

1. Software Version

This manual is for iPhone and Android software version 1.0.0.

2. iPhone User Manual

2.1 Sign in/Sign out

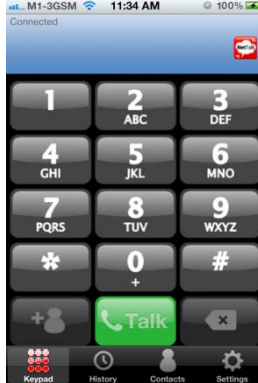
You must sign-in before you can use the application and make or receive calls. When the application launches for the first time, you will be presented with a sign-in view for you to sign in. After you sign in successfully, your username and password will be remembered automatically until you sign out. When you launch the application the next time, the application will sign you in automatically.

If you do not want the application to remember your username and password, you can sign out from the Settings tab. After you sign out, you will not be able to make or receive calls, and you will be required to sign in the next time you launch the application.

2.1.1 Register

#	Action/Event	Screenshot	Application Response
1	Launch application before signing in successfully.		Splash screen appears for a while, followed by Sign In view and a Register pop-up. You can sign-in with an existing account or register for a new account.
2	Tap "Sign In" to sign in if you already have a NetTalk account.		Sign In view appears. To sign-in, follow procedures in 2.1.2. To register, tap "Register" on top-left corner.
3	Tap "Register" to register for a NetTalk account if you do not have a NetTalk account.		Browser loads and goes to registration website.

2.1.2 Sign In

#	Action/Event	Screenshot	Application Response
1	Launch application after signing in successfully.		Splash screen appears for a while, followed by Sign In view.
2	Enter your username and password.		
3	Ensure that you are connected to a Wifi or cellular data network. Tap "Sign In" button at top right.		Network busy indicator appears for a while and then disappears. Application attempts to register with SIP registry server and succeeds. Sign In view disappears. Keypad view appears. SIP status label on top left shows "Connected".

2.1.3 Sign Out

#	Action/Event	Screenshot	Application Response
1	Tap "Settings" tab item at bottom right.		Settings view appears. View title shows username.

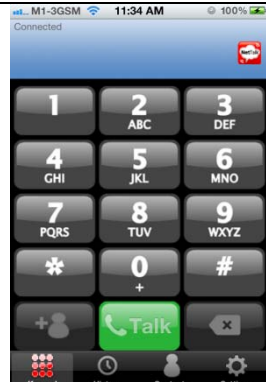
2	Tap “Sign out” button at top right.		Sign out action sheet appears.
3	Tap “Sign out” on action sheet.		Application attempts to de-register with SIP registry server and succeeds. Sign out action sheet disappears. Sign in view appears.

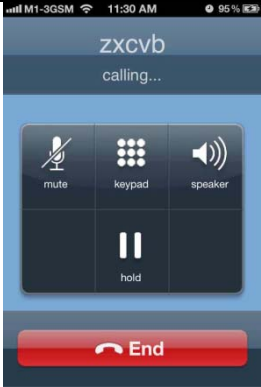
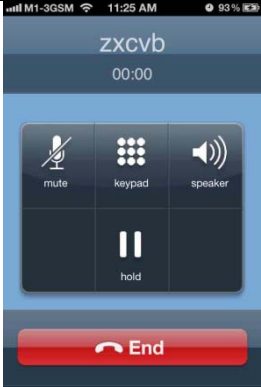
2.2 Call

After you sign in successfully, you can make and receive calls. During the call, you can mute/un-mute the microphone, turn the speaker on/off, show/hide the keypad. When you are done with the call, you can end the call.

2.2.1 Make a call

If you are signed-in and the network is available (status shows “Connected”), you can make calls.

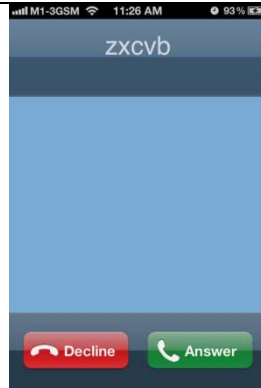
#	Action/Event	Screenshot	Application Response
1	Tap “Keypad” tab item at bottom middle.		Keypad view appears.

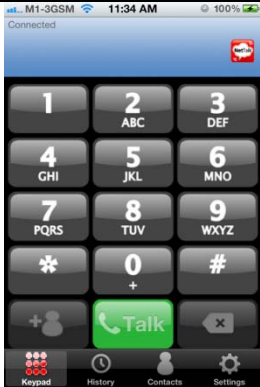
2	Input a number to dial with keypad and tap “Call” button at bottom middle.		Call view appears. Call identification label shows dialed number. Call status label shows “calling...”.
3	The other party answers the call.		Call status label changes to show the duration of the call.

2.2.2 Receive a call

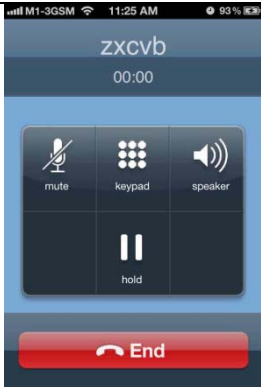
If the application is running in the foreground and is active, the network is available, and you are signed-in (status shows “Connected”), you can receive calls. However, if the application is running in the background, you cannot receive calls. When there is an incoming call, the phone rings, and the incoming call view appears. You can decline or answer the call.

2.2.2.1 Decline a call

#	Action/Event	Screenshot	Application Response
1	Incoming call		Incoming call view appears. Phone rings.

2	Tap “Decline” to decline the call.		Call is declined. Phone stops ringing. Incoming call view disappears. Keypad view appears.
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2.2.2.2 Answer a call

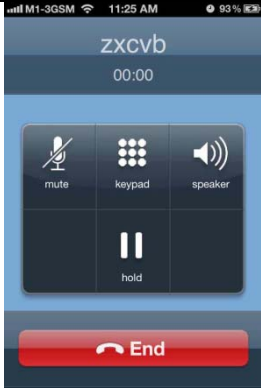
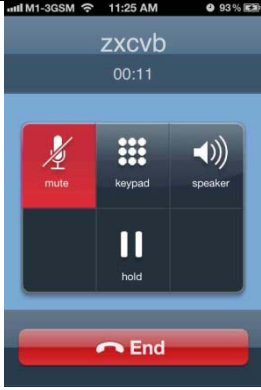
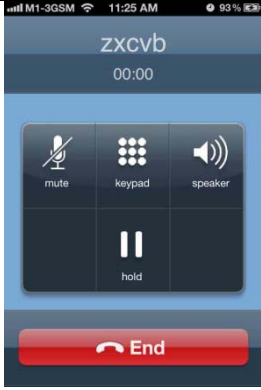
#	Action/Event	Screenshot	Application Response
1	Incoming call		Incoming call view appears. Phone rings.
2	Tap “Answer” to answer the call.		Call is answered. Phone stops ringing. Incoming call view disappears. Call view appears.

2.2.3 During the call

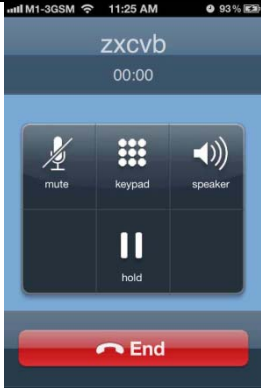
When a call is in progress, you can mute and un-mute the microphone, turn the speaker on and off, and show and hide the keypad.

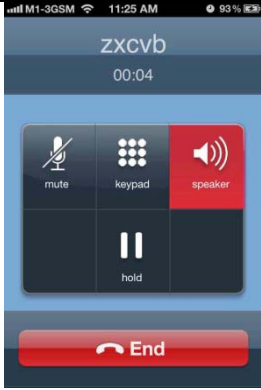
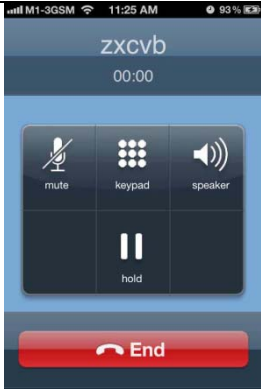
2.2.3.1 Mute/Un-mute microphone

#	Action/Event	Screenshot	Application Response
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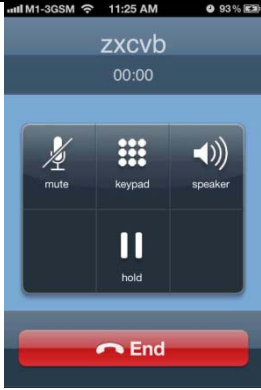
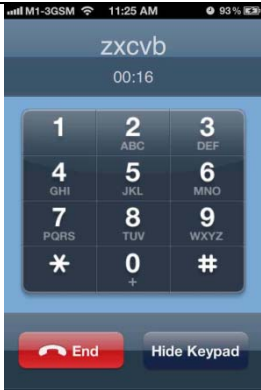
1	Call in progress		Calling view appears.
2	Tap “mute” to mute the microphone.		The microphone is muted. The other party cannot hear you when you speak.
3	Tap “mute” again to un-mute the microphone.		The microphone is un-muted. The other party can hear you when you speak. Calling view appears.

