NetTalk Internet Phone Service

User Guide

Content

1. Overview

NetTalk Internet Phone is a Windows-based PC application that provides voice communication between PC and Public Switched Telephone Network (PSTN). The NetTalk Internet Phone can be used anywhere e.g. home, office, Wi-Fi hotspot, hotel, etc. once it is connected to a PC. After login, users can make calls with a Hong Kong fixed line telephone number anywhere with a PC and Broadband Internet connection.

By means of advanced technology, NetTalk Internet Phone can adapt to different network environment, it supports working behind a NAT, such as broadband router.

System Requirement for NetTalk Internet Phone
■ Operating System Microsoft® Windows® 7 / Vista / XP / 2000
■ PC with processor PIII 500 MHz equivalent or higher
■ 512 MB of system RAM
■ 128 MB available hard disk space
■ Sound card, microphone, speakers or headphones required for audio (Bluetooth headset is supported)
■ Broadband Access

Call Features of NetTalk Internet Phone
✓ Caller Number Display
✓ Caller Number Display per Call Blocking
✓ Call Conference
✓ Call Waiting
✓ Call Forward
✓ Remote Call Forward
✓ Block-the-blocker
✓ Do-not-disturb
✓ Speed Dialing
✓ Appointment Reminder
✓ Call Hold
✓ Hunting#
✓ IDD Security

- ✓ Incoming International Operator Call Barring#
- ✓ Voice Mail
- ✓ International Call Forward*^

^Only applicable to customers who have applied for that specific value added service.
#Only applicable to business customers

International Call Forward (ICF) – With this feature, user can forward the NetTalk Internet Phone number to overseas telephone number or mobile number.

Additional Features of NetTalk Internet Phone
- ✓ Call History (15 Answered, Dialed & Missed Calls records)
- ✓ Phone Book
- ✓ Infotainment
- ✓ Voice Mail quick access button
- ✓ Call Forward quick access button
- ✓ Login Password modification
- ✓ Speaker and microphone volume slide bar
- ✓ On-line Help Manual
- ✓ Music Ringtone

2. NetTalk Internet Phone Main Interface
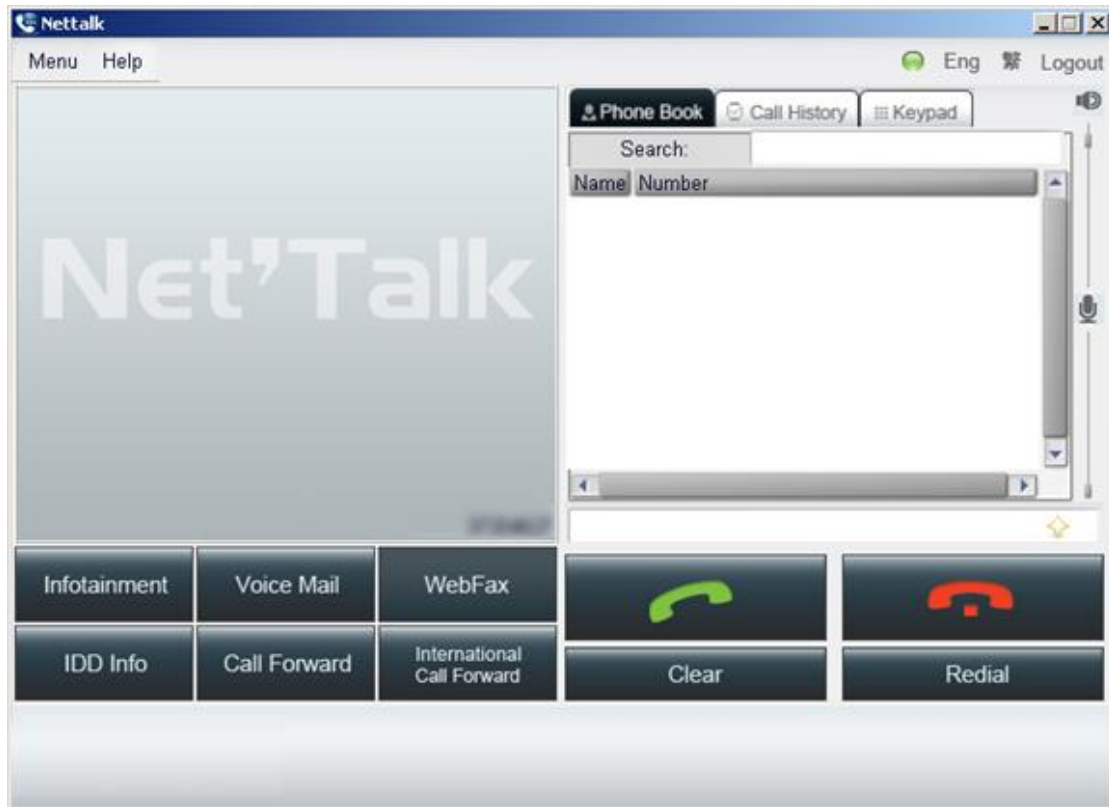
NetTalk Internet Phone Calling Status
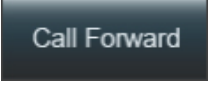
Status	Description
Calling	Waiting the called party to answer the call
In call	Phone call is connected
Call ended	Consversation is ended
Error call	The dialled number is unreachable
Incoming call	Incoming call Ringing / A call waiting for answering
Paused call	Call on hold

