



mondotalk

**PC Phone
User's Manual**

1. Overview	3
About This Guide	3
2. Configuration	4
2.1 Setup Requirements	4
2.2 Configuration	4
3. Using The PC Phone	5
3.1 PC Phone Interface	5
3.2 Functions	8
3.2.1 Dialing	8
3.2.2 Redial	8
3.2.3 Answering	8
3.2.4 Hang up	8
3.2.5 Phone Book	8
3.2.6 Call History	9
3.2.7 Use * to correct a number	9
3.2.8 Caller number display	9
3.2.9 Clear input	9
3.2.10 Call Hold / Retrieve	9
3.2.11 Call Transfer	9
4. Phone Settings	10
4.1 General settings	10
4.2 Network settings	11
4.3 Audio Device settings	12
4.4 Hot key settings	12
4.5 Abbreviated Number rule settings	13
5. Frequent Problems and Solutions	14
6. Recommended network conditions	14

1.Overview




The MondoTalk PC Phone turns your computer into a phone. By using it you can talk to nearly all places in the world at low cost and high voice quality. The only additional hardware you may need is a microphone and speakers.

About This Guide

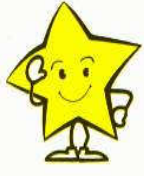
Brief overview of this guide

FOR INFORMATION ON	REFER TO...
Configuration and Requirements	Chapter 2
Using the PC Phone	Chapter 3
Service features	Chapter 4
FAQ	Chapter 5

Symbols

SYMBOL	REPRESENTS
	Description
	Note
	Warning

2.Configuration

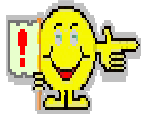


This chapter describes:

- **Setup Requirements**
- **Configuration**

2.1 Setup Requirements

- 233MHz Intel Pentium II or above, 32MB of RAM (Recommend 64MB or more), 10MB Hard drive
- Microsoft Windows 2000/2003/XP
- Internet access with a connection speed above 28.8kbps (Ask your ISP for information on your Internet connection)
- Speakers with a microphone OR a headset with a microphone OR our USB handset.
- Internet access with a connection speed above 28.8kbps




Note:

If your system has a firewall (e.g. Windows XP's Internet firewall), and you are not using a proxy to provide Internet access then you may experience difficulties getting the PC Phone to connect to our server. If so, please contact your network administrator or our technical support.

2.2 Configuration



- (1) Double click the  icon, located on your desktop or by navigating to the MondoTalk from the Windows Start button. You may also find the icon in the quick launch bar.

MondoTalk Login

IP Phone No

Password

Keep password

OK Setting Cancel

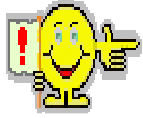
Not logged in

Enter your MondoTalk IP Phone Number & Password.

Choosing "Keep password" will store your password on the computer. This saves you having to enter your password every time.

(2) Click

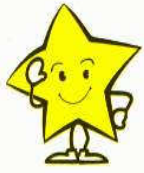
OK



Note:

If you are using a public computer we suggest you don't select "Keep password". It is very important you keep your password a secret.

3. Using The PC Phone



This chapter describes:

- **PC Phone Interface**
- **PC Phone Functions**

Dialing

Redial

Answering

Hang up

Phone Book

Call History

Use * to correct a number

Caller number display

Clear Input

Call Hold/Retrieve

Call Transfer

3.1 PC Phone Interface

Please refer to Diagram 1.1 below for an overview of the PC Phone.