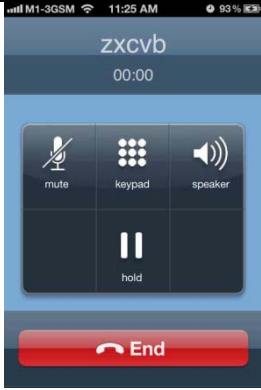
2.2.3.2 On/off speaker

#	Action/Event	Screenshot	Application Response
1	Call in progress		Calling view appears.

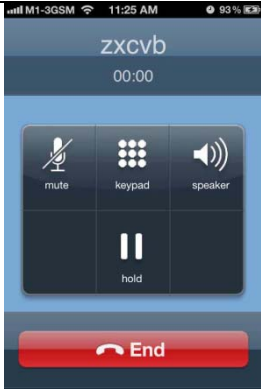
2	Tap “speaker” to turn on the speaker.		Speaker is on. You can hear the other party on the speaker.
3	Tap “speaker” again to turn off the speaker.		Speaker is off. You can only hear the other party on the phone earpiece. Calling view appears.

2.2.3.3 Show/Hide keypad

#	Action/Event	Screenshot	Application Response
1	Call in progress		Calling view appears.
2	Tap “keypad” in the middle to show the phone keypad.		Phone keypad appears.

3	Tap “Hide Keypad” at the bottom right to hide the phone keypad.		Phone keypad disappears. Calling view appears.
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2.2.4 End a call

#	Action/Event	Screenshot	Application Response
1	Call in progress		Calling view appears.
2	Tap “End” to end call.		Call is ended. Call view disappears. Keypad view appears.

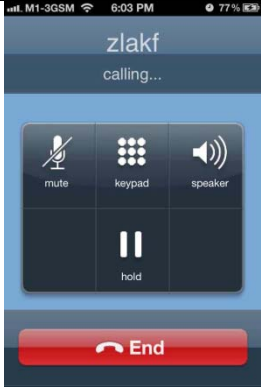
2.3 Contacts

The application includes a contact list that is integrated with the iPhone’s contact list. In addition to the standard iPhone contact functions such as viewing, editing, deleting contacts, you can make a VoIP call to a contact, and create a new contact from a VoIP number, or add a VoIP number to an existing contact.

2.3.1 Dial a contact

You can make a call to a contact from the contact list.

#	Action	Screenshot	Expected Result
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1	Tap “Contacts” tab item at bottom middle.		Contact view appears.
2	Tap contact to call.		Contact information view appears.
2	Tap number to call.		Call view appears. Call identification label shows contact name. Call status label shows “calling...”.

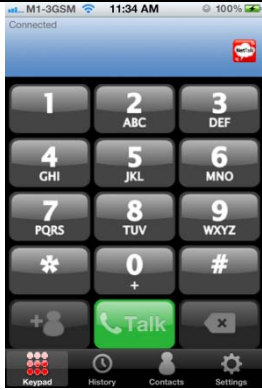
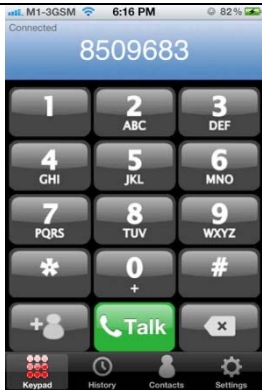
2.3.2 Create a new contact/Add to existing contact

You can add a new contact to the contact list or add a number to an existing contact in contact list. There are several ways to do this.

2.3.2.1 From keypad

You can create a new contact with the number entered into the keypad or add the number to an existing contact.

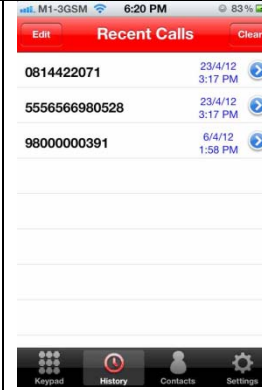
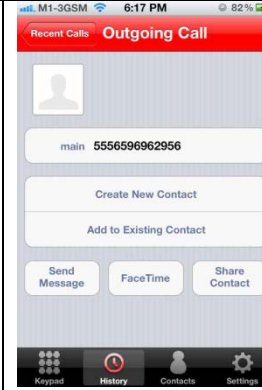
#	Action/Event	Screenshot	Application Response
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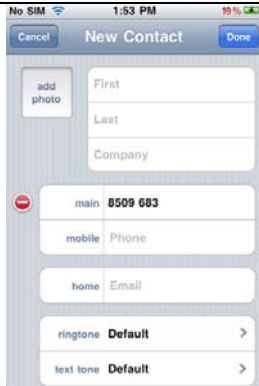
1	Tap “Keypad” tab item at bottom middle.		Keypad view appears.
2	Input number to dial with keypad and tap “Add Contact” button at bottom left.		Create/Add contact action sheet appears.
Creating a new contact			
3a	Tap “Create New Contact”.		New contact view appears.
4a	Input contact information and tap “Done” at top right.		Contact is created. New contact view disappears. Keypad view appears.
Adding a existing contact			

3b	Tap “Add to Existing Contact”.		Contact view appears.
4b	Select contact to add number to.		Number is added to existing contact as “main” number. Contact view disappears. Keypad view appears.

2.3.2.2 From recent calls list

You can create a new contact with a number in the recent calls list or add the number to an existing contact.

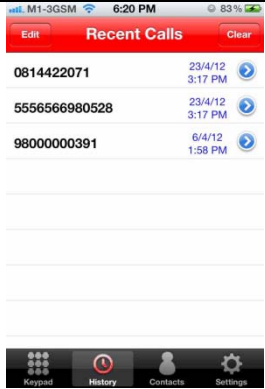
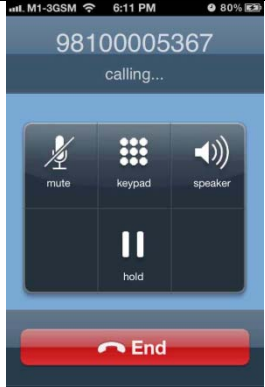
#	Action/Event	Screenshot	Application Response
1	Tap “History” tab item at bottom left.		Recent Calls view appears.
2	Tap accessory button at far right of recent call number to view.		Call information view appears.

Create a new contact		
3a	Tap "Create New Contact".	
4b	Input contact information and tap "Done" at top right.	Contact is created. New contact view disappears. Call information view appears.
Add to existing contact		
3b	Tap "Add to Existing Contact".	
4b	Select existing contact to add to.	Contact is added to existing contact. Contact view disappears. Call information view appears.

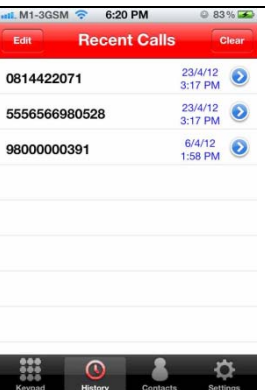
2.4 Recent Calls

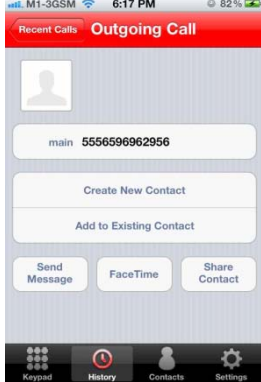
The application includes a recent calls list. Whenever a call is completed, it is added to the recent calls list. You can re-dial a recently received/dialed number, view a recent call, edit a recent call, and clear all recent calls.

2.4.1 Re-dial a recent call

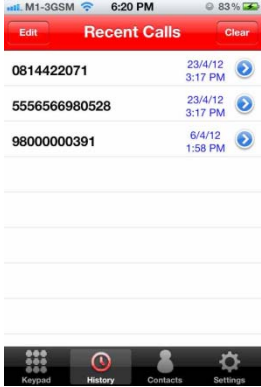
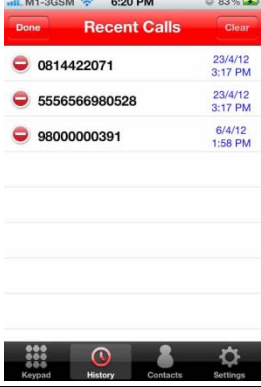
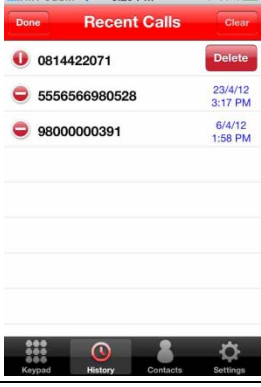
#	Action/Event	Screenshot	Application Response
1	Tap “History” tab item at bottom left.		Recent Calls view appears.
2	Tap recent call entry to re-dial.		Call view appears. Call identification label shows recent call number. Call status label shows “calling...”.

