

netTALK Global Video Phone FAQ

1. How to install netTALK Global Video Phone?

This is the installation sequence, which should work for any operating systems:

- a. Install the software first, then shut down the machine.
- b. Install the video capture card. Skip this step if you are using a USB camera.
- c. Restart your computer.

2. My machine works fine on the Internet, but others can't see me.

For netTALK Global Video Phone PRO users: If you can't see yourself, please follow the netTALK Global Video Phone manual to set up your camera. The manual is available for download at this address: http://www.nettalkglobal.com/nettalk/nettalk_user_manual.pdf However, if you can see yourself and the other party can't see you then the other party is having the connection problem.

For netTALK Global Video Phone users: Please check whether you have installed a firewall, router or VNP. If so, open port 3000 and forward the port to your machine IP. If port 3000 is not available, use any port between 3000-3005.

3. What's the default port for netTALK Global Video Phone?

netTALK Global Video Phone uses default port 3000-3005 for peer-to-peer connection.

4. netTALK Global Video Phone runs on what operating systems?

Windows 98SE, ME, 2000, XP, 2003

5. The video works fine, but no sound is coming through. Why?

Check the speaker bars:

- a. If the bar is not moving, the other party is not sending audio through. The other party might have a faulty microphone, or may be in use by other program.
- b. If the bars are moving, the other party definitely is sending you the audio, so please check your speaker/headset connections and volume setting.

6. Why is it that the other party can see me but can't hear my voice?

Check your microphone bars:

- a. If the bars are not moving you definitely have a problem locally. Check your audio settings and your microphone connection.
- b. If the bars are moving, then the other party has one of the following problems: speaker/headset connection, volume setting and/or audio device settings.

7. How to get the best out of a USB camera?

Install the latest USB driver and adjust the properties accordingly to your particular Video Camera.

8. How to use the netTALK Global Video Phone Address Book?

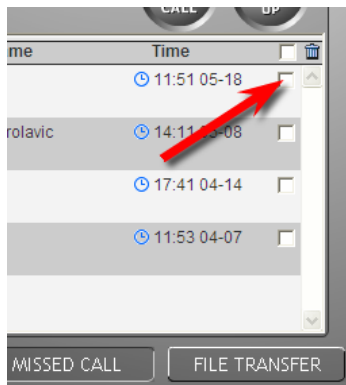
Simply open the Phone Book by pressing the Phone Book button, either on the main interface or on the VOIP interface.

9. How do I see if I received a call while I was away from my computer?

Press the Missed Calls button and see the list of calls that have been made to your computer while you were away.

From that list you can select messages individually to see them in detailed mode. You can also delete message by selecting them (click on their appropriate checkbox) and using the trash can button.

You can also log on to the online service for missed calls, if you are away from your computer and only have access to a regular web interface. For that purpose, please follow this link: http://vpservice.interlink-global.net/user_en/index.php and proceed to log in. This will enable you to see all calls you performed, missed calls and other settings.



10. How do I use the VOIP part of this program?

Simply open the VOIP interface of the netTALK Global Video Phone by clicking on the yellow up-and-down arrows. Notice that the any call you make on the VOIP interface will interrupt a call being performed on the Video section of the phone.



11. Can I use both parts (VOIP and Video) simultaneously?

No. The program is designed to allow one part at the time.

12. I see several buttons on the VOIP interface, apart of the CALL and HANG UP buttons. What are they?

Apart of the CALL and HANG UP buttons, you have the Phone book button, the clear button, a light indicator that shows green if you are actually registered to a valid account and the

numeric keypad for the VOIP interface. You will also notice that you can use both the numeric keypad (by clicking on them) as well as your computer's keyboard to enter numbers. You also have additional features along the extended pad, such as the Do Not Disturb button, the Country Code button, Line buttons to switch to different calls, Conference button, Hold and Mute button. Line 1, Line 2 and Line 3 will always cancel each other out, as you can not use two lines simultaneously.

13. Why do I have a Phone book button if there is already a Phone book button on the Video section of the program?

As mentioned above, the two parts work independently. Calls made (or received) on your Video Phone will not register into your VOIP Phone book, and vice versa.

14. How do I add a country code to the number I wish to call?

Simply click on the green button (Country Codes) and you will see a window open up. Find the Country you wish to call, and double-click on it. This will automatically close the country code window and add the selected code to the number to be called.

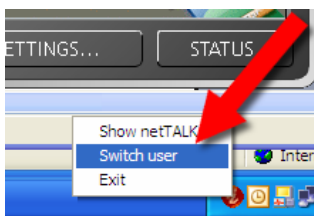
On the other hand, if you wish to cancel your choice, simply hit "BACKSPACE" on your keyboard a few times until the number display gets cleared, or press the CLEAR button.

15. When I click on the VOIP button in the Settings Panel, I see several Audio Codec. Which should I select?

The program will automatically select the appropriate Audio Codec for your computer, as well as the other settings. You can, nevertheless select your own codec if you wish to try quality enhancements.

16. I have two accounts. How do I switch from one account to the other?

Simply right-click on the netTALK icon on your taskbar. You will see a menu pop up with three options. Select the middle option ("Switch User") and you will see your login window where you can select any other account of yours, or log on as a new user/guest.



17. Can I run two instances of netTALK on my computer at the same time?

No. You will receive a message telling you that netTALK is already running.

18. I want to change my password. How can I do that?

Log in to your web interface at http://vpservice.interlink-global.net/user_en/index.php and proceed to log in. Once you logged in, you can change your password as well as other settings.