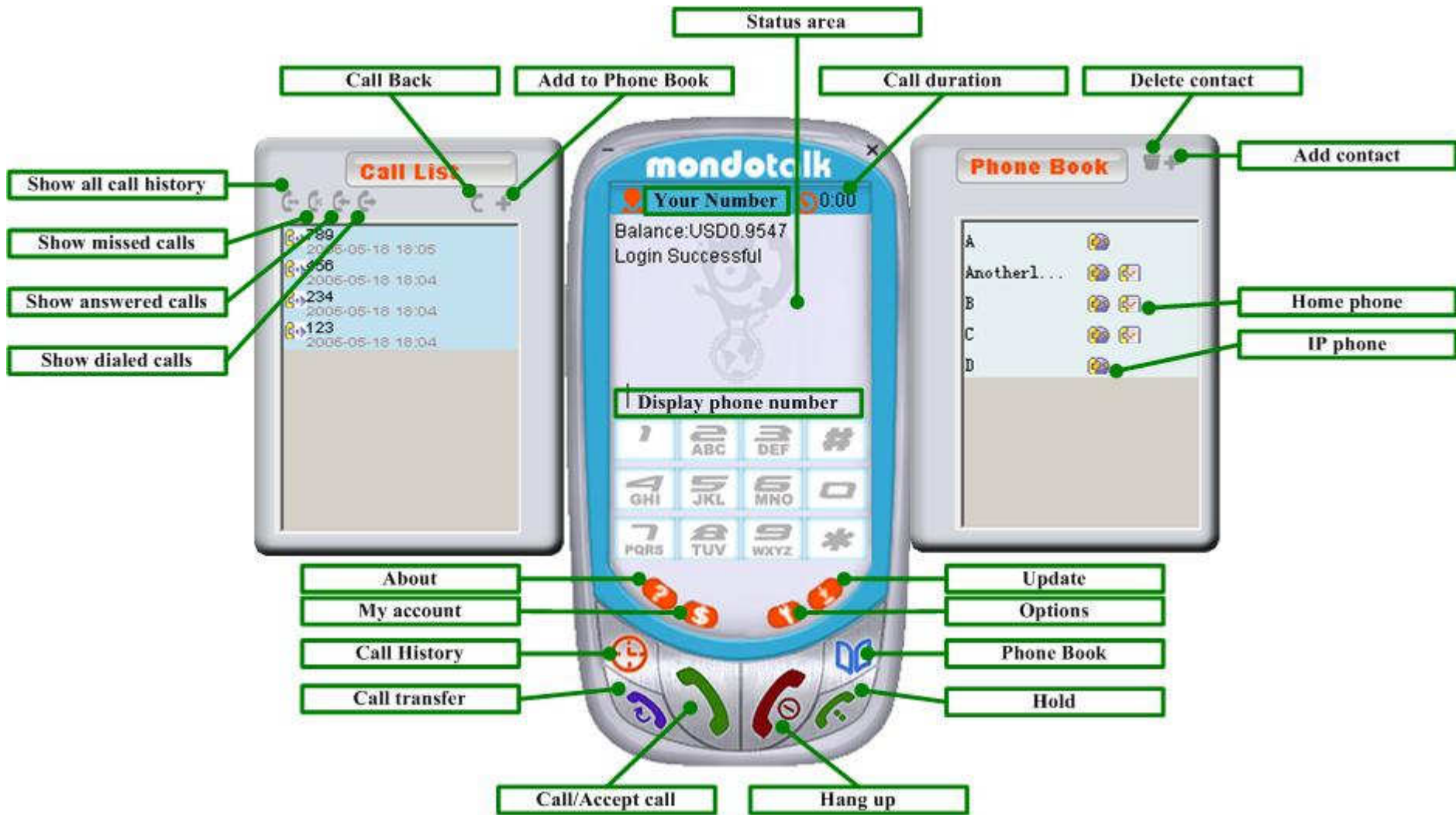


Diagram 1.1

Options – This will allow you to change operating parameters for your PC Phone, please see section 4 for more details.

Go to My account – This key will open your Internet browser and take you to the MondoTalk My Account Login page.

Update – Pressing this will check to see if there are any software upgrades for your PC Phone. If there are it will automatically initiate the upgrade.

About – Will display the current version of the PC Phone.

Key pad – This operates the same as a key pad on a normal telephone. Remember to press the # when you finish dialing a number or press the # for your last number to redial.

