

*NetTalk*TM

Web Phone User Guide

Content

Overview	1
NetTalk Web Phone Panel	3
Login NetTalk Web Phone.....	7
Basic Voice Call Operation.....	9
Voice Call Features	10
Call History	23
Phone Book.....	24
Assign a Ringtone to a Phone Entry	25
Preview a Music Ringtone.....	26
Change Password.....	27
Version Upgrade	28
Skin Download	29
Network Check.....	31
Group Settings	33
TCP Version	35

Overview

NetTalk Web Phone is a Windows-based PC application that provides voice communication between PC and Public Switched Telephone Network (PSTN). The NetTalk Web Phone can be installed anywhere to provide the mobility when you are in different locations, e.g. home, office, wi-fi hotspot, hotel, etc. Once the user login, the NetTalk Web Phone user can use the same Hong Kong fixed line telephone number anywhere with a PC and Broadband Internet connection.

System Requirement for running NetTalk Web Phone

- Microsoft® Windows® 98 / ME / 2000 / XP
- PC with PIII 500 MHz equivalent or higher processor
- 128 MB of system RAM
- 20 MB available hard disk space
- Sound card, microphone, speakers or headphones required for audio (Bluetooth headset is supported)
- Broadband Access

System Requirement for running Music Ringtone

- Microsoft® Windows® 98 / Me / 2000 / XP
- Microsoft Windows Media Player 9 in Microsoft Windows 98 SE / ME / 2000
- Microsoft Windows Media Player 10 in Microsoft Windows XP
- PC with Intel P4 1.5G or above, 512 MB RAM, 6GB Hard disk space

Voice Call Features of NetTalk Web Phone

- ✓ Caller Number Display
- ✓ Caller Number Display per Call Blocking
- ✓ Call Conference and Call Transfer
- ✓ Call Waiting
- ✓ Call Forward
- ✓ Remote Call Forward
- ✓ Block-the-blocker
- ✓ Do-not-disturb
- ✓ Speed Dialling
- ✓ Warm Chat
- ✓ Appointment Reminder

- ✓ Call Hold
- ✓ IDD Security
- ✓ Incoming International Operator Call Barring #
- ✓ Hunting#
- ✓ Intragroup Ring Back #
- ✓ Voice Mail ^
- ✓ International Call Forward * #

Only applicable to business customer

^ Only applicable to customer who applied that specific value added service

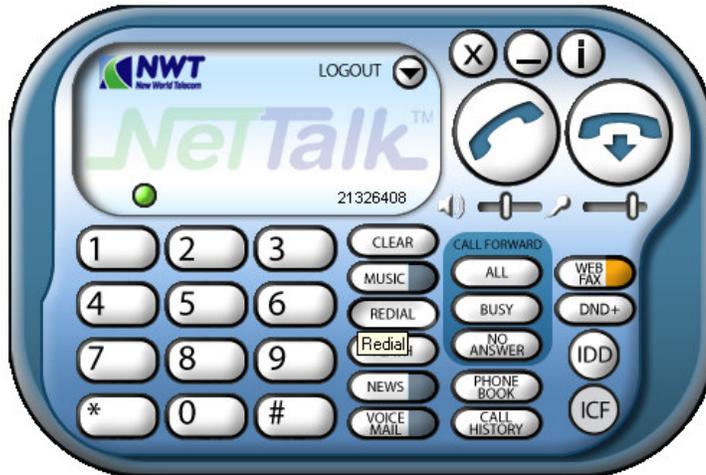
Additional Features of NetTalk Web Phone

- ✓ Call History (30 Dialed, Received & Missed Calls)
- ✓ Phone Book
- ✓ Voice Mail button
- ✓ Voice Mail Indicator
- ✓ Multiple skins with on-line download
- ✓ Login Password modification
- ✓ Speaker and microphone volume slide bar
- ✓ On-line Help Manual

* ***International Call Forward (ICF)*** is a value-added service providing call-forwarding feature to international telephone number. With this feature, user may forward NetTalk Web Phone phone number to mobile, hotel or office in other counties.

