

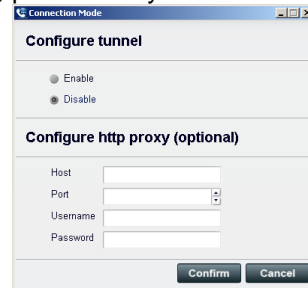
# NetTalk Internet Phone Service – Trouble Shooting Guide & User Tips

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## Section 1: Trouble Shooting Guide

### 1.1. What should I do if I cannot login or connect to NetTalk Internet Phone Service?

- Step 1. Make sure that you have entered the correct login ID and password.
  - Step 2. Make sure the LAN cable is plugged properly.
  - Step 3. Check the Internet accessibility, please ask your IT administrator for assist.
  - Step 4. Check the Network connection (Proxy setting), please ask your IT administrator for assist.
- You can set up the proxy setting in NetTalk:
1. Click "Menu" and then "Connection Mode".
  2. Enter proxy setting



### 1.2. What should I do if I experience one way voice transmission during a conversation?

If you experience one way voice transmission, it may be due to the setting of ISP or firewall (e.g. UDP packets are blocked); you are recommended to change the connection mode to tunnel mode to attain the connection.

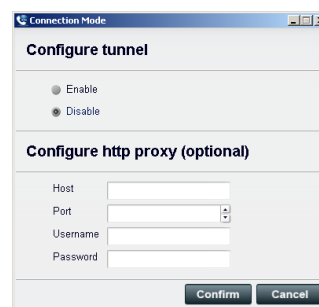
#### Step 1

Click "Menu" and then "Connection Mode".



#### Step 2

Select "Enable" to start the tunnel mode



After changing connection mode to tunnel mode, the status indicator will turn purple respectively.

NetTalk Internet Phone will automatically be connected by the mode you have chosen when you login next time. To change back to normal mode, simply follow the instructions above and select "Disable".

#### Tunnel Mode



### 1.3. What should I do if I experience low sound volume or poor voice quality?

#### Step 1

Adjust the Microphone and Speaker volume in NetTalk Internet Phone Web Interface.



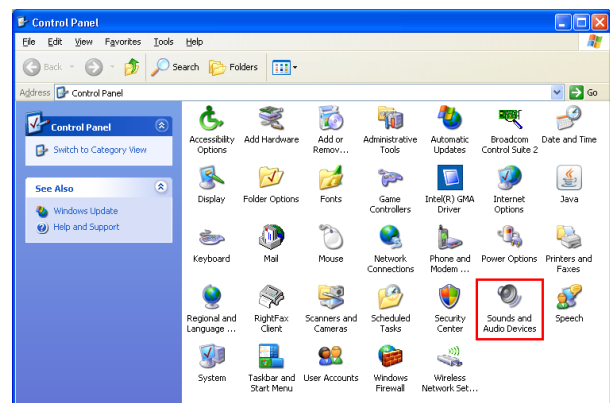
#### Step 2

Click "Menu" →  
Select "Audio Settings" →  
Select "USB Audio Device" as "Audio Out" and  
"Audio In" device →  
Click "Confirm"