NetTalk Internet Phone Buttons

Button	Description
Logout	Logout from the NetTalk Internet Phone, and exit program
Menu	Pull-down Menu
Help	Help Menu
繁	Change to Traditional Chinese Interface
Eng	Change to English Interface
	Pick-up the phone for: 1. making outgoing calls or 2. answering incoming calls
	Disconnect the call
Login	Click to login
Quit	Click to exit program
_	Minimize client
X	Close NetTalk window

* If you just pressed "X", the NetTalk Internet Phone Service will stay connected and located in system tray. And you can still receive incoming calls.

NetTalk Internet Phone Buttons (Cont'd)

Button	Description
🔊	Adjust the volume of speaker/ headset; Move the bar to mute/ unmute the speaker
🎤	Adjust the volume of microphone; Move the bar to mute/unmute the microphone
Clear	Clear the entered telephone number
Redial	Redial the previous telephone number
Infotainment	Connect to Infotainment links
Voice Mail	Connect to Voice Mail system
WebFax	Connect to WebFax Portal
IDD Info	Connect to IDD Info Portal
Call Forward	Activate / De-activate Call Forward
International Call Forward	Activate / De-activate International Call Forward

3. Login to NetTalk Internet Phone

1   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 MEMORYphone into PC, select "Open folder to view files", then opens the "NetTalk" folder and double-clicks the NetTalk client 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.
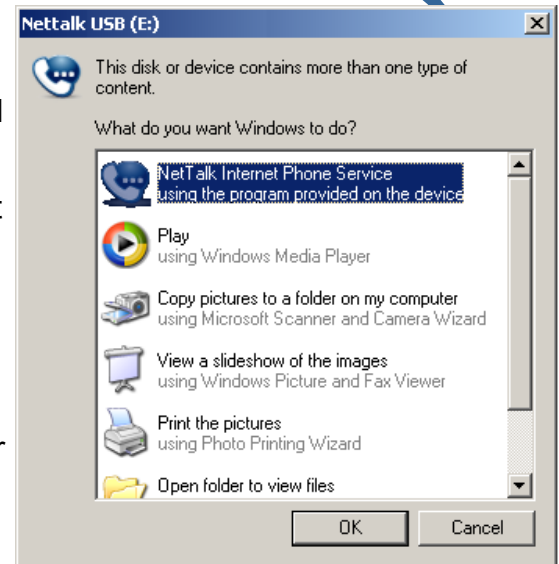
2   Enter Login ID and Password, and then click "Login". Click "Save Password" to store the entered password in client.
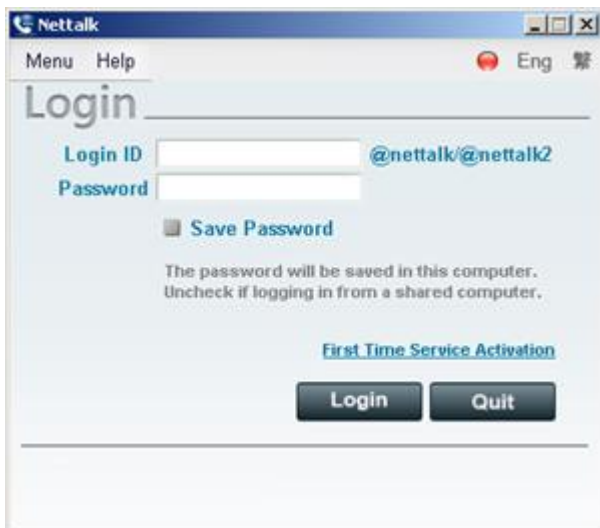
Remarks: For MEMORYphone, please click "First Time Service Activation" to activate the service before the first-time login. For NetTalk Internet Phone (Service only) users, First Time Service Activation is not required.