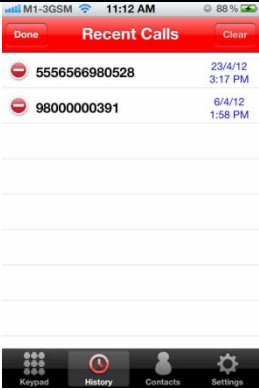
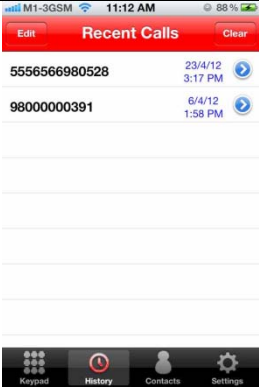
2.4.2 View a recent call

#	Action/Event	Screenshot	Application Response
1	Tap “History” tab item at bottom left.		Recent Calls view appears.

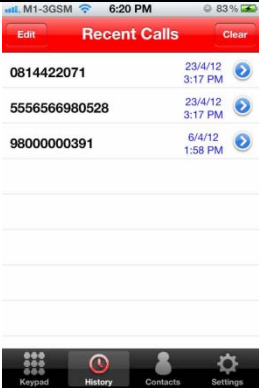
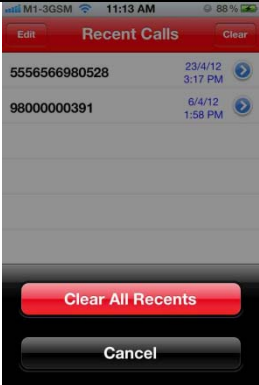
2	Tap accessory button at far right of recent call entry to view.		Call information view appears.
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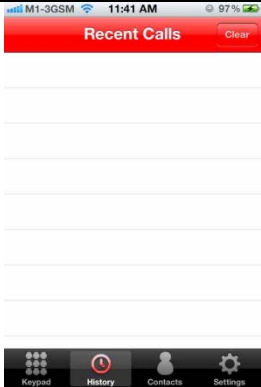
2.4.3 Edit a recent call

#	Action/Event	Screenshot	Application Response
1	Tap "History" tab item at bottom left.		Recent Calls view appears.
2	Tap "Edit" button at top left.		Recent Calls editing view appears.
3	Tap "-" button at far left of recent call entry to delete.		"Delete" button appears on far right of recent call entry.

4	Tap "Delete" button at far right of recent call entry.		Recent call is deleted. Deleted recent call entry disappears.
4	Tap "Done" button at top left.		Recent call editing view disappears.

2.4.4 Clear recent calls

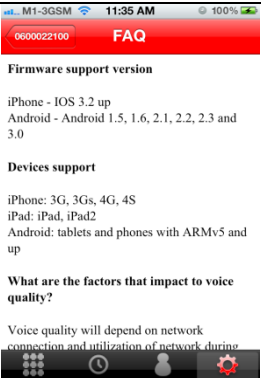
#	Action/Event	Screenshot	Application Response
1	Tap "History" tab item at bottom left.		Recent Calls view appears.
2	Tap "Clear" button at top right.		Clear All Recents action sheet appears.

3	Tap "Clear All Recents".		All recent calls are deleted. Recent Call view is empty.
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2.5 FAQ

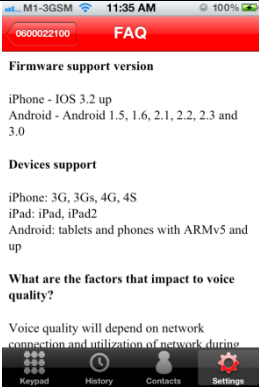
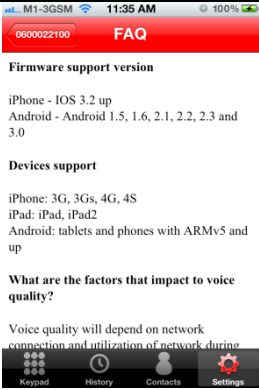
An FAQ is included with the application. The FAQ contains answers to frequently asked questions. If you encountered a problem with the FAQ, you should consult the FAQ first to see if it answers your question. If the FAQ does not address your problem, and an error was generated by the application, you can send an error report. You need to set up your mail accounts on the phone first before sending an error report.

2.5.1 View FAQ

#	Action/Event	Screenshot	Application Response
1	Tap "Setting" tab item at bottom right.		Setting view appears.
2	Select "FAQ".		FAQ view appears.

2.5.2 Report Error

#	Action/Event	Screenshot	Application Response
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1	Tap "Setting" tab item at bottom right.		Setting view appears.
2	Select "FAQ".		FAQ view appears.
3	Scroll to bottom of FAQ. Tap "Report Error".		Mail composer view appears with recipient, subject, and body pre-filled in, and the log attached.
4	Tap "Send" to send log.		Log is sent. Mail composer view disappears. Log is reset. FAQ view re-appears.

2.6 Diagnostics

By default, the application only collects error information in the log. If there are no errors, the log will be empty. However, if you encounter problems with the application, you can enable diagnostics to gather more information in the log, including detailed SIP protocol messages (including IP

address), call media statistics, network information, and device information. When diagnostics is enabled, detailed diagnostics information is collected and written to the log until diagnostics is disabled. You should only enable diagnostics only if you encounter problems with the application, as gathering diagnostics information consumes resources such as memory, storage space, and battery. You should remember to disable diagnostics after you have gathered the necessary information for the problem you encounter.

2.6.1 Enable diagnostics

#	Action/Event	Screenshot	Application Response
1	Tap “Setting” tab item at bottom right.		Setting view appears.
2	Enable “Diagnostics”.		Diagnostics is “ON”. Application starts collecting detailed diagnostics information.

2.6.2 Disable diagnostics

#	Action/Event	Screenshot	Application Response
1	Tap “Setting” tab item at bottom right.		Setting view appears.

2	Disable “Diagnostics”.		Diagnostics is “OFF”. Application stops collecting diagnostics information.
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2.7 About

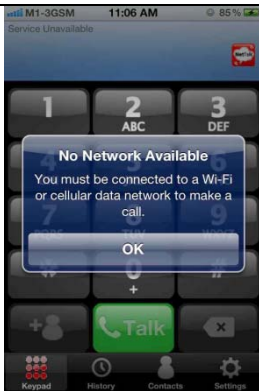
You can view information about the application, including the software version, and a link to the website, on the about page.

#	Action/Event	Screenshot	Application Response
1	Tap “Setting” tab item at bottom right.		Setting view appears.
2	Select “About”.		About view appears.

2.8 Volume

These control the volume amplification and the microphone sensitivity amplification. Changes in these values will be stored in the phone’s memory.

2.9 Troubleshooting

#	Signs and Symptoms	Screenshot	Possible problems	Solution
Sign-In				
1	"You must be connected to a Wi-Fi or cellular data network." alert view pops up.		No network available	Connect to a Wifi or cellular data network.
2	"Incorrect username or password" alert view pops up.		Incorrect username or password	Input correct username and password.
Make a call				
1	Call cannot be made. "No Network Available" alert view pops-up.		No network available.	Connect to a Wifi or cellular data network.
Report error				
1	"No error log found" alert view pops up.		Error log is empty because there is no error or error report has already been sent.	Enable diagnostics to collect more information.

2.10 FAQ

#	Question	Answer
1	Firmware support version	iPhone - IOS 3.2 up Android - Android 1.5, 1.6, 2.1, 2.2, 2.3 and 3.0
2	Devices support	iPhone: 3G, 3Gs, 4G, 4S

		iPad: iPad, iPad2 Android: tablets and phones with ARMv5 and up
3	What are the factors that impact to voice quality?	Voice quality will depend on network connection and utilization of network during your call. Normally WiFi is the best network connection for VoIP call then 3G, Edge and GPRS in order. Sometime you may experience voice quality on Edge connection better than WiFi connection. This is because during your conversation, WiFi connect utilization may greater than Edge connection which effect to voice quality.
4	I have problems when registering.	Step 1 - Checking network connection make sure you already connected to internet via GPRS/Edge/3G/WiFi Step 2 - Checking your username/password is correct. To verify your username/password you can connect to http://www.truennetalk.com/truetalk/index_consumer.jsp and fill-in username/password. If your username/password is correct you will get account profile screen Step 3 - If you still can't sign on, please contact call center 1686
5	There is a "Service Unavailable" status message.	The application cannot contact the server. This may be because your phone's network connection is unavailable or because the server is unavailable. Make sure your phone's network connection is available. The application will contact the server automatically when the network connection is available.
6	I cannot hear the other party clearly.	Your phone's network connection may be be weak at your current location. The application depends on the quality of the network connection (3G, EDGE, GPRS or WiFi). Try to get a better network connection for your phone.
7	Call disconnect when you moving on your location	The application does not support hand-over between network, if your network connection change from 3G to WiFi, the call will be disconnected.
8	The application does not respond when I touch a button.	The application is slow to respond. Your phone might be slow and/or you have too many open applications and your phone is running out of memory. Wait for the application to respond. If application does not respond after a long time, close and restart the application. To free up memory for your phone, close some applications.
9	The application does not work.	Close and restart the application. If the application still does not work, please send an error report.