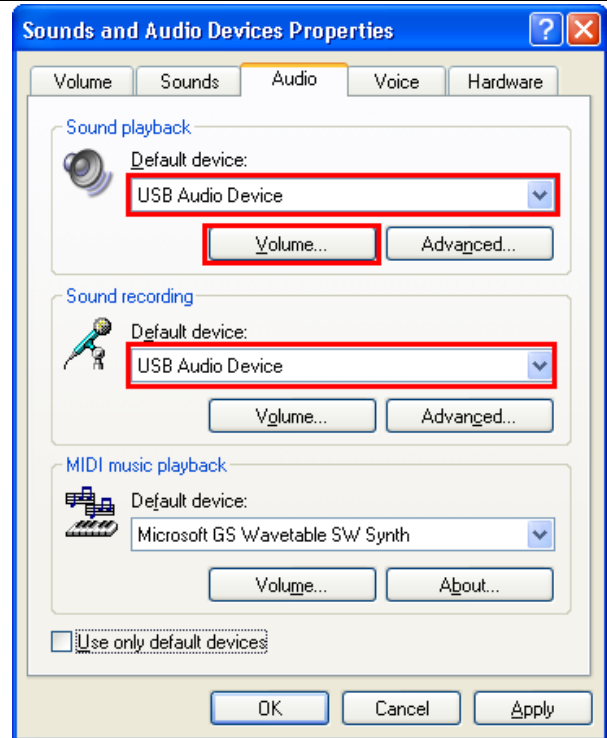


#### Step 3

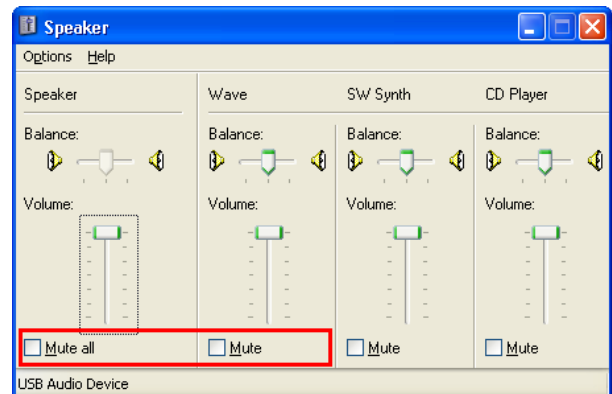
A. Click "Start" → "Control Panel" → "Sound and Audio Devices"



- B. Click the “Audio” tab →
- Select “USB Audio Device” as default device →
- Click “Apply” →
- Click “Volume...”



- C. Make sure the mute box is NOT checked under Speaker and Wave.



#### 1.4. What should I do if I found the status indicator remain in red colour after I login to NetTalk Internet Phone Service?

This indicates a connection problem, e.g. UDP packets being blocked by ISP or firewall. Please follow the instructions in point 1.2 to change the connection mode to tunnel mode.

## Section 2: User Tips

### 2.1. How to use NetTalk Internet Phone?

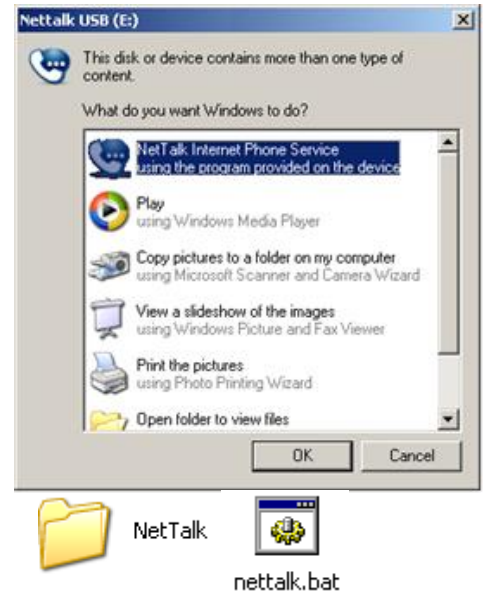
After plugging-in the USB device (MEMORYphone) into PC, the NetTalk Internet Phone will start automatically. Simply press the “Enter” key of your keyboard or click “OK” to start using your NetTalk Internet Phone Service.

#### For Microsoft® Windows® 7 users:

After plugging-in the USB device (MEMORYphone) into PC, select “Open folder to view files”, then open the “NetTalk” folder and double click the “nettalk.bat” to start using your NetTalk Internet Phone Service.

#### For NetTalk Internet Phone (Service only) users:

Double click the NetTalk icon to start using your NetTalk Internet Phone Service.



### 2.2. What should I do if Security Alert was shown when I first use the NetTalk Internet Phone Service?

The Security Alert usually request user to change PC system settings in order to run the NetTalk Internet Phone application. These changes may be related to un-blocking voice connection ports to support voice connection. Please accept the changes, then you can start using the NetTalk Internet Phone Service.



