



# WELCOME GUIDE

All you need to know!

Customer Care Centre: 1300 731 048  
[www.mynetfone.com.au](http://www.mynetfone.com.au)  
[support@mynetfone.com.au](mailto:support@mynetfone.com.au)

2017\_12



## Welcome to MyNetFone

Here are some handy numbers for you to remember



## Notes

**Residential Enquiries:** 1300 731 048

If dialling from your MyNetFone voice service:

- 121 - Voicemail collection and setup**
- 151 - Account balance and recharge**
- 181 - Customer Care Centre**





# Important information you should know about VoIP

## EMERGENCY CALLS

With VoIP services, calls to emergency services 000 may not work at all times – for example when the power is out or the Internet is down. Emergency service operators are also unable to identify your physical location so you will need to inform them. We do not recommend using MyNetFone as your only telephone service at home and suggest you keep another form of telephone – mobile or landline – available for calling emergency services. Due to the nature of the Internet and other factors which are outside our control, MyNetFone cannot provide faultless emergency call services.

## CALL QUALITY

MyNetFone provides award-winning quality service. However, the voice quality may vary due to the performance of your broadband Internet connection. If you encounter this problem, check with your Internet Service Provider or contact our Customer Care Centre.

## CONDITIONS OF SERVICE

Use of the MyNetFone service is subject to our Terms and Conditions. Please refer to our website:

[www.mynetfone.com.au/terms-conditions](http://www.mynetfone.com.au/terms-conditions)

# Contents

Introduction **3**

VoIP Setup **4**

ADSL Setup **5**

MyAccount Portal **6**

### – Call Feature Setup –

Keep your Existing Number **6**

Direct In-Dial Number **7**

Voicemail & Voicemail to Email **8**

Follow Me **9**

Global Access Dial-in **10**

Global Access Callback **11**

Shared Access Number **12**

MyText SMS **13**

What is VoIP **14**

Business Solutions **15**

Help your friends save too **16**

Important information **17**



# VoIP Setup

Getting started with MyNetFone VoIP is easy. Simply pick the relevant option out of these 3 scenarios:

## VoIP device purchased from MyNetFone

Your VoIP device is pre-configured and ready to go. Simply connect the device as per instructions provided in the packaging. Then you can start making calls.

## Bring your own (BYO) VoIP device

1. If you don't have a MyNetFone VoIP plan yet, go to [www.mynetfone.com.au/device-byo](http://www.mynetfone.com.au/device-byo) and sign up for a BYO VoIP account.
2. You will receive a confirmation email with your user number, password and setup details.
3. Connect your BYO device according to its instructions, and use the confirmation email details to register it on the MyNetFone service. That's it.

## Softphone from MyNetFone

1. If you prefer to make calls from your computer, purchase the MyNetFone Desktop Softphone at [www.mynetfone.com.au/voip-softphone](http://www.mynetfone.com.au/voip-softphone). You will be able to select a MyNetFone VoIP plan during the checkout process.
2. You will receive a confirmation email with your user number, password and setup details.
3. Install your softphone & register using the confirmation email details. You're done.

# Help your friends save too!

Did you know that all calls between MyNetFone VoIP users are free? Even internationally!

So get your friends and family to join our award-winning service and you can all chat to each other for free. simply tell them to check out our website [www.mynetfone.com.au](http://www.mynetfone.com.au) - we always have great-value specials to help them get started for less.

## Know someone who runs a business?

Whether starting, growing or moving offices, MyNetFone provides a complete communications solution for any business, with business-grade plans with 2 to 40+ lines, professional business handsets, business-grade broadband connection and more.

Our business customers save an average of 60% off their phone bills – we're sure your friends would love to save their business that capital as well.





# Business Solutions

MyNetFone delivers a range of voice and internet business solutions

## New phone system

Our Virtual PBX hosted phone system is ideal for you, if you are starting a new business, moving offices or have simply outgrown your old phone system.

- Professional call handling features
- Flexibility and scalability to grow with your business
- Business grade phone handsets from trusted brands
- No bulky PBX equipment, installation or maintenance costs

## Existing phone system

The SIP Trunking service connects your existing IP PBX to the MyNetFone network and saves you up to 60% off phone costs. Why pay more, when you can save with MyNetFone?

## 13, 1300 and 1800 numbers

Make a professional impression on prospective customers with a 13, 1300 or 1800 national phone number. It costs less than you think.