2.11 Diagnostics information

If the application is in diagnostic mode (**Enable Diagnostic** is enabled in the settings menu), the application will add detailed information to the log file.

2.11.1 Software Version and Device Information

Software version and device information is added the error report email whenever an error report is sent.

Sample Software Version and Device Information in the Error Report

Version: 1.0.6 build 0003

Information about your device:

Device unique identifier: fe0825521fd4aabf99d8364ef6900e5ef2a96bc6

Device system software: iPhone OS 4.2.1

Device model: iPhone

Device localized model: iPhone

Device platform: iPhone 3G

2.11.2 Connectivity information

When diagnostics is enabled, the application logs the current connectivity status, and whenever the connectivity changes. The possible connectivity types are listed below:

Connectivity Entries in the Log File

Connectivity type: Not available

Connectivity type: Wifi

Connectivity type: GPRS/EDGE/3G

2.11.3 Call statistics

When diagnostics is enabled, call statistics are logged every time the call session ends.

Sample Call Statistic Entry in the Log File

```
Line 1: Call time: 00h:00m:14s, 1st res in 21180 ms, conn in 21276ms
Line 2: SRTP status: Not active Crypto-suite: (null)
Line 3: #0 PCMA @8KHz, sendrecv, peer=85.17.186.6:54790
Line 4: RX pt=8, stat last update: 00h:00m:03.158s ago
Line 5: total 359pkt 57.4KB (71.8KB +IP hdr) @avg=36.5Kbps/45.7Kbps
Line 6: pkt loss=0 (0.0%), discrd=0 (0.0%), dup=0 (0.0%), reord=0 (0.0%)
Line 7: (msec) min avg max last dev
Line 8: loss period: 0.000 0.000 0.000 0.000 0.000
Line 9: jitter : 1.250 24.051 92.125 16.750 12.611
Line 10: TX pt=8, ptime=20ms, stat last update: 00h:00m:05.286s ago
Line 11: total 633pkt 101.0KB (126.3KB +IP hdr) @avg 64.3Kbps/80.4Kbps
Line 12: pkt loss=0 (0.0%), dup=0 (0.0%), reorder=0 (0.0%)
Line 13: (msec) min avg max last dev
Line 14: loss period: 0.000 0.000 0.000 0.000 0.000
Line 15: jitter : 55.250 76.625 98.000 98.000 21.374
Line 16: RTT msec : 584.000 584.000 584.000 584.000 0.000
```

Line	Description
1	The duration of the call media session: 00h:00m:14s The delay before the first non-100 SIP response was received: 21180 ms The delay before call was confirmed (established): 21276ms
2	Shows the Secure RTP status. This is only applicable for secured calling.
3	Codec being used for the media session: PCMA @8KHz (G.711) 'peer' is the address where RTP packets were transmitted: 85.17.186.6:54790
Line 4-9 show the statistics of the received (RX) RTP packet stream.	
4	The last time the RX statistics was updated: 00h:00m:03.158s ago
5	Total number of RTP packets received: 359 Total RTP payload size received: 57.4KB Total RTP payload + IP/UDP/RTP header size received: 71.8KB Average bitrate for the received audio: 36.5Kbps Average bitrate including received packet headers: 45.7Kbps
6	Lost packets: 0 (0.0%) Discarded packets: 0 (0.0%) Duplicate packets: 0 (0.0%) Out-of-order packets: 0 (0.0%)
7	-
8	Shows the minimum, average, maximum, and last duration (in milliseconds) of packet loss burst.
9	Shows the minimum, average, maximum, and last jitter value (in milliseconds) of incoming RTP packets.
Line 10-15 shows the statistics of the transmitted (TX) packet stream. TX statistics are actually calculate by the remote party, so if the remote party does not support RTCP, or if RTCP SR/RR packets were not received, TX statistics will be all zero.	
10	The last time TX statistics was updated: 00h:00m:05.286s ago
11	Total number of RTP packets transmitted: 633 Total RTP payload size transmitted: 101.0KB Total RTP payload + IP/UDP/RTP header size transmitted: 126.3KB Average bitrate for the transmitted audio: 64.3Kbps Average bitrate including transmitted packet headers: 80.4Kbps
12	Lost packets: 0 (0.0%) Duplicate packets: 0 (0.0%) Out-of-order packets: 0 (0.0%)
13	-
14	Shows the minimum, average, maximum, and last duration (in milliseconds) of packet

	loss burst.
15	Shows the minimum, average, maximum, and last jitter value (in milliseconds) of incoming RTP packets
16	RTT is the round trip time, which is the time taken (in milliseconds) for a packet to travel from one end point to the other and return. This is a measure of latency. RTT measurement requires RTCP to be enabled. If no RTCP packets are sent/received, the RTT will show up as 0. The call session duration also has to be long enough for RTCP packets to be sent/received in order for the RTT to be computed.

3. Android User Manual

3.1 Sign in/Sign out

You must sign-in before you can use the application and make or receive calls. When the application launches for the first time, you will be presented with a sign-in view for you to sign in. After you sign in successfully, your username and password will be remembered automatically until you sign out. The application supports background call receiving, so you will be registered with the SIP server even if the application is not in the foreground. When the phone is rebooted, the application will register with the SIP server automatically.

If you do not want the application to remember your username and password, you can sign out via the options menu. After you sign out, you will not be able to make or receive calls, and you will be required to sign in the next time you launch the application.

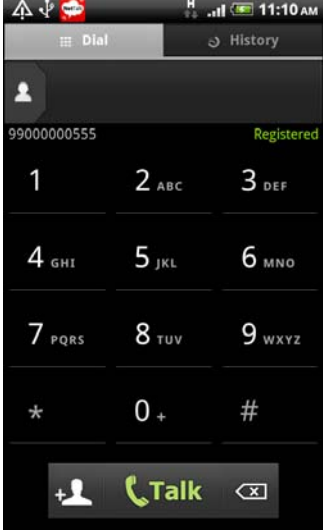
3.1.1 Register

#	Action/Event	Screenshot	Application Response
1	Launch application before signing in successfully.		Sign In view and a Register pop-up appears. You can sign-in with an existing account or register for a new account.
2	Click on "Sign in" to sign in if you already have a NetTalk account.		Sign In view appears. To sign-in, follow procedures in 3.1.2. To register, click on "Register" button located next to the "Sign in" button.

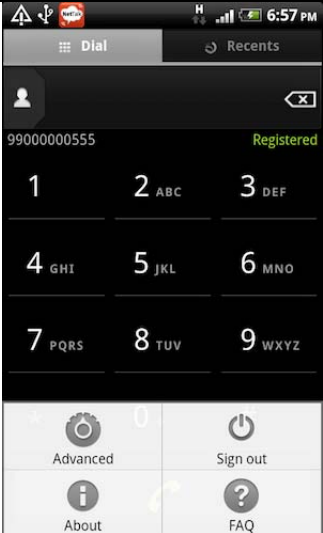
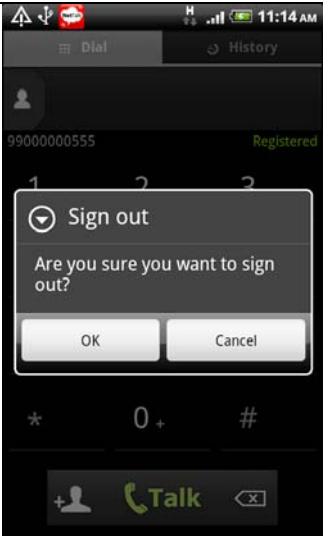
3	Click on “Register” to register for a NetTalk account if you do not have a NetTalk account.		Browser loads and goes to registration website.
---	---	--	---

3.1.2 Sign In

#	Action	Screenshot	Application Response
1	Launch application for the first time.	 A screenshot of the NetTalk application splash screen. It features a red background with a white speech bubble containing the text 'NetTalk by true'. Below the speech bubble are several small icons representing different countries and a person. At the bottom, there is a 'Sign in' button. The status bar at the top shows the time as 6:48 PM.	Splash screen appears for a while, followed by Sign In view.
2	Input username or password. Ensure that you are connected to WiFi or cellular data network. Click “Sign in” button at the bottom.	 A screenshot of the NetTalk application sign-in screen. It features a red background with a white speech bubble containing the text 'NetTalk by true'. Below the speech bubble are several small icons representing different countries and a person. At the bottom, there is a 'Sign in' button. The status bar at the top shows the time as 6:53 PM. A 'Signing in...' indicator is visible in the center of the screen.	<i>Signing in...</i> indicator appears while application attempts to register with the SIP server.