3
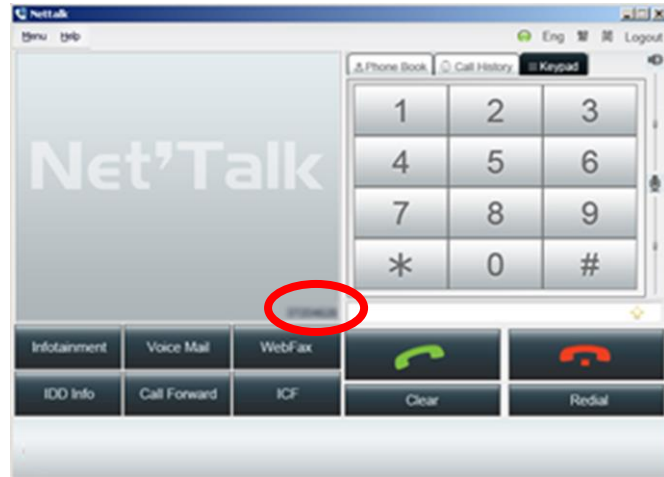
After login, your telephone number will be displayed on the screen.

!
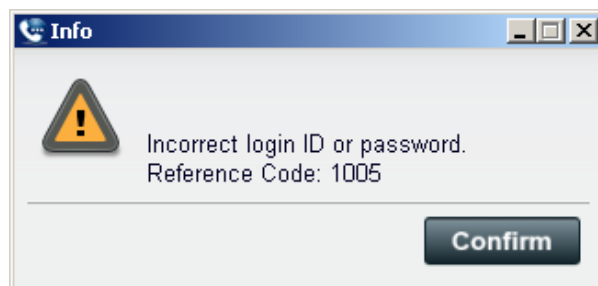
If "Incorrect Login ID or password" is displayed, please re-input Login ID and Password and click "Login" again.
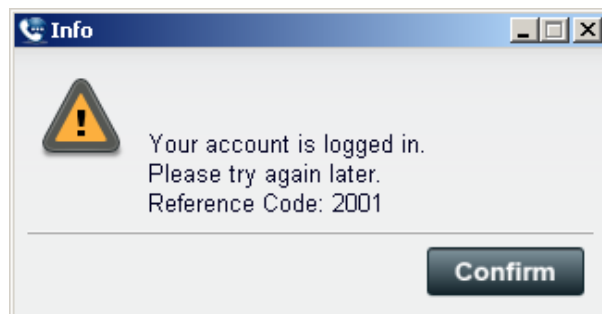
If "Log in failed. Please try again later" is displayed, that means this login is used in other devices, please check and try to login again.

4. Basic Calling Operation

4.1 To make outgoing calls

Make local calls to Hong Kong

1   Dial the telephone number on the Keypad (no need to enter prefix "852"). Or, key in telephone number in the bar

(No need to enter prefixes "852").

2   Click [icon] to make call.

3   Click [icon] to hang up.

Make IDD calls*

1   Dial the telephone number on the Keypad: "009" + Country code + Area code + Telephone number

2   Click [icon] to make call.

3   Click [icon] to hang up.

* To apply for IDD 009, please register during NetTalk Internet Phone Service activation or registration. You may also click [IDD Info] or call our Customer Service Hotline at 128 180 for registration.

4.2 To answer incoming calls

1

Incoming call	Duration

A window will be shown to indicate an incoming call.

2

Click [answer icon] to answer the call.

3

Click [hang up icon] to hang up.

4.3 Call Features

Caller Number Display

It enables you to recognize the caller before answering the call. Even when your phone has been unanswered or no messages has been left in your voice mail, the caller's number and time of call are still recorded for re-dialing convenience.

Caller Number Display Per Call Blocking

You can choose not to show your telephone number to the called party for each outgoing call.

- Dial "1" "3" "3" + Telephone Number then click

Call Conference

Conference calling facilitates the communication between various parties. It enables you to add a third party to an existing call anytime you wish.

- Dial the telephone number, click
- Connected, Dial the 2nd telephone number, click
- Connected, click " "
- Begin the conference conversation

Call Waiting

It enables you to answer another incoming call while you are engaged on the line. It gives you the convenience of switching back and forth between two calls. If you prefer to disregard the new incoming call, you can cancel the Call Waiting feature on a per call basis.