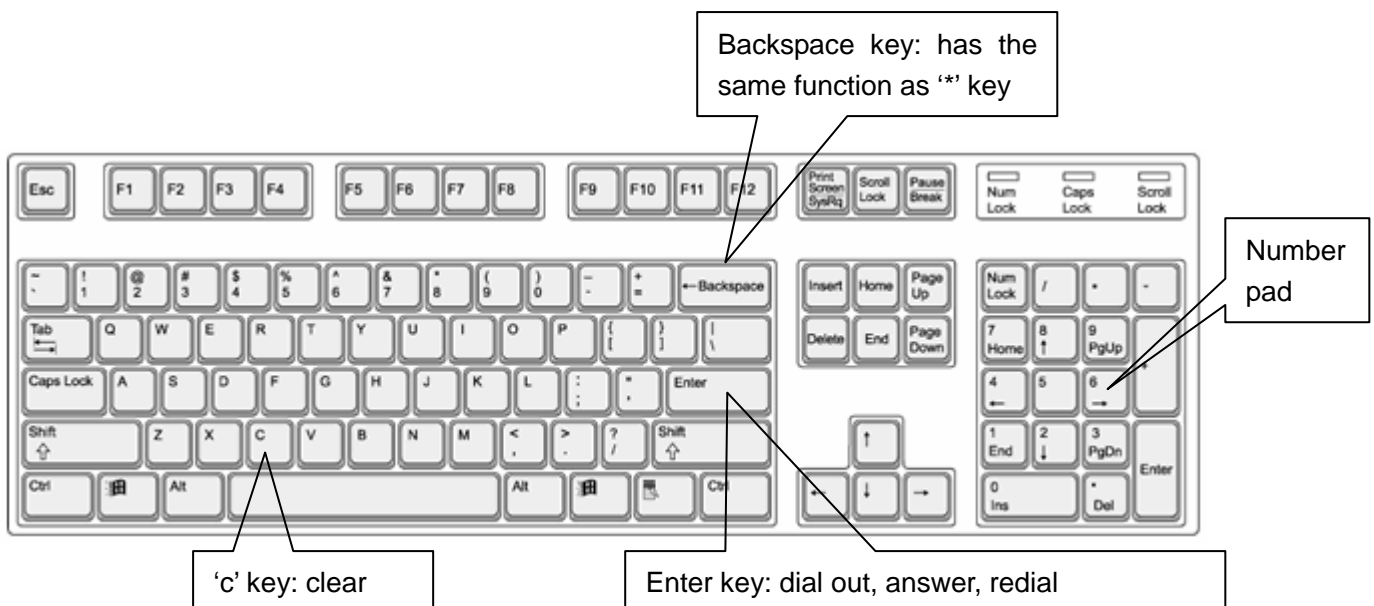
Minimize “_” – Reduces the human interface to an Icon in your desktop tray.

Close / Log Off “X” – This closes and logs you off the PC Phone.

Call duration – displays the call duration of the present call.

Status area – provides an ongoing status of the connection, the call, Incoming Caller ID, your current account balance etc.

The keys on the PC Phone correspond to some keys on the computer keyboard. This is illustrated in the following picture:



3.2 Functions

- Dialing
- Redial
- Answering
- Hang up
- Phone Book
- Call History
- Use * to correct a number
- Caller number display
- Clear input
- Call Hold / Retrieve
- Call Transfer

3.2.1 Dialing

Key in the phone number by the on-screen dial pad or computer keyboard. Then click "Call/Accept call" button or "#" to dial out.

3.2.2 Redial

Press "#", "Call/Accept call" button or Enter key to redial.

3.2.3 Answering

Press "Call/Accept call" button or Enter key to answer an incoming call.

3.2.4 Hang up

Press "Hang up" button to hang up when you want to finish the call.

3.2.5 Phone Book

Click the Phone Book button to open the phone book.

<1> Add, delete or modify contact.

- Add contact
 - 1) Click the "+" button to view the add contact window.
 - 2) Fill in the details about the contact, then click "OK" to save.
- Delete contact
 - 1) Choose the contact you want to delete, click the "🗑️" button.
 - 2) A notice dialogue box will appear, click "Yes" to confirm deleting, click "No" to quit.
- Modify contact
 - 1) Double click the contact, or right click and choose "Modify", the property dialogue box will appear, you can then modify the details.
 - 2) After you have finished editing, click "OK" to save the changes, otherwise click "Cancel" to ignore the changes.

<2> Calling a contact using the phone book.

Open the phone book and do one of the following:

- Click the right button on the person you wish to phone. Then choose the phone number to call.

OR

- Click on the "IP phone" or "Home phone" icon.

Now press "Call/Accept call" button to dial out.

<3> Import and export phone book

While the mouse pointer is in the phone book, click the right mouse button and choose import or export phone book.

Import methods: Import from Outlook or CSV file (Comma Separated Value, a text file where fields are delimited by commas).

Export methods: Export to CSV file. This file can then be used by other applications.

3.2.6 Call History

To view the Call History, click "Call History" button on the PC Phone, then click "Show dialed calls", "Show answered calls", "Show missed calls" or "Show all calls" to view the corresponding call history.

