

# Genie

---

## *Application User Guide*

**Version 1.0**



i8

## 1. Introduction

Genie is a mobile lifestyle solution, a true value added service offered by Mobilink in collaboration with Inov8. It transforms every mobile phone into a fast, convenient and secure channel for

- Buying products,
- Paying for services and
- Transferring money through a few clicks of the mobile handset.

Genie is a retail outlet, deposit location for bills and a payment processing gateway all wrapped into one easy to use and compact package. In addition to the core retail / payment functionality, a host of value added services are built around Genie that benefit the consumers

### 1.1. What you will need

Genie is an application that resides in your mobile handset. So in order to use the application it is essential that you go through the brief checklist that follows and make sure that your mobile handset fulfills these requirements

Your mobile should:

- Support internet communication. This is possible if your mobile has GPRS or EDGE functionality
- Support Java applications. Genie requires Java environment to function
- Have an active Mobilink connection, Jazz or Indigo

Once your mobile handset fulfills the above mentioned requirements, you are all set to move to the next step, i.e. subscribe to a Genie Account

## 2. Getting started

### 2.1. Signing up

Users can activate their Genie accounts by subscribing to the Genie service and the process is as simple as sending an SMS.

But, it is important that the correct process is followed for Jazz or Indigo connections

### 2.2. Indigo

All customers who have an indigo/ post-paid package can text their name to a short code 1610. You will shortly receive a reply informing you of your new Genie Login and Personal Identification Number (PIN).

When you receive your login information, Genie service charges are deducted and billed to you. These charges will be added to your monthly indigo bills.

### 2.3. Jazz

Signing up for Jazz users is slightly different from the indigo users. All jazz users can send an SMS to 1610 to receive their login information. But, unlike indigo users, Signing up for Jazz customers does not end here. The login information they have received is not valid until the subsequent step is performed.

Jazz users will have to send another message to 1611, after receiving the Login information. This SMS will deduct the service charges for Genie from their Pre-Paid balance. This is why it is important for you to insure that sufficient balance is present to allow the clearance of service charges. Otherwise the SMS request to 1611 would fail and your Genie Login information would remain in-active.

### 2.4. Downloading the application

In addition to the above information, you will be notified of a URL address from where the application can be downloaded. Be sure to download the application customized specifically for your mobile handset. Normally the system will automatically recognize you mobile handset model and make and show you the link where the customized application can be downloaded, but if it doesn't you can download the generic application.

Using the generic application may affect user experience as far as some of the handset built-in navigation and user input capabilities are concerned.

## 2.5. Signing up through customer helpdesk

You can also choose to call your bank helpdesk and ask the CSR to create a new Genie Account for you. This is only possible if your bank is a Genie-partner bank and provides this service. Please log on to [www.inov8.com.pk/Genie](http://www.inov8.com.pk/Genie) for further information.

## 2.6. Linking your payment mode with Genie

In order to benefit from the Genie service, it is essential that you link at least one payment instrument with your Genie account in order to allow you to make transactions using Genie. You can contact any of our partner Banks and ask for information regarding the Genie service and the Payment instruments they have made available to link to the service.

Normally, you can link your:

- Bank account
- Debit card
- Credit card
- Pre-paid debit card

with your Genie account. Bank CSR will ask for your personal information and which of the above payment mode(s) you would like to link with Genie.

When the CSR verifies your information, he will complete the linking process and you will be sent an acknowledgement through SMS that your account has successfully been linked and you will also be provided with you account PIN.

You will not be able to use the PIN you received to make transactions. This is necessary to ensure the security of your personal information. You will have to change your PIN to any desired PIN by logging in to your Genie application. This process is further explained in change bank PIN section.

Now, you are ready to use Genie to make transactions, buy various products and pay your bills while on the move.

## 3. Application layout

### 3.1. The Welcome screen

When you login the application, you will see the Welcome Screen first showing you the list of payment modes linked to your Genie account.

