



MyNetFone Soft Phone Software
User Guide



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1 Introduction

The MyNetFone Soft Phone with headset enables you to make and receive phone calls using your computer and any broadband Internet connection. You calls to other MyNetFone users are free. You can make cheap phone calls to any telephone in the world and enjoy huge savings on your phone bills. Simply plug the headset into your computer's USB port, install the MyNetFone Soft Phone Software and you can instantly start making and receiving phone calls.

This User Guide provides the following information:

- How to register for your free MyNetFone account and redeem your free call credit
- How to download and install the MyNetFone Soft Phone Software
- Some troubleshooting tips

TIP: The unique "Activation Code" to redeem your free call credit is printed on the back of this book.

1.1 Minimum System requirements

- Any broadband Internet service
- Windows XP or higher
- Available speaker and microphone jacks
- Broadband Internet service, MyNetFone recommends a minimum broadband speed of 256k/64k

2 MyNetFone Soft Phone Software

2.1 Service Functions

- Real-time volume adjustment
- Real-time microphone level adjustment
- Audio tuning wizard (Windows version only)
- Full G.729 codec capability, providing the best audio quality available
- Simple to use interface
- One button voicemail collection
- Displays received calls, missed called numbers
- Speed dial

- Phone book
- Microsoft Outlook integration (Windows version only)
- Compact display mode
- Configured and optimised for MyNetFone

2.2 Service Features

- Multi-way conference
- Call forward always
- Call hold/resume
- Call mute
- Auto answer
- Do not disturb
- Caller-ID presentation
- RFC2833 out-of-band DTMF generation

2.3 Main Panel

The MyNetFone Soft Phone provides an easy-to-use panel allowing for quick access to both basic and advanced calling features. An illustration of the MyNetFone Soft Phone Main Panel is shown below:



3 Registration and Redemption

3.1 Activate and Register Your Service

You must register with MyNetFone in order to receive your free call credit. By registering, you'll be able to select the service option that best suits your individual needs.

1. Visit www.mynetfone.com.au/register
2. Select "I would like to redeem my FREE MyNetFone account with FREE start up call credit"
3. Enter your unique MyNetFone account activation code printed on the back cover page of this guide.
4. Once you have registered, you will receive a service confirmation email which contains your MyNetFone service details including your MyNetFone Number and Password. Keep this in a secure place.

TIP: Make sure you have received your service confirmation email before proceeding with the following steps.

4 Download and Install the MyNetFone Soft Phone Software

1. Visit www.mynetfone.com.au/softphone/ and follow the link to download the MyNetFone Soft Phone Software.
2. After you click the download link the following pop up window appears:



- Click "Save" to download MyNetFone Soft Phone to your PC or you can simply click "Run" to install it without saving.
- If you choose to save MyNetFone Soft Phone to your "Desktop", after downloading, an Icon appears on your PC's "Desktop" as shown below:



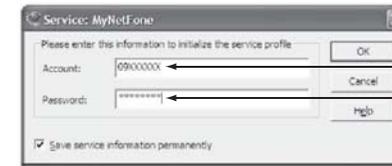
- Double-click the above icon on your desktop. The following window appears:



- Click "Run" and follow the installation instructions provided to complete the installation.

4.1 Login

After the installation is completed, you are prompted to enter your MyNetFone Number and Password which are in your confirmation email.



MyNetFone Number
MyNetFone Password

TIP: Your MyNetFone Number and Password is in your confirmation email sent by MyNetFone. Your password is case sensitive.

4.2 Audio Wizard

The **Audio Wizard** will automatically appear the first time you run MyNetFone Soft Phone.

The MyNetFone Soft Phone includes an **Audio Wizard** which allows you to select an available audio device (or devices) to be used for calling. For example, if you have a headset connected to your computer, the **Audio Wizard** will make sure that this is the device used by MyNetFone for your calls.

It is important that you complete the wizard to make sure your audio device is working properly and is configured at the right input and output levels.

4.3 Ready to Call

- When the Soft Phone is ready, its Main Panel should appear as below:



4.3.1 Placing a call

When you see the message **Ready to call** on the main panel, you are now ready to make and receive calls. There are a few different ways to enter a number on your MyNetFone Soft Phone. You can either click on the digits of MyNetFone Soft Phone's numeric keypad or you can enter the numbers (or letters) directly on your computer keyboard.

TIP: If at any point you enter an erroneous digit, click the **Clear** button on the dial pad or press **Backspace** on your keyboard.



Dialing a Number



Ringing Status



Operational Status

When finished entering your number, click the **Dial** button on the dial pad or press **Enter** on your keyboard. Like a traditional telephone, you will hear ringing in your speaker device as you attempt to connect to the number that you have dialed. You will also see the message **"Ringing"** in the call status. When the other party answers, you will see the message **"Operational"** in the call status.