- Call a number back from the Call History list
 - 1) Highlight the entry in the Call History by clicking on it with the left mouse button. Now click the "Call Back" button, then click "Call/Accept Call" button to dial out.
 - 2) Click the right mouse button on the entry you wish to call back, then choose "Call Back" and click "Call/Accept Call" button to dial out.
- Add a contact from the Call History list
 - 1) Click the "Add to Phone Book" button, a window you can enter contact data will appear.
 - 2) Fill in the contact details, then click "OK" to save. The new entry will be displayed in the phone book.

3.2.7 Use * to correct a number

If you make an error while dialing a phone number you can use the "*" key to back up one number. For example, if you dialed 620, but you wanted to dial 621, just hit the "*" key to backspace then correct the number and continue.

3.2.8 Caller number display

You can see the incoming caller's number in the on-screen status bar.

3.2.9 Clear input

If you make an error while dialing a phone number you can use the 'Hang Up' button to cancel the number.

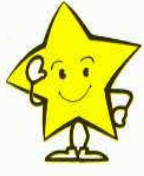
3.2.10 Call Hold / Retrieve

Enables you put a caller on hold. While on a call, a user can press the "Hold" key on the PC Phone to put the caller on hold. To resume the call press the "Hold" key again.

3.2.11 Call Transfer

Call Transfer allows you to transfer answered calls to another destination. When an incoming call is answered, enter the destination number with the dial pad, then press the "Transfer" button.

4. Phone Settings



This chapter describes:

- **PC Phone Options**

- General**

- Network**

- Audio Device**

- Hot key**

- Abbreviated Number**

Click the "Option" button on the PC Phone to display the configuration screens.

4.1 General settings

Option

General

User account: 8880898

Password: *****

Don't disturb

Auto Hide

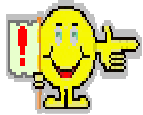
Allow automatic sign in

Automatically run when I log on to Windows

OK Cancel Apply

General Settings

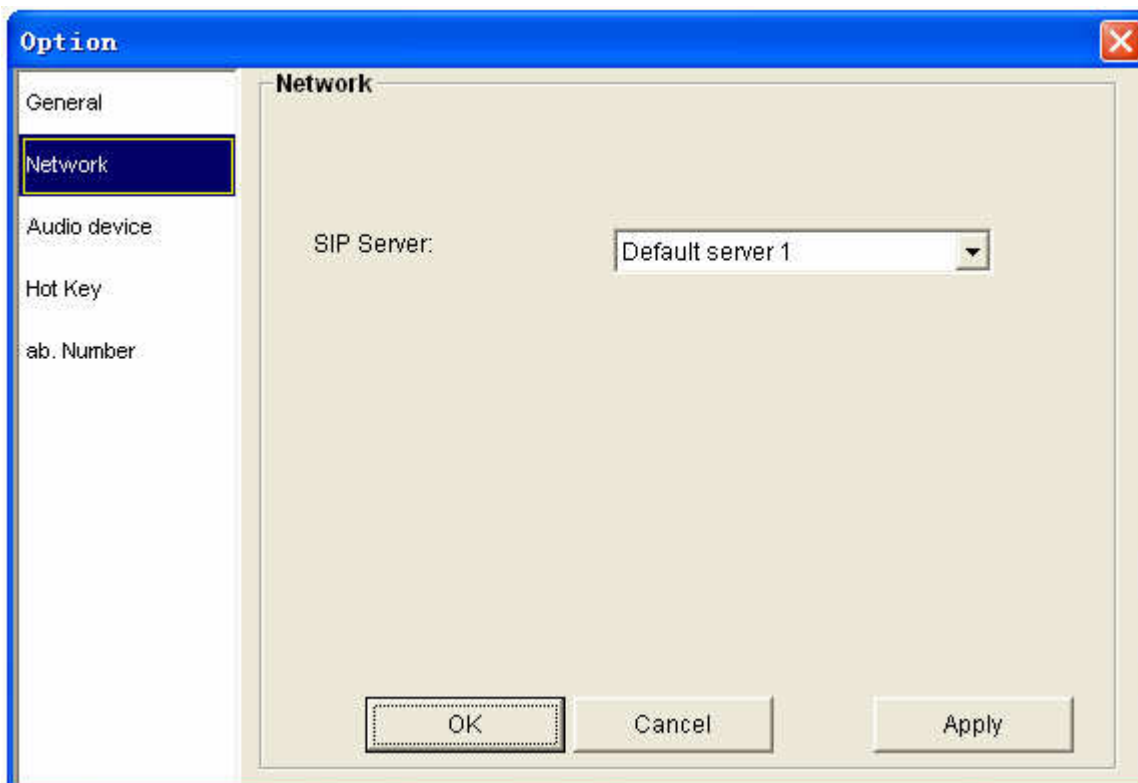
Field Name	Field Description
User account	Your MondoTalk account/IP phone number.
Password	The password to your account.
Don't disturb	The PC Phone will refuse to answer any calls.
Auto Hide	If you use the MondoTalk USB handset phone, when you pick up your phone, the PC Phone will automatically pop up, but it will automatically hide when you hang up.
Allow automatic sign in	This will sign you in automatically when you start the PC Phone.
Automatically run when I log onto Windows	The PC Phone will start automatically when you log onto or start Windows.