3			<i>Signing in...</i> indicator disappears as application successfully registers with the SIP server. Sign In view disappears. Keypad view appears. SIP account label on top left shows username. SIP status label on top right shows “Registered”.
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3.1.3 Sign Out

#	Action	Screenshot	Application Response
1	Press the Android Menu button.		Options menu appears.
2	Click “Sign out” button on the options menu.		“Sign out – Are you sure you want to sign out?” alert view pops up.

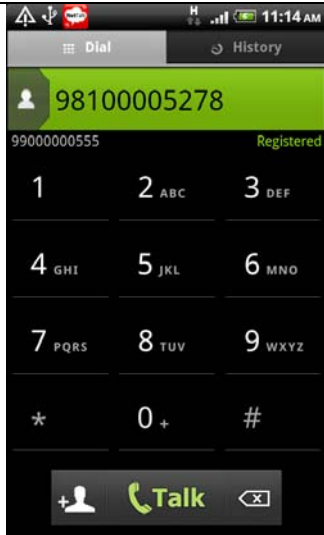
3	Click “OK” on alert view.		<i>Signing out...</i> indicator appears for a while and then disappears. Application attempts to de-register with SIP registry server and succeeds. Sign In view appears.
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3.2 Call

After you sign in successfully, you can make and receive calls. During the call, you can mute/un-mute the microphone, turn the speaker on/off, show/hide the keypad. When you are done with the call, you can end the call.

3.2.1 Make a call from Number Keypad

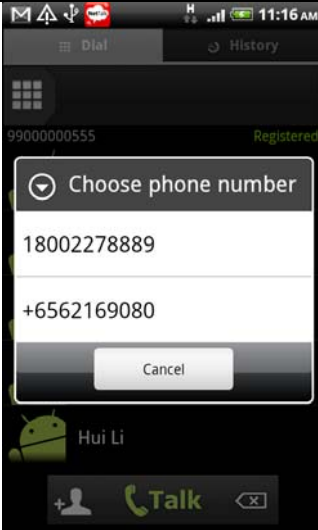
If you are signed-in and the network is available (status shows “Registered”), you can make calls.

#	Action	Screenshot	Application Response
1	Click “Dial” tab.		Keypad view appears.

2	Input number to dial with keypad and click “Call” button at bottom.		Call view appears. Call identification label shows dialed number. Call status indicator on Android status bar shows “Call in Progress”.
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3.2.2 Make a call from Contact List

If you are signed-in and the network is available (status shows “Registered”), you can make calls.

#	Action	Screenshot	Application Response
1	Inside the “Dial” tab, click the Contacts icon at the top left.		Contacts view appears.
2	Scroll to and click on the contact to call.		If contact has more than one phone number, the “Choose phone number” view appears.

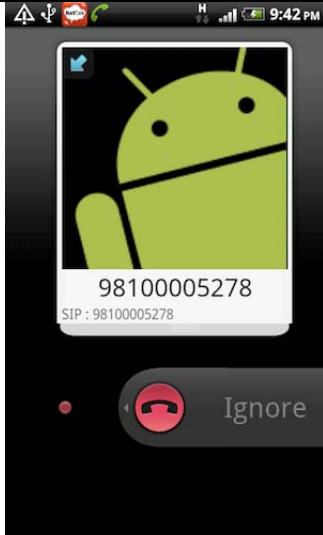
3	Click on a phone number on the “Choose phone number” view then click the “Call” button.		Call view appears. Call identification label shows dialed account. Call status indicator on Android status bar shows “Call in Progress”.
---	---	---	---

3.2.3 Receive a call

If the network is available, and you are signed-in (status shows “Registered”), you can receive calls. The application allows background call receiving, and does not need to be in the foreground to receive incoming VOIP calls. When there is an incoming call, the phone rings, and the incoming call view appears. You can decline or answer the call.

3.2.3.1 Decline a call

#	Action	Screenshot	Application Response
1	Incoming call		Incoming call view appears. Incoming indicator appears in the Android status bar. Phone rings.

2	Slide the red “Ignore call” icon from right to left to decline the call.		Call is declined. Phone stops ringing. Other SIP client receives notice that test account has declined the call. Then Incoming call view disappears.
---	--	---	---

3.2.3.2 Answer a call

#	Action	Screenshot	Application Response
1	Incoming call		Incoming call view appears. Incoming indicator appears in the Android status bar. Phone rings.
3	Slide the green “Answer call” icon from left to right to answer the call.		Call is answered. Phone stops ringing. Incoming call view disappears. Then Call view appears.

3.2.4 During the call

When a call is in progress, you can mute and un-mute the microphone, turn the speaker on and off, and show and hide the keypad.

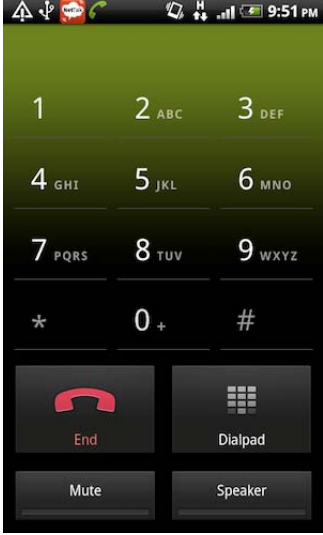
3.2.4.1 Mute/Un-mute microphone

1	Call in progress		Call view appears.
2	Click “mute” button to mute the microphone.		The microphone is muted. The other party cannot hear you when you speak.
3	Click “mute” button again to un-mute the microphone.		The microphone is un-muted. The other party can hear you when you speak.

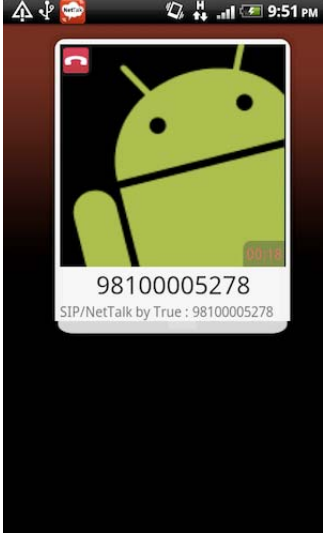
3.2.4.2 On/off speaker

1	Call in progress		Call view appears.
2	Click “speaker” to turn on the speaker.		Speaker is on. You can hear the other party on the speaker.
3	Click “speaker” again to turn off speaker.		Speaker is off. You can only hear the other party on the phone earpiece.

3.2.4.3 Show/Hide keypad

1	Call in progress		Call view appears.
2	Click "Dialpad" to show the phone keypad.		Phone keypad appears.
3	Click "Dialpad" again to hide the phone keypad.		Phone keypad disappears.

3.2.5 End a call

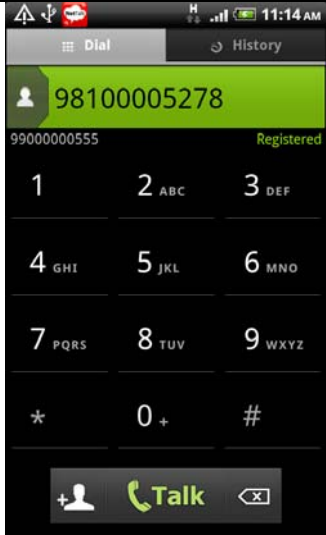
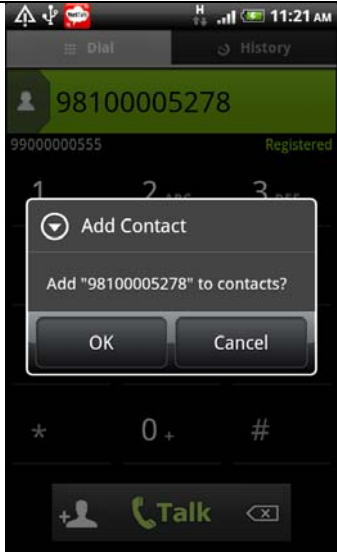
1	Call in progress		Call view appears.
2	Click “End” button to end call.		Call is ended. Call view disappears after a few seconds.

3.3 Contacts

The application includes a contact list that is integrated with the Android’s contact list. In addition to dialing a contact from the contact list, you can create a new contact from a VoIP number, or add a VoIP number to an existing contact.

3.3.1 Create a new contact/Add to existing contact

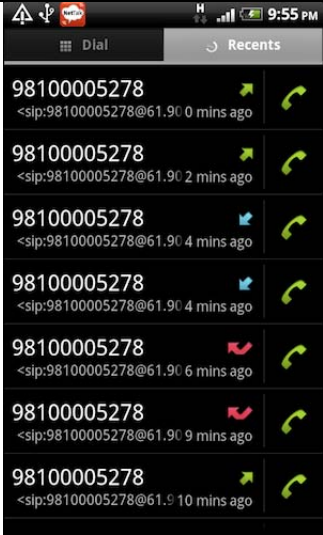
#	Action	Screenshot	Application Response
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1	Click "Dial" tab.		Keypad view appears.
2	Input number to dial with keypad and click "Add Contact" button at bottom left.		"Add Contact" alert appears.
3	Tap "OK"		Android's contact management view appears. (Note: contact management view may be different depending on your phone)
4	Proceed with either adding the number to an existing contact, or to create a new contact.	-	Number is added to existing contact, or new contact is created.