### 2.3. Do I need to enter the country prefix “852” when I use the NetTalk Internet Phone to make calls to Hong Kong while I am overseas?

No, it is not required.

### 2.4. Would NetTalk Internet Phone Service be affected if the broadband connection is interrupted?

NetTalk Internet Phone should be operated under a broadband connection, if the broadband connection is interrupted, NetTalk Internet Phone Service cannot be connected as well.

### 2.5. What can I do if the NetTalk Internet Phone software is corrupted?

#### Step 1

Go to HKBN website: [hkbnes.net/en/support](http://hkbnes.net/en/support)

Follow the steps below to download the NetTalk software again:

Others →

Voice Services →

Business NetTalk Internet Phone Service →

Software (service only, applicable to Windows XP, Windows Vista & Windows 7)

**Contact us:**

Email: [cs009@hkbnes.net](mailto:cs009@hkbnes.net) (Consumer Customer)

[cscorp@hkbnes.net](mailto:cscorp@hkbnes.net) (Business Customer)

Hotline: 128 180 (Business Customer)

Step 2

Save the NetTalk Internet Phone software to PC or USB device.

Step 3

Double click the NetTalk application file and click “Next”.  
Follow the procedure to complete the installation.

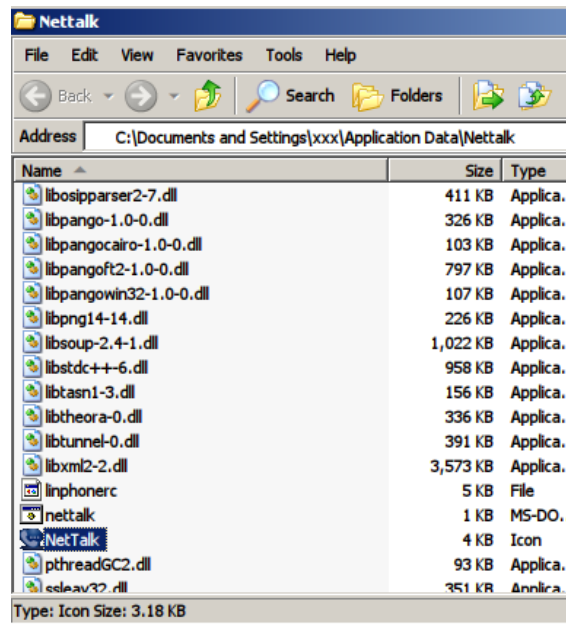
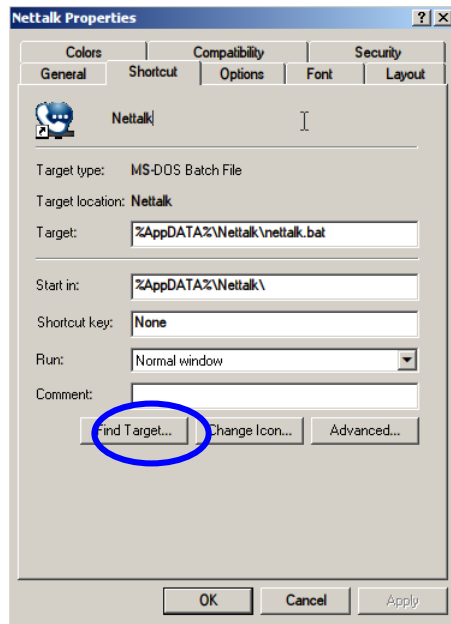


**2.6. What can I do if I want to re-install NetTalk Internet Phone software?**

- 1) Please backup your phone book manually before un-install the NetTalk Internet Phone software.
- 2) Please right click **Nettalk** icon and select “**Properties**”
- 3) Click “**Find Target...**” then you will be directed to the software installed folder

