



**my
netfone**

Your **Broadband VoIP** Phone Service

www.mynetfone.com.au or call us on **1300 731 048**

WELCOME

Welcome and thanks for joining Australia's leading Broadband Phone Service, MyNetFone™!

MyNetFone™ is a new generation phone service that allows you to make and receive phone calls using any broadband Internet connection. You can make **FREE** calls to anyone else that also has MyNetFone™, and cheap calls to any regular telephone to enjoy big savings on your telephone bills.

The service offers the following great features to all its users:

- No lock-in contracts
- No minimum spend
- No connection fees
- FREE voicemail box
- FREE technical support
- Real-time accounts web portal

MyNetFone™ VMNF25 VoIP Headset with Soft Phone Software introduces a simple way to place VoIP telephone calls over the Internet using a standard Windows or Macintosh computer

This document provides instructions on how to set up and use the VMNF25 VoIP Headset and Soft Phone Software on your computer, and how to make the most of your MyNetFone™ service.

STEP 1 CONNECTING THE HEADSET

1. Locate the 3.5 mm speaker and microphone audio jacks on your computer.
2. Insert the green connector on the headset into your speaker audio jack.
3. Insert the pink connector on the headset to your microphone audio jack.

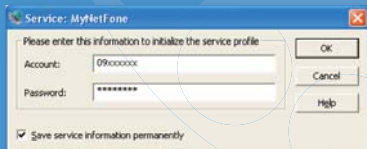
STEP 2 REGISTRATION

1. Following the instructions located on the redemption card included with the VMNF25 to claim your FREE call credit.
2. Once you have received your MyNetFone™ service confirmation email you can download and install the MyNetFone™ Soft Phone Software.

STEP 3 DOWNLOAD AND INSTALL THE SOFT PHONE SOFTWARE


1. Visit www.mynetfone.com.au/downloads and download the MyNetFone™ Soft Phone Software.
2. 2.1 If you're using Windows 2000/XP, open the downloaded software and follow the installation instructions to install the software onto your computer.
2.2 If you're using Mac OS X, drag the MyNetFone™ software to the Applications folder.
3. After installation, enter your MyNetFone™ number (09xxxxxx) and Password and click OK.

NOTE: Your password is case sensitive



READY TO CALL

Once you see the message Ready to call on the main panel, you are able to make and receive calls.

1. Enter the destination number that you would like to call using the numeric keypad on screen or by entering the numbers directly using the keyboard.
2. To connect press the  button.

TROUBLESHOOTING

If you see the following message:

*Service unavailable
Authentication failed
or
Registering with service...
or
Service unavailable
Server is not responding*

- Re-enter your MyNetFone™ number and password by right clicking on the MyNetFone™ logo and selecting Login...

NOTE: Your password is case sensitive

- If you are running personal firewall software, make sure it is not blocking the MyNetFone™ software.

If the other party reports hearing their speech echo, you should try the following:

- Lower the microphone (and speaker) level on the software.

GETTING ASSISTANCE

We realise it's not always smooth sailing. As with any new technology you may encounter problems in setup.

If you're experiencing difficulties, the problem may be easily fixed. Please visit our FAQ:

www.mynetfone.com.au/faq

If you're still having problems, please don't hesitate to call our national Customer Care Centre on 1300 731 048 during business hours. Make sure that you're next to your computer with your Internet connected.

You can also send our support team an email at support@mynetfone.com.au

SPECIAL NUMBERS

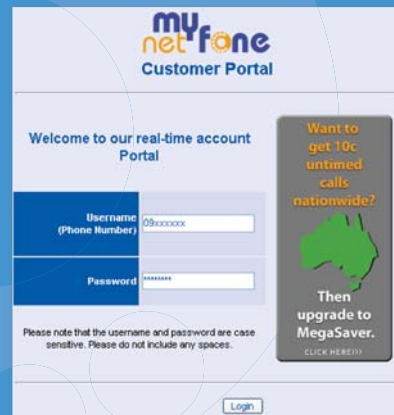
Below are some useful numbers you can call from your MyNetFone™ telephone anytime for FREE:

121 - Voicemail collection and Setup
151 - Account Balance and Recharge
181 - Customer Care Centre

MYNETFONE™ ONLINE

Once you've started using the MyNetFone™ service, don't forget to visit our real-time account web portal. You can:

- Update your details,
- Check your balance,
- Access your call records, and
- Make payments via credit card



Visit www.mynetfone.com.au and follow the My Account link.