one simple U.S. or Toll Free number.

Redialing Feature

Peanuts Prepaid service offers two different re-dialing functions:

1. 'Dial New Number Feature'

This feature allows you to make another call without hanging up and dialing the access number again.

Before hanging up, just dial ## and wait for 5 seconds or so. You will be prompted to dial a new destination number. This eliminates dialing again if you need to make a second call or redial the same number.

2. 'Redial Last Dialed Number Feature'

This feature will redial the previous dialed number, even if it was yesterday or a month ago. Just dial **# after prompted to dial the destination number, and the system will dial the last dialed number for you.

If the call does not connect and you need to redial, do the following:

Press ##, wait for the prompt and then dial **#

Callback Feature

In addition to calling through an access number, you can use our Peanuts Prepaid callback feature to call from *anywhere to anywhere* at very low rates.

A callback call can be *web-triggered* by logging in to your Peanuts Prepaid account if you have internet access, or *SMS-triggered* by sending an SMS text message from your mobile phone.

NOTE: Rates for Callback calls are slightly higher due to some additional costs.

You can get more Callback rate information here: <http://www.ldpost.com/Callback-International-Peanuts-Prepaid-DialAround.htm>

Web-Triggered Callback

The simplest way to make a callback call is from **Connect Now** sub-menu of the main **Callback** menu.

Simply enter the number you want us to call you back on and the number you want us to connect to.

- Omitting a destination number means that you will be prompted to enter the number after the callback is received.
- For your convenience we keep records of the last 10 numbers you requested to connect to. You can find these in the phone book link in your LDPost account page.
- Your frequently called numbers are automatically placed into the 'Repeat' column of your account's phone book. Clicking on these numbers will automatically populate connect to numbers.

Once you have clicked on the '**Connect Now**' button, we will initiate a callback call to the number provided by you.

- If you provided a '**Connect To**' number, then you will be automatically connected to it.
- If the '**Connect To**' number was NOT provided on the web, you will be prompted to dial the destination number after you receive the callback.

To schedule a callback call for later:

The 'Connect Later' tab allows you to set up callback calls for any time in the future. You can set up more than one call for various times.

Here are some situations where you may find scheduled callback extremely useful:

- If you are near a computer, but not near a phone, schedule a call while you have an internet connection for later when you will be near a phone.
 1. Many hotels have internet access but not an individual phone line that can be called directly without having to enter a room number.
 - a) Schedule a call from your hotel room and then receiving it ten minutes later at the receptionist's desk.
 - b) Schedule a call at an internet café and still have time to get back to your place of stay before the call goes through.

- If you are very busy and are afraid of forgetting a call, schedule it for when you will have free time.
 1. Use callback during the day to schedule a call with friends or relatives in the evening. For example, schedule a call to mom or dad at the same time every night!
 2. If calling across time zones, schedule a call for a time that is convenient to the person you are calling.

In the tab 'Scheduled Calls' on your Peanuts Prepaid account, you can see the list of all callback calls currently scheduled. You can also delete these calls if they are no longer needed.

NOTE: You can feel safe about logging in to your Peanuts Prepaid account on public computers. The web-triggered callback menu will offer to reset your password once you're done working on the public computer. The new temporary password will be emailed to you, so even if someone watched your key strokes, they would not be able to log in.

NOTE: We recommend to schedule more than one callback call in a 3 minute interval just in case, so if the first attempt doesn't go through, the second one will.

NOTE: Remember, this feature can also be used in the USA and Canada!

SMS-Triggered Callback

If you use a mobile phone that can send SMS messages then you can use Peanuts Prepaid callback directly through your phone. To make a call, you just need to send an SMS text message to us and we will call you back. We'll either connect you directly or give you the option of dialing a destination number.

NOTE: Before you start using SMS callback, please log in to your Peanuts Prepaid account at www.LDPost.com and in the 'CallBack Menu' > 'SMS Mobile' **add the mobile phone number you will be sending us text messages from** to the list of authorized mobile phones. Once you do this, you will not have to enter your PIN. If you are calling from an unregistered mobile phone, however, you will need to enter your PIN into the text message.