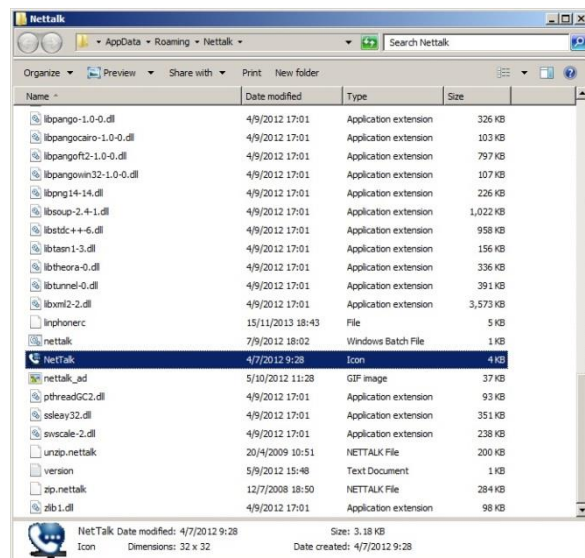
## Windows XP

(Example path > C:\Documents and Settings\xxx\Application Data\Nettalk) (xxx = your windows username)

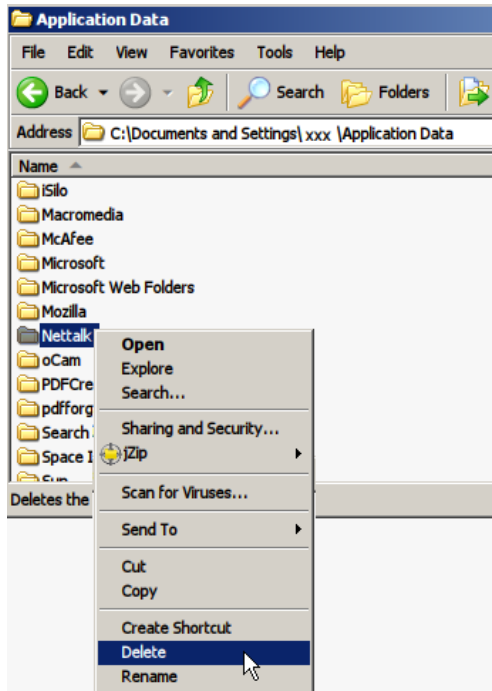


## Windows 7

(Example path > C:\Users\xxx\AppData\Roaming\Nettalk) (xxx = your windows username)



- 4) Please delete the whole “Nettalk” folder under the path  
Windows XP: C:\Documents and Settings\xxx\AppData  
Windows 7: C:\Users\xxx\Roaming\AppData



- 5) Please access HKBN website at [hkbnes.net/en/support](http://hkbnes.net/en/support)
- 6) Click on **Others** in top menu
- 7) Click on **Voice Services** in content page
- 8) Find **NetTalk Internet Phone Service**
- 9) Select **Software (service only, applicable to Windows XP, Windows Vista & Windows 7)** to download the NetTalk installation program
- 10) When download process is completed, please open / run the program to install the NetTalk Internet Phone software.



**Appendix**

<b>Error Code</b>	<b>Reference</b>
Reference Code: 1001	Login failure! Fail to connect to proxy server.
Reference Code: 1002	Login failure! Fail to connect to remote host.
Reference Code: 1003	Login failure! Failed to connect to remote host or proxy server.
Reference Code: 1004	Login timeout.
Reference Code: 1005	NetTalk login account and password not match
Reference Code: 2001	The account is logged in other client
Reference Code: 2002	Incorrect Login ID or Password
Reference Code: 3001	Fail to International Call Forward number
Reference Code: 3002	Fail to Call Forward number
Reference Code: 4001	Software upgrade failure! Fail to connect to proxy server.
Reference Code: 4002	Software upgrade failure! Fail to connect to remote host.
Reference Code: 4003	Software upgrade failure! Fail to connect to proxy server or remote host.
Reference Code: 4004	Software upgrade timeout! Please try again later.
Reference Code: 4005	Software upgrade failure! File size mismatch
Reference Code: 4006	Software upgrade failure! Fail to save data to local file system.

- End -