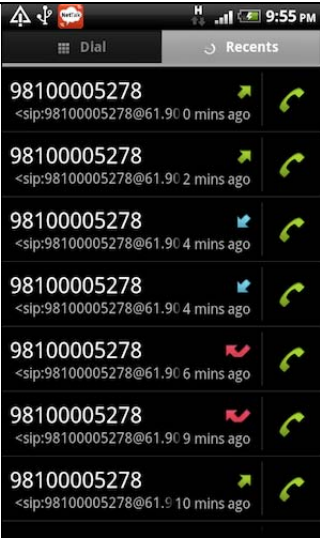
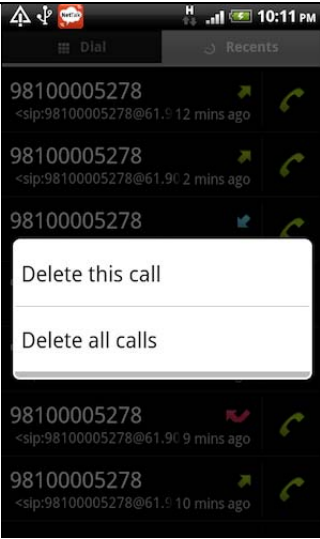
3.4 Recent Calls

The application includes a recent calls list. Whenever a call is completed, it is added to the recent calls list. You can re-dial a recently received/missed/dialed number, delete a recent call, or delete all recent calls.

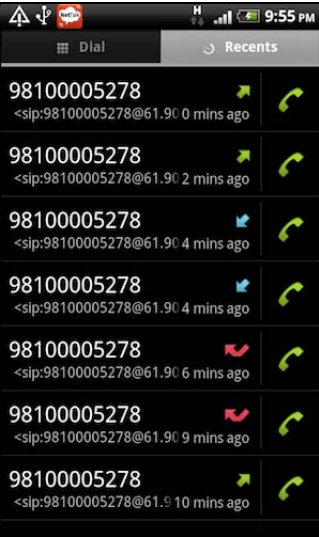
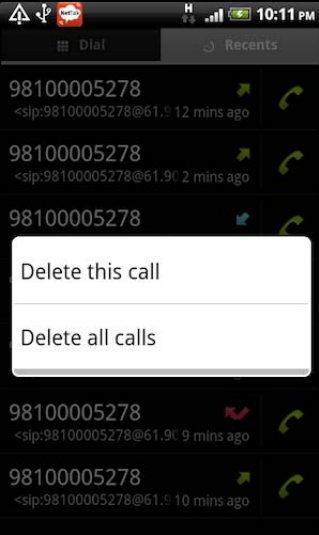
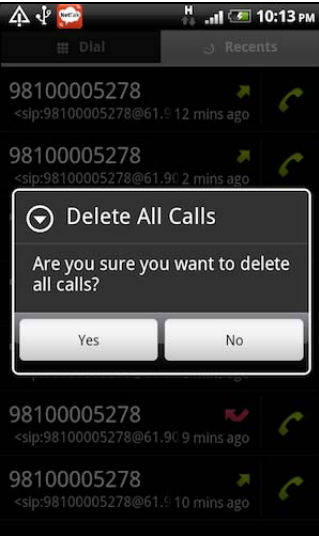
3.4.1 Re-dial a recent call

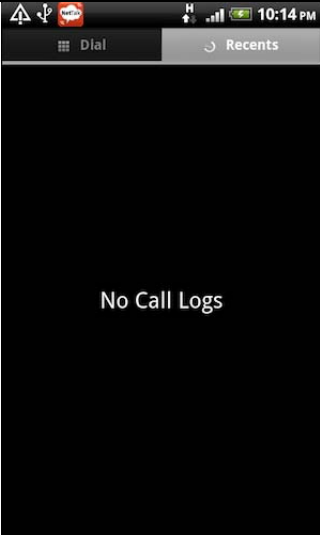
#	Action	Screenshot	Application Response
1	Click “Recents” tab.		Recent Calls view appears.
2	Click the green “Call” icon on the right side to re-dial a recent call.		Call view appears. Call identification label shows dialed account. Call status indicator at Android status bar shows “Call in Progress”.

3.4.2 Deleting a recent call

#	Action	Screenshot	Application Response
1	Click "Recents" tab.		Recent Calls view appears.
2	Long-click (tap and hold) a recent call entry.		Delete Call Options view appears.
3	Click "Delete this call".	-	The recent call entry is deleted from the Recent Calls view.

3.4.3 Delete all recent calls

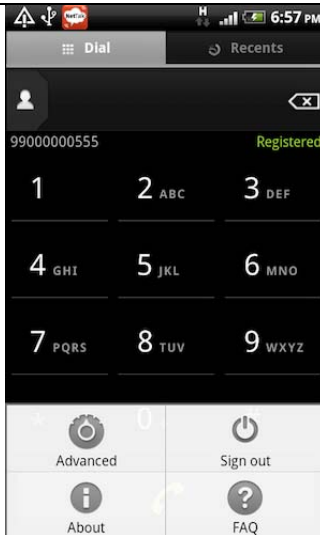
#	Action	Screenshot	Application Response
1	Click “Recents” tab.		Recent Calls view appears.
2	Long-click (tap and hold) any recent call entry.		Delete Call Options view appears.
3	Click “Delete all calls”.		“Delete All Calls – Are you sure you want to delete all calls?” alert view pops up.

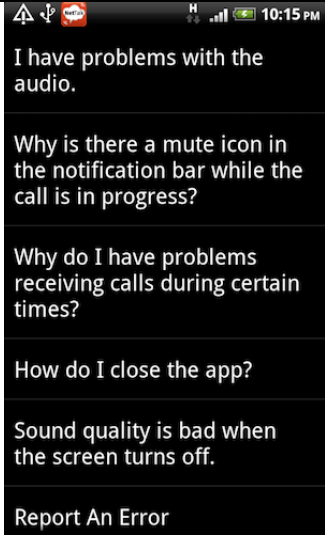
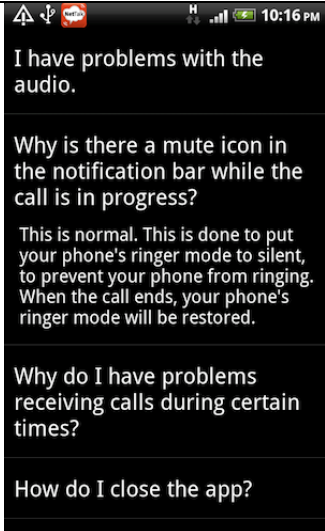
4	Click “Yes” button in the alert view.		All recent calls are deleted. Recent Calls view is empty.
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3.5 FAQ

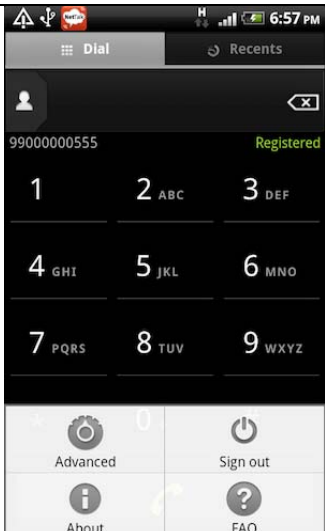
An FAQ is included with the application. The FAQ contains answers to frequently asked questions. If you encountered a problem with the application, you should consult the FAQ first to see if it answers your question. If the FAQ does not address your problem, and an error was generated by the application, you can send an error report. You need to set up your mail accounts on the phone first before sending an error report.