## Internet

MyNetFone delivers a range of business-grade internet solutions including:

- ADSL2+
- Ethernet
- NBN

**Find out what MyNetFone can do for your business communications – contact our Business team on 1300 733 995**

# Internet Setup

If you got your modem from MyNetFone, then follow the steps below to connect it:

## Modem purchased from MyNetFone

Your MyNetFone modem is pre-configured. To connect the modem, please refer to the separate user guide enclosed with the modem.



## BYO Modem

If you have signed up to MyNetFone Internet with a BYO Modem, please refer to your modem manual for setup instructions. If you have any questions, contact our Customer Service Team on 1300 731 048.

# MyAccount Portal

From the MyAccount Portal, you can set up almost everything about your account.

Visit our website at [www.mynetfone.com.au/portal-login](http://www.mynetfone.com.au/portal-login) and log in using your username and password – these details are included in your MyNetFone confirmation email.

## Need to credit your account?

### Manual Payments

You can make a credit card payment on your MyNetFone account at anytime by clicking on the **'Payment'** tab directly from the **'MyAccounts'** section.

### Auto Payments

Register your credit card or direct debit details for automatic payments and you'll never run out of credit! From the **'MyAccounts'** section, click on the **'Auto Payments'** tab and follow the instructions.



## Want to change your Service Plan?

### VoIP:

Click on the **'My Voice Service'** tab and select a new plan with the click of a button.

### ADSL:

Please contact our Customer Service Team on 1300 731 048 (or FREE call 181 from your MyNetFone VoIP Service) to change your ADSL Plan.

## Has your address changed?

Update your details by clicking on the **'My Customer Details'** tab.

# What is VoIP?

To put it simply, VoIP (Voice over Internet Protocol) is a way to make phone calls for less. It's the same as using your home phone, except the call is sent over your broadband Internet connection instead of the regular telephone network.

Since calls made using VoIP are significantly cheaper than using landlines, most of our customers save about 60% off their phone bills.

It may sound high tech, but in fact it's very easy to use! You can still use your existing handsets, and your computer does not have to be switched on.

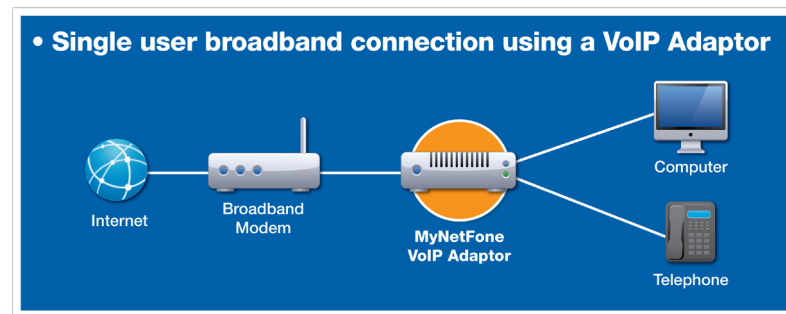
### How it works:

To use MyNetFone's VoIP service, you simply need:

- Broadband connection, either DSL, cable or NBN.
- VoIP-enabled telephone: Either your normal handset plugged into a VoIP phone adaptor (or a softphone), or an all-in-one handset
- MyNetFone service plan of your choice

All our devices are plug & play: you'll make and receive calls from people with ordinary landlines, mobile users and other VoIP users in no-time.

It's so easy to use - get your friends & family on it. Plus, you'll be able to call each other for free once you're both on the MyNetFone Network.





## MyText SMS

### Send SMS from your MyNetFone account

MyText SMS allows you to send an instant SMS message to single or multiple recipients with one quick sweep across the keyboard. You can even register your own mobile number so it's displayed as the sender ID and also receive replies to your SMS through your mobile handset.



MyText SMS is the quick and easy way to get your message across and for **only 15 cents per message**, (160 characters)

- 1 Login to the MyAccount portal, then go to **'MyText SMS'** in left menu
- 2 Register your mobile number so you can receive replies to your mobile device.
- 3 Add single or multiple recipients, your message, press send & you're done!

### MyText Quick SMS

MyText Quick SMS allows you to send an SMS using the MyNetFone service from your computer desktop or webpage without the need to log in to the MyAccount portal. For details, visit [www.mynetfone.com.au/my-text](http://www.mynetfone.com.au/my-text)

## Call Feature Setup

### Keep your existing number

Want to escape from your Telco, but don't want to lose the phone number you're so used to? No problem!

