

..Telme™
a mecotek company.

connecting anyone, anytime, anywhere.

Telme (s) Pte Ltd
1 Coleman Street #06-04
Adelphi - Singapore 179803
mail: info@telme.sg
website: www.telme.sg



USER GUIDE



USER GUIDE

v-sim

..Telme
a mecotek company.



 ENGLISH

A blue-bordered box containing a small flag icon on the left and the word "ENGLISH" in blue, uppercase letters on the right. The box has rounded corners on the top and bottom left, and a slightly angled bottom right corner.



INDICE

TECHNICAL SUPPORT	05
INTRODUCTION	06
> CALLS WITH 3G SYSTEM	06
- 3G Application: Download & Installation	07
- Phone Configuration	11
- Troubleshooting	11
- Make a Call	12
- Using the Chat	14
> CALL WITH CALLBACK SYSTEM	16
> CALL WITH PC SYSTEM	20
> VSIM NUMBER & ADVANCED SERVICE	38
> APPENDIX	44

TECHNICAL SUPPORT

You can have technical support in three ways:

Trough Phone: you can obtain direct support calling the Direct Access Number nearest you. See the Appendix section of this user guide for the full list.

Trough Email: the technical support is at your service: supportteam@telme.sg

Trough your Digital Office: If you are a Telme Distributor, you have a preferred channel named Ticketing System. You can find the Ticketing System inside your backoffice.





INTRODUCTION

V-Sim can be used on different levels according to your needs. Management of V-Sim calls includes:

CALLS WITH 3G SYSTEM: calls with 3g system use an application installed on your mobile phone, compatible with the Windows Mobile systems for Smartphone and PocketPC and for Nokia's Symbian OS operating system. The 3g V-Sim can operate on Wi-Fi/UMTS/EDGE/GPRS networks to make calls, video calls and interactive chat.

CALLS WITH CALLBACK SYSTEM: calls with Callback system, as referred to in QuickStart, enable calls to be made between users using VoIP2 infrastructure as a 'bridge'. The advanced capabilities of the Telme's CallBack system is called DirectCall and can be managed through a Java application that can be installed on your mobile.

06

CALLS WITH PC SYSTEMS: all the V-Sim power can be used through the dedicated DeskCall NG application. Desk Call NG is software that, once installed on your PC, enables calls, chat, audio and video conference, text messaging.

CALLS WITH VOIP SYSTEMS.

CALLS WITH 3G SYSTEM.

The examples that follow refer to installation with Series Nokia S60 mobiles.

The procedures are basically the same for Windows Mobile 5 systems as well.

3GVideoCall is a mobile application to make calls, video calls and chat through an internet connection from your mobile.



There are different ways to install 3gVideoCall on your mobile.

- **Direct download on to your mobile through text messaging.**
- **Download and installation of the application through the telephone web browser on our site:**
- **Transfer the application to the telephone via Bluetooth**
- **Copy the application on to the telephone through Suite Nokia (for PC versions use ActiveSync)**

DIRECT ON TO YOUR MOBILE THROUGH TEXT MESSAGING

Download Step 1

Send a text message to the number +39333xxxx and type "3g symbian2" if your mobile is Symbian 8.0 compatible "3g symbian3" if your mobile is Symbian 9.1 compatible "3g wm5" if your mobile is Windows Mobile 5 compatible for Smartphone "3g wm5pc" if your mobile is Windows Mobile 5 compatible for Pocket PC

Download Step 2

Once you have sent the message to the WOIP2 platform text message number nearest to you, you will receive a confirmation text message that will contain the internet address where you can download the application. When you click on the link within the message, the mobile browser will begin to download and will then install the application.