Below, we will show you how to do both PIN-less SMS-triggered callback (**OPTION A**) and PIN-entered SMS-triggered callback (**OPTION B**).

First, here are some shortcuts you can learn to make SMS-triggered callback even easier:

Use these letter codes in the your SMS messages to expedite your long distance call

P (PIN), B (BACK), C (DESTINATION), D (DELAY) all need to be placed in front of the appropriate numbers as you will see below.

- Capitalization is NOT important & spaces ARE allowed.
- All commands should be separated by a comma (,)
- When dialing an international number, precede ALL numbers with **011**
For example, when dialing 558684584456, enter 011558684584456

For **OPTION B**, the letter code **P** should always come before your 10-digit **PIN**; **B** should be always come before your **Callback Number**; and **C** should always be before the **Connect To Number**. Don't forget to put commas between these commands.

The simplest way to make an SMS-triggered callback call is:

OPTION A

OPTION B

To: +1-605-206-5000	To: +1-605-206-5000
Message: (leave blank)	Message: P1234567891

- Where 1234567891 is your Peanuts Prepaid PIN (account number) for Option B

Within 60 seconds, you will receive a call and we will prompt you to enter your destination number the same way you would be prompted when calling through an access number.

Using the B & C Shortcuts

1. Requesting a callback and connection

Objective: To receive a callback to your mobile phone and get connected to a destination number without additional dialing.

Instructions: Send an SMS to + 1-605-206-5000. In the body of the message, type:

CDestinationNumber (The number you are trying to reach)

Example: You are in France and need to call the U.S. number 1-617-489-5952.

OPTION A

OPTION B

To: + 1-605-206-5000	To: + 1-605-206-5000
Message: C16174895952	Message: C16174895952, P1234567891

- Where 1234567891 is your Peanuts Prepaid PIN (account number) for Option B

You will be called back on your mobile phone and then automatically connected to 1-617-489-5952.

To make this even easier, you can also use your Speed Dial information stored in the 'Speed Dial' menu of your Peanuts Prepaid account.

Let's say your Speed Dial contacts are:

01#	Nancy	18026457899
02#	Mom	0113313545645

Then you can request a connection to Nancy by sending an SMS in this format:

OPTION A

OPTION B

To: + 1-605-206-5000	To: + 1-605-206-5000
Message: C01#	Message: C01#, P1234567891

Or

-8-

To: + 1-605-206-5000	To: + 1-605-206-5000
Message: C Nancy	Message: C Nancy, P1234567891

NOTE: You need to place the letter **C** in front of the number or name you want the call to be connected. Don't forget to put a comma between commands.

2. Requesting a callback, then dialing the destination number

Objective: To receive a callback to your mobile phone and then dial a destination number.

Instructions: Send an SMS to + 1-605-206-5000. Leave the body of the message **blank**.

Once the system receives your SMS, it will call you back to your mobile phone and you will get a prompt to enter a destination number.

At this point, you dial:

011+Country Code + Number – For **international calls**
 1+ Area Code + number – For the **USA, Canada or the Caribbean**

3. Requesting a callback to a different phone number

Objective: To receive a callback to a landline phone rather than to your mobile phone

Instructions: Send SMS to + 1-605-206-5000. In the body of the message, type:

BCallbackNumber (The number you would like to be called back to)

Example: You are in Brazil with a mobile phone (+5512155454545). Receiving calls to your mobile phone is not free, but you have a landline phone next to you (011558684584456) that costs nothing for you to receive calls.

From your mobile phone (+5512155454545) send this SMS:

OPTION A

OPTION B

To: + 1-605-206-5000	To: + 1-605-206-5000
Message: B011558684584456	Message: B011864584584456, P1234567891

NOTE: Make sure to dial 011 before you dial the number for all international calls

To make it even easier, you can also use your Speed Dial information stored in the Speed Dial menu of your Peanuts Prepaid portal.