You will notice a scrolling ticker on top, just below the date. This will show different messages ranging from news to various product/ service endorsements.

Press any key to go to the main Menu



### 3.2. Main Menu



Did you notice the “#>” at the bottom right of the screen? This is a navigation sign meaning that to move forward or confirm your selection, press the hash (#) key. Similarly “<\*” will appear on the bottom left corner of the screen. You can push the \* key to move to the previous screen whenever you see this sign.

The main menu lists three major functions that you can perform using the Genie application. These are

- Buy products

Entering this menu will show you the vendor lists who are selling their merchandise on Genie.

- Pay for services

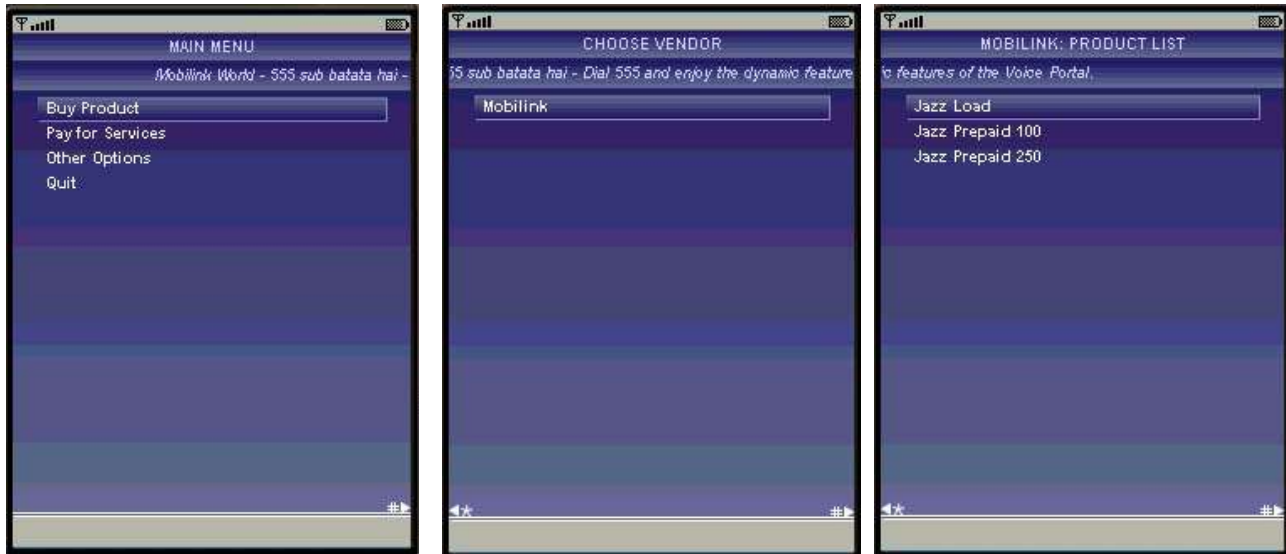
When you enter the services menu, you will see the names of billing organizations such as LESCO and SSGPL who accept bill payments on the Genie platform.

- Other options

You can also manage your Genie account from within the application by entering the 'Other Options' menu and perform functions such as change your Genie PIN or any Bank PIN. Manage your favorite numbers and view your transaction history.