Answer the waiting call
- Inform the conversing party that you are putting him/her on hold
- Click [phone icon]
- Begin the conversation with the Call Waiting party
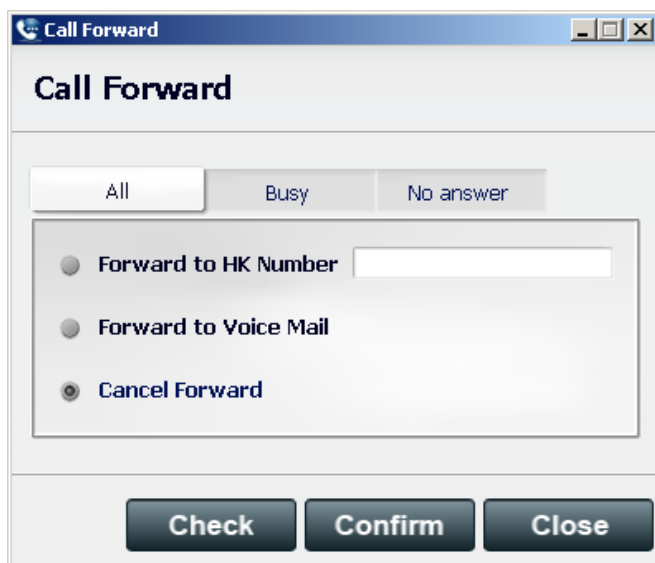
Return to the original party or alternate between two calls
- Select the original party
- Click [Resume icon] whenever you wish to resume the hold call

Call Forward

Use Call Forward to direct your calls to any telephone numbers or Voice Mail.

All Call Forward

- Check the box to select the Forward type (All, Busy or No Answer)
- Enter the telephone number
- Click "Confirm" to Forward

And you could:
- Check the box of "Cancel Forward" to cancel Call Forward
- Click "Check" to view existing setting

- Press the "No Answe
- Check the box to sele Forward type
- Enter the telephone r
- Click "Confirm"

- Check the box of "Ca Forward" to cancel C Forward

Call Forward

Busy Call Forward

No Answer Call Forward

Block-the-blocker

With Block-the-blocker, your telephone will not ring and disturb you in case of anonymous calls. Instead, the rejected call will be routed to an announcement advising the caller that you do not wish to receive anonymous calls.

Activate Block-the-blocker

- Dial "∗" "7" "6"
- Click , a confirmation tone will be heard

Cancel Block-the-blocker

- Dial "#" "7" "6"
- Click , a confirmation tone will be heard

Do-not-disturb

You can block the incoming calls when you do not want to be disturbed. With Do-not-disturb, you are still able to make outgoing call.

Activate Do-not-disturb

- Dial "∗" "9" "6"
- Click , a confirmation tone will be heard

Cancel Do-not-disturb

- Dial "#" "9" "6"
- Click , a confirmation tone will be heard

Speed Dialing

Speed Dialing allows you to store up the most frequently number you called in memory.

Store a number and assign a code to the Personal List

- Dial "∗" "9" "2"
- Enter 1-digit code (0-9)
- Enter the telephone number, "**#**"
- Click

Activate Personal List

- Click "∗"
- Enter 1-digit code (0-9), "**#**"
- Click
- Begin conversation

Hunting

Incoming calls to a busy line will be automatically transferred to the next available line within the same telephone group.

Voice Mail

Using NetTalk Internet Phone

- **Press** Voice Mail

OR

Using Other Telephone

- **Dial 21331238**
- **Enter your telephone number**
- **Enter your password + "#"**

Listen to New Message

Main Menu

Press "1" to listen to message	**Press "2" to change mailbox feature (password and greeting)**
Press "4" to replay message	**Press "1" to change password**
"5" to listen to message information	**"2" to select greeting**
"6" to record message to reply;	**Press "1" to select system greeting**
"7" to delete message	**"2" to select name announcement**
"8" to forward message to others;	**greeting**
"9" to save message	**"3" to select personalized**
"＊" to go back to main menu	**greeting**
	"9" to active / cancel password
When the message is playing,	**Press "1" to skip password feature**
press "1" "1" to rewind to the beginning;	**"2" to enable password feature**
or press "3" "3" to end the message;	**"＊" to go back to main menu**
or press "7" "7" to delete the message.	
Press "8" to change mailbox language	**Press "9" to change system greeting language for caller**
Press "1" "#" to select Cantonese	**Press "1" to establish / change 1st language**
"2" "#" to select English	**"2" to establish / change 2nd language**
"3" "#" to select Putonghua	**"3" to establish / change 3rd language**
	"＊" to go back to main menu

Voice Mail

Reply Message

Record your reply after the instruction

Press "*" to erase message and record again

any key to confirm the record

Forward Message

Press "1" to send message

"2" to replay recorded message

"3" to erase and record message again

Press any key to skip HKBN greeting.

Press "5" in the main menu to retrieve message(s) from other mailbox.

Note: 1) Each message can be recorded for up to 2 minutes.

2) Each message can be stored for up to 30 days.

Call Hold

Put an ongoing telephone conversation on hold.

Put the existing call on hold

- Click [Hold], during conversation

Resume the conversation

- Click [Resume] to resume conversation

Appointment Reminder

You can use your telephone to remind you of important appointments by ringing at specified times. The appointment should be 10 minutes later or within 23 hours 45 minutes from the current setting time. You can have one appointment reminder call to be set at a time. This setting lasts for 24 hours.