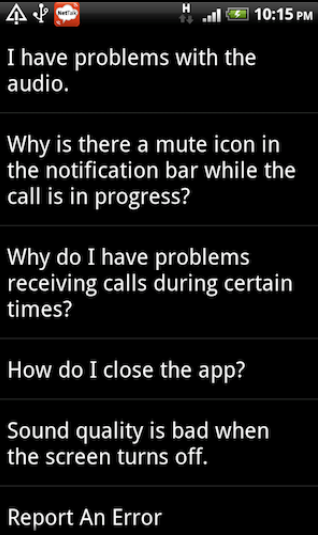
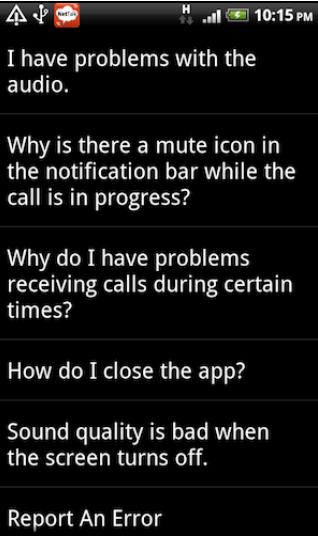
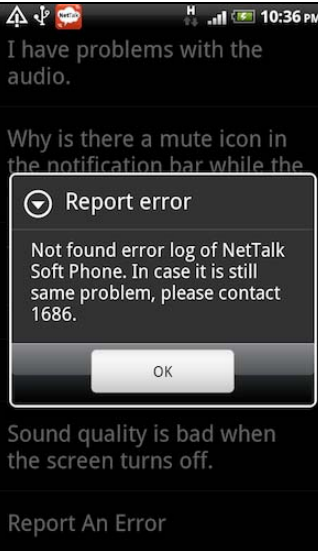
3.5.1 View FAQ

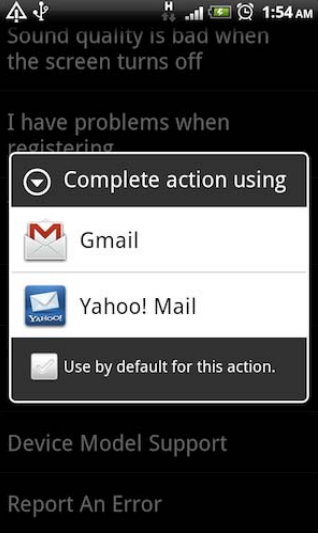
#	Action	Screenshot	Application Response
1	Press the Android Menu button.		Options menu appears.

2	Select "FAQ".		FAQ list view appears.
3	Tap on an item on the FAQ list.		The FAQ item expands to show the answer to the question.

3.5.2 Report Error

#	Action	Screenshot	Application Response
1	Press the Android Menu button.		Options menu appears.

2	Click "FAQ".		FAQ view appears.
3	Scroll to the bottom of the FAQ list, and click on "Report An Error".		
4	If there are no error logs.		An alert message saying no error found is displayed. Click on the "OK" to return to the FAQ view.

5	However, if there are error logs.		“Complete action using” alert view appears. (This step happens only when there are error logs).
6	Click “Gmail” or any other email app to send error report by email.		Mail composer view appears with recipient, subject, and body pre-filled in, and the log attached. Email contains information about device. User can write additional error descriptions in the email message. User then clicks on “Send” to send the email to the support team. (This step happens only when there are error logs).

3.6 Advanced settings

The Advanced settings menu has 3 sections:

3.6.1 Performance

These settings control the system options that will affect the performance of the VoIP application. These settings are pre-set to the default values that are suitable for most Android phones. However, in certain situations the user may want to experiment with these settings to improve the VoIP performance.

3.6.1.1 Keep WiFi active

Enabling this option will prevent the phone's WiFi from going idle when a VoIP calling is active. If the WiFi goes into idle mode when a call is active, the call quality may be seriously impacted. The default setting for most phones is enabled.

3.6.1.2 Enable WiFi speed boost

Certain Android phones have the option of setting the WiFi into high performance mode. Turn on this option may improve WiFi connectivity and call quality. However, be this option may cause the phone battery to drain faster. In phones that don't support WiFi speed boost, this setting is hidden from the user.

3.6.1.3 Keep CPU active

Enabling this option will prevent the phone from going into idle mode. This will enable the VoIP application to receive calls even when the phone becomes idle. However, even with this enabled, Android phones can still go into deep sleep mode when not being used for a long time. This option is disabled by default because it will cause faster battery drain.

3.6.1.4 Keep screen active

Enabling this option will prevent the phone's screen from turning off when the phone is near the caller's ear during a VOIP call. The default value this setting is disabled for most phones. However, in some Android phones, the default setting is enabled. This is because in some phone models, the WiFi quality will degrade when the screen is turned off.

3.6.2 Volume

These control the volume amplification and the microphone sensitivity amplification. Changes in these values will be stored in the phone's memory.

3.6.3 Miscellaneous

3.6.3.1 Invert proximity sensor

The proximity sensor detects when a person puts the phone near his or her ear/face. The proximity sensor is used by the VoIP application to turn off the phone's screen (if Keep screen active is not enabled) when the user puts the phone near his or her ear/face. In some Android phone models, this option has to be enabled for the proximity sensor to work correctly.

3.6.3.2 Diagnostics

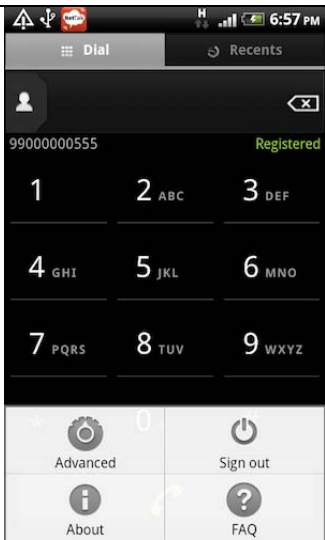
If this setting is enabled, the VoIP application is in Diagnostic mode. In this mode, the VoIP application will store all SIP packets and call statistics into the Android system log. Please see next section for details.

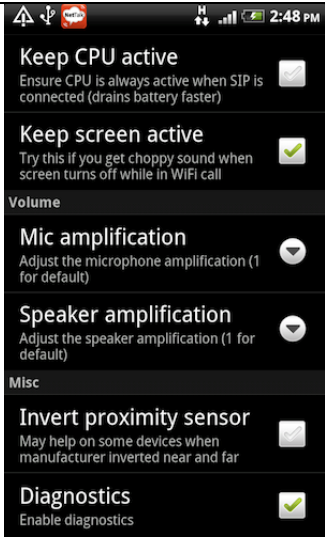
3.7 Diagnostics

By default, the application only collects error information in the log. If there are no errors, the log will be empty. However, if you encounter problems with the application, you can enable diagnostics to gather more information in the log, including detailed SIP protocol messages (including IP address), call media statistics, network information, and device information. When diagnostics is enabled, detailed diagnostics information is collected and written to the log until diagnostics is disabled. You should only enable diagnostics only if you encounter problems with the application, as gathering diagnostics information consumes resources such as memory, storage space, and battery. You should remember to disable diagnostics after you have gathered the necessary information for the problem you encounter.

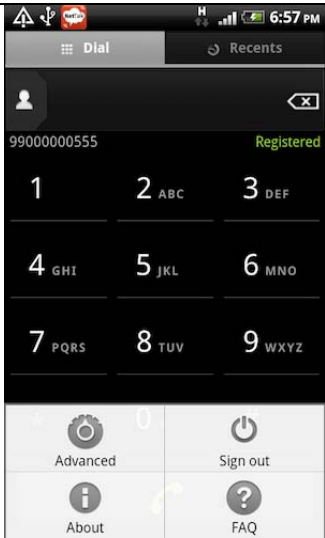
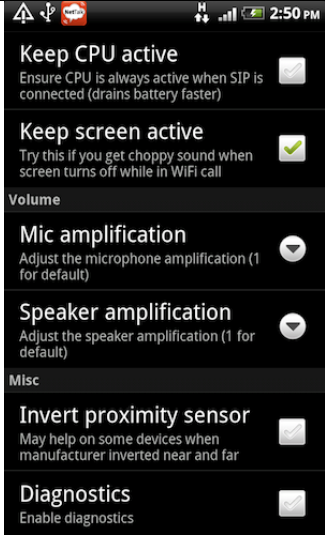
The Android system log buffer space is limited, so the amount of log messages is also limited. If the log buffer is filled, the oldest log messages are discarded.

3.7.1 Enable diagnostics

#	Action	Screenshot	Application Response
1	Press the Android Menu button.		Options menu appears.

2	Click “Advanced”. Scroll to the bottom of the Advanced menu and click on “Diagnostics” to select it.	 The screenshot shows the 'Advanced' settings menu. At the bottom, the 'Diagnostics' option is selected, indicated by a green checkmark icon. Other options visible include 'Keep CPU active', 'Keep screen active', 'Volume', 'Mic amplification', 'Speaker amplification', and 'Misc'.	Diagnostics is enabled. Application starts collecting detailed diagnostics information.
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3.7.2 Disable diagnostics

1	Press the Android Menu button.	 The screenshot shows the Android Menu button, which is a circular icon with a gear-like pattern. It is located in the bottom right corner of the screen, next to the 'Sign out' button.	Options menu appears.
2	Click “Advanced”. Scroll to the bottom of the Advanced menu and click on “Diagnostics” to un-select it.	 The screenshot shows the 'Advanced' settings menu. At the bottom, the 'Diagnostics' option is unselected, indicated by a grey icon. Other options visible include 'Keep CPU active', 'Keep screen active', 'Volume', 'Mic amplification', 'Speaker amplification', and 'Misc'.	Diagnostics is disabled. Application stops collecting diagnostics information.