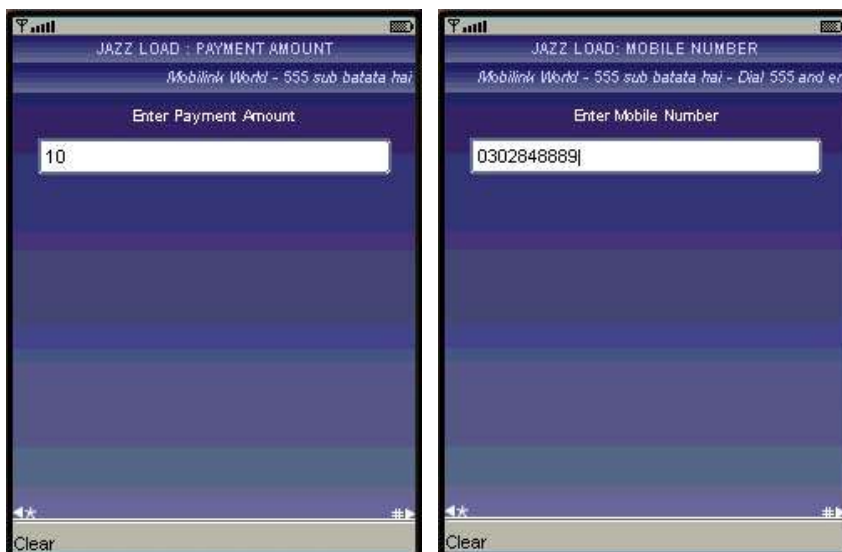
## 4. Buying a product using Genie

### Step 1



- To select the product you want to purchase, select “Buy Product” from the main menu and then choose the vendor that sells the product you want to purchase
- A list of products sold by that vendor will appear in the “Product List”
- You can select the product you want to purchase and then push the select key on your mobile or the ‘#’ key to make the selection

### Step 2

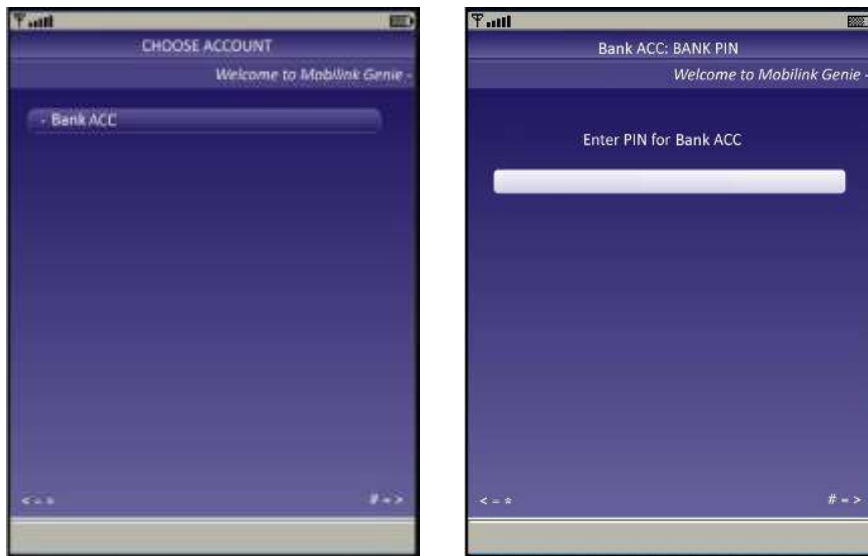


#### Note:

You can buy a product that has a fixed or a variable value. Variable value products are those where you decide to enter the payment amount in return of which you want to receive the product, example talk time or top-up

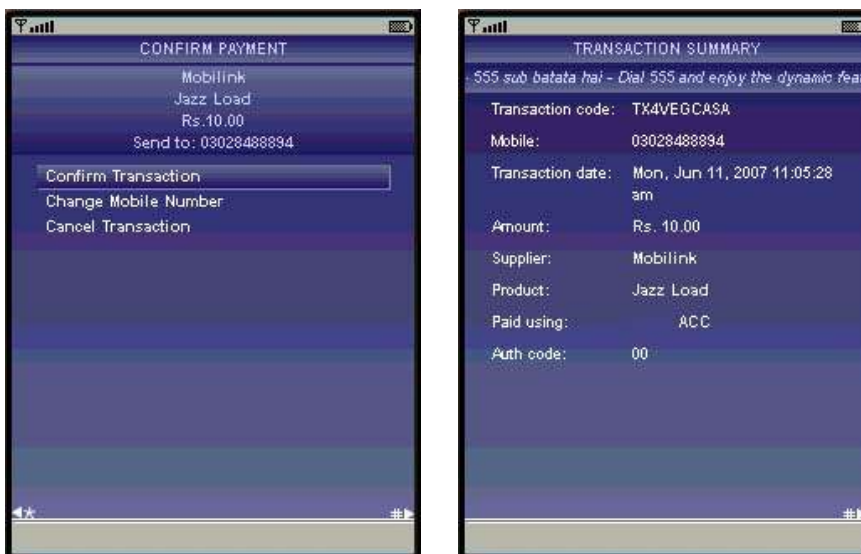
- In this particular transaction, suppose you are purchasing a top-up worth Rs.10.
- You can send this to any other jazz user by entering his/her mobile number or
- You can top-up you own mobile prepaid credit by entering you own number in the mobile number screen.