Preset an Appointment Reminder
- Press "∗" "9" "3"
- Enter the time in 24-hour format (e.g. 1620 stands for 4:20pm)
- Press "#"
- Click [phone icon]

Cancel Appointment Reminder before the preset time
- Press "#" "9" "3"
- Click [phone icon]

Remote Call Forward

This feature allows users to activate and de-active Call Forward via a remote telephone.
Note: The default password is 0000.

Remote Call Forward
- Dial 21368383

IDD Security

Once IDD Security is registered, you may avoid unwarranted charges by blocking unauthorized outgoing IDD calls.

Note: The default password is 0000.

Override IDD Security for a single call

- Press "＊" "7" "2" "＊"
- Press password
- Press a long distance number, and "#"
- Click

Change Password

- Press "＊" "7" "1" "＊"
- Press existing password and "＊"
- Press new password and "＊"
- Press new password again
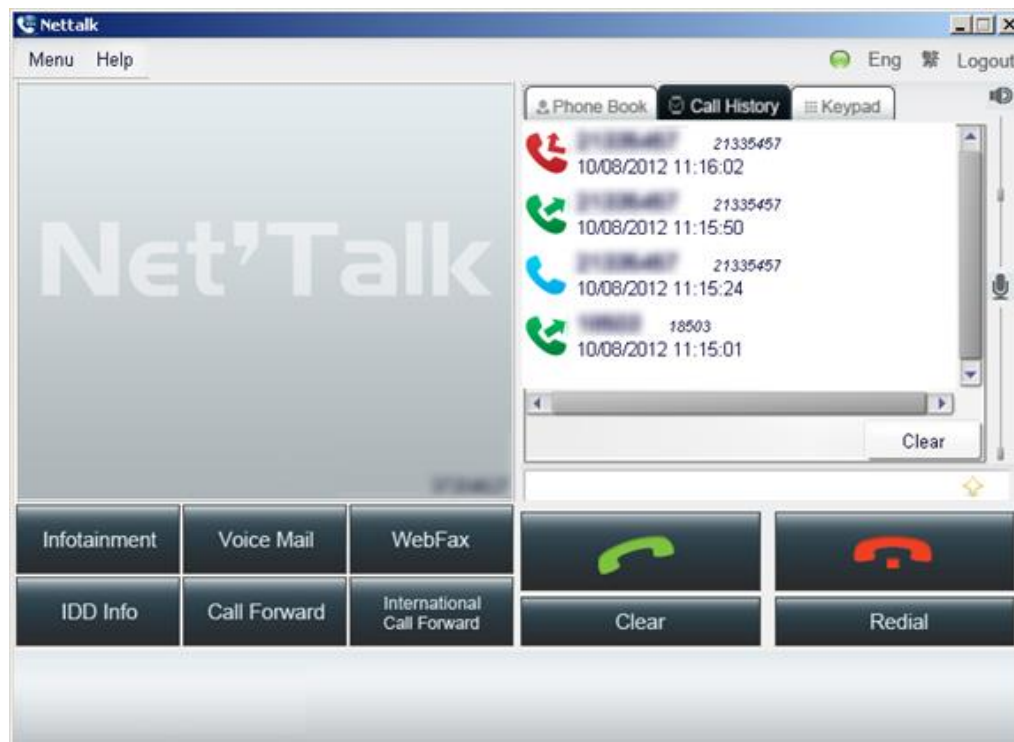- Click

Incoming International Operator Call

To protect your telephone line from being abused by incoming international collect calls, this feature will bar all international operator calls from coming in. The caller will hear a busy dial tone instead.

5. Additional Features

5.1 Call History

Call History

Click ⊙ Call History to check the call history.

	Dialed call record
	Answered call record
	Missed call record

Double-click the entry to dial the telephone number.