NetTalk Web Phone Panel

Classic Skin



Business Skin



Red Skin



Firecracker Skin



NetTalk Web Phone Status

Status	Description
 Connecting...	Waiting called party to answer the call
 Connected	Phone call is connected
 Busy	The called party is busy
 Unreachable	The dialed number is unreachable
 Ready	Dial tone received, ready to dial
 Confirm	Confirmation for feature activation

NetTalk Web Phone Buttons

Button	Description
	Login to the NetTalk Web Phone
	Logout from the NetTalk Web Phone
	Pull-down Menu
	Minimize the NetTalk Web Phone
	Exit the NetTalk Web Phone
	Summary of Access Code
	Pick-up the phone for: <ol style="list-style-type: none"> 1. making outgoing call or 2. answering incoming call
	Disconnect the call

NetTalk Web Phone Buttons (Cont'd)

Button	Description
	Adjust the speaker / headset volume; Click the speaker to mute/unmute the speaker.
	Adjust the microphone volume; Click the MIC to mute/unmute the microphone.
	6 Preset memory locations for speed dialling
	Edit the Preset memories for speed dialling
	Backspace when entering the telephone number for dialing
	Redial the previous telephone number
	Flash button for operating Call Waiting and Call Conference
	For IDD call
	Activate / De-activate "ALL" call forward
	Activate / De-activate "BUSY" call forward
	Activate / De-activate "NO ANSWER" call forward
	Check Call History
	News announcement and Skin download
	Connect to Voice Mail system
	Connect to WebFAX system
	Launch Phone Book
	International Call Forwarding – for modifying International call forward number and activation / de-activation

Login NetTalk Web Phone

1

After installing the NetTalk Web Phone, double-click the icon on the desktop to start.



2

Enter User Name and Password, then press the "LOGIN" button

3



After login, "Ready" is displayed on the screen.

!



If "Login Fail" is displayed, please login again [LOGIN](#).

Basic Voice Call Operation

Make outgoing call

1



Press button to get a dial-tone.

2

Dial the telephone number on the Keypad.

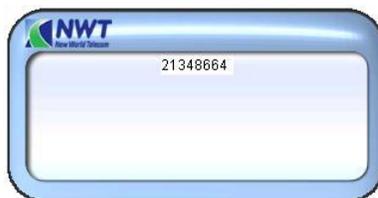
3



Press button after finishing the call.

Answer incoming call

1



The dialog will be prompted to indicate an incoming call.

2



Press button to answer the call.

3



Press button after finishing the call.

Voice Call Features

Caller Number Display

It enables you to recognize the caller before answering the call. Even when your phone has been unanswered or that no message has been left on your voice mail, your caller's number and time of call are still registered for re-dial.

Caller Number Display per call Blocking

You can prevent your telephone number to be shown on the called party for each outgoing call.

- **Press “1” “3” “3” + Telephone Number**

Call Conference and Call Transfer

Conference calling facilitates the communication between various parties. Choose to add a third party to an existing conversation with a second party anytime you wish. Alternatively, you can transfer a call to a third party within the company.

Call Conference

- **Press the “Flash” key once**
- **Dial the telephone of the third party**
- **Press the “Flash” key once**
- **Begin the conference conversation**

Call Transfer

- **Press the “Flash” key once**
- **Dial the telephone or extension number**
- **Inform the answered party of the call**
- **Hang up**

Call Waiting

Whenever you detect a Call Waiting Tone during a telephone conversation, an incoming call is waiting to be answered. To pick the call, simply press the “Flash” key. But if you prefer to disregard the new incoming caller, 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
- Press the “Flash” key once
- Begin the conversation with the Call Waiting party

Return to the original party or to alternate between two calls

- Press the “Flash” key once whenever you wish to alternate between the two parties*

Cancel Call Waiting before making a call

- Press “*” “8” “7” + Telephone Number

Cancel Call Waiting during a call

- Press the “Flash” key once
- Press “*” “8” “7”
- Resume conversation

Call Forward

Use Call Forward to direct your calls to voice mail or any telephone numbers.