MyNetFone provides Local Number Portability (LNP) - a fancy way of saying you can keep your existing phone number when moving to our VoIP phone service.

### What do I need to know about Local Number Portability?

- **Quick and easy** process - only takes 6-10 days
- Number porting is **free**
- You can **check whether your number is eligible** to be moved to MyNetFone via an online tool at

[www.mynetfone.com.au/move-number](http://www.mynetfone.com.au/move-number)

We understand that your phone number can be a personal thing, so if for any reason you decide to leave MyNetFone (but with such amazing call rates and service, why would you?), you can take your number with you\*.

\*As long as your new provider has their own capability to port numbers from the MyNetFone network.



## Phone Number

A local phone number is included for FREE with most MyNetFone plans, and you can choose your existing number if you wish.

### How do I buy an additional local number?

Login to the MyAccount portal at [www.mynetfone.com.au/portal-login](http://www.mynetfone.com.au/portal-login), then:

1. Select **'My Numbers'** in the left menu
2. Select **'Number Groups'** in top menu
3. Click on **'Add New Number Group'**
4. Select the Region where you require a local number (Note: make sure to leave 'Group Size' as '1')
5. Available numbers and any associated charges (if applicable) will appear – to confirm, click **'Add Selected Group'**
6. Now go to **'My Voice Service'** in the left menu
7. Click on **'Direct In-Dial Numbers'** in the top menu
8. Click **'Add DID'** on the right of the page – the number you just 'leased' will appear
9. Select the number and confirm

Alternatively, our Customer Service Team is happy to help you out with this process – give them a call on 1300 731 048.

### Get a lot of calls from Interstate?

You can set up additional numbers in most Australian regions, so your family and friends from interstate can call you for the cost of a local call (you already get untimed calls Australia-wide from 10¢ per call depending on your VoIP plan).

Additional numbers cost just \$30 per year – simply follow the process described above.



**HINT:** Travelling overseas? Your friends & family can call you for the cost of a local call! Simply get a number for your home-town, then take your MyNetFone handset or softphone & set it up overseas.

## Shared Access Numbers

Your friends can call you for the cost of a local call from anywhere in Australia\*, with no special equipment required!



With Shared Access Numbers, your friends and family simply dial a Shared Access Number as a local call from selected areas in Australia! They enter your MyNetFone number as an extension and can now talk to you for the cost of a local call!

- 1 Give your callers the MyNetFone Shared Access Number local to their area from the list at [www.mynetfone.com.au/shared-access](http://www.mynetfone.com.au/shared-access), and your MyNetFone Number (09xx xxxx) as an extension
- 2 They dial the Shared Access Number for the **cost of a local call**
- 3 They follow the prompt to enter 'the full destination number' - which is your MyNetFone number (09xx xxxx)  
*Note: Do not use VoIP numbers for this - they will not work with this service*
- 4 The caller is immediately transferred to you via the MyNetFone network. Once calls are inside the MyNetFone network, they are free - no matter the origin or destination of the call!

\* Locations that are within the boundaries of regions listed in Shared Access Number table online.





## Global Access Callback

Get low VoIP rates while using any phone or mobile. All you need is to register your phone number or mobile number on our website and you're ready to use this service - plus, registration is free.

This feature is **ideal for people 'on the go'** who often use their **mobiles**, especially if calling overseas. It is also handy for those frequently visiting family in **remote areas** who are not connected to VoIP, where using Global Access Callback will help avoid STD charges.

- 1 **Register** your mobile, landline or any other phone from which you frequently make calls. Simply **log into the MyAccount Portal**, select:
  - **'My Voice Service'**, then
  - If you have multiple VoIP devices, select the device you want your VoIP calls billed to, then
  - **'Global Access'** tab in the top menu and enter up to 5 numbers you want to add
- 2 Dial one of the Global Access Callback Numbers **1800 158 039** or **02 8094 1881** from any of the numbers you registered in step 1 - you will hear a 'busy' tone, you should press '#' on your keypad and hang up. **You will not be charged** for the call by us or any third party provider, as it is not answered by our system.
- 3 Our system will **call you back in a few seconds** - you then simply pick up the call and hear an automatic prompt to **enter your destination number!** The call will then go through at low VoIP call rates - this will involve **two charges**: one VoIP call charge for the 'call back', and a local or international VoIP call charge to the destination number.



