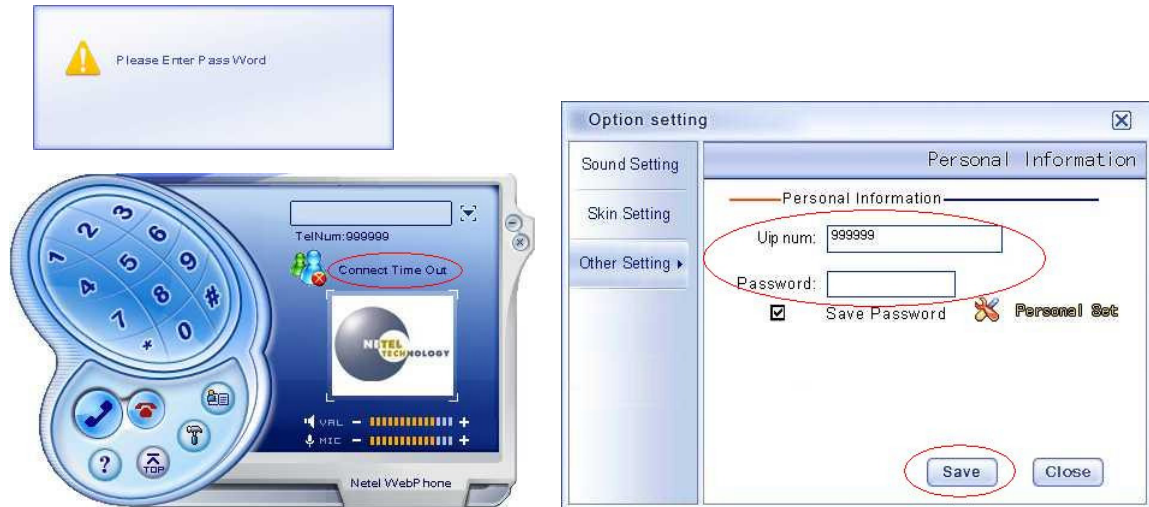


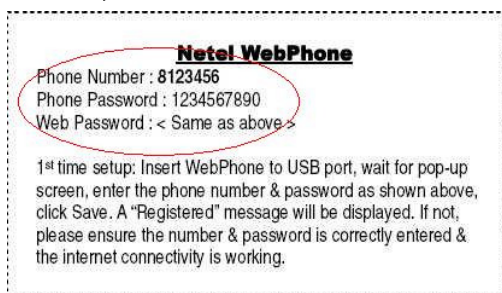
Netel WebPhone – Questions & Answers

Q1. How to install the **WebPhone**?

A1. Insert the WebPhone to USB port, wait for pop-up screen as below:



Enter the Phone Number & Phone Password as shown in the separate card attached with the WebPhone, then click "Save".



The message "Connect Timeout" will be changed to "Registered" and the WebPhone is ready to use instantly. If not, please ensure the number & password is correctly entered & the internet connectivity is working properly. Then check whether there is/are any Firewall and/or Anti-Virus System running which may block our WebPhone. Try to disable the Firewall and Anti-Virus System temporary to see whether the WebPhone can be Registered or not.

Q2. How to make call to other parties?

A2. Point-to-Point : Key-in the 7-digit number and press "Enter".

IDD : Key-in "Country Code + Area Code + Number" and press "Enter". (No Prefix required)

Q3. What is the minimum requirement to operate the WebPhone?

A3. A PC/Notebook with USB port running Microsoft Windows 2000/XP is highly recommended.

Windows Me/98 is not recommended since the USB capability is not supported as good as in 2000/XP. Internet connection can be Broadband via ADSL Modem, Cable Modem and LAN as well as traditional 56Kbps Dial-up Modem.

Q4. Where can we use the WebPhone?

A4. The WebPhone can be used anywhere in the world as long as there is an internet connection.

You can connect to your home PC/Notebook, office LAN, hotel with internet to room service, business centre, internet café, coffee shop, etc...

Q5. Where can we download the software and how to install it?

A5. The WebPhone is self-contained and will pop-up automatically without any software download.

Since the WebPhone is a Plug-n-Play device using USB interface, hence no user configuration required and no additional driver required.

Q6. I can't listen to the opposite party or vice versa, how can I solve this problem?

A6. Check whether the earphone & microphone is firmly connected to the WebPhone.

Then adjust the volume level of earphone & microphone.



Q7. How to check my Balance, Call Details, Recharge or change Password?

A7. Click the Logo on the WebPhone, login with your Phone Number & Web Password as shown in the separate card attached with the WebPhone. Then you can check your Online Balance, Calling Details, Recharge or change Password.



Q8. What can I do if my question is not covered above?

A8. Please send your question to our support email at Support@NetelWebPhone.com