All Calls Forward

- Press the  button, then press “1” to “ON”
- Enter the telephone number, then a confirmation tone will be heard
- Hang up

Cancel All Calls Forward

- Press the  button, then press “2” to “OFF”
- A confirmation tone will be heard
- Hang up

Busy Calls Forward

- Press the  button, then press “1” for “ON”
- Enter the telephone number, then a confirmation tone will be heard
- Hang up

Cancel Busy Calls Forward

- Press the  button, then press “2” for “OFF”
- A confirmation tone will be heard
- Hang up

No-answer Calls Forward

- Press the  button, then press “1” for “ON”
- Enter the telephone number, then a confirmation tone will be heard
- Hang up

Cancel No-answer Calls Forward

- Press the  button, then press “2” for “OFF”
- A confirmation tone will be heard
- Hang up

Remote Call Forward

This feature allows users to activate and de-active Call Forward via a remote telephone

Note: The temporary PIN is 1234. You MUST CHANGE the PIN from your own telephone before using the Remote Call Forward feature for the FIRST TIME.

Remote Call Forward

- Dial 3116 8800
- Enter your Remote Call Forward account number and 4-digit PIN
- Press “*” “8” “1”
- Enter the Telephone Number, then announcement will be heard
- Press “1” to confirm, then a confirmation tone will be heard

Cancel Remote Call Forward

- Dial 3116 8800
- Enter your Remote Call Forward account number and 4-digit PIN
- Press “#” “8” “1”

Change PIN

- Press “*” “7” “1”
- Press “*” “7” “3”
- Enter the current 4-digit PIN
- Enter the new 4-digit PIN
- Re-enter the new 4-digit PIN

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

- Press “*” “7” “6”, the a confirmation tone will be heard
- Hang up

Cancel Block-the-blocker

- Press “#” “7” “6”, the a confirmation tone will be heard
- Hang up

Do-not-disturb

There are times when you just don't want to be interrupted. With do-not-disturb, you are still able to make outgoing calls.

Activate Do-not-disturb

- Press “*” “9” “6”, the a confirmation tone will be heard
- Hang up

Cancel Do-not-disturb

- Press “#” “9” “6”, the a confirmation tone will be heard
- Hang up

Speed Dialing

Speed Dialling allows you to store up your most frequently called numbers in memory. Calls can be connected more quickly with 1 digit dialing code.

Store a number and assign a code to the Personal List

- Press “*” “9” “2”, then a special dial tone will be heard
- Enter a single-digit code (0-9)
- Enter the telephone number
- Press “#”, then a confirmation tone will be heard
- Hang up

Activate Personal List

- Press “*”
- Enter a single-digit code (0-9)
- Press “#”
- Begin 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”, then a special dial tone will be heard
- Enter the time in 24-hour format (e.g. 1620 stands for 4:20pm)
- Press “#”, then a confirmation tone will be heard
- Hang up

Appointment Reminder ring at preset time

- Telephone rings
- Press the  button to pick up the call, then an announcement will be heard

Cancel Appointment Reminder before the preset time

- Press “#” “9” “3”, then a confirmation tone will be heard
- Hang up

Call Hold

Put an ongoing telephone conversation on hold.

Put the existing call on hold

- Press the “Flash” key once, then a special dial tone will be heard
- Press “*” “8” “6”, the a confirmation tone will be heard
- Hang up

Resume the conversation

- Press the  button to pick up the call again

IDD Security

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

Note: The temporary PIN is 1234. You are RECOMMENDED TO CHANGE PIN from your own telephone before using the IDD Security feature for the FIRST TIME.

Activate IDD Security

- Press “*” “7” “2”, then announcement will be heard
- Enter the 4-digit PIN, then announcement will be heard
- Hang up

Cancel IDD Security

- Press “#” “7” “2”, then announcement will be heard
- Enter the 4-digit PIN, then announcement will be heard
- Hang up

Override IDD Security for a single call

- Dial a long distance number, then announcement will be heard
- Enter the 4-digit PIN

Change PIN

- Press “*” “7” “1”
- Press “*” “7” “2”
- Enter the current 4-digit PIN
- Enter the new 4-digit PIN
- Re-enter the new 4-digit PIN

Incoming International Operator Call Barring

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.