### Step 3



- Once you enter the mobile number you want to send the top-up to, the “Choose Account” screen will automatically appear with your linked payment modes listed
- Select the account and enter the PIN for that account in the “Enter PIN screen”

### Step 4



- You must confirm every transaction that you perform through Genie. This allows you to review transaction for any corrections
- You can proceed to make the transaction or cancel it if you so choose
- When the transaction is completed, a transaction summary will be displayed containing the transaction code and the bank's authorization code for the payment mode used

## 5. Make a bill payment

### Step 1



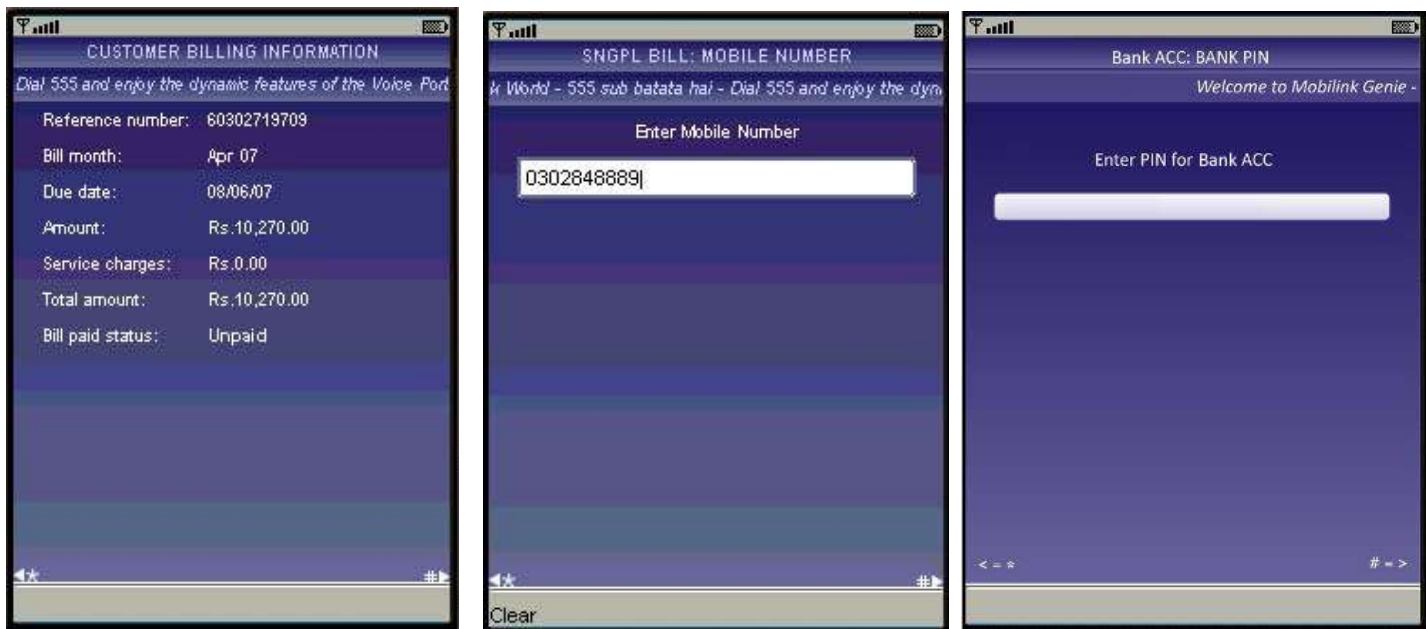
- To select the service you want to pay the bill for, select “Pay for Services” from the main menu
- A list of billing organizations that accept bill via Genie will appear in the “Choose Service list”
- To select the service push the select key on your mobile or the ‘#’ key to make the selection