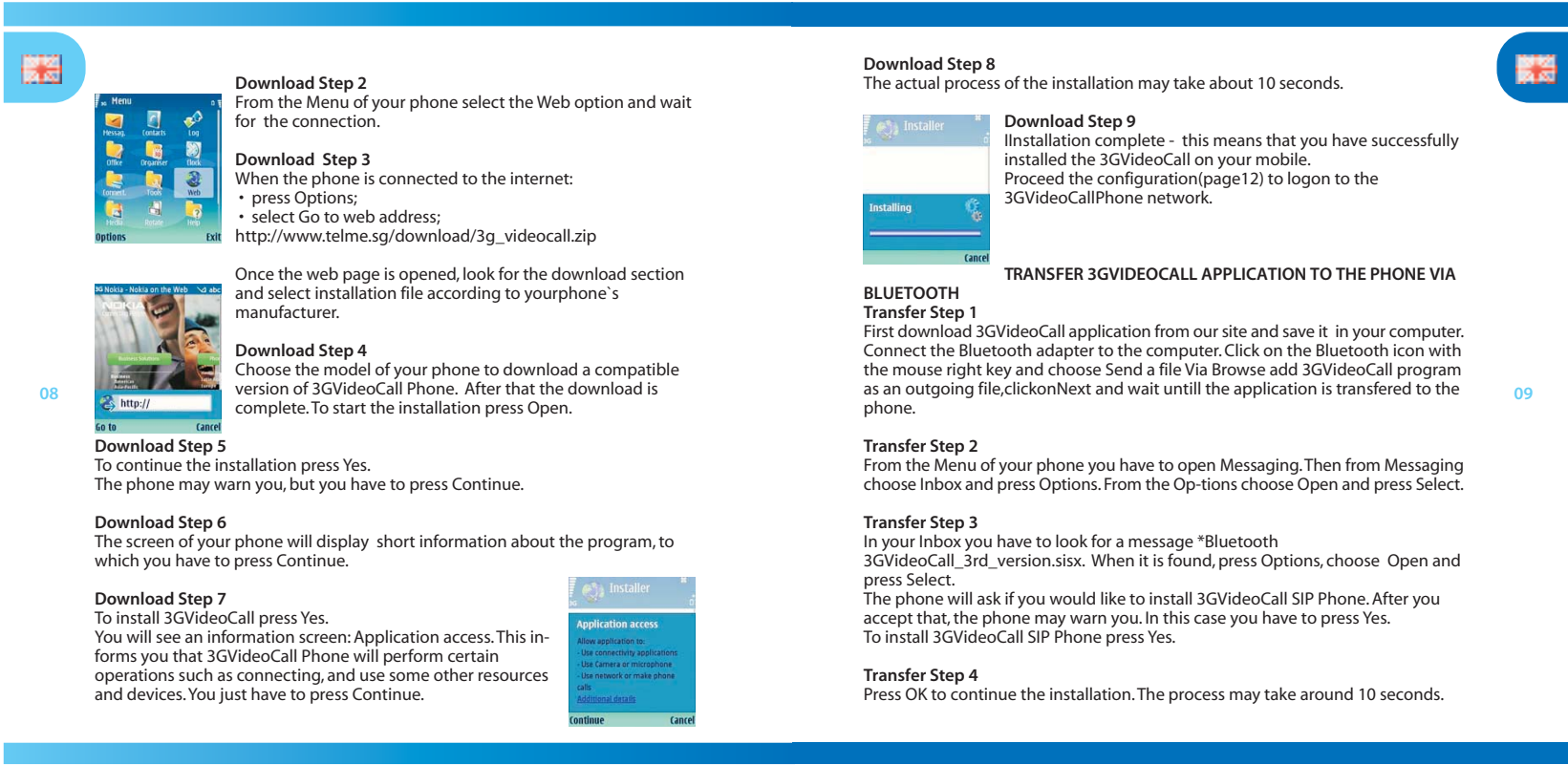
07

DOWNLOAD AND INSTALLATION OF THE APPLICATION THROUGH THE TELEPHONE WEB BROWSER ON OUR SITE.

Download Step 1

Before you will install 3GVideoCall phone, open the Menu of your phone
Manager > Options > Settings > Software Installation
Select Signed only with the middle selection key, choose All, confirm that by pressing OK and return to the Menu.





08



Download Step 2
From the Menu of your phone select the Web option and wait for the connection.

Download Step 3
When the phone is connected to the internet:
• press Options;
• select Go to web address;
http://www.telme.sg/download/3g_videocall.zip



Once the web page is opened, look for the download section and select installation file according to your phone's manufacturer.

Download Step 4
Choose the model of your phone to download a compatible version of 3GVideoCall Phone. After that the download is complete. To start the installation press Open.

Download Step 5
To continue the installation press Yes.
The phone may warn you, but you have to press Continue.

Download Step 6
The screen of your phone will display short information about the program, to which you have to press Continue.

Download Step 7
To install 3GVideoCall press Yes.
You will see an information screen: Application access. This informs you that 3GVideoCall Phone will perform certain operations such as connecting, and use some other resources and devices. You just have to press Continue.



09

Download Step 8
The actual process of the installation may take about 10 seconds.



Download Step 9
Installation complete - this means that you have successfully installed the 3GVideoCall on your mobile. Proceed the configuration (page 12) to logon to the 3GVideoCallPhone network.

TRANSFER 3GVIDEOCALL APPLICATION TO THE PHONE VIA

BLUETOOTH
Transfer Step 1
First download 3GVideoCall application from our site and save it in your computer. Connect the Bluetooth adapter to the computer. Click on the Bluetooth icon with the mouse right key and choose Send a file Via Browse add 3GVideoCall program as an outgoing file, click on Next and wait until the application is transferred to the phone.

Transfer Step 2
From the Menu of your phone you have to open Messaging. Then from Messaging choose Inbox and press Options. From the Options choose Open and press Select.

Transfer Step 3
In your Inbox you have to look for a message *Bluetooth 3GVideoCall_3rd_version.sisx. When it is found, press Options, choose Open and press Select.
The phone will ask if you would like to install 3GVideoCall SIP Phone. After you accept that, the phone may warn you. In this case you have to press Yes. To install 3GVideoCall SIP Phone press Yes.

Transfer Step 4
Press OK to continue the installation. The process may take around 10 seconds.



Transfer Step 5

Installation complete - this means that you have successfully installed 3GVideoCall SIP Phone on your mobile.

Proceed the configuration (page12) to logon to the3GVideoCallPhonenetwork.