Hunting

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

Intragroup Ring Back

When you reach a busy extension number within your company, you can instruct the line to call you back as soon as the line becomes free.

Activate Ring Back after receiving busy tone

- Press the “Flash” key once, then a special dial tone will be heard
- Press “*” “9” “4”, then a confirmation tone will be heard
- Hang up and wait for ring back

Answer a Ring Back Call



- Press the  button to pick up the call
- Begin conversation

Cancel Ring Back Call

- Press “#” “9” “4”, then a confirmation tone will be heard
- Hang up

Voice Mail

Use NetTalk Web Phone

- Press  or Dial 2133 1238

OR

Use Other Telephone

- Dial 2133 1238
- Enter your telephone number
- Enter your password + “#”

↓
Listen to New Message

↓
Main Menu

Press “1” to Listen to message

Select “4” to replay message

“5” to listen to message

information

“7” to delete message

“9” to save message

“*” to go back to main menu

When the message is playing, press “1” “1” to replay; or press “3” “3” to the message’s end; or press “7” “7” to delete the message.

Press “8” to change mailbox language

Select “1” “#” to select Cantonese

“2” “#” to select English

“3” “#” to select Putonghua

Customer can press any key to skip new World Telecom greeting.

Customer can press “5” in the main menu to retrieve message(s)

from other mailbox. Note: 1) Max.20 message can be saved.

2) Each message can be recorded up to 2 mins.

3) Each message can be stored up to 10 calendar days

↓
Press “2” to change mailbox feature

(password and greeting)

Select “1” to change password

“2” to select greeting

select “1” to select system greeting

“2” to select name announcement
greeting

“3” to select personalized greeting

“9” to active / cancel password

select “1” to skip password feature

“2” to enable password feature

“*” to go back to main menu

Press “9” to change system greeting language for caller

Select “1” to establish / change 1st language

“2” to establish / change 2nd language

“3” to establish / change 3rd language

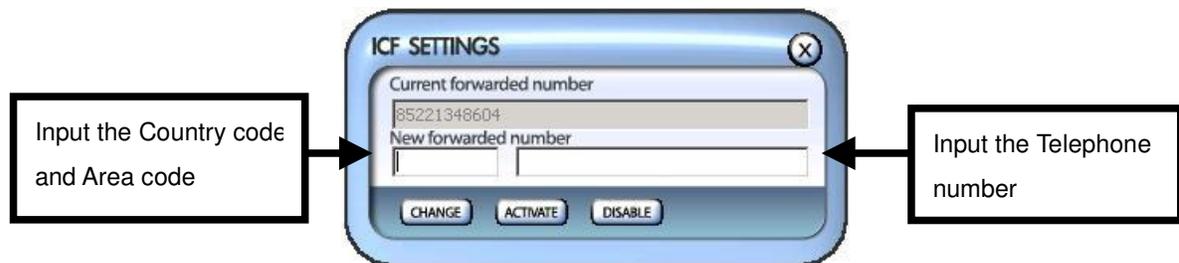
“4” to exchange 1st and 2nd language

“*” to go back to main menu

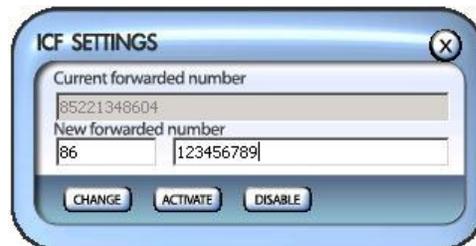
International Call Forward

1

Press button to launch the ICF settings dialog.



2



Input Country code, Area code and the telephone number, then press "CHANGE" key to modify.

3



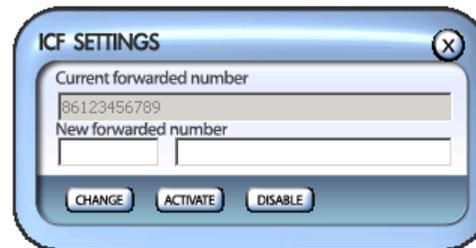
"ICF in processing" will be shown on the display, this process takes around 3 to 4 minutes.