### Step 2

- You can enter a valid customer reference number to retrieve a summary of your bill information
- Customer reference number varies from one bill payment service to the next. For example, for Mobilink it is the mobile number, for LESCO it is customer ID and so on
- You can pay your own or anyone’s bill by specifying their consumer reference number
- Once you choose your payment mode the application will fetch a summary of your billing information

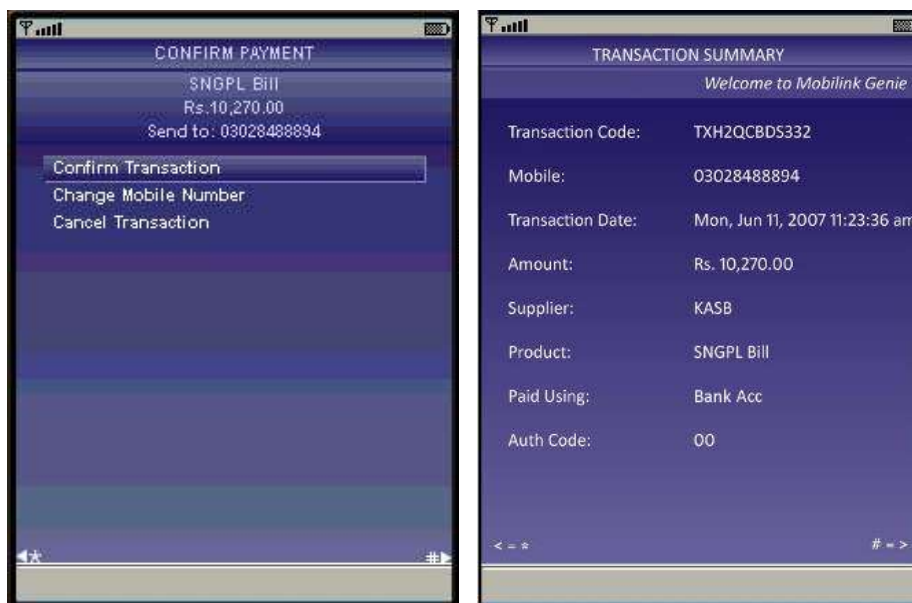


### Step 3



- You can enter the mobile number you want the receipt to be sent to via SMS. This is useful if you are paying someone else's bill and want to send him a receipt/notification that his bill has been paid
- Application will ask for your bank PIN

### Step 4



- You must provide confirmation for every transaction that you perform through Genie. This allows you to review transaction for any corrections
- You can proceed to make the transaction or cancel it if you so choose
- When the transaction is completed, a transaction summary will be displayed containing the transaction code and the bank's authorization code for the payment mode used and the amount deducted from your account (service charges included)

## 6. Managing Genie Account

From the main menu, you can choose other options which will list a number of functions that you can perform to manage your Genie account. These include



- Changing your bank PIN
- Managing your favorite numbers
- Changing your Genie PIN
- Updating catalogs
- View transaction logs
- Reset user setting

### 6.1. Changing your Bank PIN<sup>1</sup>

Steps to follow:

- Select “Manage Account” from “Other Options” menu
- Select the account you want to change the PIN for from your listed accounts
- Application will ask for your current bank PIN. Enter the current PIN. These are four digit PINs
- After the fourth digit the application will automatically ask you to enter the new PIN and then re-enter it for confirmation
- After this an acknowledgement message will be displayed confirming that your Bank PIN has changed

### 6.2. Generating your Bank PIN<sup>2</sup>

When a user links a new bank account, he/she will have to generate a new bank Pin from his/her Genie Application.