4.3.2 Answering a call

Your MyNetFone Soft Phone must be running to allow you to answer an incoming call. When your computer receives a call, you will hear a ringing sound. Simultaneously, an incoming call message will pop up:

- To answer the call, click the Accept button, or press **Alt + A** or **Enter**.
- To reject the call, click the Ignore button, or press **Alt + I**.



Incoming Call

You can configure your MyNetFone to automatically accept or reject all incoming calls. Go to the **Call Options** help page for details. The **Do Not Disturb** mode can be also turned on and off on the system tray pop-up menu. To access the menu, right-click the system tray icon or skin.

TIP: When any of the Options tabs are active, MyNetFone automatically rejects all incoming calls.

4.3.3 Control an Active Call

The MyNetFone Soft Phone allows you to put your active call on hold or transfer it to another party. If MyNetFone Soft Phone cannot control the call, the Hold and Transfer buttons are disabled.

To put an active call on hold

- Double-click on the call you want to place on hold
- Select the call you want to place on hold and click the Hold button
- Right-click on the call you want to place on hold and select Hold in the pop-up menu

To resume a call that has be placed on hold

- Double-click a call you want to resume
- Select the call you want to resume and click the Hold button
- Right-click the call you want to resume and select Resume in the pop-up menu

Blind Call Transfer

- Select the call you want to transfer and click the Transfer button
- Enter the phone number you wish to transfer the call to in the **Call To** field and
- Click the Transfer button once again or press Enter

Attended Call Transfer

- Establish a call to the person you wish to transfer the call to
- Select the call you wish to transfer and click the Transfer button
- Click the Transfer button once again

4.3.4 End a call

As with traditional phones, a call is brought to an end when either you or yourself or the person you are talking to actively ends the call. You can end an active call by clicking on the **Hang-up** button on the Main Panel. When the call has ended you will see the message **Ready to call** in call status again.

4.4 Advanced Calling Features

Call Conferencing

MyNetFone Soft Phone allows you to establish a conference call which allows you to talk with more than one other party at a given time. Each party in the conference call will be able to hear and speak to every other party.

Starting a Conference Call

You can host a conference by calling the other parties involved, or you may allow them to call you. For example, you can create a simple three-way conference call by following the steps below:

1. With an active call on one of the lines, place the call on hold by either
 - a) Click **CONF** button first, then dialing a third party number or
 - b) Make sure the **CONF** button is red, then to accepting an incoming call from a third party click **Accept** on the virtual line that they appear on.

2. To end the three-way call, simply click th **CONF** button again to place both parties on hold. *At this point you can speak to neither party and neither party can speak to one another.*

TIP: A party may leave the conference call at any time by simply hanging-up. The rest of the conference call will be unaffected.

Do Not Disturb

MyNetFone Soft Phone allows users to set the Soft Phone to a **Do Not Disturb** mode. When the Soft Client is set to this, all incoming calls will be diverted to voicemail or given a **“busy”** indication. **Do Not Disturb** is enabled by clicking on the small **DND** indicator. The indicator will turn to red to show that the feature is enabled. To disable the feature simply click on the indicator once more.



DND

5 Troubleshooting

5.1 Service unavailable Issue

Symptom:

- Unable to make or receive calls
- MyNetFone Soft Phone shows “Service unavailable” status

Diagnosing Internet connection

- Check whether you can access a website form your computer

Diagnosing your account

- Check your MyNetFone account with your starter pack or confirmation email from MyNetFone

TIP: The password is case sensitive, please use UPPERCASE.

5.2 Connection Issues

If you experience problems in connecting to the MyNetFone Server, try to check the connection by using the Ping command in the DOS prompt.

- How to Ping A Computer (Windows):
 - Go to Start Menu
 - Select “Run”
 - Type in “cmd” and hit enter
 - At the C:> prompt enter “ping sip01.mynetfone.com.au”
 - Output should look similar to:

```
C:\>ping sip01.mynetfone.com.au
Pinging sip01.mynetfone.com.au [202.177.222.24] with 32 bytes of data:
Reply from 202.177.222.24: bytes=32 time=10ms TTL=253
Reply from 202.177.222.24: bytes=32 time=9ms TTL=253
Reply from 202.177.222.24: bytes=32 time=9ms TTL=253
Reply from 202.177.222.24: bytes=32 time=10ms TTL=253
Ping statistics for 202.177.222.24:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss)
    Approximate round trip times in milli-seconds:
        Minimum = 9ms, Maximum = 10ms, Average = 9ms
```

Reasonable roundtrip time should be 0-200 ms for a dedicated and 200-300 ms for a dial-up connection. The delay should vary within 10% of average connection delay. If the delays are unexpectedly long, contact your Internet service provider or system administrator.