3.8 Diagnostics information

If the application is in diagnostic mode (**Diagnostics** is enabled in the **Advanced** settings menu), the application will add detailed information to the log file.

3.8.1 Software Version and Device Information

Software version and device information is added the error report email.

Sample Software Version and Device Information in the Error Report

Version: 1.08 r1087	→ NetTalk application version
Information about your device :	
android.os.Build.BOARD : bravo	→ Phone hardware board name
android.os.Build.BRAND : htc_asia_ww	→ Phone hardware brand
android.os.Build.DEVICE : bravo	→ Phone hardware device name
android.os.Build.ID: FRF91	→ Phone hardware ID
android.os.Build.MODEL : HTC Desire	→ Phone hardware model name
android.os.Build.PRODUCT : htc_bravo	→ Phone hardware product name
android.os.Build.TAGS : release-keys	
android.os.Build.VERSION.INCREMENTAL : 274424	→ Android software incremental number
android.os.Build.VERSION.RELEASE : 2.2	→ Android OS version
android.os.Build.VERSION.SDK : 8	→ Android SDK version number

3.8.2 Connectivity information

When diagnostics is enabled, the application logs the current connectivity status, and whenever the connectivity changes. The possible connectivity types are listed below:

Sample of Connectivity Entries in the Log File

```
Connectivity: DISCONNECTED.
Connectivity: CONNECTED. Type: WIFI-
Connectivity: CONNECTED. Type: mobile-HSDPA
Connectivity: CONNECTED. Type: mobile-EDGE
```

3.8.3 Call statistics

When diagnostics is enabled, call statistics are logged every time the call session ends.

Sample Call Statistic Entry in the Log File

```
Line 1: Call time: 00h:00m:14s, 1st res in 21180 ms, conn in 21276ms
Line 2: SRTP status: Not active Crypto-suite: (null)
Line 3: #0 PCMA @8KHz, sendrecv, peer=85.17.186.6:54790
Line 4: RX pt=8, stat last update: 00h:00m:03.158s ago
Line 5: total 359pkt 57.4KB (71.8KB +IP hdr) @avg=36.5Kbps/45.7Kbps
Line 6: pkt loss=0 (0.0%), discrd=0 (0.0%), dup=0 (0.0%), reord=0 (0.0%)
Line 7: (msec) min avg max last dev
Line 8: loss period: 0.000 0.000 0.000 0.000 0.000
Line 9: jitter : 1.250 24.051 92.125 16.750 12.611
Line 10: TX pt=8, ptime=20ms, stat last update: 00h:00m:05.286s ago
Line 11: total 633pkt 101.0KB (126.3KB +IP hdr) @avg 64.3Kbps/80.4Kbps
Line 12: pkt loss=0 (0.0%), dup=0 (0.0%), reorder=0 (0.0%)
Line 13: (msec) min avg max last dev
Line 14: loss period: 0.000 0.000 0.000 0.000 0.000
Line 15: jitter : 55.250 76.625 98.000 98.000 21.374
Line 16: RTT msec : 584.000 584.000 584.000 584.000 0.000
```

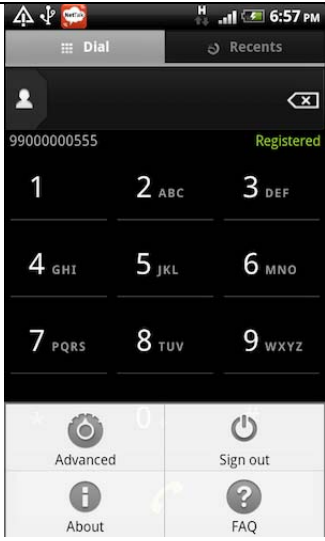
Line	Description
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1	The duration of the call media session: 00h:00m:14s The delay before the first non-100 SIP response was received: 21180 ms The delay before call was confirmed (established): 21276ms
2	Shows the Secure RTP status. This is only applicable for secured calling.
3	Codec being used for the media session: PCMA @8KHz (G.711) 'peer' is the address where RTP packets were transmitted: 85.17.186.6:54790
Line 4-9 show the statistics of the received (RX) RTP packet stream.	
4	The last time the RX statistics was updated: 00h:00m:03.158s ago
5	Total number of RTP packets received: 359 Total RTP payload size received: 57.4KB Total RTP payload + IP/UDP/RTP header size received: 71.8KB Average bitrate for the received audio: 36.5Kbps Average bitrate including received packet headers: 45.7Kbps
6	Lost packets: 0 (0.0%) Discarded packets: 0 (0.0%) Duplicate packets: 0 (0.0%) Out-of-order packets: 0 (0.0%)
7	-
8	Shows the minimum, average, maximum, and last duration (in milliseconds) of packet loss burst.
9	Shows the minimum, average, maximum, and last jitter value (in milliseconds) of incoming RTP packets.
Line 10-15 shows the statistics of the transmitted (TX) packet stream. TX statistics are actually calculate by the remote party, so if the remote party does not support RTCP, or if RTCP SR/RR packets were not received, TX statistics will be all zero.	
10	The last time TX statistics was updated: 00h:00m:05.286s ago
11	Total number of RTP packets transmitted: 633 Total RTP payload size transmitted: 101.0KB Total RTP payload + IP/UDP/RTP header size transmitted: 126.3KB Average bitrate for the transmitted audio: 64.3Kbps Average bitrate including transmitted packet headers: 80.4Kbps
12	Lost packets: 0 (0.0%) Duplicate packets: 0 (0.0%) Out-of-order packets: 0 (0.0%)
13	-
14	Shows the minimum, average, maximum, and last duration (in milliseconds) of packet loss burst.
15	Shows the minimum, average, maximum, and last jitter value (in milliseconds) of incoming RTP packets

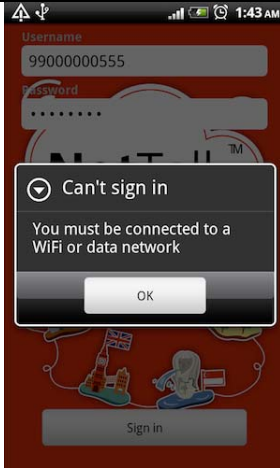
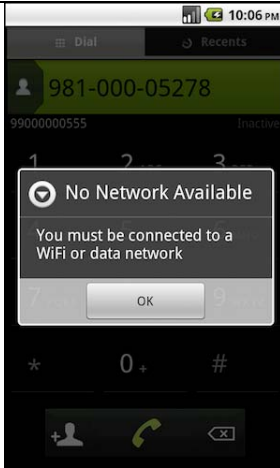
16	RTT is the round trip time, which is the time taken (in milliseconds) for a packet to travel from one end point to the other and return. This is a measure of latency. RTT measurement requires RTCP to be enabled. If no RTCP packets are sent/received, the RTT will show up as 0. The call session duration also has to be long enough for RTCP packets to be sent/received in order for the RTT to be computed.
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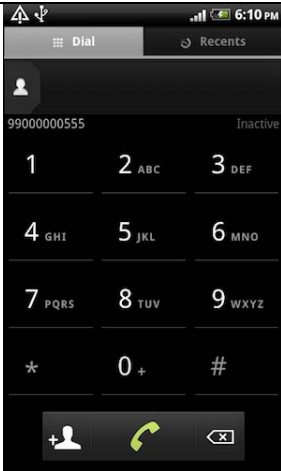
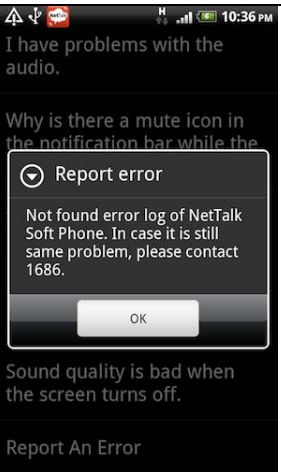
3.9 About

You can view information about the application, including the software version and website on the about page.

#	Action	Screenshot	Application Response
1	Press the Android Menu button.		Options menu appears.
2	Click "About".		About view appears.

3.10 Troubleshooting

#	Signs and Symptoms	Screenshot	Possible problems	Solution
Sign-In				
1	"Can't sign in - You must be connected to a WiFi or data network." alert view pops up.		No network available	Connect to a WiFi or cellular data network.
2	"Can't sign in - Incorrect username or password" alert view pops up.		Incorrect username or password	Input correct username and password.
Make a call				
1	Call cannot be made. "No Network Available – You must be connected to a WiFi or data network" alert view pops up.		No network available.	Connect to a Wifi or cellular data network.

"Inactive" Status Message				
1	The status message near to top right corner says "Inactive". This means that the app is currently not connected to the VoIP service, and calls cannot be made and received.		No network available.	Connect to a Wifi or cellular data network.
Report error				
1	"Report error – Not found error log of NetTalk Softphone. In case it is still same problem, please contact 1686" alert view pops up.		Error log is empty because there is no error or error report has already been sent.	Enable diagnostics to collect more information.