Steps to follow:

<sup>1</sup> Bank PIN may be referred to as TPIN, MPIN depending on the bank that user has an account in

<sup>2</sup> This does not apply to all the banks. Some banks will require the Genie user to call to help-line to generate their bank PIN

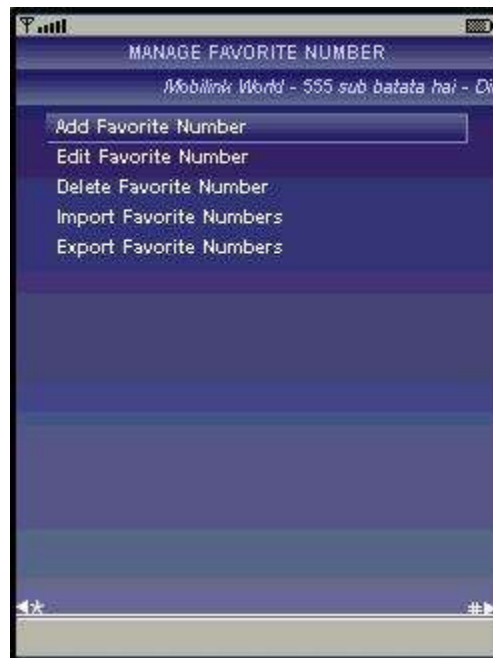
- Select Manage Account from Other Options menu
- Select the account you want to Generate the PIN for from your listed accounts
- Application will ask for a 4 digit Bank PIN.
- After the fourth digit the application will ask you to re-enter the new PIN for confirmation.
- After this a acknowledgement message will be displayed confirming that your Bank PIN has been generated

### 6.3. Managing your favorite numbers

Favorite numbers allow your application to memorize the numbers you use most often. These numbers could be mobile numbers or any service reference numbers, to save you the trouble of entering the same numbers again and again.

Before all input screens the application will show you a list of favorite numbers to choose from. If the number you have to use is not a favorite number, you can select “Enter Number” and proceed to make your transaction.

- To add a favorite number, select “Add Favorite Number” option from “Manage Favorite Number” menu. Enter the number in the number input field and press “#” key
- To edit a favorite number, select “Edit Favorite Number” option. Favorite numbers list will be displayed on screen. Select the number you want to edit and it will appear in the input field. Change it as desired and press “#” key to confirm changes
- To delete a favorite number, select “Delete Favorite Number” option. Favorite number list will be displayed on screen. Select the number you want to delete. Application will confirm if you want to proceed with the deletion. Press “\*” to cancel and “#” key to delete the number
- Favorite numbers are normally stored on your handset but you have the option of exporting your favorite numbers to the Genie database so that you can use them from any Genie application whether you log in from your handset or a different one
  - To export your favorite number list to the Genie database, select “Export My Favorite Numbers” from the “Manage Favorite Numbers” menu
- Whenever you have to retrieve your favorite numbers list, simply select “Import My Favorite Numbers” from the “Manage Favorite Numbers” menu



## 6.4. Change your Genie PIN

We recommend that you change your Genie PIN frequently to protect unauthorized use of your Genie account. You can change your Genie PIN by simply following these steps

- Select Change Genie PIN from Other Options menu
- Enter your current Genie PIN
- Application will ask you enter a new Genie PIN
- Re-enter the new PIN for confirmation

## 6.5. Reset your Genie PIN

If you have forgotten your Genie PIN you will not be able to log into the Genie application. You must call customer helpdesk at your bank or a talk to a CSR at Mobilink who will verify your identity and change your Genie PIN. You will be notified of the new Genie PIN via SMS.