COPY 3GVIDEOCALL APPLICATION TO THE PHONE USING NOKIA PC SUITE

Copy Step 1

To send 3GVideoCall SIP phone application by using Nokia PC Suite, you need:
1) the original CD with the Nokia PC Suite program. In the case if you don't have the original CD, download this application from the Nokia website;
2) a compatible USB cable, which is normally sold together with the phone.

Copy Step 2

On your computer open the website: <http://m.3GVideoCall.com>. Select Download, then the name of the manufacturer and the model number of your phone. Save the 3GVideoCall SIP Phone installation in your computer.

10

Copy Step 3

Connect your phone to the computer via a compatible USB cable and make a double-click on the saved 3GVideoCall SIP Phone installation to start installing. After the phone is connected to the computer select PC Suite mode and press OK. To install 3GVideoCall Phone press Yes.

Copy Step 4

The phone may warn you, but you have to press Continue.

Copy Step 5

The screen of your phone will display short information about the program, and you have to press Continue.

You will see an information screen: Application access. This informs you that 3GVideoCall Phone will perform certain operations such as connecting, and use some other resources and devices. You just have to press Continue.



Copy Step 6

Installation complete - this means that you have successfully installed 3GVideoCall SIP Phone on your mobile.

Proceed the configuration (page12) to logon to the 3GVideoCallPhone network.

PHONE CONFIGURATION.

Configuration Step 1

In the configuration window, insert your 3gaccount and your pin as reported on the rear side of the V-SIM Card. Note: If you want 3GVideoCall Phone to launch right after you switch on your phone, check in the option box: Run at startup by pressing the middle selection key. Next time, when you will turn on your phone, the 3GVideoCall Phone program will run automatically in about 40 seconds.

Configuration Step 2

If you have entered all the information that is required in Config, the phone will be able to log on to the WoIP2 network.

TROUBLESHOOTING

If you have trouble to install the application, this means that you did not change the phone settings which are required in the Step 1 on page 3. Change these settings of your phone as described and you can start the installation process.



11



MAKING A CALL

There are two main things that you have to take into consideration :

1. Make sure that the person whom you will call is a registered user of the 3GVideoCall SIP Phone program;
2. To make a Video Call 3GVideoCall Phone program must be activated in both phones.



Step 1

To start a video call with other party you need to first select the Phone book on your phone.

Step 2

After you have opened the Phone book, you'll see two windows: the big one and the small one. In the big one shows a list of the phone numbers and names. In the small one shows a list of finding an existing contact or for entering a new contact. To do that simple type the name in this window.



Step 3

To make a video call to this person, you have to press Options > Video Call.

After you chose the Video Call option, press Select.

Step 4

The phone is calling ...

The other party will see that you are calling and can choose to answer or not.

Step 5

If the other party decides to accept your video call, they should press Yes. A video image of the caller will appear on the phone screen of the recipient.

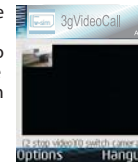
Moreover, the person who is receiving a video call can choose whether to also send

his or her video in return.

Step 6

This picture shows an example when there is no video from the other party.

If you want to stop the video, press button 2 on your phone. Also if you want to switch on the camera which is on the other side of your phone (if your phone has two cameras) - press the button 0. The other party has disabled the outgoing video. But in the upper left corner you see your own video that is being sent.



Step 7

In this picture you can see, that the other party has decided to enable the outgoing video.

This shows the screen of the other party phone with the large incoming video window and the small outgoing video in the corner.



Step 9

If you want to switch between the phone's front camera and back camera press button 0. Then again press button 1 to enable outgoing video from your phone.

Step 10

If you want to send a snapshot, just press button 3 and the phone will take a photo, which will be sent to the other party.

To stop the video call just press Hang up.



CALLS WITH CALLBACK SYSTEM

VoIP CALL "CALLBACK – DIRECT CALL NG" METHOD

If you have a Java 2.0 compatible phone and a GPRS connection, you can download the V-Sim application directly from your mobile phone. And thanks to the Direct Call Ng management, you can make calls, text message and conference calls directly to your mobile with an option of direct and dedicated address book management on your Virtual Sim, send multiple text messages and conference calls up to 6 participants.

- Step 1. Send a text message to +393336457222 writing "dc" in the message.
- Step 2. Open the text message reply and click on the link found in the message.
- Step 3. Start the application installation.
- Step 4. Follow the application and insert your mobile number. E.g. "+39334332222"
- Step 5. Press "Confirm" to confirm the configuration.

16

* The data expenditure for a single GPRS call is less than 2kb, which means that lots of operators do not make any charge; in some cases the charge will be limited to approximately 1 cent. Check your operator's GPRS data sheet for more information.

VoIP2 CALL "CALLBACK – DIRECT CALL" METHOD

To make a "CallBack" call, just call one of the free Telme Callback numbers listed in the index and hang up after one dial tone: the call does not cost anything, it is totally free. After a couple of seconds, your mobile will ring. Pick up your phone and enter the number you wish to phone or enter the number found in your V-Sim's address book. (See managing your V-Sim address book)

E.g.