4



"ICF no. changed" will be shown on the display when the ICF change applied successfully.

5



Launch the ICF Settings dialog again:

- Press "ACTIVATE" key to activate the ICF.
- Press "DISABLE" key to de-activate the ICF.

!

Activate ICF:

- Change ICF forwarded number when necessary (remember to input country and area codes)
- Activate the ICF after "ICF no. changed" is shown on the screen by pressing the "ACTIVATE" key in the ICF Settings dialog

De-activate ICF:

- Press the "DISABLE" key in the ICF Settings dialog



User can change the Overseas Forwarding Number using The Global Call Forward Service Call Management System

To Change Overseas Forwarding Number

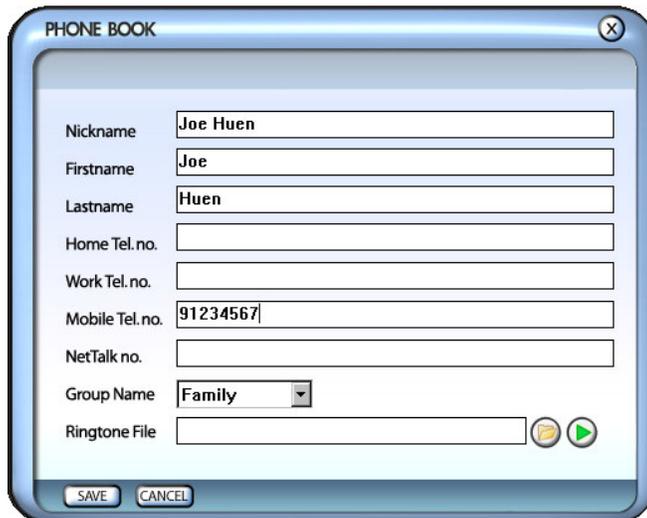
- **Dial Global Call Forward Service Call Management System on 8138 8888**
- **Enter the Telephone Number and Password**
- **Press your Remote Call Forward account number and Password**
- **Press “2” to change the forwarding number**
- **Press “1” to change overseas forwarding number**
- **Key in Country Code + Area Code (if any) + Telephone Number + “#”**
- **Press “1” to confirm**

Note: For details on the Global Call Forward Service Call Management System, please read the Global Call Forward User Guide.

Assign a Ringtone to a Phone Entry

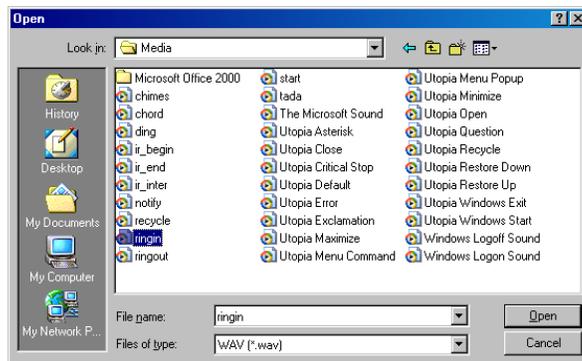
1

Select an existing entry, then press **EDIT** to modify an existing Phone entry.



2

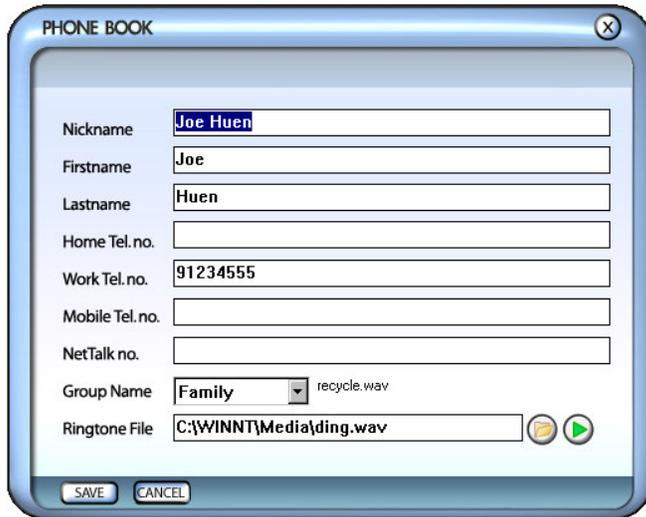
Press  to browse a song file in WMA/WAV/MP3 format from your local PC.