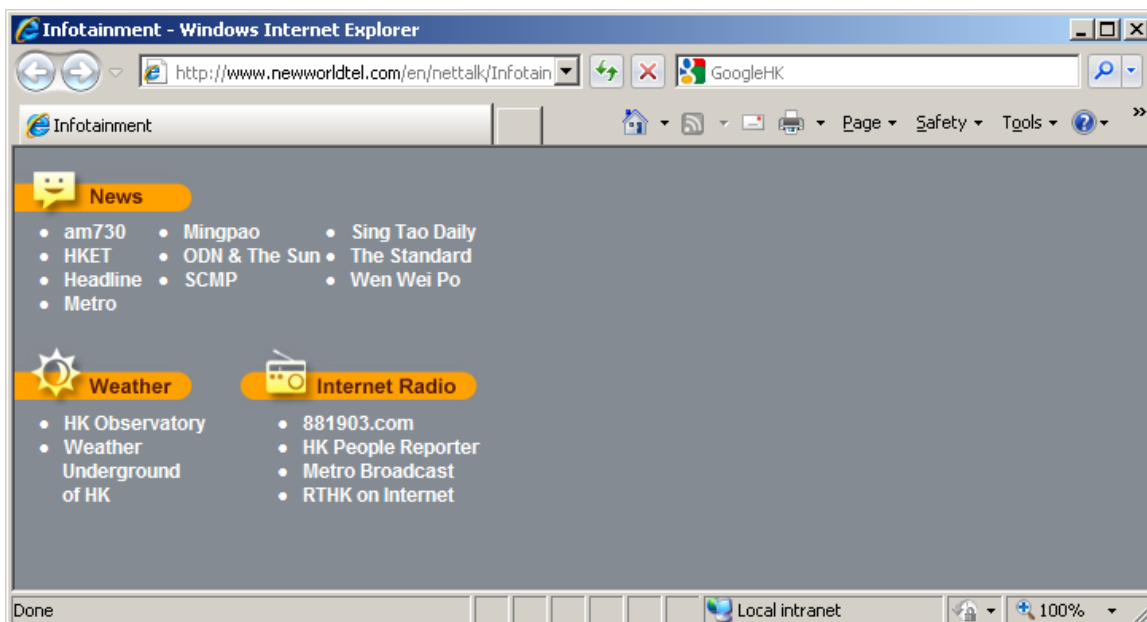Click ⎧ Clear ⎫ clear all call history.

Call History

The call history list can store maximum 15 records. The oldest record will be deleted if over 15 records.

5.2 Infotainment

1

Click **Infotainment**

to open the Infotainment page in web browser.

2

Click on the links for useful information.

5.3 Voice Mail

1

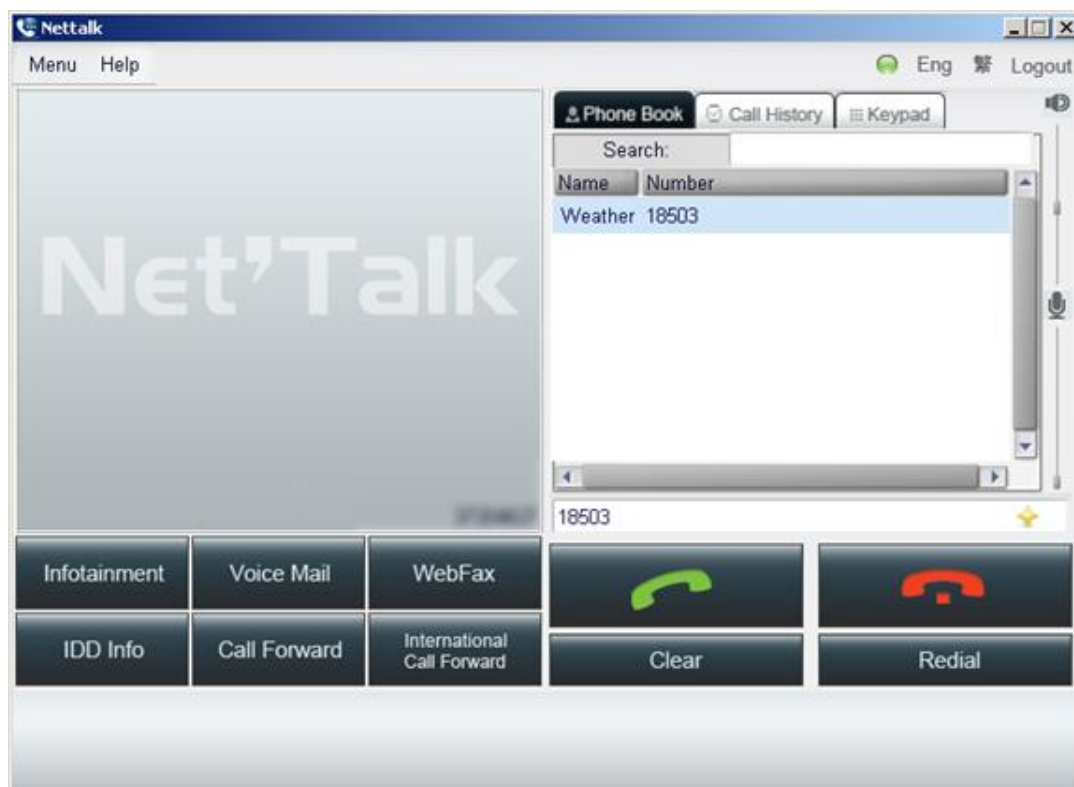Click **Voice Mail** to check the voice mail message.