- Step 1. Dial the number +390510546031 or one of the Direct Call Ringtone numbers listed into the Appendix (one or two dial tones are sufficient)
- Step 2. Answer the CallBack call
- Step 3. Enter the number you wish to call or enter the number found in your V-Sim address book followed by # key



The number must be entered in the following format: 00 + country code + phone number. E.g. 0039334223322#

For the dial tone, you can choose a local number that is listed on the packaging of your V-Sim or in the instruction leaflet.

VoIP2 CALL "CALLBACK - DIRECT CALL METHOD" METHOD

If you have a GPRS connection, you can use your mobile's Browser Internet. This method guarantees a quick and efficient selection of numbers to dial as well as accessing your Virtual Sim's address book.

- Step 1. Open your Internet Browser and check that the GPRS connection is active.
- Step 2. Connect to <http://live.telme.sg/virtualnumber>
- Step 3. Follow the on-line instructions.

Your V-Sim Number is found on the label on the your V-Sim packaging.

The data expenditure for a single GPRS call is less than 2kb, which means that lots of operators do not make any charge; in some cases the charge will be limited to approximately 1 cent. Check your operator's GPRS data sheet for more information.

17

VoIP2 CALL "CALLBACK – SMS" METHOD

You can make a "CallBack" call by sending a simple text that contains the number you wish to call. The Digital Portal™ platform will call you back, putting you in contact with the desired number.

- Step 1. Send a text message to +393336457222 and write the number you wish to call in the message. E.g. "00393354477333"
- Step 2. Respond to the callback call and wait to be connected to the required number.



VoIP2 CALL "DIRECT ACCESS" METHOD

You can make a "Direct Access" call by simply dialling the "Direct Access" number from your mobile or from any landline or public telephone that you will find in the list of on the V-Sim pack or in the instruction booklet.

With Direct Access you can reach or be reached by any Telme user worldwide.

Step 1. Call the "Direct Access" number found in the list of available numbers in different countries.

Step 2. Follow the voice instructions, and insert your Virtual Pin (found on the back of your V-Sim Card)

Step 3. Enter the number you wish to call, followed by the # key (E.g. 00393356673333#)



CALLS WITH PC SYSTEMS.

Installing and connecting for the first time

Downloading the DeskCall NG 2.0 software

Downloading the DeskCall NG software is free and the latest version is always available on our web site. To download the DeskCall NG software, click the download link or go to your "Digital Portal" space. Save the install file on your computer. We advise you to choose the "My documents" folder.

Minimum system requirements

- PC running Windows 2000/XP or GNU/Linux (2.6.x) or Mac (x86 or PPC) under Mac OS X 10.3.9 or higher
- Broadband Internet connection 128 kbps/128kbps (DSL or cable)
- Sound card, microphone and speakers
- Direct X 9 or higher for video phone feature under Windows
- 500 MHz Processor, 128 MB RAM, 30 MB free disk space

20 Installing DeskCall NG 2.0

After downloading the DeskCallNG-setup.exe file, open the folder where you saved the install file and run the application by following the instructions step by step.

Starting DeskCall NG

Double-click the DeskCall NG icon on your desktop. When you start DeskCall NG 2.0 for the first time, you must enter the e-mail ID and password that you chose when you registered on Telme. By checking the option "open my session automatically", you will no longer have to enter this information when you next log on. If you do not have a Telme account: click the link. A form is displayed. Choose your Telme name, enter your password and e-mail address and accept the general terms and conditions before validating the creation of your Telme account.

If you have forgotten your password, click "You have forgotten your password."



Checking that DeskCall Ng is working properly

You can check whether you have the right configuration by using the icons in the lower right-hand corner of the main window of your DeskCall NG 2.0.

If it is not functioning correctly, the Telme (T) connection icon is orange. If you are not connected to the Internet, the Internet connection icon is orange.

There is another icon informing you that the sound on your PC is also available. If your sound card is not working, the icon is orange.

Logging off from your Telme account

Click Telme in the menu bar and then on "Log off". DeskCall NG is still running, but your Telme account is disconnected. You can now log on with another Telme account.

Closing DeskCall NG

When you click the cross in the top right corner of the welcome window, it does not close the DeskCall NG but it is minimized in the systray (green icon with a white telephone icon). The systray is the area located on the bottom right hand corner of the screen next to the clock that displays the programs running on your computer. If you receive a call while the DeskCall NG is minimized in the systray, a notification window automatically appears, from which you can answer the call.

If the DeskCall NG is in the systray, you can double-click the DeskCall NG icon to bring back the DeskCall NG window or right-click the icon and then click "Open DeskCall NG". The systray menu takes you to all the features. It is not advisable to launch DeskCall NG again from a shortcut or the Start menu if it is already running. If a session is already open, you'll receive a warning message

To exit DeskCall NG correctly, you must:

- click "Telme" on the top left hand of the main window and then click "Exit"
- or right-click the icon in the systray and then "Exit".

It is strongly recommended you close DeskCall NG correctly by clicking Telme and then Exit via the interface or by right-clicking on the icon in the systray.





If you leave out this step, your voice messaging service may, in some cases, not pick up your calls for at most one hour.