3

Press **SAVE** to save the Phone entry.

Preview a Music Ringtone



PHONE BOOK

Nickname:

Firstname:

Lastname:

Home Tel. no.:

Work Tel. no.:

Mobile Tel. no.:

NetTalk no.:

Group Name: recycle.wav

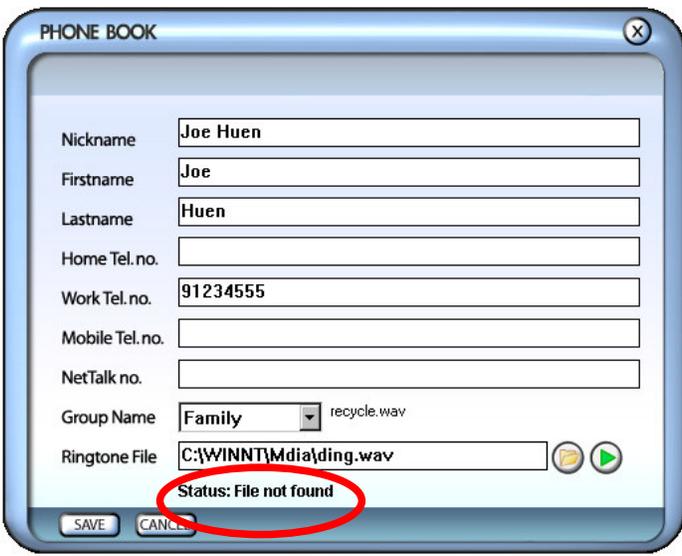
Ringtone File:  

Press  to play a song.
Status returns: "Playing".

Press  to stop.
Status returns: "Stopped".



An error message, "Status: File not found" will be returned if the file is invalid.



PHONE BOOK

Nickname:

Firstname:

Lastname:

Home Tel. no.:

Work Tel. no.:

Mobile Tel. no.:

NetTalk no.:

Group Name: recycle.wav

Ringtone File:  

Status: File not found

Change Password

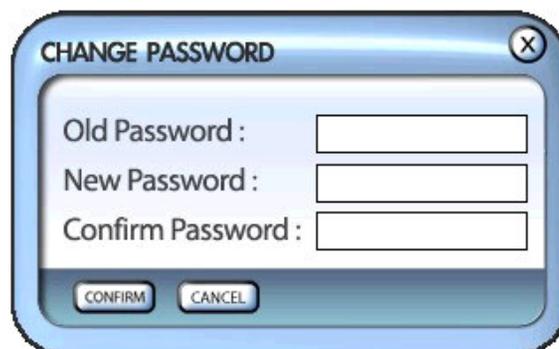
1

Press  button to minimize NetTalk.

2



Right click the NetTalk icon  at the system tray, and select "Change Password".

A dialog box titled "CHANGE PASSWORD" with a close button (X) in the top right corner. It contains three text input fields: "Old Password :", "New Password :", and "Confirm Password :". At the bottom, there are two buttons: "CONFIRM" and "CANCEL".

Version Upgrade

1

If there is a new version of NetTalk Web Phone available, the following dialog will be prompted.



2

Click the “Download” button to start download the new version or click the “Close” button to ignore this message.

!



If the version is outdated, the above dialog will be prompted. User must download and upgrade the NetTalk Web Phone, otherwise, the user will no longer be able to use the NetTalk Web Phone.

