NetTalk Internet Phone Service

User Guide
Content

1. Overview .............................................................................................................................................. 3
2. NetTalk Internet Phone Main Interface ................................................................................................. 5
3. Login to NetTalk Internet Phone ........................................................................................................... 8
4. Basic Calling Operation ......................................................................................................................... 10
   4.1 To make outgoing calls ....................................................................................................................... 10
       Make local calls to Hong Kong ........................................................................................................ 10
       Make IDD calls* ................................................................................................................................. 10
   4.2 To answer incoming calls ................................................................................................................. 11
   4.3 Call Features ................................................................................................................................... 12
5. Additional Features ............................................................................................................................... 19
   5.1 Call History ..................................................................................................................................... 21
   5.2 Infotainment .................................................................................................................................... 23
   5.3 Voice Mail ....................................................................................................................................... 24
   5.4 Phone Book ..................................................................................................................................... 25
       Create a new Phone Entry ................................................................................................................ 26
       Edit Existing Phone Entry ............................................................................................................... 27
       Delete Existing Phone Entry ........................................................................................................... 27
   5.5 International Call Forward (ICF)* .................................................................................................... 28
   5.6 IDD Info .......................................................................................................................................... 29
6. Menu ...................................................................................................................................................... 30
   6.1 Connection Mode ............................................................................................................................. 30
   6.2 Audio Settings ................................................................................................................................. 32
   6.3 Change Password (After Login) ..................................................................................................... 34
   6.4 Software Update .............................................................................................................................. 35
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

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calling</td>
<td>Waiting the called party to answer the call</td>
</tr>
<tr>
<td>In call</td>
<td>Phone call is connected</td>
</tr>
<tr>
<td>Call ended</td>
<td>Conversation is ended</td>
</tr>
<tr>
<td>Error call</td>
<td>The dialled number is unreachable</td>
</tr>
<tr>
<td>Incoming call</td>
<td>Incoming call Ringing / A call waiting for answering</td>
</tr>
<tr>
<td>Paused call</td>
<td>Call on hold</td>
</tr>
</tbody>
</table>
NetTalk Internet Phone Buttons

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logout</td>
<td>Logout from the NetTalk Internet Phone, and exit program</td>
</tr>
<tr>
<td>Menu</td>
<td>Pull-down Menu</td>
</tr>
<tr>
<td>Help</td>
<td>Help Menu</td>
</tr>
<tr>
<td>繁</td>
<td>Change to Traditional Chinese Interface</td>
</tr>
<tr>
<td>Eng</td>
<td>Change to English Interface</td>
</tr>
</tbody>
</table>
| 📞     | 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 |
| ✖️      | Close NetTalk window |

* If you just pressed “✖️”, 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)

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adjust the volume of speaker/ headset; Move the bar to mute/ unmute the speaker</td>
</tr>
<tr>
<td></td>
<td>Adjust the volume of microphone; Move the bar to mute/unmute the microphone</td>
</tr>
<tr>
<td>Clear</td>
<td>Clear the entered telephone number</td>
</tr>
<tr>
<td>Redial</td>
<td>Redial the previous telephone number</td>
</tr>
<tr>
<td>Infotainment</td>
<td>Connect to Infotainment links</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>Connect to Voice Mail system</td>
</tr>
<tr>
<td>WebFax</td>
<td>Connect to WebFax Portal</td>
</tr>
<tr>
<td>IDD Info</td>
<td>Connect to IDD Info Portal</td>
</tr>
<tr>
<td>Call Forward</td>
<td>Activate / De-activate Call Forward</td>
</tr>
<tr>
<td>International Call Forward</td>
<td>Activate / De-activate International Call Forward</td>
</tr>
</tbody>
</table>
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.
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 to make call.

3. Click to hang up.

Make IDD calls*

1. Dial the telephone number on the Keypad: “009” + Country code + Area code + Telephone number

2. Click to make call.

3. Click to hang up.

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

1. A window will be shown to indicate an incoming call.

2. Click to answer the call.

3. Click 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
- Begin the conversation with the Call Waiting party

**Return to the original party or alternate between two calls**
- Select the original party
- Click 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
- Press the “No Answer” tab
- Check the box to select the Forward type
- Enter the telephone number
- Click “Confirm”
- Check the box of “Cancel Forward” to cancel Call Forward
- Click “Check” to view existing setting
- Check the box of “Cancel Forward” to cancel Call 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.
Using NetTalk Internet Phone

- Press **Voice Mail**

**Using Other Telephone**

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

---

<table>
<thead>
<tr>
<th>Press “1” to listen to message</th>
<th>Press “2” to change mailbox feature (password and greeting)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press “4” to replay message</td>
<td>Press “1” to change password</td>
</tr>
<tr>
<td>“5” to listen to message information</td>
<td>“2” to select greeting</td>
</tr>
<tr>
<td>“6” to record message to reply;</td>
<td>Press “2” to select system greeting</td>
</tr>
<tr>
<td>“7” to delete message</td>
<td>“3” to select personalized greeting</td>
</tr>
<tr>
<td>“8” to forward message to others;</td>
<td>“9” to active / cancel password</td>
</tr>
<tr>
<td>“9” to save message</td>
<td>Press “1” to skip password feature</td>
</tr>
<tr>
<td>“*” to go back to main menu</td>
<td>“2” to enable password feature</td>
</tr>
</tbody>
</table>

When the message is playing, press “1” “1” to rewind to the beginning; or press “3” “3” to end the message; or press “7” “7” to delete the message.

<table>
<thead>
<tr>
<th>Press “8” to change mailbox language</th>
<th>Press “9” to change system greeting language for caller</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press “1” “#” to select Cantonese</td>
<td>Press “1” to establish / change 1st language</td>
</tr>
<tr>
<td>“2” “#” to select English</td>
<td>“2” to establish / change 2nd language</td>
</tr>
<tr>
<td>“3” “#” to select Putonghua</td>
<td>“3” to establish / change 3rd language</td>
</tr>
</tbody>
</table>

“*” 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 , during conversation

**Resume the conversation**
- Click 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 ☑

Cancel Appointment Reminder before the preset time

- Press “#” “9” “3”
- Click ☑

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 to check the call history.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Dialed call record</td>
</tr>
<tr>
<td>📞</td>
<td>Answered call record</td>
</tr>
<tr>
<td>🔔</td>
<td>Missed call record</td>
</tr>
</tbody>
</table>

Double-click the entry to dial the telephone number.

Click Clear to 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.

![Infotainment page](image)

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

Click 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”.

2. Enter the Name and Phone Number of new phone entry.

3. Click the Save button 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'](Edit_contact_Weather.png)

![Phone Book Information](Phone_Book_Information.png)

- **Name**: Weather
- **Phone Number**: 18503

2. Update the Name and Phone Number for phone entry.

3. Click ![Save](Save.png) 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'](Delete_contact_Weather.png)
5.5 International Call Forward (ICF)*

1. Click to launch ICF dialog.

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

![International Call Forward](image)

**International Call Forward**

- Check
- Confirm
- Close

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

4. To cancel call forward:
   - Click 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 or call our Customer Service Hotline at 128 180 for registration.
5.6 IDD Info

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!

Click 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

1. Click the menu button and select “Audio Setting”.

2. 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.
change the ringtone with by the system sound file or personalized your custom WAVE file.

Press  to browse the ringtone.

Press  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 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 to start upgrade.
During system update, please wait for a while.

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

You can then restart NetTalk and login again.

- End -