PHONING

Making a phone call from the main window

The text field of the call bar on the lower part of the main Telme window is for making phone calls:

- directly to other Telme users by entering their Telme name or phone number,
- a landline or cell phone number all over the world (depending on your subscription or available call credit) by entering it in this space...

... and then pressing on the call button.

The software automatically opens the call tab and the call is dialed.

The software stores calls made during the same session in the dropdown list of the test field. You can therefore call a number by selecting a number stored in this list.



22

Making a phone call from your DeskCall NG keyboard

Click "keyboard" tab in the main window of your DeskCall NG 2.0 and dial your correspondent's number. The software automatically opens the call tab and the call is dialed.

Making a phone call from the systray icon

You can also call by right clicking the icon in the systray.

Use the menu that appears when you click "Call" to choose:

- Place Call to open the dialpad
- Call SIP to call one of your contacts
- Call Mobile to call a cell phone line saved in your directory
- Call landline to call a regular phone line saved in your directory



Receiving a phone call

If you receive an incoming call and DeskCall NG 2.0 is running, you'll hear a ringing sound. The Telme icon flashes in the system status bar.

If your DeskCall NG is open on your screen, the call tab is displayed and you can pick up the call by clicking the incoming call button.

If you have minimized DeskCall NG in your systray, a pop-up window appears and you can pick up your call without opening DeskCall NG.

If your telephone is not running, then you cannot be reached on your Telme line. Your correspondent is then directed to your call forwarding number or your voice messaging service if you have subscribed to a Subscription offer or a Telme annual service pack.

VIDEO CALLING SERVICE

Preliminary setup

To send your image to your correspondent, you must have checked the "Enable the Webcam" box in the control panel (Tools -> Set-up -> Video configuration menu).

Choose your Webcam from the dropdown menu and make sure that it is working correctly by clicking the "View webcam" button.

Also set the video quality in the table according to your Internet connection speed. When you next log on, you can use the Audio and Video settings menu at the bottom of the DeskCall NG window or the webcam icon of the shortcut bar to quickly enable or disable the webcam.

Making a video call

Check that the video box is checked in the Audio and Video settings panel of the main window.

Enter your correspondent's Telme name or number in the text field of the call bar in the lower part of the main Telme window and press the call button.

23



The software automatically opens the call tab and you can make your video call. You can also make a video call:

- by selecting a Telme name stored in the dropdown list of the call bar, which stores all the calls made during a session.

- by right-clicking the DeskCall NG icon in the systray and then selecting a friend who is online.

Receiving a video call

If you have not yet checked the video box in the audio and video setting panel of the main window, you can do so before taking an incoming call that you want to take a video call.

If you have already checked the video box in the Audio and Video settings panel, the calls that you take will automatically be in video call mode.

24 Multi-IM chat

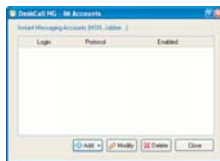
With the DeskCall NG 2.0 you can stay in touch with your friends and family regardless of the instant messaging network that they use (MSN, Yahoo, AIM, Jabber, Google Talk) once you also have an account on these messaging networks.

Setting up IM accounts

To add a messaging account:

- Go to the "Tools" menu and then "IM account settings"
- Click "Add", a dropdown menu is displayed, select the type of account you want (MSN for example)
- A new window is displayed.
- Enter your User ID and then click "Save"

Your account is displayed in the list of instant messaging accounts.



You can change an account by double-clicking on it. You can also disable an account by unchecking the "Enabled" box.

After you have saved your IM account User ID, DeskCall NG will automatically connect to the network and retrieve your list of contacts. You can start your chat session.

Starting a chat session

To start a chat session with a contact, simply right-click on the contact in your list of contacts and then click "Start a chat session".

The discussion window opens and you can write your message.

Chatting with more than one person on MSN, Yahoo, etc.

You can chat with several people only if they are using the same Instant Messaging network. This feature is not available with the Telme Instant Messaging system.

To chat with several contacts of the same network, all you have to do is to start chatting with the first contact.

Once you are in the chat window, click the "Invite" button.

A dialogue box opens where you can select the other participants from your online contacts.

Add the contacts of your choice and confirm.



25

THREE-WAY CONFERENCE CALLS

Starting a conference call

To start a telephone conference, click "Create a conference" in the Actions menu and enter the Telme names or the numbers of the two persons that you wish to have in your conference in the dialogue box. You can also select your conference contacts directly from your contacts list by right-clicking and clicking "Invite to a conference call"





Actions during the conference

During the call, you can put any one of your correspondents on hold in the call tab by right-clicking and then selecting "On hold" on the desired call. To go back to your correspondent, simply right-click and then select "Resume".

You can also hang up on one of your correspondents by right-clicking and selecting "Hang up"

Ending a conference call

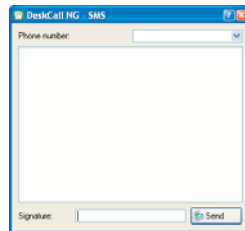
To end a conference call, simply end each call separately by right-clicking -> hang up or by clicking the "hang up" button.

Sending SMS messages

To send an SMS message (you must have enough Telme's credits to do this):

- click on Action and then Send an SMS message from the menu bar
- or
- if you saved your contact's cell phone number, right-click the contact to whom you wish to send the text message and then select "Send an SMS message"

Write your message and click "Send".
A dialogue box appears to confirm that the message has been sent.