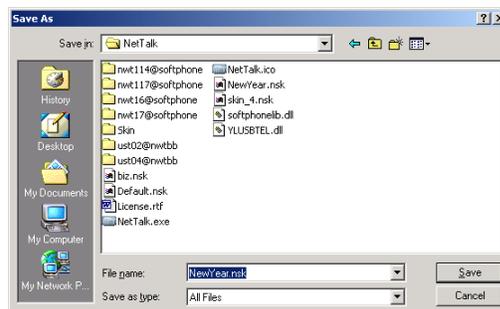
Skin Download

1

Press  button to view the available skins for download.



2



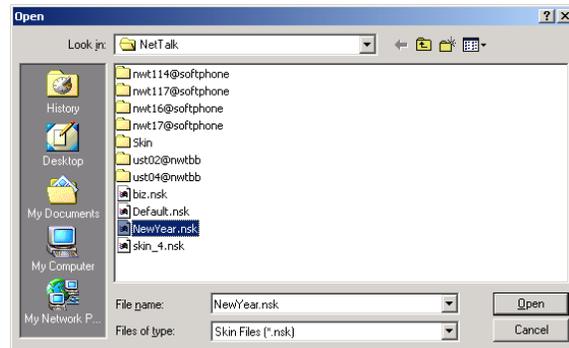
Save the NetTalk Web Phone skin file to the NetTalk installed directory (default is "C:\Program Files\NWT\NetTalk")

3



Click the pull-down menu button to select "Choose Skin".

4



Select the NetTalk Web Phone skin file from the NetTalk Web Phone installed directory (default is "C:\Program Files\NWT\NetTalk\")

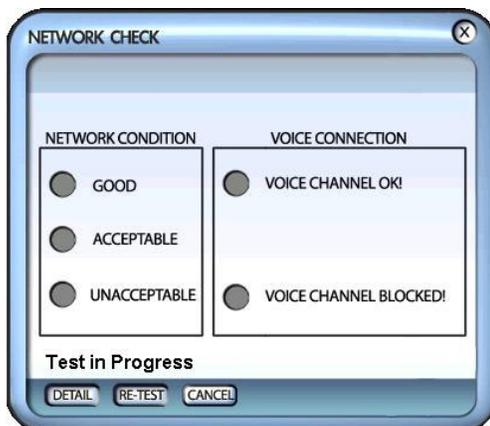


Network Check

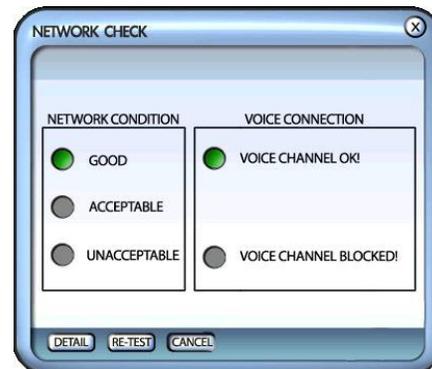
1



Click the pull-down menu button to select “Network Check”.



2



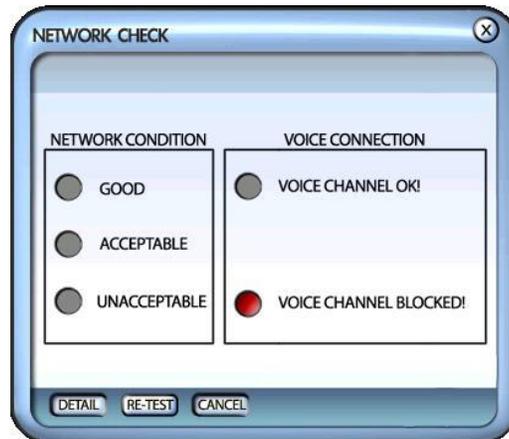
After the Network Check, the Network Condition and Voice Connection result will be displayed. The detail result will be shown by clicking the **DETAIL** button.

3



From the Network Check Detail dialog, the Round Trip Delay, Jitter, Packet Loss and Bandwidth result will be shown.

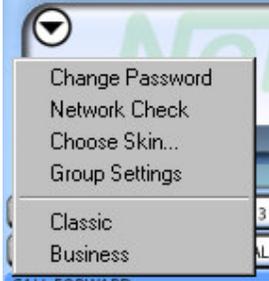
!