Let's say your Speed Dial contacts are:

01#	Nancy	011558684584456
02#	Mom	0113313545645

Then you can request the Callback to be sent to Nancy's number by sending an SMS in this format:

OPTION A

OPTION B

To: + 1-605-206-5000	To: + 1-605-206-5000
Message: B01#	Message: B01# , P1234567891

Or

To: + 1-605-206-5000	To: + 1-605-206-5000
Message: B Nancy	Message: B Nancy , P1234567891

NOTE: You need to place the letter **B** in front of the number or name you want the call to be connected to.

4. Requesting a callback to another phone number and connecting automatically

Objective: To receive the callback to a landline phone rather than to your mobile phone and get connected to the destination number without dialing. (Combination of steps 1 and 3)

Instructions: Send SMS to + 1-605-206-5000. In the body of the message, type:

CConnectToNumber (Destination number), **B**CallbackNumber (number being called back to)

Example: You are in China with a mobile phone (+8691245454545). Receiving calls to your mobile phone is not free, but you have a landline phone next to you (011869184584456) that costs nothing for you to receive the call to. You actually want to get connected to the number in USA 16174895952.

From your mobile phone (+8691245454545), send this SMS:

OPTION A

OPTION B

To: + 1-605-206-5000	To: + 1-605-206-5000
Message: C 16174895952, B 011869184584456	Message: P 12345678916, B 011864584584456, C 16174895952

Once the system receives this SMS, you'll receive a callback on your landline phone 011869184584456 and then be connected to the US Number 1-617-489-5952. All you need to do is to answer the phone when it rings back and wait for connection.

Ordering a Callback Call to Arrive Later

Sometimes you might want to order the callback to arrive later. This is also possible by sending a command **D Minutes** (**D** for **D**elay), where **Minutes** is number of Minutes you want the callback to be delayed for. So, to order a callback in 2 hours, you would put in the message **D 120**. You can order the callback to be in 3 days. Just figure out how many minutes it is going to be – $3*24*60 = 4320$

Here is an example:

Objective: To receive a callback to a landline phone in 3 hours and 20 minutes and get connected to the number listed in your Speed Dial table.

Instructions: Send an SMS to + 1-605-206-5000. In the body of the message, type:

C Connect To Number, **B** Callback Number, **D** Delay in Minutes

Example: You are in China with a mobile phone (+864545454545). Receiving calls to your mobile phone is not free, but you have a landline phone next to you 0118695684584456 that costs nothing for your received the call to. However, you will only be next to this phone in 3 hours and 20 minutes, so you need to order the call now, but be connected later. You actually want to talk to your mom whose number is listed in the Speed Dial table of your Peanuts Prepaid account.

From your mobile phone +864545454545 send this SMS:

To:	+447624814875
Message:	C Mom, B 0118695684584456, D 200

NOTE: Make sure do dial 011 before you dial the number for all international calls

When we receive this request, we schedule a callback call to your 0118695684584456 number in China in 3 Hours and 20 Minutes and connect you to your Mom in France (0113313545645 if this is the number for your Mom listed in the Speed Dial menu of Peanuts).

Once we set up the call time, you will get a notification email. In addition, you can always see all scheduled callback calls in the **Scheduled Calls** tab of the Peanuts Callback menu.

NOTE: Callback feature can be used with the ## redialing function.

Example: You received a Callback ring, but the connection to the destination number did not go through. To call the same number again do not hang up the phone. Just dial ##, wait for the prompt to dial the destination number, and then dial **#. The system will redial for you.

Online Account Management

There are many Peanuts Prepaid features we offer online for your convenience:

- ☑ You can manage your account by logging in to: <https://www.ldpost.com/webstore/peanuts/>
- ☑ To view your bill click on '**View Bill**'.
- ☑ To add or delete a registered phone number from your account, click on '**Manage Service Account**'.
- ☑ In this menu you can also set future automatic recharge options.
- ☑ To manually add funds to your account, go to '**Recharge Account**'

We suggest that you program an 800 or Local Access number into your phone to make dialing easier.

You can program your phone so that a number can be dialed in one touch **if your phone allows programming pauses** in the number, so the phone can dial the access code, and then in 10 seconds would dial a destination number.

Example: To call to a friend in Canada whose number you programmed in the Speed Dial menu as 01#, you can program 1-800-530-8750+(10sec Pause)+ 01#.