26

MANAGING YOUR CONTACTS

Adding a contact

To add a contact to your list, click "Contacts" in your menu bar or on the first icon of your tool bar. A window will open where you can add a contact and you can enter all the information that you wish to add to the contact.

You can assign your contact to a group to make your list easy to manage. To create a group, simply enter its name in the box of the dropdown menu of contact groups: "family" for example.

The groups that you have created are then stored in memory and you can access them in the dropdown menu.

If your contact has a Telme nickname, this nickname shall be entered in the "Telme account or other network account" box. Other instant messaging network contacts shall be entered in this box too.

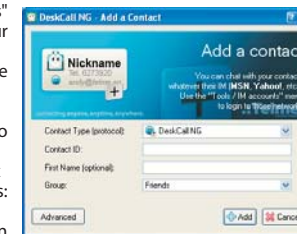
- select the network of your contact from the dropdown menu,
- enter its nickname or its email address : if it is a Telme or Yahoo contact enter its nickname, if it's a msn contact, enter its email address,
- then click on "add".

You can also add your contact's different phone numbers to its card. Its Telme phone number is represented by the green-with-a-white-phone icon.

Communicating from your contacts list

To phone, chat, send an SMS message, etc., simply select the person you want to contact, right-click and then choose the action you want from the menu:

- Call: The types of telephone that you have saved in the contact's sheet are proposed
- Starting a chat session
- Sending an SMS message



27



- Inviting a contact to join a conference call
When you have selected a contact, you can also double-click to: - start a Telme call or a chat - start a call to a landline or cell phone if the contact is not online or does not have a Telme account

Managing your contacts list

To change or delete a contact, simply right-click on this contact and then select the action that you wish from the menu displayed.

You may block a contact if you do not want to receive calls or chat with them. To do this, select the contact in your list, right-click and select "block the contact" in the menu.

If you want to be contacted at all times by a particular contact, you can program call-forwarding to your cell phone for this contact alone. To do this, select the contact from your list, right-click and select "Transfer to cell phone" in the menu that is displayed.

Note: You must have referenced your cell phone number in your profile which can be accessed from the Telme menu of the DeskCall NG.

28 This service is only available if you have enough Telme's credits.

You can manage your contacts in the groups that you have defined: You can delete a group of contacts, rename a group of contacts or send a single SMS message to all the contacts of a group, by simply right-clicking on the header of the group in your contacts list.

You can manage the display of your contacts list from the "Contacts" menu in your menu bar:

- you can hide your offline contacts
- you can show your contact groups
- you can sort your contacts: in alphabetical order, by online status and by media (IM)

Managing your presence

When you use Telme, you can display a personalized status for your correspondents. This status may be different for your Telme account and your various IM accounts depending on what you wish to display to your various groups of correspondents.



To select your Telme online status, click on the green light on the left hand corner of your profile bar and choose from the menu:

- Online
- Do not disturb
- Invisible
- Away

Transfer to cell phone

To select your online status for your various IM accounts, click "Telme name" in your profile bar. The list of compatible IMs is displayed in the form of icons.

By clicking on the icon you want, you can choose your online status in the menu or disconnect you IM account.

From this list, you can also manage the online status of your Telme account and disconnect it.

You can change the name under which your correspondents see you online by using the text field on top of the IM icons. Enter your text and press "Enter" on your computer keyboard.

This is how the various online statuses of your correspondents are shown in your contacts list:

- Online: this status means that you are available and in front of your computer
- Do not disturb: this status tells your contacts that you currently do not wish to receive calls or chat messages.
- "Invisible": this status enables you to see the online status of your contacts but without being seen as online by the others. You can however receive calls and chats from your contacts.
- "Away": this status means that you are currently away from your computer. Your contact will therefore know that it is better to leave you a message by telephone than to try and contact you by chat.
- "Transfer to cell phone" This last status of the menu allows you to remain in touch with all your contacts at all times by transferring all your calls received by your Telme name or number to your cell phone.

Note: You can only carry out this action if you have referenced your cell phone number in your profile accessible from the Telme menu of your menu bar and if you have enough Telme's credits to cover the cost of forwarding calls.

29



MANAGING SERVICES

Call forwarding

You can programme call transfers in the DeskCall NG control panel, which can be accessed in the "Tools" menu of your menu bar.

For cases when your Telme line cannot be reached (busy, not logged on), you can set:

- a direct transfer to your voice messaging service (available only for subscribers to the France Unlimited Package and the annual service pack),
- a transfer to up to 3 landline numbers (excluding special-rate numbers),
- a transfer to a cell phone number.

For this service, you need to have enough Telme's credits or have subscribed to the France Unlimited package with the monthly service pack, in the case of a transfer to landline numbers.

Double-calls

You can manage two calls simultaneously with your DeskCall NG NG:

- during a call, you can make a second one from the keyboard or list of contacts. Your first call is automatically put on hold and the second call opens in a second call tab.

You can then put it on hold and go back to the first call by going to the tab of the first call and clicking on "Resume" with a right-click... and so on until you have ended one of the calls.