2

NetTalk Internet Phone will connect to your mailbox automatically. Choose from the mailbox menu to check the messages.
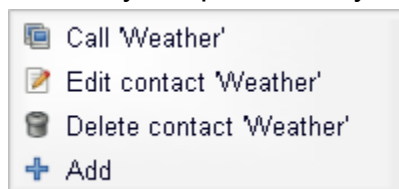
5.4 Phone Book

Phone Book

Click [&Phone Book] to check the Phone Book list.

Select the record and Right-click and select "Call", "Edit contact", "Delete contact" or "Add", to modify the phone entry.

Double-click the Phone Book record to dial the telephone number.

Create a new Phone Entry

1   Click the Phone Book and Right-click to "Add".

＋ Add

Phone Book Information

Phone Book Information

| Name | |
| Phone Number | |

Save **Cancel**

2

Enter the Name and Phone Number of new phone entry.

3

Click **Save** to save the Phone entry.

!

After you entered the number in the bar:

[✧]

You can click ✧ to add the entered number to phone book.

Edit Existing Phone Entry

1

Select the record and Right-click the phonebook list selects "Edit contact…"

 Edit contact 'Weather'

2

Update the Name and Phone Number for phone entry.

3

Click **Save** to save the Phone entry.

Delete Existing Phone Entry

1

Select the record and Right-click the phonebook list selects "Delete contact…"

 Delete contact 'Weather'

5.5 International Call Forward (ICF)*

1 Click **International Call Forward** to launch ICF dialog.

2 Once launch ICF dialog, system will check the existing setting automatically OR you may click **Check** to view existing setting anytime

International Call Forward

International Call Forward

- ⦿ Forward to overseas number (ICF) [   ]
- ⦾ Cancel Forward

[Check] [Confirm] [Close]

3 Enter Country code, Area code and the telephone number, then click "Confirm".

4 To cancel call forward:

- Click **International Call Forward** button to launch International Call Forward dialog.
- Check the box of "Cancel Forward" and press "Confirm" to de-activate the service.^

^ Cancel International Call Forward will cancel all local call forward at same time.

* To apply for International Call Forward, please register during NetTalk Internet Phone Service activation or

registration. You may also click **IDD Info** or call our Customer Service Hotline at 128 180 for registration.

5.6 IDD Info

1 Click [IDD Info] to open the IDD Information page in Web Browser.

6. Menu

6.1 Connection Mode

> **!**   If you experience unsuccessful conversation, it may be due to the setting of ISP or firewall (e.g. UDP packets are blocked), you are recommended to enable the tunnel mode.
>
> If you are using proxy server to access Internet, you may then need to configure the HTTP Proxy setting in advance

1

Nettalk

Menu Help

Connection Mode
Audio Settings
Change Password
About NetTalk

Click **Menu** button and
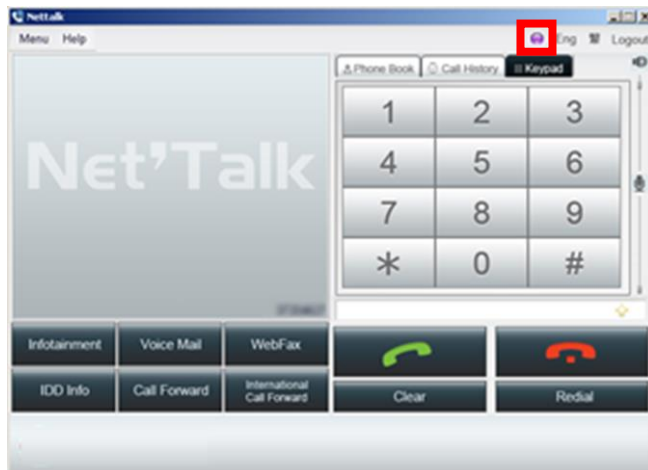select "Connection Mode".

> **!**   You can change the connection mode before or after Login

2

Check the box of "Enable" or "Disable". Then click "Confirm".

3

Tunnel Mode

After enabling the tunnel mode, the status indicator will turn purple respectively. NetTalk Internet Phone will automatically be enabled or disabled the tunnel mode you have chosen when you login next time. To change back to normal mode, please disable the tunnel.

6.2 Audio Settings

Click **Menu** button and select "Audio Setting".

In the Audio Settings, Audio Out, Audio In and Ringtone Out settings can be changed. Click "Done" after making changes.

Note:

For plugged in MEMORYphone users:

If "USB Audio Device" is selected in "Audio Out", all sounds will be emitted from the earphone. If other device is selected, all sounds will be emitted from the chosen device.

Please select "USB Audio Device" in "Ringtone Out" when you want to emit the ringing tone from earphone also.