5.3 Sound Issues

There are several factors that may affect the sound quality of the MyNetFone Soft Phone. These include the quality of the network connection, network device quality, and the headset. Poor or scratchy sound is a symptom of your network connection, network card or your computer. The following problems may contribute to the poor sound quality:

- There may be packet loss on the IP network
- The network devices may have performance problems. Make sure you are using the latest driver from the manufacturer.
- Make sure you are not running too many other applications on your computer, thus slowing down the processor.
- Make sure you have enough bandwidth available to make call with good quality, the minimum bandwidth required is 64 kilobits

per second. In general the higher the broadband service the more stable and reliable the voice quality will be.

5.4 Firewall and NAT Issues

If your computer is behind a firewall, certain ports must be open for MyNetFone Soft Phone.

The following ports must be open:

- UDP 5060
- UDP 49152-65535

5.5 Windows XP Service Pack 2 Settings

Generally, MyNetFone Soft Phone should work fine with minimum adjustments in the Windows Security Centre.

If you turn off the Windows firewall in the Security Centre, no settings are required to change for the Windows or MyNetFone Soft Phone.

If Service Pack 2 is installed on your computer with its default-enabled Windows Security Alert message will appear the first time you start the MyNetFone Soft Phone. This message will inform you that it has blocked the MyNetFone Soft Phone from accepting connections from the Internet or a network.



To allow MyNetFone Soft Phone to receive incoming calls:

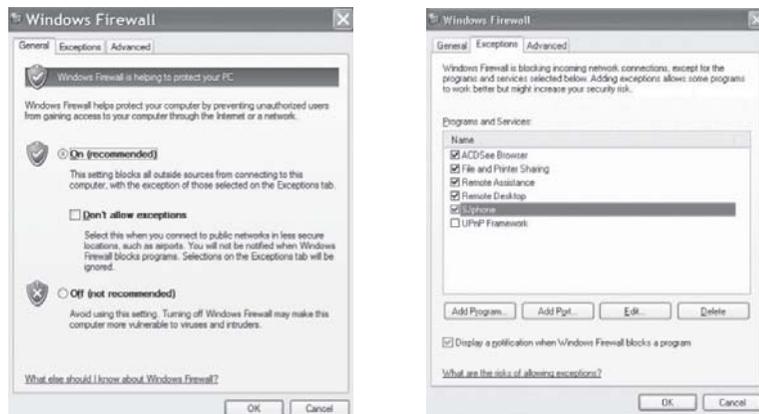
- Click the Unblock button on the message

The MyNetFone Soft Phone is now able to receive incoming calls. No other additional settings are required for Windows or the MyNetFone Soft Phone.

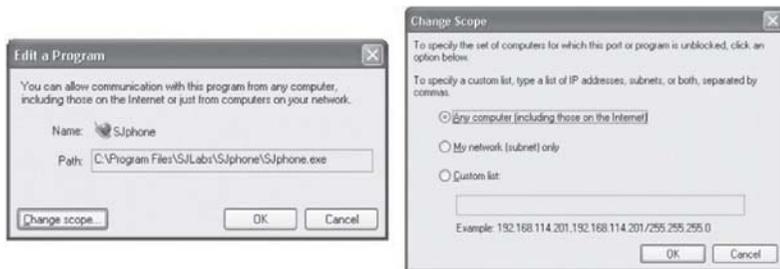
If you have click the “Keep Blocking button, MyNetFone Soft Phone will not be able to receive incoming calls.

To allow MyNetFone Soft Phone to receive incoming calls:

- Check that MyNetFone Soft Phone is running
- Go to the Security Centre and click Windows Firewall.



- Check that “doesn’t allow exceptions” option is not selected on the General tab
- Go to the Exceptions tab and select the SJphone.exe checkbox
- Click the Edit and then Change scope buttons and check that the any computers (including those on the Internet) option is selected



- Click the OK button

MyNetFone Soft Phone is now ready to receive incoming calls. No other additional settings are required for Windows or MyNetFone Soft Phone.

6 Frequently Asked Questions

6.1 What should I do if my MyNetFone Account is lost or stolen?

Contact the MyNetFone Customer Care Centre on 1300 731 048 or send an email to account@mynetfone.com.au

6.2 When should I run “Audio Wizard” again?

You should run this wizard again

- When you have trouble with audio
- When you have changed the phone playback or recording audio device
- When you have installed a new audio device, for example, a new MyNetFone VoIP Phone

7 MyNetFone Contacts

Australia Customers

- **Customer Care:** 1300 731 048 (or 181 from your MyNetFone)
- **Web site:** <http://www.mynetfone.com.au>
- **Support:** <http://www.mynetfone.com.au/support>
- **FAQ:** <http://www.mynetfone.com.au/faq>
- **Email:** support@mynetfone.com.au

New Zealand Customers

- **Customer Care:** 0800 686 383 (or 181 from your MyNetFone)
- **Web site:** <http://www.mynetfone.co.nz>
- **Support:** <http://www.mynetfone.co.nz/support>
- **FAQ:** <http://www.mynetfone.co.nz/faq>
- **Email:** support@mynetfone.co.nz