- you can receive a second call during a first one: a second call tab opens and you can decide to take or refuse this second call.

If you decide to hang up, your first correspondent is automatically put on hold. You can then go from one call to another as described in the previous case.

Call history

You can consult your call history by clicking the "History" tab of your DeskCall NG.

You can scroll the list:

- for quick access to the last numbers dialed and to make a second call by right-clicking,
- to read an SMS message that you've sent again,
- to read a chat session again,

30

- or right-clicking to delete a number from the list

You can also manage your history in the "Tools" menu in your menu bar and delete:

- outbound calls
- incoming calls
- calls received during your absence
- chat sessions
- SMS messages
- the entire history

Managing your profile

You can access your profile sheet from the Telme menu -> Display my profile.

In this sheet, you can provide all your personal data, in particular your cell phone number that will be used if you program a call transfer to your cell phone. You can also manage your various instant messaging accounts from this sheet.

Directory

With the Telme directory, you can quickly find your friends who are also Telme users by last name, first name, town, Telme name or e-mail address.

The results are listed by order of relevance and you are informed whether or not these contacts are logged on. You can call these people or add them to your directory by clicking the link on the right.

If you do not wish to be listed on the Telme directory, go to your personal Digital Portal to Setup (Don't Show my Profile in the Telme directory").

Setting up DeskCall NG

You can set up DeskCall NG by clicking on "Set-up" in the Tools menu.

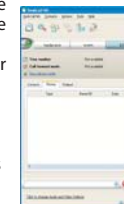
General settings

The control panel displays the general settings.

- DeskCall NG has been set to launch by default when you start your computer.
- By default, double-clicking on a contact opens a chat session in the



31





instant messaging system available for this contact. You can replace this by choosing to start with a call to another Telme user by double-clicking.

- You can improve the management of your online status by choosing to display the "Absent" status after your computer has been inactive for a number of minutes (time lapsed without moving your mouse).

Setting up the display language

You can change the language displayed by DeskCall NG by double-clicking on one of the choices available.

Setting up Instant Messaging accounts

In this control panel, you can add, change or delete an instant messaging account directly.

Privacy settings

In this panel, you can manage:

- correspondents from whom you wish to receive calls
- correspondents with whom you wish to chat
- your online status when you log on to the service
- the correspondents that you wish to block

Audio settings

In the "Audio settings" control panel, you can set your "personal audio settings" if you are using a head set or the microphone and loudspeakers of your computer. We recommend that you leave the default settings. You may also carry out a test call.

Video settings

To send your image to your correspondent, you must have checked the "Enable the Webcam" box. Choose your Webcam from the dropdown list and make sure that it is working correctly by clicking the "View webcam" button. Optimize the video quality in the table according to your Internet connection speed. You may also carry out a test video call.

32

Setting up sounds and alerts

In this control panel, you can:

- ask for a pop-up to be displayed when you have incoming calls and chats, or when a contact logs on, depending on your online status,
- customize ring tones and sounds

Setting up call forwarding

Use this panel to set your call forwarding as described [HERE](#)

Advanced DeskCall NG settings

In this Window, you can change some preferences that are not in the other sections of the control panel. This section is reserved for advanced users. Change these settings only if you are sure you know what you are doing.

Help

To help you adjust your audio settings and optimize your communications quality, we suggest you call the following servers :

- echo : audio echo server

You can always download the latest version of DeskCall NG by going to your Digital Portal online selfcare.

If your DeskCall NG does not connect to the service (the w light at the bottom of the main window is red), then you are probably being blocked by a firewall or facing a set-up problem with your router. Our guides can help you set up your firewall and/or router.

If you do not hear your correspondents or your correspondents cannot hear you, then you probably have a problem with your router setting, on which you must open ports. Consult the DeskCall NG router setting guide.



33







V-SIM NUMBER AND ADVANCED SERVICES

The V-Sim Number found on the label of your V-Sim packaging enables you to receive calls directly to your V-Sim, the Virtual Number is configured by default on the "Catch-Me" service but can also be configured on other services such as DeskCall or on your IP telephone or VoIP device. Your V-Sim Number can also be configured using advanced functions such as:

- Call Conference
- Voice Mail
- Audio Announcement system
- External Redirect

The virtual number can be reached for free from any V-Sim from the Woip2 network or through free-phone "Direct Access" numbers present in more than 72 countries. (See your V-Sim packaging or instruction booklet, or consult the www.telme.sg website).

38

DID NUMBER, GEOGRAPHIC NUMBER (OPTIONAL)

It is possible to get a landline telephone number in more than 60 countries and use it directly on your Virtual Sim, so as always to have a geographic telephone number that can be reached directly by any telephone network, the DID number carries all the V-Sim number functions. Check the website www.telme.sg for number availability.

CATCH-ME SERVICE

The Catch-me service ensures that you can always be contacted on your V-Sim, regardless of the service you are using; the Catch-Me service will try to reach you with priority on the WoIP2 network and if you can not be contacted, it will redirect your Virtual Number on to your mobile number.