Note:

Ensure you have entered your account and password if you select "Allow automatic sign in". Failure to do so will result in unsuccessfully registering. This means you will not be able to use the PC Phone.

4.2 Network settings



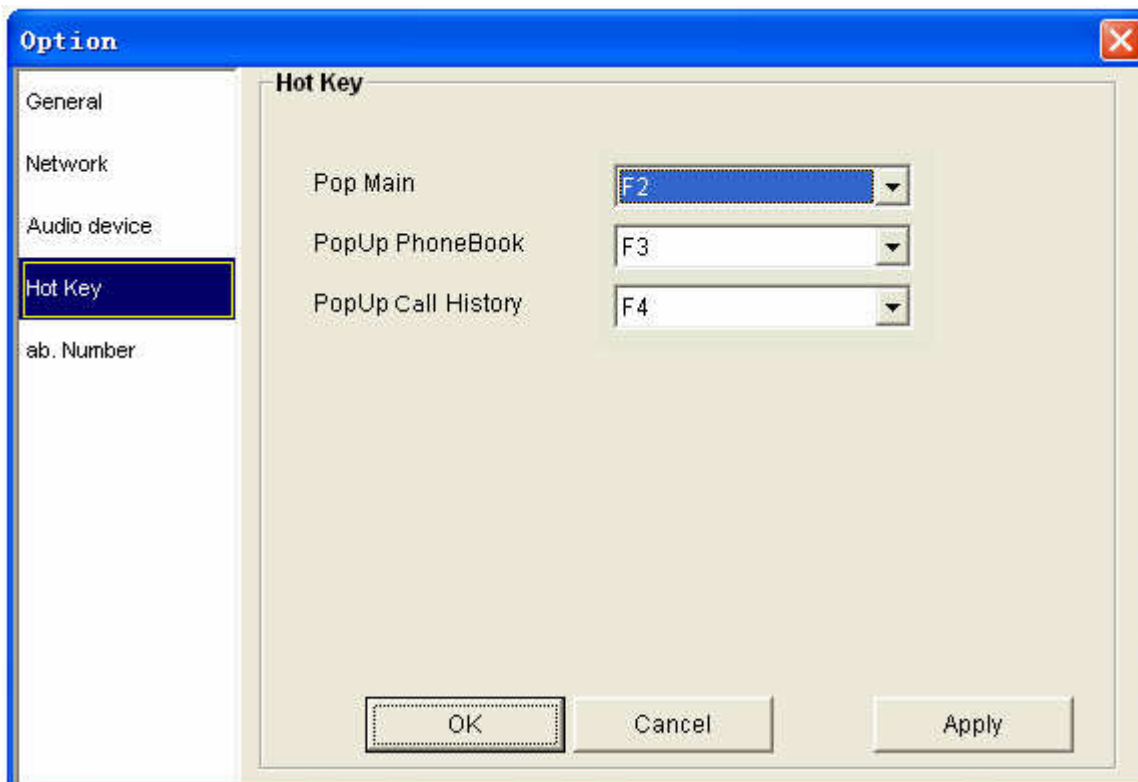
This allows you to select which server you sign into.