If there is a Firewall to block the NetTalk Web Phone communication, the Network Check result will show “Voice Channel Blocked!”

Group Settings

1



Click the pull-down menu button to select "Group Settings".

GROUP SETTINGS

Preview

Fixed

No.	Group	Ringtone	Pl	Add	Remove
1	Global			<input type="button" value="Add"/>	<input type="button" value="Clear"/>
2	Family	C:\WINNT\Media\recycle.wav		<input type="button" value="Add"/>	<input type="button" value="Clear"/>
3	Friends			<input type="button" value="Add"/>	<input type="button" value="Clear"/>
4	VIP	C:\WINNT\Media\chord.wav		<input type="button" value="Add"/>	<input type="button" value="Clear"/>
5	Buss	C:\WINNT\Media\chimes.wav		<input type="button" value="Add"/>	<input type="button" value="Clear"/>
6	Colleagues			<input type="button" value="Add"/>	<input type="button" value="Clear"/>
7	Other 3			<input type="button" value="Add"/>	<input type="button" value="Clear"/>
8	Other 4			<input type="button" value="Add"/>	<input type="button" value="Clear"/>
9	Other 5			<input type="button" value="Add"/>	<input type="button" value="Clear"/>
10	Other 6			<input type="button" value="Add"/>	<input type="button" value="Clear"/>

Changeable

Status: Stopped

Note: The group name of group numbers 5 to 10 can be changed.

Note:

Group Name of Group No. 1 to 4 are preset in System. Users are not able to change; Group Name of Group No. 5 to 10 can be changed by double-clicking the group name. Then click to confirm the change.

2

Click  to preview a song
 Status returns: "Playing".
 Press  to stop.
 Status returns: "Stopped".

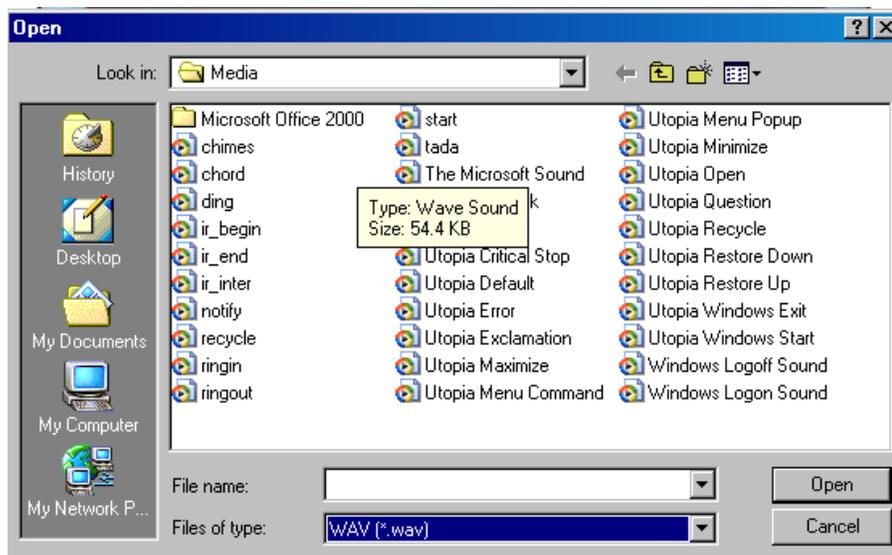
3

Click  to assign a ringtone to a group. Select a song file from your local PC.

Then Click  to apply the change.

Note: Support File format (WMA, WMA with DRM, MP3, WAV)

Click  to remove a ringtone from a group. Click  to apply the change.



Remark: Priority to play Ringtone: Individual (Highest), Group, Global, Not assigned (Lowest).

TCP Version

1



If there were Firewall to block the NetTalk Web Phone communication, the TCP version would try to detect if UDP port is open or not. The detection would take approximately 15 seconds.

2



Then the TCP version would try to detect if TCP port is open or not. The detection would take approximately 45 seconds.

3



Upon successfully detected a TCP port, a "T" indicator would be appeared.



If fail to bypass the Firewall and no port is available, an error message would be shown: "No available port"!