ACTIVATE THE CATCH-ME SERVICE THROUGH TEXT MESSAGING

(The DEFAULT V-Sim Number IS POSITIONED ON THE "CATCH-ME" SERVICE)

- Send a text message to +393336457222 and write "catch on"



ACTIVATE AND ACCESS YOUR VOICEMAIL BOX

Your VoiceMail box is automatically activated when your V-Sim is activated. The VoiceMail will automatically respond if your V-Sim Number cannot be reached or if there is no response after approximately 40 seconds. You can access your VoiceMail Box, through your V-Sim by entering the number "123". Access is possible in all the call methods except with the "3GVideoCall" service.

Moreover, access is possible through the "Direct Access" numbers found in the list on your V-Sim packaging or on the instruction booklet. To deactivate your VoiceMail Box, send a text message to +393336457222 and write "no voicemail". The text message must be sent by the mobile that has the activated V-Sim.

ACTIVATE THE "CONFERENCE CALL" SERVICE

To begin a conference call with your V-Sim, you just need to send a text message to +393336457222 and write "C [num1] [num2s]...[num6]".
Example "C 0039335664433 0065633222120044773322121"

If you use the Direct Call Ng method, use the "Conference Call" command, found in the application menu.

ACTIVATE THE "AUDIO ANNOUNCEMENT" SERVICE

To activate the audio announcement service on your V-Sim Number, just send a text message to +393336457222 and write "audio on". You can record an audio message to be transmitted directly through the number "124" or through the www.telme.sg website accessing your private area.

To deactivate it, send a text message and write "audio off".

ACTIVATE THE "REDIRECT" SERVICE

Your default V-Sim Number is designed to be forwarded to your mobile number, however you can change the number on which you want to forward it to or to the service on which you want to use the V-Sim Number.

To forward the number to another external number, send a text message to +393336457222 and write "D 00393352211344".

39



To direct the number on the "Desk Call NG" service on your PC, send a text message and write "D Desk". To forward a number on the "PhoneCall" service on the IP devices, send a text message and write "D IP". To return to the original configuration send a text message and write "D D".

ACTIVATE THE "CONFERENCE CALL ON YOUR V-Sim Number"

Your V-Sim Number can be forwarded directly to the conference system so that whoever calls your number is put in the conference. To activate this system send a text message to +393336457222 and write "C on". To deactivate the service send a text message and write "C off".





DIRECT ACCESS TOOL-FREE NUMBER

Argentina 0-800-666-0713
 Brazil 0-800-891-6365
 Colombia 01-800-700-1894
 Germany 0-800-180-1569
 Indonesia 001-803-015-2026060
 Italy 800-87-0491
 Malaysia 1-800-81-2642
 Mexico 001-800-970-4875
 Netherlands 0-800-023-1185

Peru 0-800-53-109
 Philippines 1-800-1-116-0849
 Poland 00-800-111-3844
 Portugal 800-81-3923
 Singapore 800-1301-479
 Thailand 001-800-13202-4871
 USA 8882033887
 Venezuela 0800-100-3436

DIRECT ACCESS LANDLINE NUMBERS

+541152388191	Argentina, Buenos Aires	+3717661260	Latvia, Riga
+61290372416	Australia, Sydney	+37052111757	Lithuania, Vilnius
+3227470230	Belgium, Brussels	+35220202578	Luxembourg, Luxembourg
+552130020571	Brazil, Rio de Janeiro	+60320969217	Malaysia
+558539231025	Brazil, Fortaleza	+525511689818	Mexico, Mexico City
+35924917130	Bulgaria, Sofia	+31207084075	Netherlands, Amsterdam
+16477249463	Canada, Toronto	+92217019189	Pakistan, Karachi
+5625952940	Chile, Santiago	+5117062921	Peru, Lima
+862131001793	China, Shanghai	+48223988362	Poland, Warsaw
+35722022517	Cyprus, Nicosia	+351211451477	Portugal, Lisbon
+420246019141	Czech Republic, Prague	+40215398163	Romania, Bucharest
+4536927842	Denmark	+6568299789	Singapore, Singapore
+3726681432	Estonia, Tallinn	+34911516495	Spain, Madrid
+358923114246	Finland, Helsinki	+46752400489	Sweden, Norrkoping
+33178401421	France	+41435002421	Switzerland, Zurich
+50223533161	Guatemala, Guatemala	+16468621880	USA
+3619996259	Hungary, Budapest	+97143696584	United Arab Emirates, Dubai
+35314861294	Ireland, Dublin	+442070233799	UK
+97239150865	Israel, Tel Aviv	+380567219313	Ukraine, Dnepropetrovsk Area
+3908119721799	Italy, Naples	+582437402031	Venezuela, Maracai
+81345802083	Japan, Tokyo		

DIRECT CALL RINGTONE NUMBERS :

+390510546031	Italy	+558539231026	Brazil
+16782482258	USA	+6568289895	Singapore
+37052111423	Lithuania	+582417742042	Venezuela
+3717887481	Latvia		
+33178401420	France		
+40318107705	Romania		
+60320969207	Malaysia		

SMS PLATFORM NUMBER :

Russia	+79264249440
Italia	+393336457222
Venezuela	+584125796546