4.3 Audio Device settings



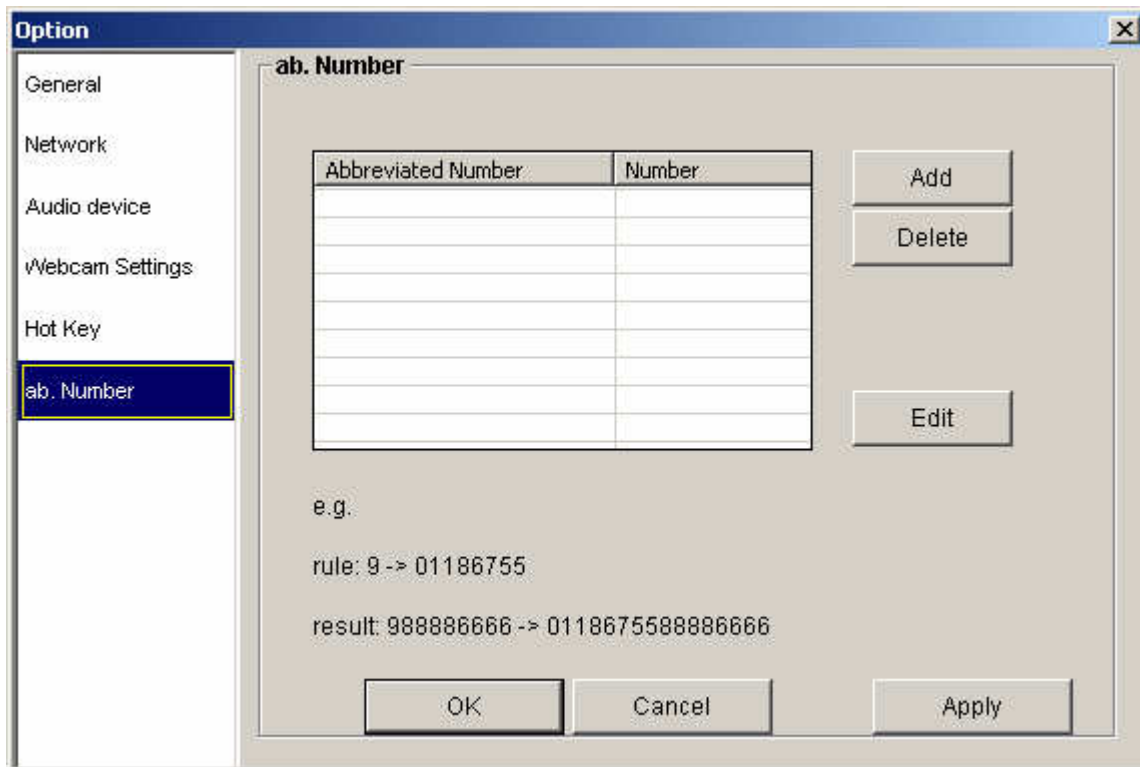
Click "Audio device" on the left to enter the audio device settings page. Then click on the "Setting>>" button and follow the instructions to fine tune your audio settings.

4.4 Hot key settings

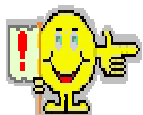


Select the hot keys from the drop down menu you wish to assign to the actions. When you press that hot key, the associated action will be performed.

4.5 Abbreviated Number rule settings



This is a table of 100 entries that will allow you to program phone numbers or "prefixes". When using this feature, you can enter specific number patterns, which when dialed will actually dial out different or additional digits according to longest prefix match rule. Once programmed there are no special buttons to press to initiate this feature. For example: If you live in Northern Virginia, (area code 703), and you keep forgetting to dial "1" when you are calling local calls, you can create an entry to allow you to compensate for when you forget the "1". To do this, your entry would have an "Abbreviated Number" of 703 and an entry for "Number" of 1703. Now whenever you dial 703 followed by the phone number, your PC Phone will dial 1703 and the phone number. Please click 'Add' to add an abbreviated rule, click 'Delete' to delete a record. Point to a record and click 'Edit' to modify.



Note:

To save your settings, please click "OK" or "Apply", or click "Cancel" to cancel settings.

5. Frequent Problems and Solutions

FAQ		
Problem	Possible Cause	Solution
Poor Voice Quality	Your internet connection bandwidth is less than 28.8Kbps	Please use your phone in a good quality network
	Unstable network connection: Network delay > 400ms or network jitter > 100ms or network packet loss > 10%	
The account is being used	Somebody else is using your account or you did not log out properly last time you used it.	Please make sure the account is not used elsewhere, wait 5 minutes to login again
Please check your password or phone number.	The wrong password or phone number was entered.	Ensure you have entered the correct number and password. Check that the "Caps Lock" key is not on. If the problem persists please contact our technical support.
Your network might have a firewall	The data to port 5060 is modified or filtrated	Please contact your network service provider or network administrator to ensure the data which to the ports is not modified or filtrated. If there are problems, please contact our technical support

6. Recommended network conditions

- Delay: Less than 400ms
- Jitter: Less than 100ms
- Package Lost Rate: Less than 10%
- Bandwidth: Minimum 28.8Kbps