**HINT:** Remember to enter the full international code if calling overseas, or the area code if calling within Australia.

## Voicemail & Voicemail to Email

MyNetFone provides a free voicemail service with all VoIP Plans. Get voicemail delivered straight to your inbox as an audio file that you can access wherever you are.

- 1 Dial **121** from your MyNetFone service, press '0' for Voicemail Setup and **follow the prompts** to record your voicemail greeting (Note: Mailbox number is your VoIP number)
- 2 Login to the **MyAccount Portal** and select **'My Voice Service'**
- 3 Click on the **'Follow Me and Voicemail'** tab in the top menu. For **'Follow Me Option'** select **'Redirect to Voicemail on Busy or No Answer'**. Click the **'Update'** button.

The Voicemail service is now active. To also set up **'Voicemail to Email'** redirection, follow a few extra steps:

- 4 In the **'Voicemail to Email'** box on the same page, in drop-down menu select either:
  - a) **'Forward Voicemail to Email, Delete from Server'** – the voicemail will be automatically forwarded to your nominated email address and **the voicemail content will be erased immediately from our server.**
  - b) **'Forward Voicemail to Email, Leave on Server (Collect via 121)'** – the voicemail will be automatically forwarded to your nominated email address, but will also be **retained on our server, which you can access by dialing 121** from your VoIP line.
- 5 Enter your **email address and recipient name** and click **'Update'**. You're done!

To switch OFF the 'Voicemail to Email', select **'No Follow Me'** at step 3.



## Follow Me

Follow Me is a handy call-directing feature included with all MyNetFone Voice Services. It allows you to forward incoming calls to multiple numbers or to voicemail.



For example, if you have a number for your home-phone, you can redirect it to your mobile, so you can still answer the call when people try to call your house. The next step might be to redirect to your partner's mobile or to voicemail.

- 1 Login to the **'MyAccount Portal'** and select **'My Voice Service'** in the left menu.
- 2 Click on the **'Follow Me and Voicemail'** tab in the top menu and for **'Follow Me Option'** in drop-down menu select one of the following:
  - **'Redirect immediately to Follow Me list'** - this line does not ring, calls sent to the numbers on your Follow Me list straight away
  - **'Redirect to Follow Me on busy or no answer'** - sends calls to your Follow Me list if you don't answer after a certain amount of time (you can adjust the time)
  - **Follow Me & Voicemail: 'Redirect to Follow Me list then voicemail on busy or no answer'** - sends calls to the numbers on your follow me list, and if none answer, sends the call to voicemail.
- 3 Select timeframe.
- 4 Click on **'Update'** and add the numbers you would like to redirect calls to.

To switch OFF the **'Follow Me'** directions, select **'No Follow Me'**.

**NOTE:** The 'Follow Me' feature is free but does not include call costs, so if you redirect the calls to mobile or international destinations, these will be charged to your account at MyNetFone's great low rates. The caller will only pay for the call to the original destination number.

## Global Access Dial-in

**Make calls at MyNetFone's low cost rates from any telephone** - dial in from the office, a friend's place, even whilst on holiday.

Simply dial into your local Global Access Point from a pre-registered telephone number (Global Access Number) and then call via your MyNetFone service.

The Dial-in option is ideal for using Global Access when making **calls from a landline to a local Access Number**, so you only pay for a local call to your Telco, and then low MyNetFone VoIP rates for the rest of the call.

- 1 Login to MyAccount portal, then go to 'My Voice Service' -> Global Access -> Add Global Access Number
- 2 Enter the phone number you want to call from (mobile, VoIP or landline)
- 3 **Dial your local Global Access Point:** Get the full list at [www.mynetfone.com.au/dial-in](http://www.mynetfone.com.au/dial-in)
- 4 **You will then hear a voice prompt advising you to dial the number you wish to call.**

**Please note:** make sure you dial the area code when calling an Australian number (i.e. 02 9999 8888), this is a necessary step for the Global Access feature to work correctly.



**HINT:** If you want to use Global Access from a mobile phone or if you do not have a local Access Number, use the Global Access Callback option (next page) to avoid paying STD fees or 'per minute' mobile rates.