3

change the ringtone with by the system sound file or personalized your custom WAVE file.
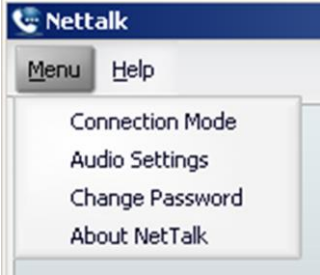
Press 📂 to browse the ringtone.

Press [▷ Play] to play the selected file and click "Open" to confirm your designated ringtone.

Click "Done" to confirm changes.
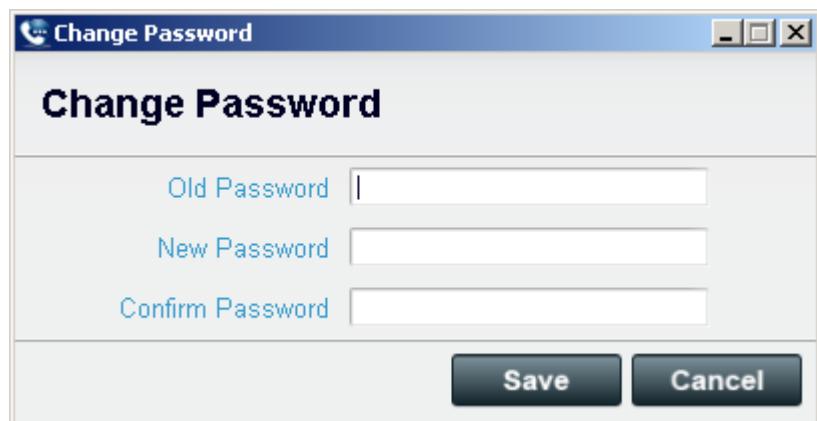
6.3 Change Password (After Login)

1

Click Menu button and select "Change Password".

2

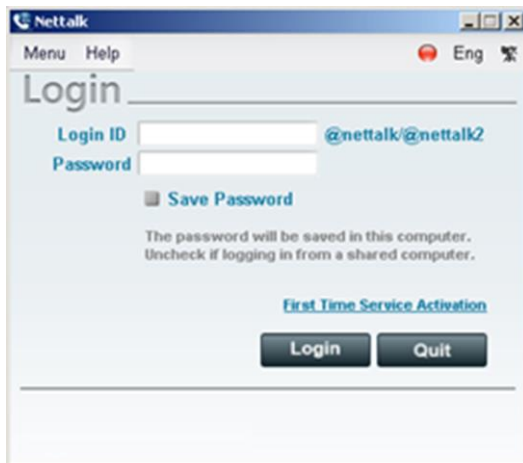Enter "Old Password", "New Password" and "Confirm Password". Then click "Save". The new password has at least 6 characters

6.4 Software Update

1

     During Login, NetTalk will detect the latest version in server.
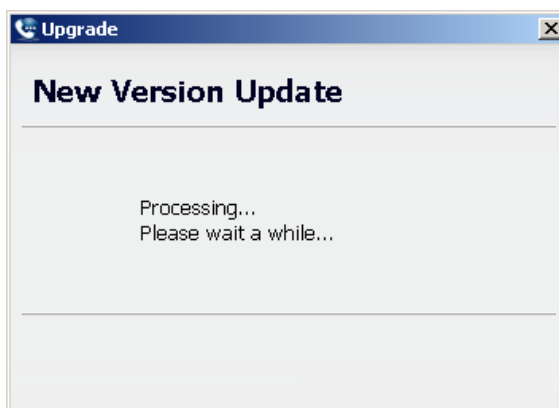

2

     During Login, NetTalk will detect the latest version in server. Press **Confirm** to start to start upgrade
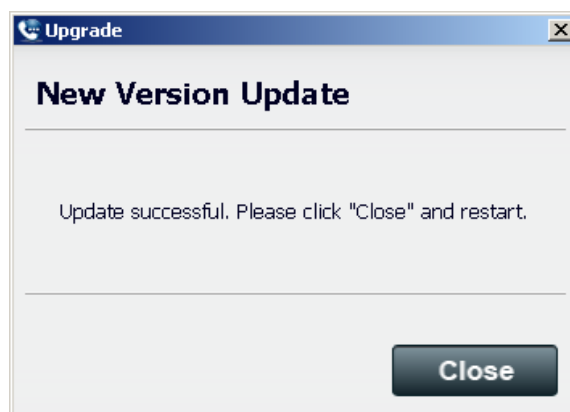
3

During system update, please wait for a while.

Upgrade

New Version Update

Processing...
Please wait a while...

After the update process is completed successfully, please press
Close to close the window.

Upgrade

New Version Update

Update successful. Please click "Close" and restart.

Close

You can then restart NetTalk and login again.

- End -